2015 CAHPS® Medicaid Child 5.0H

Final Report

Louisiana Healthcare Connections

Project Number(s): 5103777

1965 Evergreen Boulevard Suite 100, Duluth, Georgia 30096

Introduction

Your Sales Executive for this project is Steve Brightwell (678-689-0286) and your Account Project Manager is Adam Plato (770-978-3173, ext. 1325). 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 2015 – Survey and Reporting Changes

The following changes, which are also reported in the *Healthcare Effectiveness Data and Information Set (HEDIS®)*[1] *2015 Volume Three Technical Update Specifications*, have been made to the 2015 Consumer Assessment of Healthcare Providers and Systems (CAHPS®)[2] 5.0H survey:

- NCQA revised the *Shared Decision Making* composite for the CAHPS® Health Plan Survey 5.0H (adult and child versions). Changes to the *Shared Decision Making* attributes are described below:
    - Q10. Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine? Response options*: Yes* and *No*
    - Q11. Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine? Response options*: Yes* and *No*

  In keeping, trending will be not be provided for the *Shared Decision Making* composite and attributes, Q10 and Q11.

- 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
- From this year forward, NCQA will use unadjusted HEDIS® and CAHPS® results to score organizations at the time of their survey and at annual rescoring.[3]
- Although the CAHPS® *How Well Doctors Communicate* measure was retired from 2015 accreditation scoring, however, organizations accredited on the 2013 and 2014 standards will still be scored using the organization's submitted rate for this measure.
- In 2015, NCQA no longer allowed supplemental (custom) questions to be interspersed in the survey tool. Supplemental questions were required to be placed at the end of the survey, following the "About You" section of the survey. Additionally, NCQA allowed plans to add a maximum of 12 questions to their regulatory survey tool.

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.

[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).
[3] Please refer to the *Global Proportions and Accreditation* section of this report for additional information.

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1. Executive Summary

SPH Analytics (SPHA), a National Committee for Quality Assurance (NCQA) certified HEDIS® Survey Vendor, was selected by Louisiana Healthcare Connections to conduct its 2015 CAHPS® 5.0H Medicaid Child Member Satisfaction Survey. 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.

Using a mixed (mail and phone) survey administration methodology, per NCQA protocol,[4] SPH Analytics collected 550 valid surveys from the eligible member population, yielding a response rate of 25.9%.[5]

This report summarizes results derived from the CAHPS® 5.0H Medicaid Child Survey 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.[6]

Overview of Summary Rate Comparisons

The tables beginning on the following page present composite, measure, and rating Summary Rate Scores for the Health Plan and Health Care domains. Included in each table are your plan's current scores compared to trend data (if applicable), the 2015 SPH Analytics Book of Business benchmark, and the 2014 Quality Compass® All Plans[7] benchmark. Significance testing is provided for all comparisons and percentile rankings[8] are provided for benchmark comparisons.

[4] Please note that the CAHPS® survey is eligible to be conducted from January through May 2015.
[5] Please refer to Section 2 - *Methodology* for the calculation used to determine the response rate.
[6] Select Summary Rates are defined by NCQA in its HEDIS® 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by SPH Analytics to facilitate comparisons.
[7] The source for data contained in this publication is Quality Compass® All Plans 2014 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.
[8] Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Your percentile rank indicates where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark.

Health Plan Domain

Composites, Measures, & Ratings	2015 Summary Rate (SR)	2014 Trend Comparisons		2015 SPH Analytics Benchmark Comparisons			2014 Quality Compass® All Plans Comparisons		
		SR	**	SR	Percentile Rank*	**	SR	Percentile Rank*	**
8-10 Rating of Health Plan (Q36)	81.2%	NA		84.9%	18th	↓	84.5%	21st	↓
9-10 Rating of Health Plan (Q36)	67.0%	NA		68.5%	41st		69.0%	35th	
Getting Needed Care	83.1%	NA		85.3%	31st		85.0%	29th	
Customer Service	88.4%	NA		88.2%	47th		87.9%	56th	
Ease of Filling Out Forms (Q35)	96.5%	NA		94.6%	95th		95.5%	69th	

* Indicates where your plan's Summary Rate ranks when compared to all other plans in the benchmark.
** Indicates a significant difference (↑ or ↓) when your plan's Summary Rate is compared to trend and/or benchmark data.

Health Care Domain

Composites, Measures, & Ratings	2015 Summary Rate (SR)	2014 Trend Comparisons		2015 SPH Analytics Benchmark Comparisons			2014 Quality Compass® All Plans Comparisons		
		SR	**	SR	Percentile Rank*	**	SR	Percentile Rank*	**
8-10 Rating of Health Care (Q13)	83.9%	NA		85.5%	22nd		84.7%	39th	
9-10 Rating of Health Care (Q13)	67.8%	NA		66.6%	57th		66.5%	62nd	
Getting Care Quickly	91.2%	NA		89.3%	54th		89.5%	57th	
How Well Doctors Communicate	92.4%	NA		93.5%	29th		93.0%	33rd	
Shared Decision Making	78.3%	NA		77.2%	55th		NA		
Health Promotion and Education (Q8)	72.4%	NA		69.3%	78th		71.7%	60th	
Coordination of Care (Q25)	80.7%	NA		81.2%	37th		81.0%	37th	
8-10 Rating of Personal Doctor (Q26)	86.3%	NA		88.0%	16th		87.6%	31st	
9-10 Rating of Personal Doctor (Q26)	73.8%	NA		73.9%	53rd		73.6%	53rd	
8-10 Rating of Specialist (Q30)	81.4%***	NA		84.7%	23rd		85.0%	14th	
9-10 Rating of Specialist (Q30)	72.9%***	NA		70.2%	65th		70.5%	76th	

* Indicates where your plan's Summary Rate ranks when compared to all other plans in the benchmark.
** Indicates a significant difference (↑ or ↓) when your plan's Summary Rate is compared to trend and/or benchmark data.
*** Indicates this measure received less than 100 completed responses and will, therefore, receive an NA in the NCQA submission report.

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 2015 SPH Analytics Medicaid Child Book of Business to discover which composites were Key Drivers of *Rating of Health Plan* (Q36), *Rating of Health Care* (Q13), and *Rating of Personal Doctor* (Q26).

The Summary Rates of these Key Drivers are compared to the Summary Rates of all other plans in the 2015 SPH Analytics 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 2015 SPH Analytics 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 2015 SPH Analytics 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 2015 SPH Analytics 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 (Q36), 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)[9]	Percentile Ranking	Opportunity Analysis
Customer Service	0.884	47th	Opportunity
Getting Needed Care	0.368	31st	Opportunity

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

Rating of Health Care Opportunity Analysis

Rating of Health Care (Q13) 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
How Well Doctors Communicate	0.866	29th	Opportunity
Getting Needed Care	0.543	31st	Opportunity
Customer Service	0.230	47th	Opportunity

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

Rating of Personal Doctor Opportunity Analysis

Question 26 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	29th	Opportunity
Coordination of Care	0.256	37th	Opportunity

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

Accreditation for 2015 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.

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.[10] 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 percentile threshold your plan achieved when compared to the benchmark. The third and fourth column show the point distribution.[11]

Composite/Rating Item	Approximate Plan Percentile Threshold	Points Awarded per Accreditation Year 2015	2013 and 2014
Getting Needed Care	50th	1.263	1.105
Getting Care Quickly	90th	1.857	1.625
How Well Doctors Communicate	75th		1.430
Customer Service	50th	1.263	1.105
Rating of Health Care (Q13)	75th	1.634	1.430
Rating of Personal Doctor (Q26)	50th	1.263	1.105
Rating of Specialist (Q30)	NA	-	-
Rating of Health Plan (Q36)	25th	1.486	1.300
Approximate Points Earned (Out of 13.000 in 2013, 2014, and 2015)		**8.766**	**9.100**

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 which exceed ten NA or NB results between HEDIS and CAHPS® for each product line, are scored based on the standards score only and the accreditation status is capped at Commendable.

[10] 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* (2015) document.
[11] Please note that the CAHPS® *How Well Doctors Communicate* measure was retired from 2015 accreditation scoring, however, organizations accredited on the 2013 and 2014 standards will still be scored using the organization's submitted rate for this measure.

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.

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

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 1,650 in accordance with NCQA protocol for Child Medicaid plans, although plans may choose to over-sample or augment[12] their sample if desired. Your plan's sample size is 2,145. SPH Analytics collected 550 valid surveys (228 Mail and 322 Telephone) from the eligible member population.[13] After adjusting for ineligible members, your survey response rate is 25.9%. The overall NCQA target number of valid surveys is 411.

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 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.

[12] Although plans may choose to augment their sample, augments are not included in the Response Rate calculation or survey disposition groupings.
[13] Please note that the CAHPS® survey is eligible to be conducted from January through May 2015.

Disposition Group	Disposition Category	N
Ineligible	Deceased (M20/T20)	1
	Does not meet eligibility criteria (M21/T21/I21)	19
	Language barrier (M22/T22)	2
	Total Ineligible	**24**
Non-response	Bad address/phone (M23/T23)	174
	Refusal (M32/T32)	27
	Maximum attempts made (M33/T33)	1370
	Total Non-response	**1571**

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 Survey, the numerator and denominator used to compute your response rate are presented below.

$$\frac{228\ (\text{Mail}) + 322\ (\text{Phone})}{2{,}145\ (\text{Sample}) - 24\ (\text{Ineligible})} = \frac{550}{2{,}121} = 25.9\%$$

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

Profile of Survey Respondents

The demographic characteristics of respondents surveyed should be representative of your member population. SPH Analytics 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 2015 SPH Analytics Medicaid Child Book of Business benchmark (displayed in orange). 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.

Through years of experience and analysis of our books of business, SPH Analytics 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* (Q36) 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%

Charts 2A – 2C

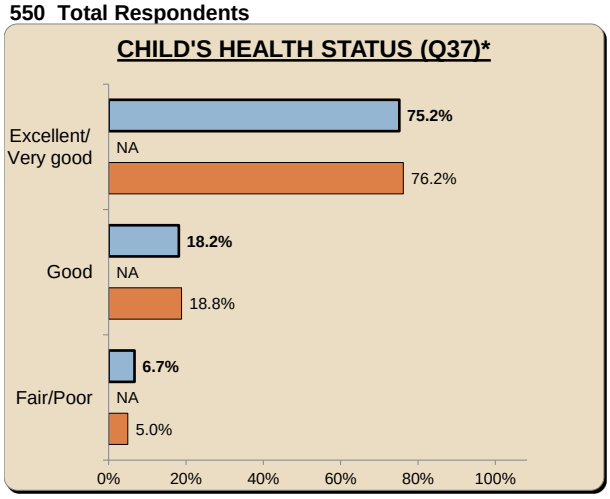
Profile of Survey Respondents

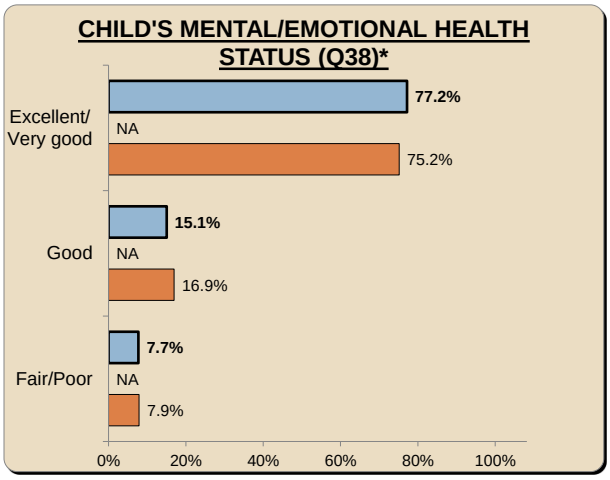
Survey Demographic Comparisons

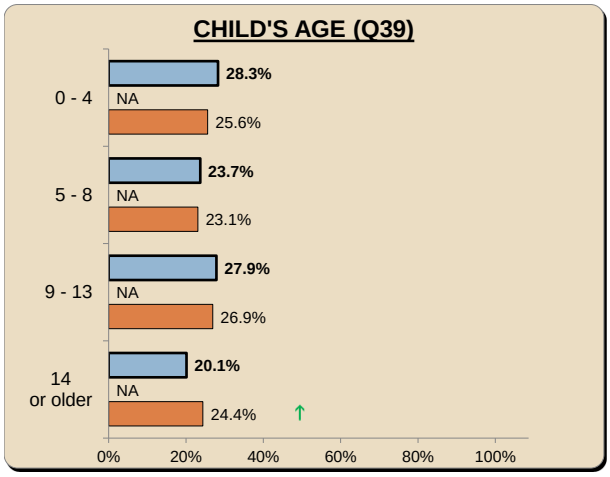
Louisiana Healthcare Connections

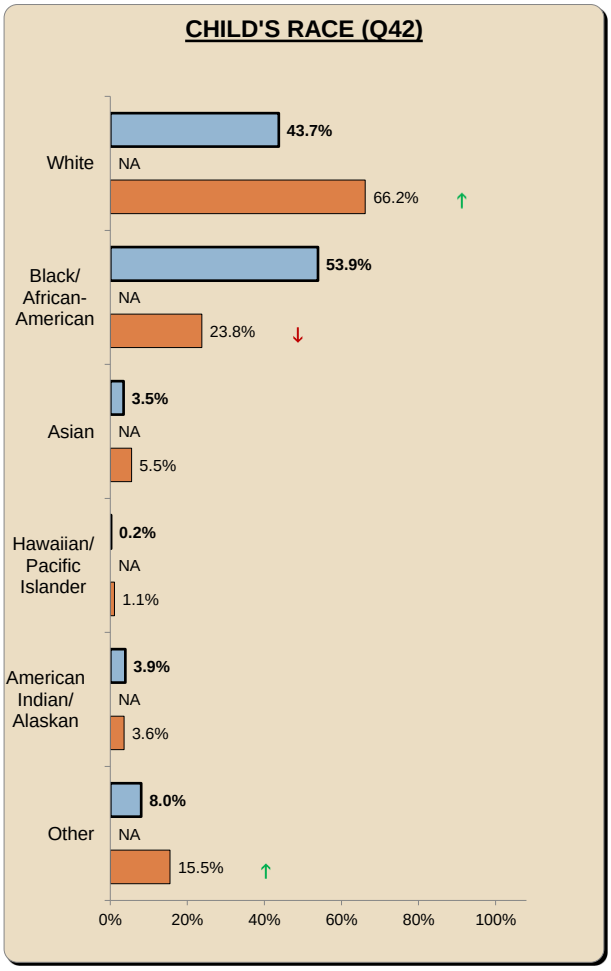
Medicaid Child CAHPS®

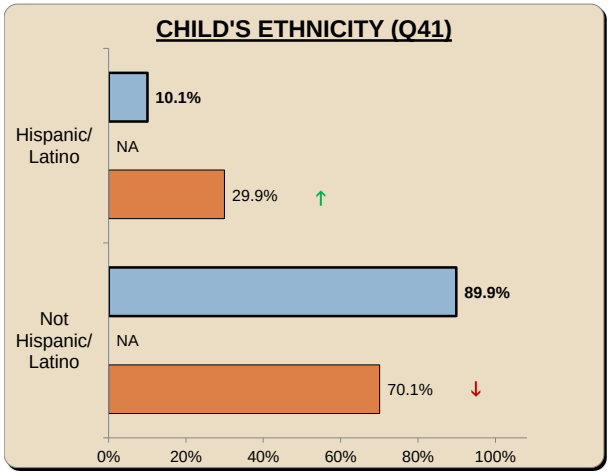
550 Total Respondents











KEY:	Your Plan's 2015 Rate	Your Plan's 2014 Rate	2015 SPH Analytics Benchmark

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

Note 1: The 2015 SPH Analytics Book of Business consists of 62 Medicaid child (Non-CCC and CCC) samples that conducted surveys with SPH Analytics in 2015 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.

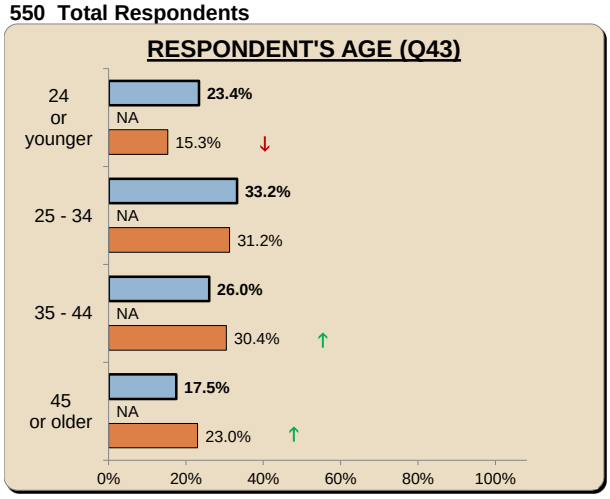
Profile of Survey Respondents

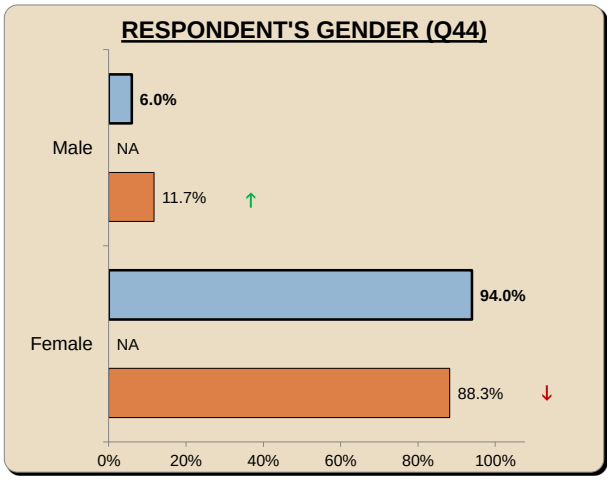
Survey Demographic Comparisons (Continued)

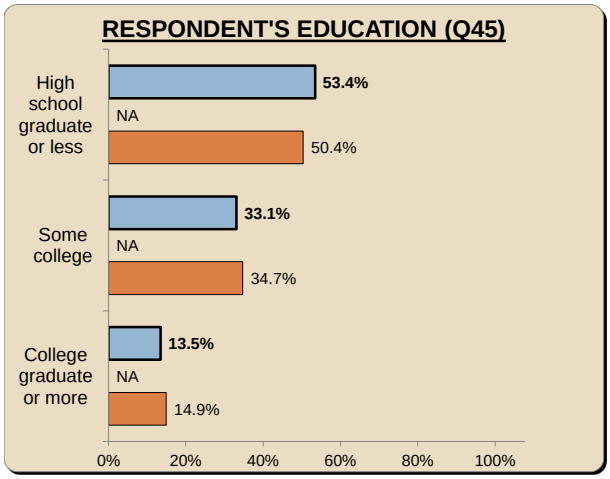
Louisiana Healthcare Connections

Medicaid Child CAHPS®

550 Total Respondents

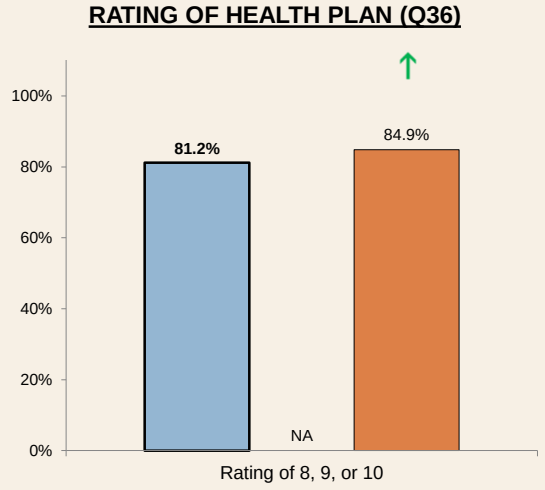


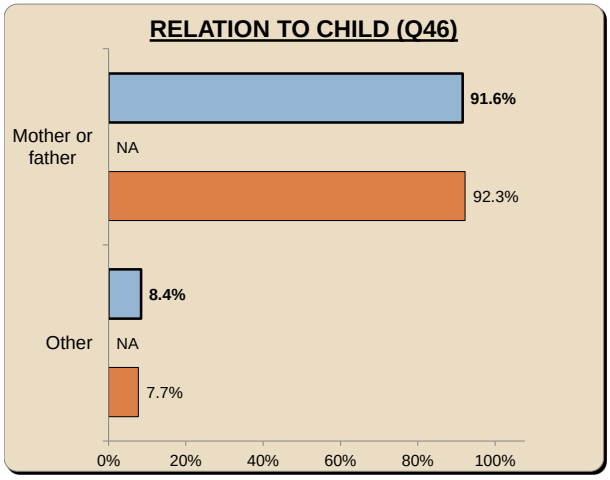




Research on CAHPS® survey results indicates that…

- *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 2015 Rate	Your Plan's 2014 Rate	2015 SPH Analytics Benchmark

Note 1: The 2015 SPH Analytics Book of Business consists of 62 Medicaid child (Non-CCC and CCC) samples that conducted surveys with SPH Analytics in 2015 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.

Note 3: The "Other" category for Relation to Child (Q46) is representative of the following: Grandparent, Aunt or uncle, Older brother or sister, Other relative, Legal guardian, and Someone else.

Segmentation Analysis

Louisiana Healthcare Connections

Rating of Health Plan (Q36) by Demographics

Medicaid Child CAHPS®

550 Total Respondents

Survey Item		Rating of Health Plan (Q36)							
		0-3		4-7		8-10		9-10	
		Valid n*	%	Valid n*	%	Valid n*	%	Valid n*	%
CHILD'S HEALTH STATUS (Q37)**	Excellent/Very good	9	2.5%	48	13.5%	299	84.0%	251	70.5%
	Good	1	1.2%	18	21.4%	65	77.4%	52	61.9%
	Fair/Poor	2	6.3%	11	34.4%	19	59.4%	14	43.8%
CHILD'S MENTAL/EMOTIONAL HEALTH STATUS (Q38)**	Excellent/Very good	8	2.2%	53	14.5%	305	83.3%	256	69.9%
	Good	2	2.9%	12	17.4%	55	79.7%	42	60.9%
	Fair/Poor	2	5.4%	12	32.4%	23	62.2%	19	51.4%
CHILD'S ETHNICITY (Q41)	Hispanic/Latino	0	0.0%	5	11.1%	40	88.9%	37	82.2%
	Not Hispanic/Latino	10	2.5%	71	17.5%	325	80.0%	266	65.5%
CHILD'S RACE (Q42)	White	4	2.0%	32	16.2%	162	81.8%	137	69.2%
	Black/African American	6	2.4%	35	14.2%	205	83.3%	163	66.3%
	Other***	2	2.9%	17	24.6%	50	72.5%	46	66.7%
RESPONDENT'S AGE (Q43)	24 or younger	1	0.9%	22	20.8%	83	78.3%	67	63.2%
	25 - 34	2	1.3%	21	14.0%	127	84.7%	105	70.0%
	35 - 44	7	5.9%	26	21.8%	86	72.3%	74	62.2%
	45 or older	1	1.3%	5	6.6%	70	92.1%	56	73.7%
RESPONDENT'S GENDER (Q44)	Male	2	7.1%	7	25.0%	19	67.9%	17	60.7%
	Female	9	2.1%	69	16.0%	354	81.9%	291	67.4%
RESPONDENT'S EDUCATION (Q45)	High School graduate/GED or less	5	2.1%	43	18.0%	191	79.9%	160	66.9%
	Some College or more	4	1.9%	32	15.4%	172	82.7%	141	67.8%
DATA COLLECTION METHOD	Mail	7	3.2%	49	22.3%	164	74.5%	130	59.1%
	Phone	5	2.0%	28	11.1%	220	87.0%	187	73.9%

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

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

*** "Other" includes respondents who selected "Asian," "Native Hawaiian or other Pacific Islander," "American Indian or Alaska Native," or "Other" in Q42.

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 2015 SPH Analytics Medicaid Child Book of Business and 2014 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 — 2015 SPH Analytics Medicaid Child Book of Business Mean and Percentiles
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 2015 SPH Analytics Medicaid Child Book of Business benchmark. This benchmark contains data from 62 plan-specific Medicaid child (Non-CCC and CCC) samples contracted with SPH Analytics to administer the CAHPS® 5.0H survey and to submit data to NCQA in 2015. Your plan's percentile ranking is shown beside each score.

Page 3C — 2014 Quality Compass® All Plans Mean and Percentiles
Shows how your health plan's composite and key question Summary Rates compare to the 2014 Quality Compass® All Plans benchmark. This benchmark includes approximately 132 samples of Medicaid child plans (Non-CCC and CCC) that submitted to NCQA. Your plan's approximate percentile ranking[14] in relation to the Quality Compass® All Plans benchmark is displayed next to each score.

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

[14] Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Your percentile rank indicates where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark.

Benchmark	Definition	# of Plans	Pros	Cons
2015 SPH Analytics Book of Business	Includes all the Medicaid child samples (Non-CCC and CCC) that contracted with SPH Analytics to administer the 2015 CAHPS® 5.0H survey, and submitted that data to NCQA.	62	* Provide the most up-to-date benchmark available reflecting the 2015 survey results[15] * Provides a benchmark for each question from the survey * Permits precise percentile ranking of plan compared to benchmark	* Contains fewer plans than the Quality Compass® All Plans benchmark
2014 Quality Compass® All Plans	Includes all Medicaid child (Non-CCC and CCC) samples that submitted to NCQA in 2014.	132	* Contains more plans than the SPH Analytics Book of Business benchmark	* Only contains benchmarks for certain key questions, composites and rating questions
2014 NCQA 1-100 Benchmark	A percentile benchmark (with values ranging from the first through the one hundredth percentile) calculated by NCQA and derived from Medicaid child data collected by NCQA in 2014.	132	* Utilized by SPH Analytics to calculate approximate percentile ranking of plan scores in relation to the Quality Compass® All Plans benchmark	* Only contains benchmarks for certain key questions, composites, and rating questions

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

Charts 3A – 3C

[15] The 2015 Quality Compass® All Plans benchmark will be available in Fall of 2015.

Summary of Trend and Benchmark Comparisons

Louisiana Healthcare Connections

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

Medicaid Child CAHPS®

550 Total Respondents

Composites, Attributes, and Key Questions	2015 Valid n and Summary Rate*		2014 Summary Rate*	2013 Summary Rate*	2015 SPH Analytics Book of Business**	2014 Quality Compass® All Plans**
Getting Needed Care		**83.1%**	**NA**	**NA**	**85.3%**	**85.0%**
Q14. Ease of getting care, tests, or treatment child needed	**389**	**90.0%**	NA	NA	88.9%	89.5%
Q28. Obtained child's appointment with specialist as soon as needed	**76**	**76.3%**	NA	NA	81.7%	81.9%
Getting Care Quickly		**91.2%**	**NA**	**NA**	**89.3%**	**89.5%**
Q4. Child obtained needed care right away	**183**	**93.4%**	NA	NA	90.5%	90.7%
Q6. Child obtained appointment for care as soon as needed	**372**	**89.0%**	NA	NA	88.0%	88.4%
How Well Doctors Communicate		**92.4%**	**NA**	**NA**	**93.5%**	**93.0%**
Q17. Child's doctor explained things in an understandable wav	**353**	**94.3%**	NA	NA	93.8%	93.5%
Q18. Child's doctor listened carefully to you	**354**	**95.5%**	NA	NA	95.0%	94.5%
Q19. Child's doctor showed respect for what you had to say	**351**	**96.3%**	NA	NA	96.1%	95.6%
Q22. Child's doctor spent enough time with your child	**348**	**83.6%**	NA	NA	89.2%	88.3%
Customer Service		**88.4%**	**NA**	**NA**	**88.2%**	**87.9%**
Q32. Getting information/help from customer service	**143**	**81.1%**	NA	NA	82.6%	82.6%
Q33. Treated with courtesy and respect by customer service staff	**140**	**95.7%**	NA	NA	93.8%	93.2%
Shared Decision Making		**78.3%**	**Not Trendable**		**77.2%**	**Not Available**
Q10. Doctor/health provider talked about reasons you might want your child to take a medicine	**100**	**95.0%**			91.4%	
Q11. Doctor/health provider talked about reasons you might not want your child to take a medicine	**100**	**59.0%**			62.5%	
Q12. Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	**100**	**81.0%**	NA	NA	77.6%	77.2%
Health Promotion and Education (Q8)	**392**	**72.4%**	**NA**	**NA**	**69.3%**	**71.7%**
Coordination of Care (Q25)	**119**	**80.7%**	**NA**	**NA**	**81.2%**	**81.0%**
Ease of Filling Out Forms (Q35)	**462**	**96.5%**	**NA**	**NA**	**94.6%**	**95.5%**
Rating Items (Summary Rate = 8 + 9 + 10)						
Rating of Health Care (Q13)	**391**	**83.9%**	**NA**	**NA**	**85.5%**	**84.7%**
Rating of Personal Doctor (Q26)	**416**	**86.3%**	**NA**	**NA**	**88.0%**	**87.6%**
Rating of Specialist (Q30)	**70**	**81.4%**	**NA**	**NA**	**84.7%**	**85.0%**
Rating of Health Plan (Q36)	**473**	**81.2%**	**NA**	**NA**	**84.9%**	**84.5%**
Rating Items (Summary Rate = 9 + 10)						
Rating of Health Care (Q13)	**391**	**67.8%**	**NA**	**NA**	**66.6%**	**66.5%**
Rating of Personal Doctor (Q26)	**416**	**73.8%**	**NA**	**NA**	**73.9%**	**73.6%**
Rating of Specialist (Q30)	**70**	**72.9%**	**NA**	**NA**	**70.2%**	**70.5%**
Rating of Health Plan (Q36)	**473**	**67.0%**	**NA**	**NA**	**68.5%**	**69.0%**

* Summary Rates are defined by NCQA in its HEDIS 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

** The 2015 SPH Analytics Book of Business consists of 62 Medicaid child (Non-CCC and CCC) samples that conducted surveys with SPH Analytics in 2015 and submitted data to NCQA. The 2014 Quality Compass® All Plans benchmark is the mean summary rate from the Medicaid child (Non-CCC and CCC) samples that submitted to NCQA in 2014 (approximately 132 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

2015 SPH Analytics Book of Business Mean and Percentiles

Medicaid Child CAHPS®

550 Total Respondents

Composites, Attributes, and Key Questions	Your Plan Summary Rate*	Your Plan's Ranking**	2015 SPH Analytics Book of Business Mean & Percentiles***				
			Mean	25th	50th	75th	90th
Getting Needed Care	**83.1%**	**31st**	**85.3%**	**82.3%**	**86.1%**	**88.4%**	**91.1%**
Q14. Ease of getting care, tests, or treatment child needed	90.0%	47th	88.9%	85.5%	90.6%	92.2%	94.1%
Q28. Obtained child's appointment with specialist as soon as needed	76.3%	14th	81.7%	77.7%	81.9%	86.0%	89.0%
Getting Care Quickly	**91.2%**	**54th**	**89.3%**	**86.4%**	**90.6%**	**92.7%**	**94.6%**
Q4. Child obtained needed care right away	93.4%	72nd	90.5%	88.8%	91.9%	93.8%	95.5%
Q6. Child obtained appointment for care as soon as needed	89.0%	45th	88.0%	85.3%	89.7%	91.8%	94.1%
How Well Doctors Communicate	**92.4%**	**29th**	**93.5%**	**92.2%**	**93.9%**	**95.4%**	**96.0%**
Q17. Child's doctor explained things in an understandable way	94.3%	49th	93.8%	92.5%	94.3%	96.2%	96.9%
Q18. Child's doctor listened carefully to you	95.5%	57th	95.0%	94.0%	95.2%	96.2%	97.4%
Q19. Child's doctor showed respect for what you had to say	96.3%	59th	96.1%	95.3%	95.9%	97.0%	97.7%
Q22. Child's doctor spent enough time with your child	83.6%	12th	89.2%	86.5%	90.1%	92.5%	94.6%
Customer Service	**88.4%**	**47th**	**88.2%**	**85.9%**	**88.6%**	**90.1%**	**91.4%**
Q32. Getting information/help from customer service	81.1%	31st	82.6%	79.9%	82.9%	84.8%	87.5%
Q33. Treated with courtesy and respect by customer service staff	95.7%	82nd	93.8%	92.5%	93.5%	95.3%	96.3%
Shared Decision Making	**78.3%**	**55th**	**77.2%**	**74.8%**	**78.0%**	**79.9%**	**82.7%**
Q10. Doctor/health provider talked about reasons you might want your child to take a medicine	95.0%	78th	91.4%	89.3%	92.5%	94.3%	95.7%
Q11. Doctor/health provider talked about reasons you might not want your child to take a medicine	59.0%	30th	62.5%	57.9%	64.2%	67.5%	69.5%
Q12. Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	81.0%	71st	77.6%	74.5%	77.7%	81.3%	83.7%
Health Promotion and Education (Q8)	**72.4%**	**78th**	**69.3%**	**66.6%**	**69.4%**	**72.1%**	**74.4%**
Coordination of Care (Q25)	**80.7%**	**37th**	**81.2%**	**79.3%**	**81.9%**	**84.8%**	**86.2%**
Ease of Filling Out Forms (Q35)	**96.5%**	**95th**	**94.6%**	**93.7%**	**95.0%**	**95.9%**	**96.4%**
Rating Items (Summary Rate = 8 + 9 + 10)							
Rating of Health Care (Q13)	**83.9%**	**22nd**	**85.5%**	**84.0%**	**85.7%**	**87.3%**	**88.9%**
Rating of Personal Doctor (Q26)	**86.3%**	**16th**	**88.0%**	**86.9%**	**88.1%**	**89.5%**	**90.8%**
Rating of Specialist (Q30)	**81.4%**	**23rd**	**84.7%**	**81.7%**	**85.2%**	**88.2%**	**90.4%**
Rating of Health Plan (Q36)	**81.2%**	**18th**	**84.9%**	**82.5%**	**85.2%**	**87.8%**	**89.6%**
Rating Items (Summary Rate = 9 + 10)							
Rating of Health Care (Q13)	**67.8%**	**57th**	**66.6%**	**64.5%**	**66.8%**	**69.3%**	**71.3%**
Rating of Personal Doctor (Q26)	**73.8%**	**53rd**	**73.9%**	**71.9%**	**73.5%**	**76.0%**	**78.3%**
Rating of Specialist (Q30)	**72.9%**	**65th**	**70.2%**	**66.3%**	**70.3%**	**74.2%**	**77.6%**
Rating of Health Plan (Q36)	**67.0%**	**41st**	**68.5%**	**64.0%**	**68.6%**	**72.9%**	**75.9%**

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 2015 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 SPH Analytics in 2015. Summary Rates that are below the 10th percentile are shown as '<10th.'

*** The 2015 SPH Analytics Book of Business consists of 62 Medicaid child (Non-CCC and CCC) samples that conducted surveys with SPH Analytics in 2015 and submitted data to NCQA.

Benchmark Comparisons

Louisiana Healthcare Connections

2014 Quality Compass All Plans Mean and Percentiles

Medicaid Child CAHPS®

550 Total Respondents

Composites, Attributes, and Key Questions	Your Plan Summary Rate*	Your Plan's Ranking**	2014 Quality Compass All Plans Mean & Percentiles***				
			Mean	25th	50th	75th	90th
Getting Needed Care	**83.1%**	**29th**	**85.0%**	**82.6%**	**85.4%**	**87.9%**	**90.7%**
Q14. Ease of getting care, tests, or treatment child needed	90.0%	48th	89.5%	87.9%	90.1%	92.4%	93.6%
Q28. Obtained child's appointment with specialist as soon as needed	76.3%	10th	81.9%	78.5%	82.5%	84.5%	88.9%
Getting Care Quickly	**91.2%**	**57th**	**89.5%**	**87.7%**	**90.6%**	**92.5%**	**93.8%**
Q4. Child obtained needed care right away	93.4%	71st	90.7%	88.6%	91.6%	94.0%	95.6%
Q6. Child obtained appointment for care as soon as needed	89.0%	45th	88.4%	86.3%	89.2%	91.7%	93.0%
How Well Doctors Communicate	**92.4%**	**33rd**	**93.0%**	**92.0%**	**93.3%**	**94.7%**	**95.6%**
Q17. Child's doctor explained things in an understandable way	94.3%	53rd	93.5%	91.7%	93.9%	95.6%	96.4%
Q18. Child's doctor listened carefully to you	95.5%	67th	94.5%	93.6%	94.9%	95.9%	96.5%
Q19. Child's doctor showed respect for what you had to say	96.3%	64th	95.6%	94.7%	95.9%	96.6%	97.6%
Q22. Child's doctor spent enough time with your child	83.6%	11th	88.3%	86.5%	88.7%	91.2%	92.4%
Customer Service	**88.4%**	**56th**	**87.9%**	**86.0%**	**88.1%**	**89.9%**	**91.0%**
Q32. Getting information/help from customer service	81.1%	34th	82.6%	79.9%	82.8%	85.4%	86.9%
Q33. Treated with courtesy and respect by customer service staff	95.7%	88th	93.2%	91.7%	93.4%	94.9%	95.8%
Shared Decision Making	**78.3%**	**NA**	**Not Available**				
Q10. Doctor/health provider talked about reasons you might want your child to take a medicine	95.0%						
Q11. Doctor/health provider talked about reasons you might not want your child to take a medicine	59.0%						
Q12. Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	81.0%	84th	77.2%	74.5%	77.2%	80.4%	82.2%
Health Promotion and Education (Q8)	**72.4%**	**60th**	**71.7%**	**69.2%**	**71.5%**	**74.6%**	**76.5%**
Coordination of Care (Q25)	**80.7%**	**37th**	**81.0%**	**77.6%**	**81.8%**	**84.1%**	**86.3%**
Ease of Filling Out Forms (Q35)	**96.5%**	**69th**	**95.5%**	**94.3%**	**95.7%**	**96.9%**	**97.4%**
Rating Items (Summary Rate = 8 + 9 + 10)							
Rating of Health Care (Q13)	**83.9%**	**39th**	**84.7%**	**82.6%**	**84.7%**	**86.7%**	**88.9%**
Rating of Personal Doctor (Q26)	**86.3%**	**31st**	**87.6%**	**85.9%**	**87.8%**	**89.4%**	**90.9%**
Rating of Specialist (Q30)	**81.4%**	**14th**	**85.0%**	**83.1%**	**85.0%**	**87.4%**	**89.5%**
Rating of Health Plan (Q36)	**81.2%**	**21st**	**84.5%**	**81.9%**	**84.8%**	**87.5%**	**88.7%**
Rating Items (Summary Rate = 9 + 10)							
Rating of Health Care (Q13)	**67.8%**	**62nd**	**66.5%**	**64.1%**	**66.5%**	**69.3%**	**71.5%**
Rating of Personal Doctor (Q26)	**73.8%**	**53rd**	**73.6%**	**71.8%**	**73.7%**	**75.9%**	**78.0%**
Rating of Specialist (Q30)	**72.9%**	**76th**	**70.5%**	**67.7%**	**70.0%**	**72.8%**	**77.1%**
Rating of Health Plan (Q36)	**67.0%**	**35th**	**69.0%**	**65.2%**	**69.1%**	**73.1%**	**76.4%**

- 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 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

** Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the 2014 NCQA 1-100 Benchmark (comprised of 132 plan-specific samples). Rankings indicate where your plan's Summary Rates fall relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as '<10th.'

*** The 2014 Quality Compass® All Plans benchmark is the mean summary rate from the Medicaid child (Non-CCC and CCC) samples that submitted to NCQA in 2014 (approximately 132 plan-specific samples).

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:

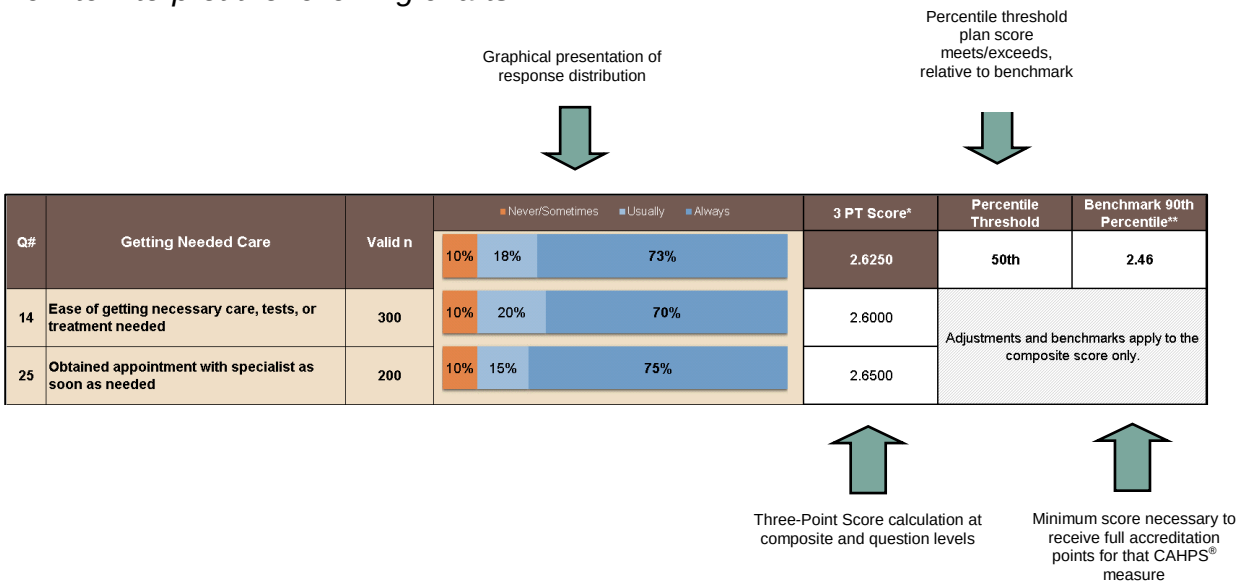
Scale 1	Score Value
Never	1
Sometimes	1
Usually	2
Always	3

Scale 2	Score Value
No	1
Yes	3

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

Pages 4A – 4B display measures used in CAHPS® accreditation. The graphical presentation and 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:



Note: In the event that fewer than 100 completes were collected, an NA will be displayed in the "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

Louisiana Healthcare Connections

Composite/Attribute Response Distributions of Accreditation Measures

Medicaid Child CAHPS®

550 Total Respondents

Q#	Getting Needed Care	Valid n	Never/Sometimes	Usually	Always	3 PT Score*	Percentile Threshold	Benchmark 90th Percentile**
			17%	19%	64%	2.4757	50th	2.58
14	Ease of getting care, tests, or treatment child needed	389	10%	19%	71%	2.6093	Benchmarks apply to the composite score only.	
28	Obtained child's appointment with specialist as soon as needed	76	24%	18%	58%	2.3421		

Q#	Getting Care Quickly	Valid n	Never/Sometimes	Usually	Always	3 PT Score*	Percentile Threshold	Benchmark 90th Percentile**
			9%	13%	78%	2.6969	90th	2.69
4	Child obtained needed care right away	183	7%	12%	81%	2.7486	Benchmarks apply to the composite score only.	
6	Child obtained appointment for care as soon as needed	372	11%	13%	76%	2.6452		

Q#	How Well Doctors Communicate	Valid n	Never/Sometimes	Usually	Always	3 PT Score*	Percentile Threshold	Benchmark 90th Percentile**
			8%	12%	80%	2.7270	75th	2.75
17	Child's doctor explained things in an understandable way	353	6%	14%	81%	2.7507	Benchmarks apply to the composite score only.	
18	Child's doctor listened carefully to you	354	5%	12%	84%	2.7910		
19	Child's doctor showed respect for what you had to say	351	4%	9%	87%	2.8376		
22	Child's doctor spent enough time with your child	348	16%	14%	69%	2.5287		

* Three-Point Score is the sum of three scores: 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. The composite Three-Point Score is the average of its attributes' Three-Point Scores.

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

Note 1: 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 which exceed ten NA or NB results between HEDIS and CAHPS® for each product line, are scored based on the standards score only and the accreditation status is capped at Commendable.

Note 2: Please note that the CAHPS How Well Doctors Communicate measure was retired from 2015 accreditation scoring, however, organizations accredited on the 2013 and 2014 standards will still be scored using the organization's submitted rate for this measure.

Note 3: Percentages may not add to 100% due to rounding.

Global Proportions/Three-Point Scores

Composite/Attribute/Rating Response Distributions of Accreditation Measures

Louisiana Healthcare Connections

Medicaid Child CAHPS®

550 Total Respondents

Q#	Customer Service	Valid n	Never/Sometimes	Usually	Always	3 PT Score*	Percentile Threshold	Benchmark 90th Percentile**
			12%	22%	67%	2.5529	50th	2.63
32	Getting information/help from customer service	143	19%	22%	59%	2.3986	Benchmarks apply to the composite score only.	
33	Treated with courtesy and respect by customer service staff	140	4%	21%	75%	2.7071		

Q#	Rating Questions	Valid n	0-6	7-8	9-10	3 PT Score*	Percentile Threshold	Benchmark 90th Percentile**
13	Rating of Health Care	391	9%	23%	68%	2.5882	75th	2.59
26	Rating of Personal Doctor	416	9%	17%	74%	2.6490	50th	2.69
30	Rating of Specialist	70	13%	14%	73%	2.6000	NA	2.66
36	Rating of Health Plan	473	11%	22%	67%	2.5603	25th	2.67

* Three-Point Score is the sum of three scores: 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. The composite Three-Point Score is the average of its attributes' Three-Point Scores.

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

Note 1: 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 which exceed ten NA or NB results between HEDIS and CAHPS® for each product line, are scored based on the standards score only and the accreditation status is capped at Commendable.
Note 2: Percentages may not add to 100% due to rounding.

Global Proportions/Three-Point Scores

Louisiana Healthcare Connections

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

Medicaid Child CAHPS®

550 Total Respondents

Q#	Shared Decision Making	Valid n	No	Yes	3 PT Score*
			22%	78%	2.5667
10	Doctor/health provider talked about reasons you might want your child to take a medicine	100	5%	95%	2.9000
11	Doctor/health provider talked about reasons you might not want your child to take a medicine	100	41%	59%	2.1800
12	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	100	19%	81%	2.6200

Q#	Additional Measure	Valid n	No	Yes	3 PT Score*
8	**Health Promotion and Education -** Doctor/health provider discussed specific things to do to prevent illnesses in your child	392	28%	72%	2.4490

Q#	Additional Measure	Valid n	Never/Sometimes	Usually	Always	3 PT Score*
25	**Coordination of Care** - Child's doctor seemed informed/up-to-date about the care received from other doctors/providers	119	19%	14%	66%	2.4706

* Three-Point Score is the sum of three scores: 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. The composite Three-Point Score is the average of its attributes' Three-Point Scores.

Note: Percentages may not add to 100% due to rounding.

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.

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*,[16] 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.

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

An accreditation assessment analysis utilizing your plan's unadjusted Three-Point Scores is displayed on Page 4D. The section labeled "Approximate Plan Percentile Threshold"

[16] Please note that the CAHPS® *How Well Doctors Communicate* measure was retired from 2015 accreditation scoring, however, organizations accredited on the 2013 and 2014 standards will still be scored using the organization's submitted rate for this measure.

represents the approximate threshold your plan achieved, which is based upon your organization's Three-Point Score when compared to the benchmark (located in the 2015 HEDIS®/CAHPS® Percentiles[17] column). The last two columns show the point distribution for each year in the current three-year accreditation cycle (2015 as well as 2013 and 2014, respectively).[18]

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

Chart 4D

[17] Each year NCQA publishes the Accreditation Benchmarks and Thresholds. Benchmarks and thresholds displayed in this report are found in the *Accreditation Benchmarks and Thresholds* (2015), which includes all Medicaid child plan data to calculate a single set of benchmarks and thresholds.
[18] Please note that the CAHPS® *How Well Doctors Communicate* measure was retired from 2015 accreditation scoring, however, organizations accredited on the 2013 and 2014 standards will still be scored using the organization's submitted rate for this measure.

Accreditation Assessment

HEDIS®/CAHPS® Three-Point Scores

Louisiana Healthcare Connections

Medicaid Child CAHPS®

550 Total Respondents

Composite/Rating Item	2015 HEDIS/CAHPS Percentiles*				Plan Three-Point Score	Approximate Plan Percentile Threshold	Approximate Points Awarded Based on Accreditation Year	
	25th	50th	75th	90th			2015	2013 and 2014
Getting Needed Care	2.42	2.47	2.53	2.58	**2.4757**	**50th**	**1.263**	**1.105**
Getting Care Quickly	2.54	2.61	2.66	2.69	**2.6969**	**90th**	**1.857**	**1.625**
How Well Doctors Communicate	2.63	2.68	2.72	2.75	**2.7270**	**75th**		**1.430**
Customer Service	2.50	2.53	2.58	2.63	**2.5529**	**50th**	**1.263**	**1.105**
Rating of Health Care (Q13)	2.49	2.52	2.57	2.59	**2.5882**	**75th**	**1.634**	**1.430**
Rating of Personal Doctor (Q26)	2.58	2.62	2.65	2.69	**2.6490**	**50th**	**1.263**	**1.105**
Rating of Specialist (Q30)	2.53	2.59	2.62	2.66	**NA**	**NA**	**-**	**-**
Rating of Health Plan (Q36)	2.51	2.57	2.62	2.67	**2.5603**	**25th**	**1.486**	**1.300**
Approximate Points Earned (13.000 available in 2013, 2014, and 2015)							**8.766**	**9.100**

***** 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: 2015 Accreditation. NCQA is on year five of phasing out the sampling variation adjustments for all organizations. From this year forward, NCQA will use unadjusted HEDIS and CAHPS results to score organizations at the time of their survey and at annual rescoring. Additionally, please note that the CAHPS® How Well Doctors Communicate measure was retired from 2015 accreditation scoring, however, organizations accredited on the 2013 and 2014 standards will still be scored using the organization's submitted rate 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 which exceed ten NA or NB results between HEDIS and CAHPS® for each product line, are scored based on the standards score only and the accreditation status is capped at Commendable.

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.

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

Please refer to NCQA's *Standards and Guidelines for the Accreditation of Health Plans* (2015) and *Accreditation Benchmarks and Thresholds* (2015) 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 – 5H present Summary Rates[19] for attributes, ratings, and composite scores organized across the following:

- Respondent's Age (Q43)
- Respondent's Education (Q45)
- Child's Ethnicity (Q41)
- Child's Race (Q42)
- Child's Health Status (Q37)
- Child's Mental/Emotional Health Status (Q38)
- Number of Doctor/Clinic Visits (Q7)
- 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
Q36. Rating of Health Plan	63%	58%

Charts 5A – 5H

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

Segmentation Analysis

Louisiana Healthcare Connections

Plan Summary Rates by Respondent's Age (Q43)

Medicaid Child CAHPS®

550 Total 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	97.6%	46	93.5%	52	98.1%	26	88.5%	9.6%
6	Child obtained appointment for care as soon as needed	80	88.8%	108	88.0%	89	92.1%	51	94.1%	6.2%
10	Doctor/health provider talked about reasons you might want your child to take a medicine	20	100.0%	33	97.0%	25	88.0%	14	92.9%	12.0%
11	Doctor/health provider talked about reasons you might not want your child to take a medicine	20	50.0%	33	69.7%	25	52.0%	15	53.3%	19.7%
12	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	20	85.0%	33	87.9%	24	75.0%	15	60.0%	27.9%
14	Ease of getting care, tests, or treatment child needed	86	93.0%	110	93.6%	99	85.9%	58	93.1%	7.8%
17	Child's doctor explained things in an understandable way	74	94.6%	112	91.1%	89	98.9%	46	93.5%	7.8%
18	Child's doctor listened carefully to you	74	91.9%	112	95.5%	89	98.9%	47	93.6%	7.0%
19	Child's doctor showed respect for what you had to say	74	94.6%	112	95.5%	89	98.9%	46	95.7%	4.3%
22	Child's doctor spent enough time with your child	74	81.1%	111	81.1%	87	86.2%	47	85.1%	5.1%
28	Obtained child's appointment with specialist as soon as needed	12	75.0%	24	75.0%	15	80.0%	17	70.6%	9.4%
32	Getting information/help from customer service	30	86.7%	48	83.3%	36	77.8%	21	81.0%	8.9%
33	Customer service treated member with courtesy and respect	29	96.6%	47	95.7%	35	94.3%	21	100.0%	5.7%
Q#	Composites & Key Questions									
	Getting Needed Care		84.0%		84.3%		82.9%		81.8%	2.5%
	Getting Care Quickly		93.2%		90.7%		95.1%		91.3%	4.4%
	How Well Doctors Communicate		90.5%		90.8%		95.7%		92.0%	5.2%
	Customer Service		91.6%		89.5%		86.0%		90.5%	5.6%
	Shared Decision Making		78.3%		84.8%		71.7%		68.7%	16.1%
8	Health Promotion and Education	83	78.3%	109	69.7%	101	72.3%	58	77.6%	8.6%
25	Coordination of Care	25	88.0%	37	81.1%	28	78.6%	21	71.4%	16.6%
35	Ease of Filling Out Forms	105	91.4%	147	98.0%	116	98.3%	73	98.6%	7.2%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)									
13	Rating of Health Care	86	83.7%	110	86.4%	100	80.0%	57	86.0%	6.4%
26	Rating of Personal Doctor	85	75.3%	137	89.1%	103	88.3%	62	87.1%	13.8%
30	Rating of Specialist	10	90.0%	23	95.7%	13	69.2%	17	70.6%	26.4%
36	Rating of Health Plan	106	78.3%	150	84.7%	119	72.3%	76	92.1%	19.8%
Q#	Rating Items (Summary Rate = 9 + 10)									
13	Rating of Health Care	86	66.3%	110	70.9%	100	65.0%	57	71.9%	6.9%
26	Rating of Personal Doctor	85	70.6%	137	73.7%	103	73.8%	62	72.6%	3.2%
30	Rating of Specialist	10	80.0%	23	87.0%	13	61.5%	17	58.8%	28.1%
36	Rating of Health Plan	106	63.2%	150	70.0%	119	62.2%	76	73.7%	11.5%

* 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 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

Louisiana Healthcare Connections

Plan Summary Rates by Respondent's Education (Q45)

Medicaid Child CAHPS®

550 Total Respondents

Q#	Attributes	High School Graduate or less		Some College or more		Range*
		Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	90	95.6%	77	93.5%	2.0%
6	Child obtained appointment for care as soon as needed	172	90.7%	153	89.5%	1.2%
10	Doctor/health provider talked about reasons you might want your child to take a medicine	52	98.1%	40	90.0%	8.1%
11	Doctor/health provider talked about reasons you might not want your child to take a medicine	53	62.3%	40	55.0%	7.3%
12	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	53	84.9%	39	71.8%	13.1%
14	Ease of getting care, tests, or treatment child needed	189	89.4%	163	92.0%	2.6%
17	Child's doctor explained things in an understandable way	177	94.4%	146	93.8%	0.5%
18	Child's doctor listened carefully to you	177	96.0%	147	95.2%	0.8%
19	Child's doctor showed respect for what you had to say	177	97.2%	145	95.2%	2.0%
22	Child's doctor spent enough time with your child	175	84.0%	146	83.6%	0.4%
28	Obtained child's appointment with specialist as soon as needed	39	66.7%	29	86.2%	19.5%
32	Getting information/help from customer service	72	80.6%	62	83.9%	3.3%
33	Treated with courtesy and respect by customer service staff	71	95.8%	60	96.7%	0.9%
Q#	Composites & Key Questions					
	Getting Needed Care		78.0%		89.1%	11.1%
	Getting Care Quickly		93.1%		91.5%	1.6%
	How Well Doctors Communicate		92.9%		92.0%	0.9%
	Customer Service		88.2%		90.3%	2.1%
	Shared Decision Making		81.7%		72.3%	9.5%
8	Health Promotion and Education	185	74.1%	164	75.0%	0.9%
25	Coordination of Care	55	81.8%	56	76.8%	5.0%
35	Ease of Filling Out Forms	233	96.6%	204	97.5%	1.0%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)					
13	Rating of Health Care	188	85.1%	164	82.3%	2.8%
26	Rating of Personal Doctor	204	85.8%	181	87.8%	2.1%
30	Rating of Specialist	36	83.3%	27	81.5%	1.9%
36	Rating of Health Plan	239	79.9%	208	82.7%	2.8%
Q#	Rating Items (Summary Rate = 9 + 10)					
13	Rating of Health Care	188	68.6%	164	68.9%	0.3%
26	Rating of Personal Doctor	204	74.5%	181	72.9%	1.6%
30	Rating of Specialist	36	75.0%	27	70.4%	4.6%
36	Rating of Health Plan	239	66.9%	208	67.8%	0.8%

* 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 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

Louisiana Healthcare Connections

Plan Summary Rates by Child's Ethnicity (Q41)

Medicaid Child CAHPS®

550 Total Respondents

Q#	Attributes	Hispanic/Latino		Not Hispanic/Latino		Range*
		Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	16	87.5%	149	95.3%	NA
6	Child obtained appointment for care as soon as needed	31	93.5%	298	88.9%	NA
10	Doctor/health provider talked about reasons you might want your child to take a medicine	7	100.0%	85	94.1%	NA
11	Doctor/health provider talked about reasons you might not want your child to take a medicine	7	57.1%	86	60.5%	NA
12	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	7	100.0%	85	77.6%	NA
14	Ease of getting care, tests, or treatment child needed	38	94.7%	317	89.9%	NA
17	Child's doctor explained things in an understandable way	31	90.3%	292	94.2%	NA
18	Child's doctor listened carefully to you	31	87.1%	294	96.3%	NA
19	Child's doctor showed respect for what you had to say	31	96.8%	291	96.2%	NA
22	Child's doctor spent enough time with your child	30	66.7%	292	85.3%	NA
28	Obtained child's appointment with specialist as soon as needed	5	60.0%	65	78.5%	NA
32	Getting information/help from customer service	20	80.0%	117	82.1%	NA
33	Treated with courtesy and respect by customer service staff	20	95.0%	114	96.5%	NA
Q#	Composites & Key Questions					
	Getting Needed Care		77.4%		84.2%	NA
	Getting Care Quickly		90.5%		92.1%	NA
	How Well Doctors Communicate		85.2%		93.0%	NA
	Customer Service		87.5%		89.3%	NA
	Shared Decision Making		85.7%		77.4%	NA
8	Health Promotion and Education	36	58.3%	317	74.4%	NA
25	Coordination of Care	15	66.7%	98	81.6%	NA
35	Ease of Filling Out Forms	46	93.5%	395	97.0%	NA
Q#	Rating Items (Summary Rate = 8 + 9 + 10)					
13	Rating of Health Care	38	89.5%	318	83.0%	NA
26	Rating of Personal Doctor	36	94.4%	352	85.2%	NA
30	Rating of Specialist	5	100.0%	59	81.4%	NA
36	Rating of Health Plan	45	88.9%	406	80.0%	NA
Q#	Rating Items (Summary Rate = 9 + 10)					
13	Rating of Health Care	38	73.7%	318	67.6%	NA
26	Rating of Personal Doctor	36	77.8%	352	73.0%	NA
30	Rating of Specialist	5	100.0%	59	71.2%	NA
36	Rating of Health Plan	45	82.2%	406	65.5%	NA

* Range is the difference between Summary Rates shown. Due to the small number of respondents indicating their child's ethnicity is Hispanic/Latino, 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 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

Plan Summary Rates by Child's Race (Q42)

Louisiana Healthcare Connections

Medicaid Child CAHPS®

550 Total Respondents

Q#	Attributes	White		Black or African-American		Other*		Range**
		Valid n***	%	Valid n***	%	Valid n***	%	
4	Child obtained needed care right away	75	93.3%	88	95.5%	26	92.3%	3.1%
6	Child obtained appointment for care as soon as needed	138	90.6%	187	89.8%	49	89.8%	0.8%
10	Doctor/health provider talked about reasons you might want your child to take a medicine	45	97.8%	49	91.8%	15	93.3%	5.9%
11	Doctor/health provider talked about reasons you might not want your child to take a medicine	46	67.4%	49	53.1%	15	53.3%	14.3%
12	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	45	80.0%	49	77.6%	14	92.9%	15.3%
14	Ease of getting care, tests, or treatment child needed	155	92.3%	194	89.7%	56	87.5%	4.8%
17	Child's doctor explained things in an understandable way	142	95.8%	175	93.1%	53	94.3%	2.6%
18	Child's doctor listened carefully to you	144	96.5%	175	96.0%	53	90.6%	6.0%
19	Child's doctor showed respect for what you had to say	142	96.5%	174	95.4%	53	94.3%	2.1%
22	Child's doctor spent enough time with your child	143	86.7%	173	82.1%	53	71.7%	15.0%
28	Obtained child's appointment with specialist as soon as needed	33	84.8%	35	71.4%	10	80.0%	13.4%
32	Getting information/help from customer service	51	76.5%	79	87.3%	24	75.0%	12.3%
33	Treated with courtesy and respect by customer service staff	50	94.0%	77	98.7%	24	91.7%	7.0%
Q#	Composites & Key Questions							
	Getting Needed Care		88.6%		80.6%		83.8%	8.0%
	Getting Care Quickly		92.0%		92.6%		91.1%	1.6%
	How Well Doctors Communicate		93.9%		91.7%		87.7%	6.1%
	Customer Service		85.2%		93.0%		83.3%	9.7%
	Shared Decision Making		81.7%		74.1%		79.8%	7.6%
8	Health Promotion and Education	155	65.8%	194	80.4%	54	70.4%	14.6%
25	Coordination of Care	53	79.2%	56	83.9%	19	73.7%	10.2%
35	Ease of Filling Out Forms	198	96.0%	235	97.4%	67	95.5%	1.9%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)							
13	Rating of Health Care	156	84.6%	195	82.1%	55	81.8%	2.8%
26	Rating of Personal Doctor	177	85.9%	210	85.2%	58	86.2%	1.0%
30	Rating of Specialist	29	93.1%	34	73.5%	10	90.0%	19.6%
36	Rating of Health Plan	198	81.8%	246	83.3%	69	72.5%	10.9%
Q#	Rating Items (Summary Rate = 9 + 10)							
13	Rating of Health Care	156	68.6%	195	68.7%	55	63.6%	5.1%
26	Rating of Personal Doctor	177	73.4%	210	72.9%	58	74.1%	1.3%
30	Rating of Specialist	29	79.3%	34	67.6%	10	90.0%	22.4%
36	Rating of Health Plan	198	69.2%	246	66.3%	69	66.7%	2.9%

* "Other" includes Asian, Native Hawaiian or Other Pacific Islander, American Indian or Alaska Native, and respondents who answered "Other."

** 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 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

Louisiana Healthcare Connections

Plan Summary Rates by Child's Health Status (Q37)

Medicaid Child CAHPS®

550 Total Respondents

Q#	Attributes	Excellent/Very good		Good		Fair/Poor		Range*
		Valid n**	%	Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	125	96.0%	32	93.8%	15	73.3%	2.3%
6	Child obtained appointment for care as soon as needed	260	91.5%	54	88.9%	27	70.4%	2.6%
10	Doctor/health provider talked about reasons you might want your child to take a medicine	65	96.9%	20	90.0%	11	90.9%	6.9%
11	Doctor/health provider talked about reasons you might not want your child to take a medicine	66	54.5%	20	65.0%	11	81.8%	10.5%
12	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	66	78.8%	19	78.9%	11	90.9%	0.2%
14	Ease of getting care, tests, or treatment child needed	276	93.8%	66	84.8%	27	66.7%	9.0%
17	Child's doctor explained things in an understandable way	257	94.6%	54	96.3%	24	83.3%	1.7%
18	Child's doctor listened carefully to you	257	96.5%	55	96.4%	25	84.0%	0.1%
19	Child's doctor showed respect for what you had to say	256	97.3%	54	98.1%	24	83.3%	0.9%
22	Child's doctor spent enough time with your child	254	85.4%	55	83.6%	25	68.0%	1.8%
28	Obtained child's appointment with specialist as soon as needed	43	76.7%	19	84.2%	12	66.7%	7.5%
32	Getting information/help from customer service	101	84.2%	30	66.7%	12	91.7%	17.5%
33	Treated with courtesy and respect by customer service staff	99	94.9%	29	96.6%	12	100.0%	1.6%
Q#	Composites & Key Questions							
	Getting Needed Care		85.3%		84.5%		66.7%	0.8%
	Getting Care Quickly		93.8%		91.3%		71.9%	2.4%
	How Well Doctors Communicate		93.4%		93.6%		79.7%	0.2%
	Customer Service		89.6%		81.6%		95.8%	7.9%
	Shared Decision Making		76.8%		78.0%		87.9%	1.2%
8	Health Promotion and Education	274	73.0%	66	74.2%	27	70.4%	1.2%
25	Coordination of Care	81	84.0%	22	72.7%	13	69.2%	11.2%
35	Ease of Filling Out Forms	351	96.9%	81	97.5%	29	89.7%	0.7%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)							
13	Rating of Health Care	276	87.7%	67	74.6%	27	66.7%	13.1%
26	Rating of Personal Doctor	309	88.3%	66	77.3%	29	82.8%	11.1%
30	Rating of Specialist	39	89.7%	18	83.3%	11	63.6%	6.4%
36	Rating of Health Plan	356	84.0%	84	77.4%	32	59.4%	6.6%
Q#	Rating Items (Summary Rate = 9 + 10)							
13	Rating of Health Care	276	73.6%	67	52.2%	27	48.1%	21.3%
26	Rating of Personal Doctor	309	76.1%	66	63.6%	29	72.4%	12.4%
30	Rating of Specialist	39	84.6%	18	66.7%	11	54.5%	17.9%
36	Rating of Health Plan	356	70.5%	84	61.9%	32	43.8%	8.6%

* 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 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

Louisiana Healthcare Connections

Plan Summary Rates by Child's Mental/Emotional Health Status (Q38)

Medicaid Child CAHPS®

550 Total Respondents

Q#	Attributes	Excellent/Very good		Good		Fair/Poor		Range*
		Valid n**	%	Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	141	93.6%	19	100.0%	12	83.3%	6.4%
6	Child obtained appointment for care as soon as needed	269	90.7%	48	87.5%	25	80.0%	3.2%
10	Doctor/health provider talked about reasons you might want your child to take a medicine	68	94.1%	15	93.3%	13	100.0%	0.8%
11	Doctor/health provider talked about reasons you might not want your child to take a medicine	69	55.1%	15	53.3%	13	92.3%	1.7%
12	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	68	77.9%	15	86.7%	13	84.6%	8.7%
14	Ease of getting care, tests, or treatment child needed	285	91.6%	51	92.2%	33	78.8%	0.6%
17	Child's doctor explained things in an understandable way	255	94.5%	51	94.1%	29	89.7%	0.4%
18	Child's doctor listened carefully to you	256	95.7%	52	98.1%	29	89.7%	2.4%
19	Child's doctor showed respect for what you had to say	254	96.9%	51	98.0%	29	89.7%	1.2%
22	Child's doctor spent enough time with your child	253	84.6%	52	84.6%	29	75.9%	0.0%
28	Obtained child's appointment with specialist as soon as needed	51	76.5%	9	66.7%	13	84.6%	9.8%
32	Getting information/help from customer service	103	78.6%	23	91.3%	17	82.4%	12.7%
33	Treated with courtesy and respect by customer service staff	101	95.0%	22	95.5%	17	100.0%	0.4%
Q#	Composites & Key Questions							
	Getting Needed Care		84.0%		79.4%		81.7%	4.6%
	Getting Care Quickly		92.2%		93.8%		81.7%	1.6%
	How Well Doctors Communicate		92.9%		93.7%		86.2%	0.8%
	Customer Service		86.8%		93.4%		91.2%	6.5%
	Shared Decision Making		75.7%		77.8%		92.3%	2.1%
8	Health Promotion and Education	283	74.2%	52	73.1%	32	62.5%	1.1%
25	Coordination of Care	84	79.8%	21	81.0%	11	81.8%	1.2%
35	Ease of Filling Out Forms	362	96.1%	68	100.0%	31	93.5%	3.9%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)							
13	Rating of Health Care	285	87.4%	52	75.0%	33	66.7%	12.4%
26	Rating of Personal Doctor	311	87.5%	62	80.6%	31	83.9%	6.8%
30	Rating of Specialist	47	87.2%	8	87.5%	12	66.7%	0.3%
36	Rating of Health Plan	366	83.3%	69	79.7%	37	62.2%	3.6%
Q#	Rating Items (Summary Rate = 9 + 10)							
13	Rating of Health Care	285	71.6%	52	61.5%	33	48.5%	10.0%
26	Rating of Personal Doctor	311	73.6%	62	72.6%	31	77.4%	1.1%
30	Rating of Specialist	47	80.9%	8	50.0%	12	66.7%	30.9%
36	Rating of Health Plan	366	69.9%	69	60.9%	37	51.4%	9.1%

* Range is the difference between Summary Rates shown. Due to the small number of respondents indicating their child's mental/emotional 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 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

Louisiana Healthcare Connections

Plan Summary Rates by Number of Doctor/Clinic Visits (Q7)

Medicaid Child CAHPS®

550 Total Respondents

Q#	Attributes	Less than Three visits		Three or more visits		Range*
		Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	77	93.5%	90	94.4%	0.9%
6	Child obtained appointment for care as soon as needed	196	91.3%	154	87.7%	3.7%
10	Doctor/health provider talked about reasons you might want your child to take a medicine	30	100.0%	70	92.9%	7.1%
11	Doctor/health provider talked about reasons you might not want your child to take a medicine	30	53.3%	70	61.4%	8.1%
12	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	30	73.3%	70	84.3%	11.0%
14	Ease of getting care, tests, or treatment child needed	212	92.0%	177	87.6%	4.4%
17	Child's doctor explained things in an understandable way	191	94.2%	151	94.7%	0.5%
18	Child's doctor listened carefully to you	191	97.4%	151	92.7%	4.7%
19	Child's doctor showed respect for what you had to say	189	97.9%	151	94.0%	3.8%
22	Child's doctor spent enough time with your child	186	88.7%	150	77.3%	11.4%
28	Obtained child's appointment with specialist as soon as needed	23	87.0%	47	72.3%	14.6%
32	Getting information/help from customer service	66	81.8%	71	78.9%	2.9%
33	Treated with courtesy and respect by customer service staff	64	93.8%	70	97.1%	3.4%
Q#	Composites & Key Questions					
	Getting Needed Care		89.5%		80.0%	9.5%
	Getting Care Quickly		92.4%		91.1%	1.4%
	How Well Doctors Communicate		94.6%		89.7%	4.9%
	Customer Service		87.8%		88.0%	0.2%
	Shared Decision Making		75.6%		79.5%	4.0%
8	Health Promotion and Education	217	65.0%	175	81.7%	16.7%
25	Coordination of Care	50	82.0%	63	81.0%	1.0%
35	Ease of Filling Out Forms	282	96.8%	159	95.6%	1.2%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)					
13	Rating of Health Care	215	87.9%	176	79.0%	8.9%
26	Rating of Personal Doctor	244	86.1%	155	86.5%	0.4%
30	Rating of Specialist	21	81.0%	44	84.1%	3.1%
36	Rating of Health Plan	281	84.3%	171	76.6%	7.7%
Q#	Rating Items (Summary Rate = 9 + 10)					
13	Rating of Health Care	215	73.0%	176	61.4%	11.7%
26	Rating of Personal Doctor	244	73.4%	155	74.2%	0.8%
30	Rating of Specialist	21	76.2%	44	72.7%	3.5%
36	Rating of Health Plan	281	68.7%	171	64.3%	4.4%

* 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 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

Louisiana Healthcare Connections

Plan Summary Rates by Data Collection Method

Medicaid Child CAHPS®

550 Total Respondents

Q#	Attributes	Mail		Phone		Range*
		Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	85	94.1%	98	92.9%	1.3%
6	Child obtained appointment for care as soon as needed	157	93.6%	215	85.6%	8.0%
10	Doctor/health provider talked about reasons you might want your child to take a medicine	42	100.0%	58	91.4%	8.6%
11	Doctor/health provider talked about reasons you might not want your child to take a medicine	42	71.4%	58	50.0%	21.4%
12	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	42	81.0%	58	81.0%	0.1%
14	Ease of getting care, tests, or treatment child needed	170	90.6%	219	89.5%	1.1%
17	Child's doctor explained things in an understandable way	155	96.8%	198	92.4%	4.3%
18	Child's doctor listened carefully to you	156	97.4%	198	93.9%	3.5%
19	Child's doctor showed respect for what you had to say	154	98.1%	197	94.9%	3.1%
22	Child's doctor spent enough time with your child	153	90.2%	195	78.5%	11.7%
28	Obtained child's appointment with specialist as soon as needed	35	80.0%	41	73.2%	6.8%
32	Getting information/help from customer service	57	86.0%	86	77.9%	8.1%
33	Treated with courtesy and respect by customer service staff	55	94.5%	85	96.5%	1.9%
Q#	Composites & Key Questions					
	Getting Needed Care		85.3%		81.3%	4.0%
	Getting Care Quickly		93.9%		89.2%	4.7%
	How Well Doctors Communicate		95.6%		89.9%	5.7%
	Customer Service		90.3%		87.2%	3.1%
	Shared Decision Making		84.1%		74.1%	10.0%
8	Health Promotion and Education	168	78.6%	224	67.9%	10.7%
25	Coordination of Care	62	85.5%	57	75.4%	10.0%
35	Ease of Filling Out Forms	216	97.2%	246	95.9%	1.3%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)					
13	Rating of Health Care	171	77.8%	220	88.6%	10.9%
26	Rating of Personal Doctor	182	81.3%	234	90.2%	8.9%
30	Rating of Specialist	31	74.2%	39	87.2%	13.0%
36	Rating of Health Plan	220	74.5%	253	87.0%	12.4%
Q#	Rating Items (Summary Rate = 9 + 10)					
13	Rating of Health Care	171	67.3%	220	68.2%	0.9%
26	Rating of Personal Doctor	182	68.1%	234	78.2%	10.1%
30	Rating of Specialist	31	67.7%	39	76.9%	9.2%
36	Rating of Health Plan	220	59.1%	253	73.9%	14.8%

* 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 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

6. Correlation Analyses

Page 6A provides attribute correlations with *Rating of Health Plan* (Q36), *Rating of Health Care* (Q13), and *Rating of Personal Doctor* (Q26). 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 2014 Quality Compass® All Plans benchmark are also shown with significance testing.

Chart 6A

Correlation Analyses

Louisiana Healthcare Connections

Attribute Correlations with Key Rating Questions

Medicaid Child CAHPS®

550 Total Respondents

	Attributes, Key Questions, and Rating Items	Correlation Coefficients* with Q36 - Health Plan	with Q13 - Health Care	with Q26 - Personal Doctor	Plan Summary Rate	2014 Quality Compass All Plans Benchmark**
Getting Needed Care	Q14. Ease of getting care, tests, or treatment child needed	0.371	**0.426**	0.277	90.0%	89.5%
	Q28. Obtained child's appointment with specialist as soon as needed	0.318	0.225	0.136	76.3%	81.9%
Getting Care Quickly	Q4. Child obtained needed care right away	0.376	**0.537**	0.284	93.4%	90.7%
	Q6. Child obtained appointment for care as soon as needed	0.235	0.392	0.221	89.0%	88.4%
How Well Doctors Communicate	Q17. Child's doctor explained things in an understandable way	0.086	0.240	0.316	94.3%	93.5%
	Q18. Child's doctor listened carefully to you	0.228	0.321	**0.475**	95.5%	94.5%
	Q19. Child's doctor showed respect for what you had to say	0.211	0.310	**0.411**	96.3%	95.6%
	Q22. Child's doctor spent enough time with your child	0.245	0.292	**0.461**	83.6%	**88.3%**
Customer Service	Q32. Getting information/help from customer service	0.351	0.096	0.100	81.1%	82.6%
	Q33. Treated with courtesy and respect by customer service staff	**0.583**	0.277	0.280	95.7%	93.2%
Additional Measures	Q25. Coordination of Care	0.116	0.251	**0.461**	80.7%	81.0%
	Q35. Ease of Filling Out Forms	0.076	0.041	0.044	96.5%	95.5%
Rating Items *(Summary Rate = 8 + 9 + 10)*	Q13. Rating of Health Care	**0.608**	NA	**0.571**	83.9%	84.7%
	Q26. Rating of Personal Doctor	0.398	**0.571**	NA	86.3%	87.6%
	Q30. Rating of Specialist	**0.532**	0.316	0.362	81.4%	85.0%
	Q36. Rating of Health Plan	NA	**0.608**	0.398	81.2%	**84.5%**

* 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 2014 Quality Compass® All Plans benchmark is the mean summary rate from the Medicaid child (Non-CCC and CCC) samples that submitted to NCQA in 2014 (approximately 132 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 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

7. Priority Matrix

SPH Analytics 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* (Q36). 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 2015 Medicaid Child SPH Analytics Book of Business.

Composites and measures with moderate to strong correlations with *Rating of Health Plan* (Q36) 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* (Q36) 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* (Q36) but rank at or above the 75th percentile. Composites that are weakly correlated with *Rating of Health Plan* (Q36) and rank below the 75th percentile are considered *Medium Priorities* and are placed in the bottom left quadrant.

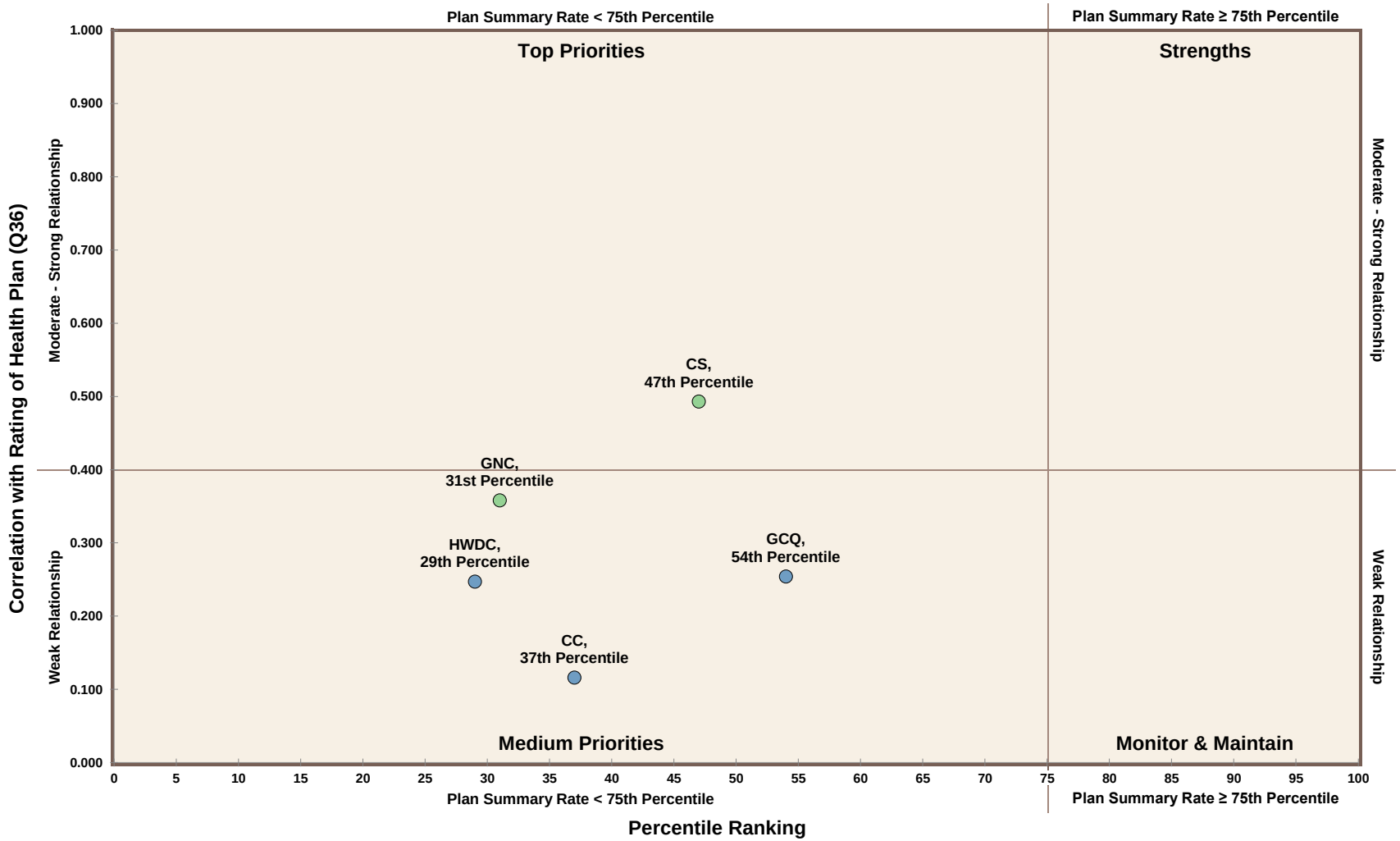
Chart 7A

Priority Matrix

Louisiana Healthcare Connections

Medicaid Child CAHPS®

Composite and Key Measure Correlations with Rating of Health Plan (Q36) and Percentile Rankings



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
CC	Coordination of Care (Q25)

Note 1: The 2015 SPH Analytics Book of Business consists of 62 Medicaid child (Non-CCC and CCC) samples that conducted surveys with SPH Analytics in 2015 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 SPH Analytics in 2015. Summary Rates that are below the 10th percentile are shown as '<10th.'

8. Composite Analyses

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 (Q13)
- Rating of Personal Doctor (Q26)
- Rating of Specialist (Q30)
- Rating of Health Plan (Q36)

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* (Q36), *Rating of Health Care* (Q13), and *Rating of Personal Doctor* (Q26). Attributes considered to be highly correlated with the rating measures are shaded blue ($r \geq 0.400$).

Drill Down of Summary Rate 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 Comparisons

This section compares your plan's current and trend scores (if applicable) to the trend scores from the Quality Compass® All Plans and SPH Analytics Book of Business benchmarks. The SPH Analytics Book of Business consists of Medicaid child samples (Non-CCC and CCC) that conducted surveys with SPH Analytics 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 Rankings

This section compares your plan's current Summary Rate to the 2014 Quality Compass® All Plans benchmark. Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Your percentile rank indicates where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th." The Summary Rates for attributes at or above the 90th percentile are shaded dark green, while Summary Rates 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 Summary Rates at or above the 25th percentile but below the 50th percentile are shaded light orange and Summary Rates below the 25th percentile are shaded dark orange.

Three-Point Score Trend Comparisons and Percentile Thresholds[20]

This section compares your plan's current unadjusted Three-Point Scores to trend Three-Point Scores (if applicable).[21] This section also compares your current Three-Point Scores to the NCQA percentile benchmark thresholds. Rankings indicate where your plan's score falls relative to the benchmark percentiles. Scores that are below the 25th percentile threshold are shown as "<25th." The Three-Point Scores for items 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 Three-Point Scores at or above the 50th percentile but below the 75th are shaded beige. Additionally, items 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: 2015 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. Commendable is the highest status awarded to an organization scored on standards only.

Global Proportions and 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.

[20] Please note that the CAHPS® *How Well Doctors Communicate* measure was retired from 2015 accreditation scoring, however, organizations accredited on the 2013 and 2014 standards will still be scored using the organization's submitted rate for this measure.

[21] NCQA is on year five of phasing out the sampling variation adjustments for all organizations. From this year forward, NCQA will use unadjusted HEDIS® and CAHPS® results to score organizations at the time of their survey and at annual rescoring. In keeping, your plan's 2015 unadjusted and adjusted three-point scores are the same.

Three-Point Score Trend Comparisons

This section displays your plan's current unadjusted Three-Point Scores and compares them to trend scores (if applicable).[22] 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

[22] NCQA is on year five of phasing out the sampling variation adjustments for all organizations. From this year forward, NCQA will use unadjusted HEDIS® and CAHPS® results to score organizations at the time of their survey and at annual rescoring. In keeping, your plan's 2015 unadjusted and adjusted three-point scores are the same.

HEDIS/CAHPS® Composite Analysis

Louisiana Healthcare Connections

Getting Needed Care Composite

Medicaid Child CAHPS®

Summary Rate Trend Comparisons

Composite and Attributes	Your Plan's Summary Rates and Significance Testing					
	2015		2014		2013	
Getting Needed Care		**83.1%**		**NA**		**NA**
Q14. Ease of getting care, tests, or treatment child needed	389	90.0%	NA	NA	NA	NA
Q28. Obtained child's appointment with specialist as soon as needed	76	76.3%	NA	NA	NA	NA

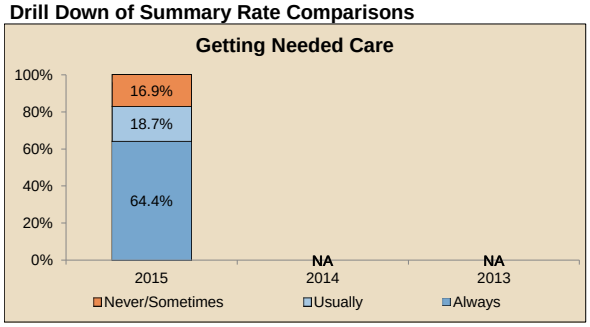
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no 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

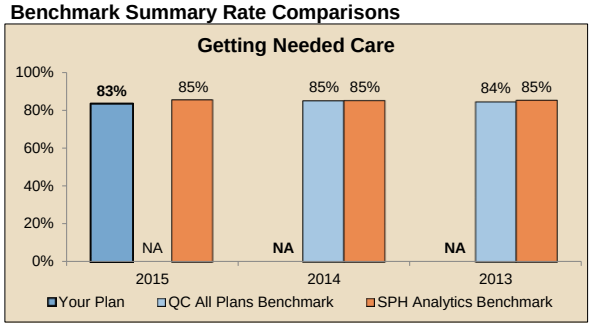
Getting Needed Care	with Q36 - Health Plan	with Q13 - Health Care	with Q26 - Personal Dr.
Q14. Ease of getting care, tests, or treatment child needed	0.371	**0.426**	0.277
Q28. Obtained child's appointment with specialist as soon as needed	0.318	0.225	0.136

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 Ranking		2014 Quality Compass® All Plans Mean and Percentiles				
			Mean	25th	50th	75th	90th
Getting Needed Care	**83.1%**	**29th**	**85.0%**	**82.6%**	**85.4%**	**87.9%**	**90.7%**
Q14. Ease of getting care, tests, or treatment child needed	90.0%	48th	89.5%	87.9%	90.1%	92.4%	93.6%
Q28. Obtained child's appointment with specialist as soon as needed	76.3%	10th	81.9%	78.5%	82.5%	84.5%	88.9%

Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Rankings indicate where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th."

- 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.

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	**2015**	2.4757	**2.4757**	50th	2.42	2.47	2.53	2.58
	2014	NA	**NA**	NA	2.38	2.46	2.52	2.57
	2013	NA	**NA**	NA	2.29	2.36	2.45	2.50

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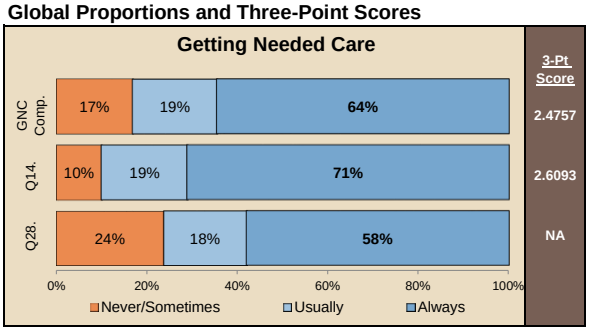
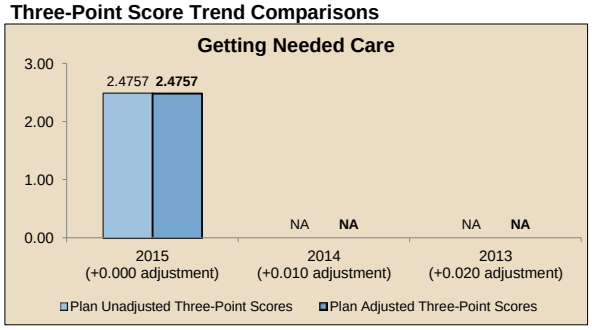
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

- 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 Three-Point Scores



Three-Point Score Trend Comparisons



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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

Getting Care Quickly Composite

Medicaid Child CAHPS®

Summary Rate Trend Comparisons

Composite and Attributes	Your Plan's Summary Rates and Significance Testing					
	2015		2014		2013	
Getting Care Quickly		**91.2%**		**NA**		**NA**
Q4. Child obtained needed care right away	183	93.4%	NA	NA	NA	NA
Q6. Child obtained appointment for care as soon as needed	372	89.0%	NA	NA	NA	NA

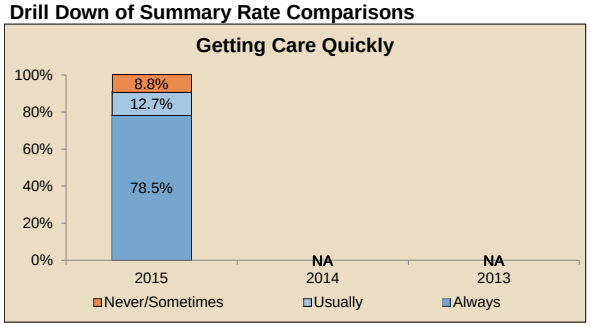
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no 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

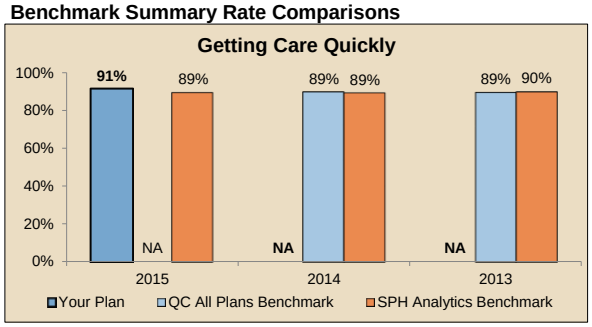
Getting Care Quickly	with Q36 - Health Plan	with Q13 - Health Care	with Q26 - Personal Dr.
Q4. Child obtained needed care right away	0.376	**0.537**	0.284
Q6. Child obtained appointment for care as soon as needed	0.235	0.392	0.221

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 Ranking		2014 Quality Compass® All Plans Mean and Percentiles				
			Mean	25th	50th	75th	90th
Getting Care Quickly	**91.2%**	**57th**	**89.5%**	**87.7%**	**90.6%**	**92.5%**	**93.8%**
Q4. Child obtained needed care right away	93.4%	71st	90.7%	88.6%	91.6%	94.0%	95.6%
Q6. Child obtained appointment for care as soon as needed	89.0%	45th	88.4%	86.3%	89.2%	91.7%	93.0%

Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Rankings indicate where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th."

- 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.

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	**2015**	2.6969	**2.6969**	90th	2.54	2.61	2.66	2.69
	2014	NA	**NA**	NA	2.54	2.61	2.66	2.69
	2013	NA	**NA**	NA	2.54	2.61	2.66	2.69

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Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

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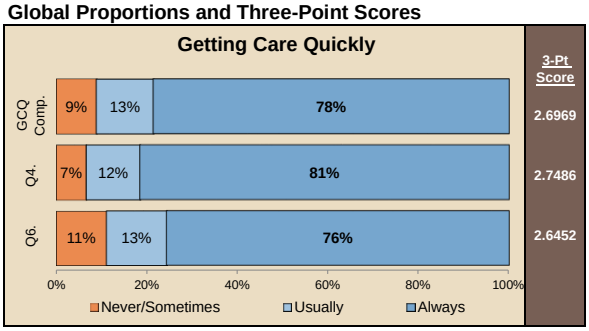
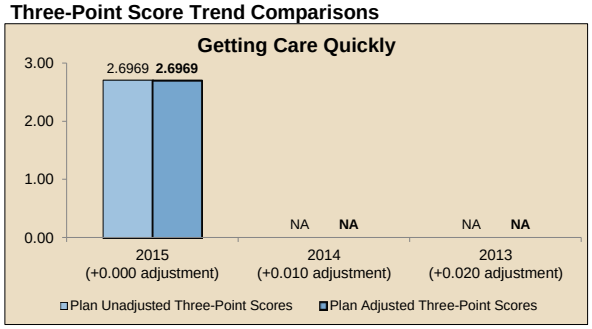
- Three-Point Score at or above the 50th, but below the 75th percentile threshold.
- Three-Point Score at or above the 25th, but below the 50th percentile threshold.
- Three-Point Score below the 25th percentile threshold.

Global Proportions and Three-Point Scores



Three-Point Score Trend Comparisons



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HEDIS/CAHPS® Composite Analysis

Louisiana Healthcare Connections

How Well Doctors Communicate Composite

Medicaid Child CAHPS®

Summary Rate Trend Comparisons

Composite and Attributes	Your Plan's Summary Rates and Significance Testing					
	2015		2014		2013	
How Well Doctors Communicate		**92.4%**		**NA**		**NA**
Q17. Child's doctor explained things in an understandable way	353	94.3%	NA	NA	NA	NA
Q18. Child's doctor listened carefully to you	354	95.5%	NA	NA	NA	NA
Q19. Child's doctor showed respect for what you had to say	351	96.3%	NA	NA	NA	NA
Q22. Child's doctor spent enough time with your child	348	83.6%	NA	NA	NA	NA

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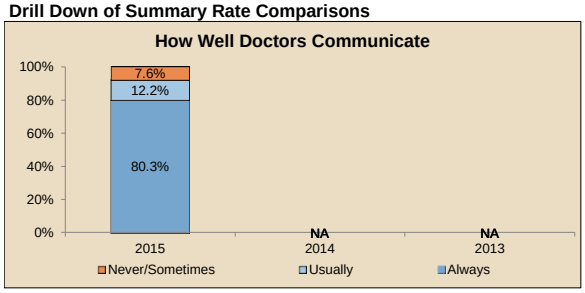
Correlation with Rating Questions

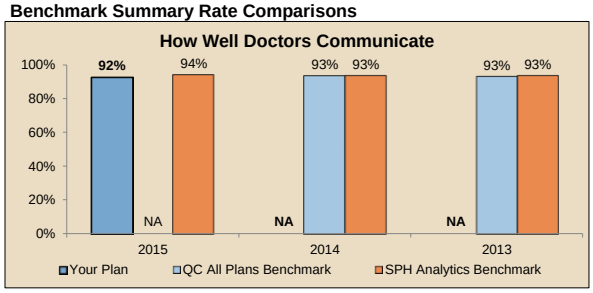
How Well Doctors Communicate	with Q36 - Health Plan	with Q13 - Health Care	with Q26 - Personal Dr.
Q17. Child's doctor explained things in an understandable way	0.086	0.240	0.316
Q18. Child's doctor listened carefully to you	0.228	0.321	**0.475**
Q19. Child's doctor showed respect for what you had to say	0.211	0.310	**0.411**
Q22. Child's doctor spent enough time with your child	0.245	0.292	**0.461**

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 Ranking		2014 Quality Compass® All Plans Mean and Percentiles				
			Mean	25th	50th	75th	90th
How Well Doctors Communicate	**92.4%**	**33rd**	**93.0%**	**92.0%**	**93.3%**	**94.7%**	**95.6%**
Q17. Child's doctor explained things in an understandable way	94.3%	53rd	93.5%	91.7%	93.9%	95.6%	96.4%
Q18. Child's doctor listened carefully to you	95.5%	67th	94.5%	93.6%	94.9%	95.9%	96.5%
Q19. Child's doctor showed respect for what you had to say	96.3%	64th	95.6%	94.7%	95.9%	96.6%	97.6%
Q22. Child's doctor spent enough time with your child	83.6%	11th	88.3%	86.5%	88.7%	91.2%	92.4%

Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Rankings indicate where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th."

- 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.

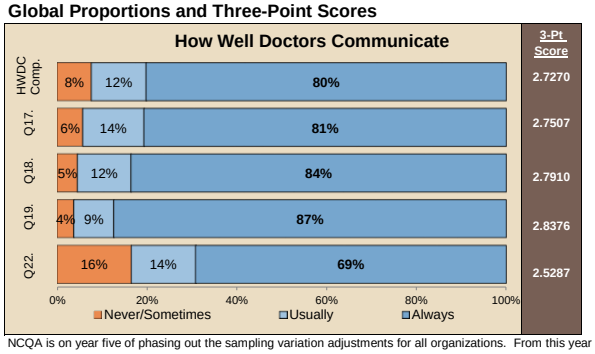
Three-Point Score Trend Comparisons and Percentile Thresholds

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	**2015**	2.7270	**2.7270**	75th	2.63	2.68	2.72	2.75
	2014	NA	**NA**	NA	2.63	2.68	2.72	2.75
	2013	NA	**NA**	NA	2.63	2.68	2.72	2.75

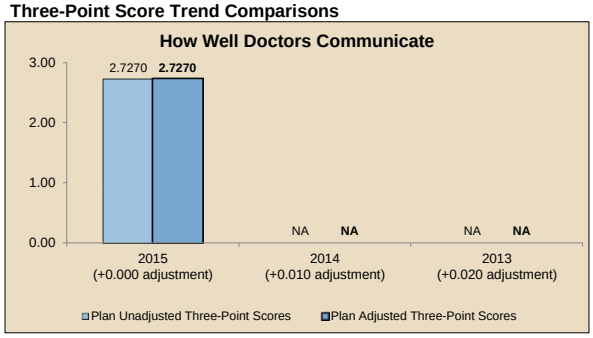
NCQA is on year five of phasing out the sampling variation adjustments for all organizations. From this year forward, NCQA will use unadjusted HEDIS and CAHPS results to score organizations at the time of their survey and at annual rescoring. In keeping, your plan's 2015 unadjusted and adjusted three-point scores are the same.
Please note that the CAHPS How Well Doctors Communicate measure was retired from 2015 accreditation scoring, however, organizations accredited on the 2013 and 2014 standards will still be scored using the organization's submitted rate for this measure.
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point 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 Three-Point Scores



Three-Point Score Trend Comparisons



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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

Customer Service Composite

Medicaid Child CAHPS®

Summary Rate Trend Comparisons

Composite and Attributes	Your Plan's Summary Rates and Significance Testing					
	2015		2014		2013	
Customer Service		**88.4%**		**NA**		**NA**
Q32. Getting information/help from customer service	143	81.1%	NA	NA	NA	NA
Q33. Treated with courtesy and respect by customer service staff	140	95.7%	NA	NA	NA	NA

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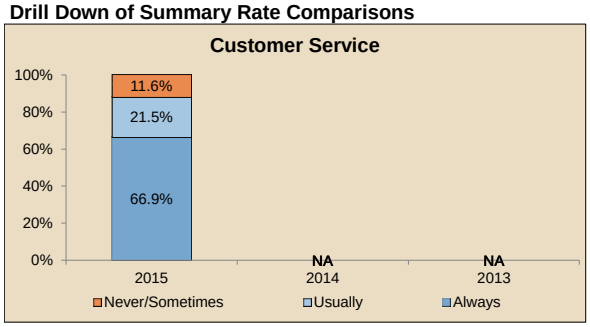
Correlation with Rating Questions

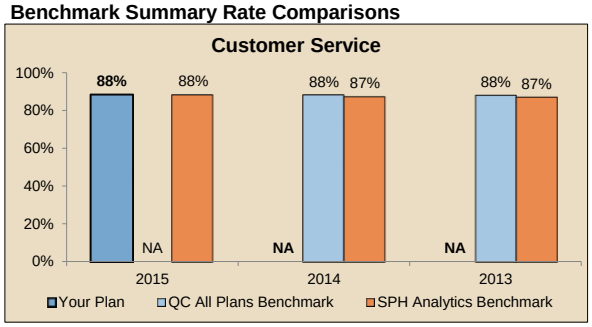
Customer Service	with Q36 - Health Plan	with Q13 - Health Care	with Q26 - Personal Dr.
Q32. Getting information/help from customer service	0.351	0.096	0.100
Q33. Treated with courtesy and respect by customer service staff	**0.583**	0.277	0.280

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 Ranking		2014 Quality Compass® All Plans Mean and Percentiles				
			Mean	25th	50th	75th	90th
Customer Service	**88.4%**	**56th**	**87.9%**	**86.0%**	**88.1%**	**89.9%**	**91.0%**
Q32. Getting information/help from customer service	81.1%	34th	82.6%	79.9%	82.8%	85.4%	86.9%
Q33. Treated with courtesy and respect by customer service staff	95.7%	88th	93.2%	91.7%	93.4%	94.9%	95.8%

Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Rankings indicate where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th."

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- 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.

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	**2015**	2.5529	**2.5529**	50th	2.50	2.53	2.58	2.63
	2014	NA	**NA**	NA	2.50	2.53	2.58	2.63
	2013	NA	**NA**	NA	2.40	2.46	2.51	2.58

NCQA is on year five of phasing out the sampling variation adjustments for all organizations. From this year forward, NCQA will use unadjusted HEDIS and CAHPS results to score organizations at the time of their survey and at annual rescoring. In keeping, your plan's 2015 unadjusted and adjusted three-point scores are the same.

Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

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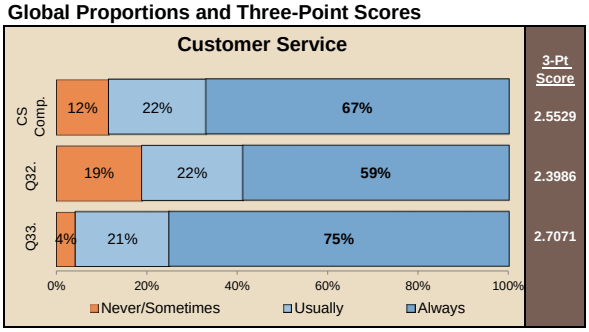
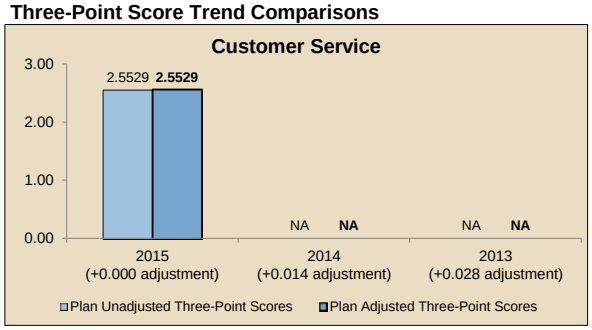
- Three-Point Score at or above the 75th, but below the 90th percentile threshold.
- Three-Point Score at or above the 50th, but below the 75th percentile threshold.
- Three-Point Score at or above the 25th, but below the 50th percentile threshold.
- Three-Point Score below the 25th percentile threshold.

Global Proportions and Three-Point Scores



Three-Point Score Trend Comparisons



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HEDIS/CAHPS® Composite Analysis

Louisiana Healthcare Connections

Rating of Health Care (Q13)

Medicaid Child CAHPS®

Summary Rate Trend Comparisons

Rating Item	Your Plan's Summary Rates and Significance Testing					
	2015		2014		2013	
Q13. Rating of Health Care (8-10)	391	83.9%	NA	NA	NA	NA
Q13. Rating of Health Care (9-10)	391	67.8%	NA	NA	NA	NA

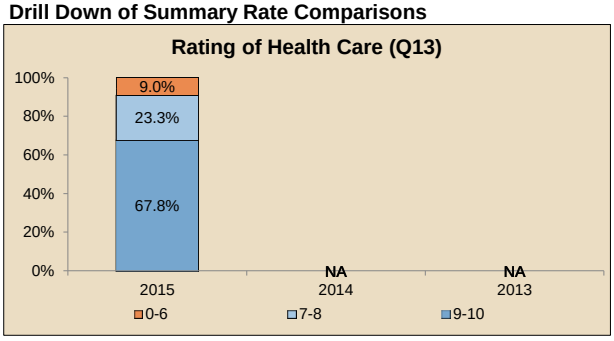
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no 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

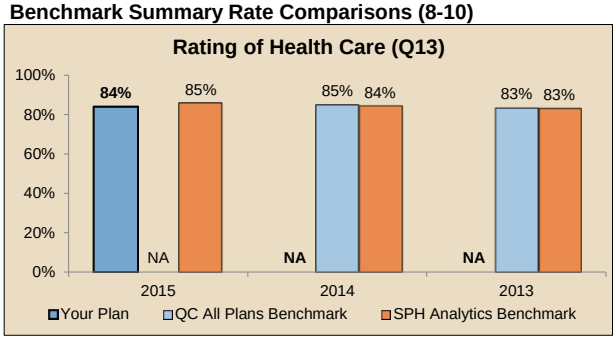
Rating of Health Care	with Q36 - Health Plan	with Q13 - Health Care	with Q26 - Personal Dr.
Q13. Rating of Health Care (8-10)	**0.608**	NA	**0.571**

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 Ranking		2014 Quality Compass® All Plans Mean and Percentiles				
			Mean	25th	50th	75th	90th
Q13. Rating of Health Care (8-10)	**83.9%**	39th	84.7%	82.6%	84.7%	86.7%	88.9%
Q13. Rating of Health Care (9-10)	**67.8%**	62nd	66.5%	64.1%	66.5%	69.3%	71.5%

Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Rankings indicate where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th."

- 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.

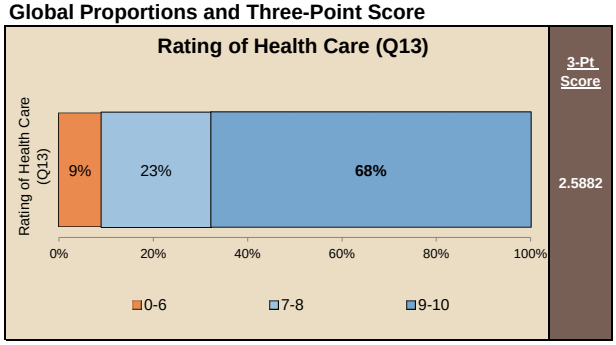
Three-Point Score Trend Comparisons and Percentile Thresholds

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 (Q13)	**2015**	2.5882	**2.5882**	75th	2.49	2.52	2.57	2.59
	2014	NA	**NA**	NA	2.49	2.52	2.57	2.59
	2013	NA	**NA**	NA	2.49	2.52	2.57	2.59

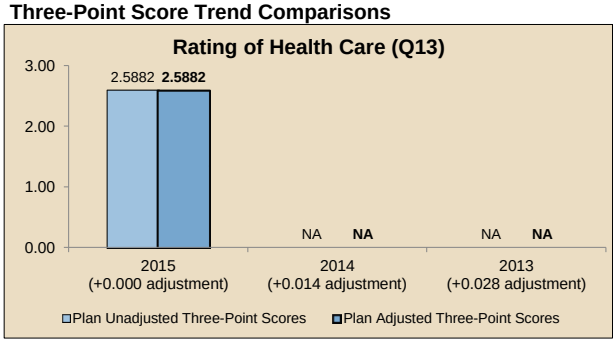
NCQA is on year five of phasing out the sampling variation adjustments for all organizations. From this year forward, NCQA will use unadjusted HEDIS and CAHPS results to score organizations at the time of their survey and at annual rescoring. In keeping, your plan's 2015 unadjusted and adjusted three-point scores are the same.
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point 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 Three-Point Score



Three-Point Score Trend Comparisons



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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

Rating of Personal Doctor (Q26)

Medicaid Child CAHPS®

Summary Rate Trend Comparisons

Rating Item	Your Plan's Summary Rates and Significance Testing					
	2015		2014		2013	
Q26. Rating of Personal Doctor (8-10)	416	86.3%	NA	NA	NA	NA
Q26. Rating of Personal Doctor (9-10)	416	73.8%	NA	NA	NA	NA

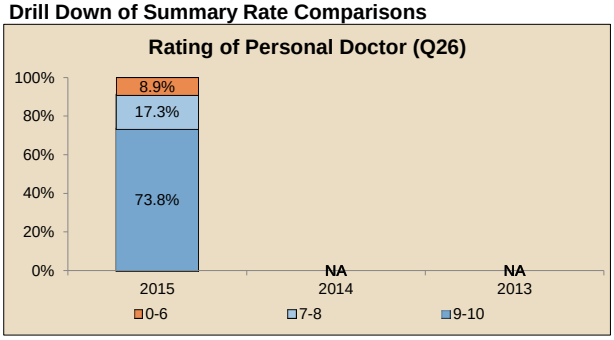
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no 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

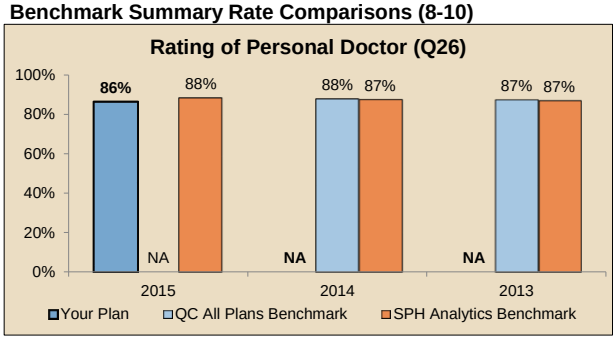
Rating of Personal Doctor	with Q36 - Health Plan	with Q13 - Health Care	with Q26 - Personal Dr.
Q26. Rating of Personal Doctor (8-10)	0.398	**0.571**	NA

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 Ranking		2014 Quality Compass® All Plans Mean and Percentiles				
			Mean	25th	50th	75th	90th
Q26. Rating of Personal Doctor (8-10)	**86.3%**	31st	87.6%	85.9%	87.8%	89.4%	90.9%
Q26. Rating of Personal Doctor (9-10)	**73.8%**	53rd	73.6%	71.8%	73.7%	75.9%	78.0%

Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Rankings indicate where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th."

- 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.

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 (Q26)	**2015**	2.6490	**2.6490**	50th	2.58	2.62	2.65	2.69
	2014	NA	**NA**	NA	2.58	2.62	2.65	2.69
	2013	NA	**NA**	NA	2.58	2.62	2.65	2.69

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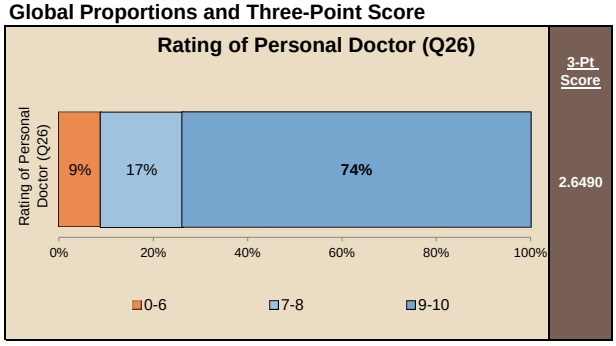
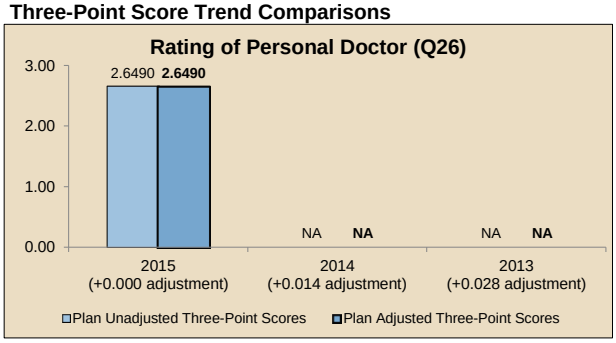
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

- 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 Three-Point Score



Three-Point Score Trend Comparisons



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HEDIS/CAHPS® Composite Analysis

Louisiana Healthcare Connections

Rating of Specialist (Q30)

Medicaid Child CAHPS®

Summary Rate Trend Comparisons

Rating Item	Your Plan's Summary Rates and Significance Testing					
	2015		2014		2013	
Q30. Rating of Specialist (8-10)	70	81.4%	NA	NA	NA	NA
Q30. Rating of Specialist (9-10)	70	72.9%	NA	NA	NA	NA

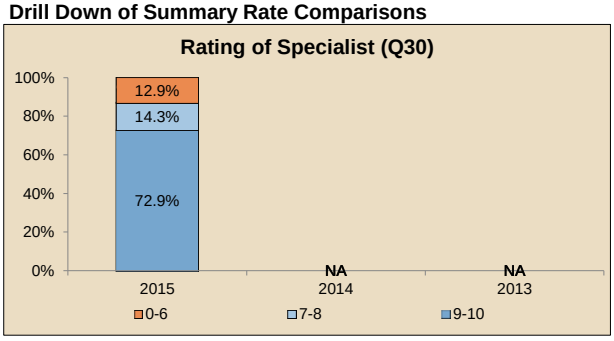
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no 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

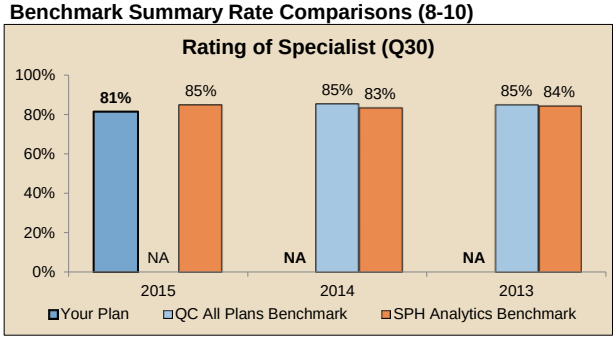
Rating of Specialist	with Q36 - Health Plan	with Q13 - Health Care	with Q26 - Personal Dr.
Q30. Rating of Specialist (8-10)	**0.532**	0.316	0.362

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 Ranking		2014 Quality Compass® All Plans Mean and Percentiles				
			Mean	25th	50th	75th	90th
Q30. Rating of Specialist (8-10)	**81.4%**	14th	85.0%	83.1%	85.0%	87.4%	89.5%
Q30. Rating of Specialist (9-10)	**72.9%**	76th	70.5%	67.7%	70.0%	72.8%	77.1%

Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Rankings indicate where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th."

- 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.

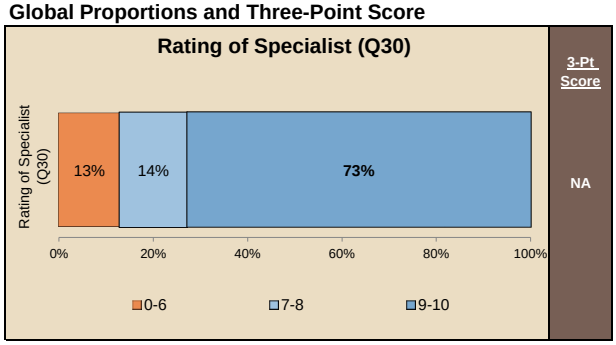
Three-Point Score Trend Comparisons and Percentile Thresholds

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 (Q30)	2015	NA	**NA**	NA	2.53	2.59	2.62	2.66
	2014	NA	**NA**	NA	2.53	2.59	2.62	2.66
	2013	NA	**NA**	NA	2.53	2.59	2.62	2.66

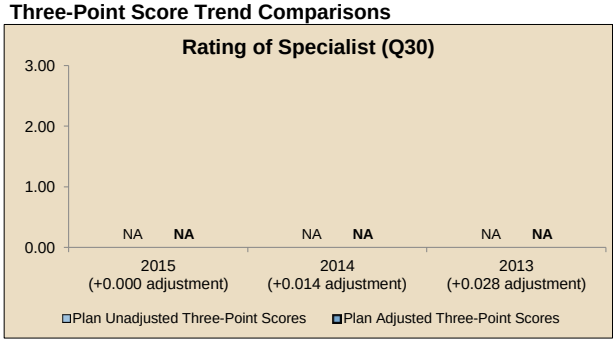
NCQA is on year five of phasing out the sampling variation adjustments for all organizations. From this year forward, NCQA will use unadjusted HEDIS and CAHPS results to score organizations at the time of their survey and at annual rescoring. In keeping, your plan's 2015 unadjusted and adjusted three-point scores are the same.
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point 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 Three-Point Score



Three-Point Score Trend Comparisons



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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

Rating of Health Plan (Q36)

Medicaid Child CAHPS®

Summary Rate Trend Comparisons

Rating Item	Your Plan's Summary Rates and Significance Testing					
	2015		2014		2013	
Q36. Rating of Health Plan (8-10)	473	81.2%	NA	NA	NA	NA
Q36. Rating of Health Plan (9-10)	473	67.0%	NA	NA	NA	NA

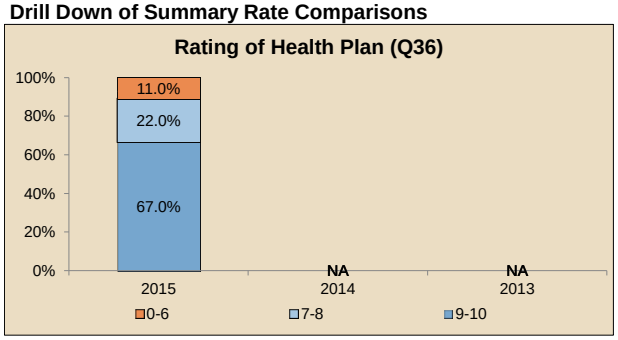
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no 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

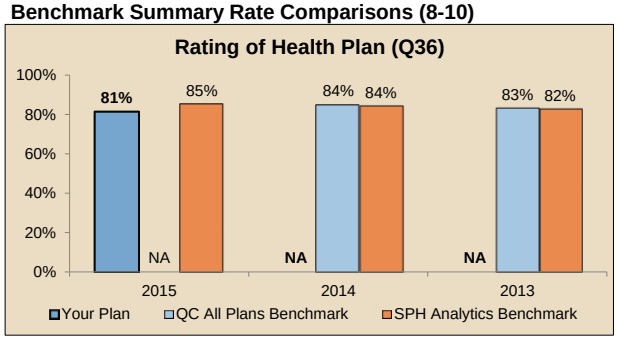
Rating of Health Plan	with Q36 - Health Plan	with Q13 - Health Care	with Q26 - Personal Dr.
Q36. Rating of Health Plan (8-10)	NA	**0.608**	0.398

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 Ranking		2014 Quality Compass® All Plans Mean and Percentiles				
			Mean	25th	50th	75th	90th
Q36. Rating of Health Plan (8-10)	**81.2%**	21st	84.5%	81.9%	84.8%	87.5%	88.7%
Q36. Rating of Health Plan (9-10)	**67.0%**	35th	69.0%	65.2%	69.1%	73.1%	76.4%

Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Rankings indicate where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th."

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- 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.

Three-Point Score Trend Comparisons and Percentile Thresholds

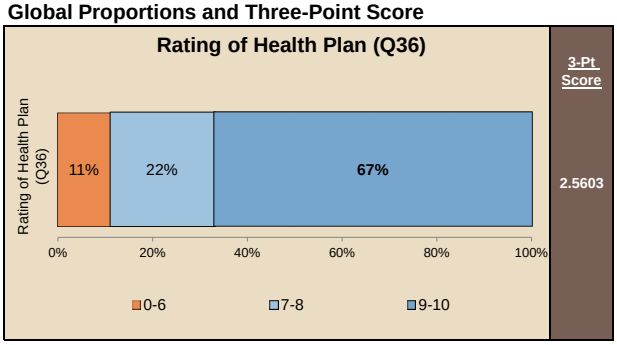
Rating Item	Year	Plan Unadjusted Three-Point Score	Plan Adjusted Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Child CAHPS® Percentiles			
					25th	50th	75th	90th
Rating of Health Plan (Q36)	**2015**	2.5603	**2.5603**	25th	2.51	2.57	2.62	2.67
	2014	NA	**NA**	NA	2.51	2.57	2.62	2.67
	2013	NA	**NA**	NA	2.51	2.57	2.62	2.67

NCQA is on year five of phasing out the sampling variation adjustments for all organizations. From this year forward, NCQA will use unadjusted HEDIS and CAHPS results to score organizations at the time of their survey and at annual rescoring. In keeping, your plan's 2015 unadjusted and adjusted three-point scores are the same.

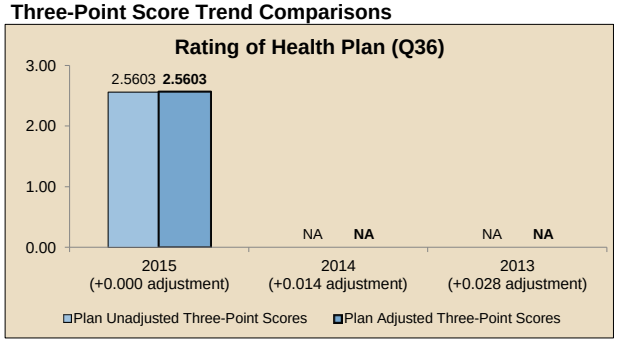
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

- 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 Three-Point Score



Three-Point Score Trend Comparisons



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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.

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 Q14 and Q28.

Correlation Analysis

Correlation Analysis is run between attributes and the overall satisfaction variable as measured by Question 36 ("What number would you use to rate your health plan?"), as well as between attributes and Questions 13 and 26, *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. This analysis is shown on Page 6A.

Demographic Categories

SPH Analytics 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®	SPH Analytics
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®	SPH Analytics
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®	SPH Analytics
White	White
Black/African-American	Black/African-American
Asian	Asian
Native Hawaiian/Pacific Islander	Other
American Indian/Alaska Native	
Other	
Hispanic/Latino	Hispanic/Latino

NCQA 1 – 100 Benchmark is a percentile benchmark (with values ranging from the first through the one hundredth percentile) calculated by NCQA and derived from Medicaid child data collected by NCQA in 2014. SPH Analytics utilizes this benchmark to calculate your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark. In keeping, the percentile ranks displayed on page 3C and in Section 8 – *Composite Analysis* indicate where your plan's Summary Rates fall relative to the NCQA 1-100 Benchmark.

Opportunity Analysis (see Regression Analysis)

Quality Compass® 2014 (Medicaid child – All Plans) data benchmark is a collection of CAHPS® 5.0H mean summary ratings (132 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.

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	Q14 – In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed? Q28 – 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? 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	Q17 – 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? Q18 – In the last 6 months, how often did your child's personal doctor listen carefully to you? Q19 – In the last 6 months, how often did your child's personal doctor show respect for what you had to say? Q22 - 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	Q32 – In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed? Q33 – 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			
No		1	Q10 – Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine? Q11 – Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine? Q12 – When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?
Yes	Summary Rate	3	

Rating Questions

There are four questions with responses scaled 0 to 10 in the CAHPS® 5.0H survey: *Rating of Health Care* (Q13), *Rating of Personal Doctor* (Q26), *Rating of Specialist* (Q30), and *Rating of Health Plan* (Q36), 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 2015 SPH Analytics Medicaid Child Book of Business benchmark. SPH Analytics Book of Business consists of the 2015 Medicaid Child data from each of the 62 health plans that submitted to NCQA. The dependent variables in the model are measured by Question 36 ("What number would you use to rate your child's health plan?"), Question 13 ("What number would you use to rate your child's health care?"), as well as Question 26 ("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, SPH Analytics has developed the following *Opportunity Analysis*: if the composite Summary Rate is equal to or greater than the 75th percentile of the 2015 SPH Analytics 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 2015 SPH Analytics 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 2015 SPH Analytics 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

The sample size for Child Medicaid health plans is 1,650 in accordance with NCQA protocol, although plans may choose to over-sample their sample 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, and members with a language barrier. 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 tables on the following page 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.

SPH Analytics Book of Business

The SPH Analytics Book of Business (calculated on a plan-level) consists of all Medicaid Child samples (Non-CCC and CCC) that were conducted by SPH Analytics and submitted data to NCQA. In 2015, there were 62 samples included in the Book of Business. This benchmark is shown throughout the report and is used in the Opportunity Analysis.

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 sample Summary Rate and a set constant score (e.g., SPH Analytics Book of Business), statistical significance would mean that there is sufficient support for the statement that there is a difference between the sample Summary Rate and the set constant score. As another example, when testing to see if there is a difference between last year's sample Summary Rate and this year's sample Summary Rate, statistical significance would mean that there is sufficient evidence for the statement that the sample 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;" "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 Q34 are recoded as "Always" in Q35 and are, therefore, included in the Summary Rate of Q35.

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 "Yes."

Survey Administration Protocol

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 (questionnaire mailings contain an Internet option). The sample size for Medicaid Child plans seeking accreditation from NCQA is 1,650 members.

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

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
No	1
Yes	3

Response Choice 3	Score Value
0 – 6	1
7 & 8	2
9 & 10	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 Q42 & Q48), 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 SPH Analytics 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., SPH Analytics Book of Business)—with various conditions/assumptions—SPH Analytics 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

49. 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

50. 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

51. 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

52. 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

53. 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

54. 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

55. In the last 6 months, did you phone your child's personal doctor's office after regular office hours to get help or advice for your child?
- ☐1 Yes
- ☐2 No . . . . . **Thank you. Please return the completed survey in the postage-paid envelope.**

56. In the last 6 months, when you phoned after regular office hours, how often did you get the help or advice you needed for your child?
- ☐1 Never
- ☐2 Sometimes
- ☐3 Usually
- ☐4 Always

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 30096-9876
Toll-Free: 1-800-692-0041

For Processing Purposes Only: 2015 05_MCS 4pg English

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LOUISIANA HEALTHCARE CONNECTIONS
Healthy is a way of life.™

- 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

Personally identifiable information will not be made public and will only be released in accordance with Federal laws and regulations. You may choose to answer this survey or not. If you choose not to, this will not affect the benefits your child gets. You may notice a number on the cover of this survey. This number is ONLY used to let us know if you returned your survey so we don't have to send you reminders.

If you want to know more about this study, please call 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 15**
   - ☐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, 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 13**

10. Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?
    - ☐1 Yes
    - ☐2 No

11. Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?
    - ☐1 Yes
    - ☐2 No

12. 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

13. 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
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Please continue on the next page.

14. 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

YOUR CHILD'S PERSONAL DOCTOR

15. 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 27**

16. 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 26**
- ☐2 1 time
- ☐3 2
- ☐4 3
- ☐5 4
- ☐6 5 to 9
- ☐7 10 or more times

17. 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

18. 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

19. 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

20. Is your child able to talk with doctors about his or her health care?
- ☐1 Yes
- ☐2 No . . . . . **If No, Go to Question 22**

21. 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

22. 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

23. 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

24. 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 26**

25. 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

26. 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
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

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.

27. 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 31**

28. 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

29. How many specialists has your child seen in the last 6 months?
- ☐1 None . . . . . **If None, Go to Question 31**
- ☐2 1 specialist
- ☐3 2
- ☐4 3
- ☐5 4
- ☐6 5 or more specialists

30. 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
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

YOUR CHILD'S HEALTH PLAN

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

31. 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 34**

32. 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

33. 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

34. 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 36**

35. 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

36. 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
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

ABOUT YOUR CHILD AND YOU

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

38. 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

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

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

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

42. 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

43. 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

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

45. 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

46. 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

47. Did someone help you complete this survey?
- ☐1 Yes . . . . . **If Yes, Go to Question 48**
- ☐2 No . . . . . **If No, Go to Question 49**

48. 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

Please continue on the back.

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, Respondent's Gender, Child's Ethnicity, Child's Race, Child's Health Status, and Child's Mental Health Status), (2) survey items, 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 550, 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]	22	403
	100.0%	100.0%	100.0%
No Answer	4[3]	-	4
Yes	198	6	189
	46.2%	27.3%	46.9%
			B[4]
No	231	16	214
	53.8%	72.7%	53.1%
		C[5]	

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 Louisiana Healthcare Connections. Is that right?		Success	550
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 doctor's office?		Success	550
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?	Q3.ContainsAny({Yes})	Success	191
4	Q5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctor's office or clinic?		Success	550
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 doctor's office or clinic, how often did you get an appointment as soon as your child needed?	Q5.ContainsAny({Yes})	Success	390
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 doctor's office or clinic to get health care?		Success	550
7	Q8. (HPE) 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?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	399
8	Q9. 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?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	399
9	Q10. (SDM) Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q9.ContainsAny({Yes})	Success	102
10	Q11. (SDM) Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q9.ContainsAny({Yes})	Success	102
11	Q12. (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?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q9.ContainsAny({Yes})	Success	102
12	Q13. 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?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	399
13	Q14. (GNC) In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	399
14	Q15. A personal doctor is the one your child would see if he or she needs a checkup or gets sick or hurt. Does your child have a personal doctor?		Success	550
15	Q16. In the last 6 months, how many times did your child visit his or her personal doctor for care?	Q15.ContainsAny({Yes})	Success	446
16	Q17. (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?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	356
17	Q18. (HWDC) In the last 6 months, how often did your child's personal doctor listen carefully to you?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	356
18	Q19. (HWDC) In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	356
19	Q20. Is your child able to talk with doctors about his or her health care?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	356
20	Q21.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?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q20.ContainsAny({Yes})	Success	236
21	Q22. (HWDC) In the last 6 months, how often did your child's personal doctor spend enough time with your child?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	356
22	Q23. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	356
23	Q24. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	356
24	Q25. (CC) 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?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q24.ContainsAny({Yes})	Success	122
25	Q26. 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?	Q15.ContainsAny({Yes})	Success	446
26	Q27. 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?		Success	550
27	Q28. (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?	Q27.ContainsAny({Yes})	Success	78
28	Q29. How many specialists has your child seen in the last 6 months?	Q27.ContainsAny({Yes})	Success	78
29	Q30. 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?	Q27.ContainsAny({Yes}) And Q29.ContainsAny({_1_specialist, _2, _3, _4, _5_or_more_specialists})	Success	70
30	Q31. In the last 6 months, did you get information or help from customer service at your child's health plan?		Success	550
31	Q32. (CS) In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	Q31.ContainsAny({Yes})	Success	144
32	Q33. (CS) In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	Q31.ContainsAny({Yes})	Success	144
33	Q34. In the last 6 months, did your child's health plan give you any forms to fill out?		Success	550
34	Q35. (FOF) In the last 6 months, how often were the forms from your child's health plan easy to fill out?	Q34.ContainsAny({Yes, No})	Success	466
35	Q36. 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?		Success	550
36	Q37. In general, how would you rate your child's overall health?		Success	550
37	Q38. In general, how would you rate your child's overall mental or emotional health?		Success	550
38	Q39. What is your child's age?		Success	550
39	Q40. Is your child male or female?		Success	550
40	Q41. Is your child of Hispanic or Latino origin or descent?		Success	550
41	Q42. What is your child's race? Please mark one or more.		Success	550
42	Q43. What is your age?		Success	550
43	Q44. Are you male or female?		Success	550

44	Q45. What is the highest grade or level of school that you have completed?		Success	550
45	Q46. How are you related to the child?		Success	550
46	Q47. Did someone help you complete this survey?	Dispo.ContainsAny({Internet, Mail})	Success	228
47	Q48. How did that person help you? Mark one or more.	Dispo.ContainsAny({Internet, Mail}) And Q47.ContainsAny({Yes})	Success	10
48	Q1. Our records show that your child is now in Louisiana Healthcare Connections. Is that right?		Success	550
49	Q3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?		Success	550
50	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?	Q3.ContainsAny({Yes})	Success	191
51	Q5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctor's office or clinic?		Success	550
52	Q6. (GCQ) 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?	Q5.ContainsAny({Yes})	Success	390
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54	Q8. (HPE) 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?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	399
55	Q9. 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?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	399
56	Q10. (SDM) Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q9.ContainsAny({Yes})	Success	102
57	Q11. (SDM) Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q9.ContainsAny({Yes})	Success	102
58	Q12. (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?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q9.ContainsAny({Yes})	Success	102
59	Q13. 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?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	399
60	Q14. (GNC) In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	399
61	Q15. A personal doctor is the one your child would see if he or she needs a checkup or gets sick or hurt. Does your child have a personal doctor?		Success	550
62	Q16. In the last 6 months, how many times did your child visit his or her personal doctor for care?	Q15.ContainsAny({Yes})	Success	446
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67	Q21.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?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q20.ContainsAny({Yes})	Success	236
68	Q22. (HWDC) In the last 6 months, how often did your child's personal doctor spend enough time with your child?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	356
69	Q23. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	356
70	Q24. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	356
71	Q25. (CC) 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?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q24.ContainsAny({Yes})	Success	122
72	Q26. 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?	Q15.ContainsAny({Yes})	Success	446
73	Q27. 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?		Success	550
74	Q28. (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?	Q27.ContainsAny({Yes})	Success	78
75	Q29. How many specialists has your child seen in the last 6 months?	Q27.ContainsAny({Yes})	Success	78
76	Q30. 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?	Q27.ContainsAny({Yes}) And Q29.ContainsAny({_1_specialist, _2, _3, _4, _5_or_more_specialists})	Success	70
77	Q31. In the last 6 months, did you get information or help from customer service at your child's health plan?		Success	550
78	Q32. (CS) In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	Q31.ContainsAny({Yes})	Success	144
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80	Q34. In the last 6 months, did your child's health plan give you any forms to fill out?		Success	550
81	Q35. (FOF) In the last 6 months, how often were the forms from your child's health plan easy to fill out?	Q34.ContainsAny({Yes, No})	Success	466
82	Q36. 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?		Success	550
83	Q37. In general, how would you rate your child's overall health?		Success	550
84	Q38. In general, how would you rate your child's overall mental or emotional health?		Success	550
85	Q39. What is your child's age?		Success	550
86	Q40. Is your child male or female?		Success	550
87	Q41. Is your child of Hispanic or Latino origin or descent?		Success	550
88	Q42. What is your child's race? Please mark one or more.		Success	550
89	Q43. What is your age?		Success	550
90	Q44. Are you male or female?		Success	550
91	Q45. What is the highest grade or level of school that you have completed?		Success	550
92	Q46. How are you related to the child?		Success	550
93	Q47. Did someone help you complete this survey?	Dispo.ContainsAny({Internet, Mail})	Success	228
94	Q48. How did that person help you? Mark one or more.	Dispo.ContainsAny({Internet, Mail}) And Q47.ContainsAny({Yes})	Success	10

		RESPONDENT'S AGE (Q43)				RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q1. Our records show that your child is now in Louisiana Healthcare Connections. Is that right?																				
Total Eligible	**550** *100.0%*	**107** *100.0%*	**152** *100.0%*	**119** *100.0%*	**80** *100.0%*	**242** *100.0%*	**211** *100.0%*	**28** *100.0%*	**439** *100.0%*	**46** *100.0%*	**411** *100.0%*	**202** *100.0%*	**249** *100.0%*	**69** *100.0%*	**360** *100.0%*	**87** *100.0%*	**32** *100.0%*	**369** *100.0%*	**72** *100.0%*	**37** *100.0%*
Total Valid Responses	**547** *100.0%*	**106** *100.0%*	**151** *100.0%*	**119** *100.0%*	**79** *100.0%*	**239** *100.0%*	**211** *100.0%*	**28** *100.0%*	**436** *100.0%*	**45** *100.0%*	**409** *100.0%*	**199** *100.0%*	**248** *100.0%*	**69** *100.0%*	**359** *100.0%*	**85** *100.0%*	**32** *100.0%*	**368** *100.0%*	**70** *100.0%*	**37** *100.0%*
No Answer	**3**	1	1	-	1	3	-	-	3	1	2	3	1	-	1	2	-	1	2	-
Yes	**547** *100.0%*	106 *100.0%*	151 *100.0%*	119 *100.0%*	79 *100.0%*	239 *100.0%*	211 *100.0%*	28 *100.0%* **	436 *100.0%*	45 *100.0%*	409 *100.0%*	199 *100.0%*	248 *100.0%*	69 *100.0%*	359 *100.0%*	85 *100.0%*	32 *100.0%*	368 *100.0%*	70 *100.0%*	37 *100.0%*
No	**-** **-**	- -	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**547** *100.0%*	106 *100.0%*	151 *100.0%*	119 *100.0%*	79 *100.0%*	239 *100.0%*	211 *100.0%*	28 *100.0%* **	436 *100.0%*	45 *100.0%*	409 *100.0%*	199 *100.0%*	248 *100.0%*	69 *100.0%*	359 *100.0%*	85 *100.0%*	32 *100.0%*	368 *100.0%*	70 *100.0%*	37 *100.0%*

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

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

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2015

	RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?																				
Total Eligible	**550** *100.0%*	**107** *100.0%*	**152** *100.0%*	**119** *100.0%*	**80** *100.0%*	**242** *100.0%*	**211** *100.0%*	**28** *100.0%*	**439** *100.0%*	**46** *100.0%*	**411** *100.0%*	**202** *100.0%*	**249** *100.0%*	**69** *100.0%*	**360** *100.0%*	**87** *100.0%*	**32** *100.0%*	**369** *100.0%*	**72** *100.0%*	**37** *100.0%*
Total Valid Responses	**535** *100.0%*	**107** *100.0%*	**150** *100.0%*	**119** *100.0%*	**80** *100.0%*	**240** *100.0%*	**211** *100.0%*	**28** *100.0%*	**437** *100.0%*	**46** *100.0%*	**409** *100.0%*	**202** *100.0%*	**247** *100.0%*	**69** *100.0%*	**358** *100.0%*	**87** *100.0%*	**32** *100.0%*	**367** *100.0%*	**72** *100.0%*	**37** *100.0%*
No Answer	**15**	-	2	-	-	2	-	-	2	-	2	-	2	-	2	-	-	2	-	-
Yes	**191** *35.7%*	43 *40.2%*	46 *30.7%*	53 *44.5%* B	27 *33.8%*	92 *38.3%*	78 *37.0%*	7 *25.0%* **	166 *38.0%*	16 *34.8%*	152 *37.2%*	76 *37.6%*	90 *36.4%*	26 *37.7%*	127 *35.5%*	33 *37.9%*	15 *46.9%*	143 *39.0%* R	19 *26.4%*	13 *35.1%*
No	**344** *64.3%*	64 *59.8%*	104 *69.3%* C	66 *55.5%*	53 *66.3%*	148 *61.7%*	133 *63.0%*	21 *75.0%* **	271 *62.0%*	30 *65.2%*	257 *62.8%*	126 *62.4%*	157 *63.6%*	43 *62.3%*	231 *64.5%*	54 *62.1%*	17 *53.1%*	224 *61.0%*	53 *73.6%* Q	24 *64.9%*
HEDIS/CAHPS SUMMARY RATE - Yes	**191** *35.7%*	43 *40.2%*	46 *30.7%*	53 *44.5%* B	27 *33.8%*	92 *38.3%*	78 *37.0%*	7 *25.0%* **	166 *38.0%*	16 *34.8%*	152 *37.2%*	76 *37.6%*	90 *36.4%*	26 *37.7%*	127 *35.5%*	33 *37.9%*	15 *46.9%*	143 *39.0%* R	19 *26.4%*	13 *35.1%*

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

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

	RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
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	**191** *100.0%*	**43** *100.0%*	**46** *100.0%*	**53** *100.0%*	**27** *100.0%*	**92** *100.0%*	**78** *100.0%*	**7** *100.0%*	**166** *100.0%*	**16** *100.0%*	**152** *100.0%*	**76** *100.0%*	**90** *100.0%*	**26** *100.0%*	**127** *100.0%*	**33** *100.0%*	**15** *100.0%*	**143** *100.0%*	**19** *100.0%*	**13** *100.0%*
Total Valid Responses	**183** *100.0%*	**42** *100.0%*	**46** *100.0%*	**52** *100.0%*	**26** *100.0%*	**90** *100.0%*	**77** *100.0%*	**7** *100.0%*	**163** *100.0%*	**16** *100.0%*	**149** *100.0%*	**75** *100.0%*	**88** *100.0%*	**26** *100.0%*	**125** *100.0%*	**32** *100.0%*	**15** *100.0%*	**141** *100.0%*	**19** *100.0%*	**12** *100.0%*
No Answer	**8**	1	-	1	1	2	1	-	3	-	3	1	2	-	2	1	-	2	-	1
Always	**149** *81.4%*	33 *78.6%*	38 *82.6%*	46 *88.5%*	19 *73.1%* **	75 *83.3%*	62 *80.5%*	3 *42.9%* **	135 *82.8%*	13 *81.3%* **	121 *81.2%*	59 *78.7%*	74 *84.1%*	22 *84.6%* **	103 *82.4%*	26 *81.3%*	10 *66.7%* **	115 *81.6%*	15 *78.9%* **	9 *75.0%* **
Usually	**22** *12.0%*	8 *19.0%*	5 *10.9%*	5 *9.6%*	4 *15.4%* **	11 *12.2%*	10 *13.0%*	2 *28.6%* **	20 *12.3%*	1 *6.3%* **	21 *14.1%*	11 *14.7%*	10 *11.4%*	2 *7.7%* **	17 *13.6%*	4 *12.5%*	1 *6.7%* **	17 *12.1%*	4 *21.1%* **	1 *8.3%* **
Sometimes	**10** *5.5%*	1 *2.4%*	3 *6.5%* c	- -	3 *11.5%* **	4 *4.4%*	5 *6.5%*	2 *28.6%* **	7 *4.3%*	2 *12.5%* **	6 *4.0%*	5 *6.7%*	3 *3.4%*	2 *7.7%* **	5 *4.0%*	2 *6.3%*	3 *20.0%* **	9 *6.4%*	- - **	1 *8.3%* **
Never	**2** *1.1%*	- -	- -	1 *1.9%*	- - **	- -	- -	- - **	1 *0.6%*	- - **	1 *0.7%*	- -	1 *1.1%*	- - **	- -	- -	1 *6.7%* **	- -	- - **	1 *8.3%* **
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**171** *93.4%*	41 *97.6%*	43 *93.5%*	51 *98.1%*	23 *88.5%* **	86 *95.6%*	72 *93.5%*	5 *71.4%* **	155 *95.1%*	14 *87.5%* **	142 *95.3%*	70 *93.3%*	84 *95.5%*	24 *92.3%* **	120 *96.0%*	30 *93.8%*	11 *73.3%* **	132 *93.6%*	19 *100.0%* **	10 *83.3%* **
HEDIS/CAHPS SUMMARY RATE - Always	**149** *81.4%*	33 *78.6%*	38 *82.6%*	46 *88.5%*	19 *73.1%* **	75 *83.3%*	62 *80.5%*	3 *42.9%* **	135 *82.8%*	13 *81.3%* **	121 *81.2%*	59 *78.7%*	74 *84.1%*	22 *84.6%* **	103 *82.4%*	26 *81.3%*	10 *66.7%* **	115 *81.6%*	15 *78.9%* **	9 *75.0%* **
3-Point Score	**2.75**	2.76	2.76	2.87	2.62	2.79	2.74	2.14	2.78	2.69	2.77	2.72	2.80	2.77	2.78	2.75	2.40	2.75	2.79	2.58

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

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

Presented by The Myers Group
770-978-3173
2015

	RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctor's office or clinic?																				
Total Eligible	**550** *100.0%*	**107** *100.0%*	**152** *100.0%*	**119** *100.0%*	**80** *100.0%*	**242** *100.0%*	**211** *100.0%*	**28** *100.0%*	**439** *100.0%*	**46** *100.0%*	**411** *100.0%*	**202** *100.0%*	**249** *100.0%*	**69** *100.0%*	**360** *100.0%*	**87** *100.0%*	**32** *100.0%*	**369** *100.0%*	**72** *100.0%*	**37** *100.0%*
Total Valid Responses	**522** *100.0%*	**105** *100.0%*	**152** *100.0%*	**118** *100.0%*	**80** *100.0%*	**239** *100.0%*	**210** *100.0%*	**28** *100.0%*	**436** *100.0%*	**45** *100.0%*	**408** *100.0%*	**201** *100.0%*	**247** *100.0%*	**68** *100.0%*	**357** *100.0%*	**86** *100.0%*	**32** *100.0%*	**366** *100.0%*	**72** *100.0%*	**36** *100.0%*
No Answer	**28**	2	-	1	-	3	1	-	3	1	3	1	2	1	3	1	-	3	-	1
Yes	**390** *74.7%*	81 *77.1%*	110 *72.4%*	93 *78.8%* d	54 *67.5%*	178 *74.5%*	157 *74.8%*	19 *67.9%* **	326 *74.8%*	31 *68.9%*	308 *75.5%*	142 *70.6%*	191 *77.3%* k	52 *76.5%*	269 *75.4%* o	56 *65.1%*	27 *84.4%* O	278 *76.0%*	49 *68.1%*	26 *72.2%*
No	**132** *25.3%*	24 *22.9%*	42 *27.6%*	25 *21.2%*	26 *32.5%* c	61 *25.5%*	53 *25.2%*	9 *32.1%* **	110 *25.2%*	14 *31.1%*	100 *24.5%*	59 *29.4%* l	56 *22.7%*	16 *23.5%*	88 *24.6%*	30 *34.9%* nP	5 *15.6%*	88 *24.0%*	23 *31.9%*	10 *27.8%*
HEDIS/CAHPS SUMMARY RATE - Yes	**390** *74.7%*	81 *77.1%*	110 *72.4%*	93 *78.8%* d	54 *67.5%*	178 *74.5%*	157 *74.8%*	19 *67.9%* **	326 *74.8%*	31 *68.9%*	308 *75.5%*	142 *70.6%*	191 *77.3%* k	52 *76.5%*	269 *75.4%* o	56 *65.1%*	27 *84.4%* O	278 *76.0%*	49 *68.1%*	26 *72.2%*

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

	RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q6. (GCQ) In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?																				
Total Eligible	**390** *100.0%*	**81** *100.0%*	**110** *100.0%*	**93** *100.0%*	**54** *100.0%*	**178** *100.0%*	**157** *100.0%*	**19** *100.0%*	**326** *100.0%*	**31** *100.0%*	**308** *100.0%*	**142** *100.0%*	**191** *100.0%*	**52** *100.0%*	**269** *100.0%*	**56** *100.0%*	**27** *100.0%*	**278** *100.0%*	**49** *100.0%*	**26** *100.0%*
Total Valid Responses	**372** *100.0%*	**80** *100.0%*	**108** *100.0%*	**89** *100.0%*	**51** *100.0%*	**172** *100.0%*	**153** *100.0%*	**18** *100.0%*	**316** *100.0%*	**31** *100.0%*	**298** *100.0%*	**138** *100.0%*	**187** *100.0%*	**49** *100.0%*	**260** *100.0%*	**54** *100.0%*	**27** *100.0%*	**269** *100.0%*	**48** *100.0%*	**25** *100.0%*
No Answer	**18**	1	2	4	3	6	4	1	10	-	10	4	4	3	9	2	-	9	1	1
Always	**281** *75.5%*	63 *78.8%*	81 *75.0%*	68 *76.4%*	42 *82.4%*	134 *77.9%*	116 *75.8%*	12 *66.7%* **	244 *77.2%*	24 *77.4%*	226 *75.8%*	103 *74.6%*	146 *78.1%*	37 *75.5%*	207 *79.6%*	39 *72.2%*	13 *48.1%* **	212 *78.8%* R	31 *64.6%*	17 *68.0%* **
Usually	**50** *13.4%*	8 *10.0%*	14 *13.0%*	14 *15.7%*	6 *11.8%*	22 *12.8%*	21 *13.7%*	2 *11.1%* **	43 *13.6%*	5 *16.1%*	39 *13.1%*	22 *15.9%*	22 *11.8%*	7 *14.3%*	31 *11.9%*	9 *16.7%*	6 *22.2%* **	32 *11.9%*	11 *22.9%* Q	3 *12.0%* **
Sometimes	**41** *11.0%*	9 *11.3%*	13 *12.0%*	7 *7.9%*	3 *5.9%*	16 *9.3%*	16 *10.5%*	4 *22.2%* **	29 *9.2%*	2 *6.5%*	33 *11.1%*	13 *9.4%*	19 *10.2%*	5 *10.2%*	22 *8.5%*	6 *11.1%*	8 *29.6%* **	25 *9.3%*	6 *12.5%*	5 *20.0%* **
Never	**-** **-**	- -	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- -	- -	- -	- -	- - **	- -	- -	- - **
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**331** *89.0%*	71 *88.8%*	95 *88.0%*	82 *92.1%*	48 *94.1%*	156 *90.7%*	137 *89.5%*	14 *77.8%* **	287 *90.8%*	29 *93.5%*	265 *88.9%*	125 *90.6%*	168 *89.8%*	44 *89.8%*	238 *91.5%*	48 *88.9%*	19 *70.4%* **	244 *90.7%*	42 *87.5%*	20 *80.0%* **
HEDIS/CAHPS SUMMARY RATE - Always	**281** *75.5%*	63 *78.8%*	81 *75.0%*	68 *76.4%*	42 *82.4%*	134 *77.9%*	116 *75.8%*	12 *66.7%* **	244 *77.2%*	24 *77.4%*	226 *75.8%*	103 *74.6%*	146 *78.1%*	37 *75.5%*	207 *79.6%*	39 *72.2%*	13 *48.1%* **	212 *78.8%* R	31 *64.6%*	17 *68.0%* **
3-Point Score	**2.65**	2.68	2.63	2.69	2.76	2.69	2.65	2.44	2.68	2.71	2.65	2.65	2.68	2.65	2.71	2.61	2.19	2.70	2.52	2.48

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

	RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?																				
Total Eligible	**550** *100.0%*	**107** *100.0%*	**152** *100.0%*	**119** *100.0%*	**80** *100.0%*	**242** *100.0%*	**211** *100.0%*	**28** *100.0%*	**439** *100.0%*	**46** *100.0%*	**411** *100.0%*	**202** *100.0%*	**249** *100.0%*	**69** *100.0%*	**360** *100.0%*	**87** *100.0%*	**32** *100.0%*	**369** *100.0%*	**72** *100.0%*	**37** *100.0%*
Total Valid Responses	**489** *100.0%*	**103** *100.0%*	**141** *100.0%*	**116** *100.0%*	**77** *100.0%*	**230** *100.0%*	**202** *100.0%*	**27** *100.0%*	**419** *100.0%*	**45** *100.0%*	**394** *100.0%*	**193** *100.0%*	**239** *100.0%*	**65** *100.0%*	**345** *100.0%*	**84** *100.0%*	**28** *100.0%*	**353** *100.0%*	**69** *100.0%*	**35** *100.0%*
No Answer	**61**	4	11	3	3	12	9	1	20	1	17	9	10	4	15	3	4	16	3	2
None	**90** *18.4%*	17 *16.5%*	31 *22.0%* c	15 *12.9%*	18 *23.4%* c	40 *17.4%*	37 *18.3%*	6 *22.2%* **	76 *18.1%*	7 *15.6%*	73 *18.5%*	36 *18.7%*	43 *18.0%*	9 *13.8%*	66 *19.1%*	17 *20.2%*	1 *3.6%* **	66 *18.7%* S	17 *24.6%* S	1 *2.9%*
1 time	**105** *21.5%*	19 *18.4%*	30 *21.3%*	30 *25.9%*	16 *20.8%*	48 *20.9%*	47 *23.3%*	5 *18.5%* **	94 *22.4%*	9 *20.0%*	90 *22.8%*	43 *22.3%*	53 *22.2%*	9 *13.8%*	86 *24.9%* O	9 *10.7%*	4 *14.3%* **	88 *24.9%* R	5 *7.2%*	7 *20.0%* r
2	**114** *23.3%*	28 *27.2%*	30 *21.3%*	26 *22.4%*	15 *19.5%*	49 *21.3%*	49 *24.3%*	5 *18.5%* **	94 *22.4%*	8 *17.8%*	91 *23.1%*	48 *24.9%* M	53 *22.2%*	9 *13.8%*	77 *22.3%*	22 *26.2%*	4 *14.3%* **	82 *23.2%*	16 *23.2%*	4 *11.4%*
3	**80** *16.4%*	21 *20.4%*	19 *13.5%*	21 *18.1%*	12 *15.6%*	38 *16.5%*	35 *17.3%*	5 *18.5%* **	69 *16.5%*	10 *22.2%*	63 *16.0%*	26 *13.5%*	42 *17.6%*	20 *30.8%* KL	58 *16.8%*	17 *20.2%*	2 *7.1%* **	58 *16.4%*	12 *17.4%*	7 *20.0%*
4	**40** *8.2%*	8 *7.8%*	14 *9.9%*	10 *8.6%*	4 *5.2%*	23 *10.0%*	12 *5.9%*	- - **	37 *8.8%*	7 *15.6%* J	28 *7.1%*	16 *8.3%*	20 *8.4%*	7 *10.8%*	24 *7.0%*	9 *10.7%*	6 *21.4%* **	26 *7.4%*	8 *11.6%*	5 *14.3%*
5 to 9	**50** *10.2%*	7 *6.8%*	14 *9.9%*	14 *12.1%*	11 *14.3%* a	27 *11.7%*	20 *9.9%*	4 *14.8%* **	43 *10.3%*	2 *4.4%*	44 *11.2%*	18 *9.3%*	26 *10.9%*	9 *13.8%*	28 *8.1%*	9 *10.7%*	10 *35.7%* **	27 *7.6%*	10 *14.5%* q	10 *28.6%* Qr
10 or more times	**10** *2.0%*	3 *2.9%* c	3 *2.1%*	- -	1 *1.3%*	5 *2.2%*	2 *1.0%*	2 *7.4%* **	6 *1.4%*	2 *4.4%*	5 *1.3%*	6 *3.1%* I	2 *0.8%*	2 *3.1%*	6 *1.7%*	1 *1.2%*	1 *3.6%* **	6 *1.7%*	1 *1.4%*	1 *2.9%*
HEDIS/CAHPS SUMMARY RATE - 1 or more times	**399** *81.6%*	86 *83.5%*	110 *78.0%*	101 *87.1%* bd	59 *76.6%*	190 *82.6%*	165 *81.7%*	21 *77.8%* **	343 *81.9%*	38 *84.4%*	321 *81.5%*	157 *81.3%*	196 *82.0%*	56 *86.2%*	279 *80.9%*	67 *79.8%*	27 *96.4%* **	287 *81.3%*	52 *75.4%*	34 *97.1%* QR

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

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

	RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q8. (HPE) In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?																				
Total Eligible	**399** *100.0%*	**86** *100.0%*	**110** *100.0%*	**101** *100.0%*	**59** *100.0%*	**190** *100.0%*	**165** *100.0%*	**21** *100.0%*	**343** *100.0%*	**38** *100.0%*	**321** *100.0%*	**157** *100.0%*	**196** *100.0%*	**56** *100.0%*	**279** *100.0%*	**67** *100.0%*	**27** *100.0%*	**287** *100.0%*	**52** *100.0%*	**34** *100.0%*
Total Valid Responses	**392** *100.0%*	**83** *100.0%*	**109** *100.0%*	**101** *100.0%*	**58** *100.0%*	**185** *100.0%*	**164** *100.0%*	**20** *100.0%*	**338** *100.0%*	**36** *100.0%*	**317** *100.0%*	**155** *100.0%*	**194** *100.0%*	**54** *100.0%*	**274** *100.0%*	**66** *100.0%*	**27** *100.0%*	**283** *100.0%*	**52** *100.0%*	**32** *100.0%*
No Answer	**7**	3	1	-	1	5	1	1	5	2	4	2	2	2	5	1	-	4	-	2
Yes	**284** *72.4%*	65 *78.3%*	76 *69.7%*	73 *72.3%*	45 *77.6%*	137 *74.1%*	123 *75.0%*	14 *70.0%* **	252 *74.6%*	21 *58.3%*	236 *74.4%* I	102 *65.8%*	156 *80.4%* Km	38 *70.4%*	200 *73.0%*	49 *74.2%*	19 *70.4%* **	210 *74.2%*	38 *73.1%*	20 *62.5%*
No	**108** *27.6%*	18 *21.7%*	33 *30.3%*	28 *27.7%*	13 *22.4%*	48 *25.9%*	41 *25.0%*	6 *30.0%* **	86 *25.4%*	15 *41.7%* J	81 *25.6%*	53 *34.2%* L	38 *19.6%*	16 *29.6%* I	74 *27.0%*	17 *25.8%*	8 *29.6%* **	73 *25.8%*	14 *26.9%*	12 *37.5%*
HEDIS/CAHPS SUMMARY RATE - Yes	**284** *72.4%*	65 *78.3%*	76 *69.7%*	73 *72.3%*	45 *77.6%*	137 *74.1%*	123 *75.0%*	14 *70.0%* **	252 *74.6%*	21 *58.3%*	236 *74.4%* I	102 *65.8%*	156 *80.4%* Km	38 *70.4%*	200 *73.0%*	49 *74.2%*	19 *70.4%* **	210 *74.2%*	38 *73.1%*	20 *62.5%*
3-Point Score	**2.45**	2.57	2.39	2.45	2.55	2.48	2.50	2.40	2.49	2.17	2.49	2.32	2.61	2.41	2.46	2.48	2.41	2.48	2.46	2.25

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

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

	RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q9. 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?																				
Total Eligible	**399** *100.0%*	**86** *100.0%*	**110** *100.0%*	**101** *100.0%*	**59** *100.0%*	**190** *100.0%*	**165** *100.0%*	**21** *100.0%*	**343** *100.0%*	**38** *100.0%*	**321** *100.0%*	**157** *100.0%*	**196** *100.0%*	**56** *100.0%*	**279** *100.0%*	**67** *100.0%*	**27** *100.0%*	**287** *100.0%*	**52** *100.0%*	**34** *100.0%*
Total Valid Responses	**392** *100.0%*	**85** *100.0%*	**110** *100.0%*	**100** *100.0%*	**58** *100.0%*	**188** *100.0%*	**164** *100.0%*	**21** *100.0%*	**340** *100.0%*	**38** *100.0%*	**318** *100.0%*	**155** *100.0%*	**195** *100.0%*	**56** *100.0%*	**276** *100.0%*	**67** *100.0%*	**27** *100.0%*	**285** *100.0%*	**52** *100.0%*	**33** *100.0%*
No Answer	**7**	1	-	1	1	2	1	-	3	-	3	2	1	-	3	-	-	2	-	1
Yes	**102** *26.0%*	21 *24.7%*	33 *30.0%*	25 *25.0%*	15 *25.9%*	53 *28.2%*	41 *25.0%*	5 *23.8%* **	92 *27.1%*	7 *18.4%*	87 *27.4%*	46 *29.7%*	50 *25.6%*	15 *26.8%*	66 *23.9%*	21 *31.3%*	11 *40.7%* **	70 *24.6%*	15 *28.8%*	13 *39.4%* q
No	**290** *74.0%*	64 *75.3%*	77 *70.0%*	75 *75.0%*	43 *74.1%*	135 *71.8%*	123 *75.0%*	16 *76.2%* **	248 *72.9%*	31 *81.6%*	231 *72.6%*	109 *70.3%*	145 *74.4%*	41 *73.2%*	210 *76.1%*	46 *68.7%*	16 *59.3%* **	215 *75.4%* s	37 *71.2%*	20 *60.6%*
HEDIS/CAHPS SUMMARY RATE - Yes	**102** *26.0%*	21 *24.7%*	33 *30.0%*	25 *25.0%*	15 *25.9%*	53 *28.2%*	41 *25.0%*	5 *23.8%* **	92 *27.1%*	7 *18.4%*	87 *27.4%*	46 *29.7%*	50 *25.6%*	15 *26.8%*	66 *23.9%*	21 *31.3%*	11 *40.7%* **	70 *24.6%*	15 *28.8%*	13 *39.4%* q

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

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

	RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q10. (SDM) Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?																				
Total Eligible	**102** *100.0%*	**21** *100.0%*	**33** *100.0%*	**25** *100.0%*	**15** *100.0%*	**53** *100.0%*	**41** *100.0%*	**5** *100.0%*	**92** *100.0%*	**7** *100.0%*	**87** *100.0%*	**46** *100.0%*	**50** *100.0%*	**15** *100.0%*	**66** *100.0%*	**21** *100.0%*	**11** *100.0%*	**70** *100.0%*	**15** *100.0%*	**13** *100.0%*
Total Valid Responses	**100** *100.0%*	**20** *100.0%*	**33** *100.0%*	**25** *100.0%*	**14** *100.0%*	**52** *100.0%*	**40** *100.0%*	**5** *100.0%*	**90** *100.0%*	**7** *100.0%*	**85** *100.0%*	**45** *100.0%*	**49** *100.0%*	**15** *100.0%*	**65** *100.0%*	**20** *100.0%*	**11** *100.0%*	**68** *100.0%*	**15** *100.0%*	**13** *100.0%*
No Answer	**2**	1	-	-	1	1	1	-	2	-	2	1	1	-	1	1	-	2	-	-
Yes	**95** *95.0%*	20 *100.0%* **	32 *97.0%*	22 *88.0%* **	13 *92.9%* **	51 *98.1%* f	36 *90.0%*	5 *100.0%* **	85 *94.4%*	7 *100.0%* **	80 *94.1%*	44 *97.8%*	45 *91.8%*	14 *93.3%* **	63 *96.9%*	18 *90.0%* **	10 *90.9%* **	64 *94.1%*	14 *93.3%* **	13 *100.0%* **
No	**5** *5.0%*	- - **	1 *3.0%*	3 *12.0%* **	1 *7.1%* **	1 *1.9%*	4 *10.0%* e	- - **	5 *5.6%*	- - **	5 *5.9%*	1 *2.2%*	4 *8.2%*	1 *6.7%* **	2 *3.1%*	2 *10.0%* **	1 *9.1%* **	4 *5.9%*	1 *6.7%* **	- - **
HEDIS/CAHPS SUMMARY RATE - Yes	**95** *95.0%*	20 *100.0%* **	32 *97.0%*	22 *88.0%* **	13 *92.9%* **	51 *98.1%* f	36 *90.0%*	5 *100.0%* **	85 *94.4%*	7 *100.0%* **	80 *94.1%*	44 *97.8%*	45 *91.8%*	14 *93.3%* **	63 *96.9%*	18 *90.0%* **	10 *90.9%* **	64 *94.1%*	14 *93.3%* **	13 *100.0%* **
3-Point Score	**2.90**	3.00	2.94	2.76	2.86	2.96	2.80	3.00	2.89	3.00	2.88	2.96	2.84	2.87	2.94	2.80	2.82	2.88	2.87	3.00

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

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

	RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q11. (SDM) Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?																				
Total Eligible	**102** *100.0%*	**21** *100.0%*	**33** *100.0%*	**25** *100.0%*	**15** *100.0%*	**53** *100.0%*	**41** *100.0%*	**5** *100.0%*	**92** *100.0%*	**7** *100.0%*	**87** *100.0%*	**46** *100.0%*	**50** *100.0%*	**15** *100.0%*	**66** *100.0%*	**21** *100.0%*	**11** *100.0%*	**70** *100.0%*	**15** *100.0%*	**13** *100.0%*
Total Valid Responses	**100** *100.0%*	**20** *100.0%*	**33** *100.0%*	**25** *100.0%*	**15** *100.0%*	**53** *100.0%*	**40** *100.0%*	**5** *100.0%*	**91** *100.0%*	**7** *100.0%*	**86** *100.0%*	**46** *100.0%*	**49** *100.0%*	**15** *100.0%*	**66** *100.0%*	**20** *100.0%*	**11** *100.0%*	**69** *100.0%*	**15** *100.0%*	**13** *100.0%*
No Answer	**2**	1	-	-	-	-	1	-	1	-	1	-	1	-	-	1	-	1	-	-
Yes	**59** *59.0%*	10 *50.0%* **	23 *69.7%*	13 *52.0%* **	8 *53.3%* **	33 *62.3%*	22 *55.0%*	4 *80.0%* **	53 *58.2%*	4 *57.1%* **	52 *60.5%*	31 *67.4%*	26 *53.1%*	8 *53.3%* **	36 *54.5%*	13 *65.0%* **	9 *81.8%* **	38 *55.1%*	8 *53.3%* **	12 *92.3%* **
No	**41** *41.0%*	10 *50.0%* **	10 *30.3%*	12 *48.0%* **	7 *46.7%* **	20 *37.7%*	18 *45.0%*	1 *20.0%* **	38 *41.8%*	3 *42.9%* **	34 *39.5%*	15 *32.6%*	23 *46.9%*	7 *46.7%* **	30 *45.5%*	7 *35.0%* **	2 *18.2%* **	31 *44.9%*	7 *46.7%* **	1 *7.7%* **
HEDIS/CAHPS SUMMARY RATE - Yes	**59** *59.0%*	10 *50.0%* **	23 *69.7%*	13 *52.0%* **	8 *53.3%* **	33 *62.3%*	22 *55.0%*	4 *80.0%* **	53 *58.2%*	4 *57.1%* **	52 *60.5%*	31 *67.4%*	26 *53.1%*	8 *53.3%* **	36 *54.5%*	13 *65.0%* **	9 *81.8%* **	38 *55.1%*	8 *53.3%* **	12 *92.3%* **
3-Point Score	**2.18**	2.00	2.39	2.04	2.07	2.25	2.10	2.60	2.16	2.14	2.21	2.35	2.06	2.07	2.09	2.30	2.64	2.10	2.07	2.85

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

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

	RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**
Q12. (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	**102** *100.0%*	**21** *100.0%*	**33** *100.0%*	**25** *100.0%*	**15** *100.0%*	**53** *100.0%*	**41** *100.0%*	**5** *100.0%*	**92** *100.0%*	**7** *100.0%*	**87** *100.0%*	**46** *100.0%*	**50** *100.0%*	**15** *100.0%*	**66** *100.0%*	**21** *100.0%*	**11** *100.0%*	**70** *100.0%*	**15** *100.0%*	**13** *100.0%*
Total Valid Responses	**100** *100.0%*	**20** *100.0%*	**33** *100.0%*	**24** *100.0%*	**15** *100.0%*	**53** *100.0%*	**39** *100.0%*	**5** *100.0%*	**90** *100.0%*	**7** *100.0%*	**85** *100.0%*	**45** *100.0%*	**49** *100.0%*	**14** *100.0%*	**66** *100.0%*	**19** *100.0%*	**11** *100.0%*	**68** *100.0%*	**15** *100.0%*	**13** *100.0%*
No Answer	**2**	1	-	1	-	-	2	-	2	-	2	1	1	1	-	2	-	2	-	-
Yes	**81** *81.0%*	17 *85.0%* **	29 *87.9%*	18 *75.0%* **	9 *60.0%* **	45 *84.9%*	28 *71.8%*	3 *60.0%* **	73 *81.1%*	7 *100.0%* **	66 *77.6%*	36 *80.0%*	38 *77.6%*	13 *92.9%* **	52 *78.8%*	15 *78.9%* **	10 *90.9%* **	53 *77.9%*	13 *86.7%* **	11 *84.6%* **
No	**19** *19.0%*	3 *15.0%* **	4 *12.1%*	6 *25.0%* **	6 *40.0%* **	8 *15.1%*	11 *28.2%*	2 *40.0%* **	17 *18.9%*	- - **	19 *22.4%*	9 *20.0%*	11 *22.4%*	1 *7.1%* **	14 *21.2%*	4 *21.1%* **	1 *9.1%* **	15 *22.1%*	2 *13.3%* **	2 *15.4%* **
HEDIS/CAHPS SUMMARY RATE - Yes	**81** *81.0%*	17 *85.0%* **	29 *87.9%*	18 *75.0%* **	9 *60.0%* **	45 *84.9%*	28 *71.8%*	3 *60.0%* **	73 *81.1%*	7 *100.0%* **	66 *77.6%*	36 *80.0%*	38 *77.6%*	13 *92.9%* **	52 *78.8%*	15 *78.9%* **	10 *90.9%* **	53 *77.9%*	13 *86.7%* **	11 *84.6%* **
3-Point Score	**2.62**	2.70	2.76	2.50	2.20	2.70	2.44	2.20	2.62	3.00	2.55	2.60	2.55	2.86	2.58	2.58	2.82	2.56	2.73	2.69

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

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

	RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q13. 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?																				
Total Eligible	**399** *100.0%*	**86** *100.0%*	**110** *100.0%*	**101** *100.0%*	**59** *100.0%*	**190** *100.0%*	**165** *100.0%*	**21** *100.0%*	**343** *100.0%*	**38** *100.0%*	**321** *100.0%*	**157** *100.0%*	**196** *100.0%*	**56** *100.0%*	**279** *100.0%*	**67** *100.0%*	**27** *100.0%*	**287** *100.0%*	**52** *100.0%*	**34** *100.0%*
Total Valid Responses	**391** *100.0%*	**86** *100.0%*	**110** *100.0%*	**100** *100.0%*	**57** *100.0%*	**188** *100.0%*	**164** *100.0%*	**20** *100.0%*	**341** *100.0%*	**38** *100.0%*	**318** *100.0%*	**156** *100.0%*	**195** *100.0%*	**55** *100.0%*	**276** *100.0%*	**67** *100.0%*	**27** *100.0%*	**285** *100.0%*	**52** *100.0%*	**33** *100.0%*
No Answer	**8**	-	-	1	2	2	1	1	2	-	3	1	1	1	3	-	-	2	-	1
10 - Best health care possible	**213** *54.5%*	43 *50.0%*	58 *52.7%*	55 *55.0%*	37 *64.9%* a	108 *57.4%*	86 *52.4%*	9 *45.0%* **	188 *55.1%*	23 *60.5%*	173 *54.4%*	85 *54.5%*	109 *55.9%*	29 *52.7%*	166 *60.1%* O	28 *41.8%*	9 *33.3%* **	167 *58.6%* S	25 *48.1%*	11 *33.3%*
9	**52** *13.3%*	14 *16.3%*	20 *18.2%* cd	10 *10.0%*	4 *7.0%*	21 *11.2%*	27 *16.5%*	3 *15.0%* **	46 *13.5%*	5 *13.2%*	42 *13.2%*	22 *14.1%*	25 *12.8%*	6 *10.9%*	37 *13.4%*	7 *10.4%*	4 *14.8%* **	37 *13.0%*	7 *13.5%*	5 *15.2%*
8	**63** *16.1%*	15 *17.4%*	17 *15.5%*	15 *15.0%*	8 *14.0%*	31 *16.5%*	22 *13.4%*	2 *10.0%* **	55 *16.1%*	6 *15.8%*	49 *15.4%*	25 *16.0%*	26 *13.3%*	10 *18.2%*	39 *14.1%*	15 *22.4%* n	5 *18.5%* **	45 *15.8%*	7 *13.5%*	6 *18.2%*
7	**28** *7.2%*	7 *8.1%*	7 *6.4%*	9 *9.0%*	3 *5.3%*	10 *5.3%*	16 *9.8%*	3 *15.0%* **	23 *6.7%*	2 *5.3%*	24 *7.5%*	12 *7.7%*	13 *6.7%*	4 *7.3%*	15 *5.4%*	10 *14.9%* N	1 *3.7%* **	18 *6.3%*	5 *9.6%*	3 *9.1%*
6	**14** *3.6%*	2 *2.3%*	3 *2.7%*	1 *1.0%*	5 *8.8%* abC	7 *3.7%*	6 *3.7%*	2 *10.0%* **	10 *2.9%*	2 *5.3%*	10 *3.1%*	2 *1.3%*	9 *4.6%* k	3 *5.5%* k	4 *1.4%*	4 *6.0%* N	5 *18.5%* **	6 *2.1%*	2 *3.8%*	5 *15.2%* Qr
5	**12** *3.1%*	3 *3.5%*	3 *2.7%*	5 *5.0%* d	- -	6 *3.2%*	5 *3.0%*	- - **	11 *3.2%*	- -	11 *3.5%*	7 *4.5%*	6 *3.1%*	1 *1.8%*	7 *2.5%*	3 *4.5%*	2 *7.4%* **	6 *2.1%*	5 *9.6%* Q	1 *3.0%*
4	**1** *0.3%*	1 *1.2%*	- -	- -	- -	1 *0.5%*	- -	- - **	1 *0.3%*	- -	1 *0.3%*	1 *0.6%*	- -	- -	1 *0.4%*	- -	- - **	1 *0.4%*	- -	- -
3	**6** *1.5%*	1 *1.2%*	2 *1.8%*	3 *3.0%*	- -	3 *1.6%*	1 *0.6%*	- - **	6 *1.8%*	- -	6 *1.9%*	- -	6 *3.1%* K	- -	5 *1.8%*	- -	1 *3.7%* **	4 *1.4%*	1 *1.9%*	1 *3.0%*
2	**-** -	- -	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- -	- -	- -	- -	- - **	- -	- -	- -
1	**1** *0.3%*	- -	- -	1 *1.0%*	- -	1 *0.5%*	- -	1 *5.0%* **	- -	- -	1 *0.3%*	1 *0.6%*	- -	1 *1.8%* L	1 *0.4%*	- -	- - **	1 *0.4%*	- -	- -
0 - Worst health care possible	**1** *0.3%*	- -	- -	1 *1.0%*	- -	- -	1 *0.6%*	- - **	1 *0.3%*	- -	1 *0.3%*	1 *0.6%*	1 *0.5%*	1 *1.8%*	1 *0.4%*	- -	- - **	- -	- -	1 *3.0%* Q
SUMMARY - 0-3	**8** *2.0%*	1 *1.2%*	2 *1.8%*	5 *5.0%* d	- -	4 *2.1%*	2 *1.2%*	1 *5.0%* **	7 *2.1%*	- -	8 *2.5%*	2 *1.3%*	7 *3.6%*	2 *3.6%*	7 *2.5%*	- -	1 *3.7%* **	5 *1.8%*	1 *1.9%*	2 *6.1%*
SUMMARY - 4-7	**55** *14.1%*	13 *15.1%*	13 *11.8%*	15 *15.0%*	8 *14.0%*	24 *12.8%*	27 *16.5%*	5 *25.0%* **	45 *13.2%*	4 *10.5%*	46 *14.5%*	22 *14.1%*	28 *14.4%*	8 *14.5%*	27 *9.8%*	17 *25.4%* N	8 *29.6%* **	31 *10.9%*	12 *23.1%* Q	9 *27.3%* Q
HEDIS/CAHPS SUMMARY RATE - 8-10	**328** *83.9%*	72 *83.7%*	95 *86.4%*	80 *80.0%*	49 *86.0%*	160 *85.1%*	135 *82.3%*	14 *70.0%* **	289 *84.8%*	34 *89.5%*	264 *83.0%*	132 *84.6%*	160 *82.1%*	45 *81.8%*	242 *87.7%* O	50 *74.6%*	18 *66.7%* **	249 *87.4%* RS	39 *75.0%*	22 *66.7%*
HEDIS/CAHPS SUMMARY RATE - 9-10	**265** *67.8%*	57 *66.3%*	78 *70.9%*	65 *65.0%*	41 *71.9%*	129 *68.6%*	113 *68.9%*	12 *60.0%* **	234 *68.6%*	28 *73.7%*	215 *67.6%*	107 *68.6%*	134 *68.7%*	35 *63.6%*	203 *73.6%* O	35 *52.2%*	13 *48.1%* **	204 *71.6%* S	32 *61.5%*	16 *48.5%*
3-Point Score	**2.59**	2.58	2.64	2.54	2.63	2.59	2.61	2.45	2.60	2.68	2.58	2.61	2.57	2.53	2.67	2.42	2.19	2.65	2.46	2.24

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

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

	RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q14. (GNC) In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?																				
Total Eligible	**399** *100.0%*	**86** *100.0%*	**110** *100.0%*	**101** *100.0%*	**59** *100.0%*	**190** *100.0%*	**165** *100.0%*	**21** *100.0%*	**343** *100.0%*	**38** *100.0%*	**321** *100.0%*	**157** *100.0%*	**196** *100.0%*	**56** *100.0%*	**279** *100.0%*	**67** *100.0%*	**27** *100.0%*	**287** *100.0%*	**52** *100.0%*	**34** *100.0%*
Total Valid Responses	**389** *100.0%*	**86** *100.0%*	**110** *100.0%*	**99** *100.0%*	**58** *100.0%*	**189** *100.0%*	**163** *100.0%*	**21** *100.0%*	**340** *100.0%*	**38** *100.0%*	**317** *100.0%*	**155** *100.0%*	**194** *100.0%*	**56** *100.0%*	**276** *100.0%*	**66** *100.0%*	**27** *100.0%*	**285** *100.0%*	**51** *100.0%*	**33** *100.0%*
No Answer	**10**	-	-	2	1	1	2	-	3	-	4	2	2	-	3	1	-	2	1	1
Always	**276** *71.0%*	62 *72.1%*	80 *72.7%*	69 *69.7%*	45 *77.6%*	142 *75.1%*	113 *69.3%*	11 *52.4%* **	249 *73.2%*	32 *84.2%* j	223 *70.3%*	114 *73.5%* m	141 *72.7%*	35 *62.5%*	215 *77.9%* O	40 *60.6%*	10 *37.0%* **	215 *75.4%* S	33 *64.7%*	18 *54.5%*
Usually	**74** *19.0%*	18 *20.9%*	23 *20.9%*	16 *16.2%*	9 *15.5%*	27 *14.3%*	37 *22.7%* E	4 *19.0%* **	63 *18.5%*	4 *10.5%*	62 *19.6%*	29 *18.7%*	33 *17.0%*	14 *25.0%*	44 *15.9%*	16 *24.2%*	8 *29.6%* **	46 *16.1%*	14 *27.5%* q	8 *24.2%*
Sometimes	**35** *9.0%*	6 *7.0%*	7 *6.4%*	11 *11.1%*	4 *6.9%*	18 *9.5%*	12 *7.4%*	5 *23.8%* **	25 *7.4%*	1 *2.6%*	29 *9.1%*	12 *7.7%*	17 *8.8%*	6 *10.7%*	15 *5.4%*	9 *13.6%* N	8 *29.6%* **	22 *7.7%*	3 *5.9%*	6 *18.2%* Qr
Never	**4** *1.0%*	- -	- -	3 *3.0%* b	- -	2 *1.1%*	1 *0.6%*	1 *4.8%* **	3 *0.9%*	1 *2.6%*	3 *0.9%*	- -	3 *1.5%*	1 *1.8%* k	2 *0.7%*	1 *1.5%*	1 *3.7%* **	2 *0.7%*	1 *2.0%*	1 *3.0%*
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**350** *90.0%*	80 *93.0%*	103 *93.6%* c	85 *85.9%*	54 *93.1%*	169 *89.4%*	150 *92.0%*	15 *71.4%* **	312 *91.8%*	36 *94.7%*	285 *89.9%*	143 *92.3%*	174 *89.7%*	49 *87.5%*	259 *93.8%* O	56 *84.8%*	18 *66.7%* **	261 *91.6%* S	47 *92.2%* s	26 *78.8%*
HEDIS/CAHPS SUMMARY RATE - Always	**276** *71.0%*	62 *72.1%*	80 *72.7%*	69 *69.7%*	45 *77.6%*	142 *75.1%*	113 *69.3%*	11 *52.4%* **	249 *73.2%*	32 *84.2%* j	223 *70.3%*	114 *73.5%* m	141 *72.7%*	35 *62.5%*	215 *77.9%* O	40 *60.6%*	10 *37.0%* **	215 *75.4%* S	33 *64.7%*	18 *54.5%*
3-Point Score	**2.61**	2.65	2.66	2.56	2.71	2.65	2.61	2.24	2.65	2.79	2.60	2.66	2.62	2.50	2.72	2.45	2.04	2.67	2.57	2.33

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

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

	RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q15. A personal doctor is the one your child would see if he or she needs a checkup or gets sick or hurt. Does your child have a personal doctor?																				
Total Eligible	**550** *100.0%*	**107** *100.0%*	**152** *100.0%*	**119** *100.0%*	**80** *100.0%*	**242** *100.0%*	**211** *100.0%*	**28** *100.0%*	**439** *100.0%*	**46** *100.0%*	**411** *100.0%*	**202** *100.0%*	**249** *100.0%*	**69** *100.0%*	**360** *100.0%*	**87** *100.0%*	**32** *100.0%*	**369** *100.0%*	**72** *100.0%*	**37** *100.0%*
Total Valid Responses	**503** *100.0%*	**105** *100.0%*	**151** *100.0%*	**118** *100.0%*	**78** *100.0%*	**240** *100.0%*	**209** *100.0%*	**26** *100.0%*	**435** *100.0%*	**44** *100.0%*	**408** *100.0%*	**199** *100.0%*	**249** *100.0%*	**67** *100.0%*	**357** *100.0%*	**86** *100.0%*	**30** *100.0%*	**365** *100.0%*	**71** *100.0%*	**36** *100.0%*
No Answer	**47**	2	1	1	2	2	2	2	4	2	3	3	-	2	3	1	2	4	1	1
Yes	**446** *88.7%*	90 *85.7%*	140 *92.7%* aD	106 *89.8%*	65 *83.3%*	214 *89.2%*	184 *88.0%*	23 *88.5%* **	386 *88.7%*	38 *86.4%*	363 *89.0%*	185 *93.0%* L	215 *86.3%*	61 *91.0%*	321 *89.9%* O	68 *79.1%*	29 *96.7%* O	322 *88.2%*	63 *88.7%*	32 *88.9%*
No	**57** *11.3%*	15 *14.3%* b	11 *7.3%*	12 *10.2%*	13 *16.7%* B	26 *10.8%*	25 *12.0%*	3 *11.5%* **	49 *11.3%*	6 *13.6%*	45 *11.0%*	14 *7.0%*	34 *13.7%* K	6 *9.0%*	36 *10.1%*	18 *20.9%* NP	1 *3.3%*	43 *11.8%*	8 *11.3%*	4 *11.1%*
HEDIS/CAHPS SUMMARY RATE - Yes	**446** *88.7%*	90 *85.7%*	140 *92.7%* aD	106 *89.8%*	65 *83.3%*	214 *89.2%*	184 *88.0%*	23 *88.5%* **	386 *88.7%*	38 *86.4%*	363 *89.0%*	185 *93.0%* L	215 *86.3%*	61 *91.0%*	321 *89.9%* O	68 *79.1%*	29 *96.7%* O	322 *88.2%*	63 *88.7%*	32 *88.9%*

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

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

	RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q16. In the last 6 months, how many times did your child visit his or her personal doctor for care?																				
Total Eligible	**446** *100.0%*	**90** *100.0%*	**140** *100.0%*	**106** *100.0%*	**65** *100.0%*	**214** *100.0%*	**184** *100.0%*	**23** *100.0%*	**386** *100.0%*	**38** *100.0%*	**363** *100.0%*	**185** *100.0%*	**215** *100.0%*	**61** *100.0%*	**321** *100.0%*	**68** *100.0%*	**29** *100.0%*	**322** *100.0%*	**63** *100.0%*	**32** *100.0%*
Total Valid Responses	**425** *100.0%*	**84** *100.0%*	**138** *100.0%*	**103** *100.0%*	**62** *100.0%*	**205** *100.0%*	**179** *100.0%*	**23** *100.0%*	**372** *100.0%*	**37** *100.0%*	**351** *100.0%*	**178** *100.0%*	**210** *100.0%*	**57** *100.0%*	**310** *100.0%*	**66** *100.0%*	**28** *100.0%*	**310** *100.0%*	**63** *100.0%*	**31** *100.0%*
No Answer	**21**	6	2	3	3	9	5	-	14	1	12	7	5	4	11	2	1	12	-	1
None	**69** *16.2%*	10 *11.9%*	26 *18.8%*	14 *13.6%*	15 *24.2%* ac	28 *13.7%*	32 *17.9%*	1 *4.3%* **	65 *17.5%*	6 *16.2%*	57 *16.2%*	34 *19.1%* M	35 *16.7%* m	4 *7.0%*	53 *17.1%*	11 *16.7%*	3 *10.7%* **	54 *17.4%*	11 *17.5%*	2 *6.5%*
1 time	**104** *24.5%*	20 *23.8%*	34 *24.6%*	28 *27.2%*	12 *19.4%*	50 *24.4%*	45 *25.1%*	4 *17.4%* **	93 *25.0%*	8 *21.6%*	88 *25.1%*	46 *25.8%*	51 *24.3%*	12 *21.1%*	79 *25.5%* o	10 *15.2%*	8 *28.6%* **	77 *24.8%* r	9 *14.3%*	12 *38.7%* qR
2	**102** *24.0%*	21 *25.0%*	32 *23.2%*	24 *23.3%*	13 *21.0%*	54 *26.3%*	39 *21.8%*	10 *43.5%* **	83 *22.3%*	8 *21.6%*	86 *24.5%*	43 *24.2%*	48 *22.9%*	12 *21.1%*	74 *23.9%*	19 *28.8%*	4 *14.3%* **	77 *24.8%* s	16 *25.4%* s	3 *9.7%*
3	**67** *15.8%*	16 *19.0%*	18 *13.0%*	15 *14.6%*	11 *17.7%*	24 *11.7%*	35 *19.6%* E	4 *17.4%* **	56 *15.1%*	8 *21.6%*	52 *14.8%*	22 *12.4%*	33 *15.7%*	13 *22.8%* K	49 *15.8%*	11 *16.7%*	2 *7.1%* **	48 *15.5%*	12 *19.0%*	2 *6.5%*
4	**36** *8.5%*	9 *10.7%*	9 *6.5%*	12 *11.7%*	5 *8.1%*	25 *12.2%* F	10 *5.6%*	- - **	35 *9.4%*	4 *10.8%*	29 *8.3%*	13 *7.3%*	21 *10.0%*	7 *12.3%*	23 *7.4%*	7 *10.6%*	5 *17.9%* **	23 *7.4%*	6 *9.5%*	6 *19.4%* Q
5 to 9	**40** *9.4%*	6 *7.1%*	16 *11.6%*	9 *8.7%*	6 *9.7%*	20 *9.8%*	16 *8.9%*	2 *8.7%* **	35 *9.4%*	1 *2.7%*	35 *10.0%*	15 *8.4%*	20 *9.5%*	7 *12.3%*	26 *8.4%*	7 *10.6%*	6 *21.4%* **	25 *8.1%*	8 *12.7%*	6 *19.4%* Q
10 or more times	**7** *1.6%*	2 *2.4%*	3 *2.2%*	1 *1.0%*	- -	4 *2.0%*	2 *1.1%*	2 *8.7%* **	5 *1.3%*	2 *5.4%* J	4 *1.1%*	5 *2.8%*	2 *1.0%*	2 *3.5%*	6 *1.9%*	1 *1.5%*	- - **	6 *1.9%*	1 *1.6%*	- -
HEDIS/CAHPS SUMMARY RATE - 1 or more times	**356** *83.8%*	74 *88.1%* d	112 *81.2%*	89 *86.4%* d	47 *75.8%*	177 *86.3%*	147 *82.1%*	22 *95.7%* **	307 *82.5%*	31 *83.8%*	294 *83.8%*	144 *80.9%*	175 *83.3%*	53 *93.0%* Kl	257 *82.9%*	55 *83.3%*	25 *89.3%* **	256 *82.6%*	52 *82.5%*	29 *93.5%*

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

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

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2015

	RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q17. (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?																				
Total Eligible	**356** *100.0%*	**74** *100.0%*	**112** *100.0%*	**89** *100.0%*	**47** *100.0%*	**177** *100.0%*	**147** *100.0%*	**22** *100.0%*	**307** *100.0%*	**31** *100.0%*	**294** *100.0%*	**144** *100.0%*	**175** *100.0%*	**53** *100.0%*	**257** *100.0%*	**55** *100.0%*	**25** *100.0%*	**256** *100.0%*	**52** *100.0%*	**29** *100.0%*
Total Valid Responses	**353** *100.0%*	**74** *100.0%*	**112** *100.0%*	**89** *100.0%*	**46** *100.0%*	**177** *100.0%*	**146** *100.0%*	**21** *100.0%*	**307** *100.0%*	**31** *100.0%*	**292** *100.0%*	**142** *100.0%*	**175** *100.0%*	**53** *100.0%*	**257** *100.0%*	**54** *100.0%*	**24** *100.0%*	**255** *100.0%*	**51** *100.0%*	**29** *100.0%*
No Answer	**3**	-	-	-	1	-	1	1	-	-	2	2	-	-	-	1	1	1	1	-
Always	**285** *80.7%*	57 *77.0%*	86 *76.8%*	79 *88.8%* AB	36 *78.3%*	149 *84.2%* f	111 *76.0%*	14 *66.7%* **	249 *81.1%*	24 *77.4%*	233 *79.8%*	113 *79.6%*	141 *80.6%*	43 *81.1%*	216 *84.0%* o	40 *74.1%*	14 *58.3%* **	211 *82.7%* r	37 *72.5%*	21 *72.4%* **
Usually	**48** *13.6%*	13 *17.6%*	16 *14.3%*	9 *10.1%*	7 *15.2%*	18 *10.2%*	26 *17.8%* E	3 *14.3%* **	43 *14.0%*	4 *12.9%*	42 *14.4%*	23 *16.2%*	22 *12.6%*	7 *13.2%*	27 *10.5%*	12 *22.2%* N	6 *25.0%* **	30 *11.8%*	11 *21.6%* q	5 *17.2%* **
Sometimes	**18** *5.1%*	4 *5.4%*	9 *8.0%* C	1 *1.1%*	2 *4.3%*	9 *5.1%*	8 *5.5%*	3 *14.3%* **	14 *4.6%*	2 *6.5%*	16 *5.5%*	6 *4.2%*	11 *6.3%*	3 *5.7%*	12 *4.7%*	2 *3.7%*	4 *16.7%* **	12 *4.7%*	3 *5.9%*	3 *10.3%* **
Never	**2** *0.6%*	- -	1 *0.9%*	- -	1 *2.2%*	1 *0.6%*	1 *0.7%*	1 *4.8%* **	1 *0.3%*	1 *3.2%* j	1 *0.3%*	- -	1 *0.6%*	- -	2 *0.8%*	- -	- - **	2 *0.8%*	- -	- - **
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**333** *94.3%*	70 *94.6%*	102 *91.1%*	88 *98.9%* Bd	43 *93.5%*	167 *94.4%*	137 *93.8%*	17 *81.0%* **	292 *95.1%*	28 *90.3%*	275 *94.2%*	136 *95.8%*	163 *93.1%*	50 *94.3%*	243 *94.6%*	52 *96.3%*	20 *83.3%* **	241 *94.5%*	48 *94.1%*	26 *89.7%* **
HEDIS/CAHPS SUMMARY RATE - Always	**285** *80.7%*	57 *77.0%*	86 *76.8%*	79 *88.8%* AB	36 *78.3%*	149 *84.2%* f	111 *76.0%*	14 *66.7%* **	249 *81.1%*	24 *77.4%*	233 *79.8%*	113 *79.6%*	141 *80.6%*	43 *81.1%*	216 *84.0%* o	40 *74.1%*	14 *58.3%* **	211 *82.7%* r	37 *72.5%*	21 *72.4%* **
3-Point Score	**2.75**	2.72	2.68	2.88	2.72	2.79	2.70	2.48	2.76	2.68	2.74	2.75	2.74	2.75	2.79	2.70	2.42	2.77	2.67	2.62

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

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

	RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q18. (HWDC) In the last 6 months, how often did your child's personal doctor listen carefully to you?																				
Total Eligible	**356** *100.0%*	**74** *100.0%*	**112** *100.0%*	**89** *100.0%*	**47** *100.0%*	**177** *100.0%*	**147** *100.0%*	**22** *100.0%*	**307** *100.0%*	**31** *100.0%*	**294** *100.0%*	**144** *100.0%*	**175** *100.0%*	**53** *100.0%*	**257** *100.0%*	**55** *100.0%*	**25** *100.0%*	**256** *100.0%*	**52** *100.0%*	**29** *100.0%*
Total Valid Responses	**354** *100.0%*	**74** *100.0%*	**112** *100.0%*	**89** *100.0%*	**47** *100.0%*	**177** *100.0%*	**147** *100.0%*	**22** *100.0%*	**307** *100.0%*	**31** *100.0%*	**294** *100.0%*	**144** *100.0%*	**175** *100.0%*	**53** *100.0%*	**257** *100.0%*	**55** *100.0%*	**25** *100.0%*	**256** *100.0%*	**52** *100.0%*	**29** *100.0%*
No Answer	**2**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	**296** *83.6%*	59 *79.7%*	92 *82.1%*	76 *85.4%*	40 *85.1%*	152 *85.9%*	118 *80.3%*	18 *81.8%* **	255 *83.1%*	24 *77.4%*	245 *83.3%*	119 *82.6%*	147 *84.0%*	41 *77.4%*	223 *86.8%*	43 *78.2%*	16 *64.0%* **	217 *84.8%*	43 *82.7%*	21 *72.4%* **
Usually	**42** *11.9%*	9 *12.2%*	15 *13.4%*	12 *13.5%*	4 *8.5%*	18 *10.2%*	22 *15.0%*	1 *4.5%* **	40 *13.0%*	3 *9.7%*	38 *12.9%*	20 *13.9%*	21 *12.0%*	7 *13.2%*	25 *9.7%*	10 *18.2%* n	5 *20.0%* **	28 *10.9%*	8 *15.4%*	5 *17.2%* **
Sometimes	**15** *4.2%*	5 *6.8%* c	5 *4.5%*	1 *1.1%*	3 *6.4%* c	6 *3.4%*	7 *4.8%*	3 *13.6%* **	11 *3.6%*	4 *12.9%* J	10 *3.4%*	4 *2.8%*	7 *4.0%*	5 *9.4%* Kl	9 *3.5%*	1 *1.8%*	4 *16.0%* **	10 *3.9%*	1 *1.9%*	3 *10.3%* **
Never	**1** *0.3%*	1 *1.4%*	- -	- -	- -	1 *0.6%*	- -	- - **	1 *0.3%*	- -	1 *0.3%*	1 *0.7%*	- -	- -	- -	1 *1.8%* N	- - **	1 *0.4%*	- -	- - **
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**338** *95.5%*	68 *91.9%*	107 *95.5%*	88 *98.9%* Ad	44 *93.6%*	170 *96.0%*	140 *95.2%*	19 *86.4%* **	295 *96.1%*	27 *87.1%*	283 *96.3%* I	139 *96.5%* m	168 *96.0%* m	48 *90.6%*	248 *96.5%*	53 *96.4%*	21 *84.0%* **	245 *95.7%*	51 *98.1%*	26 *89.7%* **
HEDIS/CAHPS SUMMARY RATE - Always	**296** *83.6%*	59 *79.7%*	92 *82.1%*	76 *85.4%*	40 *85.1%*	152 *85.9%*	118 *80.3%*	18 *81.8%* **	255 *83.1%*	24 *77.4%*	245 *83.3%*	119 *82.6%*	147 *84.0%*	41 *77.4%*	223 *86.8%*	43 *78.2%*	16 *64.0%* **	217 *84.8%*	43 *82.7%*	21 *72.4%* **
3-Point Score	**2.79**	2.72	2.78	2.84	2.79	2.82	2.76	2.68	2.79	2.65	2.80	2.79	2.80	2.68	2.83	2.75	2.48	2.80	2.81	2.62

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

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

	RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q19. (HWDC) In the last 6 months, how often did your child's personal doctor show respect for what you had to say?																				
Total Eligible	**356** *100.0%*	**74** *100.0%*	**112** *100.0%*	**89** *100.0%*	**47** *100.0%*	**177** *100.0%*	**147** *100.0%*	**22** *100.0%*	**307** *100.0%*	**31** *100.0%*	**294** *100.0%*	**144** *100.0%*	**175** *100.0%*	**53** *100.0%*	**257** *100.0%*	**55** *100.0%*	**25** *100.0%*	**256** *100.0%*	**52** *100.0%*	**29** *100.0%*
Total Valid Responses	**351** *100.0%*	**74** *100.0%*	**112** *100.0%*	**89** *100.0%*	**46** *100.0%*	**177** *100.0%*	**145** *100.0%*	**21** *100.0%*	**306** *100.0%*	**31** *100.0%*	**291** *100.0%*	**142** *100.0%*	**174** *100.0%*	**53** *100.0%*	**256** *100.0%*	**54** *100.0%*	**24** *100.0%*	**254** *100.0%*	**51** *100.0%*	**29** *100.0%*
No Answer	**5**	-	-	-	1	-	2	1	1	-	3	2	1	-	1	1	1	2	1	-
Always	**307** *87.5%*	64 *86.5%*	94 *83.9%*	80 *89.9%*	41 *89.1%*	155 *87.6%*	125 *86.2%*	18 *85.7%* **	266 *86.9%*	25 *80.6%*	254 *87.3%*	123 *86.6%*	154 *88.5%* m	42 *79.2%*	229 *89.5%*	46 *85.2%*	17 *70.8%* **	227 *89.4%*	42 *82.4%*	22 *75.9%* **
Usually	**31** *8.8%*	6 *8.1%*	13 *11.6%*	8 *9.0%*	3 *6.5%*	17 *9.6%*	13 *9.0%*	- - **	31 *10.1%*	5 *16.1%*	26 *8.9%*	14 *9.9%*	12 *6.9%*	8 *15.1%* L	20 *7.8%*	7 *13.0%*	3 *12.5%* **	19 *7.5%*	8 *15.7%* q	4 *13.8%* **
Sometimes	**10** *2.8%*	4 *5.4%* C	4 *3.6%* c	- -	1 *2.2%*	3 *1.7%*	6 *4.1%*	1 *4.8%* **	8 *2.6%*	1 *3.2%*	8 *2.7%*	4 *2.8%*	6 *3.4%*	2 *3.8%*	5 *2.0%*	1 *1.9%*	3 *12.5%* **	6 *2.4%*	1 *2.0%*	2 *6.9%* **
Never	**3** *0.9%*	- -	1 *0.9%*	1 *1.1%*	1 *2.2%*	2 *1.1%*	1 *0.7%*	2 *9.5%* **	1 *0.3%*	- -	3 *1.0%*	1 *0.7%*	2 *1.1%*	1 *1.9%*	2 *0.8%*	- -	1 *4.2%* **	2 *0.8%*	- -	1 *3.4%* **
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**338** *96.3%*	70 *94.6%*	107 *95.5%*	88 *98.9%*	44 *95.7%*	172 *97.2%*	138 *95.2%*	18 *85.7%* **	297 *97.1%*	30 *96.8%*	280 *96.2%*	137 *96.5%*	166 *95.4%*	50 *94.3%*	249 *97.3%*	53 *98.1%*	20 *83.3%* **	246 *96.9%*	50 *98.0%*	26 *89.7%* **
HEDIS/CAHPS SUMMARY RATE - Always	**307** *87.5%*	64 *86.5%*	94 *83.9%*	80 *89.9%*	41 *89.1%*	155 *87.6%*	125 *86.2%*	18 *85.7%* **	266 *86.9%*	25 *80.6%*	254 *87.3%*	123 *86.6%*	154 *88.5%* m	42 *79.2%*	229 *89.5%*	46 *85.2%*	17 *70.8%* **	227 *89.4%*	42 *82.4%*	22 *75.9%* **
3-Point Score	**2.84**	2.81	2.79	2.89	2.85	2.85	2.81	2.71	2.84	2.77	2.84	2.83	2.84	2.74	2.87	2.83	2.54	2.86	2.80	2.66

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

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

	RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q20. Is your child able to talk with doctors about his or her health care?																				
Total Eligible	**356** *100.0%*	**74** *100.0%*	**112** *100.0%*	**89** *100.0%*	**47** *100.0%*	**177** *100.0%*	**147** *100.0%*	**22** *100.0%*	**307** *100.0%*	**31** *100.0%*	**294** *100.0%*	**144** *100.0%*	**175** *100.0%*	**53** *100.0%*	**257** *100.0%*	**55** *100.0%*	**25** *100.0%*	**256** *100.0%*	**52** *100.0%*	**29** *100.0%*
Total Valid Responses	**346** *100.0%*	**70** *100.0%*	**109** *100.0%*	**89** *100.0%*	**47** *100.0%*	**170** *100.0%*	**147** *100.0%*	**21** *100.0%*	**301** *100.0%*	**31** *100.0%*	**287** *100.0%*	**141** *100.0%*	**171** *100.0%*	**52** *100.0%*	**251** *100.0%*	**54** *100.0%*	**25** *100.0%*	**250** *100.0%*	**51** *100.0%*	**29** *100.0%*
No Answer	**10**	4	3	-	-	7	-	1	6	-	7	3	4	1	6	1	-	6	1	-
Yes	**236** *68.2%*	34 *48.6%*	68 *62.4%* a	73 *82.0%* AB	37 *78.7%* AB	124 *72.9%* f	93 *63.3%*	16 *76.2%* **	203 *67.4%*	21 *67.7%*	196 *68.3%*	101 *71.6%*	111 *64.9%*	37 *71.2%*	170 *67.7%*	39 *72.2%*	17 *68.0%* **	166 *66.4%*	40 *78.4%* q	20 *69.0%* **
No	**110** *31.8%*	36 *51.4%* bCD	41 *37.6%* CD	16 *18.0%*	10 *21.3%*	46 *27.1%*	54 *36.7%* e	5 *23.8%* **	98 *32.6%*	10 *32.3%*	91 *31.7%*	40 *28.4%*	60 *35.1%*	15 *28.8%*	81 *32.3%*	15 *27.8%*	8 *32.0%* **	84 *33.6%* r	11 *21.6%*	9 *31.0%* **
HEDIS/CAHPS SUMMARY RATE - Yes	**236** *68.2%*	34 *48.6%*	68 *62.4%* a	73 *82.0%* AB	37 *78.7%* AB	124 *72.9%* f	93 *63.3%*	16 *76.2%* **	203 *67.4%*	21 *67.7%*	196 *68.3%*	101 *71.6%*	111 *64.9%*	37 *71.2%*	170 *67.7%*	39 *72.2%*	17 *68.0%* **	166 *66.4%*	40 *78.4%* q	20 *69.0%* **

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

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

Presented by The Myers Group
770-978-3173
2015

	RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q21.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?																				
Total Eligible	**236** *100.0%*	**34** *100.0%*	**68** *100.0%*	**73** *100.0%*	**37** *100.0%*	**124** *100.0%*	**93** *100.0%*	**16** *100.0%*	**203** *100.0%*	**21** *100.0%*	**196** *100.0%*	**101** *100.0%*	**111** *100.0%*	**37** *100.0%*	**170** *100.0%*	**39** *100.0%*	**17** *100.0%*	**166** *100.0%*	**40** *100.0%*	**20** *100.0%*
Total Valid Responses	**233** *100.0%*	**34** *100.0%*	**68** *100.0%*	**70** *100.0%*	**37** *100.0%*	**121** *100.0%*	**93** *100.0%*	**16** *100.0%*	**200** *100.0%*	**20** *100.0%*	**194** *100.0%*	**100** *100.0%*	**110** *100.0%*	**36** *100.0%*	**167** *100.0%*	**39** *100.0%*	**17** *100.0%*	**164** *100.0%*	**40** *100.0%*	**19** *100.0%*
No Answer	**3**	-	-	3	-	3	-	-	3	1	2	1	1	1	3	-	-	2	-	1
Always	**182** *78.1%*	29 *85.3%*	48 *70.6%*	52 *74.3%*	31 *83.8%*	97 *80.2%*	70 *75.3%*	13 *81.3%* **	154 *77.0%*	16 *80.0%* **	148 *76.3%*	76 *76.0%* m	89 *80.9%* M	22 *61.1%*	139 *83.2%* O	22 *56.4%*	13 *76.5%* **	129 *78.7%*	32 *80.0%*	12 *63.2%* **
Usually	**30** *12.9%*	3 *8.8%*	11 *16.2%*	11 *15.7%*	4 *10.8%*	11 *9.1%*	17 *18.3%* E	1 *6.3%* **	28 *14.0%*	2 *10.0%* **	28 *14.4%*	16 *16.0%*	12 *10.9%*	5 *13.9%*	15 *9.0%*	13 *33.3%* N	1 *5.9%* **	19 *11.6%*	6 *15.0%*	5 *26.3%* **
Sometimes	**18** *7.7%*	2 *5.9%*	7 *10.3%*	7 *10.0%*	1 *2.7%*	11 *9.1%*	5 *5.4%*	2 *12.5%* **	15 *7.5%*	2 *10.0%* **	15 *7.7%*	7 *7.0%*	8 *7.3%*	8 *22.2%* KL	12 *7.2%*	4 *10.3%*	1 *5.9%* **	15 *9.1%*	1 *2.5%*	1 *5.3%* **
Never	**3** *1.3%*	- -	2 *2.9%*	- -	1 *2.7%*	2 *1.7%*	1 *1.1%*	- - **	3 *1.5%*	- - **	3 *1.5%*	1 *1.0%*	1 *0.9%*	1 *2.8%*	1 *0.6%*	- -	2 *11.8%* **	1 *0.6%*	1 *2.5%*	1 *5.3%* **
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**212** *91.0%*	32 *94.1%*	59 *86.8%*	63 *90.0%*	35 *94.6%*	108 *89.3%*	87 *93.5%*	14 *87.5%* **	182 *91.0%*	18 *90.0%* **	176 *90.7%*	92 *92.0%* M	101 *91.8%* M	27 *75.0%*	154 *92.2%*	35 *89.7%*	14 *82.4%* **	148 *90.2%*	38 *95.0%*	17 *89.5%* **
HEDIS/CAHPS SUMMARY RATE - Always	**182** *78.1%*	29 *85.3%*	48 *70.6%*	52 *74.3%*	31 *83.8%*	97 *80.2%*	70 *75.3%*	13 *81.3%* **	154 *77.0%*	16 *80.0%* **	148 *76.3%*	76 *76.0%* m	89 *80.9%* M	22 *61.1%*	139 *83.2%* O	22 *56.4%*	13 *76.5%* **	129 *78.7%*	32 *80.0%*	12 *63.2%* **
3-Point Score	**2.69**	2.79	2.57	2.64	2.78	2.69	2.69	2.69	2.68	2.70	2.67	2.68	2.73	2.36	2.75	2.46	2.59	2.69	2.75	2.53

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

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

	RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q22. (HWDC) In the last 6 months, how often did your child's personal doctor spend enough time with your child?																				
Total Eligible	**356** *100.0%*	**74** *100.0%*	**112** *100.0%*	**89** *100.0%*	**47** *100.0%*	**177** *100.0%*	**147** *100.0%*	**22** *100.0%*	**307** *100.0%*	**31** *100.0%*	**294** *100.0%*	**144** *100.0%*	**175** *100.0%*	**53** *100.0%*	**257** *100.0%*	**55** *100.0%*	**25** *100.0%*	**256** *100.0%*	**52** *100.0%*	**29** *100.0%*
Total Valid Responses	**348** *100.0%*	**74** *100.0%*	**111** *100.0%*	**87** *100.0%*	**47** *100.0%*	**175** *100.0%*	**146** *100.0%*	**22** *100.0%*	**304** *100.0%*	**30** *100.0%*	**292** *100.0%*	**143** *100.0%*	**173** *100.0%*	**53** *100.0%*	**254** *100.0%*	**55** *100.0%*	**25** *100.0%*	**253** *100.0%*	**52** *100.0%*	**29** *100.0%*
No Answer	**8**	-	1	2	-	2	1	-	3	1	2	1	2	-	3	-	-	3	-	-
Always	**241** *69.3%*	49 *66.2%*	73 *65.8%*	65 *74.7%*	31 *66.0%*	120 *68.6%*	101 *69.2%*	14 *63.6%* **	209 *68.8%*	16 *53.3%*	204 *69.9%* i	99 *69.2%*	120 *69.4%*	31 *58.5%*	180 *70.9%*	38 *69.1%*	14 *56.0%* **	175 *69.2%*	38 *73.1%*	18 *62.1%* **
Usually	**50** *14.4%*	11 *14.9%*	17 *15.3%*	10 *11.5%*	9 *19.1%*	27 *15.4%*	21 *14.4%*	2 *9.1%* **	47 *15.5%*	4 *13.3%*	45 *15.4%*	25 *17.5%*	22 *12.7%*	7 *13.2%*	37 *14.6%*	8 *14.5%*	3 *12.0%* **	39 *15.4%*	6 *11.5%*	4 *13.8%* **
Sometimes	**45** *12.9%*	10 *13.5%*	17 *15.3%*	9 *10.3%*	6 *12.8%*	20 *11.4%*	20 *13.7%*	1 *4.5%* **	41 *13.5%*	8 *26.7%* J	33 *11.3%*	13 *9.1%*	25 *14.5%*	12 *22.6%* K	29 *11.4%*	8 *14.5%*	5 *20.0%* **	29 *11.5%*	8 *15.4%*	5 *17.2%* **
Never	**12** *3.4%*	4 *5.4%*	4 *3.6%*	3 *3.4%*	1 *2.1%*	8 *4.6%*	4 *2.7%*	5 *22.7%* **	7 *2.3%*	2 *6.7%*	10 *3.4%*	6 *4.2%*	6 *3.5%*	3 *5.7%*	8 *3.1%*	1 *1.8%*	3 *12.0%* **	10 *4.0%*	- -	2 *6.9%* **
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**291** *83.6%*	60 *81.1%*	90 *81.1%*	75 *86.2%*	40 *85.1%*	147 *84.0%*	122 *83.6%*	16 *72.7%* **	256 *84.2%*	20 *66.7%*	249 *85.3%* l	124 *86.7%* M	142 *82.1%* m	38 *71.7%*	217 *85.4%*	46 *83.6%*	17 *68.0%* **	214 *84.6%*	44 *84.6%*	22 *75.9%* **
HEDIS/CAHPS SUMMARY RATE - Always	**241** *69.3%*	49 *66.2%*	73 *65.8%*	65 *74.7%*	31 *66.0%*	120 *68.6%*	101 *69.2%*	14 *63.6%* **	209 *68.8%*	16 *53.3%*	204 *69.9%* i	99 *69.2%*	120 *69.4%*	31 *58.5%*	180 *70.9%*	38 *69.1%*	14 *56.0%* **	175 *69.2%*	38 *73.1%*	18 *62.1%* **
3-Point Score	**2.53**	2.47	2.47	2.61	2.51	2.53	2.53	2.36	2.53	2.20	2.55	2.56	2.51	2.30	2.56	2.53	2.24	2.54	2.58	2.38

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

	RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q23. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?																				
Total Eligible	**356** *100.0%*	**74** *100.0%*	**112** *100.0%*	**89** *100.0%*	**47** *100.0%*	**177** *100.0%*	**147** *100.0%*	**22** *100.0%*	**307** *100.0%*	**31** *100.0%*	**294** *100.0%*	**144** *100.0%*	**175** *100.0%*	**53** *100.0%*	**257** *100.0%*	**55** *100.0%*	**25** *100.0%*	**256** *100.0%*	**52** *100.0%*	**29** *100.0%*
Total Valid Responses	**344** *100.0%*	**72** *100.0%*	**112** *100.0%*	**87** *100.0%*	**46** *100.0%*	**172** *100.0%*	**147** *100.0%*	**22** *100.0%*	**302** *100.0%*	**31** *100.0%*	**289** *100.0%*	**142** *100.0%*	**172** *100.0%*	**52** *100.0%*	**252** *100.0%*	**54** *100.0%*	**25** *100.0%*	**251** *100.0%*	**51** *100.0%*	**29** *100.0%*
No Answer	**12**	2	-	2	1	5	-	-	5	-	5	2	3	1	5	1	-	5	1	-
Yes	**294** *85.5%*	64 *88.9%*	92 *82.1%*	76 *87.4%*	39 *84.8%*	141 *82.0%*	130 *88.4%*	16 *72.7%* **	260 *86.1%*	26 *83.9%*	245 *84.8%*	118 *83.1%*	155 *90.1%* kM	39 *75.0%*	217 *86.1%*	44 *81.5%*	20 *80.0%* **	217 *86.5%*	41 *80.4%*	23 *79.3%* **
No	**50** *14.5%*	8 *11.1%*	20 *17.9%*	11 *12.6%*	7 *15.2%*	31 *18.0%*	17 *11.6%*	6 *27.3%* **	42 *13.9%*	5 *16.1%*	44 *15.2%*	24 *16.9%* I	17 *9.9%*	13 *25.0%* L	35 *13.9%*	10 *18.5%*	5 *20.0%* **	34 *13.5%*	10 *19.6%*	6 *20.7%* **
HEDIS/CAHPS SUMMARY RATE - Yes	**294** *85.5%*	64 *88.9%*	92 *82.1%*	76 *87.4%*	39 *84.8%*	141 *82.0%*	130 *88.4%*	16 *72.7%* **	260 *86.1%*	26 *83.9%*	245 *84.8%*	118 *83.1%*	155 *90.1%* kM	39 *75.0%*	217 *86.1%*	44 *81.5%*	20 *80.0%* **	217 *86.5%*	41 *80.4%*	23 *79.3%* **

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

	RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q24. 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	**356** *100.0%*	**74** *100.0%*	**112** *100.0%*	**89** *100.0%*	**47** *100.0%*	**177** *100.0%*	**147** *100.0%*	**22** *100.0%*	**307** *100.0%*	**31** *100.0%*	**294** *100.0%*	**144** *100.0%*	**175** *100.0%*	**53** *100.0%*	**257** *100.0%*	**55** *100.0%*	**25** *100.0%*	**256** *100.0%*	**52** *100.0%*	**29** *100.0%*
Total Valid Responses	**345** *100.0%*	**72** *100.0%*	**112** *100.0%*	**88** *100.0%*	**47** *100.0%*	**174** *100.0%*	**147** *100.0%*	**22** *100.0%*	**304** *100.0%*	**31** *100.0%*	**291** *100.0%*	**143** *100.0%*	**173** *100.0%*	**53** *100.0%*	**254** *100.0%*	**55** *100.0%*	**25** *100.0%*	**253** *100.0%*	**52** *100.0%*	**29** *100.0%*
No Answer	**11**	2	-	1	-	3	-	-	3	-	3	1	2	-	3	-	-	3	-	-
Yes	**122** *35.4%*	26 *36.1%*	39 *34.8%*	28 *31.8%*	21 *44.7%*	57 *32.8%*	57 *38.8%*	6 *27.3%* **	111 *36.5%*	15 *48.4%*	101 *34.7%*	54 *37.8%*	58 *33.5%*	20 *37.7%*	81 *31.9%*	25 *45.5%* n	13 *52.0%* **	85 *33.6%*	23 *44.2%*	11 *37.9%* **
No	**223** *64.6%*	46 *63.9%*	73 *65.2%*	60 *68.2%*	26 *55.3%*	117 *67.2%*	90 *61.2%*	16 *72.7%* **	193 *63.5%*	16 *51.6%*	190 *65.3%*	89 *62.2%*	115 *66.5%*	33 *62.3%*	173 *68.1%* o	30 *54.5%*	12 *48.0%* **	168 *66.4%*	29 *55.8%*	18 *62.1%* **
HEDIS/CAHPS SUMMARY RATE - Yes	**122** *35.4%*	26 *36.1%*	39 *34.8%*	28 *31.8%*	21 *44.7%*	57 *32.8%*	57 *38.8%*	6 *27.3%* **	111 *36.5%*	15 *48.4%*	101 *34.7%*	54 *37.8%*	58 *33.5%*	20 *37.7%*	81 *31.9%*	25 *45.5%* n	13 *52.0%* **	85 *33.6%*	23 *44.2%*	11 *37.9%* **

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

Presented by The Myers Group
770-978-3173
2015

	RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q25. (CC) 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?																				
Total Eligible	**122** *100.0%*	**26** *100.0%*	**39** *100.0%*	**28** *100.0%*	**21** *100.0%*	**57** *100.0%*	**57** *100.0%*	**6** *100.0%*	**111** *100.0%*	**15** *100.0%*	**101** *100.0%*	**54** *100.0%*	**58** *100.0%*	**20** *100.0%*	**81** *100.0%*	**25** *100.0%*	**13** *100.0%*	**85** *100.0%*	**23** *100.0%*	**11** *100.0%*
Total Valid Responses	**119** *100.0%*	**25** *100.0%*	**37** *100.0%*	**28** *100.0%*	**21** *100.0%*	**55** *100.0%*	**56** *100.0%*	**6** *100.0%*	**108** *100.0%*	**15** *100.0%*	**98** *100.0%*	**53** *100.0%*	**56** *100.0%*	**19** *100.0%*	**81** *100.0%*	**22** *100.0%*	**13** *100.0%*	**84** *100.0%*	**21** *100.0%*	**11** *100.0%*
No Answer	**3**	1	2	-	-	2	1	-	3	-	3	1	2	1	-	3	-	1	2	-
Always	**79** *66.4%*	17 *68.0%* **	27 *73.0%*	16 *57.1%* **	13 *61.9%* **	37 *67.3%*	35 *62.5%*	3 *50.0%* **	71 *65.7%*	9 *60.0%* **	64 *65.3%*	36 *67.9%*	36 *64.3%*	13 *68.4%* **	57 *70.4%*	12 *54.5%* **	7 *53.8%* **	56 *66.7%*	14 *66.7%* **	6 *54.5%* **
Usually	**17** *14.3%*	5 *20.0%* **	3 *8.1%*	6 *21.4%* **	2 *9.5%* **	8 *14.5%*	8 *14.3%*	- - **	17 *15.7%*	1 *6.7%* **	16 *16.3%*	6 *11.3%*	11 *19.6%*	1 *5.3%* **	11 *13.6%*	4 *18.2%* **	2 *15.4%* **	11 *13.1%*	3 *14.3%* **	3 *27.3%* **
Sometimes	**18** *15.1%*	2 *8.0%* **	6 *16.2%*	4 *14.3%* **	5 *23.8%* **	9 *16.4%*	9 *16.1%*	3 *50.0%* **	15 *13.9%*	4 *26.7%* **	14 *14.3%*	9 *17.0%*	6 *10.7%*	4 *21.1%* **	11 *13.6%*	3 *13.6%* **	4 *30.8%* **	15 *17.9%*	2 *9.5%* **	1 *9.1%* **
Never	**5** *4.2%*	1 *4.0%* **	1 *2.7%*	2 *7.1%* **	1 *4.8%* **	1 *1.8%*	4 *7.1%*	- - **	5 *4.6%*	1 *6.7%* **	4 *4.1%*	2 *3.8%*	3 *5.4%*	1 *5.3%* **	2 *2.5%*	3 *13.6%* **	- - **	2 *2.4%*	2 *9.5%* **	1 *9.1%* **
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**96** *80.7%*	22 *88.0%* **	30 *81.1%*	22 *78.6%* **	15 *71.4%* **	45 *81.8%*	43 *76.8%*	3 *50.0%* **	88 *81.5%*	10 *66.7%* **	80 *81.6%*	42 *79.2%*	47 *83.9%*	14 *73.7%* **	68 *84.0%*	16 *72.7%* **	9 *69.2%* **	67 *79.8%*	17 *81.0%* **	9 *81.8%* **
HEDIS/CAHPS SUMMARY RATE - Always	**79** *66.4%*	17 *68.0%* **	27 *73.0%*	16 *57.1%* **	13 *61.9%* **	37 *67.3%*	35 *62.5%*	3 *50.0%* **	71 *65.7%*	9 *60.0%* **	64 *65.3%*	36 *67.9%*	36 *64.3%*	13 *68.4%* **	57 *70.4%*	12 *54.5%* **	7 *53.8%* **	56 *66.7%*	14 *66.7%* **	6 *54.5%* **
3-Point Score	**2.47**	2.56	2.54	2.36	2.33	2.49	2.39	2.00	2.47	2.27	2.47	2.47	2.48	2.42	2.54	2.27	2.23	2.46	2.48	2.36

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

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

	RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q26. 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?																				
Total Eligible	**446** *100.0%*	**90** *100.0%*	**140** *100.0%*	**106** *100.0%*	**65** *100.0%*	**214** *100.0%*	**184** *100.0%*	**23** *100.0%*	**386** *100.0%*	**38** *100.0%*	**363** *100.0%*	**185** *100.0%*	**215** *100.0%*	**61** *100.0%*	**321** *100.0%*	**68** *100.0%*	**29** *100.0%*	**322** *100.0%*	**63** *100.0%*	**32** *100.0%*
Total Valid Responses	**416** *100.0%*	**85** *100.0%*	**137** *100.0%*	**103** *100.0%*	**62** *100.0%*	**204** *100.0%*	**181** *100.0%*	**23** *100.0%*	**372** *100.0%*	**36** *100.0%*	**352** *100.0%*	**177** *100.0%*	**210** *100.0%*	**58** *100.0%*	**309** *100.0%*	**66** *100.0%*	**29** *100.0%*	**311** *100.0%*	**62** *100.0%*	**31** *100.0%*
No Answer	**30**	5	3	3	3	10	3	-	14	2	11	8	5	3	12	2	-	11	1	1
10 - Best personal doctor possible	**247** *59.4%*	49 *57.6%*	79 *57.7%*	61 *59.2%*	38 *61.3%*	124 *60.8%*	103 *56.9%*	10 *43.5%* **	221 *59.4%*	20 *55.6%*	208 *59.1%*	101 *57.1%*	127 *60.5%*	32 *55.2%*	197 *63.8%* O	28 *42.4%*	15 *51.7%* **	185 *59.5%*	38 *61.3%*	16 *51.6%*
9	**60** *14.4%*	11 *12.9%*	22 *16.1%*	15 *14.6%*	7 *11.3%*	28 *13.7%*	29 *16.0%*	8 *34.8%* **	50 *13.4%*	8 *22.2%*	49 *13.9%*	29 *16.4%*	26 *12.4%*	11 *19.0%*	38 *12.3%*	14 *21.2%* n	6 *20.7%* **	44 *14.1%*	7 *11.3%*	8 *25.8%* qr
8	**52** *12.5%*	4 *4.7%*	21 *15.3%* A	15 *14.6%* A	9 *14.5%* A	23 *11.3%*	27 *14.9%*	2 *8.7%* **	48 *12.9%*	6 *16.7%*	43 *12.2%*	22 *12.4%*	26 *12.4%*	7 *12.1%*	38 *12.3%*	9 *13.6%*	3 *10.3%* **	43 *13.8%*	5 *8.1%*	2 *6.5%*
7	**20** *4.8%*	6 *7.1%*	6 *4.4%*	6 *5.8%*	2 *3.2%*	11 *5.4%*	8 *4.4%*	- - **	20 *5.4%*	- -	19 *5.4%*	6 *3.4%*	13 *6.2%*	4 *6.9%*	9 *2.9%*	9 *13.6%* N	2 *6.9%* **	11 *3.5%*	7 *11.3%* Q	2 *6.5%*
6	**13** *3.1%*	6 *7.1%* bc	3 *2.2%*	2 *1.9%*	2 *3.2%*	8 *3.9%*	4 *2.2%*	2 *8.7%* **	11 *3.0%*	- -	12 *3.4%*	6 *3.4%*	7 *3.3%*	1 *1.7%*	9 *2.9%*	2 *3.0%*	2 *6.9%* **	9 *2.9%*	3 *4.8%*	1 *3.2%*
5	**13** *3.1%*	5 *5.9%*	4 *2.9%*	2 *1.9%*	2 *3.2%*	5 *2.5%*	7 *3.9%*	- - **	13 *3.5%*	2 *5.6%*	11 *3.1%*	8 *4.5%*	5 *2.4%*	2 *3.4%*	10 *3.2%*	2 *3.0%*	1 *3.4%* **	12 *3.9%*	- -	1 *3.2%*
4	**5** *1.2%*	2 *2.4%*	1 *0.7%*	1 *1.0%*	1 *1.6%*	2 *1.0%*	2 *1.1%*	- - **	5 *1.3%*	- -	5 *1.4%*	2 *1.1%*	4 *1.9%*	- -	4 *1.3%*	1 *1.5%*	- - **	3 *1.0%*	1 *1.6%*	1 *3.2%*
3	**-** -	- -	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- -	- -	- -	- -	- - **	- -	- -	- -
2	**3** *0.7%*	1 *1.2%*	- -	- -	1 *1.6%*	1 *0.5%*	- -	- - **	2 *0.5%*	- -	2 *0.6%*	2 *1.1%*	- -	- -	1 *0.3%*	1 *1.5%*	- - **	1 *0.3%*	1 *1.6%*	- -
1	**2** *0.5%*	1 *1.2%*	- -	1 *1.0%*	- -	1 *0.5%*	1 *0.6%*	1 *4.3%* **	1 *0.3%*	- -	2 *0.6%*	1 *0.6%*	1 *0.5%*	1 *1.7%*	2 *0.6%*	- -	- - **	2 *0.6%*	- -	- -
0 - Worst personal doctor possible	**1** *0.2%*	- -	1 *0.7%*	- -	- -	1 *0.5%*	- -	- - **	1 *0.3%*	- -	1 *0.3%*	- -	1 *0.5%*	- -	1 *0.3%*	- -	- - **	1 *0.3%*	- -	- -
SUMMARY - 0-3	**6** *1.4%*	2 *2.4%*	1 *0.7%*	1 *1.0%*	1 *1.6%*	3 *1.5%*	1 *0.6%*	1 *4.3%* **	4 *1.1%*	- -	5 *1.4%*	3 *1.7%*	2 *1.0%*	1 *1.7%*	4 *1.3%*	1 *1.5%*	- - **	4 *1.3%*	1 *1.6%*	- -
SUMMARY - 4-7	**51** *12.3%*	19 *22.4%* BCd	14 *10.2%*	11 *10.7%*	7 *11.3%*	26 *12.7%*	21 *11.6%*	2 *8.7%* **	49 *13.2%*	2 *5.6%*	47 *13.4%*	22 *12.4%*	29 *13.8%*	7 *12.1%*	32 *10.4%*	14 *21.2%* N	5 *17.2%* **	35 *11.3%*	11 *17.7%*	5 *16.1%*
HEDIS/CAHPS SUMMARY RATE - 8-10	**359** *86.3%*	64 *75.3%*	122 *89.1%* A	91 *88.3%* A	54 *87.1%* a	175 *85.8%*	159 *87.8%*	20 *87.0%* **	319 *85.8%*	34 *94.4%*	300 *85.2%*	152 *85.9%*	179 *85.2%*	50 *86.2%*	273 *88.3%* O	51 *77.3%*	24 *82.8%* **	272 *87.5%*	50 *80.6%*	26 *83.9%*
HEDIS/CAHPS SUMMARY RATE - 9-10	**307** *73.8%*	60 *70.6%*	101 *73.7%*	76 *73.8%*	45 *72.6%*	152 *74.5%*	132 *72.9%*	18 *78.3%* **	271 *72.8%*	28 *77.8%*	257 *73.0%*	130 *73.4%*	153 *72.9%*	43 *74.1%*	235 *76.1%* O	42 *63.6%*	21 *72.4%* **	229 *73.6%*	45 *72.6%*	24 *77.4%*
3-Point Score	**2.65**	2.53	2.67	2.68	2.63	2.66	2.65	2.65	2.64	2.72	2.64	2.63	2.64	2.67	2.67	2.55	2.62	2.65	2.65	2.68

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

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

	RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q27. 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	**550** *100.0%*	**107** *100.0%*	**152** *100.0%*	**119** *100.0%*	**80** *100.0%*	**242** *100.0%*	**211** *100.0%*	**28** *100.0%*	**439** *100.0%*	**46** *100.0%*	**411** *100.0%*	**202** *100.0%*	**249** *100.0%*	**69** *100.0%*	**360** *100.0%*	**87** *100.0%*	**32** *100.0%*	**369** *100.0%*	**72** *100.0%*	**37** *100.0%*
Total Valid Responses	**481** *100.0%*	**106** *100.0%*	**151** *100.0%*	**118** *100.0%*	**79** *100.0%*	**239** *100.0%*	**210** *100.0%*	**28** *100.0%*	**435** *100.0%*	**46** *100.0%*	**408** *100.0%*	**201** *100.0%*	**246** *100.0%*	**69** *100.0%*	**356** *100.0%*	**87** *100.0%*	**32** *100.0%*	**366** *100.0%*	**72** *100.0%*	**37** *100.0%*
No Answer	**69**	1	1	1	1	3	1	-	4	-	3	1	3	-	4	-	-	3	-	-
Yes	**78** *16.2%*	12 *11.3%*	24 *15.9%*	15 *12.7%*	18 *22.8%* Ac	40 *16.7%*	29 *13.8%*	6 *21.4%* **	66 *15.2%*	5 *10.9%*	66 *16.2%*	34 *16.9%*	35 *14.2%*	10 *14.5%*	44 *12.4%*	19 *21.8%* N	12 *37.5%* No	51 *13.9%*	9 *12.5%*	14 *37.8%* QR
No	**403** *83.8%*	94 *88.7%* D	127 *84.1%*	103 *87.3%* d	61 *77.2%*	199 *83.3%*	181 *86.2%*	22 *78.6%* **	369 *84.8%*	41 *89.1%*	342 *83.8%*	167 *83.1%*	211 *85.8%*	59 *85.5%*	312 *87.6%* OP	68 *78.2%* p	20 *62.5%*	315 *86.1%* S	63 *87.5%* S	23 *62.2%*
HEDIS/CAHPS SUMMARY RATE - Yes	**78** *16.2%*	12 *11.3%*	24 *15.9%*	15 *12.7%*	18 *22.8%* Ac	40 *16.7%*	29 *13.8%*	6 *21.4%* **	66 *15.2%*	5 *10.9%*	66 *16.2%*	34 *16.9%*	35 *14.2%*	10 *14.5%*	44 *12.4%*	19 *21.8%* N	12 *37.5%* No	51 *13.9%*	9 *12.5%*	14 *37.8%* QR

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

	RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q28. (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	**78** *100.0%*	**12** *100.0%*	**24** *100.0%*	**15** *100.0%*	**18** *100.0%*	**40** *100.0%*	**29** *100.0%*	**6** *100.0%*	**66** *100.0%*	**5** *100.0%*	**66** *100.0%*	**34** *100.0%*	**35** *100.0%*	**10** *100.0%*	**44** *100.0%*	**19** *100.0%*	**12** *100.0%*	**51** *100.0%*	**9** *100.0%*	**14** *100.0%*
Total Valid Responses	**76** *100.0%*	**12** *100.0%*	**24** *100.0%*	**15** *100.0%*	**17** *100.0%*	**39** *100.0%*	**29** *100.0%*	**6** *100.0%*	**65** *100.0%*	**5** *100.0%*	**65** *100.0%*	**33** *100.0%*	**35** *100.0%*	**10** *100.0%*	**43** *100.0%*	**19** *100.0%*	**12** *100.0%*	**51** *100.0%*	**9** *100.0%*	**13** *100.0%*
No Answer	**2**	-	-	-	1	1	-	-	1	-	1	1	-	-	1	-	-	-	-	1
Always	**44** *57.9%*	7 *58.3%* **	12 *50.0%* **	12 *80.0%* **	7 *41.2%* **	20 *51.3%*	19 *65.5%* **	3 *50.0%* **	38 *58.5%*	2 *40.0%* **	39 *60.0%*	21 *63.6%*	20 *57.1%*	6 *60.0%* **	25 *58.1%*	12 *63.2%* **	7 *58.3%* **	30 *58.8%*	3 *33.3%* **	10 *76.9%* **
Usually	**14** *18.4%*	2 *16.7%* **	6 *25.0%* **	- - **	5 *29.4%* **	6 *15.4%*	6 *20.7%* **	- - **	13 *20.0%*	1 *20.0%* **	12 *18.5%*	7 *21.2%*	5 *14.3%*	2 *20.0%* **	8 *18.6%*	4 *21.1%* **	1 *8.3%* **	9 *17.6%*	3 *33.3%* **	1 *7.7%* **
Sometimes	**13** *17.1%*	2 *16.7%* **	4 *16.7%* **	2 *13.3%* **	4 *23.5%* **	11 *28.2%*	1 *3.4%* **	2 *33.3%* **	10 *15.4%*	1 *20.0%* **	10 *15.4%*	4 *12.1%*	7 *20.0%*	2 *20.0%* **	6 *14.0%*	3 *15.8%* **	3 *25.0%* **	7 *13.7%*	3 *33.3%* **	2 *15.4%* **
Never	**5** *6.6%*	1 *8.3%* **	2 *8.3%* **	1 *6.7%* **	1 *5.9%* **	2 *5.1%*	3 *10.3%* **	1 *16.7%* **	4 *6.2%*	1 *20.0%* **	4 *6.2%*	1 *3.0%*	3 *8.6%*	- - **	4 *9.3%*	- - **	1 *8.3%* **	5 *9.8%*	- - **	- - **
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**58** *76.3%*	9 *75.0%* **	18 *75.0%* **	12 *80.0%* **	12 *70.6%* **	26 *66.7%*	25 *86.2%* **	3 *50.0%* **	51 *78.5%*	3 *60.0%* **	51 *78.5%*	28 *84.8%*	25 *71.4%*	8 *80.0%* **	33 *76.7%*	16 *84.2%* **	8 *66.7%* **	39 *76.5%*	6 *66.7%* **	11 *84.6%* **
HEDIS/CAHPS SUMMARY RATE - Always	**44** *57.9%*	7 *58.3%* **	12 *50.0%* **	12 *80.0%* **	7 *41.2%* **	20 *51.3%*	19 *65.5%* **	3 *50.0%* **	38 *58.5%*	2 *40.0%* **	39 *60.0%*	21 *63.6%*	20 *57.1%*	6 *60.0%* **	25 *58.1%*	12 *63.2%* **	7 *58.3%* **	30 *58.8%*	3 *33.3%* **	10 *76.9%* **
3-Point Score	**2.34**	2.33	2.25	2.60	2.12	2.18	2.52	2.00	2.37	2.00	2.38	2.48	2.29	2.40	2.35	2.47	2.25	2.35	2.00	2.62

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

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

Presented by The Myers Group
770-978-3173
2015

	RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q29. How many specialists has your child seen in the last 6 months?																				
Total Eligible	**78** ***100.0%***	**12** ***100.0%***	**24** ***100.0%***	**15** ***100.0%***	**18** ***100.0%***	**40** ***100.0%***	**29** ***100.0%***	**6** ***100.0%***	**66** ***100.0%***	**5** ***100.0%***	**66** ***100.0%***	**34** ***100.0%***	**35** ***100.0%***	**10** ***100.0%***	**44** ***100.0%***	**19** ***100.0%***	**12** ***100.0%***	**51** ***100.0%***	**9** ***100.0%***	**14** ***100.0%***
Total Valid Responses	**75** ***100.0%***	**12** ***100.0%***	**24** ***100.0%***	**15** ***100.0%***	**17** ***100.0%***	**39** ***100.0%***	**29** ***100.0%***	**6** ***100.0%***	**65** ***100.0%***	**5** ***100.0%***	**64** ***100.0%***	**33** ***100.0%***	**35** ***100.0%***	**10** ***100.0%***	**42** ***100.0%***	**19** ***100.0%***	**12** ***100.0%***	**50** ***100.0%***	**9** ***100.0%***	**13** ***100.0%***
No Answer	**3**	-	-	-	1	1	-	-	1	-	2	1	-	-	2	-	-	1	-	1
None	**5** ***6.7%***	2 *16.7%* **	1 *4.2%* **	2 *13.3%* **	- - **	3 *7.7%*	2 *6.9%* **	- - **	5 *7.7%*	- - **	5 *7.8%*	4 *12.1%*	1 *2.9%*	- - **	3 *7.1%*	1 *5.3%* **	1 *8.3%* **	3 *6.0%*	1 *11.1%* **	1 *7.7%* **
1 specialist	**53** ***70.7%***	5 *41.7%* **	18 *75.0%* **	12 *80.0%* **	11 *64.7%* **	28 *71.8%*	18 *62.1%* **	3 *50.0%* **	46 *70.8%*	4 *80.0%* **	43 *67.2%*	23 *69.7%*	24 *68.6%*	9 *90.0%* **	29 *69.0%*	14 *73.7%* **	8 *66.7%* **	35 *70.0%*	7 *77.8%* **	8 *61.5%* **
2	**11** ***14.7%***	4 *33.3%* **	2 *8.3%* **	1 *6.7%* **	4 *23.5%* **	5 *12.8%*	6 *20.7%* **	2 *33.3%* **	9 *13.8%*	- - **	11 *17.2%*	4 *12.1%*	7 *20.0%*	- - **	8 *19.0%*	2 *10.5%* **	1 *8.3%* **	9 *18.0%*	- - **	2 *15.4%* **
3	**2** ***2.7%***	- - **	1 *4.2%* **	- - **	1 *5.9%* **	- -	2 *6.9%* **	- - **	2 *3.1%*	- - **	2 *3.1%*	1 *3.0%*	1 *2.9%*	- - **	- -	1 *5.3%* **	1 *8.3%* **	1 *2.0%*	- - **	1 *7.7%* **
4	**2** ***2.7%***	1 *8.3%* **	1 *4.2%* **	- - **	- - **	1 *2.6%*	1 *3.4%* **	- - **	2 *3.1%*	- - **	2 *3.1%*	1 *3.0%*	1 *2.9%*	- - **	2 *4.8%*	- - **	- - **	2 *4.0%*	- - **	- - **
5 or more specialists	**2** ***2.7%***	- - **	1 *4.2%* **	- - **	1 *5.9%* **	2 *5.1%*	- - **	1 *16.7%* **	1 *1.5%*	1 *20.0%* **	1 *1.6%*	- -	1 *2.9%*	1 *10.0%* **	- -	1 *5.3%* **	1 *8.3%* **	- -	1 *11.1%* **	1 *7.7%* **
HEDIS/CAHPS SUMMARY RATE - 1 or more specialists	**70** ***93.3%***	10 *83.3%* **	23 *95.8%* **	13 *86.7%* **	17 *100.0%* **	36 *92.3%*	27 *93.1%* **	6 *100.0%* **	60 *92.3%*	5 *100.0%* **	59 *92.2%*	29 *87.9%*	34 *97.1%*	10 *100.0%* **	39 *92.9%*	18 *94.7%* **	11 *91.7%* **	47 *94.0%*	8 *88.9%* **	12 *92.3%* **

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

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

	RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q30. 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	**70** *100.0%*	**10** *100.0%*	**23** *100.0%*	**13** *100.0%*	**17** *100.0%*	**36** *100.0%*	**27** *100.0%*	**6** *100.0%*	**60** *100.0%*	**5** *100.0%*	**59** *100.0%*	**29** *100.0%*	**34** *100.0%*	**10** *100.0%*	**39** *100.0%*	**18** *100.0%*	**11** *100.0%*	**47** *100.0%*	**8** *100.0%*	**12** *100.0%*
Total Valid Responses	**70** *100.0%*	**10** *100.0%*	**23** *100.0%*	**13** *100.0%*	**17** *100.0%*	**36** *100.0%*	**27** *100.0%*	**6** *100.0%*	**60** *100.0%*	**5** *100.0%*	**59** *100.0%*	**29** *100.0%*	**34** *100.0%*	**10** *100.0%*	**39** *100.0%*	**18** *100.0%*	**11** *100.0%*	**47** *100.0%*	**8** *100.0%*	**12** *100.0%*
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
10 - Best specialist possible	**44** *62.9%*	6 *60.0%* **	18 *78.3%* **	8 *61.5%* **	8 *47.1%* **	23 *63.9%*	16 *59.3%* **	4 *66.7%* **	38 *63.3%*	5 *100.0%* **	35 *59.3%*	19 *65.5%* **	20 *58.8%*	9 *90.0%* **	28 *71.8%*	12 *66.7%* **	4 *36.4%* **	33 *70.2%*	4 *50.0%* **	6 *50.0%* **
9	**7** *10.0%*	2 *20.0%* **	2 *8.7%* **	- - **	2 *11.8%* **	4 *11.1%*	3 *11.1%* **	- - **	7 *11.7%*	- - **	7 *11.9%*	4 *13.8%* **	3 *8.8%*	- - **	5 *12.8%*	- - **	2 *18.2%* **	5 *10.6%*	- - **	2 *16.7%* **
8	**6** *8.6%*	1 *10.0%* **	2 *8.7%* **	1 *7.7%* **	2 *11.8%* **	3 *8.3%*	3 *11.1%* **	- - **	6 *10.0%*	- - **	6 *10.2%*	4 *13.8%* **	2 *5.9%*	- - **	2 *5.1%*	3 *16.7%* **	1 *9.1%* **	3 *6.4%*	3 *37.5%* **	- - **
7	**4** *5.7%*	- - **	1 *4.3%* **	1 *7.7%* **	2 *11.8%* **	2 *5.6%*	2 *7.4%* **	2 *33.3%* **	2 *3.3%*	- - **	4 *6.8%*	1 *3.4%* **	3 *8.8%*	- - **	1 *2.6%*	1 *5.6%* **	2 *18.2%* **	3 *6.4%*	- - **	1 *8.3%* **
6	**2** *2.9%*	1 *10.0%* **	- - **	- - **	1 *5.9%* **	2 *5.6%*	- - **	- - **	2 *3.3%*	- - **	2 *3.4%*	- - **	2 *5.9%*	- - **	2 *5.1%*	- - **	- - **	2 *4.3%*	- - **	- - **
5	**5** *7.1%*	- - **	- - **	1 *7.7%* **	2 *11.8%* **	2 *5.6%*	1 *3.7%* **	- - **	3 *5.0%*	- - **	3 *5.1%*	1 *3.4%* **	2 *5.9%*	1 *10.0%* **	1 *2.6%*	1 *5.6%* **	1 *9.1%* **	1 *2.1%*	- - **	2 *16.7%* **
4	**-** -	- - **	- - **	- - **	- - **	- -	- - **	- - **	- -	- - **	- -	- - **	- -	- - **	- -	- - **	- - **	- -	- - **	- - **
3	**1** *1.4%*	- - **	- - **	1 *7.7%* **	- - **	- -	1 *3.7%* **	- - **	1 *1.7%*	- - **	1 *1.7%*	- - **	1 *2.9%*	- - **	- -	1 *5.6%* **	- - **	- -	1 *12.5%* **	- - **
2	**1** *1.4%*	- - **	- - **	1 *7.7%* **	- - **	- -	1 *3.7%* **	- - **	1 *1.7%*	- - **	1 *1.7%*	- - **	1 *2.9%*	- - **	- -	- - **	1 *9.1%* **	- -	- - **	1 *8.3%* **
1	**-** -	- - **	- - **	- - **	- - **	- -	- - **	- - **	- -	- - **	- -	- - **	- -	- - **	- -	- - **	- - **	- -	- - **	- - **
0 - Worst specialist possible	**-** -	- - **	- - **	- - **	- - **	- -	- - **	- - **	- -	- - **	- -	- - **	- -	- - **	- -	- - **	- - **	- -	- - **	- - **
SUMMARY - 0-3	**2** *2.9%*	- - **	- - **	2 *15.4%* **	- - **	- -	2 *7.4%* **	- - **	2 *3.3%*	- - **	2 *3.4%*	- - **	2 *5.9%*	- - **	- -	1 *5.6%* **	1 *9.1%* **	- -	1 *12.5%* **	1 *8.3%* **
SUMMARY - 4-7	**11** *15.7%*	1 *10.0%* **	1 *4.3%* **	2 *15.4%* **	5 *29.4%* **	6 *16.7%*	3 *11.1%* **	2 *33.3%* **	7 *11.7%*	- - **	9 *15.3%*	2 *6.9%* **	7 *20.6%*	1 *10.0%* **	4 *10.3%*	2 *11.1%* **	3 *27.3%* **	6 *12.8%*	- - **	3 *25.0%* **
HEDIS/CAHPS SUMMARY RATE - 8-10	**57** *81.4%*	9 *90.0%* **	22 *95.7%* **	9 *69.2%* **	12 *70.6%* **	30 *83.3%*	22 *81.5%* **	4 *66.7%* **	51 *85.0%*	5 *100.0%* **	48 *81.4%*	27 *93.1%* **	25 *73.5%*	9 *90.0%* **	35 *89.7%*	15 *83.3%* **	7 *63.6%* **	41 *87.2%*	7 *87.5%* **	8 *66.7%* **
HEDIS/CAHPS SUMMARY RATE - 9-10	**51** *72.9%*	8 *80.0%* **	20 *87.0%* **	8 *61.5%* **	10 *58.8%* **	27 *75.0%*	19 *70.4%* **	4 *66.7%* **	45 *75.0%*	5 *100.0%* **	42 *71.2%*	23 *79.3%* **	23 *67.6%*	9 *90.0%* **	33 *84.6%*	12 *66.7%* **	6 *54.5%* **	38 *80.9%*	4 *50.0%* **	8 *66.7%* **
3-Point Score	**2.60**	2.70	2.87	2.38	2.41	2.64	2.59	2.67	2.63	3.00	2.59	2.76	2.50	2.80	2.77	2.56	2.36	2.74	2.38	2.42

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

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

	RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q31. In the last 6 months, did you get information or help from customer service at your child's health plan?																				
Total Eligible	**550** *100.0%*	**107** *100.0%*	**152** *100.0%*	**119** *100.0%*	**80** *100.0%*	**242** *100.0%*	**211** *100.0%*	**28** *100.0%*	**439** *100.0%*	**46** *100.0%*	**411** *100.0%*	**202** *100.0%*	**249** *100.0%*	**69** *100.0%*	**360** *100.0%*	**87** *100.0%*	**32** *100.0%*	**369** *100.0%*	**72** *100.0%*	**37** *100.0%*
Total Valid Responses	**474** *100.0%*	**107** *100.0%*	**151** *100.0%*	**119** *100.0%*	**76** *100.0%*	**239** *100.0%*	**209** *100.0%*	**28** *100.0%*	**433** *100.0%*	**46** *100.0%*	**406** *100.0%*	**200** *100.0%*	**245** *100.0%*	**69** *100.0%*	**356** *100.0%*	**86** *100.0%*	**31** *100.0%*	**366** *100.0%*	**71** *100.0%*	**36** *100.0%*
No Answer	**76**	-	1	-	4	3	2	-	6	-	5	2	4	-	4	1	1	3	1	1
Yes	**144** *30.4%*	30 *28.0%*	48 *31.8%*	37 *31.1%*	21 *27.6%*	73 *30.5%*	62 *29.7%*	8 *28.6%* **	132 *30.5%*	20 *43.5%* J	118 *29.1%*	51 *25.5%*	80 *32.7%* k	24 *34.8%*	102 *28.7%*	30 *34.9%*	12 *38.7%*	103 *28.1%*	23 *32.4%*	18 *50.0%* Qr
No	**330** *69.6%*	77 *72.0%*	103 *68.2%*	82 *68.9%*	55 *72.4%*	166 *69.5%*	147 *70.3%*	20 *71.4%* **	301 *69.5%*	26 *56.5%*	288 *70.9%* I	149 *74.5%* l	165 *67.3%*	45 *65.2%*	254 *71.3%*	56 *65.1%*	19 *61.3%*	263 *71.9%* S	48 *67.6%* s	18 *50.0%*
HEDIS/CAHPS SUMMARY RATE - Yes	**144** *30.4%*	30 *28.0%*	48 *31.8%*	37 *31.1%*	21 *27.6%*	73 *30.5%*	62 *29.7%*	8 *28.6%* **	132 *30.5%*	20 *43.5%* J	118 *29.1%*	51 *25.5%*	80 *32.7%* k	24 *34.8%*	102 *28.7%*	30 *34.9%*	12 *38.7%*	103 *28.1%*	23 *32.4%*	18 *50.0%* Qr

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

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

	RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q32. (CS) In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?																				
Total Eligible	**144** *100.0%*	**30** *100.0%*	**48** *100.0%*	**37** *100.0%*	**21** *100.0%*	**73** *100.0%*	**62** *100.0%*	**8** *100.0%*	**132** *100.0%*	**20** *100.0%*	**118** *100.0%*	**51** *100.0%*	**80** *100.0%*	**24** *100.0%*	**102** *100.0%*	**30** *100.0%*	**12** *100.0%*	**103** *100.0%*	**23** *100.0%*	**18** *100.0%*
Total Valid Responses	**143** *100.0%*	**30** *100.0%*	**48** *100.0%*	**36** *100.0%*	**21** *100.0%*	**72** *100.0%*	**62** *100.0%*	**8** *100.0%*	**131** *100.0%*	**20** *100.0%*	**117** *100.0%*	**51** *100.0%*	**79** *100.0%*	**24** *100.0%*	**101** *100.0%*	**30** *100.0%*	**12** *100.0%*	**103** *100.0%*	**23** *100.0%*	**17** *100.0%*
No Answer	**1**	-	-	1	-	1	-	-	1	-	1	-	1	-	1	-	-	-	-	1
Always	**84** *58.7%*	20 *66.7%*	31 *64.6%*	18 *50.0%*	12 *57.1%* **	42 *58.3%*	37 *59.7%*	3 *37.5%* **	80 *61.1%*	13 *65.0%* **	68 *58.1%*	26 *51.0%*	53 *67.1%* k	14 *58.3%* **	67 *66.3%* O	12 *40.0%*	5 *41.7%* **	61 *59.2%*	13 *56.5%* **	10 *58.8%* **
Usually	**32** *22.4%*	6 *20.0%*	9 *18.8%*	10 *27.8%*	5 *23.8%* **	16 *22.2%*	15 *24.2%*	2 *25.0%* **	29 *22.1%*	3 *15.0%* **	28 *23.9%*	13 *25.5%*	16 *20.3%*	4 *16.7%* **	18 *17.8%*	8 *26.7%*	6 *50.0%* **	20 *19.4%*	8 *34.8%* **	4 *23.5%* **
Sometimes	**21** *14.7%*	4 *13.3%*	6 *12.5%*	6 *16.7%*	4 *19.0%* **	11 *15.3%*	8 *12.9%*	3 *37.5%* **	17 *13.0%*	4 *20.0%* **	15 *12.8%*	10 *19.6%*	8 *10.1%*	6 *25.0%* **	12 *11.9%*	8 *26.7%* n	1 *8.3%* **	17 *16.5%*	2 *8.7%* **	2 *11.8%* **
Never	**6** *4.2%*	- -	2 *4.2%*	2 *5.6%*	- - **	3 *4.2%*	2 *3.2%*	- - **	5 *3.8%*	- - **	6 *5.1%*	2 *3.9%*	2 *2.5%*	- - **	4 *4.0%*	2 *6.7%*	- - **	5 *4.9%*	- - **	1 *5.9%* **
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**116** *81.1%*	26 *86.7%*	40 *83.3%*	28 *77.8%*	17 *81.0%* **	58 *80.6%*	52 *83.9%*	5 *62.5%* **	109 *83.2%*	16 *80.0%* **	96 *82.1%*	39 *76.5%*	69 *87.3%* k	18 *75.0%* **	85 *84.2%* O	20 *66.7%*	11 *91.7%* **	81 *78.6%*	21 *91.3%* **	14 *82.4%* **
HEDIS/CAHPS SUMMARY RATE - Always	**84** *58.7%*	20 *66.7%*	31 *64.6%*	18 *50.0%*	12 *57.1%* **	42 *58.3%*	37 *59.7%*	3 *37.5%* **	80 *61.1%*	13 *65.0%* **	68 *58.1%*	26 *51.0%*	53 *67.1%* k	14 *58.3%* **	67 *66.3%* O	12 *40.0%*	5 *41.7%* **	61 *59.2%*	13 *56.5%* **	10 *58.8%* **
3-Point Score	**2.40**	2.53	2.48	2.28	2.38	2.39	2.44	2.00	2.44	2.45	2.40	2.27	2.54	2.33	2.50	2.07	2.33	2.38	2.48	2.41

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

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

	RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q33. (CS) In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?																				
Total Eligible	**144** *100.0%*	**30** *100.0%*	**48** *100.0%*	**37** *100.0%*	**21** *100.0%*	**73** *100.0%*	**62** *100.0%*	**8** *100.0%*	**132** *100.0%*	**20** *100.0%*	**118** *100.0%*	**51** *100.0%*	**80** *100.0%*	**24** *100.0%*	**102** *100.0%*	**30** *100.0%*	**12** *100.0%*	**103** *100.0%*	**23** *100.0%*	**18** *100.0%*
Total Valid Responses	**140** *100.0%*	**29** *100.0%*	**47** *100.0%*	**35** *100.0%*	**21** *100.0%*	**71** *100.0%*	**60** *100.0%*	**8** *100.0%*	**128** *100.0%*	**20** *100.0%*	**114** *100.0%*	**50** *100.0%*	**77** *100.0%*	**24** *100.0%*	**99** *100.0%*	**29** *100.0%*	**12** *100.0%*	**101** *100.0%*	**22** *100.0%*	**17** *100.0%*
No Answer	**4**	1	1	2	-	2	2	-	4	-	4	1	3	-	3	1	-	2	1	1
Always	**105** *75.0%*	24 *82.8%* **	38 *80.9%* C	19 *54.3%*	19 *90.5%* **	51 *71.8%*	47 *78.3%*	6 *75.0%* **	96 *75.0%*	15 *75.0%* **	86 *75.4%*	35 *70.0%*	63 *81.8%*	14 *58.3%* **	80 *80.8%*	17 *58.6%* **	8 *66.7%* **	80 *79.2%*	13 *59.1%* **	12 *70.6%* **
Usually	**29** *20.7%*	4 *13.8%* **	7 *14.9%*	14 *40.0%* B	2 *9.5%* **	17 *23.9%*	11 *18.3%*	2 *25.0%* **	26 *20.3%*	4 *20.0%* **	24 *21.1%*	12 *24.0%*	13 *16.9%*	8 *33.3%* **	14 *14.1%*	11 *37.9%* **	4 *33.3%* **	16 *15.8%*	8 *36.4%* **	5 *29.4%* **
Sometimes	**4** *2.9%*	1 *3.4%* **	2 *4.3%*	1 *2.9%*	- - **	1 *1.4%*	2 *3.3%*	- - **	4 *3.1%*	1 *5.0%* **	3 *2.6%*	3 *6.0%*	1 *1.3%*	1 *4.2%* **	3 *3.0%*	1 *3.4%* **	- - **	3 *3.0%*	1 *4.5%* **	- - **
Never	**2** *1.4%*	- - **	- -	1 *2.9%*	- - **	2 *2.8%*	- -	- - **	2 *1.6%*	- - **	1 *0.9%*	- -	- -	1 *4.2%* **	2 *2.0%*	- - **	- - **	2 *2.0%*	- - **	- - **
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**134** *95.7%*	28 *96.6%* **	45 *95.7%*	33 *94.3%*	21 *100.0%* **	68 *95.8%*	58 *96.7%*	8 *100.0%* **	122 *95.3%*	19 *95.0%* **	110 *96.5%*	47 *94.0%*	76 *98.7%*	22 *91.7%* **	94 *94.9%*	28 *96.6%* **	12 *100.0%* **	96 *95.0%*	21 *95.5%* **	17 *100.0%* **
HEDIS/CAHPS SUMMARY RATE - Always	**105** *75.0%*	24 *82.8%* **	38 *80.9%* C	19 *54.3%*	19 *90.5%* **	51 *71.8%*	47 *78.3%*	6 *75.0%* **	96 *75.0%*	15 *75.0%* **	86 *75.4%*	35 *70.0%*	63 *81.8%*	14 *58.3%* **	80 *80.8%*	17 *58.6%* **	8 *66.7%* **	80 *79.2%*	13 *59.1%* **	12 *70.6%* **
3-Point Score	**2.71**	2.79	2.77	2.49	2.90	2.68	2.75	2.75	2.70	2.70	2.72	2.64	2.81	2.50	2.76	2.55	2.67	2.74	2.55	2.71

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

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

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	RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q34. In the last 6 months, did your child's health plan give you any forms to fill out?																				
Total Eligible	**550** *100.0%*	**107** *100.0%*	**152** *100.0%*	**119** *100.0%*	**80** *100.0%*	**242** *100.0%*	**211** *100.0%*	**28** *100.0%*	**439** *100.0%*	**46** *100.0%*	**411** *100.0%*	**202** *100.0%*	**249** *100.0%*	**69** *100.0%*	**360** *100.0%*	**87** *100.0%*	**32** *100.0%*	**369** *100.0%*	**72** *100.0%*	**37** *100.0%*
Total Valid Responses	**466** *100.0%*	**106** *100.0%*	**148** *100.0%*	**117** *100.0%*	**74** *100.0%*	**236** *100.0%*	**205** *100.0%*	**28** *100.0%*	**425** *100.0%*	**46** *100.0%*	**399** *100.0%*	**199** *100.0%*	**238** *100.0%*	**68** *100.0%*	**353** *100.0%*	**83** *100.0%*	**29** *100.0%*	**364** *100.0%*	**69** *100.0%*	**32** *100.0%*
No Answer	**84**	1	4	2	6	6	6	-	14	-	12	3	11	1	7	4	3	5	3	5
Yes	**129** *27.7%*	34 *32.1%*	43 *29.1%*	27 *23.1%*	18 *24.3%*	62 *26.3%*	62 *30.2%*	5 *17.9%* **	122 *28.7%*	15 *32.6%*	111 *27.8%*	46 *23.1%*	77 *32.4%* K	19 *27.9%*	99 *28.0%*	22 *26.5%*	8 *27.6%* **	103 *28.3%*	16 *23.2%*	10 *31.3%*
No	**337** *72.3%*	72 *67.9%*	105 *70.9%*	90 *76.9%*	56 *75.7%*	174 *73.7%*	143 *69.8%*	23 *82.1%* **	303 *71.3%*	31 *67.4%*	288 *72.2%*	153 *76.9%* L	161 *67.6%*	49 *72.1%*	254 *72.0%*	61 *73.5%*	21 *72.4%* **	261 *71.7%*	53 *76.8%*	22 *68.8%*
HEDIS/CAHPS SUMMARY RATE - Yes	**129** *27.7%*	34 *32.1%*	43 *29.1%*	27 *23.1%*	18 *24.3%*	62 *26.3%*	62 *30.2%*	5 *17.9%* **	122 *28.7%*	15 *32.6%*	111 *27.8%*	46 *23.1%*	77 *32.4%* K	19 *27.9%*	99 *28.0%*	22 *26.5%*	8 *27.6%* **	103 *28.3%*	16 *23.2%*	10 *31.3%*

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

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

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	RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q35. (FOF) In the last 6 months, how often were the forms from your child's health plan easy to fill out?																				
Total Eligible	**466** *100.0%*	**106** *100.0%*	**148** *100.0%*	**117** *100.0%*	**74** *100.0%*	**236** *100.0%*	**205** *100.0%*	**28** *100.0%*	**425** *100.0%*	**46** *100.0%*	**399** *100.0%*	**199** *100.0%*	**238** *100.0%*	**68** *100.0%*	**353** *100.0%*	**83** *100.0%*	**29** *100.0%*	**364** *100.0%*	**69** *100.0%*	**32** *100.0%*
Total Valid Responses	**462** *100.0%*	**105** *100.0%*	**147** *100.0%*	**116** *100.0%*	**73** *100.0%*	**233** *100.0%*	**204** *100.0%*	**28** *100.0%*	**421** *100.0%*	**46** *100.0%*	**395** *100.0%*	**198** *100.0%*	**235** *100.0%*	**67** *100.0%*	**351** *100.0%*	**81** *100.0%*	**29** *100.0%*	**362** *100.0%*	**68** *100.0%*	**31** *100.0%*
No Answer	**4**	1	1	1	1	3	1	-	4	-	4	1	3	1	2	2	-	2	1	1
Always	**422** *91.3%*	90 *85.7%*	135 *91.8%*	108 *93.1%* a	71 *97.3%* A	213 *91.4%*	188 *92.2%*	26 *92.9%* **	385 *91.4%*	41 *89.1%*	362 *91.6%*	180 *90.9%*	214 *91.1%*	60 *89.6%*	324 *92.3%*	73 *90.1%*	24 *82.8%* **	332 *91.7%*	63 *92.6%*	26 *83.9%*
Usually	**24** *5.2%*	6 *5.7%*	9 *6.1%*	6 *5.2%*	1 *1.4%*	12 *5.2%*	11 *5.4%*	1 *3.6%* **	22 *5.2%*	2 *4.3%*	21 *5.3%*	10 *5.1%*	15 *6.4%*	4 *6.0%*	16 *4.6%*	6 *7.4%*	2 *6.9%* **	16 *4.4%*	5 *7.4%*	3 *9.7%*
Sometimes	**13** *2.8%*	7 *6.7%* bCd	3 *2.0%*	1 *0.9%*	1 *1.4%*	7 *3.0%*	3 *1.5%*	1 *3.6%* **	11 *2.6%*	2 *4.3%*	10 *2.5%*	5 *2.5%*	6 *2.6%*	3 *4.5%*	9 *2.6%*	1 *1.2%*	3 *10.3%* **	11 *3.0%*	- -	2 *6.5%* R
Never	**3** *0.6%*	2 *1.9%* b	- -	1 *0.9%*	- -	1 *0.4%*	2 *1.0%*	- - **	3 *0.7%*	1 *2.2%*	2 *0.5%*	3 *1.5%* L	- -	- -	2 *0.6%*	1 *1.2%*	- - **	3 *0.8%*	- -	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**446** *96.5%*	96 *91.4%*	144 *98.0%* A	114 *98.3%* A	72 *98.6%* A	225 *96.6%*	199 *97.5%*	27 *96.4%* **	407 *96.7%*	43 *93.5%*	383 *97.0%*	190 *96.0%*	229 *97.4%*	64 *95.5%*	340 *96.9%*	79 *97.5%*	26 *89.7%* **	348 *96.1%*	68 *100.0%* qS	29 *93.5%*
HEDIS/CAHPS SUMMARY RATE - Always	**422** *91.3%*	90 *85.7%*	135 *91.8%*	108 *93.1%* a	71 *97.3%* A	213 *91.4%*	188 *92.2%*	26 *92.9%* **	385 *91.4%*	41 *89.1%*	362 *91.6%*	180 *90.9%*	214 *91.1%*	60 *89.6%*	324 *92.3%*	73 *90.1%*	24 *82.8%* **	332 *91.7%*	63 *92.6%*	26 *83.9%*
3-Point Score	**2.88**	2.77	2.90	2.91	2.96	2.88	2.90	2.89	2.88	2.83	2.89	2.87	2.89	2.85	2.89	2.88	2.72	2.88	2.93	2.77

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

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

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Q36. 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?

	RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Total Eligible	**550** *100.0%*	**107** *100.0%*	**152** *100.0%*	**119** *100.0%*	**80** *100.0%*	**242** *100.0%*	**211** *100.0%*	**28** *100.0%*	**439** *100.0%*	**46** *100.0%*	**411** *100.0%*	**202** *100.0%*	**249** *100.0%*	**69** *100.0%*	**360** *100.0%*	**87** *100.0%*	**32** *100.0%*	**369** *100.0%*	**72** *100.0%*	**37** *100.0%*
Total Valid Responses	**473** *100.0%*	**106** *100.0%*	**150** *100.0%*	**119** *100.0%*	**76** *100.0%*	**239** *100.0%*	**208** *100.0%*	**28** *100.0%*	**432** *100.0%*	**45** *100.0%*	**406** *100.0%*	**198** *100.0%*	**246** *100.0%*	**69** *100.0%*	**356** *100.0%*	**84** *100.0%*	**32** *100.0%*	**366** *100.0%*	**69** *100.0%*	**37** *100.0%*
No Answer	**77**	1	2	-	4	3	3	-	7	1	5	4	3	-	4	3	-	3	3	-
10 - Best health plan possible	**258** *54.5%*	58 *54.7%*	84 *56.0%*	60 *50.4%*	45 *59.2%*	133 *55.6%*	112 *53.8%*	15 *53.6%* **	236 *54.6%*	31 *68.9%* J	216 *53.2%*	107 *54.0%*	134 *54.5%*	38 *55.1%*	208 *58.4%* oP	40 *47.6%*	10 *31.3%*	210 *57.4%* S	34 *49.3%*	14 *37.8%*
9	**59** *12.5%*	9 *8.5%*	21 *14.0%*	14 *11.8%*	11 *14.5%*	27 *11.3%*	29 *13.9%*	2 *7.1%* **	55 *12.7%*	6 *13.3%*	50 *12.3%*	30 *15.2%*	29 *11.8%*	8 *11.6%*	43 *12.1%*	12 *14.3%*	4 *12.5%*	46 *12.6%*	8 *11.6%*	5 *13.5%*
8	**67** *14.2%*	16 *15.1%*	22 *14.7%*	12 *10.1%*	14 *18.4%* c	31 *13.0%*	31 *14.9%*	2 *7.1%* **	63 *14.6%*	3 *6.7%*	59 *14.5%*	25 *12.6%* m	42 *17.1%* M	4 *5.8%*	48 *13.5%*	13 *15.5%*	5 *15.6%*	49 *13.4%*	13 *18.8%*	4 *10.8%*
7	**37** *7.8%*	11 *10.4%* D	13 *8.7%* D	11 *9.2%* D	1 *1.3%*	17 *7.1%*	18 *8.7%*	4 *14.3%* **	33 *7.6%*	3 *6.7%*	33 *8.1%*	18 *9.1%*	15 *6.1%*	10 *14.5%* L	24 *6.7%*	9 *10.7%*	4 *12.5%*	28 *7.7%*	5 *7.2%*	4 *10.8%*
6	**9** *1.9%*	4 *3.8%* b	1 *0.7%*	2 *1.7%*	2 *2.6%*	5 *2.1%*	4 *1.9%*	- - **	9 *2.1%*	- -	9 *2.2%*	2 *1.0%*	6 *2.4%*	1 *1.4%*	5 *1.4%*	1 *1.2%*	3 *9.4%* NO	7 *1.9%*	1 *1.4%*	1 *2.7%*
5	**28** *5.9%*	4 *3.8%*	7 *4.7%*	13 *10.9%* AbD	2 *2.6%*	19 *7.9%*	9 *4.3%*	2 *7.1%* **	25 *5.8%*	2 *4.4%*	26 *6.4%*	11 *5.6%*	12 *4.9%*	6 *8.7%*	16 *4.5%*	8 *9.5%* n	4 *12.5%* n	15 *4.1%*	6 *8.7%*	7 *18.9%* Q
4	**3** *0.6%*	3 *2.8%* Bc	- -	- -	- -	2 *0.8%*	1 *0.5%*	1 *3.6%* **	2 *0.5%*	- -	3 *0.7%*	1 *0.5%*	2 *0.8%*	- -	3 *0.8%*	- -	- -	3 *0.8%*	- -	- -
3	**6** *1.3%*	- -	2 *1.3%*	2 *1.7%*	1 *1.3%*	2 *0.8%*	2 *1.0%*	1 *3.6%* **	4 *0.9%*	- -	5 *1.2%*	1 *0.5%*	4 *1.6%*	- -	6 *1.7%*	- -	- -	5 *1.4%*	1 *1.4%*	- -
2	**3** *0.6%*	- -	- -	3 *2.5%* b	- -	1 *0.4%*	1 *0.5%*	1 *3.6%* **	2 *0.5%*	- -	3 *0.7%*	2 *1.0%*	1 *0.4%*	1 *1.4%*	2 *0.6%*	- -	1 *3.1%*	2 *0.5%*	- -	1 *2.7%*
1	**1** *0.2%*	- -	- -	1 *0.8%*	- -	- -	1 *0.5%*	- - **	1 *0.2%*	- -	1 *0.2%*	- -	- -	1 *1.4%* kL	1 *0.3%*	- -	- -	1 *0.3%*	- -	- -
0 - Worst health plan possible	**2** *0.4%*	1 *0.9%*	- -	1 *0.8%*	- -	2 *0.8%*	- -	- - **	2 *0.5%*	- -	1 *0.2%*	1 *0.5%*	1 *0.4%*	- -	- -	1 *1.2%* N	1 *3.1%* N	- -	1 *1.4%* Q	1 *2.7%* Q
SUMMARY - 0-3	**12** *2.5%*	1 *0.9%*	2 *1.3%*	7 *5.9%* AB	1 *1.3%*	5 *2.1%*	4 *1.9%*	2 *7.1%* **	9 *2.1%*	- -	10 *2.5%*	4 *2.0%*	6 *2.4%*	2 *2.9%*	9 *2.5%*	1 *1.2%*	2 *6.3%*	8 *2.2%*	2 *2.9%*	2 *5.4%*
SUMMARY - 4-7	**77** *16.3%*	22 *20.8%* D	21 *14.0%* d	26 *21.8%* bD	5 *6.6%*	43 *18.0%*	32 *15.4%*	7 *25.0%* **	69 *16.0%*	5 *11.1%*	71 *17.5%*	32 *16.2%*	35 *14.2%*	17 *24.6%* kL	48 *13.5%*	18 *21.4%* n	11 *34.4%* N	53 *14.5%*	12 *17.4%*	12 *32.4%* Qr
HEDIS/CAHPS SUMMARY RATE - 8-10	**384** *81.2%*	83 *78.3%*	127 *84.7%* C	86 *72.3%*	70 *92.1%* AC	191 *79.9%*	172 *82.7%*	19 *67.9%* **	354 *81.9%*	40 *88.9%*	325 *80.0%*	162 *81.8%* m	205 *83.3%* M	50 *72.5%*	299 *84.0%* P	65 *77.4%* p	19 *59.4%*	305 *83.3%* S	55 *79.7%* s	23 *62.2%*
HEDIS/CAHPS SUMMARY RATE - 9-10	**317** *67.0%*	67 *63.2%*	105 *70.0%*	74 *62.2%*	56 *73.7%* c	160 *66.9%*	141 *67.8%*	17 *60.7%* **	291 *67.4%*	37 *82.2%* J	266 *65.5%*	137 *69.2%*	163 *66.3%*	46 *66.7%*	251 *70.5%* P	52 *61.9%* p	14 *43.8%*	256 *69.9%* S	42 *60.9%*	19 *51.4%*
3-Point Score	**2.56**	2.52	2.63	2.44	2.67	2.54	2.59	2.43	2.57	2.78	2.54	2.60	2.56	2.54	2.61	2.50	2.16	2.61	2.48	2.24

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

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

	RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q37. In general, how would you rate your child's overall health?																				
Total Eligible	**550** ***100.0%***	**107** ***100.0%***	**152** ***100.0%***	**119** ***100.0%***	**80** ***100.0%***	**242** ***100.0%***	**211** ***100.0%***	**28** ***100.0%***	**439** ***100.0%***	**46** ***100.0%***	**411** ***100.0%***	**202** ***100.0%***	**249** ***100.0%***	**69** ***100.0%***	**360** ***100.0%***	**87** ***100.0%***	**32** ***100.0%***	**369** ***100.0%***	**72** ***100.0%***	**37** ***100.0%***
Total Valid Responses	**479** ***100.0%***	**107** ***100.0%***	**152** ***100.0%***	**119** ***100.0%***	**79** ***100.0%***	**242** ***100.0%***	**210** ***100.0%***	**28** ***100.0%***	**438** ***100.0%***	**46** ***100.0%***	**410** ***100.0%***	**201** ***100.0%***	**249** ***100.0%***	**69** ***100.0%***	**360** ***100.0%***	**87** ***100.0%***	**32** ***100.0%***	**369** ***100.0%***	**72** ***100.0%***	**36** ***100.0%***
No Answer	**71**	-	-	-	1	-	1	-	1	-	1	1	-	-	-	-	-	-	-	1
Excellent	**203** ***42.4%***	52 *48.6%* d	69 *45.4%*	49 *41.2%*	27 *34.2%*	106 *43.8%*	91 *43.3%*	11 *39.3%* **	189 *43.2%*	20 *43.5%*	177 *43.2%*	94 *46.8%*	103 *41.4%*	30 *43.5%*	203 *56.4%* OP	- -	- -	187 *50.7%* RS	14 *19.4%* s	2 *5.6%*
Very good	**157** ***32.8%***	39 *36.4%*	50 *32.9%*	34 *28.6%*	27 *34.2%*	83 *34.3%*	66 *31.4%*	10 *35.7%* **	145 *33.1%*	18 *39.1%*	129 *31.5%*	66 *32.8%*	78 *31.3%*	22 *31.9%*	157 *43.6%* OP	- -	- -	137 *37.1%* RS	14 *19.4%*	5 *13.9%*
Good	**87** ***18.2%***	10 *9.3%*	21 *13.8%*	29 *24.4%* AB	20 *25.3%* AB	39 *16.1%*	38 *18.1%*	5 *17.9%* **	75 *17.1%*	7 *15.2%*	76 *18.5%*	33 *16.4%*	46 *18.5%*	15 *21.7%*	- -	87 *100.0%* NP	- -	40 *10.8%*	36 *50.0%* QS	10 *27.8%* Q
Fair	**29** ***6.1%***	4 *3.7%*	12 *7.9%*	6 *5.0%*	5 *6.3%*	14 *5.8%*	13 *6.2%*	1 *3.6%* **	27 *6.2%*	1 *2.2%*	25 *6.1%*	7 *3.5%*	20 *8.0%* K	2 *2.9%*	- -	- -	29 *90.6%* NO	4 *1.1%*	7 *9.7%* Q	18 *50.0%* QR
Poor	**3** ***0.6%***	2 *1.9%* b	- -	1 *0.8%*	- -	- -	2 *1.0%*	1 *3.6%* **	2 *0.5%*	- -	3 *0.7%*	1 *0.5%*	2 *0.8%*	- -	- -	- -	3 *9.4%* NO	1 *0.3%*	1 *1.4%*	1 *2.8%* Q
HEDIS/CAHPS SUMMARY RATE - Excellent/Very good	**360** ***75.2%***	91 *85.0%* CD	119 *78.3%* d	83 *69.7%*	54 *68.4%*	189 *78.1%*	157 *74.8%*	21 *75.0%* **	334 *76.3%*	38 *82.6%*	306 *74.6%*	160 *79.6%* I	181 *72.7%*	52 *75.4%*	360 *100.0%* OP	- -	- -	324 *87.8%* RS	28 *38.9%* S	7 *19.4%*

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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, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

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2015

	RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q38. In general, how would you rate your child's overall mental or emotional health?																				
Total Eligible	**550** *100.0%*	**107** *100.0%*	**152** *100.0%*	**119** *100.0%*	**80** *100.0%*	**242** *100.0%*	**211** *100.0%*	**28** *100.0%*	**439** *100.0%*	**46** *100.0%*	**411** *100.0%*	**202** *100.0%*	**249** *100.0%*	**69** *100.0%*	**360** *100.0%*	**87** *100.0%*	**32** *100.0%*	**369** *100.0%*	**72** *100.0%*	**37** *100.0%*
Total Valid Responses	**478** *100.0%*	**107** *100.0%*	**152** *100.0%*	**119** *100.0%*	**79** *100.0%*	**241** *100.0%*	**211** *100.0%*	**28** *100.0%*	**438** *100.0%*	**46** *100.0%*	**411** *100.0%*	**202** *100.0%*	**248** *100.0%*	**69** *100.0%*	**359** *100.0%*	**86** *100.0%*	**32** *100.0%*	**369** *100.0%*	**72** *100.0%*	**37** *100.0%*
No Answer	**72**	-	-	-	1	1	-	-	1	-	-	-	1	-	1	1	-	-	-	-
Excellent	**263** *55.0%*	71 *66.4%* CD	91 *59.9%* cD	58 *48.7%*	35 *44.3%*	141 *58.5%*	113 *53.6%*	18 *64.3%* **	241 *55.0%*	27 *58.7%*	227 *55.2%*	122 *60.4%* L	126 *50.8%*	41 *59.4%*	239 *66.6%* OP	22 *25.6%* P	2 *6.3%*	263 *71.3%* RS	- -	- -
Very good	**106** *22.2%*	25 *23.4%*	30 *19.7%*	26 *21.8%*	21 *26.6%*	49 *20.3%*	50 *23.7%*	7 *25.0%* **	99 *22.6%*	9 *19.6%*	91 *22.1%*	42 *20.8%*	60 *24.2%*	15 *21.7%*	85 *23.7%* p	18 *20.9%*	3 *9.4%*	106 *28.7%* RS	- -	- -
Good	**72** *15.1%*	7 *6.5%*	23 *15.1%* A	21 *17.6%* A	15 *19.0%* A	34 *14.1%*	30 *14.2%*	2 *7.1%* **	64 *14.6%*	8 *17.4%*	61 *14.8%*	29 *14.4%*	36 *14.5%*	8 *11.6%*	28 *7.8%*	36 *41.9%* Np	8 *25.0%* N	- -	72 *100.0%* QS	- -
Fair	**30** *6.3%*	3 *2.8%*	5 *3.3%*	13 *10.9%* AB	7 *8.9%* ab	14 *5.8%*	15 *7.1%*	1 *3.6%* **	28 *6.4%*	2 *4.3%*	26 *6.3%*	9 *4.5%*	20 *8.1%*	5 *7.2%*	6 *1.7%*	9 *10.5%* N	14 *43.8%* NO	- -	- -	30 *81.1%* QR
Poor	**7** *1.5%*	1 *0.9%*	3 *2.0%*	1 *0.8%*	1 *1.3%*	3 *1.2%*	3 *1.4%*	- - **	6 *1.4%*	- -	6 *1.5%*	- -	6 *2.4%* K	- -	1 *0.3%*	1 *1.2%*	5 *15.6%* NO	- -	- -	7 *18.9%* QR
HEDIS/CAHPS SUMMARY RATE - Excellent/Very good	**369** *77.2%*	96 *89.7%* BCD	121 *79.6%* c	84 *70.6%*	56 *70.9%*	190 *78.8%*	163 *77.3%*	25 *89.3%* **	340 *77.6%*	36 *78.3%*	318 *77.4%*	164 *81.2%* I	186 *75.0%*	56 *81.2%*	324 *90.3%* OP	40 *46.5%* P	5 *15.6%*	369 *100.0%* RS	- -	- -

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

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	RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q39. What is your child's age?																				
Total Eligible	**550** *100.0%*	**107** *100.0%*	**152** *100.0%*	**119** *100.0%*	**80** *100.0%*	**242** *100.0%*	**211** *100.0%*	**28** *100.0%*	**439** *100.0%*	**46** *100.0%*	**411** *100.0%*	**202** *100.0%*	**249** *100.0%*	**69** *100.0%*	**360** *100.0%*	**87** *100.0%*	**32** *100.0%*	**369** *100.0%*	**72** *100.0%*	**37** *100.0%*
Total Valid Responses	**477** *100.0%*	**107** *100.0%*	**152** *100.0%*	**119** *100.0%*	**78** *100.0%*	**240** *100.0%*	**211** *100.0%*	**27** *100.0%*	**438** *100.0%*	**46** *100.0%*	**410** *100.0%*	**202** *100.0%*	**248** *100.0%*	**68** *100.0%*	**358** *100.0%*	**86** *100.0%*	**32** *100.0%*	**368** *100.0%*	**72** *100.0%*	**37** *100.0%*
No Answer	**73**	-	-	-	2	2	-	1	1	-	1	-	1	1	2	1	-	1	-	-
Less than 1 year old	**16** *3.4%*	9 *8.4%* bCD	5 *3.3%*	1 *0.8%*	1 *1.3%*	8 *3.3%*	6 *2.8%*	1 *3.7%* **	15 *3.4%*	2 *4.3%*	14 *3.4%*	5 *2.5%*	11 *4.4%*	2 *2.9%*	13 *3.6%*	2 *2.3%*	1 *3.1%*	16 *4.3%* r	- -	- -
1	**23** *4.8%*	12 *11.2%* BCD	7 *4.6%*	2 *1.7%*	1 *1.3%*	10 *4.2%*	13 *6.2%*	- - **	23 *5.3%*	3 *6.5%*	20 *4.9%*	12 *5.9%*	9 *3.6%*	4 *5.9%*	20 *5.6%*	2 *2.3%*	1 *3.1%*	21 *5.7%*	1 *1.4%*	1 *2.7%*
2	**32** *6.7%*	13 *12.1%* CD	14 *9.2%* cD	4 *3.4%*	1 *1.3%*	19 *7.9%*	13 *6.2%*	2 *7.4%* **	30 *6.8%*	5 *10.9%*	26 *6.3%*	14 *6.9%*	16 *6.5%*	5 *7.4%*	29 *8.1%* O	1 *1.2%*	2 *6.3%*	31 *8.4%* Rs	1 *1.4%*	- -
3	**29** *6.1%*	14 *13.1%* BCD	9 *5.9%*	4 *3.4%*	2 *2.6%*	12 *5.0%*	14 *6.6%*	2 *7.4%* **	27 *6.2%*	3 *6.5%*	25 *6.1%*	14 *6.9%*	15 *6.0%*	2 *2.9%*	25 *7.0%*	4 *4.7%*	- -	24 *6.5%*	4 *5.6%*	1 *2.7%*
4	**35** *7.3%*	12 *11.2%* cD	15 *9.9%* D	6 *5.0%*	2 *2.6%*	15 *6.3%*	19 *9.0%*	1 *3.7%* **	34 *7.8%*	2 *4.3%*	32 *7.8%*	13 *6.4%*	20 *8.1%*	5 *7.4%*	25 *7.0%*	8 *9.3%*	2 *6.3%*	34 *9.2%* R	- -	1 *2.7%*
5	**33** *6.9%*	6 *5.6%*	16 *10.5%* D	8 *6.7%* d	1 *1.3%*	17 *7.1%*	13 *6.2%*	2 *7.4%* **	29 *6.6%*	1 *2.2%*	31 *7.6%*	17 *8.4%*	14 *5.6%*	8 *11.8%* I	27 *7.5%*	5 *5.8%*	1 *3.1%*	27 *7.3%*	4 *5.6%*	2 *5.4%*
6	**30** *6.3%*	8 *7.5%* C	12 *7.9%* C	2 *1.7%*	7 *9.0%* C	15 *6.3%*	12 *5.7%*	1 *3.7%* **	28 *6.4%*	5 *10.9%*	22 *5.4%*	13 *6.4%*	16 *6.5%*	4 *5.9%*	22 *6.1%*	5 *5.8%*	3 *9.4%*	23 *6.3%*	6 *8.3%*	1 *2.7%*
7	**25** *5.2%*	2 *1.9%*	13 *8.6%* Ad	5 *4.2%*	2 *2.6%*	11 *4.6%*	14 *6.6%*	2 *7.4%* **	23 *5.3%*	5 *10.9%* j	18 *4.4%*	13 *6.4%*	12 *4.8%*	5 *7.4%*	19 *5.3%*	3 *3.5%*	3 *9.4%*	19 *5.2%*	4 *5.6%*	2 *5.4%*
8	**25** *5.2%*	1 *0.9%*	12 *7.9%* A	8 *6.7%* A	3 *3.8%*	12 *5.0%*	11 *5.2%*	2 *7.4%* **	22 *5.0%*	3 *6.5%*	22 *5.4%*	10 *5.0%*	12 *4.8%*	5 *7.4%*	15 *4.2%*	10 *11.6%* NP	- -	16 *4.3%*	7 *9.7%* q	2 *5.4%*
9	**26** *5.5%*	3 *2.8%*	7 *4.6%*	9 *7.6%*	3 *3.8%*	13 *5.4%*	10 *4.7%*	- - **	24 *5.5%*	1 *2.2%*	25 *6.1%*	10 *5.0%*	13 *5.2%*	2 *2.9%*	17 *4.7%*	8 *9.3%*	1 *3.1%*	18 *4.9%*	5 *6.9%*	3 *8.1%*
10	**27** *5.7%*	4 *3.7%*	8 *5.3%*	7 *5.9%*	6 *7.7%*	9 *3.8%*	16 *7.6%* e	1 *3.7%* **	25 *5.7%*	3 *6.5%*	22 *5.4%*	11 *5.4%*	14 *5.6%*	3 *4.4%*	26 *7.3%* O	1 *1.2%*	- -	25 *6.8%*	2 *2.8%*	- -
11	**22** *4.6%*	1 *0.9%*	10 *6.6%* A	5 *4.2%*	5 *6.4%* A	13 *5.4%*	8 *3.8%*	1 *3.7%* **	20 *4.6%*	2 *4.3%*	19 *4.6%*	8 *4.0%*	14 *5.6%*	5 *7.4%*	17 *4.7%*	5 *5.8%*	- -	14 *3.8%*	6 *8.3%* q	2 *5.4%*
12	**26** *5.5%*	2 *1.9%*	9 *5.9%*	11 *9.2%* A	3 *3.8%*	14 *5.8%*	10 *4.7%*	- - **	25 *5.7%*	3 *6.5%*	21 *5.1%*	11 *5.4%*	15 *6.0%*	3 *4.4%*	23 *6.4%*	2 *2.3%*	1 *3.1%*	18 *4.9%*	7 *9.7%*	1 *2.7%*
13	**32** *6.7%*	3 *2.8%*	8 *5.3%*	10 *8.4%* a	8 *10.3%* A	17 *7.1%*	12 *5.7%*	3 *11.1%* **	28 *6.4%*	2 *4.3%*	26 *6.3%*	12 *5.9%*	15 *6.0%*	5 *7.4%*	19 *5.3%*	8 *9.3%*	5 *15.6%* N	20 *5.4%*	6 *8.3%*	6 *16.2%* Q
14 or older	**96** *20.1%*	17 *15.9%* B	7 *4.6%*	37 *31.1%* AB	33 *42.3%* AB	55 *22.9%*	40 *19.0%*	9 *33.3%* **	85 *19.4%*	6 *13.0%*	87 *21.2%*	39 *19.3%*	52 *21.0%*	10 *14.7%*	61 *17.0%*	22 *25.6%* n	12 *37.5%* N	62 *16.8%*	19 *26.4%* q	15 *40.5%* Q

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Statistics:
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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, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

	RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q40. Is your child male or female?																				
Total Eligible	**550** *100.0%*	**107** *100.0%*	**152** *100.0%*	**119** *100.0%*	**80** *100.0%*	**242** *100.0%*	**211** *100.0%*	**28** *100.0%*	**439** *100.0%*	**46** *100.0%*	**411** *100.0%*	**202** *100.0%*	**249** *100.0%*	**69** *100.0%*	**360** *100.0%*	**87** *100.0%*	**32** *100.0%*	**369** *100.0%*	**72** *100.0%*	**37** *100.0%*
Total Valid Responses	**477** *100.0%*	**107** *100.0%*	**152** *100.0%*	**119** *100.0%*	**80** *100.0%*	**242** *100.0%*	**211** *100.0%*	**28** *100.0%*	**439** *100.0%*	**46** *100.0%*	**411** *100.0%*	**202** *100.0%*	**249** *100.0%*	**69** *100.0%*	**359** *100.0%*	**86** *100.0%*	**31** *100.0%*	**369** *100.0%*	**71** *100.0%*	**36** *100.0%*
No Answer	**73**	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	1	-	1	1
Male	**214** ***44.9%***	50 *46.7%*	69 *45.4%*	53 *44.5%*	37 *46.3%*	115 *47.5%*	90 *42.7%*	11 *39.3%* **	201 *45.8%*	15 *32.6%*	188 *45.7%* i	99 *49.0%*	108 *43.4%*	30 *43.5%*	155 *43.2%*	41 *47.7%*	17 *54.8%*	160 *43.4%*	32 *45.1%*	21 *58.3%* q
Female	**263** ***55.1%***	57 *53.3%*	83 *54.6%*	66 *55.5%*	43 *53.8%*	127 *52.5%*	121 *57.3%*	17 *60.7%* **	238 *54.2%*	31 *67.4%* j	223 *54.3%*	103 *51.0%*	141 *56.6%*	39 *56.5%*	204 *56.8%*	45 *52.3%*	14 *45.2%*	209 *56.6%* s	39 *54.9%*	15 *41.7%*

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Overlap formulae used
- Column Proportions:
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  Minimum Base: 30 (**), Small Base: 30 (*)

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2015

	RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q41. Is your child of Hispanic or Latino origin or descent?																				
Total Eligible	**550** *100.0%*	**107** *100.0%*	**152** *100.0%*	**119** *100.0%*	**80** *100.0%*	**242** *100.0%*	**211** *100.0%*	**28** *100.0%*	**439** *100.0%*	**46** *100.0%*	**411** *100.0%*	**202** *100.0%*	**249** *100.0%*	**69** *100.0%*	**360** *100.0%*	**87** *100.0%*	**32** *100.0%*	**369** *100.0%*	**72** *100.0%*	**37** *100.0%*
Total Valid Responses	**457** *100.0%*	**102** *100.0%*	**148** *100.0%*	**117** *100.0%*	**74** *100.0%*	**230** *100.0%*	**208** *100.0%*	**27** *100.0%*	**422** *100.0%*	**46** *100.0%*	**411** *100.0%*	**197** *100.0%*	**236** *100.0%*	**66** *100.0%*	**344** *100.0%*	**83** *100.0%*	**29** *100.0%*	**354** *100.0%*	**69** *100.0%*	**34** *100.0%*
No Answer	**93**	5	4	2	6	12	3	1	17	-	-	5	13	3	16	4	3	15	3	3
Yes, Hispanic or Latino	**46** *10.1%*	7 *6.9%*	21 *14.2%* a	11 *9.4%*	5 *6.8%*	29 *12.6%* f	15 *7.2%*	4 *14.8%* **	41 *9.7%*	46 *100.0%* J	- -	23 *11.7%* L	7 *3.0%*	24 *36.4%* KL	38 *11.0%*	7 *8.4%*	1 *3.4%* **	36 *10.2%*	8 *11.6%*	2 *5.9%*
No, not Hispanic or Latino	**411** *89.9%*	95 *93.1%* b	127 *85.8%*	106 *90.6%*	69 *93.2%*	201 *87.4%*	193 *92.8%* e	23 *85.2%* **	381 *90.3%*	- -	411 *100.0%* I	174 *88.3%* M	229 *97.0%* KM	42 *63.6%*	306 *89.0%*	76 *91.6%*	28 *96.6%* **	318 *89.8%*	61 *88.4%*	32 *94.1%*

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

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	RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q42. What is your child's race? Please mark one or more.																				
Total Eligible	**550** *100.0%*	**107** *100.0%*	**152** *100.0%*	**119** *100.0%*	**80** *100.0%*	**242** *100.0%*	**211** *100.0%*	**28** *100.0%*	**439** *100.0%*	**46** *100.0%*	**411** *100.0%*	**202** *100.0%*	**249** *100.0%*	**69** *100.0%*	**360** *100.0%*	**87** *100.0%*	**32** *100.0%*	**369** *100.0%*	**72** *100.0%*	**37** *100.0%*
Total Valid Responses	**523**	116	176	134	85	269	236	32	487	55	447	249	287	114	396	94	32	409	73	40
Total Respondents	**462** *100.0%*	**105** *100.0%*	**150** *100.0%*	**116** *100.0%*	**79** *100.0%*	**237** *100.0%*	**208** *100.0%*	**27** *100.0%*	**431** *100.0%*	**40** *100.0%*	**405** *100.0%*	**202** *100.0%*	**249** *100.0%*	**69** *100.0%*	**348** *100.0%*	**82** *100.0%*	**31** *100.0%*	**359** *100.0%*	**66** *100.0%*	**36** *100.0%*
White	**202** *43.7%*	47 *44.8%*	64 *42.7%*	50 *43.1%*	36 *45.6%*	107 *45.1%*	89 *42.8%*	11 *40.7%* **	188 *43.6%*	23 *57.5%* j	174 *43.0%*	202 *100.0%* LM	21 *8.4%*	26 *37.7%* L	160 *46.0%* P	33 *40.2%*	8 *25.8%*	164 *45.7%* S	29 *43.9%* s	9 *25.0%*
Black or African-American	**249** *53.9%*	57 *54.3%*	87 *58.0%*	62 *53.4%*	37 *46.8%*	122 *51.5%*	118 *56.7%*	9 *33.3%* **	239 *55.5%*	7 *17.5%*	229 *56.5%* I	21 *10.4%*	249 *100.0%* KM	16 *23.2%* K	181 *52.0%*	46 *56.1%*	22 *71.0%* N	186 *51.8%*	36 *54.5%*	26 *72.2%* Qr
Asian	**16** *3.5%*	3 *2.9%*	5 *3.3%*	3 *2.6%*	5 *6.3%*	6 *2.5%*	9 *4.3%*	6 *22.2%* **	10 *2.3%*	2 *5.0%*	13 *3.2%*	5 *2.5%*	4 *1.6%*	16 *23.2%* KL	15 *4.3%*	1 *1.2%*	- -	15 *4.2%*	1 *1.5%*	- -
Native Hawaiian or other Pacific Islander	**1** *0.2%*	- -	1 *0.7%*	- -	- -	1 *0.4%*	- -	- - **	1 *0.2%*	- -	1 *0.2%*	- -	1 *0.4%*	1 *1.4%* k	1 *0.3%*	- -	- -	1 *0.3%*	- -	- -
American Indian or Alaska Native	**18** *3.9%*	2 *1.9%*	6 *4.0%*	8 *6.9%* a	2 *2.5%*	15 *6.3%* F	3 *1.4%*	2 *7.4%* **	16 *3.7%*	1 *2.5%*	17 *4.2%*	9 *4.5%*	5 *2.0%*	18 *26.1%* KL	11 *3.2%*	6 *7.3%* n	1 *3.2%*	13 *3.6%*	3 *4.5%*	2 *5.6%*
Other	**37** *8.0%*	7 *6.7%*	13 *8.7%*	11 *9.5%*	5 *6.3%*	18 *7.6%*	17 *8.2%*	4 *14.8%* **	33 *7.7%*	22 *55.0%* J	13 *3.2%*	12 *5.9%* I	7 *2.8%*	37 *53.6%* KL	28 *8.0%*	8 *9.8%*	1 *3.2%*	30 *8.4%*	4 *6.1%*	3 *8.3%*

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

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	RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q43. What is your age?																				
Total Eligible	**550** *100.0%*	**107** *100.0%*	**152** *100.0%*	**119** *100.0%*	**80** *100.0%*	**242** *100.0%*	**211** *100.0%*	**28** *100.0%*	**439** *100.0%*	**46** *100.0%*	**411** *100.0%*	**202** *100.0%*	**249** *100.0%*	**69** *100.0%*	**360** *100.0%*	**87** *100.0%*	**32** *100.0%*	**369** *100.0%*	**72** *100.0%*	**37** *100.0%*
Total Valid Responses	**458** *100.0%*	**107** *100.0%*	**152** *100.0%*	**119** *100.0%*	**80** *100.0%*	**237** *100.0%*	**206** *100.0%*	**27** *100.0%*	**430** *100.0%*	**44** *100.0%*	**397** *100.0%*	**197** *100.0%*	**243** *100.0%*	**68** *100.0%*	**347** *100.0%*	**80** *100.0%*	**30** *100.0%*	**357** *100.0%*	**66** *100.0%*	**34** *100.0%*
No Answer	**92**	-	-	-	-	5	5	1	9	2	14	5	6	1	13	7	2	12	6	3
Under 18	**46** *10.0%*	46 *43.0%* BCD	- -	- -	- -	26 *11.0%*	18 *8.7%*	1 *3.7%* **	45 *10.5%*	- -	42 *10.6%* I	18 *9.1%* m	28 *11.5%* M	2 *2.9%*	41 *11.8%* O	3 *3.8%*	2 *6.7%*	41 *11.5%* R	2 *3.0%*	3 *8.8%*
18 to 24	**61** *13.3%*	61 *57.0%* BCD	- -	- -	- -	25 *10.5%*	32 *15.5%*	4 *14.8%* **	57 *13.3%*	7 *15.9%*	53 *13.4%*	29 *14.7%*	29 *11.9%*	9 *13.2%*	50 *14.4%*	7 *8.8%*	4 *13.3%*	55 *15.4%* rS	5 *7.6%*	1 *2.9%*
25 to 34	**152** *33.2%*	- -	152 *100.0%* ACD	- -	- -	80 *33.8%*	68 *33.0%*	3 *11.1%* **	149 *34.7%*	21 *47.7%* J	127 *32.0%*	64 *32.5%*	87 *35.8%*	24 *35.3%*	119 *34.3%*	21 *26.3%*	12 *40.0%*	121 *33.9%*	23 *34.8%*	8 *23.5%*
35 to 44	**119** *26.0%*	- -	- -	119 *100.0%* ABD	- -	61 *25.7%*	56 *27.2%*	6 *22.2%* **	113 *26.3%*	11 *25.0%*	106 *26.7%*	50 *25.4%*	62 *25.5%*	22 *32.4%*	83 *23.9%*	29 *36.3%* N	7 *23.3%*	84 *23.5%*	21 *31.8%*	14 *41.2%* Q
45 to 54	**51** *11.1%*	- -	- -	- -	51 *63.8%* ABC	26 *11.0%*	23 *11.2%*	8 *29.6%* **	43 *10.0%*	5 *11.4%*	43 *10.8%*	23 *11.7%*	21 *8.6%*	10 *14.7%*	33 *9.5%*	15 *18.8%* N	2 *6.7%*	33 *9.2%*	13 *19.7%* Q	5 *14.7%*
55 to 64	**19** *4.1%*	- -	- -	- -	19 *23.8%* ABC	13 *5.5%*	6 *2.9%*	1 *3.7%* **	17 *4.0%*	- -	17 *4.3%*	8 *4.1%* m	11 *4.5%* m	- -	15 *4.3%*	2 *2.5%*	2 *6.7%*	14 *3.9%*	1 *1.5%*	3 *8.8%* r
65 to 74	**6** *1.3%*	- -	- -	- -	6 *7.5%* ABC	5 *2.1%* F	- -	2 *7.4%* **	4 *0.9%*	- -	6 *1.5%*	2 *1.0%*	4 *1.6%*	- -	4 *1.2%*	2 *2.5%*	- -	5 *1.4%*	1 *1.5%*	- -
75 or older	**4** *0.9%*	- -	- -	- -	4 *5.0%* ABC	1 *0.4%*	3 *1.5%*	2 *7.4%* **	2 *0.5%*	- -	3 *0.8%*	3 *1.5%*	1 *0.4%*	1 *1.5%*	2 *0.6%*	1 *1.3%*	1 *3.3%*	4 *1.1%*	- -	- -
TMG SUMMARY RATE - Members under 18	**46** *10.0%*	46 *43.0%*	- -	- -	- -	26 *11.0%*	18 *8.7%*	1 *3.7%*	45 *10.5%*	- -	42 *10.6%*	18 *9.1%*	28 *11.5%*	2 *2.9%*	41 *11.8%*	3 *3.8%*	2 *6.7%*	41 *11.5%*	2 *3.0%*	3 *8.8%*
TMG SUMMARY RATE - Members 18 to 34	**213** *46.5%*	61 *57.0%* CD	152 *100.0%* ACD	- -	- -	105 *44.3%*	100 *48.5%*	7 *25.9%* **	206 *47.9%*	28 *63.6%* J	180 *45.3%*	93 *47.2%*	116 *47.7%*	33 *48.5%*	169 *48.7%* O	28 *35.0%*	16 *53.3%* o	176 *49.3%* S	28 *42.4%*	9 *26.5%*
TMG SUMMARY RATE - Members 35 to 44	**119** *26.0%*	- -	- -	119 *100.0%*	- -	61 *25.7%*	56 *27.2%*	6 *22.2%*	113 *26.3%*	11 *25.0%*	106 *26.7%*	50 *25.4%*	62 *25.5%*	22 *32.4%*	83 *23.9%*	29 *36.3%*	7 *23.3%*	84 *23.5%*	21 *31.8%*	14 *41.2%*
TMG SUMMARY RATE - Members 45 to 54	**51** *11.1%*	- -	- -	- -	51 *63.8%*	26 *11.0%*	23 *11.2%*	8 *29.6%*	43 *10.0%*	5 *11.4%*	43 *10.8%*	23 *11.7%*	21 *8.6%*	10 *14.7%*	33 *9.5%*	15 *18.8%*	2 *6.7%*	33 *9.2%*	13 *19.7%*	5 *14.7%*
TMG SUMMARY RATE - Members 55 or older	**29** *6.3%*	- -	- -	- -	29 *36.3%* ABC	19 *8.0%*	9 *4.4%*	5 *18.5%* **	23 *5.3%*	- -	26 *6.5%* i	13 *6.6%* m	16 *6.6%* m	1 *1.5%*	21 *6.1%*	5 *6.3%*	3 *10.0%*	23 *6.4%*	2 *3.0%*	3 *8.8%*

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

	RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q44. Are you male or female?																				
Total Eligible	**550** *100.0%*	**107** *100.0%*	**152** *100.0%*	**119** *100.0%*	**80** *100.0%*	**242** *100.0%*	**211** *100.0%*	**28** *100.0%*	**439** *100.0%*	**46** *100.0%*	**411** *100.0%*	**202** *100.0%*	**249** *100.0%*	**69** *100.0%*	**360** *100.0%*	**87** *100.0%*	**32** *100.0%*	**369** *100.0%*	**72** *100.0%*	**37** *100.0%*
Total Valid Responses	**467** *100.0%*	**107** *100.0%*	**152** *100.0%*	**119** *100.0%*	**79** *100.0%*	**241** *100.0%*	**210** *100.0%*	**28** *100.0%*	**439** *100.0%*	**45** *100.0%*	**404** *100.0%*	**199** *100.0%*	**248** *100.0%*	**69** *100.0%*	**355** *100.0%*	**80** *100.0%*	**31** *100.0%*	**365** *100.0%*	**66** *100.0%*	**35** *100.0%*
No Answer	**83**	-	-	-	1	1	1	-	-	1	7	3	1	-	5	7	1	4	6	2
Male	**28** *6.0%*	5 *4.7%*	3 *2.0%*	6 *5.0%*	13 *16.5%* ABC	17 *7.1%*	9 *4.3%*	28 *100.0%* **	- -	4 *8.9%*	23 *5.7%*	11 *5.5%*	9 *3.6%*	12 *17.4%* KL	21 *5.9%*	5 *6.3%*	2 *6.5%*	25 *6.8%*	2 *3.0%*	1 *2.9%*
Female	**439** *94.0%*	102 *95.3%* D	149 *98.0%* D	113 *95.0%* D	66 *83.5%*	224 *92.9%*	201 *95.7%*	- - **	439 *100.0%*	41 *91.1%*	381 *94.3%*	188 *94.5%* M	239 *96.4%* M	57 *82.6%*	334 *94.1%*	75 *93.8%*	29 *93.5%*	340 *93.2%*	64 *97.0%*	34 *97.1%*

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, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

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	RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q45. What is the highest grade or level of school that you have completed?																				
Total Eligible	**550** *100.0%*	**107** *100.0%*	**152** *100.0%*	**119** *100.0%*	**80** *100.0%*	**242** *100.0%*	**211** *100.0%*	**28** *100.0%*	**439** *100.0%*	**46** *100.0%*	**411** *100.0%*	**202** *100.0%*	**249** *100.0%*	**69** *100.0%*	**360** *100.0%*	**87** *100.0%*	**32** *100.0%*	**369** *100.0%*	**72** *100.0%*	**37** *100.0%*
Total Valid Responses	**453** *100.0%*	**101** *100.0%*	**148** *100.0%*	**117** *100.0%*	**77** *100.0%*	**242** *100.0%*	**211** *100.0%*	**26** *100.0%*	**425** *100.0%*	**44** *100.0%*	**394** *100.0%*	**196** *100.0%*	**240** *100.0%*	**66** *100.0%*	**346** *100.0%*	**77** *100.0%*	**29** *100.0%*	**353** *100.0%*	**64** *100.0%*	**35** *100.0%*
No Answer	**97**	6	4	2	3	-	-	2	14	2	17	6	9	3	14	10	3	16	8	2
8th grade or less	**29** *6.4%*	6 *5.9%* c	13 *8.8%* C	2 *1.7%*	6 *7.8%* C	29 *12.0%* F	- -	3 *11.5%* **	26 *6.1%*	7 *15.9%* J	18 *4.6%*	18 *9.2%* L	10 *4.2%*	6 *9.1%* l	23 *6.6%*	4 *5.2%*	2 *6.9%* **	23 *6.5%*	4 *6.3%*	2 *5.7%*
Some high school, but did not graduate	**52** *11.5%*	12 *11.9%*	19 *12.8%*	10 *8.5%*	10 *13.0%*	52 *21.5%* F	- -	2 *7.7%* **	49 *11.5%*	7 *15.9%*	43 *10.9%*	21 *10.7%*	28 *11.7%*	8 *12.1%*	43 *12.4%*	6 *7.8%*	3 *10.3%* **	37 *10.5%*	8 *12.5%*	6 *17.1%*
High school graduate or GED	**161** *35.5%*	33 *32.7%*	48 *32.4%*	49 *41.9%*	29 *37.7%*	161 *66.5%* F	- -	12 *46.2%* **	149 *35.1%*	15 *34.1%*	140 *35.5%*	68 *34.7%*	84 *35.0%*	25 *37.9%*	123 *35.5%*	29 *37.7%*	9 *31.0%* **	130 *36.8%*	22 *34.4%*	9 *25.7%*
Some college or 2-year degree	**150** *33.1%*	37 *36.6%*	55 *37.2%* c	31 *26.5%*	24 *31.2%*	- -	150 *71.1%* E	6 *23.1%* **	144 *33.9%*	9 *20.5%*	139 *35.3%* l	62 *31.6%* m	87 *36.3%* M	14 *21.2%*	115 *33.2%*	24 *31.2%*	10 *34.5%* **	116 *32.9%*	21 *32.8%*	13 *37.1%*
4-year college graduate	**47** *10.4%*	7 *6.9%*	11 *7.4%*	20 *17.1%* AB	7 *9.1%*	- -	47 *22.3%* E	3 *11.5%* **	43 *10.1%*	5 *11.4%*	41 *10.4%*	23 *11.7%*	23 *9.6%*	11 *16.7%* l	31 *9.0%*	11 *14.3%*	5 *17.2%* **	36 *10.2%*	7 *10.9%*	4 *11.4%*
More than 4-year college degree	**14** *3.1%*	6 *5.9%* B	2 *1.4%*	5 *4.3%*	1 *1.3%*	- -	14 *6.6%* E	- - **	14 *3.3%*	1 *2.3%*	13 *3.3%*	4 *2.0%*	8 *3.3%*	2 *3.0%*	11 *3.2%*	3 *3.9%*	- - **	11 *3.1%*	2 *3.1%*	1 *2.9%*
TMG SUMMARY RATE - High school graduate or less	**242** *53.4%*	51 *50.5%*	80 *54.1%*	61 *52.1%*	45 *58.4%*	242 *100.0%* F	- -	17 *65.4%* **	224 *52.7%*	29 *65.9%* j	201 *51.0%*	107 *54.6%*	122 *50.8%*	39 *59.1%*	189 *54.6%*	39 *50.6%*	14 *48.3%* **	190 *53.8%*	34 *53.1%*	17 *48.6%*
TMG SUMMARY RATE - Some college	**150** *33.1%*	37 *36.6%*	55 *37.2%*	31 *26.5%*	24 *31.2%*	- -	150 *71.1%*	6 *23.1%*	144 *33.9%*	9 *20.5%*	139 *35.3%*	62 *31.6%*	87 *36.3%*	14 *21.2%*	115 *33.2%*	24 *31.2%*	10 *34.5%*	116 *32.9%*	21 *32.8%*	13 *37.1%*
TMG SUMMARY RATE - 4-year college graduate or more	**61** *13.5%*	13 *12.9%*	13 *8.8%*	25 *21.4%* BD	8 *10.4%*	- -	61 *28.9%* E	3 *11.5%* **	57 *13.4%*	6 *13.6%*	54 *13.7%*	27 *13.8%*	31 *12.9%*	13 *19.7%*	42 *12.1%*	14 *18.2%*	5 *17.2%* **	47 *13.3%*	9 *14.1%*	5 *14.3%*

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Overlap formulae used
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  Minimum Base: 30 (**), Small Base: 30 (*)

	RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**
Q46. How are you related to the child?																				
Total Eligible	**550** *100.0%*	**107** *100.0%*	**152** *100.0%*	**119** *100.0%*	**80** *100.0%*	**242** *100.0%*	**211** *100.0%*	**28** *100.0%*	**439** *100.0%*	**46** *100.0%*	**411** *100.0%*	**202** *100.0%*	**249** *100.0%*	**69** *100.0%*	**360** *100.0%*	**87** *100.0%*	**32** *100.0%*	**369** *100.0%*	**72** *100.0%*	**37** *100.0%*
Total Valid Responses	**464** *100.0%*	**106** *100.0%*	**151** *100.0%*	**118** *100.0%*	**78** *100.0%*	**240** *100.0%*	**210** *100.0%*	**28** *100.0%*	**434** *100.0%*	**46** *100.0%*	**402** *100.0%*	**198** *100.0%*	**246** *100.0%*	**69** *100.0%*	**353** *100.0%*	**80** *100.0%*	**30** *100.0%*	**364** *100.0%*	**64** *100.0%*	**36** *100.0%*
No Answer	**86**	1	1	1	2	2	1	-	5	-	9	4	3	-	7	7	2	5	8	1
Mother or father	**425** *91.6%*	99 *93.4%* D	149 *98.7%* AD	115 *97.5%* D	53 *67.9%*	218 *90.8%*	195 *92.9%*	24 *85.7%* **	399 *91.9%*	46 *100.0%* J	365 *90.8%*	178 *89.9%*	228 *92.7%*	66 *95.7%*	323 *91.5%*	74 *92.5%*	27 *90.0%*	333 *91.5%*	58 *90.6%*	34 *94.4%*
Grandparent	**30** *6.5%*	5 *4.7%* B	- -	2 *1.7%*	21 *26.9%* ABC	17 *7.1%*	11 *5.2%*	3 *10.7%* **	27 *6.2%*	- -	29 *7.2%* i	16 *8.1%* M	13 *5.3%*	1 *1.4%*	23 *6.5%*	4 *5.0%*	3 *10.0%*	25 *6.9%*	4 *6.3%*	1 *2.8%*
Aunt or uncle	**2** *0.4%*	1 *0.9%*	- -	- -	1 *1.3%*	2 *0.8%*	- -	1 *3.6%* **	1 *0.2%*	- -	2 *0.5%*	- -	1 *0.4%*	1 *1.4%* k	2 *0.6%*	- -	- -	2 *0.5%*	- -	- -
Older brother or sister	**-** **-**	- -	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other relative	**1** *0.2%*	- -	1 *0.7%*	- -	- -	- -	1 *0.5%*	- - **	1 *0.2%*	- -	1 *0.2%*	- -	1 *0.4%*	1 *1.4%* k	- -	1 *1.3%* N	- -	- -	1 *1.6%* Q	- -
Legal guardian	**5** *1.1%*	1 *0.9%*	- -	1 *0.8%*	3 *3.8%* B	3 *1.3%*	2 *1.0%*	- - **	5 *1.2%*	- -	4 *1.0%*	3 *1.5%*	3 *1.2%*	- -	4 *1.1%*	1 *1.3%*	- -	4 *1.1%*	- -	1 *2.8%*
Someone else	**1** *0.2%*	- -	1 *0.7%*	- -	- -	- -	1 *0.5%*	- - **	1 *0.2%*	- -	1 *0.2%*	1 *0.5%*	- -	- -	1 *0.3%*	- -	- -	- -	1 *1.6%* Q	- -

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

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	RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q47. Did someone help you complete this survey?																				
Total Eligible	**228** *100.0%*	**64** *100.0%*	**52** *100.0%*	**57** *100.0%*	**45** *100.0%*	**121** *100.0%*	**98** *100.0%*	**13** *100.0%*	**212** *100.0%*	**15** *100.0%*	**199** *100.0%*	**101** *100.0%*	**111** *100.0%*	**22** *100.0%*	**173** *100.0%*	**42** *100.0%*	**11** *100.0%*	**176** *100.0%*	**34** *100.0%*	**16** *100.0%*
Total Valid Responses	**225** *100.0%*	**63** *100.0%*	**51** *100.0%*	**57** *100.0%*	**45** *100.0%*	**119** *100.0%*	**98** *100.0%*	**13** *100.0%*	**210** *100.0%*	**15** *100.0%*	**197** *100.0%*	**101** *100.0%*	**109** *100.0%*	**22** *100.0%*	**171** *100.0%*	**42** *100.0%*	**11** *100.0%*	**174** *100.0%*	**34** *100.0%*	**16** *100.0%*
No Answer	**3**	1	1	-	-	2	-	-	2	-	2	-	2	-	2	-	-	2	-	-
Yes	**10** *4.4%*	1 *1.6%*	2 *3.9%*	1 *1.8%*	4 *8.9%* a	9 *7.6%* F	- -	4 *30.8%* **	6 *2.9%*	5 *33.3%* **	4 *2.0%*	4 *4.0%*	2 *1.8%*	4 *18.2%* **	7 *4.1%*	3 *7.1%*	- - **	7 *4.0%*	2 *5.9%*	1 *6.3%* **
No	**215** *95.6%*	62 *98.4%* d	49 *96.1%*	56 *98.2%*	41 *91.1%*	110 *92.4%*	98 *100.0%* E	9 *69.2%* **	204 *97.1%*	10 *66.7%* **	193 *98.0%*	97 *96.0%*	107 *98.2%*	18 *81.8%* **	164 *95.9%*	39 *92.9%*	11 *100.0%* **	167 *96.0%*	32 *94.1%*	15 *93.8%* **

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

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	RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q48. How did that person help you? Mark one or more.																				
Total Eligible	**10** *100.0%*	**1** *100.0%*	**2** *100.0%*	**1** *100.0%*	**4** *100.0%*	**9** *100.0%*	**-** **-**	**4** *100.0%*	**6** *100.0%*	**5** *100.0%*	**4** *100.0%*	**4** *100.0%*	**2** *100.0%*	**4** *100.0%*	**7** *100.0%*	**3** *100.0%*	**-** **-**	**7** *100.0%*	**2** *100.0%*	**1** *100.0%*
Total Valid Responses	**11**	1	2	1	5	10	-	4	7	6	4	5	2	4	7	4	-	7	3	1
Total Respondents	**10** *100.0%*	**1** *100.0%*	**2** *100.0%*	**1** *100.0%*	**4** *100.0%*	**9** *100.0%*	**-** **-**	**4** *100.0%*	**6** *100.0%*	**5** *100.0%*	**4** *100.0%*	**4** *100.0%*	**2** *100.0%*	**4** *100.0%*	**7** *100.0%*	**3** *100.0%*	**-** **-**	**7** *100.0%*	**2** *100.0%*	**1** *100.0%*
Read the questions to me	**4** *40.0%*	- - **	2 *100.0%* **	- - **	1 *25.0%* **	4 *44.4%*	- -	1 *25.0%* **	3 *50.0%* **	2 *40.0%* **	2 *50.0%* **	2 *50.0%* **	1 *50.0%* **	1 *25.0%* **	3 *42.9%* **	1 *33.3%* **	- -	3 *42.9%* **	1 *50.0%* **	- - **
Wrote down the answers I gave	**1** *10.0%*	- - **	- - **	- - **	1 *25.0%* **	1 *11.1%*	- -	- - **	1 *16.7%* **	1 *20.0%* **	- - **	1 *25.0%* **	- - **	- - **	- - **	1 *33.3%* **	- -	- - **	1 *50.0%* **	- - **
Answered the questions for me	**3** *30.0%*	1 *100.0%* **	- - **	- - **	2 *50.0%* **	2 *22.2%*	- -	1 *25.0%* **	2 *33.3%* **	- - **	2 *50.0%* **	1 *25.0%* **	1 *50.0%* **	1 *25.0%* **	3 *42.9%* **	- - **	- -	3 *42.9%* **	- - **	- - **
Translated the questions into my language	**3** *30.0%*	- - **	- - **	1 *100.0%* **	1 *25.0%* **	3 *33.3%*	- -	2 *50.0%* **	1 *16.7%* **	3 *60.0%* **	- - **	1 *25.0%* **	- - **	2 *50.0%* **	1 *14.3%* **	2 *66.7%* **	- -	1 *14.3%* **	1 *50.0%* **	1 *100.0%* **
Helped in some other way	**-** **-**	- - **	- - **	- - **	- - **	- -	- -	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- -	- - **	- - **	- - **

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

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	HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**	**T**
Q1. Our records show that your child is now in Louisiana Healthcare Connections. Is that right?																					
Total Eligible	**550** ***100.0%***	**89** ***100.0%***	**384** ***100.0%***	**63** ***100.0%***	**328** ***100.0%***	**57** ***100.0%***	**359** ***100.0%***	**52** ***100.0%***	**104** ***100.0%***	**317** ***100.0%***	**144** ***100.0%***	**330** ***100.0%***	**27** ***100.0%***	**116** ***100.0%***	**309** ***100.0%***	**180** ***100.0%***	**446** ***100.0%***	**57** ***100.0%***	**228** ***100.0%***	**322** ***100.0%***	**-** **-**
Total Valid Responses	**547** ***100.0%***	**88** ***100.0%***	**383** ***100.0%***	**63** ***100.0%***	**325** ***100.0%***	**57** ***100.0%***	**358** ***100.0%***	**51** ***100.0%***	**103** ***100.0%***	**317** ***100.0%***	**142** ***100.0%***	**329** ***100.0%***	**26** ***100.0%***	**115** ***100.0%***	**306** ***100.0%***	**180** ***100.0%***	**443** ***100.0%***	**57** ***100.0%***	**225** ***100.0%***	**322** ***100.0%***	**-** **-**
No Answer	**3**	1	1	-	3	-	1	1	1	-	2	1	1	1	3	-	3	-	3	-	-
Yes	**547** ***100.0%***	88 *100.0%*	383 *100.0%*	63 *100.0%*	325 *100.0%*	57 *100.0%*	358 *100.0%*	51 *100.0%*	103 *100.0%*	317 *100.0%*	142 *100.0%*	329 *100.0%*	26 *100.0%* **	115 *100.0%*	306 *100.0%*	180 *100.0%*	443 *100.0%*	57 *100.0%*	225 *100.0%*	322 *100.0%*	- -
No	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- -	- -	- -	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**547** ***100.0%***	88 *100.0%*	383 *100.0%*	63 *100.0%*	325 *100.0%*	57 *100.0%*	358 *100.0%*	51 *100.0%*	103 *100.0%*	317 *100.0%*	142 *100.0%*	329 *100.0%*	26 *100.0%* **	115 *100.0%*	306 *100.0%*	180 *100.0%*	443 *100.0%*	57 *100.0%*	225 *100.0%*	322 *100.0%*	- -

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

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2015

	HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?																					
Total Eligible	**550** *100.0%*	**89** *100.0%*	**384** *100.0%*	**63** *100.0%*	**328** *100.0%*	**57** *100.0%*	**359** *100.0%*	**52** *100.0%*	**104** *100.0%*	**317** *100.0%*	**144** *100.0%*	**330** *100.0%*	**27** *100.0%*	**116** *100.0%*	**309** *100.0%*	**180** *100.0%*	**446** *100.0%*	**57** *100.0%*	**228** *100.0%*	**322** *100.0%*	**-** **-**
Total Valid Responses	**535** *100.0%*	**89** *100.0%*	**382** *100.0%*	**63** *100.0%*	**326** *100.0%*	**57** *100.0%*	**356** *100.0%*	**52** *100.0%*	**103** *100.0%*	**316** *100.0%*	**143** *100.0%*	**329** *100.0%*	**27** *100.0%*	**115** *100.0%*	**307** *100.0%*	**180** *100.0%*	**443** *100.0%*	**57** *100.0%*	**227** *100.0%*	**308** *100.0%*	**-** **-**
No Answer	**15**	-	2	-	2	-	3	-	1	1	1	1	-	1	2	-	3	-	1	14	-
Yes	**191** ***35.7%***	30 *33.7%*	144 *37.7%*	29 *46.0%*	131 *40.2%*	15 *26.3%*	137 *38.5%* e	16 *30.8%*	35 *34.0%*	123 *38.9%*	56 *39.2%*	116 *35.3%*	8 *29.6%* **	47 *40.9%*	78 *25.4%*	92 *51.1%* N	160 *36.1%*	19 *33.3%*	88 *38.8%*	103 *33.4%*	- -
No	**344** ***64.3%***	59 *66.3%*	238 *62.3%*	34 *54.0%*	195 *59.8%*	42 *73.7%* f	219 *61.5%*	36 *69.2%*	68 *66.0%*	193 *61.1%*	87 *60.8%*	213 *64.7%*	19 *70.4%* **	68 *59.1%*	229 *74.6%* O	88 *48.9%*	283 *63.9%*	38 *66.7%*	139 *61.2%*	205 *66.6%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**191** ***35.7%***	30 *33.7%*	144 *37.7%*	29 *46.0%*	131 *40.2%*	15 *26.3%*	137 *38.5%* e	16 *30.8%*	35 *34.0%*	123 *38.9%*	56 *39.2%*	116 *35.3%*	8 *29.6%* **	47 *40.9%*	78 *25.4%*	92 *51.1%* N	160 *36.1%*	19 *33.3%*	88 *38.8%*	103 *33.4%*	- -

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
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	**191** ***100.0%***	**30** ***100.0%***	**144** ***100.0%***	**29** ***100.0%***	**131** ***100.0%***	**15** ***100.0%***	**137** ***100.0%***	**16** ***100.0%***	**35** ***100.0%***	**123** ***100.0%***	**56** ***100.0%***	**116** ***100.0%***	**8** ***100.0%***	**47** ***100.0%***	**78** ***100.0%***	**92** ***100.0%***	**160** ***100.0%***	**19** ***100.0%***	**88** ***100.0%***	**103** ***100.0%***	**-** **-**
Total Valid Responses	**183** ***100.0%***	**29** ***100.0%***	**142** ***100.0%***	**29** ***100.0%***	**129** ***100.0%***	**15** ***100.0%***	**135** ***100.0%***	**15** ***100.0%***	**34** ***100.0%***	**122** ***100.0%***	**56** ***100.0%***	**113** ***100.0%***	**8** ***100.0%***	**47** ***100.0%***	**77** ***100.0%***	**90** ***100.0%***	**157** ***100.0%***	**19** ***100.0%***	**85** ***100.0%***	**98** ***100.0%***	**-** **-**
No Answer	**8**	1	2	-	2	-	2	1	1	1	-	3	-	-	1	2	3	-	3	5	-
Always	**149** ***81.4%***	16 *55.2%* **	122 *85.9%*	15 *51.7%* **	115 *89.1%*	7 *46.7%* **	115 *85.2%*	7 *46.7%* **	24 *70.6%*	107 *87.7%* H	49 *87.5%*	88 *77.9%*	7 *87.5%* **	41 *87.2%*	61 *79.2%*	75 *83.3%*	127 *80.9%*	16 *84.2%* **	67 *78.8%*	82 *83.7%*	- -
Usually	**22** ***12.0%***	9 *31.0%* **	13 *9.2%*	8 *27.6%* **	11 *8.5%*	5 *33.3%* **	13 *9.6%*	6 *40.0%* **	6 *17.6%*	10 *8.2%*	6 *10.7%*	16 *14.2%*	1 *12.5%* **	5 *10.6%*	11 *14.3%*	10 *11.1%*	19 *12.1%*	2 *10.5%* **	13 *15.3%*	9 *9.2%*	- -
Sometimes	**10** ***5.5%***	3 *10.3%* **	7 *4.9%*	5 *17.2%* **	3 *2.3%*	3 *20.0%* **	6 *4.4%*	1 *6.7%* **	4 *11.8%* i	5 *4.1%*	1 *1.8%*	8 *7.1%*	- - **	1 *2.1%*	5 *6.5%*	4 *4.4%*	9 *5.7%*	1 *5.3%* **	5 *5.9%*	5 *5.1%*	- -
Never	**2** ***1.1%***	1 *3.4%* **	- -	1 *3.4%* **	- -	- - **	1 *0.7%*	1 *6.7%* **	- -	- -	- -	1 *0.9%*	- - **	- -	- -	1 *1.1%*	2 *1.3%*	- - **	- -	2 *2.0%*	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**171** ***93.4%***	25 *86.2%* **	135 *95.1%*	23 *79.3%* **	126 *97.7%*	12 *80.0%* **	128 *94.8%*	13 *86.7%* **	30 *88.2%*	117 *95.9%* h	55 *98.2%*	104 *92.0%*	8 *100.0%* **	46 *97.9%*	72 *93.5%*	85 *94.4%*	146 *93.0%*	18 *94.7%* **	80 *94.1%*	91 *92.9%*	- -
HEDIS/CAHPS SUMMARY RATE - Always	**149** ***81.4%***	16 *55.2%* **	122 *85.9%*	15 *51.7%* **	115 *89.1%*	7 *46.7%* **	115 *85.2%*	7 *46.7%* **	24 *70.6%*	107 *87.7%* H	49 *87.5%*	88 *77.9%*	7 *87.5%* **	41 *87.2%*	61 *79.2%*	75 *83.3%*	127 *80.9%*	16 *84.2%* **	67 *78.8%*	82 *83.7%*	- -
3-Point Score	**2.75**	2.41	2.81	2.31	2.87	2.27	2.80	2.33	2.59	2.84	2.86	2.70	2.88	2.85	2.73	2.78	2.74	2.79	2.73	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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctor's office or clinic?																				
Total Eligible	**550** *100.0%*	**89** *100.0%*	**384** *100.0%*	**63** *100.0%*	**328** *100.0%*	**57** *100.0%*	**359** *100.0%*	**52** *100.0%*	**104** *100.0%*	**317** *100.0%*	**144** *100.0%*	**330** *100.0%*	**27** *100.0%*	**116** *100.0%*	**309** *100.0%*	**180** *100.0%*	**446** *100.0%*	**57** *100.0%*	**228** *100.0%*	**322** *100.0%*	**-** **-**
Total Valid Responses	**522** *100.0%*	**87** *100.0%*	**382** *100.0%*	**62** *100.0%*	**326** *100.0%*	**57** *100.0%*	**357** *100.0%*	**51** *100.0%*	**103** *100.0%*	**315** *100.0%*	**143** *100.0%*	**327** *100.0%*	**26** *100.0%*	**116** *100.0%*	**306** *100.0%*	**179** *100.0%*	**444** *100.0%*	**55** *100.0%*	**224** *100.0%*	**298** *100.0%*	**-** **-**
No Answer	**28**	2	2	1	2	-	2	1	1	2	1	3	1	-	3	1	2	2	4	24	-
Yes	**390** *74.7%*	67 *77.0%*	282 *73.8%*	53 *85.5%*	279 *85.6%*	35 *61.4%*	275 *77.0%* E	42 *82.4%* H	68 *66.0%*	239 *75.9%* H	109 *76.2%*	241 *73.7%*	19 *73.1%* **	89 *76.7%*	203 *66.3%*	158 *88.3%* N	332 *74.8%*	42 *76.4%*	167 *74.6%*	223 *74.8%*	- -
No	**132** *25.3%*	20 *23.0%*	100 *26.2%*	9 *14.5%*	47 *14.4%*	22 *38.6%* F	82 *23.0%*	9 *17.6%*	35 *34.0%* GI	76 *24.1%*	34 *23.8%*	86 *26.3%*	7 *26.9%* **	27 *23.3%*	103 *33.7%* O	21 *11.7%*	112 *25.2%*	13 *23.6%*	57 *25.4%*	75 *25.2%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**390** *74.7%*	67 *77.0%*	282 *73.8%*	53 *85.5%*	279 *85.6%*	35 *61.4%*	275 *77.0%* E	42 *82.4%* H	68 *66.0%*	239 *75.9%* H	109 *76.2%*	241 *73.7%*	19 *73.1%* **	89 *76.7%*	203 *66.3%*	158 *88.3%* N	332 *74.8%*	42 *76.4%*	167 *74.6%*	223 *74.8%*	- -

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  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 doctor's office or clinic, how often did you get an appointment as soon as your child needed?

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey (5103777)

Table: 52
Level: Top

	HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q6. (GCQ) In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?																				
Total Eligible	**390** *100.0%*	**67** *100.0%*	**282** *100.0%*	**53** *100.0%*	**279** *100.0%*	**35** *100.0%*	**275** *100.0%*	**42** *100.0%*	**68** *100.0%*	**239** *100.0%*	**109** *100.0%*	**241** *100.0%*	**19** *100.0%*	**89** *100.0%*	**203** *100.0%*	**158** *100.0%*	**332** *100.0%*	**42** *100.0%*	**167** *100.0%*	**223** *100.0%*	**-** **-**
Total Valid Responses	**372** *100.0%*	**64** *100.0%*	**274** *100.0%*	**52** *100.0%*	**274** *100.0%*	**34** *100.0%*	**268** *100.0%*	**40** *100.0%*	**66** *100.0%*	**232** *100.0%*	**108** *100.0%*	**231** *100.0%*	**19** *100.0%*	**88** *100.0%*	**196** *100.0%*	**154** *100.0%*	**323** *100.0%*	**41** *100.0%*	**157** *100.0%*	**215** *100.0%*	**-** **-**
No Answer	**18**	3	8	1	5	1	7	2	2	7	1	10	-	1	7	4	9	1	10	8	-
Always	**281** *75.5%*	38 *59.4%*	220 *80.3%* A	26 *50.0%*	221 *80.7%* C	19 *55.9%*	210 *78.4%* E	25 *62.5%*	41 *62.1%*	192 *82.8%* GH	84 *77.8%*	175 *75.8%*	11 *57.9%* **	72 *81.8%*	153 *78.1%*	114 *74.0%*	244 *75.5%*	30 *73.2%*	118 *75.2%*	163 *75.8%*	- -
Usually	**50** *13.4%*	12 *18.8%*	32 *11.7%*	12 *23.1%* D	33 *12.0%*	7 *20.6%*	35 *13.1%*	7 *17.5%*	14 *21.2%* I	23 *9.9%*	12 *11.1%*	33 *14.3%*	4 *21.1%* **	8 *9.1%*	26 *13.3%*	21 *13.6%*	46 *14.2%*	4 *9.8%*	29 *18.5%* S	21 *9.8%*	- -
Sometimes	**41** *11.0%*	14 *21.9%* B	22 *8.0%*	14 *26.9%* D	20 *7.3%*	8 *23.5%* F	23 *8.6%*	8 *20.0%* I	11 *16.7%* I	17 *7.3%*	12 *11.1%*	23 *10.0%*	4 *21.1%* **	8 *9.1%*	17 *8.7%*	19 *12.3%*	33 *10.2%*	7 *17.1%*	10 *6.4%*	31 *14.4%* R	- -
Never	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- -	- -	- -	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**331** *89.0%*	50 *78.1%*	252 *92.0%* A	38 *73.1%*	254 *92.7%* C	26 *76.5%*	245 *91.4%* E	32 *80.0%*	55 *83.3%*	215 *92.7%* GH	96 *88.9%*	208 *90.0%*	15 *78.9%* **	80 *90.9%*	179 *91.3%*	135 *87.7%*	290 *89.8%*	34 *82.9%*	147 *93.6%* S	184 *85.6%*	- -
HEDIS/CAHPS SUMMARY RATE - Always	**281** *75.5%*	38 *59.4%*	220 *80.3%* A	26 *50.0%*	221 *80.7%* C	19 *55.9%*	210 *78.4%* E	25 *62.5%*	41 *62.1%*	192 *82.8%* GH	84 *77.8%*	175 *75.8%*	11 *57.9%* **	72 *81.8%*	153 *78.1%*	114 *74.0%*	244 *75.5%*	30 *73.2%*	118 *75.2%*	163 *75.8%*	- -
3-Point Score	**2.65**	2.38	2.72	2.23	2.73	2.32	2.70	2.43	2.45	2.75	2.67	2.66	2.37	2.73	2.69	2.62	2.65	2.56	2.69	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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
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2015

Q7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?

	HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Total Eligible	**550** *100.0%*	**89** *100.0%*	**384** *100.0%*	**63** *100.0%*	**328** *100.0%*	**57** *100.0%*	**359** *100.0%*	**52** *100.0%*	**104** *100.0%*	**317** *100.0%*	**144** *100.0%*	**330** *100.0%*	**27** *100.0%*	**116** *100.0%*	**309** *100.0%*	**180** *100.0%*	**446** *100.0%*	**57** *100.0%*	**228** *100.0%*	**322** *100.0%*	**-** **-**
Total Valid Responses	**489** *100.0%*	**84** *100.0%*	**368** *100.0%*	**63** *100.0%*	**328** *100.0%*	**55** *100.0%*	**344** *100.0%*	**50** *100.0%*	**99** *100.0%*	**303** *100.0%*	**138** *100.0%*	**316** *100.0%*	**27** *100.0%*	**110** *100.0%*	**309** *100.0%*	**180** *100.0%*	**424** *100.0%*	**53** *100.0%*	**221** *100.0%*	**268** *100.0%*	**-** **-**
No Answer	**61**	5	16	-	-	2	15	2	5	14	6	14	-	6	-	-	22	4	7	54	-
None	**90** *18.4%*	10 *11.9%*	72 *19.6%*	- -	- -	19 *34.5%* F	50 *14.5%*	6 *12.0%*	24 *24.2%* g	52 *17.2%*	13 *9.4%*	70 *22.2%* J	4 *14.8%* **	9 *8.2%*	90 *29.1%* O	- -	75 *17.7%*	12 *22.6%*	48 *21.7%* s	42 *15.7%*	- -
1 time	**105** *21.5%*	19 *22.6%*	78 *21.2%*	10 *15.9%*	95 *29.0%* C	8 *14.5%*	77 *22.4%*	8 *16.0%*	24 *24.2%*	65 *21.5%*	28 *20.3%*	70 *22.2%*	5 *18.5%* **	23 *20.9%*	105 *34.0%* O	- -	93 *21.9%*	11 *20.8%*	52 *23.5%*	53 *19.8%*	- -
2	**114** *23.3%*	15 *17.9%*	87 *23.6%*	16 *25.4%*	94 *28.7%*	7 *12.7%*	83 *24.1%* e	10 *20.0%*	16 *16.2%*	76 *25.1%* h	25 *18.1%*	78 *24.7%*	3 *11.1%* **	22 *20.0%*	114 *36.9%* O	- -	97 *22.9%*	13 *24.5%*	45 *20.4%*	69 *25.7%*	- -
3	**80** *16.4%*	15 *17.9%*	62 *16.8%*	18 *28.6%* d	60 *18.3%*	10 *18.2%*	58 *16.9%*	10 *20.0%*	19 *19.2%*	48 *15.8%*	24 *17.4%*	53 *16.8%*	6 *22.2%* **	17 *15.5%*	- -	80 *44.4%* N	70 *16.5%*	9 *17.0%*	36 *16.3%*	44 *16.4%*	- -
4	**40** *8.2%*	8 *9.5%*	31 *8.4%*	6 *9.5%*	34 *10.4%*	6 *10.9%*	30 *8.7%*	5 *10.0%*	7 *7.1%*	27 *8.9%*	19 *13.8%* K	20 *6.3%*	5 *18.5%* **	14 *12.7%*	- -	40 *22.2%* N	36 *8.5%*	3 *5.7%*	15 *6.8%*	25 *9.3%*	- -
5 to 9	**50** *10.2%*	15 *17.9%* B	32 *8.7%*	13 *20.6%* D	35 *10.7%*	5 *9.1%*	38 *11.0%*	9 *18.0%* i	9 *9.1%*	29 *9.6%*	24 *17.4%* K	22 *7.0%*	4 *14.8%* **	20 *18.2%*	- -	50 *27.8%* N	44 *10.4%*	4 *7.5%*	23 *10.4%*	27 *10.1%*	- -
10 or more times	**10** *2.0%*	2 *2.4%*	6 *1.6%*	- -	10 *3.0%*	- -	8 *2.3%*	2 *4.0%* H	- -	6 *2.0%*	5 *3.6%* K	3 *0.9%*	- - **	5 *4.5%*	- -	10 *5.6%* N	9 *2.1%*	1 *1.9%*	2 *0.9%*	8 *3.0%*	- -
HEDIS/CAHPS SUMMARY RATE - 1 or more times	**399** *81.6%*	74 *88.1%*	296 *80.4%*	63 *100.0%*	328 *100.0%*	36 *65.5%*	294 *85.5%* E	44 *88.0%* h	75 *75.8%*	251 *82.8%*	125 *90.6%* K	246 *77.8%*	23 *85.2%* **	101 *91.8%*	219 *70.9%*	180 *100.0%* N	349 *82.3%*	41 *77.4%*	173 *78.3%*	226 *84.3%* r	- -

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q8. (HPE) In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?																					
Total Eligible	**399** *100.0%*	**74** *100.0%*	**296** *100.0%*	**63** *100.0%*	**328** *100.0%*	**36** *100.0%*	**294** *100.0%*	**44** *100.0%*	**75** *100.0%*	**251** *100.0%*	**125** *100.0%*	**246** *100.0%*	**23** *100.0%*	**101** *100.0%*	**219** *100.0%*	**180** *100.0%*	**349** *100.0%*	**41** *100.0%*	**173** *100.0%*	**226** *100.0%*	**-** **-**
Total Valid Responses	**392** *100.0%*	**72** *100.0%*	**292** *100.0%*	**61** *100.0%*	**325** *100.0%*	**35** *100.0%*	**290** *100.0%*	**43** *100.0%*	**73** *100.0%*	**248** *100.0%*	**122** *100.0%*	**243** *100.0%*	**23** *100.0%*	**98** *100.0%*	**217** *100.0%*	**175** *100.0%*	**343** *100.0%*	**41** *100.0%*	**168** *100.0%*	**224** *100.0%*	**-** **-**
No Answer	**7**	2	4	2	3	1	4	1	2	3	3	3	-	3	2	5	6	-	5	2	-
Yes	**284** *72.4%*	46 *63.9%*	221 *75.7%* A	37 *60.7%*	244 *75.1%* C	21 *60.0%*	222 *76.6%* E	28 *65.1%*	49 *67.1%*	190 *76.6%*	99 *81.1%* K	167 *68.7%*	20 *87.0%* **	78 *79.6%*	141 *65.0%*	143 *81.7%* N	253 *73.8%*	27 *65.9%*	132 *78.6%* S	152 *67.9%*	- -
No	**108** *27.6%*	26 *36.1%* B	71 *24.3%*	24 *39.3%* D	81 *24.9%*	14 *40.0%* F	68 *23.4%*	15 *34.9%*	24 *32.9%*	58 *23.4%*	23 *18.9%*	76 *31.3%* J	3 *13.0%* **	20 *20.4%*	76 *35.0%* O	32 *18.3%*	90 *26.2%*	14 *34.1%*	36 *21.4%*	72 *32.1%* R	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**284** *72.4%*	46 *63.9%*	221 *75.7%* A	37 *60.7%*	244 *75.1%* C	21 *60.0%*	222 *76.6%* E	28 *65.1%*	49 *67.1%*	190 *76.6%*	99 *81.1%* K	167 *68.7%*	20 *87.0%* **	78 *79.6%*	141 *65.0%*	143 *81.7%* N	253 *73.8%*	27 *65.9%*	132 *78.6%* S	152 *67.9%*	- -
3-Point Score	**2.45**	2.28	2.51	2.21	2.50	2.20	2.53	2.30	2.34	2.53	2.62	2.37	2.74	2.59	2.30	2.63	2.48	2.32	2.57	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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**	**T**
Q9. 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?																					
Total Eligible	**399** ***100.0%***	**74** ***100.0%***	**296** ***100.0%***	**63** ***100.0%***	**328** ***100.0%***	**36** ***100.0%***	**294** ***100.0%***	**44** ***100.0%***	**75** ***100.0%***	**251** ***100.0%***	**125** ***100.0%***	**246** ***100.0%***	**23** ***100.0%***	**101** ***100.0%***	**219** ***100.0%***	**180** ***100.0%***	**349** ***100.0%***	**41** ***100.0%***	**173** ***100.0%***	**226** ***100.0%***	**-** **-**
Total Valid Responses	**392** ***100.0%***	**74** ***100.0%***	**293** ***100.0%***	**63** ***100.0%***	**326** ***100.0%***	**36** ***100.0%***	**292** ***100.0%***	**44** ***100.0%***	**74** ***100.0%***	**249** ***100.0%***	**124** ***100.0%***	**244** ***100.0%***	**23** ***100.0%***	**100** ***100.0%***	**215** ***100.0%***	**177** ***100.0%***	**346** ***100.0%***	**41** ***100.0%***	**170** ***100.0%***	**222** ***100.0%***	**-** **-**
No Answer	**7**	-	3	-	2	-	2	-	1	2	1	2	-	1	4	3	3	-	3	4	-
Yes	**102** ***26.0%***	22 *29.7%*	76 *25.9%*	20 *31.7%*	82 *25.2%*	9 *25.0%*	82 *28.1%*	13 *29.5%*	19 *25.7%*	66 *26.5%*	41 *33.1%* K	55 *22.5%*	7 *30.4%* **	34 *34.0%*	31 *14.4%*	71 *40.1%* N	93 *26.9%*	8 *19.5%*	43 *25.3%*	59 *26.6%*	- -
No	**290** ***74.0%***	52 *70.3%*	217 *74.1%*	43 *68.3%*	244 *74.8%*	27 *75.0%*	210 *71.9%*	31 *70.5%*	55 *74.3%*	183 *73.5%*	83 *66.9%*	189 *77.5%* J	16 *69.6%* **	66 *66.0%*	184 *85.6%* O	106 *59.9%*	253 *73.1%*	33 *80.5%*	127 *74.7%*	163 *73.4%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**102** ***26.0%***	22 *29.7%*	76 *25.9%*	20 *31.7%*	82 *25.2%*	9 *25.0%*	82 *28.1%*	13 *29.5%*	19 *25.7%*	66 *26.5%*	41 *33.1%* K	55 *22.5%*	7 *30.4%* **	34 *34.0%*	31 *14.4%*	71 *40.1%* N	93 *26.9%*	8 *19.5%*	43 *25.3%*	59 *26.6%*	- -

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

		HEALTH PLAN RATING (Q36)		HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q10. (SDM) Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?																					
Total Eligible	**102** *100.0%*	**22** *100.0%*	**76** *100.0%*	**20** *100.0%*	**82** *100.0%*	**9** *100.0%*	**82** *100.0%*	**13** *100.0%*	**19** *100.0%*	**66** *100.0%*	**41** *100.0%*	**55** *100.0%*	**7** *100.0%*	**34** *100.0%*	**31** *100.0%*	**71** *100.0%*	**93** *100.0%*	**8** *100.0%*	**43** *100.0%*	**59** *100.0%*	**-** **-**
Total Valid Responses	**100** *100.0%*	**22** *100.0%*	**74** *100.0%*	**19** *100.0%*	**81** *100.0%*	**8** *100.0%*	**81** *100.0%*	**13** *100.0%*	**19** *100.0%*	**64** *100.0%*	**41** *100.0%*	**53** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**70** *100.0%*	**91** *100.0%*	**8** *100.0%*	**42** *100.0%*	**58** *100.0%*	**-** **-**
No Answer	**2**	-	2	1	1	1	1	-	-	2	-	2	-	-	1	1	2	-	1	1	-
Yes	**95** *95.0%*	20 *90.9%* **	71 *95.9%*	18 *94.7%* **	77 *95.1%*	8 *100.0%* **	77 *95.1%*	13 *100.0%* **	15 *78.9%* **	63 *98.4%*	38 *92.7%*	51 *96.2%*	5 *71.4%* **	33 *97.1%*	30 *100.0%*	65 *92.9%*	87 *95.6%*	7 *87.5%* **	42 *100.0%* s	53 *91.4%*	- -
No	**5** *5.0%*	2 *9.1%* **	3 *4.1%*	1 *5.3%* **	4 *4.9%*	- - **	4 *4.9%*	- - **	4 *21.1%* **	1 *1.6%*	3 *7.3%*	2 *3.8%*	2 *28.6%* **	1 *2.9%*	- -	5 *7.1%*	4 *4.4%*	1 *12.5%* **	- -	5 *8.6%* r	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**95** *95.0%*	20 *90.9%* **	71 *95.9%*	18 *94.7%* **	77 *95.1%*	8 *100.0%* **	77 *95.1%*	13 *100.0%* **	15 *78.9%* **	63 *98.4%*	38 *92.7%*	51 *96.2%*	5 *71.4%* **	33 *97.1%*	30 *100.0%*	65 *92.9%*	87 *95.6%*	7 *87.5%* **	42 *100.0%* s	53 *91.4%*	- -
3-Point Score	**2.90**	2.82	2.92	2.89	2.90	3.00	2.90	3.00	2.58	2.97	2.85	2.92	2.43	2.94	3.00	2.86	2.91	2.75	3.00	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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

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2015

	HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q11. (SDM) Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?																				
Total Eligible	**102** *100.0%*	**22** *100.0%*	**76** *100.0%*	**20** *100.0%*	**82** *100.0%*	**9** *100.0%*	**82** *100.0%*	**13** *100.0%*	**19** *100.0%*	**66** *100.0%*	**41** *100.0%*	**55** *100.0%*	**7** *100.0%*	**34** *100.0%*	**31** *100.0%*	**71** *100.0%*	**93** *100.0%*	**8** *100.0%*	**43** *100.0%*	**59** *100.0%*	**-** **-**
Total Valid Responses	**100** *100.0%*	**22** *100.0%*	**75** *100.0%*	**20** *100.0%*	**80** *100.0%*	**9** *100.0%*	**81** *100.0%*	**13** *100.0%*	**19** *100.0%*	**65** *100.0%*	**41** *100.0%*	**54** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**70** *100.0%*	**92** *100.0%*	**7** *100.0%*	**42** *100.0%*	**58** *100.0%*	**-** **-**
No Answer	**2**	-	1	-	2	-	1	-	-	1	-	1	-	-	1	1	1	1	1	1	-
Yes	**59** *59.0%*	13 *59.1%* **	45 *60.0%*	11 *55.0%* **	48 *60.0%*	5 *55.6%* **	47 *58.0%*	7 *53.8%* **	10 *52.6%* **	41 *63.1%*	27 *65.9%*	29 *53.7%*	3 *42.9%* **	24 *70.6%*	16 *53.3%*	43 *61.4%*	52 *56.5%*	6 *85.7%* **	30 *71.4%* S	29 *50.0%*	- -
No	**41** *41.0%*	9 *40.9%* **	30 *40.0%*	9 *45.0%* **	32 *40.0%*	4 *44.4%* **	34 *42.0%*	6 *46.2%* **	9 *47.4%* **	24 *36.9%*	14 *34.1%*	25 *46.3%*	4 *57.1%* **	10 *29.4%*	14 *46.7%*	27 *38.6%*	40 *43.5%*	1 *14.3%* **	12 *28.6%*	29 *50.0%* R	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**59** *59.0%*	13 *59.1%* **	45 *60.0%*	11 *55.0%* **	48 *60.0%*	5 *55.6%* **	47 *58.0%*	7 *53.8%* **	10 *52.6%* **	41 *63.1%*	27 *65.9%*	29 *53.7%*	3 *42.9%* **	24 *70.6%*	16 *53.3%*	43 *61.4%*	52 *56.5%*	6 *85.7%* **	30 *71.4%* S	29 *50.0%*	- -
3-Point Score	**2.18**	2.18	2.20	2.10	2.20	2.11	2.16	2.08	2.05	2.26	2.32	2.07	1.86	2.41	2.07	2.23	2.13	2.71	2.43	2.00	-

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2015

	HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q12. (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	**102** *100.0%*	**22** *100.0%*	**76** *100.0%*	**20** *100.0%*	**82** *100.0%*	**9** *100.0%*	**82** *100.0%*	**13** *100.0%*	**19** *100.0%*	**66** *100.0%*	**41** *100.0%*	**55** *100.0%*	**7** *100.0%*	**34** *100.0%*	**31** *100.0%*	**71** *100.0%*	**93** *100.0%*	**8** *100.0%*	**43** *100.0%*	**59** *100.0%*	**-** **-**
Total Valid Responses	**100** *100.0%*	**21** *100.0%*	**75** *100.0%*	**20** *100.0%*	**80** *100.0%*	**9** *100.0%*	**80** *100.0%*	**13** *100.0%*	**18** *100.0%*	**65** *100.0%*	**40** *100.0%*	**54** *100.0%*	**6** *100.0%*	**34** *100.0%*	**30** *100.0%*	**70** *100.0%*	**91** *100.0%*	**8** *100.0%*	**42** *100.0%*	**58** *100.0%*	**-** **-**
No Answer	**2**	1	1	-	2	-	2	-	1	1	1	1	1	-	1	1	2	-	1	1	-
Yes	**81** *81.0%*	15 *71.4%* **	62 *82.7%*	14 *70.0%* **	67 *83.8%*	5 *55.6%* **	66 *82.5%*	8 *61.5%* **	14 *77.8%* **	55 *84.6%*	36 *90.0%* k	40 *74.1%*	5 *83.3%* **	31 *91.2%*	22 *73.3%*	59 *84.3%*	73 *80.2%*	7 *87.5%* **	34 *81.0%*	47 *81.0%*	- -
No	**19** *19.0%*	6 *28.6%* **	13 *17.3%*	6 *30.0%* **	13 *16.3%*	4 *44.4%* **	14 *17.5%*	5 *38.5%* **	4 *22.2%* **	10 *15.4%*	4 *10.0%*	14 *25.9%* j	1 *16.7%* **	3 *8.8%*	8 *26.7%*	11 *15.7%*	18 *19.8%*	1 *12.5%* **	8 *19.0%*	11 *19.0%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**81** *81.0%*	15 *71.4%* **	62 *82.7%*	14 *70.0%* **	67 *83.8%*	5 *55.6%* **	66 *82.5%*	8 *61.5%* **	14 *77.8%* **	55 *84.6%*	36 *90.0%* k	40 *74.1%*	5 *83.3%* **	31 *91.2%*	22 *73.3%*	59 *84.3%*	73 *80.2%*	7 *87.5%* **	34 *81.0%*	47 *81.0%*	- -
3-Point Score	**2.62**	2.43	2.65	2.40	2.68	2.11	2.65	2.23	2.56	2.69	2.80	2.48	2.67	2.82	2.47	2.69	2.60	2.75	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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q13. 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?																				
Total Eligible	**399** *100.0%*	**74** *100.0%*	**296** *100.0%*	**63** *100.0%*	**328** *100.0%*	**36** *100.0%*	**294** *100.0%*	**44** *100.0%*	**75** *100.0%*	**251** *100.0%*	**125** *100.0%*	**246** *100.0%*	**23** *100.0%*	**101** *100.0%*	**219** *100.0%*	**180** *100.0%*	**349** *100.0%*	**41** *100.0%*	**173** *100.0%*	**226** *100.0%*	**-** **-**
Total Valid Responses	**391** *100.0%*	**74** *100.0%*	**293** *100.0%*	**63** *100.0%*	**328** *100.0%*	**36** *100.0%*	**293** *100.0%*	**44** *100.0%*	**73** *100.0%*	**250** *100.0%*	**125** *100.0%*	**243** *100.0%*	**23** *100.0%*	**101** *100.0%*	**215** *100.0%*	**176** *100.0%*	**347** *100.0%*	**41** *100.0%*	**171** *100.0%*	**220** *100.0%*	**-** **-**
No Answer	**8**	-	3	-	-	-	1	-	2	1	-	3	-	-	4	4	2	-	2	6	-
10 - Best health care possible	**213** *54.5%*	13 *17.6%*	186 *63.5%* A	- -	213 *64.9%* C	4 *11.1%*	178 *60.8%* E	10 *22.7%* h	8 *11.0%*	181 *72.4%* GH	67 *53.6%*	134 *55.1%*	10 *43.5%* **	56 *55.4%*	123 *57.2%*	90 *51.1%*	191 *55.0%*	20 *48.8%*	85 *49.7%*	128 *58.2%* r	- -
9	**52** *13.3%*	8 *10.8%*	41 *14.0%*	- -	52 *15.9%* C	2 *5.6%*	45 *15.4%*	6 *13.6%*	11 *15.1%*	32 *12.8%*	15 *12.0%*	34 *14.0%*	3 *13.0%* **	12 *11.9%*	34 *15.8%*	18 *10.2%*	49 *14.1%*	3 *7.3%*	30 *17.5%* S	22 *10.0%*	- -
8	**63** *16.1%*	12 *16.2%*	47 *16.0%*	- -	63 *19.2%* C	8 *22.2%*	42 *14.3%*	4 *9.1%*	28 *38.4%* GI	27 *10.8%*	25 *20.0%*	34 *14.0%*	7 *30.4%* **	18 *17.8%*	32 *14.9%*	31 *17.6%*	54 *15.6%*	8 *19.5%*	18 *10.5%*	45 *20.5%* R	- -
7	**28** *7.2%*	17 *23.0%* B	9 *3.1%*	28 *44.4%* D	- -	9 *25.0%* F	13 *4.4%*	6 *13.6%* I	16 *21.9%* I	4 *1.6%*	12 *9.6%*	14 *5.8%*	3 *13.0%* **	9 *8.9%*	10 *4.7%*	18 *10.2%* N	24 *6.9%*	4 *9.8%*	18 *10.5%* S	10 *4.5%*	- -
6	**14** *3.6%*	9 *12.2%* B	4 *1.4%*	14 *22.2%* D	- -	3 *8.3%* f	8 *2.7%*	5 *11.4%* I	5 *6.8%* I	3 *1.2%*	4 *3.2%*	8 *3.3%*	- - **	4 *4.0%*	4 *1.9%*	10 *5.7%* N	11 *3.2%*	3 *7.3%*	8 *4.7%*	6 *2.7%*	- -
5	**12** *3.1%*	9 *12.2%* B	3 *1.0%*	12 *19.0%* D	- -	6 *16.7%* F	3 *1.0%*	7 *15.9%* HI	3 *4.1%* I	2 *0.8%*	1 *0.8%*	11 *4.5%* j	- - **	1 *1.0%*	9 *4.2%*	3 *1.7%*	10 *2.9%*	2 *4.9%*	9 *5.3%* S	3 *1.4%*	- -
4	**1** *0.3%*	- -	1 *0.3%*	1 *1.6%* D	- -	1 *2.8%* F	- -	- -	1 *1.4%* i	- -	- -	1 *0.4%*	- - **	- -	- -	1 *0.6%*	1 *0.3%*	- -	1 *0.6%*	- -	- -
3	**6** *1.5%*	5 *6.8%* B	1 *0.3%*	6 *9.5%* D	- -	2 *5.6%* F	3 *1.0%*	5 *11.4%* HI	1 *1.4%* i	- -	- -	6 *2.5%* j	- - **	- -	2 *0.9%*	4 *2.3%*	5 *1.4%*	1 *2.4%*	2 *1.2%*	4 *1.8%*	- -
2	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- -	- -	- -	- -
1	**1** *0.3%*	1 *1.4%* B	- -	1 *1.6%* D	- -	1 *2.8%* F	- -	1 *2.3%* I	- -	- -	- -	1 *0.4%*	- - **	- -	- -	1 *0.6%*	1 *0.3%*	- -	- -	1 *0.5%*	- -
0 - Worst health care possible	**1** *0.3%*	- -	1 *0.3%*	1 *1.6%* D	- -	- -	1 *0.3%*	- -	- -	1 *0.4%*	1 *0.8%*	- -	- - **	1 *1.0%*	1 *0.5%*	- -	1 *0.3%*	- -	- -	1 *0.5%*	- -
SUMMARY - 0-3	**8** *2.0%*	6 *8.1%* B	2 *0.7%*	8 *12.7%* D	- -	3 *8.3%* F	4 *1.4%*	6 *13.6%* HI	1 *1.4%*	1 *0.4%*	1 *0.8%*	7 *2.9%*	- - **	1 *1.0%*	3 *1.4%*	5 *2.8%*	7 *2.0%*	1 *2.4%*	2 *1.2%*	6 *2.7%*	- -
SUMMARY - 4-7	**55** *14.1%*	35 *47.3%* B	17 *5.8%*	55 *87.3%* D	- -	19 *52.8%* F	24 *8.2%*	18 *40.9%* I	25 *34.2%* I	9 *3.6%*	17 *13.6%*	34 *14.0%*	3 *13.0%* **	14 *13.9%*	23 *10.7%*	32 *18.2%* N	46 *13.3%*	9 *22.0%*	36 *21.1%* S	19 *8.6%*	- -
HEDIS/CAHPS SUMMARY RATE - 8-10	**328** *83.9%*	33 *44.6%*	274 *93.5%* A	- -	328 *100.0%* C	14 *38.9%*	265 *90.4%* E	20 *45.5%*	47 *64.4%* G	240 *96.0%* GH	107 *85.6%*	202 *83.1%*	20 *87.0%* **	86 *85.1%*	189 *87.9%* O	139 *79.0%*	294 *84.7%*	31 *75.6%*	133 *77.8%*	195 *88.6%* R	- -
HEDIS/CAHPS SUMMARY RATE - 9-10	**265** *67.8%*	21 *28.4%*	227 *77.5%* A	- -	265 *80.8%* C	6 *16.7%*	223 *76.1%* E	16 *36.4%*	19 *26.0%*	213 *85.2%* GH	82 *65.6%*	168 *69.1%*	13 *56.5%* **	68 *67.3%*	157 *73.0%* O	108 *61.4%*	240 *69.2%* q	23 *56.1%*	115 *67.3%*	150 *68.2%*	- -
3-Point Score	**2.59**	1.96	2.74	1.44	2.81	1.81	2.71	1.95	2.12	2.83	2.61	2.58	2.57	2.61	2.66	2.51	2.61	2.41	2.56	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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q14. (GNC) In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?																				
Total Eligible	**399** ***100.0%***	**74** ***100.0%***	**296** ***100.0%***	**63** ***100.0%***	**328** ***100.0%***	**36** ***100.0%***	**294** ***100.0%***	**44** ***100.0%***	**75** ***100.0%***	**251** ***100.0%***	**125** ***100.0%***	**246** ***100.0%***	**23** ***100.0%***	**101** ***100.0%***	**219** ***100.0%***	**180** ***100.0%***	**349** ***100.0%***	**41** ***100.0%***	**173** ***100.0%***	**226** ***100.0%***	**-** **-**
Total Valid Responses	**389** ***100.0%***	**73** ***100.0%***	**293** ***100.0%***	**62** ***100.0%***	**325** ***100.0%***	**35** ***100.0%***	**292** ***100.0%***	**44** ***100.0%***	**73** ***100.0%***	**249** ***100.0%***	**125** ***100.0%***	**242** ***100.0%***	**23** ***100.0%***	**101** ***100.0%***	**212** ***100.0%***	**177** ***100.0%***	**345** ***100.0%***	**41** ***100.0%***	**170** ***100.0%***	**219** ***100.0%***	**-** **-**
No Answer	**10**	1	3	1	3	1	2	-	2	2	-	4	-	-	7	3	4	-	3	7	-
Always	**276** ***71.0%***	32 *43.8%*	231 *78.8%* A	19 *30.6%*	256 *78.8%* C	14 *40.0%*	220 *75.3%* E	20 *45.5%*	35 *47.9%*	208 *83.5%* GH	91 *72.8%*	173 *71.5%*	14 *60.9%* **	76 *75.2%*	158 *74.5%* o	118 *66.7%*	244 *70.7%*	30 *73.2%*	119 *70.0%*	157 *71.7%*	- -
Usually	**74** ***19.0%***	24 *32.9%* B	43 *14.7%*	26 *41.9%* D	47 *14.5%*	16 *45.7%* F	44 *15.1%*	12 *27.3%* I	27 *37.0%* I	28 *11.2%*	27 *21.6%*	41 *16.9%*	6 *26.1%* **	21 *20.8%*	37 *17.5%*	37 *20.9%*	64 *18.6%*	9 *22.0%*	35 *20.6%*	39 *17.8%*	- -
Sometimes	**35** ***9.0%***	14 *19.2%* B	18 *6.1%*	15 *24.2%* D	20 *6.2%*	5 *14.3%*	25 *8.6%*	9 *20.5%* I	11 *15.1%* I	12 *4.8%*	7 *5.6%*	24 *9.9%*	3 *13.0%* **	4 *4.0%*	15 *7.1%*	20 *11.3%*	33 *9.6%*	2 *4.9%*	14 *8.2%*	21 *9.6%*	- -
Never	**4** ***1.0%***	3 *4.1%* B	1 *0.3%*	2 *3.2%* d	2 *0.6%*	- -	3 *1.0%*	3 *6.8%* HI	- -	1 *0.4%*	- -	4 *1.7%*	- - **	- -	2 *0.9%*	2 *1.1%*	4 *1.2%*	- -	2 *1.2%*	2 *0.9%*	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**350** ***90.0%***	56 *76.7%*	274 *93.5%* A	45 *72.6%*	303 *93.2%* C	30 *85.7%*	264 *90.4%*	32 *72.7%*	62 *84.9%*	236 *94.8%* GH	118 *94.4%* k	214 *88.4%*	20 *87.0%* **	97 *96.0%*	195 *92.0%*	155 *87.6%*	308 *89.3%*	39 *95.1%*	154 *90.6%*	196 *89.5%*	- -
HEDIS/CAHPS SUMMARY RATE - Always	**276** ***71.0%***	32 *43.8%*	231 *78.8%* A	19 *30.6%*	256 *78.8%* C	14 *40.0%*	220 *75.3%* E	20 *45.5%*	35 *47.9%*	208 *83.5%* GH	91 *72.8%*	173 *71.5%*	14 *60.9%* **	76 *75.2%*	158 *74.5%* o	118 *66.7%*	244 *70.7%*	30 *73.2%*	119 *70.0%*	157 *71.7%*	- -
3-Point Score	**2.61**	2.21	2.72	2.03	2.72	2.26	2.66	2.18	2.33	2.78	2.67	2.60	2.48	2.71	2.67	2.54	2.60	2.68	2.61	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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q15. A personal doctor is the one your child would see if he or she needs a checkup or gets sick or hurt. Does your child have a personal doctor?																				
Total Eligible	**550** ***100.0%***	**89** ***100.0%***	**384** ***100.0%***	**63** ***100.0%***	**328** ***100.0%***	**57** ***100.0%***	**359** ***100.0%***	**52** ***100.0%***	**104** ***100.0%***	**317** ***100.0%***	**144** ***100.0%***	**330** ***100.0%***	**27** ***100.0%***	**116** ***100.0%***	**309** ***100.0%***	**180** ***100.0%***	**446** ***100.0%***	**57** ***100.0%***	**228** ***100.0%***	**322** ***100.0%***	**-** **-**
Total Valid Responses	**503** ***100.0%***	**88** ***100.0%***	**379** ***100.0%***	**63** ***100.0%***	**325** ***100.0%***	**57** ***100.0%***	**359** ***100.0%***	**51** ***100.0%***	**104** ***100.0%***	**312** ***100.0%***	**141** ***100.0%***	**327** ***100.0%***	**27** ***100.0%***	**113** ***100.0%***	**301** ***100.0%***	**176** ***100.0%***	**446** ***100.0%***	**57** ***100.0%***	**226** ***100.0%***	**277** ***100.0%***	**-** **-**
No Answer	**47**	1	5	-	3	-	-	1	-	5	3	3	-	3	8	4	-	-	2	45	-
Yes	**446** ***88.7%***	78 *88.6%*	335 *88.4%*	53 *84.1%*	294 *90.5%*	57 *100.0%*	359 *100.0%*	44 *86.3%*	94 *90.4%*	275 *88.1%*	129 *91.5%*	284 *86.9%*	25 *92.6%* **	103 *91.2%*	265 *88.0%*	159 *90.3%*	446 *100.0%* Q	- -	196 *86.7%*	250 *90.3%*	- -
No	**57** ***11.3%***	10 *11.4%*	44 *11.6%*	10 *15.9%*	31 *9.5%*	- -	- -	7 *13.7%*	10 *9.6%*	37 *11.9%*	12 *8.5%*	43 *13.1%*	2 *7.4%* **	10 *8.8%*	36 *12.0%*	17 *9.7%*	- -	57 *100.0%* P	30 *13.3%*	27 *9.7%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**446** ***88.7%***	78 *88.6%*	335 *88.4%*	53 *84.1%*	294 *90.5%*	57 *100.0%*	359 *100.0%*	44 *86.3%*	94 *90.4%*	275 *88.1%*	129 *91.5%*	284 *86.9%*	25 *92.6%* **	103 *91.2%*	265 *88.0%*	159 *90.3%*	446 *100.0%* Q	- -	196 *86.7%*	250 *90.3%*	- -

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q16. In the last 6 months, how many times did your child visit his or her personal doctor for care?																					
Total Eligible	**446** *100.0%*	**78** *100.0%*	**335** *100.0%*	**53** *100.0%*	**294** *100.0%*	**57** *100.0%*	**359** *100.0%*	**44** *100.0%*	**94** *100.0%*	**275** *100.0%*	**129** *100.0%*	**284** *100.0%*	**25** *100.0%*	**103** *100.0%*	**265** *100.0%*	**159** *100.0%*	**446** *100.0%*	**-** **-**	**196** *100.0%*	**250** *100.0%*	**-** **-**
Total Valid Responses	**425** *100.0%*	**74** *100.0%*	**326** *100.0%*	**52** *100.0%*	**288** *100.0%*	**57** *100.0%*	**350** *100.0%*	**42** *100.0%*	**90** *100.0%*	**268** *100.0%*	**126** *100.0%*	**274** *100.0%*	**25** *100.0%*	**100** *100.0%*	**256** *100.0%*	**154** *100.0%*	**425** *100.0%*	**-** **-**	**187** *100.0%*	**238** *100.0%*	**-** **-**
No Answer	**21**	4	9	1	6	-	9	2	4	7	3	10	-	3	9	5	21	-	9	12	-
None	**69** *16.2%*	8 *10.8%*	57 *17.5%*	1 *1.9%*	13 *4.5%*	18 *31.6%* F	48 *13.7%*	3 *7.1%*	23 *25.6%* GI	39 *14.6%*	13 *10.3%*	53 *19.3%* J	4 *16.0%* **	9 *9.0%*	63 *24.6%* O	3 *1.9%*	69 *16.2%*	- -	31 *16.6%*	38 *16.0%*	- -
1 time	**104** *24.5%*	22 *29.7%*	74 *22.7%*	11 *21.2%*	82 *28.5%*	15 *26.3%*	84 *24.0%*	11 *26.2%*	24 *26.7%*	61 *22.8%*	27 *21.4%*	69 *25.2%*	7 *28.0%* **	20 *20.0%*	92 *35.9%* O	11 *7.1%*	104 *24.5%*	- -	54 *28.9%* s	50 *21.0%*	- -
2	**102** *24.0%*	14 *18.9%*	82 *25.2%*	14 *26.9%*	79 *27.4%*	6 *10.5%*	88 *25.1%* E	9 *21.4%*	16 *17.8%*	71 *26.5%* h	29 *23.0%*	66 *24.1%*	4 *16.0%* **	25 *25.0%*	82 *32.0%* O	15 *9.7%*	102 *24.0%*	- -	44 *23.5%*	58 *24.4%*	- -
3	**67** *15.8%*	12 *16.2%*	50 *15.3%*	11 *21.2%*	52 *18.1%*	6 *10.5%*	60 *17.1%*	7 *16.7%*	16 *17.8%*	39 *14.6%*	17 *13.5%*	45 *16.4%*	4 *16.0%* **	13 *13.0%*	14 *5.5%*	51 *33.1%* N	67 *15.8%*	- -	24 *12.8%*	43 *18.1%*	- -
4	**36** *8.5%*	4 *5.4%*	31 *9.5%*	4 *7.7%*	29 *10.1%*	7 *12.3%*	29 *8.3%*	2 *4.8%*	5 *5.6%*	28 *10.4%*	18 *14.3%* K	17 *6.2%*	1 *4.0%* **	16 *16.0%*	3 *1.2%*	31 *20.1%* N	36 *8.5%*	- -	19 *10.2%*	17 *7.1%*	- -
5 to 9	**40** *9.4%*	12 *16.2%* B	27 *8.3%*	11 *21.2%* D	26 *9.0%*	5 *8.8%*	34 *9.7%*	8 *19.0%* Hi	6 *6.7%*	25 *9.3%*	18 *14.3%* K	21 *7.7%*	5 *20.0%* **	13 *13.0%*	1 *0.4%*	37 *24.0%* N	40 *9.4%*	- -	14 *7.5%*	26 *10.9%*	- -
10 or more times	**7** *1.6%*	2 *2.7%*	5 *1.5%*	- -	7 *2.4%*	- -	7 *2.0%*	2 *4.8%* H	- -	5 *1.9%*	4 *3.2%*	3 *1.1%*	- - **	4 *4.0%*	1 *0.4%*	6 *3.9%* N	7 *1.6%*	- -	1 *0.5%*	6 *2.5%*	- -
HEDIS/CAHPS SUMMARY RATE - 1 or more times	**356** *83.8%*	66 *89.2%*	269 *82.5%*	51 *98.1%*	275 *95.5%*	39 *68.4%*	302 *86.3%* E	39 *92.9%* H	67 *74.4%*	229 *85.4%* H	113 *89.7%* K	221 *80.7%*	21 *84.0%* **	91 *91.0%*	193 *75.4%*	151 *98.1%* N	356 *83.8%*	- -	156 *83.4%*	200 *84.0%*	- -

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q17. (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?																				
Total Eligible	**356** *100.0%*	**66** *100.0%*	**269** *100.0%*	**51** *100.0%*	**275** *100.0%*	**39** *100.0%*	**302** *100.0%*	**39** *100.0%*	**67** *100.0%*	**229** *100.0%*	**113** *100.0%*	**221** *100.0%*	**21** *100.0%*	**91** *100.0%*	**193** *100.0%*	**151** *100.0%*	**356** *100.0%*	- -	**156** *100.0%*	**200** *100.0%*	- -
Total Valid Responses	**353** *100.0%*	**66** *100.0%*	**267** *100.0%*	**51** *100.0%*	**273** *100.0%*	**39** *100.0%*	**300** *100.0%*	**39** *100.0%*	**66** *100.0%*	**228** *100.0%*	**113** *100.0%*	**219** *100.0%*	**21** *100.0%*	**91** *100.0%*	**191** *100.0%*	**151** *100.0%*	**353** *100.0%*	- -	**155** *100.0%*	**198** *100.0%*	- -
No Answer	**3**	-	2	-	2	-	2	-	1	1	-	2	-	-	2	-	3	-	1	2	-
Always	**285** *80.7%*	48 *72.7%*	219 *82.0%* a	32 *62.7%*	231 *84.6%* C	21 *53.8%*	252 *84.0%* E	28 *71.8%*	48 *72.7%*	191 *83.8%* gH	92 *81.4%*	174 *79.5%*	16 *76.2%* **	75 *82.4%*	152 *79.6%*	124 *82.1%*	285 *80.7%*	- -	116 *74.8%*	169 *85.4%* R	- -
Usually	**48** *13.6%*	13 *19.7%*	33 *12.4%*	14 *27.5%* D	33 *12.1%*	11 *28.2%* F	35 *11.7%*	8 *20.5%* i	14 *21.2%* I	24 *10.5%*	16 *14.2%*	30 *13.7%*	4 *19.0%* **	12 *13.2%*	28 *14.7%*	19 *12.6%*	48 *13.6%*	- -	34 *21.9%* S	14 *7.1%*	- -
Sometimes	**18** *5.1%*	5 *7.6%*	13 *4.9%*	5 *9.8%* D	8 *2.9%*	7 *17.9%* F	11 *3.7%*	3 *7.7%*	4 *6.1%*	11 *4.8%*	5 *4.4%*	13 *5.9%*	1 *4.8%* **	4 *4.4%*	10 *5.2%*	7 *4.6%*	18 *5.1%*	- -	5 *3.2%*	13 *6.6%*	- -
Never	**2** *0.6%*	- -	2 *0.7%*	- -	1 *0.4%*	- -	2 *0.7%*	- -	- -	2 *0.9%*	- -	2 *0.9%*	- - **	- -	1 *0.5%*	1 *0.7%*	2 *0.6%*	- -	- -	2 *1.0%*	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**333** *94.3%*	61 *92.4%*	252 *94.4%*	46 *90.2%*	264 *96.7%* C	32 *82.1%*	287 *95.7%* E	36 *92.3%*	62 *93.9%*	215 *94.3%*	108 *95.6%*	204 *93.2%*	20 *95.2%* **	87 *95.6%*	180 *94.2%*	143 *94.7%*	333 *94.3%*	- -	150 *96.8%* s	183 *92.4%*	- -
HEDIS/CAHPS SUMMARY RATE - Always	**285** *80.7%*	48 *72.7%*	219 *82.0%* a	32 *62.7%*	231 *84.6%* C	21 *53.8%*	252 *84.0%* E	28 *71.8%*	48 *72.7%*	191 *83.8%* gH	92 *81.4%*	174 *79.5%*	16 *76.2%* **	75 *82.4%*	152 *79.6%*	124 *82.1%*	285 *80.7%*	- -	116 *74.8%*	169 *85.4%* R	- -
3-Point Score	**2.75**	2.65	2.76	2.53	2.81	2.36	2.80	2.64	2.67	2.78	2.77	2.73	2.71	2.78	2.74	2.77	2.75	-	2.72	2.78	-

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q18. (HWDC) In the last 6 months, how often did your child's personal doctor listen carefully to you?																					
Total Eligible	**356** ***100.0%***	**66** ***100.0%***	**269** ***100.0%***	**51** ***100.0%***	**275** ***100.0%***	**39** ***100.0%***	**302** ***100.0%***	**39** ***100.0%***	**67** ***100.0%***	**229** ***100.0%***	**113** ***100.0%***	**221** ***100.0%***	**21** ***100.0%***	**91** ***100.0%***	**193** ***100.0%***	**151** ***100.0%***	**356** ***100.0%***	**-** **-**	**156** ***100.0%***	**200** ***100.0%***	**-** **-**
Total Valid Responses	**354** ***100.0%***	**66** ***100.0%***	**269** ***100.0%***	**51** ***100.0%***	**273** ***100.0%***	**39** ***100.0%***	**302** ***100.0%***	**39** ***100.0%***	**67** ***100.0%***	**229** ***100.0%***	**113** ***100.0%***	**221** ***100.0%***	**21** ***100.0%***	**91** ***100.0%***	**191** ***100.0%***	**151** ***100.0%***	**354** ***100.0%***	**-** **-**	**156** ***100.0%***	**198** ***100.0%***	**-** **-**
No Answer	**2**	-	-	-	2	-	-	-	-	-	-	-	-	-	2	-	2	-	-	2	-
Always	**296** ***83.6%***	45 *68.2%*	234 *87.0%* A	34 *66.7%*	236 *86.4%* C	19 *48.7%*	266 *88.1%* E	25 *64.1%*	49 *73.1%*	205 *89.5%* GH	100 *88.5%* k	178 *80.5%*	19 *90.5%* **	80 *87.9%*	160 *83.8%*	125 *82.8%*	296 *83.6%*	- -	125 *80.1%*	171 *86.4%*	- -
Usually	**42** ***11.9%***	16 *24.2%* B	25 *9.3%*	12 *23.5%* D	28 *10.3%*	11 *28.2%* F	29 *9.6%*	11 *28.2%* I	13 *19.4%* I	17 *7.4%*	9 *8.0%*	32 *14.5%* j	2 *9.5%* **	7 *7.7%*	26 *13.6%*	15 *9.9%*	42 *11.9%*	- -	27 *17.3%* S	15 *7.6%*	- -
Sometimes	**15** ***4.2%***	4 *6.1%*	10 *3.7%*	5 *9.8%* D	9 *3.3%*	8 *20.5%* F	7 *2.3%*	3 *7.7%*	4 *6.0%*	7 *3.1%*	4 *3.5%*	10 *4.5%*	- - **	4 *4.4%*	4 *2.1%*	11 *7.3%* N	15 *4.2%*	- -	3 *1.9%*	12 *6.1%* r	- -
Never	**1** ***0.3%***	1 *1.5%* B	- -	- -	- -	1 *2.6%* F	- -	- -	1 *1.5%* i	- -	- -	1 *0.5%*	- - **	- -	1 *0.5%*	- -	1 *0.3%*	- -	1 *0.6%*	- -	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**338** ***95.5%***	61 *92.4%*	259 *96.3%*	46 *90.2%*	264 *96.7%* C	30 *76.9%*	295 *97.7%* E	36 *92.3%*	62 *92.5%*	222 *96.9%*	109 *96.5%*	210 *95.0%*	21 *100.0%* **	87 *95.6%*	186 *97.4%* O	140 *92.7%*	338 *95.5%*	- -	152 *97.4%*	186 *93.9%*	- -
HEDIS/CAHPS SUMMARY RATE - Always	**296** ***83.6%***	45 *68.2%*	234 *87.0%* A	34 *66.7%*	236 *86.4%* C	19 *48.7%*	266 *88.1%* E	25 *64.1%*	49 *73.1%*	205 *89.5%* GH	100 *88.5%* k	178 *80.5%*	19 *90.5%* **	80 *87.9%*	160 *83.8%*	125 *82.8%*	296 *83.6%*	- -	125 *80.1%*	171 *86.4%*	- -
3-Point Score	**2.79**	2.61	2.83	2.57	2.83	2.26	2.86	2.56	2.66	2.86	2.85	2.76	2.90	2.84	2.81	2.75	2.79	-	2.78	2.80	-

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2015

	HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q19. (HWDC) In the last 6 months, how often did your child's personal doctor show respect for what you had to say?																					
Total Eligible	**356** *100.0%*	**66** *100.0%*	**269** *100.0%*	**51** *100.0%*	**275** *100.0%*	**39** *100.0%*	**302** *100.0%*	**39** *100.0%*	**67** *100.0%*	**229** *100.0%*	**113** *100.0%*	**221** *100.0%*	**21** *100.0%*	**91** *100.0%*	**193** *100.0%*	**151** *100.0%*	**356** *100.0%*	**-** **-**	**156** *100.0%*	**200** *100.0%*	**-** **-**
Total Valid Responses	**351** *100.0%*	**66** *100.0%*	**266** *100.0%*	**51** *100.0%*	**271** *100.0%*	**39** *100.0%*	**299** *100.0%*	**39** *100.0%*	**66** *100.0%*	**227** *100.0%*	**113** *100.0%*	**218** *100.0%*	**21** *100.0%*	**91** *100.0%*	**189** *100.0%*	**151** *100.0%*	**351** *100.0%*	**-** **-**	**154** *100.0%*	**197** *100.0%*	**-** **-**
No Answer	**5**	-	3	-	4	-	3	-	1	2	-	3	-	-	4	-	5	-	2	3	-
Always	**307** *87.5%*	50 *75.8%*	239 *89.8%* A	38 *74.5%*	243 *89.7%* C	22 *56.4%*	272 *91.0%* E	29 *74.4%*	51 *77.3%*	209 *92.1%* GH	102 *90.3%*	186 *85.3%*	19 *90.5%* **	82 *90.1%*	169 *89.4%*	127 *84.1%*	307 *87.5%*	- -	133 *86.4%*	174 *88.3%*	- -
Usually	**31** *8.8%*	12 *18.2%* B	19 *7.1%*	8 *15.7%* d	22 *8.1%*	10 *25.6%* F	21 *7.0%*	7 *17.9%* I	12 *18.2%* I	12 *5.3%*	9 *8.0%*	22 *10.1%*	2 *9.5%* **	7 *7.7%*	16 *8.5%*	15 *9.9%*	31 *8.8%*	- -	18 *11.7%* s	13 *6.6%*	- -
Sometimes	**10** *2.8%*	3 *4.5%*	6 *2.3%*	4 *7.8%* D	5 *1.8%*	6 *15.4%* F	4 *1.3%*	2 *5.1%*	2 *3.0%*	5 *2.2%*	2 *1.8%*	7 *3.2%*	- - **	2 *2.2%*	3 *1.6%*	7 *4.6%* n	10 *2.8%*	- -	3 *1.9%*	7 *3.6%*	- -
Never	**3** *0.9%*	1 *1.5%*	2 *0.8%*	1 *2.0%*	1 *0.4%*	1 *2.6%*	2 *0.7%*	1 *2.6%*	1 *1.5%*	1 *0.4%*	- -	3 *1.4%*	- - **	- -	1 *0.5%*	2 *1.3%*	3 *0.9%*	- -	- -	3 *1.5%*	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**338** *96.3%*	62 *93.9%*	258 *97.0%*	46 *90.2%*	265 *97.8%* C	32 *82.1%*	293 *98.0%* E	36 *92.3%*	63 *95.5%*	221 *97.4%*	111 *98.2%*	208 *95.4%*	21 *100.0%* **	89 *97.8%*	185 *97.9%* o	142 *94.0%*	338 *96.3%*	- -	151 *98.1%*	187 *94.9%*	- -
HEDIS/CAHPS SUMMARY RATE - Always	**307** *87.5%*	50 *75.8%*	239 *89.8%* A	38 *74.5%*	243 *89.7%* C	22 *56.4%*	272 *91.0%* E	29 *74.4%*	51 *77.3%*	209 *92.1%* GH	102 *90.3%*	186 *85.3%*	19 *90.5%* **	82 *90.1%*	169 *89.4%*	127 *84.1%*	307 *87.5%*	- -	133 *86.4%*	174 *88.3%*	- -
3-Point Score	**2.84**	2.70	2.87	2.65	2.87	2.38	2.89	2.67	2.73	2.89	2.88	2.81	2.90	2.88	2.87	2.78	2.84	-	2.84	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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**	**T**
Q20. Is your child able to talk with doctors about his or her health care?																					
Total Eligible	**356** *100.0%*	**66** *100.0%*	**269** *100.0%*	**51** *100.0%*	**275** *100.0%*	**39** *100.0%*	**302** *100.0%*	**39** *100.0%*	**67** *100.0%*	**229** *100.0%*	**113** *100.0%*	**221** *100.0%*	**21** *100.0%*	**91** *100.0%*	**193** *100.0%*	**151** *100.0%*	**356** *100.0%*	**-** **-**	**156** *100.0%*	**200** *100.0%*	**-** **-**
Total Valid Responses	**346** *100.0%*	**64** *100.0%*	**264** *100.0%*	**49** *100.0%*	**269** *100.0%*	**35** *100.0%*	**299** *100.0%*	**37** *100.0%*	**67** *100.0%*	**224** *100.0%*	**112** *100.0%*	**215** *100.0%*	**21** *100.0%*	**90** *100.0%*	**187** *100.0%*	**148** *100.0%*	**346** *100.0%*	**-** **-**	**150** *100.0%*	**196** *100.0%*	**-** **-**
No Answer	**10**	2	5	2	6	4	3	2	-	5	1	6	-	1	6	3	10	-	6	4	-
Yes	**236** *68.2%*	40 *62.5%*	184 *69.7%*	32 *65.3%*	190 *70.6%*	16 *45.7%*	211 *70.6%* E	24 *64.9%*	43 *64.2%*	157 *70.1%*	82 *73.2%*	142 *66.0%*	15 *71.4%* **	66 *73.3%*	132 *70.6%*	98 *66.2%*	236 *68.2%*	- -	113 *75.3%* S	123 *62.8%*	- -
No	**110** *31.8%*	24 *37.5%*	80 *30.3%*	17 *34.7%*	79 *29.4%*	19 *54.3%* F	88 *29.4%*	13 *35.1%*	24 *35.8%*	67 *29.9%*	30 *26.8%*	73 *34.0%*	6 *28.6%* **	24 *26.7%*	55 *29.4%*	50 *33.8%*	110 *31.8%*	- -	37 *24.7%*	73 *37.2%* R	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**236** *68.2%*	40 *62.5%*	184 *69.7%*	32 *65.3%*	190 *70.6%*	16 *45.7%*	211 *70.6%* E	24 *64.9%*	43 *64.2%*	157 *70.1%*	82 *73.2%*	142 *66.0%*	15 *71.4%* **	66 *73.3%*	132 *70.6%*	98 *66.2%*	236 *68.2%*	- -	113 *75.3%* S	123 *62.8%*	- -

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2015

	HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q21.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?																					
Total Eligible	**236** *100.0%*	**40** *100.0%*	**184** *100.0%*	**32** *100.0%*	**190** *100.0%*	**16** *100.0%*	**211** *100.0%*	**24** *100.0%*	**43** *100.0%*	**157** *100.0%*	**82** *100.0%*	**142** *100.0%*	**15** *100.0%*	**66** *100.0%*	**132** *100.0%*	**98** *100.0%*	**236** *100.0%*	**-** **-**	**113** *100.0%*	**123** *100.0%*	**-** **-**
Total Valid Responses	**233** *100.0%*	**40** *100.0%*	**181** *100.0%*	**32** *100.0%*	**187** *100.0%*	**16** *100.0%*	**208** *100.0%*	**24** *100.0%*	**43** *100.0%*	**154** *100.0%*	**81** *100.0%*	**140** *100.0%*	**15** *100.0%*	**66** *100.0%*	**130** *100.0%*	**97** *100.0%*	**233** *100.0%*	**-** **-**	**110** *100.0%*	**123** *100.0%*	**-** **-**
No Answer	**3**	-	3	-	3	-	3	-	-	3	1	2	-	-	2	1	3	-	3	-	-
Always	**182** *78.1%*	24 *60.0%*	148 *81.8%* A	19 *59.4%*	150 *80.2%* C	6 *37.5%* **	167 *80.3%*	16 *66.7%* **	28 *65.1%*	128 *83.1%* H	65 *80.2%*	106 *75.7%*	11 *73.3%* **	54 *81.8%*	103 *79.2%*	73 *75.3%*	182 *78.1%*	- -	88 *80.0%*	94 *76.4%*	- -
Usually	**30** *12.9%*	9 *22.5%* b	20 *11.0%*	9 *28.1%* D	21 *11.2%*	5 *31.3%* **	25 *12.0%*	4 *16.7%* **	10 *23.3%* I	15 *9.7%*	12 *14.8%*	18 *12.9%*	3 *20.0%* **	9 *13.6%*	17 *13.1%*	13 *13.4%*	30 *12.9%*	- -	18 *16.4%*	12 *9.8%*	- -
Sometimes	**18** *7.7%*	6 *15.0%* b	11 *6.1%*	3 *9.4%*	14 *7.5%*	4 *25.0%* **	14 *6.7%*	4 *16.7%* **	4 *9.3%*	9 *5.8%*	3 *3.7%*	14 *10.0%* j	1 *6.7%* **	2 *3.0%*	8 *6.2%*	10 *10.3%*	18 *7.7%*	- -	2 *1.8%*	16 *13.0%* R	- -
Never	**3** *1.3%*	1 *2.5%*	2 *1.1%*	1 *3.1%*	2 *1.1%*	1 *6.3%* **	2 *1.0%*	- - **	1 *2.3%*	2 *1.3%*	1 *1.2%*	2 *1.4%*	- - **	1 *1.5%*	2 *1.5%*	1 *1.0%*	3 *1.3%*	- -	2 *1.8%*	1 *0.8%*	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**212** *91.0%*	33 *82.5%*	168 *92.8%* A	28 *87.5%*	171 *91.4%*	11 *68.8%* **	192 *92.3%*	20 *83.3%* **	38 *88.4%*	143 *92.9%*	77 *95.1%*	124 *88.6%*	14 *93.3%* **	63 *95.5%*	120 *92.3%*	86 *88.7%*	212 *91.0%*	- -	106 *96.4%* S	106 *86.2%*	- -
HEDIS/CAHPS SUMMARY RATE - Always	**182** *78.1%*	24 *60.0%*	148 *81.8%* A	19 *59.4%*	150 *80.2%* C	6 *37.5%* **	167 *80.3%*	16 *66.7%* **	28 *65.1%*	128 *83.1%* H	65 *80.2%*	106 *75.7%*	11 *73.3%* **	54 *81.8%*	103 *79.2%*	73 *75.3%*	182 *78.1%*	- -	88 *80.0%*	94 *76.4%*	- -
3-Point Score	**2.69**	2.43	2.75	2.47	2.72	2.06	2.73	2.50	2.53	2.76	2.75	2.64	2.67	2.77	2.72	2.64	2.69	-	2.76	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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q22. (HWDC) In the last 6 months, how often did your child's personal doctor spend enough time with your child?																				
Total Eligible	**356** ***100.0%***	**66** ***100.0%***	**269** ***100.0%***	**51** ***100.0%***	**275** ***100.0%***	**39** ***100.0%***	**302** ***100.0%***	**39** ***100.0%***	**67** ***100.0%***	**229** ***100.0%***	**113** ***100.0%***	**221** ***100.0%***	**21** ***100.0%***	**91** ***100.0%***	**193** ***100.0%***	**151** ***100.0%***	**356** ***100.0%***	**-** **-**	**156** ***100.0%***	**200** ***100.0%***	**-** **-**
Total Valid Responses	**348** ***100.0%***	**66** ***100.0%***	**266** ***100.0%***	**50** ***100.0%***	**269** ***100.0%***	**39** ***100.0%***	**299** ***100.0%***	**39** ***100.0%***	**66** ***100.0%***	**227** ***100.0%***	**111** ***100.0%***	**220** ***100.0%***	**21** ***100.0%***	**89** ***100.0%***	**186** ***100.0%***	**150** ***100.0%***	**348** ***100.0%***	**-** **-**	**153** ***100.0%***	**195** ***100.0%***	**-** **-**
No Answer	**8**	-	3	1	6	-	3	-	1	2	2	1	-	2	7	1	8	-	3	5	-
Always	**241** ***69.3%***	34 *51.5%*	196 *73.7%* A	24 *48.0%*	199 *74.0%* C	11 *28.2%*	223 *74.6%* E	19 *48.7%*	33 *50.0%*	178 *78.4%* GH	75 *67.6%*	153 *69.5%*	13 *61.9%* **	61 *68.5%*	137 *73.7%* o	96 *64.0%*	241 *69.3%*	- -	108 *70.6%*	133 *68.2%*	- -
Usually	**50** ***14.4%***	10 *15.2%*	38 *14.3%*	10 *20.0%*	35 *13.0%*	8 *20.5%*	40 *13.4%*	7 *17.9%*	18 *27.3%* I	23 *10.1%*	21 *18.9%*	28 *12.7%*	3 *14.3%* **	18 *20.2%*	28 *15.1%*	20 *13.3%*	50 *14.4%*	- -	30 *19.6%* S	20 *10.3%*	- -
Sometimes	**45** ***12.9%***	15 *22.7%* B	27 *10.2%*	11 *22.0%* D	30 *11.2%*	14 *35.9%* F	30 *10.0%*	10 *25.6%* I	10 *15.2%*	22 *9.7%*	12 *10.8%*	30 *13.6%*	5 *23.8%* **	7 *7.9%*	16 *8.6%*	27 *18.0%* N	45 *12.9%*	- -	13 *8.5%*	32 *16.4%* R	- -
Never	**12** ***3.4%***	7 *10.6%* B	5 *1.9%*	5 *10.0%* D	5 *1.9%*	6 *15.4%* F	6 *2.0%*	3 *7.7%* I	5 *7.6%* I	4 *1.8%*	3 *2.7%*	9 *4.1%*	- - **	3 *3.4%*	5 *2.7%*	7 *4.7%*	12 *3.4%*	- -	2 *1.3%*	10 *5.1%* r	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**291** ***83.6%***	44 *66.7%*	234 *88.0%* A	34 *68.0%*	234 *87.0%* C	19 *48.7%*	263 *88.0%* E	26 *66.7%*	51 *77.3%*	201 *88.5%* GH	96 *86.5%*	181 *82.3%*	16 *76.2%* **	79 *88.8%*	165 *88.7%* O	116 *77.3%*	291 *83.6%*	- -	138 *90.2%* S	153 *78.5%*	- -
HEDIS/CAHPS SUMMARY RATE - Always	**241** ***69.3%***	34 *51.5%*	196 *73.7%* A	24 *48.0%*	199 *74.0%* C	11 *28.2%*	223 *74.6%* E	19 *48.7%*	33 *50.0%*	178 *78.4%* GH	75 *67.6%*	153 *69.5%*	13 *61.9%* **	61 *68.5%*	137 *73.7%* o	96 *64.0%*	241 *69.3%*	- -	108 *70.6%*	133 *68.2%*	- -
3-Point Score	**2.53**	2.18	2.62	2.16	2.61	1.77	2.63	2.15	2.27	2.67	2.54	2.52	2.38	2.57	2.62	2.41	2.53	-	2.61	2.47	-

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q23. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?																				
Total Eligible	**356** *100.0%*	**66** *100.0%*	**269** *100.0%*	**51** *100.0%*	**275** *100.0%*	**39** *100.0%*	**302** *100.0%*	**39** *100.0%*	**67** *100.0%*	**229** *100.0%*	**113** *100.0%*	**221** *100.0%*	**21** *100.0%*	**91** *100.0%*	**193** *100.0%*	**151** *100.0%*	**356** *100.0%*	**-** -	**156** *100.0%*	**200** *100.0%*	**-** -
Total Valid Responses	**344** *100.0%*	**62** *100.0%*	**267** *100.0%*	**50** *100.0%*	**266** *100.0%*	**38** *100.0%*	**299** *100.0%*	**36** *100.0%*	**66** *100.0%*	**227** *100.0%*	**112** *100.0%*	**216** *100.0%*	**21** *100.0%*	**90** *100.0%*	**184** *100.0%*	**150** *100.0%*	**344** *100.0%*	**-** -	**152** *100.0%*	**192** *100.0%*	**-** -
No Answer	**12**	4	2	1	9	1	3	3	1	2	1	5	-	1	9	1	12	-	4	8	-
Yes	**294** *85.5%*	44 *71.0%*	235 *88.0%* A	34 *68.0%*	239 *89.8%* C	20 *52.6%*	267 *89.3%* E	24 *66.7%*	55 *83.3%* g	200 *88.1%* G	101 *90.2%* K	177 *81.9%*	17 *81.0%* **	83 *92.2%*	164 *89.1%* o	123 *82.0%*	294 *85.5%*	- -	129 *84.9%*	165 *85.9%*	- -
No	**50** *14.5%*	18 *29.0%* B	32 *12.0%*	16 *32.0%* D	27 *10.2%*	18 *47.4%* F	32 *10.7%*	12 *33.3%* hl	11 *16.7%*	27 *11.9%*	11 *9.8%*	39 *18.1%* J	4 *19.0%* **	7 *7.8%*	20 *10.9%*	27 *18.0%* n	50 *14.5%*	- -	23 *15.1%*	27 *14.1%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**294** *85.5%*	44 *71.0%*	235 *88.0%* A	34 *68.0%*	239 *89.8%* C	20 *52.6%*	267 *89.3%* E	24 *66.7%*	55 *83.3%* g	200 *88.1%* G	101 *90.2%* K	177 *81.9%*	17 *81.0%* **	83 *92.2%*	164 *89.1%* o	123 *82.0%*	294 *85.5%*	- -	129 *84.9%*	165 *85.9%*	- -

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

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		HEALTH PLAN RATING (Q36)		HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**	**T**
Q24. 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	**356** *100.0%*	**66** *100.0%*	**269** *100.0%*	**51** *100.0%*	**275** *100.0%*	**39** *100.0%*	**302** *100.0%*	**39** *100.0%*	**67** *100.0%*	**229** *100.0%*	**113** *100.0%*	**221** *100.0%*	**21** *100.0%*	**91** *100.0%*	**193** *100.0%*	**151** *100.0%*	**356** *100.0%*	**-** -	**156** *100.0%*	**200** *100.0%*	**-** -
Total Valid Responses	**345** *100.0%*	**64** *100.0%*	**268** *100.0%*	**49** *100.0%*	**266** *100.0%*	**39** *100.0%*	**301** *100.0%*	**37** *100.0%*	**67** *100.0%*	**228** *100.0%*	**112** *100.0%*	**219** *100.0%*	**21** *100.0%*	**90** *100.0%*	**184** *100.0%*	**149** *100.0%*	**345** *100.0%*	**-** -	**153** *100.0%*	**192** *100.0%*	**-** -
No Answer	**11**	2	1	2	9	-	1	2	-	1	1	2	-	1	9	2	11	-	3	8	-
Yes	**122** *35.4%*	26 *40.6%*	92 *34.3%*	24 *49.0%* D	87 *32.7%*	13 *33.3%*	107 *35.5%*	14 *37.8%*	26 *38.8%*	78 *34.2%*	45 *40.2%*	71 *32.4%*	7 *33.3%* **	38 *42.2%*	52 *28.3%*	64 *43.0%* N	122 *35.4%*	- -	64 *41.8%* S	58 *30.2%*	- -
No	**223** *64.6%*	38 *59.4%*	176 *65.7%*	25 *51.0%*	179 *67.3%* C	26 *66.7%*	194 *64.5%*	23 *62.2%*	41 *61.2%*	150 *65.8%*	67 *59.8%*	148 *67.6%*	14 *66.7%* **	52 *57.8%*	132 *71.7%* O	85 *57.0%*	223 *64.6%*	- -	89 *58.2%*	134 *69.8%* R	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**122** *35.4%*	26 *40.6%*	92 *34.3%*	24 *49.0%* D	87 *32.7%*	13 *33.3%*	107 *35.5%*	14 *37.8%*	26 *38.8%*	78 *34.2%*	45 *40.2%*	71 *32.4%*	7 *33.3%* **	38 *42.2%*	52 *28.3%*	64 *43.0%* N	122 *35.4%*	- -	64 *41.8%* S	58 *30.2%*	- -

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

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770-978-3173
2015

	HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q25. (CC) 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?																				
Total Eligible	**122** *100.0%*	**26** *100.0%*	**92** *100.0%*	**24** *100.0%*	**87** *100.0%*	**13** *100.0%*	**107** *100.0%*	**14** *100.0%*	**26** *100.0%*	**78** *100.0%*	**45** *100.0%*	**71** *100.0%*	**7** *100.0%*	**38** *100.0%*	**52** *100.0%*	**64** *100.0%*	**122** *100.0%*	**-** **-**	**64** *100.0%*	**58** *100.0%*	**-** **-**
Total Valid Responses	**119** *100.0%*	**26** *100.0%*	**89** *100.0%*	**24** *100.0%*	**85** *100.0%*	**12** *100.0%*	**105** *100.0%*	**14** *100.0%*	**26** *100.0%*	**75** *100.0%*	**44** *100.0%*	**69** *100.0%*	**7** *100.0%*	**37** *100.0%*	**50** *100.0%*	**63** *100.0%*	**119** *100.0%*	**-** **-**	**62** *100.0%*	**57** *100.0%*	**-** **-**
No Answer	**3**	-	3	-	2	1	2	-	-	3	1	2	-	1	2	1	3	-	2	1	-
Always	**79** *66.4%*	13 *50.0%* **	62 *69.7%*	11 *45.8%* **	63 *74.1%*	1 *8.3%* **	76 *72.4%*	5 *35.7%* **	18 *69.2%* **	52 *69.3%*	30 *68.2%*	44 *63.8%*	3 *42.9%* **	27 *73.0%*	37 *74.0%*	39 *61.9%*	79 *66.4%*	- -	42 *67.7%*	37 *64.9%*	- -
Usually	**17** *14.3%*	8 *30.8%* **	9 *10.1%*	5 *20.8%* **	11 *12.9%*	5 *41.7%* **	12 *11.4%*	5 *35.7%* **	4 *15.4%* **	8 *10.7%*	7 *15.9%*	9 *13.0%*	1 *14.3%* **	6 *16.2%*	4 *8.0%*	12 *19.0%* n	17 *14.3%*	- -	11 *17.7%*	6 *10.5%*	- -
Sometimes	**18** *15.1%*	4 *15.4%* **	14 *15.7%*	6 *25.0%* **	9 *10.6%*	5 *41.7%* **	13 *12.4%*	3 *21.4%* **	4 *15.4%* **	11 *14.7%*	6 *13.6%*	12 *17.4%*	3 *42.9%* **	3 *8.1%*	7 *14.0%*	10 *15.9%*	18 *15.1%*	- -	5 *8.1%*	13 *22.8%* R	- -
Never	**5** *4.2%*	1 *3.8%* **	4 *4.5%*	2 *8.3%* **	2 *2.4%*	1 *8.3%* **	4 *3.8%*	1 *7.1%* **	- - **	4 *5.3%*	1 *2.3%*	4 *5.8%*	- - **	1 *2.7%*	2 *4.0%*	2 *3.2%*	5 *4.2%*	- -	4 *6.5%*	1 *1.8%*	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**96** *80.7%*	21 *80.8%* **	71 *79.8%*	16 *66.7%* **	74 *87.1%*	6 *50.0%* **	88 *83.8%*	10 *71.4%* **	22 *84.6%* **	60 *80.0%*	37 *84.1%*	53 *76.8%*	4 *57.1%* **	33 *89.2%*	41 *82.0%*	51 *81.0%*	96 *80.7%*	- -	53 *85.5%*	43 *75.4%*	- -
HEDIS/CAHPS SUMMARY RATE - Always	**79** *66.4%*	13 *50.0%* **	62 *69.7%*	11 *45.8%* **	63 *74.1%*	1 *8.3%* **	76 *72.4%*	5 *35.7%* **	18 *69.2%* **	52 *69.3%*	30 *68.2%*	44 *63.8%*	3 *42.9%* **	27 *73.0%*	37 *74.0%*	39 *61.9%*	79 *66.4%*	- -	42 *67.7%*	37 *64.9%*	- -
3-Point Score	**2.47**	2.31	2.49	2.13	2.61	1.58	2.56	2.07	2.54	2.49	2.52	2.41	2.00	2.62	2.56	2.43	2.47	-	2.53	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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q26. 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?																				
Total Eligible	**446** 100.0%	78 100.0%	335 100.0%	53 100.0%	294 100.0%	57 100.0%	359 100.0%	44 100.0%	94 100.0%	275 100.0%	129 100.0%	284 100.0%	25 100.0%	103 100.0%	265 100.0%	159 100.0%	446 100.0%	- -	196 100.0%	250 100.0%	- -
Total Valid Responses	**416** 100.0%	73 100.0%	329 100.0%	50 100.0%	279 100.0%	57 100.0%	359 100.0%	41 100.0%	90 100.0%	271 100.0%	127 100.0%	273 100.0%	25 100.0%	101 100.0%	244 100.0%	155 100.0%	416 100.0%	- -	182 100.0%	234 100.0%	- -
No Answer	**30**	5	6	3	15	-	-	3	4	4	2	11	-	2	21	4	30	-	14	16	-
10 - Best personal doctor possible	**247** 59.4%	26 35.6%	212 64.4% A	11 22.0%	194 69.5% C	- -	247 68.8% E	17 41.5%	27 30.0%	194 71.6% GH	75 59.1%	162 59.3%	13 52.0% **	61 60.4%	143 58.6%	93 60.0%	247 59.4%	- -	98 53.8%	149 63.7% R	- -
9	**60** 14.4%	10 13.7%	49 14.9%	4 8.0%	44 15.8%	- -	60 16.7% E	3 7.3%	19 21.1% gi	37 13.7%	24 18.9% k	34 12.5%	7 28.0% **	17 16.8%	36 14.8%	22 14.2%	60 14.4%	- -	26 14.3%	34 14.5%	- -
8	**52** 12.5%	11 15.1%	39 11.9%	13 26.0% D	27 9.7%	- -	52 14.5% E	5 12.2%	24 26.7% gl	21 7.7%	17 13.4%	33 12.1%	4 16.0% **	13 12.9%	31 12.7%	19 12.3%	52 12.5%	- -	24 13.2%	28 12.0%	- -
7	**20** 4.8%	9 12.3% B	11 3.3%	7 14.0% D	6 2.2%	20 35.1% F	- -	4 9.8% I	10 11.1% I	6 2.2%	5 3.9%	15 5.5%	- - **	5 5.0%	13 5.3%	6 3.9%	20 4.8%	- -	12 6.6%	8 3.4%	- -
6	**13** 3.1%	5 6.8% b	8 2.4%	5 10.0% D	3 1.1%	13 22.8% F	- -	2 4.9%	5 5.6%	6 2.2%	2 1.6%	11 4.0%	1 4.0% **	1 1.0%	8 3.3%	5 3.2%	13 3.1%	- -	8 4.4%	5 2.1%	- -
5	**13** 3.1%	7 9.6% B	6 1.8%	4 8.0% D	4 1.4%	13 22.8% F	- -	5 12.2% I	4 4.4% i	4 1.5%	4 3.1%	9 3.3%	- - **	4 4.0%	8 3.3%	5 3.2%	13 3.1%	- -	7 3.8%	6 2.6%	- -
4	**5** 1.2%	3 4.1% B	2 0.6%	3 6.0% D	- -	5 8.8% F	- -	3 7.3% HI	- -	2 0.7%	- -	5 1.8%	- - **	- -	2 0.8%	2 1.3%	5 1.2%	- -	4 2.2%	1 0.4%	- -
3	**-** -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- -	- -	- -	- -
2	**3** 0.7%	- -	1 0.3%	2 4.0% D	- -	3 5.3% F	- -	- -	1 1.1% i	- -	- -	1 0.4%	- - **	- -	1 0.4%	2 1.3%	3 0.7%	- -	2 1.1%	1 0.4%	- -
1	**2** 0.5%	1 1.4%	1 0.3%	1 2.0% D	- -	2 3.5% F	- -	1 2.4%	- -	1 0.4%	- -	2 0.7%	- - **	- -	1 0.4%	1 0.6%	2 0.5%	- -	1 0.5%	1 0.4%	- -
0 - Worst personal doctor possible	**1** 0.2%	1 1.4% B	- -	- -	1 0.4%	1 1.8% F	- -	1 2.4% I	- -	- -	- -	1 0.4%	- - **	- -	1 0.4%	- -	1 0.2%	- -	- -	1 0.4%	- -
SUMMARY - 0-3	**6** 1.4%	2 2.7% b	2 0.6%	3 6.0% D	1 0.4%	6 10.5% F	- -	2 4.9% I	1 1.1%	1 0.4%	- -	4 1.5%	- - **	- -	3 1.2%	3 1.9%	6 1.4%	- -	3 1.6%	3 1.3%	- -
SUMMARY - 4-7	**51** 12.3%	24 32.9% B	27 8.2%	19 38.0% D	13 4.7%	51 89.5% F	- -	14 34.1% I	19 21.1% I	18 6.6%	11 8.7%	40 14.7% j	1 4.0% **	10 9.9%	31 12.7%	18 11.6%	51 12.3%	- -	31 17.0% S	20 8.5%	- -
HEDIS/CAHPS SUMMARY RATE - 8-10	**359** 86.3%	47 64.4%	300 91.2% A	28 56.0%	265 95.0% C	- -	359 100.0% E	25 61.0%	70 77.8% G	252 93.0% GH	116 91.3% K	229 83.9%	24 96.0% **	91 90.1%	210 86.1%	134 86.5%	359 86.3%	- -	148 81.3%	211 90.2% R	- -
HEDIS/CAHPS SUMMARY RATE - 9-10	**307** 73.8%	36 49.3%	261 79.3% A	15 30.0%	238 85.3% C	- -	307 85.5% E	20 48.8%	46 51.1%	231 85.2% GH	99 78.0%	196 71.8%	20 80.0% **	78 77.2%	179 73.4%	115 74.2%	307 73.8%	- -	124 68.1%	183 78.2% R	- -
3-Point Score	**2.65**	2.26	2.74	2.00	2.82	1.35	2.86	2.20	2.40	2.80	2.73	2.61	2.76	2.72	2.65	2.65	2.65	-	2.56	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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q27. 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	**550** ***100.0%***	**89** ***100.0%***	**384** ***100.0%***	**63** ***100.0%***	**328** ***100.0%***	**57** ***100.0%***	**359** ***100.0%***	**52** ***100.0%***	**104** ***100.0%***	**317** ***100.0%***	**144** ***100.0%***	**330** ***100.0%***	**27** ***100.0%***	**116** ***100.0%***	**309** ***100.0%***	**180** ***100.0%***	**446** ***100.0%***	**57** ***100.0%***	**228** ***100.0%***	**322** ***100.0%***	**-** **-**
Total Valid Responses	**481** ***100.0%***	**89** ***100.0%***	**381** ***100.0%***	**60** ***100.0%***	**311** ***100.0%***	**56** ***100.0%***	**351** ***100.0%***	**52** ***100.0%***	**104** ***100.0%***	**314** ***100.0%***	**143** ***100.0%***	**328** ***100.0%***	**27** ***100.0%***	**115** ***100.0%***	**288** ***100.0%***	**170** ***100.0%***	**420** ***100.0%***	**55** ***100.0%***	**223** ***100.0%***	**258** ***100.0%***	**-** **-**
No Answer	**69**	-	3	3	17	1	8	-	-	3	1	2	-	1	21	10	26	2	5	64	-
Yes	**78** ***16.2%***	20 *22.5%* b	55 *14.4%*	15 *25.0%*	53 *17.0%*	7 *12.5%*	67 *19.1%*	14 *26.9%* I	18 *17.3%*	43 *13.7%*	35 *24.5%* K	40 *12.2%*	5 *18.5%* **	30 *26.1%*	24 *8.3%*	48 *28.2%* N	76 *18.1%* Q	2 *3.6%*	36 *16.1%*	42 *16.3%*	- -
No	**403** ***83.8%***	69 *77.5%*	326 *85.6%* a	45 *75.0%*	258 *83.0%*	49 *87.5%*	284 *80.9%*	38 *73.1%*	86 *82.7%*	271 *86.3%* G	108 *75.5%*	288 *87.8%* J	22 *81.5%* **	85 *73.9%*	264 *91.7%* O	122 *71.8%*	344 *81.9%*	53 *96.4%* P	187 *83.9%*	216 *83.7%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**78** ***16.2%***	20 *22.5%* b	55 *14.4%*	15 *25.0%*	53 *17.0%*	7 *12.5%*	67 *19.1%*	14 *26.9%* I	18 *17.3%*	43 *13.7%*	35 *24.5%* K	40 *12.2%*	5 *18.5%* **	30 *26.1%*	24 *8.3%*	48 *28.2%* N	76 *18.1%* Q	2 *3.6%*	36 *16.1%*	42 *16.3%*	- -

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q28. (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	**78** ***100.0%***	**20** ***100.0%***	**55** ***100.0%***	**15** ***100.0%***	**53** ***100.0%***	**7** ***100.0%***	**67** ***100.0%***	**14** ***100.0%***	**18** ***100.0%***	**43** ***100.0%***	**35** ***100.0%***	**40** ***100.0%***	**5** ***100.0%***	**30** ***100.0%***	**24** ***100.0%***	**48** ***100.0%***	**76** ***100.0%***	**2** ***100.0%***	**36** ***100.0%***	**42** ***100.0%***	**-** **-**
Total Valid Responses	**76** ***100.0%***	**20** ***100.0%***	**54** ***100.0%***	**15** ***100.0%***	**53** ***100.0%***	**7** ***100.0%***	**66** ***100.0%***	**14** ***100.0%***	**17** ***100.0%***	**43** ***100.0%***	**35** ***100.0%***	**39** ***100.0%***	**5** ***100.0%***	**30** ***100.0%***	**23** ***100.0%***	**47** ***100.0%***	**74** ***100.0%***	**2** ***100.0%***	**35** ***100.0%***	**41** ***100.0%***	**-** **-**
No Answer	**2**	-	1	-	-	-	1	-	1	-	-	1	-	-	1	1	2	-	1	1	-
Always	**44** ***57.9%***	8 *40.0%* **	36 *66.7%*	5 *33.3%* **	36 *67.9%*	2 *28.6%* **	40 *60.6%*	5 *35.7%* **	8 *47.1%* **	31 *72.1%*	23 *65.7%*	21 *53.8%*	3 *60.0%* **	20 *66.7%*	16 *69.6%* **	25 *53.2%*	43 *58.1%*	1 *50.0%* **	23 *65.7%*	21 *51.2%*	- -
Usually	**14** ***18.4%***	4 *20.0%* **	9 *16.7%*	5 *33.3%* **	8 *15.1%*	2 *28.6%* **	11 *16.7%*	2 *14.3%* **	7 *41.2%* **	4 *9.3%*	7 *20.0%*	6 *15.4%*	1 *20.0%* **	6 *20.0%*	4 *17.4%* **	9 *19.1%*	13 *17.6%*	1 *50.0%* **	5 *14.3%*	9 *22.0%*	- -
Sometimes	**13** ***17.1%***	4 *20.0%* **	8 *14.8%*	3 *20.0%* **	7 *13.2%*	3 *42.9%* **	10 *15.2%*	4 *28.6%* **	1 *5.9%* **	7 *16.3%*	4 *11.4%*	8 *20.5%*	1 *20.0%* **	3 *10.0%*	1 *4.3%* **	10 *21.3%*	13 *17.6%*	- - **	4 *11.4%*	9 *22.0%*	- -
Never	**5** ***6.6%***	4 *20.0%* **	1 *1.9%*	2 *13.3%* **	2 *3.8%*	- - **	5 *7.6%*	3 *21.4%* **	1 *5.9%* **	1 *2.3%*	1 *2.9%*	4 *10.3%*	- - **	1 *3.3%*	2 *8.7%* **	3 *6.4%*	5 *6.8%*	- - **	3 *8.6%*	2 *4.9%*	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**58** ***76.3%***	12 *60.0%* **	45 *83.3%*	10 *66.7%* **	44 *83.0%*	4 *57.1%* **	51 *77.3%*	7 *50.0%* **	15 *88.2%* **	35 *81.4%*	30 *85.7%* k	27 *69.2%*	4 *80.0%* **	26 *86.7%*	20 *87.0%* **	34 *72.3%*	56 *75.7%*	2 *100.0%* **	28 *80.0%*	30 *73.2%*	- -
HEDIS/CAHPS SUMMARY RATE - Always	**44** ***57.9%***	8 *40.0%* **	36 *66.7%*	5 *33.3%* **	36 *67.9%*	2 *28.6%* **	40 *60.6%*	5 *35.7%* **	8 *47.1%* **	31 *72.1%*	23 *65.7%*	21 *53.8%*	3 *60.0%* **	20 *66.7%*	16 *69.6%* **	25 *53.2%*	43 *58.1%*	1 *50.0%* **	23 *65.7%*	21 *51.2%*	- -
3-Point Score	**2.34**	2.00	2.50	2.00	2.51	1.86	2.38	1.86	2.35	2.53	2.51	2.23	2.40	2.53	2.57	2.26	2.34	2.50	2.46	2.24	-

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q29. How many specialists has your child seen in the last 6 months?																					
Total Eligible	**78** *100.0%*	**20** *100.0%*	**55** *100.0%*	**15** *100.0%*	**53** *100.0%*	**7** *100.0%*	**67** *100.0%*	**14** *100.0%*	**18** *100.0%*	**43** *100.0%*	**35** *100.0%*	**40** *100.0%*	**5** *100.0%*	**30** *100.0%*	**24** *100.0%*	**48** *100.0%*	**76** *100.0%*	**2** *100.0%*	**36** *100.0%*	**42** *100.0%*	**-** **-**
Total Valid Responses	**75** *100.0%*	**20** *100.0%*	**53** *100.0%*	**15** *100.0%*	**52** *100.0%*	**7** *100.0%*	**65** *100.0%*	**14** *100.0%*	**17** *100.0%*	**42** *100.0%*	**34** *100.0%*	**39** *100.0%*	**4** *100.0%*	**30** *100.0%*	**23** *100.0%*	**46** *100.0%*	**73** *100.0%*	**2** *100.0%*	**35** *100.0%*	**40** *100.0%*	**-** **-**
No Answer	**3**	-	2	-	1	-	2	-	1	1	1	1	1	-	1	2	3	-	1	2	-
None	**5** *6.7%*	1 *5.0%* **	4 *7.5%*	- - **	4 *7.7%*	- - **	5 *7.7%*	- - **	1 *5.9%* **	4 *9.5%*	2 *5.9%*	3 *7.7%*	- - **	2 *6.7%*	2 *8.7%* **	2 *4.3%*	5 *6.8%*	- - **	4 *11.4%*	1 *2.5%*	- -
1 specialist	**53** *70.7%*	11 *55.0%* **	40 *75.5%*	9 *60.0%* **	37 *71.2%*	5 *71.4%* **	47 *72.3%*	7 *50.0%* **	13 *76.5%* **	31 *73.8%*	23 *67.6%*	28 *71.8%*	1 *25.0%* **	22 *73.3%*	20 *87.0%* **	28 *60.9%*	53 *72.6%*	- - **	21 *60.0%*	32 *80.0%* r	- -
2	**11** *14.7%*	5 *25.0%* **	6 *11.3%*	3 *20.0%* **	8 *15.4%*	1 *14.3%* **	9 *13.8%*	5 *35.7%* **	2 *11.8%* **	4 *9.5%*	6 *17.6%*	5 *12.8%*	1 *25.0%* **	5 *16.7%*	1 *4.3%* **	10 *21.7%*	10 *13.7%*	1 *50.0%* **	6 *17.1%*	5 *12.5%*	- -
3	**2** *2.7%*	1 *5.0%* **	1 *1.9%*	1 *6.7%* **	1 *1.9%*	- - **	1 *1.5%*	1 *7.1%* **	- - **	1 *2.4%*	- -	2 *5.1%*	- - **	- -	- - **	2 *4.3%*	1 *1.4%*	1 *50.0%* **	2 *5.7%*	- -	- -
4	**2** *2.7%*	2 *10.0%* **	- -	2 *13.3%* **	- -	1 *14.3%* **	1 *1.5%*	1 *7.1%* **	1 *5.9%* **	- -	1 *2.9%*	1 *2.6%*	1 *25.0%* **	- -	- - **	2 *4.3%*	2 *2.7%*	- - **	1 *2.9%*	1 *2.5%*	- -
5 or more specialists	**2** *2.7%*	- - **	2 *3.8%*	- - **	2 *3.8%*	- - **	2 *3.1%*	- - **	- - **	2 *4.8%*	2 *5.9%*	- -	1 *25.0%* **	1 *3.3%*	- - **	2 *4.3%*	2 *2.7%*	- - **	1 *2.9%*	1 *2.5%*	- -
HEDIS/CAHPS SUMMARY RATE - 1 or more specialists	**70** *93.3%*	19 *95.0%* **	49 *92.5%*	15 *100.0%* **	48 *92.3%*	7 *100.0%* **	60 *92.3%*	14 *100.0%* **	16 *94.1%* **	38 *90.5%*	32 *94.1%*	36 *92.3%*	4 *100.0%* **	28 *93.3%*	21 *91.3%* **	44 *95.7%*	68 *93.2%*	2 *100.0%* **	31 *88.6%*	39 *97.5%*	- -

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q30. 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	**70** *100.0%*	**19** *100.0%*	**49** *100.0%*	**15** *100.0%*	**48** *100.0%*	**7** *100.0%*	**60** *100.0%*	**14** *100.0%*	**16** *100.0%*	**38** *100.0%*	**32** *100.0%*	**36** *100.0%*	**4** *100.0%*	**28** *100.0%*	**21** *100.0%*	**44** *100.0%*	**68** *100.0%*	**2** *100.0%*	**31** *100.0%*	**39** *100.0%*	**-** **-**
Total Valid Responses	**70** *100.0%*	**19** *100.0%*	**49** *100.0%*	**15** *100.0%*	**48** *100.0%*	**7** *100.0%*	**60** *100.0%*	**14** *100.0%*	**16** *100.0%*	**38** *100.0%*	**32** *100.0%*	**36** *100.0%*	**4** *100.0%*	**28** *100.0%*	**21** *100.0%*	**44** *100.0%*	**68** *100.0%*	**2** *100.0%*	**31** *100.0%*	**39** *100.0%*	**-** **-**
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
10 - Best specialist possible	**44** *62.9%*	7 *36.8%* **	37 *75.5%*	3 *20.0%* **	37 *77.1%*	- - **	42 *70.0%*	5 *35.7%* **	6 *37.5%* **	33 *86.8%*	20 *62.5%*	24 *66.7%*	2 *50.0%* **	18 *64.3%* **	13 *61.9%* **	28 *63.6%*	43 *63.2%*	1 *50.0%* **	18 *58.1%*	26 *66.7%*	- -
9	**7** *10.0%*	2 *10.5%* **	5 *10.2%*	3 *20.0%* **	4 *8.3%*	2 *28.6%* **	4 *6.7%*	2 *14.3%* **	1 *6.3%* **	4 *10.5%*	4 *12.5%*	3 *8.3%*	- - **	4 *14.3%* **	3 *14.3%* **	4 *9.1%*	6 *8.8%*	1 *50.0%* **	3 *9.7%*	4 *10.3%*	- -
8	**6** *8.6%*	2 *10.5%* **	4 *8.2%*	3 *20.0%* **	3 *6.3%*	1 *14.3%* **	5 *8.3%*	- - **	5 *31.3%* **	1 *2.6%*	6 *18.8%* K	- -	2 *50.0%* **	4 *14.3%* **	1 *4.8%* **	5 *11.4%*	6 *8.8%*	- - **	2 *6.5%*	4 *10.3%*	- -
7	**4** *5.7%*	3 *15.8%* **	1 *2.0%*	3 *20.0%* **	- -	1 *14.3%* **	3 *5.0%*	2 *14.3%* **	2 *12.5%* **	- -	1 *3.1%*	3 *8.3%*	- - **	1 *3.6%* **	- - **	3 *6.8%*	4 *5.9%*	- - **	4 *12.9%* S	- -	- -
6	**2** *2.9%*	1 *5.3%* **	1 *2.0%*	1 *6.7%* **	1 *2.1%*	1 *14.3%* **	1 *1.7%*	1 *7.1%* **	1 *6.3%* **	- -	1 *3.1%*	1 *2.8%*	- - **	1 *3.6%* **	1 *4.8%* **	1 *2.3%*	2 *2.9%*	- - **	1 *3.2%*	1 *2.6%*	- -
5	**5** *7.1%*	2 *10.5%* **	1 *2.0%*	2 *13.3%* **	1 *2.1%*	2 *28.6%* **	3 *5.0%*	2 *14.3%* **	1 *6.3%* **	- -	- -	3 *8.3%* j	- - **	- - **	2 *9.5%* **	2 *4.5%*	5 *7.4%*	- - **	2 *6.5%*	3 *7.7%*	- -
4	**-** **-**	- - **	- -	- - **	- -	- - **	- -	- - **	- - **	- -	- -	- -	- - **	- - **	- - **	- -	- -	- - **	- -	- -	- -
3	**1** *1.4%*	1 *5.3%* **	- -	- - **	1 *2.1%*	- - **	1 *1.7%*	1 *7.1%* **	- - **	- -	- -	1 *2.8%*	- - **	- - **	- - **	1 *2.3%*	1 *1.5%*	- - **	- -	1 *2.6%*	- -
2	**1** *1.4%*	1 *5.3%* **	- -	- - **	1 *2.1%*	- - **	1 *1.7%*	1 *7.1%* **	- - **	- -	- -	1 *2.8%*	- - **	- - **	1 *4.8%* **	- -	1 *1.5%*	- - **	1 *3.2%*	- -	- -
1	**-** **-**	- - **	- -	- - **	- -	- - **	- -	- - **	- - **	- -	- -	- -	- - **	- - **	- - **	- -	- -	- - **	- -	- -	- -
0 - Worst specialist possible	**-** **-**	- - **	- -	- - **	- -	- - **	- -	- - **	- - **	- -	- -	- -	- - **	- - **	- - **	- -	- -	- - **	- -	- -	- -
SUMMARY - 0-3	**2** *2.9%*	2 *10.5%* **	- -	- - **	2 *4.2%*	- - **	2 *3.3%*	2 *14.3%* **	- - **	- -	- -	2 *5.6%*	- - **	- - **	1 *4.8%* **	1 *2.3%*	2 *2.9%*	- - **	1 *3.2%*	1 *2.6%*	- -
SUMMARY - 4-7	**11** *15.7%*	6 *31.6%* **	3 *6.1%*	6 *40.0%* **	2 *4.2%*	4 *57.1%* **	7 *11.7%*	5 *35.7%* **	4 *25.0%* **	- -	2 *6.3%*	7 *19.4%*	- - **	2 *7.1%* **	3 *14.3%* **	6 *13.6%*	11 *16.2%*	- - **	7 *22.6%*	4 *10.3%*	- -
HEDIS/CAHPS SUMMARY RATE - 8-10	**57** *81.4%*	11 *57.9%* **	46 *93.9%*	9 *60.0%* **	44 *91.7%*	3 *42.9%* **	51 *85.0%*	7 *50.0%* **	12 *75.0%* **	38 *100.0%*	30 *93.8%* K	27 *75.0%*	4 *100.0%* **	26 *92.9%* **	17 *81.0%* **	37 *84.1%*	55 *80.9%*	2 *100.0%* **	23 *74.2%*	34 *87.2%*	- -
HEDIS/CAHPS SUMMARY RATE - 9-10	**51** *72.9%*	9 *47.4%* **	42 *85.7%*	6 *40.0%* **	41 *85.4%*	2 *28.6%* **	46 *76.7%*	7 *50.0%* **	7 *43.8%* **	37 *97.4%*	24 *75.0%*	27 *75.0%*	2 *50.0%* **	22 *78.6%* **	16 *76.2%* **	32 *72.7%*	49 *72.1%*	2 *100.0%* **	21 *67.7%*	30 *76.9%*	- -
3-Point Score	**2.60**	2.21	2.82	2.20	2.77	1.86	2.67	2.14	2.31	2.97	2.72	2.58	2.50	2.75	2.57	2.64	2.59	3.00	2.55	2.64	-

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q31. In the last 6 months, did you get information or help from customer service at your child's health plan?																				
Total Eligible	**550** *100.0%*	**89** *100.0%*	**384** *100.0%*	**63** *100.0%*	**328** *100.0%*	**57** *100.0%*	**359** *100.0%*	**52** *100.0%*	**104** *100.0%*	**317** *100.0%*	**144** *100.0%*	**330** *100.0%*	**27** *100.0%*	**116** *100.0%*	**309** *100.0%*	**180** *100.0%*	**446** *100.0%*	**57** *100.0%*	**228** *100.0%*	**322** *100.0%*	**-** **-**
Total Valid Responses	**474** *100.0%*	**87** *100.0%*	**382** *100.0%*	**59** *100.0%*	**309** *100.0%*	**55** *100.0%*	**345** *100.0%*	**51** *100.0%*	**103** *100.0%*	**315** *100.0%*	**144** *100.0%*	**330** *100.0%*	**27** *100.0%*	**116** *100.0%*	**284** *100.0%*	**170** *100.0%*	**413** *100.0%*	**55** *100.0%*	**223** *100.0%*	**251** *100.0%*	**-** **-**
No Answer	**76**	2	2	4	19	2	14	1	1	2	-	-	-	-	25	10	33	2	5	71	-
Yes	**144** *30.4%*	24 *27.6%*	119 *31.2%*	18 *30.5%*	107 *34.6%*	11 *20.0%*	116 *33.6%* E	10 *19.6%*	31 *30.1%*	102 *32.4%* g	144 *100.0%* K	- -	27 *100.0%* **	116 *100.0%*	66 *23.2%*	72 *42.4%* N	129 *31.2%*	12 *21.8%*	58 *26.0%*	86 *34.3%* r	- -
No	**330** *69.6%*	63 *72.4%*	263 *68.8%*	41 *69.5%*	202 *65.4%*	44 *80.0%* F	229 *66.4%*	41 *80.4%* i	72 *69.9%*	213 *67.6%*	- -	330 *100.0%* J	- - **	- -	218 *76.8%* O	98 *57.6%*	284 *68.8%*	43 *78.2%*	165 *74.0%* s	165 *65.7%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**144** *30.4%*	24 *27.6%*	119 *31.2%*	18 *30.5%*	107 *34.6%*	11 *20.0%*	116 *33.6%* E	10 *19.6%*	31 *30.1%*	102 *32.4%* g	144 *100.0%* K	- -	27 *100.0%* **	116 *100.0%*	66 *23.2%*	72 *42.4%* N	129 *31.2%*	12 *21.8%*	58 *26.0%*	86 *34.3%* r	- -

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q32. (CS) In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?																					
Total Eligible	**144** ***100.0%***	**24** ***100.0%***	**119** ***100.0%***	**18** ***100.0%***	**107** ***100.0%***	**11** ***100.0%***	**116** ***100.0%***	**10** ***100.0%***	**31** ***100.0%***	**102** ***100.0%***	**144** ***100.0%***	**-** **-**	**27** ***100.0%***	**116** ***100.0%***	**66** ***100.0%***	**72** ***100.0%***	**129** ***100.0%***	**12** ***100.0%***	**58** ***100.0%***	**86** ***100.0%***	**-** **-**
Total Valid Responses	**143** ***100.0%***	**24** ***100.0%***	**118** ***100.0%***	**18** ***100.0%***	**106** ***100.0%***	**11** ***100.0%***	**115** ***100.0%***	**10** ***100.0%***	**31** ***100.0%***	**101** ***100.0%***	**143** ***100.0%***	**-** **-**	**27** ***100.0%***	**116** ***100.0%***	**66** ***100.0%***	**71** ***100.0%***	**128** ***100.0%***	**12** ***100.0%***	**57** ***100.0%***	**86** ***100.0%***	**-** **-**
No Answer	**1**	-	1	-	1	-	1	-	-	1	1	-	-	-	-	1	1	-	1	-	-
Always	**84** ***58.7%***	6 *25.0%* **	77 *65.3%*	8 *44.4%* **	67 *63.2%*	4 *36.4%* **	68 *59.1%*	1 *10.0%* **	13 *41.9%*	69 *68.3%* H	84 *58.7%*	- -	- - **	84 *72.4%*	37 *56.1%*	43 *60.6%*	74 *57.8%*	8 *66.7%* **	35 *61.4%*	49 *57.0%*	- -
Usually	**32** ***22.4%***	9 *37.5%* **	23 *19.5%*	7 *38.9%* **	19 *17.9%*	6 *54.5%* **	23 *20.0%*	5 *50.0%* **	9 *29.0%*	18 *17.8%*	32 *22.4%*	- -	- - **	32 *27.6%*	17 *25.8%*	13 *18.3%*	29 *22.7%*	2 *16.7%* **	14 *24.6%*	18 *20.9%*	- -
Sometimes	**21** ***14.7%***	6 *25.0%* **	15 *12.7%*	2 *11.1%* **	17 *16.0%*	1 *9.1%* **	18 *15.7%*	1 *10.0%* **	9 *29.0%* I	11 *10.9%*	21 *14.7%*	- -	21 *77.8%* **	- -	9 *13.6%*	12 *16.9%*	19 *14.8%*	2 *16.7%* **	6 *10.5%*	15 *17.4%*	- -
Never	**6** ***4.2%***	3 *12.5%* **	3 *2.5%*	1 *5.6%* **	3 *2.8%*	- - **	6 *5.2%*	3 *30.0%* **	- -	3 *3.0%*	6 *4.2%*	- -	6 *22.2%* **	- -	3 *4.5%*	3 *4.2%*	6 *4.7%*	- - **	2 *3.5%*	4 *4.7%*	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**116** ***81.1%***	15 *62.5%* **	100 *84.7%*	15 *83.3%* **	86 *81.1%*	10 *90.9%* **	91 *79.1%*	6 *60.0%* **	22 *71.0%*	87 *86.1%* h	116 *81.1%*	- -	- - **	116 *100.0%*	54 *81.8%*	56 *78.9%*	103 *80.5%*	10 *83.3%* **	49 *86.0%*	67 *77.9%*	- -
HEDIS/CAHPS SUMMARY RATE - Always	**84** ***58.7%***	6 *25.0%* **	77 *65.3%*	8 *44.4%* **	67 *63.2%*	4 *36.4%* **	68 *59.1%*	1 *10.0%* **	13 *41.9%*	69 *68.3%* H	84 *58.7%*	- -	- - **	84 *72.4%*	37 *56.1%*	43 *60.6%*	74 *57.8%*	8 *66.7%* **	35 *61.4%*	49 *57.0%*	- -
3-Point Score	**2.40**	1.88	2.50	2.28	2.44	2.27	2.38	1.70	2.13	2.54	2.40	-	1.00	2.72	2.38	2.39	2.38	2.50	2.47	2.35	-

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q33. (CS) In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?																					
Total Eligible	**144** *100.0%*	**24** *100.0%*	**119** *100.0%*	**18** *100.0%*	**107** *100.0%*	**11** *100.0%*	**116** *100.0%*	**10** *100.0%*	**31** *100.0%*	**102** *100.0%*	**144** *100.0%*	**-** **-**	**27** *100.0%*	**116** *100.0%*	**66** *100.0%*	**72** *100.0%*	**129** *100.0%*	**12** *100.0%*	**58** *100.0%*	**86** *100.0%*	**-** **-**
Total Valid Responses	**140** *100.0%*	**24** *100.0%*	**115** *100.0%*	**18** *100.0%*	**104** *100.0%*	**11** *100.0%*	**112** *100.0%*	**10** *100.0%*	**31** *100.0%*	**98** *100.0%*	**140** *100.0%*	**-** **-**	**26** *100.0%*	**114** *100.0%*	**64** *100.0%*	**70** *100.0%*	**125** *100.0%*	**12** *100.0%*	**55** *100.0%*	**85** *100.0%*	**-** **-**
No Answer	**4**	-	4	-	3	-	4	-	-	4	4	-	1	2	2	2	4	-	3	1	-
Always	**105** *75.0%*	7 *29.2%* **	97 *84.3%*	10 *55.6%* **	81 *77.9%*	4 *36.4%* **	87 *77.7%*	1 *10.0%* **	17 *54.8%*	86 *87.8%* H	105 *75.0%*	- -	16 *61.5%* **	89 *78.1%*	49 *76.6%*	51 *72.9%*	92 *73.6%*	11 *91.7%* **	37 *67.3%*	68 *80.0%* r	- -
Usually	**29** *20.7%*	13 *54.2%* **	16 *13.9%*	7 *38.9%* **	18 *17.3%*	5 *45.5%* **	21 *18.8%*	6 *60.0%* **	12 *38.7%* l	11 *11.2%*	29 *20.7%*	- -	6 *23.1%* **	23 *20.2%*	11 *17.2%*	17 *24.3%*	27 *21.6%*	1 *8.3%* **	15 *27.3%*	14 *16.5%*	- -
Sometimes	**4** *2.9%*	2 *8.3%* **	2 *1.7%*	1 *5.6%* **	3 *2.9%*	2 *18.2%* **	2 *1.8%*	2 *20.0%* **	1 *3.2%*	1 *1.0%*	4 *2.9%*	- -	2 *7.7%* **	2 *1.8%*	3 *4.7%*	1 *1.4%*	4 *3.2%*	- - **	3 *5.5%*	1 *1.2%*	- -
Never	**2** *1.4%*	2 *8.3%* **	- -	- - **	2 *1.9%*	- - **	2 *1.8%*	1 *10.0%* **	1 *3.2%* i	- -	2 *1.4%*	- -	2 *7.7%* **	- -	1 *1.6%*	1 *1.4%*	2 *1.6%*	- - **	- -	2 *2.4%*	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**134** *95.7%*	20 *83.3%* **	113 *98.3%*	17 *94.4%* **	99 *95.2%*	9 *81.8%* **	108 *96.4%*	7 *70.0%* **	29 *93.5%*	97 *99.0%* h	134 *95.7%*	- -	22 *84.6%* **	112 *98.2%*	60 *93.8%*	68 *97.1%*	119 *95.2%*	12 *100.0%* **	52 *94.5%*	82 *96.5%*	- -
HEDIS/CAHPS SUMMARY RATE - Always	**105** *75.0%*	7 *29.2%* **	97 *84.3%*	10 *55.6%* **	81 *77.9%*	4 *36.4%* **	87 *77.7%*	1 *10.0%* **	17 *54.8%*	86 *87.8%* H	105 *75.0%*	- -	16 *61.5%* **	89 *78.1%*	49 *76.6%*	51 *72.9%*	92 *73.6%*	11 *91.7%* **	37 *67.3%*	68 *80.0%* r	- -
3-Point Score	**2.71**	2.13	2.83	2.50	2.73	2.18	2.74	1.80	2.48	2.87	2.71	-	2.46	2.76	2.70	2.70	2.69	2.92	2.62	2.76	-

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**	**T**
Q34. In the last 6 months, did your child's health plan give you any forms to fill out?																					
Total Eligible	**550** ***100.0%***	**89** ***100.0%***	**384** ***100.0%***	**63** ***100.0%***	**328** ***100.0%***	**57** ***100.0%***	**359** ***100.0%***	**52** ***100.0%***	**104** ***100.0%***	**317** ***100.0%***	**144** ***100.0%***	**330** ***100.0%***	**27** ***100.0%***	**116** ***100.0%***	**309** ***100.0%***	**180** ***100.0%***	**446** ***100.0%***	**57** ***100.0%***	**228** ***100.0%***	**322** ***100.0%***	**-** **-**
Total Valid Responses	**466** ***100.0%***	**86** ***100.0%***	**375** ***100.0%***	**58** ***100.0%***	**302** ***100.0%***	**53** ***100.0%***	**340** ***100.0%***	**50** ***100.0%***	**103** ***100.0%***	**308** ***100.0%***	**137** ***100.0%***	**326** ***100.0%***	**26** ***100.0%***	**110** ***100.0%***	**284** ***100.0%***	**161** ***100.0%***	**406** ***100.0%***	**54** ***100.0%***	**218** ***100.0%***	**248** ***100.0%***	**-** **-**
No Answer	**84**	3	9	5	26	4	19	2	1	9	7	4	1	6	25	19	40	3	10	74	-
Yes	**129** ***27.7%***	19 *22.1%*	108 *28.8%*	12 *20.7%*	96 *31.8%* c	9 *17.0%*	102 *30.0%* e	7 *14.0%*	28 *27.2%* g	92 *29.9%* G	56 *40.9%* K	72 *22.1%*	5 *19.2%* **	50 *45.5%*	80 *28.2%*	44 *27.3%*	114 *28.1%*	13 *24.1%*	47 *21.6%*	82 *33.1%* R	- -
No	**337** ***72.3%***	67 *77.9%*	267 *71.2%*	46 *79.3%* d	206 *68.2%*	44 *83.0%* f	238 *70.0%*	43 *86.0%* hl	75 *72.8%*	216 *70.1%*	81 *59.1%*	254 *77.9%* J	21 *80.8%* **	60 *54.5%*	204 *71.8%*	117 *72.7%*	292 *71.9%*	41 *75.9%*	171 *78.4%* S	166 *66.9%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**129** ***27.7%***	19 *22.1%*	108 *28.8%*	12 *20.7%*	96 *31.8%* c	9 *17.0%*	102 *30.0%* e	7 *14.0%*	28 *27.2%* g	92 *29.9%* G	56 *40.9%* K	72 *22.1%*	5 *19.2%* **	50 *45.5%*	80 *28.2%*	44 *27.3%*	114 *28.1%*	13 *24.1%*	47 *21.6%*	82 *33.1%* R	- -

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q35. (FOF) In the last 6 months, how often were the forms from your child's health plan easy to fill out?																					
Total Eligible	**466** ***100.0%***	**86** ***100.0%***	**375** ***100.0%***	**58** ***100.0%***	**302** ***100.0%***	**53** ***100.0%***	**340** ***100.0%***	**50** ***100.0%***	**103** ***100.0%***	**308** ***100.0%***	**137** ***100.0%***	**326** ***100.0%***	**26** ***100.0%***	**110** ***100.0%***	**284** ***100.0%***	**161** ***100.0%***	**406** ***100.0%***	**54** ***100.0%***	**218** ***100.0%***	**248** ***100.0%***	**-** **-**
Total Valid Responses	**462** ***100.0%***	**86** ***100.0%***	**371** ***100.0%***	**58** ***100.0%***	**298** ***100.0%***	**53** ***100.0%***	**337** ***100.0%***	**50** ***100.0%***	**103** ***100.0%***	**304** ***100.0%***	**135** ***100.0%***	**324** ***100.0%***	**26** ***100.0%***	**109** ***100.0%***	**282** ***100.0%***	**159** ***100.0%***	**403** ***100.0%***	**53** ***100.0%***	**216** ***100.0%***	**246** ***100.0%***	**-** **-**
No Answer	**4**	-	4	-	4	-	3	-	-	4	2	2	-	1	2	2	3	1	2	2	-
Always	**422** ***91.3%***	75 *87.2%*	343 *92.5%*	53 *91.4%*	271 *90.9%*	47 *88.7%*	310 *92.0%*	47 *94.0%* h	86 *83.5%*	285 *93.8%* H	121 *89.6%*	298 *92.0%*	24 *92.3%* **	97 *89.0%*	260 *92.2%*	144 *90.6%*	369 *91.6%*	48 *90.6%*	201 *93.1%*	221 *89.8%*	- -
Usually	**24** ***5.2%***	6 *7.0%*	18 *4.9%*	3 *5.2%*	15 *5.0%*	2 *3.8%*	15 *4.5%*	- -	12 *11.7%* GI	12 *3.9%*	10 *7.4%*	14 *4.3%*	1 *3.8%* **	9 *8.3%*	13 *4.6%*	8 *5.0%*	18 *4.5%*	5 *9.4%*	9 *4.2%*	15 *6.1%*	- -
Sometimes	**13** ***2.8%***	4 *4.7%*	9 *2.4%*	2 *3.4%*	10 *3.4%*	3 *5.7%*	10 *3.0%*	3 *6.0%* i	4 *3.9%*	6 *2.0%*	4 *3.0%*	9 *2.8%*	1 *3.8%* **	3 *2.8%*	6 *2.1%*	7 *4.4%*	13 *3.2%*	- -	4 *1.9%*	9 *3.7%*	- -
Never	**3** ***0.6%***	1 *1.2%*	1 *0.3%*	- -	2 *0.7%*	1 *1.9%*	2 *0.6%*	- -	1 *1.0%*	1 *0.3%*	- -	3 *0.9%*	- - **	- -	3 *1.1%*	- -	3 *0.7%*	- -	2 *0.9%*	1 *0.4%*	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**446** ***96.5%***	81 *94.2%*	361 *97.3%*	56 *96.6%*	286 *96.0%*	49 *92.5%*	325 *96.4%*	47 *94.0%*	98 *95.1%*	297 *97.7%*	131 *97.0%*	312 *96.3%*	25 *96.2%* **	106 *97.2%*	273 *96.8%*	152 *95.6%*	387 *96.0%*	53 *100.0%*	210 *97.2%*	236 *95.9%*	- -
HEDIS/CAHPS SUMMARY RATE - Always	**422** ***91.3%***	75 *87.2%*	343 *92.5%*	53 *91.4%*	271 *90.9%*	47 *88.7%*	310 *92.0%*	47 *94.0%* h	86 *83.5%*	285 *93.8%* H	121 *89.6%*	298 *92.0%*	24 *92.3%* **	97 *89.0%*	260 *92.2%*	144 *90.6%*	369 *91.6%*	48 *90.6%*	201 *93.1%*	221 *89.8%*	- -
3-Point Score	**2.88**	2.81	2.90	2.88	2.87	2.81	2.88	2.88	2.79	2.91	2.87	2.88	2.88	2.86	2.89	2.86	2.88	2.91	2.90	2.86	-

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q36. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?																				
Total Eligible	**550** *100.0%*	**89** *100.0%*	**384** *100.0%*	**63** *100.0%*	**328** *100.0%*	**57** *100.0%*	**359** *100.0%*	**52** *100.0%*	**104** *100.0%*	**317** *100.0%*	**144** *100.0%*	**330** *100.0%*	**27** *100.0%*	**116** *100.0%*	**309** *100.0%*	**180** *100.0%*	**446** *100.0%*	**57** *100.0%*	**228** *100.0%*	**322** *100.0%*	**-** **-**
Total Valid Responses	**473** *100.0%*	**89** *100.0%*	**384** *100.0%*	**60** *100.0%*	**307** *100.0%*	**55** *100.0%*	**347** *100.0%*	**52** *100.0%*	**104** *100.0%*	**317** *100.0%*	**143** *100.0%*	**326** *100.0%*	**27** *100.0%*	**115** *100.0%*	**281** *100.0%*	**171** *100.0%*	**413** *100.0%*	**54** *100.0%*	**220** *100.0%*	**253** *100.0%*	**-** **-**
No Answer	**77**	-	-	3	21	2	12	-	-	-	1	4	-	1	28	9	33	3	8	69	-
10 - Best health plan possible	**258** *54.5%*	- -	258 *67.2%* A	5 *8.3%*	199 *64.8%* C	11 *20.0%*	212 *61.1%* E	- -	- -	258 *81.4%* GH	82 *57.3%*	174 *53.4%*	13 *48.1%* **	68 *59.1%*	157 *55.9%*	90 *52.6%*	227 *55.0%*	27 *50.0%*	104 *47.3%*	154 *60.9%* R	- -
9	**59** *12.5%*	- -	59 *15.4%* A	5 *8.3%*	41 *13.4%*	8 *14.5%*	40 *11.5%*	- -	- -	59 *18.6%* GH	20 *14.0%*	39 *12.0%*	1 *3.7%* **	19 *16.5%*	36 *12.8%*	20 *11.7%*	48 *11.6%*	10 *18.5%*	26 *11.8%*	33 *13.0%*	- -
8	**67** *14.2%*	- -	67 *17.4%* A	9 *15.0%*	34 *11.1%*	10 *18.2%*	48 *13.8%*	- -	67 *64.4%* GI	- -	17 *11.9%*	50 *15.3%*	4 *14.8%* **	13 *11.3%*	44 *15.7%*	21 *12.3%*	60 *14.5%*	7 *13.0%*	34 *15.5%*	33 *13.0%*	- -
7	**37** *7.8%*	37 *41.6%* B	- -	17 *28.3%* D	13 *4.2%*	10 *18.2%* F	22 *6.3%*	- -	37 *35.6%* GI	- -	14 *9.8%*	22 *6.7%*	5 *18.5%* **	9 *7.8%*	20 *7.1%*	14 *8.2%*	34 *8.2%*	3 *5.6%*	20 *9.1%*	17 *6.7%*	- -
6	**9** *1.9%*	9 *10.1%* B	- -	4 *6.7%* D	4 *1.3%*	1 *1.8%*	5 *1.4%*	9 *17.3%* HI	- -	- -	3 *2.1%*	5 *1.5%*	- - **	3 *2.6%*	3 *1.1%*	5 *2.9%*	7 *1.7%*	1 *1.9%*	8 *3.6%* S	1 *0.4%*	- -
5	**28** *5.9%*	28 *31.5%* B	- -	10 *16.7%* D	13 *4.2%*	10 *18.2%* F	13 *3.7%*	28 *53.8%* HI	- -	- -	4 *2.8%*	24 *7.4%* j	3 *11.1%* **	1 *0.9%*	14 *5.0%*	14 *8.2%*	25 *6.1%*	3 *5.6%*	19 *8.6%* S	9 *3.6%*	- -
4	**3** *0.6%*	3 *3.4%* B	- -	2 *3.3%* D	1 *0.3%*	2 *3.6%* F	1 *0.3%*	3 *5.8%* HI	- -	- -	1 *0.7%*	2 *0.6%*	- - **	1 *0.9%*	1 *0.4%*	2 *1.2%*	3 *0.7%*	- -	2 *0.9%*	1 *0.4%*	- -
3	**6** *1.3%*	6 *6.7%* B	- -	4 *6.7%* D	1 *0.3%*	1 *1.8%*	4 *1.2%*	6 *11.5%* HI	- -	- -	1 *0.7%*	5 *1.5%*	1 *3.7%* **	- -	3 *1.1%*	2 *1.2%*	5 *1.2%*	1 *1.9%*	3 *1.4%*	3 *1.2%*	- -
2	**3** *0.6%*	3 *3.4%* B	- -	3 *5.0%* D	- -	2 *3.6%* F	1 *0.3%*	3 *5.8%* HI	- -	- -	1 *0.7%*	2 *0.6%*	- - **	1 *0.9%*	1 *0.4%*	2 *1.2%*	3 *0.7%*	- -	1 *0.5%*	2 *0.8%*	- -
1	**1** *0.2%*	1 *1.1%* B	- -	- -	1 *0.3%*	- -	1 *0.3%*	1 *1.9%* I	- -	- -	- -	1 *0.3%*	- - **	- -	1 *0.4%*	- -	1 *0.2%*	- -	1 *0.5%*	- -	- -
0 - Worst health plan possible	**2** *0.4%*	2 *2.2%* B	- -	1 *1.7%* D	- -	- -	- -	2 *3.8%* HI	- -	- -	- -	2 *0.6%*	- - **	- -	1 *0.4%*	1 *0.6%*	- -	2 *3.7%* P	2 *0.9%*	- -	- -
SUMMARY - 0-3	**12** *2.5%*	12 *13.5%* B	- -	8 *13.3%* D	2 *0.7%*	3 *5.5%* f	6 *1.7%*	12 *23.1%* HI	- -	- -	2 *1.4%*	10 *3.1%*	1 *3.7%* **	1 *0.9%*	6 *2.1%*	5 *2.9%*	9 *2.2%*	3 *5.6%*	7 *3.2%*	5 *2.0%*	- -
SUMMARY - 4-7	**77** *16.3%*	77 *86.5%* B	- -	33 *55.0%* D	31 *10.1%*	23 *41.8%* F	41 *11.8%*	40 *76.9%* HI	37 *35.6%* I	- -	22 *15.4%*	53 *16.3%*	8 *29.6%* **	14 *12.2%*	38 *13.5%*	35 *20.5%* n	69 *16.7%*	7 *13.0%*	49 *22.3%* S	28 *11.1%*	- -
HEDIS/CAHPS SUMMARY RATE - 8-10	**384** *81.2%*	- -	384 *100.0%* A	19 *31.7%*	274 *89.3%* C	29 *52.7%*	300 *86.5%* E	- -	67 *64.4%* G	317 *100.0%* GH	119 *83.2%*	263 *80.7%*	18 *66.7%* **	100 *87.0%*	237 *84.3%* O	131 *76.6%*	335 *81.1%*	44 *81.5%*	164 *74.5%*	220 *87.0%* R	- -
HEDIS/CAHPS SUMMARY RATE - 9-10	**317** *67.0%*	- -	317 *82.6%* A	10 *16.7%*	240 *78.2%* C	19 *34.5%*	252 *72.6%* E	- -	- -	317 *100.0%* GH	102 *71.3%*	213 *65.3%*	14 *51.9%* **	87 *75.7%*	193 *68.7%*	110 *64.3%*	275 *66.6%*	37 *68.5%*	130 *59.1%*	187 *73.9%* R	- -
3-Point Score	**2.56**	1.42	2.83	1.77	2.72	2.05	2.65	1.00	2.00	3.00	2.64	2.53	2.37	2.70	2.60	2.49	2.56	2.56	2.43	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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

		HEALTH PLAN RATING (Q36)		HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q37. In general, how would you rate your child's overall health?																					
Total Eligible	**550** *100.0%*	**89** *100.0%*	**384** *100.0%*	**63** *100.0%*	**328** *100.0%*	**57** *100.0%*	**359** *100.0%*	**52** *100.0%*	**104** *100.0%*	**317** *100.0%*	**144** *100.0%*	**330** *100.0%*	**27** *100.0%*	**116** *100.0%*	**309** *100.0%*	**180** *100.0%*	**446** *100.0%*	**57** *100.0%*	**228** *100.0%*	**322** *100.0%*	**-** **-**
Total Valid Responses	**479** *100.0%*	**89** *100.0%*	**383** *100.0%*	**60** *100.0%*	**310** *100.0%*	**56** *100.0%*	**348** *100.0%*	**52** *100.0%*	**103** *100.0%*	**317** *100.0%*	**144** *100.0%*	**329** *100.0%*	**27** *100.0%*	**116** *100.0%*	**286** *100.0%*	**171** *100.0%*	**418** *100.0%*	**55** *100.0%*	**226** *100.0%*	**253** *100.0%*	**-** **-**
No Answer	**71**	-	1	3	18	1	11	-	1	-	-	1	-	-	23	9	28	2	2	69	-
Excellent	**203** *42.4%*	27 *30.3%*	173 *45.2%* A	13 *21.7%*	140 *45.2%* C	16 *28.6%*	155 *44.5%* E	18 *34.6%*	31 *30.1%*	151 *47.6%* gH	50 *34.7%*	151 *45.9%* J	8 *29.6%* **	42 *36.2%*	141 *49.3%* O	53 *31.0%*	178 *42.6%*	23 *41.8%*	83 *36.7%*	120 *47.4%* R	- -
Very good	**157** *32.8%*	30 *33.7%*	126 *32.9%*	21 *35.0%*	102 *32.9%*	20 *35.7%*	118 *33.9%*	15 *28.8%*	41 *39.8%*	100 *31.5%*	52 *36.1%*	103 *31.3%*	8 *29.6%* **	43 *37.1%*	88 *30.8%*	63 *36.8%*	143 *34.2%*	13 *23.6%*	90 *39.8%* S	67 *26.5%*	- -
Good	**87** *18.2%*	19 *21.3%*	65 *17.0%*	17 *28.3%* D	50 *16.1%*	15 *26.8%* F	51 *14.7%*	10 *19.2%*	22 *21.4%*	52 *16.4%*	30 *20.8%*	56 *17.0%*	10 *37.0%* **	20 *17.2%*	48 *16.8%*	36 *21.1%*	68 *16.3%*	18 *32.7%* P	42 *18.6%*	45 *17.8%*	- -
Fair	**29** *6.1%*	11 *12.4%* B	18 *4.7%*	7 *11.7%* d	18 *5.8%*	4 *7.1%*	22 *6.3%*	8 *15.4%* I	8 *7.8%*	13 *4.1%*	11 *7.6%*	17 *5.2%*	1 *3.7%* **	10 *8.6%*	8 *2.8%*	18 *10.5%* N	26 *6.2%*	1 *1.8%*	10 *4.4%*	19 *7.5%*	- -
Poor	**3** *0.6%*	2 *2.2%* B	1 *0.3%*	2 *3.3%* D	- -	1 *1.8%*	2 *0.6%*	1 *1.9%*	1 *1.0%*	1 *0.3%*	1 *0.7%*	2 *0.6%*	- - **	1 *0.9%*	1 *0.3%*	1 *0.6%*	3 *0.7%*	- -	1 *0.4%*	2 *0.8%*	- -
HEDIS/CAHPS SUMMARY RATE - Excellent/Very good	**360** *75.2%*	57 *64.0%*	299 *78.1%* A	34 *56.7%*	242 *78.1%* C	36 *64.3%*	273 *78.4%* E	33 *63.5%*	72 *69.9%*	251 *79.2%* Gh	102 *70.8%*	254 *77.2%*	16 *59.3%* **	85 *73.3%*	229 *80.1%* O	116 *67.8%*	321 *76.8%* q	36 *65.5%*	173 *76.5%*	187 *73.9%*	- -

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2015

	HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q38. In general, how would you rate your child's overall mental or emotional health?																					
Total Eligible	**550** *100.0%*	**89** *100.0%*	**384** *100.0%*	**63** *100.0%*	**328** *100.0%*	**57** *100.0%*	**359** *100.0%*	**52** *100.0%*	**104** *100.0%*	**317** *100.0%*	**144** *100.0%*	**330** *100.0%*	**27** *100.0%*	**116** *100.0%*	**309** *100.0%*	**180** *100.0%*	**446** *100.0%*	**57** *100.0%*	**228** *100.0%*	**322** *100.0%*	**-** **-**
Total Valid Responses	**478** *100.0%*	**89** *100.0%*	**383** *100.0%*	**60** *100.0%*	**310** *100.0%*	**56** *100.0%*	**348** *100.0%*	**52** *100.0%*	**103** *100.0%*	**317** *100.0%*	**144** *100.0%*	**329** *100.0%*	**27** *100.0%*	**116** *100.0%*	**286** *100.0%*	**171** *100.0%*	**417** *100.0%*	**55** *100.0%*	**226** *100.0%*	**252** *100.0%*	**-** **-**
No Answer	**72**	-	1	3	18	1	11	-	1	-	-	1	-	-	23	9	29	2	2	70	-
Excellent	**263** *55.0%*	42 *47.2%*	218 *56.9%* a	23 *38.3%*	179 *57.7%* C	23 *41.1%*	201 *57.8%* E	22 *42.3%*	49 *47.6%*	189 *59.6%* GH	66 *45.8%*	194 *59.0%* J	14 *51.9%* **	52 *44.8%*	171 *59.8%* O	77 *45.0%*	231 *55.4%*	29 *52.7%*	120 *53.1%*	143 *56.7%*	- -
Very good	**106** *22.2%*	19 *21.3%*	87 *22.7%*	13 *21.7%*	70 *22.6%*	16 *28.6%*	71 *20.4%*	11 *21.2%*	28 *27.2%*	67 *21.1%*	37 *25.7%*	69 *21.0%*	8 *29.6%* **	29 *25.0%*	65 *22.7%*	40 *23.4%*	91 *21.8%*	14 *25.5%*	56 *24.8%*	50 *19.8%*	- -
Good	**72** *15.1%*	14 *15.7%*	55 *14.4%*	13 *21.7%* d	39 *12.6%*	12 *21.4%*	50 *14.4%*	9 *17.3%*	18 *17.5%*	42 *13.2%*	23 *16.0%*	48 *14.6%*	2 *7.4%* **	21 *18.1%*	38 *13.3%*	31 *18.1%*	63 *15.1%*	8 *14.5%*	34 *15.0%*	38 *15.1%*	- -
Fair	**30** *6.3%*	12 *13.5%* B	18 *4.7%*	10 *16.7%* D	18 *5.8%*	3 *5.4%*	21 *6.0%*	10 *19.2%* HI	5 *4.9%*	15 *4.7%*	12 *8.3%*	17 *5.2%*	2 *7.4%* **	9 *7.8%*	11 *3.8%*	18 *10.5%* N	25 *6.0%*	4 *7.3%*	14 *6.2%*	16 *6.3%*	- -
Poor	**7** *1.5%*	2 *2.2%*	5 *1.3%*	1 *1.7%*	4 *1.3%*	2 *3.6%*	5 *1.4%*	- -	3 *2.9%*	4 *1.3%*	6 *4.2%* K	1 *0.3%*	1 *3.7%* **	5 *4.3%*	1 *0.3%*	5 *2.9%* N	7 *1.7%*	- -	2 *0.9%*	5 *2.0%*	- -
HEDIS/CAHPS SUMMARY RATE - Excellent/Very good	**369** *77.2%*	61 *68.5%*	305 *79.6%* A	36 *60.0%*	249 *80.3%* C	39 *69.6%*	272 *78.2%*	33 *63.5%*	77 *74.8%*	256 *80.8%* G	103 *71.5%*	263 *79.9%* J	22 *81.5%* **	81 *69.8%*	236 *82.5%* O	117 *68.4%*	322 *77.2%*	43 *78.2%*	176 *77.9%*	193 *76.6%*	- -

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

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2015

	HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q39. What is your child's age?																					
Total Eligible	**550** ***100.0%***	**89** ***100.0%***	**384** ***100.0%***	**63** ***100.0%***	**328** ***100.0%***	**57** ***100.0%***	**359** ***100.0%***	**52** ***100.0%***	**104** ***100.0%***	**317** ***100.0%***	**144** ***100.0%***	**330** ***100.0%***	**27** ***100.0%***	**116** ***100.0%***	**309** ***100.0%***	**180** ***100.0%***	**446** ***100.0%***	**57** ***100.0%***	**228** ***100.0%***	**322** ***100.0%***	**-** **-**
Total Valid Responses	**477** ***100.0%***	**89** ***100.0%***	**382** ***100.0%***	**60** ***100.0%***	**310** ***100.0%***	**56** ***100.0%***	**348** ***100.0%***	**52** ***100.0%***	**103** ***100.0%***	**316** ***100.0%***	**144** ***100.0%***	**328** ***100.0%***	**27** ***100.0%***	**116** ***100.0%***	**285** ***100.0%***	**171** ***100.0%***	**417** ***100.0%***	**54** ***100.0%***	**225** ***100.0%***	**252** ***100.0%***	**-** **-**
No Answer	**73**	-	2	3	18	1	11	-	1	1	-	2	-	-	24	9	29	3	3	70	-
Less than 1 year old	**16** ***3.4%***	4 *4.5%*	12 *3.1%*	2 *3.3%*	12 *3.9%*	1 *1.8%*	11 *3.2%*	3 *5.8%*	2 *1.9%*	11 *3.5%*	4 *2.8%*	11 *3.4%*	2 *7.4%* **	2 *1.7%*	6 *2.1%*	9 *5.3%* n	12 *2.9%*	4 *7.4%* p	5 *2.2%*	11 *4.4%*	- -
1	**23** ***4.8%***	2 *2.2%*	21 *5.5%*	2 *3.3%*	16 *5.2%*	7 *12.5%* F	15 *4.3%*	1 *1.9%*	7 *6.8%*	15 *4.7%*	6 *4.2%*	17 *5.2%*	1 *3.7%* **	5 *4.3%*	10 *3.5%*	13 *7.6%* n	22 *5.3%*	1 *1.9%*	7 *3.1%*	16 *6.3%*	- -
2	**32** ***6.7%***	6 *6.7%*	26 *6.8%*	3 *5.0%*	22 *7.1%*	3 *5.4%*	25 *7.2%*	1 *1.9%*	8 *7.8%*	23 *7.3%*	10 *6.9%*	22 *6.7%*	2 *7.4%* **	8 *6.9%*	20 *7.0%*	9 *5.3%*	28 *6.7%*	3 *5.6%*	10 *4.4%*	22 *8.7%* r	- -
3	**29** ***6.1%***	4 *4.5%*	25 *6.5%*	3 *5.0%*	20 *6.5%*	5 *8.9%*	20 *5.7%*	- -	9 *8.7%* G	20 *6.3%* g	12 *8.3%*	17 *5.2%*	3 *11.1%* **	9 *7.8%*	17 *6.0%*	12 *7.0%*	26 *6.2%*	2 *3.7%*	8 *3.6%*	21 *8.3%* R	- -
4	**35** ***7.3%***	8 *9.0%*	27 *7.1%*	4 *6.7%*	24 *7.7%*	4 *7.1%*	28 *8.0%*	4 *7.7%*	8 *7.8%*	23 *7.3%*	13 *9.0%*	22 *6.7%*	2 *7.4%* **	11 *9.5%*	25 *8.8%*	9 *5.3%*	33 *7.9%*	2 *3.7%*	16 *7.1%*	19 *7.5%*	- -
5	**33** ***6.9%***	7 *7.9%*	25 *6.5%*	2 *3.3%*	23 *7.4%*	3 *5.4%*	24 *6.9%*	4 *7.7%*	8 *7.8%*	20 *6.3%*	7 *4.9%*	26 *7.9%*	1 *3.7%* **	6 *5.2%*	17 *6.0%*	14 *8.2%*	29 *7.0%*	3 *5.6%*	15 *6.7%*	18 *7.1%*	- -
6	**30** ***6.3%***	2 *2.2%*	27 *7.1%* a	4 *6.7%*	22 *7.1%*	2 *3.6%*	23 *6.6%*	2 *3.8%*	3 *2.9%*	24 *7.6%* h	8 *5.6%*	21 *6.4%*	1 *3.7%* **	7 *6.0%*	18 *6.3%*	11 *6.4%*	27 *6.5%*	3 *5.6%*	12 *5.3%*	18 *7.1%*	- -
7	**25** ***5.2%***	1 *1.1%*	24 *6.3%* a	1 *1.7%*	19 *6.1%*	1 *1.8%*	21 *6.0%*	- -	3 *2.9%*	22 *7.0%* g	10 *6.9%*	15 *4.6%*	3 *11.1%* **	7 *6.0%*	17 *6.0%*	6 *3.5%*	22 *5.3%*	2 *3.7%*	8 *3.6%*	17 *6.7%*	- -
8	**25** ***5.2%***	4 *4.5%*	21 *5.5%*	2 *3.3%*	15 *4.8%*	4 *7.1%*	18 *5.2%*	- -	7 *6.8%* g	18 *5.7%* g	11 *7.6%*	14 *4.3%*	1 *3.7%* **	10 *8.6%*	13 *4.6%*	9 *5.3%*	22 *5.3%*	3 *5.6%*	13 *5.8%*	12 *4.8%*	- -
9	**26** ***5.5%***	7 *7.9%*	19 *5.0%*	5 *8.3%*	17 *5.5%*	3 *5.4%*	19 *5.5%*	4 *7.7%*	5 *4.9%*	17 *5.4%*	9 *6.3%*	17 *5.2%*	2 *7.4%* **	7 *6.0%*	11 *3.9%*	14 *8.2%* N	23 *5.5%*	3 *5.6%*	13 *5.8%*	13 *5.2%*	- -
10	**27** ***5.7%***	3 *3.4%*	23 *6.0%*	2 *3.3%*	20 *6.5%*	1 *1.8%*	21 *6.0%*	3 *5.8%*	6 *5.8%*	17 *5.4%*	7 *4.9%*	20 *6.1%*	1 *3.7%* **	6 *5.2%*	22 *7.7%* O	4 *2.3%*	22 *5.3%*	5 *9.3%*	17 *7.6%* s	10 *4.0%*	- -
11	**22** ***4.6%***	2 *2.2%*	19 *5.0%*	4 *6.7%*	13 *4.2%*	1 *1.8%*	18 *5.2%*	2 *3.8%*	6 *5.8%*	13 *4.1%*	7 *4.9%*	15 *4.6%*	1 *3.7%* **	6 *5.2%*	14 *4.9%*	8 *4.7%*	19 *4.6%*	2 *3.7%*	10 *4.4%*	12 *4.8%*	- -
12	**26** ***5.5%***	6 *6.7%*	20 *5.2%*	4 *6.7%*	12 *3.9%*	5 *8.9%*	16 *4.6%*	6 *11.5%* Hi	3 *2.9%*	17 *5.4%*	4 *2.8%*	22 *6.7%* j	- - **	4 *3.4%*	18 *6.3%*	7 *4.1%*	23 *5.5%*	3 *5.6%*	15 *6.7%*	11 *4.4%*	- -
13	**32** ***6.7%***	12 *13.5%* B	19 *5.0%*	6 *10.0%*	17 *5.5%*	4 *7.1%*	23 *6.6%*	4 *7.7%*	10 *9.7%*	17 *5.4%*	11 *7.6%*	18 *5.5%*	4 *14.8%* **	7 *6.0%*	24 *8.4%* O	6 *3.5%*	28 *6.7%*	4 *7.4%*	18 *8.0%*	14 *5.6%*	- -
14 or older	**96** ***20.1%***	21 *23.6%*	74 *19.4%*	16 *26.7%*	58 *18.7%*	12 *21.4%*	66 *19.0%*	18 *34.6%* HI	18 *17.5%*	59 *18.7%*	25 *17.4%*	71 *21.6%*	3 *11.1%* **	21 *18.1%*	53 *18.6%*	40 *23.4%*	81 *19.4%*	14 *25.9%*	58 *25.8%* S	38 *15.1%*	- -

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**	**T**
Q40. Is your child male or female?																					
Total Eligible	**550** ***100.0%***	**89** ***100.0%***	**384** ***100.0%***	**63** ***100.0%***	**328** ***100.0%***	**57** ***100.0%***	**359** ***100.0%***	**52** ***100.0%***	**104** ***100.0%***	**317** ***100.0%***	**144** ***100.0%***	**330** ***100.0%***	**27** ***100.0%***	**116** ***100.0%***	**309** ***100.0%***	**180** ***100.0%***	**446** ***100.0%***	**57** ***100.0%***	**228** ***100.0%***	**322** ***100.0%***	**-** **-**
Total Valid Responses	**477** ***100.0%***	**89** ***100.0%***	**381** ***100.0%***	**60** ***100.0%***	**308** ***100.0%***	**56** ***100.0%***	**346** ***100.0%***	**52** ***100.0%***	**103** ***100.0%***	**315** ***100.0%***	**142** ***100.0%***	**329** ***100.0%***	**26** ***100.0%***	**115** ***100.0%***	**286** ***100.0%***	**169** ***100.0%***	**416** ***100.0%***	**55** ***100.0%***	**227** ***100.0%***	**250** ***100.0%***	**-** **-**
No Answer	**73**	-	3	3	20	1	13	-	1	2	2	1	1	1	23	11	30	2	1	72	-
Male	**214** ***44.9%***	43 *48.3%*	168 *44.1%*	28 *46.7%*	127 *41.2%*	32 *57.1%* f	151 *43.6%*	23 *44.2%*	47 *45.6%*	141 *44.8%*	56 *39.4%*	156 *47.4%*	7 *26.9%* **	48 *41.7%*	125 *43.7%*	74 *43.8%*	191 *45.9%*	20 *36.4%*	108 *47.6%*	106 *42.4%*	- -
Female	**263** ***55.1%***	46 *51.7%*	213 *55.9%*	32 *53.3%*	181 *58.8%*	24 *42.9%*	195 *56.4%* e	29 *55.8%*	56 *54.4%*	174 *55.2%*	86 *60.6%*	173 *52.6%*	19 *73.1%* **	67 *58.3%*	161 *56.3%*	95 *56.2%*	225 *54.1%*	35 *63.6%*	119 *52.4%*	144 *57.6%*	- -

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

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2015

	HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**	**T**
Q41. Is your child of Hispanic or Latino origin or descent?																					
Total Eligible	**550** ***100.0%***	**89** ***100.0%***	**384** ***100.0%***	**63** ***100.0%***	**328** ***100.0%***	**57** ***100.0%***	**359** ***100.0%***	**52** ***100.0%***	**104** ***100.0%***	**317** ***100.0%***	**144** ***100.0%***	**330** ***100.0%***	**27** ***100.0%***	**116** ***100.0%***	**309** ***100.0%***	**180** ***100.0%***	**446** ***100.0%***	**57** ***100.0%***	**228** ***100.0%***	**322** ***100.0%***	**-** **-**
Total Valid Responses	**457** ***100.0%***	**86** ***100.0%***	**365** ***100.0%***	**58** ***100.0%***	**298** ***100.0%***	**54** ***100.0%***	**334** ***100.0%***	**50** ***100.0%***	**98** ***100.0%***	**303** ***100.0%***	**138** ***100.0%***	**314** ***100.0%***	**25** ***100.0%***	**112** ***100.0%***	**278** ***100.0%***	**161** ***100.0%***	**401** ***100.0%***	**51** ***100.0%***	**214** ***100.0%***	**243** ***100.0%***	**-** **-**
No Answer	**93**	3	19	5	30	3	25	2	6	14	6	16	2	4	31	19	45	6	14	79	-
Yes, Hispanic or Latino	**46** ***10.1%***	5 *5.8%*	40 *11.0%*	4 *6.9%*	34 *11.4%*	2 *3.7%*	34 *10.2%*	2 *4.0%*	6 *6.1%*	37 *12.2%* gh	20 *14.5%* K	26 *8.3%*	4 *16.0%* **	16 *14.3%*	24 *8.6%*	21 *13.0%*	38 *9.5%*	6 *11.8%*	15 *7.0%*	31 *12.8%* R	- -
No, not Hispanic or Latino	**411** ***89.9%***	81 *94.2%*	325 *89.0%*	54 *93.1%*	264 *88.6%*	52 *96.3%*	300 *89.8%*	48 *96.0%* i	92 *93.9%* i	266 *87.8%*	118 *85.5%*	288 *91.7%* J	21 *84.0%* **	96 *85.7%*	254 *91.4%*	140 *87.0%*	363 *90.5%*	45 *88.2%*	199 *93.0%* S	212 *87.2%*	- -

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2015

	HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**	**T**
Q42. What is your child's race? Please mark one or more.																					
Total Eligible	**550** ***100.0%***	**89** ***100.0%***	**384** ***100.0%***	**63** ***100.0%***	**328** ***100.0%***	**57** ***100.0%***	**359** ***100.0%***	**52** ***100.0%***	**104** ***100.0%***	**317** ***100.0%***	**144** ***100.0%***	**330** ***100.0%***	**27** ***100.0%***	**116** ***100.0%***	**309** ***100.0%***	**180** ***100.0%***	**446** ***100.0%***	**57** ***100.0%***	**228** ***100.0%***	**322** ***100.0%***	**-** **-**
Total Valid Responses	**523**	96	420	69	340	64	384	53	115	348	156	361	28	127	305	195	464	54	234	289	-
Total Respondents	**462** ***100.0%***	**87** ***100.0%***	**368** ***100.0%***	**59** ***100.0%***	**300** ***100.0%***	**56** ***100.0%***	**336** ***100.0%***	**50** ***100.0%***	**103** ***100.0%***	**302** ***100.0%***	**137** ***100.0%***	**319** ***100.0%***	**24** ***100.0%***	**112** ***100.0%***	**276** ***100.0%***	**165** ***100.0%***	**406** ***100.0%***	**51** ***100.0%***	**224** ***100.0%***	**238** ***100.0%***	**-** **-**
White	**202** ***43.7%***	36 *41.4%*	162 *44.0%*	24 *40.7%*	132 *44.0%*	25 *44.6%*	152 *45.2%*	18 *36.0%*	43 *41.7%*	137 *45.4%*	51 *37.2%*	149 *46.7%* j	12 *50.0%* **	39 *34.8%*	127 *46.0%*	66 *40.0%*	185 *45.6%* Q	14 *27.5%*	101 *45.1%*	101 *42.4%*	- -
Black or African-American	**249** ***53.9%***	41 *47.1%*	205 *55.7%*	35 *59.3%*	160 *53.3%*	31 *55.4%*	179 *53.3%*	26 *52.0%*	57 *55.3%*	163 *54.0%*	80 *58.4%*	165 *51.7%*	10 *41.7%* **	69 *61.6%*	149 *54.0%*	90 *54.5%*	215 *53.0%*	34 *66.7%* p	111 *49.6%*	138 *58.0%* r	- -
Asian	**16** ***3.5%***	1 *1.1%*	15 *4.1%*	- -	13 *4.3%*	1 *1.8%*	12 *3.6%*	1 *2.0%*	1 *1.0%*	14 *4.6%* h	4 *2.9%*	12 *3.8%*	- - **	4 *3.6%*	9 *3.3%*	7 *4.2%*	13 *3.2%*	2 *3.9%*	4 *1.8%*	12 *5.0%* r	- -
Native Hawaiian or other Pacific Islander	**1** ***0.2%***	- -	1 *0.3%*	- -	1 *0.3%*	- -	1 *0.3%*	- -	- -	1 *0.3%*	1 *0.7%*	- -	- - **	1 *0.9%*	1 *0.4%*	- -	1 *0.2%*	- -	- -	1 *0.4%*	- -
American Indian or Alaska Native	**18** ***3.9%***	7 *8.0%* B	11 *3.0%*	5 *8.5%* D	9 *3.0%*	2 *3.6%*	14 *4.2%*	3 *6.0%*	5 *4.9%*	10 *3.3%*	5 *3.6%*	13 *4.1%*	1 *4.2%* **	4 *3.6%*	5 *1.8%*	11 *6.7%* N	17 *4.2%*	1 *2.0%*	5 *2.2%*	13 *5.5%* r	- -
Other	**37** ***8.0%***	11 *12.6%* b	26 *7.1%*	5 *8.5%*	25 *8.3%*	5 *8.9%*	26 *7.7%*	5 *10.0%*	9 *8.7%*	23 *7.6%*	15 *10.9%*	22 *6.9%*	5 *20.8%* **	10 *8.9%*	14 *5.1%*	21 *12.7%* N	33 *8.1%*	3 *5.9%*	13 *5.8%*	24 *10.1%* r	- -

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q43. What is your age?																					
Total Eligible	**550** *100.0%*	**89** *100.0%*	**384** *100.0%*	**63** *100.0%*	**328** *100.0%*	**57** *100.0%*	**359** *100.0%*	**52** *100.0%*	**104** *100.0%*	**317** *100.0%*	**144** *100.0%*	**330** *100.0%*	**27** *100.0%*	**116** *100.0%*	**309** *100.0%*	**180** *100.0%*	**446** *100.0%*	**57** *100.0%*	**228** *100.0%*	**322** *100.0%*	**-** **-**
Total Valid Responses	**458** *100.0%*	**85** *100.0%*	**366** *100.0%*	**57** *100.0%*	**296** *100.0%*	**56** *100.0%*	**331** *100.0%*	**49** *100.0%*	**100** *100.0%*	**302** *100.0%*	**136** *100.0%*	**317** *100.0%*	**24** *100.0%*	**111** *100.0%*	**275** *100.0%*	**162** *100.0%*	**401** *100.0%*	**51** *100.0%*	**218** *100.0%*	**240** *100.0%*	**-** **-**
No Answer	**92**	4	18	6	32	1	28	3	4	15	8	13	3	5	34	18	45	6	10	82	-
Under 18	**46** *10.0%*	11 *12.9%*	34 *9.3%*	9 *15.8%*	27 *9.1%*	8 *14.3%* f	24 *7.3%*	8 *16.3%* i	12 *12.0%*	25 *8.3%*	9 *6.6%*	37 *11.7%*	1 *4.2%* **	8 *7.2%*	27 *9.8%*	18 *11.1%*	36 *9.0%*	9 *17.6%* p	46 *21.1%* S	- -	- -
18 to 24	**61** *13.3%*	12 *14.1%*	49 *13.4%*	5 *8.8%*	45 *15.2%*	13 *23.2%* F	40 *12.1%*	4 *8.2%*	15 *15.0%*	42 *13.9%*	21 *15.4%*	40 *12.6%*	3 *12.5%* **	18 *16.2%*	37 *13.5%*	21 *13.0%*	54 *13.5%*	6 *11.8%*	18 *8.3%*	43 *17.9%* R	- -
25 to 34	**152** *33.2%*	23 *27.1%*	127 *34.7%*	15 *26.3%*	95 *32.1%*	15 *26.8%*	122 *36.9%*	10 *20.4%*	35 *35.0%* g	105 *34.8%* G	48 *35.3%*	103 *32.5%*	8 *33.3%* **	40 *36.0%*	91 *33.1%*	50 *30.9%*	140 *34.9%* q	11 *21.6%*	52 *23.9%*	100 *41.7%* R	- -
35 to 44	**119** *26.0%*	33 *38.8%* B	86 *23.5%*	20 *35.1%*	80 *27.0%*	12 *21.4%*	91 *27.5%*	22 *44.9%* HI	23 *23.0%*	74 *24.5%*	37 *27.2%*	82 *25.9%*	8 *33.3%* **	28 *25.2%*	71 *25.8%*	45 *27.8%*	106 *26.4%*	12 *23.5%*	57 *26.1%*	62 *25.8%*	- -
45 to 54	**51** *11.1%*	4 *4.7%*	45 *12.3%* A	6 *10.5%*	31 *10.5%*	5 *8.9%*	33 *10.0%*	3 *6.1%*	10 *10.0%*	36 *11.9%*	14 *10.3%*	35 *11.0%*	3 *12.5%* **	11 *9.9%*	30 *10.9%*	21 *13.0%*	40 *10.0%*	10 *19.6%* P	26 *11.9%*	25 *10.4%*	- -
55 to 64	**19** *4.1%*	2 *2.4%*	16 *4.4%*	2 *3.5%*	13 *4.4%*	2 *3.6%*	13 *3.9%*	2 *4.1%*	1 *1.0%*	15 *5.0%* h	6 *4.4%*	12 *3.8%*	1 *4.2%* **	5 *4.5%*	12 *4.4%*	5 *3.1%*	16 *4.0%*	2 *3.9%*	12 *5.5%*	7 *2.9%*	- -
65 to 74	**6** *1.3%*	- -	5 *1.4%*	- -	2 *0.7%*	1 *1.8%*	4 *1.2%*	- -	2 *2.0%*	3 *1.0%*	- -	5 *1.6%*	- - **	- -	5 *1.8%*	1 *0.6%*	5 *1.2%*	1 *2.0%*	5 *2.3%* s	1 *0.4%*	- -
75 or older	**4** *0.9%*	- -	4 *1.1%*	- -	3 *1.0%*	- -	4 *1.2%*	- -	2 *2.0%*	2 *0.7%*	1 *0.7%*	3 *0.9%*	- - **	1 *0.9%*	2 *0.7%*	1 *0.6%*	4 *1.0%*	- -	2 *0.9%*	2 *0.8%*	- -
TMG SUMMARY RATE - Members under 18	**46** *10.0%*	11 *12.9%*	34 *9.3%*	9 *15.8%*	27 *9.1%*	8 *14.3%*	24 *7.3%*	8 *16.3%*	12 *12.0%*	25 *8.3%*	9 *6.6%*	37 *11.7%*	1 *4.2%*	8 *7.2%*	27 *9.8%*	18 *11.1%*	36 *9.0%*	9 *17.6%*	46 *21.1%*	- -	- -
TMG SUMMARY RATE - Members 18 to 34	**213** *46.5%*	35 *41.2%*	176 *48.1%*	20 *35.1%*	140 *47.3%* c	28 *50.0%*	162 *48.9%*	14 *28.6%*	50 *50.0%* G	147 *48.7%* G	69 *50.7%*	143 *45.1%*	11 *45.8%* **	58 *52.3%*	128 *46.5%*	71 *43.8%*	194 *48.4%* Q	17 *33.3%*	70 *32.1%*	143 *59.6%* R	- -
TMG SUMMARY RATE - Members 35 to 44	**119** *26.0%*	33 *38.8%*	86 *23.5%*	20 *35.1%*	80 *27.0%*	12 *21.4%*	91 *27.5%*	22 *44.9%*	23 *23.0%*	74 *24.5%*	37 *27.2%*	82 *25.9%*	8 *33.3%*	28 *25.2%*	71 *25.8%*	45 *27.8%*	106 *26.4%*	12 *23.5%*	57 *26.1%*	62 *25.8%*	- -
TMG SUMMARY RATE - Members 45 to 54	**51** *11.1%*	4 *4.7%*	45 *12.3%*	6 *10.5%*	31 *10.5%*	5 *8.9%*	33 *10.0%*	3 *6.1%*	10 *10.0%*	36 *11.9%*	14 *10.3%*	35 *11.0%*	3 *12.5%*	11 *9.9%*	30 *10.9%*	21 *13.0%*	40 *10.0%*	10 *19.6%*	26 *11.9%*	25 *10.4%*	- -
TMG SUMMARY RATE - Members 55 or older	**29** *6.3%*	2 *2.4%*	25 *6.8%*	2 *3.5%*	18 *6.1%*	3 *5.4%*	21 *6.3%*	2 *4.1%*	5 *5.0%*	20 *6.6%*	7 *5.1%*	20 *6.3%*	1 *4.2%* **	6 *5.4%*	19 *6.9%*	7 *4.3%*	25 *6.2%*	3 *5.9%*	19 *8.7%* S	10 *4.2%*	- -

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
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	HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**	**T**
Q44. Are you male or female?																					
Total Eligible	**550** ***100.0%***	**89** ***100.0%***	**384** ***100.0%***	**63** ***100.0%***	**328** ***100.0%***	**57** ***100.0%***	**359** ***100.0%***	**52** ***100.0%***	**104** ***100.0%***	**317** ***100.0%***	**144** ***100.0%***	**330** ***100.0%***	**27** ***100.0%***	**116** ***100.0%***	**309** ***100.0%***	**180** ***100.0%***	**446** ***100.0%***	**57** ***100.0%***	**228** ***100.0%***	**322** ***100.0%***	**-** **-**
Total Valid Responses	**467** ***100.0%***	**87** ***100.0%***	**373** ***100.0%***	**58** ***100.0%***	**303** ***100.0%***	**56** ***100.0%***	**339** ***100.0%***	**50** ***100.0%***	**102** ***100.0%***	**308** ***100.0%***	**140** ***100.0%***	**321** ***100.0%***	**25** ***100.0%***	**114** ***100.0%***	**280** ***100.0%***	**166** ***100.0%***	**409** ***100.0%***	**52** ***100.0%***	**225** ***100.0%***	**242** ***100.0%***	**-** **-**
No Answer	**83**	2	11	5	25	1	20	2	2	9	4	9	2	2	29	14	37	5	3	80	-
Male	**28** ***6.0%***	9 *10.3%* b	19 *5.1%*	6 *10.3%* d	14 *4.6%*	3 *5.4%*	20 *5.9%*	5 *10.0%*	6 *5.9%*	17 *5.5%*	8 *5.7%*	20 *6.2%*	3 *12.0%* **	5 *4.4%*	16 *5.7%*	11 *6.6%*	23 *5.6%*	3 *5.8%*	13 *5.8%*	15 *6.2%*	- -
Female	**439** ***94.0%***	78 *89.7%*	354 *94.9%* a	52 *89.7%*	289 *95.4%* c	53 *94.6%*	319 *94.1%*	45 *90.0%*	96 *94.1%*	291 *94.5%*	132 *94.3%*	301 *93.8%*	22 *88.0%* **	109 *95.6%*	264 *94.3%*	155 *93.4%*	386 *94.4%*	49 *94.2%*	212 *94.2%*	227 *93.8%*	- -

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

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	HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q45. What is the highest grade or level of school that you have completed?																					
Total Eligible	**550** *100.0%*	**89** *100.0%*	**384** *100.0%*	**63** *100.0%*	**328** *100.0%*	**57** *100.0%*	**359** *100.0%*	**52** *100.0%*	**104** *100.0%*	**317** *100.0%*	**144** *100.0%*	**330** *100.0%*	**27** *100.0%*	**116** *100.0%*	**309** *100.0%*	**180** *100.0%*	**446** *100.0%*	**57** *100.0%*	**228** *100.0%*	**322** *100.0%*	**-** **-**
Total Valid Responses	**453** *100.0%*	**84** *100.0%*	**363** *100.0%*	**57** *100.0%*	**295** *100.0%*	**51** *100.0%*	**334** *100.0%*	**49** *100.0%*	**97** *100.0%*	**301** *100.0%*	**135** *100.0%*	**313** *100.0%*	**24** *100.0%*	**110** *100.0%*	**270** *100.0%*	**162** *100.0%*	**398** *100.0%*	**51** *100.0%*	**219** *100.0%*	**234** *100.0%*	**-** **-**
No Answer	**97**	5	21	6	33	6	25	3	7	16	9	17	3	6	39	18	48	6	9	88	-
8th grade or less	**29** *6.4%*	3 *3.6%*	25 *6.9%*	4 *7.0%*	20 *6.8%*	3 *5.9%*	22 *6.6%*	2 *4.1%*	6 *6.2%*	20 *6.6%*	8 *5.9%*	21 *6.7%*	2 *8.3%* **	6 *5.5%*	17 *6.3%*	11 *6.8%*	27 *6.8%*	2 *3.9%*	13 *5.9%*	16 *6.8%*	- -
Some high school, but did not graduate	**52** *11.5%*	10 *11.9%*	41 *11.3%*	6 *10.5%*	32 *10.8%*	6 *11.8%*	38 *11.4%*	6 *12.2%*	10 *10.3%*	35 *11.6%*	17 *12.6%*	34 *10.9%*	1 *4.2%* **	16 *14.5%*	27 *10.0%*	23 *14.2%*	47 *11.8%*	4 *7.8%*	26 *11.9%*	26 *11.1%*	- -
High school graduate or GED	**161** *35.5%*	35 *41.7%*	125 *34.4%*	18 *31.6%*	108 *36.6%*	20 *39.2%*	115 *34.4%*	23 *46.9%*	32 *33.0%*	105 *34.9%*	48 *35.6%*	111 *35.5%*	11 *45.8%* **	36 *32.7%*	93 *34.4%*	59 *36.4%*	140 *35.2%*	20 *39.2%*	82 *37.4%*	79 *33.8%*	- -
Some college or 2-year degree	**150** *33.1%*	25 *29.8%*	122 *33.6%*	22 *38.6%*	96 *32.5%*	16 *31.4%*	114 *34.1%*	12 *24.5%*	32 *33.0%*	103 *34.2%*	43 *31.9%*	106 *33.9%*	6 *25.0%* **	37 *33.6%*	96 *35.6%*	49 *30.2%*	132 *33.2%*	17 *33.3%*	73 *33.3%*	77 *32.9%*	- -
4-year college graduate	**47** *10.4%*	8 *9.5%*	39 *10.7%*	4 *7.0%*	31 *10.5%*	3 *5.9%*	40 *12.0%*	3 *6.1%*	14 *14.4%*	30 *10.0%*	16 *11.9%*	30 *9.6%*	4 *16.7%* **	12 *10.9%*	27 *10.0%*	17 *10.5%*	43 *10.8%*	3 *5.9%*	19 *8.7%*	28 *12.0%*	- -
More than 4-year college degree	**14** *3.1%*	3 *3.6%*	11 *3.0%*	3 *5.3%*	8 *2.7%*	3 *5.9%* F	5 *1.5%*	3 *6.1%*	3 *3.1%*	8 *2.7%*	3 *2.2%*	11 *3.5%*	- - **	3 *2.7%*	10 *3.7%*	3 *1.9%*	9 *2.3%*	5 *9.8%* P	6 *2.7%*	8 *3.4%*	- -
TMG SUMMARY RATE - High school graduate or less	**242** *53.4%*	48 *57.1%*	191 *52.6%*	28 *49.1%*	160 *54.2%*	29 *56.9%*	175 *52.4%*	31 *63.3%*	48 *49.5%*	160 *53.2%*	73 *54.1%*	166 *53.0%*	14 *58.3%* **	58 *52.7%*	137 *50.7%*	93 *57.4%*	214 *53.8%*	26 *51.0%*	121 *55.3%*	121 *51.7%*	- -
TMG SUMMARY RATE - Some college	**150** *33.1%*	25 *29.8%*	122 *33.6%*	22 *38.6%*	96 *32.5%*	16 *31.4%*	114 *34.1%*	12 *24.5%*	32 *33.0%*	103 *34.2%*	43 *31.9%*	106 *33.9%*	6 *25.0%*	37 *33.6%*	96 *35.6%*	49 *30.2%*	132 *33.2%*	17 *33.3%*	73 *33.3%*	77 *32.9%*	- -
TMG SUMMARY RATE - 4-year college graduate or more	**61** *13.5%*	11 *13.1%*	50 *13.8%*	7 *12.3%*	39 *13.2%*	6 *11.8%*	45 *13.5%*	6 *12.2%*	17 *17.5%*	38 *12.6%*	19 *14.1%*	41 *13.1%*	4 *16.7%* **	15 *13.6%*	37 *13.7%*	20 *12.3%*	52 *13.1%*	8 *15.7%*	25 *11.4%*	36 *15.4%*	- -

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q46. How are you related to the child?																					
Total Eligible	**550** *100.0%*	**89** *100.0%*	**384** *100.0%*	**63** *100.0%*	**328** *100.0%*	**57** *100.0%*	**359** *100.0%*	**52** *100.0%*	**104** *100.0%*	**317** *100.0%*	**144** *100.0%*	**330** *100.0%*	**27** *100.0%*	**116** *100.0%*	**309** *100.0%*	**180** *100.0%*	**446** *100.0%*	**57** *100.0%*	**228** *100.0%*	**322** *100.0%*	**-** **-**
Total Valid Responses	**464** *100.0%*	**87** *100.0%*	**371** *100.0%*	**59** *100.0%*	**301** *100.0%*	**56** *100.0%*	**338** *100.0%*	**51** *100.0%*	**99** *100.0%*	**308** *100.0%*	**139** *100.0%*	**320** *100.0%*	**25** *100.0%*	**113** *100.0%*	**280** *100.0%*	**165** *100.0%*	**406** *100.0%*	**52** *100.0%*	**224** *100.0%*	**240** *100.0%*	**-** **-**
No Answer	**86**	2	13	4	27	1	21	1	5	9	5	10	2	3	29	15	40	5	4	82	-
Mother or father	**425** *91.6%*	83 *95.4%*	338 *91.1%*	56 *94.9%*	276 *91.7%*	53 *94.6%*	306 *90.5%*	47 *92.2%*	94 *94.9%*	280 *90.9%*	131 *94.2%*	292 *91.3%*	24 *96.0%* **	106 *93.8%*	255 *91.1%*	153 *92.7%*	370 *91.1%*	49 *94.2%*	198 *88.4%*	227 *94.6%* R	- -
Grandparent	**30** *6.5%*	2 *2.3%*	26 *7.0%* a	3 *5.1%*	17 *5.6%*	2 *3.6%*	25 *7.4%*	2 *3.9%*	4 *4.0%*	22 *7.1%*	7 *5.0%*	21 *6.6%*	1 *4.0%* **	6 *5.3%*	20 *7.1%*	8 *4.8%*	28 *6.9%*	2 *3.8%*	20 *8.9%* S	10 *4.2%*	- -
Aunt or uncle	**2** *0.4%*	1 *1.1%*	1 *0.3%*	- -	1 *0.3%*	1 *1.8%*	1 *0.3%*	1 *2.0%*	- -	1 *0.3%*	- -	2 *0.6%*	- - **	- -	1 *0.4%*	1 *0.6%*	2 *0.5%*	- -	- -	2 *0.8%*	- -
Older brother or sister	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- -	- -	- -	- -
Other relative	**1** *0.2%*	- -	1 *0.3%*	- -	1 *0.3%*	- -	1 *0.3%*	- -	- -	1 *0.3%*	- -	1 *0.3%*	- - **	- -	1 *0.4%*	- -	1 *0.2%*	- -	- -	1 *0.4%*	- -
Legal guardian	**5** *1.1%*	1 *1.1%*	4 *1.1%*	- -	5 *1.7%*	- -	4 *1.2%*	1 *2.0%*	1 *1.0%*	3 *1.0%*	1 *0.7%*	3 *0.9%*	- - **	1 *0.9%*	2 *0.7%*	3 *1.8%*	4 *1.0%*	1 *1.9%*	5 *2.2%* S	- -	- -
Someone else	**1** *0.2%*	- -	1 *0.3%*	- -	1 *0.3%*	- -	1 *0.3%*	- -	- -	1 *0.3%*	- -	1 *0.3%*	- - **	- -	1 *0.4%*	- -	1 *0.2%*	- -	1 *0.4%*	- -	- -

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

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		HEALTH PLAN RATING (Q36)		HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**	**T**
Q47. Did someone help you complete this survey?																					
Total Eligible	**228** *100.0%*	**56** *100.0%*	**164** *100.0%*	**38** *100.0%*	**133** *100.0%*	**34** *100.0%*	**148** *100.0%*	**36** *100.0%*	**54** *100.0%*	**130** *100.0%*	**58** *100.0%*	**165** *100.0%*	**8** *100.0%*	**49** *100.0%*	**145** *100.0%*	**76** *100.0%*	**196** *100.0%*	**30** *100.0%*	**228** *100.0%*	**-** **-**	**-** **-**
Total Valid Responses	**225** *100.0%*	**56** *100.0%*	**162** *100.0%*	**38** *100.0%*	**131** *100.0%*	**34** *100.0%*	**146** *100.0%*	**36** *100.0%*	**54** *100.0%*	**128** *100.0%*	**57** *100.0%*	**164** *100.0%*	**8** *100.0%*	**48** *100.0%*	**143** *100.0%*	**75** *100.0%*	**193** *100.0%*	**30** *100.0%*	**225** *100.0%*	**-** **-**	**-** **-**
No Answer	**3**	-	2	-	2	-	2	-	-	2	1	1	-	1	2	1	3	-	3	-	-
Yes	**10** ***4.4%***	1 *1.8%*	8 *4.9%*	- -	9 *6.9%* c	- -	6 *4.1%*	1 *2.8%*	1 *1.9%*	7 *5.5%*	3 *5.3%*	6 *3.7%*	2 *25.0%* **	1 *2.1%*	6 *4.2%*	4 *5.3%*	8 *4.1%*	2 *6.7%*	10 *4.4%*	- -	- -
No	**215** ***95.6%***	55 *98.2%*	154 *95.1%*	38 *100.0%* d	122 *93.1%*	34 *100.0%*	140 *95.9%*	35 *97.2%*	53 *98.1%*	121 *94.5%*	54 *94.7%*	158 *96.3%*	6 *75.0%* **	47 *97.9%*	137 *95.8%*	71 *94.7%*	185 *95.9%*	28 *93.3%*	215 *95.6%*	- -	- -

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

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	HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**	**T**
Q48. How did that person help you? Mark one or more.																					
Total Eligible	**10** ***100.0%***	**1** ***100.0%***	**8** ***100.0%***	**-** **-**	**9** ***100.0%***	**-** **-**	**6** ***100.0%***	**1** ***100.0%***	**1** ***100.0%***	**7** ***100.0%***	**3** ***100.0%***	**6** ***100.0%***	**2** ***100.0%***	**1** ***100.0%***	**6** ***100.0%***	**4** ***100.0%***	**8** ***100.0%***	**2** ***100.0%***	**10** ***100.0%***	**-** **-**	**-** **-**
Total Valid Responses	**11**	1	8	-	10	-	6	1	1	7	3	7	2	1	7	4	9	2	11	-	-
Total Respondents	**10** ***100.0%***	**1** ***100.0%***	**8** ***100.0%***	**-** **-**	**9** ***100.0%***	**-** **-**	**6** ***100.0%***	**1** ***100.0%***	**1** ***100.0%***	**7** ***100.0%***	**3** ***100.0%***	**6** ***100.0%***	**2** ***100.0%***	**1** ***100.0%***	**6** ***100.0%***	**4** ***100.0%***	**8** ***100.0%***	**2** ***100.0%***	**10** ***100.0%***	**-** **-**	**-** **-**
Read the questions to me	**4** ***40.0%***	- - **	4 *50.0%* **	- -	4 *44.4%*	- -	3 *50.0%*	- - **	- - **	4 *57.1%* **	2 *66.7%* **	2 *33.3%* **	1 *50.0%* **	1 *100.0%* **	2 *33.3%* **	2 *50.0%* **	4 *50.0%* **	- - **	4 *40.0%*	- -	- -
Wrote down the answers I gave	**1** ***10.0%***	- - **	- - **	- -	1 *11.1%*	- -	- -	- - **	- - **	- - **	- - **	1 *16.7%* **	- - **	- - **	1 *16.7%* **	- - **	1 *12.5%* **	- - **	1 *10.0%*	- -	- -
Answered the questions for me	**3** ***30.0%***	- - **	3 *37.5%* **	- -	2 *22.2%*	- -	1 *16.7%*	- - **	1 *100.0%* **	2 *28.6%* **	- - **	2 *33.3%* **	- - **	- - **	2 *33.3%* **	1 *25.0%* **	1 *12.5%* **	2 *100.0%* **	3 *30.0%*	- -	- -
Translated the questions into my language	**3** ***30.0%***	1 *100.0%* **	1 *12.5%* **	- -	3 *33.3%*	- -	2 *33.3%*	1 *100.0%* **	- - **	1 *14.3%* **	1 *33.3%* **	2 *33.3%* **	1 *50.0%* **	- - **	2 *33.3%* **	1 *25.0%* **	3 *37.5%* **	- - **	3 *30.0%*	- -	- -
Helped in some other way	**-** **-**	- - **	- - **	- -	- -	- -	- -	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- -	- -	- -

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2015

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey (5103777)

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Q49. 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?

		=== RESPONDENT'S AGE ==				= RESPONDENT= = EDUCATION =		= RESPONDENT= == GENDER ===		==== CHILD ==== == ETHNICITY ==		======== CHILD ======== RACE =========			======= CHILD ======= === HEALTH STATUS ===			=== CHILD MENTAL ==== === HEALTH STATUS ===		
	Total	<24	25-34	35-44	45+	HS/ GED/ Less	Some/ Colg Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Exclnt/ Very Good	Good	Fair/ Poor	Exclnt/ Very Good	Good	Fair/ Poor
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Total Eligible	550	107	152	119	80	242	211	28	439	46	411	202	249	69	360	87	32	369	72	37
Total Answering	314	74	97	79	55	166	138	20	292	26	276	135	167	47	236	55	22	244	40	30
	100.0%	100%	100%	100%	100%	100.0%	100.0%	100.0%	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	125	7	18	11	8	20	22	1	43	15	33	23	19	11	34	16	5	35	17	1
Same day	102	27	30	26	16	56	42	6	95	7	91	55	45	16	81	17	4	85	14	3
	32.5%	36.5%	30.9%	32.9%	29.1%	33.7%	30.4%	30.0%	32.5%	26.9%	33.0%	40.7%	26.9%	34.0%	34.3%	30.9%	18.2%	34.8%	35.0%	10.0%
												M			q			T	T	
1-2 days	121	31	41	22	24	63	55	9	111	11	105	50	67	18	93	21	7	98	16	7
	38.5%	41.9%	42.3%	27.8%	43.6%	38.0%	39.9%	45.0%	38.0%	42.3%	38.0%	37.0%	40.1%	38.3%	39.4%	38.2%	31.8%	40.2%	40.0%	23.3%
		d	D		d													T		
3-7 days	61	10	16	24	9	31	28	4	57	6	54	20	37	10	41	11	8	43	5	13
	19.4%	13.5%	16.5%	30.4%	16.4%	18.7%	20.3%	20.0%	19.5%	23.1%	19.6%	14.8%	22.2%	21.3%	17.4%	20.0%	36.4%	17.6%	12.5%	43.3%
				BCe									l				o			RS
8-14 days	13	2	5	2	3	8	5	-	13	1	11	3	8	1	10	2	1	10	1	2
	4.1%	2.7%	5.2%	2.5%	5.5%	4.8%	3.6%		4.5%	3.8%	4.0%	2.2%	4.8%	2.1%	4.2%	3.6%	4.5%	4.1%	2.5%	6.7%
15-30 days	11	2	3	4	2	5	6	1	10	-	10	6	6	1	6	3	2	4	3	4
	3.5%	2.7%	3.1%	5.1%	3.6%	3.0%	4.3%	5.0%	3.4%		3.6%	4.4%	3.6%	2.1%	2.5%	5.5%	9.1%	1.6%	7.5%	13.3%
																				r
More than 30 days	6	2	2	1	1	3	2	-	6	1	5	1	4	1	5	1	-	4	1	1
	1.9%	2.7%	2.1%	1.3%	1.8%	1.8%	1.4%		2.1%	3.8%	1.8%	0.7%	2.4%	2.1%	2.1%	1.8%		1.6%	2.5%	3.3%

Comparison Groups: BCDE/FG/HI/JK/LMN/OPQ/RST
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey (5103777)

Q49. 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?

		=== RESPONDENT'S AGE ==				= RESPONDENT= = EDUCATION =		= RESPONDENT= == GENDER ===		==== CHILD ==== == ETHNICITY ==		======== CHILD ======== ======== RACE =========			======= CHILD ======= === HEALTH STATUS ===			=== CHILD MENTAL ==== === HEALTH STATUS ===		
	Total	<24	25-34	35-44	45+	HS/ GED/ Less	Some/ Colg Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Exclnt/ Very Good	Good	Fair/ Poor	Exclnt/ Very Good	Good	Fair/ Poor
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
My child not need an appointment with a provider for a non-urgent problem or health condition in the last 6 months	111	26	37	29	17	56	51	7	104	5	102	44	63	11	90	16	5	90	15	6
SPHA SUMMARY RATE - Same day/1-2 days	223	58	71	48	40	119	97	15	206	18	196	105	112	34	174	38	11	183	30	10
	71.0%	78.4%	73.2%	60.8%	72.7%	71.7%	70.3%	75.0%	70.5%	69.2%	71.0%	77.8%	67.1%	72.3%	73.7%	69.1%	50.0%	75.0%	75.0%	33.3%
		D	d									M			Q			T	T	
Mean	2.13	2.01	2.13	2.23	2.16	2.11	2.16	2.05	2.14	2.19	2.13	1.95	2.25	2.06	2.08	2.20	2.55	2.02	2.15	3.00

Comparison Groups: BCDE/FG/HI/JK/LMN/OPQ/RST
Independent Z-Test for Percentages (unpooled proportions)
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Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey (5103777)

Q50. 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?

		=== RESPONDENT'S AGE ==				= RESPONDENT= = EDUCATION =		= RESPONDENT= == GENDER ===		==== CHILD ==== == ETHNICITY ==		======== CHILD ======== ======== RACE =========			======= CHILD ======= === HEALTH STATUS ===			=== CHILD MENTAL ==== === HEALTH STATUS ===		
	Total	<24	25-34	35-44	45+	HS/ GED/ Less	Some/ Colg Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Exclnt/ Very Good	Good	Fair/ Poor	Exclnt/ Very Good	Good	Fair/ Poor
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Total Eligible	550	107	152	119	80	242	211	28	439	46	411	202	249	69	360	87	32	369	72	37
Total Answering	136	31	40	32	26	80	50	13	122	14	114	52	73	25	94	28	14	97	18	21
	100.0%	100%	100%	100%	100%	100.0%	100.0%	100.0%	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	128	6	19	11	11	23	22	2	45	15	36	23	22	10	35	16	7	37	17	2
Same day	32	10	10	6	4	18	12	4	27	4	26	7	21	6	26	4	2	27	1	4
	23.5%	32.3%	25.0%	18.8%	15.4%	22.5%	24.0%	30.8%	22.1%	28.6%	22.8%	13.5%	28.8%	24.0%	27.7%	14.3%	14.3%	27.8%	5.6%	19.0%
													L		p			S		
1-2 days	39	7	13	8	8	26	11	5	34	5	31	14	21	8	28	9	2	28	8	3
	28.7%	22.6%	32.5%	25.0%	30.8%	32.5%	22.0%	38.5%	27.9%	35.7%	27.2%	26.9%	28.8%	32.0%	29.8%	32.1%	14.3%	28.9%	44.4%	14.3%
																			T	
3-7 days	31	6	7	9	7	19	11	3	28	1	28	16	13	6	20	6	5	19	5	7
	22.8%	19.4%	17.5%	28.1%	26.9%	23.8%	22.0%	23.1%	23.0%	7.1%	24.6%	30.8%	17.8%	24.0%	21.3%	21.4%	35.7%	19.6%	27.8%	33.3%
											J	m								
8-14 days	13	4	3	5	1	6	6	-	13	2	11	4	9	2	9	2	2	10	1	2
	9.6%	12.9%	7.5%	15.6%	3.8%	7.5%	12.0%		10.7%	14.3%	9.6%	7.7%	12.3%	8.0%	9.6%	7.1%	14.3%	10.3%	5.6%	9.5%
15-30 days	12	2	5	1	4	7	5	-	12	2	9	6	5	3	5	5	2	6	2	4
	8.8%	6.5%	12.5%	3.1%	15.4%	8.8%	10.0%		9.8%	14.3%	7.9%	11.5%	6.8%	12.0%	5.3%	17.9%	14.3%	6.2%	11.1%	19.0%
																o				
More than 30 days	9	2	2	3	2	4	5	1	8	-	9	5	4	-	6	2	1	7	1	1
	6.6%	6.5%	5.0%	9.4%	7.7%	5.0%	10.0%	7.7%	6.6%		7.9%	9.6%	5.5%		6.4%	7.1%	7.1%	7.2%	5.6%	4.8%

Comparison Groups: BCDE/FG/HI/JK/LMN/OPQ/RST
Independent Z-Test for Percentages (unpooled proportions)
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Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey (5103777)

Q50. 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?

		=== RESPONDENT'S AGE ==				= RESPONDENT= = EDUCATION =		= RESPONDENT= == GENDER ===		==== CHILD ==== == ETHNICITY ==		======== CHILD ======== ======= RACE =========			======= CHILD ======= === HEALTH STATUS ===			=== CHILD MENTAL ==== === HEALTH STATUS ===		
	Total	<24	25-34	35-44	45+	HS/ GED/ Less	Some/ Colg Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Exclnt/ Very Good	Good	Fair/ Poor	Exclnt/ Very Good	Good	Fair/ Poor
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
My child did not need an appointment with a specialist for a non-urgent problem or health condition in the last 6 months	286	70	93	76	43	139	139	13	272	17	261	127	154	34	231	43	11	235	37	14
SPHA SUMMARY RATE - Same day/1-2 days	71 52.2%	17 54.8%	23 57.5%	14 43.8%	12 46.2%	44 55.0%	23 46.0%	9 69.2%	61 50.0%	9 64.3%	57 50.0%	21 40.4%	42 57.5% l	14 56.0%	54 57.4% Q	13 46.4%	4 28.6%	55 56.7% T	9 50.0%	7 33.3%
Mean	2.71	2.58	2.65	2.88	2.96	2.63	2.92	2.23	2.78	2.50	2.76	3.06	2.56	2.52	2.54	3.04	3.21	2.60	2.89	3.10

Comparison Groups: BCDE/FG/HI/JK/LMN/OPQ/RST
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey (5103777)

Q51. 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?

		=== RESPONDENT'S AGE ==				= RESPONDENT= = EDUCATION =		= RESPONDENT= == GENDER ===		==== CHILD ==== == ETHNICITY ==		======== CHILD ======== RACE =========			======= CHILD ======= === HEALTH STATUS ===			=== CHILD MENTAL ==== === HEALTH STATUS ===		
	Total	<24	25-34	35-44	45+	HS/ GED/ Less	Some/ Colg Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Exclnt/ Very Good	Good	Fair/ Poor	Exclnt/ Very Good	Good	Fair/ Poor
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Total Eligible	550	107	152	119	80	242	211	28	439	46	411	202	249	69	360	87	32	369	72	37
Total Answering	265	57	86	73	44	134	127	17	247	20	239	111	145	38	199	46	19	209	31	25
	100.0%	100%	100%	100%	100%	100.0%	100.0%	100.0%	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	129	7	16	16	9	22	21	1	47	15	36	21	25	8	36	17	6	36	19	2
6 weeks or less	251	56	78	68	44	124	123	17	233	18	227	105	138	35	187	45	18	196	30	25
	94.7%	98.2%	90.7%	93.2%	100%	92.5%	96.9%	100.0%	94.3%	90.0%	95.0%	94.6%	95.2%	92.1%	94.0%	97.8%	94.7%	93.8%	96.8%	100.0%
		C			CD			I												R
More than 6 weeks	14	1	8	5	-	10	4	-	14	2	12	6	7	3	12	1	1	13	1	-
	5.3%	1.8%	9.3%	6.8%		7.5%	3.1%		5.7%	10.0%	5.0%	5.4%	4.8%	7.9%	6.0%	2.2%	5.3%	6.2%	3.2%	
			B																	
My child not need an appointment with a provider for a regular or routine care visit in the last 6 months	156	43	50	30	27	86	63	10	145	11	136	70	79	23	125	24	7	124	22	10
SPHA SUMMARY RATE - 6 weeks or less	251	56	78	68	44	124	123	17	233	18	227	105	138	35	187	45	18	196	30	25
	94.7%	98.2%	90.7%	93.2%	100%	92.5%	96.9%	100.0%	94.3%	90.0%	95.0%	94.6%	95.2%	92.1%	94.0%	97.8%	94.7%	93.8%	96.8%	100.0%
		C			CD			I												R
Mean	1.05	1.02	1.09	1.07	1.00	1.07	1.03	1.00	1.06	1.10	1.05	1.05	1.05	1.08	1.06	1.02	1.05	1.06	1.03	1.00

Comparison Groups: BCDE/FG/HI/JK/LMN/OPQ/RST
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey (5103777)

Q52. 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?

		=== RESPONDENT'S AGE ==				= RESPONDENT= = EDUCATION =		= RESPONDENT= == GENDER ===		==== CHILD ==== == ETHNICITY ==		======== CHILD ======== ======== RACE =========			======= CHILD ======= === HEALTH STATUS ===			=== CHILD MENTAL ==== === HEALTH STATUS ===		
	Total	<24	25-34	35-44	45+	HS/ GED/ Less	Some/ Colg Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Exclnt/ Very Good	Good	Fair/ Poor	Exclnt/ Very Good	Good	Fair/ Poor
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Total Eligible	550	107	152	119	80	242	211	28	439	46	411	202	249	69	360	87	32	369	72	37
Total Answering	85	19	26	18	19	47	34	6	78	5	78	36	47	13	54	20	11	55	15	15
	100.0%	100%	100%	100%	100%	100.0%	100.0%	100.0%	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	129	7	17	16	8	23	22	-	48	16	34	22	24	10	37	15	7	36	18	3
Within 1 month (30 days) of referral	72	17	21	16	15	40	28	5	66	4	66	31	40	12	47	17	8	48	12	12
	84.7%	89.5%	80.8%	88.9%	78.9%	85.1%	82.4%	83.3%	84.6%	80.0%	84.6%	86.1%	85.1%	92.3%	87.0%	85.0%	72.7%	87.3%	80.0%	80.0%
More than 1 month (31 days) after referral	13	2	5	2	4	7	6	1	12	1	12	5	7	1	7	3	3	7	3	3
	15.3%	10.5%	19.2%	11.1%	21.1%	14.9%	17.6%	16.7%	15.4%	20.0%	15.4%	13.9%	14.9%	7.7%	13.0%	15.0%	27.3%	12.7%	20.0%	20.0%
My child was not referred to a specialist in the last 6 months	336	81	109	85	53	172	155	22	313	25	299	144	178	46	269	52	14	278	39	19
SPHA SUMMARY RATE - Within 1 month (30 days) of referral	72	17	21	16	15	40	28	5	66	4	66	31	40	12	47	17	8	48	12	12
	84.7%	89.5%	80.8%	88.9%	78.9%	85.1%	82.4%	83.3%	84.6%	80.0%	84.6%	86.1%	85.1%	92.3%	87.0%	85.0%	72.7%	87.3%	80.0%	80.0%
Mean	1.15	1.11	1.19	1.11	1.21	1.15	1.18	1.17	1.15	1.20	1.15	1.14	1.15	1.08	1.13	1.15	1.27	1.13	1.20	1.20

Comparison Groups: BCDE/FG/HI/JK/LMN/OPQ/RST
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey (5103777)

Q53. 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 a routine lab or x-ray services and actually getting the lab or x-ray services?

		=== RESPONDENT'S AGE ==				= RESPONDENT= = EDUCATION =		= RESPONDENT= == GENDER ===		==== CHILD ==== == ETHNICITY ==		======== CHILD ======== RACE =========			======= CHILD ======= === HEALTH STATUS ===			=== CHILD MENTAL ==== === HEALTH STATUS ===		
	Total	<24	25-34	35-44	45+	HS/ GED/ Less	Some/ Colg Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Exclnt/ Very Good	Good	Fair/ Poor	Exclnt/ Very Good	Good	Fair/ Poor
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Total Eligible	550	107	152	119	80	242	211	28	439	46	411	202	249	69	360	87	32	369	72	37
Total Answering	90	15	25	27	22	51	36	8	81	9	79	30	54	18	60	20	10	64	14	12
	100.0%	100%	100%	100%	100%	100.0%	100.0%	100.0%	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	130	5	19	15	9	22	21	-	49	16	37	23	24	10	36	16	8	36	19	4
21 days or less	84	13	21	27	22	46	35	8	75	9	73	29	49	17	57	19	8	62	11	11
	93.3%	86.7%	84.0%	100%	100%	90.2%	97.2%	100.0%	92.6%	100.0%	92.4%	96.7%	90.7%	94.4%	95.0%	95.0%	80.0%	96.9%	78.6%	91.7%
				C	C			I		K										
22 days or more	6	2	4	-	-	5	1	-	6	-	6	1	5	1	3	1	2	2	3	1
	6.7%	13.3%	16.0%			9.8%	2.8%		7.4%		7.6%	3.3%	9.3%	5.6%	5.0%	5.0%	20.0%	3.1%	21.4%	8.3%
My child did not need an appointment for a routine lab or x-ray services in the last 6 months	330	87	108	77	49	169	154	20	309	21	295	149	171	41	264	51	14	269	39	21
SPHA SUMMARY RATE - 21 days or less	84	13	21	27	22	46	35	8	75	9	73	29	49	17	57	19	8	62	11	11
	93.3%	86.7%	84.0%	100%	100%	90.2%	97.2%	100.0%	92.6%	100.0%	92.4%	96.7%	90.7%	94.4%	95.0%	95.0%	80.0%	96.9%	78.6%	91.7%
				C	C			I		K										
Mean	1.07	1.13	1.16	1.00	1.00	1.10	1.03	1.00	1.07	1.00	1.08	1.03	1.09	1.06	1.05	1.05	1.20	1.03	1.21	1.08

Comparison Groups: BCDE/FG/HI/JK/LMN/OPQ/RST
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey (5103777)

Q54. 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?

		=== RESPONDENT'S AGE ==				= RESPONDENT= = EDUCATION =		= RESPONDENT= == GENDER ===		==== CHILD ==== == ETHNICITY ==		======== CHILD ======== ======== RACE =========			======= CHILD ======= === HEALTH STATUS ===			=== CHILD MENTAL ==== === HEALTH STATUS ===		
	Total	<24	25-34	35-44	45+	HS/ GED/ Less	Some/ Colg Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Exclnt/ Very Good	Good	Fair/ Poor	Exclnt/ Very Good	Good	Fair/ Poor
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Total Eligible	550	107	152	119	80	242	211	28	439	46	411	202	249	69	360	87	32	369	72	37
Total Answering	83	16	24	24	17	46	33	5	77	8	73	22	55	13	53	19	11	56	16	11
	100.0%	100%	100%	100%	100%	100.0%	100.0%	100.0%	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	132	6	20	15	10	26	20	-	51	16	38	25	24	10	36	18	8	36	20	4
Same day	50	10	13	16	10	24	22	3	47	6	43	15	32	8	33	12	5	36	8	6
	60.2%	62.5%	54.2%	66.7%	58.8%	52.2%	66.7%	60.0%	61.0%	75.0%	58.9%	68.2%	58.2%	61.5%	62.3%	63.2%	45.5%	64.3%	50.0%	54.5%
1-2 days	16	2	4	7	3	12	4	1	15	2	14	4	9	3	11	3	2	9	3	4
	19.3%	12.5%	16.7%	29.2%	17.6%	26.1%	12.1%	20.0%	19.5%	25.0%	19.2%	18.2%	16.4%	23.1%	20.8%	15.8%	18.2%	16.1%	18.8%	36.4%
3-7 days	10	3	1	1	4	4	6	1	8	-	9	3	7	-	6	2	2	8	1	1
	12.0%	18.8%	4.2%	4.2%	23.5% cd	8.7%	18.2%	20.0%	10.4%		12.3%	13.6%	12.7%		11.3%	10.5%	18.2%	14.3%	6.3%	9.1%
8-14 days	2	-	2	-	-	2	-	-	2	-	2	-	2	1	1	1	-	2	-	-
	2.4%		8.3%			4.3%			2.6%		2.7%		3.6%	7.7%	1.9%	5.3%		3.6%		
15-30 days	3	1	2	-	-	2	1	-	3	-	3	-	3	-	1	-	2	1	2	-
	3.6%	6.3%	8.3%			4.3%	3.0%		3.9%		4.1%		5.5%		1.9%		18.2%	1.8%	12.5%	
More than 30 days	2	-	2	-	-	2	-	-	2	-	2	-	2	1	1	1	-	-	2	-
	2.4%		8.3%			4.3%			2.6%		2.7%		3.6%	7.7%	1.9%	5.3%			12.5%	
My child did not need an appointment for an urgent lab or x-ray services in the last 6 months	335	85	108	80	53	170	158	23	311	22	300	155	170	46	271	50	13	277	36	22

Comparison Groups: BCDE/FG/HI/JK/LMN/OPQ/RST
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey (5103777)

Q54. 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?

		=== RESPONDENT'S AGE ==				= RESPONDENT= = EDUCATION =		= RESPONDENT= == GENDER ===		==== CHILD ==== == ETHNICITY ==		======== CHILD ======== ======== RACE =========			======= CHILD ======= === HEALTH STATUS ===			=== CHILD MENTAL ==== === HEALTH STATUS ===		
	Total	<24	25-34	35-44	45+	HS/ GED/ Less	Some/ Colg Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Exclnt/ Very Good	Good	Fair/ Poor	Exclnt/ Very Good	Good	Fair/ Poor
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
SPHA SUMMARY RATE - Same day/1-2 days	66	12	17	23	13	36	26	4	62	8	57	19	41	11	44	15	7	45	11	10
	79.5%	75.0%	70.8%	95.8%	76.5%	78.3%	78.8%	80.0%	80.5%	100.0%	78.1%	86.4%	74.5%	84.6%	83.0%	78.9%	63.6%	80.4%	68.8%	90.9%
				bCe						K										
Mean	1.77	1.75	2.25	1.38	1.65	1.96	1.61	1.60	1.77	1.25	1.82	1.45	1.93	1.85	1.66	1.79	2.27	1.63	2.44	1.55

Comparison Groups: BCDE/FG/HI/JK/LMN/OPQ/RST
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey (5103777)

Q55. In the last 6 months, did you phone your child's personal doctor's office after regular office hours to get help or advice for your child?

		=== RESPONDENT'S AGE ==				= RESPONDENT= = EDUCATION =		= RESPONDENT= == GENDER ===		==== CHILD ==== == ETHNICITY ==		======== CHILD ======== RACE =========			======= CHILD ======= === HEALTH STATUS ===			=== CHILD MENTAL ==== === HEALTH STATUS ===		
	Total	<24	25-34	35-44	45+	HS/ GED/ Less	Some/ Colg Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Exclnt/ Very Good	Good	Fair/ Poor	Exclnt/ Very Good	Good	Fair/ Poor
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Total Eligible	550	107	152	119	80	242	211	28	439	46	411	202	249	69	360	87	32	369	72	37
Total Answering	426	102	134	106	73	222	192	28	396	30	380	182	228	60	327	73	25	336	56	34
	100.0%	100%	100%	100%	100%	100.0%	100.0%	100.0%	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	124	5	18	13	7	20	19	-	43	16	31	20	21	9	33	14	7	33	16	3
Yes	42	14	12	13	2	19	22	6	36	6	34	19	19	11	32	7	3	34	6	2
	9.9%	13.7%	9.0%	12.3%	2.7%	8.6%	11.5%	21.4%	9.1%	20.0%	8.9%	10.4%	8.3%	18.3%	9.8%	9.6%	12.0%	10.1%	10.7%	5.9%
		E	E	E										m						
No	384	88	122	93	71	203	170	22	360	24	346	163	209	49	295	66	22	302	50	32
	90.1%	86.3%	91.0%	87.7%	97.3%	91.4%	88.5%	78.6%	90.9%	80.0%	91.1%	89.6%	91.7%	81.7%	90.2%	90.4%	88.0%	89.9%	89.3%	94.1%
					BCD								n							
Mean	1.90	1.86	1.91	1.88	1.97	1.91	1.89	1.79	1.91	1.80	1.91	1.90	1.92	1.82	1.90	1.90	1.88	1.90	1.89	1.94

Comparison Groups: BCDE/FG/HI/JK/LMN/OPQ/RST
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey (5103777)

Q56. In the last 6 months, when you phoned after regular office hours, how often did you get the help or advice you needed for your child?

		=== RESPONDENT'S AGE ==				= RESPONDENT= = EDUCATION =		= RESPONDENT= == GENDER ===		==== CHILD ==== == ETHNICITY ==		======== CHILD ======== ======== RACE =========			======= CHILD ======= === HEALTH STATUS ===			=== CHILD MENTAL ==== === HEALTH STATUS ===	
	Total	<24	25-34	35-44	45+	HS/ GED/ Less	Some/ Colg Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Exclnt/ Very Good	Good	Fair/ Poor	Exclnt/ Very Good	Good	Fair/ Poor
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Total Eligible	42	14	12	13	2	19	22	6	36	6	34	19	19	11	32	7	3	34	6	2
Total Answering	40	14	11	13	2	18	21	5	35	5	33	18	19	10	30	7	3	32	6	2
	100.0%	100%	100%	100%	100%	100.0%	100.0%	100.0%	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	2	-	1	-	-	1	1	1	1	1	1	1	-	1	2	-	-	2	-	-
Always	26	10	7	8	1	11	14	2	24	4	21	10	13	7	20	5	1	21	4	1
	65.0%	71.4%	63.6%	61.5%	50.0%	61.1%	66.7%	40.0%	68.6%	80.0%	63.6%	55.6%	68.4%	70.0%	66.7%	71.4%	33.3%	65.6%	66.7%	50.0%
Usually	10	3	3	3	1	5	5	2	8	1	8	6	4	3	7	2	1	8	1	1
	25.0%	21.4%	27.3%	23.1%	50.0%	27.8%	23.8%	40.0%	22.9%	20.0%	24.2%	33.3%	21.1%	30.0%	23.3%	28.6%	33.3%	25.0%	16.7%	50.0%
Sometimes	2	-	1	1	-	1	1	-	2	-	2	1	1	-	1	-	1	1	1	-
	5.0%		9.1%	7.7%		5.6%	4.8%		5.7%		6.1%	5.6%	5.3%		3.3%		33.3%	3.1%	16.7%	
Never	2	1	-	1	-	1	1	1	1	-	2	1	1	-	2	-	-	2	-	-
	5.0%	7.1%		7.7%		5.6%	4.8%	20.0%	2.9%		6.1%	5.6%	5.3%		6.7%			6.3%		
SPHA SUMMARY RATE - Always/Usually	36	13	10	11	2	16	19	4	32	5	29	16	17	10	27	7	2	29	5	2
	90.0%	92.9%	90.9%	84.6%	100%	88.9%	90.5%	80.0%	91.4%	100.0%	87.9%	88.9%	89.5%	100.0%	90.0%	100.0%	66.7%	90.6%	83.3%	100.0%
										K						o				r
Mean	3.50	3.57	3.55	3.38	3.50	3.44	3.52	3.00	3.57	3.80	3.45	3.39	3.53	3.70	3.50	3.71	3.00	3.50	3.50	3.50

Comparison Groups: BCDE/FG/HI/JK/LMN/OPQ/RST
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey (5103777)

Q49. 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?

		= HEALTH PLAN = RATING (Q36) =		= HEALTH CARE = RATING (Q13) =		= DOCTOR = RATING (Q26) =		= HEALTH PLAN RTNG = BY GLOBAL PROP. (Q36) =			= CONTACT CUST= SERVICE (Q31) =		= GOT INFO/HELP= FROM CUST SVC= (Q32) =		= # DCTR/CLNC VISITS (Q7) =		= PERSONAL DR (Q15) =	
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometime	Always/ Usually	Less than 3	3 or More	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total Eligible	550	89	384	63	328	57	359	52	104	317	144	330	27	116	309	180	446	57
Total Answering	314	64	246	47	215	37	234	37	75	198	105	206	16	88	168	133	280	30
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	125	4	49	7	53	6	48	1	8	44	14	40	5	9	54	28	73	10
Same day	102	15	85	8	78	10	77	7	24	69	35	66	4	31	55	42	92	9
	32.5%	23.4%	34.6%	17.0%	36.3%	27.0%	32.9%	18.9%	32.0%	34.8%	33.3%	32.0%	25.0%	35.2%	32.7%	31.6%	32.9%	30.0%
			b		D					H								
1-2 days	121	23	96	16	79	14	89	13	24	82	36	84	5	30	65	49	106	12
	38.5%	35.9%	39.0%	34.0%	36.7%	37.8%	38.0%	35.1%	32.0%	41.4%	34.3%	40.8%	31.3%	34.1%	38.7%	36.8%	37.9%	40.0%
3-7 days	61	16	45	13	41	5	51	11	15	35	22	38	6	16	34	26	57	4
	19.4%	25.0%	18.3%	27.7%	19.1%	13.5%	21.8%	29.7%	20.0%	17.7%	21.0%	18.4%	37.5%	18.2%	20.2%	19.5%	20.4%	13.3%
8-14 days	13	3	10	2	10	4	8	2	6	5	4	9	-	4	8	5	12	1
	4.1%	4.7%	4.1%	4.3%	4.7%	10.8%	3.4%	5.4%	8.0%	2.5%	3.8%	4.4%		4.5%	4.8%	3.8%	4.3%	3.3%
									j									
15-30 days	11	4	7	5	4	3	5	3	2	6	6	5	1	5	4	7	8	3
	3.5%	6.3%	2.8%	10.6%	1.9%	8.1%	2.1%	8.1%	2.7%	3.0%	5.7%	2.4%	6.3%	5.7%	2.4%	5.3%	2.9%	10.0%
				e														
More than 30 days	6	3	3	3	3	1	4	1	4	1	2	4	-	2	2	4	5	1
	1.9%	4.7%	1.2%	6.4%	1.4%	2.7%	1.7%	2.7%	5.3%	0.5%	1.9%	1.9%		2.3%	1.2%	3.0%	1.8%	3.3%
									j									

Comparison Groups: BC/DE/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.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey (5103777)

Q49. 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?

		= HEALTH PLAN = RATING (Q36)=		= HEALTH CARE = RATING (Q13)=		=== DOCTOR ==== RATING (Q26)=		= HEALTH PLAN RTNG = == BY GLOBAL PROP. = ======= (Q36) ======			= CONTACT CUST= === SERVICE === ==== (Q31)=====		= GOT INFO/HELP= = FROM CUST SVC= ==== (Q32) =====		= # DCTR/CLNC = VISITS (Q7)=		= PERSONAL == == DR (Q15)==	
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometime	Always/ Usually	Less than 3	3 or More	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
My child not need an appointment with a provider for a non-urgent problem or health condition in the last 6 months	111	21	89	9	60	14	77	14	21	75	25	84	6	19	87	19	93	17
SPHA SUMMARY RATE - Same day/1-2 days	223	38	181	24	157	24	166	20	48	151	71	150	9	61	120	91	198	21
	71.0%	59.4%	73.6%	51.1%	73.0%	64.9%	70.9%	54.1%	64.0%	76.3%	67.6%	72.8%	56.3%	69.3%	71.4%	68.4%	70.7%	70.0%
			B		D					Hi								
Mean	2.13	2.48	2.05	2.77	2.03	2.43	2.09	2.57	2.33	1.99	2.20	2.10	2.31	2.18	2.09	2.23	2.12	2.33

Comparison Groups: BC/DE/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.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey (5103777)

Q50. 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?

		= HEALTH PLAN = RATING (Q36) =		= HEALTH CARE = RATING (Q13) =		= DOCTOR RATING (Q26) =		= HEALTH PLAN RTNG = BY GLOBAL PROP. (Q36) =			= CONTACT CUST= SERVICE (Q31) =		= GOT INFO/HELP= FROM CUST SVC= (Q32) =		= # DCTR/CLNC VISITS (Q7)=		= PERSONAL DR (Q15)=	
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometime	Always/ Usually	Less than 3	3 or More	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total Eligible	550	89	384	63	328	57	359	52	104	317	144	330	27	116	309	180	446	57
Total Answering	136	29	106	22	87	18	101	22	26	87	49	86	4	45	63	66	123	11
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	128	7	49	9	51	7	50	3	11	42	16	40	5	11	53	30	77	9
Same day	32	5	27	3	21	1	22	5	4	23	13	19	-	13	16	14	26	5
	23.5%	17.2%	25.5%	13.6%	24.1%	5.6%	21.8%	22.7%	15.4%	26.4%	26.5%	22.1%		28.9%	25.4%	21.2%	21.1%	45.5%
							F											
1-2 days	39	4	34	5	29	4	30	4	3	31	14	24	2	12	19	18	34	4
	28.7%	13.8%	32.1%	22.7%	33.3%	22.2%	29.7%	18.2%	11.5%	35.6%	28.6%	27.9%	50.0%	26.7%	30.2%	27.3%	27.6%	36.4%
			B							hI								
3-7 days	31	6	25	5	18	5	24	5	6	20	9	22	1	8	19	11	30	1
	22.8%	20.7%	23.6%	22.7%	20.7%	27.8%	23.8%	22.7%	23.1%	23.0%	18.4%	25.6%	25.0%	17.8%	30.2%	16.7%	24.4%	9.1%
															p			
8-14 days	13	3	10	3	8	3	10	3	2	8	5	8	-	5	3	9	13	-
	9.6%	10.3%	9.4%	13.6%	9.2%	16.7%	9.9%	13.6%	7.7%	9.2%	10.2%	9.3%		11.1%	4.8%	13.6%	10.6%	
																o		
15-30 days	12	6	6	5	5	5	6	2	7	3	6	6	-	6	3	9	11	1
	8.8%	20.7%	5.7%	22.7%	5.7%	27.8%	5.9%	9.1%	26.9%	3.4%	12.2%	7.0%		13.3%	4.8%	13.6%	8.9%	9.1%
		c		e		G			hJ							o		

Comparison Groups: BC/DE/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.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey (5103777)

Q50. 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?

		= HEALTH PLAN = RATING (Q36) =		= HEALTH CARE = RATING (Q13) =		=== DOCTOR ==== RATING (Q26) =		= HEALTH PLAN RTNG = BY GLOBAL PROP. (Q36) =			= CONTACT CUST= SERVICE (Q31) =		= GOT INFO/HELP= FROM CUST SVC (Q32) =		= # DCTR/CLNC VISITS (Q7) =		= PERSONAL DR (Q15) =	
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometime	Always/ Usually	Less than 3	3 or More	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
More than 30 days	9	5	4	1	6	-	9	3	4	2	2	7	1	1	3	5	9	-
	6.6%	17.2%	3.8%	4.5%	6.9%		8.9%	13.6%	15.4%	2.3%	4.1%	8.1%	25.0%	2.2%	4.8%	7.6%	7.3%	
		c							j									
My child did not need an appointment with a specialist for a non-urgent problem or health condition in the last 6 months	286	53	229	32	190	32	208	27	67	188	79	204	18	60	193	84	246	37
SPHA SUMMARY RATE - Same day/1-2 days	71	9	61	8	50	5	52	9	7	54	27	43	2	25	35	32	60	9
	52.2%	31.0%	57.5%	36.4%	57.5%	27.8%	51.5%	40.9%	26.9%	62.1%	55.1%	50.0%	50.0%	55.6%	55.6%	48.5%	48.8%	81.8%
			B		d		F			hI								Q
Mean	2.71	3.55	2.49	3.23	2.60	3.39	2.75	3.09	3.65	2.34	2.65	2.76	3.25	2.60	2.48	2.94	2.80	1.91

Comparison Groups: BC/DE/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.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey (5103777)

Q51. 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?

		= HEALTH PLAN = RATING (Q36) =		= HEALTH CARE = RATING (Q13) =		= DOCTOR = RATING (Q26) =		= HEALTH PLAN RTNG = BY GLOBAL PROP. (Q36) =			= CONTACT CUST= SERVICE (Q31) =		= GOT INFO/HELP= FROM CUST SVC= (Q32) =		= # DCTR/CLNC VISITS (Q7)=		= PERSONAL DR (Q15)=	
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometime	Always/ Usually	Less than 3	3 or More	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total Eligible	550	89	384	63	328	57	359	52	104	317	144	330	27	116	309	180	446	57
Total Answering	265 100.0%	58 100.0%	205 100.0%	42 100.0%	189 100.0%	31 100.0%	201 100.0%	35 100.0%	62 100.0%	166 100.0%	92 100.0%	171 100.0%	13 100.0%	78 100.0%	149 100.0%	105 100.0%	238 100.0%	26 100.0%
No Answer	129	5	51	6	53	7	50	2	10	44	18	39	6	12	55	30	76	10
6 weeks or less	251 94.7%	57 98.3% c	192 93.7%	41 97.6%	180 95.2%	29 93.5%	189 94.0%	35 100.0% iJ	59 95.2%	155 93.4%	87 94.6%	162 94.7%	12 92.3%	74 94.9%	146 98.0% P	96 91.4%	224 94.1%	26 100.0% Q
More than 6 weeks	14 5.3%	1 1.7%	13 6.3% b	1 2.4%	9 4.8%	2 6.5%	12 6.0%	-	3 4.8%	11 6.6%	5 5.4%	9 5.3%	1 7.7%	4 5.1%	3 2.0%	9 8.6% O	14 5.9%	-
My child not need an appointment with a provider for a regular or routine care visit in the last 6 months	156	26	128	15	86	19	108	15	32	107	34	120	8	26	105	45	132	21
SPHA SUMMARY RATE - 6 weeks or less	251 94.7%	57 98.3% c	192 93.7%	41 97.6%	180 95.2%	29 93.5%	189 94.0%	35 100.0% iJ	59 95.2%	155 93.4%	87 94.6%	162 94.7%	12 92.3%	74 94.9%	146 98.0% P	96 91.4%	224 94.1%	26 100.0% Q
Mean	1.05	1.02	1.06	1.02	1.05	1.06	1.06	1.00	1.05	1.07	1.05	1.05	1.08	1.05	1.02	1.09	1.06	1.00

Comparison Groups: BC/DE/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.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey (5103777)

Q52. 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?

		= HEALTH PLAN = RATING (Q36) =		= HEALTH CARE = RATING (Q13) =		= DOCTOR = RATING (Q26) =		= HEALTH PLAN RTNG = BY GLOBAL PROP. (Q36) =			= CONTACT CUST= SERVICE (Q31) =		= GOT INFO/HELP= FROM CUST SVC= (Q32) =		= # DCTR/CLNC VISITS (Q7) =		= PERSONAL DR (Q15) =	
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometime	Always/ Usually	Less than 3	3 or More	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total Eligible	550	89	384	63	328	57	359	52	104	317	144	330	27	116	309	180	446	57
Total Answering	85	23	61	21	50	13	66	14	21	49	34	49	3	31	31	48	80	5
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	129	7	50	8	51	6	52	4	10	43	19	39	6	13	53	32	77	10
Within 1 month (30 days) of referral	72	17	54	18	45	13	54	11	15	45	30	40	3	27	27	41	67	5
	84.7%	73.9%	88.5%	85.7%	90.0%	100.0%	81.8%	78.6%	71.4%	91.8%	88.2%	81.6%	100.0%	87.1%	87.1%	85.4%	83.8%	100.0%
						G				i			N					Q
More than 1 month (31 days) after referral	13	6	7	3	5	-	12	3	6	4	4	9	-	4	4	7	13	-
	15.3%	26.1%	11.5%	14.3%	10.0%		18.2%	21.4%	28.6%	8.2%	11.8%	18.4%		12.9%	12.9%	14.6%	16.3%	
									j									
My child was not referred to a specialist in the last 6 months	336	59	273	34	227	38	241	34	73	225	91	242	18	72	225	100	289	42
SPHA SUMMARY RATE - Within 1 month (30 days) of referral	72	17	54	18	45	13	54	11	15	45	30	40	3	27	27	41	67	5
	84.7%	73.9%	88.5%	85.7%	90.0%	100.0%	81.8%	78.6%	71.4%	91.8%	88.2%	81.6%	100.0%	87.1%	87.1%	85.4%	83.8%	100.0%
						G				i			N					Q
Mean	1.15	1.26	1.11	1.14	1.10	1.00	1.18	1.21	1.29	1.08	1.12	1.18	1.00	1.13	1.13	1.15	1.16	1.00

Comparison Groups: BC/DE/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.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey (5103777)

Q53. 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 a routine lab or x-ray services and actually getting the lab or x-ray services?

		= HEALTH PLAN = RATING (Q36) =		= HEALTH CARE = RATING (Q13) =		= DOCTOR RATING (Q26) =		= HEALTH PLAN RTNG = BY GLOBAL PROP. (Q36) =			= CONTACT CUST= SERVICE (Q31) =		= GOT INFO/HELP= FROM CUST SVC= (Q32) =		= # DCTR/CLNC VISITS (Q7)=		= PERSONAL DR (Q15)=	
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometime	Always/ Usually	Less than 3	3 or More	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total Eligible	550	89	384	63	328	57	359	52	104	317	144	330	27	116	309	180	446	57
Total Answering	90	21	69	20	55	15	64	14	21	55	36	53	3	33	35	47	81	8
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	130	5	53	6	57	8	52	2	11	45	22	37	6	16	55	33	78	10
21 days or less	84	19	65	15	54	13	62	12	20	52	33	50	3	30	34	42	77	6
	93.3%	90.5%	94.2%	75.0%	98.2%	86.7%	96.9%	85.7%	95.2%	94.5%	91.7%	94.3%	100.0%	90.9%	97.1%	89.4%	95.1%	75.0%
					D								n					
22 days or more	6	2	4	5	1	2	2	2	1	3	3	3	-	3	1	5	4	2
	6.7%	9.5%	5.8%	25.0%	1.8%	13.3%	3.1%	14.3%	4.8%	5.5%	8.3%	5.7%		9.1%	2.9%	10.6%	4.9%	25.0%
				E														
My child did not need an appointment for a routine lab or x-ray services in the last 6 months	330	63	262	37	216	34	243	36	72	217	86	240	18	67	219	100	287	39
SPHA SUMMARY RATE - 21 days or less	84	19	65	15	54	13	62	12	20	52	33	50	3	30	34	42	77	6
	93.3%	90.5%	94.2%	75.0%	98.2%	86.7%	96.9%	85.7%	95.2%	94.5%	91.7%	94.3%	100.0%	90.9%	97.1%	89.4%	95.1%	75.0%
					D								n					
Mean	1.07	1.10	1.06	1.25	1.02	1.13	1.03	1.14	1.05	1.05	1.08	1.06	1.00	1.09	1.03	1.11	1.05	1.25

Comparison Groups: BC/DE/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.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey (5103777)

Q54. 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?

		= HEALTH PLAN = RATING (Q36) =		= HEALTH CARE = RATING (Q13) =		= DOCTOR = RATING (Q26) =		= HEALTH PLAN RTNG = BY GLOBAL PROP. (Q36) =			= CONTACT CUST= SERVICE (Q31) =		= GOT INFO/HELP= FROM CUST SVC= (Q32) =		= # DCTR/CLNC VISITS (Q7)=		= PERSONAL DR (Q15)=	
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometime	Always/ Usually	Less than 3	3 or More	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total Eligible	550	89	384	63	328	57	359	52	104	317	144	330	27	116	309	180	446	57
Total Answering	83	16	67	17	54	13	63	13	19	51	35	48	3	32	35	44	78	5
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	132	5	54	7	57	9	51	2	11	46	22	38	6	16	55	33	79	11
Same day	50	8	42	10	34	8	39	7	11	32	23	27	3	20	19	29	48	2
	60.2%	50.0%	62.7%	58.8%	63.0%	61.5%	61.9%	53.8%	57.9%	62.7%	65.7%	56.3%	100.0%	62.5%	54.3%	65.9%	61.5%	40.0%
													N					
1-2 days	16	5	11	2	11	2	12	3	3	10	7	9	-	7	7	8	14	2
	19.3%	31.3%	16.4%	11.8%	20.4%	15.4%	19.0%	23.1%	15.8%	19.6%	20.0%	18.8%		21.9%	20.0%	18.2%	17.9%	40.0%
3-7 days	10	2	8	2	6	1	8	2	4	4	2	8	-	2	7	2	10	-
	12.0%	12.5%	11.9%	11.8%	11.1%	7.7%	12.7%	15.4%	21.1%	7.8%	5.7%	16.7%		6.3%	20.0%	4.5%	12.8%	
															P			
8-14 days	2	-	2	1	1	-	1	-	1	1	1	1	-	1	1	1	1	1
	2.4%		3.0%	5.9%	1.9%		1.6%		5.3%	2.0%	2.9%	2.1%		3.1%	2.9%	2.3%	1.3%	20.0%
15-30 days	3	1	2	1	2	1	2	1	-	2	2	1	-	2	-	3	3	-
	3.6%	6.3%	3.0%	5.9%	3.7%	7.7%	3.2%	7.7%		3.9%	5.7%	2.1%		6.3%		6.8%	3.8%	
More than 30 days	2	-	2	1	-	1	1	-	-	2	-	2	-	-	1	1	2	-
	2.4%		3.0%	5.9%		7.7%	1.6%			3.9%		4.2%			2.9%	2.3%	2.6%	

Comparison Groups: BC/DE/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.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey (5103777)

Q54. 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?

		= HEALTH PLAN = RATING (Q36) =		= HEALTH CARE = RATING (Q13) =		= DOCTOR = RATING (Q26) =		= HEALTH PLAN RTNG = BY GLOBAL PROP. (Q36) =			= CONTACT CUST = SERVICE (Q31) =		= GOT INFO/HELP = FROM CUST SVC (Q32) =		= # DCTR/CLNC VISITS (Q7) =		= PERSONAL DR (Q15) =	
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometime	Always/ Usually	Less than 3	3 or More	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
My child did not need an appointment for an urgent lab or x-ray services in the last 6 months	335	68	263	39	217	35	245	37	74	220	87	244	18	68	219	103	289	41
SPHA SUMMARY RATE - Same day/1-2 days	66 79.5%	13 81.3%	53 79.1%	12 70.6%	45 83.3%	10 76.9%	51 81.0%	10 76.9%	14 73.7%	42 82.4%	30 85.7%	36 75.0%	3 100.0% N	27 84.4%	26 74.3%	37 84.1%	62 79.5%	4 80.0%
Mean	1.77	1.81	1.76	2.06	1.63	2.00	1.70	1.85	1.74	1.76	1.63	1.88	1.00	1.69	1.83	1.73	1.76	2.00

Comparison Groups: BC/DE/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.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey (5103777)

Q55. In the last 6 months, did you phone your child's personal doctor's office after regular office hours to get help or advice for your child?

		= HEALTH PLAN = RATING (Q36) =		= HEALTH CARE = RATING (Q13) =		= DOCTOR = RATING (Q26) =		= HEALTH PLAN RTNG = BY GLOBAL PROP. (Q36) =			= CONTACT CUST= SERVICE (Q31) =		= GOT INFO/HELP= FROM CUST SVC= (Q32) =		= # DCTR/CLNC VISITS (Q7) =		= PERSONAL DR (Q15) =	
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometime	Always/ Usually	Less than 3	3 or More	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total Eligible	550	89	384	63	328	57	359	52	104	317	144	330	27	116	309	180	446	57
Total Answering	426	84	337	57	277	49	314	50	95	276	127	294	21	105	256	152	374	47
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	124	5	47	6	51	8	45	2	9	41	17	36	6	11	53	28	72	10
Yes	42	10	32	10	28	5	32	7	7	28	22	20	2	20	17	22	37	4
	9.9%	11.9%	9.5%	17.5%	10.1%	10.2%	10.2%	14.0%	7.4%	10.1%	17.3%	6.8%	9.5%	19.0%	6.6%	14.5%	9.9%	8.5%
											L					O		
No	384	74	305	47	249	44	282	43	88	248	105	274	19	85	239	130	337	43
	90.1%	88.1%	90.5%	82.5%	89.9%	89.8%	89.8%	86.0%	92.6%	89.9%	82.7%	93.2%	90.5%	81.0%	93.4%	85.5%	90.1%	91.5%
												K			P			
Mean	1.90	1.88	1.91	1.82	1.90	1.90	1.90	1.86	1.93	1.90	1.83	1.93	1.90	1.81	1.93	1.86	1.90	1.91

Comparison Groups: BC/DE/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.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey (5103777)

Q56. In the last 6 months, when you phoned after regular office hours, how often did you get the help or advice you needed for your child?

		= HEALTH PLAN = RATING (Q36)=		= HEALTH CARE = RATING (Q13)=		= DOCTOR ==== RATING (Q26)=		= HEALTH PLAN RTNG = BY GLOBAL PROP. = (Q36)			= CONTACT CUST= SERVICE (Q31)		= GOT INFO/HELP= FROM CUST SVC= (Q32)		= # DCTR/CLNC VISITS (Q7)=		= PERSONAL DR (Q15)=	
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometime	Always/ Usually	Less than 3	3 or More	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total Eligible	42	10	32	10	28	5	32	7	7	28	22	20	2	20	17	22	37	4
Total Answering	40	10	30	10	26	5	30	7	7	26	22	18	2	20	15	22	35	4
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	2	-	2	-	2	-	-	2	-	2	-	-	2	-	2	-
Always	26	6	20	7	16	3	20	3	7	16	13	13	1	12	11	13	23	2
	65.0%	60.0%	66.7%	70.0%	61.5%	60.0%	66.7%	42.9%	100.0%	61.5%	59.1%	72.2%	50.0%	60.0%	73.3%	59.1%	65.7%	50.0%
									HJ									
Usually	10	1	9	1	8	1	8	1	-	9	6	4	1	5	2	7	9	1
	25.0%	10.0%	30.0%	10.0%	30.8%	20.0%	26.7%	14.3%		34.6%	27.3%	22.2%	50.0%	25.0%	13.3%	31.8%	25.7%	25.0%
Sometimes	2	1	1	1	1	1	1	1	-	1	2	-	-	2	1	1	2	-
	5.0%	10.0%	3.3%	10.0%	3.8%	20.0%	3.3%	14.3%		3.8%	9.1%			10.0%	6.7%	4.5%	5.7%	
Never	2	2	-	1	1	-	1	2	-	-	1	1	-	1	1	1	1	1
	5.0%	20.0%		10.0%	3.8%		3.3%	28.6%			4.5%	5.6%		5.0%	6.7%	4.5%	2.9%	25.0%
SPHA SUMMARY RATE - Always/Usually	36	7	29	8	24	4	28	4	7	25	19	17	2	17	13	20	32	3
	90.0%	70.0%	96.7%	80.0%	92.3%	80.0%	93.3%	57.1%	100.0%	96.2%	86.4%	94.4%	100.0%	85.0%	86.7%	90.9%	91.4%	75.0%
			b						H	H			n					
Mean	3.50	3.10	3.63	3.40	3.50	3.40	3.57	2.71	4.00	3.58	3.41	3.61	3.50	3.40	3.53	3.45	3.54	3.00

Comparison Groups: BC/DE/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.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey (5103777)

Q49. 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?

		=SURVEY ADMINISTRATION== ========= MODE =========		
	Total	Mail	Phone	Internet
	(A)	(B)	(C)	(D)
Total Eligible	550	228	322	-
Total Answering	314	165	149	-
	100.0%	100.0%	100.0%	
No Answer	125	11	114	-
Same day	102	57	45	-
	32.5%	34.5%	30.2%	
1-2 days	121	65	56	-
	38.5%	39.4%	37.6%	
3-7 days	61	28	33	-
	19.4%	17.0%	22.1%	
8-14 days	13	6	7	-
	4.1%	3.6%	4.7%	
15-30 days	11	7	4	-
	3.5%	4.2%	2.7%	
More than 30 days	6	2	4	-
	1.9%	1.2%	2.7%	
My child not need an appointment with a provider for a non-urgent problem or health condition in the last 6 months	111	52	59	-

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey (5103777)

Q49. 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?

	Total	=SURVEY ADMINISTRATION== ========= MODE ========= Mail	Phone	Internet
	(A)	(B)	(C)	(D)
SPHA SUMMARY RATE - Same day/1-2 days	223 71.0%	122 73.9%	101 67.8%	-
Mean	2.13	2.07	2.20	-

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey (5103777)

Q50. 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?

		=SURVEY ADMINISTRATION== ========= MODE =========		
	Total	Mail	Phone	Internet
	(A)	(B)	(C)	(D)
Total Eligible	550	228	322	-
Total Answering	136	74	62	-
	100.0%	100.0%	100.0%	
No Answer	128	7	121	-
Same day	32	23	9	-
	23.5%	31.1%	14.5%	
		C		
1-2 days	39	18	21	-
	28.7%	24.3%	33.9%	
3-7 days	31	15	16	-
	22.8%	20.3%	25.8%	
8-14 days	13	5	8	-
	9.6%	6.8%	12.9%	
15-30 days	12	9	3	-
	8.8%	12.2%	4.8%	
More than 30 days	9	4	5	-
	6.6%	5.4%	8.1%	
My child did not need an appointment with a specialist for a non-urgent problem or health condition in the last 6 months	286	147	139	-

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey (5103777)

Q50. 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?

		=SURVEY ADMINISTRATION== ========= MODE =========		
	Total	Mail	Phone	Internet
	(A)	(B)	(C)	(D)
SPHA SUMMARY RATE - Same day/1-2 days	71 52.2%	41 55.4%	30 48.4%	-
Mean	2.71	2.61	2.84	-

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey (5103777)

Q51. 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?

		=SURVEY ADMINISTRATION== ========= MODE =========		
	Total	Mail	Phone	Internet
	(A)	(B)	(C)	(D)
Total Eligible	550	228	322	-
Total Answering	265	123	142	-
	100.0%	100.0%	100.0%	
No Answer	129	11	118	-
6 weeks or less	251	114	137	-
	94.7%	92.7%	96.5%	
More than 6 weeks	14	9	5	-
	5.3%	7.3%	3.5%	
My child not need an appointment with a provider for a regular or routine care visit in the last 6 months	156	94	62	-
SPHA SUMMARY RATE - 6 weeks or less	251	114	137	-
	94.7%	92.7%	96.5%	
Mean	1.05	1.07	1.04	-

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey (5103777)

Q52. 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?

		=SURVEY ADMINISTRATION== ========= MODE =========		
	Total	Mail	Phone	Internet
	(A)	(B)	(C)	(D)
Total Eligible	550	228	322	-
Total Answering	85	37	48	-
	100.0%	100.0%	100.0%	
No Answer	129	10	119	-
Within 1 month (30 days) of referral	72	31	41	-
	84.7%	83.8%	85.4%	
More than 1 month (31 days) after referral	13	6	7	-
	15.3%	16.2%	14.6%	
My child was not referred to a specialist in the last 6 months	336	181	155	-
SPHA SUMMARY RATE - Within 1 month (30 days) of referral	72	31	41	-
	84.7%	83.8%	85.4%	
Mean	1.15	1.16	1.15	-

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey (5103777)

Q53. 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 a routine lab or x-ray services and actually getting the lab or x-ray services?

		=SURVEY ADMINISTRATION== ========= MODE =========		
	Total	Mail	Phone	Internet
	(A)	(B)	(C)	(D)
Total Eligible	550	228	322	-
Total Answering	90	40	50	-
	100.0%	100.0%	100.0%	
No Answer	130	7	123	-
21 days or less	84	37	47	-
	93.3%	92.5%	94.0%	
22 days or more	6	3	3	-
	6.7%	7.5%	6.0%	
My child did not need an appointment for a routine lab or x-ray services in the last 6 months	330	181	149	-
SPHA SUMMARY RATE - 21 days or less	84	37	47	-
	93.3%	92.5%	94.0%	
Mean	1.07	1.08	1.06	-

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey (5103777)

Q54. 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?

		=SURVEY ADMINISTRATION== ========= MODE =========		
	Total	Mail	Phone	Internet
	(A)	(B)	(C)	(D)
Total Eligible	550	228	322	-
Total Answering	83	42	41	-
	100.0%	100.0%	100.0%	
No Answer	132	7	125	-
Same day	50	25	25	-
	60.2%	59.5%	61.0%	
1-2 days	16	7	9	-
	19.3%	16.7%	22.0%	
3-7 days	10	7	3	-
	12.0%	16.7%	7.3%	
8-14 days	2	1	1	-
	2.4%	2.4%	2.4%	
15-30 days	3	1	2	-
	3.6%	2.4%	4.9%	
More than 30 days	2	1	1	-
	2.4%	2.4%	2.4%	
My child did not need an appointment for an urgent lab or x-ray services in the last 6 months	335	179	156	-

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey (5103777)

Q54. 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?

		=SURVEY ADMINISTRATION== ========= MODE =========		
	Total	Mail	Phone	Internet
	(A)	(B)	(C)	(D)
SPHA SUMMARY RATE - Same day/1-2 days	66 79.5%	32 76.2%	34 82.9%	-
Mean	1.77	1.79	1.76	-

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey (5103777)

Q55. In the last 6 months, did you phone your child's personal doctor's office after regular office hours to get help or advice for your child?

	=SURVEY ADMINISTRATION== ========= MODE =========			
	Total	Mail	Phone	Internet
	(A)	(B)	(C)	(D)
Total Eligible	550	228	322	-
Total Answering	426	224	202	-
	100.0%	100.0%	100.0%	
No Answer	124	4	120	-
Yes	42	20	22	-
	9.9%	8.9%	10.9%	
No	384	204	180	-
	90.1%	91.1%	89.1%	
Mean	1.90	1.91	1.89	-

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey (5103777)

Q56. In the last 6 months, when you phoned after regular office hours, how often did you get the help or advice you needed for your child?

		=SURVEY ADMINISTRATION== ========= MODE =========		
	Total	Mail	Phone	Internet
	(A)	(B)	(C)	(D)
Total Eligible	42	20	22	-
Total Answering	40	18	22	-
	100.0%	100.0%	100.0%	
No Answer	2	2	-	-
Always	26	12	14	-
	65.0%	66.7%	63.6%	
Usually	10	5	5	-
	25.0%	27.8%	22.7%	
Sometimes	2	1	1	-
	5.0%	5.6%	4.5%	
Never	2	-	2	-
	5.0%		9.1%	
SPHA SUMMARY RATE - Always/Usually	36	17	19	-
	90.0%	94.4%	86.4%	
Mean	3.50	3.61	3.41	-

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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.

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, health care, or personal doctor ratings among the plan members as determined by a regression analysis.

NCQA 1 – 100 Benchmark is a percentile benchmark (with values ranging from the first through the one hundredth percentile) calculated by NCQA and derived from Medicaid child data collected by NCQA in 2014. SPH Analytics utilizes this benchmark to calculate plan-specific approximate percentile rankings in relation to the Quality Compass® All Plans benchmark. In keeping, rankings are reflective of how your plan's Summary Rates fall relative to the NCQA 1-100 Benchmark.

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 for Child Medicaid plans is 1,650 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® 2014 (Medicaid child – All Plans) data benchmark is a collection of CAHPS® 5.0H mean summary ratings (132 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.

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.

SPH Analytics Book of Business (calculated on a plan-level) consists of all Medicaid Child (Non-CCC and CCC) samples that conducted surveys with SPH Analytics, and submitted data to NCQA. In 2015, there were 62 samples included in the Book of Business. This benchmark is shown throughout the report and is used in the Opportunity Analysis.

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 option(s) ("Always" and "Usually;" "Yes;" or "8" to "10"). Not all questions are assigned a Summary Rate by NCQA.

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 as follows:

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

Response Choice 2	Score Value
No	1
Yes	3

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

Charts A.1 – A.10

Question Summaries

Urgent and Routine Care

Louisiana Healthcare Connections

Medicaid Child CAHPS®

550 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate 2015	Plan's Summary Rate 2014	SPH Analytics Book of Business* 2015	Quality Compass All Plans* 2014	Significance Testing** 2015 to 2014	Significance Testing** 2015 to SPHA	Significance Testing** 2015 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?**	535	Yes 35.7%; No 64.3%	**35.7%**	NA	34.5%	NA	**NA**	**Not sig.**	**NA**
4 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?** (If "Yes" in Q3)	183	Never 1.1%; Sometimes 5.5%; Usually 12.0%; Always 81.4%	**93.4%**	NA	90.5%	90.7%	**NA**	**Not sig.**	**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?**	522	Yes 74.7%; No 25.3%	**74.7%**	NA	70.6%	NA	**NA**	**Above**	**NA**
6 GCQ	**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)	372	Never 0.0%; Sometimes 11.0%; Usually 13.4%; Always 75.5%	**89.0%**	NA	88.0%	88.4%	**NA**	**Not sig.**	**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?**	489	None 18.4%; 1 time 21.5%; 2 23.3%; 3 16.4%; 4 8.2%; 5 to 9 10.2%; 10 or more times 2.0%	**81.6%**	NA	75.4%	NA	**NA**	**Above**	**NA**

* The 2015 SPH Analytics (SPHA) Book of Business consists of 62 Medicaid child (Non-CCC and CCC) samples that conducted surveys with SPH Analytics in 2015 and submitted data to NCQA. The 2014 Quality Compass® All Plans benchmark is the mean summary rate from the Medicaid child (Non-CCC and CCC) samples that submitted to NCQA in 2014 (approximately 132 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 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentage(s). Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

Question Summaries

Discussion of Options

Louisiana Healthcare Connections

Medicaid Child CAHPS®

550 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate 2015	Plan's Summary Rate 2014	SPH Analytics Book of Business* 2015	Quality Compass All Plans* 2014	Significance Testing** 2015 to 2014	Significance Testing** 2015 to SPHA	Significance Testing** 2015 to All Plans
8 HPE	**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)	392	Yes: 72.4% No: 27.6%	**72.4%**	NA	69.3%	71.7%	**NA**	**Not sig.**	**Not sig.**
9	**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)	392	Yes: 26.0% No: 74.0%	**26.0%**	NA	31.0%	NA	**NA**	**Below**	**NA**
10 SDM	**Did you and 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 Q9)	100	Yes: 95.0% No: 5.0%	**95.0%**	NA	91.4%	NA	**NA**	**Not sig.**	**NA**
11 SDM	**Did you and 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 Q9)	100	Yes: 59.0% No: 41.0%	**59.0%**	NA	62.5%	NA	**NA**	**Not sig.**	**NA**
12 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?** (If "1 time" or more in Q7 and "Yes" in Q9)	100	Yes: 81.0% No: 19.0%	**81.0%**	NA	77.6%	77.2%	**NA**	**Not sig.**	**Not sig.**
13	**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)	391	0 - 3: 2.0% 4 - 7: 14.1% 8 - 10: 83.9%	**83.9%**	NA	85.5%	84.7%	**NA**	**Not sig.**	**Not sig.**
			0 - 6: 9.0% 7 - 8: 23.3% 9 - 10: 67.8%	**67.8%**	NA	66.6%	66.5%	**NA**	**Not sig.**	**Not sig.**
14 GNC	**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)	389	Never: 1.0% Sometimes: 9.0% Usually: 19.0% Always: 71.0%	**90.0%**	NA	88.9%	89.5%	**NA**	**Not sig.**	**Not sig.**

* The 2015 SPH Analytics (SPHA) Book of Business consists of 62 Medicaid child (Non-CCC and CCC) samples that conducted surveys with SPH Analytics in 2015 and submitted data to NCQA. The 2014 Quality Compass® All Plans benchmark is the mean summary rate from the Medicaid child (Non-CCC and CCC) samples that submitted to NCQA in 2014 (approximately 132 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 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentage(s). Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

Question Summaries

Your Child's Personal Doctor

Louisiana Healthcare Connections

Medicaid Child CAHPS®

550 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate 2015	Plan's Summary Rate 2014	SPH Analytics Book of Business* 2015	Quality Compass All Plans* 2014	Significance Testing** 2015 to 2014	Significance Testing** 2015 to SPHA	Significance Testing** 2015 to All Plans
15	**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?**	503	Yes: 88.7%; No: 11.3%	**88.7%**	NA	89.3%	NA	**NA**	**Not sig.**	**NA**
16	**In the last 6 months, how many times did your child visit his or her personal doctor for care?** (If "Yes" in Q15)	425	None: 16.2%; 1 time: 24.5%; 2: 24.0%; 3: 15.8%; 4: 8.5%; 5 to 9: 9.4%; 10 or more times: 1.6%	**83.8%**	NA	78.1%	NA	**NA**	**Above**	**NA**
17 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 Q15 and "1 time" or more in Q16)	353	Never: 0.6%; Sometimes: 5.1%; Usually: 13.6%; Always: 80.7%	**94.3%**	NA	93.8%	93.5%	**NA**	**Not sig.**	**Not sig.**
18 HWDC	**In the last 6 months, how often did your child's personal doctor listen carefully to you?** (If "Yes" in Q15 and "1 time" or more in Q16)	354	Never: 0.3%; Sometimes: 4.2%; Usually: 11.9%; Always: 83.6%	**95.5%**	NA	95.0%	94.5%	**NA**	**Not sig.**	**Not sig.**
19 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 Q15 and "1 time" or more in Q16)	351	Never: 0.9%; Sometimes: 2.8%; Usually: 8.8%; Always: 87.5%	**96.3%**	NA	96.1%	95.6%	**NA**	**Not sig.**	**Not sig.**

* The 2015 SPH Analytics (SPHA) Book of Business consists of 62 Medicaid child (Non-CCC and CCC) samples that conducted surveys with SPH Analytics in 2015 and submitted data to NCQA. The 2014 Quality Compass® All Plans benchmark is the mean summary rate from the Medicaid child (Non-CCC and CCC) samples that submitted to NCQA in 2014 (approximately 132 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 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentage(s). Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

Question Summaries

Your Child's Personal Doctor (Continued)

Louisiana Healthcare Connections

Medicaid Child CAHPS®

550 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate 2015	Plan's Summary Rate 2014	SPH Analytics Book of Business* 2015	Quality Compass All Plans* 2014	Significance Testing** 2015 to 2014	Significance Testing** 2015 to SPHA	Significance Testing** 2015 to All Plans
20	**Is your child able to talk with doctors about his or her health care?** (If "Yes" in Q15 and "1 time" or more in Q16)	346	Yes 68.2%; No 31.8%	**68.2%**	NA	68.9%	NA	**NA**	**Not sig.**	**NA**
21	**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 Q15, "1 time" or more in Q16, and "Yes" in Q20)	233	Never 1.3%; Sometimes 7.7%; Usually 12.9%; Always 78.1%	**91.0%**	NA	92.3%	NA	**NA**	**Not sig.**	**NA**
22 HWDC	**In the last 6 months, how often did your child's personal doctor spend enough time with your child?** (If "Yes" in Q15 and "1 time" or more in Q16)	348	Never 3.4%; Sometimes 12.9%; Usually 14.4%; Always 69.3%	**83.6%**	NA	89.2%	88.3%	**NA**	**Below**	**Below**
23	**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 Q15 and "1 time" or more in Q16)	344	Yes 85.5%; No 14.5%	**85.5%**	NA	87.4%	NA	**NA**	**Not sig.**	**NA**

* The 2015 SPH Analytics (SPHA) Book of Business consists of 62 Medicaid child (Non-CCC and CCC) samples that conducted surveys with SPH Analytics in 2015 and submitted data to NCQA. The 2014 Quality Compass® All Plans benchmark is the mean summary rate from the Medicaid child (Non-CCC and CCC) samples that submitted to NCQA in 2014 (approximately 132 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 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentage(s). Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

Question Summaries

Care Coordination

Louisiana Healthcare Connections

Medicaid Child CAHPS®

550 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate 2015	Plan's Summary Rate 2014	SPH Analytics Book of Business* 2015	Quality Compass All Plans* 2014	Significance Testing** 2015 to 2014	Significance Testing** 2015 to SPHA	Significance Testing** 2015 to All Plans
24	**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 Q15 and "1 time" or more in Q16)	345	Yes 35.4%; No 64.6%	**35.4%**	NA	43.0%	NA	**NA**	**Below**	**NA**
25 CC	**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 Q15, "1 time" or more in Q16, and "Yes" in Q24)	119	Never 4.2%; Sometimes 15.1%; Usually 14.3%; Always 66.4%	**80.7%**	NA	81.2%	81.0%	**NA**	**Not sig.**	**Not sig.**
26	**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 Q15)	416	0 - 3 1.4%; 4 - 7 12.3%; 8 - 10 86.3%	**86.3%**	NA	88.0%	87.6%	**NA**	**Not sig.**	**Not sig.**
			0 - 6 8.9%; 7 - 8 17.3%; 9 - 10 73.8%	**73.8%**	NA	73.9%	73.6%	**NA**	**Not sig.**	**Not sig.**

* The 2015 SPH Analytics (SPHA) Book of Business consists of 62 Medicaid child (Non-CCC and CCC) samples that conducted surveys with SPH Analytics in 2015 and submitted data to NCQA. The 2014 Quality Compass® All Plans benchmark is the mean summary rate from the Medicaid child (Non-CCC and CCC) samples that submitted to NCQA in 2014 (approximately 132 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 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentage(s). Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

Question Summaries

Access to Specialist

Louisiana Healthcare Connections

Medicaid Child CAHPS®

550 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate 2015	Plan's Summary Rate 2014	SPH Analytics Book of Business* 2015	Quality Compass All Plans* 2014	Significance Testing** 2015 to 2014	Significance Testing** 2015 to SPHA	Significance Testing** 2015 to All Plans
27	**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?**	481	Yes 16.2%; No 83.8%	**16.2%**	NA	21.8%	NA	**NA**	**Below**	**NA**
28 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 Q27)	76	Never 6.6%; Sometimes 17.1%; Usually 18.4%; Always 57.9%	**76.3%**	NA	81.7%	81.9%	**NA**	**Not sig.**	**Not sig.**
29	**How many specialists has your child seen in the last 6 months?** (If "Yes" in Q27)	75	None 6.7%; 1 specialist 70.7%; 2 14.7%; 3 2.7%; 4 2.7%; 5 or more specialists 2.7%	**93.3%**	NA	93.4%	NA	**NA**	**Unable to Test**	**NA**
30	**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 Q27 and "1 specialist" or more in Q29)	70	0 - 3 2.9%; 4 - 7 15.7%; 8 - 10 81.4%	**81.4%**	NA	84.7%	85.0%	**NA**	**Not sig.**	**Not sig.**
			0 - 6 12.9%; 7 - 8 14.3%; 9 - 10 72.9%	**72.9%**	NA	70.2%	70.5%	**NA**	**Not sig.**	**Not sig.**

* The 2015 SPH Analytics (SPHA) Book of Business consists of 62 Medicaid child (Non-CCC and CCC) samples that conducted surveys with SPH Analytics in 2015 and submitted data to NCQA. The 2014 Quality Compass® All Plans benchmark is the mean summary rate from the Medicaid child (Non-CCC and CCC) samples that submitted to NCQA in 2014 (approximately 132 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 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentage(s). Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

Question Summaries

Customer Service

Louisiana Healthcare Connections

Medicaid Child CAHPS®

550 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate 2015	Plan's Summary Rate 2014	SPH Analytics Book of Business* 2015	Quality Compass All Plans* 2014	Significance Testing** 2015 to 2014	Significance Testing** 2015 to SPHA	Significance Testing** 2015 to All Plans
31	**In the last 6 months, did you get information or help from customer service at your child's health plan?**	474	Yes 30.4%; No 69.6%	**30.4%**	NA	33.5%	NA	**NA**	**Not sig.**	**NA**
32 CS	**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 Q31)	143	Never 4.2%; Sometimes 14.7%; Usually 22.4%; Always 58.7%	**81.1%**	NA	82.6%	82.6%	**NA**	**Not sig.**	**Not sig.**
33 CS	**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 Q31)	140	Never 1.4%; Sometimes 2.9%; Usually 20.7%; Always 75.0%	**95.7%**	NA	93.8%	93.2%	**NA**	**Not sig.**	**Not sig.**
34	**In the last 6 months, did your child's health plan give you any forms to fill out?**	466	Yes 27.7%; No 72.3%	**27.7%**	NA	31.1%	NA	**NA**	**Not sig.**	**NA**
35 FOF	**In the last 6 months, how often were the forms from your child's health plan easy to fill out?**	462	Never 0.6%; Sometimes 2.8%; Usually 5.2%; Always*** 91.3%	**96.5%**	NA	94.6%	95.5%	**NA**	**Not sig.**	**Not sig.**

* The 2015 SPH Analytics (SPHA) Book of Business consists of 62 Medicaid child (Non-CCC and CCC) samples that conducted surveys with SPH Analytics in 2015 and submitted data to NCQA. The 2014 Quality Compass® All Plans benchmark is the mean summary rate from the Medicaid child (Non-CCC and CCC) samples that submitted to NCQA in 2014 (approximately 132 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.

*** Members who responded "No" to Q34 are included in "Always" of Q35, per NCQA, Volume 3, HEDIS 2015 CAHPS® 5.0H guidelines.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentage(s). Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

Question Summaries

Rating of Health Plan and Health Status

Louisiana Healthcare Connections

Medicaid Child CAHPS®

550 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate 2015	Plan's Summary Rate 2014	SPH Analytics Book of Business* 2015	Quality Compass All Plans* 2014	Significance Testing** 2015 to 2014	Significance Testing** 2015 to SPHA	Significance Testing** 2015 to All Plans
36	**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?**	473	0 - 3: 2.5%; 4 - 7: 16.3%; 8 - 10: 81.2%	**81.2%**	NA	84.9%	84.5%	**NA**	**Below**	**Below**
			0 - 6: 11.0%; 7 - 8: 22.0%; 9 - 10: 67.0%	**67.0%**	NA	68.5%	69.0%	**NA**	**Not sig.**	**Not sig.**
37	**In general, how would you rate your child's overall health?**	479	Excellent: 42.4%; Very good: 32.8%; Good: 18.2%; Fair: 6.1%; Poor: 0.6%	**75.2%**	NA	76.2%	76.3%	**NA**	**Not sig.**	**Not sig.**
38	**In general, how would you rate your child's overall mental or emotional health?**	478	Excellent: 55.0%; Very good: 22.2%; Good: 15.1%; Fair: 6.3%; Poor: 1.5%	**77.2%**	NA	75.2%	74.9%	**NA**	**Not sig.**	**Not sig.**

* The 2015 SPH Analytics (SPHA) Book of Business consists of 62 Medicaid child (Non-CCC and CCC) samples that conducted surveys with SPH Analytics in 2015 and submitted data to NCQA. The 2014 Quality Compass® All Plans benchmark is the mean summary rate from the Medicaid child (Non-CCC and CCC) samples that submitted to NCQA in 2014 (approximately 132 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.

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Question Summaries

Child Demographics

Louisiana Healthcare Connections

Medicaid Child CAHPS®

550 Total Respondents

Q#	Survey Item	Valid n	Category Responses					
39	**What is your child's age?**	477	0 - 4 28.3%	5 - 8 23.7%	9 - 13 27.9%	14 or older 20.1%		
40	**Is your child male or female?**	477	Male 44.9%	Female 55.1%				
41	**Is your child of Hispanic or Latino origin or descent?**	457	Yes, Hispanic or Latino 10.1%	No, not Hispanic or Latino 89.9%				
42	**What is your child's race?** **Mark one or more.**	462	White 43.7%	Black or African-American 53.9%	Asian 3.5%	Native Hawaiian or other Pacific Islander 0.2%	American Indian or Alaska Native 3.9%	Other 8.0%

Note: The base for Q42 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 CAHPS®

550 Total Respondents

Q#	Survey Item	Valid n	Category Responses						
43	**What is your age?**	458	24 or younger 23.4%	25 - 34 33.2%	35 - 44 26.0%	45 - 54 11.1%	55 - 64 4.1%	65 - 74 1.3%	75 or older 0.9%
44	**Are you male or female?**	467	Male 6.0%	Female 94.0%					
45	**What is the highest grade or level of school that you have completed?**	453	8th grade or less 6.4%	Some high school, but did not graduate 11.5%	High school graduate or GED 35.5%	Some college or 2-year degree 33.1%	4-year college graduate 10.4%	More than 4-year college degree 3.1%	
46	**How are you related to the child?**	464	Mother or father 91.6%	Grandparent 6.5%	Aunt or uncle 0.4%	Older brother or sister 0.0%	Other relative 0.2%	Legal guardian 1.1%	Someone else 0.2%
47	**Did someone help you complete this survey?**	225	Yes 4.4%	No 95.6%					
48	**How did that person help you?** **Mark one or more.** (If Mail or Internet survey and "Yes" in Q47)	10	Read the questions to me 40.0%	Wrote down the answers I gave 10.0%	Answered the questions for me 30.0%	Translated the questions into my language 30.0%	Helped in some other way 0.0%		

Note: The base for Q48 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

Custom Questions

Louisiana Healthcare Connections

Medicaid Child CAHPS®

550 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)							Plan's Summary Rate		SPHA Book of Business - 2014		Significance Testing*	
										2015	2014	Summary Rate	Correlation with Q36	2014 to 2015	2015 to TMG BoB
49	**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?**	314	Same day	1-2 days	3-7 days	8-14 days	15-30 days	More than 30 days	My child not need an appointment with a provider for a non-urgent problem or health condition in the last 6 months	**71.0%**	NA	NA	NA	**NA**	**NA**
			32.5%	38.5%	19.4%	4.1%	3.5%	1.9%	n = 111						
50	**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?**	136	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	**52.2%**	NA	NA	NA	**NA**	**NA**
			23.5%	28.7%	22.8%	9.6%	8.8%	6.6%	n = 286						
51	**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?**	265	6 weeks or less	More than 6 weeks	My child not need an appointment with a provider for a regular or routine care visit in the last 6 months					**94.7%**	NA	NA	NA	**NA**	**NA**
			94.7%	5.3%	n = 156										
52	**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?**	85	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					**84.7%**	NA	NA	NA	**NA**	**NA**
			84.7%	15.3%	n =336										
53	**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 a routine lab or x-ray services and actually getting the lab or x-ray services?**	90	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					**93.3%**	NA	NA	NA	**NA**	**NA**
			93.3%	6.7%	n = 330										

* 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

Custom Questions

Louisiana Healthcare Connections

Medicaid Child CAHPS®

550 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)							Plan's Summary Rate		SPHA Book of Business 2014		Significance Testing*	
										2015	2014	Summary Rate	Correlation with Q36	2014 to 2015	2015 to TMG BoB
54	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?	83	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	79.5%	NA	NA	NA	NA	NA
			60.2%	19.3%	12.0%	2.4%	3.6%	2.4%	n = 335						
55	In the last 6 months, did you phone your child's personal doctor's office after regular office hours to get help or advice for yourself?	426	Yes	No						NA	NA	NA	NA	NA	NA
			9.9%	90.1%											
56	In the last 6 months, when you phoned after regular office hours, how often did you get the help or advice you needed for your child?	40	Always	Usually	Sometimes	Never				90.0%	NA	NA	NA	NA	NA
			65.0%	25.0%	5.0%	5.0%									

* 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.

2015 Medicaid Child with CCC Measurement Set CAHPS® 5.0H Final Report

Louisiana Healthcare Connections

Project Number(s): 6103792

1965 Evergreen Boulevard Suite 100, Duluth, Georgia 30096

Introduction

Your Sales Executive for this project is Steve Brightwell (678-689-0286) and your Account Project Manager is Adam Plato (770-978-3173, ext. 1325). 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 2015 – Survey and Reporting Changes

The following changes, which are also reported in the *Healthcare Effectiveness Data and Information Set (HEDIS®)*[1] *2015 Volume Three Technical Update Specifications*, have been made to the 2015 Consumer Assessment of Healthcare Providers and Systems (CAHPS®)[2] 5.0H survey:

- NCQA revised the *Shared Decision Making* composite for the CAHPS® Health Plan Survey 5.0H (adult and child versions). Changes to the *Shared Decision Making* attributes are described below:
    - Q10. Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine? Response options*: Yes* and *No*
    - Q11. Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine? Response options*: Yes* and *No*

  In keeping, trending will be not be provided for the *Shared Decision Making* composite and attributes, Q10 and Q11.
- 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
- From this year forward, NCQA will use unadjusted HEDIS® and CAHPS® results to score organizations at the time of their survey and at annual rescoring.[3]
- Although the CAHPS® *How Well Doctors Communicate* measure was retired from 2015 accreditation scoring, however, organizations accredited on the 2013 and 2014 standards will still be scored using the organization's submitted rate for this measure.
- In 2015, NCQA no longer allowed supplemental (custom) questions to be interspersed in the survey tool. Supplemental questions were required to be placed at the end of the survey, following the "About You" section of the survey. Additionally, NCQA allowed plans to add a maximum of 12 questions to their regulatory survey tool.

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.

[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).
[3] Please refer to the *Global Proportions and Accreditation* section of this report for additional information.

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.**
- 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

SPH Analytics (SPHA), a National Committee for Quality Assurance (NCQA) certified HEDIS® Survey Vendor, was selected by Louisiana Healthcare Connections to conduct its 2015 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.

SPH Analytics 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,[4] to achieve a total response rate of 29.5%.

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.[5]

General Population

SPH Analytics mailed the 2015 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. SPH Analytics collected 670 valid surveys from this random sample, yielding a general population response rate of 27.5%.[6]

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.[7] *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.

[4] Please note that the CAHPS® survey is eligible to be conducted from January through May 2015.
[5] 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 SPH Analytics to facilitate comparisons.
[6] Please refer to Section 2 - *Methodology* for the calculation used to determine the response rate.
[7] See the *Glossary of Terms* or *Technical Notes* at the end of this report for a definition of the CCC survey-based screening tool.

A total of 591 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 2015 SPH Analytics Book of Business benchmark, and the 2014 Quality Compass® All Plans[8] benchmark.

[8] The source for data contained in this publication is Quality Compass® All Plans 2014 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		
	2015 SR	2014 SR	2015 SPH Analytics Benchmark	2014 QC All Plans Benchmark	2015 SR	2014 SR	2014 QC All Plans Benchmark
8-10 Rating of Health Plan (Q54)	84.8%	78.6%	84.9%	84.5%	82.4%	72.1%	80.6%
9-10 Rating of Health Plan (Q54)	73.5%	64.0%	68.5%	69.0%	66.3%	55.2%	65.0%
Getting Needed Care	85.8%	85.1%	85.3%	85.0%	88.7%	82.8%	86.7%
Customer Service	89.1%	84.7%	88.2%	87.9%	89.2%	86.8%	88.6%
Ease of Filling Out Forms (Q53)	95.2%	97.8%	94.6%	95.5%	96.7%	97.2%	95.5%

Health Care Domain

Composites, Measures, & Ratings	General Population				CCC Population		
	2015 SR	2014 SR	2015 TMG Benchmark	2014 QC All Plans Benchmark	2015 SR	2014 SR	2014 QC All Plans Benchmark
8-10 Rating of Health Care (Q14)	84.1%	80.8%	85.5%	84.7%	83.6%	76.5%	83.3%
9-10 Rating of Health Care (Q14)	69.8%	64.8%	66.6%	66.5%	66.2%	58.2%	64.5%
Getting Care Quickly	92.1%	89.5%	89.3%	89.5%	92.1%	91.4%	92.7%
How Well Doctors Communicate	93.2%	93.0%	93.5%	93.0%	92.8%	92.1%	93.3%
Shared Decision Making	74.8%	NA	77.2%	NA	82.3%	NA	NA
Health Promotion and Education (Q8)	72.0%	70.9%	69.3%	71.7%	77.3%	72.6%	77.6%
Coordination of Care (Q40)	77.5%	82.5%	81.2%	81.0%	75.0%	76.9%	79.8%
8-10 Rating of Personal Doctor (Q41)	87.5%	86.9%	88.0%	87.6%	86.1%	83.9%	86.5%
9-10 Rating of Personal Doctor (Q41)	76.7%	73.0%	73.9%	73.6%	75.3%	72.6%	73.6%
8-10 Rating of Specialist (Q48)	87.4%*	86.2%	84.7%	85.0%	84.5%	84.1%	85.0%
9-10 Rating of Specialist (Q48)	70.5%*	75.9%	70.2%	70.5%	67.9%	72.0%	70.1%

* 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 2015 and 2014 Summary Rate (SR) composite and rating scores for your plan's CCC Population are presented below. Additionally, your plan's 2015 General Population results are shown for comparison purposes.

CCC Measurement Set Composites	CCC Population			General Population 2015 Summary Rates
	2015 SR	2014 SR	2014 QC All Plans Benchmark	
Access to Prescription Medicines (Q56)	87.7%	83.3%	90.7%	89.6%
Access to Specialized Services	71.2%	75.9%	79.1%	72.3%*
Family-Centered Care: Personal Doctor Who Knows Your Child	86.4%	87.8%	89.9%	83.7%
Family-Centered Care: Getting Needed Information (Q9)	91.4%	85.3%	90.1%	88.8%
Coordination of Care for Children with Chronic Conditions	79.5%	75.6%	77.1%	78.3%*

* 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 2015 SPH Analytics 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 2015 SPH Analytics 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 2015 SPH Analytics 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 2015 SPH Analytics 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 2015 SPH Analytics 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)[9]	Percentile Ranking	Opportunity Analysis
Customer Service	0.884	59th	Monitor
Getting Needed Care	0.368	45th	Opportunity

[9] 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
How Well Doctors Communicate	0.866	34th	Opportunity
Getting Needed Care	0.543	45th	Opportunity
Customer Service	0.230	59th	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	34th	Opportunity
Coordination of Care	0.256	16th	Opportunity

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

Accreditation for 2015 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.[10] 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 percentile threshold your plan achieved when compared to the benchmark. The third and fourth column show the point distribution.[11]

Composite/Rating Item	Approximate Plan Percentile Threshold	Points Awarded per Accreditation Year 2015	2013 and 2014
Getting Needed Care	50th	1.263	1.105
Getting Care Quickly	90th	1.857	1.625
How Well Doctors Communicate	90th		1.625
Customer Service	90th	1.857	1.625
Rating of Health Care (Q14)	90th	1.857	1.625
Rating of Personal Doctor (Q41)	75th	1.634	1.430
Rating of Specialist (Q48)	NA	-	-
Rating of Health Plan (Q54)	75th	3.268	2.860
Approximate Points Earned (Out of 13.000 in 2013, 2014, and 2015)		**11.736**	**11.895**

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 which exceed ten NA or NB results between HEDIS and CAHPS® for each product line, are scored based on the standards score only and the accreditation status is capped at Commendable.

[10] 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* (2015) document.
[11] Please note that the CAHPS® *How Well Doctors Communicate* measure was retired from 2015 accreditation scoring, however, organizations accredited on the 2013 and 2014 standards will still be scored using the organization's submitted rate for this measure.

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.

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

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[12] 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.

SPH Analytics used a mixed (mail and phone) survey administration methodology, per NCQA protocol, to achieve a total response rate of 29.5%.

General Population

SPH Analytics surveyed a random sample of 2,475 eligible child members of Louisiana Healthcare Connections. A total of 670 valid surveys (309 Mail and 361 Telephone) were collected from this random sample. After adjusting for ineligible members, your survey response rate is 27.5%. 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.

[12] 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)	2
	Does not meet eligibility criteria (M21/T21/I21)	29
	Language barrier (M22/T22)	4
	Total Ineligible	**35**
Non-response	Bad address/phone (M23/T23)	191
	Refusal (M32/T32)	24
	Maximum attempts made (M33/T33)	1555
	Total Non-response	**1770**

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.

$$\frac{309\ (\text{Mail}) + 361\ (\text{Phone})}{2{,}475\ (\text{Sample}) - 35\ (\text{Ineligible})} = \frac{670}{2{,}440} = 27.5\%$$

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 591 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. SPH Analytics 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 2015 SPH Analytics 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, SPH Analytics 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

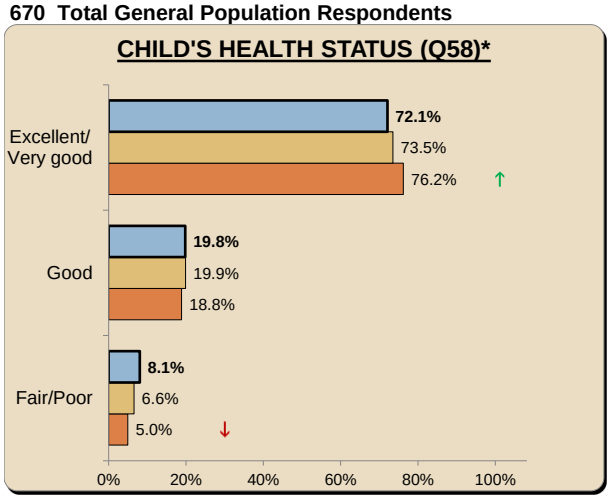
Louisiana Healthcare Connections

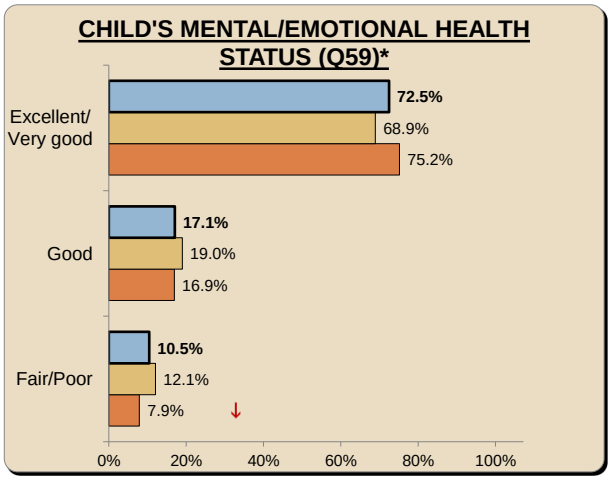
Medicaid Child with CCC CAHPS®

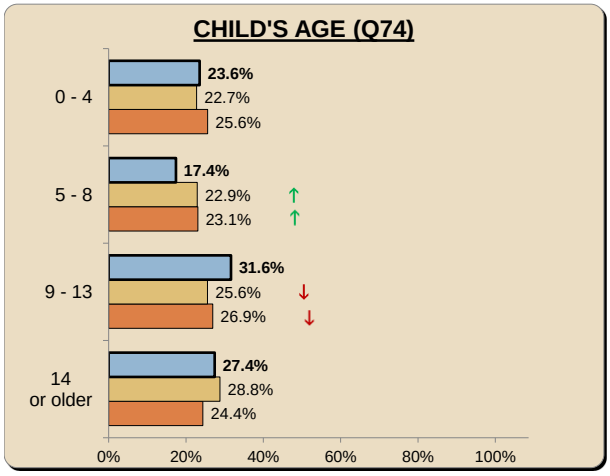
Survey Demographic Comparisons

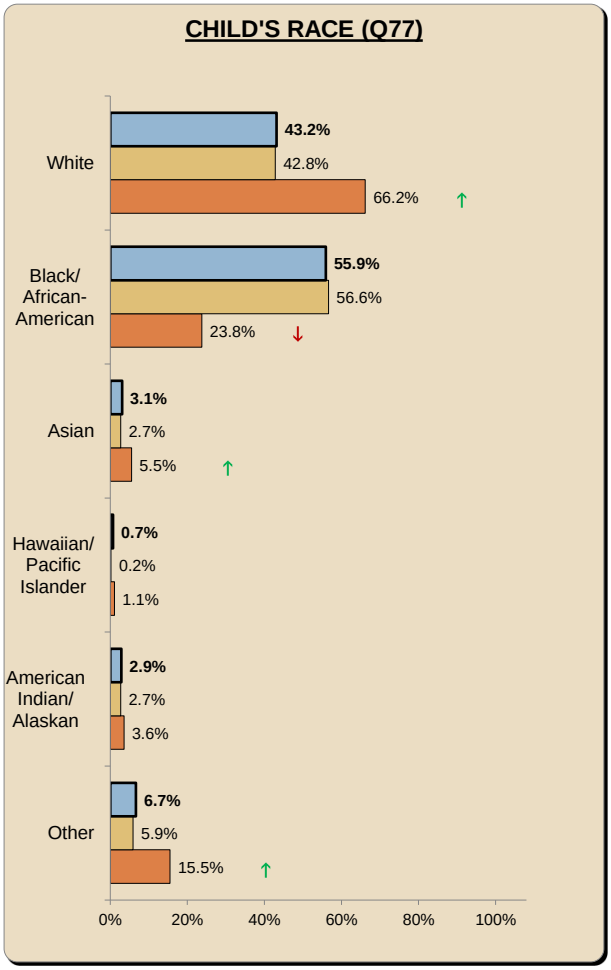
General Population

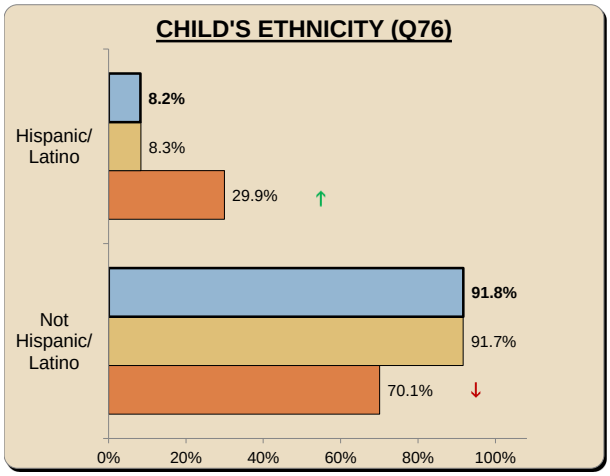
670 Total General Population Respondents











KEY:	Your Plan's 2015 Rate	Your Plan's 2014 Rate	2015 SPH Analytics Benchmark

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

Note 1: The 2015 SPH Analytics Book of Business consists of 62 Medicaid child (Non-CCC and CCC) samples that conducted surveys with SPH Analytics in 2015 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

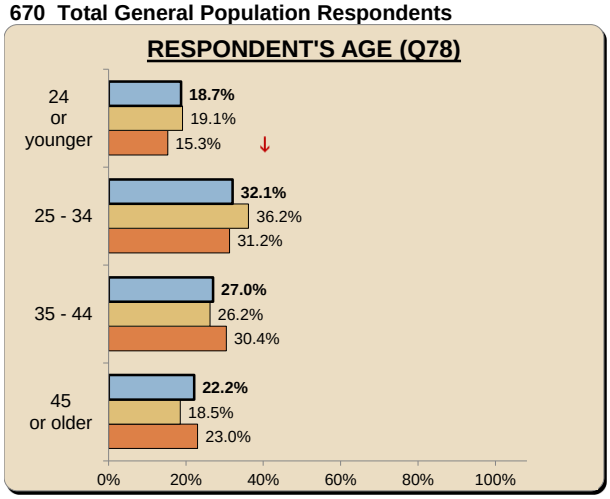
Louisiana Healthcare Connections

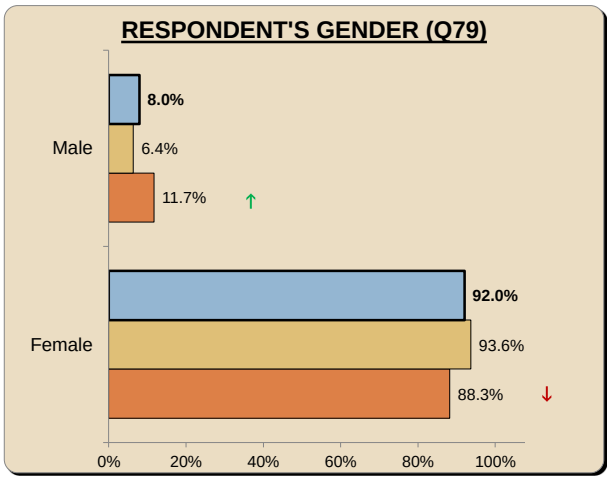
Medicaid Child with CCC CAHPS®

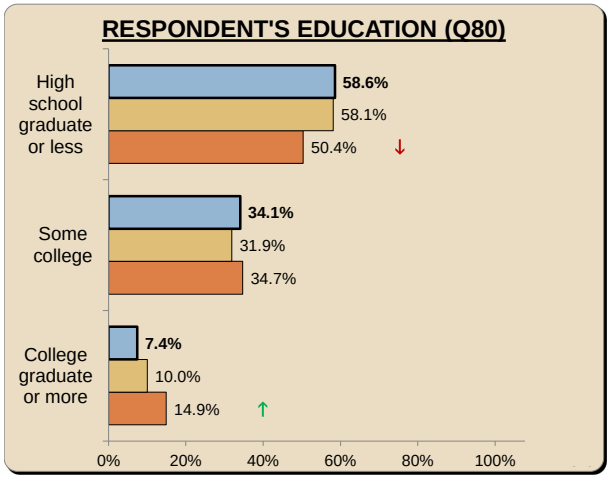
Survey Demographic Comparisons (Continued)

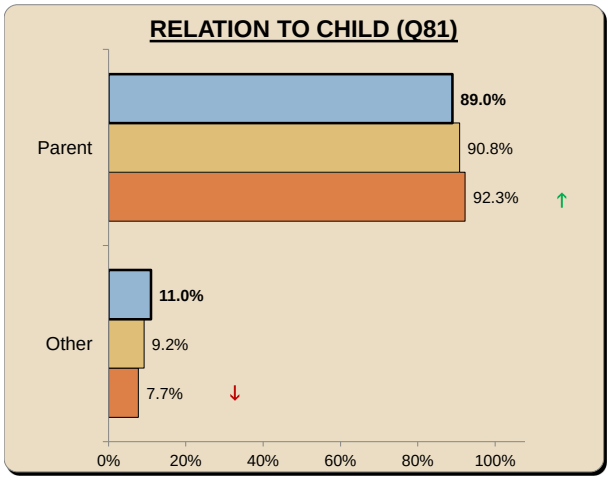
General Population

670 Total General Population Respondents



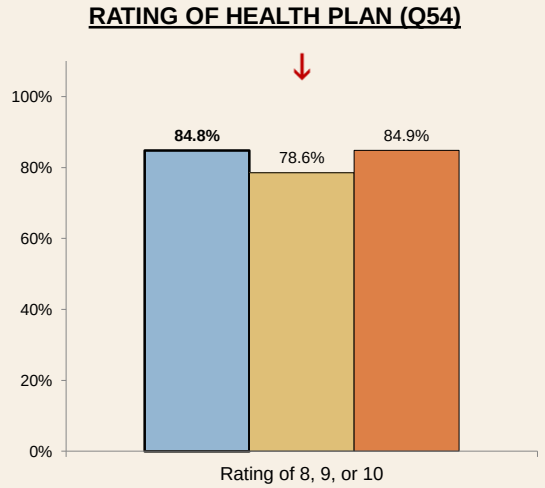






Research on CAHPS® survey results indicates that…

- *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 2015 Rate	Your Plan's 2014 Rate	2015 SPH Analytics Benchmark

Note 1: The 2015 SPH Analytics Book of Business consists of 62 Medicaid child (Non-CCC and CCC) samples that conducted surveys with SPH Analytics in 2015 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

670 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	6.8%	17	28.8%	38	64.4%	28	47.5%
	8 - 10	2	0.5%	36	8.7%	377	90.8%	336	81.0%
CONTACT CUSTOMER SERVICE (Q49)	Yes	4	2.6%	6	3.9%	143	93.5%	129	84.3%
	No	8	2.0%	67	16.7%	327	81.3%	280	69.7%
GOT INFORMATION/HELP FROM CUSTOMER SERVICE (Q50)	Never/Sometimes	2	9.1%	2	9.1%	18	81.8%	16	72.7%
	Always/Usually	2	1.6%	2	1.6%	122	96.8%	111	88.1%
RATING OF HEALTH PLAN (Q54)	0 - 7	12	14.0%	74	86.0%	NA	NA	NA	NA
	8 - 10	NA	NA	NA	NA	480	100.0%	416	86.7%
CHILD'S HEALTH STATUS (Q58)**	Excellent/Very good	5	1.2%	45	11.1%	355	87.7%	315	77.8%
	Good	5	4.6%	20	18.3%	84	77.1%	66	60.6%
	Fair/Poor	2	4.5%	7	15.9%	35	79.5%	31	70.5%
CHILD'S MENTAL/EMOTIONAL HEALTH STATUS (Q59)**	Excellent/Very good	7	1.7%	45	10.9%	359	87.3%	311	75.7%
	Good	3	3.1%	17	17.7%	76	79.2%	67	69.8%
	Fair/Poor	2	3.5%	12	21.1%	43	75.4%	36	63.2%
RESPONDENT'S AGE (Q78)	24 or younger	4	3.9%	15	14.6%	84	81.6%	74	71.8%
	25 - 34	0	0.0%	27	15.3%	150	84.7%	130	73.4%
	35 - 44	4	2.8%	17	11.7%	124	85.5%	108	74.5%
	45 or older	3	2.5%	12	10.1%	104	87.4%	88	73.9%
RESPONDENT'S EDUCATION (Q80)	High School or less	8	2.5%	36	11.4%	273	86.1%	244	77.0%
	Some College or more	3	1.3%	36	15.9%	187	82.7%	153	67.7%
DATA COLLECTION METHOD	Mail	12	4.0%	46	15.5%	239	80.5%	199	67.0%
	Phone	0	0.0%	28	10.4%	241	89.6%	217	80.7%

* 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

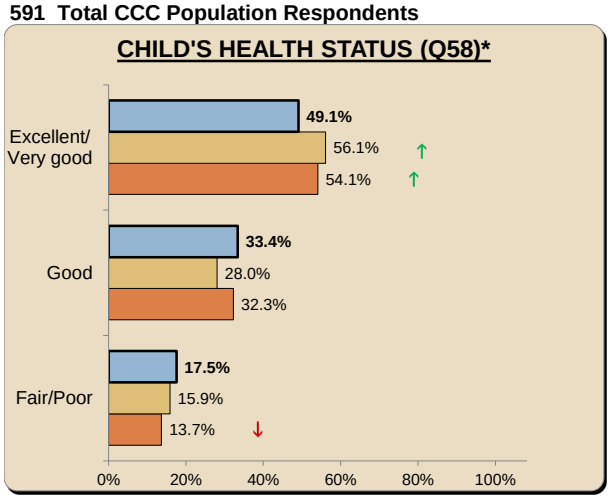
Louisiana Healthcare Connections

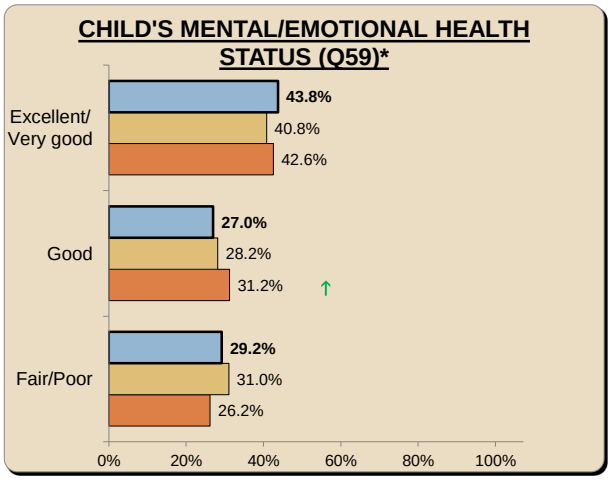
Medicaid Child with CCC CAHPS®

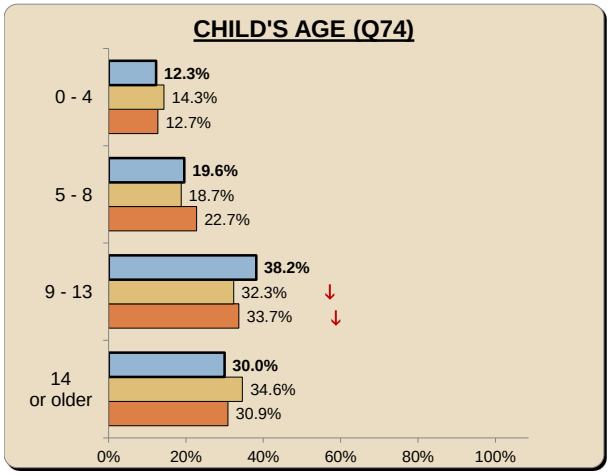
Survey Demographic Comparisons

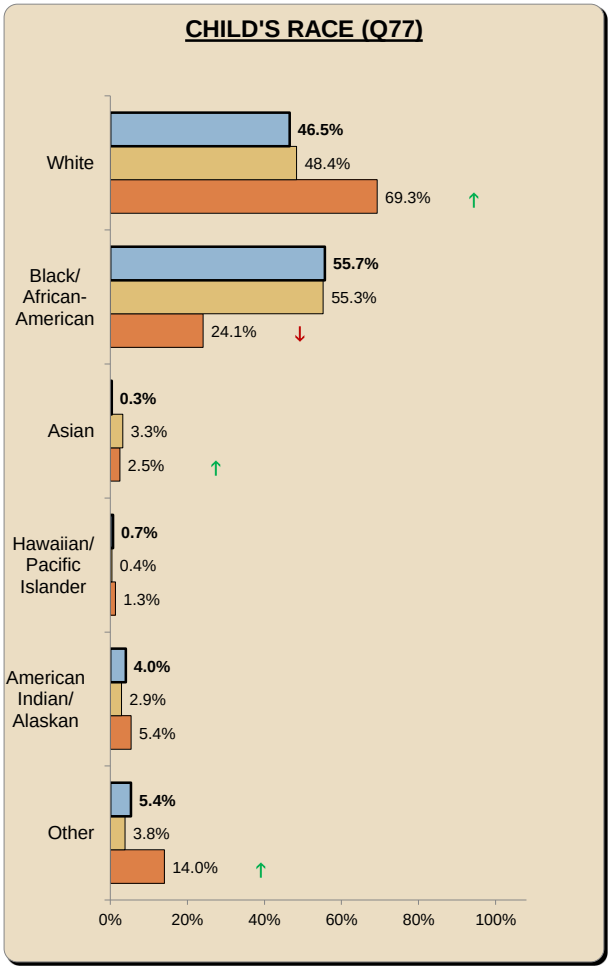
CCC Population

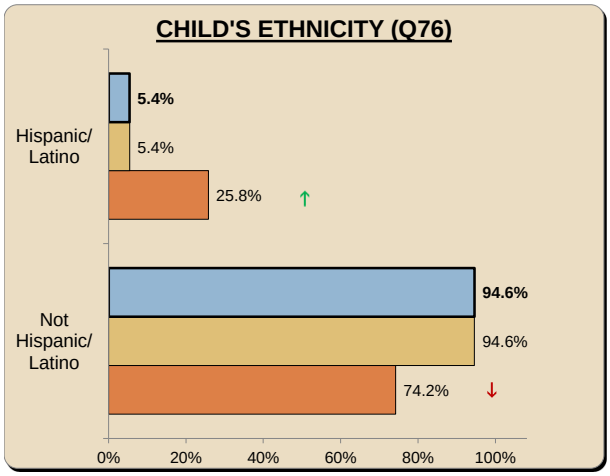
591 Total CCC Population Respondents











KEY:	Your Plan's 2015 Rate	Your Plan's 2014 Rate	2015 SPH Analytics Benchmark

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

Note 1: The 2015 SPH Analytics Book of Business consists of 14 Medicaid child (CCC) samples that conducted surveys with SPH Analytics in 2015 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

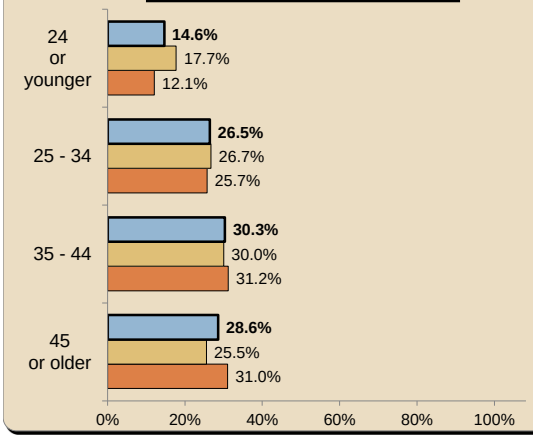
Medicaid Child with CCC CAHPS®

Survey Demographic Comparisons (Continued)

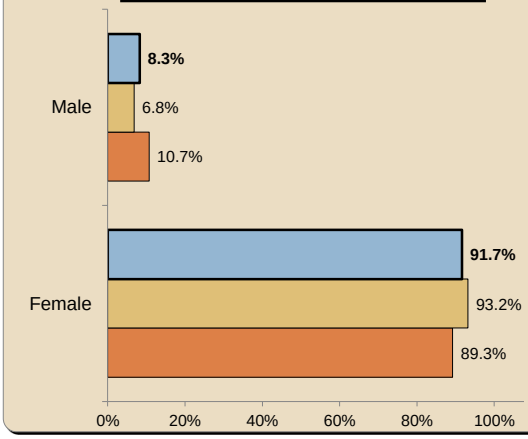
CCC Population

591 Total CCC Population Respondents

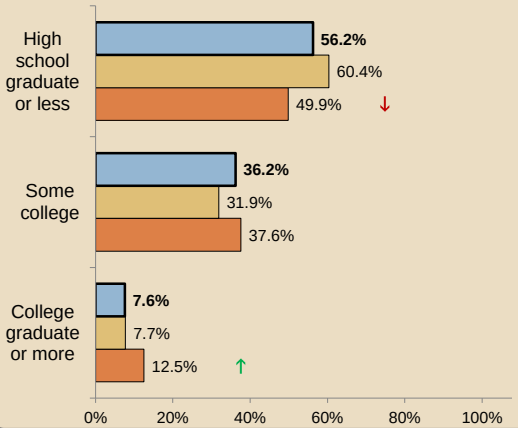
RESPONDENT'S AGE (Q78)



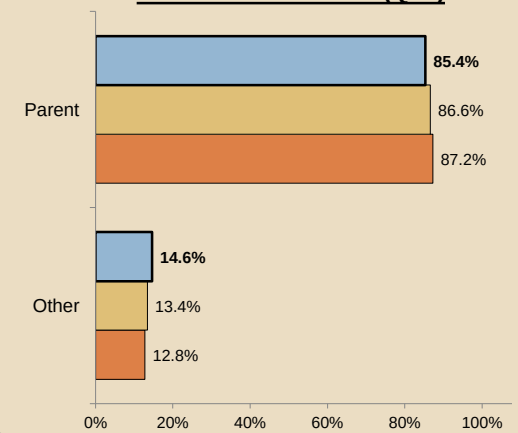
RESPONDENT'S GENDER (Q79)



RESPONDENT'S EDUCATION (Q80)



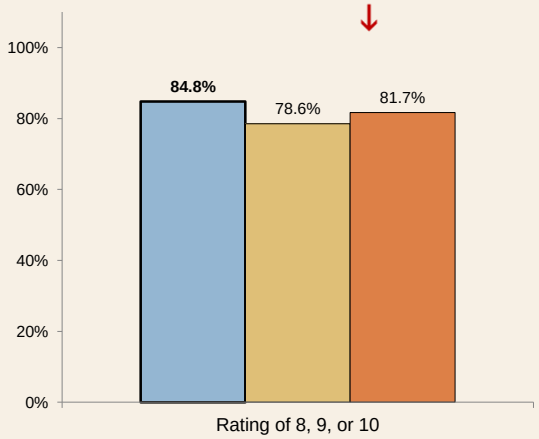
RELATION TO CHILD (Q81)



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

RATING OF HEALTH PLAN (Q54)



KEY:	Your Plan's 2015 Rate	Your Plan's 2014 Rate	2015 SPH Analytics Benchmark

Note 1: The 2015 SPH Analytics Book of Business consists of 14 Medicaid child (CCC) samples that conducted surveys with SPH Analytics in 2015 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 & Child Members

Louisiana Healthcare Connections

Comparison between CCC and General Population

Medicaid Child with CCC CAHPS®

670 Total General Population Respondents

591 Total CCC Population Respondents

Demographic	Category	CCC Population	General Population
Respondent's Gender (Q79)	**Male**	8.3%	8.0%
	Female	91.7%	92.0%
Respondent's Age (Q78)	**24 or younger**	14.6%	18.7%
	25 - 34 years	26.5%	32.1%
	35 - 44 years	30.3%	27.0%
	45 or older	28.6%	22.2%
Relation to Child (Q81)	**Parent**	85.4%	89.0%
	Other	14.6%	11.0%
Respondent's Education (Q80)	**High School Graduate or less**	56.2%	58.6%
	Some College	36.2%	34.1%
	College Graduate or more	7.6%	7.4%
Child's Race/Ethnicity (Q76 & Q77)*	**White**	46.5%	43.2%
	Black/African-American	55.7%	55.9%
	Hispanic/Latino	5.4%	8.2%
	Asian	0.3%	3.1%
	Hawaiian/Pacific Is.	0.7%	0.7%
	Am. Indian/Alaskan	4.0%	2.9%
	Other	5.4%	6.7%
Child's Age (Q74)	**0 - 4 years**	12.3%	23.6%
	5 - 8 years	19.6%	17.4%
	9 - 13 years	38.2%	31.6%
	14 or older	30.0%	27.4%
Child's Health Status (Q58)**	**Excellent/Very good**	49.1%	72.1%
	Good	33.4%	19.8%
	Fair/Poor	17.5%	8.1%
Child's Mental/Emotional Health Status (Q59)**	**Excellent/Very good**	43.8%	72.5%
	Good	27.0%	17.1%
	Fair/Poor	29.2%	10.5%

* 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 2015 SPH Analytics Medicaid Child Book of Business and 2014 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 — 2014 Quality Compass® All Plans Mean and Percentiles

Shows how your health plan's composite and key question Summary Rates compare to the 2014 Quality Compass® All Plans benchmark. The General Population benchmark includes approximately 132 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 approximate percentile ranking[13] in relation to the Quality Compass® All Plans benchmark is displayed next to each score.

Page 3C — 2015 SPH Analytics Medicaid Child Book of Business Mean and Percentiles

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 2015 SPH Analytics Medicaid Child Book of Business benchmark. The General Population benchmark contains data from 62 plan-specific Medicaid child (Non-CCC and CCC) samples contracted with SPH Analytics to administer the CAHPS® 5.0H survey and to submit data to NCQA in 2015. Conversely, the CCC benchmark contains data from 14 plan-specific Medicaid child (CCC) samples that contracted with SPH Analytics to administer the CAHPS® 5.0H survey and to submit data to NCQA in 2015. Your plan's percentile ranking is shown beside each score.

Page 3D — 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.

[13] Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Your percentile rank indicates where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark.

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

Benchmark	Definition	# of Plans	Pros	Cons
2015 SPH Analytics Book of Business (General Population)	Includes all the Medicaid child samples (Non-CCC and CCC) that contracted with SPH Analytics to administer the 2015 CAHPS® 5.0H survey, and submitted that data to NCQA.	62	* Provide the most up-to-date benchmark available reflecting the 2015 survey results[14] * Provides a benchmark for each question from the survey * Permits precise percentile ranking of plan compared to benchmark	* Contains fewer plans than the Quality Compass® All Plans benchmark
2015 SPH Analytics Book of Business (CCC Population)	Includes all the Medicaid child samples (CCC) that contracted with SPH Analytics to administer the 2015 CAHPS® 5.0H survey, and submitted that data to NCQA.	14	* Provide the most up-to-date benchmark available reflecting the 2015 survey results * Provides a benchmark for each question from the survey * Permits precise percentile ranking of plan compared to benchmark * Provides a CCC benchmark	* Contains fewer plans than the Quality Compass® All Plans benchmark
2014 Quality Compass® All Plans (General Population)	Includes all Medicaid child (Non-CCC and CCC) samples that submitted to NCQA in 2014.	132	* Contains more plans than the SPH Analytics Book of Business benchmark	* Only contains benchmarks for certain key questions, composites and rating questions
2014 Quality Compass® All Plans (CCC Population)	Includes all Medicaid child (CCC) samples that submitted to NCQA in 2014.	38	* Contains more plans than the SPH Analytics Book of Business benchmark * Provides a CCC benchmark	* Only contains benchmarks for certain key questions, composites and rating questions
2014 NCQA 1-100 Benchmark (General Population)	A percentile benchmark (with values ranging from the first through the one hundredth percentile) calculated by NCQA and derived from Medicaid child data (Non-CCC and CCC) collected by NCQA in 2014.	132	* Utilized by SPH Analytics to calculate approximate percentile ranking of plan scores in relation to the Quality Compass® All Plans benchmark	* Only contains benchmarks for certain key questions, composites, and rating questions
2014 NCQA 1-100 Benchmark (CCC Population)	A percentile benchmark (with values ranging from the first through the one hundredth percentile) calculated by NCQA and derived from Medicaid child data (CCC) collected by NCQA in 2014.	38	* Utilized by SPH Analytics to calculate approximate percentile ranking of plan scores in relation to the Quality Compass® All Plans benchmark * 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.

[14] The 2015 Quality Compass® All Plans benchmark will be available in Fall of 2015.

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

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

Medicaid Child with CCC CAHPS®

General Population

670 Total General Population Respondents

Composites, Attributes, and Key Questions	2015 Valid n and Summary Rate*		2014 Summary Rate*	2013 Summary Rate*	2015 SPH Analytics Book of Business**	2014 Quality Compass® All Plans**
Getting Needed Care		**85.8%**	**85.1%**	**81.2%**	**85.3%**	**85.0%**
Q15. Ease of getting care, tests, or treatment child needed	**473**	**92.8%**	90.8%	87.3%	88.9%	89.5%
Q46. Obtained child's appointment with specialist as soon as needed	**104**	**78.8%**	79.4%	75.0%	81.7%	81.9%
Getting Care Quickly		**92.1%**	**89.5%**	**90.3%**	**89.3%**	**89.5%**
Q4. Child obtained needed care right away	**220**	**91.4%**	87.4%	90.4%	90.5%	90.7%
Q6. Child obtained appointment for care as soon as needed	**461**	**92.8%**	91.7%	90.2%	88.0%	88.4%
How Well Doctors Communicate		**93.2%**	**93.0%**	**92.9%**	**93.5%**	**93.0%**
Q32. Child's doctor explained things in an understandable way	**429**	**93.7%**	92.4%	93.3%	93.8%	93.5%
Q33. Child's doctor listened carefully to you	**423**	**95.5%**	95.4%	94.5%	95.0%	94.5%
Q34. Child's doctor showed respect for what you had to say	**425**	**95.5%**	95.9%	94.8%	96.1%	95.6%
Q37. Child's doctor spent enough time with your child	**417**	**88.0%**	88.4%	88.9%	89.2%	88.3%
Customer Service		**89.1%**	**84.7%**	**84.9%**	**88.2%**	**87.9%**
Q50. Getting information/help from customer service	**157**	**85.4%**	77.9%	82.9%	82.6%	82.6%
Q51. Treated with courtesy and respect by customer service staff	**156**	**92.9%**	91.6%	86.8%	93.8%	93.2%
Shared Decision Making		**74.8%**	**Not Trendable**		**77.2%**	**Not Available**
Q11. Doctor/health provider talked about reasons you might want your child to take a medicine	**137**	**89.8%**			91.4%	
Q12. Doctor/health provider talked about reasons you might not want your child to take a medicine	**137**	**59.1%**			62.5%	
Q13. Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	**135**	**75.6%**	76.0%	72.7%	77.6%	77.2%
Health Promotion and Education (Q8)	**479**	**72.0%**	**70.9%**	**75.3%**	**69.3%**	**71.7%**
Coordination of Care (Q40)	**129**	**77.5%**	**82.5%**	**81.0%**	**81.2%**	**81.0%**
Ease of Filling Out Forms (Q53)	**567**	**95.2%**	**97.8%**	**96.5%**	**94.6%**	**95.5%**
Rating Items (Summary Rate = 8 + 9 + 10)						
Rating of Health Care (Q14)	**473**	**84.1%**	**80.8%**	**79.7%**	**85.5%**	**84.7%**
Rating of Personal Doctor (Q41)	**506**	**87.5%**	**86.9%**	**81.6%**	**88.0%**	**87.6%**
Rating of Specialist (Q48)	**95**	**87.4%**	**86.2%**	**79.7%**	**84.7%**	**85.0%**
Rating of Health Plan (Q54)	**566**	**84.8%**	**78.6%**	**75.5%**	**84.9%**	**84.5%**
Rating Items (Summary Rate = 9 + 10)						
Rating of Health Care (Q14)	**473**	**69.8%**	**64.8%**	**62.6%**	**66.6%**	**66.5%**
Rating of Personal Doctor (Q41)	**506**	**76.7%**	**73.0%**	**70.4%**	**73.9%**	**73.6%**
Rating of Specialist (Q48)	**95**	**70.5%**	**75.9%**	**67.6%**	**70.2%**	**70.5%**
Rating of Health Plan (Q54)	**566**	**73.5%**	**64.0%**	**59.2%**	**68.5%**	**69.0%**
CCC Composites and Questions						
Access to Prescription Medicines (Q56)	**338**	**89.6%**	**86.4%**	**81.6%**	**NA**	**NA**
Access to Specialized Services		**72.3%**	**81.5%**	**71.9%**	**NA**	**NA**
Q20. Ease of getting special medical equipment or devices	**43**	**74.4%**	88.0%	73.0%	NA	NA
Q23. Ease of getting therapy	**54**	**72.2%**	80.0%	67.6%	NA	NA
Q26. Ease of getting treatment or counseling	**84**	**70.2%**	76.5%	75.0%	NA	NA
FCC: Personal Doctor Who Knows Child		**83.7%**	**88.3%**	**82.9%**	**NA**	**NA**
Q38. Doctor talked about how child is feeling, growing, and behaving	**419**	**78.8%**	83.3%	81.7%	NA	NA
Q43. Doctor understands how these conditions affect child's day-to-day life	**131**	**87.0%**	94.2%	85.7%	NA	NA
Q44. Doctor understands how these conditions affect family's day-to-day life	**130**	**85.4%**	87.4%	81.3%	NA	NA
FCC: Getting Needed Information (Q9)	**483**	**88.8%**	**81.8%**	**85.7%**	**NA**	**NA**
Coordination of Care for CCC		**78.3%**	**78.5%**	**78.1%**	**NA**	**NA**
Q18. Obtaining help from doctors or health providers in contacting child's school or daycare	**45**	**93.3%**	94.7%	92.9%	NA	NA
Q29. Obtaining help coordinating child's care among different providers or services	**106**	**63.2%**	62.4%	63.4%	NA	NA

* Summary Rates are defined by NCQA in its HEDIS 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

** The 2015 SPH Analytics Book of Business consists of 62 Medicaid child (Non-CCC and CCC) samples that conducted surveys with SPH Analytics in 2015 and submitted data to NCQA. The 2014 Quality Compass® All Plans benchmark is the mean summary rate from the Medicaid child (Non-CCC and CCC) samples that submitted to NCQA in 2014 (approximately 132 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®

2014 Quality Compass All Plans (Non-CCC) Mean and Percentiles

General Population

670 Total General Population Respondents

Composites, Attributes, and Key Questions	Your Plan Summary Rate*	Your Plan's Ranking**	2014 Quality Compass All Plans Mean & Percentiles***				
			Mean	25th	50th	75th	90th
Getting Needed Care	**85.8%**	**50th**	**85.0%**	**82.6%**	**85.4%**	**87.9%**	**90.7%**
Q15. Ease of getting care, tests, or treatment child needed	92.8%	83rd	89.5%	87.9%	90.1%	92.4%	93.6%
Q46. Obtained child's appointment with specialist as soon as needed	78.8%	27th	81.9%	78.5%	82.5%	84.5%	88.9%
Getting Care Quickly	**92.1%**	**71st**	**89.5%**	**87.7%**	**90.6%**	**92.5%**	**93.8%**
Q4. Child obtained needed care right away	91.4%	47th	90.7%	88.6%	91.6%	94.0%	95.6%
Q6. Child obtained appointment for care as soon as needed	92.8%	88th	88.4%	86.3%	89.2%	91.7%	93.0%
How Well Doctors Communicate	**93.2%**	**48th**	**93.0%**	**92.0%**	**93.3%**	**94.7%**	**95.6%**
Q32. Child's doctor explained things in an understandable way	93.7%	45th	93.5%	91.7%	93.9%	95.6%	96.4%
Q33. Child's doctor listened carefully to you	95.5%	69th	94.5%	93.6%	94.9%	95.9%	96.5%
Q34. Child's doctor showed respect for what you had to say	95.5%	45th	95.6%	94.7%	95.9%	96.6%	97.6%
Q37. Child's doctor spent enough time with your child	88.0%	41st	88.3%	86.5%	88.7%	91.2%	92.4%
Customer Service	**89.1%**	**63rd**	**87.9%**	**86.0%**	**88.1%**	**89.9%**	**91.0%**
Q50. Getting information/help from customer service	85.4%	74th	82.6%	79.9%	82.8%	85.4%	86.9%
Q51. Treated with courtesy and respect by customer service staff	92.9%	39th	93.2%	91.7%	93.4%	94.9%	95.8%
Shared Decision Making	**74.8%**	**NA**	**Not Available**				
Q11. Doctor/health provider talked about reasons you might want your child to take a medicine	89.8%						
Q12. Doctor/health provider talked about reasons you might not want your child to take a medicine	59.1%						
Q13. Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	75.6%	39th	77.2%	74.5%	77.2%	80.4%	82.2%
Health Promotion and Education (Q8)	**72.0%**	**57th**	**71.7%**	**69.2%**	**71.5%**	**74.6%**	**76.5%**
Coordination of Care (Q40)	**77.5%**	**23rd**	**81.0%**	**77.6%**	**81.8%**	**84.1%**	**86.3%**
Ease of Filling Out Forms (Q53)	**95.2%**	**38th**	**95.5%**	**94.3%**	**95.7%**	**96.9%**	**97.4%**
Rating Items (Summary Rate = 8 + 9 + 10)							
Rating of Health Care (Q14)	**84.1%**	**40th**	**84.7%**	**82.6%**	**84.7%**	**86.7%**	**88.9%**
Rating of Personal Doctor (Q41)	**87.5%**	**44th**	**87.6%**	**85.9%**	**87.8%**	**89.4%**	**90.9%**
Rating of Specialist (Q48)	**87.4%**	**75th**	**85.0%**	**83.1%**	**85.0%**	**87.4%**	**89.5%**
Rating of Health Plan (Q54)	**84.8%**	**49th**	**84.5%**	**81.9%**	**84.8%**	**87.5%**	**88.7%**
Rating Items (Summary Rate = 9 + 10)							
Rating of Health Care (Q14)	**69.8%**	**78th**	**66.5%**	**64.1%**	**66.5%**	**69.3%**	**71.5%**
Rating of Personal Doctor (Q41)	**76.7%**	**81st**	**73.6%**	**71.8%**	**73.7%**	**75.9%**	**78.0%**
Rating of Specialist (Q48)	**70.5%**	**54th**	**70.5%**	**67.7%**	**70.0%**	**72.8%**	**77.1%**
Rating of Health Plan (Q54)	**73.5%**	**77th**	**69.0%**	**65.2%**	**69.1%**	**73.1%**	**76.4%**

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 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

** Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the 2014 NCQA 1-100 Benchmark (comprised of 132 plan-specific samples). Rankings indicate where your plan's Summary Rates fall relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as '<10th.'

*** The 2014 Quality Compass® All Plans benchmark is the mean summary rate from the Medicaid child (Non-CCC and CCC) samples that submitted to NCQA in 2014 (approximately 132 plan-specific samples).

Benchmark Comparisons

Louisiana Healthcare Connections

Medicaid Child with CCC CAHPS®

2015 SPH Analytics Book of Business (Non-CCC) Mean and Percentiles

General Population

670 Total General Population Respondents

Composites, Attributes, and Key Questions	Your Plan Summary Rate*	Your Plan's Ranking**	2015 SPH Analytics Book of Business Mean & Percentiles***				
			Mean	25th	50th	75th	90th
Getting Needed Care	**85.8%**	**45th**	**85.3%**	**82.3%**	**86.1%**	**88.4%**	**91.1%**
Q15. Ease of getting care, tests, or treatment child needed	92.8%	80th	88.9%	85.5%	90.6%	92.2%	94.1%
Q46. Obtained child's appointment with specialist as soon as needed	78.8%	29th	81.7%	77.7%	81.9%	86.0%	89.0%
Getting Care Quickly	**92.1%**	**63rd**	**89.3%**	**86.4%**	**90.6%**	**92.7%**	**94.6%**
Q4. Child obtained needed care right away	91.4%	45th	90.5%	88.8%	91.9%	93.8%	95.5%
Q6. Child obtained appointment for care as soon as needed	92.8%	85th	88.0%	85.3%	89.7%	91.8%	94.1%
How Well Doctors Communicate	**93.2%**	**34th**	**93.5%**	**92.2%**	**93.9%**	**95.4%**	**96.0%**
Q32. Child's doctor explained things in an understandable way	93.7%	36th	93.8%	92.5%	94.3%	96.2%	96.9%
Q33. Child's doctor listened carefully to you	95.5%	59th	95.0%	94.0%	95.2%	96.2%	97.4%
Q34. Child's doctor showed respect for what you had to say	95.5%	36th	96.1%	95.3%	95.9%	97.0%	97.7%
Q37. Child's doctor spent enough time with your child	88.0%	34th	89.2%	86.5%	90.1%	92.5%	94.6%
Customer Service	**89.1%**	**59th**	**88.2%**	**85.9%**	**88.6%**	**90.1%**	**91.4%**
Q50. Getting information/help from customer service	85.4%	77th	82.6%	79.9%	82.9%	84.8%	87.5%
Q51. Treated with courtesy and respect by customer service staff	92.9%	37th	93.8%	92.5%	93.5%	95.3%	96.3%
Shared Decision Making	**74.8%**	**24th**	**77.2%**	**74.8%**	**78.0%**	**79.9%**	**82.7%**
Q11. Doctor/health provider talked about reasons you might want your child to take a medicine	89.8%	27th	91.4%	89.3%	92.5%	94.3%	95.7%
Q12. Doctor/health provider talked about reasons you might not want your child to take a medicine	59.1%	31st	62.5%	57.9%	64.2%	67.5%	69.5%
Q13. Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	75.6%	34th	77.6%	74.5%	77.7%	81.3%	83.7%
Health Promotion and Education (Q8)	**72.0%**	**72nd**	**69.3%**	**66.6%**	**69.4%**	**72.1%**	**74.4%**
Coordination of Care (Q40)	**77.5%**	**16th**	**81.2%**	**79.3%**	**81.9%**	**84.8%**	**86.2%**
Ease of Filling Out Forms (Q53)	**95.2%**	**62nd**	**94.6%**	**93.7%**	**95.0%**	**95.9%**	**96.4%**
Rating Items (Summary Rate = 8 + 9 + 10)							
Rating of Health Care (Q14)	**84.1%**	**26th**	**85.5%**	**84.0%**	**85.7%**	**87.3%**	**88.9%**
Rating of Personal Doctor (Q41)	**87.5%**	**36th**	**88.0%**	**86.9%**	**88.1%**	**89.5%**	**90.8%**
Rating of Specialist (Q48)	**87.4%**	**67th**	**84.7%**	**81.7%**	**85.2%**	**88.2%**	**90.4%**
Rating of Health Plan (Q54)	**84.8%**	**44th**	**84.9%**	**82.5%**	**85.2%**	**87.8%**	**89.6%**
Rating Items (Summary Rate = 9 + 10)							
Rating of Health Care (Q14)	**69.8%**	**78th**	**66.6%**	**64.5%**	**66.8%**	**69.3%**	**71.3%**
Rating of Personal Doctor (Q41)	**76.7%**	**78th**	**73.9%**	**71.9%**	**73.5%**	**76.0%**	**78.3%**
Rating of Specialist (Q48)	**70.5%**	**50th**	**70.2%**	**66.3%**	**70.3%**	**74.2%**	**77.6%**
Rating of Health Plan (Q54)	**73.5%**	**78th**	**68.5%**	**64.0%**	**68.6%**	**72.9%**	**75.9%**

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 2015 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 SPH Analytics in 2015. Summary Rates that are below the 10th percentile are shown as '<10th.'

*** The 2015 SPH Analytics Book of Business consists of 62 Medicaid child (Non-CCC and CCC) samples that conducted surveys with SPH Analytics in 2015 and submitted data to NCQA.

CCC Population

Trend and Benchmark Comparison Results

CCC Population Charts 3A – 3D
(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

591 Total CCC Population Respondents

Composites, Attributes, and Key Questions	2015 Valid n and Summary Rate*		2014 Summary Rate*	2013 Summary Rate*	2015 SPH Analytics Book of Business**	2014 Quality Compass® All Plans**
Getting Needed Care		**88.7%**	**82.8%**	**82.4%**	**85.9%**	**86.7%**
Q15. Ease of getting care, tests, or treatment child needed	**511**	**93.0%**	88.5%	85.5%	89.6%	90.5%
Q46. Obtained child's appointment with specialist as soon as needed	**206**	**84.5%**	77.1%	79.2%	82.3%	82.6%
Getting Care Quickly		**92.1%**	**91.4%**	**91.3%**	**90.6%**	**92.7%**
Q4. Child obtained needed care right away	**277**	**91.7%**	92.0%	91.7%	91.8%	93.6%
Q6. Child obtained appointment for care as soon as needed	**485**	**92.6%**	90.7%	91.0%	89.4%	91.6%
How Well Doctors Communicate		**92.8%**	**92.1%**	**92.1%**	**93.2%**	**93.3%**
Q32. Child's doctor explained things in an understandable way	**463**	**94.0%**	91.8%	92.7%	94.2%	94.2%
Q33. Child's doctor listened carefully to you	**462**	**94.4%**	94.7%	93.5%	94.4%	94.3%
Q34. Child's doctor showed respect for what you had to say	**465**	**95.1%**	93.9%	94.0%	95.2%	95.0%
Q37. Child's doctor spent enough time with your child	**461**	**87.9%**	88.1%	88.1%	89.1%	89.8%
Customer Service		**89.2%**	**86.8%**	**85.1%**	**88.7%**	**88.6%**
Q50. Getting information/help from customer service	**184**	**85.3%**	78.7%	83.5%	83.2%	83.4%
Q51. Treated with courtesy and respect by customer service staff	**186**	**93.0%**	94.9%	86.6%	94.2%	93.9%
Shared Decision Making		**82.3%**	**Not Trendable**		**84.1%**	**Not Available**
Q11. Doctor/health provider talked about reasons you might want your child to take a medicine	**204**	**94.1%**			95.3%	
Q12. Doctor/health provider talked about reasons you might not want your child to take a medicine	**202**	**72.8%**			73.1%	
Q13. Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	**205**	**80.0%**	76.8%	81.5%	83.8%	82.4%
Health Promotion and Education (Q8)	**515**	**77.3%**	**72.6%**	**78.3%**	**74.9%**	**77.6%**
Coordination of Care (Q40)	**216**	**75.0%**	**76.9%**	**76.9%**	**81.0%**	**79.8%**
Ease of Filling Out Forms (Q53)	**573**	**96.7%**	**97.2%**	**95.8%**	**94.0%**	**95.5%**
Rating Items (Summary Rate = 8 + 9 + 10)						
Rating of Health Care (Q14)	**512**	**83.6%**	**76.5%**	**79.3%**	**82.1%**	**83.3%**
Rating of Personal Doctor (Q41)	**519**	**86.1%**	**83.9%**	**84.2%**	**86.7%**	**86.5%**
Rating of Specialist (Q48)	**193**	**84.5%**	**84.1%**	**83.5%**	**84.3%**	**85.0%**
Rating of Health Plan (Q54)	**578**	**82.4%**	**72.1%**	**71.3%**	**81.7%**	**80.6%**
Rating Items (Summary Rate = 9 + 10)						
Rating of Health Care (Q14)	**512**	**66.2%**	**58.2%**	**61.3%**	**62.3%**	**64.5%**
Rating of Personal Doctor (Q41)	**519**	**75.3%**	**72.6%**	**72.2%**	**72.6%**	**73.6%**
Rating of Specialist (Q48)	**193**	**67.9%**	**72.0%**	**70.7%**	**68.9%**	**70.1%**
Rating of Health Plan (Q54)	**578**	**66.3%**	**55.2%**	**54.7%**	**64.6%**	**65.0%**
CCC Composites and Questions						
Access to Prescription Medicines (Q56)	**503**	**87.7%**	**83.3%**	**80.9%**	**91.0%**	**90.7%**
Access to Specialized Services		**71.2%**	**75.9%**	**74.2%**	**75.8%**	**79.1%**
Q20. Ease of getting special medical equipment or devices	**72**	**59.7%**	**79.2%**	70.2%	**74.1%**	NA
Q23. Ease of getting therapy	**103**	**75.7%**	75.7%	71.1%	77.1%	77.3%
Q26. Ease of getting treatment or counseling	**225**	**78.2%**	72.9%	81.2%	76.2%	78.3%
FCC: Personal Doctor Who Knows Child		**86.4%**	**87.8%**	**89.4%**	**88.3%**	**89.9%**
Q38. Doctor talked about how child is feeling, growing, and behaving	**462**	**83.8%**	83.6%	85.5%	86.0%	**87.7%**
Q43. Doctor understands how these conditions affect child's day-to-day life	**369**	**90.2%**	91.9%	92.8%	91.4%	92.8%
Q44. Doctor understands how these conditions affect family's day-to-day life	**373**	**85.3%**	87.9%	90.0%	87.4%	**89.4%**
FCC: Getting Needed Information (Q9)	**514**	**91.4%**	**85.3%**	**90.1%**	**90.9%**	**90.1%**
Coordination of Care for CCC		**79.5%**	**75.6%**	**78.6%**	**77.8%**	**77.1%**
Q18. Obtaining help from doctors or health providers in contacting child's school or daycare	**88**	**93.2%**	92.2%	91.2%	93.5%	94.1%
Q29. Obtaining help coordinating child's care among different providers or services	**190**	**65.8%**	59.1%	66.0%	62.0%	60.4%

* Summary Rates are defined by NCQA in its HEDIS 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

** The 2015 SPH Analytics Book of Business consists of 14 Medicaid child (CCC) samples that conducted surveys with SPH Analytics in 2015 and submitted data to NCQA. The 2014 Quality Compass® All Plans benchmark is the mean summary rate from the Medicaid child (CCC) samples that submitted to NCQA in 2014 (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®

2014 Quality Compass All Plans (CCC) Mean and Percentiles

CCC Population

591 Total CCC Population Respondents

Composites, Attributes, and Key Questions	Your Plan Summary Rate*	Your Plan's Ranking**	2014 Quality Compass All Plans Mean & Percentiles***				
			Mean	25th	50th	75th	90th
Getting Needed Care	**88.7%**	**61st**	**86.7%**	**83.9%**	**86.9%**	**89.9%**	**90.8%**
Q15. Ease of getting care, tests, or treatment child needed	93.0%	73rd	90.5%	88.5%	91.6%	93.0%	93.6%
Q46. Obtained child's appointment with specialist as soon as needed	84.5%	57th	82.6%	79.5%	82.3%	86.9%	89.1%
Getting Care Quickly	**92.1%**	**27th**	**92.7%**	**91.9%**	**93.7%**	**94.4%**	**95.0%**
Q4. Child obtained needed care right away	91.7%	20th	93.6%	92.4%	94.6%	95.5%	96.2%
Q6. Child obtained appointment for care as soon as needed	92.6%	52nd	91.6%	90.4%	92.5%	93.8%	94.8%
How Well Doctors Communicate	**92.8%**	**31st**	**93.3%**	**92.5%**	**93.8%**	**95.0%**	**95.8%**
Q32. Child's doctor explained things in an understandable way	94.0%	36th	94.2%	93.2%	94.8%	96.4%	96.8%
Q33. Child's doctor listened carefully to you	94.4%	52nd	94.3%	93.7%	94.3%	95.3%	96.9%
Q34. Child's doctor showed respect for what you had to say	95.1%	42nd	95.0%	93.7%	95.5%	96.4%	97.0%
Q37. Child's doctor spent enough time with your child	87.9%	23rd	89.8%	88.1%	91.1%	92.7%	93.4%
Customer Service	**89.2%**	**59th**	**88.6%**	**86.8%**	**88.7%**	**91.1%**	**91.9%**
Q50. Getting information/help from customer service	85.3%	66th	83.4%	80.3%	83.7%	86.1%	87.9%
Q51. Treated with courtesy and respect by customer service staff	93.0%	29th	93.9%	92.4%	94.3%	95.4%	96.3%
Shared Decision Making	**82.3%**	**NA**	**Not Available**				
Q11. Doctor/health provider talked about reasons you might want your child to take a medicine	94.1%						
Q12. Doctor/health provider talked about reasons you might not want your child to take a medicine	72.8%						
Q13. Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	80.0%	25th	82.4%	79.9%	83.1%	85.2%	86.8%
Health Promotion and Education (Q8)	**77.3%**	**39th**	**77.6%**	**75.0%**	**78.1%**	**80.2%**	**82.4%**
Coordination of Care (Q40)	**75.0%**	**15th**	**79.8%**	**78.2%**	**80.7%**	**82.1%**	**83.8%**
Ease of Filling Out Forms (Q53)	**96.7%**	**78th**	**95.5%**	**94.6%**	**95.4%**	**96.2%**	**97.4%**
Rating Items (Summary Rate = 8 + 9 + 10)							
Rating of Health Care (Q14)	**83.6%**	**42nd**	**83.3%**	**82.6%**	**83.7%**	**85.5%**	**87.2%**
Rating of Personal Doctor (Q41)	**86.1%**	**34th**	**86.5%**	**85.2%**	**87.0%**	**88.3%**	**89.3%**
Rating of Specialist (Q48)	**84.5%**	**25th**	**85.0%**	**84.1%**	**85.7%**	**86.9%**	**88.1%**
Rating of Health Plan (Q54)	**82.4%**	**63rd**	**80.6%**	**78.0%**	**81.0%**	**84.2%**	**86.2%**
Rating Items (Summary Rate = 9 + 10)							
Rating of Health Care (Q14)	**66.2%**	**68th**	**64.5%**	**62.4%**	**64.9%**	**67.3%**	**68.9%**
Rating of Personal Doctor (Q41)	**75.3%**	**73rd**	**73.6%**	**71.5%**	**74.0%**	**75.6%**	**78.4%**
Rating of Specialist (Q48)	**67.9%**	**35th**	**70.1%**	**67.5%**	**69.9%**	**72.0%**	**74.1%**
Rating of Health Plan (Q54)	**66.3%**	**60th**	**65.0%**	**61.8%**	**65.2%**	**68.7%**	**71.4%**
CCC Composites and Questions							
Access to Prescription Medicines (Q56)	**87.7%**	**15th**	**90.7%**	**88.9%**	**91.6%**	**93.2%**	**94.5%**
Access to Specialized Services	**71.2%**	**<10th**	**79.1%**	**78.0%**	**79.9%**	**82.1%**	**82.5%**
Q20. Ease of getting special medical equipment or devices	59.7%	NA	NA	NA	NA	NA	NA
Q23. Ease of getting therapy	75.7%	27th	77.3%	74.3%	79.8%	82.8%	84.4%
Q26. Ease of getting treatment or counseling	78.2%	36th	78.3%	76.2%	78.7%	83.8%	86.9%
FCC: Personal Doctor Who Knows Child	**86.4%**	**<10th**	**89.9%**	**89.1%**	**91.0%**	**91.5%**	**92.6%**
Q38. Doctor talked about how child is feeling, growing, and behaving	83.8%	13th	87.7%	86.5%	88.5%	89.5%	91.0%
Q43. Doctor understands how these conditions affect child's day-to-day life	90.2%	11th	92.8%	92.0%	93.1%	94.6%	95.3%
Q44. Doctor understands how these conditions affect family's day-to-day life	85.3%	11th	89.4%	88.0%	90.3%	92.0%	92.7%
FCC: Getting Needed Information (Q9)	**91.4%**	**57th**	**90.1%**	**87.9%**	**90.7%**	**92.8%**	**93.8%**
Coordination of Care for CCC	**79.5%**	**84th**	**77.1%**	**75.4%**	**77.9%**	**78.8%**	**80.5%**
Q18. Obtaining help from doctors or health providers in contacting child's school or daycare	93.2%	33rd	94.1%	93.0%	95.5%	96.6%	96.7%
Q29. Obtaining help coordinating child's care among different providers or services	65.8%	83rd	60.4%	56.2%	61.2%	63.9%	66.7%

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 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

** Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the 2014 NCQA 1-100 Benchmark (comprised of 38 plan-specific samples). Rankings indicate where your plan's Summary Rates fall relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as '<10th.'

*** The 2014 Quality Compass® All Plans benchmark is the mean summary rate from the Medicaid child (CCC) samples that submitted to NCQA in 2014 (approximately 38 plan-specific samples).

Benchmark Comparisons

Louisiana Healthcare Connections

Medicaid Child with CCC CAHPS®

2015 SPH Analytics Book of Business (CCC) Mean and Percentiles

CCC Population

591 Total CCC Population Respondents

Composites, Attributes, and Key Questions	Your Plan Summary Rate*	Your Plan's Ranking**	2015 SPH Analytics Book of Business Mean & Percentiles***				
			Mean	25th	50th	75th	90th
Getting Needed Care	**88.7%**	**76th**	**85.9%**	**82.5%**	**85.6%**	**88.5%**	**90.3%**
Q15. Ease of getting care, tests, or treatment child needed	93.0%	76th	89.6%	86.8%	90.2%	92.8%	93.3%
Q46. Obtained child's appointment with specialist as soon as needed	84.5%	76th	82.3%	78.9%	82.2%	84.2%	87.7%
Getting Care Quickly	**92.1%**	**53rd**	**90.6%**	**87.2%**	**91.5%**	**93.2%**	**94.5%**
Q4. Child obtained needed care right away	91.7%	46th	91.8%	89.8%	91.7%	93.8%	95.7%
Q6. Child obtained appointment for care as soon as needed	92.6%	61st	89.4%	86.9%	90.7%	92.7%	93.0%
How Well Doctors Communicate	**92.8%**	**30th**	**93.2%**	**91.9%**	**93.4%**	**95.1%**	**95.6%**
Q32. Child's doctor explained things in an understandable way	94.0%	38th	94.2%	93.3%	94.5%	95.7%	97.3%
Q33. Child's doctor listened carefully to you	94.4%	46th	94.4%	93.9%	94.4%	95.7%	95.9%
Q34. Child's doctor showed respect for what you had to say	95.1%	46th	95.2%	94.1%	95.1%	96.2%	96.9%
Q37. Child's doctor spent enough time with your child	87.9%	30th	89.1%	86.2%	89.3%	92.4%	93.5%
Customer Service	**89.2%**	**69th**	**88.7%**	**86.8%**	**88.5%**	**89.7%**	**91.4%**
Q50. Getting information/help from customer service	85.3%	84th	83.2%	81.4%	83.3%	84.3%	86.6%
Q51. Treated with courtesy and respect by customer service staff	93.0%	23rd	94.2%	93.1%	94.0%	95.2%	96.2%
Shared Decision Making	**82.3%**	**15th**	**84.1%**	**82.3%**	**83.3%**	**86.4%**	**87.9%**
Q11. Doctor/health provider talked about reasons you might want your child to take a medicine	94.1%	<10th	95.3%	94.5%	94.9%	96.1%	97.5%
Q12. Doctor/health provider talked about reasons you might not want your child to take a medicine	72.8%	46th	73.1%	70.4%	73.6%	76.4%	78.1%
Q13. Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	80.0%	15th	83.8%	80.3%	85.0%	87.6%	88.4%
Health Promotion and Education (Q8)	**77.3%**	**61st**	**74.9%**	**72.9%**	**76.3%**	**77.7%**	**78.0%**
Coordination of Care (Q40)	**75.0%**	**<10th**	**81.0%**	**76.9%**	**81.8%**	**85.1%**	**86.5%**
Ease of Filling Out Forms (Q53)	**96.7%**	**99th**	**94.0%**	**93.6%**	**94.7%**	**94.9%**	**95.8%**
Rating Items (Summary Rate = 8 + 9 + 10)							
Rating of Health Care (Q14)	**83.6%**	**61st**	**82.1%**	**79.3%**	**83.2%**	**84.1%**	**85.4%**
Rating of Personal Doctor (Q41)	**86.1%**	**38th**	**86.7%**	**85.6%**	**86.7%**	**89.3%**	**89.7%**
Rating of Specialist (Q48)	**84.5%**	**53rd**	**84.3%**	**84.0%**	**84.4%**	**85.1%**	**86.4%**
Rating of Health Plan (Q54)	**82.4%**	**53rd**	**81.7%**	**81.0%**	**82.3%**	**82.9%**	**85.2%**
Rating Items (Summary Rate = 9 + 10)							
Rating of Health Care (Q14)	**66.2%**	**92nd**	**62.3%**	**58.7%**	**62.9%**	**64.8%**	**65.8%**
Rating of Personal Doctor (Q41)	**75.3%**	**69th**	**72.6%**	**71.4%**	**73.3%**	**75.4%**	**76.1%**
Rating of Specialist (Q48)	**67.9%**	**23rd**	**68.9%**	**67.9%**	**68.8%**	**71.9%**	**72.5%**
Rating of Health Plan (Q54)	**66.3%**	**53rd**	**64.6%**	**64.1%**	**65.6%**	**68.4%**	**69.9%**
CCC Composites and Questions							
Access to Prescription Medicines (Q56)	**87.7%**	**15th**	**91.0%**	**89.6%**	**91.0%**	**93.2%**	**93.3%**
Access to Specialized Services	**71.2%**	**30th**	**75.8%**	**70.9%**	**77.4%**	**80.6%**	**82.2%**
Q20. Ease of getting special medical equipment or devices	59.7%	<10th	74.1%	69.2%	74.3%	79.4%	82.5%
Q23. Ease of getting therapy	75.7%	30th	77.1%	73.3%	78.1%	82.7%	84.7%
Q26. Ease of getting treatment or counseling	78.2%	46th	76.2%	66.7%	79.3%	82.1%	83.9%
FCC: Personal Doctor Who Knows Child	**86.4%**	**15th**	**88.3%**	**87.2%**	**88.6%**	**89.7%**	**91.3%**
Q38. Doctor talked about how child is feeling, growing, and behaving	83.8%	30th	86.0%	83.0%	85.7%	88.8%	90.4%
Q43. Doctor understands how these conditions affect child's day-to-day life	90.2%	15th	91.4%	90.3%	91.9%	93.7%	94.8%
Q44. Doctor understands how these conditions affect family's day-to-day life	85.3%	15th	87.4%	86.6%	88.3%	89.4%	90.9%
FCC: Getting Needed Information (Q9)	**91.4%**	**46th**	**90.9%**	**89.1%**	**91.8%**	**92.5%**	**93.4%**
Coordination of Care for CCC	**79.5%**	**84th**	**77.8%**	**76.8%**	**77.5%**	**79.1%**	**79.8%**
Q18. Obtaining help from doctors or health providers in contacting child's school or daycare	93.2%	38th	93.5%	91.4%	93.4%	95.8%	97.1%
Q29. Obtaining help coordinating child's care among different providers or services	65.8%	84th	62.0%	59.0%	61.7%	64.9%	66.9%

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 2015 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 SPH Analytics in 2015. Summary Rates that are below the 10th percentile are shown as '<10th.'

*** The 2015 SPH Analytics Book of Business consists of 14 Medicaid child (CCC) samples that conducted surveys with SPH Analytics in 2015 and submitted data to NCQA.

Population Comparison

Louisiana Healthcare Connections

Medicaid Child with CCC CAHPS®

670 Total General Population Respondents

591 Total CCC Population Respondents

Composites and Key Questions	General Population		CCC Population	
	Valid n	Summary Rate*	Valid n	Summary Rate*
Getting Needed Care		85.8%		88.7%
Q15. Ease of getting care, tests, or treatment child needed	473	92.8%	511	93.0%
Q46. Obtained child's appointment with specialist as soon as needed	104	78.8%	206	84.5%
Getting Care Quickly		92.1%		92.1%
Q4. Child obtained needed care right away	220	91.4%	277	91.7%
Q6. Child obtained appointment for care as soon as needed	461	92.8%	485	92.6%
How Well Doctors Communicate		93.2%		92.8%
Q32. Child's doctor explained things in an understandable way	429	93.7%	463	94.0%
Q33. Child's doctor listened carefully to you	423	95.5%	462	94.4%
Q34. Child's doctor showed respect for what you had to say	425	95.5%	465	95.1%
Q37. Child's doctor spent enough time with your child	417	88.0%	461	87.9%
Customer Service		89.1%		89.2%
Q50. Getting information/help from customer service	157	85.4%	184	85.3%
Q51. Treated with courtesy and respect by customer service staff	156	92.9%	186	93.0%
Shared Decision Making		74.8%		82.3%
Q11. Doctor/health provider talked about reasons you might want your child to take a medicine	137	89.8%	204	94.1%
Q12. Doctor/health provider talked about reasons you might not want your child to take a medicine	137	59.1%	202	72.8%
Q13. Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	135	75.6%	205	80.0%
Health Promotion and Education (Q8)	479	72.0%	515	77.3%
Coordination of Care (Q40)	129	77.5%	216	75.0%
Ease of Filling Out Forms (Q53)	567	95.2%	573	96.7%
Rating Items (Summary Rate = 8 + 9 + 10)				
Rating of Health Care (Q14)	473	84.1%	512	83.6%
Rating of Personal Doctor (Q41)	506	87.5%	519	86.1%
Rating of Specialist (Q48)	95	87.4%	193	84.5%
Rating of Health Plan (Q54)	566	84.8%	578	82.4%
Rating Items (Summary Rate = 9 + 10)				
Rating of Health Care (Q14)	473	69.8%	512	66.2%
Rating of Personal Doctor (Q41)	506	76.7%	519	75.3%
Rating of Specialist (Q48)	95	70.5%	193	67.9%
Rating of Health Plan (Q54)	566	73.5%	578	66.3%
CCC Composites and Questions				
Access to Prescription Medicines (Q56)	338	89.6%	503	87.7%
Access to Specialized Services		72.3%		71.2%
Q20. Ease of getting special medical equipment or devices	43	74.4%	72	59.7%
Q23. Ease of getting therapy	54	72.2%	103	75.7%
Q26. Ease of getting treatment or counseling	84	70.2%	225	78.2%
FCC: Personal Doctor Who Knows Child		83.7%		86.4%
Q38. Doctor talked about how child is feeling, growing, and behaving	419	78.8%	462	83.8%
Q43. Doctor understands how these conditions affect child's day-to-day life	131	87.0%	369	90.2%
Q44. Doctor understands how these conditions affect family's day-to-day life	130	85.4%	373	85.3%
FCC: Getting Needed Information (Q9)	483	88.8%	514	91.4%
Coordination of Care for CCC		78.3%		79.5%
Q18. Obtaining help from doctors or health providers in contacting child's school or daycare	45	93.3%	88	93.2%
Q29. Obtaining help coordinating child's care among different providers or services	106	63.2%	190	65.8%

* 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
No	1
Yes	3

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

Pages 4A – 4B display measures used in CAHPS® accreditation. The graphical presentation and 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

Percentile threshold plan score meets/exceeds, relative to benchmark

Getting Needed Care	Valid n	Never/Sometimes	Usually	Always	3 PT Score*	Percentile Threshold	Benchmark 90th Percentile**
		10%	18%	73%	2.6250	50th	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>: In the event that fewer than 100 completes were collected, an NA will be displayed in the "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®

670 Total General Population Respondents

591 Total CCC Population Respondents

	GENERAL POPULATION					CCC POPULATION		
Getting Needed Care	**Valid n**	**Never/Sometimes**	**Usually**	**Always**	**3 PT Score***	**Percentile Threshold**	**Benchmark 90th Percentile****	**Valid n**	**Never/Sometimes**	**Usually**	**Always**	**3 PT Score***
		14%	20%	66%	**2.5162**	**50th**	**2.58**		11%	21%	68%	**2.5666**
Q15. Ease of getting care, tests, or treatment child needed	473	7%	18%	75%	2.6765	Benchmarks apply to the composite score only.		511	7%	21%	72%	2.6477
Q46. Obtained child's appointment with specialist as soon as needed	104	21%	22%	57%	2.3558			206	16%	20%	64%	2.4854

	GENERAL POPULATION					CCC POPULATION		
Getting Care Quickly	**Valid n**	**Never/Sometimes**	**Usually**	**Always**	**3 PT Score***	**Percentile Threshold**	**Benchmark 90th Percentile****	**Valid n**	**Never/Sometimes**	**Usually**	**Always**	**3 PT Score***
		8%	12%	80%	**2.7227**	**90th**	**2.69**		8%	12%	80%	**2.7190**
Q4. Child obtained needed care right away	220	9%	10%	82%	2.7318	Benchmarks apply to the composite score only.		277	8%	9%	83%	2.7473
Q6. Child obtained appointment for care as soon as needed	461	7%	14%	79%	2.7137			485	7%	16%	76%	2.6907

	GENERAL POPULATION					CCC POPULATION		
How Well Doctors Communicate	**Valid n**	**Never/Sometimes**	**Usually**	**Always**	**3 PT Score***	**Percentile Threshold**	**Benchmark 90th Percentile****	**Valid n**	**Never/Sometimes**	**Usually**	**Always**	**3 PT Score***
		7%	11%	83%	**2.7571**	**90th**	**2.75**		7%	12%	81%	**2.7361**
Q32. Child's doctor explained things in an understandable way	429	6%	9%	85%	2.7832	Benchmarks apply to the composite score only.		463	6%	12%	82%	2.7581
Q33. Child's doctor listened carefully to you	423	4%	8%	88%	2.8345			462	6%	9%	85%	2.7944
Q34. Child's doctor showed respect for what you had to say	425	4%	8%	88%	2.8353			465	5%	8%	88%	2.8258
Q37. Child's doctor spent enough time with your child	417	12%	18%	70%	2.5755			461	12%	19%	69%	2.5662

* 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 1: 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 which exceed ten NA or NB results between HEDIS and CAHPS® for each product line, are scored based on the standards score only and the accreditation status is capped at Commendable.

Note 2: Please note that the CAHPS How Well Doctors Communicate measure was retired from 2015 accreditation scoring, however, organizations accredited on the 2013 and 2014 standards will still be scored using the organization's submitted rate for this measure.

Note 3: Percentages may not add to 100% due to rounding.

Global Proportions/Three-Point Scores

Composite/Attribute/Rating Response Distributions of Accreditation Measures

Louisiana Healthcare Connections

Medicaid Child with CCC CAHPS®

670 Total General Population Respondents

591 Total CCC Population Respondents

Customer Service	GENERAL POPULATION Valid n	Never/Sometimes	Usually	Always	3 PT Score*	Percentile Threshold	Benchmark 90th Percentile**	CCC POPULATION Valid n	Never/Sometimes	Usually	Always	3 PT Score*
		11%	11%	78%	2.6681	90th	2.63		11%	12%	77%	2.6588
Q50. Getting information/help from customer service	157	15%	14%	71%	2.5669	Benchmarks apply to the composite score only.		184	15%	16%	69%	2.5435
Q51. Treated with courtesy and respect by customer service staff	156	7%	9%	84%	2.7692			186	7%	9%	84%	2.7742

Rating Questions	GENERAL POPULATION Valid n	0-6	7-8	9-10	3 PT Score*	Percentile Threshold	Benchmark 90th Percentile**	CCC POPULATION Valid n	0-6	7-8	9-10	3 PT Score*
Q14. Rating of Health Care	473	10%	20%	70%	2.5962	90th	2.59	512	9%	25%	66%	2.5723
Q41. Rating of Personal Doctor	506	8%	15%	77%	2.6858	75th	2.69	519	8%	17%	75%	2.6724
Q48. Rating of Specialist	95	8%	21%	71%	2.6211	NA	2.66	193	9%	23%	68%	2.5855
Q54. Rating of Health Plan	566	10%	16%	73%	2.6325	75th	2.67	578	10%	24%	66%	2.5657

* 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 1: 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 which exceed ten NA or NB results between HEDIS and CAHPS® for each product line, are scored based on the standards score only and the accreditation status is capped at Commendable.

Note 2: Percentages may not add to 100% due to rounding.

Global Proportions/Three-Point Scores

Louisiana Healthcare Connections

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

Medicaid Child with CCC CAHPS®

		670 Total General Population Respondents			591 Total CCC Population Respondents		
		GENERAL POPULATION			CCC POPULATION		
Shared Decision Making	**Valid n**	**No**	**Yes**	**3 PT Score***	**Valid n**	**No**	**Yes**	**3 PT Score***
		25%	75%	2.4964		18%	82%	2.6459
Q11. Doctor/health provider talked about reasons you might want your child to take a medicine	137	10%	90%	2.7956	204	6%	94%	2.8824
Q12. Doctor/health provider talked about reasons you might not want your child to take a medicine	137	41%	59%	2.1825	202	27%	73%	2.4554
Q13. Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	135	24%	76%	2.5111	205	20%	80%	2.6000

		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*	479	28%	72%	2.4405	515	23%	77%	2.5456

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*	129	22%	16%	62%	2.3953	216	25%	16%	59%	2.3380

* Three-Point Score is the sum of three scores: 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. 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*,[15] 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.

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

[15] Please note that the CAHPS® *How Well Doctors Communicate* measure was retired from 2015 accreditation scoring, however, organizations accredited on the 2013 and 2014 standards will still be scored using the organization's submitted rate for this measure.

An accreditation assessment analysis utilizing your plan's unadjusted 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 Three-Point Score when compared to the benchmark (located in the 2015 HEDIS®/CAHPS® Percentiles[16] column). The last two columns show the point distribution for each year in the current three-year accreditation cycle (2015 as well as 2013 and 2014, respectively).[17]

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

[16] Each year NCQA publishes the Accreditation Benchmarks and Thresholds. Benchmarks and thresholds displayed in this report are found in the *Accreditation Benchmarks and Thresholds* (2015), which includes all Medicaid child plan data to calculate a single set of benchmarks and thresholds.
[17] Please note that the CAHPS® *How Well Doctors Communicate* measure was retired from 2015 accreditation scoring, however, organizations accredited on the 2013 and 2014 standards will still be scored using the organization's submitted rate for this measure.

Accreditation Assessment

Louisiana Healthcare Connections

HEDIS®/CAHPS® Three-Point Scores

Medicaid Child with CCC CAHPS®

General Population

670 Total General Population Respondents

Composite/Rating Item	2015 HEDIS/CAHPS Percentiles*				Plan Three-Point Score	Approximate Plan Percentile Threshold	Approximate Points Awarded Based on Accreditation Year	
	25th	50th	75th	90th			2015	2013 and 2014
Getting Needed Care	2.42	2.47	2.53	2.58	**2.5162**	**50th**	**1.263**	**1.105**
Getting Care Quickly	2.54	2.61	2.66	2.69	**2.7227**	**90th**	**1.857**	**1.625**
How Well Doctors Communicate	2.63	2.68	2.72	2.75	**2.7571**	**90th**		**1.625**
Customer Service	2.50	2.53	2.58	2.63	**2.6681**	**90th**	**1.857**	**1.625**
Rating of Health Care (Q14)	2.49	2.52	2.57	2.59	**2.5962**	**90th**	**1.857**	**1.625**
Rating of Personal Doctor (Q41)	2.58	2.62	2.65	2.69	**2.6858**	**75th**	**1.634**	**1.430**
Rating of Specialist (Q48)	2.53	2.59	2.62	2.66	**NA**	**NA**	**-**	**-**
Rating of Health Plan (Q54)	2.51	2.57	2.62	2.67	**2.6325**	**75th**	**3.268**	**2.860**
Approximate Points Earned (13.000 available in 2013, 2014, and 2015)							**11.736**	**11.895**

***** 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: 2015 Accreditation. Please note that the CAHPS® How Well Doctors Communicate measure was retired from 2015 accreditation scoring, however, organizations accredited on the 2013 and 2014 standards will still be scored using the organization's submitted rate 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 which exceed ten NA or NB results between HEDIS and CAHPS® for each product line, are scored based on the standards score only and the accreditation status is capped at Commendable.

Three-Point Scores

Louisiana Healthcare Connections

Plan Composites, Measures, and Ratings

Medicaid Child with CCC CAHPS®

Comparison between CCC and General Population

670 Total General Population Respondents
591 Total CCC Population Respondents

Composite/Rating Item	Your CCC Three-Point Score	Your General Population Three-Point Score
Getting Needed Care	2.5666	2.5162
Getting Care Quickly	2.7190	2.7227
How Well Doctors Communicate	2.7361	2.7571
Customer Service	2.6588	2.6681
Shared Decision Making	2.6459	2.4964
Health Promotion and Education (Q8)	2.5456	2.4405
Coordination of Care (Q40)	2.3380	2.3953
Rating of Health Care (Q14)	2.5723	2.5962
Rating of Personal Doctor (Q41)	2.6724	2.6858
Rating of Specialist (Q48)	2.5855	NA*
Rating of Health Plan (Q54)	2.5657	2.6325

* 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.

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

Please refer to NCQA's *Standards and Guidelines for the Accreditation of Health Plans* (2015) and *Accreditation Benchmarks and Thresholds* (2015) 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[18] 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%

[18] 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

670 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	91.9%	65	93.8%	55	87.3%	42	90.5%	6.5%
6	Child obtained appointment for care as soon as needed	76	90.8%	133	92.5%	107	92.5%	81	92.6%	1.8%
11	Doctor/health provider talked about reasons you might want your child to take a medicine	20	85.0%	46	93.5%	30	93.3%	24	87.5%	8.5%
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	20	65.0%	46	50.0%	31	54.8%	24	75.0%	25.0%
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	20	80.0%	45	73.3%	31	77.4%	24	83.3%	10.0%
15	Ease of getting care, tests, or treatment child needed	77	93.5%	148	93.2%	109	94.5%	85	91.8%	2.7%
32	Child's doctor explained things in an understandable way	79	96.2%	137	94.2%	102	94.1%	74	91.9%	4.3%
33	Child's doctor listened carefully to you	77	97.4%	137	95.6%	102	95.1%	74	94.6%	2.8%
34	Child's doctor showed respect for what you had to say	79	96.2%	137	94.9%	102	97.1%	75	94.7%	2.4%
37	Child's doctor spent enough time with your child	78	92.3%	135	86.7%	100	88.0%	75	88.0%	5.6%
46	Obtained child's appointment with specialist as soon as needed	17	94.1%	35	65.7%	27	88.9%	21	81.0%	28.4%
50	Getting information/help from customer service	30	90.0%	49	81.6%	38	84.2%	31	87.1%	8.4%
51	Customer service treated member with courtesy and respect	29	93.1%	51	86.3%	38	100.0%	31	93.5%	13.7%
Q#	Composites & Key Questions									
	Getting Needed Care		93.8%		79.5%		91.7%		86.4%	14.4%
	Getting Care Quickly		91.4%		93.2%		89.9%		91.6%	3.3%
	How Well Doctors Communicate		95.5%		92.9%		93.6%		92.3%	3.2%
	Customer Service		91.6%		84.0%		92.1%		90.3%	8.2%
	Shared Decision Making		76.7%		72.3%		75.2%		81.9%	9.7%
8	Health Promotion and Education	78	79.5%	148	73.0%	110	67.3%	83	69.9%	12.2%
40	Coordination of Care	26	69.2%	44	86.4%	31	80.6%	21	81.0%	17.2%
53	Ease of Filling Out Forms	102	98.0%	178	94.9%	144	93.8%	120	95.8%	4.2%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)									
14	Rating of Health Care	76	84.2%	147	81.6%	110	81.8%	85	90.6%	9.0%
41	Rating of Personal Doctor	91	89.0%	157	87.3%	123	85.4%	97	91.8%	6.4%
48	Rating of Specialist	16	81.3%	32	84.4%	25	92.0%	20	95.0%	13.7%
54	Rating of Health Plan	103	81.6%	177	84.7%	145	85.5%	119	87.4%	5.8%
Q#	Rating Items (Summary Rate = 9 + 10)									
14	Rating of Health Care	76	73.7%	147	66.7%	110	68.2%	85	74.1%	7.4%
41	Rating of Personal Doctor	91	78.0%	157	79.6%	123	74.0%	97	73.2%	6.4%
48	Rating of Specialist	16	68.8%	32	65.6%	25	72.0%	20	80.0%	14.4%
54	Rating of Health Plan	103	71.8%	177	73.4%	145	74.5%	119	73.9%	2.7%

* 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 2015 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 Respondent's Education (Q80)

General Population

670 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	105	89.5%	94	92.6%	3.1%
6	Child obtained appointment for care as soon as needed	229	90.0%	169	96.4%	6.4%
11	Doctor/health provider talked about reasons you might want your child to take a medicine	62	90.3%	56	92.9%	2.6%
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	63	58.7%	56	60.7%	2.0%
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	63	76.2%	55	80.0%	3.8%
15	Ease of getting care, tests, or treatment child needed	231	93.5%	190	93.7%	0.2%
32	Child's doctor explained things in an understandable way	218	94.5%	175	93.1%	1.4%
33	Child's doctor listened carefully to you	218	96.3%	173	94.8%	1.5%
34	Child's doctor showed respect for what you had to say	218	95.0%	176	96.6%	1.6%
37	Child's doctor spent enough time with your child	213	86.4%	175	90.9%	4.5%
46	Obtained child's appointment with specialist as soon as needed	53	83.0%	47	76.6%	6.4%
50	Getting information/help from customer service	95	90.5%	53	77.4%	13.1%
51	Treated with courtesy and respect by customer service staff	95	93.7%	54	92.6%	1.1%
Q#	Composites & Key Questions					
	Getting Needed Care		88.3%		85.2%	3.1%
	Getting Care Quickly		89.8%		94.5%	4.8%
	How Well Doctors Communicate		93.1%		93.9%	0.8%
	Customer Service		92.1%		85.0%	7.1%
	Shared Decision Making		75.1%		77.9%	2.8%
8	Health Promotion and Education	230	72.2%	191	73.3%	1.1%
40	Coordination of Care	60	76.7%	62	85.5%	8.8%
53	Ease of Filling Out Forms	318	95.6%	225	94.7%	0.9%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)					
14	Rating of Health Care	229	86.0%	191	80.6%	5.4%
41	Rating of Personal Doctor	268	88.1%	200	88.0%	0.1%
48	Rating of Specialist	47	89.4%	46	87.0%	2.4%
54	Rating of Health Plan	317	86.1%	226	82.7%	3.4%
Q#	Rating Items (Summary Rate = 9 + 10)					
14	Rating of Health Care	229	70.7%	191	67.5%	3.2%
41	Rating of Personal Doctor	268	76.1%	200	76.5%	0.4%
48	Rating of Specialist	47	74.5%	46	67.4%	7.1%
54	Rating of Health Plan	317	77.0%	226	67.7%	9.3%

* 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 2015 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

670 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	140	93.6%	43	83.7%	17	82.4%	11.2%
6	Child obtained appointment for care as soon as needed	285	93.3%	85	91.8%	36	86.1%	7.2%
11	Doctor/health provider talked about reasons you might want your child to take a medicine	72	91.7%	36	91.7%	14	78.6%	13.1%
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	72	56.9%	36	63.9%	15	53.3%	10.6%
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	71	76.1%	36	80.6%	15	73.3%	7.3%
15	Ease of getting care, tests, or treatment child needed	300	94.3%	92	93.5%	37	83.8%	10.5%
32	Child's doctor explained things in an understandable way	284	95.8%	84	86.9%	34	94.1%	8.9%
33	Child's doctor listened carefully to you	282	96.8%	84	92.9%	34	94.1%	3.9%
34	Child's doctor showed respect for what you had to say	284	96.8%	85	91.8%	34	97.1%	5.3%
37	Child's doctor spent enough time with your child	280	90.4%	85	81.2%	32	90.6%	9.4%
46	Obtained child's appointment with specialist as soon as needed	52	82.7%	39	71.8%	10	80.0%	10.9%
50	Getting information/help from customer service	99	83.8%	38	94.7%	15	73.3%	21.4%
51	Treated with courtesy and respect by customer service staff	100	94.0%	38	92.1%	15	86.7%	7.3%
Q#	Composites & Key Questions							
	Getting Needed Care		88.5%		82.7%		81.9%	6.6%
	Getting Care Quickly		93.5%		87.8%		84.3%	9.2%
	How Well Doctors Communicate		95.0%		88.2%		94.0%	6.7%
	Customer Service		88.9%		93.4%		80.0%	13.4%
	Shared Decision Making		74.9%		78.7%		68.4%	10.3%
8	Health Promotion and Education	299	70.2%	91	79.1%	37	78.4%	8.9%
40	Coordination of Care	76	84.2%	35	71.4%	14	71.4%	12.8%
53	Ease of Filling Out Forms	400	96.0%	112	92.0%	44	95.5%	4.0%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)							
14	Rating of Health Care	298	86.6%	92	76.1%	37	81.1%	10.5%
41	Rating of Personal Doctor	343	91.0%	98	77.6%	39	82.1%	13.4%
48	Rating of Specialist	49	91.8%	35	82.9%	9	77.8%	14.0%
54	Rating of Health Plan	405	87.7%	109	77.1%	44	79.5%	10.6%
Q#	Rating Items (Summary Rate = 9 + 10)							
14	Rating of Health Care	298	75.2%	92	55.4%	37	54.1%	21.1%
41	Rating of Personal Doctor	343	80.8%	98	63.3%	39	69.2%	17.5%
48	Rating of Specialist	49	77.6%	35	68.6%	9	33.3%	44.3%
54	Rating of Health Plan	405	77.8%	109	60.6%	44	70.5%	17.2%

* 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 2015 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

670 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	143	93.0%	36	88.9%	25	80.0%	13.0%
6	Child obtained appointment for care as soon as needed	291	94.5%	74	86.5%	46	89.1%	8.0%
11	Doctor/health provider talked about reasons you might want your child to take a medicine	81	88.9%	26	96.2%	16	87.5%	8.7%
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	82	53.7%	26	69.2%	16	68.8%	15.5%
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	81	75.3%	26	80.8%	16	81.3%	6.0%
15	Ease of getting care, tests, or treatment child needed	315	94.6%	74	90.5%	45	86.7%	7.9%
32	Child's doctor explained things in an understandable way	297	95.3%	65	89.2%	41	90.2%	6.1%
33	Child's doctor listened carefully to you	296	96.3%	63	96.8%	42	90.5%	6.3%
34	Child's doctor showed respect for what you had to say	297	96.0%	65	96.9%	42	95.2%	1.7%
37	Child's doctor spent enough time with your child	292	90.8%	64	82.8%	42	83.3%	8.0%
46	Obtained child's appointment with specialist as soon as needed	62	85.5%	21	66.7%	18	66.7%	18.8%
50	Getting information/help from customer service	107	86.9%	28	78.6%	15	86.7%	8.3%
51	Treated with courtesy and respect by customer service staff	108	94.4%	28	85.7%	15	93.3%	8.7%
Q#	Composites & Key Questions							
	Getting Needed Care		90.1%		78.6%		76.7%	13.4%
	Getting Care Quickly		93.8%		87.7%		84.6%	9.2%
	How Well Doctors Communicate		94.6%		91.4%		89.8%	4.8%
	Customer Service		90.7%		82.2%		90.0%	8.5%
	Shared Decision Making		72.6%		82.1%		79.2%	9.4%
8	Health Promotion and Education	315	73.0%	72	65.3%	46	82.6%	17.3%
40	Coordination of Care	81	82.7%	26	69.2%	19	78.9%	13.5%
53	Ease of Filling Out Forms	405	95.8%	97	91.8%	60	96.7%	4.9%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)							
14	Rating of Health Care	314	86.0%	74	78.4%	45	73.3%	12.7%
41	Rating of Personal Doctor	354	89.0%	76	88.2%	51	76.5%	12.5%
48	Rating of Specialist	62	88.7%	17	94.1%	14	71.4%	22.7%
54	Rating of Health Plan	411	87.3%	96	79.2%	57	75.4%	11.9%
Q#	Rating Items (Summary Rate = 9 + 10)							
14	Rating of Health Care	314	73.9%	74	62.2%	45	44.4%	29.5%
41	Rating of Personal Doctor	354	78.5%	76	76.3%	51	58.8%	19.7%
48	Rating of Specialist	62	71.0%	17	88.2%	14	42.9%	45.3%
54	Rating of Health Plan	411	75.7%	96	69.8%	57	63.2%	12.5%

* 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 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

Louisiana Healthcare Connections

Plan Summary Rates by Health Plan Rating (Q54)

Medicaid Child with CCC CAHPS®

General Population

670 Total General Population Respondents

Q#	Attributes	0 - 7		8 - 10		Range*
		Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	26	73.1%	174	93.7%	20.6%
6	Child obtained appointment for care as soon as needed	53	84.9%	351	93.7%	8.8%
11	Doctor/health provider talked about reasons you might want your child to take a medicine	14	92.9%	109	89.9%	3.0%
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	14	57.1%	110	58.2%	1.1%
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	14	57.1%	109	78.9%	21.8%
15	Ease of getting care, tests, or treatment child needed	59	71.2%	369	96.7%	25.5%
32	Child's doctor explained things in an understandable way	41	82.9%	356	94.9%	12.0%
33	Child's doctor listened carefully to you	41	87.8%	354	96.6%	8.8%
34	Child's doctor showed respect for what you had to say	41	92.7%	357	96.4%	3.7%
37	Child's doctor spent enough time with your child	41	73.2%	350	90.3%	17.1%
46	Obtained child's appointment with specialist as soon as needed	15	60.0%	85	82.4%	22.4%
50	Getting information/help from customer service	8	50.0%	140	87.1%	37.1%
51	Treated with courtesy and respect by customer service staff	9	66.7%	141	94.3%	27.6%
Q#	Composites & Key Questions					
	Getting Needed Care		65.6%		89.6%	24.0%
	Getting Care Quickly		79.0%		93.7%	14.7%
	How Well Doctors Communicate		84.2%		94.6%	10.4%
	Customer Service		58.4%		90.7%	32.4%
	Shared Decision Making		69.0%		75.7%	6.6%
8	Health Promotion and Education	59	59.3%	367	74.4%	15.1%
40	Coordination of Care	15	73.3%	108	80.6%	7.3%
53	Ease of Filling Out Forms	86	94.2%	467	95.5%	1.3%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)					
14	Rating of Health Care	59	47.5%	369	89.2%	41.7%
41	Rating of Personal Doctor	59	64.4%	415	90.8%	26.4%
48	Rating of Specialist	11	72.7%	81	88.9%	16.2%
54	Rating of Health Plan	NA	NA	480	100.0%	NA
Q#	Rating Items (Summary Rate = 9 + 10)					
14	Rating of Health Care	59	25.4%	369	76.2%	50.8%
41	Rating of Personal Doctor	59	44.1%	415	81.0%	36.9%
48	Rating of Specialist	11	36.4%	81	74.1%	37.7%
54	Rating of Health Plan	NA	NA	480	86.7%	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 2015 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

670 Total General Population Respondents

Q#	Attributes	0 - 7		8 - 10		Range*
		Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	25	80.0%	160	95.0%	15.0%
6	Child obtained appointment for care as soon as needed	40	87.5%	339	94.4%	6.9%
11	Doctor/health provider talked about reasons you might want your child to take a medicine	13	84.6%	106	91.5%	6.9%
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	13	53.8%	107	57.9%	4.1%
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	13	46.2%	106	81.1%	34.9%
15	Ease of getting care, tests, or treatment child needed	50	78.0%	351	96.6%	18.6%
32	Child's doctor explained things in an understandable way	47	74.5%	372	96.0%	21.5%
33	Child's doctor listened carefully to you	47	74.5%	370	98.1%	23.6%
34	Child's doctor showed respect for what you had to say	47	72.3%	373	98.4%	26.1%
37	Child's doctor spent enough time with your child	47	51.1%	367	92.6%	41.5%
46	Obtained child's appointment with specialist as soon as needed	17	58.8%	79	83.5%	24.7%
50	Getting information/help from customer service	13	76.9%	130	86.2%	9.3%
51	Treated with courtesy and respect by customer service staff	13	92.3%	130	93.8%	1.5%
Q#	Composites & Key Questions					
	Getting Needed Care		68.4%		90.1%	21.7%
	Getting Care Quickly		83.8%		94.7%	11.0%
	How Well Doctors Communicate		68.1%		96.3%	28.2%
	Customer Service		84.6%		90.0%	5.4%
	Shared Decision Making		61.5%		76.8%	15.3%
8	Health Promotion and Education	50	64.0%	349	75.1%	11.1%
40	Coordination of Care	22	54.5%	107	82.2%	27.7%
53	Ease of Filling Out Forms	60	96.7%	417	95.0%	1.7%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)					
14	Rating of Health Care	50	40.0%	350	92.3%	52.3%
41	Rating of Personal Doctor	NA	NA	443	100.0%	NA
48	Rating of Specialist	13	76.9%	75	89.3%	12.4%
54	Rating of Health Plan	59	64.4%	415	90.8%	26.4%
Q#	Rating Items (Summary Rate = 9 + 10)					
14	Rating of Health Care	50	16.0%	350	80.0%	64.0%
41	Rating of Personal Doctor	NA	NA	443	87.6%	NA
48	Rating of Specialist	13	61.5%	75	70.7%	9.2%
54	Rating of Health Plan	59	47.5%	415	81.0%	33.5%

* 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 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

Louisiana Healthcare Connections

Plan Summary Rates by Contact Customer Service (Q49)

Medicaid Child with CCC CAHPS®

General Population

670 Total General Population Respondents

Q#	Attributes	Yes		No		Range*
		Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	61	88.5%	143	91.6%	3.1%
6	Child obtained appointment for care as soon as needed	127	94.5%	283	91.9%	2.6%
11	Doctor/health provider talked about reasons you might want your child to take a medicine	49	89.8%	74	91.9%	2.1%
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	49	67.3%	75	53.3%	14.0%
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	49	77.6%	74	75.7%	1.9%
15	Ease of getting care, tests, or treatment child needed	127	94.5%	303	93.1%	1.4%
32	Child's doctor explained things in an understandable way	127	92.1%	274	94.5%	2.4%
33	Child's doctor listened carefully to you	126	96.0%	272	96.0%	0.0%
34	Child's doctor showed respect for what you had to say	127	94.5%	274	96.7%	2.2%
37	Child's doctor spent enough time with your child	127	85.8%	270	89.6%	3.8%
46	Obtained child's appointment with specialist as soon as needed	37	81.1%	66	77.3%	3.8%
50	Getting information/help from customer service	157	85.4%	NA	NA	NA
51	Treated with courtesy and respect by customer service staff	156	92.9%	NA	NA	NA
Q#	Composites & Key Questions					
	Getting Needed Care		87.8%		85.2%	2.6%
	Getting Care Quickly		91.5%		91.8%	0.2%
	How Well Doctors Communicate		92.1%		94.2%	2.1%
	Customer Service		89.2%		NA	NA
	Shared Decision Making		78.2%		73.6%	4.6%
8	Health Promotion and Education	128	78.1%	302	71.2%	6.9%
40	Coordination of Care	45	80.0%	80	78.8%	1.2%
53	Ease of Filling Out Forms	153	94.8%	405	95.8%	1.0%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)					
14	Rating of Health Care	126	88.9%	303	81.5%	7.4%
41	Rating of Personal Doctor	148	91.2%	334	85.9%	5.3%
48	Rating of Specialist	34	91.2%	60	85.0%	6.2%
54	Rating of Health Plan	153	93.5%	402	81.3%	12.2%
Q#	Rating Items (Summary Rate = 9 + 10)					
14	Rating of Health Care	126	75.4%	303	67.3%	8.1%
41	Rating of Personal Doctor	148	80.4%	334	75.1%	5.3%
48	Rating of Specialist	34	73.5%	60	68.3%	5.2%
54	Rating of Health Plan	153	84.3%	402	69.7%	14.6%

* 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 2015 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

670 Total General Population Respondents

Q#	Attributes	Never/Sometimes		Always/Usually		Range*
		Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	7	85.7%	51	88.2%	NA
6	Child obtained appointment for care as soon as needed	15	100.0%	108	93.5%	NA
11	Doctor/health provider talked about reasons you might want your child to take a medicine	5	100.0%	43	88.4%	NA
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	5	60.0%	43	67.4%	NA
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	5	80.0%	43	76.7%	NA
15	Ease of getting care, tests, or treatment child needed	17	82.4%	106	96.2%	NA
32	Child's doctor explained things in an understandable way	16	81.3%	108	93.5%	NA
33	Child's doctor listened carefully to you	16	93.8%	107	96.3%	NA
34	Child's doctor showed respect for what you had to say	16	93.8%	108	94.4%	NA
37	Child's doctor spent enough time with your child	16	75.0%	108	87.0%	NA
46	Obtained child's appointment with specialist as soon as needed	2	100.0%	35	80.0%	NA
50	Getting information/help from customer service	NA	NA	134	100.0%	NA
51	Treated with courtesy and respect by customer service staff	22	68.2%	132	97.7%	NA
Q#	Composites & Key Questions					
	Getting Needed Care		91.2%		88.1%	NA
	Getting Care Quickly		92.9%		90.9%	NA
	How Well Doctors Communicate		86.0%		92.8%	NA
	Customer Service		NA		98.9%	NA
	Shared Decision Making		80.0%		77.5%	NA
8	Health Promotion and Education	17	64.7%	107	80.4%	NA
40	Coordination of Care	6	83.3%	38	78.9%	NA
53	Ease of Filling Out Forms	22	90.9%	127	95.3%	NA
Q#	Rating Items (Summary Rate = 8 + 9 + 10)					
14	Rating of Health Care	17	88.2%	105	88.6%	NA
41	Rating of Personal Doctor	21	85.7%	122	91.8%	NA
48	Rating of Specialist	2	100.0%	32	90.6%	NA
54	Rating of Health Plan	22	81.8%	126	96.8%	NA
Q#	Rating Items (Summary Rate = 9 + 10)					
14	Rating of Health Care	17	70.6%	105	77.1%	NA
41	Rating of Personal Doctor	21	76.2%	122	81.1%	NA
48	Rating of Specialist	2	50.0%	32	75.0%	NA
54	Rating of Health Plan	22	72.7%	126	88.1%	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 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

Louisiana Healthcare Connections

Plan Summary Rates by Data Collection Method

Medicaid Child with CCC CAHPS®

General Population

670 Total General Population Respondents

Q#	Attributes	Mail		Phone		Range*
		Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	122	94.3%	98	87.8%	6.5%
6	Child obtained appointment for care as soon as needed	220	94.5%	241	91.3%	3.2%
11	Doctor/health provider talked about reasons you might want your child to take a medicine	61	93.4%	76	86.8%	6.6%
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	61	62.3%	76	56.6%	5.7%
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	61	78.7%	74	73.0%	5.7%
15	Ease of getting care, tests, or treatment child needed	229	93.0%	244	92.6%	0.4%
32	Child's doctor explained things in an understandable way	211	95.3%	218	92.2%	3.1%
33	Child's doctor listened carefully to you	211	96.2%	212	94.8%	1.4%
34	Child's doctor showed respect for what you had to say	212	96.7%	213	94.4%	2.3%
37	Child's doctor spent enough time with your child	211	93.4%	206	82.5%	10.9%
46	Obtained child's appointment with specialist as soon as needed	54	92.6%	50	64.0%	28.6%
50	Getting information/help from customer service	61	90.2%	96	82.3%	7.9%
51	Treated with courtesy and respect by customer service staff	62	93.5%	94	92.6%	0.9%
Q#	Composites & Key Questions					
	Getting Needed Care		92.8%		78.3%	14.5%
	Getting Care Quickly		94.4%		89.6%	4.9%
	How Well Doctors Communicate		95.4%		91.0%	4.4%
	Customer Service		91.9%		87.5%	4.4%
	Shared Decision Making		78.1%		72.1%	6.0%
8	Health Promotion and Education	229	76.9%	250	67.6%	9.3%
40	Coordination of Care	64	76.6%	65	78.5%	1.9%
53	Ease of Filling Out Forms	302	96.7%	265	93.6%	3.1%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)					
14	Rating of Health Care	228	78.9%	245	89.0%	10.1%
41	Rating of Personal Doctor	249	88.4%	257	86.8%	1.6%
48	Rating of Specialist	49	87.8%	46	87.0%	0.8%
54	Rating of Health Plan	297	80.5%	269	89.6%	9.1%
Q#	Rating Items (Summary Rate = 9 + 10)					
14	Rating of Health Care	228	64.5%	245	74.7%	10.2%
41	Rating of Personal Doctor	249	75.9%	257	77.4%	1.5%
48	Rating of Specialist	49	71.4%	46	69.6%	1.8%
54	Rating of Health Plan	297	67.0%	269	80.7%	13.7%

* 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 2015 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

591 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%	71	93.0%	84	90.5%	72	93.1%	2.6%
6	Child obtained appointment for care as soon as needed	66	90.9%	124	90.3%	142	93.0%	133	95.5%	5.2%
11	Doctor/health provider talked about reasons you might want your child to take a medicine	21	90.5%	57	98.2%	62	96.8%	59	89.8%	8.4%
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	21	76.2%	56	67.9%	62	72.6%	58	77.6%	9.7%
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	21	66.7%	57	86.0%	63	81.0%	59	83.1%	19.3%
15	Ease of getting care, tests, or treatment child needed	69	95.7%	127	89.8%	152	92.1%	142	95.1%	5.9%
32	Child's doctor explained things in an understandable way	64	96.9%	125	93.6%	134	95.5%	123	91.9%	5.0%
33	Child's doctor listened carefully to you	64	95.3%	125	91.2%	134	94.8%	122	95.9%	4.7%
34	Child's doctor showed respect for what you had to say	65	95.4%	125	92.8%	134	97.0%	124	95.2%	4.2%
37	Child's doctor spent enough time with your child	64	90.6%	124	83.1%	135	88.1%	122	89.3%	7.5%
46	Obtained child's appointment with specialist as soon as needed	27	92.6%	60	76.7%	57	86.0%	56	89.3%	15.9%
50	Getting information/help from customer service	30	83.3%	44	90.9%	48	83.3%	55	81.8%	9.1%
51	Customer service treated member with courtesy and respect	30	86.7%	46	95.7%	49	93.9%	55	92.7%	9.0%
Q#	Composites & Key Questions									
	Getting Needed Care		94.2%		83.3%		89.1%		92.2%	10.9%
	Getting Care Quickly		90.7%		91.7%		91.8%		94.3%	3.6%
	How Well Doctors Communicate		94.6%		90.2%		93.9%		93.1%	4.4%
	Customer Service		85.0%		93.3%		88.6%		87.3%	8.3%
	Shared Decision Making		77.8%		84.0%		83.5%		83.5%	6.2%
8	Health Promotion and Education	70	85.7%	129	78.3%	154	74.0%	142	75.4%	11.7%
40	Coordination of Care	37	73.0%	54	74.1%	62	77.4%	55	76.4%	4.4%
53	Ease of Filling Out Forms	81	97.5%	144	97.9%	168	95.2%	157	97.5%	2.7%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)									
14	Rating of Health Care	69	87.0%	126	81.7%	154	82.5%	142	86.6%	5.3%
41	Rating of Personal Doctor	68	88.2%	134	84.3%	157	82.8%	141	91.5%	8.7%
48	Rating of Specialist	26	84.6%	54	83.3%	55	80.0%	52	92.3%	12.3%
54	Rating of Health Plan	82	82.9%	146	76.7%	168	82.7%	159	88.7%	12.0%
Q#	Rating Items (Summary Rate = 9 + 10)									
14	Rating of Health Care	69	68.1%	126	65.9%	154	63.6%	142	70.4%	6.8%
41	Rating of Personal Doctor	68	73.5%	134	76.1%	157	72.0%	141	80.9%	8.9%
48	Rating of Specialist	26	69.2%	54	70.4%	55	61.8%	52	71.2%	9.4%
54	Rating of Health Plan	82	72.0%	146	65.8%	168	63.7%	159	69.8%	8.3%

* 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 2015 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 Respondent's Education (Q80)

CCC Population

591 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	145	89.7%	121	94.2%	4.5%
6	Child obtained appointment for care as soon as needed	268	91.8%	200	94.0%	2.2%
11	Doctor/health provider talked about reasons you might want your child to take a medicine	94	95.7%	103	93.2%	2.5%
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	93	75.3%	102	72.5%	2.8%
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	95	78.9%	103	82.5%	3.6%
15	Ease of getting care, tests, or treatment child needed	272	93.8%	219	91.8%	2.0%
32	Child's doctor explained things in an understandable way	254	93.7%	193	94.3%	0.6%
33	Child's doctor listened carefully to you	253	95.3%	193	93.3%	2.0%
34	Child's doctor showed respect for what you had to say	254	94.9%	195	94.9%	0.0%
37	Child's doctor spent enough time with your child	253	87.0%	192	88.5%	1.5%
46	Obtained child's appointment with specialist as soon as needed	94	85.1%	101	84.2%	0.9%
50	Getting information/help from customer service	101	86.1%	76	84.2%	1.9%
51	Treated with courtesy and respect by customer service staff	100	96.0%	79	88.6%	7.4%
Q#	Composites & Key Questions					
	Getting Needed Care		89.5%		88.0%	1.5%
	Getting Care Quickly		90.8%		94.1%	3.4%
	How Well Doctors Communicate		92.7%		92.8%	0.0%
	Customer Service		91.1%		86.4%	4.7%
	Shared Decision Making		83.3%		82.7%	0.6%
8	Health Promotion and Education	274	79.9%	220	73.6%	6.3%
40	Coordination of Care	108	75.0%	100	76.0%	1.0%
53	Ease of Filling Out Forms	311	97.4%	240	96.7%	0.7%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)					
14	Rating of Health Care	274	84.3%	218	83.0%	1.3%
41	Rating of Personal Doctor	277	85.6%	224	87.5%	1.9%
48	Rating of Specialist	87	85.1%	96	83.3%	1.8%
54	Rating of Health Plan	312	85.3%	245	79.2%	6.1%
Q#	Rating Items (Summary Rate = 9 + 10)					
14	Rating of Health Care	274	69.3%	218	63.8%	5.5%
41	Rating of Personal Doctor	277	76.2%	224	75.0%	1.2%
48	Rating of Specialist	87	71.3%	96	62.5%	8.8%
54	Rating of Health Plan	312	71.8%	245	60.4%	11.4%

* 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 2015 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

591 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	124	94.4%	90	90.0%	60	90.0%	4.4%
6	Child obtained appointment for care as soon as needed	240	93.3%	162	94.4%	79	87.3%	7.1%
11	Doctor/health provider talked about reasons you might want your child to take a medicine	93	96.8%	76	92.1%	34	91.2%	5.6%
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	91	75.8%	75	72.0%	35	65.7%	10.1%
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	93	84.9%	76	81.6%	35	62.9%	22.0%
15	Ease of getting care, tests, or treatment child needed	245	94.7%	174	94.3%	89	85.4%	9.3%
32	Child's doctor explained things in an understandable way	235	95.7%	149	91.9%	77	92.2%	3.8%
33	Child's doctor listened carefully to you	234	97.0%	150	93.3%	76	88.2%	8.8%
34	Child's doctor showed respect for what you had to say	236	97.5%	151	94.7%	76	88.2%	9.3%
37	Child's doctor spent enough time with your child	235	89.4%	149	88.6%	75	81.3%	8.1%
46	Obtained child's appointment with specialist as soon as needed	85	85.9%	78	83.3%	43	83.7%	2.6%
50	Getting information/help from customer service	75	92.0%	73	80.8%	36	80.6%	11.4%
51	Treated with courtesy and respect by customer service staff	78	94.9%	73	93.2%	35	88.6%	6.3%
Q#	Composites & Key Questions							
	Getting Needed Care		90.3%		88.8%		84.6%	5.8%
	Getting Care Quickly		93.9%		92.2%		88.7%	5.2%
	How Well Doctors Communicate		94.9%		92.1%		87.5%	7.4%
	Customer Service		93.5%		87.0%		84.6%	8.8%
	Shared Decision Making		85.8%		81.9%		73.3%	12.6%
8	Health Promotion and Education	247	76.1%	175	76.6%	90	82.2%	6.1%
40	Coordination of Care	88	72.7%	82	81.7%	45	66.7%	15.0%
53	Ease of Filling Out Forms	280	98.2%	188	94.1%	101	97.0%	4.1%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)							
14	Rating of Health Care	245	89.8%	175	79.4%	89	74.2%	15.6%
41	Rating of Personal Doctor	260	92.3%	171	81.9%	85	75.3%	17.0%
48	Rating of Specialist	81	84.0%	72	87.5%	40	80.0%	7.5%
54	Rating of Health Plan	283	87.3%	193	80.8%	98	70.4%	16.9%
Q#	Rating Items (Summary Rate = 9 + 10)							
14	Rating of Health Care	245	77.6%	175	59.4%	89	48.3%	29.3%
41	Rating of Personal Doctor	260	81.9%	171	71.3%	85	63.5%	18.4%
48	Rating of Specialist	81	71.6%	72	69.4%	40	57.5%	14.1%
54	Rating of Health Plan	283	73.1%	193	61.7%	98	56.1%	17.0%

* 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 2015 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

591 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	125	92.0%	72	93.1%	76	89.5%	3.6%
6	Child obtained appointment for care as soon as needed	214	94.4%	134	90.3%	131	91.6%	4.1%
11	Doctor/health provider talked about reasons you might want your child to take a medicine	96	94.8%	54	98.1%	51	92.2%	5.9%
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	95	71.6%	54	75.9%	50	74.0%	4.3%
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	97	82.5%	54	83.3%	51	72.5%	10.8%
15	Ease of getting care, tests, or treatment child needed	228	94.7%	138	94.2%	139	88.5%	6.2%
32	Child's doctor explained things in an understandable way	211	96.2%	127	93.7%	121	90.1%	6.1%
33	Child's doctor listened carefully to you	212	95.8%	125	97.6%	122	89.3%	8.3%
34	Child's doctor showed respect for what you had to say	212	96.2%	127	96.9%	122	91.8%	5.1%
37	Child's doctor spent enough time with your child	212	89.6%	124	90.3%	121	83.5%	6.8%
46	Obtained child's appointment with specialist as soon as needed	101	86.1%	46	84.8%	59	81.4%	4.7%
50	Getting information/help from customer service	80	90.0%	42	83.3%	58	81.0%	9.0%
51	Treated with courtesy and respect by customer service staff	82	90.2%	42	95.2%	58	96.6%	6.4%
Q#	Composites & Key Questions							
	Getting Needed Care		90.4%		89.5%		85.0%	5.5%
	Getting Care Quickly		93.2%		91.7%		90.6%	2.7%
	How Well Doctors Communicate		94.5%		94.6%		88.7%	6.0%
	Customer Service		90.1%		89.3%		88.8%	1.3%
	Shared Decision Making		83.0%		85.8%		79.6%	6.2%
8	Health Promotion and Education	229	77.3%	138	77.5%	142	77.5%	0.2%
40	Coordination of Care	97	78.4%	54	77.8%	63	68.3%	10.1%
53	Ease of Filling Out Forms	250	97.2%	155	97.4%	163	95.1%	2.3%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)							
14	Rating of Health Care	229	86.5%	138	88.4%	139	74.1%	14.3%
41	Rating of Personal Doctor	234	89.3%	140	88.6%	140	78.6%	10.7%
48	Rating of Specialist	97	86.6%	41	85.4%	55	80.0%	6.6%
54	Rating of Health Plan	253	85.8%	156	85.3%	164	74.4%	11.4%
Q#	Rating Items (Summary Rate = 9 + 10)							
14	Rating of Health Care	229	74.7%	138	67.4%	139	51.8%	22.9%
41	Rating of Personal Doctor	234	81.2%	140	79.3%	140	62.1%	19.1%
48	Rating of Specialist	97	70.1%	41	73.2%	55	60.0%	13.2%
54	Rating of Health Plan	253	73.9%	156	64.7%	164	56.7%	17.2%

* 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.

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Note: Select Summary Rates are defined by NCQA in its HEDIS 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

Louisiana Healthcare Connections

Plan Summary Rates by Health Plan Rating (Q54)

Medicaid Child with CCC CAHPS®

CCC Population

591 Total CCC Population Respondents

Q#	Attributes	0 - 7		8 - 10		Range*
		Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	49	77.6%	220	95.0%	17.4%
6	Child obtained appointment for care as soon as needed	78	87.2%	396	93.9%	6.7%
11	Doctor/health provider talked about reasons you might want your child to take a medicine	34	94.1%	168	94.0%	0.1%
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	34	61.8%	166	74.7%	12.9%
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	34	67.6%	169	82.2%	14.6%
15	Ease of getting care, tests, or treatment child needed	85	76.5%	416	96.2%	19.7%
32	Child's doctor explained things in an understandable way	78	87.2%	373	95.4%	8.2%
33	Child's doctor listened carefully to you	78	85.9%	372	96.0%	10.1%
34	Child's doctor showed respect for what you had to say	79	92.4%	374	96.0%	3.6%
37	Child's doctor spent enough time with your child	78	79.5%	371	89.8%	10.3%
46	Obtained child's appointment with specialist as soon as needed	43	74.4%	159	86.8%	12.4%
50	Getting information/help from customer service	22	50.0%	158	90.5%	40.5%
51	Treated with courtesy and respect by customer service staff	24	75.0%	158	95.6%	20.6%
Q#	Composites & Key Questions					
	Getting Needed Care		75.5%		91.5%	16.1%
	Getting Care Quickly		82.4%		94.5%	12.1%
	How Well Doctors Communicate		86.3%		94.3%	8.1%
	Customer Service		62.5%		93.1%	30.6%
	Shared Decision Making		74.5%		83.6%	9.1%
8	Health Promotion and Education	87	67.8%	417	78.9%	11.1%
40	Coordination of Care	40	62.5%	167	79.6%	17.1%
53	Ease of Filling Out Forms	100	93.0%	461	97.6%	4.6%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)					
14	Rating of Health Care	86	48.8%	416	90.6%	41.8%
41	Rating of Personal Doctor	85	63.5%	422	90.8%	27.3%
48	Rating of Specialist	38	65.8%	152	90.1%	24.3%
54	Rating of Health Plan	NA	NA	476	100.0%	NA
Q#	Rating Items (Summary Rate = 9 + 10)					
14	Rating of Health Care	86	26.7%	416	74.3%	47.6%
41	Rating of Personal Doctor	85	51.8%	422	80.6%	28.8%
48	Rating of Specialist	38	34.2%	152	77.0%	42.8%
54	Rating of Health Plan	NA	NA	476	80.5%	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.

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Note: Select Summary Rates are defined by NCQA in its HEDIS 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

Louisiana Healthcare Connections

Plan Summary Rates by Doctor Rating (Q41)

Medicaid Child with CCC CAHPS®

CCC Population

591 Total CCC Population Respondents

Q#	Attributes	0 - 7		8 - 10		Range*
		Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	40	80.0%	209	95.2%	15.2%
6	Child obtained appointment for care as soon as needed	57	86.0%	380	94.2%	8.2%
11	Doctor/health provider talked about reasons you might want your child to take a medicine	20	95.0%	169	94.7%	0.3%
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	20	65.0%	169	75.1%	10.1%
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	20	65.0%	170	83.5%	18.5%
15	Ease of getting care, tests, or treatment child needed	64	82.8%	399	94.5%	11.7%
32	Child's doctor explained things in an understandable way	62	75.8%	398	96.7%	20.9%
33	Child's doctor listened carefully to you	62	69.4%	397	98.2%	28.8%
34	Child's doctor showed respect for what you had to say	62	74.2%	400	98.3%	24.1%
37	Child's doctor spent enough time with your child	61	57.4%	398	92.5%	35.1%
46	Obtained child's appointment with specialist as soon as needed	29	69.0%	160	86.3%	17.3%
50	Getting information/help from customer service	18	77.8%	148	87.2%	9.4%
51	Treated with courtesy and respect by customer service staff	18	94.4%	150	92.7%	1.7%
Q#	Composites & Key Questions					
	Getting Needed Care		75.9%		90.4%	14.5%
	Getting Care Quickly		83.0%		94.7%	11.7%
	How Well Doctors Communicate		69.2%		96.4%	27.2%
	Customer Service		86.1%		90.0%	3.9%
	Shared Decision Making		75.0%		84.4%	9.4%
8	Health Promotion and Education	64	62.5%	402	78.6%	16.1%
40	Coordination of Care	36	55.6%	179	79.3%	23.7%
53	Ease of Filling Out Forms	71	97.2%	433	96.3%	0.9%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)					
14	Rating of Health Care	63	33.3%	401	92.0%	58.7%
41	Rating of Personal Doctor	NA	NA	447	100.0%	NA
48	Rating of Specialist	25	68.0%	153	86.9%	18.9%
54	Rating of Health Plan	70	55.7%	437	87.6%	31.9%
Q#	Rating Items (Summary Rate = 9 + 10)					
14	Rating of Health Care	63	14.3%	401	76.1%	61.8%
41	Rating of Personal Doctor	NA	NA	447	87.5%	NA
48	Rating of Specialist	25	36.0%	153	72.5%	36.5%
54	Rating of Health Plan	70	37.1%	437	72.1%	35.0%

* 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 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

Louisiana Healthcare Connections

Plan Summary Rates by Contact Customer Service (Q49)

Medicaid Child with CCC CAHPS®

CCC Population

591 Total CCC Population Respondents

Q#	Attributes	Yes		No		Range*
		Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	106	92.5%	170	91.2%	1.3%
6	Child obtained appointment for care as soon as needed	170	92.9%	310	92.3%	0.6%
11	Doctor/health provider talked about reasons you might want your child to take a medicine	85	94.1%	117	94.0%	0.1%
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	83	83.1%	117	65.0%	18.1%
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	85	82.4%	118	78.8%	3.6%
15	Ease of getting care, tests, or treatment child needed	167	95.2%	338	91.7%	3.5%
32	Child's doctor explained things in an understandable way	156	92.9%	304	94.4%	1.5%
33	Child's doctor listened carefully to you	154	96.1%	304	93.8%	2.3%
34	Child's doctor showed respect for what you had to say	157	95.5%	304	95.1%	0.4%
37	Child's doctor spent enough time with your child	156	87.8%	302	87.7%	0.1%
46	Obtained child's appointment with specialist as soon as needed	81	85.2%	124	83.9%	1.3%
50	Getting information/help from customer service	184	85.3%	NA	NA	NA
51	Treated with courtesy and respect by customer service staff	186	93.0%	NA	NA	NA
Q#	Composites & Key Questions					
	Getting Needed Care		90.2%		87.8%	2.4%
	Getting Care Quickly		92.7%		91.8%	1.0%
	How Well Doctors Communicate		93.1%		92.8%	0.3%
	Customer Service		89.2%		NA	NA
	Shared Decision Making		86.5%		79.3%	7.3%
8	Health Promotion and Education	171	83.6%	338	74.0%	9.6%
40	Coordination of Care	73	78.1%	143	73.4%	4.7%
53	Ease of Filling Out Forms	182	95.1%	387	97.4%	2.3%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)					
14	Rating of Health Care	168	85.7%	338	82.8%	2.9%
41	Rating of Personal Doctor	170	89.4%	346	84.4%	5.0%
48	Rating of Specialist	79	89.9%	113	80.5%	9.4%
54	Rating of Health Plan	185	86.5%	388	80.7%	5.8%
Q#	Rating Items (Summary Rate = 9 + 10)					
14	Rating of Health Care	168	68.5%	338	65.7%	2.8%
41	Rating of Personal Doctor	170	78.2%	346	74.0%	4.2%
48	Rating of Specialist	79	69.6%	113	66.4%	3.2%
54	Rating of Health Plan	185	73.5%	388	63.1%	10.4%

* 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 2015 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

591 Total CCC Population Respondents

Q#	Attributes	Never/Sometimes		Always/Usually		Range*
		Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	17	76.5%	86	95.3%	NA
6	Child obtained appointment for care as soon as needed	25	80.0%	141	95.0%	NA
11	Doctor/health provider talked about reasons you might want your child to take a medicine	14	92.9%	69	94.2%	NA
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	14	92.9%	67	80.6%	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%	69	81.2%	NA
15	Ease of getting care, tests, or treatment child needed	23	73.9%	141	98.6%	NA
32	Child's doctor explained things in an understandable way	23	82.6%	130	94.6%	NA
33	Child's doctor listened carefully to you	23	91.3%	128	96.9%	NA
34	Child's doctor showed respect for what you had to say	23	91.3%	131	96.2%	NA
37	Child's doctor spent enough time with your child	23	73.9%	130	90.0%	NA
46	Obtained child's appointment with specialist as soon as needed	15	66.7%	65	89.2%	NA
50	Getting information/help from customer service	NA	NA	157	100.0%	NA
51	Treated with courtesy and respect by customer service staff	27	66.7%	156	98.1%	NA
Q#	Composites & Key Questions					
	Getting Needed Care		70.3%		93.9%	NA
	Getting Care Quickly		78.3%		95.2%	NA
	How Well Doctors Communicate		84.8%		94.4%	NA
	Customer Service		NA		99.1%	NA
	Shared Decision Making		90.5%		85.3%	NA
8	Health Promotion and Education	25	80.0%	143	83.9%	NA
40	Coordination of Care	13	61.5%	58	81.0%	NA
53	Ease of Filling Out Forms	25	84.0%	153	96.7%	NA
Q#	Rating Items (Summary Rate = 8 + 9 + 10)					
14	Rating of Health Care	24	75.0%	141	87.2%	NA
41	Rating of Personal Doctor	23	82.6%	143	90.2%	NA
48	Rating of Specialist	14	92.9%	64	89.1%	NA
54	Rating of Health Plan	26	57.7%	154	92.9%	NA
Q#	Rating Items (Summary Rate = 9 + 10)					
14	Rating of Health Care	24	37.5%	141	73.8%	NA
41	Rating of Personal Doctor	23	60.9%	143	80.4%	NA
48	Rating of Specialist	14	35.7%	64	76.6%	NA
54	Rating of Health Plan	26	46.2%	154	79.2%	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 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

Louisiana Healthcare Connections

Plan Summary Rates by Data Collection Method

Medicaid Child with CCC CAHPS®

CCC Population

591 Total CCC Population Respondents

Q#	Attributes	Mail		Phone		Range*
		Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	154	90.9%	123	92.7%	1.8%
6	Child obtained appointment for care as soon as needed	260	93.8%	225	91.1%	2.7%
11	Doctor/health provider talked about reasons you might want your child to take a medicine	97	94.8%	107	93.5%	1.3%
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	95	69.5%	107	75.7%	6.2%
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	97	74.2%	108	85.2%	11.0%
15	Ease of getting care, tests, or treatment child needed	274	96.0%	237	89.5%	6.5%
32	Child's doctor explained things in an understandable way	243	95.1%	220	92.7%	2.4%
33	Child's doctor listened carefully to you	244	94.7%	218	94.0%	0.7%
34	Child's doctor showed respect for what you had to say	245	95.5%	220	94.5%	1.0%
37	Child's doctor spent enough time with your child	241	90.9%	220	84.5%	6.4%
46	Obtained child's appointment with specialist as soon as needed	108	90.7%	98	77.6%	13.1%
50	Getting information/help from customer service	89	87.6%	95	83.2%	4.4%
51	Treated with courtesy and respect by customer service staff	89	93.3%	97	92.8%	0.5%
Q#	Composites & Key Questions					
	Getting Needed Care		93.4%		83.6%	9.8%
	Getting Care Quickly		92.4%		91.9%	0.4%
	How Well Doctors Communicate		94.1%		91.4%	2.6%
	Customer Service		90.5%		88.0%	2.5%
	Shared Decision Making		79.5%		84.8%	5.3%
8	Health Promotion and Education	278	79.1%	237	75.1%	4.0%
40	Coordination of Care	116	75.9%	100	74.0%	1.9%
53	Ease of Filling Out Forms	310	97.4%	263	95.8%	1.6%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)					
14	Rating of Health Care	275	80.4%	237	87.3%	6.9%
41	Rating of Personal Doctor	269	84.8%	250	87.6%	2.8%
48	Rating of Specialist	103	84.5%	90	84.4%	0.1%
54	Rating of Health Plan	306	80.1%	272	84.9%	4.8%
Q#	Rating Items (Summary Rate = 9 + 10)					
14	Rating of Health Care	275	63.6%	237	69.2%	5.6%
41	Rating of Personal Doctor	269	73.6%	250	77.2%	3.6%
48	Rating of Specialist	103	68.9%	90	66.7%	2.2%
54	Rating of Health Plan	306	64.1%	272	68.8%	4.7%

* 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 2015 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 2014 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

Attribute Correlations with Key Rating Questions

Medicaid Child with CCC CAHPS®

670 Total General Population Respondents

	Attributes, Key Questions, and Rating Items	Correlation Coefficients*			Plan Summary Rate	2014 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	**0.504**	**0.550**	**0.419**	92.8%	**89.5%**
	Q46. Obtained child's appointment with specialist as soon as needed	0.312	0.365	0.300	78.8%	81.9%
Getting Care Quickly	Q4. Child obtained needed care right away	0.292	0.320	0.099	91.4%	90.7%
	Q6. Child obtained appointment for care as soon as needed	0.220	0.275	0.227	92.8%	**88.4%**
How Well Doctors Communicate	Q32. Child's doctor explained things in an understandable way	0.190	0.280	**0.436**	93.7%	93.5%
	Q33. Child's doctor listened carefully to you	0.252	0.324	**0.593**	95.5%	94.5%
	Q34. Child's doctor showed respect for what you had to say	0.141	0.221	**0.539**	95.5%	95.6%
	Q37. Child's doctor spent enough time with your child	0.235	**0.401**	**0.537**	88.0%	88.3%
Customer Service	Q50. Getting information/help from customer service	0.291	0.041	0.078	85.4%	82.6%
	Q51. Treated with courtesy and respect by customer service staff	0.297	0.035	0.055	92.9%	93.2%
Additional Measures	Q40. Coordination of Care	0.124	0.343	0.371	77.5%	81.0%
	Q53. Ease of Filling Out Forms	0.124	0.009	0.002	95.2%	95.5%
Rating Items *(Summary Rate = 8 + 9 + 10)*	Q14. Rating of Health Care	**0.588**	NA	**0.546**	84.1%	84.7%
	Q41. Rating of Personal Doctor	**0.413**	**0.546**	NA	87.5%	87.6%
	Q48. Rating of Specialist	0.258	**0.545**	0.293	87.4%	85.0%
	Q54. Rating of Health Plan	NA	**0.588**	**0.413**	84.8%	84.5%

* 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 2014 Quality Compass® All Plans benchmark is the mean summary rate from the Medicaid child (Non-CCC and CCC) samples that submitted to NCQA in 2014 (approximately 132 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 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Correlation Analyses

Louisiana Healthcare Connections

Attribute Correlations with Key Rating Questions

Medicaid Child with CCC CAHPS®

591 Total CCC Population Respondents

	Attributes, Key Questions, and Rating Items	Correlation Coefficients*			Plan Summary Rate	2014 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	0.369	**0.470**	0.314	93.0%	90.5%
	Q46. Obtained child's appointment with specialist as soon as needed	0.201	0.343	0.298	84.5%	82.6%
Getting Care Quickly	Q4. Child obtained needed care right away	0.210	0.382	0.181	91.7%	93.6%
	Q6. Child obtained appointment for care as soon as needed	0.138	0.268	0.268	92.6%	91.6%
How Well Doctors Communicate	Q32. Child's doctor explained things in an understandable way	0.172	0.395	**0.532**	94.0%	94.2%
	Q33. Child's doctor listened carefully to you	0.255	**0.435**	**0.624**	94.4%	94.3%
	Q34. Child's doctor showed respect for what you had to say	0.110	0.317	**0.568**	95.1%	95.0%
	Q37. Child's doctor spent enough time with your child	0.153	0.348	**0.509**	87.9%	89.8%
Customer Service	Q50. Getting information/help from customer service	0.359	0.278	0.174	85.3%	83.4%
	Q51. Treated with courtesy and respect by customer service staff	0.350	0.246	0.065	93.0%	93.9%
Additional Measures	Q40. Coordination of Care	0.152	0.316	0.367	75.0%	79.8%
	Q53. Ease of Filling Out Forms	0.169	0.005	0.016	96.7%	95.5%
Rating Items *(Summary Rate = 8 + 9 + 10)*	Q14. Rating of Health Care	**0.486**	NA	**0.568**	83.6%	83.3%
	Q41. Rating of Personal Doctor	0.361	**0.568**	NA	86.1%	86.5%
	Q48. Rating of Specialist	0.327	0.379	0.304	84.5%	85.0%
	Q54. Rating of Health Plan	NA	**0.486**	0.361	82.4%	80.6%

* 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 2015 SPH Analytics Book of Business consists of 14 Medicaid child (CCC) samples that conducted surveys with SPH Analytics in 2015 and submitted data to NCQA. The 2014 Quality Compass® All Plans benchmark is the mean summary rate from the Medicaid child (CCC) samples that submitted to NCQA in 2014 (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 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

7. Priority Matrix

General Population

SPH Analytics 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 2015 Medicaid Child SPH Analytics 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

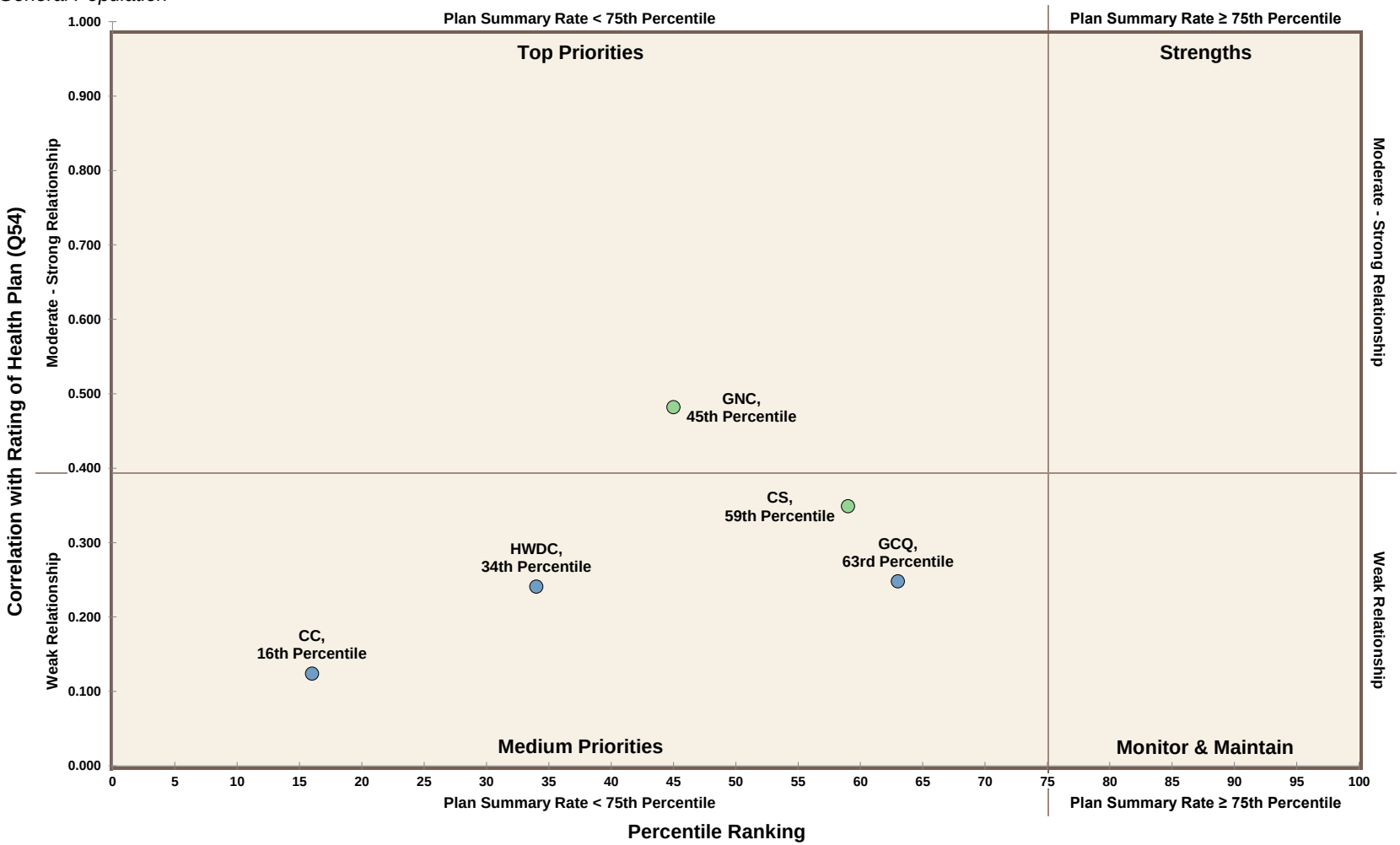
Priority Matrix

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 2015 SPH Analytics Book of Business consists of 62 Medicaid child (Non-CCC and CCC) samples that conducted surveys with SPH Analytics in 2015 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 SPH Analytics in 2015. 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 SPH Analytics Book of Business benchmarks. The SPH Analytics Book of Business consists of Medicaid child samples (Non-CCC and CCC) that conducted surveys with SPH Analytics 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 Rankings

This section compares your plan's current Summary Rate to the 2014 Quality Compass® All Plans benchmark. Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Your percentile rank indicates where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th." The Summary Rates for attributes at or above the 90th percentile are shaded dark green, while Summary Rates 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 Summary Rates at or above the 25th percentile but below the 50th percentile are shaded light orange and Summary Rates below the 25th percentile are shaded dark orange.

Three-Point Score Trend Comparisons and Percentile Thresholds[19]

This section compares your plan's current unadjusted Three-Point Scores to trend Three-Point Scores (if applicable).[20] This section also compares your current Three-Point Scores to the NCQA percentile benchmark thresholds. Rankings indicate where your plan's score falls relative to the benchmark percentiles. Scores that are below the 25th percentile threshold are shown as "<25th." The Three-Point Scores for items 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 Three-Point Scores at or above the 50th percentile but below the 75th are shaded beige. Additionally, items 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: 2015 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. Commendable is the highest status awarded to an organization scored on standards only.

Global Proportions and 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.

[19] Please note that the CAHPS® *How Well Doctors Communicate* measure was retired from 2015 accreditation scoring, however, organizations accredited on the 2013 and 2014 standards will still be scored using the organization's submitted rate for this measure.

[20] NCQA is on year five of phasing out the sampling variation adjustments for all organizations. From this year forward, NCQA will use unadjusted HEDIS® and CAHPS® results to score organizations at the time of their survey and at annual rescoring. In keeping, your plan's 2015 unadjusted and adjusted three-point scores are the same.

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) [21] 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

[21] NCQA is on year five of phasing out the sampling variation adjustments for all organizations. From this year forward, NCQA will use unadjusted HEDIS® and CAHPS® results to score organizations at the time of their survey and at annual rescoring. In keeping, your plan's 2015 unadjusted and adjusted three-point scores are the same.

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					
	2015		2014		2013	
Getting Needed Care		**85.8%**		**85.1%**		**81.2%**
Q15. Ease of getting care, tests, or treatment child needed	473	92.8%	445	90.8%	379	87.3%
Q46. Obtained child's appointment with specialist as soon as needed	104	78.8%	97	79.4%	84	75.0%

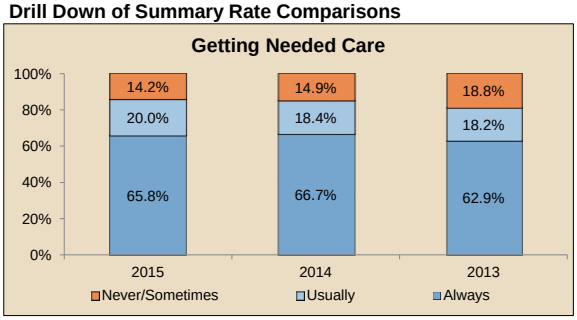
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no 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

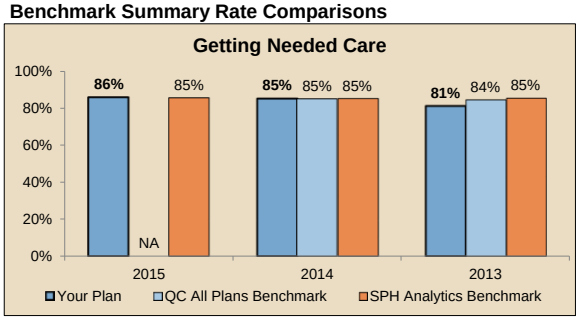
Getting Needed Care	with Q54 - Health Plan	with Q14 - Health Care	with Q41 - Personal Dr.
Q15. Ease of getting care, tests, or treatment child needed	**0.504**	**0.550**	**0.419**
Q46. Obtained child's appointment with specialist as soon as needed	0.312	0.365	0.300

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 Ranking		2014 Quality Compass® All Plans Mean and Percentiles				
			Mean	25th	50th	75th	90th
Getting Needed Care	**85.8%**	**50th**	**85.0%**	**82.6%**	**85.4%**	**87.9%**	**90.7%**
Q15. Ease of getting care, tests, or treatment child needed	92.8%	83rd	89.5%	87.9%	90.1%	92.4%	93.6%
Q46. Obtained child's appointment with specialist as soon as needed	78.8%	27th	81.9%	78.5%	82.5%	84.5%	88.9%

Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by The Myers Group using information derived from the NCQA 1-100 Benchmark. Rankings indicate where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th."

- 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.

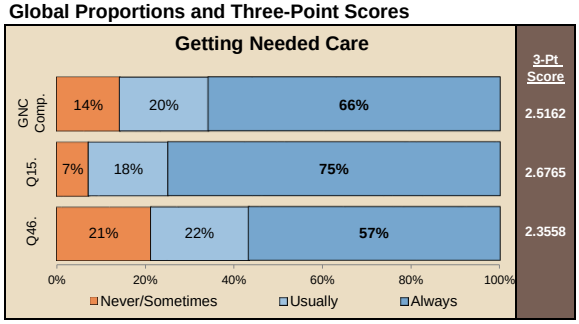
Three-Point Score Trend Comparisons and Percentile Thresholds

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	**2015**	2.5162	**2.5162**	50th	2.42	2.47	2.53	2.58
	2014	2.5174	**2.5274**	90th	2.29	2.36	2.45	2.50
	2013	2.4411	**2.4611**	75th	2.29	2.36	2.44	2.50

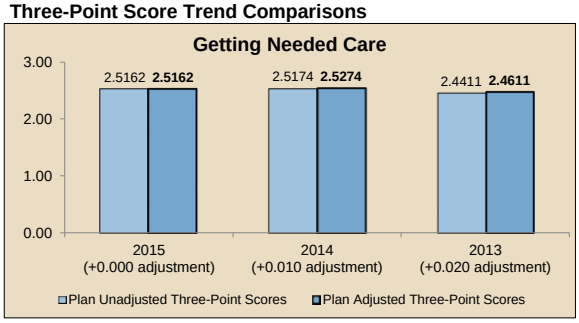
NCQA is on year five of phasing out the sampling variation adjustments for all organizations. From this year forward, NCQA will use unadjusted HEDIS and CAHPS results to score organizations at the time of their survey and at annual rescoring. In keeping, your plan's 2015 unadjusted and adjusted three-point scores are the same.
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point 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 Three-Point Scores



Three-Point Score Trend Comparisons



NCQA is on year five of phasing out the sampling variation adjustments for all organizations. From this year forward, NCQA will use unadjusted HEDIS and CAHPS results to score organizations at the time of their survey and at annual rescoring. In keeping, your plan's 2015 unadjusted and adjusted three-point scores are the same.
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					
	2015		2014		2013	
Getting Care Quickly		**92.1%**		**89.5%**		**90.3%**
Q4. Child obtained needed care right away	220	91.4%	214	87.4%	187	90.4%
Q6. Child obtained appointment for care as soon as needed	461	92.8%	422	91.7%	357	90.2%

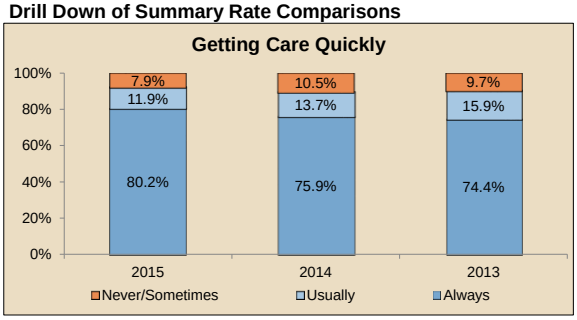
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no 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

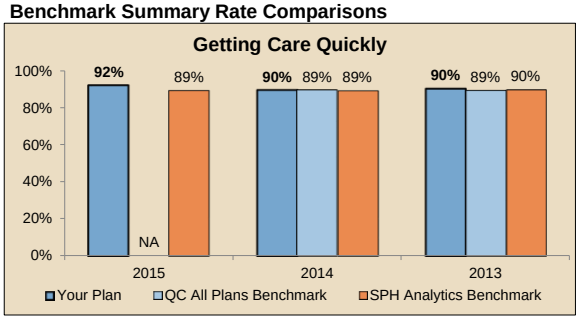
Getting Care Quickly	with Q54 - Health Plan	with Q14 - Health Care	with Q41 - Personal Dr.
Q4. Child obtained needed care right away	0.292	0.320	0.099
Q6. Child obtained appointment for care as soon as needed	0.220	0.275	0.227

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 Ranking		2014 Quality Compass® All Plans Mean and Percentiles				
			Mean	25th	50th	75th	90th
Getting Care Quickly	**92.1%**	**71st**	**89.5%**	**87.7%**	**90.6%**	**92.5%**	**93.8%**
Q4. Child obtained needed care right away	91.4%	47th	90.7%	88.6%	91.6%	94.0%	95.6%
Q6. Child obtained appointment for care as soon as needed	92.8%	88th	88.4%	86.3%	89.2%	91.7%	93.0%

Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by The Myers Group using information derived from the NCQA 1-100 Benchmark. Rankings indicate where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th."

- 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.

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	**2015**	2.7227	**2.7227**	90th	2.54	2.61	2.66	2.69
	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

NCQA is on year five of phasing out the sampling variation adjustments for all organizations. From this year forward, NCQA will use unadjusted HEDIS and CAHPS results to score organizations at the time of their survey and at annual rescoring. In keeping, your plan's 2015 unadjusted and adjusted three-point scores are the same.
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

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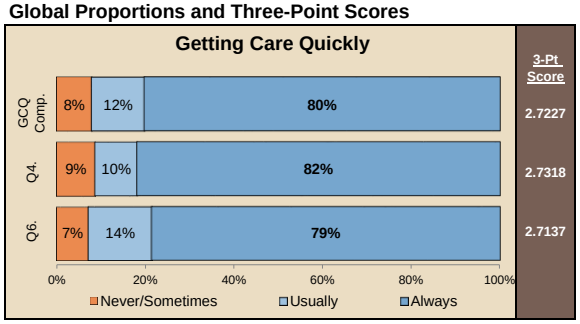
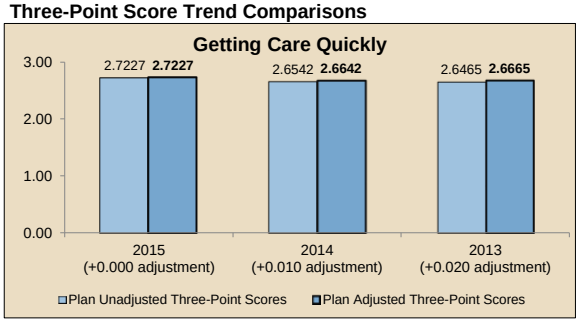
- Three-Point Score at or above the 75th, but below the 90th percentile threshold.
- Three-Point Score at or above the 50th, but below the 75th percentile threshold.
- Three-Point Score at or above the 25th, but below the 50th percentile threshold.
- Three-Point Score below the 25th percentile threshold.

Global Proportions and Three-Point Scores



Three-Point Score Trend Comparisons



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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					
	2015		2014		2013	
How Well Doctors Communicate		**93.2%**		**93.0%**		**92.9%**
Q32. Child's doctor explained things in an understandable way	429	93.7%	394	92.4%	327	93.3%
Q33. Child's doctor listened carefully to you	423	95.5%	394	95.4%	329	94.5%
Q34. Child's doctor showed respect for what you had to say	425	95.5%	388	95.9%	326	94.8%
Q37. Child's doctor spent enough time with your child	417	88.0%	387	88.4%	324	88.9%

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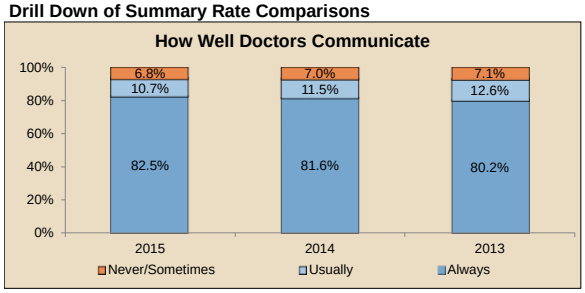
Correlation with Rating Questions

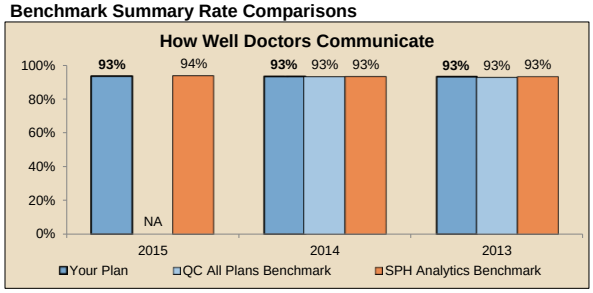
How Well Doctors Communicate	with Q54 - Health Plan	with Q14 - Health Care	with Q41 - Personal Dr.
Q32. Child's doctor explained things in an understandable way	0.190	0.280	**0.436**
Q33. Child's doctor listened carefully to you	0.252	0.324	**0.593**
Q34. Child's doctor showed respect for what you had to say	0.141	0.221	**0.539**
Q37. Child's doctor spent enough time with your child	0.235	**0.401**	**0.537**

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 Ranking		2014 Quality Compass® All Plans Mean and Percentiles				
			Mean	25th	50th	75th	90th
How Well Doctors Communicate	**93.2%**	**48th**	**93.0%**	**92.0%**	**93.3%**	**94.7%**	**95.6%**
Q32. Child's doctor explained things in an understandable way	93.7%	45th	93.5%	91.7%	93.9%	95.6%	96.4%
Q33. Child's doctor listened carefully to you	95.5%	69th	94.5%	93.6%	94.9%	95.9%	96.5%
Q34. Child's doctor showed respect for what you had to say	95.5%	45th	95.6%	94.7%	95.9%	96.6%	97.6%
Q37. Child's doctor spent enough time with your child	88.0%	41st	88.3%	86.5%	88.7%	91.2%	92.4%

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- 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.

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	**2015**	2.7571	**2.7571**	90th	2.63	2.68	2.72	2.75
	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

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Please note that the CAHPS How Well Doctors Communicate measure was retired from 2015 accreditation scoring, however, organizations accredited on the 2013 and 2014 standards will still be scored using the organization's submitted rate for this measure.

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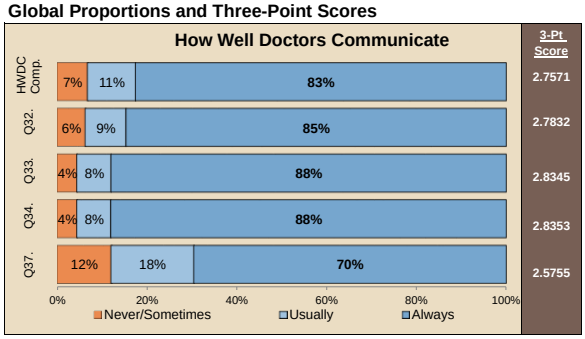
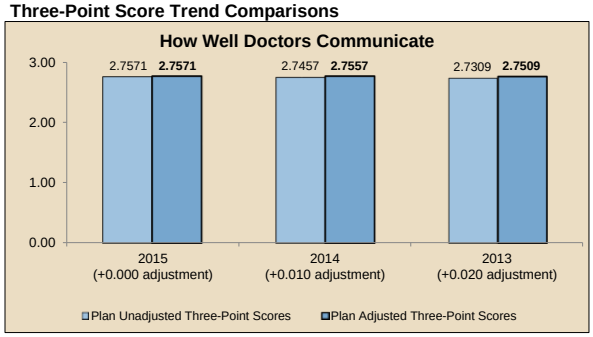
- Three-Point Score at or above the 90th percentile threshold.
- Three-Point Score at or above the 75th, but below the 90th percentile threshold.
- Three-Point Score at or above the 50th, but below the 75th percentile threshold.
- Three-Point Score at or above the 25th, but below the 50th percentile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

Global Proportions and Three-Point Scores



Three-Point Score Trend Comparisons



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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					
		2015		2014		2013	
Customer Service			**89.1%**		**84.7%**		**84.9%**
Q50.	Getting information/help from customer service	157	85.4%	131	77.9%	117	82.9%
Q51.	Treated with courtesy and respect by customer service staff	156	92.9%	131	91.6%	114	86.8%

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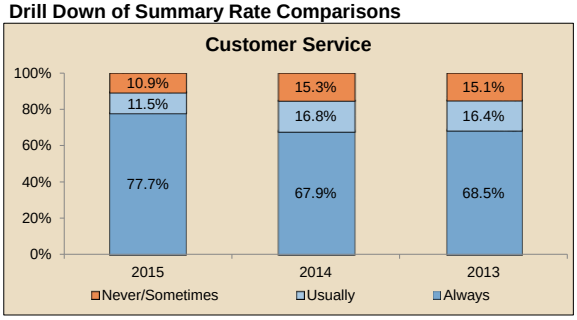
Correlation with Rating Questions

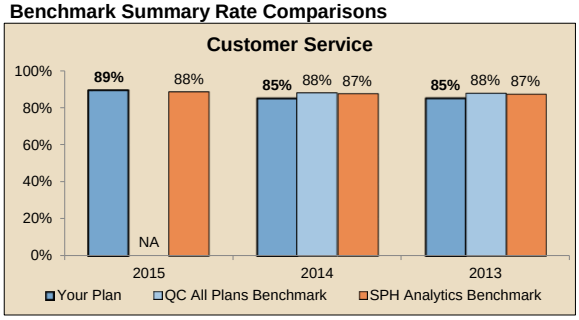
Customer Service		with Q54 - Health Plan	with Q14 - Health Care	with Q41 - Personal Dr.
Q50.	Getting information/help from customer service	0.291	0.041	0.078
Q51.	Treated with courtesy and respect by customer service staff	0.297	0.035	0.055

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 Ranking		2014 Quality Compass® All Plans Mean and Percentiles				
				Mean	25th	50th	75th	90th
Customer Service		**89.1%**	**63rd**	**87.9%**	**86.0%**	**88.1%**	**89.9%**	**91.0%**
Q50.	Getting information/help from customer service	85.4%	74th	82.6%	79.9%	82.8%	85.4%	86.9%
Q51.	Treated with courtesy and respect by customer service staff	92.9%	39th	93.2%	91.7%	93.4%	94.9%	95.8%

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- 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.

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	**2015**	2.6681	**2.6681**	90th	2.50	2.53	2.58	2.63
	2014	2.5267	**2.5407**	75th	2.40	2.46	2.51	2.58
	2013	2.5335	**2.5615**	90th	2.31	2.40	2.47	2.53

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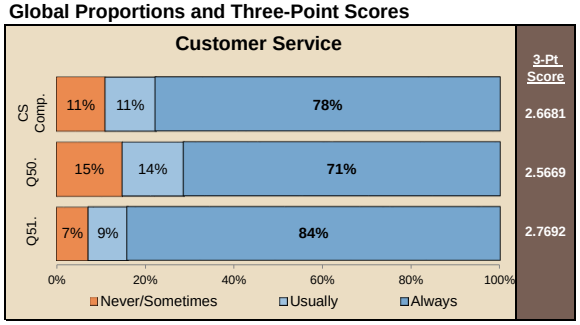
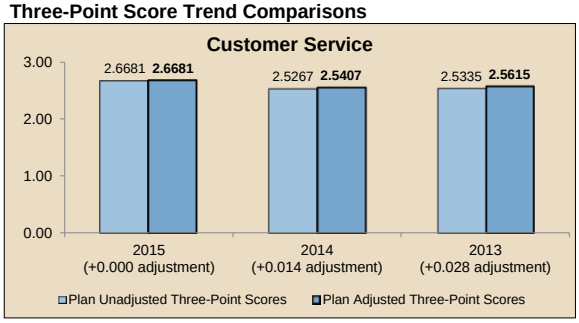
- Three-Point Score at or above the 50th, but below the 75th percentile threshold.
- Three-Point Score at or above the 25th, but below the 50th percentile threshold.
- Three-Point Score below the 25th percentile threshold.

Global Proportions and Three-Point Scores



Three-Point Score Trend Comparisons



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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					
	2015		2014		2013	
Q14. Rating of Health Care (8-10)	473	84.1%	443	80.8%	380	79.7%
Q14. Rating of Health Care (9-10)	473	69.8%	443	64.8%	380	62.6%

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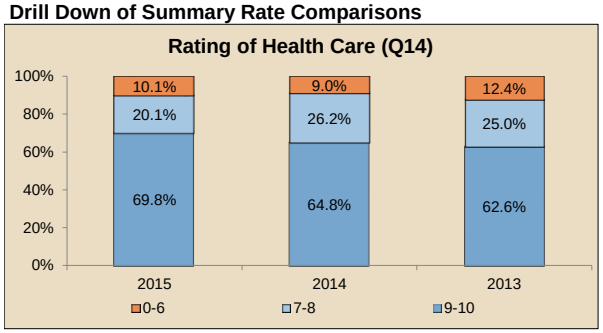
Correlation with Rating Questions

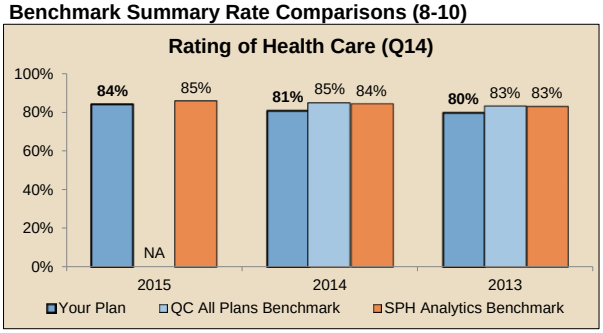
Rating of Health Care	with Q54 - Health Plan	with Q14 - Health Care	with Q41 - Personal Dr.
Q14. Rating of Health Care (8-10)	**0.588**	NA	**0.546**

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 Ranking		2014 Quality Compass® All Plans Mean and Percentiles				
			Mean	25th	50th	75th	90th
Q14. Rating of Health Care (8-10)	**84.1%**	40th	84.7%	82.6%	84.7%	86.7%	88.9%
Q14. Rating of Health Care (9-10)	**69.8%**	78th	66.5%	64.1%	66.5%	69.3%	71.5%

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- 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.

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)	**2015**	2.5962	**2.5962**	90th	2.49	2.52	2.57	2.59
	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

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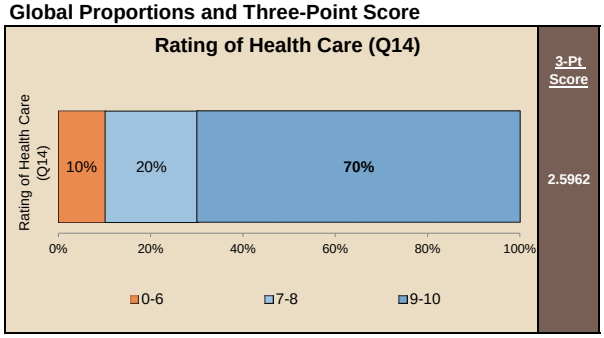
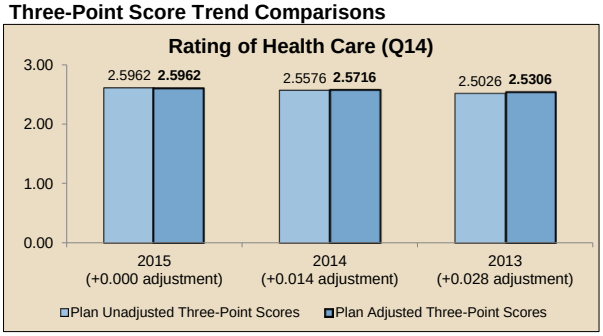
- Three-Point Score at or above the 25th, but below the 50th percentile threshold.
- Three-Point Score below the 25th percentile threshold.

Global Proportions and Three-Point Score



Three-Point Score Trend Comparisons



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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					
	2015		2014		2013	
Q41. Rating of Personal Doctor (8-10)	506	87.5%	481	86.9%	392	81.6%
Q41. Rating of Personal Doctor (9-10)	506	76.7%	481	73.0%	392	70.4%

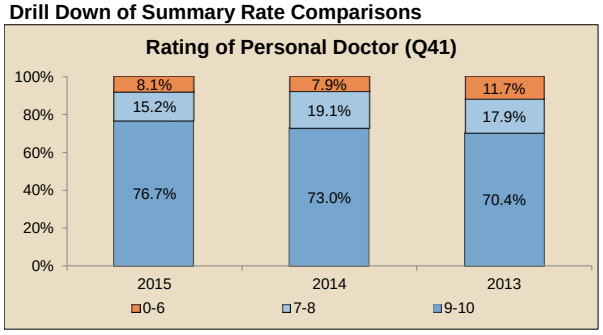
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no 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

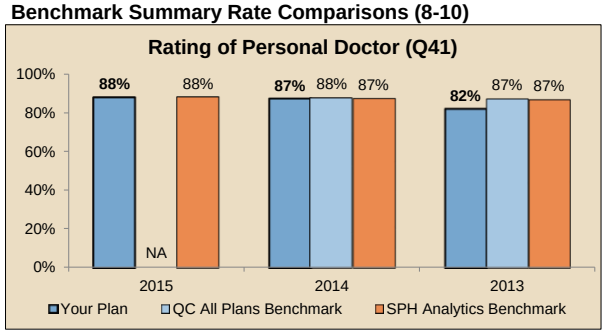
Rating of Personal Doctor	with Q54 - Health Plan	with Q14 - Health Care	with Q41 - Personal Dr.
Q41. Rating of Personal Doctor (8-10)	**0.413**	**0.546**	NA

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 Ranking		2014 Quality Compass® All Plans Mean and Percentiles				
			Mean	25th	50th	75th	90th
Q41. Rating of Personal Doctor (8-10)	**87.5%**	44th	87.6%	85.9%	87.8%	89.4%	90.9%
Q41. Rating of Personal Doctor (9-10)	**76.7%**	81st	73.6%	71.8%	73.7%	75.9%	78.0%

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- 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.

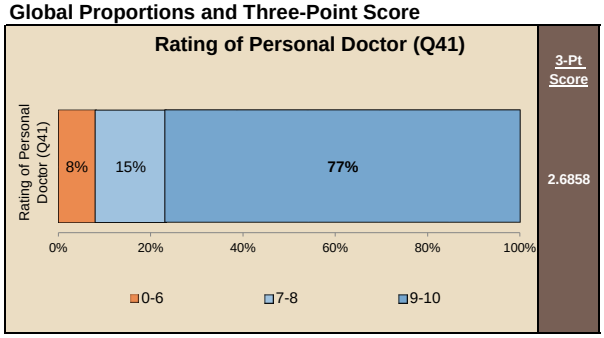
Three-Point Score Trend Comparisons and Percentile Thresholds

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)	2015	2.6858	**2.6858**	75th	2.58	2.62	2.65	2.69
	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

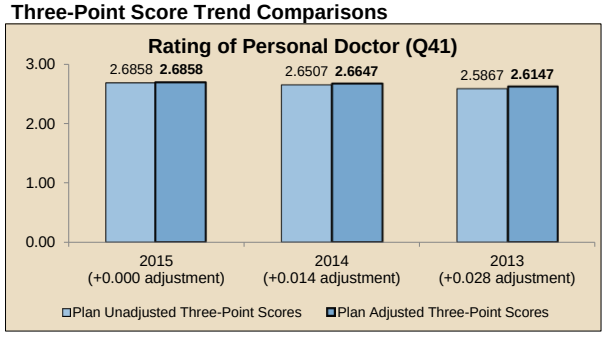
NCQA is on year five of phasing out the sampling variation adjustments for all organizations. From this year forward, NCQA will use unadjusted HEDIS and CAHPS results to score organizations at the time of their survey and at annual rescoring. In keeping, your plan's 2015 unadjusted and adjusted three-point scores are the same.
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point 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 Three-Point Score



Three-Point Score Trend Comparisons



NCQA is on year five of phasing out the sampling variation adjustments for all organizations. From this year forward, NCQA will use unadjusted HEDIS and CAHPS results to score organizations at the time of their survey and at annual rescoring. In keeping, your plan's 2015 unadjusted and adjusted three-point scores are the same.
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 Specialist (Q48)

General Population

Summary Rate Trend Comparisons

Rating Item	Your Plan's Summary Rates and Significance Testing					
	2015		2014		2013	
Q48. Rating of Specialist (8-10)	95	87.4%	87	86.2%	74	79.7%
Q48. Rating of Specialist (9-10)	95	70.5%	87	75.9%	74	67.6%

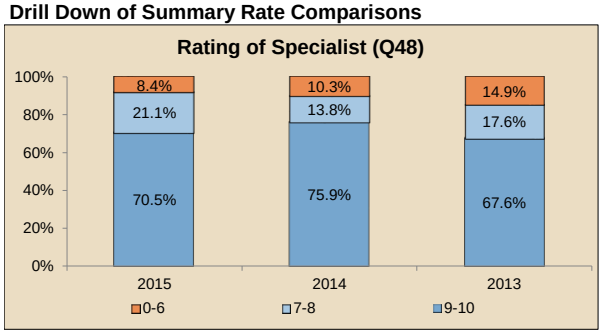
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no 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

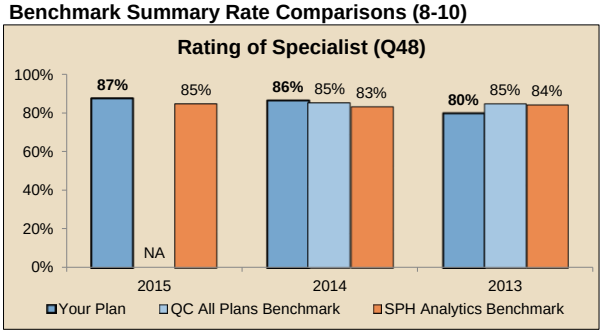
Rating of Specialist	with Q54 - Health Plan	with Q14 - Health Care	with Q41 - Personal Dr.
Q48. Rating of Specialist (8-10)	0.258	**0.545**	0.293

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 Ranking		2014 Quality Compass® All Plans Mean and Percentiles				
			Mean	25th	50th	75th	90th
Q48. Rating of Specialist (8-10)	**87.4%**	75th	85.0%	83.1%	85.0%	87.4%	89.5%
Q48. Rating of Specialist (9-10)	**70.5%**	54th	70.5%	67.7%	70.0%	72.8%	77.1%

Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by The Myers Group using information derived from the NCQA 1-100 Benchmark. Rankings indicate where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th."

- 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.

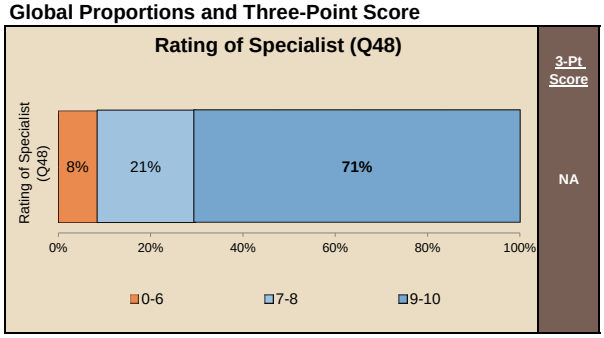
Three-Point Score Trend Comparisons and Percentile Thresholds

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)	2015	NA	**NA**	NA	2.53	2.59	2.62	2.66
	2014	NA	**NA**	NA	2.53	2.59	2.62	2.66
	2013	NA	**NA**	NA	2.53	2.59	2.62	2.66

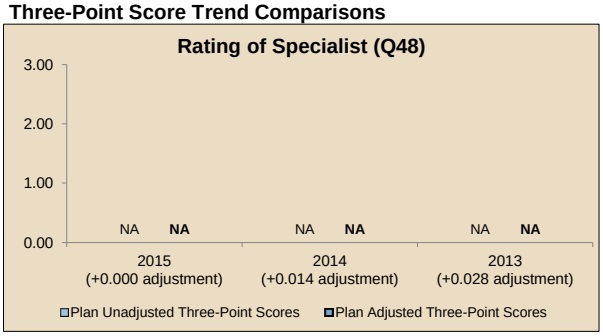
NCQA is on year five of phasing out the sampling variation adjustments for all organizations. From this year forward, NCQA will use unadjusted HEDIS and CAHPS results to score organizations at the time of their survey and at annual rescoring. In keeping, your plan's 2015 unadjusted and adjusted three-point scores are the same.
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point 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 Three-Point Score



Three-Point Score Trend Comparisons



NCQA is on year five of phasing out the sampling variation adjustments for all organizations. From this year forward, NCQA will use unadjusted HEDIS and CAHPS results to score organizations at the time of their survey and at annual rescoring. In keeping, your plan's 2015 unadjusted and adjusted three-point scores are the same.
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 Plan (Q54)

General Population

Summary Rate Trend Comparisons

Rating Item	Your Plan's Summary Rates and Significance Testing					
	2015		2014		2013	
Q54. Rating of Health Plan (8-10)	566	84.8%	555	78.6%	473	75.5%
Q54. Rating of Health Plan (9-10)	566	73.5%	555	64.0%	473	59.2%

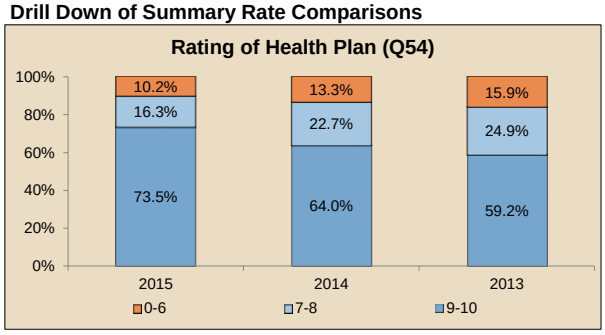
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no 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

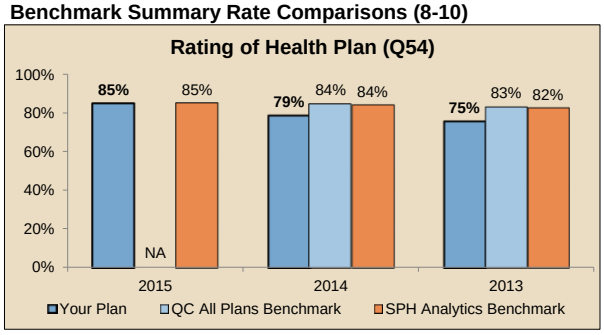
Rating of Health Plan	with Q54 - Health Plan	with Q14 - Health Care	with Q41 - Personal Dr.
Q54. Rating of Health Plan (8-10)	NA	**0.588**	**0.413**

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 Ranking		2014 Quality Compass® All Plans Mean and Percentiles				
			Mean	25th	50th	75th	90th
Q54. Rating of Health Plan (8-10)	**84.8%**	49th	84.5%	81.9%	84.8%	87.5%	88.7%
Q54. Rating of Health Plan (9-10)	**73.5%**	77th	69.0%	65.2%	69.1%	73.1%	76.4%

Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by The Myers Group using information derived from the NCQA 1-100 Benchmark. Rankings indicate where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th."

- 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.

Three-Point Score Trend Comparisons and Percentile Thresholds

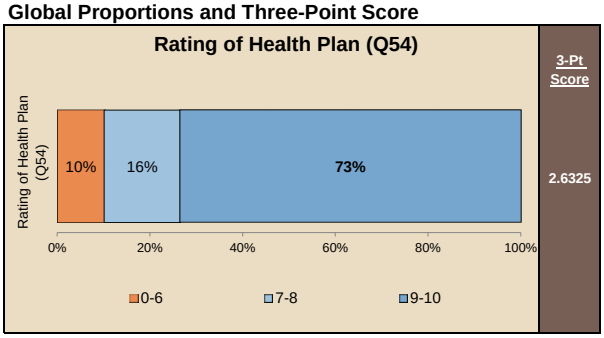
Rating Item	Year	Plan Unadjusted Three-Point Score	Plan Adjusted Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Child CAHPS® Percentiles			
					25th	50th	75th	90th
Rating of Health Plan (Q54)	**2015**	2.6325	**2.6325**	75th	2.51	2.57	2.62	2.67
	2014	2.5063	**2.5203**	25th	2.51	2.57	2.62	2.67
	2013	2.4334	**2.4614**	<25th	2.51	2.57	2.62	2.67

NCQA is on year five of phasing out the sampling variation adjustments for all organizations. From this year forward, NCQA will use unadjusted HEDIS and CAHPS results to score organizations at the time of their survey and at annual rescoring. In keeping, your plan's 2015 unadjusted and adjusted three-point scores are the same.

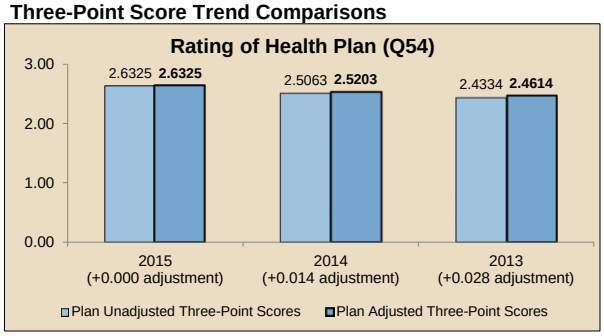
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

- 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 Three-Point Score



Three-Point Score Trend Comparisons



NCQA is on year five of phasing out the sampling variation adjustments for all organizations. From this year forward, NCQA will use unadjusted HEDIS and CAHPS results to score organizations at the time of their survey and at annual rescoring. In keeping, your plan's 2015 unadjusted and adjusted three-point scores are the same.

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.

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

SPH Analytics 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®	SPH Analytics
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®	SPH Analytics
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®	SPH Analytics
White	White
Black/African-American	Black/African-American
Asian	Asian
Native Hawaiian/Pacific Islander	Other
American Indian/Alaska Native	
Other	
Hispanic/Latino	Hispanic/Latino

NCQA 1 – 100 Benchmark is a percentile benchmark (with values ranging from the first through the one hundredth percentile) calculated by NCQA and derived from Medicaid child data collected by NCQA in 2014. SPH Analytics utilizes this benchmark to calculate your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark. In keeping, the percentile ranks displayed on page 3B and in Section 8 – *Composite Analysis* indicate where your plan's Summary Rates fall relative to the NCQA 1-100 Benchmark.

Opportunity Analysis (see Regression Analysis)

Quality Compass® 2014 (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.

Quality Compass® 2014 (Medicaid child – All Plans, General Population) data benchmark is a collection of CAHPS® 5.0H mean summary ratings (132 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.

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? 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	

Composites/ Response choices	Summary Rate	Three-Point	Questions/Attributes
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? 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	
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? Q33 – In the last 6 months, how often did your child's personal doctor listen carefully to you? Q34 – In the last 6 months, how often did your child's personal doctor show respect for what you had to say? 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? 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			
No		1	Q11 – Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine? Q12 – Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine? Q13 – When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?
Yes	Summary Rate	3	

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 2015 SPH Analytics Medicaid Child Book of Business benchmark. The SPH Analytics Book of Business consists of the 2015 Medicaid Child data from each of the 62 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, SPH Analytics has developed the following *Opportunity Analysis*: if the composite Summary Rate is equal to or greater than the 75th percentile of the 2015 SPH Analytics 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 2015 SPH Analytics 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 2015 SPH Analytics 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.

SPH Analytics of Business (CCC Population)
The SPH Analytics Book of Business (calculated on a plan-level) consists of all Medicaid Child samples (Non-CCC and CCC) that were conducted by SPH Analytics and submitted data to NCQA. In 2015, there were 14 samples included in the Book of Business. This benchmark is shown throughout the report.

SPH Analytics of Business (General Population)
The SPH Analytics Book of Business (calculated on a plan-level) consists of all Medicaid Child samples (Non-CCC and CCC) that were conducted by SPH Analytics and submitted data to NCQA. In 2015, there were 62 samples included in the Book of Business. This benchmark is shown throughout the report and is used in the Opportunity Analysis.

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., SPH Analytics 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;" "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 "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 (questionnaire mailings contain an Internet option).

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

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
No	1
Yes	3

Response Choice 3	Score Value
0 – 6	1
7 & 8	2
9 & 10	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 SPH Analytics 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., SPH Analytics Book of Business)—with various conditions/assumptions—SPH Analytics 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

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 30096-9876
Toll-Free: 1-800-692-0041

For Processing Purposes Only: 2015 06_MCSCCC 8pg English

6103792	

LOUISIANA HEALTHCARE CONNECTIONS
Healthy is a way of life.℠

- 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

Personally identifiable information will not be made public and will only be released in accordance with Federal laws and regulations. You may choose to answer this survey or not. If you choose not to, this will not affect the benefits your child gets. You may notice a number on the cover of this survey. This number is ONLY used to let us know if you returned your survey so we don't have to send you reminders.

If you want to know more about this study, please call 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 your 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. Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?
    ☐1 Yes
    ☐2 No

12. Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?
    ☐1 Yes
    ☐2 No

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

Please continue on the next page.

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

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

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Please continue on the back.

90. In the last 6 months, did you phone your child's personal doctor's office after regular office hours to get help or advice for your child?

☐1 Yes
☐2 No . . . . . **Thank you. Please return the completed survey in the postage-paid envelope.**

91. In the last 6 months, when you phoned after regular office hours, how often did you get the help or advice you needed for your child?

☐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
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

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**

Please continue on the next page.

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

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

Please continue on the 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 670 (General Population) or 591 (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]	22	403
	100.0%	100.0%	100.0%
No Answer	4[3]	-	4
Yes	198	6	189
	46.2%	27.3%	46.9%
			B[4]
No	231	16	214
	53.8%	72.7%	53.1%
		C[5]	

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.

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Page 24 Q23. (ATSS) In the last 6 months, how often was it easy to get this therapy for your child? (GENERAL POPULATION)

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Page 28 Q27. Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child? (GENERAL POPULATION)

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Page 34 Q32. (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? (GENERAL POPULATION)

Page 35 Q33. (HWDC) In the last 6 months, how often did your child's personal doctor listen carefully to you? (GENERAL POPULATION)

Page 36 Q34. (HWDC) In the last 6 months, how often did your child's personal doctor show respect for what you had to say? (GENERAL POPULATION)

Page 37 Q35. Is your child able to talk with doctors about his or her health care? (GENERAL POPULATION)

Page 38 Q36. 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? (GENERAL POPULATION)

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Page 43 Q41. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor? (GENERAL POPULATION)

Page 45 Q42. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months? (GENERAL POPULATION)

Page 46 Q43. (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 POPULATION)

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Q1. Our records show that your child is now in Louisiana Healthcare Connections. Is that right?

(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 Eligible	670	104	178	150	123	325	230	411	113	46	86	480	63	443	163	410	23	134
Total Valid Responses	656	100	177	147	119	316	227	404	108	45	83	473	63	434	157	404	22	129
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	14	4	1	3	4	9	3	7	5	1	3	7	-	9	6	6	1	5
Yes	656	100	177	147	119	316	227	404	108	45	83	473	63	434	157	404	22	129
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Yes	656	100	177	147	119	316	227	404	108	45	83	473	63	434	157	404	22	129
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?

(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 Eligible	670	104	178	150	123	325	230	411	113	46	86	480	63	443	163	410	23	134
Total Valid Responses	645	101	178	148	122	322	227	406	111	46	86	474	63	438	163	405	23	134
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	25	3	-	2	1	3	3	5	2	-	-	6	-	5	-	5	-	-
Yes	228	37	66	56	43	107	95	142	44	17	26	177	26	161	61	145	7	51
	35.3%	36.6%	37.1%	37.8%	35.2%	33.2%	41.9%	35.0%	39.6%	37.0%	30.2%	37.3%	41.3%	36.8%	37.4%	35.8%	30.4%	38.1%
							F											
No	417	64	112	92	79	215	132	264	67	29	60	297	37	277	102	260	16	83
	64.7%	63.4%	62.9%	62.2%	64.8%	66.8%	58.1%	65.0%	60.4%	63.0%	69.8%	62.7%	58.7%	63.2%	62.6%	64.2%	69.6%	61.9%
						G												
HEDIS/CAHPS SUMMARY RATE	228	37	66	56	43	107	95	142	44	17	26	177	26	161	61	145	7	51
- Yes	35.3%	36.6%	37.1%	37.8%	35.2%	33.2%	41.9%	35.0%	39.6%	37.0%	30.2%	37.3%	41.3%	36.8%	37.4%	35.8%	30.4%	38.1%
							F											

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

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?

(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 Eligible	228	37	66	56	43	107	95	142	44	17	26	177	26	161	61	145	7	51
Total Valid Responses	220	37	65	55	42	105	94	140	43	17	26	174	25	160	61	143	7	51
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	8	-	1	1	1	2	1	2	1	-	-	3	1	1	-	2	-	-
Always	180	33	54	42	32	87	75	116	33	14	14	148	19	137	52	113	6	43
	81.8%	89.2%	83.1%	76.4%	76.2%	82.9%	79.8%	82.9%	76.7%	82.4%	53.8%	85.1%	76.0%	85.6%	85.2%	79.0%	85.7%	84.3%
		d										K						
Usually	21	1	7	6	6	7	12	15	3	-	5	15	1	15	2	18	-	2
	9.5%	2.7%	10.8%	10.9%	14.3%	6.7%	12.8%	10.7%	7.0%		19.2%	8.6%	4.0%	9.4%	3.3%	12.6%		3.9%
			b	b	b											O		
Sometimes	16	3	4	5	4	11	5	8	6	2	6	9	5	7	7	9	1	6
	7.3%	8.1%	6.2%	9.1%	9.5%	10.5%	5.3%	5.7%	14.0%	11.8%	23.1%	5.2%	20.0%	4.4%	11.5%	6.3%	14.3%	11.8%
											L		n					
Never	3	-	-	2	-	-	2	1	1	1	1	2	-	1	-	3	-	-
	1.4%			3.6%			2.1%	0.7%	2.3%	5.9%	3.8%	1.1%		0.6%		2.1%		
HEDIS/CAHPS SUMMARY RATE	201	34	61	48	38	94	87	131	36	14	19	163	20	152	54	131	6	45
- Always/Usually	91.4%	91.9%	93.8%	87.3%	90.5%	89.5%	92.6%	93.6%	83.7%	82.4%	73.1%	93.7%	80.0%	95.0%	88.5%	91.6%	85.7%	88.2%
												K		m				
HEDIS/CAHPS SUMMARY RATE	180	33	54	42	32	87	75	116	33	14	14	148	19	137	52	113	6	43
- Always	81.8%	89.2%	83.1%	76.4%	76.2%	82.9%	79.8%	82.9%	76.7%	82.4%	53.8%	85.1%	76.0%	85.6%	85.2%	79.0%	85.7%	84.3%
		d										K						
Mean	3.72	3.81	3.77	3.60	3.67	3.72	3.70	3.76	3.58	3.59	3.23	3.78	3.56	3.80	3.74	3.69	3.71	3.73

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctor's office or clinic?

(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 Eligible	670	104	178	150	123	325	230	411	113	46	86	480	63	443	163	410	23	134
Total Valid Responses	627	104	176	145	116	315	225	401	109	44	85	465	62	432	158	400	23	129
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	43	-	2	5	7	10	5	10	4	2	1	15	1	11	5	10	-	5
Yes	473	80	133	110	82	236	170	291	87	36	54	358	40	346	129	289	15	109
	75.4%	76.9%	75.6%	75.9%	70.7%	74.9%	75.6%	72.6%	79.8%	81.8%	63.5%	77.0%	64.5%	80.1%	81.6%	72.3%	65.2%	84.5%
												K		M	P			q
No	154	24	43	35	34	79	55	110	22	8	31	107	22	86	29	111	8	20
	24.6%	23.1%	24.4%	24.1%	29.3%	25.1%	24.4%	27.4%	20.2%	18.2%	36.5%	23.0%	35.5%	19.9%	18.4%	27.8%	34.8%	15.5%
											L		N			O	r	
HEDIS/CAHPS SUMMARY RATE	473	80	133	110	82	236	170	291	87	36	54	358	40	346	129	289	15	109
- Yes	75.4%	76.9%	75.6%	75.9%	70.7%	74.9%	75.6%	72.6%	79.8%	81.8%	63.5%	77.0%	64.5%	80.1%	81.6%	72.3%	65.2%	84.5%
												K		M	P			q

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q6. (GCQ) 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?

(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 Eligible	473	80	133	110	82	236	170	291	87	36	54	358	40	346	129	289	15	109
Total Valid Responses	461	76	133	107	81	229	169	285	85	36	53	351	40	339	127	283	15	108
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	12	4	-	3	1	7	1	6	2	-	1	7	-	7	2	6	-	1
Always	362	60	106	80	64	173	138	230	62	26	31	285	24	282	107	216	15	88
	78.5%	78.9%	79.7%	74.8%	79.0%	75.5%	81.7%	80.7%	72.9%	72.2%	58.5%	81.2%	60.0%	83.2%	84.3%	76.3%	100.0%	81.5%
												K		M	p		R	
Usually	66	9	17	19	11	33	25	36	16	5	14	44	11	38	13	44	-	13
	14.3%	11.8%	12.8%	17.8%	13.6%	14.4%	14.8%	12.6%	18.8%	13.9%	26.4%	12.5%	27.5%	11.2%	10.2%	15.5%		12.0%
											L		N					
Sometimes	27	4	8	8	5	19	4	14	6	5	6	18	3	17	7	17	-	7
	5.9%	5.3%	6.0%	7.5%	6.2%	8.3%	2.4%	4.9%	7.1%	13.9%	11.3%	5.1%	7.5%	5.0%	5.5%	6.0%		6.5%
						G												
Never	6	3	2	-	1	4	2	5	1	-	2	4	2	2	-	6	-	-
	1.3%	3.9%	1.5%		1.2%	1.7%	1.2%	1.8%	1.2%		3.8%	1.1%	5.0%	0.6%		2.1%		
HEDIS/CAHPS SUMMARY RATE	428	69	123	99	75	206	163	266	78	31	45	329	35	320	120	260	15	101
- Always/Usually	92.8%	90.8%	92.5%	92.5%	92.6%	90.0%	96.4%	93.3%	91.8%	86.1%	84.9%	93.7%	87.5%	94.4%	94.5%	91.9%	100.0%	93.5%
							F					k					R	
HEDIS/CAHPS SUMMARY RATE	362	60	106	80	64	173	138	230	62	26	31	285	24	282	107	216	15	88
- Always	78.5%	78.9%	79.7%	74.8%	79.0%	75.5%	81.7%	80.7%	72.9%	72.2%	58.5%	81.2%	60.0%	83.2%	84.3%	76.3%	100.0%	81.5%
												K		M	p		R	
Mean	3.70	3.66	3.71	3.67	3.70	3.64	3.77	3.72	3.64	3.58	3.40	3.74	3.43	3.77	3.79	3.66	4.00	3.75

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?

(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 Eligible	670	104	178	150	123	325	230	411	113	46	86	480	63	443	163	410	23	134
Total Valid Responses	616	101	177	146	117	314	227	404	106	44	83	467	61	430	156	400	21	129
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	54	3	1	4	6	11	3	7	7	2	3	13	2	13	7	10	2	5
None	128	23	27	36	32	81	35	102	13	7	23	95	11	77	28	94	4	22
	20.8%	22.8%	15.3%	24.7%	27.4%	25.8%	15.4%	25.2%	12.3%	15.9%	27.7%	20.3%	18.0%	17.9%	17.9%	23.5%	19.0%	17.1%
				C	C	G		I										
1 time	150	25	39	38	26	68	62	98	24	8	18	113	16	107	32	101	6	24
	24.4%	24.8%	22.0%	26.0%	22.2%	21.7%	27.3%	24.3%	22.6%	18.2%	21.7%	24.2%	26.2%	24.9%	20.5%	25.3%	28.6%	18.6%
2	146	24	44	28	27	64	61	97	25	5	18	111	11	103	45	81	6	38
	23.7%	23.8%	24.9%	19.2%	23.1%	20.4%	26.9%	24.0%	23.6%	11.4%	21.7%	23.8%	18.0%	24.0%	28.8%	20.3%	28.6%	29.5%
							f	J	j						P			
3	86	12	32	16	17	46	31	53	17	9	14	63	11	61	25	52	3	21
	14.0%	11.9%	18.1%	11.0%	14.5%	14.6%	13.7%	13.1%	16.0%	20.5%	16.9%	13.5%	18.0%	14.2%	16.0%	13.0%	14.3%	16.3%
			d															
4	33	7	10	9	6	21	11	17	6	8	3	30	4	25	7	25	1	6
	5.4%	6.9%	5.6%	6.2%	5.1%	6.7%	4.8%	4.2%	5.7%	18.2%	3.6%	6.4%	6.6%	5.8%	4.5%	6.3%	4.8%	4.7%
										HI								
5 to 9	58	7	21	15	8	24	25	32	17	3	6	43	6	47	16	37	1	15
	9.4%	6.9%	11.9%	10.3%	6.8%	7.6%	11.0%	7.9%	16.0%	6.8%	7.2%	9.2%	9.8%	10.9%	10.3%	9.3%	4.8%	11.6%
									Hj									
10 or more times	15	3	4	4	1	10	2	5	4	4	1	12	2	10	3	10	-	3
	2.4%	3.0%	2.3%	2.7%	0.9%	3.2%	0.9%	1.2%	3.8%	9.1%	1.2%	2.6%	3.3%	2.3%	1.9%	2.5%		2.3%
						G				h								
HEDIS/CAHPS SUMMARY RATE	488	78	150	110	85	233	192	302	93	37	60	372	50	353	128	306	17	107
- 1 or More times	79.2%	77.2%	84.7%	75.3%	72.6%	74.2%	84.6%	74.8%	87.7%	84.1%	72.3%	79.7%	82.0%	82.1%	82.1%	76.5%	81.0%	82.9%
			DE				F		H									

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?

(GENERAL POPULATION)

	General 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	Exclnt/ 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)
Mean	2.97	2.88	3.21	2.90	2.72	2.90	3.02	2.75	3.43	3.64	2.73	2.99	3.11	3.07	3.07	2.91	2.71	3.17

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q8. (HPE) 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?

(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 Eligible	488	78	150	110	85	233	192	302	93	37	60	372	50	353	128	306	17	107
Total Valid Responses	479	78	148	110	83	230	191	299	91	37	59	367	50	349	128	302	17	107
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	9	-	2	-	2	3	1	3	2	-	1	5	-	4	-	4	-	-
Yes	345	62	108	74	58	166	140	210	72	29	35	273	32	262	100	215	11	86
	72.0%	79.5%	73.0%	67.3%	69.9%	72.2%	73.3%	70.2%	79.1%	78.4%	59.3%	74.4%	64.0%	75.1%	78.1%	71.2%	64.7%	80.4%
		d							h			K						
No	134	16	40	36	25	64	51	89	19	8	24	94	18	87	28	87	6	21
	28.0%	20.5%	27.0%	32.7%	30.1%	27.8%	26.7%	29.8%	20.9%	21.6%	40.7%	25.6%	36.0%	24.9%	21.9%	28.8%	35.3%	19.6%
				b				i			L							
HEDIS/CAHPS SUMMARY RATE - Yes	345	62	108	74	58	166	140	210	72	29	35	273	32	262	100	215	11	86
	72.0%	79.5%	73.0%	67.3%	69.9%	72.2%	73.3%	70.2%	79.1%	78.4%	59.3%	74.4%	64.0%	75.1%	78.1%	71.2%	64.7%	80.4%
		d							h			K						

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q9. (FCC-GNI) In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?

(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 Eligible	488	78	150	110	85	233	192	302	93	37	60	372	50	353	128	306	17	107
Total Valid Responses	483	78	148	109	85	232	190	301	92	36	59	370	50	351	128	303	17	107
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	5	-	2	1	-	1	2	1	1	1	1	2	-	2	-	3	-	-
Always	362	59	119	77	59	172	145	234	60	24	28	290	21	285	96	224	9	83
	74.9%	75.6%	80.4%	70.6%	69.4%	74.1%	76.3%	77.7%	65.2%	66.7%	47.5%	78.4%	42.0%	81.2%	75.0%	73.9%	52.9%	77.6%
			de					I				K		M				q
Usually	67	13	13	20	16	33	29	41	18	4	17	47	19	39	22	42	3	19
	13.9%	16.7%	8.8%	18.3%	18.8%	14.2%	15.3%	13.6%	19.6%	11.1%	28.8%	12.7%	38.0%	11.1%	17.2%	13.9%	17.6%	17.8%
				C	C						L		N					
Sometimes	35	1	12	10	6	17	12	16	10	5	9	21	5	17	7	24	3	4
	7.2%	1.3%	8.1%	9.2%	7.1%	7.3%	6.3%	5.3%	10.9%	13.9%	15.3%	5.7%	10.0%	4.8%	5.5%	7.9%	17.6%	3.7%
			B	B	b						L							
Never	19	5	4	2	4	10	4	10	4	3	5	12	5	10	3	13	2	1
	3.9%	6.4%	2.7%	1.8%	4.7%	4.3%	2.1%	3.3%	4.3%	8.3%	8.5%	3.2%	10.0%	2.8%	2.3%	4.3%	11.8%	0.9%
													n					
HEDIS/CAHPS SUMMARY RATE	429	72	132	97	75	205	174	275	78	28	45	337	40	324	118	266	12	102
- Always/Usually	88.8%	92.3%	89.2%	89.0%	88.2%	88.4%	91.6%	91.4%	84.8%	77.8%	76.3%	91.1%	80.0%	92.3%	92.2%	87.8%	70.6%	95.3%
								j				K		M				Q
HEDIS/CAHPS SUMMARY RATE	362	59	119	77	59	172	145	234	60	24	28	290	21	285	96	224	9	83
- Always	74.9%	75.6%	80.4%	70.6%	69.4%	74.1%	76.3%	77.7%	65.2%	66.7%	47.5%	78.4%	42.0%	81.2%	75.0%	73.9%	52.9%	77.6%
			de					I				K		M				q
Mean	3.60	3.62	3.67	3.58	3.53	3.58	3.66	3.66	3.46	3.36	3.15	3.66	3.12	3.71	3.65	3.57	3.12	3.72

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q10. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?

(GENERAL POPULATION)

	General 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 Eligible	488	78	150	110	85	233	192	302	93	37	60	372	50	353	128	306	17	107
Total Valid Responses	482	78	148	109	85	232	190	301	92	37	59	370	50	351	128	304	17	107
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	6	-	2	1	-	1	2	1	1	-	1	2	-	2	-	2	-	-
Yes	140	21	46	31	24	64	56	73	36	15	15	110	13	108	49	76	5	43
	29.0%	26.9%	31.1%	28.4%	28.2%	27.6%	29.5%	24.3%	39.1%	40.5%	25.4%	29.7%	26.0%	30.8%	38.3%	25.0%	29.4%	40.2%
									H	h					P			
No	342	57	102	78	61	168	134	228	56	22	44	260	37	243	79	228	12	64
	71.0%	73.1%	68.9%	71.6%	71.8%	72.4%	70.5%	75.7%	60.9%	59.5%	74.6%	70.3%	74.0%	69.2%	61.7%	75.0%	70.6%	59.8%
								Ij								O		
HEDIS/CAHPS SUMMARY RATE	140	21	46	31	24	64	56	73	36	15	15	110	13	108	49	76	5	43
- Yes	29.0%	26.9%	31.1%	28.4%	28.2%	27.6%	29.5%	24.3%	39.1%	40.5%	25.4%	29.7%	26.0%	30.8%	38.3%	25.0%	29.4%	40.2%
									H	h					P			

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q11. (SDM) Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?

(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 Eligible	140	21	46	31	24	64	56	73	36	15	15	110	13	108	49	76	5	43
Total Valid Responses	137	20	46	30	24	62	56	72	36	14	14	109	13	106	49	74	5	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	3	1	-	1	-	2	-	1	-	1	1	1	-	2	-	2	-	-
Yes	123	17	43	28	21	56	52	66	33	11	13	98	11	97	44	68	5	38
	89.8%	85.0%	93.5%	93.3%	87.5%	90.3%	92.9%	91.7%	91.7%	78.6%	92.9%	89.9%	84.6%	91.5%	89.8%	91.9%	100.0%	88.4%
																	R	
No	14	3	3	2	3	6	4	6	3	3	1	11	2	9	5	6	-	5
	10.2%	15.0%	6.5%	6.7%	12.5%	9.7%	7.1%	8.3%	8.3%	21.4%	7.1%	10.1%	15.4%	8.5%	10.2%	8.1%		11.6%
HEDIS/CAHPS SUMMARY RATE - Yes	123	17	43	28	21	56	52	66	33	11	13	98	11	97	44	68	5	38
	89.8%	85.0%	93.5%	93.3%	87.5%	90.3%	92.9%	91.7%	91.7%	78.6%	92.9%	89.9%	84.6%	91.5%	89.8%	91.9%	100.0%	88.4%
																	R	

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q12. (SDM) Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?

(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 Eligible	140	21	46	31	24	64	56	73	36	15	15	110	13	108	49	76	5	43
Total Valid Responses	137	20	46	31	24	63	56	72	36	15	14	110	13	107	49	75	5	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	3	1	-	-	-	1	-	1	-	-	1	-	-	1	-	1	-	-
Yes	81	13	23	17	18	37	34	41	23	8	8	64	7	62	33	40	3	29
	59.1%	65.0%	50.0%	54.8%	75.0%	58.7%	60.7%	56.9%	63.9%	53.3%	57.1%	58.2%	53.8%	57.9%	67.3%	53.3%	60.0%	67.4%
					C													
No	56	7	23	14	6	26	22	31	13	7	6	46	6	45	16	35	2	14
	40.9%	35.0%	50.0%	45.2%	25.0%	41.3%	39.3%	43.1%	36.1%	46.7%	42.9%	41.8%	46.2%	42.1%	32.7%	46.7%	40.0%	32.6%
			E															
HEDIS/CAHPS SUMMARY RATE	81	13	23	17	18	37	34	41	23	8	8	64	7	62	33	40	3	29
- Yes	59.1%	65.0%	50.0%	54.8%	75.0%	58.7%	60.7%	56.9%	63.9%	53.3%	57.1%	58.2%	53.8%	57.9%	67.3%	53.3%	60.0%	67.4%
					C													

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

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?

(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 Eligible	140	21	46	31	24	64	56	73	36	15	15	110	13	108	49	76	5	43
Total Valid Responses	135	20	45	31	24	63	55	71	36	15	14	109	13	106	49	74	5	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	5	1	1	-	-	1	1	2	-	-	1	1	-	2	-	2	-	-
Yes	102	16	33	24	20	48	44	54	29	11	8	86	6	86	38	56	4	33
	75.6%	80.0%	73.3%	77.4%	83.3%	76.2%	80.0%	76.1%	80.6%	73.3%	57.1%	78.9%	46.2%	81.1% M	77.6%	75.7%	80.0%	76.7%
No	33	4	12	7	4	15	11	17	7	4	6	23	7	20	11	18	1	10
	24.4%	20.0%	26.7%	22.6%	16.7%	23.8%	20.0%	23.9%	19.4%	26.7%	42.9%	21.1%	53.8% N	18.9%	22.4%	24.3%	20.0%	23.3%
HEDIS/CAHPS SUMMARY RATE - Yes	102	16	33	24	20	48	44	54	29	11	8	86	6	86	38	56	4	33
	75.6%	80.0%	73.3%	77.4%	83.3%	76.2%	80.0%	76.1%	80.6%	73.3%	57.1%	78.9%	46.2%	81.1% M	77.6%	75.7%	80.0%	76.7%

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q14. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last 6 months?

(GENERAL POPULATION)

	General 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 Eligible	488	78	150	110	85	233	192	302	93	37	60	372	50	353	128	306	17	107
Total Valid Responses	473	76	147	110	85	229	191	298	92	37	59	369	50	350	126	303	17	105
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	15	2	3	-	-	4	1	4	1	-	1	3	-	3	2	3	-	2
10 - Best health care possible	268	45	76	65	51	131	105	183	40	17	9	231	5	231	84	160	10	72
	56.7%	59.2%	51.7%	59.1%	60.0%	57.2%	55.0%	61.4%	43.5%	45.9%	15.3%	62.6%	10.0%	66.0%	66.7%	52.8%	58.8%	68.6%
								Ij				K		M	P			
9	62	11	22	10	12	31	24	41	11	3	6	50	3	49	11	44	2	9
	13.1%	14.5%	15.0%	9.1%	14.1%	13.5%	12.6%	13.8%	12.0%	8.1%	10.2%	13.6%	6.0%	14.0%	8.7%	14.5%	11.8%	8.6%
														M		o		
8	68	8	22	15	14	35	25	34	19	10	13	48	12	43	17	43	3	12
	14.4%	10.5%	15.0%	13.6%	16.5%	15.3%	13.1%	11.4%	20.7%	27.0%	22.0%	13.0%	24.0%	12.3%	13.5%	14.2%	17.6%	11.4%
									H	H			n					
7	27	5	12	9	-	10	17	14	11	1	7	19	14	10	7	19	2	5
	5.7%	6.6%	8.2%	8.2%		4.4%	8.9%	4.7%	12.0%	2.7%	11.9%	5.1%	28.0%	2.9%	5.6%	6.3%	11.8%	4.8%
							f		HJ				N					
6	13	-	4	6	1	5	6	8	2	-	4	7	3	6	1	10	-	1
	2.7%		2.7%	5.5%	1.2%	2.2%	3.1%	2.7%	2.2%		6.8%	1.9%	6.0%	1.7%	0.8%	3.3%		1.0%
				e												o		
5	18	3	5	4	3	10	6	8	4	5	10	8	10	5	3	14	-	3
	3.8%	3.9%	3.4%	3.6%	3.5%	4.4%	3.1%	2.7%	4.3%	13.5%	16.9%	2.2%	20.0%	1.4%	2.4%	4.6%		2.9%
										h	L		N					
4	4	-	3	-	1	-	4	2	2	-	2	2	1	1	1	3	-	1
	0.8%		2.0%		1.2%		2.1%	0.7%	2.2%		3.4%	0.5%	2.0%	0.3%	0.8%	1.0%		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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q14. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last 6 months?

(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)
3	5 1.1%	2 2.6%	1 0.7%	1 0.9%	1 1.2%	4 1.7%	1 0.5%	5 1.7%	-	-	3 5.1%	2 0.5%	2 4.0%	2 0.6%	1 0.8%	4 1.3%	-	1 1.0%
2	2 0.4%	1 1.3%	-	-	-	1 0.4%	-	-	1 1.1%	-	-	1 0.3%	-	1 0.3%	-	1 0.3%	-	-
1	2 0.4%	-	1 0.7%	-	1 1.2%	1 0.4%	1 0.5%	1 0.3%	1 1.1%	-	1 1.7%	1 0.3%	-	1 0.3%	1 0.8%	1 0.3%	-	1 1.0%
0 - Worst health care possible	4 0.8%	1 1.3%	1 0.7%	-	1 1.2%	1 0.4%	2 1.0%	2 0.7%	1 1.1%	1 2.7%	4 6.8%	-	-	1 0.3%	-	4 1.3%	-	-
HEDIS/CAHPS SUMMARY RATE - 8-10	398 84.1%	64 84.2%	120 81.6%	90 81.8%	77 90.6% Cd	197 86.0%	154 80.6%	258 86.6% I	70 76.1%	30 81.1%	28 47.5%	329 89.2% K	20 40.0%	323 92.3% M	112 88.9% P	247 81.5%	15 88.2%	93 88.6%
HEDIS/CAHPS SUMMARY RATE - 9-10	330 69.8%	56 73.7%	98 66.7%	75 68.2%	63 74.1%	162 70.7%	129 67.5%	224 75.2% IJ	51 55.4%	20 54.1%	15 25.4%	281 76.2% K	8 16.0%	280 80.0% M	95 75.4% p	204 67.3%	12 70.6%	81 77.1%
Mean	8.83	8.83	8.73	8.93	8.93	8.88	8.75	9.00	8.38	8.35	6.59	9.15	6.98	9.25	9.15	8.68	9.18	9.15

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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Q15. (GNC) In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?

(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 Eligible	488	78	150	110	85	233	192	302	93	37	60	372	50	353	128	306	17	107
Total Valid Responses	473 100.0%	77 100.0%	148 100.0%	109 100.0%	85 100.0%	231 100.0%	190 100.0%	300 100.0%	92 100.0%	37 100.0%	59 100.0%	369 100.0%	50 100.0%	351 100.0%	127 100.0%	303 100.0%	17 100.0%	106 100.0%
No Answer	15	1	2	1	-	2	2	2	1	-	1	3	-	2	1	3	-	1
Always	354 74.8%	60 77.9%	109 73.6%	78 71.6%	65 76.5%	176 76.2%	139 73.2%	230 76.7%	63 68.5%	26 70.3%	27 45.8%	289 78.3% K	20 40.0%	285 81.2% M	99 78.0%	222 73.3%	11 64.7%	84 79.2%
Usually	85 18.0%	12 15.6%	29 19.6%	25 22.9%	13 15.3%	40 17.3%	39 20.5%	53 17.7%	23 25.0%	5 13.5%	15 25.4%	68 18.4%	19 38.0% N	54 15.4%	21 16.5%	60 19.8%	3 17.6%	18 17.0%
Sometimes	25 5.3%	2 2.6%	8 5.4%	6 5.5%	5 5.9%	11 4.8%	9 4.7%	11 3.7%	4 4.3%	5 13.5% h	10 16.9% L	10 2.7%	9 18.0% N	10 2.8%	4 3.1%	15 5.0%	1 5.9%	3 2.8%
Never	9 1.9%	3 3.9%	2 1.4%	-	2 2.4%	4 1.7%	3 1.6%	6 2.0%	2 2.2%	1 2.7%	7 11.9% L	2 0.5%	2 4.0%	2 0.6%	3 2.4%	6 2.0%	2 11.8%	1 0.9%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	439 92.8%	72 93.5%	138 93.2%	103 94.5%	78 91.8%	216 93.5%	178 93.7%	283 94.3% j	86 93.5%	31 83.8%	42 71.2%	357 96.7% K	39 78.0%	339 96.6% M	120 94.5%	282 93.1%	14 82.4%	102 96.2%
HEDIS/CAHPS SUMMARY RATE - Always	354 74.8%	60 77.9%	109 73.6%	78 71.6%	65 76.5%	176 76.2%	139 73.2%	230 76.7%	63 68.5%	26 70.3%	27 45.8%	289 78.3% K	20 40.0%	285 81.2% M	99 78.0%	222 73.3%	11 64.7%	84 79.2%
Mean	3.66	3.68	3.66	3.66	3.66	3.68	3.65	3.69	3.60	3.51	3.05	3.75	3.14	3.77	3.70	3.64	3.35	3.75

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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Q16. Is your child now enrolled in any kind of school or daycare?

(GENERAL POPULATION)

	General 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 Eligible	670	104	178	150	123	325	230	411	113	46	86	480	63	443	163	410	23	134
Total Valid Responses	618	103	177	149	121	322	228	408	111	46	84	477	62	440	162	406	22	134
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	52	1	1	1	2	3	2	3	2	-	2	3	1	3	1	4	1	-
Yes	484	65	126	132	103	243	184	302	98	41	69	367	51	345	125	315	15	104
	78.3%	63.1%	71.2%	88.6%	85.1%	75.5%	80.7%	74.0%	88.3%	89.1%	82.1%	76.9%	82.3%	78.4%	77.2%	77.6%	68.2%	77.6%
				BC	BC				H	H								
No	134	38	51	17	18	79	44	106	13	5	15	110	11	95	37	91	7	30
	21.7%	36.9%	28.8%	11.4%	14.9%	24.5%	19.3%	26.0%	11.7%	10.9%	17.9%	23.1%	17.7%	21.6%	22.8%	22.4%	31.8%	22.4%
		DE	DE					IJ										
HEDIS/CAHPS SUMMARY RATE - Yes	484	65	126	132	103	243	184	302	98	41	69	367	51	345	125	315	15	104
	78.3%	63.1%	71.2%	88.6%	85.1%	75.5%	80.7%	74.0%	88.3%	89.1%	82.1%	76.9%	82.3%	78.4%	77.2%	77.6%	68.2%	77.6%
				BC	BC				H	H								

Comparison Groups: BCDE/FG/HIJ/KL/MN/OP/QR
Independent Z-Test for Percentages (unpooled proportions)
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Q17. In the last 6 months, did you need your child's doctors or other health providers to contact a school or daycare center about your child's health or health care?

(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 Eligible	484	65	126	132	103	243	184	302	98	41	69	367	51	345	125	315	15	104
Total Valid Responses	462	60	124	128	96	235	174	289	94	39	67	352	50	333	121	302	15	101
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	22	5	2	4	7	8	10	13	4	2	2	15	1	12	4	13	-	3
Yes	47	3	13	15	10	26	15	12	18	12	8	32	11	31	22	20	3	19
	10.2%	5.0%	10.5%	11.7%	10.4%	11.1%	8.6%	4.2%	19.1%	30.8%	11.9%	9.1%	22.0%	9.3%	18.2%	6.6%	20.0%	18.8%
				b					H	H			N		P			
No	415	57	111	113	86	209	159	277	76	27	59	320	39	302	99	282	12	82
	89.8%	95.0%	89.5%	88.3%	89.6%	88.9%	91.4%	95.8%	80.9%	69.2%	88.1%	90.9%	78.0%	90.7%	81.8%	93.4%	80.0%	81.2%
		d						IJ						M		O		
HEDIS/CAHPS SUMMARY RATE	47	3	13	15	10	26	15	12	18	12	8	32	11	31	22	20	3	19
- Yes	10.2%	5.0%	10.5%	11.7%	10.4%	11.1%	8.6%	4.2%	19.1%	30.8%	11.9%	9.1%	22.0%	9.3%	18.2%	6.6%	20.0%	18.8%
				b					H	H			N		P			

Comparison Groups: BCDE/FG/HIJ/KL/MN/OP/QR
Independent Z-Test for Percentages (unpooled proportions)
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Lowercase letters indicate significance at the 90% level.

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Q18. (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?

(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 Eligible	47	3	13	15	10	26	15	12	18	12	8	32	11	31	22	20	3	19
Total Valid Responses	45	3	12	15	10	25	15	11	18	12	8	31	11	30	22	19	3	19
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	2	-	1	-	-	1	-	1	-	-	-	1	-	1	-	1	-	-
Yes	42	3	12	13	9	22	15	10	18	10	7	29	10	29	21	17	3	18
	93.3%	100.0%	100.0%	86.7%	90.0%	88.0%	100.0% f	90.9%	100.0%	83.3%	87.5%	93.5%	90.9%	96.7%	95.5%	89.5%	100.0%	94.7%
No	3	-	-	2	1	3	-	1	-	2	1	2	1	1	1	2	-	1
	6.7%			13.3%	10.0%	12.0%		9.1%		16.7%	12.5%	6.5%	9.1%	3.3%	4.5%	10.5%		5.3%
HEDIS/CAHPS SUMMARY RATE - Yes	42	3	12	13	9	22	15	10	18	10	7	29	10	29	21	17	3	18
	93.3%	100.0%	100.0%	86.7%	90.0%	88.0%	100.0% f	90.9%	100.0%	83.3%	87.5%	93.5%	90.9%	96.7%	95.5%	89.5%	100.0%	94.7%

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.

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Q19. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?

(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 Eligible	670	104	178	150	123	325	230	411	113	46	86	480	63	443	163	410	23	134
Total Valid Responses	612	103	177	149	120	321	228	408	110	46	84	476	63	439	162	407	23	133
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	58	1	1	1	3	4	2	3	3	-	2	4	-	4	1	3	-	1
Yes	47	11	17	5	7	27	14	20	12	13	7	37	6	33	15	29	2	13
	7.7%	10.7%	9.6%	3.4%	5.8%	8.4%	6.1%	4.9%	10.9%	28.3%	8.3%	7.8%	9.5%	7.5%	9.3%	7.1%	8.7%	9.8%
		D	D						h	HI								
No	565	92	160	144	113	294	214	388	98	33	77	439	57	406	147	378	21	120
	92.3%	89.3%	90.4%	96.6%	94.2%	91.6%	93.9%	95.1%	89.1%	71.7%	91.7%	92.2%	90.5%	92.5%	90.7%	92.9%	91.3%	90.2%
				BC				iJ	J									
HEDIS/CAHPS SUMMARY RATE - Yes	47	11	17	5	7	27	14	20	12	13	7	37	6	33	15	29	2	13
	7.7%	10.7%	9.6%	3.4%	5.8%	8.4%	6.1%	4.9%	10.9%	28.3%	8.3%	7.8%	9.5%	7.5%	9.3%	7.1%	8.7%	9.8%
		D	D						h	HI								

Comparison Groups: BCDE/FG/HIJ/KL/MN/OP/QR
Independent Z-Test for Percentages (unpooled proportions)
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Lowercase letters indicate significance at the 90% level.

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Q20. (ATSS) In the last 6 months, how often was it easy to get special medical equipment or devices for your child?

(GENERAL POPULATION)

	General 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 Eligible	47	11	17	5	7	27	14	20	12	13	7	37	6	33	15	29	2	13
Total Valid Responses	43	11	15	5	6	26	12	19	10	13	7	34	5	31	14	27	2	12
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	4	-	2	-	1	1	2	1	2	-	-	3	1	2	1	2	-	1
Always	25	6	10	2	4	16	7	14	5	5	2	21	1	20	9	14	-	9
	58.1%	54.5%	66.7%	40.0%	66.7%	61.5%	58.3%	73.7%	50.0%	38.5%	28.6%	61.8%	20.0%	64.5%	64.3%	51.9%		75.0%
								J				k		M				
Usually	7	2	3	2	-	5	2	4	2	1	1	6	1	6	2	5	-	2
	16.3%	18.2%	20.0%	40.0%		19.2%	16.7%	21.1%	20.0%	7.7%	14.3%	17.6%	20.0%	19.4%	14.3%	18.5%		16.7%
Sometimes	7	2	2	1	1	3	3	1	2	4	2	5	3	2	2	5	1	1
	16.3%	18.2%	13.3%	20.0%	16.7%	11.5%	25.0%	5.3%	20.0%	30.8%	28.6%	14.7%	60.0%	6.5%	14.3%	18.5%	50.0%	8.3%
										h			N					
Never	4	1	-	-	1	2	-	-	1	3	2	2	-	3	1	3	1	-
	9.3%	9.1%			16.7%	7.7%			10.0%	23.1%	28.6%	5.9%		9.7%	7.1%	11.1%	50.0%	
HEDIS/CAHPS SUMMARY RATE	32	8	13	4	4	21	9	18	7	6	3	27	2	26	11	19	-	11
- Always/Usually	74.4%	72.7%	86.7%	80.0%	66.7%	80.8%	75.0%	94.7%	70.0%	46.2%	42.9%	79.4%	40.0%	83.9%	78.6%	70.4%		91.7%
								J				k		m				
HEDIS/CAHPS SUMMARY RATE	25	6	10	2	4	16	7	14	5	5	2	21	1	20	9	14	-	9
- Always	58.1%	54.5%	66.7%	40.0%	66.7%	61.5%	58.3%	73.7%	50.0%	38.5%	28.6%	61.8%	20.0%	64.5%	64.3%	51.9%		75.0%
								J				k		M				
Mean	3.23	3.18	3.53	3.20	3.17	3.35	3.33	3.68	3.10	2.62	2.43	3.35	2.60	3.39	3.36	3.11	1.50	3.67

Comparison Groups: BCDE/FG/HIJ/KL/MN/OP/QR
Independent Z-Test for Percentages (unpooled proportions)
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Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q21. Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?

(GENERAL POPULATION)

	General 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 Eligible	47	11	17	5	7	27	14	20	12	13	7	37	6	33	15	29	2	13
Total Valid Responses	44	11	16	5	6	27	12	19	11	13	7	35	6	31	14	28	2	12
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	3	-	1	-	1	-	2	1	1	-	-	2	-	2	1	1	-	1
Yes	29	7	10	4	3	19	6	15	8	5	2	25	3	22	11	16	1	10
	65.9%	63.6%	62.5%	80.0%	50.0%	70.4%	50.0%	78.9%	72.7%	38.5%	28.6%	71.4%	50.0%	71.0%	78.6%	57.1%	50.0%	83.3%
								J	j			K						
No	15	4	6	1	3	8	6	4	3	8	5	10	3	9	3	12	1	2
	34.1%	36.4%	37.5%	20.0%	50.0%	29.6%	50.0%	21.1%	27.3%	61.5%	71.4%	28.6%	50.0%	29.0%	21.4%	42.9%	50.0%	16.7%
										Hi	L							
HEDIS/CAHPS SUMMARY RATE	29	7	10	4	3	19	6	15	8	5	2	25	3	22	11	16	1	10
- Yes	65.9%	63.6%	62.5%	80.0%	50.0%	70.4%	50.0%	78.9%	72.7%	38.5%	28.6%	71.4%	50.0%	71.0%	78.6%	57.1%	50.0%	83.3%
								J	j			K						

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

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?

(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 Eligible	670	104	178	150	123	325	230	411	113	46	86	480	63	443	163	410	23	134
Total Valid Responses	607	102	177	148	121	320	227	406	110	46	85	473	63	436	161	407	23	132
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	63	2	1	2	2	5	3	5	3	-	1	7	-	7	2	3	-	2
Yes	54	8	17	16	9	37	13	22	18	10	4	45	7	41	22	28	1	21
	8.9%	7.8%	9.6%	10.8%	7.4%	11.6%	5.7%	5.4%	16.4%	21.7%	4.7%	9.5%	11.1%	9.4%	13.7%	6.9%	4.3%	15.9%
						G			H	H		k			P			Q
No	553	94	160	132	112	283	214	384	92	36	81	428	56	395	139	379	22	111
	91.1%	92.2%	90.4%	89.2%	92.6%	88.4%	94.3%	94.6%	83.6%	78.3%	95.3%	90.5%	88.9%	90.6%	86.3%	93.1%	95.7%	84.1%
							F	IJ			l					O	R	
HEDIS/CAHPS SUMMARY RATE	54	8	17	16	9	37	13	22	18	10	4	45	7	41	22	28	1	21
- Yes	8.9%	7.8%	9.6%	10.8%	7.4%	11.6%	5.7%	5.4%	16.4%	21.7%	4.7%	9.5%	11.1%	9.4%	13.7%	6.9%	4.3%	15.9%
						G			H	H		k			P			Q

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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2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q23. (ATSS) In the last 6 months, how often was it easy to get this therapy for your child?

(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 Eligible	54	8	17	16	9	37	13	22	18	10	4	45	7	41	22	28	1	21
Total Valid Responses	54	8	17	16	9	37	13	22	18	10	4	45	7	41	22	28	1	21
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	31	5	9	8	6	22	6	13	10	6	1	26	2	26	14	15	-	14
	57.4%	62.5%	52.9%	50.0%	66.7%	59.5%	46.2%	59.1%	55.6%	60.0%	25.0%	57.8%	28.6%	63.4%	63.6%	53.6%		66.7%
														m				
Usually	8	1	-	4	3	4	4	3	3	1	-	8	-	7	3	4	-	3
	14.8%	12.5%		25.0%	33.3%	10.8%	30.8%	13.6%	16.7%	10.0%		17.8%		17.1%	13.6%	14.3%		14.3%
Sometimes	11	2	5	3	-	8	2	3	5	2	3	7	4	6	4	6	1	3
	20.4%	25.0%	29.4%	18.8%		21.6%	15.4%	13.6%	27.8%	20.0%	75.0%	15.6%	57.1%	14.6%	18.2%	21.4%	100.0%	14.3%
											L		N				R	
Never	4	-	3	1	-	3	1	3	-	1	-	4	1	2	1	3	-	1
	7.4%		17.6%	6.3%		8.1%	7.7%	13.6%		10.0%		8.9%	14.3%	4.9%	4.5%	10.7%		4.8%
HEDIS/CAHPS SUMMARY RATE	39	6	9	12	9	26	10	16	13	7	1	34	2	33	17	19	-	17
- Always/Usually	72.2%	75.0%	52.9%	75.0%	100.0%	70.3%	76.9%	72.7%	72.2%	70.0%	25.0%	75.6%	28.6%	80.5%	77.3%	67.9%		81.0%
					CD							K		M				
HEDIS/CAHPS SUMMARY RATE	31	5	9	8	6	22	6	13	10	6	1	26	2	26	14	15	-	14
- Always	57.4%	62.5%	52.9%	50.0%	66.7%	59.5%	46.2%	59.1%	55.6%	60.0%	25.0%	57.8%	28.6%	63.4%	63.6%	53.6%		66.7%
														m				
Mean	3.22	3.38	2.88	3.19	3.67	3.22	3.15	3.18	3.28	3.20	2.50	3.24	2.43	3.39	3.36	3.11	2.00	3.43

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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Q24. Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child?

(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 Eligible	54	8	17	16	9	37	13	22	18	10	4	45	7	41	22	28	1	21
Total Valid Responses	53	8	17	15	9	36	13	22	17	10	4	44	6	41	22	27	1	21
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	1	-	-	1	-	1	-	-	1	-	-	1	1	-	-	1	-	-
Yes	37	6	10	11	6	25	8	12	14	8	2	30	3	29	17	17	-	17
	69.8%	75.0%	58.8%	73.3%	66.7%	69.4%	61.5%	54.5%	82.4% H	80.0%	50.0%	68.2%	50.0%	70.7%	77.3%	63.0%		81.0%
No	16	2	7	4	3	11	5	10	3	2	2	14	3	12	5	10	1	4
	30.2%	25.0%	41.2%	26.7%	33.3%	30.6%	38.5%	45.5% I	17.6%	20.0%	50.0%	31.8%	50.0%	29.3%	22.7%	37.0%	100.0% R	19.0%
HEDIS/CAHPS SUMMARY RATE - Yes	37	6	10	11	6	25	8	12	14	8	2	30	3	29	17	17	-	17
	69.8%	75.0%	58.8%	73.3%	66.7%	69.4%	61.5%	54.5%	82.4% H	80.0%	50.0%	68.2%	50.0%	70.7%	77.3%	63.0%		81.0%

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

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?

(GENERAL POPULATION)

	General 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 Eligible	670	104	178	150	123	325	230	411	113	46	86	480	63	443	163	410	23	134
Total Valid Responses	607	103	175	149	121	321	227	407	110	45	86	473	63	438	161	407	23	132
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	63	1	3	1	2	4	3	4	3	1	-	7	-	5	2	3	-	2
Yes	85	12	20	22	20	45	29	34	21	19	11	62	11	65	27	49	4	23
	14.0%	11.7%	11.4%	14.8%	16.5%	14.0%	12.8%	8.4%	19.1%	42.2%	12.8%	13.1%	17.5%	14.8%	16.8%	12.0%	17.4%	17.4%
									H	HI								
No	522	91	155	127	101	276	198	373	89	26	75	411	52	373	134	358	19	109
	86.0%	88.3%	88.6%	85.2%	83.5%	86.0%	87.2%	91.6%	80.9%	57.8%	87.2%	86.9%	82.5%	85.2%	83.2%	88.0%	82.6%	82.6%
								IJ	J									
HEDIS/CAHPS SUMMARY RATE	85	12	20	22	20	45	29	34	21	19	11	62	11	65	27	49	4	23
- Yes	14.0%	11.7%	11.4%	14.8%	16.5%	14.0%	12.8%	8.4%	19.1%	42.2%	12.8%	13.1%	17.5%	14.8%	16.8%	12.0%	17.4%	17.4%
									H	HI								

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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Q26. (ATSS) In the last 6 months, how often was it easy to get this treatment or counseling for your child?

(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 Eligible	85	12	20	22	20	45	29	34	21	19	11	62	11	65	27	49	4	23
Total Valid Responses	84 100.0%	12 100.0%	20 100.0%	22 100.0%	19 100.0%	45 100.0%	28 100.0%	34 100.0%	20 100.0%	19 100.0%	11 100.0%	61 100.0%	10 100.0%	65 100.0%	27 100.0%	48 100.0%	4 100.0%	23 100.0%
No Answer	1	-	-	-	1	-	1	-	1	-	-	1	1	-	-	1	-	-
Always	47 56.0%	10 83.3% cE	11 55.0%	15 68.2% E	7 36.8%	27 60.0%	16 57.1%	19 55.9%	10 50.0%	13 68.4%	5 45.5%	37 60.7%	4 40.0%	40 61.5%	12 44.4%	32 66.7% o	1 25.0%	11 47.8%
Usually	12 14.3%	-	1 5.0%	4 18.2%	5 26.3% c	7 15.6%	3 10.7%	4 11.8%	3 15.0%	2 10.5%	2 18.2%	8 13.1%	3 30.0%	7 10.8%	4 14.8%	6 12.5%	-	4 17.4%
Sometimes	13 15.5%	1 8.3%	5 25.0% d	1 4.5%	3 15.8%	6 13.3%	4 14.3%	5 14.7%	6 30.0%	-	1 9.1%	9 14.8%	2 20.0%	10 15.4%	6 22.2%	5 10.4%	2 50.0%	4 17.4%
Never	12 14.3%	1 8.3%	3 15.0%	2 9.1%	4 21.1%	5 11.1%	5 17.9%	6 17.6%	1 5.0%	4 21.1%	3 27.3%	7 11.5%	1 10.0%	8 12.3%	5 18.5%	5 10.4%	1 25.0%	4 17.4%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	59 70.2%	10 83.3%	12 60.0%	19 86.4% Ce	12 63.2%	34 75.6%	19 67.9%	23 67.6%	13 65.0%	15 78.9%	7 63.6%	45 73.8%	7 70.0%	47 72.3%	16 59.3%	38 79.2% o	1 25.0%	15 65.2% q
HEDIS/CAHPS SUMMARY RATE - Always	47 56.0%	10 83.3% cE	11 55.0%	15 68.2% E	7 36.8%	27 60.0%	16 57.1%	19 55.9%	10 50.0%	13 68.4%	5 45.5%	37 60.7%	4 40.0%	40 61.5%	12 44.4%	32 66.7% o	1 25.0%	11 47.8%
Mean	3.12	3.58	3.00	3.45	2.79	3.24	3.07	3.06	3.10	3.26	2.82	3.23	3.00	3.22	2.85	3.35	2.25	2.96

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q27. Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?

(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 Eligible	85	12	20	22	20	45	29	34	21	19	11	62	11	65	27	49	4	23
Total Valid Responses	81	11	20	22	17	42	28	34	19	17	10	59	10	63	24	48	4	20
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	4	1	-	-	3	3	1	-	2	2	1	3	1	2	3	1	-	3
Yes	44	6	12	12	7	25	12	15	15	8	5	31	5	36	17	22	3	14
	54.3%	54.5%	60.0%	54.5%	41.2%	59.5%	42.9%	44.1%	78.9%	47.1%	50.0%	52.5%	50.0%	57.1%	70.8%	45.8%	75.0%	70.0%
									HJ						P			
No	37	5	8	10	10	17	16	19	4	9	5	28	5	27	7	26	1	6
	45.7%	45.5%	40.0%	45.5%	58.8%	40.5%	57.1%	55.9%	21.1%	52.9%	50.0%	47.5%	50.0%	42.9%	29.2%	54.2%	25.0%	30.0%
								I		I						O		
HEDIS/CAHPS SUMMARY RATE	44	6	12	12	7	25	12	15	15	8	5	31	5	36	17	22	3	14
- Yes	54.3%	54.5%	60.0%	54.5%	41.2%	59.5%	42.9%	44.1%	78.9%	47.1%	50.0%	52.5%	50.0%	57.1%	70.8%	45.8%	75.0%	70.0%
									HJ						P			

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

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?

(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 Eligible	670	104	178	150	123	325	230	411	113	46	86	480	63	443	163	410	23	134
Total Valid Responses	598	100	175	149	117	316	225	402	110	43	85	468	63	429	158	404	21	131
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	72	4	3	1	6	9	5	9	3	3	1	12	-	14	5	6	2	3
Yes	109	16	31	29	21	46	52	51	35	14	19	79	19	83	38	65	5	33
	18.2%	16.0%	17.7%	19.5%	17.9%	14.6%	23.1%	12.7%	31.8%	32.6%	22.4%	16.9%	30.2%	19.3%	24.1%	16.1%	23.8%	25.2%
							F		H	H			n		P			
No	489	84	144	120	96	270	173	351	75	29	66	389	44	346	120	339	16	98
	81.8%	84.0%	82.3%	80.5%	82.1%	85.4%	76.9%	87.3%	68.2%	67.4%	77.6%	83.1%	69.8%	80.7%	75.9%	83.9%	76.2%	74.8%
						G		IJ						m		O		
HEDIS/CAHPS SUMMARY RATE	109	16	31	29	21	46	52	51	35	14	19	79	19	83	38	65	5	33
- Yes	18.2%	16.0%	17.7%	19.5%	17.9%	14.6%	23.1%	12.7%	31.8%	32.6%	22.4%	16.9%	30.2%	19.3%	24.1%	16.1%	23.8%	25.2%
							F		H	H			n		P			

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q29. (CC-CCC) 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?

(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+	Very Exclnt/ 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 Eligible	109	16	31	29	21	46	52	51	35	14	19	79	19	83	38	65	5	33
Total Valid Responses	106	16	30	28	21	45	51	49	35	14	19	77	19	81	38	63	5	33
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	3	-	1	1	-	1	1	2	-	-	-	2	-	2	-	2	-	-
Yes	67	9	21	19	12	30	31	25	27	10	11	49	11	53	29	36	2	27
	63.2%	56.3%	70.0%	67.9%	57.1%	66.7%	60.8%	51.0%	77.1%	71.4%	57.9%	63.6%	57.9%	65.4%	76.3%	57.1%	40.0%	81.8%
									H						P			q
No	39	7	9	9	9	15	20	24	8	4	8	28	8	28	9	27	3	6
	36.8%	43.8%	30.0%	32.1%	42.9%	33.3%	39.2%	49.0%	22.9%	28.6%	42.1%	36.4%	42.1%	34.6%	23.7%	42.9%	60.0%	18.2%
								I								O	r	
HEDIS/CAHPS SUMMARY RATE	67	9	21	19	12	30	31	25	27	10	11	49	11	53	29	36	2	27
- Yes	63.2%	56.3%	70.0%	67.9%	57.1%	66.7%	60.8%	51.0%	77.1%	71.4%	57.9%	63.6%	57.9%	65.4%	76.3%	57.1%	40.0%	81.8%
									H						P			q

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q30. Does your child have a personal doctor?

(GENERAL POPULATION)

	General 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 Eligible	670	104	178	150	123	325	230	411	113	46	86	480	63	443	163	410	23	134
Total Valid Responses	607 100.0%	102 100.0%	178 100.0%	150 100.0%	122 100.0%	323 100.0%	229 100.0%	409 100.0%	111 100.0%	46 100.0%	85 100.0%	478 100.0%	63 100.0%	443 100.0%	163 100.0%	408 100.0%	23 100.0%	134 100.0%
No Answer	63	2	-	-	1	2	1	2	2	-	1	2	-	-	-	2	-	-
Yes	527 86.8%	92 90.2%	159 89.3%	126 84.0%	101 82.8%	273 84.5%	204 89.1%	351 85.8%	99 89.2%	41 89.1%	61 71.8%	424 88.7% K	63 100.0%	443 100.0%	151 92.6% P	341 83.6%	21 91.3%	124 92.5%
No	80 13.2%	10 9.8%	19 10.7%	24 16.0%	21 17.2%	50 15.5%	25 10.9%	58 14.2%	12 10.8%	5 10.9%	24 28.2% L	54 11.3%	-	-	12 7.4%	67 16.4% O	2 8.7%	10 7.5%
HEDIS/CAHPS SUMMARY RATE - Yes	527 86.8%	92 90.2%	159 89.3%	126 84.0%	101 82.8%	273 84.5%	204 89.1%	351 85.8%	99 89.2%	41 89.1%	61 71.8%	424 88.7% K	63 100.0%	443 100.0%	151 92.6% P	341 83.6%	21 91.3%	124 92.5%

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.

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q31. In the last 6 months, how many times did your child visit his or her personal doctor for care?

(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 Eligible	527	92	159	126	101	273	204	351	99	41	61	424	63	443	151	341	21	124
Total Valid Responses	508	91	155	125	91	261	200	339	96	40	58	410	62	430	146	329	21	120
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	19	1	4	1	10	12	4	12	3	1	3	14	1	13	5	12	-	4
None	75	12	18	22	16	42	24	54	11	6	17	52	15	56	19	54	5	12
	14.8%	13.2%	11.6%	17.6%	17.6%	16.1%	12.0%	15.9%	11.5%	15.0%	29.3%	12.7%	24.2%	13.0%	13.0%	16.4%	23.8%	10.0%
											L		N					
1 time	148	30	34	38	29	61	71	114	17	4	14	118	19	124	35	101	6	28
	29.1%	33.0%	21.9%	30.4%	31.9%	23.4%	35.5%	33.6%	17.7%	10.0%	24.1%	28.8%	30.6%	28.8%	24.0%	30.7%	28.6%	23.3%
		c			c		F	IJ										
2	122	20	47	24	21	64	50	83	25	7	9	108	9	111	40	73	5	34
	24.0%	22.0%	30.3%	19.2%	23.1%	24.5%	25.0%	24.5%	26.0%	17.5%	15.5%	26.3%	14.5%	25.8%	27.4%	22.2%	23.8%	28.3%
			D									K		M				
3	67	11	18	19	15	39	23	40	15	10	10	53	7	58	22	41	3	18
	13.2%	12.1%	11.6%	15.2%	16.5%	14.9%	11.5%	11.8%	15.6%	25.0%	17.2%	12.9%	11.3%	13.5%	15.1%	12.5%	14.3%	15.0%
										h								
4	31	10	11	5	4	17	14	19	7	5	4	27	4	27	11	20	1	10
	6.1%	11.0%	7.1%	4.0%	4.4%	6.5%	7.0%	5.6%	7.3%	12.5%	6.9%	6.6%	6.5%	6.3%	7.5%	6.1%	4.8%	8.3%
		de																
5 to 9	51	5	21	13	5	26	16	26	15	3	3	40	6	42	16	29	1	15
	10.0%	5.5%	13.5%	10.4%	5.5%	10.0%	8.0%	7.7%	15.6%	7.5%	5.2%	9.8%	9.7%	9.8%	11.0%	8.8%	4.8%	12.5%
			BE						H									
10 or more times	14	3	6	4	1	12	2	3	6	5	1	12	2	12	3	11	-	3
	2.8%	3.3%	3.9%	3.2%	1.1%	4.6%	1.0%	0.9%	6.3%	12.5%	1.7%	2.9%	3.2%	2.8%	2.1%	3.3%		2.5%
						G			H	H								
HEDIS/CAHPS SUMMARY RATE	433	79	137	103	75	219	176	285	85	34	41	358	47	374	127	275	16	108
- 1 or More times	85.2%	86.8%	88.4%	82.4%	82.4%	83.9%	88.0%	84.1%	88.5%	85.0%	70.7%	87.3%	75.8%	87.0%	87.0%	83.6%	76.2%	90.0%
												K		M				

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q31. In the last 6 months, how many times did your child visit his or her personal doctor for care?

(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)
Mean	3.08	3.04	3.37	3.02	2.79	3.21	2.94	2.84	3.61	3.83	2.71	3.13	2.87	3.12	3.21	3.01	2.62	3.36

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q32. (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?

(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 Eligible	433	79	137	103	75	219	176	285	85	34	41	358	47	374	127	275	16	108
Total Valid Responses	429	79	137	102	74	218	175	284	84	34	41	356	47	372	127	274	16	108
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	4	-	-	1	1	1	1	1	1	-	-	2	-	2	-	1	-	-
Always	363	69	120	83	64	185	149	251	62	28	27	310	21	334	108	232	10	95
	84.6%	87.3%	87.6%	81.4%	86.5%	84.9%	85.1%	88.4%	73.8%	82.4%	65.9%	87.1%	44.7%	89.8%	85.0%	84.7%	62.5%	88.0%
								I				K		M				Q
Usually	39	7	9	13	4	21	14	21	11	4	7	28	14	23	9	27	3	6
	9.1%	8.9%	6.6%	12.7%	5.4%	9.6%	8.0%	7.4%	13.1%	11.8%	17.1%	7.9%	29.8%	6.2%	7.1%	9.9%	18.8%	5.6%
				e									N					
Sometimes	18	2	4	5	3	5	10	8	7	1	6	10	8	10	7	9	2	5
	4.2%	2.5%	2.9%	4.9%	4.1%	2.3%	5.7%	2.8%	8.3%	2.9%	14.6%	2.8%	17.0%	2.7%	5.5%	3.3%	12.5%	4.6%
							f		h		L		N					
Never	9	1	4	1	3	7	2	4	4	1	1	8	4	5	3	6	1	2
	2.1%	1.3%	2.9%	1.0%	4.1%	3.2%	1.1%	1.4%	4.8%	2.9%	2.4%	2.2%	8.5%	1.3%	2.4%	2.2%	6.3%	1.9%
													n					
HEDIS/CAHPS SUMMARY RATE - Always/Usually	402	76	129	96	68	206	163	272	73	32	34	338	35	357	117	259	13	101
	93.7%	96.2%	94.2%	94.1%	91.9%	94.5%	93.1%	95.8%	86.9%	94.1%	82.9%	94.9%	74.5%	96.0%	92.1%	94.5%	81.3%	93.5%
								I				K		M				
HEDIS/CAHPS SUMMARY RATE - Always	363	69	120	83	64	185	149	251	62	28	27	310	21	334	108	232	10	95
	84.6%	87.3%	87.6%	81.4%	86.5%	84.9%	85.1%	88.4%	73.8%	82.4%	65.9%	87.1%	44.7%	89.8%	85.0%	84.7%	62.5%	88.0%
								I				K		M				Q
Mean	3.76	3.82	3.79	3.75	3.74	3.76	3.77	3.83	3.56	3.74	3.46	3.80	3.11	3.84	3.75	3.77	3.38	3.80

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q33. (HWDC) In the last 6 months, how often did your child's personal doctor listen carefully to you?

(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 Eligible	433	79	137	103	75	219	176	285	85	34	41	358	47	374	127	275	16	108
Total Valid Responses	423	77	137	102	74	218	173	282	84	34	41	354	47	370	126	272	16	107
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	10	2	-	1	1	1	3	3	1	-	-	4	-	4	1	3	-	1
Always	372	69	122	87	66	194	151	256	67	30	27	322	18	349	113	239	12	98
	87.9%	89.6%	89.1%	85.3%	89.2%	89.0%	87.3%	90.8%	79.8%	88.2%	65.9%	91.0%	38.3%	94.3%	89.7%	87.9%	75.0%	91.6%
								I				K		M				
Usually	32	6	9	10	4	16	13	17	11	2	9	20	17	14	8	22	3	5
	7.6%	7.8%	6.6%	9.8%	5.4%	7.3%	7.5%	6.0%	13.1%	5.9%	22.0%	5.6%	36.2%	3.8%	6.3%	8.1%	18.8%	4.7%
									h		L		N					
Sometimes	16	2	4	4	4	6	8	7	6	1	3	11	10	6	4	9	-	4
	3.8%	2.6%	2.9%	3.9%	5.4%	2.8%	4.6%	2.5%	7.1%	2.9%	7.3%	3.1%	21.3%	1.6%	3.2%	3.3%		3.7%
													N					
Never	3	-	2	1	-	2	1	2	-	1	2	1	2	1	1	2	1	-
	0.7%		1.5%	1.0%		0.9%	0.6%	0.7%		2.9%	4.9%	0.3%	4.3%	0.3%	0.8%	0.7%	6.3%	
HEDIS/CAHPS SUMMARY RATE - Always/Usually	404	75	131	97	70	210	164	273	78	32	36	342	35	363	121	261	15	103
	95.5%	97.4%	95.6%	95.1%	94.6%	96.3%	94.8%	96.8%	92.9%	94.1%	87.8%	96.6%	74.5%	98.1%	96.0%	96.0%	93.8%	96.3%
												k		M				
HEDIS/CAHPS SUMMARY RATE - Always	372	69	122	87	66	194	151	256	67	30	27	322	18	349	113	239	12	98
	87.9%	89.6%	89.1%	85.3%	89.2%	89.0%	87.3%	90.8%	79.8%	88.2%	65.9%	91.0%	38.3%	94.3%	89.7%	87.9%	75.0%	91.6%
								I				K		M				
Mean	3.83	3.87	3.83	3.79	3.84	3.84	3.82	3.87	3.73	3.79	3.49	3.87	3.09	3.92	3.85	3.83	3.63	3.88

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q34. (HWDC) In the last 6 months, how often did your child's personal doctor show respect for what you had to say?

(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 Eligible	433	79	137	103	75	219	176	285	85	34	41	358	47	374	127	275	16	108
Total Valid Responses	425	79	137	102	75	218	176	284	85	34	41	357	47	373	127	274	16	108
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	8	-	-	1	-	1	-	1	-	-	-	1	-	1	-	1	-	-
Always	374	73	118	89	67	190	158	255	68	32	32	319	20	349	113	241	13	97
	88.0%	92.4%	86.1%	87.3%	89.3%	87.2%	89.8%	89.8%	80.0%	94.1%	78.0%	89.4%	42.6%	93.6%	89.0%	88.0%	81.3%	89.8%
								I		I		k		M				
Usually	32	3	12	10	4	17	12	20	10	1	6	25	14	18	7	24	2	5
	7.5%	3.8%	8.8%	9.8%	5.3%	7.8%	6.8%	7.0%	11.8%	2.9%	14.6%	7.0%	29.8%	4.8%	5.5%	8.8%	12.5%	4.6%
				b					j				N					
Sometimes	16	3	6	2	3	10	4	6	7	1	2	11	11	5	6	7	-	6
	3.8%	3.8%	4.4%	2.0%	4.0%	4.6%	2.3%	2.1%	8.2%	2.9%	4.9%	3.1%	23.4%	1.3%	4.7%	2.6%		5.6%
									H				N					
Never	3	-	1	1	1	1	2	3	-	-	1	2	2	1	1	2	1	-
	0.7%		0.7%	1.0%	1.3%	0.5%	1.1%	1.1%			2.4%	0.6%	4.3%	0.3%	0.8%	0.7%	6.3%	
HEDIS/CAHPS SUMMARY RATE	406	76	130	99	71	207	170	275	78	33	38	344	34	367	120	265	15	102
- Always/Usually	95.5%	96.2%	94.9%	97.1%	94.7%	95.0%	96.6%	96.8%	91.8%	97.1%	92.7%	96.4%	72.3%	98.4%	94.5%	96.7%	93.8%	94.4%
														M				
HEDIS/CAHPS SUMMARY RATE	374	73	118	89	67	190	158	255	68	32	32	319	20	349	113	241	13	97
- Always	88.0%	92.4%	86.1%	87.3%	89.3%	87.2%	89.8%	89.8%	80.0%	94.1%	78.0%	89.4%	42.6%	93.6%	89.0%	88.0%	81.3%	89.8%
								I		I		k		M				
Mean	3.83	3.89	3.80	3.83	3.83	3.82	3.85	3.86	3.72	3.91	3.68	3.85	3.11	3.92	3.83	3.84	3.69	3.84

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q35. Is your child able to talk with doctors about his or her health care?

(GENERAL POPULATION)

	General 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 Eligible	433	79	137	103	75	219	176	285	85	34	41	358	47	374	127	275	16	108
Total Valid Responses	419	77	136	102	73	214	174	279	85	33	41	351	47	368	126	270	16	107
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	14	2	1	1	2	5	2	6	-	1	-	7	-	6	1	5	-	1
Yes	294	44	86	81	61	148	124	190	62	26	32	242	35	256	83	195	9	71
	70.2%	57.1%	63.2%	79.4%	83.6%	69.2%	71.3%	68.1%	72.9%	78.8%	78.0%	68.9%	74.5%	69.6%	65.9%	72.2%	56.3%	66.4%
				BC	BC													
No	125	33	50	21	12	66	50	89	23	7	9	109	12	112	43	75	7	36
	29.8%	42.9%	36.8%	20.6%	16.4%	30.8%	28.7%	31.9%	27.1%	21.2%	22.0%	31.1%	25.5%	30.4%	34.1%	27.8%	43.8%	33.6%
		DE	DE															
HEDIS/CAHPS SUMMARY RATE - Yes	294	44	86	81	61	148	124	190	62	26	32	242	35	256	83	195	9	71
	70.2%	57.1%	63.2%	79.4%	83.6%	69.2%	71.3%	68.1%	72.9%	78.8%	78.0%	68.9%	74.5%	69.6%	65.9%	72.2%	56.3%	66.4%
				BC	BC													

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q36. 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?

(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 Eligible	294	44	86	81	61	148	124	190	62	26	32	242	35	256	83	195	9	71
Total Valid Responses	293	44	86	81	61	147	124	190	61	26	32	241	34	256	83	194	9	71
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	1	-	-	-	-	1	-	-	1	-	-	1	1	-	-	1	-	-
Always	228	37	61	61	52	108	101	159	41	14	19	194	12	213	67	148	7	57
	77.8%	84.1%	70.9%	75.3%	85.2%	73.5%	81.5%	83.7%	67.2%	53.8%	59.4%	80.5%	35.3%	83.2%	80.7%	76.3%	77.8%	80.3%
		c			C			IJ				K		M				
Usually	38	4	14	15	3	23	13	18	11	8	8	27	9	29	8	28	1	7
	13.0%	9.1%	16.3%	18.5%	4.9%	15.6%	10.5%	9.5%	18.0%	30.8%	25.0%	11.2%	26.5%	11.3%	9.6%	14.4%	11.1%	9.9%
			E	E						H	l		n					
Sometimes	17	2	6	5	2	9	7	7	6	3	5	10	8	9	5	11	1	4
	5.8%	4.5%	7.0%	6.2%	3.3%	6.1%	5.6%	3.7%	9.8%	11.5%	15.6%	4.1%	23.5%	3.5%	6.0%	5.7%	11.1%	5.6%
											l		N					
Never	10	1	5	-	4	7	3	6	3	1	-	10	5	5	3	7	-	3
	3.4%	2.3%	5.8%		6.6%	4.8%	2.4%	3.2%	4.9%	3.8%		4.1%	14.7%	2.0%	3.6%	3.6%		4.2%
													N					
HEDIS/CAHPS SUMMARY RATE	266	41	75	76	55	131	114	177	52	22	27	221	21	242	75	176	8	64
- Always/Usually	90.8%	93.2%	87.2%	93.8%	90.2%	89.1%	91.9%	93.2%	85.2%	84.6%	84.4%	91.7%	61.8%	94.5%	90.4%	90.7%	88.9%	90.1%
														M				
HEDIS/CAHPS SUMMARY RATE	228	37	61	61	52	108	101	159	41	14	19	194	12	213	67	148	7	57
- Always	77.8%	84.1%	70.9%	75.3%	85.2%	73.5%	81.5%	83.7%	67.2%	53.8%	59.4%	80.5%	35.3%	83.2%	80.7%	76.3%	77.8%	80.3%
		c			C			IJ				K		M				
Mean	3.65	3.75	3.52	3.69	3.69	3.58	3.71	3.74	3.48	3.35	3.44	3.68	2.82	3.76	3.67	3.63	3.67	3.66

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q37. (HWDC) In the last 6 months, how often did your child's personal doctor spend enough time with your child?

(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 Eligible	433	79	137	103	75	219	176	285	85	34	41	358	47	374	127	275	16	108
Total Valid Responses	417	78	135	100	75	213	175	280	85	32	41	350	47	367	127	270	16	108
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	16	1	2	3	-	6	1	5	-	2	-	8	-	7	-	5	-	-
Always	290	56	89	70	60	141	132	211	48	18	18	256	8	282	88	190	10	76
	69.5%	71.8%	65.9%	70.0%	80.0%	66.2%	75.4%	75.4%	56.5%	56.3%	43.9%	73.1%	17.0%	76.8%	69.3%	70.4%	62.5%	70.4%
					C		F	IJ				K		M				
Usually	77	16	28	18	6	43	27	42	21	11	12	60	16	58	21	52	2	18
	18.5%	20.5%	20.7%	18.0%	8.0%	20.2%	15.4%	15.0%	24.7%	34.4%	29.3%	17.1%	34.0%	15.8%	16.5%	19.3%	12.5%	16.7%
		E	E	E					h	H			N					
Sometimes	36	3	12	9	7	20	11	16	14	2	9	22	17	19	13	19	3	10
	8.6%	3.8%	8.9%	9.0%	9.3%	9.4%	6.3%	5.7%	16.5%	6.3%	22.0%	6.3%	36.2%	5.2%	10.2%	7.0%	18.8%	9.3%
									Hj		L		N					
Never	14	3	6	3	2	9	5	11	2	1	2	12	6	8	5	9	1	4
	3.4%	3.8%	4.4%	3.0%	2.7%	4.2%	2.9%	3.9%	2.4%	3.1%	4.9%	3.4%	12.8%	2.2%	3.9%	3.3%	6.3%	3.7%
													N					
HEDIS/CAHPS SUMMARY RATE	367	72	117	88	66	184	159	253	69	29	30	316	24	340	109	242	12	94
- Always/Usually	88.0%	92.3%	86.7%	88.0%	88.0%	86.4%	90.9%	90.4%	81.2%	90.6%	73.2%	90.3%	51.1%	92.6%	85.8%	89.6%	75.0%	87.0%
								I				K		M				
HEDIS/CAHPS SUMMARY RATE	290	56	89	70	60	141	132	211	48	18	18	256	8	282	88	190	10	76
- Always	69.5%	71.8%	65.9%	70.0%	80.0%	66.2%	75.4%	75.4%	56.5%	56.3%	43.9%	73.1%	17.0%	76.8%	69.3%	70.4%	62.5%	70.4%
					C		F	IJ				K		M				
Mean	3.54	3.60	3.48	3.55	3.65	3.48	3.63	3.62	3.35	3.44	3.12	3.60	2.55	3.67	3.51	3.57	3.31	3.54

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q38. (FCC-PD) In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?

(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 Eligible	433	79	137	103	75	219	176	285	85	34	41	358	47	374	127	275	16	108
Total Valid Responses	419	77	137	102	74	215	175	281	85	33	41	353	47	369	127	271	16	108
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	14	2	-	1	1	4	1	4	-	1	-	5	-	5	-	4	-	-
Yes	330	60	110	80	58	165	141	225	63	26	30	280	22	305	104	207	12	89
	78.8%	77.9%	80.3%	78.4%	78.4%	76.7%	80.6%	80.1%	74.1%	78.8%	73.2%	79.3%	46.8%	82.7% M	81.9%	76.4%	75.0%	82.4%
No	89	17	27	22	16	50	34	56	22	7	11	73	25	64	23	64	4	19
	21.2%	22.1%	19.7%	21.6%	21.6%	23.3%	19.4%	19.9%	25.9%	21.2%	26.8%	20.7%	53.2% N	17.3%	18.1%	23.6%	25.0%	17.6%
HEDIS/CAHPS SUMMARY RATE	330	60	110	80	58	165	141	225	63	26	30	280	22	305	104	207	12	89
- Yes	78.8%	77.9%	80.3%	78.4%	78.4%	76.7%	80.6%	80.1%	74.1%	78.8%	73.2%	79.3%	46.8%	82.7% M	81.9%	76.4%	75.0%	82.4%

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.

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q39. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?

(GENERAL POPULATION)

	General 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 Eligible	433	79	137	103	75	219	176	285	85	34	41	358	47	374	127	275	16	108
Total Valid Responses	418	77	136	101	75	214	175	282	83	33	41	352	47	369	127	271	16	108
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	15	2	1	2	-	5	1	3	2	1	-	6	-	5	-	4	-	-
Yes	134	26	45	33	22	61	65	80	35	14	16	111	25	108	45	84	6	38
	32.1%	33.8%	33.1%	32.7%	29.3%	28.5%	37.1%	28.4%	42.2%	42.4%	39.0%	31.5%	53.2%	29.3%	35.4%	31.0%	37.5%	35.2%
							f		H				N					
No	284	51	91	68	53	153	110	202	48	19	25	241	22	261	82	187	10	70
	67.9%	66.2%	66.9%	67.3%	70.7%	71.5%	62.9%	71.6%	57.8%	57.6%	61.0%	68.5%	46.8%	70.7%	64.6%	69.0%	62.5%	64.8%
						g		I						M				
HEDIS/CAHPS SUMMARY RATE	134	26	45	33	22	61	65	80	35	14	16	111	25	108	45	84	6	38
- Yes	32.1%	33.8%	33.1%	32.7%	29.3%	28.5%	37.1%	28.4%	42.2%	42.4%	39.0%	31.5%	53.2%	29.3%	35.4%	31.0%	37.5%	35.2%
							f		H				N					

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q40. (CC) 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?

(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 Eligible	134	26	45	33	22	61	65	80	35	14	16	111	25	108	45	84	6	38
Total Valid Responses	129	26	44	31	21	60	62	76	35	14	15	108	22	107	45	80	6	38
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	5	-	1	2	1	1	3	4	-	-	1	3	3	1	-	4	-	-
Always	80	14	31	19	15	35	44	53	18	8	8	70	7	73	28	51	4	23
	62.0%	53.8%	70.5%	61.3%	71.4%	58.3%	71.0%	69.7% i	51.4%	57.1%	53.3%	64.8%	31.8%	68.2% M	62.2%	63.8%	66.7%	60.5%
Usually	20	4	7	6	2	11	9	11	7	2	3	17	5	15	8	12	1	7
	15.5%	15.4%	15.9%	19.4%	9.5%	18.3%	14.5%	14.5%	20.0%	14.3%	20.0%	15.7%	22.7%	14.0%	17.8%	15.0%	16.7%	18.4%
Sometimes	18	3	5	4	2	8	4	6	7	2	3	13	6	12	7	8	1	6
	14.0%	11.5%	11.4%	12.9%	9.5%	13.3%	6.5%	7.9%	20.0%	14.3%	20.0%	12.0%	27.3%	11.2%	15.6%	10.0%	16.7%	15.8%
Never	11	5	1	2	2	6	5	6	3	2	1	8	4	7	2	9	-	2
	8.5%	19.2% C	2.3%	6.5%	9.5%	10.0%	8.1%	7.9%	8.6%	14.3%	6.7%	7.4%	18.2%	6.5%	4.4%	11.3%		5.3%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	100	18	38	25	17	46	53	64	25	10	11	87	12	88	36	63	5	30
	77.5%	69.2%	86.4%	80.6%	81.0%	76.7%	85.5%	84.2%	71.4%	71.4%	73.3%	80.6%	54.5%	82.2% M	80.0%	78.8%	83.3%	78.9%
HEDIS/CAHPS SUMMARY RATE - Always	80	14	31	19	15	35	44	53	18	8	8	70	7	73	28	51	4	23
	62.0%	53.8%	70.5%	61.3%	71.4%	58.3%	71.0%	69.7% i	51.4%	57.1%	53.3%	64.8%	31.8%	68.2% M	62.2%	63.8%	66.7%	60.5%
Mean	3.31	3.04	3.55	3.35	3.43	3.25	3.48	3.46	3.14	3.14	3.20	3.38	2.68	3.44	3.38	3.31	3.50	3.34

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q41. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?

(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 Eligible	527	92	159	126	101	273	204	351	99	41	61	424	63	443	151	341	21	124
Total Valid Responses	506	91	157	123	97	268	200	343	98	39	59	415	63	443	148	334	21	122
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	21	1	2	3	4	5	4	8	1	2	2	9	-	-	3	7	-	2
10 - Best personal doctor possible	334	62	104	75	66	176	130	240	53	20	20	289	-	334	105	213	14	87
	66.0%	68.1%	66.2%	61.0%	68.0%	65.7%	65.0%	70.0%	54.1%	51.3%	33.9%	69.6%		75.4%	70.9%	63.8%	66.7%	71.3%
								IJ				K						
9	54	9	21	16	5	28	23	37	9	7	6	47	-	54	14	38	2	12
	10.7%	9.9%	13.4%	13.0%	5.2%	10.4%	11.5%	10.8%	9.2%	17.9%	10.2%	11.3%		12.2%	9.5%	11.4%	9.5%	9.8%
			E	E														
8	55	10	12	14	18	32	23	35	14	5	12	41	-	55	16	36	2	13
	10.9%	11.0%	7.6%	11.4%	18.6%	11.9%	11.5%	10.2%	14.3%	12.8%	20.3%	9.9%		12.4%	10.8%	10.8%	9.5%	10.7%
					C						l							
7	22	2	9	6	1	10	9	13	7	-	5	15	22	-	5	15	2	3
	4.3%	2.2%	5.7%	4.9%	1.0%	3.7%	4.5%	3.8%	7.1%		8.5%	3.6%	34.9%		3.4%	4.5%	9.5%	2.5%
			E	e														
6	7	1	3	2	1	5	2	4	2	1	2	4	7	-	-	7	-	-
	1.4%	1.1%	1.9%	1.6%	1.0%	1.9%	1.0%	1.2%	2.0%	2.6%	3.4%	1.0%	11.1%			2.1%		
5	23	5	5	8	2	11	8	10	9	3	12	10	23	-	3	19	-	3
	4.5%	5.5%	3.2%	6.5%	2.1%	4.1%	4.0%	2.9%	9.2%	7.7%	20.3%	2.4%	36.5%		2.0%	5.7%		2.5%
				e					H		L					O		
4	3	1	-	-	2	2	1	1	2	-	-	3	3	-	2	1	-	2
	0.6%	1.1%			2.1%	0.7%	0.5%	0.3%	2.0%			0.7%	4.8%		1.4%	0.3%		1.6%
3	3	-	1	1	1	1	2	1	1	1	-	3	3	-	2	1	-	2
	0.6%		0.6%	0.8%	1.0%	0.4%	1.0%	0.3%	1.0%	2.6%		0.7%	4.8%		1.4%	0.3%		1.6%

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q41. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?

(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+	Very Exclnt/ 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)
2	2 0.4%	1 1.1%	1 0.6%	-	-	1 0.4%	1 0.5%	2 0.6%	-	-	-	2 0.5%	2 3.2%	-	-	2 0.6%	-	-
1	1 0.2%	-	-	-	1 1.0%	-	1 0.5%	-	1 1.0%	-	-	1 0.2%	1 1.6%	-	-	1 0.3%	-	-
0 - Worst personal doctor possible	2 0.4%	-	1 0.6%	1 0.8%	-	2 0.7%	-	-	-	2 5.1%	2 3.4%	-	2 3.2%	-	1 0.7%	1 0.3%	1 4.8%	-
HEDIS/CAHPS SUMMARY RATE - 8-10	443 87.5%	81 89.0%	137 87.3%	105 85.4%	89 91.8%	236 88.1%	176 88.0%	312 91.0% I	76 77.6%	32 82.1%	38 64.4%	377 90.8% K	-	443 100.0%	135 91.2% p	287 85.9%	18 85.7%	112 91.8%
HEDIS/CAHPS SUMMARY RATE - 9-10	388 76.7%	71 78.0%	125 79.6%	91 74.0%	71 73.2%	204 76.1%	153 76.5%	277 80.8% I	62 63.3%	27 69.2%	26 44.1%	336 81.0% K	-	388 87.6%	119 80.4%	251 75.1%	16 76.2%	99 81.1%
Mean	9.10	9.14	9.15	8.97	9.11	9.09	9.10	9.30	8.58	8.38	7.75	9.27	5.35	9.63	9.24	9.02	8.95	9.28

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q42. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?

(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 Eligible	527	92	159	126	101	273	204	351	99	41	61	424	63	443	151	341	21	124
Total Valid Responses	504	90	156	125	98	266	202	344	97	39	60	415	63	436	149	333	20	124
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	23	2	3	1	3	7	2	7	2	2	1	9	-	7	2	8	1	-
Yes	135	19	38	38	31	68	62	57	52	21	18	107	22	111	45	86	4	41
	26.8%	21.1%	24.4%	30.4%	31.6%	25.6%	30.7%	16.6%	53.6%	53.8%	30.0%	25.8%	34.9%	25.5%	30.2%	25.8%	20.0%	33.1%
					b				H	H								
No	369	71	118	87	67	198	140	287	45	18	42	308	41	325	104	247	16	83
	73.2%	78.9%	75.6%	69.6%	68.4%	74.4%	69.3%	83.4%	46.4%	46.2%	70.0%	74.2%	65.1%	74.5%	69.8%	74.2%	80.0%	66.9%
		e						IJ										
HEDIS/CAHPS SUMMARY RATE	135	19	38	38	31	68	62	57	52	21	18	107	22	111	45	86	4	41
- Yes	26.8%	21.1%	24.4%	30.4%	31.6%	25.6%	30.7%	16.6%	53.6%	53.8%	30.0%	25.8%	34.9%	25.5%	30.2%	25.8%	20.0%	33.1%
					b				H	H								

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q43. (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 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 Eligible	135	19	38	38	31	68	62	57	52	21	18	107	22	111	45	86	4	41
Total Valid Responses	131	17	37	38	30	65	61	55	52	19	17	104	21	109	44	83	4	40
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	4	2	1	-	1	3	1	2	-	2	1	3	1	2	1	3	-	1
Yes	114	15	36	31	24	58	52	45	47	18	14	93	15	99	40	71	3	37
	87.0%	88.2%	97.3%	81.6%	80.0%	89.2%	85.2%	81.8%	90.4%	94.7%	82.4%	89.4%	71.4%	90.8%	90.9%	85.5%	75.0%	92.5%
			DE							h				m				
No	17	2	1	7	6	7	9	10	5	1	3	11	6	10	4	12	1	3
	13.0%	11.8%	2.7%	18.4%	20.0%	10.8%	14.8%	18.2%	9.6%	5.3%	17.6%	10.6%	28.6%	9.2%	9.1%	14.5%	25.0%	7.5%
				C	C			j					n					
HEDIS/CAHPS SUMMARY RATE	114	15	36	31	24	58	52	45	47	18	14	93	15	99	40	71	3	37
- Yes	87.0%	88.2%	97.3%	81.6%	80.0%	89.2%	85.2%	81.8%	90.4%	94.7%	82.4%	89.4%	71.4%	90.8%	90.9%	85.5%	75.0%	92.5%
			DE							h				m				

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q44. (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 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 Eligible	135	19	38	38	31	68	62	57	52	21	18	107	22	111	45	86	4	41
Total Valid Responses	130	17	37	38	29	66	59	54	51	20	18	103	21	108	44	82	4	40
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	5	2	1	-	2	2	3	3	1	1	-	4	1	3	1	4	-	1
Yes	111	14	35	30	24	56	51	44	45	18	14	90	15	96	39	70	3	36
	85.4%	82.4%	94.6%	78.9%	82.8%	84.8%	86.4%	81.5%	88.2%	90.0%	77.8%	87.4%	71.4%	88.9%	88.6%	85.4%	75.0%	90.0%
			D											m				
No	19	3	2	8	5	10	8	10	6	2	4	13	6	12	5	12	1	4
	14.6%	17.6%	5.4%	21.1%	17.2%	15.2%	13.6%	18.5%	11.8%	10.0%	22.2%	12.6%	28.6%	11.1%	11.4%	14.6%	25.0%	10.0%
				C									n					
HEDIS/CAHPS SUMMARY RATE	111	14	35	30	24	56	51	44	45	18	14	90	15	96	39	70	3	36
- Yes	85.4%	82.4%	94.6%	78.9%	82.8%	84.8%	86.4%	81.5%	88.2%	90.0%	77.8%	87.4%	71.4%	88.9%	88.6%	85.4%	75.0%	90.0%
			D											m				

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q45. In the last 6 months, did you make any appointments for your child to see a specialist?

(GENERAL POPULATION)

	General 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 Eligible	670	104	178	150	123	325	230	411	113	46	86	480	63	443	163	410	23	134
Total Valid Responses	580	103	176	150	121	319	229	407	111	44	86	473	61	426	162	407	23	133
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	90	1	2	-	2	6	1	4	2	2	-	7	2	17	1	3	-	1
Yes	107	17	36	28	21	55	47	54	39	10	16	86	18	81	37	67	2	35
	18.4%	16.5%	20.5%	18.7%	17.4%	17.2%	20.5%	13.3%	35.1%	22.7%	18.6%	18.2%	29.5%	19.0%	22.8%	16.5%	8.7%	26.3%
									H				n		p			Q
No	473	86	140	122	100	264	182	353	72	34	70	387	43	345	125	340	21	98
	81.6%	83.5%	79.5%	81.3%	82.6%	82.8%	79.5%	86.7%	64.9%	77.3%	81.4%	81.8%	70.5%	81.0%	77.2%	83.5%	91.3%	73.7%
								I						m		o	R	
HEDIS/CAHPS SUMMARY RATE - Yes	107	17	36	28	21	55	47	54	39	10	16	86	18	81	37	67	2	35
	18.4%	16.5%	20.5%	18.7%	17.4%	17.2%	20.5%	13.3%	35.1%	22.7%	18.6%	18.2%	29.5%	19.0%	22.8%	16.5%	8.7%	26.3%
									H				n		p			Q

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

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?

(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 Eligible	107	17	36	28	21	55	47	54	39	10	16	86	18	81	37	67	2	35
Total Valid Responses	104	17	35	27	21	53	47	52	39	10	15	85	17	79	37	66	2	35
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	3	-	1	1	-	2	-	2	-	-	1	1	1	2	-	1	-	-
Always	59	12	18	13	14	31	26	31	21	4	5	51	6	49	22	37	1	21
	56.7%	70.6%	51.4%	48.1%	66.7%	58.5%	55.3%	59.6%	53.8%	40.0%	33.3%	60.0%	35.3%	62.0%	59.5%	56.1%	50.0%	60.0%
												K		M				
Usually	23	4	5	11	3	13	10	12	7	4	4	19	4	17	8	14	1	7
	22.1%	23.5%	14.3%	40.7%	14.3%	24.5%	21.3%	23.1%	17.9%	40.0%	26.7%	22.4%	23.5%	21.5%	21.6%	21.2%	50.0%	20.0%
				CE														
Sometimes	16	-	9	3	3	5	10	6	9	1	3	12	4	11	6	10	-	6
	15.4%		25.7%	11.1%	14.3%	9.4%	21.3%	11.5%	23.1%	10.0%	20.0%	14.1%	23.5%	13.9%	16.2%	15.2%		17.1%
							f											
Never	6	1	3	-	1	4	1	3	2	1	3	3	3	2	1	5	-	1
	5.8%	5.9%	8.6%		4.8%	7.5%	2.1%	5.8%	5.1%	10.0%	20.0%	3.5%	17.6%	2.5%	2.7%	7.6%		2.9%
HEDIS/CAHPS SUMMARY RATE	82	16	23	24	17	44	36	43	28	8	9	70	10	66	30	51	2	28
- Always/Usually	78.8%	94.1%	65.7%	88.9%	81.0%	83.0%	76.6%	82.7%	71.8%	80.0%	60.0%	82.4%	58.8%	83.5%	81.1%	77.3%	100.0%	80.0%
		C		C								k		m			R	
HEDIS/CAHPS SUMMARY RATE	59	12	18	13	14	31	26	31	21	4	5	51	6	49	22	37	1	21
- Always	56.7%	70.6%	51.4%	48.1%	66.7%	58.5%	55.3%	59.6%	53.8%	40.0%	33.3%	60.0%	35.3%	62.0%	59.5%	56.1%	50.0%	60.0%
												K		M				
Mean	3.30	3.59	3.09	3.37	3.43	3.34	3.30	3.37	3.21	3.10	2.73	3.39	2.76	3.43	3.38	3.26	3.50	3.37

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q47. How many specialists has your child seen in the last 6 months?

(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 Eligible	107	17	36	28	21	55	47	54	39	10	16	86	18	81	37	67	2	35
Total Valid Responses	105	17	36	27	21	54	47	54	38	10	16	85	16	81	37	66	2	35
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	2	-	-	1	-	1	-	-	1	-	-	1	2	-	-	1	-	-
None	9	1	4	1	1	7	-	4	3	1	5	3	3	5	3	5	-	3
	8.6%	5.9%	11.1%	3.7%	4.8%	13.0%		7.4%	7.9%	10.0%	31.3% L	3.5%	18.8%	6.2%	8.1%	7.6%		8.6%
1 specialist	69	15	23	14	15	31	36	40	24	4	5	63	8	56	22	46	-	22
	65.7%	88.2% CD	63.9%	51.9%	71.4%	57.4%	76.6% F	74.1% J	63.2%	40.0%	31.3%	74.1% K	50.0%	69.1%	59.5%	69.7%		62.9%
2	20	1	9	5	5	12	8	8	7	4	3	15	2	16	9	11	1	8
	19.0%	5.9%	25.0% B	18.5%	23.8%	22.2%	17.0%	14.8%	18.4%	40.0%	18.8%	17.6%	12.5%	19.8%	24.3%	16.7%	50.0%	22.9%
3	7	-	-	7	-	4	3	2	4	1	3	4	3	4	3	4	1	2
	6.7%			25.9%		7.4%	6.4%	3.7%	10.5%	10.0%	18.8%	4.7%	18.8%	4.9%	8.1%	6.1%	50.0%	5.7%
4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
5 or more specialists	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE	96	16	32	26	20	47	47	50	35	9	11	82	13	76	34	61	2	32
- 1 or More specialists	91.4%	94.1%	88.9%	96.3%	95.2%	87.0%	100.0% F	92.6%	92.1%	90.0%	68.8%	96.5% K	81.3%	93.8%	91.9%	92.4%	100.0% r	91.4%
Mean	2.24	2.00	2.14	2.67	2.19	2.24	2.30	2.15	2.32	2.50	2.25	2.24	2.31	2.23	2.32	2.21	3.50	2.26

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

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?

(GENERAL POPULATION)

	General 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 Eligible	96	16	32	26	20	47	47	50	35	9	11	82	13	76	34	61	2	32
Total Valid Responses	95	16	32	25	20	47	46	49	35	9	11	81	13	75	34	60	2	32
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	1	-	-	1	-	-	1	1	-	-	-	1	-	1	-	1	-	-
10 - Best specialist possible	57	10	18	14	14	31	25	33	19	3	4	50	7	46	22	35	1	21
	60.0%	62.5%	56.3%	56.0%	70.0%	66.0%	54.3%	67.3% J	54.3%	33.3%	36.4%	61.7%	53.8%	61.3%	64.7%	58.3%	50.0%	65.6%
9	10	1	3	4	2	4	6	5	5	-	-	10	1	7	3	6	-	3
	10.5%	6.3%	9.4%	16.0%	10.0%	8.5%	13.0%	10.2%	14.3%			12.3%	7.7%	9.3%	8.8%	10.0%		9.4%
8	16	2	6	5	3	7	9	7	5	4	4	12	2	14	6	10	1	5
	16.8%	12.5%	18.8%	20.0%	15.0%	14.9%	19.6%	14.3%	14.3%	44.4% hi	36.4%	14.8%	15.4%	18.7%	17.6%	16.7%	50.0%	15.6%
7	4	1	2	-	1	2	2	1	2	1	2	2	1	3	1	3	-	1
	4.2%	6.3%	6.3%		5.0%	4.3%	4.3%	2.0%	5.7%	11.1%	18.2%	2.5%	7.7%	4.0%	2.9%	5.0%		3.1%
6	4	2	2	-	-	1	3	3	1	-	-	4	-	4	1	3	-	1
	4.2%	12.5%	6.3%			2.1%	6.5%	6.1%	2.9%			4.9%		5.3%	2.9%	5.0%		3.1%
5	1	-	-	1	-	1	-	-	1	-	1	-	1	-	-	1	-	-
	1.1%			4.0%		2.1%			2.9%		9.1%		7.7%			1.7%		
4	1	-	-	1	-	1	-	-	-	1	-	1	-	-	-	1	-	-
	1.1%			4.0%		2.1%				11.1%		1.2%				1.7%		
3	1	-	1	-	-	-	1	-	1	-	-	1	1	-	1	-	-	1
	1.1%		3.1%				2.2%		2.9%			1.2%	7.7%		2.9%			3.1%
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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

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?

(GENERAL POPULATION)

	General 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)
1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
0 - Worst specialist possible	1 1.1%	-	-	-	-	-	-	-	1 2.9%	-	-	1 1.2%	-	1 1.3%	-	1 1.7%	-	-
HEDIS/CAHPS SUMMARY RATE - 8-10	83 87.4%	13 81.3%	27 84.4%	23 92.0%	19 95.0%	42 89.4%	40 87.0%	45 91.8%	29 82.9%	7 77.8%	8 72.7%	72 88.9%	10 76.9%	67 89.3%	31 91.2%	51 85.0%	2 100.0% r	29 90.6%
HEDIS/CAHPS SUMMARY RATE - 9-10	67 70.5%	11 68.8%	21 65.6%	18 72.0%	16 80.0%	35 74.5%	31 67.4%	38 77.6% J	24 68.6% J	3 33.3%	4 36.4%	60 74.1% K	8 61.5%	53 70.7%	25 73.5%	41 68.3%	1 50.0%	24 75.0%
Mean	8.97	9.00	8.88	9.00	9.45	9.17	8.93	9.31	8.66	8.11	8.27	9.02	8.46	9.07	9.15	8.87	9.00	9.16

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q49. In the last 6 months, did you get information or help from customer service at your child's health plan?

(GENERAL POPULATION)

	General 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 Eligible	670	104	178	150	123	325	230	411	113	46	86	480	63	443	163	410	23	134
Total Valid Responses	573	104	176	149	119	321	226	407	108	44	85	470	60	422	163	410	23	134
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	97	-	2	1	4	4	4	4	5	2	1	10	3	21	-	-	-	-
Yes	163	31	52	38	32	99	54	104	38	15	10	143	13	135	163	-	23	134
	28.4%	29.8%	29.5%	25.5%	26.9%	30.8%	23.9%	25.6%	35.2%	34.1%	11.8%	30.4%	21.7%	32.0%	100.0%		100.0%	100.0%
						g			h			K		m				
No	410	73	124	111	87	222	172	303	70	29	75	327	47	287	-	410	-	-
	71.6%	70.2%	70.5%	74.5%	73.1%	69.2%	76.1%	74.4%	64.8%	65.9%	88.2%	69.6%	78.3%	68.0%		100.0%		
							f	i			L		n					
HEDIS/CAHPS SUMMARY RATE - Yes	163	31	52	38	32	99	54	104	38	15	10	143	13	135	163	-	23	134
	28.4%	29.8%	29.5%	25.5%	26.9%	30.8%	23.9%	25.6%	35.2%	34.1%	11.8%	30.4%	21.7%	32.0%	100.0%		100.0%	100.0%
						g			h			K		m				

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q50. (CS) In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?

(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 Eligible	163	31	52	38	32	99	54	104	38	15	10	143	13	135	163	-	23	134
Total Valid Responses	157	30	49	38	31	95	53	99	38	15	8	140	13	130	157	-	23	134
	100.0%	100.0%	100.0%	100.0%	100.0%	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	6	1	3	-	1	4	1	5	-	-	2	3	-	5	6	-	-	-
Always	112	19	33	29	23	71	34	70	29	9	2	102	10	94	112	-	-	112
	71.3%	63.3%	67.3%	76.3%	74.2%	74.7%	64.2%	70.7%	76.3%	60.0%	25.0%	72.9%	76.9%	72.3%	71.3%			83.6%
												K						
Usually	22	8	7	3	4	15	7	13	7	2	2	20	-	18	22	-	-	22
	14.0%	26.7%	14.3%	7.9%	12.9%	15.8%	13.2%	13.1%	18.4%	13.3%	25.0%	14.3%		13.8%	14.0%			16.4%
		D																
Sometimes	16	3	5	4	3	6	8	10	2	3	3	12	2	13	16	-	16	-
	10.2%	10.0%	10.2%	10.5%	9.7%	6.3%	15.1%	10.1%	5.3%	20.0%	37.5%	8.6%	15.4%	10.0%	10.2%		69.6%	
											l							
Never	7	-	4	2	1	3	4	6	-	1	1	6	1	5	7	-	7	-
	4.5%		8.2%	5.3%	3.2%	3.2%	7.5%	6.1%		6.7%	12.5%	4.3%	7.7%	3.8%	4.5%		30.4%	
HEDIS/CAHPS SUMMARY RATE	134	27	40	32	27	86	41	83	36	11	4	122	10	112	134	-	-	134
- Always/Usually	85.4%	90.0%	81.6%	84.2%	87.1%	90.5%	77.4%	83.8%	94.7%	73.3%	50.0%	87.1%	76.9%	86.2%	85.4%			100.0%
						G			Hj			K						
HEDIS/CAHPS SUMMARY RATE	112	19	33	29	23	71	34	70	29	9	2	102	10	94	112	-	-	112
- Always	71.3%	63.3%	67.3%	76.3%	74.2%	74.7%	64.2%	70.7%	76.3%	60.0%	25.0%	72.9%	76.9%	72.3%	71.3%			83.6%
												K						
Mean	3.52	3.53	3.41	3.55	3.58	3.62	3.34	3.48	3.71	3.27	2.63	3.56	3.46	3.55	3.52	-	1.70	3.84

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q51. (CS) In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?

(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 Eligible	163	31	52	38	32	99	54	104	38	15	10	143	13	135	163	-	23	134
Total Valid Responses	156	29	51	38	31	95	54	100	38	15	9	141	13	130	156	-	22	132
	100.0%	100.0%	100.0%	100.0%	100.0%	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	7	2	1	-	1	4	-	4	-	-	1	2	-	5	7	-	1	2
Always	131	26	37	35	26	80	45	85	31	12	3	122	11	112	131	-	11	119
	84.0%	89.7%	72.5%	92.1%	83.9%	84.2%	83.3%	85.0%	81.6%	80.0%	33.3%	86.5%	84.6%	86.2%	84.0%		50.0%	90.2%
		C		C								K						Q
Usually	14	1	7	3	3	9	5	9	4	1	3	11	1	10	14	-	4	10
	9.0%	3.4%	13.7%	7.9%	9.7%	9.5%	9.3%	9.0%	10.5%	6.7%	33.3%	7.8%	7.7%	7.7%	9.0%		18.2%	7.6%
			b															
Sometimes	7	2	3	-	2	4	2	2	3	2	2	5	1	5	7	-	5	2
	4.5%	6.9%	5.9%		6.5%	4.2%	3.7%	2.0%	7.9%	13.3%	22.2%	3.5%	7.7%	3.8%	4.5%		22.7%	1.5%
																	R	
Never	4	-	4	-	-	2	2	4	-	-	1	3	-	3	4	-	2	1
	2.6%		7.8%			2.1%	3.7%	4.0%			11.1%	2.1%		2.3%	2.6%		9.1%	0.8%
HEDIS/CAHPS SUMMARY RATE	145	27	44	38	29	89	50	94	35	13	6	133	12	122	145	-	15	129
- Always/Usually	92.9%	93.1%	86.3%	100.0%	93.5%	93.7%	92.6%	94.0%	92.1%	86.7%	66.7%	94.3%	92.3%	93.8%	92.9%		68.2%	97.7%
				C								k						Q
HEDIS/CAHPS SUMMARY RATE	131	26	37	35	26	80	45	85	31	12	3	122	11	112	131	-	11	119
- Always	84.0%	89.7%	72.5%	92.1%	83.9%	84.2%	83.3%	85.0%	81.6%	80.0%	33.3%	86.5%	84.6%	86.2%	84.0%		50.0%	90.2%
		C		C								K						Q
Mean	3.74	3.83	3.51	3.92	3.77	3.76	3.72	3.75	3.74	3.67	2.89	3.79	3.77	3.78	3.74	-	3.09	3.87

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q52. In the last 6 months, did your child's health plan give you any forms to fill out?

(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 Eligible	670	104	178	150	123	325	230	411	113	46	86	480	63	443	163	410	23	134
Total Valid Responses	576	103	178	149	122	321	230	408	112	44	86	475	60	424	157	410	22	130
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	94	1	-	1	1	4	-	3	1	2	-	5	3	19	6	-	1	4
Yes	157	23	54	41	30	85	63	106	37	10	14	138	14	130	69	83	8	59
	27.3%	22.3%	30.3%	27.5%	24.6%	26.5%	27.4%	26.0%	33.0%	22.7%	16.3%	29.1%	23.3%	30.7%	43.9%	20.2%	36.4%	45.4%
												K			P			
No	419	80	124	108	92	236	167	302	75	34	72	337	46	294	88	327	14	71
	72.7%	77.7%	69.7%	72.5%	75.4%	73.5%	72.6%	74.0%	67.0%	77.3%	83.7%	70.9%	76.7%	69.3%	56.1%	79.8%	63.6%	54.6%
											L					O		
HEDIS/CAHPS SUMMARY RATE	157	23	54	41	30	85	63	106	37	10	14	138	14	130	69	83	8	59
- Yes	27.3%	22.3%	30.3%	27.5%	24.6%	26.5%	27.4%	26.0%	33.0%	22.7%	16.3%	29.1%	23.3%	30.7%	43.9%	20.2%	36.4%	45.4%
												K			P			

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q53. (FOF) In the last 6 months, how often were the forms from your child's health plan easy to fill out?

(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 Eligible	576	103	178	149	122	321	230	408	112	44	86	475	60	424	157	410	22	130
Total Valid Responses	567	102	178	144	120	318	225	400	112	44	86	467	60	417	153	405	22	127
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	9	1	-	5	2	3	5	8	-	-	-	8	-	7	4	5	-	3
Always	500	93	153	124	109	278	199	359	93	38	75	412	53	364	132	362	19	110
	88.2%	91.2%	86.0%	86.1%	90.8%	87.4%	88.4%	89.8% i	83.0%	86.4%	87.2%	88.2%	88.3%	87.3%	86.3%	89.4%	86.4%	86.6%
Usually	40	7	16	11	6	26	14	25	10	4	6	34	5	32	13	26	1	11
	7.1%	6.9%	9.0%	7.6%	5.0%	8.2%	6.2%	6.3%	8.9%	9.1%	7.0%	7.3%	8.3%	7.7%	8.5%	6.4%	4.5%	8.7%
Sometimes	20	1	8	6	3	12	7	10	8	2	3	17	2	15	7	12	2	5
	3.5%	1.0%	4.5% b	4.2% b	2.5%	3.8%	3.1%	2.5%	7.1% h	4.5%	3.5%	3.6%	3.3%	3.6%	4.6%	3.0%	9.1%	3.9%
Never	7	1	1	3	2	2	5	6	1	-	2	4	-	6	1	5	-	1
	1.2%	1.0%	0.6%	2.1%	1.7%	0.6%	2.2%	1.5%	0.9%		2.3%	0.9%		1.4%	0.7%	1.2%		0.8%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	540	100	169	135	115	304	213	384	103	42	81	446	58	396	145	388	20	121
	95.2%	98.0% d	94.9%	93.8%	95.8%	95.6%	94.7%	96.0%	92.0%	95.5%	94.2%	95.5%	96.7%	95.0%	94.8%	95.8%	90.9%	95.3%
HEDIS/CAHPS SUMMARY RATE - Always	500	93	153	124	109	278	199	359	93	38	75	412	53	364	132	362	19	110
	88.2%	91.2%	86.0%	86.1%	90.8%	87.4%	88.4%	89.8% i	83.0%	86.4%	87.2%	88.2%	88.3%	87.3%	86.3%	89.4%	86.4%	86.6%
Mean	3.82	3.88	3.80	3.78	3.85	3.82	3.81	3.84	3.74	3.82	3.79	3.83	3.85	3.81	3.80	3.84	3.77	3.81

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q54. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?

(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 Eligible	670	104	178	150	123	325	230	411	113	46	86	480	63	443	163	410	23	134
Total Valid Responses	566	103	177	145	119	317	226	405	109	44	86	480	59	415	153	402	22	126
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	104	1	1	5	4	8	4	6	4	2	-	-	4	28	10	8	1	8
10 - Best health plan possible	336	61	97	89	73	201	118	256	52	24	-	336	17	278	106	224	10	94
	59.4%	59.2%	54.8%	61.4%	61.3%	63.4%	52.2%	63.2%	47.7%	54.5%		70.0%	28.8%	67.0%	69.3%	55.7%	45.5%	74.6%
						G		I						M	P			Q
9	80	13	33	19	15	43	35	59	14	7	-	80	11	58	23	56	6	17
	14.1%	12.6%	18.6%	13.1%	12.6%	13.6%	15.5%	14.6%	12.8%	15.9%		16.7%	18.6%	14.0%	15.0%	13.9%	27.3%	13.5%
8	64	10	20	16	16	29	34	40	18	4	-	64	10	41	14	47	2	11
	11.3%	9.7%	11.3%	11.0%	13.4%	9.1%	15.0%	9.9%	16.5%	9.1%		13.3%	16.9%	9.9%	9.2%	11.7%	9.1%	8.7%
							F		h									
7	28	9	9	6	4	12	16	17	9	2	28	-	8	16	2	26	1	1
	4.9%	8.7%	5.1%	4.1%	3.4%	3.8%	7.1%	4.2%	8.3%	4.5%	32.6%		13.6%	3.9%	1.3%	6.5%	4.5%	0.8%
		e											N			O		
6	20	5	7	4	3	8	12	12	5	2	20	-	3	8	4	15	1	1
	3.5%	4.9%	4.0%	2.8%	2.5%	2.5%	5.3%	3.0%	4.6%	4.5%	23.3%		5.1%	1.9%	2.6%	3.7%	4.5%	0.8%
5	21	1	9	6	4	14	6	14	5	1	21	-	5	11	-	21	-	-
	3.7%	1.0%	5.1%	4.1%	3.4%	4.4%	2.7%	3.5%	4.6%	2.3%	24.4%		8.5%	2.7%		5.2%		
			B	b														
4	5	-	2	1	1	2	2	2	1	2	5	-	1	1	-	5	-	-
	0.9%		1.1%	0.7%	0.8%	0.6%	0.9%	0.5%	0.9%	4.5%	5.8%		1.7%	0.2%		1.2%		
3	2	-	-	1	1	2	-	1	1	-	2	-	-	1	1	1	-	1
	0.4%			0.7%	0.8%	0.6%		0.2%	0.9%		2.3%			0.2%	0.7%	0.2%		0.8%

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q54. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?

(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)
2	2 0.4%	1 1.0%	-	1 0.7%	-	2 0.6%	-	-	1 0.9%	1 2.3%	2 2.3%	-	1 1.7%	1 0.2%	1 0.7%	1 0.2%	1 4.5%	-
1	2 0.4%	1 1.0%	-	1 0.7%	-	1 0.3%	1 0.4%	1 0.2%	1 0.9%	-	2 2.3%	-	1 1.7%	-	-	2 0.5%	-	-
0 - Worst health plan possible	6 1.1%	2 1.9%	-	1 0.7%	2 1.7%	3 0.9%	2 0.9%	3 0.7%	2 1.8%	1 2.3%	6 7.0%	-	2 3.4%	-	2 1.3%	4 1.0%	1 4.5%	1 0.8%
SUMMARY - 0-3	12 2.1%	4 3.9%	-	4 2.8%	3 2.5%	8 2.5%	3 1.3%	5 1.2%	5 4.6%	2 4.5%	12 14.0%	-	4 6.8% n	2 0.5%	4 2.6%	8 2.0%	2 9.1%	2 1.6%
SUMMARY - 4-7	74 13.1%	15 14.6%	27 15.3%	17 11.7%	12 10.1%	36 11.4%	36 15.9%	45 11.1%	20 18.3% h	7 15.9%	74 86.0%	-	17 28.8% N	36 8.7%	6 3.9%	67 16.7% O	2 9.1%	2 1.6%
HEDIS/CAHPS SUMMARY RATE - 8-10	480 84.8%	84 81.6%	150 84.7%	124 85.5%	104 87.4%	273 86.1%	187 82.7%	355 87.7% I	84 77.1%	35 79.5%	-	480 100.0%	38 64.4%	377 90.8% M	143 93.5% P	327 81.3%	18 81.8%	122 96.8% q
HEDIS/CAHPS SUMMARY RATE - 9-10	416 73.5%	74 71.8%	130 73.4%	108 74.5%	88 73.9%	244 77.0% G	153 67.7%	315 77.8% I	66 60.6%	31 70.5%	-	416 86.7%	28 47.5%	336 81.0% M	129 84.3% P	280 69.7%	16 72.7%	111 88.1%
Mean	8.91	8.82	8.95	8.93	8.96	8.99	8.81	9.10	8.42	8.55	5.27	9.57	7.71	9.29	9.29	8.77	8.41	9.50

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q55. In the last 6 months, did you get or refill any prescription medicines for your child?

(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 Eligible	670	104	178	150	123	325	230	411	113	46	86	480	63	443	163	410	23	134
Total Valid Responses	574	102	178	149	122	323	228	408	112	46	85	478	59	422	155	408	22	128
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	96	2	-	1	1	2	2	3	1	-	1	2	4	21	8	2	1	6
Yes	343	64	104	92	72	195	139	214	83	40	44	291	39	264	97	238	12	82
	59.8%	62.7%	58.4%	61.7%	59.0%	60.4%	61.0%	52.5%	74.1%	87.0%	51.8%	60.9%	66.1%	62.6%	62.6%	58.3%	54.5%	64.1%
									H	HI								
No	231	38	74	57	50	128	89	194	29	6	41	187	20	158	58	170	10	46
	40.2%	37.3%	41.6%	38.3%	41.0%	39.6%	39.0%	47.5%	25.9%	13.0%	48.2%	39.1%	33.9%	37.4%	37.4%	41.7%	45.5%	35.9%
								IJ	J									
HEDIS/CAHPS SUMMARY RATE	343	64	104	92	72	195	139	214	83	40	44	291	39	264	97	238	12	82
- Yes	59.8%	62.7%	58.4%	61.7%	59.0%	60.4%	61.0%	52.5%	74.1%	87.0%	51.8%	60.9%	66.1%	62.6%	62.6%	58.3%	54.5%	64.1%
									H	HI								

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q56. (ATPM) In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?

(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 Eligible	343	64	104	92	72	195	139	214	83	40	44	291	39	264	97	238	12	82
Total Valid Responses	338	62	104	92	70	193	137	211	83	39	44	286	39	259	96	235	12	81
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	5	2	-	-	2	2	2	3	-	1	-	5	-	5	1	3	-	1
Always	261	47	84	70	54	153	102	174	56	27	17	239	21	214	79	178	5	72
	77.2%	75.8%	80.8%	76.1%	77.1%	79.3%	74.5%	82.5%	67.5%	69.2%	38.6%	83.6%	53.8%	82.6%	82.3%	75.7%	41.7%	88.9%
								Ij				K		M				Q
Usually	42	9	12	11	6	20	21	18	17	6	13	28	9	27	9	31	3	5
	12.4%	14.5%	11.5%	12.0%	8.6%	10.4%	15.3%	8.5%	20.5%	15.4%	29.5%	9.8%	23.1%	10.4%	9.4%	13.2%	25.0%	6.2%
									H		L		n					
Sometimes	29	6	8	9	6	17	11	16	9	4	11	17	8	16	7	21	3	4
	8.6%	9.7%	7.7%	9.8%	8.6%	8.8%	8.0%	7.6%	10.8%	10.3%	25.0%	5.9%	20.5%	6.2%	7.3%	8.9%	25.0%	4.9%
											L		N					
Never	6	-	-	2	4	3	3	3	1	2	3	2	1	2	1	5	1	-
	1.8%			2.2%	5.7%	1.6%	2.2%	1.4%	1.2%	5.1%	6.8%	0.7%	2.6%	0.8%	1.0%	2.1%	8.3%	
HEDIS/CAHPS SUMMARY RATE	303	56	96	81	60	173	123	192	73	33	30	267	30	241	88	209	8	77
- Always/Usually	89.6%	90.3%	92.3%	88.0%	85.7%	89.6%	89.8%	91.0%	88.0%	84.6%	68.2%	93.4%	76.9%	93.1%	91.7%	88.9%	66.7%	95.1%
												K		M				Q
HEDIS/CAHPS SUMMARY RATE	261	47	84	70	54	153	102	174	56	27	17	239	21	214	79	178	5	72
- Always	77.2%	75.8%	80.8%	76.1%	77.1%	79.3%	74.5%	82.5%	67.5%	69.2%	38.6%	83.6%	53.8%	82.6%	82.3%	75.7%	41.7%	88.9%
								Ij				K		M				Q
Mean	3.65	3.66	3.73	3.62	3.57	3.67	3.62	3.72	3.54	3.49	3.00	3.76	3.28	3.75	3.73	3.63	3.00	3.84

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q57. Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?

(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 Eligible	343	64	104	92	72	195	139	214	83	40	44	291	39	264	97	238	12	82
Total Valid Responses	331	62	103	90	67	190	134	207	81	39	42	281	38	254	95	229	12	80
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	12	2	1	2	5	5	5	7	2	1	2	10	1	10	2	9	-	2
Yes	165	32	56	40	32	97	65	96	43	26	22	139	18	130	51	108	7	43
	49.8%	51.6%	54.4%	44.4%	47.8%	51.1%	48.5%	46.4%	53.1%	66.7% H	52.4%	49.5%	47.4%	51.2%	53.7%	47.2%	58.3%	53.8%
No	166	30	47	50	35	93	69	111	38	13	20	142	20	124	44	121	5	37
	50.2%	48.4%	45.6%	55.6%	52.2%	48.9%	51.5%	53.6% J	46.9%	33.3%	47.6%	50.5%	52.6%	48.8%	46.3%	52.8%	41.7%	46.3%
HEDIS/CAHPS SUMMARY RATE - Yes	165	32	56	40	32	97	65	96	43	26	22	139	18	130	51	108	7	43
	49.8%	51.6%	54.4%	44.4%	47.8%	51.1%	48.5%	46.4%	53.1%	66.7% H	52.4%	49.5%	47.4%	51.2%	53.7%	47.2%	58.3%	53.8%

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q58. In general, how would you rate your child's overall health?

(GENERAL POPULATION)

	General 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 Eligible	670	104	178	150	123	325	230	411	113	46	86	480	63	443	163	410	23	134
Total Valid Responses	570	104	175	147	121	322	225	411	113	46	84	474	60	420	157	402	22	130
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	100	-	3	3	2	3	5	-	-	-	2	6	3	23	6	8	1	4
Excellent	241	51	80	59	41	130	103	241	-	-	20	218	18	192	58	180	9	48
	42.3%	49.0%	45.7%	40.1%	33.9%	40.4%	45.8%	58.6%			23.8%	46.0%	30.0%	45.7%	36.9%	44.8%	40.9%	36.9%
		E	E									K		M		o		
Very good	170	26	52	46	42	92	73	170	-	-	30	137	13	120	46	123	7	35
	29.8%	25.0%	29.7%	31.3%	34.7%	28.6%	32.4%	41.4%			35.7%	28.9%	21.7%	28.6%	29.3%	30.6%	31.8%	26.9%
Good	113	18	33	29	28	66	41	-	113	-	25	84	22	76	38	70	2	36
	19.8%	17.3%	18.9%	19.7%	23.1%	20.5%	18.2%		100.0%		29.8%	17.7%	36.7%	18.1%	24.2%	17.4%	9.1%	27.7%
											L		N		p			Q
Fair	41	7	9	11	10	30	8	-	-	41	8	31	6	28	13	26	3	10
	7.2%	6.7%	5.1%	7.5%	8.3%	9.3%	3.6%			89.1%	9.5%	6.5%	10.0%	6.7%	8.3%	6.5%	13.6%	7.7%
						G												
Poor	5	2	1	2	-	4	-	-	-	5	1	4	1	4	2	3	1	1
	0.9%	1.9%	0.6%	1.4%		1.2%				10.9%	1.2%	0.8%	1.7%	1.0%	1.3%	0.7%	4.5%	0.8%
HEDIS/CAHPS SUMMARY RATE	411	77	132	105	83	222	176	411	-	-	50	355	31	312	104	303	16	83
- Excellent/Very good	72.1%	74.0%	75.4%	71.4%	68.6%	68.9%	78.2%	100.0%			59.5%	74.9%	51.7%	74.3%	66.2%	75.4%	72.7%	63.8%
							F					K		M		O		
Mean	1.95	1.88	1.85	1.99	2.06	2.02	1.80	1.41	3.00	4.11	2.29	1.87	2.32	1.89	2.08	1.88	2.09	2.08

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q59. In general, how would you rate your child's overall mental or emotional health?

(GENERAL POPULATION)

	General 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 Eligible	670	104	178	150	123	325	230	411	113	46	86	480	63	443	163	410	23	134
Total Valid Responses	574	104	178	150	121	323	230	409	113	45	86	478	60	421	155	409	22	128
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	96	-	-	-	2	2	-	2	-	1	-	2	3	22	8	1	1	6
Excellent	271	56	98	67	45	136	127	236	26	6	28	240	21	210	72	198	10	59
	47.2%	53.8%	55.1%	44.7%	37.2%	42.1%	55.2%	57.7%	23.0%	13.3%	32.6%	50.2%	35.0%	49.9%	46.5%	48.4%	45.5%	46.1%
		E	dE				F	IJ				K		M				
Very good	145	22	39	45	33	75	66	115	23	6	24	119	18	105	40	103	4	34
	25.3%	21.2%	21.9%	30.0%	27.3%	23.2%	28.7%	28.1%	20.4%	13.3%	27.9%	24.9%	30.0%	24.9%	25.8%	25.2%	18.2%	26.6%
				c				iJ										
Good	98	14	29	19	29	70	21	44	42	10	20	76	9	67	28	65	6	22
	17.1%	13.5%	16.3%	12.7%	24.0%	21.7%	9.1%	10.8%	37.2%	22.2%	23.3%	15.9%	15.0%	15.9%	18.1%	15.9%	27.3%	17.2%
					BD	G			Hj	h								
Fair	44	9	10	11	12	29	14	11	17	15	9	32	10	30	13	30	1	12
	7.7%	8.7%	5.6%	7.3%	9.9%	9.0%	6.1%	2.7%	15.0%	33.3%	10.5%	6.7%	16.7%	7.1%	8.4%	7.3%	4.5%	9.4%
									H	HI			n					
Poor	16	3	2	8	2	13	2	3	5	8	5	11	2	9	2	13	1	1
	2.8%	2.9%	1.1%	5.3%	1.7%	4.0%	0.9%	0.7%	4.4%	17.8%	5.8%	2.3%	3.3%	2.1%	1.3%	3.2%	4.5%	0.8%
				Ce		G			h	HI								
HEDIS/CAHPS SUMMARY RATE	416	78	137	112	78	211	193	351	49	12	52	359	39	315	112	301	14	93
- Excellent/Very good	72.5%	75.0%	77.0%	74.7%	64.5%	65.3%	83.9%	85.8%	43.4%	26.7%	60.5%	75.1%	65.0%	74.8%	72.3%	73.6%	63.6%	72.7%
		e	E	e			F	IJ	J			K						
Mean	1.94	1.86	1.76	1.99	2.12	2.10	1.69	1.61	2.58	3.29	2.29	1.86	2.23	1.87	1.92	1.92	2.05	1.92

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q60. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?

(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 Eligible	670	104	178	150	123	325	230	411	113	46	86	480	63	443	163	410	23	134
Total Valid Responses	570	102	177	149	122	321	229	408	111	44	85	475	60	419	155	406	22	128
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	100	2	1	1	1	4	1	3	2	2	1	5	3	24	8	4	1	6
Yes	193	33	57	47	44	104	81	97	62	34	32	157	21	150	58	129	7	49
	33.9%	32.4%	32.2%	31.5%	36.1%	32.4%	35.4%	23.8%	55.9%	77.3%	37.6%	33.1%	35.0%	35.8%	37.4%	31.8%	31.8%	38.3%
									H	HI								
No	377	69	120	102	78	217	148	311	49	10	53	318	39	269	97	277	15	79
	66.1%	67.6%	67.8%	68.5%	63.9%	67.6%	64.6%	76.2%	44.1%	22.7%	62.4%	66.9%	65.0%	64.2%	62.6%	68.2%	68.2%	61.7%
								IJ	J									
HEDIS/CAHPS SUMMARY RATE - Yes	193	33	57	47	44	104	81	97	62	34	32	157	21	150	58	129	7	49
	33.9%	32.4%	32.2%	31.5%	36.1%	32.4%	35.4%	23.8%	55.9%	77.3%	37.6%	33.1%	35.0%	35.8%	37.4%	31.8%	31.8%	38.3%
									H	HI								

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q61. Is this because of any medical, behavioral, or other health condition?

(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 Eligible	193	33	57	47	44	104	81	97	62	34	32	157	21	150	58	129	7	49
Total Valid Responses	189	30	56	47	44	101	80	95	62	32	31	154	21	146	57	126	7	48
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	4	3	1	-	-	3	1	2	-	2	1	3	-	4	1	3	-	1
Yes	156	26	46	39	37	81	71	71	56	29	26	126	19	120	47	104	5	40
	82.5%	86.7%	82.1%	83.0%	84.1%	80.2%	88.8%	74.7%	90.3%	90.6%	83.9%	81.8%	90.5%	82.2%	82.5%	82.5%	71.4%	83.3%
									H	H								
No	33	4	10	8	7	20	9	24	6	3	5	28	2	26	10	22	2	8
	17.5%	13.3%	17.9%	17.0%	15.9%	19.8%	11.3%	25.3%	9.7%	9.4%	16.1%	18.2%	9.5%	17.8%	17.5%	17.5%	28.6%	16.7%
								IJ										
HEDIS/CAHPS SUMMARY RATE - Yes	156	26	46	39	37	81	71	71	56	29	26	126	19	120	47	104	5	40
	82.5%	86.7%	82.1%	83.0%	84.1%	80.2%	88.8%	74.7%	90.3%	90.6%	83.9%	81.8%	90.5%	82.2%	82.5%	82.5%	71.4%	83.3%
									H	H								

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q62. Is this a condition that has lasted or is expected to last for at least 12 months?

(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 Eligible	156	26	46	39	37	81	71	71	56	29	26	126	19	120	47	104	5	40
Total Valid Responses	154	25	46	38	37	81	69	70	55	29	25	125	19	118	47	102	5	40
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	2	1	-	1	-	-	2	1	1	-	1	1	-	2	-	2	-	-
Yes	131	21	35	34	33	73	55	53	50	28	20	107	17	99	41	86	4	35
	85.1%	84.0%	76.1%	89.5%	89.2%	90.1%	79.7%	75.7%	90.9%	96.6%	80.0%	85.6%	89.5%	83.9%	87.2%	84.3%	80.0%	87.5%
				c		g			H	H								
No	23	4	11	4	4	8	14	17	5	1	5	18	2	19	6	16	1	5
	14.9%	16.0%	23.9%	10.5%	10.8%	9.9%	20.3%	24.3%	9.1%	3.4%	20.0%	14.4%	10.5%	16.1%	12.8%	15.7%	20.0%	12.5%
			d				f	IJ										
HEDIS/CAHPS SUMMARY RATE - Yes	131	21	35	34	33	73	55	53	50	28	20	107	17	99	41	86	4	35
	85.1%	84.0%	76.1%	89.5%	89.2%	90.1%	79.7%	75.7%	90.9%	96.6%	80.0%	85.6%	89.5%	83.9%	87.2%	84.3%	80.0%	87.5%
				c		g			H	H								

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

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?

(GENERAL POPULATION)

	General 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 Eligible	670	104	178	150	123	325	230	411	113	46	86	480	63	443	163	410	23	134
Total Valid Responses	556	102	174	145	116	315	222	398	108	43	83	462	58	411	149	399	22	122
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	114	2	4	5	7	10	8	13	5	3	3	18	5	32	14	11	1	12
Yes	95	13	29	29	18	60	29	37	35	22	17	75	18	70	30	63	4	25
	17.1%	12.7%	16.7%	20.0%	15.5%	19.0%	13.1%	9.3%	32.4%	51.2%	20.5%	16.2%	31.0%	17.0%	20.1%	15.8%	18.2%	20.5%
						g			H	HI			N					
No	461	89	145	116	98	255	193	361	73	21	66	387	40	341	119	336	18	97
	82.9%	87.3%	83.3%	80.0%	84.5%	81.0%	86.9%	90.7%	67.6%	48.8%	79.5%	83.8%	69.0%	83.0%	79.9%	84.2%	81.8%	79.5%
							f	IJ	J					M				
HEDIS/CAHPS SUMMARY RATE	95	13	29	29	18	60	29	37	35	22	17	75	18	70	30	63	4	25
- Yes	17.1%	12.7%	16.7%	20.0%	15.5%	19.0%	13.1%	9.3%	32.4%	51.2%	20.5%	16.2%	31.0%	17.0%	20.1%	15.8%	18.2%	20.5%
						g			H	HI			N					

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q64. Is this because of any medical, behavioral, or other health condition?

(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 Eligible	95	13	29	29	18	60	29	37	35	22	17	75	18	70	30	63	4	25
Total Valid Responses	94	13	29	29	17	60	28	37	34	22	17	74	17	70	30	62	4	25
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	1	-	-	-	1	-	1	-	1	-	-	1	1	-	-	1	-	-
Yes	71	12	18	23	13	45	22	21	30	19	15	53	13	51	21	48	2	18
	75.5%	92.3%	62.1%	79.3%	76.5%	75.0%	78.6%	56.8%	88.2%	86.4%	88.2%	71.6%	76.5%	72.9%	70.0%	77.4%	50.0%	72.0%
		C							H	H	l							
No	23	1	11	6	4	15	6	16	4	3	2	21	4	19	9	14	2	7
	24.5%	7.7%	37.9%	20.7%	23.5%	25.0%	21.4%	43.2%	11.8%	13.6%	11.8%	28.4%	23.5%	27.1%	30.0%	22.6%	50.0%	28.0%
			B					IJ				k						
HEDIS/CAHPS SUMMARY RATE - Yes	71	12	18	23	13	45	22	21	30	19	15	53	13	51	21	48	2	18
	75.5%	92.3%	62.1%	79.3%	76.5%	75.0%	78.6%	56.8%	88.2%	86.4%	88.2%	71.6%	76.5%	72.9%	70.0%	77.4%	50.0%	72.0%
		C							H	H	l							

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q65. Is this a condition that has lasted or is expected to last for at least 12 months?

(GENERAL POPULATION)

	General 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 Eligible	71	12	18	23	13	45	22	21	30	19	15	53	13	51	21	48	2	18
Total Valid Responses	70	12	18	22	13	44	22	21	30	19	15	52	13	50	21	47	2	18
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	1	-	-	1	-	1	-	-	-	-	-	1	-	1	-	1	-	-
Yes	68	12	16	22	13	42	22	21	28	19	15	50	13	49	20	46	2	17
	97.1%	100.0%	88.9%	100.0%	100.0%	95.5%	100.0%	100.0%	93.3%	100.0%	100.0%	96.2%	100.0%	98.0%	95.2%	97.9%	100.0%	94.4%
No	2	-	2	-	-	2	-	-	2	-	-	2	-	1	1	1	-	1
	2.9%		11.1%			4.5%			6.7%			3.8%		2.0%	4.8%	2.1%		5.6%
HEDIS/CAHPS SUMMARY RATE	68	12	16	22	13	42	22	21	28	19	15	50	13	49	20	46	2	17
- Yes	97.1%	100.0%	88.9%	100.0%	100.0%	95.5%	100.0%	100.0%	93.3%	100.0%	100.0%	96.2%	100.0%	98.0%	95.2%	97.9%	100.0%	94.4%

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.

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

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?

(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 Eligible	670	104	178	150	123	325	230	411	113	46	86	480	63	443	163	410	23	134
Total Valid Responses	556	101	173	144	117	311	224	399	108	42	82	464	59	410	150	398	21	124
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	114	3	5	6	6	14	6	12	5	4	4	16	4	33	13	12	2	10
Yes	95	15	27	24	25	65	25	49	30	16	12	79	16	65	35	58	4	31
	17.1%	14.9%	15.6%	16.7%	21.4%	20.9%	11.2%	12.3%	27.8%	38.1%	14.6%	17.0%	27.1%	15.9%	23.3%	14.6%	19.0%	25.0%
						G			H	H			n		P			
No	461	86	146	120	92	246	199	350	78	26	70	385	43	345	115	340	17	93
	82.9%	85.1%	84.4%	83.3%	78.6%	79.1%	88.8%	87.7%	72.2%	61.9%	85.4%	83.0%	72.9%	84.1%	76.7%	85.4%	81.0%	75.0%
							F	IJ						m		O		
HEDIS/CAHPS SUMMARY RATE	95	15	27	24	25	65	25	49	30	16	12	79	16	65	35	58	4	31
- Yes	17.1%	14.9%	15.6%	16.7%	21.4%	20.9%	11.2%	12.3%	27.8%	38.1%	14.6%	17.0%	27.1%	15.9%	23.3%	14.6%	19.0%	25.0%
						G			H	H			n		P			

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q67. Is this because of any medical, behavioral, or other health condition?

(GENERAL POPULATION)

	General 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 Eligible	95	15	27	24	25	65	25	49	30	16	12	79	16	65	35	58	4	31
Total Valid Responses	91	14	25	24	25	62	25	45	30	16	12	76	16	63	35	55	4	31
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	4	1	2	-	-	3	-	4	-	-	-	3	-	2	-	3	-	-
Yes	54	10	14	15	13	33	19	19	23	12	11	40	12	38	18	35	1	17
	59.3%	71.4%	56.0%	62.5%	52.0%	53.2%	76.0%	42.2%	76.7%	75.0%	91.7%	52.6%	75.0%	60.3%	51.4%	63.6%	25.0%	54.8%
							F		H	H	L							
No	37	4	11	9	12	29	6	26	7	4	1	36	4	25	17	20	3	14
	40.7%	28.6%	44.0%	37.5%	48.0%	46.8%	24.0%	57.8%	23.3%	25.0%	8.3%	47.4%	25.0%	39.7%	48.6%	36.4%	75.0%	45.2%
						G		IJ				K						
HEDIS/CAHPS SUMMARY RATE - Yes	54	10	14	15	13	33	19	19	23	12	11	40	12	38	18	35	1	17
	59.3%	71.4%	56.0%	62.5%	52.0%	53.2%	76.0%	42.2%	76.7%	75.0%	91.7%	52.6%	75.0%	60.3%	51.4%	63.6%	25.0%	54.8%
							F		H	H	L							

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q68. Is this a condition that has lasted or is expected to last for at least 12 months?

(GENERAL POPULATION)

	General 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 Eligible	54	10	14	15	13	33	19	19	23	12	11	40	12	38	18	35	1	17
Total Valid Responses	53	10	14	15	12	33	18	19	22	12	11	39	12	37	18	35	1	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	1	-	-	-	1	-	1	-	1	-	-	1	-	1	-	-	-	-
Yes	50	10	12	15	11	30	18	17	21	12	11	36	12	34	17	33	1	16
	94.3%	100.0%	85.7%	100.0%	91.7%	90.9%	100.0%	89.5%	95.5%	100.0%	100.0%	92.3%	100.0%	91.9%	94.4%	94.3%	100.0%	94.1%
							f				l		n					
No	3	-	2	-	1	3	-	2	1	-	-	3	-	3	1	2	-	1
	5.7%		14.3%		8.3%	9.1%		10.5%	4.5%			7.7%		8.1%	5.6%	5.7%		5.9%
HEDIS/CAHPS SUMMARY RATE	50	10	12	15	11	30	18	17	21	12	11	36	12	34	17	33	1	16
- Yes	94.3%	100.0%	85.7%	100.0%	91.7%	90.9%	100.0%	89.5%	95.5%	100.0%	100.0%	92.3%	100.0%	91.9%	94.4%	94.3%	100.0%	94.1%
							f				l		n					

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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Q69. Does your child need or get special therapy such as physical, occupational, or speech therapy?

(GENERAL POPULATION)

	General 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 Eligible	670	104	178	150	123	325	230	411	113	46	86	480	63	443	163	410	23	134
Total Valid Responses	559	103	173	147	118	317	224	401	109	43	84	465	58	412	153	398	22	126
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	111	1	5	3	5	8	6	10	4	3	2	15	5	31	10	12	1	8
Yes	58	9	20	16	11	40	16	28	19	11	5	52	8	43	24	32	3	20
	10.4%	8.7%	11.6%	10.9%	9.3%	12.6%	7.1%	7.0%	17.4%	25.6%	6.0%	11.2%	13.8%	10.4%	15.7%	8.0%	13.6%	15.9%
						G			H	H		k			P			
No	501	94	153	131	107	277	208	373	90	32	79	413	50	369	129	366	19	106
	89.6%	91.3%	88.4%	89.1%	90.7%	87.4%	92.9%	93.0%	82.6%	74.4%	94.0%	88.8%	86.2%	89.6%	84.3%	92.0%	86.4%	84.1%
							F	IJ			l					O		
HEDIS/CAHPS SUMMARY RATE - Yes	58	9	20	16	11	40	16	28	19	11	5	52	8	43	24	32	3	20
	10.4%	8.7%	11.6%	10.9%	9.3%	12.6%	7.1%	7.0%	17.4%	25.6%	6.0%	11.2%	13.8%	10.4%	15.7%	8.0%	13.6%	15.9%
						G			H	H		k			P			

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q70. Is this because of any medical, behavioral, or other health condition?

(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 Eligible	58	9	20	16	11	40	16	28	19	11	5	52	8	43	24	32	3	20
Total Valid Responses	53	8	18	15	10	36	15	25	17	11	4	49	6	41	24	27	3	20
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	5	1	2	1	1	4	1	3	2	-	1	3	2	2	-	5	-	-
Yes	36	5	10	12	8	23	12	15	12	9	3	33	4	27	17	17	2	15
	67.9%	62.5%	55.6%	80.0%	80.0%	63.9%	80.0%	60.0%	70.6%	81.8%	75.0%	67.3%	66.7%	65.9%	70.8%	63.0%	66.7%	75.0%
No	17	3	8	3	2	13	3	10	5	2	1	16	2	14	7	10	1	5
	32.1%	37.5%	44.4%	20.0%	20.0%	36.1%	20.0%	40.0%	29.4%	18.2%	25.0%	32.7%	33.3%	34.1%	29.2%	37.0%	33.3%	25.0%
HEDIS/CAHPS SUMMARY RATE	36	5	10	12	8	23	12	15	12	9	3	33	4	27	17	17	2	15
- Yes	67.9%	62.5%	55.6%	80.0%	80.0%	63.9%	80.0%	60.0%	70.6%	81.8%	75.0%	67.3%	66.7%	65.9%	70.8%	63.0%	66.7%	75.0%

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q71. Is this a condition that has lasted or is expected to last for at least 12 months?

(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 Eligible	36	5	10	12	8	23	12	15	12	9	3	33	4	27	17	17	2	15
Total Valid Responses	35	5	10	11	8	23	12	15	12	8	3	32	4	26	17	16	2	15
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	1	-	-	1	-	-	-	-	-	1	-	1	-	1	-	1	-	-
Yes	34	5	9	11	8	22	12	14	12	8	3	31	4	25	17	15	2	15
	97.1%	100.0%	90.0%	100.0%	100.0%	95.7%	100.0%	93.3%	100.0%	100.0%	100.0%	96.9%	100.0%	96.2%	100.0%	93.8%	100.0%	100.0%
No	1	-	1	-	-	1	-	1	-	-	-	1	-	1	-	1	-	-
	2.9%		10.0%			4.3%		6.7%				3.1%		3.8%		6.3%		
HEDIS/CAHPS SUMMARY RATE - Yes	34	5	9	11	8	22	12	14	12	8	3	31	4	25	17	15	2	15
	97.1%	100.0%	90.0%	100.0%	100.0%	95.7%	100.0%	93.3%	100.0%	100.0%	100.0%	96.9%	100.0%	96.2%	100.0%	93.8%	100.0%	100.0%

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q72. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?

(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 Eligible	670	104	178	150	123	325	230	411	113	46	86	480	63	443	163	410	23	134
Total Valid Responses	559	104	172	147	120	319	224	397	111	44	83	465	59	410	155	396	22	128
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	111	-	6	3	3	6	6	14	2	2	3	15	4	33	8	14	1	6
Yes	90	17	19	26	24	58	30	39	29	20	14	72	12	71	26	63	4	22
	16.1%	16.3%	11.0%	17.7%	20.0%	18.2%	13.4%	9.8%	26.1%	45.5%	16.9%	15.5%	20.3%	17.3%	16.8%	15.9%	18.2%	17.2%
				c	C				H	HI								
No	469	87	153	121	96	261	194	358	82	24	69	393	47	339	129	333	18	106
	83.9%	83.7%	89.0%	82.3%	80.0%	81.8%	86.6%	90.2%	73.9%	54.5%	83.1%	84.5%	79.7%	82.7%	83.2%	84.1%	81.8%	82.8%
			dE					IJ	J									
HEDIS/CAHPS SUMMARY RATE	90	17	19	26	24	58	30	39	29	20	14	72	12	71	26	63	4	22
- Yes	16.1%	16.3%	11.0%	17.7%	20.0%	18.2%	13.4%	9.8%	26.1%	45.5%	16.9%	15.5%	20.3%	17.3%	16.8%	15.9%	18.2%	17.2%
				c	C				H	HI								

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q73. Has this problem lasted or is it expected to last for at least 12 months?

(GENERAL POPULATION)

	General 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 Eligible	90	17	19	26	24	58	30	39	29	20	14	72	12	71	26	63	4	22
Total Valid Responses	87	16	19	24	24	57	29	38	29	18	14	69	12	68	26	60	4	22
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	3	1	-	2	-	1	1	1	-	2	-	3	-	3	-	3	-	-
Yes	80	16	15	22	23	52	27	34	27	17	13	63	12	61	22	57	3	19
	92.0%	100.0%	78.9%	91.7%	95.8%	91.2%	93.1%	89.5%	93.1%	94.4%	92.9%	91.3%	100.0%	89.7%	84.6%	95.0%	75.0%	86.4%
		C			c								N					
No	7	-	4	2	1	5	2	4	2	1	1	6	-	7	4	3	1	3
	8.0%		21.1%	8.3%	4.2%	8.8%	6.9%	10.5%	6.9%	5.6%	7.1%	8.7%		10.3%	15.4%	5.0%	25.0%	13.6%
			e															
HEDIS/CAHPS SUMMARY RATE - Yes	80	16	15	22	23	52	27	34	27	17	13	63	12	61	22	57	3	19
	92.0%	100.0%	78.9%	91.7%	95.8%	91.2%	93.1%	89.5%	93.1%	94.4%	92.9%	91.3%	100.0%	89.7%	84.6%	95.0%	75.0%	86.4%
		C			c								N					

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q74. What is your child's age?

(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 Eligible	670	104	178	150	123	325	230	411	113	46	86	480	63	443	163	410	23	134
Total Valid Responses	569	102	178	150	122	323	229	404	113	45	85	473	59	418	154	404	22	127
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	101	2	-	-	1	2	1	7	-	1	1	7	4	25	9	6	1	7
Less than 1 year old	12	5	6	1	-	9	3	10	2	-	1	11	-	11	5	7	1	4
	2.1%	4.9%	3.4%	0.7%		2.8%	1.3%	2.5%	1.8%		1.2%	2.3%		2.6%	3.2%	1.7%	4.5%	3.1%
		d	d															
1	33	15	15	3	-	20	13	25	6	2	3	30	2	27	11	22	2	9
	5.8%	14.7%	8.4%	2.0%		6.2%	5.7%	6.2%	5.3%	4.4%	3.5%	6.3%	3.4%	6.5%	7.1%	5.4%	9.1%	7.1%
		D	D															
2	34	14	15	2	2	18	16	32	1	1	3	31	3	27	11	23	2	9
	6.0%	13.7%	8.4%	1.3%	1.6%	5.6%	7.0%	7.9%	0.9%	2.2%	3.5%	6.6%	5.1%	6.5%	7.1%	5.7%	9.1%	7.1%
		DE	DE					IJ										
3	25	6	13	3	3	11	13	21	4	-	3	22	3	19	7	18	1	6
	4.4%	5.9%	7.3%	2.0%	2.5%	3.4%	5.7%	5.2%	3.5%		3.5%	4.7%	5.1%	4.5%	4.5%	4.5%	4.5%	4.7%
			DE															
4	30	4	16	7	3	10	19	24	4	-	3	26	2	22	8	21	-	8
	5.3%	3.9%	9.0%	4.7%	2.5%	3.1%	8.3%	5.9%	3.5%		3.5%	5.5%	3.4%	5.3%	5.2%	5.2%		6.3%
			bE				F											
5	28	6	10	7	4	16	11	21	5	1	3	25	6	17	11	17	4	7
	4.9%	5.9%	5.6%	4.7%	3.3%	5.0%	4.8%	5.2%	4.4%	2.2%	3.5%	5.3%	10.2%	4.1%	7.1%	4.2%	18.2%	5.5%
6	25	7	9	4	4	14	10	18	5	2	4	20	1	20	4	20	-	4
	4.4%	6.9%	5.1%	2.7%	3.3%	4.3%	4.4%	4.5%	4.4%	4.4%	4.7%	4.2%	1.7%	4.8%	2.6%	5.0%		3.1%
7	26	3	16	3	3	11	13	22	3	1	3	22	3	19	9	16	3	6
	4.6%	2.9%	9.0%	2.0%	2.5%	3.4%	5.7%	5.4%	2.7%	2.2%	3.5%	4.7%	5.1%	4.5%	5.8%	4.0%	13.6%	4.7%
			BDE															

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Lowercase letters indicate significance at the 90% level.

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q74. What is your child's age?

(GENERAL POPULATION)

	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
		==== 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)	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
8	20	1	14	4	1	8	12	14	3	3	7	13	1	15	7	13	-	5
	3.5%	1.0%	7.9%	2.7%	0.8%	2.5%	5.2%	3.5%	2.7%	6.7%	8.2%	2.7%	1.7%	3.6%	4.5%	3.2%		3.9%
			BDE								l							
9	37	3	17	9	6	20	15	22	7	8	8	29	4	25	12	23	2	9
	6.5%	2.9%	9.6%	6.0%	4.9%	6.2%	6.6%	5.4%	6.2%	17.8%	9.4%	6.1%	6.8%	6.0%	7.8%	5.7%	9.1%	7.1%
			B							Hi								
10	38	4	17	9	8	22	16	27	10	1	3	34	4	30	7	30	1	6
	6.7%	3.9%	9.6%	6.0%	6.6%	6.8%	7.0%	6.7%	8.8%	2.2%	3.5%	7.2%	6.8%	7.2%	4.5%	7.4%	4.5%	4.7%
			b					j	j									
11	28	3	5	10	9	17	11	19	7	2	3	25	3	19	6	20	-	6
	4.9%	2.9%	2.8%	6.7%	7.4%	5.3%	4.8%	4.7%	6.2%	4.4%	3.5%	5.3%	5.1%	4.5%	3.9%	5.0%		4.7%
					c													
12	36	2	9	16	7	25	10	25	7	2	5	29	2	31	11	25	1	10
	6.3%	2.0%	5.1%	10.7%	5.7%	7.7%	4.4%	6.2%	6.2%	4.4%	5.9%	6.1%	3.4%	7.4%	7.1%	6.2%	4.5%	7.9%
				Bc		g												
13	41	2	5	15	18	25	15	28	9	2	3	37	3	32	10	30	-	9
	7.2%	2.0%	2.8%	10.0%	14.8%	7.7%	6.6%	6.9%	8.0%	4.4%	3.5%	7.8%	5.1%	7.7%	6.5%	7.4%		7.1%
				BC	BC							k						
14 or older	156	27	11	57	54	97	52	96	40	20	33	119	22	104	35	119	5	29
	27.4%	26.5%	6.2%	38.0%	44.3%	30.0%	22.7%	23.8%	35.4%	44.4%	38.8%	25.2%	37.3%	24.9%	22.7%	29.5%	22.7%	22.8%
		C		bC	BC	g			H	H	L		n			o		

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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Q75. Is your child male or female?

(GENERAL POPULATION)

	General 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
Total Eligible	670	104	178	150	123	325	230	411	113	46	86	480	63	443	163	410	23	134
Total Valid Responses	568	103	178	150	122	323	230	405	112	44	85	471	59	417	155	403	22	128
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	102	1	-	-	1	2	-	6	1	2	1	9	4	26	8	7	1	6
Male	302	54	95	76	66	167	125	212	61	25	51	242	29	225	78	217	12	64
	53.2%	52.4%	53.4%	50.7%	54.1%	51.7%	54.3%	52.3%	54.5%	56.8%	60.0%	51.4%	49.2%	54.0%	50.3%	53.8%	54.5%	50.0%
Female	266	49	83	74	56	156	105	193	51	19	34	229	30	192	77	186	10	64
	46.8%	47.6%	46.6%	49.3%	45.9%	48.3%	45.7%	47.7%	45.5%	43.2%	40.0%	48.6%	50.8%	46.0%	49.7%	46.2%	45.5%	50.0%

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q76. Is your child of Hispanic or Latino origin or descent?

(GENERAL POPULATION)

	General 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
Total Eligible	670	104	178	150	123	325	230	411	113	46	86	480	63	443	163	410	23	134
Total Valid Responses	534	95	173	142	112	304	217	384	105	40	78	445	55	397	150	375	22	123
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	136	9	5	8	11	21	13	27	8	6	8	35	8	46	13	35	1	11
Yes, Hispanic or Latino	44	7	17	16	3	25	15	32	7	4	5	37	5	31	13	29	2	11
	8.2%	7.4%	9.8%	11.3%	2.7%	8.2%	6.9%	8.3%	6.7%	10.0%	6.4%	8.3%	9.1%	7.8%	8.7%	7.7%	9.1%	8.9%
No, not Hispanic or Latino	490	88	156	126	109	279	202	352	98	36	73	408	50	366	137	346	20	112
	91.8%	92.6%	90.2%	88.7%	97.3%	91.8%	93.1%	91.7%	93.3%	90.0%	93.6%	91.7%	90.9%	92.2%	91.3%	92.3%	90.9%	91.1%

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q77. What is your child's race? (Mark one or more.)

(GENERAL POPULATION)

	General 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
Total Eligible	670	104	178	150	123	325	230	411	113	46	86	480	63	443	163	410	23	134
Total Valid Responses	625	110	205	160	139	357	256	455	114	49	93	520	66	459	170	445	28	137
Total Respondents	556	100	177	146	122	322	223	397	108	44	83	461	58	409	154	393	22	127
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
White	240	41	78	70	49	132	104	184	43	11	34	202	29	193	49	188	7	41
	43.2%	41.0%	44.1%	47.9%	40.2%	41.0%	46.6%	46.3%	39.8%	25.0%	41.0%	43.8%	50.0%	47.2%	31.8%	47.8%	31.8%	32.3%
Black or African-American	311	61	101	69	71	190	116	210	64	33	53	250	29	216	104	201	14	86
	55.9%	61.0%	57.1%	47.3%	58.2%	59.0%	52.0%	52.9%	59.3%	75.0%	63.9%	54.2%	50.0%	52.8%	67.5%	51.1%	63.6%	67.7%
Asian	17	2	5	6	4	8	9	14	3	-	2	15	3	9	5	12	2	3
	3.1%	2.0%	2.8%	4.1%	3.3%	2.5%	4.0%	3.5%	2.8%		2.4%	3.3%	5.2%	2.2%	3.2%	3.1%	9.1%	2.4%
Native Hawaiian or other Pacific Islander	4	-	3	1	-	-	4	4	-	-	-	4	-	4	1	3	1	-
	0.7%		1.7%	0.7%			1.8%	1.0%				0.9%		1.0%	0.6%	0.8%	4.5%	
American Indian or Alaska Native	16	2	5	4	5	9	7	14	1	1	1	15	1	12	5	11	2	3
	2.9%	2.0%	2.8%	2.7%	4.1%	2.8%	3.1%	3.5%	0.9%	2.3%	1.2%	3.3%	1.7%	2.9%	3.2%	2.8%	9.1%	2.4%
Other	37	4	13	10	10	18	16	29	3	4	3	34	4	25	6	30	2	4
	6.7%	4.0%	7.3%	6.8%	8.2%	5.6%	7.2%	7.3%	2.8%	9.1%	3.6%	7.4%	6.9%	6.1%	3.9%	7.6%	9.1%	3.1%

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q78. What is your age?

(GENERAL POPULATION)

	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
	==== 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)	
Total Eligible	670	104	178	150	123	325	230	411	113	46	86	480	63	443	163	410	23	134
Total Valid Responses	555	104	178	150	123	321	227	397	108	42	82	462	56	412	153	395	22	126
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	115	-	-	-	-	4	3	14	5	4	4	18	7	31	10	15	1	8
Under 18	61	61	-	-	-	41	20	42	11	8	11	49	6	45	18	43	3	14
	11.0%	58.7%				12.8%	8.8%	10.6%	10.2%	19.0%	13.4%	10.6%	10.7%	10.9%	11.8%	10.9%	13.6%	11.1%
18 to 24	43	43	-	-	-	27	16	35	7	1	8	35	4	36	13	30	-	13
	7.7%	41.3%				8.4%	7.0%	8.8%	6.5%	2.4%	9.8%	7.6%	7.1%	8.7%	8.5%	7.6%		10.3%
25 to 34	178	-	178	-	-	97	79	132	33	10	27	150	20	137	52	124	9	40
	32.1%		100.0%			30.2%	34.8%	33.2%	30.6%	23.8%	32.9%	32.5%	35.7%	33.3%	34.0%	31.4%	40.9%	31.7%
35 to 44	150	-	-	150	-	73	74	105	29	13	21	124	18	105	38	111	6	32
	27.0%			100.0%		22.7%	32.6%	26.4%	26.9%	31.0%	25.6%	26.8%	32.1%	25.5%	24.8%	28.1%	27.3%	25.4%
45 to 54	75	-	-	-	75	51	23	49	19	5	12	59	5	55	16	58	1	15
	13.5%				61.0%	15.9%	10.1%	12.3%	17.6%	11.9%	14.6%	12.8%	8.9%	13.3%	10.5%	14.7%	4.5%	11.9%
55 to 64	35	-	-	-	35	23	11	24	7	4	2	33	1	27	11	21	3	7
	6.3%				28.5%	7.2%	4.8%	6.0%	6.5%	9.5%	2.4%	7.1%	1.8%	6.6%	7.2%	5.3%	13.6%	5.6%
65 to 74	11	-	-	-	11	8	3	9	2	-	1	10	2	6	5	6	-	5
	2.0%				8.9%	2.5%	1.3%	2.3%	1.9%		1.2%	2.2%	3.6%	1.5%	3.3%	1.5%		4.0%
75 or older	2	-	-	-	2	1	1	1	-	1	-	2	-	1	-	2	-	-
	0.4%				1.6%	0.3%	0.4%	0.3%		2.4%		0.4%		0.2%		0.5%		
SPHA SUMMARY RATE - Members under 18	61	61	-	-	-	41	20	42	11	8	11	49	6	45	18	43	3	14
	11.0%	58.7%				12.8%	8.8%	10.6%	10.2%	19.0%	13.4%	10.6%	10.7%	10.9%	11.8%	10.9%	13.6%	11.1%
SPHA SUMMARY RATE - Members 18 to 34	221	43	178	-	-	124	95	167	40	11	35	185	24	173	65	154	9	53
	39.8%	41.3%	100.0%			38.6%	41.9%	42.1%	37.0%	26.2%	42.7%	40.0%	42.9%	42.0%	42.5%	39.0%	40.9%	42.1%
SPHA SUMMARY RATE - Members 35 to 44	150	-	-	150	-	73	74	105	29	13	21	124	18	105	38	111	6	32
	27.0%			100.0%		22.7%	32.6%	26.4%	26.9%	31.0%	25.6%	26.8%	32.1%	25.5%	24.8%	28.1%	27.3%	25.4%
SPHA SUMMARY RATE - Members 45 to 54	75	-	-	-	75	51	23	49	19	5	12	59	5	55	16	58	1	15
	13.5%				61.0%	15.9%	10.1%	12.3%	17.6%	11.9%	14.6%	12.8%	8.9%	13.3%	10.5%	14.7%	4.5%	11.9%

Louisiana Healthcare Connections
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Q78. What is your age?

(GENERAL POPULATION)

	General 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
SPHA SUMMARY RATE -	48	-	-	-	48	32	15	34	9	5	3	45	3	34	16	29	3	12
Members 55 or older	8.6%				39.0%	10.0%	6.6%	8.6%	8.3%	11.9%	3.7%	9.7%	5.4%	8.3%	10.5%	7.3%	13.6%	9.5%

Louisiana Healthcare Connections
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Q79. Are you male or female?

(GENERAL POPULATION)

	General 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
Total Eligible	670	104	178	150	123	325	230	411	113	46	86	480	63	443	163	410	23	134
Total Valid Responses	565	104	177	150	123	325	229	402	111	44	84	468	58	417	156	399	22	129
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	105	-	1	-	-	-	1	9	2	2	2	12	5	26	7	11	1	5
Male	45	13	3	11	17	29	15	36	6	3	6	38	2	26	10	33	2	8
	8.0%	12.5%	1.7%	7.3%	13.8%	8.9%	6.6%	9.0%	5.4%	6.8%	7.1%	8.1%	3.4%	6.2%	6.4%	8.3%	9.1%	6.2%
Female	520	91	174	139	106	296	214	366	105	41	78	430	56	391	146	366	20	121
	92.0%	87.5%	98.3%	92.7%	86.2%	91.1%	93.4%	91.0%	94.6%	93.2%	92.9%	91.9%	96.6%	93.8%	93.6%	91.7%	90.9%	93.8%

Louisiana Healthcare Connections
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Q80. What is the highest grade or level of school that you have completed?

(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
Total Eligible	670	104	178	150	123	325	230	411	113	46	86	480	63	443	163	410	23	134
Total Valid Responses	555	104	176	147	121	325	230	398	107	42	83	460	56	412	153	394	21	127
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	115	-	2	3	2	-	-	13	6	4	3	20	7	31	10	16	2	7
8th grade or less	35	14	8	6	6	35	-	26	5	4	1	33	2	27	8	27	1	6
	6.3%	13.5%	4.5%	4.1%	5.0%	10.8%		6.5%	4.7%	9.5%	1.2%	7.2%	3.6%	6.6%	5.2%	6.9%	4.8%	4.7%
Some high school, but did not graduate	106	23	38	19	24	106	-	74	14	17	22	80	16	64	24	82	4	19
	19.1%	22.1%	21.6%	12.9%	19.8%	32.6%		18.6%	13.1%	40.5%	26.5%	17.4%	28.6%	15.5%	15.7%	20.8%	19.0%	15.0%
High school graduate or GED	184	31	51	48	53	184	-	122	47	13	21	160	14	145	67	113	4	61
	33.2%	29.8%	29.0%	32.7%	43.8%	56.6%		30.7%	43.9%	31.0%	25.3%	34.8%	25.0%	35.2%	43.8%	28.7%	19.0%	48.0%
Some college or 2-year degree	189	29	68	63	27	-	189	140	38	6	32	154	21	145	48	138	11	36
	34.1%	27.9%	38.6%	42.9%	22.3%		82.2%	35.2%	35.5%	14.3%	38.6%	33.5%	37.5%	35.2%	31.4%	35.0%	52.4%	28.3%
4-year college graduate	26	5	7	7	7	-	26	22	3	1	5	21	2	19	5	20	1	4
	4.7%	4.8%	4.0%	4.8%	5.8%		11.3%	5.5%	2.8%	2.4%	6.0%	4.6%	3.6%	4.6%	3.3%	5.1%	4.8%	3.1%
More than 4-year college degree	15	2	4	4	4	-	15	14	-	1	2	12	1	12	1	14	-	1
	2.7%	1.9%	2.3%	2.7%	3.3%		6.5%	3.5%		2.4%	2.4%	2.6%	1.8%	2.9%	0.7%	3.6%		0.8%
SPHA SUMMARY RATE - High school graduate or less	325	68	97	73	83	325	-	222	66	34	44	273	32	236	99	222	9	86
	58.6%	65.4%	55.1%	49.7%	68.6%	100.0%		55.8%	61.7%	81.0%	53.0%	59.3%	57.1%	57.3%	64.7%	56.3%	42.9%	67.7%
SPHA SUMMARY RATE - Some college	189	29	68	63	27	-	189	140	38	6	32	154	21	145	48	138	11	36
	34.1%	27.9%	38.6%	42.9%	22.3%		82.2%	35.2%	35.5%	14.3%	38.6%	33.5%	37.5%	35.2%	31.4%	35.0%	52.4%	28.3%
SPHA SUMMARY RATE - 4-year college graduate or more	41	7	11	11	11	-	41	36	3	2	7	33	3	31	6	34	1	5
	7.4%	6.7%	6.3%	7.5%	9.1%		17.8%	9.0%	2.8%	4.8%	8.4%	7.2%	5.4%	7.5%	3.9%	8.6%	4.8%	3.9%

Louisiana Healthcare Connections
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Q81. How are you related to the child?

(GENERAL POPULATION)

	General 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
Total Eligible	670	104	178	150	123	325	230	411	113	46	86	480	63	443	163	410	23	134
Total Valid Responses	554	103	177	149	116	316	229	395	110	43	83	460	58	408	153	392	21	127
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	116	1	1	1	7	9	1	16	3	3	3	20	5	35	10	18	2	7
Mother or father	493	91	172	147	75	270	215	351	97	39	72	410	53	364	138	348	20	115
	89.0%	88.3%	97.2%	98.7%	64.7%	85.4%	93.9%	88.9%	88.2%	90.7%	86.7%	89.1%	91.4%	89.2%	90.2%	88.8%	95.2%	90.6%
Grandparent	38	5	-	1	32	25	12	28	9	1	6	32	3	26	9	27	1	7
	6.9%	4.9%		0.7%	27.6%	7.9%	5.2%	7.1%	8.2%	2.3%	7.2%	7.0%	5.2%	6.4%	5.9%	6.9%	4.8%	5.5%
Aunt or uncle	4	2	1	-	1	4	-	3	-	1	1	3	1	3	2	2	-	1
	0.7%	1.9%	0.6%		0.9%	1.3%		0.8%		2.3%	1.2%	0.7%	1.7%	0.7%	1.3%	0.5%		0.8%
Older brother or sister	3	1	2	-	-	3	-	3	-	-	1	2	-	3	1	2	-	1
	0.5%	1.0%	1.1%			0.9%		0.8%			1.2%	0.4%		0.7%	0.7%	0.5%		0.8%
Other relative	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Legal guardian	14	3	1	1	8	12	2	8	4	2	3	11	1	10	3	11	-	3
	2.5%	2.9%	0.6%	0.7%	6.9%	3.8%	0.9%	2.0%	3.6%	4.7%	3.6%	2.4%	1.7%	2.5%	2.0%	2.8%		2.4%
Someone else	2	1	1	-	-	2	-	2	-	-	-	2	-	2	-	2	-	-
	0.4%	1.0%	0.6%			0.6%		0.5%				0.4%		0.5%		0.5%		

Louisiana Healthcare Connections
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Q82. Did someone help you complete this survey?

(GENERAL POPULATION)

	General 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
Total Eligible	309	77	79	79	64	185	119	216	65	19	58	239	29	220	66	237	6	55
Total Valid Responses	305	77	78	79	63	184	118	215	63	19	58	237	29	218	65	237	6	54
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	4	-	1	-	1	1	1	1	2	-	-	2	-	2	1	-	-	1
Yes	13	4	1	3	4	12	1	8	2	3	1	12	3	8	3	10	-	3
	4.3%	5.2%	1.3%	3.8%	6.3%	6.5%	0.8%	3.7%	3.2%	15.8%	1.7%	5.1%	10.3%	3.7%	4.6%	4.2%		5.6%
No	292	73	77	76	59	172	117	207	61	16	57	225	26	210	62	227	6	51
	95.7%	94.8%	98.7%	96.2%	93.7%	93.5%	99.2%	96.3%	96.8%	84.2%	98.3%	94.9%	89.7%	96.3%	95.4%	95.8%	100.0%	94.4%

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q83. How did that person help you? (Mark one or more.)

(GENERAL POPULATION)

	General 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
Total Eligible	13	4	1	3	4	12	1	8	2	3	1	12	3	8	3	10	-	3
Total Valid Responses	16	7	1	3	4	15	1	9	2	5	2	14	3	10	5	11	-	5
Total Respondents	12	3	1	3	4	11	1	8	2	2	1	11	3	7	2	10	-	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%
Read the questions to me	6	3	-	-	2	6	-	2	2	2	1	5	2	3	1	5	-	1
	50.0%	100.0%			50.0%	54.5%		25.0%	100.0%	100.0%	100.0%	45.5%	66.7%	42.9%	50.0%	50.0%		50.0%
Wrote down the answers I gave	3	2	-	-	1	3	-	2	-	1	1	2	-	2	1	2	-	1
	25.0%	66.7%			25.0%	27.3%		25.0%		50.0%	100.0%	18.2%		28.6%	50.0%	20.0%		50.0%
Answered the questions for me	3	1	-	2	-	2	1	2	-	1	-	3	-	3	2	1	-	2
	25.0%	33.3%		66.7%		18.2%	100.0%	25.0%		50.0%		27.3%		42.9%	100.0%	10.0%		100.0%
Translated the questions into my language	4	1	1	1	1	4	-	3	-	1	-	4	1	2	1	3	-	1
	33.3%	33.3%	100.0%	33.3%	25.0%	36.4%		37.5%		50.0%		36.4%	33.3%	28.6%	50.0%	30.0%		50.0%
Helped in some other way	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q1. Our records show that your child is now in Louisiana Healthcare Connections. Is that right?

(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 Eligible	591	83	150	172	162	320	249	288	196	103	102	476	72	447	189	396	27	157
Total Valid Responses	582	80	148	171	159	315	245	284	193	101	99	472	71	439	182	394	26	151
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	9	3	2	1	3	5	4	4	3	2	3	4	1	8	7	2	1	6
Yes	582	80	148	171	159	315	245	284	193	101	99	472	71	439	182	394	26	151
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Yes	582	80	148	171	159	315	245	284	193	101	99	472	71	439	182	394	26	151
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?

(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 Eligible	591	83	150	172	162	320	249	288	196	103	102	476	72	447	189	396	27	157
Total Valid Responses	584	82	149	171	158	318	244	286	191	103	100	471	71	443	188	391	27	157
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	7	1	1	1	4	2	5	2	5	-	2	5	1	4	1	5	-	-
Yes	285	43	74	87	73	148	126	126	96	60	50	227	41	213	106	178	17	86
	48.8%	52.4%	49.7%	50.9%	46.2%	46.5%	51.6%	44.1%	50.3%	58.3%	50.0%	48.2%	57.7%	48.1%	56.4%	45.5%	63.0%	54.8%
										H					P			
No	299	39	75	84	85	170	118	160	95	43	50	244	30	230	82	213	10	71
	51.2%	47.6%	50.3%	49.1%	53.8%	53.5%	48.4%	55.9%	49.7%	41.7%	50.0%	51.8%	42.3%	51.9%	43.6%	54.5%	37.0%	45.2%
								J								O		
HEDIS/CAHPS SUMMARY RATE - Yes	285	43	74	87	73	148	126	126	96	60	50	227	41	213	106	178	17	86
	48.8%	52.4%	49.7%	50.9%	46.2%	46.5%	51.6%	44.1%	50.3%	58.3%	50.0%	48.2%	57.7%	48.1%	56.4%	45.5%	63.0%	54.8%
										H					P			

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

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?

(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 Eligible	285	43	74	87	73	148	126	126	96	60	50	227	41	213	106	178	17	86
Total Valid Responses	277 100.0%	42 100.0%	71 100.0%	84 100.0%	72 100.0%	145 100.0%	121 100.0%	124 100.0%	90 100.0%	60 100.0%	49 100.0%	220 100.0%	40 100.0%	209 100.0%	106 100.0%	170 100.0%	17 100.0%	86 100.0%
No Answer	8	1	3	3	1	3	5	2	6	-	1	7	1	4	-	8	-	-
Always	230 83.0%	34 81.0%	64 90.1% d	67 79.8%	58 80.6%	117 80.7%	104 86.0%	108 87.1%	74 82.2%	47 78.3%	35 71.4%	189 85.9% K	29 72.5%	181 86.6% m	91 85.8%	138 81.2%	12 70.6%	76 88.4%
Usually	24 8.7%	4 9.5%	2 2.8%	9 10.7% C	9 12.5% C	13 9.0%	10 8.3%	9 7.3%	7 7.8%	7 11.7%	3 6.1%	20 9.1%	3 7.5%	18 8.6%	7 6.6%	17 10.0%	1 5.9%	6 7.0%
Sometimes	21 7.6%	4 9.5%	4 5.6%	8 9.5%	5 6.9%	15 10.3% g	6 5.0%	7 5.6%	9 10.0%	4 6.7%	9 18.4% L	11 5.0%	7 17.5% N	10 4.8%	8 7.5%	13 7.6%	4 23.5% r	4 4.7%
Never	2 0.7%	-	1 1.4%	-	-	-	1 0.8%	-	-	2 3.3%	2 4.1%	-	1 2.5%	-	-	2 1.2%	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	254 91.7%	38 90.5%	66 93.0%	76 90.5%	67 93.1%	130 89.7%	114 94.2%	117 94.4%	81 90.0%	54 90.0%	38 77.6%	209 95.0% K	32 80.0%	199 95.2% M	98 92.5%	155 91.2%	13 76.5%	82 95.3% q
HEDIS/CAHPS SUMMARY RATE - Always	230 83.0%	34 81.0%	64 90.1% d	67 79.8%	58 80.6%	117 80.7%	104 86.0%	108 87.1%	74 82.2%	47 78.3%	35 71.4%	189 85.9% K	29 72.5%	181 86.6% m	91 85.8%	138 81.2%	12 70.6%	76 88.4%
Mean	3.74	3.71	3.82	3.70	3.74	3.70	3.79	3.81	3.72	3.65	3.45	3.81	3.50	3.82	3.78	3.71	3.47	3.84

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctor's office or clinic?

(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 Eligible	591	83	150	172	162	320	249	288	196	103	102	476	72	447	189	396	27	157
Total Valid Responses	581	83	148	170	158	317	243	284	193	100	101	467	70	440	185	391	27	153
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	10	-	2	2	4	3	6	4	3	3	1	9	2	7	4	5	-	4
Yes	498	68	129	146	135	273	208	245	170	79	82	404	58	388	171	322	25	142
	85.7%	81.9%	87.2%	85.9%	85.4%	86.1%	85.6%	86.3%	88.1%	79.0%	81.2%	86.5%	82.9%	88.2%	92.4%	82.4%	92.6%	92.8%
									j						P			
No	83	15	19	24	23	44	35	39	23	21	19	63	12	52	14	69	2	11
	14.3%	18.1%	12.8%	14.1%	14.6%	13.9%	14.4%	13.7%	11.9%	21.0%	18.8%	13.5%	17.1%	11.8%	7.6%	17.6%	7.4%	7.2%
										i						O		
HEDIS/CAHPS SUMMARY RATE - Yes	498	68	129	146	135	273	208	245	170	79	82	404	58	388	171	322	25	142
	85.7%	81.9%	87.2%	85.9%	85.4%	86.1%	85.6%	86.3%	88.1%	79.0%	81.2%	86.5%	82.9%	88.2%	92.4%	82.4%	92.6%	92.8%
									j						P			

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q6. (GCQ) 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?

(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 Eligible	498	68	129	146	135	273	208	245	170	79	82	404	58	388	171	322	25	142
Total Valid Responses	485	66	124	142	133	268	200	240	162	79	78	396	57	380	170	310	25	141
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	13	2	5	4	2	5	8	5	8	-	4	8	1	8	1	12	-	1
Always	371	57	92	107	100	198	159	195	119	55	47	316	29	308	135	232	16	115
	76.5%	86.4%	74.2%	75.4%	75.2%	73.9%	79.5%	81.3%	73.5%	69.6%	60.3%	79.8%	50.9%	81.1%	79.4%	74.8%	64.0%	81.6%
		CDE						iJ				K		M				q
Usually	78	3	20	25	27	48	29	29	34	14	21	56	20	50	23	54	4	19
	16.1%	4.5%	16.1%	17.6%	20.3%	17.9%	14.5%	12.1%	21.0%	17.7%	26.9%	14.1%	35.1%	13.2%	13.5%	17.4%	16.0%	13.5%
			B	B	B				H		L		N					
Sometimes	32	5	11	9	5	19	11	14	8	9	9	21	7	20	10	22	4	6
	6.6%	7.6%	8.9%	6.3%	3.8%	7.1%	5.5%	5.8%	4.9%	11.4%	11.5%	5.3%	12.3%	5.3%	5.9%	7.1%	16.0%	4.3%
			e								l							
Never	4	1	1	1	1	3	1	2	1	1	1	3	1	2	2	2	1	1
	0.8%	1.5%	0.8%	0.7%	0.8%	1.1%	0.5%	0.8%	0.6%	1.3%	1.3%	0.8%	1.8%	0.5%	1.2%	0.6%	4.0%	0.7%
HEDIS/CAHPS SUMMARY RATE	449	60	112	132	127	246	188	224	153	69	68	372	49	358	158	286	20	134
- Always/Usually	92.6%	90.9%	90.3%	93.0%	95.5%	91.8%	94.0%	93.3%	94.4%	87.3%	87.2%	93.9%	86.0%	94.2%	92.9%	92.3%	80.0%	95.0%
									j			k		m				q
HEDIS/CAHPS SUMMARY RATE	371	57	92	107	100	198	159	195	119	55	47	316	29	308	135	232	16	115
- Always	76.5%	86.4%	74.2%	75.4%	75.2%	73.9%	79.5%	81.3%	73.5%	69.6%	60.3%	79.8%	50.9%	81.1%	79.4%	74.8%	64.0%	81.6%
		CDE						iJ				K		M				q
Mean	3.68	3.76	3.64	3.68	3.70	3.65	3.73	3.74	3.67	3.56	3.46	3.73	3.35	3.75	3.71	3.66	3.40	3.76

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?

(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 Eligible	591	83	150	172	162	320	249	288	196	103	102	476	72	447	189	396	27	157
Total Valid Responses	572	81	143	169	157	307	244	281	189	98	99	460	70	432	180	386	27	149
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	19	2	7	3	5	13	5	7	7	5	3	16	2	15	9	10	-	8
None	53	10	12	15	15	30	23	32	12	8	10	41	6	28	9	44	2	6
	9.3%	12.3%	8.4%	8.9%	9.6%	9.8%	9.4%	11.4%	6.3%	8.2%	10.1%	8.9%	8.6%	6.5%	5.0%	11.4%	7.4%	4.0%
								i								O		
1 time	99	14	22	28	29	45	48	53	31	15	16	81	12	73	23	75	4	19
	17.3%	17.3%	15.4%	16.6%	18.5%	14.7%	19.7%	18.9%	16.4%	15.3%	16.2%	17.6%	17.1%	16.9%	12.8%	19.4%	14.8%	12.8%
																O		
2	137	22	30	39	39	68	66	77	42	17	18	118	12	109	40	93	5	34
	24.0%	27.2%	21.0%	23.1%	24.8%	22.1%	27.0%	27.4%	22.2%	17.3%	18.2%	25.7%	17.1%	25.2%	22.2%	24.1%	18.5%	22.8%
								J				k						
3	97	19	18	32	23	59	34	46	36	15	17	77	8	79	34	63	5	27
	17.0%	23.5%	12.6%	18.9%	14.6%	19.2%	13.9%	16.4%	19.0%	15.3%	17.2%	16.7%	11.4%	18.3%	18.9%	16.3%	18.5%	18.1%
		C				g												
4	74	6	21	23	21	44	26	26	28	19	18	55	16	52	26	48	4	22
	12.9%	7.4%	14.7%	13.6%	13.4%	14.3%	10.7%	9.3%	14.8%	19.4%	18.2%	12.0%	22.9%	12.0%	14.4%	12.4%	14.8%	14.8%
			b						h	H			N					
5 to 9	87	6	31	26	24	47	39	42	34	10	16	67	11	72	37	49	4	33
	15.2%	7.4%	21.7%	15.4%	15.3%	15.3%	16.0%	14.9%	18.0%	10.2%	16.2%	14.6%	15.7%	16.7%	20.6%	12.7%	14.8%	22.1%
			B	B	b				j						P			
10 or more times	25	4	9	6	6	14	8	5	6	14	4	21	5	19	11	14	3	8
	4.4%	4.9%	6.3%	3.6%	3.8%	4.6%	3.3%	1.8%	3.2%	14.3%	4.0%	4.6%	7.1%	4.4%	6.1%	3.6%	11.1%	5.4%
										HI								

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?

(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)
HEDIS/CAHPS SUMMARY RATE	519	71	131	154	142	277	221	249	177	90	89	419	64	404	171	342	25	143
- 1 or More times	90.7%	87.7%	91.6%	91.1%	90.4%	90.2%	90.6%	88.6%	93.7% h	91.8%	89.9%	91.1%	91.4%	93.5%	95.0% P	88.6%	92.6%	96.0%
Mean	3.70	3.38	4.00	3.72	3.65	3.78	3.58	3.45	3.86	4.10	3.82	3.67	3.99	3.80	4.11	3.52	4.07	4.15

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q8. (HPE) 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?

(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 Eligible	519	71	131	154	142	277	221	249	177	90	89	419	64	404	171	342	25	143
Total Valid Responses	515	70	129	154	142	274	220	247	175	90	87	417	64	402	171	338	25	143
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	4	1	2	-	-	3	1	2	2	-	2	2	-	2	-	4	-	-
Yes	398	60	101	114	107	219	162	188	134	74	59	329	40	316	143	250	20	120
	77.3%	85.7%	78.3%	74.0%	75.4%	79.9%	73.6%	76.1%	76.6%	82.2%	67.8%	78.9%	62.5%	78.6%	83.6%	74.0%	80.0%	83.9%
		De										K		M	P			
No	117	10	28	40	35	55	58	59	41	16	28	88	24	86	28	88	5	23
	22.7%	14.3%	21.7%	26.0%	24.6%	20.1%	26.4%	23.9%	23.4%	17.8%	32.2%	21.1%	37.5%	21.4%	16.4%	26.0%	20.0%	16.1%
				B	b						L		N			O		
HEDIS/CAHPS SUMMARY RATE - Yes	398	60	101	114	107	219	162	188	134	74	59	329	40	316	143	250	20	120
	77.3%	85.7%	78.3%	74.0%	75.4%	79.9%	73.6%	76.1%	76.6%	82.2%	67.8%	78.9%	62.5%	78.6%	83.6%	74.0%	80.0%	83.9%
		De										K		M	P			

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q9. (FCC-GNI) In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?

(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 Eligible	519	71	131	154	142	277	221	249	177	90	89	419	64	404	171	342	25	143
Total Valid Responses	514	70	129	152	142	273	220	249	174	88	87	416	64	401	170	338	24	143
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	5	1	2	2	-	4	1	-	3	2	2	3	-	3	1	4	1	-
Always	402	57	101	114	114	210	176	212	134	54	46	346	26	337	138	259	13	122
	78.2%	81.4%	78.3%	75.0%	80.3%	76.9%	80.0%	85.1%	77.0%	61.4%	52.9%	83.2%	40.6%	84.0%	81.2%	76.6%	54.2%	85.3%
								IJ	J			K		M				Q
Usually	68	8	16	26	16	37	30	23	27	17	22	45	25	38	20	47	4	16
	13.2%	11.4%	12.4%	17.1%	11.3%	13.6%	13.6%	9.2%	15.5%	19.3%	25.3%	10.8%	39.1%	9.5%	11.8%	13.9%	16.7%	11.2%
									h	H	L		N					
Sometimes	35	3	9	11	11	22	11	12	11	12	14	21	8	24	12	23	7	5
	6.8%	4.3%	7.0%	7.2%	7.7%	8.1%	5.0%	4.8%	6.3%	13.6%	16.1%	5.0%	12.5%	6.0%	7.1%	6.8%	29.2%	3.5%
										Hi	L						R	
Never	9	2	3	1	1	4	3	2	2	5	5	4	5	2	-	9	-	-
	1.8%	2.9%	2.3%	0.7%	0.7%	1.5%	1.4%	0.8%	1.1%	5.7%	5.7%	1.0%	7.8%	0.5%		2.7%		
										hi	l		N					
HEDIS/CAHPS SUMMARY RATE - Always/Usually	470	65	117	140	130	247	206	235	161	71	68	391	51	375	158	306	17	138
	91.4%	92.9%	90.7%	92.1%	91.5%	90.5%	93.6%	94.4%	92.5%	80.7%	78.2%	94.0%	79.7%	93.5%	92.9%	90.5%	70.8%	96.5%
								J	J			K		M				Q
HEDIS/CAHPS SUMMARY RATE - Always	402	57	101	114	114	210	176	212	134	54	46	346	26	337	138	259	13	122
	78.2%	81.4%	78.3%	75.0%	80.3%	76.9%	80.0%	85.1%	77.0%	61.4%	52.9%	83.2%	40.6%	84.0%	81.2%	76.6%	54.2%	85.3%
								IJ	J			K		M				Q
Mean	3.68	3.71	3.67	3.66	3.71	3.66	3.72	3.79	3.68	3.36	3.25	3.76	3.13	3.77	3.74	3.64	3.25	3.82

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q10. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?

(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 Eligible	519	71	131	154	142	277	221	249	177	90	89	419	64	404	171	342	25	143
Total Valid Responses	515	71	127	154	142	275	220	249	174	89	86	419	64	403	170	339	24	143
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	4	-	4	-	-	2	1	-	3	1	3	-	-	1	1	3	1	-
Yes	206	21	57	63	60	95	104	94	76	35	34	170	20	171	85	119	14	69
	40.0%	29.6%	44.9%	40.9%	42.3%	34.5%	47.3%	37.8%	43.7%	39.3%	39.5%	40.6%	31.3%	42.4%	50.0%	35.1%	58.3%	48.3%
			B	b	b		F							m	P			
No	309	50	70	91	82	180	116	155	98	54	52	249	44	232	85	220	10	74
	60.0%	70.4%	55.1%	59.1%	57.7%	65.5%	52.7%	62.2%	56.3%	60.7%	60.5%	59.4%	68.8%	57.6%	50.0%	64.9%	41.7%	51.7%
		Cde				G							n			O		
HEDIS/CAHPS SUMMARY RATE - Yes	206	21	57	63	60	95	104	94	76	35	34	170	20	171	85	119	14	69
	40.0%	29.6%	44.9%	40.9%	42.3%	34.5%	47.3%	37.8%	43.7%	39.3%	39.5%	40.6%	31.3%	42.4%	50.0%	35.1%	58.3%	48.3%
			B	b	b		F							m	P			

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q11. (SDM) Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?

(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 Eligible	206	21	57	63	60	95	104	94	76	35	34	170	20	171	85	119	14	69
Total Valid Responses	204	21	57	62	59	94	103	93	76	34	34	168	20	169	85	117	14	69
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	2	-	-	1	1	1	1	1	-	1	-	2	-	2	-	2	-	-
Yes	192	19	56	60	53	90	96	90	70	31	32	158	19	160	80	110	13	65
	94.1%	90.5%	98.2% e	96.8%	89.8%	95.7%	93.2%	96.8%	92.1%	91.2%	94.1%	94.0%	95.0%	94.7%	94.1%	94.0%	92.9%	94.2%
No	12	2	1	2	6	4	7	3	6	3	2	10	1	9	5	7	1	4
	5.9%	9.5%	1.8%	3.2%	10.2% c	4.3%	6.8%	3.2%	7.9%	8.8%	5.9%	6.0%	5.0%	5.3%	5.9%	6.0%	7.1%	5.8%
HEDIS/CAHPS SUMMARY RATE - Yes	192	19	56	60	53	90	96	90	70	31	32	158	19	160	80	110	13	65
	94.1%	90.5%	98.2% e	96.8%	89.8%	95.7%	93.2%	96.8%	92.1%	91.2%	94.1%	94.0%	95.0%	94.7%	94.1%	94.0%	92.9%	94.2%

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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Q12. (SDM) Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?

(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 Eligible	206	21	57	63	60	95	104	94	76	35	34	170	20	171	85	119	14	69
Total Valid Responses	202	21	56	62	58	93	102	91	75	35	34	166	20	169	83	117	14	67
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	4	-	1	1	2	2	2	3	1	-	-	4	-	2	2	2	-	2
Yes	147	16	38	45	45	70	74	69	54	23	21	124	13	127	69	76	13	54
	72.8%	76.2%	67.9%	72.6%	77.6%	75.3%	72.5%	75.8%	72.0%	65.7%	61.8%	74.7%	65.0%	75.1%	83.1%	65.0%	92.9%	80.6%
															P			
No	55	5	18	17	13	23	28	22	21	12	13	42	7	42	14	41	1	13
	27.2%	23.8%	32.1%	27.4%	22.4%	24.7%	27.5%	24.2%	28.0%	34.3%	38.2%	25.3%	35.0%	24.9%	16.9%	35.0%	7.1%	19.4%
																O		
HEDIS/CAHPS SUMMARY RATE - Yes	147	16	38	45	45	70	74	69	54	23	21	124	13	127	69	76	13	54
	72.8%	76.2%	67.9%	72.6%	77.6%	75.3%	72.5%	75.8%	72.0%	65.7%	61.8%	74.7%	65.0%	75.1%	83.1%	65.0%	92.9%	80.6%
															P			

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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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?

(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 Eligible	206	21	57	63	60	95	104	94	76	35	34	170	20	171	85	119	14	69
Total Valid Responses	205	21	57	63	59	95	103	93	76	35	34	169	20	170	85	118	14	69
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	1	-	-	-	1	-	1	1	-	-	-	1	-	1	-	1	-	-
Yes	164	14	49	51	49	75	85	79	62	22	23	139	13	142	70	93	12	56
	80.0%	66.7%	86.0%	81.0%	83.1%	78.9%	82.5%	84.9%	81.6%	62.9%	67.6%	82.2%	65.0%	83.5%	82.4%	78.8%	85.7%	81.2%
			b					J	J			k		m				
No	41	7	8	12	10	20	18	14	14	13	11	30	7	28	15	25	2	13
	20.0%	33.3%	14.0%	19.0%	16.9%	21.1%	17.5%	15.1%	18.4%	37.1%	32.4%	17.8%	35.0%	16.5%	17.6%	21.2%	14.3%	18.8%
		c								HI	l		n					
HEDIS/CAHPS SUMMARY RATE	164	14	49	51	49	75	85	79	62	22	23	139	13	142	70	93	12	56
- Yes	80.0%	66.7%	86.0%	81.0%	83.1%	78.9%	82.5%	84.9%	81.6%	62.9%	67.6%	82.2%	65.0%	83.5%	82.4%	78.8%	85.7%	81.2%
			b					J	J			k		m				

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q14. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last 6 months?

(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 Eligible	519	71	131	154	142	277	221	249	177	90	89	419	64	404	171	342	25	143
Total Valid Responses	512 100.0%	69 100.0%	126 100.0%	154 100.0%	142 100.0%	274 100.0%	218 100.0%	245 100.0%	175 100.0%	89 100.0%	86 100.0%	416 100.0%	63 100.0%	401 100.0%	168 100.0%	338 100.0%	24 100.0%	141 100.0%
No Answer	7	2	5	-	-	3	3	4	2	1	3	3	1	3	3	4	1	2
10 - Best health care possible	257 50.2%	35 50.7%	65 51.6%	77 50.0%	72 50.7%	151 55.1% G	98 45.0%	147 60.0% IJ	78 44.6%	31 34.8%	12 14.0%	238 57.2% K	7 11.1%	234 58.4% M	93 55.4%	162 47.9%	6 25.0%	86 61.0% Q
9	82 16.0%	12 17.4%	18 14.3%	21 13.6%	28 19.7%	39 14.2%	41 18.8%	43 17.6%	26 14.9%	12 13.5%	11 12.8%	71 17.1%	2 3.2%	71 17.7% M	22 13.1%	60 17.8%	3 12.5%	18 12.8%
8	89 17.4%	13 18.8%	20 15.9%	29 18.8%	23 16.2%	41 15.0%	42 19.3%	30 12.2%	35 20.0% H	23 25.8% H	19 22.1%	68 16.3%	12 19.0%	64 16.0%	29 17.3%	58 17.2%	9 37.5% R	19 13.5%
7	38 7.4%	1 1.4%	11 8.7% B	12 7.8% B	12 8.5% B	19 6.9%	18 8.3%	10 4.1%	19 10.9% H	9 10.1% h	16 18.6% L	22 5.3%	14 22.2% N	19 4.7%	8 4.8%	29 8.6% o	1 4.2%	7 5.0%
6	14 2.7%	1 1.4%	4 3.2%	6 3.9%	2 1.4%	9 3.3%	5 2.3%	7 2.9%	3 1.7%	4 4.5%	7 8.1% L	7 1.7%	9 14.3% N	3 0.7%	5 3.0%	9 2.7%	1 4.2%	4 2.8%
5	19 3.7%	3 4.3%	4 3.2%	6 3.9%	4 2.8%	11 4.0%	7 3.2%	5 2.0%	10 5.7% h	4 4.5%	11 12.8% L	7 1.7%	13 20.6% N	4 1.0%	5 3.0%	13 3.8%	2 8.3%	3 2.1%
4	4 0.8%	2 2.9%	1 0.8%	1 0.6%	-	2 0.7%	2 0.9%	1 0.4%	2 1.1%	1 1.1%	3 3.5%	1 0.2%	1 1.6%	3 0.7%	3 1.8%	1 0.3%	1 4.2%	2 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.

Louisiana Healthcare Connections
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Q14. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last 6 months?

(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)
3	3	-	1	1	1	-	2	1	1	1	2	1	3	-	2	1	1	1
	0.6%		0.8%	0.6%	0.7%		0.9%	0.4%	0.6%	1.1%	2.3%	0.2%	4.8%		1.2%	0.3%	4.2%	0.7%
2	3	2	-	1	-	2	1	-	1	2	2	1	1	2	1	2	-	1
	0.6%	2.9%		0.6%		0.7%	0.5%		0.6%	2.2%	2.3%	0.2%	1.6%	0.5%	0.6%	0.6%		0.7%
1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
0 - Worst health care possible	3	-	2	-	-	-	2	1	-	2	3	-	1	1	-	3	-	-
	0.6%		1.6%				0.9%	0.4%		2.2%	3.5%		1.6%	0.2%		0.9%		
HEDIS/CAHPS SUMMARY RATE - 8-10	428	60	103	127	123	231	181	220	139	66	42	377	21	369	144	280	18	123
	83.6%	87.0%	81.7%	82.5%	86.6%	84.3%	83.0%	89.8%	79.4%	74.2%	48.8%	90.6%	33.3%	92.0%	85.7%	82.8%	75.0%	87.2%
								IJ				K		M				
HEDIS/CAHPS SUMMARY RATE - 9-10	339	47	83	98	100	190	139	190	104	43	23	309	9	305	115	222	9	104
	66.2%	68.1%	65.9%	63.6%	70.4%	69.3%	63.8%	77.6%	59.4%	48.3%	26.7%	74.3%	14.3%	76.1%	68.5%	65.7%	37.5%	73.8%
								IJ	j			K		M				Q
Mean	8.78	8.72	8.73	8.77	8.98	8.92	8.68	9.15	8.62	8.09	7.00	9.14	6.60	9.17	8.88	8.75	7.88	9.04

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q15. (GNC) In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?

(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 Eligible	519	71	131	154	142	277	221	249	177	90	89	419	64	404	171	342	25	143
Total Valid Responses	511	69	127	152	142	272	219	245	174	89	85	416	64	399	167	338	23	141
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	8	2	4	2	-	5	2	4	3	1	4	3	-	5	4	4	2	2
Always	367	56	85	100	109	203	150	194	119	52	38	320	29	303	125	237	13	109
	71.8%	81.2%	66.9%	65.8%	76.8%	74.6%	68.5%	79.2%	68.4%	58.4%	44.7%	76.9%	45.3%	75.9%	74.9%	70.1%	56.5%	77.3%
		CD			cD			IJ				K		M				q
Usually	108	10	29	40	26	52	51	38	45	24	27	80	24	74	34	73	4	30
	21.1%	14.5%	22.8%	26.3%	18.3%	19.1%	23.3%	15.5%	25.9%	27.0%	31.8%	19.2%	37.5%	18.5%	20.4%	21.6%	17.4%	21.3%
				Be					H	H	L		N					
Sometimes	30	3	10	12	5	15	15	11	8	11	16	14	9	19	6	24	4	2
	5.9%	4.3%	7.9%	7.9%	3.5%	5.5%	6.8%	4.5%	4.6%	12.4%	18.8%	3.4%	14.1%	4.8%	3.6%	7.1%	17.4%	1.4%
										HI	L		N			o	R	
Never	6	-	3	-	2	2	3	2	2	2	4	2	2	3	2	4	2	-
	1.2%		2.4%		1.4%	0.7%	1.4%	0.8%	1.1%	2.2%	4.7%	0.5%	3.1%	0.8%	1.2%	1.2%	8.7%	
											l							
HEDIS/CAHPS SUMMARY RATE - Always/Usually	475	66	114	140	135	255	201	232	164	76	65	400	53	377	159	310	17	139
	93.0%	95.7%	89.8%	92.1%	95.1%	93.8%	91.8%	94.7%	94.3%	85.4%	76.5%	96.2%	82.8%	94.5%	95.2%	91.7%	73.9%	98.6%
								J	J			K		M				Q
HEDIS/CAHPS SUMMARY RATE - Always	367	56	85	100	109	203	150	194	119	52	38	320	29	303	125	237	13	109
	71.8%	81.2%	66.9%	65.8%	76.8%	74.6%	68.5%	79.2%	68.4%	58.4%	44.7%	76.9%	45.3%	75.9%	74.9%	70.1%	56.5%	77.3%
		CD			cD			IJ				K		M				q
Mean	3.64	3.77	3.54	3.58	3.70	3.68	3.59	3.73	3.61	3.42	3.16	3.73	3.25	3.70	3.69	3.61	3.22	3.76

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q16. Is your child now enrolled in any kind of school or daycare?

(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 Eligible	591	83	150	172	162	320	249	288	196	103	102	476	72	447	189	396	27	157
Total Valid Responses	588	83	149	171	161	318	248	286	196	102	101	474	70	446	188	394	26	157
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	3	-	1	1	1	2	1	2	-	1	1	2	2	1	1	2	1	-
Yes	517	67	131	156	142	276	221	253	171	90	89	418	61	396	162	349	22	136
	87.9%	80.7%	87.9%	91.2%	88.2%	86.8%	89.1%	88.5%	87.2%	88.2%	88.1%	88.2%	87.1%	88.8%	86.2%	88.6%	84.6%	86.6%
				B														
No	71	16	18	15	19	42	27	33	25	12	12	56	9	50	26	45	4	21
	12.1%	19.3%	12.1%	8.8%	11.8%	13.2%	10.9%	11.5%	12.8%	11.8%	11.9%	11.8%	12.9%	11.2%	13.8%	11.4%	15.4%	13.4%
		D																
HEDIS/CAHPS SUMMARY RATE	517	67	131	156	142	276	221	253	171	90	89	418	61	396	162	349	22	136
- Yes	87.9%	80.7%	87.9%	91.2%	88.2%	86.8%	89.1%	88.5%	87.2%	88.2%	88.1%	88.2%	87.1%	88.8%	86.2%	88.6%	84.6%	86.6%
				B														

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q17. In the last 6 months, did you need your child's doctors or other health providers to contact a school or daycare center about your child's health or health care?

(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 Eligible	517	67	131	156	142	276	221	253	171	90	89	418	61	396	162	349	22	136
Total Valid Responses	506	65	131	152	138	271	215	248	167	88	86	411	60	391	159	342	22	133
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	11	2	-	4	4	5	6	5	4	2	3	7	1	5	3	7	-	3
Yes	88	11	25	26	25	46	38	23	35	30	20	64	15	66	37	51	9	28
	17.4%	16.9%	19.1%	17.1%	18.1%	17.0%	17.7%	9.3%	21.0%	34.1%	23.3%	15.6%	25.0%	16.9%	23.3%	14.9%	40.9%	21.1%
									H	HI					P		r	
No	418	54	106	126	113	225	177	225	132	58	66	347	45	325	122	291	13	105
	82.6%	83.1%	80.9%	82.9%	81.9%	83.0%	82.3%	90.7%	79.0%	65.9%	76.7%	84.4%	75.0%	83.1%	76.7%	85.1%	59.1%	78.9%
								IJ	J							O		q
HEDIS/CAHPS SUMMARY RATE - Yes	88	11	25	26	25	46	38	23	35	30	20	64	15	66	37	51	9	28
	17.4%	16.9%	19.1%	17.1%	18.1%	17.0%	17.7%	9.3%	21.0%	34.1%	23.3%	15.6%	25.0%	16.9%	23.3%	14.9%	40.9%	21.1%
									H	HI					P		r	

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q18. (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?

(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 Eligible	88	11	25	26	25	46	38	23	35	30	20	64	15	66	37	51	9	28
Total Valid Responses	88	11	25	26	25	46	38	23	35	30	20	64	15	66	37	51	9	28
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	82	10	24	24	23	43	35	22	34	26	16	62	12	64	36	46	9	27
	93.2%	90.9%	96.0%	92.3%	92.0%	93.5%	92.1%	95.7%	97.1%	86.7%	80.0%	96.9% k	80.0%	97.0%	97.3%	90.2%	100.0%	96.4%
No	6	1	1	2	2	3	3	1	1	4	4	2	3	2	1	5	-	1
	6.8%	9.1%	4.0%	7.7%	8.0%	6.5%	7.9%	4.3%	2.9%	13.3%	20.0% l	3.1%	20.0%	3.0%	2.7%	9.8%		3.6%
HEDIS/CAHPS SUMMARY RATE - Yes	82	10	24	24	23	43	35	22	34	26	16	62	12	64	36	46	9	27
	93.2%	90.9%	96.0%	92.3%	92.0%	93.5%	92.1%	95.7%	97.1%	86.7%	80.0%	96.9% k	80.0%	97.0%	97.3%	90.2%	100.0%	96.4%

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.

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q19. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?

(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 Eligible	591	83	150	172	162	320	249	288	196	103	102	476	72	447	189	396	27	157
Total Valid Responses	584	82	149	170	159	317	245	286	193	102	100	471	72	442	187	392	27	155
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	7	1	1	2	3	3	4	2	3	1	2	5	-	5	2	4	-	2
Yes	74	12	22	21	16	42	28	18	27	28	19	54	12	54	30	44	12	18
	12.7%	14.6%	14.8%	12.4%	10.1%	13.2%	11.4%	6.3%	14.0%	27.5%	19.0%	11.5%	16.7%	12.2%	16.0%	11.2%	44.4%	11.6%
									H	HI	l						R	
No	510	70	127	149	143	275	217	268	166	74	81	417	60	388	157	348	15	137
	87.3%	85.4%	85.2%	87.6%	89.9%	86.8%	88.6%	93.7%	86.0%	72.5%	81.0%	88.5%	83.3%	87.8%	84.0%	88.8%	55.6%	88.4%
								IJ	J			k						Q
HEDIS/CAHPS SUMMARY RATE	74	12	22	21	16	42	28	18	27	28	19	54	12	54	30	44	12	18
- Yes	12.7%	14.6%	14.8%	12.4%	10.1%	13.2%	11.4%	6.3%	14.0%	27.5%	19.0%	11.5%	16.7%	12.2%	16.0%	11.2%	44.4%	11.6%
									H	HI	l						R	

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q20. (ATSS) In the last 6 months, how often was it easy to get special medical equipment or devices for your child?

(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 Eligible	74	12	22	21	16	42	28	18	27	28	19	54	12	54	30	44	12	18
Total Valid Responses	72	12	21	21	15	41	27	18	25	28	19	52	11	53	29	43	12	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	2	-	1	-	1	1	1	-	2	-	-	2	1	1	1	1	-	1
Always	31	8	8	9	5	20	11	11	12	8	2	28	2	26	14	17	2	12
	43.1%	66.7%	38.1%	42.9%	33.3%	48.8%	40.7%	61.1%	48.0%	28.6%	10.5%	53.8%	18.2%	49.1%	48.3%	39.5%	16.7%	70.6%
		ce						J				K		M				Q
Usually	12	1	4	5	2	8	3	2	5	5	6	6	4	8	5	7	4	1
	16.7%	8.3%	19.0%	23.8%	13.3%	19.5%	11.1%	11.1%	20.0%	17.9%	31.6%	11.5%	36.4%	15.1%	17.2%	16.3%	33.3%	5.9%
											l						r	
Sometimes	15	1	4	6	4	7	8	3	4	8	4	11	4	8	6	9	3	3
	20.8%	8.3%	19.0%	28.6%	26.7%	17.1%	29.6%	16.7%	16.0%	28.6%	21.1%	21.2%	36.4%	15.1%	20.7%	20.9%	25.0%	17.6%
Never	14	2	5	1	4	6	5	2	4	7	7	7	1	11	4	10	3	1
	19.4%	16.7%	23.8%	4.8%	26.7%	14.6%	18.5%	11.1%	16.0%	25.0%	36.8%	13.5%	9.1%	20.8%	13.8%	23.3%	25.0%	5.9%
			d		d						l							
HEDIS/CAHPS SUMMARY RATE	43	9	12	14	7	28	14	13	17	13	8	34	6	34	19	24	6	13
- Always/Usually	59.7%	75.0%	57.1%	66.7%	46.7%	68.3%	51.9%	72.2%	68.0%	46.4%	42.1%	65.4%	54.5%	64.2%	65.5%	55.8%	50.0%	76.5%
								j				k						
HEDIS/CAHPS SUMMARY RATE	31	8	8	9	5	20	11	11	12	8	2	28	2	26	14	17	2	12
- Always	43.1%	66.7%	38.1%	42.9%	33.3%	48.8%	40.7%	61.1%	48.0%	28.6%	10.5%	53.8%	18.2%	49.1%	48.3%	39.5%	16.7%	70.6%
		ce						J				K		M				Q
Mean	2.83	3.25	2.71	3.05	2.53	3.02	2.74	3.22	3.00	2.50	2.16	3.06	2.64	2.92	3.00	2.72	2.42	3.41

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q21. Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?

(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 Eligible	74	12	22	21	16	42	28	18	27	28	19	54	12	54	30	44	12	18
Total Valid Responses	72	12	22	21	14	41	27	18	25	28	19	52	12	52	28	44	11	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	2	-	-	-	2	1	1	-	2	-	-	2	-	2	2	-	1	1
Yes	44	9	12	15	6	26	16	13	16	15	8	35	5	35	22	22	8	14
	61.1%	75.0%	54.5%	71.4%	42.9%	63.4%	59.3%	72.2%	64.0%	53.6%	42.1%	67.3%	41.7%	67.3%	78.6%	50.0%	72.7%	82.4%
		e		e								k			P			
No	28	3	10	6	8	15	11	5	9	13	11	17	7	17	6	22	3	3
	38.9%	25.0%	45.5%	28.6%	57.1%	36.6%	40.7%	27.8%	36.0%	46.4%	57.9%	32.7%	58.3%	32.7%	21.4%	50.0%	27.3%	17.6%
					bd						l					O		
HEDIS/CAHPS SUMMARY RATE - Yes	44	9	12	15	6	26	16	13	16	15	8	35	5	35	22	22	8	14
	61.1%	75.0%	54.5%	71.4%	42.9%	63.4%	59.3%	72.2%	64.0%	53.6%	42.1%	67.3%	41.7%	67.3%	78.6%	50.0%	72.7%	82.4%
		e		e								k			P			

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

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?

(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 Eligible	591	83	150	172	162	320	249	288	196	103	102	476	72	447	189	396	27	157
Total Valid Responses	581	80	149	169	160	317	242	284	193	101	100	470	71	439	185	392	27	153
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	10	3	1	3	2	3	7	4	3	2	2	6	1	8	4	4	-	4
Yes	107	12	32	36	24	67	36	41	43	22	25	78	20	75	41	63	9	32
	18.4%	15.0%	21.5%	21.3%	15.0%	21.1%	14.9%	14.4%	22.3%	21.8%	25.0%	16.6%	28.2%	17.1%	22.2%	16.1%	33.3%	20.9%
						g			H		l		N		p			
No	474	68	117	133	136	250	206	243	150	79	75	392	51	364	144	329	18	121
	81.6%	85.0%	78.5%	78.7%	85.0%	78.9%	85.1%	85.6%	77.7%	78.2%	75.0%	83.4%	71.8%	82.9%	77.8%	83.9%	66.7%	79.1%
							f	I				k		M		o		
HEDIS/CAHPS SUMMARY RATE	107	12	32	36	24	67	36	41	43	22	25	78	20	75	41	63	9	32
- Yes	18.4%	15.0%	21.5%	21.3%	15.0%	21.1%	14.9%	14.4%	22.3%	21.8%	25.0%	16.6%	28.2%	17.1%	22.2%	16.1%	33.3%	20.9%
						g			H		l		N		p			

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q23. (ATSS) In the last 6 months, how often was it easy to get this therapy for your child?

(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 Eligible	107	12	32	36	24	67	36	41	43	22	25	78	20	75	41	63	9	32
Total Valid Responses	103	12	30	35	23	66	34	41	41	20	23	77	17	75	40	60	8	32
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	4	-	2	1	1	1	2	-	2	2	2	1	3	-	1	3	1	-
Always	61	7	19	20	14	43	17	27	21	13	8	51	7	48	26	34	3	23
	59.2%	58.3%	63.3%	57.1%	60.9%	65.2%	50.0%	65.9%	51.2%	65.0%	34.8%	66.2% K	41.2%	64.0% m	65.0%	56.7%	37.5%	71.9% q
Usually	17	1	3	8	5	7	10	6	9	1	4	13	2	13	5	11	1	4
	16.5%	8.3%	10.0%	22.9%	21.7%	10.6%	29.4% F	14.6%	22.0% J	5.0%	17.4%	16.9%	11.8%	17.3%	12.5%	18.3%	12.5%	12.5%
Sometimes	12	3	4	5	-	8	4	5	5	2	4	8	4	7	3	9	1	2
	11.7%	25.0%	13.3%	14.3%		12.1%	11.8%	12.2%	12.2%	10.0%	17.4%	10.4%	23.5%	9.3%	7.5%	15.0%	12.5%	6.3%
Never	13	1	4	2	4	8	3	3	6	4	7	5	4	7	6	6	3	3
	12.6%	8.3%	13.3%	5.7%	17.4%	12.1%	8.8%	7.3%	14.6%	20.0%	30.4% L	6.5%	23.5%	9.3%	15.0%	10.0%	37.5%	9.4%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	78	8	22	28	19	50	27	33	30	14	12	64	9	61	31	45	4	27
	75.7%	66.7%	73.3%	80.0%	82.6%	75.8%	79.4%	80.5%	73.2%	70.0%	52.2%	83.1% K	52.9%	81.3% M	77.5%	75.0%	50.0%	84.4% q
HEDIS/CAHPS SUMMARY RATE - Always	61	7	19	20	14	43	17	27	21	13	8	51	7	48	26	34	3	23
	59.2%	58.3%	63.3%	57.1%	60.9%	65.2%	50.0%	65.9%	51.2%	65.0%	34.8%	66.2% K	41.2%	64.0% m	65.0%	56.7%	37.5%	71.9% q
Mean	3.22	3.17	3.23	3.31	3.26	3.29	3.21	3.39	3.10	3.15	2.57	3.43	2.71	3.36	3.28	3.22	2.50	3.47

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q24. Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child?

(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 Eligible	107	12	32	36	24	67	36	41	43	22	25	78	20	75	41	63	9	32
Total Valid Responses	102	12	31	35	21	63	35	39	40	22	24	75	17	73	40	59	9	31
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	5	-	1	1	3	4	1	2	3	-	1	3	3	2	1	4	-	1
Yes	64	8	21	21	13	41	21	23	24	17	10	51	10	46	26	37	4	22
	62.7%	66.7%	67.7%	60.0%	61.9%	65.1%	60.0%	59.0%	60.0%	77.3%	41.7%	68.0% K	58.8%	63.0%	65.0%	62.7%	44.4%	71.0%
No	38	4	10	14	8	22	14	16	16	5	14	24	7	27	14	22	5	9
	37.3%	33.3%	32.3%	40.0%	38.1%	34.9%	40.0%	41.0%	40.0%	22.7%	58.3% L	32.0%	41.2%	37.0%	35.0%	37.3%	55.6%	29.0%
HEDIS/CAHPS SUMMARY RATE - Yes	64	8	21	21	13	41	21	23	24	17	10	51	10	46	26	37	4	22
	62.7%	66.7%	67.7%	60.0%	61.9%	65.1%	60.0%	59.0%	60.0%	77.3%	41.7%	68.0% K	58.8%	63.0%	65.0%	62.7%	44.4%	71.0%

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

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?

(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 Eligible	591	83	150	172	162	320	249	288	196	103	102	476	72	447	189	396	27	157
Total Valid Responses	581	80	147	171	159	315	244	286	191	100	98	471	72	439	184	393	25	154
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	10	3	3	1	3	5	5	2	5	3	4	5	-	8	5	3	2	3
Yes	230	25	54	65	73	124	93	98	85	44	40	182	32	176	76	152	12	61
	39.6%	31.3%	36.7%	38.0%	45.9%	39.4%	38.1%	34.3%	44.5%	44.0%	40.8%	38.6%	44.4%	40.1%	41.3%	38.7%	48.0%	39.6%
					B				H	h								
No	351	55	93	106	86	191	151	188	106	56	58	289	40	263	108	241	13	93
	60.4%	68.8%	63.3%	62.0%	54.1%	60.6%	61.9%	65.7%	55.5%	56.0%	59.2%	61.4%	55.6%	59.9%	58.7%	61.3%	52.0%	60.4%
		E						Ij										
HEDIS/CAHPS SUMMARY RATE	230	25	54	65	73	124	93	98	85	44	40	182	32	176	76	152	12	61
- Yes	39.6%	31.3%	36.7%	38.0%	45.9%	39.4%	38.1%	34.3%	44.5%	44.0%	40.8%	38.6%	44.4%	40.1%	41.3%	38.7%	48.0%	39.6%
					B				H	h								

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q26. (ATSS) In the last 6 months, how often was it easy to get this treatment or counseling for your child?

(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 Eligible	230	25	54	65	73	124	93	98	85	44	40	182	32	176	76	152	12	61
Total Valid Responses	225	24	54	64	70	123	89	95	83	44	39	178	31	172	76	147	12	61
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	5	1	-	1	3	1	4	3	2	-	1	4	1	4	-	5	-	-
Always	139	18	30	37	45	79	53	60	50	27	18	117	14	113	47	91	7	39
	61.8%	75.0%	55.6%	57.8%	64.3%	64.2%	59.6%	63.2%	60.2%	61.4%	46.2%	65.7%	45.2%	65.7%	61.8%	61.9%	58.3%	63.9%
		c										K		M				
Usually	37	1	7	18	10	19	16	13	16	7	8	29	9	24	13	24	-	12
	16.4%	4.2%	13.0%	28.1%	14.3%	15.4%	18.0%	13.7%	19.3%	15.9%	20.5%	16.3%	29.0%	14.0%	17.1%	16.3%		19.7%
				BCE	b								n					
Sometimes	32	3	14	5	8	16	13	14	13	5	8	21	6	22	11	21	3	7
	14.2%	12.5%	25.9%	7.8%	11.4%	13.0%	14.6%	14.7%	15.7%	11.4%	20.5%	11.8%	19.4%	12.8%	14.5%	14.3%	25.0%	11.5%
			DE															
Never	17	2	3	4	7	9	7	8	4	5	5	11	2	13	5	11	2	3
	7.6%	8.3%	5.6%	6.3%	10.0%	7.3%	7.9%	8.4%	4.8%	11.4%	12.8%	6.2%	6.5%	7.6%	6.6%	7.5%	16.7%	4.9%
HEDIS/CAHPS SUMMARY RATE	176	19	37	55	55	98	69	73	66	34	26	146	23	137	60	115	7	51
- Always/Usually	78.2%	79.2%	68.5%	85.9%	78.6%	79.7%	77.5%	76.8%	79.5%	77.3%	66.7%	82.0%	74.2%	79.7%	78.9%	78.2%	58.3%	83.6%
				C								k						q
HEDIS/CAHPS SUMMARY RATE	139	18	30	37	45	79	53	60	50	27	18	117	14	113	47	91	7	39
- Always	61.8%	75.0%	55.6%	57.8%	64.3%	64.2%	59.6%	63.2%	60.2%	61.4%	46.2%	65.7%	45.2%	65.7%	61.8%	61.9%	58.3%	63.9%
		c										K		M				
Mean	3.32	3.46	3.19	3.38	3.33	3.37	3.29	3.32	3.35	3.27	3.00	3.42	3.13	3.38	3.34	3.33	3.00	3.43

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q27. Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?

(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 Eligible	230	25	54	65	73	124	93	98	85	44	40	182	32	176	76	152	12	61
Total Valid Responses	222	23	53	65	68	118	91	95	82	42	39	175	31	170	72	148	12	57
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	8	2	1	-	5	6	2	3	3	2	1	7	1	6	4	4	-	4
Yes	141	14	33	42	43	77	55	60	56	25	22	113	13	115	51	89	8	42
	63.5%	60.9%	62.3%	64.6%	63.2%	65.3%	60.4%	63.2%	68.3%	59.5%	56.4%	64.6%	41.9%	67.6% M	70.8%	60.1%	66.7%	73.7%
No	81	9	20	23	25	41	36	35	26	17	17	62	18	55	21	59	4	15
	36.5%	39.1%	37.7%	35.4%	36.8%	34.7%	39.6%	36.8%	31.7%	40.5%	43.6%	35.4%	58.1% N	32.4%	29.2%	39.9%	33.3%	26.3%
HEDIS/CAHPS SUMMARY RATE - Yes	141	14	33	42	43	77	55	60	56	25	22	113	13	115	51	89	8	42
	63.5%	60.9%	62.3%	64.6%	63.2%	65.3%	60.4%	63.2%	68.3%	59.5%	56.4%	64.6%	41.9%	67.6% M	70.8%	60.1%	66.7%	73.7%

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

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?

(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 Eligible	591	83	150	172	162	320	249	288	196	103	102	476	72	447	189	396	27	157
Total Valid Responses	573	79	145	170	156	313	239	281	190	98	99	461	72	432	183	386	26	152
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	18	4	5	2	6	7	10	7	6	5	3	15	-	15	6	10	1	5
Yes	195	23	51	55	62	87	101	64	85	42	41	150	31	153	69	126	8	61
	34.0%	29.1%	35.2%	32.4%	39.7%	27.8%	42.3%	22.8%	44.7%	42.9%	41.4%	32.5%	43.1%	35.4%	37.7%	32.6%	30.8%	40.1%
					b		F		H	H								
No	378	56	94	115	94	226	138	217	105	56	58	311	41	279	114	260	18	91
	66.0%	70.9%	64.8%	67.6%	60.3%	72.2%	57.7%	77.2%	55.3%	57.1%	58.6%	67.5%	56.9%	64.6%	62.3%	67.4%	69.2%	59.9%
		e				G		IJ										
HEDIS/CAHPS SUMMARY RATE	195	23	51	55	62	87	101	64	85	42	41	150	31	153	69	126	8	61
- Yes	34.0%	29.1%	35.2%	32.4%	39.7%	27.8%	42.3%	22.8%	44.7%	42.9%	41.4%	32.5%	43.1%	35.4%	37.7%	32.6%	30.8%	40.1%
					b		F		H	H								

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q29. (CC-CCC) 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?

(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 Eligible	195	23	51	55	62	87	101	64	85	42	41	150	31	153	69	126	8	61
Total Valid Responses	190	23	50	53	60	85	98	64	81	41	39	147	30	150	67	123	7	60
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	5	-	1	2	2	2	3	-	4	1	2	3	1	3	2	3	1	1
Yes	125	17	38	36	32	56	64	38	60	26	26	96	18	102	53	72	4	49
	65.8%	73.9%	76.0%	67.9%	53.3%	65.9%	65.3%	59.4%	74.1%	63.4%	66.7%	65.3%	60.0%	68.0%	79.1%	58.5%	57.1%	81.7%
		e	E						h						P			
No	65	6	12	17	28	29	34	26	21	15	13	51	12	48	14	51	3	11
	34.2%	26.1%	24.0%	32.1%	46.7%	34.1%	34.7%	40.6%	25.9%	36.6%	33.3%	34.7%	40.0%	32.0%	20.9%	41.5%	42.9%	18.3%
					bC			i								O		
HEDIS/CAHPS SUMMARY RATE	125	17	38	36	32	56	64	38	60	26	26	96	18	102	53	72	4	49
- Yes	65.8%	73.9%	76.0%	67.9%	53.3%	65.9%	65.3%	59.4%	74.1%	63.4%	66.7%	65.3%	60.0%	68.0%	79.1%	58.5%	57.1%	81.7%
		e	E						h						P			

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q30. Does your child have a personal doctor?

(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 Eligible	591	83	150	172	162	320	249	288	196	103	102	476	72	447	189	396	27	157
Total Valid Responses	588	83	150	171	160	319	247	288	194	102	102	473	72	447	188	395	27	156
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	3	-	-	1	2	1	2	-	2	1	-	3	-	-	1	1	-	1
Yes	528	69	136	160	143	283	226	264	173	88	86	429	72	447	173	351	24	145
	89.8%	83.1%	90.7%	93.6%	89.4%	88.7%	91.5%	91.7%	89.2%	86.3%	84.3%	90.7%	100.0%	100.0%	92.0%	88.9%	88.9%	92.9%
				B								k						
No	60	14	14	11	17	36	21	24	21	14	16	44	-	-	15	44	3	11
	10.2%	16.9%	9.3%	6.4%	10.6%	11.3%	8.5%	8.3%	10.8%	13.7%	15.7%	9.3%			8.0%	11.1%	11.1%	7.1%
		D									l							
HEDIS/CAHPS SUMMARY RATE - Yes	528	69	136	160	143	283	226	264	173	88	86	429	72	447	173	351	24	145
	89.8%	83.1%	90.7%	93.6%	89.4%	88.7%	91.5%	91.7%	89.2%	86.3%	84.3%	90.7%	100.0%	100.0%	92.0%	88.9%	88.9%	92.9%
				B								k						

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q31. In the last 6 months, how many times did your child visit his or her personal doctor for care?

(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 Eligible	528	69	136	160	143	283	226	264	173	88	86	429	72	447	173	351	24	145
Total Valid Responses	509	67	132	156	136	271	220	260	163	84	84	412	68	436	166	339	24	138
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	19	2	4	4	7	12	6	4	10	4	2	17	4	11	7	12	-	7
None	42	2	7	21	11	15	25	24	11	7	5	36	6	34	9	33	1	7
	8.3%	3.0%	5.3%	13.5%	8.1%	5.5%	11.4%	9.2%	6.7%	8.3%	6.0%	8.7%	8.8%	7.8%	5.4%	9.7%	4.2%	5.1%
				BC			F									o		
1 time	102	13	28	25	31	40	57	62	27	13	16	84	19	83	25	77	5	20
	20.0%	19.4%	21.2%	16.0%	22.8%	14.8%	25.9%	23.8%	16.6%	15.5%	19.0%	20.4%	27.9%	19.0%	15.1%	22.7%	20.8%	14.5%
							F	ij								O		
2	130	22	31	39	34	73	56	72	43	15	15	113	7	122	45	82	5	39
	25.5%	32.8%	23.5%	25.0%	25.0%	26.9%	25.5%	27.7%	26.4%	17.9%	17.9%	27.4%	10.3%	28.0%	27.1%	24.2%	20.8%	28.3%
								J				K		M				
3	95	17	21	26	25	56	35	48	30	16	18	74	12	82	33	61	3	28
	18.7%	25.4%	15.9%	16.7%	18.4%	20.7%	15.9%	18.5%	18.4%	19.0%	21.4%	18.0%	17.6%	18.8%	19.9%	18.0%	12.5%	20.3%
4	58	7	15	18	16	35	19	24	20	14	17	40	15	42	21	37	5	16
	11.4%	10.4%	11.4%	11.5%	11.8%	12.9%	8.6%	9.2%	12.3%	16.7%	20.2%	9.7%	22.1%	9.6%	12.7%	10.9%	20.8%	11.6%
										h	L		N					
5 to 9	61	4	21	20	16	37	23	25	26	9	10	48	7	54	25	36	4	21
	12.0%	6.0%	15.9%	12.8%	11.8%	13.7%	10.5%	9.6%	16.0%	10.7%	11.9%	11.7%	10.3%	12.4%	15.1%	10.6%	16.7%	15.2%
			B	b					h									
10 or more times	21	2	9	7	3	15	5	5	6	10	3	17	2	19	8	13	1	7
	4.1%	3.0%	6.8%	4.5%	2.2%	5.5%	2.3%	1.9%	3.7%	11.9%	3.6%	4.1%	2.9%	4.4%	4.8%	3.8%	4.2%	5.1%
			e			g				HI								
HEDIS/CAHPS SUMMARY RATE	467	65	125	135	125	256	195	236	152	77	79	376	62	402	157	306	23	131
- 1 or More times	91.7%	97.0%	94.7%	86.5%	91.9%	94.5%	88.6%	90.8%	93.3%	91.7%	94.0%	91.3%	91.2%	92.2%	94.6%	90.3%	95.8%	94.9%
		D	D			G									p			

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q31. In the last 6 months, how many times did your child visit his or her personal doctor for care?

(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)
Mean	3.57	3.51	3.82	3.53	3.47	3.84	3.25	3.31	3.75	4.00	3.81	3.51	3.59	3.58	3.84	3.45	3.92	3.85

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q32. (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?

(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 Eligible	467	65	125	135	125	256	195	236	152	77	79	376	62	402	157	306	23	131
Total Valid Responses	463	64	125	134	123	254	193	235	149	77	78	373	62	398	156	304	23	130
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	4	1	-	1	2	2	2	1	3	-	1	3	-	4	1	2	-	1
Always	379	55	103	106	101	204	160	203	114	60	50	318	25	351	132	244	15	114
	81.9%	85.9%	82.4%	79.1%	82.1%	80.3%	82.9%	86.4%	76.5%	77.9%	64.1%	85.3%	40.3%	88.2%	84.6%	80.3%	65.2%	87.7%
								I				K		M				Q
Usually	56	7	14	22	12	34	22	22	23	11	18	38	22	34	13	43	4	9
	12.1%	10.9%	11.2%	16.4%	9.8%	13.4%	11.4%	9.4%	15.4%	14.3%	23.1%	10.2%	35.5%	8.5%	8.3%	14.1%	17.4%	6.9%
									h		L		N			o		
Sometimes	20	2	4	6	6	11	8	6	10	4	7	13	9	11	10	10	4	6
	4.3%	3.1%	3.2%	4.5%	4.9%	4.3%	4.1%	2.6%	6.7%	5.2%	9.0%	3.5%	14.5%	2.8%	6.4%	3.3%	17.4%	4.6%
									h				N					
Never	8	-	4	-	4	5	3	4	2	2	3	4	6	2	1	7	-	1
	1.7%		3.2%		3.3%	2.0%	1.6%	1.7%	1.3%	2.6%	3.8%	1.1%	9.7%	0.5%	0.6%	2.3%		0.8%
													N					
HEDIS/CAHPS SUMMARY RATE	435	62	117	128	113	238	182	225	137	71	68	356	47	385	145	287	19	123
- Always/Usually	94.0%	96.9%	93.6%	95.5%	91.9%	93.7%	94.3%	95.7%	91.9%	92.2%	87.2%	95.4%	75.8%	96.7%	92.9%	94.4%	82.6%	94.6%
												K		M				
HEDIS/CAHPS SUMMARY RATE	379	55	103	106	101	204	160	203	114	60	50	318	25	351	132	244	15	114
- Always	81.9%	85.9%	82.4%	79.1%	82.1%	80.3%	82.9%	86.4%	76.5%	77.9%	64.1%	85.3%	40.3%	88.2%	84.6%	80.3%	65.2%	87.7%
								I				K		M				Q
Mean	3.74	3.83	3.73	3.75	3.71	3.72	3.76	3.80	3.67	3.68	3.47	3.80	3.06	3.84	3.77	3.72	3.48	3.82

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q33. (HWDC) In the last 6 months, how often did your child's personal doctor listen carefully to you?

(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 Eligible	467	65	125	135	125	256	195	236	152	77	79	376	62	402	157	306	23	131
Total Valid Responses	462	64	125	134	122	253	193	234	150	76	78	372	62	397	154	304	23	128
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	5	1	-	1	3	3	2	2	2	1	1	4	-	5	3	2	-	3
Always	393	56	102	111	109	215	164	211	120	60	49	334	21	369	137	253	17	117
	85.1%	87.5%	81.6%	82.8%	89.3%	85.0%	85.0%	90.2%	80.0%	78.9%	62.8%	89.8%	33.9%	92.9%	89.0%	83.2%	73.9%	91.4%
					c			IJ				K		M	p			q
Usually	43	5	12	16	8	26	16	16	20	7	18	23	22	21	11	32	4	7
	9.3%	7.8%	9.6%	11.9%	6.6%	10.3%	8.3%	6.8%	13.3%	9.2%	23.1%	6.2%	35.5%	5.3%	7.1%	10.5%	17.4%	5.5%
									H		L		N					
Sometimes	20	3	6	6	5	9	10	4	10	6	7	13	13	7	4	15	1	3
	4.3%	4.7%	4.8%	4.5%	4.1%	3.6%	5.2%	1.7%	6.7%	7.9%	9.0%	3.5%	21.0%	1.8%	2.6%	4.9%	4.3%	2.3%
									H	h			N					
Never	6	-	5	1	-	3	3	3	-	3	4	2	6	-	2	4	1	1
	1.3%		4.0%	0.7%		1.2%	1.6%	1.3%		3.9%	5.1%	0.5%	9.7%		1.3%	1.3%	4.3%	0.8%
			d								l							
HEDIS/CAHPS SUMMARY RATE - Always/Usually	436	61	114	127	117	241	180	227	140	67	67	357	43	390	148	285	21	124
	94.4%	95.3%	91.2%	94.8%	95.9%	95.3%	93.3%	97.0%	93.3%	88.2%	85.9%	96.0%	69.4%	98.2%	96.1%	93.8%	91.3%	96.9%
								J				K		M				
HEDIS/CAHPS SUMMARY RATE - Always	393	56	102	111	109	215	164	211	120	60	49	334	21	369	137	253	17	117
	85.1%	87.5%	81.6%	82.8%	89.3%	85.0%	85.0%	90.2%	80.0%	78.9%	62.8%	89.8%	33.9%	92.9%	89.0%	83.2%	73.9%	91.4%
					c			IJ				K		M	p			q
Mean	3.78	3.83	3.69	3.77	3.85	3.79	3.77	3.86	3.73	3.63	3.44	3.85	2.94	3.91	3.84	3.76	3.61	3.88

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q34. (HWDC) In the last 6 months, how often did your child's personal doctor show respect for what you had to say?

(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 Eligible	467	65	125	135	125	256	195	236	152	77	79	376	62	402	157	306	23	131
Total Valid Responses	465	65	125	134	124	254	195	236	151	76	79	374	62	400	157	304	23	131
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	2	-	-	1	1	2	-	-	1	1	-	2	-	2	-	2	-	-
Always	407	59	106	116	111	219	173	217	127	61	63	334	28	376	143	261	19	121
	87.5%	90.8%	84.8%	86.6%	89.5%	86.2%	88.7%	91.9%	84.1%	80.3%	79.7%	89.3%	45.2%	94.0%	91.1%	85.9%	82.6%	92.4%
								IJ				K		M	p			
Usually	35	3	10	14	7	22	12	13	16	6	10	25	18	17	7	28	2	5
	7.5%	4.6%	8.0%	10.4%	5.6%	8.7%	6.2%	5.5%	10.6%	7.9%	12.7%	6.7%	29.0%	4.3%	4.5%	9.2%	8.7%	3.8%
									h				N			O		
Sometimes	18	3	5	3	6	11	7	5	7	6	3	13	11	7	5	12	1	4
	3.9%	4.6%	4.0%	2.2%	4.8%	4.3%	3.6%	2.1%	4.6%	7.9%	3.8%	3.5%	17.7%	1.8%	3.2%	3.9%	4.3%	3.1%
										h			N					
Never	5	-	4	1	-	2	3	1	1	3	3	2	5	-	2	3	1	1
	1.1%		3.2%	0.7%		0.8%	1.5%	0.4%	0.7%	3.9%	3.8%	0.5%	8.1%		1.3%	1.0%	4.3%	0.8%
HEDIS/CAHPS SUMMARY RATE	442	62	116	130	118	241	185	230	143	67	73	359	46	393	150	289	21	126
- Always/Usually	95.1%	95.4%	92.8%	97.0%	95.2%	94.9%	94.9%	97.5%	94.7%	88.2%	92.4%	96.0%	74.2%	98.3%	95.5%	95.1%	91.3%	96.2%
								J						M				
HEDIS/CAHPS SUMMARY RATE	407	59	106	116	111	219	173	217	127	61	63	334	28	376	143	261	19	121
- Always	87.5%	90.8%	84.8%	86.6%	89.5%	86.2%	88.7%	91.9%	84.1%	80.3%	79.7%	89.3%	45.2%	94.0%	91.1%	85.9%	82.6%	92.4%
								IJ				K		M	p			
Mean	3.82	3.86	3.74	3.83	3.85	3.80	3.82	3.89	3.78	3.64	3.68	3.85	3.11	3.92	3.85	3.80	3.70	3.88

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q35. Is your child able to talk with doctors about his or her health care?

(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 Eligible	467	65	125	135	125	256	195	236	152	77	79	376	62	402	157	306	23	131
Total Valid Responses	462	64	124	135	123	253	193	233	151	76	78	372	62	398	157	302	23	131
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	5	1	1	-	2	3	2	3	1	1	1	4	-	4	-	4	-	-
Yes	351	41	93	103	102	190	149	189	108	52	56	287	44	306	119	230	16	100
	76.0%	64.1%	75.0%	76.3%	82.9%	75.1%	77.2%	81.1%	71.5%	68.4%	71.8%	77.2%	71.0%	76.9%	75.8%	76.2%	69.6%	76.3%
				b	B			IJ										
No	111	23	31	32	21	63	44	44	43	24	22	85	18	92	38	72	7	31
	24.0%	35.9%	25.0%	23.7%	17.1%	24.9%	22.8%	18.9%	28.5%	31.6%	28.2%	22.8%	29.0%	23.1%	24.2%	23.8%	30.4%	23.7%
		dE							H	H								
HEDIS/CAHPS SUMMARY RATE	351	41	93	103	102	190	149	189	108	52	56	287	44	306	119	230	16	100
- Yes	76.0%	64.1%	75.0%	76.3%	82.9%	75.1%	77.2%	81.1%	71.5%	68.4%	71.8%	77.2%	71.0%	76.9%	75.8%	76.2%	69.6%	76.3%
				b	B			IJ										

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q36. 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?

(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 Eligible	351	41	93	103	102	190	149	189	108	52	56	287	44	306	119	230	16	100
Total Valid Responses	349	41	93	102	102	188	149	188	107	52	56	285	43	305	119	228	16	100
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	2	-	-	1	-	2	-	1	1	-	-	2	1	1	-	2	-	-
Always	268	36	64	79	81	138	119	159	77	31	34	230	13	254	98	168	9	86
	76.8%	87.8%	68.8%	77.5%	79.4%	73.4%	79.9%	84.6%	72.0%	59.6%	60.7%	80.7%	30.2%	83.3%	82.4%	73.7%	56.3%	86.0%
		C			c			IJ				K		M	p			Q
Usually	53	4	19	14	15	30	22	20	19	13	14	37	14	39	13	40	5	8
	15.2%	9.8%	20.4%	13.7%	14.7%	16.0%	14.8%	10.6%	17.8%	25.0%	25.0%	13.0%	32.6%	12.8%	10.9%	17.5%	31.3%	8.0%
			b						h	H	L		N			o	r	
Sometimes	20	1	4	9	4	16	4	5	8	7	8	10	11	9	5	15	2	3
	5.7%	2.4%	4.3%	8.8%	3.9%	8.5%	2.7%	2.7%	7.5%	13.5%	14.3%	3.5%	25.6%	3.0%	4.2%	6.6%	12.5%	3.0%
				b		G			h	H	L		N					
Never	8	-	6	-	2	4	4	4	3	1	-	8	5	3	3	5	-	3
	2.3%		6.5%		2.0%	2.1%	2.7%	2.1%	2.8%	1.9%		2.8%	11.6%	1.0%	2.5%	2.2%		3.0%
													N					
HEDIS/CAHPS SUMMARY RATE - Always/Usually	321	40	83	93	96	168	141	179	96	44	48	267	27	293	111	208	14	94
	92.0%	97.6%	89.2%	91.2%	94.1%	89.4%	94.6%	95.2%	89.7%	84.6%	85.7%	93.7%	62.8%	96.1%	93.3%	91.2%	87.5%	94.0%
		Cd					f	iJ						M				
HEDIS/CAHPS SUMMARY RATE - Always	268	36	64	79	81	138	119	159	77	31	34	230	13	254	98	168	9	86
	76.8%	87.8%	68.8%	77.5%	79.4%	73.4%	79.9%	84.6%	72.0%	59.6%	60.7%	80.7%	30.2%	83.3%	82.4%	73.7%	56.3%	86.0%
		C			c			IJ				K		M	p			Q
Mean	3.66	3.85	3.52	3.69	3.72	3.61	3.72	3.78	3.59	3.42	3.46	3.72	2.81	3.78	3.73	3.63	3.44	3.77

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q37. (HWDC) In the last 6 months, how often did your child's personal doctor spend enough time with your child?

(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 Eligible	467	65	125	135	125	256	195	236	152	77	79	376	62	402	157	306	23	131
Total Valid Responses	461	64	124	135	122	253	192	235	149	75	78	371	61	398	156	302	23	130
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	6	1	1	-	3	3	3	1	3	2	1	5	1	4	1	4	-	1
Always	317	45	74	93	94	165	138	178	98	40	38	271	12	304	108	206	12	94
	68.8%	70.3%	59.7%	68.9%	77.0%	65.2%	71.9%	75.7%	65.8%	53.3%	48.7%	73.0%	19.7%	76.4%	69.2%	68.2%	52.2%	72.3%
					C			IJ	j			K		M				q
Usually	88	13	29	26	15	55	32	32	34	21	24	62	23	64	29	59	5	23
	19.1%	20.3%	23.4%	19.3%	12.3%	21.7%	16.7%	13.6%	22.8%	28.0%	30.8%	16.7%	37.7%	16.1%	18.6%	19.5%	21.7%	17.7%
			E						H	H	L		N					
Sometimes	43	4	15	14	10	28	14	19	14	10	12	29	18	25	16	27	5	11
	9.3%	6.3%	12.1%	10.4%	8.2%	11.1%	7.3%	8.1%	9.4%	13.3%	15.4%	7.8%	29.5%	6.3%	10.3%	8.9%	21.7%	8.5%
											l		N					
Never	13	2	6	2	3	5	8	6	3	4	4	9	8	5	3	10	1	2
	2.8%	3.1%	4.8%	1.5%	2.5%	2.0%	4.2%	2.6%	2.0%	5.3%	5.1%	2.4%	13.1%	1.3%	1.9%	3.3%	4.3%	1.5%
													N					
HEDIS/CAHPS SUMMARY RATE	405	58	103	119	109	220	170	210	132	61	62	333	35	368	137	265	17	117
- Always/Usually	87.9%	90.6%	83.1%	88.1%	89.3%	87.0%	88.5%	89.4%	88.6%	81.3%	79.5%	89.8%	57.4%	92.5%	87.8%	87.7%	73.9%	90.0%
												K		M				q
HEDIS/CAHPS SUMMARY RATE	317	45	74	93	94	165	138	178	98	40	38	271	12	304	108	206	12	94
- Always	68.8%	70.3%	59.7%	68.9%	77.0%	65.2%	71.9%	75.7%	65.8%	53.3%	48.7%	73.0%	19.7%	76.4%	69.2%	68.2%	52.2%	72.3%
					C			IJ	j			K		M				q
Mean	3.54	3.58	3.38	3.56	3.64	3.50	3.56	3.63	3.52	3.29	3.23	3.60	2.64	3.68	3.55	3.53	3.22	3.61

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q38. (FCC-PD) In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?

(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 Eligible	467	65	125	135	125	256	195	236	152	77	79	376	62	402	157	306	23	131
Total Valid Responses	462	64	125	134	123	253	193	234	151	75	79	371	62	398	156	303	23	130
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	5	1	-	1	2	3	2	2	1	2	-	5	-	4	1	3	-	1
Yes	387	53	101	114	107	210	164	202	124	60	64	314	40	345	132	253	18	111
	83.8%	82.8%	80.8%	85.1%	87.0%	83.0%	85.0%	86.3%	82.1%	80.0%	81.0%	84.6%	64.5%	86.7% M	84.6%	83.5%	78.3%	85.4%
No	75	11	24	20	16	43	29	32	27	15	15	57	22	53	24	50	5	19
	16.2%	17.2%	19.2%	14.9%	13.0%	17.0%	15.0%	13.7%	17.9%	20.0%	19.0%	15.4%	35.5% N	13.3%	15.4%	16.5%	21.7%	14.6%
HEDIS/CAHPS SUMMARY RATE - Yes	387	53	101	114	107	210	164	202	124	60	64	314	40	345	132	253	18	111
	83.8%	82.8%	80.8%	85.1%	87.0%	83.0%	85.0%	86.3%	82.1%	80.0%	81.0%	84.6%	64.5%	86.7% M	84.6%	83.5%	78.3%	85.4%

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.

Louisiana Healthcare Connections
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Q39. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?

(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 Eligible	467	65	125	135	125	256	195	236	152	77	79	376	62	402	157	306	23	131
Total Valid Responses	462	65	124	134	123	252	194	234	150	76	77	373	59	401	157	302	23	131
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	5	-	1	1	2	4	1	2	2	1	2	3	3	1	-	4	-	-
Yes	224	37	55	66	58	112	104	94	83	46	43	172	37	186	75	149	13	60
	48.5%	56.9%	44.4%	49.3%	47.2%	44.4%	53.6%	40.2%	55.3%	60.5%	55.8%	46.1%	62.7%	46.4%	47.8%	49.3%	56.5%	45.8%
		c					f		H	H			N					
No	238	28	69	68	65	140	90	140	67	30	34	201	22	215	82	153	10	71
	51.5%	43.1%	55.6%	50.7%	52.8%	55.6%	46.4%	59.8%	44.7%	39.5%	44.2%	53.9%	37.3%	53.6%	52.2%	50.7%	43.5%	54.2%
			b			g		IJ						M				
HEDIS/CAHPS SUMMARY RATE - Yes	224	37	55	66	58	112	104	94	83	46	43	172	37	186	75	149	13	60
	48.5%	56.9%	44.4%	49.3%	47.2%	44.4%	53.6%	40.2%	55.3%	60.5%	55.8%	46.1%	62.7%	46.4%	47.8%	49.3%	56.5%	45.8%
		c					f		H	H			N					

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q40. (CC) 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?

(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 Eligible	224	37	55	66	58	112	104	94	83	46	43	172	37	186	75	149	13	60
Total Valid Responses	216	37	54	62	55	108	100	88	82	45	40	167	36	179	73	143	13	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	8	-	1	4	3	4	4	6	1	1	3	5	1	7	2	6	-	2
Always	127	22	36	33	35	66	58	56	46	24	20	104	10	117	44	83	7	35
	58.8%	59.5%	66.7%	53.2%	63.6%	61.1%	58.0%	63.6%	56.1%	53.3%	50.0%	62.3%	27.8%	65.4% M	60.3%	58.0%	53.8%	60.3%
Usually	35	5	4	15	7	15	18	8	21	6	5	29	10	25	13	22	1	12
	16.2%	13.5%	7.4%	24.2% C	12.7%	13.9%	18.0%	9.1%	25.6% Hj	13.3%	12.5%	17.4%	27.8% n	14.0%	17.8%	15.4%	7.7%	20.7%
Sometimes	31	4	10	9	7	18	10	14	7	10	6	23	7	23	10	21	3	7
	14.4%	10.8%	18.5%	14.5%	12.7%	16.7%	10.0%	15.9%	8.5%	22.2% I	15.0%	13.8%	19.4%	12.8%	13.7%	14.7%	23.1%	12.1%
Never	23	6	4	5	6	9	14	10	8	5	9	11	9	14	6	17	2	4
	10.6%	16.2%	7.4%	8.1%	10.9%	8.3%	14.0%	11.4%	9.8%	11.1%	22.5% L	6.6%	25.0% N	7.8%	8.2%	11.9%	15.4%	6.9%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	162	27	40	48	42	81	76	64	67	30	25	133	20	142	57	105	8	47
	75.0%	73.0%	74.1%	77.4%	76.4%	75.0%	76.0%	72.7%	81.7% j	66.7%	62.5%	79.6% K	55.6%	79.3% M	78.1%	73.4%	61.5%	81.0%
HEDIS/CAHPS SUMMARY RATE - Always	127	22	36	33	35	66	58	56	46	24	20	104	10	117	44	83	7	35
	58.8%	59.5%	66.7%	53.2%	63.6%	61.1%	58.0%	63.6%	56.1%	53.3%	50.0%	62.3%	27.8%	65.4% M	60.3%	58.0%	53.8%	60.3%
Mean	3.23	3.16	3.33	3.23	3.29	3.28	3.20	3.25	3.28	3.09	2.90	3.35	2.58	3.37	3.30	3.20	3.00	3.34

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q41. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?

(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 Eligible	528	69	136	160	143	283	226	264	173	88	86	429	72	447	173	351	24	145
Total Valid Responses	519	68	134	157	141	277	224	260	171	85	85	422	72	447	170	346	23	143
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	9	1	2	3	2	6	2	4	2	3	1	7	-	-	3	5	1	2
10 - Best personal doctor possible	308	43	81	91	85	170	129	177	91	39	29	272	-	308	112	195	10	98
	59.3%	63.2%	60.4%	58.0%	60.3%	61.4%	57.6%	68.1%	53.2%	45.9%	34.1%	64.5%		68.9%	65.9%	56.4%	43.5%	68.5%
								IJ				K			P			Q
9	83	7	21	22	29	41	39	36	31	15	15	68	-	83	21	61	4	17
	16.0%	10.3%	15.7%	14.0%	20.6%	14.8%	17.4%	13.8%	18.1%	17.6%	17.6%	16.1%		18.6%	12.4%	17.6%	17.4%	11.9%
					B													
8	56	10	11	17	15	26	28	27	18	10	10	43	-	56	19	36	5	14
	10.8%	14.7%	8.2%	10.8%	10.6%	9.4%	12.5%	10.4%	10.5%	11.8%	11.8%	10.2%		12.5%	11.2%	10.4%	21.7%	9.8%
7	30	4	6	12	5	19	8	9	15	6	11	19	30	-	8	22	2	6
	5.8%	5.9%	4.5%	7.6%	3.5%	6.9%	3.6%	3.5%	8.8%	7.1%	12.9%	4.5%	41.7%		4.7%	6.4%	8.7%	4.2%
						g			H		L							
6	15	1	6	5	3	9	6	6	4	5	6	8	15	-	4	11	2	2
	2.9%	1.5%	4.5%	3.2%	2.1%	3.2%	2.7%	2.3%	2.3%	5.9%	7.1%	1.9%	20.8%		2.4%	3.2%	8.7%	1.4%
											l							
5	16	2	4	8	2	10	6	4	7	5	8	8	16	-	1	15	-	1
	3.1%	2.9%	3.0%	5.1%	1.4%	3.6%	2.7%	1.5%	4.1%	5.9%	9.4%	1.9%	22.2%		0.6%	4.3%		0.7%
				e							L					O		
4	3	-	-	1	1	1	2	-	2	1	2	1	3	-	1	2	-	1
	0.6%			0.6%	0.7%	0.4%	0.9%		1.2%	1.2%	2.4%	0.2%	4.2%		0.6%	0.6%		0.7%

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q41. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?

(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)
3	3	-	2	1	-	-	3	-	2	1	1	2	3	-	2	1	-	2
	0.6%		1.5%	0.6%			1.3%		1.2%	1.2%	1.2%	0.5%	4.2%		1.2%	0.3%		1.4%
2	1	1	-	-	-	-	1	-	-	1	-	-	1	-	-	1	-	-
	0.2%	1.5%					0.4%			1.2%			1.4%			0.3%		
1	1	-	-	-	1	-	-	-	1	-	1	-	1	-	1	-	-	1
	0.2%				0.7%				0.6%		1.2%		1.4%		0.6%			0.7%
0 - Worst personal doctor possible	3	-	3	-	-	1	2	1	-	2	2	1	3	-	1	2	-	1
	0.6%		2.2%			0.4%	0.9%	0.4%		2.4%	2.4%	0.2%	4.2%		0.6%	0.6%		0.7%
HEDIS/CAHPS SUMMARY RATE - 8-10	447	60	113	130	129	237	196	240	140	64	54	383	-	447	152	292	19	129
	86.1%	88.2%	84.3%	82.8%	91.5%	85.6%	87.5%	92.3%	81.9%	75.3%	63.5%	90.8%		100.0%	89.4%	84.4%	82.6%	90.2%
					cD			IJ				K						
HEDIS/CAHPS SUMMARY RATE - 9-10	391	50	102	113	114	211	168	213	122	54	44	340	-	391	133	256	14	115
	75.3%	73.5%	76.1%	72.0%	80.9%	76.2%	75.0%	81.9%	71.3%	63.5%	51.8%	80.6%		87.5%	78.2%	74.0%	60.9%	80.4%
					d			IJ				K						q
Mean	9.02	9.10	8.89	8.95	9.21	9.09	8.96	9.34	8.84	8.36	7.88	9.26	5.61	9.56	9.16	8.95	8.78	9.20

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q42. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?

(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 Eligible	528	69	136	160	143	283	226	264	173	88	86	429	72	447	173	351	24	145
Total Valid Responses	518	68	133	156	142	276	223	262	168	85	85	421	71	443	170	346	24	142
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	10	1	3	4	1	7	3	2	5	3	1	8	1	4	3	5	-	3
Yes	377	49	102	112	102	193	173	170	134	72	64	303	54	320	127	248	19	106
	72.8%	72.1%	76.7%	71.8%	71.8%	69.9%	77.6%	64.9%	79.8%	84.7%	75.3%	72.0%	76.1%	72.2%	74.7%	71.7%	79.2%	74.6%
							f		H	H								
No	141	19	31	44	40	83	50	92	34	13	21	118	17	123	43	98	5	36
	27.2%	27.9%	23.3%	28.2%	28.2%	30.1%	22.4%	35.1%	20.2%	15.3%	24.7%	28.0%	23.9%	27.8%	25.3%	28.3%	20.8%	25.4%
						g		IJ										
HEDIS/CAHPS SUMMARY RATE	377	49	102	112	102	193	173	170	134	72	64	303	54	320	127	248	19	106
- Yes	72.8%	72.1%	76.7%	71.8%	71.8%	69.9%	77.6%	64.9%	79.8%	84.7%	75.3%	72.0%	76.1%	72.2%	74.7%	71.7%	79.2%	74.6%
							f		H	H								

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q43. (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?

(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 Eligible	377	49	102	112	102	193	173	170	134	72	64	303	54	320	127	248	19	106
Total Valid Responses	369	48	101	110	98	192	166	169	131	68	61	299	51	316	124	243	19	103
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	8	1	1	2	4	1	7	1	3	4	3	4	3	4	3	5	-	3
Yes	333	41	95	99	87	172	152	151	121	60	51	275	36	296	113	218	16	96
	90.2%	85.4%	94.1%	90.0%	88.8%	89.6%	91.6%	89.3%	92.4%	88.2%	83.6%	92.0%	70.6%	93.7%	91.1%	89.7%	84.2%	93.2%
												k		M				
No	36	7	6	11	11	20	14	18	10	8	10	24	15	20	11	25	3	7
	9.8%	14.6%	5.9%	10.0%	11.2%	10.4%	8.4%	10.7%	7.6%	11.8%	16.4%	8.0%	29.4%	6.3%	8.9%	10.3%	15.8%	6.8%
											l		N					
HEDIS/CAHPS SUMMARY RATE	333	41	95	99	87	172	152	151	121	60	51	275	36	296	113	218	16	96
- Yes	90.2%	85.4%	94.1%	90.0%	88.8%	89.6%	91.6%	89.3%	92.4%	88.2%	83.6%	92.0%	70.6%	93.7%	91.1%	89.7%	84.2%	93.2%
												k		M				

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q44. (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?

(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 Eligible	377	49	102	112	102	193	173	170	134	72	64	303	54	320	127	248	19	106
Total Valid Responses	373	49	102	110	100	192	170	169	133	70	62	301	52	319	127	244	19	106
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	4	-	-	2	2	1	3	1	1	2	2	2	2	1	-	4	-	-
Yes	318	38	89	96	85	167	144	147	111	59	45	266	34	284	107	210	15	90
	85.3%	77.6%	87.3%	87.3%	85.0%	87.0%	84.7%	87.0%	83.5%	84.3%	72.6%	88.4%	65.4%	89.0%	84.3%	86.1%	78.9%	84.9%
												K		M				
No	55	11	13	14	15	25	26	22	22	11	17	35	18	35	20	34	4	16
	14.7%	22.4%	12.7%	12.7%	15.0%	13.0%	15.3%	13.0%	16.5%	15.7%	27.4%	11.6%	34.6%	11.0%	15.7%	13.9%	21.1%	15.1%
											L		N					
HEDIS/CAHPS SUMMARY RATE - Yes	318	38	89	96	85	167	144	147	111	59	45	266	34	284	107	210	15	90
	85.3%	77.6%	87.3%	87.3%	85.0%	87.0%	84.7%	87.0%	83.5%	84.3%	72.6%	88.4%	65.4%	89.0%	84.3%	86.1%	78.9%	84.9%
												K		M				

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q45. In the last 6 months, did you make any appointments for your child to see a specialist?

(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 Eligible	591	83	150	172	162	320	249	288	196	103	102	476	72	447	189	396	27	157
Total Valid Responses	586	83	149	172	160	315	249	286	195	101	102	471	72	443	187	394	26	156
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	5	-	1	-	2	5	-	2	1	2	-	5	-	4	2	2	1	1
Yes	207	28	60	57	56	95	101	86	78	43	43	160	29	160	81	125	15	65
	35.3%	33.7%	40.3%	33.1%	35.0%	30.2%	40.6%	30.1%	40.0%	42.6%	42.2%	34.0%	40.3%	36.1%	43.3%	31.7%	57.7%	41.7%
							F		H	H					P			
No	379	55	89	115	104	220	148	200	117	58	59	311	43	283	106	269	11	91
	64.7%	66.3%	59.7%	66.9%	65.0%	69.8%	59.4%	69.9%	60.0%	57.4%	57.8%	66.0%	59.7%	63.9%	56.7%	68.3%	42.3%	58.3%
						G		IJ								O		
HEDIS/CAHPS SUMMARY RATE	207	28	60	57	56	95	101	86	78	43	43	160	29	160	81	125	15	65
- Yes	35.3%	33.7%	40.3%	33.1%	35.0%	30.2%	40.6%	30.1%	40.0%	42.6%	42.2%	34.0%	40.3%	36.1%	43.3%	31.7%	57.7%	41.7%
							F		H	H					P			

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

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?

(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 Eligible	207	28	60	57	56	95	101	86	78	43	43	160	29	160	81	125	15	65
Total Valid Responses	206	27	60	57	56	94	101	85	78	43	43	159	29	160	81	124	15	65
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	1	1	-	-	-	1	-	1	-	-	-	1	-	-	-	1	-	-
Always	132	21	37	31	39	61	62	59	49	24	16	112	11	110	53	79	6	47
	64.1%	77.8%	61.7%	54.4%	69.6%	64.9%	61.4%	69.4%	62.8%	55.8%	37.2%	70.4%	37.9%	68.8%	65.4%	63.7%	40.0%	72.3%
		D			d							K		M				Q
Usually	42	4	9	18	11	19	23	14	16	12	16	26	9	28	16	25	4	11
	20.4%	14.8%	15.0%	31.6%	19.6%	20.2%	22.8%	16.5%	20.5%	27.9%	37.2%	16.4%	31.0%	17.5%	19.8%	20.2%	26.7%	16.9%
				bC							L							
Sometimes	23	1	11	7	3	9	13	10	8	5	8	15	7	16	8	15	2	6
	11.2%	3.7%	18.3%	12.3%	5.4%	9.6%	12.9%	11.8%	10.3%	11.6%	18.6%	9.4%	24.1%	10.0%	9.9%	12.1%	13.3%	9.2%
			BE										n					
Never	9	1	3	1	3	5	3	2	5	2	3	6	2	6	4	5	3	1
	4.4%	3.7%	5.0%	1.8%	5.4%	5.3%	3.0%	2.4%	6.4%	4.7%	7.0%	3.8%	6.9%	3.8%	4.9%	4.0%	20.0%	1.5%
																	r	
HEDIS/CAHPS SUMMARY RATE	174	25	46	49	50	80	85	73	65	36	32	138	20	138	69	104	10	58
- Always/Usually	84.5%	92.6%	76.7%	86.0%	89.3%	85.1%	84.2%	85.9%	83.3%	83.7%	74.4%	86.8%	69.0%	86.3%	85.2%	83.9%	66.7%	89.2%
		C			c							k		m				q
HEDIS/CAHPS SUMMARY RATE	132	21	37	31	39	61	62	59	49	24	16	112	11	110	53	79	6	47
- Always	64.1%	77.8%	61.7%	54.4%	69.6%	64.9%	61.4%	69.4%	62.8%	55.8%	37.2%	70.4%	37.9%	68.8%	65.4%	63.7%	40.0%	72.3%
		D			d							K		M				Q
Mean	3.44	3.67	3.33	3.39	3.54	3.45	3.43	3.53	3.40	3.35	3.05	3.53	3.00	3.51	3.46	3.44	2.87	3.60

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q47. How many specialists has your child seen in the last 6 months?

(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 Eligible	207	28	60	57	56	95	101	86	78	43	43	160	29	160	81	125	15	65
Total Valid Responses	204	27	59	56	56	93	100	85	77	42	43	157	28	159	80	123	15	64
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	3	1	1	1	-	2	1	1	1	1	-	3	1	1	1	2	-	1
None	10	1	4	1	4	6	4	4	5	1	5	5	3	6	-	10	-	-
	4.9%	3.7%	6.8%	1.8%	7.1%	6.5%	4.0%	4.7%	6.5%	2.4%	11.6%	3.2%	10.7%	3.8%		8.1%		
											l							
1 specialist	122	16	38	32	31	56	60	57	47	18	19	99	17	93	50	71	6	43
	59.8%	59.3%	64.4%	57.1%	55.4%	60.2%	60.0%	67.1%	61.0%	42.9%	44.2%	63.1%	60.7%	58.5%	62.5%	57.7%	40.0%	67.2%
								J	j			K						q
2	49	6	12	14	17	19	28	19	18	12	10	39	4	42	22	27	5	17
	24.0%	22.2%	20.3%	25.0%	30.4%	20.4%	28.0%	22.4%	23.4%	28.6%	23.3%	24.8%	14.3%	26.4%	27.5%	22.0%	33.3%	26.6%
3	18	1	5	8	3	10	7	5	7	6	8	10	3	15	6	12	4	2
	8.8%	3.7%	8.5%	14.3%	5.4%	10.8%	7.0%	5.9%	9.1%	14.3%	18.6%	6.4%	10.7%	9.4%	7.5%	9.8%	26.7%	3.1%
				b							l						R	
4	1	1	-	-	-	1	-	-	-	1	-	1	-	-	1	-	-	1
	0.5%	3.7%				1.1%				2.4%		0.6%			1.3%			1.6%
5 or more specialists	4	2	-	1	1	1	1	-	-	4	1	3	1	3	1	3	-	1
	2.0%	7.4%		1.8%	1.8%	1.1%	1.0%			9.5%	2.3%	1.9%	3.6%	1.9%	1.3%	2.4%		1.6%
HEDIS/CAHPS SUMMARY RATE	194	26	55	55	52	87	96	81	72	41	38	152	25	153	80	113	15	64
- 1 or More specialists	95.1%	96.3%	93.2%	98.2%	92.9%	93.5%	96.0%	95.3%	93.5%	97.6%	88.4%	96.8%	89.3%	96.2%	100.0%	91.9%	100.0%	100.0%
												k			P			
Mean	2.46	2.67	2.31	2.59	2.41	2.43	2.42	2.29	2.35	3.00	2.58	2.44	2.39	2.49	2.51	2.43	2.87	2.44

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

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?

(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 Eligible	194	26	55	55	52	87	96	81	72	41	38	152	25	153	80	113	15	64
Total Valid Responses	193	26	54	55	52	87	96	81	72	40	38	152	25	153	79	113	14	64
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	1	-	1	-	-	-	-	-	-	1	-	-	-	-	1	-	1	-
10 - Best specialist possible	110	17	32	29	29	51	53	52	42	16	10	99	8	95	46	64	4	41
	57.0%	65.4%	59.3%	52.7%	55.8%	58.6%	55.2%	64.2%	58.3%	40.0%	26.3%	65.1%	32.0%	62.1%	58.2%	56.6%	28.6%	64.1%
								J	j			K		M				Q
9	21	1	6	5	8	11	7	6	8	7	3	18	1	16	9	11	1	8
	10.9%	3.8%	11.1%	9.1%	15.4%	12.6%	7.3%	7.4%	11.1%	17.5%	7.9%	11.8%	4.0%	10.5%	11.4%	9.7%	7.1%	12.5%
					b													
8	32	4	7	10	11	12	20	10	13	9	12	20	8	22	16	16	8	8
	16.6%	15.4%	13.0%	18.2%	21.2%	13.8%	20.8%	12.3%	18.1%	22.5%	31.6%	13.2%	32.0%	14.4%	20.3%	14.2%	57.1%	12.5%
											L		n				R	
7	12	2	3	4	2	7	5	5	3	4	5	6	5	7	3	9	-	3
	6.2%	7.7%	5.6%	7.3%	3.8%	8.0%	5.2%	6.2%	4.2%	10.0%	13.2%	3.9%	20.0%	4.6%	3.8%	8.0%		4.7%
													n					
6	4	1	2	-	1	-	4	-	2	2	2	2	-	3	2	2	-	2
	2.1%	3.8%	3.7%		1.9%		4.2%		2.8%	5.0%	5.3%	1.3%		2.0%	2.5%	1.8%		3.1%
5	5	-	1	4	-	2	3	4	1	-	3	2	1	4	1	4	-	1
	2.6%		1.9%	7.3%		2.3%	3.1%	4.9%	1.4%		7.9%	1.3%	4.0%	2.6%	1.3%	3.5%		1.6%
4	4	1	-	3	-	3	1	2	-	2	2	2	-	3	1	3	1	-
	2.1%	3.8%		5.5%		3.4%	1.0%	2.5%		5.0%	5.3%	1.3%		2.0%	1.3%	2.7%	7.1%	
3	2	-	2	-	-	-	2	-	2	-	1	1	2	-	1	1	-	1
	1.0%		3.7%				2.1%		2.8%		2.6%	0.7%	8.0%		1.3%	0.9%		1.6%

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

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?

(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)
2	1 0.5%	-	1 1.9%	-	-	-	1 1.0%	1 1.2%	-	-	-	1 0.7%	-	1 0.7%	-	1 0.9%	-	-
1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
0 - Worst specialist possible	2 1.0%	-	-	-	1 1.9%	1 1.1%	-	1 1.2%	1 1.4%	-	-	1 0.7%	-	2 1.3%	-	2 1.8%	-	-
HEDIS/CAHPS SUMMARY RATE - 8-10	163 84.5%	22 84.6%	45 83.3%	44 80.0%	48 92.3% d	74 85.1%	80 83.3%	68 84.0%	63 87.5%	32 80.0%	25 65.8%	137 90.1% K	17 68.0%	133 86.9% m	71 89.9% p	91 80.5%	13 92.9%	57 89.1%
HEDIS/CAHPS SUMMARY RATE - 9-10	131 67.9%	18 69.2%	38 70.4%	34 61.8%	37 71.2%	62 71.3%	60 62.5%	58 71.6%	50 69.4%	23 57.5%	13 34.2%	117 77.0% K	9 36.0%	111 72.5% M	55 69.6%	75 66.4%	5 35.7%	49 76.6% Q
Mean	8.82	9.04	8.81	8.64	9.04	8.92	8.74	8.88	8.89	8.58	7.79	9.14	7.96	8.96	9.04	8.66	8.36	9.17

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q49. In the last 6 months, did you get information or help from customer service at your child's health plan?

(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 Eligible	591	83	150	172	162	320	249	288	196	103	102	476	72	447	189	396	27	157
Total Valid Responses	585	83	149	172	160	318	246	288	191	102	100	473	72	444	189	396	27	157
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	6	-	1	-	2	2	3	-	5	1	2	3	-	3	-	-	-	-
Yes	189	30	48	49	55	102	80	80	73	36	25	160	18	152	189	-	27	157
	32.3%	36.1%	32.2%	28.5%	34.4%	32.1%	32.5%	27.8%	38.2%	35.3%	25.0%	33.8%	25.0%	34.2%	100.0%		100.0%	100.0%
									H			k		m				
No	396	53	101	123	105	216	166	208	118	66	75	313	54	292	-	396	-	-
	67.7%	63.9%	67.8%	71.5%	65.6%	67.9%	67.5%	72.2%	61.8%	64.7%	75.0%	66.2%	75.0%	65.8%		100.0%		
								I			l		n					
HEDIS/CAHPS SUMMARY RATE - Yes	189	30	48	49	55	102	80	80	73	36	25	160	18	152	189	-	27	157
	32.3%	36.1%	32.2%	28.5%	34.4%	32.1%	32.5%	27.8%	38.2%	35.3%	25.0%	33.8%	25.0%	34.2%	100.0%		100.0%	100.0%
									H			k		m				

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q50. (CS) In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?

(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 Eligible	189	30	48	49	55	102	80	80	73	36	25	160	18	152	189	-	27	157
Total Valid Responses	184	30	44	48	55	101	76	75	73	36	22	158	18	148	184	-	27	157
	100.0%	100.0%	100.0%	100.0%	100.0%	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	5	-	4	1	-	1	4	5	-	-	3	2	-	4	5	-	-	-
Always	127	18	33	33	38	70	53	58	47	22	6	118	9	106	127	-	-	127
	69.0%	60.0%	75.0%	68.8%	69.1%	69.3%	69.7%	77.3%	64.4%	61.1%	27.3%	74.7%	50.0%	71.6%	69.0%			80.9%
								ij				K		m				
Usually	30	7	7	7	7	17	11	11	12	7	5	25	5	23	30	-	-	30
	16.3%	23.3%	15.9%	14.6%	12.7%	16.8%	14.5%	14.7%	16.4%	19.4%	22.7%	15.8%	27.8%	15.5%	16.3%			19.1%
Sometimes	24	4	3	8	9	11	12	5	14	5	10	13	3	17	24	-	24	-
	13.0%	13.3%	6.8%	16.7%	16.4%	10.9%	15.8%	6.7%	19.2%	13.9%	45.5%	8.2%	16.7%	11.5%	13.0%		88.9%	
									H		L							
Never	3	1	1	-	1	3	-	1	-	2	1	2	1	2	3	-	3	-
	1.6%	3.3%	2.3%		1.8%	3.0%		1.3%		5.6%	4.5%	1.3%	5.6%	1.4%	1.6%		11.1%	
HEDIS/CAHPS SUMMARY RATE - Always/Usually	157	25	40	40	45	87	64	69	59	29	11	143	14	129	157	-	-	157
	85.3%	83.3%	90.9%	83.3%	81.8%	86.1%	84.2%	92.0%	80.8%	80.6%	50.0%	90.5%	77.8%	87.2%	85.3%			100.0%
								I				K						
HEDIS/CAHPS SUMMARY RATE - Always	127	18	33	33	38	70	53	58	47	22	6	118	9	106	127	-	-	127
	69.0%	60.0%	75.0%	68.8%	69.1%	69.3%	69.7%	77.3%	64.4%	61.1%	27.3%	74.7%	50.0%	71.6%	69.0%			80.9%
								ij				K		m				
Mean	3.53	3.40	3.64	3.52	3.49	3.52	3.54	3.68	3.45	3.36	2.73	3.64	3.22	3.57	3.53	-	1.89	3.81

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q51. (CS) In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?

(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 Eligible	189	30	48	49	55	102	80	80	73	36	25	160	18	152	189	-	27	157
Total Valid Responses	186	30	46	49	55	100	79	78	73	35	24	158	18	150	186	-	27	156
	100.0%	100.0%	100.0%	100.0%	100.0%	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	3	-	2	-	-	2	1	2	-	1	1	2	-	2	3	-	-	1
Always	157	25	39	42	46	85	66	69	60	28	13	140	12	130	157	-	14	141
	84.4%	83.3%	84.8%	85.7%	83.6%	85.0%	83.5%	88.5%	82.2%	80.0%	54.2%	88.6%	66.7%	86.7%	84.4%		51.9%	90.4%
												K		m				Q
Usually	16	1	5	4	5	11	4	5	8	3	5	11	5	9	16	-	4	12
	8.6%	3.3%	10.9%	8.2%	9.1%	11.0%	5.1%	6.4%	11.0%	8.6%	20.8%	7.0%	27.8%	6.0%	8.6%		14.8%	7.7%
													N					
Sometimes	11	4	1	3	3	4	7	2	5	4	5	6	1	9	11	-	8	3
	5.9%	13.3%	2.2%	6.1%	5.5%	4.0%	8.9%	2.6%	6.8%	11.4%	20.8%	3.8%	5.6%	6.0%	5.9%		29.6%	1.9%
		c									L						R	
Never	2	-	1	-	1	-	2	2	-	-	1	1	-	2	2	-	1	-
	1.1%		2.2%		1.8%		2.5%	2.6%			4.2%	0.6%		1.3%	1.1%		3.7%	
HEDIS/CAHPS SUMMARY RATE	173	26	44	46	51	96	70	74	68	31	18	151	17	139	173	-	18	153
- Always/Usually	93.0%	86.7%	95.7%	93.9%	92.7%	96.0%	88.6%	94.9%	93.2%	88.6%	75.0%	95.6%	94.4%	92.7%	93.0%		66.7%	98.1%
						g						K						Q
HEDIS/CAHPS SUMMARY RATE	157	25	39	42	46	85	66	69	60	28	13	140	12	130	157	-	14	141
- Always	84.4%	83.3%	84.8%	85.7%	83.6%	85.0%	83.5%	88.5%	82.2%	80.0%	54.2%	88.6%	66.7%	86.7%	84.4%		51.9%	90.4%
												K		m				Q
Mean	3.76	3.70	3.78	3.80	3.75	3.81	3.70	3.81	3.75	3.69	3.25	3.84	3.61	3.78	3.76	-	3.15	3.88

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q52. In the last 6 months, did your child's health plan give you any forms to fill out?

(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 Eligible	591	83	150	172	162	320	249	288	196	103	102	476	72	447	189	396	27	157
Total Valid Responses	577	83	145	169	157	313	242	282	189	102	101	464	72	435	182	391	25	153
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	14	-	5	3	5	7	7	6	7	1	1	12	-	12	7	5	2	4
Yes	150	22	41	49	33	84	59	67	57	24	22	125	16	121	78	70	9	68
	26.0%	26.5%	28.3%	29.0%	21.0%	26.8%	24.4%	23.8%	30.2%	23.5%	21.8%	26.9%	22.2%	27.8%	42.9%	17.9%	36.0%	44.4%
				e											P			
No	427	61	104	120	124	229	183	215	132	78	79	339	56	314	104	321	16	85
	74.0%	73.5%	71.7%	71.0%	79.0%	73.2%	75.6%	76.2%	69.8%	76.5%	78.2%	73.1%	77.8%	72.2%	57.1%	82.1%	64.0%	55.6%
					d											O		
HEDIS/CAHPS SUMMARY RATE	150	22	41	49	33	84	59	67	57	24	22	125	16	121	78	70	9	68
- Yes	26.0%	26.5%	28.3%	29.0%	21.0%	26.8%	24.4%	23.8%	30.2%	23.5%	21.8%	26.9%	22.2%	27.8%	42.9%	17.9%	36.0%	44.4%
				e											P			

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q53. (FOF) In the last 6 months, how often were the forms from your child's health plan easy to fill out?

(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 Eligible	577	83	145	169	157	313	242	282	189	102	101	464	72	435	182	391	25	153
Total Valid Responses	573	81	144	168	157	311	240	280	188	101	100	461	71	433	182	387	25	153
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	4	2	1	1	-	2	2	2	1	1	1	3	1	2	-	4	-	-
Always	522	77	131	149	144	284	219	262	166	91	87	424	66	391	161	358	19	139
	91.1%	95.1%	91.0%	88.7%	91.7%	91.3%	91.3%	93.6%	88.3%	90.1%	87.0%	92.0%	93.0%	90.3%	88.5%	92.5%	76.0%	90.8%
		d						i										q
Usually	32	2	10	11	9	19	13	13	11	7	6	26	3	26	12	19	2	9
	5.6%	2.5%	6.9%	6.5%	5.7%	6.1%	5.4%	4.6%	5.9%	6.9%	6.0%	5.6%	4.2%	6.0%	6.6%	4.9%	8.0%	5.9%
Sometimes	17	2	3	6	4	6	8	3	11	3	5	11	2	14	8	9	4	4
	3.0%	2.5%	2.1%	3.6%	2.5%	1.9%	3.3%	1.1%	5.9%	3.0%	5.0%	2.4%	2.8%	3.2%	4.4%	2.3%	16.0%	2.6%
									H								r	
Never	2	-	-	2	-	2	-	2	-	-	2	-	-	2	1	1	-	1
	0.3%			1.2%		0.6%		0.7%			2.0%			0.5%	0.5%	0.3%		0.7%
HEDIS/CAHPS SUMMARY RATE	554	79	141	160	153	303	232	275	177	98	93	450	69	417	173	377	21	148
- Always/Usually	96.7%	97.5%	97.9%	95.2%	97.5%	97.4%	96.7%	98.2%	94.1%	97.0%	93.0%	97.6%	97.2%	96.3%	95.1%	97.4%	84.0%	96.7%
								I				k						q
HEDIS/CAHPS SUMMARY RATE	522	77	131	149	144	284	219	262	166	91	87	424	66	391	161	358	19	139
- Always	91.1%	95.1%	91.0%	88.7%	91.7%	91.3%	91.3%	93.6%	88.3%	90.1%	87.0%	92.0%	93.0%	90.3%	88.5%	92.5%	76.0%	90.8%
		d						i										q
Mean	3.87	3.93	3.89	3.83	3.89	3.88	3.88	3.91	3.82	3.87	3.78	3.90	3.90	3.86	3.83	3.90	3.60	3.87

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q54. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?

(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 Eligible	591	83	150	172	162	320	249	288	196	103	102	476	72	447	189	396	27	157
Total Valid Responses	578	82	146	168	159	312	245	283	193	98	102	476	70	437	185	388	26	154
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	13	1	4	4	3	8	4	5	3	5	-	-	2	10	4	8	1	3
10 - Best health plan possible	292	46	68	88	83	176	107	158	92	41	-	292	15	246	99	191	6	92
	50.5%	56.1%	46.6%	52.4%	52.2%	56.4%	43.7%	55.8%	47.7%	41.8%		61.3%	21.4%	56.3%	53.5%	49.2%	23.1%	59.7%
						G		iJ						M				Q
9	91	13	28	19	28	48	41	49	27	14	-	91	11	69	37	54	6	30
	15.7%	15.9%	19.2%	11.3%	17.6%	15.4%	16.7%	17.3%	14.0%	14.3%		19.1%	15.7%	15.8%	20.0%	13.9%	23.1%	19.5%
			d												p			
8	93	9	16	32	30	42	46	40	37	14	-	93	13	68	24	68	3	21
	16.1%	11.0%	11.0%	19.0%	18.9%	13.5%	18.8%	14.1%	19.2%	14.3%		19.5%	18.6%	15.6%	13.0%	17.5%	11.5%	13.6%
				bC	bc		f											
7	46	9	16	11	8	23	21	14	19	13	46	-	18	24	11	34	4	6
	8.0%	11.0%	11.0%	6.5%	5.0%	7.4%	8.6%	4.9%	9.8%	13.3%	45.1%		25.7%	5.5%	5.9%	8.8%	15.4%	3.9%
			e						h	H			N					
6	19	1	8	6	3	7	12	8	5	6	19	-	4	9	5	13	2	1
	3.3%	1.2%	5.5%	3.6%	1.9%	2.2%	4.9%	2.8%	2.6%	6.1%	18.6%		5.7%	2.1%	2.7%	3.4%	7.7%	0.6%
			be															
5	21	3	4	9	3	9	12	9	10	2	21	-	5	12	4	17	4	-
	3.6%	3.7%	2.7%	5.4%	1.9%	2.9%	4.9%	3.2%	5.2%	2.0%	20.6%		7.1%	2.7%	2.2%	4.4%	15.4%	
				e														
4	7	-	3	2	1	3	3	4	-	3	7	-	3	3	-	7	-	-
	1.2%		2.1%	1.2%	0.6%	1.0%	1.2%	1.4%		3.1%	6.9%		4.3%	0.7%		1.8%		

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q54. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?

(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)
3	4 0.7%	-	2 1.4%	-	2 1.3%	1 0.3%	3 1.2%	1 0.4%	1 0.5%	2 2.0%	4 3.9%	-	-	3 0.7%	2 1.1%	2 0.5%	-	2 1.3%
2	3 0.5%	1 1.2%	-	1 0.6%	-	2 0.6%	-	-	-	3 3.1%	3 2.9%	-	-	2 0.5%	2 1.1%	1 0.3%	1 3.8%	1 0.6%
1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
0 - Worst health plan possible	2 0.3%	-	1 0.7%	-	1 0.6%	1 0.3%	-	-	2 1.0%	-	2 2.0%	-	1 1.4%	1 0.2%	1 0.5%	1 0.3%	-	1 0.6%
SUMMARY - 0-3	9 1.6%	1 1.2%	3 2.1%	1 0.6%	3 1.9%	4 1.3%	3 1.2%	1 0.4%	3 1.6%	5 5.1% H	9 8.8%	-	1 1.4%	6 1.4%	5 2.7%	4 1.0%	1 3.8%	4 2.6%
SUMMARY - 4-7	93 16.1%	13 15.9%	31 21.2% E	28 16.7% e	15 9.4%	42 13.5%	48 19.6% f	35 12.4%	34 17.6%	24 24.5% H	93 91.2%	-	30 42.9% N	48 11.0%	20 10.8%	71 18.3% O	10 38.5% R	7 4.5%
HEDIS/CAHPS SUMMARY RATE - 8-10	476 82.4%	68 82.9%	112 76.7%	139 82.7%	141 88.7% C	266 85.3% g	194 79.2%	247 87.3% iJ	156 80.8% j	69 70.4%	-	476 100.0%	39 55.7%	383 87.6% M	160 86.5% p	313 80.7%	15 57.7%	143 92.9% Q
HEDIS/CAHPS SUMMARY RATE - 9-10	383 66.3%	59 72.0%	96 65.8%	107 63.7%	111 69.8%	224 71.8% G	148 60.4%	207 73.1% IJ	119 61.7%	55 56.1%	-	383 80.5%	26 37.1%	315 72.1% M	136 73.5% P	245 63.1%	12 46.2%	122 79.2% Q
Mean	8.77	8.96	8.62	8.78	8.94	8.96	8.60	9.01	8.68	8.26	5.75	9.42	7.71	9.00	8.93	8.70	7.69	9.18

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q55. In the last 6 months, did you get or refill any prescription medicines for your child?

(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 Eligible	591	83	150	172	162	320	249	288	196	103	102	476	72	447	189	396	27	157
Total Valid Responses	587	81	150	171	161	318	247	286	195	102	101	474	71	444	188	393	27	156
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	4	2	-	1	1	2	2	2	1	1	1	2	1	3	1	3	-	1
Yes	509	70	124	155	139	271	217	243	173	89	87	412	65	389	168	336	22	142
	86.7%	86.4%	82.7%	90.6%	86.3%	85.2%	87.9%	85.0%	88.7%	87.3%	86.1%	86.9%	91.5%	87.6%	89.4%	85.5%	81.5%	91.0%
				C														
No	78	11	26	16	22	47	30	43	22	13	14	62	6	55	20	57	5	14
	13.3%	13.6%	17.3%	9.4%	13.7%	14.8%	12.1%	15.0%	11.3%	12.7%	13.9%	13.1%	8.5%	12.4%	10.6%	14.5%	18.5%	9.0%
			D															
HEDIS/CAHPS SUMMARY RATE	509	70	124	155	139	271	217	243	173	89	87	412	65	389	168	336	22	142
- Yes	86.7%	86.4%	82.7%	90.6%	86.3%	85.2%	87.9%	85.0%	88.7%	87.3%	86.1%	86.9%	91.5%	87.6%	89.4%	85.5%	81.5%	91.0%
				C														

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q56. (ATPM) In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?

(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 Eligible	509	70	124	155	139	271	217	243	173	89	87	412	65	389	168	336	22	142
Total Valid Responses	503	69	122	155	136	267	216	241	172	86	86	408	65	385	164	334	21	139
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	6	1	2	-	3	4	1	2	1	3	1	4	-	4	4	2	1	3
Always	360	52	80	112	104	203	141	177	125	56	45	309	43	279	122	235	13	107
	71.6%	75.4%	65.6%	72.3%	76.5%	76.0%	65.3%	73.4%	72.7%	65.1%	52.3%	75.7%	66.2%	72.5%	74.4%	70.4%	61.9%	77.0%
					c	G						K						
Usually	81	11	25	20	16	38	39	37	29	14	15	64	9	64	25	54	3	21
	16.1%	15.9%	20.5%	12.9%	11.8%	14.2%	18.1%	15.4%	16.9%	16.3%	17.4%	15.7%	13.8%	16.6%	15.2%	16.2%	14.3%	15.1%
			de															
Sometimes	56	6	16	20	14	25	31	25	17	13	20	35	11	39	17	39	5	11
	11.1%	8.7%	13.1%	12.9%	10.3%	9.4%	14.4%	10.4%	9.9%	15.1%	23.3%	8.6%	16.9%	10.1%	10.4%	11.7%	23.8%	7.9%
							f				L						r	
Never	6	-	1	3	2	1	5	2	1	3	6	-	2	3	-	6	-	-
	1.2%		0.8%	1.9%	1.5%	0.4%	2.3%	0.8%	0.6%	3.5%	7.0%		3.1%	0.8%		1.8%		
							f											
HEDIS/CAHPS SUMMARY RATE	441	63	105	132	120	241	180	214	154	70	60	373	52	343	147	289	16	128
- Always/Usually	87.7%	91.3%	86.1%	85.2%	88.2%	90.3%	83.3%	88.8%	89.5%	81.4%	69.8%	91.4%	80.0%	89.1%	89.6%	86.5%	76.2%	92.1%
						G			j			K		m				q
HEDIS/CAHPS SUMMARY RATE	360	52	80	112	104	203	141	177	125	56	45	309	43	279	122	235	13	107
- Always	71.6%	75.4%	65.6%	72.3%	76.5%	76.0%	65.3%	73.4%	72.7%	65.1%	52.3%	75.7%	66.2%	72.5%	74.4%	70.4%	61.9%	77.0%
					c	G						K						
Mean	3.58	3.67	3.51	3.55	3.63	3.66	3.46	3.61	3.62	3.43	3.15	3.67	3.43	3.61	3.64	3.55	3.38	3.69

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q57. Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?

(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 Eligible	509	70	124	155	139	271	217	243	173	89	87	412	65	389	168	336	22	142
Total Valid Responses	487	66	122	150	129	260	207	231	166	87	82	395	63	370	160	322	22	134
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	22	4	2	5	10	11	10	12	7	2	5	17	2	19	8	14	-	8
Yes	286	46	79	81	69	153	119	133	89	64	54	225	30	220	103	178	17	84
	58.7%	69.7%	64.8%	54.0%	53.5%	58.8%	57.5%	57.6%	53.6%	73.6%	65.9%	57.0%	47.6%	59.5%	64.4%	55.3%	77.3%	62.7%
		DE	de							HI				m	p			
No	201	20	43	69	60	107	88	98	77	23	28	170	33	150	57	144	5	50
	41.3%	30.3%	35.2%	46.0%	46.5%	41.2%	42.5%	42.4%	46.4%	26.4%	34.1%	43.0%	52.4%	40.5%	35.6%	44.7%	22.7%	37.3%
				Bc	Bc			J	J				n			o		
HEDIS/CAHPS SUMMARY RATE - Yes	286	46	79	81	69	153	119	133	89	64	54	225	30	220	103	178	17	84
	58.7%	69.7%	64.8%	54.0%	53.5%	58.8%	57.5%	57.6%	53.6%	73.6%	65.9%	57.0%	47.6%	59.5%	64.4%	55.3%	77.3%	62.7%
		DE	de							HI				m	p			

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q58. In general, how would you rate your child's overall health?

(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 Eligible	591	83	150	172	162	320	249	288	196	103	102	476	72	447	189	396	27	157
Total Valid Responses	587	83	150	171	159	317	248	288	196	103	102	472	72	444	189	392	27	157
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	4	-	-	1	3	3	1	-	-	-	-	4	-	3	-	4	-	-
Excellent	117	17	28	40	26	57	56	117	-	-	14	102	7	96	35	82	2	31
	19.9%	20.5%	18.7%	23.4%	16.4%	18.0%	22.6%	40.6%			13.7%	21.6%	9.7%	21.6%	18.5%	20.9%	7.4%	19.7%
												K		M				Q
Very good	171	23	46	49	48	86	79	171	-	-	22	145	13	144	45	126	4	38
	29.1%	27.7%	30.7%	28.7%	30.2%	27.1%	31.9%	59.4%			21.6%	30.7%	18.1%	32.4%	23.8%	32.1%	14.8%	24.2%
												K		M		O		
Good	196	25	51	55	58	108	84	-	196	-	37	156	31	140	73	118	14	59
	33.4%	30.1%	34.0%	32.2%	36.5%	34.1%	33.9%		100.0%		36.3%	33.1%	43.1%	31.5%	38.6%	30.1%	51.9%	37.6%
													n		P			
Fair	90	14	22	23	25	58	25	-	-	90	24	61	17	55	31	58	6	25
	15.3%	16.9%	14.7%	13.5%	15.7%	18.3%	10.1%			87.4%	23.5%	12.9%	23.6%	12.4%	16.4%	14.8%	22.2%	15.9%
						G					L		N					
Poor	13	4	3	4	2	8	4	-	-	13	5	8	4	9	5	8	1	4
	2.2%	4.8%	2.0%	2.3%	1.3%	2.5%	1.6%			12.6%	4.9%	1.7%	5.6%	2.0%	2.6%	2.0%	3.7%	2.5%
HEDIS/CAHPS SUMMARY RATE	288	40	74	89	74	143	135	288	-	-	36	247	20	240	80	208	6	69
- Excellent/Very good	49.1%	48.2%	49.3%	52.0%	46.5%	45.1%	54.4%	100.0%			35.3%	52.3%	27.8%	54.1%	42.3%	53.1%	22.2%	43.9%
							F					K		M		O		Q
Mean	2.51	2.58	2.51	2.43	2.55	2.60	2.36	1.59	3.00	4.13	2.84	2.42	2.97	2.41	2.61	2.45	3.00	2.57

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q59. In general, how would you rate your child's overall mental or emotional health?

(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 Eligible	591	83	150	172	162	320	249	288	196	103	102	476	72	447	189	396	27	157
Total Valid Responses	585	82	150	172	158	318	246	287	192	102	101	472	71	443	185	394	26	154
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	6	1	-	-	4	2	3	1	4	1	1	4	1	4	4	2	1	3
Excellent	137	26	35	48	24	68	66	95	28	14	16	119	12	112	47	89	5	40
	23.4%	31.7%	23.3%	27.9%	15.2%	21.4%	26.8%	33.1%	14.6%	13.7%	15.8%	25.2%	16.9%	25.3%	25.4%	22.6%	19.2%	26.0%
		E	e	E				IJ				K		m				
Very good	119	12	34	34	35	60	55	87	21	11	20	98	13	97	36	83	3	32
	20.3%	14.6%	22.7%	19.8%	22.2%	18.9%	22.4%	30.3%	10.9%	10.8%	19.8%	20.8%	18.3%	21.9%	19.5%	21.1%	11.5%	20.8%
								IJ										
Good	158	15	42	43	51	89	65	72	72	13	23	133	16	124	42	114	7	35
	27.0%	18.3%	28.0%	25.0%	32.3%	28.0%	26.4%	25.1%	37.5%	12.7%	22.8%	28.2%	22.5%	28.0%	22.7%	28.9%	26.9%	22.7%
			b		B			J	HJ									
Fair	130	21	33	36	34	71	53	29	58	40	32	92	21	87	50	78	9	39
	22.2%	25.6%	22.0%	20.9%	21.5%	22.3%	21.5%	10.1%	30.2%	39.2%	31.7%	19.5%	29.6%	19.6%	27.0%	19.8%	34.6%	25.3%
									H	H	L		n		p			
Poor	41	8	6	11	14	30	7	4	13	24	10	30	9	23	10	30	2	8
	7.0%	9.8%	4.0%	6.4%	8.9%	9.4%	2.8%	1.4%	6.8%	23.5%	9.9%	6.4%	12.7%	5.2%	5.4%	7.6%	7.7%	5.2%
					c	G			H	HI			n					
HEDIS/CAHPS SUMMARY RATE	256	38	69	82	59	128	121	182	49	25	36	217	25	209	83	172	8	72
- Excellent/Very good	43.8%	46.3%	46.0%	47.7%	37.3%	40.3%	49.2%	63.4%	25.5%	24.5%	35.6%	46.0%	35.2%	47.2%	44.9%	43.7%	30.8%	46.8%
				e			F	IJ				k		m				
Mean	2.69	2.67	2.61	2.58	2.87	2.80	2.51	2.16	3.04	3.48	3.00	2.61	3.03	2.58	2.68	2.69	3.00	2.63

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q60. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?

(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 Eligible	591	83	150	172	162	320	249	288	196	103	102	476	72	447	189	396	27	157
Total Valid Responses	590	83	150	171	162	320	248	287	196	103	102	475	72	446	189	395	27	157
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	1	-	-	1	-	-	1	1	-	-	-	1	-	1	-	1	-	-
Yes	481	66	121	145	130	256	209	226	165	89	83	389	58	369	152	323	25	123
	81.5%	79.5%	80.7%	84.8%	80.2%	80.0%	84.3%	78.7%	84.2%	86.4%	81.4%	81.9%	80.6%	82.7%	80.4%	81.8%	92.6%	78.3%
										h							R	
No	109	17	29	26	32	64	39	61	31	14	19	86	14	77	37	72	2	34
	18.5%	20.5%	19.3%	15.2%	19.8%	20.0%	15.7%	21.3%	15.8%	13.6%	18.6%	18.1%	19.4%	17.3%	19.6%	18.2%	7.4%	21.7%
								j										Q
HEDIS/CAHPS SUMMARY RATE	481	66	121	145	130	256	209	226	165	89	83	389	58	369	152	323	25	123
- Yes	81.5%	79.5%	80.7%	84.8%	80.2%	80.0%	84.3%	78.7%	84.2%	86.4%	81.4%	81.9%	80.6%	82.7%	80.4%	81.8%	92.6%	78.3%
										h							R	

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q61. Is this because of any medical, behavioral, or other health condition?

(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 Eligible	481	66	121	145	130	256	209	226	165	89	83	389	58	369	152	323	25	123
Total Valid Responses	480	65	121	145	130	256	209	226	165	88	83	388	58	368	152	322	25	123
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	1	1	-	-	-	-	-	-	-	1	-	1	-	1	-	1	-	-
Yes	471	63	121	141	128	249	207	223	162	85	82	381	57	363	147	318	23	120
	98.1%	96.9%	100.0% D	97.2%	98.5%	97.3%	99.0%	98.7%	98.2%	96.6%	98.8%	98.2%	98.3%	98.6%	96.7%	98.8%	92.0%	97.6%
No	9	2	-	4	2	7	2	3	3	3	1	7	1	5	5	4	2	3
	1.9%	3.1%		2.8%	1.5%	2.7%	1.0%	1.3%	1.8%	3.4%	1.2%	1.8%	1.7%	1.4%	3.3%	1.2%	8.0%	2.4%
HEDIS/CAHPS SUMMARY RATE - Yes	471	63	121	141	128	249	207	223	162	85	82	381	57	363	147	318	23	120
	98.1%	96.9%	100.0% D	97.2%	98.5%	97.3%	99.0%	98.7%	98.2%	96.6%	98.8%	98.2%	98.3%	98.6%	96.7%	98.8%	92.0%	97.6%

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q62. Is this a condition that has lasted or is expected to last for at least 12 months?

(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 Eligible	471	63	121	141	128	249	207	223	162	85	82	381	57	363	147	318	23	120
Total Valid Responses	468	63	121	141	125	247	206	221	162	84	82	378	57	360	146	316	23	119
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	3	-	-	-	3	2	1	2	-	1	-	3	-	3	1	2	-	1
Yes	464	63	119	139	125	245	204	220	159	84	82	374	57	356	144	314	23	117
	99.1%	100.0%	98.3%	98.6%	100.0%	99.2%	99.0%	99.5%	98.1%	100.0%	100.0%	98.9%	100.0%	98.9%	98.6%	99.4%	100.0%	98.3%
										i	L		N					
No	4	-	2	2	-	2	2	1	3	-	-	4	-	4	2	2	-	2
	0.9%		1.7%	1.4%		0.8%	1.0%	0.5%	1.9%			1.1%		1.1%	1.4%	0.6%		1.7%
HEDIS/CAHPS SUMMARY RATE - Yes	464	63	119	139	125	245	204	220	159	84	82	374	57	356	144	314	23	117
	99.1%	100.0%	98.3%	98.6%	100.0%	99.2%	99.0%	99.5%	98.1%	100.0%	100.0%	98.9%	100.0%	98.9%	98.6%	99.4%	100.0%	98.3%
										i	L		N					

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

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?

(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 Eligible	591	83	150	172	162	320	249	288	196	103	102	476	72	447	189	396	27	157
Total Valid Responses	566	80	144	165	153	311	234	275	188	99	99	456	69	429	179	383	26	149
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	25	3	6	7	9	9	15	13	8	4	3	20	3	18	10	13	1	8
Yes	293	38	77	87	78	163	116	118	104	69	58	228	41	224	93	197	15	76
	51.8%	47.5%	53.5%	52.7%	51.0%	52.4%	49.6%	42.9%	55.3%	69.7%	58.6%	50.0%	59.4%	52.2%	52.0%	51.4%	57.7%	51.0%
									H	HI								
No	273	42	67	78	75	148	118	157	84	30	41	228	28	205	86	186	11	73
	48.2%	52.5%	46.5%	47.3%	49.0%	47.6%	50.4%	57.1%	44.7%	30.3%	41.4%	50.0%	40.6%	47.8%	48.0%	48.6%	42.3%	49.0%
								IJ	J									
HEDIS/CAHPS SUMMARY RATE	293	38	77	87	78	163	116	118	104	69	58	228	41	224	93	197	15	76
- Yes	51.8%	47.5%	53.5%	52.7%	51.0%	52.4%	49.6%	42.9%	55.3%	69.7%	58.6%	50.0%	59.4%	52.2%	52.0%	51.4%	57.7%	51.0%
									H	HI								

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q64. Is this because of any medical, behavioral, or other health condition?

(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 Eligible	293	38	77	87	78	163	116	118	104	69	58	228	41	224	93	197	15	76
Total Valid Responses	293	38	77	87	78	163	116	118	104	69	58	228	41	224	93	197	15	76
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	278	37	73	82	73	151	113	111	99	66	55	216	39	212	89	186	15	72
	94.9%	97.4%	94.8%	94.3%	93.6%	92.6%	97.4%	94.1%	95.2%	95.7%	94.8%	94.7%	95.1%	94.6%	95.7%	94.4%	100.0%	94.7%
							f										R	
No	15	1	4	5	5	12	3	7	5	3	3	12	2	12	4	11	-	4
	5.1%	2.6%	5.2%	5.7%	6.4%	7.4%	2.6%	5.9%	4.8%	4.3%	5.2%	5.3%	4.9%	5.4%	4.3%	5.6%		5.3%
						g												
HEDIS/CAHPS SUMMARY RATE	278	37	73	82	73	151	113	111	99	66	55	216	39	212	89	186	15	72
- Yes	94.9%	97.4%	94.8%	94.3%	93.6%	92.6%	97.4%	94.1%	95.2%	95.7%	94.8%	94.7%	95.1%	94.6%	95.7%	94.4%	100.0%	94.7%
							f										R	

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q65. Is this a condition that has lasted or is expected to last for at least 12 months?

(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 Eligible	278	37	73	82	73	151	113	111	99	66	55	216	39	212	89	186	15	72
Total Valid Responses	272	36	73	80	71	147	112	108	98	65	55	210	39	207	86	183	15	69
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	6	1	-	2	2	4	1	3	1	1	-	6	-	5	3	3	-	3
Yes	270	36	71	80	71	146	112	107	97	65	55	208	39	205	84	183	15	67
	99.3%	100.0%	97.3%	100.0%	100.0%	99.3%	100.0%	99.1%	99.0%	100.0%	100.0%	99.0%	100.0%	99.0%	97.7%	100.0%	100.0%	97.1%
No	2	-	2	-	-	1	-	1	1	-	-	2	-	2	2	-	-	2
	0.7%		2.7%			0.7%		0.9%	1.0%			1.0%		1.0%	2.3%			2.9%
HEDIS/CAHPS SUMMARY RATE - Yes	270	36	71	80	71	146	112	107	97	65	55	208	39	205	84	183	15	67
	99.3%	100.0%	97.3%	100.0%	100.0%	99.3%	100.0%	99.1%	99.0%	100.0%	100.0%	99.0%	100.0%	99.0%	97.7%	100.0%	100.0%	97.1%

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

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?

(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 Eligible	591	83	150	172	162	320	249	288	196	103	102	476	72	447	189	396	27	157
Total Valid Responses	577	81	145	170	158	313	243	281	191	101	101	465	70	438	185	388	26	155
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	14	2	5	2	4	7	6	7	5	2	1	11	2	9	4	8	1	2
Yes	226	31	62	64	62	134	82	79	81	65	45	173	36	161	78	146	14	64
	39.2%	38.3%	42.8%	37.6%	39.2%	42.8%	33.7%	28.1%	42.4%	64.4%	44.6%	37.2%	51.4%	36.8%	42.2%	37.6%	53.8%	41.3%
						G			H	HI			N					
No	351	50	83	106	96	179	161	202	110	36	56	292	34	277	107	242	12	91
	60.8%	61.7%	57.2%	62.4%	60.8%	57.2%	66.3%	71.9%	57.6%	35.6%	55.4%	62.8%	48.6%	63.2%	57.8%	62.4%	46.2%	58.7%
							F	IJ	J					M				
HEDIS/CAHPS SUMMARY RATE	226	31	62	64	62	134	82	79	81	65	45	173	36	161	78	146	14	64
- Yes	39.2%	38.3%	42.8%	37.6%	39.2%	42.8%	33.7%	28.1%	42.4%	64.4%	44.6%	37.2%	51.4%	36.8%	42.2%	37.6%	53.8%	41.3%
						G			H	HI			N					

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q67. Is this because of any medical, behavioral, or other health condition?

(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 Eligible	226	31	62	64	62	134	82	79	81	65	45	173	36	161	78	146	14	64
Total Valid Responses	222	30	59	64	62	131	81	76	80	65	45	169	36	158	77	143	13	64
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	4	1	3	-	-	3	1	3	1	-	-	4	-	3	1	3	1	-
Yes	199	28	55	55	54	115	75	66	75	58	42	149	32	140	72	125	11	61
	89.6%	93.3%	93.2%	85.9%	87.1%	87.8%	92.6%	86.8%	93.8%	89.2%	93.3%	88.2%	88.9%	88.6%	93.5%	87.4%	84.6%	95.3%
No	23	2	4	9	8	16	6	10	5	7	3	20	4	18	5	18	2	3
	10.4%	6.7%	6.8%	14.1%	12.9%	12.2%	7.4%	13.2%	6.3%	10.8%	6.7%	11.8%	11.1%	11.4%	6.5%	12.6%	15.4%	4.7%
HEDIS/CAHPS SUMMARY RATE - Yes	199	28	55	55	54	115	75	66	75	58	42	149	32	140	72	125	11	61
	89.6%	93.3%	93.2%	85.9%	87.1%	87.8%	92.6%	86.8%	93.8%	89.2%	93.3%	88.2%	88.9%	88.6%	93.5%	87.4%	84.6%	95.3%

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q68. Is this a condition that has lasted or is expected to last for at least 12 months?

(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 Eligible	199	28	55	55	54	115	75	66	75	58	42	149	32	140	72	125	11	61
Total Valid Responses	194	27	55	54	51	113	72	65	73	56	41	148	30	137	72	121	11	61
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	5	1	-	1	3	2	3	1	2	2	1	1	2	3	-	4	-	-
Yes	191	27	53	53	51	111	71	65	70	56	40	146	30	134	70	120	10	60
	98.5%	100.0%	96.4%	98.1%	100.0%	98.2%	98.6%	100.0%	95.9%	100.0%	97.6%	98.6%	100.0%	97.8%	97.2%	99.2%	90.9%	98.4%
								i		i			n					
No	3	-	2	1	-	2	1	-	3	-	1	2	-	3	2	1	1	1
	1.5%		3.6%	1.9%		1.8%	1.4%		4.1%		2.4%	1.4%		2.2%	2.8%	0.8%	9.1%	1.6%
HEDIS/CAHPS SUMMARY RATE - Yes	191	27	53	53	51	111	71	65	70	56	40	146	30	134	70	120	10	60
	98.5%	100.0%	96.4%	98.1%	100.0%	98.2%	98.6%	100.0%	95.9%	100.0%	97.6%	98.6%	100.0%	97.8%	97.2%	99.2%	90.9%	98.4%
								i		i			n					

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q69. Does your child need or get special therapy such as physical, occupational, or speech therapy?

(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 Eligible	591	83	150	172	162	320	249	288	196	103	102	476	72	447	189	396	27	157
Total Valid Responses	573	80	146	169	156	312	241	281	192	98	100	464	68	436	186	383	27	154
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	18	3	4	3	6	8	8	7	4	5	2	12	4	11	3	13	-	3
Yes	135	19	40	39	33	82	48	51	53	30	24	109	20	97	51	81	10	41
	23.6%	23.8%	27.4%	23.1%	21.2%	26.3%	19.9%	18.1%	27.6%	30.6%	24.0%	23.5%	29.4%	22.2%	27.4%	21.1%	37.0%	26.6%
						g			H	H								
No	438	61	106	130	123	230	193	230	139	68	76	355	48	339	135	302	17	113
	76.4%	76.3%	72.6%	76.9%	78.8%	73.7%	80.1%	81.9%	72.4%	69.4%	76.0%	76.5%	70.6%	77.8%	72.6%	78.9%	63.0%	73.4%
							f	IJ										
HEDIS/CAHPS SUMMARY RATE	135	19	40	39	33	82	48	51	53	30	24	109	20	97	51	81	10	41
- Yes	23.6%	23.8%	27.4%	23.1%	21.2%	26.3%	19.9%	18.1%	27.6%	30.6%	24.0%	23.5%	29.4%	22.2%	27.4%	21.1%	37.0%	26.6%
						g			H	H								

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q70. Is this because of any medical, behavioral, or other health condition?

(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 Eligible	135	19	40	39	33	82	48	51	53	30	24	109	20	97	51	81	10	41
Total Valid Responses	131	18	39	38	33	80	47	50	50	30	24	105	18	96	51	77	10	41
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	4	1	1	1	-	2	1	1	3	-	-	4	2	1	-	4	-	-
Yes	122	18	37	35	29	73	45	46	48	27	23	97	15	91	50	69	10	40
	93.1%	100.0%	94.9%	92.1%	87.9%	91.3%	95.7%	92.0%	96.0%	90.0%	95.8%	92.4%	83.3%	94.8%	98.0%	89.6%	100.0%	97.6%
		dE													P			
No	9	-	2	3	4	7	2	4	2	3	1	8	3	5	1	8	-	1
	6.9%		5.1%	7.9%	12.1%	8.8%	4.3%	8.0%	4.0%	10.0%	4.2%	7.6%	16.7%	5.2%	2.0%	10.4%		2.4%
																O		
HEDIS/CAHPS SUMMARY RATE - Yes	122	18	37	35	29	73	45	46	48	27	23	97	15	91	50	69	10	40
	93.1%	100.0%	94.9%	92.1%	87.9%	91.3%	95.7%	92.0%	96.0%	90.0%	95.8%	92.4%	83.3%	94.8%	98.0%	89.6%	100.0%	97.6%
		dE													P			

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q71. Is this a condition that has lasted or is expected to last for at least 12 months?

(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 Eligible	122	18	37	35	29	73	45	46	48	27	23	97	15	91	50	69	10	40
Total Valid Responses	121	18	37	34	29	73	45	46	48	26	23	96	15	90	50	68	10	40
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	1	-	-	1	-	-	-	-	-	1	-	1	-	1	-	1	-	-
Yes	119	17	37	33	29	71	45	45	47	26	23	94	15	88	50	66	10	40
	98.3%	94.4%	100.0%	97.1%	100.0%	97.3%	100.0%	97.8%	97.9%	100.0%	100.0%	97.9%	100.0%	97.8%	100.0%	97.1%	100.0%	100.0%
No	2	1	-	1	-	2	-	1	1	-	-	2	-	2	-	2	-	-
	1.7%	5.6%		2.9%		2.7%		2.2%	2.1%			2.1%		2.2%		2.9%		
HEDIS/CAHPS SUMMARY RATE - Yes	119	17	37	33	29	71	45	45	47	26	23	94	15	88	50	66	10	40
	98.3%	94.4%	100.0%	97.1%	100.0%	97.3%	100.0%	97.8%	97.9%	100.0%	100.0%	97.9%	100.0%	97.8%	100.0%	97.1%	100.0%	100.0%

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q72. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?

(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 Eligible	591	83	150	172	162	320	249	288	196	103	102	476	72	447	189	396	27	157
Total Valid Responses	580	82	147	170	160	317	244	281	193	102	100	468	70	440	189	388	27	157
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	11	1	3	2	2	3	5	7	3	1	2	8	2	7	-	8	-	-
Yes	308	40	69	92	95	176	121	128	120	56	61	240	44	229	99	208	15	81
	53.1%	48.8%	46.9%	54.1%	59.4%	55.5%	49.6%	45.6%	62.2%	54.9%	61.0%	51.3%	62.9%	52.0%	52.4%	53.6%	55.6%	51.6%
					C				H		l		n					
No	272	42	78	78	65	141	123	153	73	46	39	228	26	211	90	180	12	76
	46.9%	51.2%	53.1%	45.9%	40.6%	44.5%	50.4%	54.4%	37.8%	45.1%	39.0%	48.7%	37.1%	48.0%	47.6%	46.4%	44.4%	48.4%
			E					I				k		m				
HEDIS/CAHPS SUMMARY RATE - Yes	308	40	69	92	95	176	121	128	120	56	61	240	44	229	99	208	15	81
	53.1%	48.8%	46.9%	54.1%	59.4%	55.5%	49.6%	45.6%	62.2%	54.9%	61.0%	51.3%	62.9%	52.0%	52.4%	53.6%	55.6%	51.6%
					C				H		l		n					

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q73. Has this problem lasted or is it expected to last for at least 12 months?

(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 Eligible	308	40	69	92	95	176	121	128	120	56	61	240	44	229	99	208	15	81
Total Valid Responses	305	39	69	90	95	174	121	127	119	55	61	237	44	227	99	205	15	81
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	3	1	-	2	-	2	-	1	1	1	-	3	-	2	-	3	-	-
Yes	293	37	66	86	92	167	116	123	113	53	60	226	44	217	93	199	14	76
	96.1%	94.9%	95.7%	95.6%	96.8%	96.0%	95.9%	96.9%	95.0%	96.4%	98.4%	95.4%	100.0% N	95.6%	93.9%	97.1%	93.3%	93.8%
No	12	2	3	4	3	7	5	4	6	2	1	11	-	10	6	6	1	5
	3.9%	5.1%	4.3%	4.4%	3.2%	4.0%	4.1%	3.1%	5.0%	3.6%	1.6%	4.6%		4.4%	6.1%	2.9%	6.7%	6.2%
HEDIS/CAHPS SUMMARY RATE - Yes	293	37	66	86	92	167	116	123	113	53	60	226	44	217	93	199	14	76
	96.1%	94.9%	95.7%	95.6%	96.8%	96.0%	95.9%	96.9%	95.0%	96.4%	98.4%	95.4%	100.0% N	95.6%	93.9%	97.1%	93.3%	93.8%

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q74. What is your child's age?

(CCC POPULATION)

	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
		==== 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)	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total Eligible	591	83	150	172	162	320	249	288	196	103	102	476	72	447	189	396	27	157
Total Valid Responses	587 100.0%	83 100.0%	150 100.0%	171 100.0%	162 100.0%	320 100.0%	248 100.0%	285 100.0%	195 100.0%	103 100.0%	101 100.0%	473 100.0%	71 100.0%	444 100.0%	189 100.0%	393 100.0%	27 100.0%	157 100.0%
No Answer	4	-	-	1	-	-	1	3	1	-	1	3	1	3	-	3	-	-
Less than 1 year old	7 1.2%	3 3.6%	2 1.3%	-	1 0.6%	3 0.9%	3 1.2%	5 1.8%	2 1.0%	-	-	7 1.5%	2 2.8%	4 0.9%	5 2.6% p	2 0.5%	-	5 3.2%
1	10 1.7%	3 3.6%	3 2.0%	3 1.8%	1 0.6%	5 1.6%	5 2.0%	3 1.1%	2 1.0%	4 3.9%	3 3.0%	7 1.5%	1 1.4%	7 1.6%	3 1.6%	7 1.8%	1 3.7%	2 1.3%
2	19 3.2%	4 4.8%	8 5.3% E	4 2.3%	2 1.2%	9 2.8%	10 4.0%	9 3.2%	6 3.1%	4 3.9%	3 3.0%	16 3.4%	3 4.2%	14 3.2%	7 3.7%	12 3.1%	3 11.1%	4 2.5%
3	24 4.1%	6 7.2% DE	13 8.7% DE	2 1.2%	2 1.2%	12 3.8%	10 4.0%	13 4.6%	6 3.1%	5 4.9%	7 6.9%	16 3.4%	5 7.0%	16 3.6%	9 4.8%	15 3.8%	2 7.4%	7 4.5%
4	12 2.0%	2 2.4%	5 3.3%	5 2.9%	-	5 1.6%	7 2.8%	5 1.8%	5 2.6%	2 1.9%	2 2.0%	9 1.9%	-	9 2.0%	9 4.8% P	3 0.8%	1 3.7%	8 5.1%
5	21 3.6%	3 3.6%	11 7.3% dE	5 2.9%	2 1.2%	14 4.4%	7 2.8%	10 3.5% j	10 5.1% J	1 1.0%	3 3.0%	18 3.8%	4 5.6%	13 2.9%	7 3.7%	14 3.6%	2 7.4%	5 3.2%
6	27 4.6%	5 6.0%	9 6.0%	9 5.3%	4 2.5%	15 4.7%	12 4.8%	15 5.3%	8 4.1%	4 3.9%	4 4.0%	21 4.4%	4 5.6%	21 4.7%	5 2.6%	21 5.3% o	-	5 3.2%
7	39 6.6%	4 4.8%	18 12.0% BdE	11 6.4%	5 3.1%	22 6.9%	16 6.5%	18 6.3%	13 6.7%	8 7.8%	8 7.9%	31 6.6%	4 5.6%	31 7.0%	12 6.3%	27 6.9%	1 3.7%	11 7.0%

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q74. What is your child's age?

(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)
8	28	1	13	6	7	8	18	17	7	4	6	21	1	25	13	15	2	9
	4.8%	1.2%	8.7%	3.5%	4.3%	2.5%	7.3%	6.0%	3.6%	3.9%	5.9%	4.4%	1.4%	5.6%	6.9%	3.8%	7.4%	5.7%
			Bd				F							M				
9	42	2	16	9	12	26	16	20	9	13	6	36	5	33	12	29	2	9
	7.2%	2.4%	10.7%	5.3%	7.4%	8.1%	6.5%	7.0%	4.6%	12.6%	5.9%	7.6%	7.0%	7.4%	6.3%	7.4%	7.4%	5.7%
			Bd		b					I								
10	48	7	15	11	15	22	25	30	11	6	10	37	4	37	10	38	-	10
	8.2%	8.4%	10.0%	6.4%	9.3%	6.9%	10.1%	10.5%	5.6%	5.8%	9.9%	7.8%	5.6%	8.3%	5.3%	9.7%		6.4%
								I								O		
11	51	9	11	16	13	29	22	25	18	8	7	44	6	37	14	35	-	14
	8.7%	10.8%	7.3%	9.4%	8.0%	9.1%	8.9%	8.8%	9.2%	7.8%	6.9%	9.3%	8.5%	8.3%	7.4%	8.9%		8.9%
12	43	4	12	13	11	27	14	18	17	7	6	34	4	36	10	32	-	10
	7.3%	4.8%	8.0%	7.6%	6.8%	8.4%	5.6%	6.3%	8.7%	6.8%	5.9%	7.2%	5.6%	8.1%	5.3%	8.1%		6.4%
13	40	3	7	12	17	25	14	20	15	4	6	33	4	32	10	30	-	10
	6.8%	3.6%	4.7%	7.0%	10.5%	7.8%	5.6%	7.0%	7.7%	3.9%	5.9%	7.0%	5.6%	7.2%	5.3%	7.6%		6.4%
					BC													
14 or older	176	27	7	65	70	98	69	77	66	33	30	143	24	129	63	113	13	48
	30.0%	32.5%	4.7%	38.0%	43.2%	30.6%	27.8%	27.0%	33.8%	32.0%	29.7%	30.2%	33.8%	29.1%	33.3%	28.8%	48.1%	30.6%
		C		C	bC												r	

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
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q75. Is your child male or female?

(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
Total Eligible	591	83	150	172	162	320	249	288	196	103	102	476	72	447	189	396	27	157
Total Valid Responses	584	83	150	171	161	319	248	284	194	102	100	471	70	443	189	390	27	157
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	7	-	-	1	1	1	1	4	2	1	2	5	2	4	-	6	-	-
Male	349	49	90	107	88	188	150	177	113	57	51	289	41	273	106	240	14	89
	59.8%	59.0%	60.0%	62.6%	54.7%	58.9%	60.5%	62.3%	58.2%	55.9%	51.0%	61.4%	58.6%	61.6%	56.1%	61.5%	51.9%	56.7%
Female	235	34	60	64	73	131	98	107	81	45	49	182	29	170	83	150	13	68
	40.2%	41.0%	40.0%	37.4%	45.3%	41.1%	39.5%	37.7%	41.8%	44.1%	49.0%	38.6%	41.4%	38.4%	43.9%	38.5%	48.1%	43.3%

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q76. Is your child of Hispanic or Latino origin or descent?

(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
Total Eligible	591	83	150	172	162	320	249	288	196	103	102	476	72	447	189	396	27	157
Total Valid Responses	554	77	144	166	151	305	234	278	180	93	95	451	66	423	180	371	26	149
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	37	6	6	6	11	15	15	10	16	10	7	25	6	24	9	25	1	8
Yes, Hispanic or Latino	30	3	7	12	8	11	17	16	9	5	7	23	2	25	11	19	3	8
	5.4%	3.9%	4.9%	7.2%	5.3%	3.6%	7.3%	5.8%	5.0%	5.4%	7.4%	5.1%	3.0%	5.9%	6.1%	5.1%	11.5%	5.4%
No, not Hispanic or Latino	524	74	137	154	143	294	217	262	171	88	88	428	64	398	169	352	23	141
	94.6%	96.1%	95.1%	92.8%	94.7%	96.4%	92.7%	94.2%	95.0%	94.6%	92.6%	94.9%	97.0%	94.1%	93.9%	94.9%	88.5%	94.6%

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q77. What is your child's race? (Mark one or more.)

(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
Total Eligible	591	83	150	172	162	320	249	288	196	103	102	476	72	447	189	396	27	157
Total Valid Responses	649	82	170	198	181	348	283	319	209	117	114	523	83	492	201	443	29	166
Total Respondents	576	81	148	169	162	319	244	281	190	101	97	467	69	437	185	386	26	154
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
White	268	31	69	84	79	141	121	151	81	34	41	220	35	217	74	193	8	64
	46.5%	38.3%	46.6%	49.7%	48.8%	44.2%	49.6%	53.7%	42.6%	33.7%	42.3%	47.1%	50.7%	49.7%	40.0%	50.0%	30.8%	41.6%
Black or African-American	321	49	86	87	86	187	125	134	114	71	58	258	39	228	117	200	17	96
	55.7%	60.5%	58.1%	51.5%	53.1%	58.6%	51.2%	47.7%	60.0%	70.3%	59.8%	55.2%	56.5%	52.2%	63.2%	51.8%	65.4%	62.3%
Asian	2	-	-	2	-	-	2	2	-	-	-	2	-	2	-	2	-	-
	0.3%			1.2%			0.8%	0.7%				0.4%		0.5%		0.5%		
Native Hawaiian or other Pacific Islander	4	-	1	3	-	-	4	2	2	-	1	3	1	3	-	4	-	-
	0.7%		0.7%	1.8%			1.6%	0.7%	1.1%		1.0%	0.6%	1.4%	0.7%		1.0%		
American Indian or Alaska Native	23	1	7	10	5	9	14	12	5	6	8	15	5	16	4	19	1	3
	4.0%	1.2%	4.7%	5.9%	3.1%	2.8%	5.7%	4.3%	2.6%	5.9%	8.2%	3.2%	7.2%	3.7%	2.2%	4.9%	3.8%	1.9%
Other	31	1	7	12	11	11	17	18	7	6	6	25	3	26	6	25	3	3
	5.4%	1.2%	4.7%	7.1%	6.8%	3.4%	7.0%	6.4%	3.7%	5.9%	6.2%	5.4%	4.3%	5.9%	3.2%	6.5%	11.5%	1.9%

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q78. What is your age?

(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
Total Eligible	591	83	150	172	162	320	249	288	196	103	102	476	72	447	189	396	27	157
Total Valid Responses	567	83	150	172	162	311	245	277	189	97	95	460	68	432	182	382	27	150
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	24	-	-	-	-	9	4	11	7	6	7	16	4	15	7	14	-	7
Under 18	58	58	-	-	-	33	23	28	18	12	10	47	5	39	21	37	3	18
	10.2%	69.9%				10.6%	9.4%	10.1%	9.5%	12.4%	10.5%	10.2%	7.4%	9.0%	11.5%	9.7%	11.1%	12.0%
18 to 24	25	25	-	-	-	14	11	12	7	6	4	21	3	21	9	16	2	7
	4.4%	30.1%				4.5%	4.5%	4.3%	3.7%	6.2%	4.2%	4.6%	4.4%	4.9%	4.9%	4.2%	7.4%	4.7%
25 to 34	150	-	150	-	-	72	74	74	51	25	34	112	21	113	48	101	4	40
	26.5%		100.0%			23.2%	30.2%	26.7%	27.0%	25.8%	35.8%	24.3%	30.9%	26.2%	26.4%	26.4%	14.8%	26.7%
35 to 44	172	-	-	172	-	97	72	89	55	27	29	139	27	130	49	123	8	40
	30.3%			100.0%		31.2%	29.4%	32.1%	29.1%	27.8%	30.5%	30.2%	39.7%	30.1%	26.9%	32.2%	29.6%	26.7%
45 to 54	92	-	-	-	92	50	42	44	30	16	10	79	6	75	31	61	7	24
	16.2%				56.8%	16.1%	17.1%	15.9%	15.9%	16.5%	10.5%	17.2%	8.8%	17.4%	17.0%	16.0%	25.9%	16.0%
55 to 64	57	-	-	-	57	37	19	25	22	9	6	51	5	47	20	35	3	17
	10.1%				35.2%	11.9%	7.8%	9.0%	11.6%	9.3%	6.3%	11.1%	7.4%	10.9%	11.0%	9.2%	11.1%	11.3%
65 to 74	12	-	-	-	12	8	3	5	6	1	2	10	1	7	3	9	-	3
	2.1%				7.4%	2.6%	1.2%	1.8%	3.2%	1.0%	2.1%	2.2%	1.5%	1.6%	1.6%	2.4%		2.0%
75 or older	1	-	-	-	1	-	1	-	-	1	-	1	-	-	1	-	-	1
	0.2%				0.6%		0.4%			1.0%		0.2%			0.5%			0.7%
SPHA SUMMARY RATE -	58	58	-	-	-	33	23	28	18	12	10	47	5	39	21	37	3	18
Members under 18	10.2%	69.9%				10.6%	9.4%	10.1%	9.5%	12.4%	10.5%	10.2%	7.4%	9.0%	11.5%	9.7%	11.1%	12.0%
SPHA SUMMARY RATE -	175	25	150	-	-	86	85	86	58	31	38	133	24	134	57	117	6	47
Members 18 to 34	30.9%	30.1%	100.0%			27.7%	34.7%	31.0%	30.7%	32.0%	40.0%	28.9%	35.3%	31.0%	31.3%	30.6%	22.2%	31.3%
SPHA SUMMARY RATE -	172	-	-	172	-	97	72	89	55	27	29	139	27	130	49	123	8	40
Members 35 to 44	30.3%			100.0%		31.2%	29.4%	32.1%	29.1%	27.8%	30.5%	30.2%	39.7%	30.1%	26.9%	32.2%	29.6%	26.7%
SPHA SUMMARY RATE -	92	-	-	-	92	50	42	44	30	16	10	79	6	75	31	61	7	24
Members 45 to 54	16.2%				56.8%	16.1%	17.1%	15.9%	15.9%	16.5%	10.5%	17.2%	8.8%	17.4%	17.0%	16.0%	25.9%	16.0%

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6103792)

Q78. What is your age?

(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
SPHA SUMMARY RATE -	70	-	-	-	70	45	23	30	28	11	8	62	6	54	24	44	3	21
Members 55 or older	12.3%				43.2%	14.5%	9.4%	10.8%	14.8%	11.3%	8.4%	13.5%	8.8%	12.5%	13.2%	11.5%	11.1%	14.0%

Louisiana Healthcare Connections
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Q79. Are you male or female?

(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
Total Eligible	591	83	150	172	162	320	249	288	196	103	102	476	72	447	189	396	27	157
Total Valid Responses	578	82	150	172	162	319	248	282	193	99	99	467	69	440	186	387	27	154
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	13	1	-	-	-	1	1	6	3	4	3	9	3	7	3	9	-	3
Male	48	10	4	11	21	32	15	27	15	5	5	43	2	33	14	34	1	13
	8.3%	12.2%	2.7%	6.4%	13.0%	10.0%	6.0%	9.6%	7.8%	5.1%	5.1%	9.2%	2.9%	7.5%	7.5%	8.8%	3.7%	8.4%
Female	530	72	146	161	141	287	233	255	178	94	94	424	67	407	172	353	26	141
	91.7%	87.8%	97.3%	93.6%	87.0%	90.0%	94.0%	90.4%	92.2%	94.9%	94.9%	90.8%	97.1%	92.5%	92.5%	91.2%	96.3%	91.6%

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Q80. What is the highest grade or level of school that you have completed?

(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
Total Eligible	591	83	150	172	162	320	249	288	196	103	102	476	72	447	189	396	27	157
Total Valid Responses	569	81	146	169	160	320	249	278	192	95	97	460	68	433	182	382	26	151
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	22	2	4	3	2	-	-	10	4	8	5	16	4	14	7	14	1	6
8th grade or less	31	10	4	10	5	31	-	10	12	9	3	28	2	23	8	23	1	7
	5.4%	12.3%	2.7%	5.9%	3.1%	9.7%		3.6%	6.3%	9.5%	3.1%	6.1%	2.9%	5.3%	4.4%	6.0%	3.8%	4.6%
Some high school, but did not graduate	111	11	29	33	35	111	-	38	41	31	18	88	16	84	34	76	8	26
	19.5%	13.6%	19.9%	19.5%	21.9%	34.7%		13.7%	21.4%	32.6%	18.6%	19.1%	23.5%	19.4%	18.7%	19.9%	30.8%	17.2%
High school graduate or GED	178	26	39	54	55	178	-	95	55	26	25	150	22	130	60	117	5	54
	31.3%	32.1%	26.7%	32.0%	34.4%	55.6%		34.2%	28.6%	27.4%	25.8%	32.6%	32.4%	30.0%	33.0%	30.6%	19.2%	35.8%
Some college or 2-year degree	206	30	64	57	51	-	206	112	71	22	41	163	23	163	65	139	7	54
	36.2%	37.0%	43.8%	33.7%	31.9%		82.7%	40.3%	37.0%	23.2%	42.3%	35.4%	33.8%	37.6%	35.7%	36.4%	26.9%	35.8%
4-year college graduate	33	3	8	12	10	-	33	19	10	4	8	25	4	25	12	20	5	7
	5.8%	3.7%	5.5%	7.1%	6.3%		13.3%	6.8%	5.2%	4.2%	8.2%	5.4%	5.9%	5.8%	6.6%	5.2%	19.2%	4.6%
More than 4-year college degree	10	1	2	3	4	-	10	4	3	3	2	6	1	8	3	7	-	3
	1.8%	1.2%	1.4%	1.8%	2.5%		4.0%	1.4%	1.6%	3.2%	2.1%	1.3%	1.5%	1.8%	1.6%	1.8%		2.0%
SPHA SUMMARY RATE - High school graduate or less	320	47	72	97	95	320	-	143	108	66	46	266	40	237	102	216	14	87
	56.2%	58.0%	49.3%	57.4%	59.4%	100.0%		51.4%	56.3%	69.5%	47.4%	57.8%	58.8%	54.7%	56.0%	56.5%	53.8%	57.6%
SPHA SUMMARY RATE - Some college	206	30	64	57	51	-	206	112	71	22	41	163	23	163	65	139	7	54
	36.2%	37.0%	43.8%	33.7%	31.9%		82.7%	40.3%	37.0%	23.2%	42.3%	35.4%	33.8%	37.6%	35.7%	36.4%	26.9%	35.8%
SPHA SUMMARY RATE - 4-year college graduate or more	43	4	10	15	14	-	43	23	13	7	10	31	5	33	15	27	5	10
	7.6%	4.9%	6.8%	8.9%	8.8%		17.3%	8.3%	6.8%	7.4%	10.3%	6.7%	7.4%	7.6%	8.2%	7.1%	19.2%	6.6%

Louisiana Healthcare Connections
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Q81. How are you related to the child?

(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
Total Eligible	591	83	150	172	162	320	249	288	196	103	102	476	72	447	189	396	27	157
Total Valid Responses	567	81	150	167	157	314	243	276	189	98	96	458	69	431	184	378	26	153
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	24	2	-	5	5	6	6	12	7	5	6	18	3	16	5	18	1	4
Mother or father	484	72	148	162	93	258	218	245	155	82	84	388	61	363	162	318	22	135
	85.4%	88.9%	98.7%	97.0%	59.2%	82.2%	89.7%	88.8%	82.0%	83.7%	87.5%	84.7%	88.4%	84.2%	88.0%	84.1%	84.6%	88.2%
Grandparent	54	6	-	1	46	35	17	19	25	9	7	46	5	43	14	39	2	12
	9.5%	7.4%		0.6%	29.3%	11.1%	7.0%	6.9%	13.2%	9.2%	7.3%	10.0%	7.2%	10.0%	7.6%	10.3%	7.7%	7.8%
Aunt or uncle	12	1	1	2	8	10	2	6	3	3	2	10	2	10	4	8	-	4
	2.1%	1.2%	0.7%	1.2%	5.1%	3.2%	0.8%	2.2%	1.6%	3.1%	2.1%	2.2%	2.9%	2.3%	2.2%	2.1%		2.6%
Older brother or sister	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other relative	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Legal guardian	17	2	1	2	10	11	6	6	6	4	3	14	1	15	4	13	2	2
	3.0%	2.5%	0.7%	1.2%	6.4%	3.5%	2.5%	2.2%	3.2%	4.1%	3.1%	3.1%	1.4%	3.5%	2.2%	3.4%	7.7%	1.3%
Someone else	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Louisiana Healthcare Connections
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Q82. Did someone help you complete this survey?

(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
Total Eligible	319	65	65	78	97	178	132	152	115	48	61	245	41	228	91	223	11	78
Total Valid Responses	316	65	65	78	95	177	131	151	114	47	61	243	40	227	90	222	11	77
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	3	-	-	-	2	1	1	1	1	1	-	2	1	1	1	1	-	1
Yes	16	-	4	5	5	12	4	6	6	4	4	11	2	12	4	11	-	4
	5.1%		6.2%	6.4%	5.3%	6.8%	3.1%	4.0%	5.3%	8.5%	6.6%	4.5%	5.0%	5.3%	4.4%	5.0%		5.2%
No	300	65	61	73	90	165	127	145	108	43	57	232	38	215	86	211	11	73
	94.9%	100.0%	93.8%	93.6%	94.7%	93.2%	96.9%	96.0%	94.7%	91.5%	93.4%	95.5%	95.0%	94.7%	95.6%	95.0%	100.0%	94.8%

Louisiana Healthcare Connections
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Q83. How did that person help you? (Mark one or more.)

(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
Total Eligible	16	-	4	5	5	12	4	6	6	4	4	11	2	12	4	11	-	4
Total Valid Responses	21	-	7	5	7	15	6	6	8	7	7	14	2	13	5	16	-	5
Total Respondents	15	-	3	5	5	11	4	6	5	4	4	11	2	11	4	11	-	4
	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%
Read the questions to me	9	-	2	1	4	7	2	1	5	3	2	7	1	6	3	6	-	3
	60.0%		66.7%	20.0%	80.0%	63.6%	50.0%	16.7%	100.0%	75.0%	50.0%	63.6%	50.0%	54.5%	75.0%	54.5%		75.0%
Wrote down the answers I gave	4	-	2	-	2	3	1	1	2	1	1	3	-	2	-	4	-	-
	26.7%		66.7%		40.0%	27.3%	25.0%	16.7%	40.0%	25.0%	25.0%	27.3%		18.2%		36.4%		
Answered the questions for me	5	-	1	3	1	3	2	2	1	2	2	3	1	3	1	4	-	1
	33.3%		33.3%	60.0%	20.0%	27.3%	50.0%	33.3%	20.0%	50.0%	50.0%	27.3%	50.0%	27.3%	25.0%	36.4%		25.0%
Translated the questions into my language	2	-	1	1	-	2	-	1	-	1	2	-	-	1	-	2	-	-
	13.3%		33.3%	20.0%		18.2%		16.7%		25.0%	50.0%			9.1%		18.2%		
Helped in some other way	1	-	1	-	-	-	1	1	-	-	-	1	-	1	1	-	-	1
	6.7%		33.3%				25.0%	16.7%				9.1%		9.1%	25.0%			25.0%

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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?

(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 Eligible	670	104	178	150	123	325	230	411	113	46	86	480	63	443	163	410	23	134
Total Answering	385	66	121	98	90	215	165	264	78	35	57	319	39	293	103	276	12	89
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	152	11	17	15	4	33	11	42	12	6	4	55	9	61	16	46	2	12
Same day	135	29	33	34	37	82	53	103	17	12	13	119	7	113	41	92	1	39
	35.1%	43.9%	27.3%	34.7%	41.1%	38.1%	32.1%	39.0%	21.8%	34.3%	22.8%	37.3%	17.9%	38.6%	39.8%	33.3%	8.3%	43.8%
		C			C			I				K		M				Q
1-2 days	126	12	52	33	25	66	57	91	24	9	17	107	12	97	32	90	7	24
	32.7%	18.2%	43.0%	33.7%	27.8%	30.7%	34.5%	34.5%	30.8%	25.7%	29.8%	33.5%	30.8%	33.1%	31.1%	32.6%	58.3%	27.0%
			BE	B													R	
3-7 days	85	20	20	19	22	48	35	53	24	7	15	68	10	60	18	67	2	16
	22.1%	30.3%	16.5%	19.4%	24.4%	22.3%	21.2%	20.1%	30.8%	20.0%	26.3%	21.3%	25.6%	20.5%	17.5%	24.3%	16.7%	18.0%
		C							h									
8-14 days	19	2	9	5	3	8	11	9	8	2	6	12	7	11	5	14	-	5
	4.9%	3.0%	7.4%	5.1%	3.3%	3.7%	6.7%	3.4%	10.3%	5.7%	10.5%	3.8%	17.9%	3.8%	4.9%	5.1%		5.6%
									h				N					
15-30 days	14	3	6	4	1	7	7	5	4	3	5	9	2	8	4	10	1	3
	3.6%	4.5%	5.0%	4.1%	1.1%	3.3%	4.2%	1.9%	5.1%	8.6%	8.8%	2.8%	5.1%	2.7%	3.9%	3.6%	8.3%	3.4%
			e															

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.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey (6103792)

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?

(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)
More than 30 days	6	-	1	3	2	4	2	3	1	2	1	4	1	4	3	3	1	2
	1.6%		0.8%	3.1%	2.2%	1.9%	1.2%	1.1%	1.3%	5.7%	1.8%	1.3%	2.6%	1.4%	2.9%	1.1%	8.3%	2.2%
My child not need an appointment with a provider for a non-urgent problem or health condition in the last 6 months	133	27	40	37	29	77	54	105	23	5	25	106	15	89	44	88	9	33
SPHA SUMMARY RATE - Same day/1-2 days	261	41	85	67	62	148	110	194	41	21	30	226	19	210	73	182	8	63
	67.8%	62.1%	70.2%	68.4%	68.9%	68.8%	66.7%	73.5%	52.6%	60.0%	52.6%	70.8%	48.7%	71.7%	70.9%	65.9%	66.7%	70.8%
								I				K		M				
Mean	2.14	2.06	2.22	2.19	2.02	2.09	2.20	1.98	2.50	2.46	2.58	2.05	2.69	2.03	2.11	2.16	2.67	2.04

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.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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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?

(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 Eligible	670	104	178	150	123	325	230	411	113	46	86	480	63	443	163	410	23	134
Total Answering	182	37	49	45	45	109	70	105	52	23	30	147	20	133	51	127	4	46
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	153	7	19	15	6	29	15	42	12	6	8	53	9	61	18	44	3	14
Same day	44	11	6	11	13	29	14	30	8	5	4	38	3	32	15	27	-	15
	24.2%	29.7%	12.2%	24.4%	28.9%	26.6%	20.0%	28.6%	15.4%	21.7%	13.3%	25.9%	15.0%	24.1%	29.4%	21.3%		32.6%
		C			C			I				k						
1-2 days	60	11	18	17	13	40	19	35	17	8	10	50	8	40	11	48	1	10
	33.0%	29.7%	36.7%	37.8%	28.9%	36.7%	27.1%	33.3%	32.7%	34.8%	33.3%	34.0%	40.0%	30.1%	21.6%	37.8%	25.0%	21.7%
																O		
3-7 days	40	10	9	12	8	23	17	23	11	5	9	30	1	33	12	28	1	10
	22.0%	27.0%	18.4%	26.7%	17.8%	21.1%	24.3%	21.9%	21.2%	21.7%	30.0%	20.4%	5.0%	24.8%	23.5%	22.0%	25.0%	21.7%
														M				
8-14 days	26	2	9	4	10	13	12	11	11	4	4	20	5	19	9	16	1	8
	14.3%	5.4%	18.4%	8.9%	22.2%	11.9%	17.1%	10.5%	21.2%	17.4%	13.3%	13.6%	25.0%	14.3%	17.6%	12.6%	25.0%	17.4%
			b		Bd				h									
15-30 days	10	2	7	-	1	3	7	5	5	-	2	8	2	8	2	8	-	2
	5.5%	5.4%	14.3%		2.2%	2.8%	10.0%	4.8%	9.6%		6.7%	5.4%	10.0%	6.0%	3.9%	6.3%		4.3%
			E				f											

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.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey (6103792)

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?

(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)
More than 30 days	2	1	-	1	-	1	1	1	-	1	1	1	1	1	2	-	1	1
	1.1%	2.7%		2.2%		0.9%	1.4%	1.0%		4.3%	3.3%	0.7%	5.0%	0.8%	3.9%		25.0%	2.2%
My child did not need an appointment with a specialist for a non-urgent problem or health condition in the last 6 months	335	60	110	90	72	187	145	264	49	17	48	280	34	249	94	239	16	74
SPHA SUMMARY RATE - Same day/1-2 days	104	22	24	28	26	69	33	65	25	13	14	88	11	72	26	75	1	25
	57.1%	59.5%	49.0%	62.2%	57.8%	63.3%	47.1%	61.9%	48.1%	56.5%	46.7%	59.9%	55.0%	54.1%	51.0%	59.1%	25.0%	54.3%
						G		i										
Mean	2.47	2.35	2.86	2.29	2.40	2.30	2.74	2.32	2.77	2.52	2.77	2.41	2.90	2.50	2.57	2.45	3.75	2.46

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.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey (6103792)

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 Eligible	670	104	178	150	123	325	230	411	113	46	86	480	63	443	163	410	23	134
Total Answering	297	50	97	83	59	166	129	203	63	25	41	247	26	231	92	199	14	76
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	159	7	19	15	12	33	15	47	12	8	7	60	8	66	18	51	2	14
6 weeks or less	282	47	92	78	57	156	124	193	61	22	38	237	25	220	89	188	14	73
	94.9%	94.0%	94.8%	94.0%	96.6%	94.0%	96.1%	95.1%	96.8%	88.0%	92.7%	96.0%	96.2%	95.2%	96.7%	94.5%	100.0%	96.1%
																	r	
More than 6 weeks	15	3	5	5	2	10	5	10	2	3	3	10	1	11	3	11	-	3
	5.1%	6.0%	5.2%	6.0%	3.4%	6.0%	3.9%	4.9%	3.2%	12.0%	7.3%	4.0%	3.8%	4.8%	3.3%	5.5%		3.9%
My child not need an appointment with a provider for a regular or routine care visit in the last 6 months	214	47	62	52	52	126	86	161	38	13	38	173	29	146	53	160	7	44
SPHA SUMMARY RATE - 6 weeks or less	282	47	92	78	57	156	124	193	61	22	38	237	25	220	89	188	14	73
	94.9%	94.0%	94.8%	94.0%	96.6%	94.0%	96.1%	95.1%	96.8%	88.0%	92.7%	96.0%	96.2%	95.2%	96.7%	94.5%	100.0%	96.1%
																	r	

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.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey (6103792)

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)
Mean	1.05	1.06	1.05	1.06	1.03	1.06	1.04	1.05	1.03	1.12	1.07	1.04	1.04	1.05	1.03	1.06	1.00	1.04

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.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey (6103792)

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 Eligible	670	104	178	150	123	325	230	411	113	46	86	480	63	443	163	410	23	134
Total Answering	129	26	36	32	31	74	53	69	40	18	19	106	16	96	39	85	3	36
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	158	7	22	15	8	30	18	45	11	9	10	56	8	63	17	50	2	14
Within 1 month (30 days) of referral	117	25	32	29	27	68	47	62	36	17	16	97	15	88	35	77	3	32
	90.7%	96.2%	88.9%	90.6%	87.1%	91.9%	88.7%	89.9%	90.0%	94.4%	84.2%	91.5%	93.8%	91.7%	89.7%	90.6%	100.0%	88.9%
																	R	
More than 1 month (31 days) after referral	12	1	4	3	4	6	6	7	4	1	3	9	1	8	4	8	-	4
	9.3%	3.8%	11.1%	9.4%	12.9%	8.1%	11.3%	10.1%	10.0%	5.6%	15.8%	8.5%	6.3%	8.3%	10.3%	9.4%		11.1%
My child was not referred to a specialist in the last 6 months	383	71	120	103	84	221	159	297	62	19	57	318	39	284	107	275	18	84
SPHA SUMMARY RATE - Within 1 month (30 days) of referral	117	25	32	29	27	68	47	62	36	17	16	97	15	88	35	77	3	32
	90.7%	96.2%	88.9%	90.6%	87.1%	91.9%	88.7%	89.9%	90.0%	94.4%	84.2%	91.5%	93.8%	91.7%	89.7%	90.6%	100.0%	88.9%
																	R	
Mean	1.09	1.04	1.11	1.09	1.13	1.08	1.11	1.10	1.10	1.06	1.16	1.08	1.06	1.08	1.10	1.09	1.00	1.11

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.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey (6103792)

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 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 Eligible	670	104	178	150	123	325	230	411	113	46	86	480	63	443	163	410	23	134
Total Answering	99	20	26	29	22	53	45	58	25	14	11	85	9	80	34	65	5	29
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	154	8	17	14	8	29	15	44	10	8	9	52	8	64	16	48	2	13
21 days or less	95	20	23	28	22	50	44	57	23	13	10	82	9	78	32	63	5	27
	96.0%	100.0%	88.5%	96.6%	100.0%	94.3%	97.8%	98.3%	92.0%	92.9%	90.9%	96.5%	100.0%	97.5%	94.1%	96.9%	100.0%	93.1%
		c			c													
22 days or more	4	-	3	1	-	3	1	1	2	1	1	3	-	2	2	2	-	2
	4.0%		11.5%	3.4%		5.7%	2.2%	1.7%	8.0%	7.1%	9.1%	3.5%		2.5%	5.9%	3.1%		6.9%
My child did not need an appointment for a routine lab or x-ray services in the last 6 months	417	76	135	107	93	243	170	309	78	24	66	343	46	299	113	297	16	92
SPHA SUMMARY RATE - 21 days or less	95	20	23	28	22	50	44	57	23	13	10	82	9	78	32	63	5	27
	96.0%	100.0%	88.5%	96.6%	100.0%	94.3%	97.8%	98.3%	92.0%	92.9%	90.9%	96.5%	100.0%	97.5%	94.1%	96.9%	100.0%	93.1%
		c			c													

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.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey (6103792)

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 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)
Mean	1.04	1.00	1.12	1.03	1.00	1.06	1.02	1.02	1.08	1.07	1.09	1.04	1.00	1.03	1.06	1.03	1.00	1.07

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.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey (6103792)

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 Eligible	670	104	178	150	123	325	230	411	113	46	86	480	63	443	163	410	23	134
Total Answering	101	19	23	27	31	62	38	59	25	15	15	82	9	79	30	68	5	25
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	155	7	20	14	7	30	16	42	11	10	9	55	10	64	17	49	2	14
Same day	60	12	14	15	19	37	23	35	17	7	8	50	4	49	16	42	2	14
	59.4%	63.2%	60.9%	55.6%	61.3%	59.7%	60.5%	59.3%	68.0%	46.7%	53.3%	61.0%	44.4%	62.0%	53.3%	61.8%	40.0%	56.0%
1-2 days	24	6	2	7	8	14	9	15	4	5	3	19	1	21	10	13	2	8
	23.8%	31.6% c	8.7%	25.9% c	25.8% c	22.6%	23.7%	25.4%	16.0%	33.3%	20.0%	23.2%	11.1%	26.6%	33.3%	19.1%	40.0%	32.0%
3-7 days	9	1	1	4	3	6	3	4	3	1	2	7	2	5	1	8	-	1
	8.9%	5.3%	4.3%	14.8%	9.7%	9.7%	7.9%	6.8%	12.0%	6.7%	13.3%	8.5%	22.2%	6.3%	3.3%	11.8% o		4.0%
8-14 days	4	-	3	-	1	3	1	2	-	2	-	4	1	2	2	2	1	1
	4.0%		13.0%		3.2%	4.8%	2.6%	3.4%		13.3%		4.9%	11.1%	2.5%	6.7%	2.9%	20.0%	4.0%
15-30 days	3	-	2	1	-	2	1	2	1	-	2	1	1	1	1	2	-	1
	3.0%		8.7%	3.7%		3.2%	2.6%	3.4%	4.0%		13.3%	1.2%	11.1%	1.3%	3.3%	2.9%		4.0%
More than 30 days	1	-	1	-	-	-	1	1	-	-	-	1	-	1	-	1	-	-
	1.0%		4.3%				2.6%	1.7%				1.2%		1.3%		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.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey (6103792)

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)
My child did not need an appointment for an urgent lab or x-ray services in the last 6 months	414	78	135	109	85	233	176	310	77	21	62	343	44	300	116	293	16	95
SPHA SUMMARY RATE - Same day/1-2 days	84	18	16	22	27	51	32	50	21	12	11	69	5	70	26	55	4	22
	83.2%	94.7%	69.6%	81.5%	87.1%	82.3%	84.2%	84.7%	84.0%	80.0%	73.3%	84.1%	55.6%	88.6%	86.7%	80.9%	80.0%	88.0%
		C												m				
Mean	1.70	1.42	2.13	1.70	1.55	1.69	1.71	1.71	1.56	1.87	2.00	1.66	2.33	1.58	1.73	1.71	2.00	1.68

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.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey (6103792)

Q90. In the last 6 months, did you phone your child's personal doctor's office after regular office hours to get help or advice for yourself?

(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 Eligible	670	104	178	150	123	325	230	411	113	46	86	480	63	443	163	410	23	134
Total Answering	514	94	163	133	116	293	215	370	100	36	78	424	52	380	148	360	21	122
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	156	10	15	17	7	32	15	41	13	10	8	56	11	63	15	50	2	12
Yes	64	15	29	12	8	37	27	36	18	8	9	51	10	47	31	32	5	26
	12.5%	16.0%	17.8%	9.0%	6.9%	12.6%	12.6%	9.7%	18.0%	22.2%	11.5%	12.0%	19.2%	12.4%	20.9%	8.9%	23.8%	21.3%
		E	DE						H	h					P			
No	450	79	134	121	108	256	188	334	82	28	69	373	42	333	117	328	16	96
	87.5%	84.0%	82.2%	91.0%	93.1%	87.4%	87.4%	90.3%	82.0%	77.8%	88.5%	88.0%	80.8%	87.6%	79.1%	91.1%	76.2%	78.7%
				C	BC			Ij								O		
Mean	1.88	1.84	1.82	1.91	1.93	1.87	1.87	1.90	1.82	1.78	1.88	1.88	1.81	1.88	1.79	1.91	1.76	1.79

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.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey (6103792)

Q91. In the last 6 months, when you phoned after regular office hours, how often did you get the help or advice you needed for your child?

(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 Eligible	64	15	29	12	8	37	27	36	18	8	9	51	10	47	31	32	5	26
Total Answering	64	15	29	12	8	37	27	36	18	8	9	51	10	47	31	32	5	26
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	40	11	19	7	3	22	18	24	13	3	3	34	5	34	22	17	2	20
	62.5%	73.3% e	65.5%	58.3%	37.5%	59.5%	66.7%	66.7%	72.2% j	37.5%	33.3%	66.7% k	50.0%	72.3%	71.0%	53.1%	40.0%	76.9%
Usually	8	2	4	-	2	4	4	4	2	1	2	6	1	6	2	6	1	1
	12.5%	13.3%	13.8%		25.0%	10.8%	14.8%	11.1%	11.1%	12.5%	22.2%	11.8%	10.0%	12.8%	6.5%	18.8%	20.0%	3.8%
Sometimes	7	-	2	4	1	5	2	4	1	2	2	5	1	3	4	3	2	2
	10.9%		6.9%	33.3% c	12.5%	13.5%	7.4%	11.1%	5.6%	25.0%	22.2%	9.8%	10.0%	6.4%	12.9%	9.4%	40.0%	7.7%
Never	9	2	4	1	2	6	3	4	2	2	2	6	3	4	3	6	-	3
	14.1%	13.3%	13.8%	8.3%	25.0%	16.2%	11.1%	11.1%	11.1%	25.0%	22.2%	11.8%	30.0%	8.5%	9.7%	18.8%		11.5%
SPHA SUMMARY RATE - Always/Usually	48	13	23	7	5	26	22	28	15	4	5	40	6	40	24	23	3	21
	75.0%	86.7% d	79.3%	58.3%	62.5%	70.3%	81.5%	77.8%	83.3% j	50.0%	55.6%	78.4%	60.0%	85.1%	77.4%	71.9%	60.0%	80.8%

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.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey (6103792)

Q91. In the last 6 months, when you phoned after regular office hours, how often did you get the help or advice you needed for your child?

(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)
Mean	3.23	3.47	3.31	3.08	2.75	3.14	3.37	3.33	3.44	2.63	2.67	3.33	2.80	3.49	3.39	3.06	3.00	3.46

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.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey (6103792)

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?

(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 Eligible	591	83	150	172	162	320	249	288	196	103	102	476	72	447	189	396	27	157
Total Answering	433	63	118	120	120	244	181	202	155	72	75	348	50	337	142	287	19	121
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	45	7	11	6	10	18	14	18	16	11	9	35	6	33	8	36	2	6
Same day	120	20	26	41	30	72	46	69	31	19	10	107	8	99	39	79	1	38
	27.7%	31.7%	22.0%	34.2%	25.0%	29.5%	25.4%	34.2%	20.0%	26.4%	13.3%	30.7%	16.0%	29.4%	27.5%	27.5%	5.3%	31.4%
				C				I				K		M				Q
1-2 days	149	21	40	37	46	81	63	69	60	19	24	123	11	125	50	97	9	39
	34.4%	33.3%	33.9%	30.8%	38.3%	33.2%	34.8%	34.2%	38.7%	26.4%	32.0%	35.3%	22.0%	37.1%	35.2%	33.8%	47.4%	32.2%
									j					M				
3-7 days	104	13	30	21	36	61	42	43	42	17	17	85	13	78	34	70	4	30
	24.0%	20.6%	25.4%	17.5%	30.0%	25.0%	23.2%	21.3%	27.1%	23.6%	22.7%	24.4%	26.0%	23.1%	23.9%	24.4%	21.1%	24.8%
					D													
8-14 days	28	4	9	11	4	16	12	8	11	9	9	18	12	13	8	20	1	7
	6.5%	6.3%	7.6%	9.2%	3.3%	6.6%	6.6%	4.0%	7.1%	12.5%	12.0%	5.2%	24.0%	3.9%	5.6%	7.0%	5.3%	5.8%
				e						H	l		N					
15-30 days	22	4	9	7	2	8	14	7	9	6	10	11	6	13	7	15	3	4
	5.1%	6.3%	7.6%	5.8%	1.7%	3.3%	7.7%	3.5%	5.8%	8.3%	13.3%	3.2%	12.0%	3.9%	4.9%	5.2%	15.8%	3.3%
			E	e			f				L		n					

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.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey (6103792)

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?

(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)
More than 30 days	10	1	4	3	2	6	4	6	2	2	5	4	-	9	4	6	1	3
	2.3%	1.6%	3.4%	2.5%	1.7%	2.5%	2.2%	3.0%	1.3%	2.8%	6.7% l	1.1%		2.7%	2.8%	2.1%	5.3%	2.5%
My child not need an appointment with a provider for a non-urgent problem or health condition in the last 6 months	113	13	21	46	32	58	54	68	25	20	18	93	16	77	39	73	6	30
SPHA SUMMARY RATE - Same day/1-2 days	269	41	66	78	76	153	109	138	91	38	34	230	19	224	89	176	10	77
	62.1%	65.1%	55.9%	65.0%	63.3%	62.7%	60.2%	68.3% iJ	58.7%	52.8%	45.3%	66.1% K	38.0%	66.5% M	62.7%	61.3%	52.6%	63.6%
Mean	2.34	2.27	2.55	2.29	2.23	2.28	2.43	2.17	2.44	2.58	3.00	2.18	2.94	2.24	2.34	2.35	2.95	2.25

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.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey (6103792)

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?

(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 Eligible	591	83	150	172	162	320	249	288	196	103	102	476	72	447	189	396	27	157
Total Answering	273	37	79	75	75	150	116	113	100	58	56	208	39	206	97	173	15	79
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	42	7	8	7	8	15	15	17	16	9	7	35	4	33	10	30	2	8
Same day	46	10	8	14	11	27	17	19	16	11	12	33	8	34	16	27	2	13
	16.8%	27.0%	10.1%	18.7%	14.7%	18.0%	14.7%	16.8%	16.0%	19.0%	21.4%	15.9%	20.5%	16.5%	16.5%	15.6%	13.3%	16.5%
		C																
1-2 days	76	13	20	19	20	48	25	35	23	18	9	63	9	61	27	49	5	22
	27.8%	35.1%	25.3%	25.3%	26.7%	32.0%	21.6%	31.0%	23.0%	31.0%	16.1%	30.3%	23.1%	29.6%	27.8%	28.3%	33.3%	27.8%
						g						K						
3-7 days	74	8	22	17	27	42	31	31	30	12	10	61	5	60	29	45	2	26
	27.1%	21.6%	27.8%	22.7%	36.0%	28.0%	26.7%	27.4%	30.0%	20.7%	17.9%	29.3%	12.8%	29.1%	29.9%	26.0%	13.3%	32.9%
					d							k		M				q
8-14 days	36	1	14	13	8	18	17	15	13	7	6	29	8	23	12	24	1	11
	13.2%	2.7%	17.7%	17.3%	10.7%	12.0%	14.7%	13.3%	13.0%	12.1%	10.7%	13.9%	20.5%	11.2%	12.4%	13.9%	6.7%	13.9%
			B	B	b													
15-30 days	23	2	11	8	2	8	15	8	11	4	13	10	6	16	7	16	3	3
	8.4%	5.4%	13.9%	10.7%	2.7%	5.3%	12.9%	7.1%	11.0%	6.9%	23.2%	4.8%	15.4%	7.8%	7.2%	9.2%	20.0%	3.8%
			E	E			F				L							

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.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey (6103792)

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?

(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)
More than 30 days	18	3	4	4	7	7	11	5	7	6	6	12	3	12	6	12	2	4
	6.6%	8.1%	5.1%	5.3%	9.3%	4.7%	9.5%	4.4%	7.0%	10.3%	10.7%	5.8%	7.7%	5.8%	6.2%	6.9%	13.3%	5.1%
My child did not need an appointment with a specialist for a non-urgent problem or health condition in the last 6 months	276	39	63	90	79	155	118	158	80	36	39	233	29	208	82	193	10	70
SPHA SUMMARY RATE - Same day/1-2 days	122	23	28	33	31	75	42	54	39	29	21	96	17	95	43	76	7	35
	44.7%	62.2%	35.4%	44.0%	41.3%	50.0%	36.2%	47.8%	39.0%	50.0%	37.5%	46.2%	43.6%	46.1%	44.3%	43.9%	46.7%	44.3%
		CdE				G												
Mean	2.88	2.49	3.15	2.92	2.88	2.69	3.18	2.76	3.01	2.88	3.30	2.79	3.10	2.82	2.85	2.94	3.27	2.76

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.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey (6103792)

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 Eligible	591	83	150	172	162	320	249	288	196	103	102	476	72	447	189	396	27	157
Total Answering	378	50	99	109	110	205	166	185	127	63	67	301	45	292	134	241	20	110
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	50	8	11	6	14	25	12	20	18	12	8	41	6	38	12	36	3	9
6 weeks or less	361	49	95	104	103	193	162	178	121	59	65	287	42	278	128	231	18	106
	95.5%	98.0%	96.0%	95.4%	93.6%	94.1%	97.6% f	96.2%	95.3%	93.7%	97.0%	95.3%	93.3%	95.2%	95.5%	95.9%	90.0%	96.4%
More than 6 weeks	17	1	4	5	7	12	4	7	6	4	2	14	3	14	6	10	2	4
	4.5%	2.0%	4.0%	4.6%	6.4%	5.9% g	2.4%	3.8%	4.7%	6.3%	3.0%	4.7%	6.7%	4.8%	4.5%	4.1%	10.0%	3.6%
My child not need an appointment with a provider for a regular or routine care visit in the last 6 months	163	25	40	57	38	90	71	83	51	28	27	134	21	117	43	119	4	38
SPHA SUMMARY RATE - 6 weeks or less	361	49	95	104	103	193	162	178	121	59	65	287	42	278	128	231	18	106
	95.5%	98.0%	96.0%	95.4%	93.6%	94.1%	97.6% f	96.2%	95.3%	93.7%	97.0%	95.3%	93.3%	95.2%	95.5%	95.9%	90.0%	96.4%

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.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey (6103792)

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)
Mean	1.04	1.02	1.04	1.05	1.06	1.06	1.02	1.04	1.05	1.06	1.03	1.05	1.07	1.05	1.04	1.04	1.10	1.04

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.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey (6103792)

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)

		==== 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 Eligible	591	83	150	172	162	320	249	288	196	103	102	476	72	447	189	396	27	157
Total Answering	220	36	61	57	63	112	100	95	80	43	48	169	33	168	80	137	14	64
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	56	6	13	9	16	26	18	20	23	12	7	49	4	42	11	43	2	9
Within 1 month (30 days) of referral	188	35	49	49	52	97	84	83	65	38	38	147	29	141	63	122	10	51
	85.5%	97.2%	80.3%	86.0%	82.5%	86.6%	84.0%	87.4%	81.3%	88.4%	79.2%	87.0%	87.9%	83.9%	78.8%	89.1%	71.4%	79.7%
		CDE														o		
More than 1 month (31 days) after referral	32	1	12	8	11	15	16	12	15	5	10	22	4	27	17	15	4	13
	14.5%	2.8%	19.7%	14.0%	17.5%	13.4%	16.0%	12.6%	18.8%	11.6%	20.8%	13.0%	12.1%	16.1%	21.3%	10.9%	28.6%	20.3%
			B	B	B										p			
My child was not referred to a specialist in the last 6 months	315	41	76	106	83	182	131	173	93	48	47	258	35	237	98	216	11	84
SPHA SUMMARY RATE - Within 1 month (30 days) of referral	188	35	49	49	52	97	84	83	65	38	38	147	29	141	63	122	10	51
	85.5%	97.2%	80.3%	86.0%	82.5%	86.6%	84.0%	87.4%	81.3%	88.4%	79.2%	87.0%	87.9%	83.9%	78.8%	89.1%	71.4%	79.7%
		CDE														o		
Mean	1.15	1.03	1.20	1.14	1.17	1.13	1.16	1.13	1.19	1.12	1.21	1.13	1.12	1.16	1.21	1.11	1.29	1.20

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.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey (6103792)

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 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 Eligible	591	83	150	172	162	320	249	288	196	103	102	476	72	447	189	396	27	157
Total Answering	174	27	44	51	48	96	72	71	62	39	33	137	20	140	68	106	15	51
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	52	8	12	10	11	19	21	18	21	12	7	45	5	39	13	38	2	11
21 days or less	167	27	38	50	48	93	69	70	59	36	31	133	19	135	62	105	12	49
	96.0%	100.0%	86.4%	98.0%	100.0%	96.9%	95.8%	98.6%	95.2%	92.3%	93.9%	97.1%	95.0%	96.4%	91.2%	99.1%	80.0%	96.1%
		C		C	C											O		
22 days or more	7	-	6	1	-	3	3	1	3	3	2	4	1	5	6	1	3	2
	4.0%		13.6%	2.0%		3.1%	4.2%	1.4%	4.8%	7.7%	6.1%	2.9%	5.0%	3.6%	8.8%	0.9%	20.0%	3.9%
			D												P			
My child did not need an appointment for a routine lab or x-ray services in the last 6 months	365	48	94	111	103	205	156	199	113	52	62	294	47	268	108	252	10	95
SPHA SUMMARY RATE - 21 days or less	167	27	38	50	48	93	69	70	59	36	31	133	19	135	62	105	12	49
	96.0%	100.0%	86.4%	98.0%	100.0%	96.9%	95.8%	98.6%	95.2%	92.3%	93.9%	97.1%	95.0%	96.4%	91.2%	99.1%	80.0%	96.1%
		C		C	C											O		

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.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey (6103792)

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 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)
Mean	1.04	1.00	1.14	1.02	1.00	1.03	1.04	1.01	1.05	1.08	1.06	1.03	1.05	1.04	1.09	1.01	1.20	1.04

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.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey (6103792)

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)

		==== 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 Eligible	591	83	150	172	162	320	249	288	196	103	102	476	72	447	189	396	27	157
Total Answering	162	22	39	46	51	94	64	64	60	37	35	123	19	128	62	99	15	45
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	64	10	15	12	15	28	23	22	26	15	8	55	8	47	17	46	4	13
Same day	101	14	27	27	30	59	40	41	43	17	25	75	13	78	35	65	7	27
	62.3%	63.6%	69.2%	58.7%	58.8%	62.8%	62.5%	64.1%	71.7%	45.9%	71.4%	61.0%	68.4%	60.9%	56.5%	65.7%	46.7%	60.0%
								j	J									
1-2 days	33	5	2	10	15	21	11	15	6	12	4	27	2	29	14	19	3	11
	20.4%	22.7%	5.1%	21.7%	29.4%	22.3%	17.2%	23.4%	10.0%	32.4%	11.4%	22.0%	10.5%	22.7%	22.6%	19.2%	20.0%	24.4%
		c		C	C			I		I								
3-7 days	17	1	5	7	4	7	9	5	6	5	3	13	2	13	6	11	1	4
	10.5%	4.5%	12.8%	15.2%	7.8%	7.4%	14.1%	7.8%	10.0%	13.5%	8.6%	10.6%	10.5%	10.2%	9.7%	11.1%	6.7%	8.9%
8-14 days	7	1	3	1	2	6	1	1	3	3	1	6	-	6	5	2	3	2
	4.3%	4.5%	7.7%	2.2%	3.9%	6.4%	1.6%	1.6%	5.0%	8.1%	2.9%	4.9%		4.7%	8.1%	2.0%	20.0%	4.4%
15-30 days	3	1	1	1	-	1	2	2	1	-	1	2	1	2	1	2	-	1
	1.9%	4.5%	2.6%	2.2%		1.1%	3.1%	3.1%	1.7%		2.9%	1.6%	5.3%	1.6%	1.6%	2.0%		2.2%
More than 30 days	1	-	1	-	-	-	1	-	1	-	1	-	1	-	1	-	1	-
	0.6%		2.6%				1.6%		1.7%		2.9%		5.3%		1.6%		6.7%	

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.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey (6103792)

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)
My child did not need an appointment for an urgent lab or x-ray services in the last 6 months	365	51	96	114	96	198	162	202	110	51	59	298	45	272	110	251	8	99
SPHA SUMMARY RATE - Same day/1-2 days	134 82.7%	19 86.4%	29 74.4%	37 80.4%	45 88.2% c	80 85.1%	51 79.7%	56 87.5%	49 81.7%	29 78.4%	29 82.9%	102 82.9%	15 78.9%	107 83.6%	49 79.0%	84 84.8%	10 66.7%	38 84.4%
Mean	1.65	1.64	1.77	1.67	1.57	1.61	1.70	1.56	1.60	1.84	1.63	1.64	1.79	1.63	1.81	1.56	2.27	1.64

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.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey (6103792)

Q90. In the last 6 months, did you phone your child's personal doctor's office after regular office hours to get help or advice for yourself?

(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 Eligible	591	83	150	172	162	320	249	288	196	103	102	476	72	447	189	396	27	157
Total Answering	532	74	135	159	153	295	227	265	174	90	94	425	66	404	173	355	25	144
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	59	9	15	13	9	25	22	23	22	13	8	51	6	43	16	41	2	13
Yes	81	14	30	20	17	41	37	29	33	18	20	58	16	58	44	37	8	35
	15.2%	18.9%	22.2%	12.6%	11.1%	13.9%	16.3%	10.9%	19.0%	20.0%	21.3%	13.6%	24.2%	14.4%	25.4%	10.4%	32.0%	24.3%
			DE						H	h	l		n		P			
No	451	60	105	139	136	254	190	236	141	72	74	367	50	346	129	318	17	109
	84.8%	81.1%	77.8%	87.4%	88.9%	86.1%	83.7%	89.1%	81.0%	80.0%	78.7%	86.4%	75.8%	85.6%	74.6%	89.6%	68.0%	75.7%
				C	C			Ij				k		m		O		
Mean	1.85	1.81	1.78	1.87	1.89	1.86	1.84	1.89	1.81	1.80	1.79	1.86	1.76	1.86	1.75	1.90	1.68	1.76

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.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey (6103792)

Q91. In the last 6 months, when you phoned after regular office hours, how often did you get the help or advice you needed for your child?

(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 Eligible	81	14	30	20	17	41	37	29	33	18	20	58	16	58	44	37	8	35
Total Answering	78	13	29	19	17	40	35	28	31	18	20	55	16	55	42	36	8	33
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	3	1	1	1	-	1	2	1	2	-	-	3	-	3	2	1	-	2
Always	49	8	17	15	9	23	24	21	18	10	8	39	5	40	29	20	4	24
	62.8%	61.5%	58.6%	78.9%	52.9%	57.5%	68.6%	75.0%	58.1%	55.6%	40.0%	70.9%	31.3%	72.7%	69.0%	55.6%	50.0%	72.7%
				e								K		M				
Usually	12	3	3	-	6	8	4	3	6	2	4	8	4	8	4	8	1	3
	15.4%	23.1%	10.3%		35.3%	20.0%	11.4%	10.7%	19.4%	11.1%	20.0%	14.5%	25.0%	14.5%	9.5%	22.2%	12.5%	9.1%
					c													
Sometimes	7	1	2	3	1	6	1	-	3	4	3	3	-	5	4	3	2	2
	9.0%	7.7%	6.9%	15.8%	5.9%	15.0%	2.9%		9.7%	22.2%	15.0%	5.5%		9.1%	9.5%	8.3%	25.0%	6.1%
						g												
Never	10	1	7	1	1	3	6	4	4	2	5	5	7	2	5	5	1	4
	12.8%	7.7%	24.1%	5.3%	5.9%	7.5%	17.1%	14.3%	12.9%	11.1%	25.0%	9.1%	43.8%	3.6%	11.9%	13.9%	12.5%	12.1%
			De										N					
SPHA SUMMARY RATE -	61	11	20	15	15	31	28	24	24	12	12	47	9	48	33	28	5	27
Always/Usually	78.2%	84.6%	69.0%	78.9%	88.2%	77.5%	80.0%	85.7%	77.4%	66.7%	60.0%	85.5%	56.3%	87.3%	78.6%	77.8%	62.5%	81.8%
					c							K		M				

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.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Child Survey (6103792)

Q91. In the last 6 months, when you phoned after regular office hours, how often did you get the help or advice you needed for your child?

(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)
Mean	3.28	3.38	3.03	3.53	3.35	3.28	3.31	3.46	3.23	3.11	2.75	3.47	2.44	3.56	3.36	3.19	3.00	3.42

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.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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 1 – 100 Benchmark is a percentile benchmark (with values ranging from the first through the one hundredth percentile) calculated by NCQA and derived from Medicaid child data collected by NCQA in 2014. SPH Analytics utilizes this benchmark to calculate plan-specific approximate percentile rankings in relation to the Quality Compass® All Plans benchmark. In keeping, rankings are reflective of how your plan's Summary Rates fall relative to the NCQA 1-100 Benchmark.

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® 2014 (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.

Quality Compass® 2014 (Medicaid child – All Plans, General Population) data benchmark is a collection of CAHPS® 5.0H mean summary ratings (132 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.

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.

SPH Analytics Book of Business, CCC Population (calculated on a plan-level) consists of all Medicaid Child (Non-CCC and CCC) samples that conducted surveys with SPH Analytics, and submitted data to NCQA. In 2015, there were 14 samples included in the Book of Business. This benchmark is shown throughout the report.

SPH Analytics Book of Business, General Population (calculated on a plan-level) consists of all Medicaid Child (Non-CCC and CCC) samples that conducted surveys with SPH Analytics, and submitted data to NCQA. In 2015, there were 62 samples included in the Book of Business. This benchmark is shown throughout the report and is used in the Opportunity Analysis.

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;" "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.

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 as follows:

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

Response Choice 2	Score Value
No	1
Yes	3

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

670 Total General Population Respondents
591 Total CCC Population Respondents

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate 2015	Plan's Summary Rate 2014	SPH Analytics Book of Business* 2015	Quality Compass All Plans* 2014	Significance Testing** 2015 to 2014	Significance Testing** 2015 to SPHA	Significance Testing** 2015 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**	645	Yes 35.3%; No 64.7%	**35.3%**	36.6%	34.5%	NA	**Not sig.**	**Not sig.**	**NA**
		CCC	584	48.8%; 51.2%	**48.8%**	44.7%	45.2%	NA	**Not sig.**	**Not sig.**	**NA**
4 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?** (If "Yes" in Q3)	**General**	220	Never 1.4%; Sometimes 7.3%; Usually 9.5%; Always 81.8%	**91.4%**	87.4%	90.5%	90.7%	**Not sig.**	**Not sig.**	**Not sig.**
		CCC	277	0.7%; 7.6%; 8.7%; 83.0%	**91.7%**	92.0%	91.8%	93.6%	**Not sig.**	**Not sig.**	**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**	627	Yes 75.4%; No 24.6%	**75.4%**	72.4%	70.6%	NA	**Not sig.**	**Above**	**NA**
		CCC	581	85.7%; 14.3%	**85.7%**	83.3%	81.1%	NA	**Not sig.**	**Above**	**NA**
6 GCQ	**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**	461	Never 1.3%; Sometimes 5.9%; Usually 14.3%; Always 78.5%	**92.8%**	91.7%	88.0%	88.4%	**Not sig.**	**Above**	**Above**
		CCC	485	0.8%; 6.6%; 16.1%; 76.5%	**92.6%**	90.7%	89.4%	91.6%	**Not sig.**	**Above**	**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**	616	None 20.8%; 1 time 24.4%; 2 23.7%; 3 14.0%; 4 5.4%; 5 to 9 9.4%; 10 or more times 2.4%	**79.2%**	78.4%	75.4%	NA	**Not sig.**	**Above**	**NA**
		CCC	572	9.3%; 17.3%; 24.0%; 17.0%; 12.9%; 15.2%; 4.4%	**90.7%**	89.2%	86.6%	NA	**Not sig.**	**Above**	**NA**

* The 2015 SPH Analytics (SPHA) Book of Business, General Population consists of 62 Medicaid child (Non-CCC and CCC) samples that conducted surveys with SPH Analytics in 2015 and submitted data to NCQA. The 2015 SPH Analytics (SPHA) Book of Business, CCC Population, consists of 14 Medicaid child (CCC) samples that conducted surveys with SPH Analytics in 2015 and submitted data to NCQA. The 2014 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 2014 (approximately 132 plan-specific samples). The 2014 Quality Compass® All Plans benchmark, CCC Population, is the mean summary rate from the Medicaid child (CCC) samples that submitted to NCQA in 2014 (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 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

Question Summaries

Discussion of Options

Louisiana Healthcare Connections

Medicaid Child with CCC CAHPS®

670 Total General Population Respondents

591 Total CCC Population Respondents

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate 2015	Plan's Summary Rate 2014	SPH Analytics Book of Business* 2015	Quality Compass All Plans* 2014	Significance Testing** 2015 to 2014	Significance Testing** 2015 to SPHA	Significance Testing** 2015 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	479	Yes 72.0%; No 28.0%	**72.0%**	70.9%	69.3%	71.7%	**Not sig.**	**Not sig.**	**Not sig.**
HPE		CCC	515	Yes 77.3%; No 22.7%	**77.3%**	72.6%	74.9%	77.6%	**Not sig.**	**Not sig.**	**Not sig.**
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	483	Never 3.9%; Sometimes 7.2%; Usually 13.9%; Always 74.9%	**88.8%**	81.8%	NA	NA	**Sig. increase**	**NA**	**NA**
FCC-GNI		CCC	514	Never 1.8%; Sometimes 6.8%; Usually 13.2%; Always 78.2%	**91.4%**	85.3%	90.9%	90.1%	**Sig. increase**	**Not sig.**	**Not sig.**
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	482	Yes 29.0%; No 71.0%	**29.0%**	29.8%	31.0%	NA	**Not sig.**	**Not sig.**	**NA**
		CCC	515	Yes 40.0%; No 60.0%	**40.0%**	44.4%	48.8%	NA	**Not sig.**	**Below**	**NA**
11	**Did you and 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	137	Yes 89.8%; No 10.2%	**89.8%**	NA	91.4%	NA	**NA**	**Not sig.**	**NA**
SDM		CCC	204	Yes 94.1%; No 5.9%	**94.1%**	NA	95.3%	NA	**NA**	**Not sig.**	**NA**
12	**Did you and 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	137	Yes 59.1%; No 40.9%	**59.1%**	NA	62.5%	NA	**NA**	**Not sig.**	**NA**
SDM		CCC	202	Yes 72.8%; No 27.2%	**72.8%**	NA	73.1%	NA	**NA**	**Not sig.**	**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	135	Yes 75.6%; No 24.4%	**75.6%**	76.0%	77.6%	77.2%	**Not sig.**	**Not sig.**	**Not sig.**
SDM		CCC	205	Yes 80.0%; No 20.0%	**80.0%**	76.8%	83.8%	82.4%	**Not sig.**	**Not sig.**	**Not sig.**
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	473	0 - 3 2.7%; 4 - 7 13.1%; 8 - 10 84.1%	**84.1%**	80.8%	85.5%	84.7%	**Not sig.**	**Not sig.**	**Not sig.**
		CCC	512	0 - 3 1.8%; 4 - 7 14.6%; 8 - 10 83.6%	**83.6%**	76.5%	82.1%	83.3%	**Sig. increase**	**Not sig.**	**Not sig.**
		General	473	0 - 6 10.1%; 7 - 8 20.1%; 9 - 10 69.8%	**69.8%**	64.8%	66.6%	66.5%	**Not sig.**	**Not sig.**	**Not sig.**
		CCC	512	0 - 6 9.0%; 7 - 8 24.8%; 9 - 10 66.2%	**66.2%**	58.2%	62.3%	64.5%	**Sig. increase**	**Not sig.**	**Not sig.**
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	473	Never 1.9%; Sometimes 5.3%; Usually 18.0%; Always 74.8%	**92.8%**	90.8%	88.9%	89.5%	**Not sig.**	**Above**	**Above**
GNC		CCC	511	Never 1.2%; Sometimes 5.9%; Usually 21.1%; Always 71.8%	**93.0%**	88.5%	89.6%	90.5%	**Sig. increase**	**Above**	**Not sig.**

* The 2015 SPH Analytics (SPHA) Book of Business, General Population consists of 62 Medicaid child (Non-CCC and CCC) samples that conducted surveys with SPH Analytics in 2015 and submitted data to NCQA. The 2015 SPH Analytics (SPHA) Book of Business, CCC Population, consists of 14 Medicaid child (CCC) samples that conducted surveys with SPH Analytics in 2015 and submitted data to NCQA. The 2014 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 2014 (approximately 132 plan-specific samples). The 2014 Quality Compass® All Plans benchmark, CCC Population, is the mean summary rate from the Medicaid child (CCC) samples that submitted to NCQA in 2014 (approximately 38 plan-specific samples).

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Note: Select Summary Rates are defined by NCQA in its HEDIS 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

Question Summaries

Louisiana Healthcare Connections

Medicaid Child with CCC CAHPS®

Daycare & Specialized Services, Medical Equipment

670 Total General Population Respondents

591 Total CCC Population Respondents

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate 2015	Plan's Summary Rate 2014	SPH Analytics Book of Business* 2015	Quality Compass All Plans* 2014	Significance Testing** 2015 to 2014	Significance Testing** 2015 to SPHA	Significance Testing** 2015 to All Plans
16	**Is your child now enrolled in any kind of school or daycare?**	General	618	Yes 78.3%; No 21.7%	**78.3%**	79.1%	NA	NA	Not sig.	NA	NA
		CCC	588	87.9%; 12.1%	**87.9%**	85.1%	84.3%	NA	Not sig.	Above	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	462	Yes 10.2%; No 89.8%	**10.2%**	9.2%	NA	NA	Not sig.	NA	NA
		CCC	506	17.4%; 82.6%	**17.4%**	15.2%	20.9%	NA	Not sig.	Not sig.	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	45	Yes 93.3%; No 6.7%	**93.3%**	94.7%	NA	NA	Unable to Test	NA	NA
		CCC	88	93.2%; 6.8%	**93.2%**	92.2%	93.5%	94.1%	Not sig.	Not sig.	Not sig.
19	**In the last 6 months, did you get or try to get any special medical equipment or devices for your child?**	General	612	Yes 7.7%; No 92.3%	**7.7%**	4.4%	NA	NA	Sig. increase	NA	NA
		CCC	584	12.7%; 87.3%	**12.7%**	9.9%	12.6%	NA	Not sig.	Not sig.	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	43	Never 9.3%; Sometimes 16.3%; Usually 16.3%; Always 58.1%	**74.4%**	88.0%	NA	NA	Unable to Test	NA	NA
		CCC	72	19.4%; 20.8%; 16.7%; 43.1%	**59.7%**	79.2%	74.1%	NA	Sig. decrease	Below	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	44	Yes 65.9%; No 34.1%	**65.9%**	80.0%	NA	NA	Not sig.	NA	NA
		CCC	72	61.1%; 38.9%	**61.1%**	75.5%	77.6%	NA	Not sig.	Below	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 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

Question Summaries

Louisiana Healthcare Connections

Medicaid Child with CCC CAHPS®

Specialized Services, Special Therapy & Counseling

670 Total General Population Respondents

591 Total CCC Population Respondents

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate 2015	Plan's Summary Rate 2014	SPH Analytics Book of Business* 2015	Quality Compass All Plans* 2014	Significance Testing** 2015 to 2014	Significance Testing** 2015 to SPHA	Significance Testing** 2015 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**	607	Yes 8.9%; No 91.1%	**8.9%**	5.6%	NA	NA	**Sig. increase**	**NA**	**NA**
		CCC	581	18.4%; 81.6%	**18.4%**	14.1%	23.5%	NA	**Not sig.**	**Below**	**NA**
23	**In the last 6 months, how often was it easy to get this therapy for your child?** (If "Yes" in Q22)	**General**	54	Never 7.4%; Sometimes 20.4%; Usually 14.8%; Always 57.4%	**72.2%**	80.0%	NA	NA	**Not sig.**	**NA**	**NA**
ATSS		**CCC**	103	12.6%; 11.7%; 16.5%; 59.2%	**75.7%**	75.7%	77.1%	77.3%	**Not sig.**	**Not sig.**	**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**	53	Yes 69.8%; No 30.2%	**69.8%**	63.3%	NA	NA	**Not sig.**	**NA**	**NA**
		CCC	102	62.7%; 37.3%	**62.7%**	65.7%	66.9%	64.6%	**Not sig.**	**Not sig.**	**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**	607	Yes 14.0%; No 86.0%	**14.0%**	12.2%	NA	NA	**Not sig.**	**NA**	**NA**
		CCC	581	39.6%; 60.4%	**39.6%**	37.4%	40.8%	NA	**Not sig.**	**Not sig.**	**NA**
26	**In the last 6 months, how often was it easy to get this treatment or counseling for your child?** (If "Yes" in Q25)	**General**	84	Never 14.3%; Sometimes 15.5%; Usually 14.3%; Always 56.0%	**70.2%**	76.5%	NA	NA	**Not sig.**	**NA**	**NA**
ATSS		**CCC**	225	7.6%; 14.2%; 16.4%; 61.8%	**78.2%**	72.9%	76.2%	78.3%	**Not sig.**	**Not sig.**	**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**	81	Yes 54.3%; No 45.7%	**54.3%**	55.1%	NA	NA	**Not sig.**	**NA**	**NA**
		CCC	222	63.5%; 36.5%	**63.5%**	62.3%	57.9%	58.9%	**Not sig.**	**Not sig.**	**Not sig.**

* The 2015 SPH Analytics (SPHA) Book of Business, General Population consists of 62 Medicaid child (Non-CCC and CCC) samples that conducted surveys with SPH Analytics in 2015 and submitted data to NCQA. The 2015 SPH Analytics (SPHA) Book of Business, CCC Population, consists of 14 Medicaid child (CCC) samples that conducted surveys with SPH Analytics in 2015 and submitted data to NCQA. The 2014 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 2014 (approximately 132 plan-specific samples). The 2014 Quality Compass® All Plans benchmark, CCC Population, is the mean summary rate from the Medicaid child (CCC) samples that submitted to NCQA in 2014 (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.

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Question Summaries

Care Coordination, CCC

Louisiana Healthcare Connections

Medicaid Child with CCC CAHPS®

670 Total General Population Respondents

591 Total CCC Population Respondents

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in gray)		Plan's Summary Rate		SPH Analytics Book of Business*	Quality Compass All Plans*	Significance Testing**		
						2015	2014	2015	2014	2015 to 2014	2015 to SPHA	2015 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**	598	Yes 18.2%	No 81.8%	**18.2%**	15.4%	NA	NA	**Not sig.**	**NA**	**NA**
		CCC	573	34.0%	66.0%	**34.0%**	30.5%	43.3%	NA	**Not sig.**	**Below**	**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**	106	Yes 63.2%	No 36.8%	**63.2%**	62.4%	NA	NA	**Not sig.**	**NA**	**NA**
CC-CCC		**CCC**	190	65.8%	34.2%	**65.8%**	59.1%	62.0%	60.4%	**Not sig.**	**Not sig.**	**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 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

Question Summaries

Your Child's Personal Doctor

Louisiana Healthcare Connections

Medicaid Child with CCC CAHPS®

670 Total General Population Respondents
591 Total CCC Population Respondents

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in gray)							Plan's Summary Rate 2015	Plan's Summary Rate 2014	SPH Analytics Book of Business* 2015	Quality Compass All Plans* 2014	Significance Testing** 2015 to 2014	Significance Testing** 2015 to SPHA	Significance Testing** 2015 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**	607	Yes: 86.8%	No: 13.2%						**86.8%**	85.5%	89.3%	NA	**Not sig.**	**Not sig.**	**NA**
		CCC	588	89.8%	10.2%						**89.8%**	91.9%	93.3%	NA	**Not sig.**	**Below**	**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**	508	None: 14.8%	1 time: 29.1%	2: 24.0%	3: 13.2%	4: 6.1%	5 to 9: 10.0%	10 or more times: 2.8%	**85.2%**	83.2%	78.1%	NA	**Not sig.**	**Above**	**NA**
		CCC	509	8.3%	20.0%	25.5%	18.7%	11.4%	12.0%	4.1%	**91.7%**	91.9%	86.9%	NA	**Not sig.**	**Above**	**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**	429	Never: 2.1%	Sometimes: 4.2%	Usually: 9.1%	Always: 84.6%				**93.7%**	92.4%	93.8%	93.5%	**Not sig.**	**Not sig.**	**Not sig.**
		CCC	463	1.7%	4.3%	12.1%	81.9%				**94.0%**	91.8%	94.2%	94.2%	**Not sig.**	**Not sig.**	**Not sig.**
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**	423	Never: 0.7%	Sometimes: 3.8%	Usually: 7.6%	Always: 87.9%				**95.5%**	95.4%	95.0%	94.5%	**Not sig.**	**Not sig.**	**Not sig.**
		CCC	462	1.3%	4.3%	9.3%	85.1%				**94.4%**	94.7%	94.4%	94.3%	**Not sig.**	**Not sig.**	**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**	425	Never: 0.7%	Sometimes: 3.8%	Usually: 7.5%	Always: 88.0%				**95.5%**	95.9%	96.1%	95.6%	**Not sig.**	**Not sig.**	**Not sig.**
		CCC	465	1.1%	3.9%	7.5%	87.5%				**95.1%**	93.9%	95.2%	95.0%	**Not sig.**	**Not sig.**	**Not sig.**

* The 2015 SPH Analytics (SPHA) Book of Business, General Population consists of 62 Medicaid child (Non-CCC and CCC) samples that conducted surveys with SPH Analytics in 2015 and submitted data to NCQA. The 2015 SPH Analytics (SPHA) Book of Business, CCC Population, consists of 14 Medicaid child (CCC) samples that conducted surveys with SPH Analytics in 2015 and submitted data to NCQA. The 2014 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 2014 (approximately 132 plan-specific samples). The 2014 Quality Compass® All Plans benchmark, CCC Population, is the mean summary rate from the Medicaid child (CCC) samples that submitted to NCQA in 2014 (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 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

Question Summaries

Your Child's Personal Doctor (Continued)

Louisiana Healthcare Connections

Medicaid Child with CCC CAHPS®

670 Total General Population Respondents
591 Total CCC Population Respondents

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate 2015	Plan's Summary Rate 2014	SPH Analytics Book of Business* 2015	Quality Compass All Plans* 2014	Significance Testing** 2015 to 2014	Significance Testing** 2015 to SPHA	Significance Testing** 2015 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**	419	Yes 70.2%; No 29.8%	**70.2%**	69.0%	68.9%	NA	**Not sig.**	**Not sig.**	**NA**
		CCC	462	76.0%; 24.0%	**76.0%**	75.9%	73.8%	NA	**Not sig.**	**Not sig.**	**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**	293	Never 3.4%; Sometimes 5.8%; Usually 13.0%; Always 77.8%	**90.8%**	92.1%	92.3%	NA	**Not sig.**	**Not sig.**	**NA**
		CCC	349	2.3%; 5.7%; 15.2%; 76.8%	**92.0%**	90.9%	91.9%	NA	**Not sig.**	**Not sig.**	**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**	417	Never 3.4%; Sometimes 8.6%; Usually 18.5%; Always 69.5%	**88.0%**	88.4%	89.2%	88.3%	**Not sig.**	**Not sig.**	**Not sig.**
HWDC		**CCC**	461	2.8%; 9.3%; 19.1%; 68.8%	**87.9%**	88.1%	89.1%	89.8%	**Not sig.**	**Not sig.**	**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**	419	Yes 78.8%; No 21.2%	**78.8%**	83.3%	87.4%	NA	**Not sig.**	**Below**	**NA**
FCC-PD		**CCC**	462	83.8%; 16.2%	**83.8%**	83.6%	86.0%	87.7%	**Not sig.**	**Not sig.**	**Below**

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Question Summaries

Care Coordination

Louisiana Healthcare Connections

Medicaid Child with CCC CAHPS®

670 Total General Population Respondents

591 Total CCC Population Respondents

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate 2015	Plan's Summary Rate 2014	SPH Analytics Book of Business* 2015	Quality Compass All Plans* 2014	Significance Testing** 2015 to 2014	Significance Testing** 2015 to SPHA	Significance Testing** 2015 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**	418	Yes 32.1%; No 67.9%	**32.1%**	35.8%	43.0%	NA	**Not sig.**	**Below**	**NA**
		CCC	462	48.5%; 51.5%	**48.5%**	45.1%	58.2%	NA	**Not sig.**	**Below**	**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**	129	Never 8.5%; Sometimes 14.0%; Usually 15.5%; Always 62.0%	**77.5%**	82.5%	81.2%	81.0%	**Not sig.**	**Not sig.**	**Not sig.**
CC		**CCC**	216	10.6%; 14.4%; 16.2%; 58.8%	**75.0%**	76.9%	81.0%	79.8%	**Not sig.**	**Below**	**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**	506	0 - 3 1.6%; 4 - 7 10.9%; 8 - 10 87.5%	**87.5%**	86.9%	88.0%	87.6%	**Not sig.**	**Not sig.**	**Not sig.**
		CCC	519	1.5%; 12.3%; 86.1%	**86.1%**	83.9%	86.7%	86.5%	**Not sig.**	**Not sig.**	**Not sig.**
		General	506	0 - 6 8.1%; 7 - 8 15.2%; 9 - 10 76.7%	**76.7%**	73.0%	73.9%	73.6%	**Not sig.**	**Not sig.**	**Not sig.**
		CCC	519	8.1%; 16.6%; 75.3%	**75.3%**	72.6%	72.6%	73.6%	**Not sig.**	**Not sig.**	**Not sig.**

* The 2015 SPH Analytics (SPHA) Book of Business, General Population consists of 62 Medicaid child (Non-CCC and CCC) samples that conducted surveys with SPH Analytics in 2015 and submitted data to NCQA. The 2015 SPH Analytics (SPHA) Book of Business, CCC Population, consists of 14 Medicaid child (CCC) samples that conducted surveys with SPH Analytics in 2015 and submitted data to NCQA. The 2014 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 2014 (approximately 132 plan-specific samples). The 2014 Quality Compass® All Plans benchmark, CCC Population, is the mean summary rate from the Medicaid child (CCC) samples that submitted to NCQA in 2014 (approximately 38 plan-specific samples).

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Question Summaries

Chronic Condition Affects Day-to-Day Life

Louisiana Healthcare Connections

Medicaid Child with CCC CAHPS®

670 Total General Population Respondents

591 Total CCC Population Respondents

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in gray)		Plan's Summary Rate		SPH Analytics Book of Business*	Quality Compass All Plans*	Significance Testing**		
						2015	2014	2015	2014	2015 to 2014	2015 to SPHA	2015 to All Plans
42	Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?	General	504	Yes 26.8%	No 73.2%	**26.8%**	25.2%	NA	NA	**Not sig.**	**NA**	**NA**
		CCC	518	72.8%	27.2%	**72.8%**	67.3%	73.8%	NA	**Not sig.**	**Not sig.**	**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	131	Yes 87.0%	No 13.0%	**87.0%**	94.2%	NA	NA	**Not sig.**	**NA**	**NA**
		CCC	369	90.2%	9.8%	**90.2%**	91.9%	91.4%	92.8%	**Not sig.**	**Not sig.**	**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	130	Yes 85.4%	No 14.6%	**85.4%**	87.4%	NA	NA	**Not sig.**	**NA**	**NA**
		CCC	373	85.3%	14.7%	**85.3%**	87.9%	87.4%	89.4%	**Not sig.**	**Not sig.**	**Below**

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Question Summaries

Access to Specialist

Louisiana Healthcare Connections

Medicaid Child with CCC CAHPS®

670 Total General Population Respondents
591 Total CCC Population Respondents

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate 2015	Plan's Summary Rate 2014	SPH Analytics Book of Business* 2015	Quality Compass All Plans* 2014	Significance Testing** 2015 to 2014	Significance Testing** 2015 to SPHA	Significance Testing** 2015 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**	580	Yes: 18.4%; No: 81.6%	**18.4%**	17.5%	21.8%	NA	**Not sig.**	**Not sig.**	**NA**
		CCC	586	Yes: 35.3%; No: 64.7%	**35.3%**	32.6%	43.8%	NA	**Not sig.**	**Below**	**NA**
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?** (If "Yes" in Q45)	**General**	104	Never: 5.8%; Sometimes: 15.4%; Usually: 22.1%; Always: 56.7%	**78.8%**	79.4%	81.7%	81.9%	**Not sig.**	**Not sig.**	**Not sig.**
GNC		**CCC**	206	Never: 4.4%; Sometimes: 11.2%; Usually: 20.4%; Always: 64.1%	**84.5%**	77.1%	82.3%	82.6%	**Not sig.**	**Not sig.**	**Not sig.**
47	**How many specialists has your child seen in the last 6 months?** (If "Yes" in Q45)	**General**	105	None: 8.6%; 1 specialist: 65.7%; 2: 19.0%; 3: 6.7%; 4: 0.0%; 5 or more specialists: 0.0%	**91.4%**	89.7%	93.4%	NA	**Not sig.**	**Not sig.**	**NA**
		CCC	204	None: 4.9%; 1 specialist: 59.8%; 2: 24.0%; 3: 8.8%; 4: 0.5%; 5 or more specialists: 2.0%	**95.1%**	94.6%	95.4%	NA	**Not sig.**	**Not sig.**	**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**	95	0 - 3: 2.1%; 4 - 7: 10.5%; 8 - 10: 87.4%	**87.4%**	86.2%	84.7%	85.0%	**Not sig.**	**Not sig.**	**Not sig.**
		CCC	193	0 - 3: 2.6%; 4 - 7: 13.0%; 8 - 10: 84.5%	**84.5%**	84.1%	84.3%	85.0%	**Not sig.**	**Not sig.**	**Not sig.**
		General	95	0 - 6: 8.4%; 7 - 8: 21.1%; 9 - 10: 70.5%	**70.5%**	75.9%	70.2%	70.5%	**Not sig.**	**Not sig.**	**Not sig.**
		CCC	193	0 - 6: 9.3%; 7 - 8: 22.8%; 9 - 10: 67.9%	**67.9%**	72.0%	68.9%	70.1%	**Not sig.**	**Not sig.**	**Not sig.**

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Question Summaries

Customer Service

Louisiana Healthcare Connections

Medicaid Child with CCC CAHPS®

670 Total General Population Respondents

591 Total CCC Population Respondents

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate 2015	Plan's Summary Rate 2014	SPH Analytics Book of Business* 2015	Quality Compass All Plans* 2014	Significance Testing** 2015 to 2014	Significance Testing** 2015 to SPHA	Significance Testing** 2015 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**	573	Yes 28.4%; No 71.6%	**28.4%**	23.7%	33.5%	NA	**Not sig.**	**Below**	**NA**
		CCC	585	32.3%; 67.7%	**32.3%**	26.2%	34.6%	NA	**Sig. increase**	**Not sig.**	**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**	157	Never 4.5%; Sometimes 10.2%; Usually 14.0%; Always 71.3%	**85.4%**	77.9%	82.6%	82.6%	**Not sig.**	**Not sig.**	**Not sig.**
CS		**CCC**	184	1.6%; 13.0%; 16.3%; 69.0%	**85.3%**	78.7%	83.2%	83.4%	**Not sig.**	**Not sig.**	**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**	156	Never 2.6%; Sometimes 4.5%; Usually 9.0%; Always 84.0%	**92.9%**	91.6%	93.8%	93.2%	**Not sig.**	**Not sig.**	**Not sig.**
CS		**CCC**	186	1.1%; 5.9%; 8.6%; 84.4%	**93.0%**	94.9%	94.2%	93.9%	**Not sig.**	**Not sig.**	**Not sig.**
52	**In the last 6 months, did your child's health plan give you any forms to fill out?**	**General**	576	Yes 27.3%; No 72.7%	**27.3%**	23.4%	31.1%	NA	**Not sig.**	**Below**	**NA**
		CCC	577	26.0%; 74.0%	**26.0%**	23.8%	30.5%	NA	**Not sig.**	**Below**	**NA**
53	**In the last 6 months, how often were the forms from your child's health plan easy to fill out?**	**General**	567	Never 1.2%; Sometimes 3.5%; Usually 7.1%; Always*** 88.2%	**95.2%**	97.8%	94.6%	95.5%	**Sig. decrease**	**Not sig.**	**Not sig.**
FOF		**CCC**	573	0.3%; 3.0%; 5.6%; 91.1%	**96.7%**	97.2%	94.0%	95.5%	**Not sig.**	**Above**	**Not sig.**

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*** Members who responded "No" to Q52 are included in "Always" of Q53, per NCQA, Volume 3, HEDIS 2015 guidelines.

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Question Summaries

Rating of Health Plan, Prescribed Medication, & Health Status

Louisiana Healthcare Connections

Medicaid Child with CCC CAHPS®

670 Total General Population Respondents
591 Total CCC Population Respondents

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate 2015	Plan's Summary Rate 2014	SPH Analytics Book of Business* 2015	Quality Compass All Plans* 2014	Significance Testing** 2015 to 2014	Significance Testing** 2015 to SPHA	Significance Testing** 2015 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	566	0 - 3: 2.1%; 4 - 7: 13.1%; 8 - 10: 84.8%	84.8%	78.6%	84.9%	84.5%	Sig. increase	Not sig.	Not sig.
		CCC	578	1.6%; 16.1%; 82.4%	82.4%	72.1%	81.7%	80.6%	Sig. increase	Not sig.	Not sig.
		General	566	0 - 6: 10.2%; 7 - 8: 16.3%; 9 - 10: 73.5%	73.5%	64.0%	68.5%	69.0%	Sig. increase	Above	Above
		CCC	578	9.7%; 24.0%; 66.3%	66.3%	55.2%	64.6%	65.0%	Sig. increase	Not sig.	Not sig.
55	In the last 6 months, did you get or refill any prescription medicines for your child?	General	574	Yes: 59.8%; No: 40.2%	59.8%	57.8%	NA	NA	Not sig.	NA	NA
		CCC	587	86.7%; 13.3%	86.7%	83.3%	82.6%	NA	Not sig.	Above	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	338	Never: 1.8%; Sometimes: 8.6%; Usually: 12.4%; Always: 77.2%	89.6%	86.4%	NA	NA	Not sig.	NA	NA
		CCC	503	1.2%; 11.1%; 16.1%; 71.6%	87.7%	83.3%	91.0%	90.7%	Not sig.	Below	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	331	Yes: 49.8%; No: 50.2%	49.8%	53.7%	NA	NA	Not sig.	NA	NA
		CCC	487	58.7%; 41.3%	58.7%	56.7%	60.3%	58.8%	Not sig.	Not sig.	Not sig.
58	In general, how would you rate your child's overall health?	General	570	Excellent: 42.3%; Very good: 29.8%; Good: 19.8%; Fair: 7.2%; Poor: 0.9%	72.1%	73.5%	76.2%	76.3%	Not sig.	Below	Below
		CCC	587	19.9%; 29.1%; 33.4%; 15.3%; 2.2%	49.1%	56.1%	54.1%	55.4%	Sig. decrease	Below	Below
59	In general, how would you rate your child's overall mental or emotional health?	General	574	Excellent: 47.2%; Very good: 25.3%; Good: 17.1%; Fair: 7.7%; Poor: 2.8%	72.5%	68.9%	75.2%	74.9%	Not sig.	Not sig.	Not sig.
		CCC	585	23.4%; 20.3%; 27.0%; 22.2%; 7.0%	43.8%	40.8%	42.6%	45.1%	Not sig.	Not sig.	Not sig.

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Question Summaries

Louisiana Healthcare Connections

Medicaid Child with CCC CAHPS®

Prescribed Medication & Medical Care and Services

670 Total General Population Respondents

591 Total CCC Population Respondents

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in gray)		Plan's Summary Rate		SPH Analytics Book of Business*	Quality Compass All Plans*	Significance Testing**		
						2015	2014	2015	2014	2015 to 2014	2015 to SPHA	2015 to All Plans
60	**Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?**	**General**	570	Yes 33.9%	No 66.1%	**33.9%**	38.6%	NA	NA	**Not sig.**	**NA**	**NA**
		CCC	590	81.5%	18.5%	**81.5%**	83.3%	78.6%	NA	**Not sig.**	**Not sig.**	**NA**
61	**Is this because of any medical, behavioral, or other health condition?** (If "Yes" in Q60)	**General**	189	Yes 82.5%	No 17.5%	**82.5%**	78.1%	NA	NA	**Not sig.**	**NA**	**NA**
		CCC	480	98.1%	1.9%	**98.1%**	95.2%	97.0%	NA	**Sig. increase**	**Not sig.**	**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**	154	Yes 85.1%	No 14.9%	**85.1%**	84.1%	NA	NA	**Not sig.**	**NA**	**NA**
		CCC	468	99.1%	0.9%	**99.1%**	97.8%	97.9%	NA	**Unable to Test**	**Not sig.**	**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**	556	Yes 17.1%	No 82.9%	**17.1%**	16.7%	NA	NA	**Not sig.**	**NA**	**NA**
		CCC	566	51.8%	48.2%	**51.8%**	50.9%	57.1%	NA	**Not sig.**	**Below**	**NA**
64	**Is this because of any medical, behavioral, or other health condition?** (If "Yes" in Q63)	**General**	94	Yes 75.5%	No 24.5%	**75.5%**	87.6%	NA	NA	**Sig. decrease**	**NA**	**NA**
		CCC	293	94.9%	5.1%	**94.9%**	95.7%	95.7%	NA	**Not sig.**	**Not sig.**	**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**	70	Yes 97.1%	No 2.9%	**97.1%**	92.1%	NA	NA	**Unable to Test**	**NA**	**NA**
		CCC	272	99.3%	0.7%	**99.3%**	97.6%	98.7%	NA	**Unable to Test**	**Unable to Test**	**NA**

* The 2015 SPH Analytics (SPHA) Book of Business, General Population consists of 62 Medicaid child (Non-CCC and CCC) samples that conducted surveys with SPH Analytics in 2015 and submitted data to NCQA. The 2015 SPH Analytics (SPHA) Book of Business, CCC Population, consists of 14 Medicaid child (CCC) samples that conducted surveys with SPH Analytics in 2015 and submitted data to NCQA. The 2014 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 2014 (approximately 132 plan-specific samples). The 2014 Quality Compass® All Plans benchmark, CCC Population, is the mean summary rate from the Medicaid child (CCC) samples that submitted to NCQA in 2014 (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 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

Question Summaries

Louisiana Healthcare Connections

Medicaid Child with CCC CAHPS®

Limitations & Special Therapy

670 Total General Population Respondents

591 Total CCC Population Respondents

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in gray)		Plan's Summary Rate		SPH Analytics Book of Business*	Quality Compass All Plans*	Significance Testing**		
						2015	2014	2015	2014	2015 to 2014	2015 to SPHA	2015 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	556	Yes 17.1%	No 82.9%	**17.1%**	16.9%	NA	NA	**Not sig.**	**NA**	**NA**
		CCC	577	39.2%	60.8%	**39.2%**	34.1%	38.8%	NA	**Not sig.**	**Not sig.**	**NA**
67	**Is this because of any medical, behavioral, or other health condition?** (If "Yes" in Q66)	General	91	Yes 59.3%	No 40.7%	**59.3%**	64.3%	NA	NA	**Not sig.**	**NA**	**NA**
		CCC	222	89.6%	10.4%	**89.6%**	90.6%	94.6%	NA	**Not sig.**	**Below**	**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	53	Yes 94.3%	No 5.7%	**94.3%**	92.6%	NA	NA	**Unable to Test**	**NA**	**NA**
		CCC	194	98.5%	1.5%	**98.5%**	96.7%	98.6%	NA	**Unable to Test**	**Unable to Test**	**NA**
69	**Does your child need or get special therapy such as physical, occupational, or speech therapy?**	General	559	Yes 10.4%	No 89.6%	**10.4%**	10.4%	NA	NA	**Not sig.**	**NA**	**NA**
		CCC	573	23.6%	76.4%	**23.6%**	22.3%	33.4%	NA	**Not sig.**	**Below**	**NA**
70	**Is this because of any medical, behavioral, or other health condition?** (If "Yes" in Q69)	General	53	Yes 67.9%	No 32.1%	**67.9%**	67.9%	NA	NA	**Not sig.**	**NA**	**NA**
		CCC	131	93.1%	6.9%	**93.1%**	89.2%	90.3%	NA	**Not sig.**	**Not sig.**	**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	35	Yes 97.1%	No 2.9%	**97.1%**	97.1%	NA	NA	**Unable to Test**	**NA**	**NA**
		CCC	121	98.3%	1.7%	**98.3%**	99.0%	97.2%	NA	**Unable to Test**	**Unable to Test**	**NA**

* The 2015 SPH Analytics (SPHA) Book of Business, General Population consists of 62 Medicaid child (Non-CCC and CCC) samples that conducted surveys with SPH Analytics in 2015 and submitted data to NCQA. The 2015 SPH Analytics (SPHA) Book of Business, CCC Population, consists of 14 Medicaid child (CCC) samples that conducted surveys with SPH Analytics in 2015 and submitted data to NCQA. The 2014 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 2014 (approximately 132 plan-specific samples). The 2014 Quality Compass® All Plans benchmark, CCC Population, is the mean summary rate from the Medicaid child (CCC) samples that submitted to NCQA in 2014 (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 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

Question Summaries

Emotional, Developmental, & Behavioral Problems

Louisiana Healthcare Connections

Medicaid Child with CCC CAHPS®

670 Total General Population Respondents

591 Total CCC Population Respondents

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in gray)		Plan's Summary Rate		SPH Analytics Book of Business*	Quality Compass All Plans*	Significance Testing**		
						2015	2014	2015	2014	2015 to 2014	2015 to SPHA	2015 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**	559	Yes 16.1%	No 83.9%	**16.1%**	16.6%	NA	NA	**Not sig.**	**NA**	**NA**
		CCC	580	53.1%	46.9%	**53.1%**	56.0%	54.7%	NA	**Not sig.**	**Not sig.**	**NA**
73	**Has this problem lasted or is it expected to last for at least 12 months?** (If "Yes" in Q72)	**General**	87	Yes 92.0%	No 8.0%	**92.0%**	90.9%	NA	NA	**Not sig.**	**NA**	**NA**
		CCC	305	96.1%	3.9%	**96.1%**	97.2%	97.4%	NA	**Not sig.**	**Not sig.**	**NA**

* The 2015 SPH Analytics (SPHA) Book of Business, General Population consists of 62 Medicaid child (Non-CCC and CCC) samples that conducted surveys with SPH Analytics in 2015 and submitted data to NCQA. The 2015 SPH Analytics (SPHA) Book of Business, CCC Population, consists of 14 Medicaid child (CCC) samples that conducted surveys with SPH Analytics in 2015 and submitted data to NCQA. The 2014 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 2014 (approximately 132 plan-specific samples). The 2014 Quality Compass® All Plans benchmark, CCC Population, is the mean summary rate from the Medicaid child (CCC) samples that submitted to NCQA in 2014 (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 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

Question Summaries

Child Demographics

Louisiana Healthcare Connections

Medicaid Child with CCC CAHPS®

670 Total General Population Respondents
591 Total CCC Population Respondents

Q#	Survey Item	Population	Valid n	Category Responses					
74	What is your child's age?	General	569	0 - 4 23.6%	5 - 8 17.4%	9 - 13 31.6%	14 or older 27.4%		
		CCC	587	12.3%	19.6%	38.2%	30.0%		
75	Is your child male or female?	General	568	Male 53.2%	Female 46.8%				
		CCC	584	59.8%	40.2%				
76	Is your child of Hispanic or Latino origin or descent?	General	534	Yes, Hispanic or Latino 8.2%	No, not Hispanic or Latino 91.8%				
		CCC	554	5.4%	94.6%				
77	What is your child's race? (Mark one or more.)	General	556	White 43.2%	Black or African-American 55.9%	Asian 3.1%	Native Hawaiian or other Pacific Islander 0.7%	American Indian or Alaska Native 2.9%	Other 6.7%
		CCC	576	46.5%	55.7%	0.3%	0.7%	4.0%	5.4%

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®

670 Total General Population Respondents
591 Total CCC Population Respondents

Q#	Survey Item	Population	Valid n	Category Responses						
78	**What is your age?**	**General**	555	24 or younger 18.7%	25 - 34 32.1%	35 - 44 27.0%	45 - 54 13.5%	55 - 64 6.3%	65 - 74 2.0%	75 or older 0.4%
		CCC	567	14.6%	26.5%	30.3%	16.2%	10.1%	2.1%	0.2%
79	**Are you male or female?**	**General**	565	Male 8.0%	Female 92.0%					
		CCC	578	8.3%	91.7%					
80	**What is the highest grade or level of school that you have completed?**	**General**	555	8th grade or less 6.3%	Some high school, but did not graduate 19.1%	High school graduate or GED 33.2%	Some college or 2-year degree 34.1%	4-year college graduate 4.7%	More than 4-year college degree 2.7%	
		CCC	569	5.4%	19.5%	31.3%	36.2%	5.8%	1.8%	
81	**How are you related to the child?**	**General**	554	Mother or father 89.0%	Grandparent 6.9%	Aunt or uncle 0.7%	Older brother or sister 0.5%	Other relative 0.0%	Legal guardian 2.5%	Someone else 0.4%
		CCC	567	85.4%	9.5%	2.1%	0.0%	0.0%	3.0%	0.0%
82	**Did someone help you complete this survey?**	**General**	305	Yes 4.3%	No 95.7%					
		CCC	316	5.1%	94.9%					
83	**How did that person help you? (Mark one or more.)** (If Mail survey and "Yes" in Q82)	**General**	12	Read the questions to me 50.0%	Wrote down the answers I gave 25.0%	Answered the questions for me 25.0%	Translated the questions into my language 33.3%	Helped in some other way 0.0%		
		CCC	15	60.0%	26.7%	33.3%	13.3%	6.7%		

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

670 Total General Population Respondents

591 Total CCC Population Respondents

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in grey)							Plan's Summary Rate 2015	Plan's Summary Rate 2014	Significance Testing* 2014 to 2015
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	385	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	**67.8%**	66.4%	**Not sig.**
				35.1%	32.7%	22.1%	4.9%	3.6%	1.6%	n = 133			
		CCC	433	27.7%	34.4%	24.0%	6.5%	5.1%	2.3%	n = 113	**62.1%**	58.7%	**Not sig.**
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	182	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	**57.1%**	50.0%	**Not sig.**
				24.2%	33.0%	22.0%	14.3%	5.5%	1.1%	n = 335			
		CCC	273	16.8%	27.8%	27.1%	13.2%	8.4%	6.6%	n = 276	**44.7%**	41.8%	**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	297	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					**94.9%**	96.3%	**Not sig.**
				94.9%	5.1%	n = 214							
		CCC	378	95.5%	4.5%	n = 163					**95.5%**	93.8%	**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	129	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					**90.7%**	84.6%	**Not sig.**
				90.7%	9.3%	n = 383							
		CCC	220	85.5%	14.5%	n = 315					**85.5%**	80.5%	**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 routine lab or x-ray services and actually getting the lab or x-ray services?	General	99	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					**96.0%**	95.4%	**Unable to Test**
				96.0%	4.0%	n = 417							
		CCC	174	96.0%	4.0%	n = 365					**96.0%**	95.1%	**Not sig.**

* 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.

Question Summaries

Louisiana Healthcare Connections

Custom Questions

Medicaid Child with CCC CAHPS®

670 Total General Population Respondents

591 Total CCC Population Respondents

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in grey)							Plan's Summary Rate		Significance Testing*
											2015	2014	2014 to 2015
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?	General	101	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	83.2%	84.6%	Not sig.
				59.4%	23.8%	8.9%	4.0%	3.0%	1.0%	n = 414			
		CCC	162	62.3%	20.4%	10.5%	4.3%	1.9%	0.6%	n = 365	82.7%	84.8%	Not sig.
90	In the last 6 months, did you phone your child's personal doctor's office after regular office hours to get help or advice for yourself?	General	514	Yes	No						12.5%	NA	NA
				12.5%	87.5%								
		CCC	532	15.2%	84.8%						15.2%	NA	NA
91	In the last 6 months, when you phoned after regular office hours, how often did you get the help or advice you needed for your child?	General	64	Always	Usually	Sometimes	Never				75.0%	NA	NA
				62.5%	12.5%	10.9%	14.1%						
		CCC	78	62.8%	15.4%	9.0%	12.8%				78.2%	NA	NA

* 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.

2015 CAHPS® Medicaid Adult 5.0H

Final Report

Louisiana Healthcare Connections

Project Number(s): 4103758

1965 Evergreen Boulevard Suite 100, Duluth, Georgia 30096

Introduction

Your Sales Executive for this project is Steve Brightwell (678-689-0286) and your Account Project Manager is Adam Plato (770-978-3173, ext. 1325). 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 Account Project Manager.

New in 2015 – Survey and Reporting Changes

The following changes, which are also reported in the *Healthcare Effectiveness Data and Information Set (HEDIS®)*[1] *2015 Volume Three Technical Update Specifications*, have been made to the 2015 Consumer Assessment of Healthcare Providers and Systems (CAHPS®)[2] 5.0H survey:

- NCQA revised the *Shared Decision Making* composite for the CAHPS® Health Plan Survey 5.0H (adult and child versions). Changes to the *Shared Decision Making* attributes are described below:
    - Q10. Did you and a doctor or other health provider talk about the reasons you might want to take a medicine? Response options*: Yes* and *No*
    - Q11. Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine? Response options*: Yes* and *No*

  In keeping, trending will be not be provided for the *Shared Decision Making* composite and attributes, Q10 and Q11.
- 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
- From this year forward, NCQA will use unadjusted HEDIS® and CAHPS® results to score organizations at the time of their survey and at annual rescoring.[3]
- Although the CAHPS® *How Well Doctors Communicate* measure was retired from 2015 accreditation scoring, however, organizations accredited on the 2013 and 2014 standards will still be scored using the organization's submitted rate for this measure.
- In 2015, NCQA no longer allowed supplemental (custom) questions to be interspersed in the survey tool. Supplemental questions were required to be placed at the end of the survey, following the "About You" section of the survey. Additionally, NCQA allowed plans to add a maximum of 12 questions to their regulatory survey tool.

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.

[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).
[3] Please refer to the *Global Proportions and Accreditation* section of this report for additional information.

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1. Executive Summary

SPH Analytics (SPHA), a National Committee for Quality Assurance (NCQA) certified HEDIS® Survey Vendor, was selected by Louisiana Healthcare Connections to conduct its 2015 CAHPS® 5.0H Medicaid Adult Member Satisfaction Survey. 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.

Using a mixed (mail and phone) survey administration methodology, per NCQA protocol,[4] SPH Analytics collected 527 valid surveys from the eligible member population, yielding a response rate of 30.5%.[5]

This report summarizes results derived from the CAHPS® 5.0H Medicaid Adult Survey 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. [6]

Overview of Summary Rate Comparisons

The tables beginning on the following page present composite, measure, and rating Summary Rate Scores for the Health Plan domain, the Health Care domain, and for the Effectiveness of Care measures. Included in each table are your plan's current scores compared to trend data (if applicable), the 2015 SPH Analytics Book of Business benchmark, and the 2014 Quality Compass® All Plans Medicaid Adult[7] benchmark. Significance testing is provided for all comparisons and percentile rankings[8] are provided for benchmark comparisons.

[4] Please note that the CAHPS® survey is eligible to be conducted from January through May 2015.
[5] Please refer to Section 2 - *Methodology* for the calculation used to determine the response rate.
[6] Select Summary Rates are defined by NCQA in its HEDIS® 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by SPH Analytics to facilitate comparisons.
[7] The source for data contained in this publication is Quality Compass® All Plans 2014. It 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.
[8] Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Your percentile rank indicates where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark.

Health Plan Domain

Composites, Measures, & Ratings	2015 Summary Rate Scores (SRS)	2014 Trend Comparisons		2015 SPH Analytics Benchmark Comparisons			2014 Quality Compass® All Plan Benchmark Comparisons		
		SRS	**	SRS	Percentile Rank*	**	SRS	Percentile Rank*	**
8-10 Rating of Health Plan (Q35)	78.8%	67.9%	↑	74.8%	76th		74.7%	75th	↑
9-10 Rating of Health Plan (Q35)	65.8%	54.2%	↑	57.4%	91st	↑	57.4%	90th	↑
Getting Needed Care	77.8%	73.0%		80.5%	30th		80.5%	31st	
Customer Service	88.8%	88.0%		86.6%	80th		86.5%	77th	
Providing Needed Information (Q29)	65.1%***	50.8%		68.2%	21st		66.7%	31st	
Ease of Filling Out Forms (Q34)	93.2%	94.0%		93.2%	46th		94.2%	26th	

* Indicates where your plan's Summary Rate Score ranks when compared to all other plans in the benchmark.
** Indicates a significant difference when your plan's Summary Rate Score is compared to trend and/or benchmark data.
*** Indicates this measure received less than 100 completed responses and will, therefore, receive an NA in the NCQA submission report.

Health Care Domain

Composites, Measures, & Ratings	2015 Summary Rate Scores (SRS)	2014 Trend Comparisons		2015 SPH Analytics Benchmark Comparisons			2014 Quality Compass® All Plan Comparisons		
		SRS	**	SRS	Percentile Rank*	**	SRS	Percentile Rank*	**
8-10 Rating of Health Care (Q13)	71.7%	67.6%		72.8%	41st		71.3%	51st	
9-10 Rating of Health Care (Q13)	55.1%	51.1%		52.2%	69th		51.3%	84th	
Getting Care Quickly	76.3%	78.7%		79.9%	16th		81.0%	13th	↓
How Well Doctors Communicate	88.1%	91.2%		90.3%	14th		89.5%	24th	
Shared Decision Making	73.2%	NA		78.9%	<10th		NA		
Health Promotion and Education (Q8)	67.9%	72.2%		71.2%	19th		71.6%	13th	
Coordination of Care (Q22)	80.1%	81.9%		81.3%	35th		79.2%	53rd	
8-10 Rating of Personal Doctor (Q23)	80.5%	79.6%		79.6%	51st		78.8%	70th	
9-10 Rating of Personal Doctor (Q23)	70.3%	69.3%		64.0%	96th	↑	63.4%	95th	↑
8-10 Rating of Specialist (Q27)	77.9%	87.1%		80.5%	23rd		80.4%	18th	
9-10 Rating of Specialist (Q27)	65.4%	72.6%		65.2%	55th		65.1%	52nd	

* Indicates where your plan's Summary Rate Score ranks when compared to all other plans in the benchmark.
** Indicates a significant difference when your plan's Summary Rate Score is compared to trend and/or benchmark data.

Effectiveness of Care Measures[9]

Composites, Measures, & Ratings	2015 Summary Rate Scores (SRS)	2014 Trend Comparisons		2015 SPH Analytics Benchmark Comparisons			2014 Quality Compass® All Plan Comparisons		
		SRS	**	SRS	Percentile Rank*	**	SRS	Percentile Rank*	**
Flu Vaccinations (Adults 18-64)	37.1%	37.2%		39.9%	35th		NA		
Advising Smokers and Tobacco Users to Quit	73.6%	75.2%		75.6%	34th		NA		
Discussing Cessation Medications	43.8%	42.6%		46.7%	34th		NA		
Discussing Cessation Strategies	43.3%	40.3%		43.5%	53rd		NA		
Aspirin Use	38.4%***	50.0%		29.9%	71st		NA		
Discussing Aspirin Risks and Benefits	47.7%	54.9%		41.7%	71st		NA		

* Indicates where your plan's Summary Rate Score ranks when compared to all other plans in the benchmark.
** Indicates a significant difference when your plan's Summary Rate Score is compared to trend and/or benchmark data.
*** Indicates this measure received less than 100 completed responses and will, therefore, receive an NA in the NCQA submission report.

[9] The Summary Rates for Effectiveness of Care Measures (with the exception of the *Flu Vaccinations (Adults 18-64)* measure) are calculated on a two-year rolling average due to anticipated small denominators.

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 2015 SPH Analytics Medicaid Adult Book of Business to discover which composites were Key Drivers of *Rating of Health Plan* (Q35), *Rating of Health Care* (Q13), and *Rating of Personal Doctor* (Q23).

The Summary Rates of these Key Drivers are compared to the Summary Rates of all other plans in the 2015 SPH Analytics Medicaid Adult 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:

Plan Strength (Market & Maintain): *A Key Driver of Satisfaction* and Summary Rates are at or above the 75th percentile when compared to the 2015 SPH Analytics Medicaid Adult Book of Business benchmark.

Plan Opportunity (Investigate & Improve): *A Key Driver of Satisfaction,* but Summary Rates are below the 50th percentile when compared to the 2015 SPH Analytics Medicaid Adult Book of Business benchmark.

Area to Monitor: A *Key Driver of Satisfaction*, but Summary Rates are between the 50th and 75th percentiles when compared to the 2015 SPH Analytics Medicaid Adult Book of Business 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 (Q35), 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)[10]	Percentile Ranking	Opportunity Analysis
Customer Service	0.945	80th	Strength
Getting Needed Care	0.560	30th	Opportunity

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

Rating of Health Care Opportunity Analysis

Rating of Health Care (Q13) 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
How Well Doctors Communicate	0.770	14th	Opportunity
Getting Needed Care	0.721	30th	Opportunity
Getting Care Quickly	0.266	16th	Opportunity

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

Rating of Personal Doctor Opportunity Analysis

Question 23 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	1.947	14th	Opportunity
Coordination of Care	0.444	35th	Opportunity

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

Accreditation for 2015 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.

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.[11] 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 percentile threshold your plan achieved when compared to the benchmark. The third and fourth column show the point distribution.[12]

Composite/Rating Item	Approximate Plan Percentile Threshold	Points Awarded per Accreditation Year	
		2015	2013 and 2014
Getting Needed Care	50th	1.105	0.982
Getting Care Quickly	<25th	0.325	0.289
How Well Doctors Communicate	90th		1.444
Customer Service	90th	1.625	1.444
Rating of Health Care (Q13)	50th	1.105	0.982
Rating of Personal Doctor (Q23)	75th	1.430	1.271
Rating of Specialist (Q27)	50th	1.105	0.982
Rating of Health Plan (Q35)	75th	2.860	2.542
Approximate Points Earned (Out of possible 13.000 in 2013, 2014, and 2015)		**9.555**	**9.936**

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 which exceed ten NA or NB results between HEDIS and CAHPS® for each product line, are scored based on the standards score only and the accreditation status is capped at Commendable.

[11] 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* (2015) document.
[12] Please note that the CAHPS® *How Well Doctors Communicate* measure was retired from 2015 accreditation scoring, however, organizations accredited on the 2013 and 2014 standards will still be scored using the organization's submitted rate for this measure.

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.

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

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 hundredth 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 1,350 in accordance with NCQA protocol for adult Medicaid plans, although plans may choose to over-sample or augment[13] their sample if desired. Your plan's sample size is 1,755. SPH Analytics collected 527 valid surveys (260 Mail and 267 Telephone) from the eligible member population.[14] After adjusting for ineligible members, your survey response rate is 30.5%. The overall NCQA target number of valid surveys is 411.

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, have a language barrier, or are either mentally or physically incapacitated. 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 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.

[13] Although plans may choose to augment their sample, augments are not included in the Response Rate calculation or survey disposition groupings.
[14] Please note that the CAHPS® survey is eligible to be conducted from January through May 2015.

Disposition Group	Disposition Category	N
Ineligible	Deceased (M20/T20)	2
	Does not meet eligibility criteria (M21/T21/I21)	12
	Language barrier (M22/T22)	1
	Mentally/physically incapacitated (M24/T24)	10
	Total Ineligible	**25**
Non-response	Bad address/phone (M23/T23)	102
	Refusal (M32/T32)	25
	Maximum attempts made (M33/T33)	1076
	Total Non-response	**1203**

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 Adult Survey, the numerator and denominator used to compute your response rate are presented below.

$$\frac{260\ (\text{Mail}) + 267\ (\text{Phone})}{1{,}755\ (\text{Sample}) - 25\ (\text{Ineligible})} = \frac{527}{1{,}730} = 30.5\%$$

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

Profile of Survey Respondents

The demographic characteristics of respondents surveyed should be representative of your member population. SPH Analytics 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 (Health Status, Mental/Emotional Health Status, Age, Gender, Education, Ethnicity, and Race) from your current survey (displayed in blue), compared to trend data (displayed in yellow, if applicable), the 2015 SPH Analytics Medicaid Adult Book of Business benchmark (displayed in orange), and the 2014 Medicaid Adult Public Report[15] benchmark (displayed in green, where 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.

Through years of experience and analysis of our books of business, SPH Analytics 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* (Q35) 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%

Charts 2A – 2C

[15] The Public Report benchmark is derived from NCQA's Quality Compass® benchmark and is calculated by SPH Analytics. The Public Report benchmark consists of Medicaid Adult Survey results, which were submitted to NCQA. Please note that any analyses, interpretations, or conclusions based upon the Public Report benchmark are solely that of the author (SPHA) and NCQA specifically disclaims responsibility for any such analyses, interpretations, or conclusions. Quality Compass is used with the permission of the National Committee for Quality Assurance (NCQA). Quality Compass is a registered trademark of NCQA.

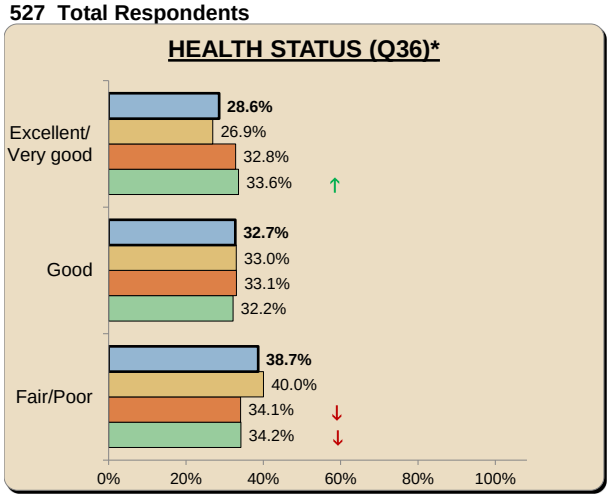
Profile of Survey Respondents

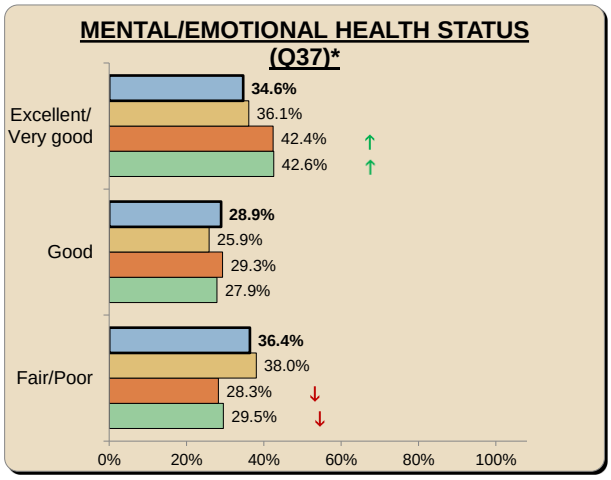
Louisiana Healthcare Connections

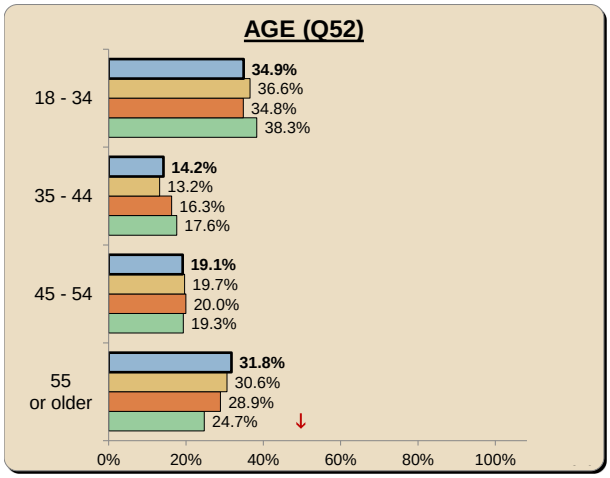
Survey Demographic Comparisons

Medicaid Adult CAHPS®

527 Total Respondents

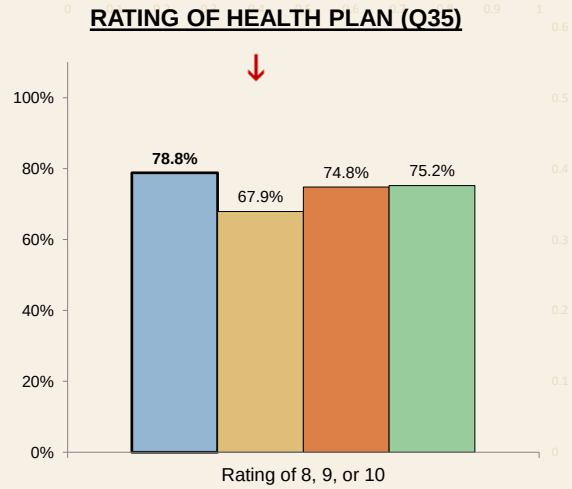


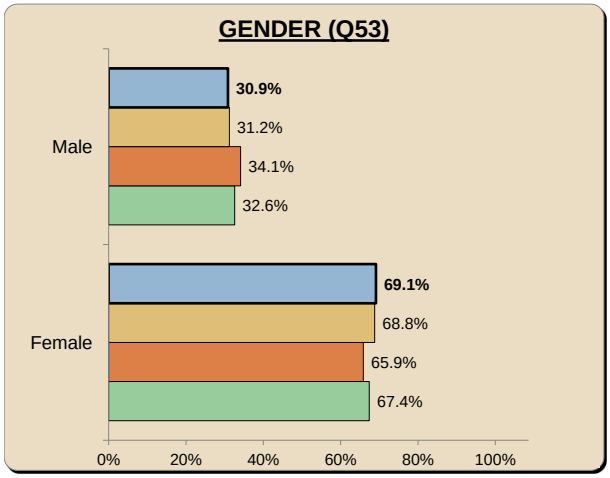




Research on CAHPS® survey results indicates that…

- *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 2015 Rate	Your Plan's 2014 Rate	2015 SPH Analytics Benchmark	2014 Public Report Benchmark

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

Note 1: The 2015 SPH Analytics Book of Business consists of 58 Medicaid adult samples that conducted surveys with SPH Analytics in 2015 and submitted data to NCQA. The 2014 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and calculated by SPH Analytics. The Public Report benchmark is the mean of 119 plan-specific samples that submitted to NCQA in 2014.

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.

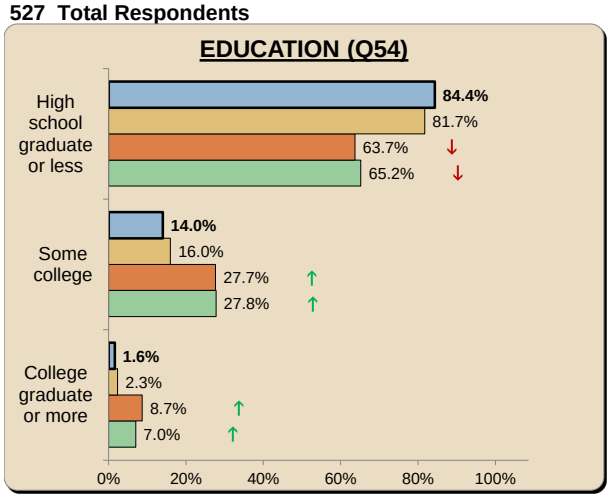
Profile of Survey Respondents

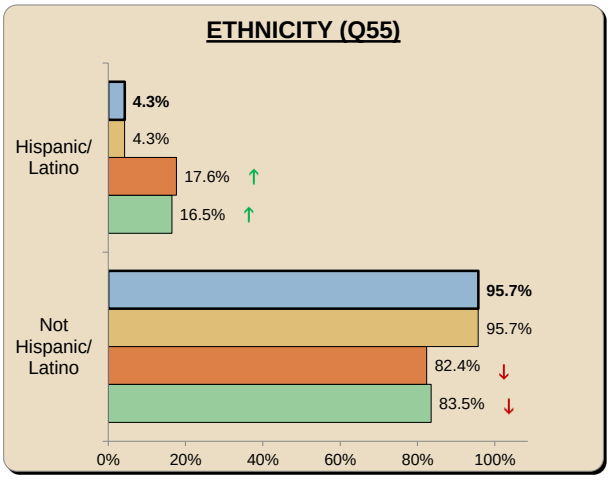
Survey Demographic Comparisons (Continued)

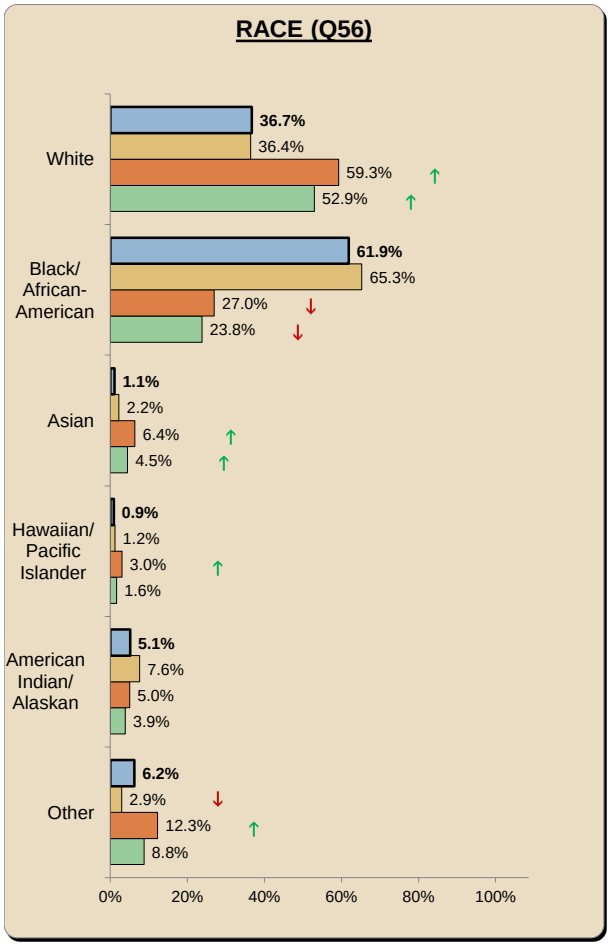
Louisiana Healthcare Connections

Medicaid Adult CAHPS®

527 Total Respondents







Research on CAHPS® survey results indicates that…

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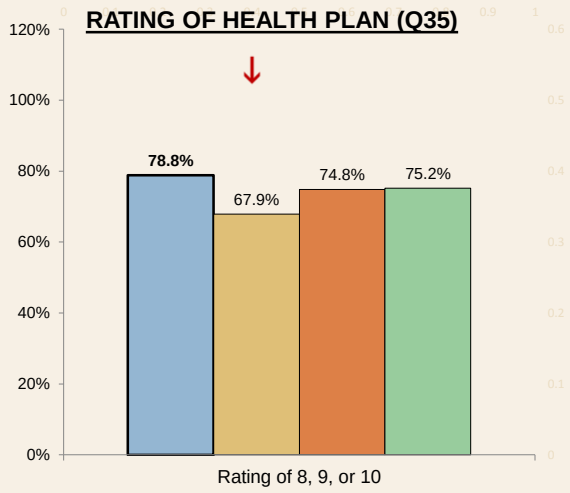
- *Respondents with less education* tend to give higher ratings of health plan



KEY:	Your Plan's 2015 Rate	Your Plan's 2014 Rate	2015 SPH Analytics Benchmark	2014 Public Report Benchmark

Note 1: The 2015 SPH Analytics Book of Business consists of 58 Medicaid adult samples that conducted surveys with SPH Analytics in 2015 and submitted data to NCQA. The 2014 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and calculated by SPH Analytics. The Public Report benchmark is the mean of 119 plan-specific samples that submitted to NCQA in 2014.

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 (Q35) by Demographics

Medicaid Adult CAHPS®

527 Total Respondents

Survey Item		Rating of Health Plan (Q35)							
		0-3		4-7		8-10		9-10	
		Valid n*	%	Valid n*	%	Valid n*	%	Valid n*	%
HEALTH STATUS (Q36)**	Excellent/Very good	3	2.5%	20	16.4%	99	81.1%	85	69.7%
	Good	3	2.1%	19	13.3%	121	84.6%	102	71.3%
	Fair/Poor	8	4.7%	39	22.8%	124	72.5%	100	58.5%
MENTAL/EMOTIONAL HEALTH STATUS (Q37)**	Excellent/Very good	3	2.0%	25	17.0%	119	81.0%	103	70.1%
	Good	2	1.6%	19	15.0%	106	83.5%	88	69.3%
	Fair/Poor	9	5.6%	32	19.9%	120	74.5%	97	60.2%
AGE (Q52)	18 - 34	6	4.0%	32	21.3%	112	74.7%	88	58.7%
	35 - 44	3	4.9%	14	23.0%	44	72.1%	36	59.0%
	45 - 54	2	2.5%	15	18.8%	63	78.8%	52	65.0%
	55 or older	2	1.5%	16	12.0%	115	86.5%	101	75.9%
GENDER (Q53)	Male	3	2.3%	31	24.2%	94	73.4%	82	64.1%
	Female	11	3.7%	46	15.3%	243	81.0%	198	66.0%
EDUCATION (Q54)	High school graduate/ GED or less	11	3.2%	58	16.6%	280	80.2%	237	67.9%
	Some college or more	3	4.5%	18	27.3%	45	68.2%	33	50.0%
ETHNICITY (Q55)	Hispanic/Latino	0	0.0%	3	17.6%	14	82.4%	13	76.5%
	Not Hispanic/Latino	13	3.4%	71	18.3%	304	78.4%	249	64.2%
RACE (Q56)	White	5	3.1%	36	22.4%	120	74.5%	98	60.9%
	Black/African-American	9	3.4%	41	15.5%	214	81.1%	180	68.2%
	Other***	0	0.0%	15	31.9%	32	68.1%	27	57.4%
DATA COLLECTION METHOD	Mail	8	3.3%	50	20.3%	188	76.4%	161	65.4%
	Phone	6	3.1%	29	15.0%	158	81.9%	128	66.3%
	Internet	NA	NA	NA	NA	NA	NA	NA	NA

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

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

*** "Other" includes respondents who selected "Asian," "Native Hawaiian or other Pacific Islander," "American Indian or Alaska Native," or "Other" in Q56.

Note: Your plan's survey wasn't administered using an Internet data collection methodology.

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 years' results (if applicable) and scores from the 2015 SPH Analytics Medicaid Adult Book of Business, 2014 Medicaid Adult Public Report, and 2014 Medicaid Adult 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.

Page 3B 2015 SPH Analytics Medicaid Adult Book of Business Mean and Percentiles
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 2015 SPH Analytics Medicaid Adult Book of Business benchmark. This benchmark contains data from 58 plan-specific Medicaid adult samples contracted with SPH Analytics to administer the CAHPS® 5.0H survey and to submit data to NCQA in 2015. Your plan's percentile ranking is shown beside each score.

Page 3C 2014 Medicaid Adult Public Report Mean and Percentiles
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 Medicaid Adult Public Report benchmark. This benchmark contains data from 119 plan-specific Medicaid adult samples nationwide who chose to report their plan-level scores publicly. Your plan's percentile ranking is shown beside each score.

Page 3D 2014 Medicaid Adult Quality Compass® All Plans Mean and Percentiles
Shows how your health plan's composite and key question Summary Rates compare to the 2014 Quality Compass® All Plans benchmark. This benchmark includes approximately 147 samples of Medicaid adult plans that submitted to NCQA. Your plan's approximate percentile ranking[16] in relation to the Quality Compass® All Plans benchmark is displayed next to each score.

[16] Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Your percentile rank indicates where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark.

A brief description of each benchmark, as well as its pros and cons are shown in the table below.

Benchmark	Definition	# of Plans	Pros	Cons
2015 SPH Analytics Book of Business	Includes all the Medicaid adult samples that contracted with SPH Analytics to administer the 2015 CAHPS® 5.0H survey, and submitted that data to NCQA.	58	* Provides the most up-to-date benchmark reflecting the 2015 survey results[17] * Provides a benchmark for each question from the survey * Permits precise percentile ranking of plan compared to benchmark	* Contains fewer plans than the Public Report and Quality Compass® All Plans benchmarks[18]
2014 Public Report	The Public Report benchmark is derived from NCQA's Quality Compass® benchmark and is calculated by SPH Analytics. The benchmark is a collection of Medicaid adult samples that submitted data to NCQA in 2014 and allowed their data to be publicly reported.	119	* Provides a benchmark for each question from the survey * Permits precise percentile ranking of plan compared to benchmark	* Contains fewer plans than the Quality Compass® All Plans benchmark * Does not contain benchmarking for all Effectiveness of Care measures
2014 Quality Compass® All Plans	Includes all Medicaid adult samples that submitted data to NCQA in 2014.	147	* Contains more plans than Public Report * Is shown in NCQA's *The State of Health Care Quality* and on NCQA's website	* Only contains benchmarks for certain key questions, composites and rating questions * Does not contain benchmarking for Effectiveness of Care measures
2014 NCQA 1-100 Benchmark	A percentile benchmark (with values ranging from the first through the one hundredth percentile) calculated by NCQA and derived from Medicaid adult data collected by NCQA in 2014.	147	* Utilized by SPH Analytics to calculate approximate percentile ranking of plan scores in relation to the Quality Compass® All Plans benchmark	* Only contains benchmarks for certain key questions, composites, and rating questions * Does not contain benchmarking for Effectiveness of Care measures

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

Charts 3A – 3D

[17] The 2015 Quality Compass® benchmark will be available in Fall of 2015.
[18] Historically the SPH Analytics Book of Business benchmark has varied by less than 1% from the Public Report benchmark.

Summary of Trend and Benchmark Comparisons

Louisiana Healthcare Connections

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

Medicaid Adult CAHPS®

527 Total Respondents

Composites, Attributes, and Key Questions	2015 Valid n and Summary Rate*		2014 Summary Rate*	2013 Summary Rate*	2015 SPH Analytics Book of Business**	2014 Public Report**	2014 Quality Compass® All Plans**
Getting Needed Care		**77.8%**	**73.0%**	**74.7%**	**80.5%**	**80.8%**	**80.5%**
Q14. Ease of getting care, tests, or treatment needed	**373**	**82.3%**	75.1%	76.9%	82.7%	82.9%	82.5%
Q25. Obtained appointment with specialist as soon as needed	**154**	**73.4%**	71.0%	72.6%	78.4%	79.0%	78.7%
Getting Care Quickly		**76.3%**	**78.7%**	**77.3%**	**79.9%**	**81.3%**	**81.0%**
Q4. Obtained needed care right away	**205**	**78.5%**	78.1%	77.4%	82.1%	83.1%	82.7%
Q6. Obtained appointment for care as soon as needed	**359**	**74.1%**	79.4%	77.2%	77.8%	79.7%	79.3%
How Well Doctors Communicate		**88.1%**	**91.2%**	**90.1%**	**90.3%**	**89.4%**	**89.5%**
Q17. Doctors explained things in an understandable way	**327**	**89.3%**	91.1%	91.0%	90.5%	89.8%	89.9%
Q18. Doctors listened carefully to you	**325**	**88.3%**	93.1%	90.7%	90.5%	89.8%	89.9%
Q19. Doctors showed respect for what you had to say	**324**	**89.8%**	91.1%	91.8%	92.2%	91.3%	91.4%
Q20. Doctors spent enough time with you	**322**	**85.1%**	89.5%	87.0%	87.8%	86.8%	86.8%
Customer Service		**88.8%**	**88.0%**	**84.2%**	**86.6%**	**86.6%**	**86.5%**
Q31. Getting information/help from customer service	**155**	**82.6%**	84.3%	75.7%	80.4%	80.4%	80.3%
Q32. Treated with courtesy and respect by customer service staff	**159**	**95.0%**	91.7%	92.6%	92.9%	92.8%	92.7%
Shared Decision Making		**73.2%**	**Not Trendable**		**78.9%**	**Not Available**	
Q10. Doctor/health provider talked about reasons you might want to take a medicine	**142**	**83.8%**			91.5%		
Q11. Doctor/health provider talked about reasons you might not want to take a medicine	**142**	**60.6%**			68.0%		
Q12. Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	**137**	**75.2%**	73.1%	71.6%	77.3%	76.5%	76.4%
Health Promotion and Education (Q8)	**377**	**67.9%**	**72.2%**	**69.8%**	**71.2%**	**71.6%**	**71.6%**
Coordination of Care (Q22)	**166**	**80.1%**	**81.9%**	**74.0%**	**81.3%**	**79.1%**	**79.2%**
Providing Needed Information (Q29)	**86**	**65.1%**	**50.8%**	**57.9%**	**68.2%**	**66.8%**	**66.7%**
Ease of Filling Out Forms (Q34)	**438**	**93.2%**	**94.0%**	**94.9%**	**93.2%**	**94.3%**	**94.2%**
Rating Items (Summary Rate = 8 + 9 + 10)							
Rating of Health Care (Q13)	**374**	**71.7%**	**67.6%**	**68.8%**	**72.8%**	**71.3%**	**71.3%**
Rating of Personal Doctor (Q23)	**354**	**80.5%**	**79.6%**	**80.3%**	**79.6%**	**78.7%**	**78.8%**
Rating of Specialist (Q27)	**136**	**77.9%**	**87.1%**	**82.9%**	**80.5%**	**80.4%**	**80.4%**
Rating of Health Plan (Q35)	**439**	**78.8%**	**67.9%**	**66.6%**	**74.8%**	**75.2%**	**74.7%**
Rating Items (Summary Rate = 9 + 10)							
Rating of Health Care (Q13)	**374**	**55.1%**	**51.1%**	**54.5%**	**52.2%**	**51.4%**	**51.3%**
Rating of Personal Doctor (Q23)	**354**	**70.3%**	**69.3%**	**67.3%**	**64.0%**	**63.4%**	**63.4%**
Rating of Specialist (Q27)	**136**	**65.4%**	**72.6%**	**67.8%**	**65.2%**	**65.2%**	**65.1%**
Rating of Health Plan (Q35)	**439**	**65.8%**	**54.2%**	**51.1%**	**57.4%**	**58.1%**	**57.4%**
Effectiveness of Care Measures							
Flu Vaccinations (Adults 18-64)	**415**	**37.1%**	**37.2%**	**Not Trendable**	**39.9%**	**Not Available**	**Not Available**
Advising Smokers and Tobacco Users to Quit	**322**	**73.6%**	**75.2%**	**78.0%**	**75.6%**	**76.0%**	
Discussing Cessation Medications	**320**	**43.8%**	**42.6%**	**43.6%**	**46.7%**	**46.2%**	
Discussing Cessation Strategies	**319**	**43.3%**	**40.3%**	**42.1%**	**43.5%**	**41.6%**	
Aspirin Use	**73**	**38.4%**	**50.0%**	**53.1%**	**29.9%**	**Not Available**	
Discussing Aspirin Risks and Benefits	**128**	**47.7%**	**54.9%**	**55.9%**	**41.7%**		

* Summary Rates are defined by NCQA in its HEDIS 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. The Summary Rates for Effectiveness of Care Measures (with the exception of the Flu Vaccinations (Adults 18-64) measure) will be calculated on a two-year rolling average due to anticipated small denominators. Please see the Question Summaries for more information about the calculation of rolling averages.

** The 2015 SPH Analytics Book of Business consists of 58 Medicaid adult samples that conducted surveys with SPH Analytics in 2015 and submitted data to NCQA. The 2014 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and calculated by SPH Analytics. The Public Report benchmark is the mean of 119 plan-specific samples that submitted to NCQA in 2014. The 2014 Quality Compass® All Plans benchmark is the mean summary rate from the Medicaid adult plans that submitted to NCQA in 2014 (approximately 147 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

2015 SPH Analytics Book of Business Mean and Percentiles

Medicaid Adult CAHPS®

527 Total Respondents

Composites, Attributes, and Key Questions	Your Plan Summary Rate*	Your Plan's Ranking**	2015 SPH Analytics Book of Business Mean & Percentiles***				
			Mean	25th	50th	75th	90th
Getting Needed Care	**77.8%**	**30th**	**80.5%**	**77.7%**	**81.5%**	**84.2%**	**84.9%**
Q14. Ease of getting care, tests, or treatment needed	82.3%	39th	82.7%	80.1%	83.3%	85.8%	86.8%
Q25. Obtained appointment with specialist as soon as needed	73.4%	21st	78.4%	74.0%	80.0%	82.8%	84.3%
Getting Care Quickly	**76.3%**	**16th**	**79.9%**	**77.5%**	**80.9%**	**83.2%**	**84.5%**
Q4. Obtained needed care right away	78.5%	25th	82.1%	78.5%	83.3%	84.9%	87.1%
Q6. Obtained appointment for care as soon as needed	74.1%	21st	77.8%	74.6%	79.3%	81.5%	83.1%
How Well Doctors Communicate	**88.1%**	**14th**	**90.3%**	**89.4%**	**90.6%**	**91.6%**	**92.5%**
Q17. Doctors explained things in an understandable way	89.3%	28th	90.5%	89.3%	90.9%	92.5%	93.6%
Q18. Doctors listened carefully to you	88.3%	16th	90.5%	89.0%	90.8%	92.1%	93.1%
Q19. Doctors showed respect for what you had to say	89.8%	14th	92.2%	90.7%	92.5%	93.8%	94.9%
Q20. Doctors spent enough time with you	85.1%	16th	87.8%	86.8%	88.2%	89.5%	90.2%
Customer Service	**88.8%**	**80th**	**86.6%**	**84.6%**	**87.1%**	**88.6%**	**90.0%**
Q31. Getting information/help from customer service	82.6%	71st	80.4%	78.0%	81.5%	83.2%	85.3%
Q32. Treated with courtesy and respect by customer service staff	95.0%	76th	92.9%	91.7%	92.7%	94.7%	96.0%
Shared Decision Making	**73.2%**	**<10th**	**78.9%**	**76.7%**	**78.9%**	**81.1%**	**83.0%**
Q10. Doctor/health provider talked about reasons you might want to take a medicine	83.8%	<10th	91.5%	89.8%	91.6%	93.8%	95.1%
Q11. Doctor/health provider talked about reasons you might not want to take a medicine	60.6%	<10th	68.0%	64.4%	67.6%	71.7%	75.2%
Q12. Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	75.2%	30th	77.3%	74.2%	76.8%	80.4%	83.8%
Health Promotion and Education (Q8)	**67.9%**	**19th**	**71.2%**	**68.7%**	**71.3%**	**74.7%**	**76.2%**
Coordination of Care (Q22)	**80.1%**	**35th**	**81.3%**	**78.3%**	**81.3%**	**84.7%**	**86.6%**
Providing Needed Information (Q29)	**65.1%**	**21st**	**68.2%**	**66.3%**	**68.6%**	**71.2%**	**74.1%**
Ease of Filling Out Forms (Q34)	**93.2%**	**46th**	**93.2%**	**92.6%**	**93.4%**	**94.3%**	**95.9%**
Rating Items (Summary Rate = 8 + 9 + 10)							
Rating of Health Care (Q13)	**71.7%**	**41st**	**72.8%**	**70.6%**	**73.2%**	**75.5%**	**77.6%**
Rating of Personal Doctor (Q23)	**80.5%**	**51st**	**79.6%**	**77.7%**	**80.4%**	**81.6%**	**83.5%**
Rating of Specialist (Q27)	**77.9%**	**23rd**	**80.5%**	**78.0%**	**80.4%**	**82.7%**	**85.0%**
Rating of Health Plan (Q35)	**78.8%**	**76th**	**74.8%**	**72.1%**	**75.5%**	**78.4%**	**80.5%**
Rating Items (Summary Rate = 9 + 10)							
Rating of Health Care (Q13)	**55.1%**	**69th**	**52.2%**	**49.0%**	**53.2%**	**55.4%**	**57.5%**
Rating of Personal Doctor (Q23)	**70.3%**	**96th**	**64.0%**	**61.2%**	**64.7%**	**66.8%**	**69.0%**
Rating of Specialist (Q27)	**65.4%**	**55th**	**65.2%**	**62.1%**	**65.0%**	**68.3%**	**72.2%**
Rating of Health Plan (Q35)	**65.8%**	**91st**	**57.4%**	**53.8%**	**56.6%**	**60.8%**	**65.5%**
Effectiveness of Care Measures							
Flu Vaccinations (Adults 18-64)	**37.1%**	**35th**	**39.9%**	**35.0%**	**38.9%**	**46.1%**	**50.2%**
Advising Smokers and Tobacco Users to Quit	**73.6%**	**34th**	**75.6%**	**71.6%**	**77.0%**	**79.2%**	**82.0%**
Discussing Cessation Medications	**43.8%**	**34th**	**46.7%**	**40.8%**	**47.5%**	**53.4%**	**56.9%**
Discussing Cessation Strategies	**43.3%**	**53rd**	**43.5%**	**39.6%**	**42.9%**	**48.7%**	**52.9%**
Aspirin Use	**38.4%**	**71st**	**29.9%**	**24.1%**	**31.8%**	**38.7%**	**41.3%**
Discussing Aspirin Risks and Benefits	**47.7%**	**71st**	**41.7%**	**37.2%**	**41.6%**	**48.8%**	**52.7%**

- 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.

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** Ranking indicates where your plan's Summary Rate ranks when compared to all other Medicaid adult plans that submitted data to NCQA through SPH Analytics in 2015. Summary Rates that are below the 10th percentile are shown as '<10th.'

*** The 2015 SPH Analytics Book of Business consists of 58 Medicaid adult samples that conducted surveys with SPH Analytics in 2015 and submitted data to NCQA.

Benchmark Comparisons

Louisiana Healthcare Connections

2014 Public Report Mean and Percentiles

Medicaid Adult CAHPS®

527 Total Respondents

Composites, Attributes, and Key Questions	Your Plan Summary Rate*	Your Plan's Ranking**	2014 Public Report Mean & Percentiles***				
			Mean	25th	50th	75th	90th
Getting Needed Care	**77.8%**	**28th**	**80.8%**	**77.6%**	**81.0%**	**84.7%**	**85.6%**
Q14. Ease of getting care, tests, or treatment needed	82.3%	38th	82.9%	80.5%	83.3%	86.1%	88.0%
Q25. Obtained appointment with specialist as soon as needed	73.4%	15th	79.0%	76.3%	79.4%	83.1%	85.2%
Getting Care Quickly	**76.3%**	**11th**	**81.3%**	**79.0%**	**82.1%**	**83.9%**	**85.5%**
Q4. Obtained needed care right away	78.5%	15th	83.1%	80.5%	84.1%	86.3%	87.6%
Q6. Obtained appointment for care as soon as needed	74.1%	11th	79.7%	77.1%	80.2%	83.0%	84.7%
How Well Doctors Communicate	**88.1%**	**24th**	**89.4%**	**88.2%**	**89.8%**	**90.9%**	**92.2%**
Q17. Doctors explained things in an understandable way	89.3%	40th	89.8%	88.0%	90.3%	91.7%	93.1%
Q18. Doctors listened carefully to you	88.3%	28th	89.8%	88.0%	90.0%	91.6%	93.3%
Q19. Doctors showed respect for what you had to say	89.8%	25th	91.3%	89.8%	91.3%	93.0%	94.0%
Q20. Doctors spent enough time with you	85.1%	25th	86.8%	85.1%	87.3%	88.6%	90.3%
Customer Service	**88.8%**	**76th**	**86.6%**	**84.5%**	**87.1%**	**88.7%**	**90.3%**
Q31. Getting information/help from customer service	82.6%	67th	80.4%	77.3%	81.0%	83.3%	86.4%
Q32. Treated with courtesy and respect by customer service staff	95.0%	81st	92.8%	91.4%	93.0%	94.7%	95.7%
Shared Decision Making	**73.2%**	**NA**	**Not Available**				
Q10. Doctor/health provider talked about reasons you might want to take a medicine	83.8%						
Q11. Doctor/health provider talked about reasons you might not want to take a medicine	60.6%						
Q12. Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	75.2%	33rd	76.5%	73.6%	76.7%	79.3%	82.0%
Health Promotion and Education (Q8)	**67.9%**	**14th**	**71.6%**	**69.0%**	**71.8%**	**74.0%**	**75.9%**
Coordination of Care (Q22)	**80.1%**	**54th**	**79.1%**	**76.6%**	**79.7%**	**81.9%**	**84.8%**
Providing Needed Information (Q29)	**65.1%**	**30th**	**66.8%**	**63.6%**	**67.2%**	**71.3%**	**74.2%**
Ease of Filling Out Forms (Q34)	**93.2%**	**24th**	**94.3%**	**93.2%**	**94.6%**	**95.5%**	**96.5%**
Rating Items (Summary Rate = 8 + 9 + 10)							
Rating of Health Care (Q13)	**71.7%**	**50th**	**71.3%**	**68.5%**	**71.6%**	**74.3%**	**76.7%**
Rating of Personal Doctor (Q23)	**80.5%**	**71st**	**78.7%**	**76.5%**	**78.3%**	**80.9%**	**83.0%**
Rating of Specialist (Q27)	**77.9%**	**19th**	**80.4%**	**78.7%**	**80.7%**	**82.5%**	**84.6%**
Rating of Health Plan (Q35)	**78.8%**	**72nd**	**75.2%**	**72.1%**	**76.3%**	**79.3%**	**81.8%**
Rating Items (Summary Rate = 9 + 10)							
Rating of Health Care (Q13)	**55.1%**	**84th**	**51.4%**	**48.8%**	**51.7%**	**54.2%**	**56.7%**
Rating of Personal Doctor (Q23)	**70.3%**	**96th**	**63.4%**	**60.9%**	**63.1%**	**66.4%**	**68.4%**
Rating of Specialist (Q27)	**65.4%**	**53rd**	**65.2%**	**62.0%**	**65.0%**	**68.6%**	**70.5%**
Rating of Health Plan (Q35)	**65.8%**	**88th**	**58.1%**	**54.7%**	**58.8%**	**62.4%**	**66.0%**
Effectiveness of Care Measures							
Flu Vaccinations (Adults 18-64)	**37.1%**	**NA**	**Not Available**				
Advising Smokers and Tobacco Users to Quit	**73.6%**	**29th**	**76.0%**	**72.8%**	**77.2%**	**80.4%**	**82.3%**
Discussing Cessation Medications	**43.8%**	**37th**	**46.2%**	**39.9%**	**45.8%**	**52.7%**	**57.4%**
Discussing Cessation Strategies	**43.3%**	**61st**	**41.6%**	**36.4%**	**41.2%**	**46.6%**	**52.2%**
Aspirin Use	**38.4%**	**NA**	**Not Available**				
Discussing Aspirin Risks and Benefits	**47.7%**						

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.

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** Ranking indicates where your plan's Summary Rate ranks when compared to all other Medicaid Adult plans that publicly reported their Summary Rates as is shown in the 2014 Public Report benchmark. Summary Rates that are below the 10th percentile are shown as '<10th.'

*** The 2014 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and calculated by SPH Analytics. The Public Report benchmark is the mean of 119 plan-specific samples that submitted to NCQA in 2014.

Benchmark Comparisons

Louisiana Healthcare Connections

2014 Quality Compass® All Plans Mean and Percentiles

Medicaid Adult CAHPS®

527 Total Respondents

Composites, Attributes, and Key Questions	Your Plan Summary Rate*	Your Plan's Ranking**	2014 Quality Compass® All Plans Mean & Percentiles***				
			Mean	25th	50th	75th	90th
Getting Needed Care	**77.8%**	**31st**	**80.5%**	**77.5%**	**80.9%**	**84.3%**	**85.6%**
Q14. Ease of getting care, tests, or treatment needed	82.3%	43rd	82.5%	79.3%	83.2%	85.9%	87.9%
Q25. Obtained appointment with specialist as soon as needed	73.4%	17th	78.7%	75.4%	79.2%	82.3%	85.1%
Getting Care Quickly	**76.3%**	**13th**	**81.0%**	**78.4%**	**81.8%**	**83.8%**	**85.5%**
Q4. Obtained needed care right away	78.5%	18th	82.7%	80.1%	83.3%	86.1%	87.6%
Q6. Obtained appointment for care as soon as needed	74.1%	15th	79.3%	76.8%	79.8%	82.9%	84.7%
How Well Doctors Communicate	**88.1%**	**24th**	**89.5%**	**88.2%**	**89.8%**	**91.1%**	**92.4%**
Q17. Doctors explained things in an understandable way	89.3%	40th	89.9%	88.0%	90.3%	91.7%	93.2%
Q18. Doctors listened carefully to you	88.3%	27th	89.9%	88.2%	90.2%	91.8%	93.3%
Q19. Doctors showed respect for what you had to say	89.8%	24th	91.4%	89.8%	91.3%	93.0%	94.2%
Q20. Doctors spent enough time with you	85.1%	27th	86.8%	84.7%	87.2%	88.7%	90.1%
Customer Service	**88.8%**	**77th**	**86.5%**	**84.5%**	**87.1%**	**88.6%**	**90.3%**
Q31. Getting information/help from customer service	82.6%	67th	80.3%	77.2%	81.0%	83.4%	85.5%
Q32. Treated with courtesy and respect by customer service staff	95.0%	81st	92.7%	91.3%	93.0%	94.6%	95.7%
Shared Decision Making	**73.2%**	**NA**	**Not Available**				
Q10. Doctor/health provider talked about reasons you might want to take a medicine	83.8%						
Q11. Doctor/health provider talked about reasons you might not want to take a medicine	60.6%						
Q12. Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	75.2%	35th	76.4%	73.3%	76.4%	79.1%	81.8%
Health Promotion and Education (Q8)	**67.9%**	**13th**	**71.6%**	**69.0%**	**71.9%**	**74.1%**	**76.2%**
Coordination of Care (Q22)	**80.1%**	**53rd**	**79.2%**	**76.6%**	**79.7%**	**82.0%**	**85.2%**
Providing Needed Information (Q29)	**65.1%**	**31st**	**66.7%**	**62.5%**	**67.2%**	**70.0%**	**74.5%**
Ease of Filling Out Forms (Q34)	**93.2%**	**26th**	**94.2%**	**93.1%**	**94.4%**	**95.3%**	**96.4%**
Rating Items (Summary Rate = 8 + 9 + 10)							
Rating of Health Care (Q13)	**71.7%**	**51st**	**71.3%**	**68.5%**	**71.5%**	**74.1%**	**77.0%**
Rating of Personal Doctor (Q23)	**80.5%**	**70th**	**78.8%**	**76.5%**	**78.8%**	**81.0%**	**83.1%**
Rating of Specialist (Q27)	**77.9%**	**18th**	**80.4%**	**78.6%**	**80.6%**	**82.5%**	**85.3%**
Rating of Health Plan (Q35)	**78.8%**	**75th**	**74.7%**	**71.4%**	**75.5%**	**78.8%**	**81.5%**
Rating Items (Summary Rate = 9 + 10)							
Rating of Health Care (Q13)	**55.1%**	**84th**	**51.3%**	**48.4%**	**51.5%**	**54.0%**	**56.7%**
Rating of Personal Doctor (Q23)	**70.3%**	**95th**	**63.4%**	**60.6%**	**63.1%**	**66.4%**	**69.1%**
Rating of Specialist (Q27)	**65.4%**	**52nd**	**65.1%**	**61.9%**	**65.0%**	**68.2%**	**70.5%**
Rating of Health Plan (Q35)	**65.8%**	**90th**	**57.4%**	**52.4%**	**57.7%**	**61.7%**	**65.5%**

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 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

** Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the 2014 NCQA 1-100 Benchmark (comprised of 147 plan-specific samples). Rankings indicate where your plan's Summary Rates fall relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as '<10th.'

*** The 2014 Quality Compass® All Plans benchmark is the mean summary rate from the Medicaid adult plans that submitted to NCQA in 2014 (approximately 147 plan-specific samples).

4. Global Proportions and Accreditation

Pages 4A – 4C show a graphical presentation 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:

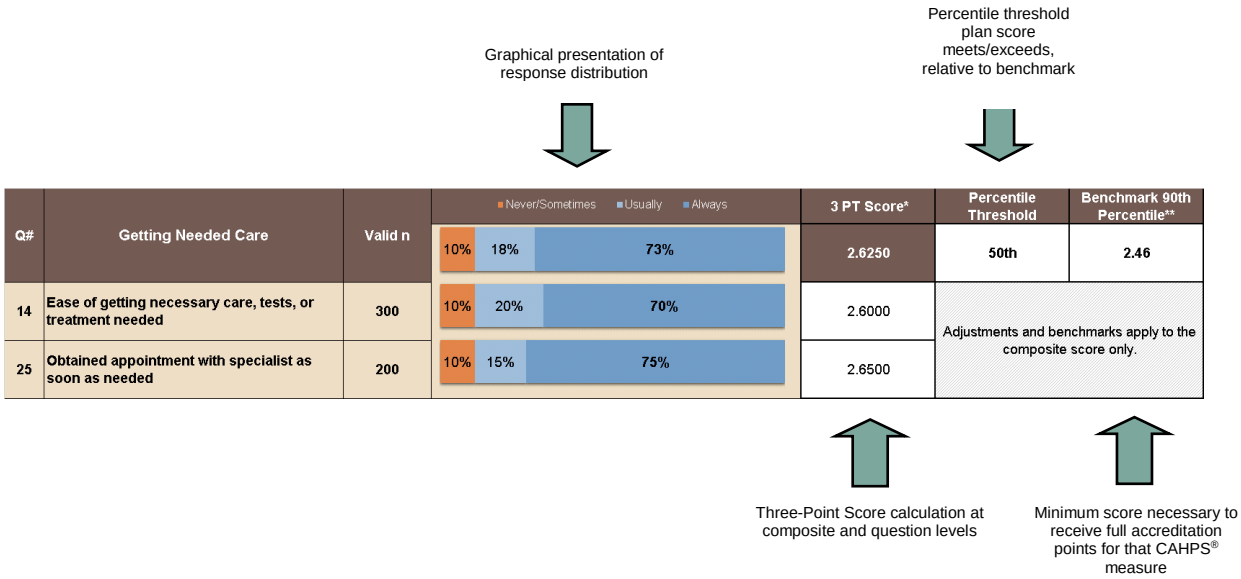
Scale 1	Score Value
Never	1
Sometimes	1
Usually	2
Always	3

Scale 2	Score Value
No	1
Yes	3

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

Pages 4A – 4B display measures used in CAHPS® accreditation. The graphical presentation and 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:



Note: In the event that fewer than 100 completes were collected, an NA will be displayed in the "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

Louisiana Healthcare Connections

Composite/Attribute Response Distributions of Accreditation Measures

Medicaid Adult CAHPS®

527 Total Respondents

Q#	Getting Needed Care	Valid n	Never/Sometimes	Usually	Always	3 PT Score*	Percentile Threshold	Benchmark 90th Percentile**
			22%	17%	61%	2.3855	50th	2.46
14	Ease of getting necessary care, tests, or treatment needed	373	18%	16%	66%	2.4853	Benchmarks apply to the composite score only.	
25	Obtained appointment with specialist as soon as needed	154	27%	18%	55%	2.2857		

Q#	Getting Care Quickly	Valid n	Never/Sometimes	Usually	Always	3 PT Score*	Percentile Threshold	Benchmark 90th Percentile**
			24%	18%	58%	2.3414	<25th	2.50
4	Obtained needed care right away	205	21%	18%	60%	2.3902	Benchmarks apply to the composite score only.	
6	Obtained appointment for care as soon as needed	359	26%	19%	55%	2.2925		

Q#	How Well Doctors Communicate	Valid n	Never/Sometimes	Usually	Always	3 PT Score*	Percentile Threshold	Benchmark 90th Percentile**
			12%	11%	77%	2.6539	90th	2.64
17	Doctors explained things in an understandable way	327	11%	11%	78%	2.6728	Benchmarks apply to the composite score only.	
18	Doctors listened carefully to you	325	12%	9%	80%	2.6800		
19	Doctors showed respect for what you had to say	324	10%	9%	81%	2.7068		
20	Doctors spent enough time with you	322	15%	15%	70%	2.5559		

* Three-Point Score is the sum of three scores: 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. The composite Three-Point Score is the average of its attributes' Three-Point Scores.

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

Note 1: 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 which exceed ten NA or NB results between HEDIS and CAHPS® for each product line, are scored based on the standards score only and the accreditation status is capped at Commendable.

Note 2: Please note that the CAHPS How Well Doctors Communicate measure was retired from 2015 accreditation scoring, however, organizations accredited on the 2013 and 2014 standards will still be scored using the organization's submitted rate for this measure.

Note 3: Percentages may not add to 100% due to rounding.

Global Proportions/Three-Point Scores

Louisiana Healthcare Connections

Composite/Attribute/Rating Response Distributions of Accreditation Measures

Medicaid Adult CAHPS®

527 Total Respondents

Q#	Customer Service	Valid n	Never/Sometimes	Usually	Always	3 PT Score*	Percentile Threshold	Benchmark 90th Percentile**
			11%	11%	78%	2.6637	90th	2.61
31	Getting information/help from customer service	155	17%	14%	69%	2.5161	Benchmarks apply to the composite score only.	
32	Treated with courtesy and respect by customer service staff	159	5%	9%	86%	2.8113		

Q#	Rating Questions	Valid n	0-6	7-8	9-10	3 PT Score*	Percentile Threshold	Benchmark 90th Percentile**
13	Rating of Health Care	374	18%	26%	55%	2.3663	50th	2.43
23	Rating of Personal Doctor	354	15%	15%	70%	2.5565	75th	2.57
27	Rating of Specialist	136	13%	21%	65%	2.5221	50th	2.59
35	Rating of Health Plan	439	14%	20%	66%	2.5148	75th	2.54

* Three-Point Score is the sum of three scores: 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. The composite Three-Point Score is the average of its attributes' Three-Point Scores.

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

Note 1: 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 which exceed ten NA or NB results between HEDIS and CAHPS® for each product line, are scored based on the standards score only and the accreditation status is capped at Commendable.

Note 2: Percentages may not add to 100% due to rounding.

Global Proportions/Three-Point Scores

Louisiana Healthcare Connections

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

Medicaid Adult CAHPS®

527 Total Respondents

Q#	Shared Decision Making	Valid n	No	Yes	3 PT Score*
			27%	73%	2.4637
10	Doctor/health provider talked about reasons you might want to take a medicine	142	16%	84%	2.6761
11	Doctor/health provider talked about reasons you might not want to take a medicine	142	39%	61%	2.2113
12	Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	137	25%	75%	2.5036

Q#	Additional Measure	Valid n	No	Yes	3 PT Score*
8	**Health Promotion and Education -** Doctor/health provider discussed specific things to do to prevent illnesses	377	32%	68%	2.3581

Q#	Additional Measure	Valid n	Never/Sometimes	Usually	Always	3 PT Score*
22	**Coordination of Care** - Doctor seemed informed/up-to-date about the care received from other doctors/providers	166	20%	21%	59%	2.3916

* Three-Point Score is the sum of three scores: 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. The composite Three-Point Score is the average of its attributes' Three-Point Scores.

Note: Percentages may not add to 100% due to rounding.

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.

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*,[19] 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 Adult 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.

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

An accreditation assessment analysis utilizing your plan's unadjusted Three-Point Scores is displayed on Page 4D. The section labeled "Approximate Plan Percentile Threshold"

[19] Please note that the CAHPS® *How Well Doctors Communicate* measure was retired from 2015 accreditation scoring, however, organizations accredited on the 2013 and 2014 standards will still be scored using the organization's submitted rate for this measure.

represents the approximate threshold your plan achieved, which is based upon your organization's Three-Point Score when compared to the benchmark (located in the 2015 HEDIS®/CAHPS® Percentiles[20] column). The last two columns show the point distribution for each year in the current three-year accreditation cycle (2015 as well as 2013 and 2014, respectively).[21]

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

Chart 4D

[20] Each year NCQA publishes the Accreditation Benchmarks and Thresholds. Benchmarks and thresholds displayed in this report are found in the *Accreditation Benchmarks and Thresholds* (2015), which includes all Medicaid adult plan data to calculate a single set of benchmarks and thresholds.
[21] Please note that the CAHPS® *How Well Doctors Communicate* measure was retired from 2015 accreditation scoring, however, organizations accredited on the 2013 and 2014 standards will still be scored using the organization's submitted rate for this measure.

Accreditation Assessment

HEDIS/CAHPS® Three-Point Scores

Louisiana Healthcare Connections

Medicaid Adult CAHPS®

527 Total Respondents

Composite/Rating Item	2015 HEDIS/CAHPS Percentiles*				Plan Three-Point Score	Approximate Plan Percentile Threshold	Approximate Points Awarded Based on Accreditation Year	
	25th	50th	75th	90th			2015	2013 and 2014
Getting Needed Care	2.31	2.37	2.42	2.46	**2.3855**	**50th**	**1.105**	**0.982**
Getting Care Quickly	2.37	2.42	2.46	2.50	**2.3414**	**<25th**	**0.325**	**0.289**
How Well Doctors Communicate	2.48	2.54	2.58	2.64	**2.6539**	**90th**		**1.444**
Customer Service	2.48	2.54	2.58	2.61	**2.6637**	**90th**	**1.625**	**1.444**
Rating of Health Care (Q13)	2.28	2.34	2.38	2.43	**2.3663**	**50th**	**1.105**	**0.982**
Rating of Personal Doctor (Q23)	2.43	2.50	2.53	2.57	**2.5565**	**75th**	**1.430**	**1.271**
Rating of Specialist (Q27)	2.48	2.51	2.56	2.59	**2.5221**	**50th**	**1.105**	**0.982**
Rating of Health Plan (Q35)	2.35	2.43	2.49	2.54	**2.5148**	**75th**	**2.860**	**2.542**
Approximate Points Earned (13.000 available in 2013, 2014, and 2015)							**9.555**	**9.936**

***** 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: 2015 Accreditation. NCQA is on year five of phasing out the sampling variation adjustments for all organizations. From this year forward, NCQA will use unadjusted HEDIS and CAHPS results to score organizations at the time of their survey and at annual rescoring. Additionally, please note that the CAHPS® How Well Doctors Communicate measure was retired from 2015 accreditation scoring, however, organizations accredited on the 2013 and 2014 standards will still be scored using the organization's submitted rate for this measure.

HEDIS®/Clinical Measures

NCQA requires health plans seeking accreditation to submit specific HEDIS® measures. In addition to the points possible for CAHPS® results, plans may also meet certain HEDIS® clinical measure requirements through administration of the CAHPS® 5.0H survey. Plans undergoing accreditation in 2015 may receive points for the *Advising Smokers and Tobacco Users to Quit* HEDIS® clinical measure requirement through the administration of the CAHPS® 5.0H survey.[22]

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).

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.

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

The table below displays the *Advising Smokers and Tobacco Users to Quit* national benchmark and thresholds alongside your plan's unadjusted score.

Scoring for the *Advising Smokers and Tobacco Users to Quit* Measure				
	National Benchmark and Threshold Percentiles			
	90th	75th	50th	25th
National	81.0%	80.0%	77.0%	74.0%
Your Plan's 2015 Score			**73.6%**	

Note: Please note that an Advising Smokers and Tobacco Users to Quit score of NA indicates that the number of valid responses for the two-year period is less than 100. Plans do not receive accreditation points for measures receiving NA. Please see the Technical Notes for more information.

[22] 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. Please refer to the *Standards and Guidelines for the Accreditation of Health Plans* (2015) for further details about required HEDIS® results and scoring.

Due to the limited number of Medicaid plans submitting audited HEDIS® results, NCQA has developed adjustment factors using commercial regional and national thresholds, in lieu of publishing Medicaid regional thresholds for HEDIS® measures, for use when substantial differences between national and regional Medicaid plan HEDIS® measures were evident. In keeping, NCQA will add percentage points to the *Advising Smokers and Tobacco Users to Quit rate* (prior to scoring) of Medicaid plans that operate in the following HHS regions: Atlanta, Dallas, Kansas City, and Denver.

Please refer to NCQA's *Standards and Guidelines for the Accreditation of Health Plans* (2015) and *Accreditation Benchmarks and Thresholds* (2015) 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 – 5H present Summary Rates[23] for attributes, ratings, and composite scores organized across the following:

- Respondent's Age (Q52)
- Respondent's Education (Q54)
- Respondent's Ethnicity (Q55)
- Respondent's Race (Q56)
- Respondent's Health Status (Q36)
- Respondent's Mental/Emotional Health Status (Q37)
- Number of Doctor/Clinic Visits (Q7)
- 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
Q35. Rating of Health Plan	63%	58%

Charts 5A – 5H

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

Segmentation Analysis

Louisiana Healthcare Connections

Plan Summary Rates by Respondent's Age (Q52)

Medicaid Adult CAHPS®

527 Total Respondents

Q#	Attributes	18 - 34		35 - 44		45 - 54		55 or older		Range*
		Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	
4	Obtained needed care right away	55	80.0%	33	69.7%	37	75.7%	68	85.3%	15.6%
6	Obtained appointment for care as soon as needed	104	61.5%	49	71.4%	65	81.5%	108	83.3%	21.8%
10	Doctor/health provider talked about reasons you might want to take a medicine	35	85.7%	24	79.2%	26	84.6%	47	85.1%	6.5%
11	Doctor/health provider talked about reasons you might not want to take a medicine	35	54.3%	24	58.3%	26	50.0%	48	68.8%	18.8%
12	Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	34	73.5%	22	72.7%	25	76.0%	47	72.3%	3.7%
14	Ease of getting care, tests, or treatment needed	107	83.2%	55	76.4%	68	82.4%	116	85.3%	8.9%
17	Doctors explained things in an understandable way	86	90.7%	45	75.6%	65	89.2%	106	92.5%	16.9%
18	Doctors listened carefully to you	86	87.2%	44	79.5%	65	92.3%	106	89.6%	12.8%
19	Doctors showed respect for what you had to say	86	88.4%	45	84.4%	66	92.4%	106	90.6%	8.0%
20	Doctors spent enough time with you	86	83.7%	45	80.0%	66	84.8%	104	87.5%	7.5%
25	Obtained appointment with specialist as soon as needed	31	64.5%	21	71.4%	37	78.4%	60	73.3%	13.9%
31	Getting information/help from customer service	48	79.2%	16	81.3%	32	87.5%	52	84.6%	8.3%
32	Treated with courtesy and respect by customer service staff	50	98.0%	17	94.1%	33	93.9%	52	92.3%	5.7%
Q#	Composites & Key Questions									
	Getting Needed Care		73.9%		73.9%		80.4%		79.3%	6.6%
	Getting Care Quickly		70.8%		70.6%		78.6%		84.3%	13.8%
	How Well Doctors Communicate		87.5%		79.9%		89.7%		90.1%	10.2%
	Customer Service		88.6%		87.7%		90.7%		88.5%	3.0%
	Shared Decision Making		71.2%		70.1%		70.2%		75.4%	5.3%
8	Health Promotion and Education	107	61.7%	55	67.3%	69	81.2%	116	70.7%	19.5%
22	Coordination of Care	34	76.5%	24	66.7%	36	83.3%	60	85.0%	18.3%
29	Providing Needed Information	31	67.7%	6	33.3%	19	78.9%	27	59.3%	45.6%
34	Ease of Filling Out Forms	147	95.9%	61	93.4%	81	93.8%	133	89.5%	6.4%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)									
13	Rating of Health Care	106	61.3%	55	65.5%	68	80.9%	117	78.6%	19.6%
23	Rating of Personal Doctor	100	73.0%	48	70.8%	70	84.3%	110	88.2%	17.4%
27	Rating of Specialist	24	58.3%	17	82.4%	35	82.9%	55	81.8%	24.6%
35	Rating of Health Plan	150	74.7%	61	72.1%	80	78.8%	133	86.5%	14.4%
Q#	Rating Items (Summary Rate = 9 + 10)									
13	Rating of Health Care	106	46.2%	55	49.1%	68	60.3%	117	61.5%	15.3%
23	Rating of Personal Doctor	100	60.0%	48	62.5%	70	75.7%	110	79.1%	19.1%
27	Rating of Specialist	24	45.8%	17	70.6%	35	71.4%	55	67.3%	25.6%
35	Rating of Health Plan	150	58.7%	61	59.0%	80	65.0%	133	75.9%	17.2%

* 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 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

Louisiana Healthcare Connections

Plan Summary Rates by Respondent's Education (Q54)

Medicaid Adult CAHPS®

527 Total Respondents

Q#	Attributes	High School Graduate or less		Some College or more		Range*
		Valid n**	%	Valid n**	%	
4	Obtained needed care right away	160	80.0%	28	67.9%	12.1%
6	Obtained appointment for care as soon as needed	268	75.4%	52	71.2%	4.2%
10	Doctor/health provider talked about reasons you might want to take a medicine	101	83.2%	27	85.2%	2.0%
11	Doctor/health provider talked about reasons you might not want to take a medicine	102	57.8%	27	70.4%	12.6%
12	Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	98	70.4%	26	88.5%	18.1%
14	Ease of getting care, tests, or treatment needed	283	82.7%	55	83.6%	0.9%
17	Doctors explained things in an understandable way	254	88.2%	43	88.4%	0.2%
18	Doctors listened carefully to you	254	87.8%	42	88.1%	0.3%
19	Doctors showed respect for what you had to say	255	89.0%	43	90.7%	1.7%
20	Doctors spent enough time with you	253	84.2%	43	86.0%	1.8%
25	Obtained appointment with specialist as soon as needed	125	72.8%	25	72.0%	0.8%
31	Getting information/help from customer service	114	82.5%	30	86.7%	4.2%
32	Treated with courtesy and respect by customer service staff	117	94.9%	31	96.8%	1.9%
Q#	Composites & Key Questions					
	Getting Needed Care		77.8%		77.8%	0.1%
	Getting Care Quickly		77.7%		69.6%	8.2%
	How Well Doctors Communicate		87.3%		88.3%	1.0%
	Customer Service		88.7%		91.8%	3.1%
	Shared Decision Making		70.5%		81.4%	10.9%
8	Health Promotion and Education	284	70.1%	56	69.6%	0.5%
22	Coordination of Care	130	81.5%	24	70.8%	10.7%
29	Providing Needed Information	60	61.7%	22	72.7%	11.0%
34	Ease of Filling Out Forms	350	92.3%	65	95.4%	3.1%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)					
13	Rating of Health Care	284	72.5%	54	64.8%	7.7%
23	Rating of Personal Doctor	279	80.6%	44	75.0%	5.6%
27	Rating of Specialist	112	76.8%	22	81.8%	5.0%
35	Rating of Health Plan	349	80.2%	66	68.2%	12.0%
Q#	Rating Items (Summary Rate = 9 + 10)					
13	Rating of Health Care	284	55.3%	54	50.0%	5.3%
23	Rating of Personal Doctor	279	70.6%	44	65.9%	4.7%
27	Rating of Specialist	112	65.2%	22	63.6%	1.6%
35	Rating of Health Plan	349	67.9%	66	50.0%	17.9%

* 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 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

Louisiana Healthcare Connections

Plan Summary Rates by Respondent's Ethnicity (Q55)

Medicaid Adult CAHPS®

527 Total Respondents

Q#	Attributes	Hispanic/Latino		Not Hispanic/Latino		Range*
		Valid n**	%	Valid n**	%	
4	Obtained needed care right away	8	62.5%	177	80.8%	NA
6	Obtained appointment for care as soon as needed	9	77.8%	302	74.2%	NA
10	Doctor/health provider talked about reasons you might want to take a medicine	2	100.0%	124	83.9%	NA
11	Doctor/health provider talked about reasons you might not want to take a medicine	2	100.0%	125	60.0%	NA
12	Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	2	100.0%	121	72.7%	NA
14	Ease of getting care, tests, or treatment needed	14	71.4%	318	83.3%	NA
17	Doctors explained things in an understandable way	10	90.0%	276	88.0%	NA
18	Doctors listened carefully to you	10	80.0%	275	87.3%	NA
19	Doctors showed respect for what you had to say	10	100.0%	277	88.1%	NA
20	Doctors spent enough time with you	10	100.0%	275	83.3%	NA
25	Obtained appointment with specialist as soon as needed	5	80.0%	138	73.2%	NA
31	Getting information/help from customer service	3	100.0%	137	83.2%	NA
32	Treated with courtesy and respect by customer service staff	3	100.0%	140	95.7%	NA
Q#	**Composites & Key Questions**					
	Getting Needed Care		75.7%		78.3%	NA
	Getting Care Quickly		70.2%		77.5%	NA
	How Well Doctors Communicate		92.5%		86.7%	NA
	Customer Service		100.0%		89.5%	NA
	Shared Decision Making		100.0%		72.2%	NA
8	Health Promotion and Education	14	57.1%	320	69.1%	NA
22	Coordination of Care	3	100.0%	142	78.2%	NA
29	Providing Needed Information	4	50.0%	73	64.4%	NA
34	Ease of Filling Out Forms	18	100.0%	388	92.8%	NA
Q#	**Rating Items (Summary Rate = 8 + 9 + 10)**					
13	Rating of Health Care	14	78.6%	318	71.4%	NA
23	Rating of Personal Doctor	9	100.0%	304	78.9%	NA
27	Rating of Specialist	4	100.0%	124	76.6%	NA
35	Rating of Health Plan	17	82.4%	388	78.4%	NA
Q#	**Rating Items (Summary Rate = 9 + 10)**					
13	Rating of Health Care	14	71.4%	318	54.4%	NA
23	Rating of Personal Doctor	9	100.0%	304	69.1%	NA
27	Rating of Specialist	4	100.0%	124	62.9%	NA
35	Rating of Health Plan	17	76.5%	388	64.2%	NA

* Range is the difference between Summary Rates shown. Due to the small number of Hispanic/Latino respondents, 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 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

Louisiana Healthcare Connections

Plan Summary Rates by Respondent's Race (Q56)

Medicaid Adult CAHPS®

527 Total Respondents

Q#	Attributes	White		Black or African-American		Other*		Range**
		Valid n***	%	Valid n***	%	Valid n***	%	
4	Obtained needed care right away	69	81.2%	121	77.7%	28	82.1%	4.4%
6	Obtained appointment for care as soon as needed	117	77.8%	212	73.1%	37	67.6%	10.2%
10	Doctor/health provider talked about reasons you might want to take a medicine	60	83.3%	72	83.3%	18	83.3%	0.0%
11	Doctor/health provider talked about reasons you might not want to take a medicine	60	65.0%	73	54.8%	18	61.1%	10.2%
12	Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	59	72.9%	69	75.4%	18	61.1%	14.3%
14	Ease of getting care, tests, or treatment needed	131	81.7%	218	81.7%	36	88.9%	7.2%
17	Doctors explained things in an understandable way	116	90.5%	188	87.8%	34	91.2%	3.4%
18	Doctors listened carefully to you	116	86.2%	187	89.3%	34	79.4%	9.9%
19	Doctors showed respect for what you had to say	116	87.1%	189	90.5%	34	79.4%	11.1%
20	Doctors spent enough time with you	116	83.6%	188	85.1%	33	78.8%	6.3%
25	Obtained appointment with specialist as soon as needed	61	77.0%	89	69.7%	24	70.8%	7.3%
31	Getting information/help from customer service	43	86.0%	107	81.3%	17	70.6%	15.4%
32	Treated with courtesy and respect by customer service staff	43	100.0%	111	92.8%	17	94.1%	7.2%
Q#	Composites & Key Questions							
	Getting Needed Care		79.4%		75.7%		79.9%	4.2%
	Getting Care Quickly		79.5%		75.4%		74.9%	4.7%
	How Well Doctors Communicate		86.9%		88.2%		82.2%	6.0%
	Customer Service		93.0%		87.1%		82.4%	10.7%
	Shared Decision Making		73.7%		71.2%		68.5%	5.2%
8	Health Promotion and Education	131	62.6%	219	71.7%	35	71.4%	9.1%
22	Coordination of Care	59	79.7%	91	78.0%	23	87.0%	9.0%
29	Providing Needed Information	35	71.4%	53	60.4%	11	54.5%	16.9%
34	Ease of Filling Out Forms	155	94.8%	266	92.1%	47	85.1%	9.7%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)							
13	Rating of Health Care	132	62.9%	217	76.0%	35	71.4%	13.1%
23	Rating of Personal Doctor	130	77.7%	202	81.2%	34	82.4%	4.7%
27	Rating of Specialist	53	81.1%	80	75.0%	19	78.9%	6.1%
35	Rating of Health Plan	161	74.5%	264	81.1%	47	68.1%	13.0%
Q#	Rating Items (Summary Rate = 9 + 10)							
13	Rating of Health Care	132	50.8%	217	57.1%	35	62.9%	12.1%
23	Rating of Personal Doctor	130	67.7%	202	72.3%	34	67.6%	4.7%
27	Rating of Specialist	53	66.0%	80	65.0%	19	68.4%	3.4%
35	Rating of Health Plan	161	60.9%	264	68.2%	47	57.4%	10.8%

* "Other" includes Asian, Native Hawaiian or other Pacific Islander, American Indian or Alaska Native, and respondents who answered "Other."

** 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 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

Louisiana Healthcare Connections

Plan Summary Rates by Respondent's Health Status (Q36)

Medicaid Adult CAHPS®

527 Total Respondents

Q#	Attributes	Excellent/Very good		Good		Fair/Poor		Range*
		Valid n**	%	Valid n**	%	Valid n**	%	
4	Obtained needed care right away	45	84.4%	64	82.8%	88	73.9%	10.5%
6	Obtained appointment for care as soon as needed	86	68.6%	108	77.8%	142	75.4%	9.2%
10	Doctor/health provider talked about reasons you might want to take a medicine	24	79.2%	43	90.7%	66	80.3%	11.5%
11	Doctor/health provider talked about reasons you might not want to take a medicine	24	50.0%	44	65.9%	66	59.1%	15.9%
12	Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	23	87.0%	43	76.7%	63	66.7%	20.3%
14	Ease of getting care, tests, or treatment needed	87	87.4%	120	84.2%	148	79.1%	8.3%
17	Doctors explained things in an understandable way	78	96.2%	105	85.7%	126	86.5%	10.5%
18	Doctors listened carefully to you	79	96.2%	104	82.7%	125	87.2%	13.5%
19	Doctors showed respect for what you had to say	79	96.2%	105	88.6%	126	85.7%	10.5%
20	Doctors spent enough time with you	79	91.1%	105	83.8%	124	80.6%	10.5%
25	Obtained appointment with specialist as soon as needed	26	73.1%	56	76.8%	70	70.0%	6.8%
31	Getting information/help from customer service	41	80.5%	60	85.0%	54	81.5%	4.5%
32	Treated with courtesy and respect by customer service staff	42	97.6%	61	100.0%	56	87.5%	12.5%
Q#	Composites & Key Questions							
	Getting Needed Care		80.3%		80.5%		74.6%	5.9%
	Getting Care Quickly		76.5%		80.3%		74.7%	5.7%
	How Well Doctors Communicate		94.9%		85.2%		85.0%	9.9%
	Customer Service		89.1%		92.5%		84.5%	8.0%
	Shared Decision Making		72.1%		77.8%		68.7%	9.1%
8	Health Promotion and Education	88	61.4%	119	74.8%	149	67.8%	13.4%
22	Coordination of Care	32	87.5%	45	80.0%	80	75.0%	12.5%
29	Providing Needed Information	24	79.2%	27	59.3%	34	61.8%	19.9%
34	Ease of Filling Out Forms	125	98.4%	143	93.0%	165	90.3%	8.1%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)							
13	Rating of Health Care	88	80.7%	118	72.0%	149	65.8%	14.9%
23	Rating of Personal Doctor	86	80.2%	116	78.4%	134	80.6%	2.2%
27	Rating of Specialist	21	76.2%	51	82.4%	62	74.2%	8.2%
35	Rating of Health Plan	122	81.1%	143	84.6%	171	72.5%	12.1%
Q#	Rating Items (Summary Rate = 9 + 10)							
13	Rating of Health Care	88	68.2%	118	54.2%	149	49.7%	18.5%
23	Rating of Personal Doctor	86	75.6%	116	69.0%	134	67.2%	8.4%
27	Rating of Specialist	21	66.7%	51	74.5%	62	58.1%	16.4%
35	Rating of Health Plan	122	69.7%	143	71.3%	171	58.5%	12.8%

* 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 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

Louisiana Healthcare Connections

Plan Summary Rates by Respondent's Mental/Emotional Health Status (Q37)

Medicaid Adult CAHPS®

527 Total Respondents

Q#	Attributes	Excellent/Very good		Good		Fair/Poor		Range*
		Valid n**	%	Valid n**	%	Valid n**	%	
4	Obtained needed care right away	54	81.5%	58	84.5%	86	74.4%	10.1%
6	Obtained appointment for care as soon as needed	111	73.0%	99	78.8%	126	71.4%	7.4%
10	Doctor/health provider talked about reasons you might want to take a medicine	34	88.2%	42	78.6%	57	84.2%	9.6%
11	Doctor/health provider talked about reasons you might not want to take a medicine	35	68.6%	42	59.5%	57	52.6%	16.0%
12	Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	34	70.6%	41	82.9%	54	68.5%	14.4%
14	Ease of getting care, tests, or treatment needed	114	85.1%	102	82.4%	139	80.6%	4.5%
17	Doctors explained things in an understandable way	100	95.0%	87	87.4%	124	85.5%	9.5%
18	Doctors listened carefully to you	100	92.0%	87	86.2%	122	86.9%	5.8%
19	Doctors showed respect for what you had to say	100	95.0%	87	86.2%	124	87.9%	8.8%
20	Doctors spent enough time with you	100	91.0%	87	82.8%	122	81.1%	9.9%
25	Obtained appointment with specialist as soon as needed	42	78.6%	45	77.8%	65	67.7%	10.9%
31	Getting information/help from customer service	47	80.9%	43	88.4%	64	81.3%	7.5%
32	Treated with courtesy and respect by customer service staff	49	98.0%	43	97.7%	66	90.9%	7.1%
Q#	Composites & Key Questions							
	Getting Needed Care		81.9%		80.1%		74.2%	7.7%
	Getting Care Quickly		77.3%		81.7%		72.9%	8.8%
	How Well Doctors Communicate		93.3%		85.7%		85.4%	7.9%
	Customer Service		89.5%		93.1%		86.1%	7.0%
	Shared Decision Making		75.8%		73.7%		68.4%	7.4%
8	Health Promotion and Education	115	60.0%	101	71.3%	140	74.3%	14.3%
22	Coordination of Care	43	88.4%	42	73.8%	72	77.8%	14.6%
29	Providing Needed Information	31	71.0%	22	68.2%	32	56.3%	14.7%
34	Ease of Filling Out Forms	151	96.7%	126	92.9%	157	90.4%	6.3%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)							
13	Rating of Health Care	115	74.8%	103	76.7%	138	65.2%	11.5%
23	Rating of Personal Doctor	108	80.6%	103	80.6%	126	80.2%	0.4%
27	Rating of Specialist	34	85.3%	42	85.7%	58	69.0%	16.7%
35	Rating of Health Plan	147	81.0%	127	83.5%	161	74.5%	9.0%
Q#	Rating Items (Summary Rate = 9 + 10)							
13	Rating of Health Care	115	60.0%	103	60.2%	138	47.8%	12.4%
23	Rating of Personal Doctor	108	70.4%	103	71.8%	126	69.8%	2.0%
27	Rating of Specialist	34	76.5%	42	71.4%	58	55.2%	21.3%
35	Rating of Health Plan	147	70.1%	127	69.3%	161	60.2%	9.9%

* 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 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

Louisiana Healthcare Connections

Plan Summary Rates by Number of Doctor/Clinic Visits (Q7)

Medicaid Adult CAHPS®

527 Total Respondents

Q#	Attributes	Less than three visits		Three or more visits		Range*
		Valid n**	%	Valid n**	%	
4	Obtained needed care right away	76	68.4%	120	86.7%	18.2%
6	Obtained appointment for care as soon as needed	159	66.7%	179	82.1%	15.5%
10	Doctor/health provider talked about reasons you might want to take a medicine	46	84.8%	96	83.3%	1.4%
11	Doctor/health provider talked about reasons you might not want to take a medicine	47	53.2%	95	64.2%	11.0%
12	Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	45	75.6%	92	75.0%	0.6%
14	Ease of getting care, tests, or treatment needed	168	83.9%	205	81.0%	3.0%
17	Doctors explained things in an understandable way	145	89.7%	174	89.1%	0.6%
18	Doctors listened carefully to you	144	86.8%	172	89.5%	2.7%
19	Doctors showed respect for what you had to say	143	89.5%	172	89.5%	0.0%
20	Doctors spent enough time with you	142	88.0%	171	83.6%	4.4%
25	Obtained appointment with specialist as soon as needed	53	77.4%	94	71.3%	6.1%
31	Getting information/help from customer service	71	76.1%	78	88.5%	12.4%
32	Treated with courtesy and respect by customer service staff	74	94.6%	79	94.9%	0.3%
Q#	Composites & Key Questions					
	Getting Needed Care		80.6%		76.1%	4.5%
	Getting Care Quickly		67.5%		84.4%	16.9%
	How Well Doctors Communicate		88.5%		87.9%	0.6%
	Customer Service		85.3%		91.7%	6.4%
	Shared Decision Making		71.2%		74.2%	3.0%
8	Health Promotion and Education	169	60.9%	208	73.6%	12.6%
22	Coordination of Care	60	80.0%	98	80.6%	0.6%
29	Providing Needed Information	42	64.3%	42	66.7%	2.4%
34	Ease of Filling Out Forms	229	94.3%	193	91.7%	2.6%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)					
13	Rating of Health Care	170	77.1%	204	67.2%	9.9%
23	Rating of Personal Doctor	168	81.0%	171	81.3%	0.3%
27	Rating of Specialist	44	79.5%	85	77.6%	1.9%
35	Rating of Health Plan	227	81.9%	195	76.9%	5.0%
Q#	Rating Items (Summary Rate = 9 + 10)					
13	Rating of Health Care	170	58.2%	204	52.5%	5.8%
23	Rating of Personal Doctor	168	69.0%	171	71.9%	2.9%
27	Rating of Specialist	44	61.4%	85	67.1%	5.7%
35	Rating of Health Plan	227	65.2%	195	67.7%	2.5%

* 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 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

Louisiana Healthcare Connections

Plan Summary Rates by Data Collection Mode

Medicaid Adult CAHPS®

527 Total Respondents

Q#	Attributes	Mail		Phone		Internet		Range*
		Valid n**	%	Valid n**	%	Valid n**	%	
4	Obtained needed care right away	119	78.2%	86	79.1%	NA	NA	0.9%
6	Obtained appointment for care as soon as needed	187	79.1%	172	68.6%	NA	NA	10.5%
10	Doctor/health provider talked about reasons you might want to take a medicine	70	91.4%	72	76.4%	NA	NA	15.0%
11	Doctor/health provider talked about reasons you might not want to take a medicine	71	64.8%	71	56.3%	NA	NA	8.5%
12	Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	68	76.5%	69	73.9%	NA	NA	2.6%
14	Ease of getting care, tests, or treatment needed	201	81.6%	172	83.1%	NA	NA	1.5%
17	Doctors explained things in an understandable way	176	87.5%	151	91.4%	NA	NA	3.9%
18	Doctors listened carefully to you	175	89.1%	150	87.3%	NA	NA	1.8%
19	Doctors showed respect for what you had to say	177	90.4%	147	89.1%	NA	NA	1.3%
20	Doctors spent enough time with you	175	86.3%	147	83.7%	NA	NA	2.6%
25	Obtained appointment with specialist as soon as needed	83	75.9%	71	70.4%	NA	NA	5.5%
31	Getting information/help from customer service	65	86.2%	90	80.0%	NA	NA	6.2%
32	Treated with courtesy and respect by customer service staff	70	94.3%	89	95.5%	NA	NA	1.2%
Q#	**Composites & Key Questions**							
	Getting Needed Care		78.7%		76.8%		NA	2.0%
	Getting Care Quickly		78.6%		73.8%		NA	4.8%
	How Well Doctors Communicate		88.3%		87.9%		NA	0.5%
	Customer Service		90.2%		87.8%		NA	2.5%
	Shared Decision Making		77.6%		68.9%		NA	8.7%
8	Health Promotion and Education	203	69.5%	174	66.1%	NA	NA	3.4%
22	Coordination of Care	82	78.0%	84	82.1%	NA	NA	4.1%
29	Providing Needed Information	50	62.0%	36	69.4%	NA	NA	7.4%
34	Ease of Filling Out Forms	246	94.7%	192	91.1%	NA	NA	3.6%
Q#	**Rating Items (Summary Rate = 8 + 9 + 10)**							
13	Rating of Health Care	201	71.1%	173	72.3%	NA	NA	1.1%
23	Rating of Personal Doctor	189	78.3%	165	83.0%	NA	NA	4.7%
27	Rating of Specialist	73	72.6%	63	84.1%	NA	NA	11.5%
35	Rating of Health Plan	246	76.4%	193	81.9%	NA	NA	5.4%
Q#	**Rating Items (Summary Rate = 9 + 10)**							
13	Rating of Health Care	201	55.2%	173	54.9%	NA	NA	0.3%
23	Rating of Personal Doctor	189	70.9%	165	69.7%	NA	NA	1.2%
27	Rating of Specialist	73	61.6%	63	69.8%	NA	NA	8.2%
35	Rating of Health Plan	246	65.4%	193	66.3%	NA	NA	0.9%

* Range is the difference between Summary Rates shown. This survey wasn't administered using an Internet data collection methodology. In keeping, the Internet 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 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

6. Correlation Analyses

Page 6A provides attribute correlations with *Rating of Health Plan* (Q35), *Rating of Health Care* (Q13), and *Rating of Personal Doctor* (Q23). 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 2014 Quality Compass® All Plans Medicaid benchmark are also shown with significance testing.

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

Chart 6A

Correlation Analysis

Louisiana Healthcare Connections

Attribute Correlations with Key Rating Questions

Medicaid Adult CAHPS®

527 Total Respondents

	Attributes, Key Questions, and Rating Items	Correlation Coefficients* with Q35 - Health Plan	with Q13 - Health Care	with Q23 - Personal Doctor	Plan Summary Rate	2014 Quality Compass All Plans**
Getting Needed Care	Q14. Ease of getting care, tests, or treatment needed	**0.421**	**0.437**	**0.486**	82.3%	82.5%
	Q25. Obtained appointment with specialist as soon as needed	0.350	0.277	0.334	73.4%	78.7%
Getting Care Quickly	Q4. Obtained needed care right away	0.302	0.154	0.217	78.5%	82.7%
	Q6. Obtained appointment for care as soon as needed	0.260	0.283	0.207	74.1%	**79.3%**
How Well Doctors Communicate	Q17. Doctors explained things in an understandable way	0.358	0.262	**0.596**	89.3%	89.9%
	Q18. Doctors listened carefully to you	0.369	0.329	**0.641**	88.3%	89.9%
	Q19. Doctors showed respect for what you had to say	0.359	0.383	**0.698**	89.8%	91.4%
	Q20. Doctors spent enough time with you	0.392	0.399	**0.638**	85.1%	86.8%
Customer Service	Q31. Getting information/help from customer service	0.383	0.169	0.266	82.6%	80.3%
	Q32. Treated with courtesy and respect by customer service staff	0.271	0.125	0.200	95.0%	92.7%
Additional Measures	Q22. Coordination of Care	0.392	0.365	**0.608**	80.1%	79.2%
	Q29. Providing Needed Information	**0.418**	0.144	0.202	65.1%	66.7%
	Q34. Ease of Filling Out Forms	0.109	0.122	0.052	93.2%	94.2%
Rating Items *(Summary Rate = 8 + 9 + 10)*	Q13. Rating of Health Care	**0.560**	NA	**0.500**	71.7%	71.3%
	Q23. Rating of Personal Doctor	**0.447**	**0.500**	NA	80.5%	78.8%
	Q27. Rating of Specialist	**0.496**	**0.449**	**0.577**	77.9%	80.4%
	Q35. Rating of Health Plan	NA	**0.560**	**0.447**	78.8%	**74.7%**

* 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 2014 Quality Compass® All Plans benchmark is the mean summary rate from the Medicaid adult plans that submitted to NCQA in 2014 (approximately 147 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 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

7. Priority Matrix

SPH Analytics 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* (Q35). 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 2015 Medicaid Adult SPH Analytics Book of Business.

Composites and measures with moderate to strong correlations with *Rating of Health Plan* (Q35) 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* (Q35) 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* (Q35) but rank at or above the 75th percentile. Composites that are weakly correlated with overall satisfaction and rank below the 75th percentile are considered *Medium Priorities* and are placed in the bottom left quadrant.

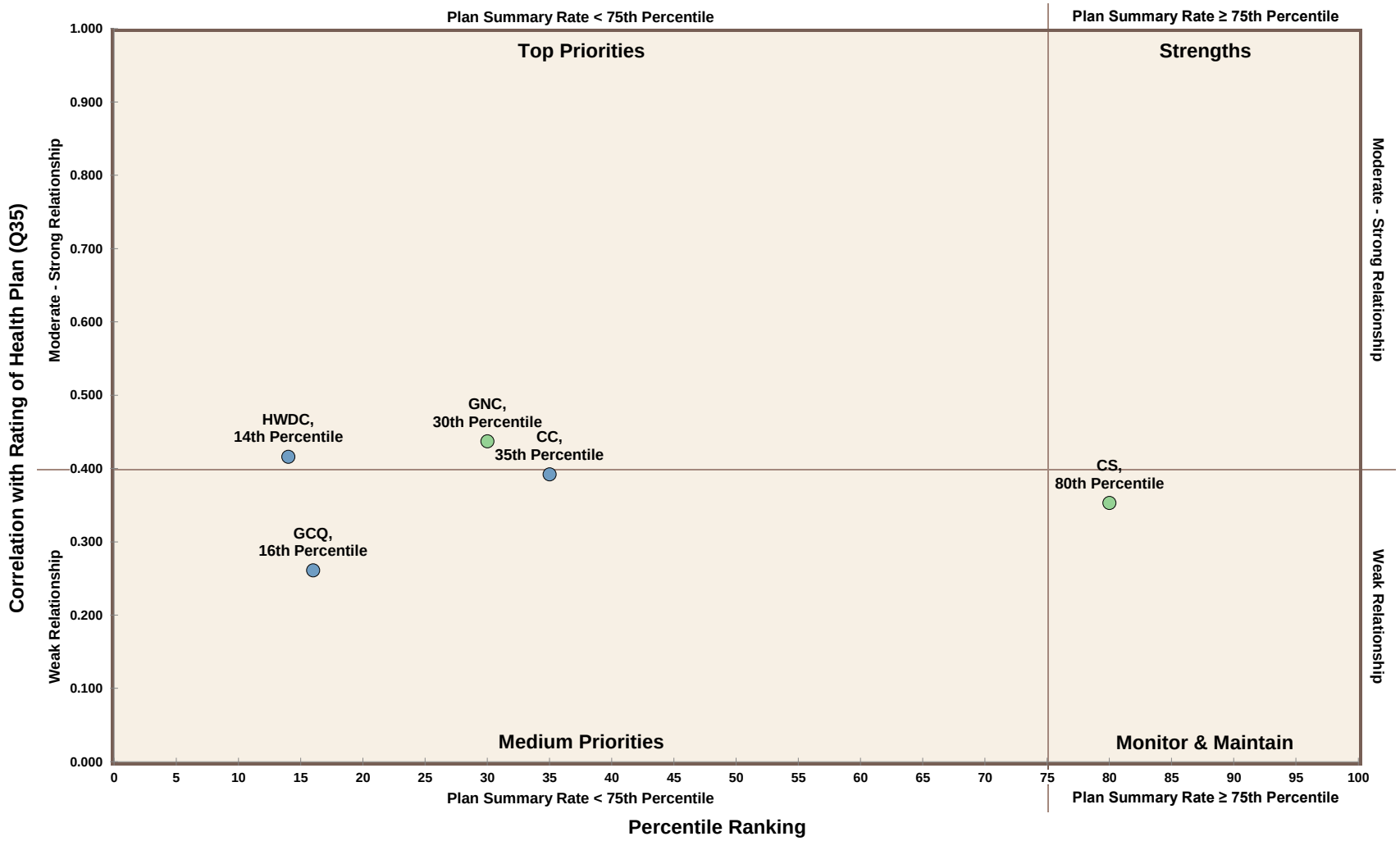
Chart 7A

Priority Matrix

Louisiana Healthcare Connections

Medicaid Adult CAHPS®

Composite and Key Measure Correlations with Rating of Health Plan (Q35) and Percentile Rankings



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
CC	Coordination of Care (Q22)

Note 1: The 2015 SPH Analytics Book of Business consists of 58 Medicaid adult samples that conducted surveys with SPH Analytics in 2015 and submitted data to NCQA.
Note 2: Ranking indicates where your plan's Summary Rate ranks when compared to all other Medicaid adult plans that submitted data to NCQA through SPH Analytics in 2015. Summary Rates that are below the 10th percentile are shown as '<10th.'

8. Composite Analyses

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 (Q13)
- Rating of Personal Doctor (Q23)
- Rating of Specialist (Q27)
- Rating of Health Plan (Q35)

Summary Rate Trend Comparisons

This section compares your plan's current composite and attribute Summary Rate Scores 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* (Q35), *Rating of Health Care* (Q13), and *Rating of Personal Doctor* (Q23). Attributes considered to be highly correlated with the rating measures are shaded blue ($r \geq 0.400$).

Drill Down of Summary Rate Comparisons

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

Benchmark Summary Rate Comparisons

This section compares your plan's current and trend scores (if applicable) to the trend scores from the Quality Compass® All Plans and SPH Analytics Book of Business benchmarks. The SPH Analytics Book of Business consists of Medicaid adult samples that conducted surveys with SPH Analytics in 2015 and submitted data to NCQA. The 2014 Quality Compass® All Plans benchmark is the mean Summary Rate from the Medicaid adult plans that submitted to NCQA in 2014.

Benchmark Percentile Rankings

This section compares your plan's current Summary Rate Score to the 2014 Quality Compass® All Plans benchmark. Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Your percentile rank indicates where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th." The Summary Rates for attributes at or above the 90th percentile are shaded dark green, while Summary Rates 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 Summary Rates at or above the 25th percentile but below the 50th percentile are shaded light orange and Summary Rates below the 25th percentile are shaded dark orange.

Three-Point Score Trend Comparisons and Percentile Thresholds[24]

This section compares your plan's current unadjusted Three-Point Scores to trend Three-Point Scores (if applicable).[25] This section also compares your current Three-Point Scores to the NCQA percentile benchmark thresholds. Rankings indicate where your plan's score falls relative to the benchmark percentiles. Scores that are below the 25th percentile threshold are shown as "<25th." The Three-Point Scores for items 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 Three-Point Scores at or above the 50th percentile but below the 75th are shaded beige. Additionally, items 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: 2015 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. Commendable is the highest status awarded to an organization scored on standards only.

Global Proportions and Three-Point Scores

This section shows a graphical presentation of the percentage of members who answered 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.

[24] Please note that the CAHPS® *How Well Doctors Communicate* measure was retired from 2015 accreditation scoring, however, organizations accredited on the 2013 and 2014 standards will still be scored using the organization's submitted rate for this measure.

[25] NCQA is on year five of phasing out the sampling variation adjustments for all organizations. From this year forward, NCQA will use unadjusted HEDIS® and CAHPS® results to score organizations at the time of their survey and at annual rescoring. In keeping, your plan's 2015 unadjusted and adjusted three-point scores are the same.

Three-Point Score Trend Comparisons

This section displays your plan's current unadjusted Three-Point Scores and compares them to trend scores (if applicable).[26] 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

[26] NCQA is on year five of phasing out the sampling variation adjustments for all organizations. From this year forward, NCQA will use unadjusted HEDIS® and CAHPS® results to score organizations at the time of their survey and at annual rescoring. In keeping, your plan's 2015 unadjusted and adjusted three-point scores are the same.

HEDIS/CAHPS® Composite Analysis

Louisiana Healthcare Connections

Getting Needed Care Composite

Medicaid Adult CAHPS®

Summary Rate Trend Comparisons

Composite and Attributes	Your Plan's Summary Rates and Significance Testing					
	2015		2014		2013	
Getting Needed Care		**77.8%**		**73.0%**		**74.7%**
Q14. Ease of getting care, tests, or treatment needed	373	82.3%	333	75.1%	377	76.9%
Q25. Obtained appointment with specialist as soon as needed	154	73.4%	138	71.0%	164	72.6%

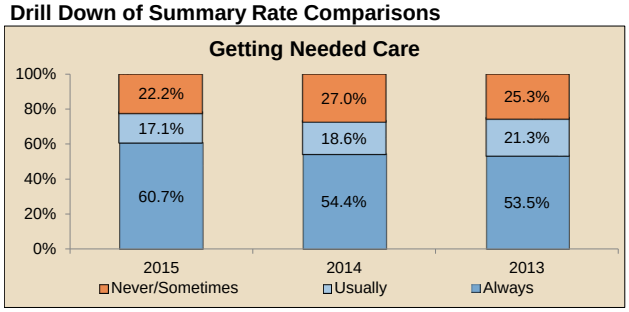
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no 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

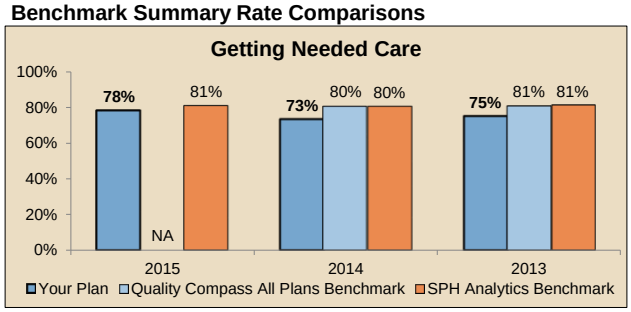
Getting Needed Care	with Q35 - Health Plan	with Q13 - Health Care	with Q23 - Personal Dr.
Q14. Ease of getting care, tests, or treatment needed	**0.421**	**0.437**	**0.486**
Q25. Obtained appointment with specialist as soon as needed	0.350	0.277	0.334

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 Ranking		2014 Quality Compass, All Plans Mean & Percentiles				
			Mean	25th	50th	75th	90th
Getting Needed Care	**77.8%**	**31st**	**80.5%**	**77.5%**	**80.9%**	**84.3%**	**85.6%**
Q14. Ease of getting care, tests, or treatment needed	82.3%	43rd	82.5%	79.3%	83.2%	85.9%	87.9%
Q25. Obtained appointment with specialist as soon as needed	73.4%	17th	78.7%	75.4%	79.2%	82.3%	85.1%

Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Rankings indicate where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th."

- 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.

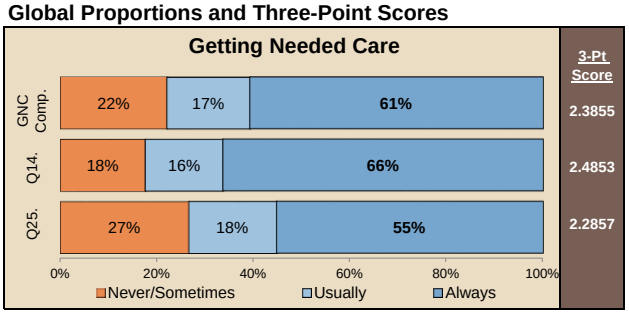
Three-Point Score Trend Comparisons and Percentile Thresholds

Composite	Year	Plan Unadjusted Three-Point Score	Plan Adjusted Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Adult CAHPS® Percentiles			
					25th	50th	75th	90th
Getting Needed Care	**2015**	2.3855	**2.3855**	50th	2.31	2.37	2.42	2.46
	2014	2.2745	**2.2845**	<25th	2.31	2.37	2.41	2.46
	2013	2.2823	**2.3023**	50th	2.18	2.28	2.35	2.43

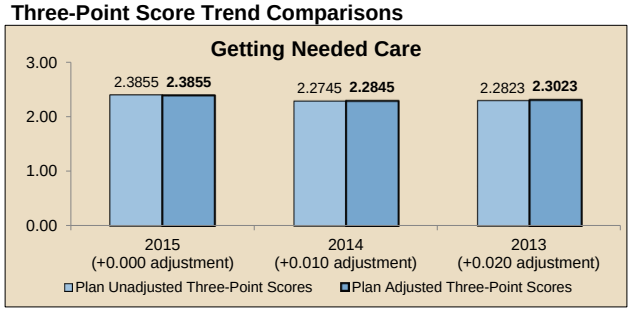
NCQA is on year five of phasing out the sampling variation adjustments for all organizations. From this year forward, NCQA will use unadjusted HEDIS and CAHPS results to score organizations at the time of their survey and at annual rescoring. In keeping, your plan's 2015 unadjusted and adjusted three-point scores are the same.
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point 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 Three-Point Scores



Three-Point Score Trend Comparisons



NCQA is on year five of phasing out the sampling variation adjustments for all organizations. From this year forward, NCQA will use unadjusted HEDIS and CAHPS results to score organizations at the time of their survey and at annual rescoring. In keeping, your plan's 2015 unadjusted and adjusted three-point scores are the same.
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

Getting Care Quickly Composite

Medicaid Adult CAHPS®

Summary Rate Trend Comparisons

Composite and Attributes	Your Plan's Summary Rates and Significance Testing					
	2015		2014		2013	
Getting Care Quickly		**76.3%**		**78.7%**		**77.3%**
Q4. Obtained needed care right away	205	78.5%	196	78.1%	230	77.4%
Q6. Obtained appointment for care as soon as needed	359	74.1%	311	79.4%	355	77.2%

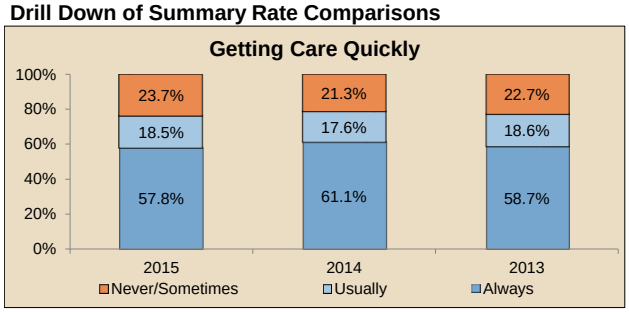
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no 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

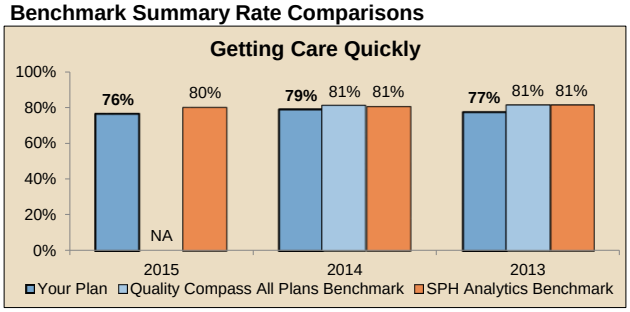
Getting Care Quickly	with Q35 - Health Plan	with Q13 - Health Care	with Q23 - Personal Dr.
Q4. Obtained needed care right away	0.302	0.154	0.217
Q6. Obtained appointment for care as soon as needed	0.260	0.283	0.207

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 Ranking		2014 Quality Compass, All Plans Mean & Percentiles				
			Mean	25th	50th	75th	90th
Getting Care Quickly	**76.3%**	**13th**	**81.0%**	**78.4%**	**81.8%**	**83.8%**	**85.5%**
Q4. Obtained needed care right away	78.5%	18th	82.7%	80.1%	83.3%	86.1%	87.6%
Q6. Obtained appointment for care as soon as needed	74.1%	15th	79.3%	76.8%	79.8%	82.9%	84.7%

Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Rankings indicate where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th."

- 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.

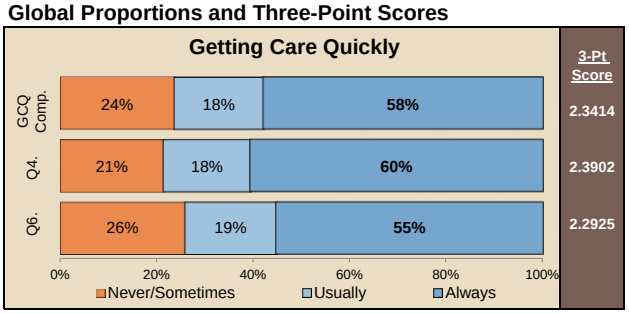
Three-Point Score Trend Comparisons and Percentile Thresholds

Composite	Year	Plan Unadjusted Three-Point Score	Plan Adjusted Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Adult CAHPS® Percentiles			
					25th	50th	75th	90th
Getting Care Quickly	**2015**	2.3414	**2.3414**	<25th	2.37	2.42	2.46	2.50
	2014	2.3985	**2.4085**	25th	2.37	2.41	2.45	2.49
	2013	2.3594	**2.3794**	25th	2.33	2.40	2.44	2.48

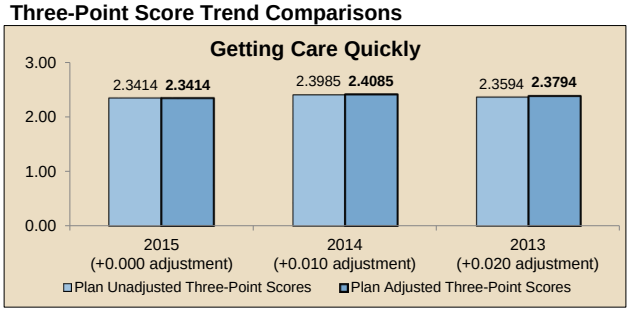
NCQA is on year five of phasing out the sampling variation adjustments for all organizations. From this year forward, NCQA will use unadjusted HEDIS and CAHPS results to score organizations at the time of their survey and at annual rescoring. In keeping, your plan's 2015 unadjusted and adjusted three-point scores are the same.
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point 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 Three-Point Scores



Three-Point Score Trend Comparisons



NCQA is on year five of phasing out the sampling variation adjustments for all organizations. From this year forward, NCQA will use unadjusted HEDIS and CAHPS results to score organizations at the time of their survey and at annual rescoring. In keeping, your plan's 2015 unadjusted and adjusted three-point scores are the same.
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

How Well Doctors Communicate Composite

Medicaid Adult CAHPS®

Summary Rate Trend Comparisons

Composite and Attributes	Your Plan's Summary Rates and Significance Testing					
	2015		2014		2013	
How Well Doctors Communicate		**88.1%**		**91.2%**		**90.1%**
Q17. Doctors explained things in an understandable way	327	89.3%	258	91.1%	321	91.0%
Q18. Doctors listened carefully to you	325	88.3%	259	93.1%	321	90.7%
Q19. Doctors showed respect for what you had to say	324	89.8%	258	91.1%	319	91.8%
Q20. Doctors spent enough time with you	322	85.1%	256	89.5%	322	87.0%

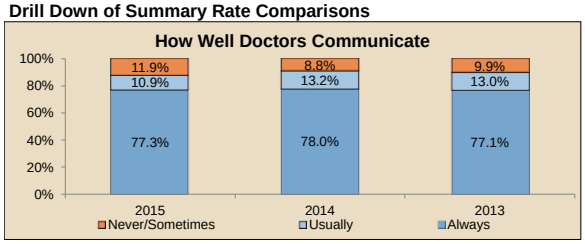
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no 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

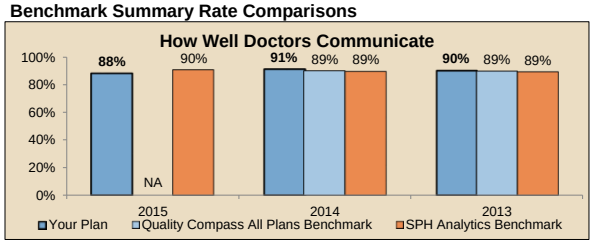
How Well Doctors Communicate	with Q35 - Health Plan	with Q13 - Health Care	with Q23 - Personal Dr.
Q17. Doctors explained things in an understandable way	0.358	0.262	**0.596**
Q18. Doctors listened carefully to you	0.369	0.329	**0.641**
Q19. Doctors showed respect for what you had to say	0.359	0.383	**0.698**
Q20. Doctors spent enough time with you	0.392	0.399	**0.638**

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 Ranking		2014 Quality Compass, All Plans Mean & Percentiles				
			Mean	25th	50th	75th	90th
How Well Doctors Communicate	**88.1%**	**24th**	**89.5%**	**88.2%**	**89.8%**	**91.1%**	**92.4%**
Q17. Doctors explained things in an understandable way	89.3%	40th	89.9%	88.0%	90.3%	91.7%	93.2%
Q18. Doctors listened carefully to you	88.3%	27th	89.9%	88.2%	90.2%	91.8%	93.3%
Q19. Doctors showed respect for what you had to say	89.8%	24th	91.4%	89.8%	91.3%	93.0%	94.2%
Q20. Doctors spent enough time with you	85.1%	27th	86.8%	84.7%	87.2%	88.7%	90.1%

Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Rankings indicate where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th."

- 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.

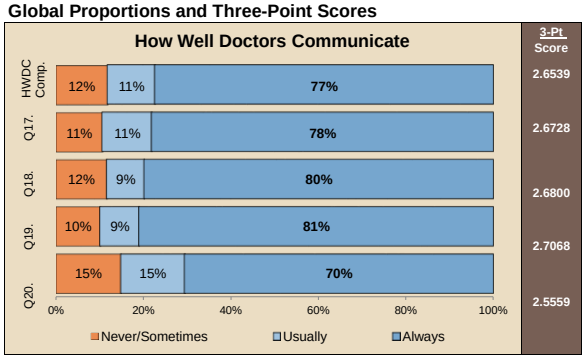
Three-Point Score Trend Comparisons and Percentile Thresholds

Composite	Year	Plan Unadjusted Three-Point Score	Plan Adjusted Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Adult CAHPS® Percentiles			
					25th	50th	75th	90th
How Well Doctors Communicate	**2015**	2.6539	**2.6539**	90th	2.48	2.54	2.58	2.64
	2014	2.6914	**2.7014**	90th	2.48	2.54	2.58	2.64
	2013	2.6720	**2.6920**	90th	2.48	2.54	2.58	2.64

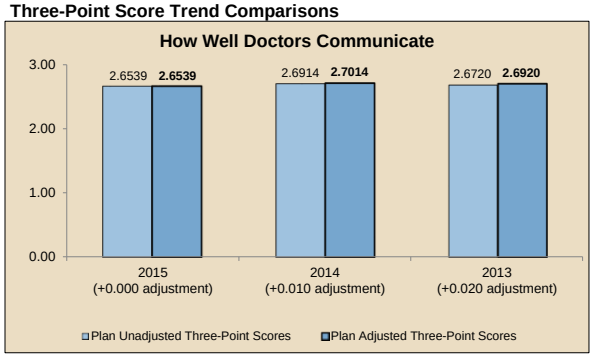
NCQA is on year five of phasing out the sampling variation adjustments for all organizations. From this year forward, NCQA will use unadjusted HEDIS and CAHPS results to score organizations at the time of their survey and at annual rescoring. In keeping, your plan's 2015 unadjusted and adjusted three-point scores are the same.
Please note that the CAHPS How Well Doctors Communicate measure was retired from 2015 accreditation scoring, however, organizations accredited on the 2013 and 2014 standards will still be scored using the organization's submitted rate for this measure.
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point 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 Three-Point Scores



Three-Point Score Trend Comparisons



NCQA is on year five of phasing out the sampling variation adjustments for all organizations. From this year forward, NCQA will use unadjusted HEDIS and CAHPS results to score organizations at the time of their survey and at annual rescoring. In keeping, your plan's 2015 unadjusted and adjusted three-point scores are the same.
Please note that the CAHPS How Well Doctors Communicate measure was retired from 2015 accreditation scoring, however, organizations accredited on the 2013 and 2014 standards will still be scored using the organization's submitted rate for this measure.
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

Customer Service Composite

Medicaid Adult CAHPS®

Summary Rate Trend Comparisons

Composite and Attributes	Your Plan's Summary Rates and Significance Testing					
	2015		2014		2013	
Customer Service		**88.8%**		**88.0%**		**84.2%**
Q31. Getting information/help from customer service	155	82.6%	121	84.3%	136	75.7%
Q32. Treated with courtesy and respect by customer service staff	159	95.0%	120	91.7%	136	92.6%

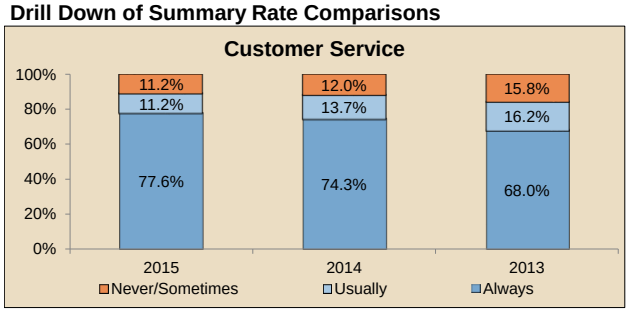
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no 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

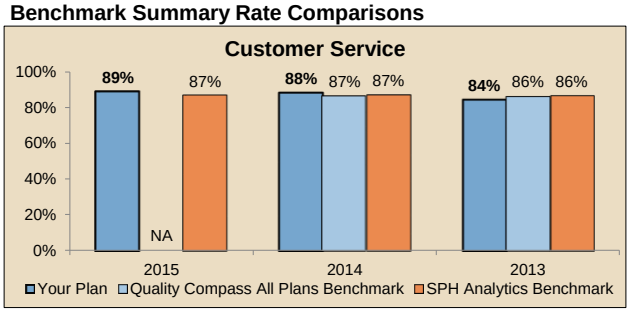
Customer Service	with Q35 - Health Plan	with Q13 - Health Care	with Q23 - Personal Dr.
Q31. Getting information/help from customer service	0.383	0.169	0.266
Q32. Treated with courtesy and respect by customer service staff	0.271	0.125	0.200

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 Ranking		2014 Quality Compass, All Plans Mean & Percentiles				
			Mean	25th	50th	75th	90th
Customer Service	**88.8%**	**77th**	**86.5%**	**84.5%**	**87.1%**	**88.6%**	**90.3%**
Q31. Getting information/help from customer service	82.6%	67th	80.3%	77.2%	81.0%	83.4%	85.5%
Q32. Treated with courtesy and respect by customer service staff	95.0%	81st	92.7%	91.3%	93.0%	94.6%	95.7%

Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Rankings indicate where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th."

- 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.

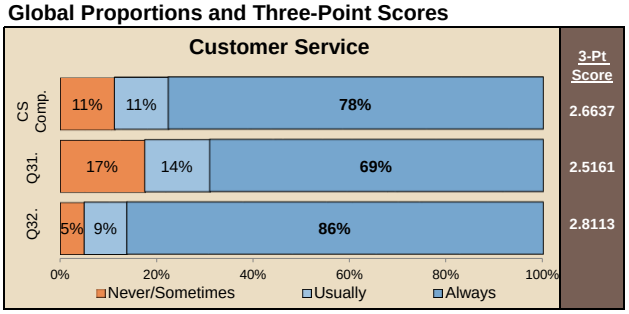
Three-Point Score Trend Comparisons and Percentile Thresholds

Composite	Year	Plan Unadjusted Three-Point Score	Plan Adjusted Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Adult CAHPS® Percentiles			
					25th	50th	75th	90th
Customer Service	**2015**	2.6637	**2.6637**	90th	2.48	2.54	2.58	2.61
	2014	2.6230	**2.6370**	90th	2.48	2.54	2.58	2.61
	2013	2.5221	**2.5501**	90th	2.34	2.42	2.47	2.55

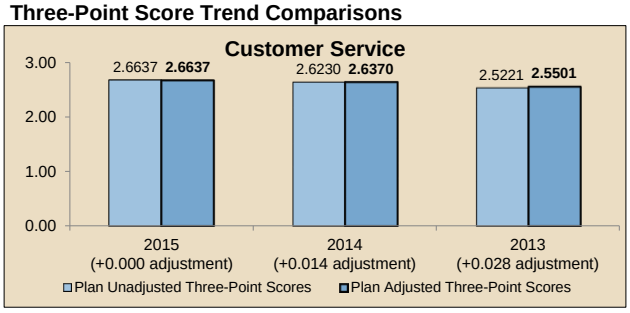
NCQA is on year five of phasing out the sampling variation adjustments for all organizations. From this year forward, NCQA will use unadjusted HEDIS and CAHPS results to score organizations at the time of their survey and at annual rescoring. In keeping, your plan's 2015 unadjusted and adjusted three-point scores are the same.
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point 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 Three-Point Scores



Three-Point Score Trend Comparisons



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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

Rating of Health Care (Q13)

Medicaid Adult CAHPS®

Summary Rate Trend Comparisons

Rating Item	Your Plan's Summary Rates and Significance Testing					
	2015		2014		2013	
Q13. Rating of Health Care (8-10)	374	71.7%	333	67.6%	378	68.8%
Q13. Rating of Health Care (9-10)	374	55.1%	333	51.1%	378	54.5%

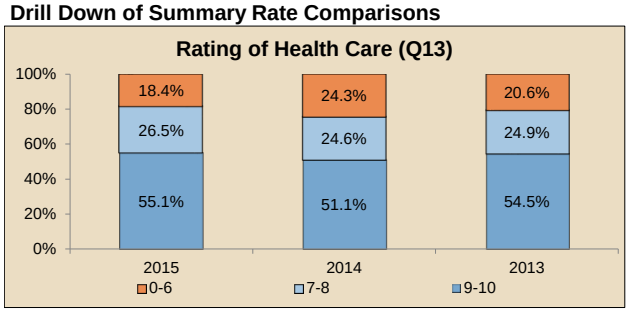
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no 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

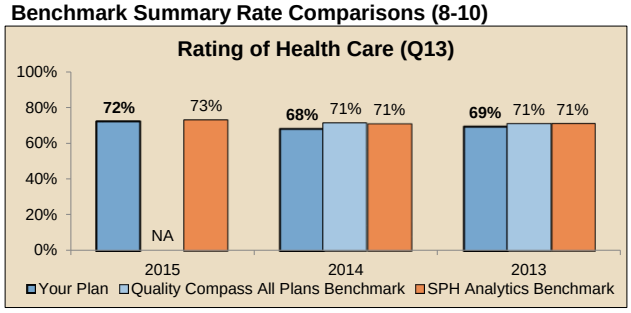
Rating of Health Care	with Q35 - Health Plan	with Q13 - Health Care	with Q23 - Personal Dr.
Q13. Rating of Health Care (8-10)	**0.560**	NA	**0.500**

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 Ranking		2014 Quality Compass, All Plans Mean & Percentiles				
			Mean	25th	50th	75th	90th
Q13. Rating of Health Care (8-10)	**71.7%**	51st	71.3%	68.5%	71.5%	74.1%	77.0%
Q13. Rating of Health Care (9-10)	**55.1%**	84th	51.3%	48.4%	51.5%	54.0%	56.7%

Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Rankings indicate where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th."

- 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.

Benchmark Percentile Rankings

Rating Item	Year	Plan Unadjusted Three-Point Score	Plan Adjusted Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Adult CAHPS® Percentiles			
					25th	50th	75th	90th
Rating of Health Care (Q13)	**2015**	2.3663	**2.3663**	50th	2.28	2.34	2.38	2.43
	2014	2.2673	**2.2813**	25th	2.27	2.32	2.38	2.42
	2013	2.3386	**2.3666**	50th	2.25	2.31	2.37	2.41

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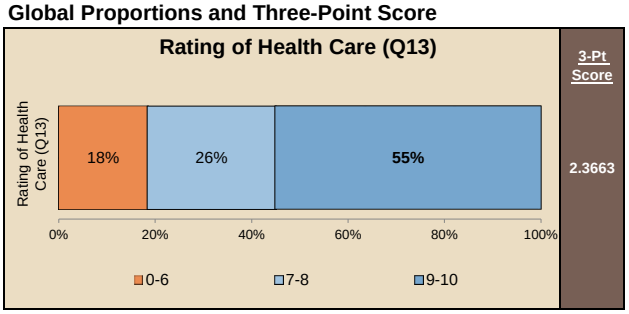
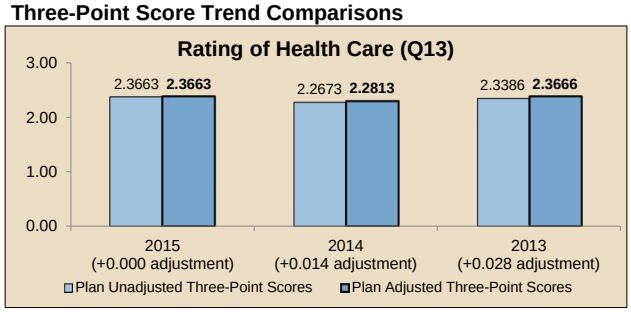
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

- 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 Three-Point Score



Three-Point Score Trend Comparisons



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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

Rating of Personal Doctor (Q23)

Medicaid Adult CAHPS®

Summary Rate Trend Comparisons

Rating Item	Your Plan's Summary Rates and Significance Testing					
	2015		2014		2013	
Q23. Rating of Personal Doctor (8-10)	354	80.5%	309	79.6%	361	80.3%
Q23. Rating of Personal Doctor (9-10)	354	70.3%	309	69.3%	361	67.3%

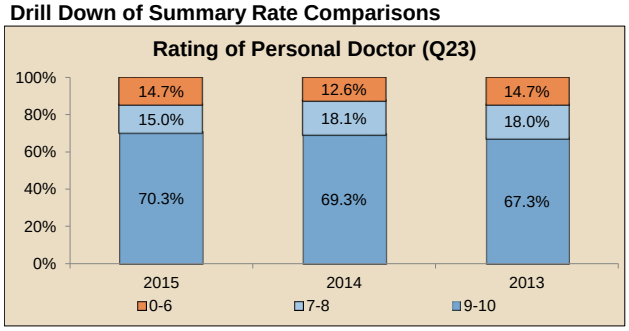
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no 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

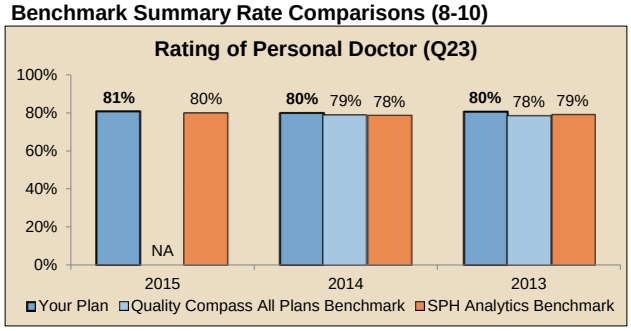
Rating of Personal Doctor	with Q35 - Health Plan	with Q13 - Health Care	with Q23 - Personal Dr.
Q23. Rating of Personal Doctor (8-10)	**0.447**	**0.500**	NA

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 Ranking		2014 Quality Compass, All Plans Mean & Percentiles				
			Mean	25th	50th	75th	90th
Q23. Rating of Personal Doctor (8-10)	**80.5%**	70th	78.8%	76.5%	78.8%	81.0%	83.1%
Q23. Rating of Personal Doctor (9-10)	**70.3%**	95th	63.4%	60.6%	63.1%	66.4%	69.1%

Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Rankings indicate where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th."

- 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.

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 Adult CAHPS® Percentiles			
					25th	50th	75th	90th
Rating of Personal Doctor (Q23)	**2015**	2.5565	**2.5565**	75th	2.43	2.50	2.53	2.57
	2014	2.5663	**2.5803**	90th	2.43	2.50	2.53	2.57
	2013	2.5263	**2.5543**	75th	2.42	2.46	2.51	2.57

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- Three-Point Score at or above the 50th, but below the 75th percentile threshold.
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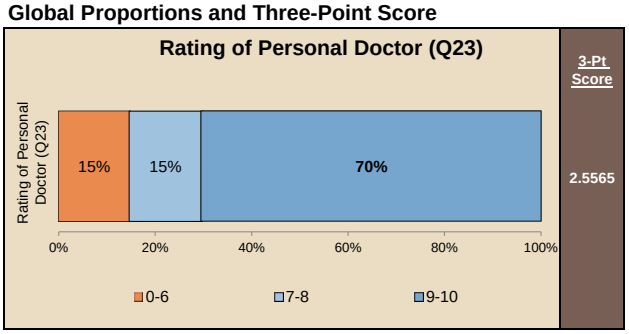
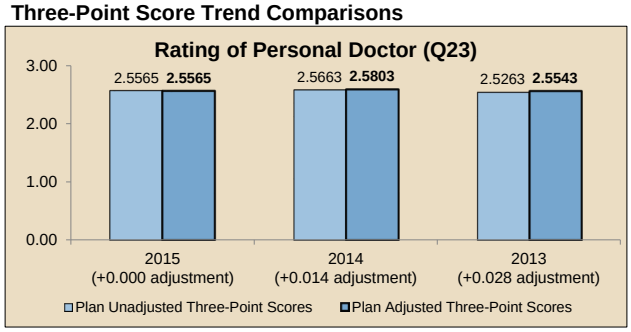
Global Proportions and Three-Point Score



Three-Point Score Trend Comparisons



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HEDIS/CAHPS® Composite Analysis

Louisiana Healthcare Connections

Rating of Specialist (Q27)

Medicaid Adult CAHPS®

Summary Rate Trend Comparisons

Rating Item	Your Plan's Summary Rates and Significance Testing					
	2015		2014		2013	
Q27. Rating of Specialist (8-10)	136	77.9%	124	87.1%	152	82.9%
Q27. Rating of Specialist (9-10)	136	65.4%	124	72.6%	152	67.8%

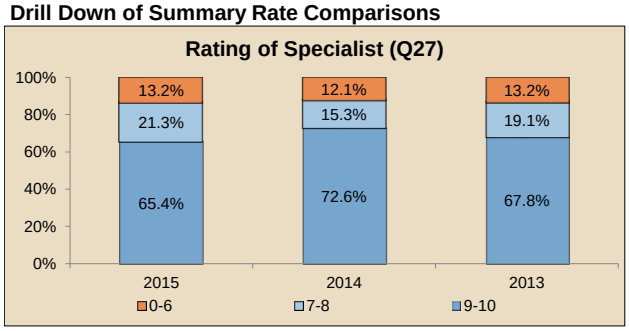
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no 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

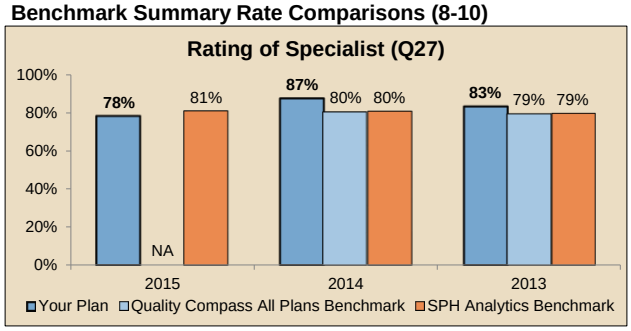
Rating of Specialist	with Q35 - Health Plan	with Q13 - Health Care	with Q23 - Personal Dr.
Q27. Rating of Specialist (8-10)	**0.496**	**0.449**	**0.577**

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 Ranking		2014 Quality Compass, All Plans Mean & Percentiles				
			Mean	25th	50th	75th	90th
Q27. Rating of Specialist (8-10)	**77.9%**	18th	80.4%	78.6%	80.6%	82.5%	85.3%
Q27. Rating of Specialist (9-10)	**65.4%**	52nd	65.1%	61.9%	65.0%	68.2%	70.5%

Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Rankings indicate where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th."

- 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.

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 Adult CAHPS® Percentiles			
					25th	50th	75th	90th
Rating of Specialist (Q27)	**2015**	2.5221	**2.5221**	50th	2.48	2.51	2.56	2.59
	2014	2.6048	**2.6188**	90th	2.48	2.51	2.56	2.59
	2013	2.5461	**2.5741**	90th	2.43	2.47	2.52	2.56

NCQA is on year five of phasing out the sampling variation adjustments for all organizations. From this year forward, NCQA will use unadjusted HEDIS and CAHPS results to score organizations at the time of their survey and at annual rescoring. In keeping, your plan's 2015 unadjusted and adjusted three-point scores are the same.
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

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- 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.
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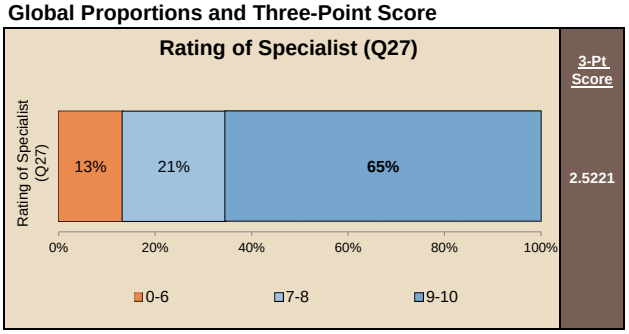
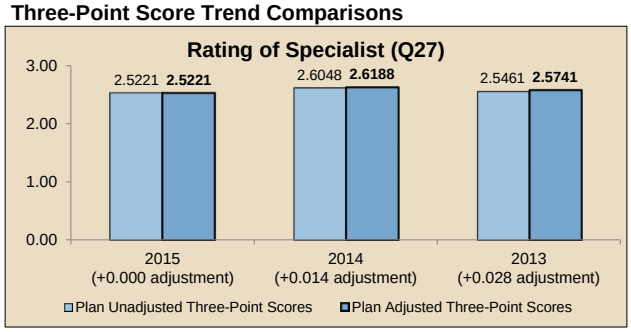
Global Proportions and Three-Point Score



Three-Point Score Trend Comparisons



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HEDIS/CAHPS® Composite Analysis

Louisiana Healthcare Connections

Rating of Health Plan (Q35)

Medicaid Adult CAHPS®

Summary Rate Trend Comparisons

Rating Item	Your Plan's Summary Rates and Significance Testing					
	2015		2014		2013	
Q35. Rating of Health Plan (8-10)	439	78.8%	408	67.9%	458	66.6%
Q35. Rating of Health Plan (9-10)	439	65.8%	408	54.2%	458	51.1%

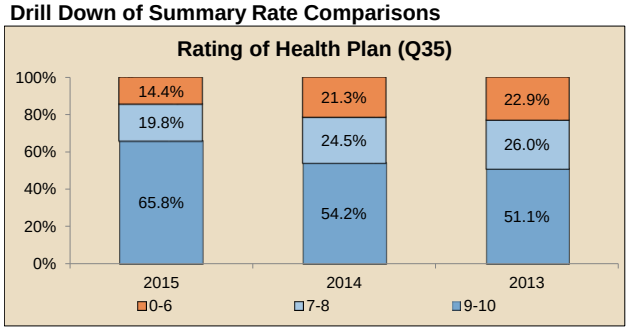
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no 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

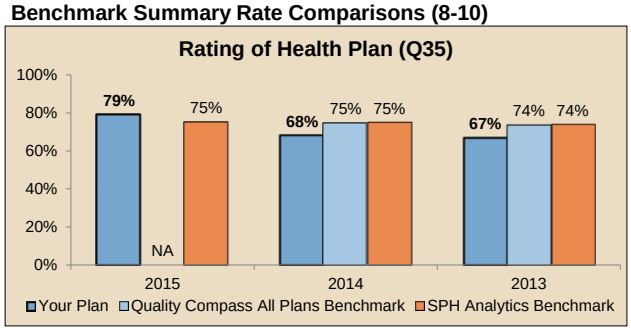
Rating of Health Plan	with Q35 - Health Plan	with Q13 - Health Care	with Q23 - Personal Dr.
Q35. Rating of Health Plan (8-10)	NA	**0.560**	**0.447**

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 Ranking		2014 Quality Compass, All Plans Mean & Percentiles				
			Mean	25th	50th	75th	90th
Q35. Rating of Health Plan (8-10)	**78.8%**	75th	74.7%	71.4%	75.5%	78.8%	81.5%
Q35. Rating of Health Plan (9-10)	**65.8%**	90th	57.4%	52.4%	57.7%	61.7%	65.5%

Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Rankings indicate where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th."

- 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.

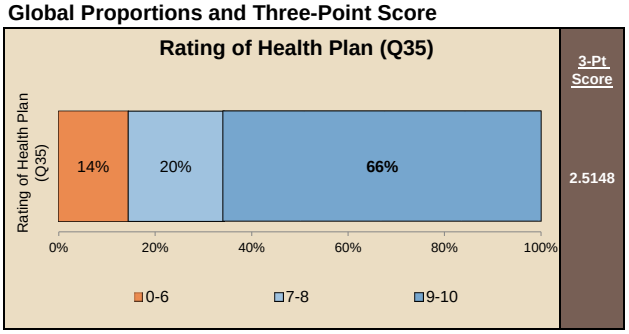
Three-Point Score Trend Comparisons and Percentile Thresholds

Rating Item	Year	Plan Unadjusted Three-Point Score	Plan Adjusted Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Adult CAHPS® Percentiles			
					25th	50th	75th	90th
Rating of Health Plan (Q35)	**2015**	2.5148	**2.5148**	75th	2.35	2.43	2.49	2.54
	2014	2.3284	**2.3424**	25th	2.32	2.40	2.46	2.54
	2013	2.2817	**2.3097**	<25th	2.32	2.40	2.46	2.54

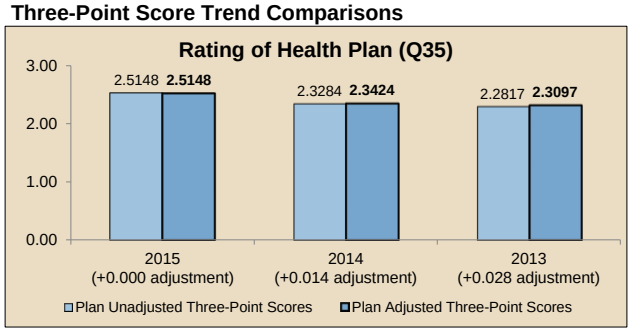
NCQA is on year five of phasing out the sampling variation adjustments for all organizations. From this year forward, NCQA will use unadjusted HEDIS and CAHPS results to score organizations at the time of their survey and at annual rescoring. In keeping, your plan's 2015 unadjusted and adjusted three-point scores are the same.
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point 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 Three-Point Score



Three-Point Score Trend Comparisons



NCQA is on year five of phasing out the sampling variation adjustments for all organizations. From this year forward, NCQA will use unadjusted HEDIS and CAHPS results to score organizations at the time of their survey and at annual rescoring. In keeping, your plan's 2015 unadjusted and adjusted three-point scores are the same.
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.

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 Q14 and Q25.

Correlation Analysis

Correlation Analysis is run between attributes and the overall satisfaction variable as measured by Question 35 ("What number would you use to rate your health plan?"), as well as between attributes and Questions 13 and 23, *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. This analysis is shown on Page 6A.

Demographic Categories

SPH Analytics 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.

Age	
CAHPS®	SPH Analytics
18 – 24	18 – 34
25 – 34	
35 – 44	35 – 44
45 – 54	45 – 54
55 – 64	55 or older
65 – 74	
75 or older	

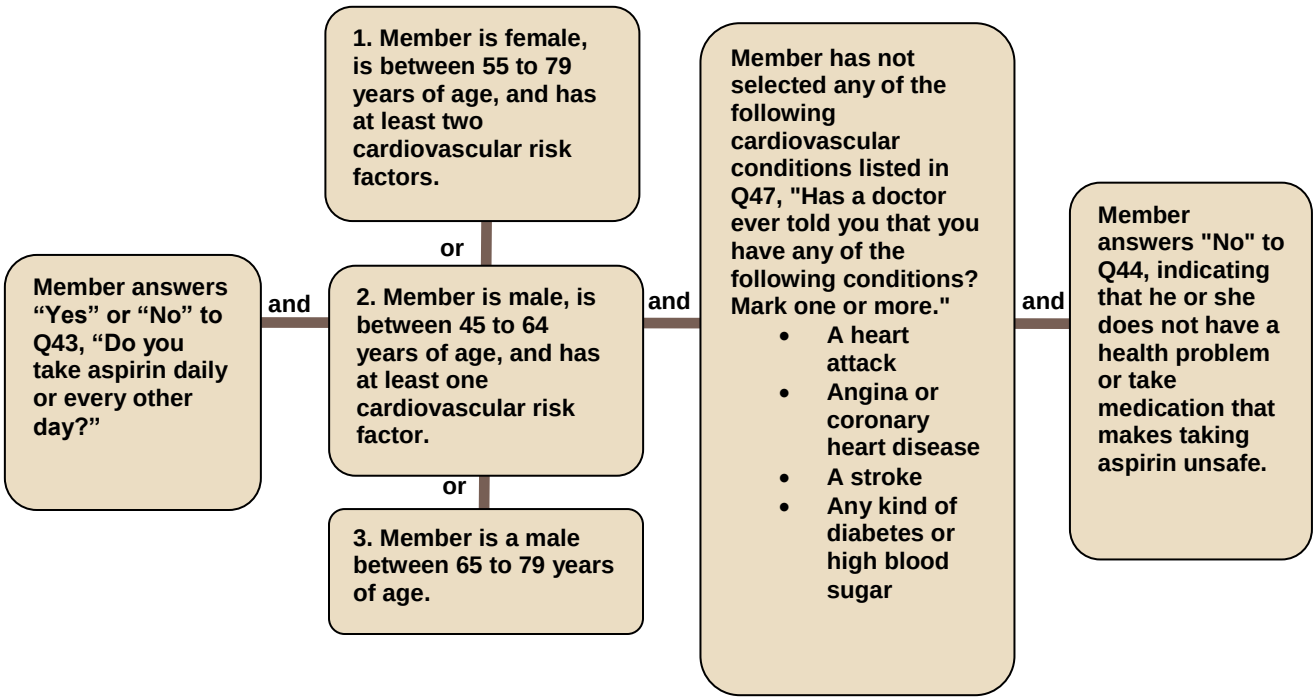
Education	
CAHPS®	SPH Analytics
8th grade or less	High school graduate/GED or less
Some high school	
High school graduate/GED	
Some college/2-year degree	Some college/2-year degree
4-year college degree	College graduate or more
More than 4-year college degree	

Race/Ethnicity	
CAHPS®	SPH Analytics
White	White
Black/African-American	Black/African-American
Asian	Asian
Native Hawaiian/Pacific Islander	Other
American Indian/Alaska Native	
Other	
Hispanic/Latino	Hispanic/Latino

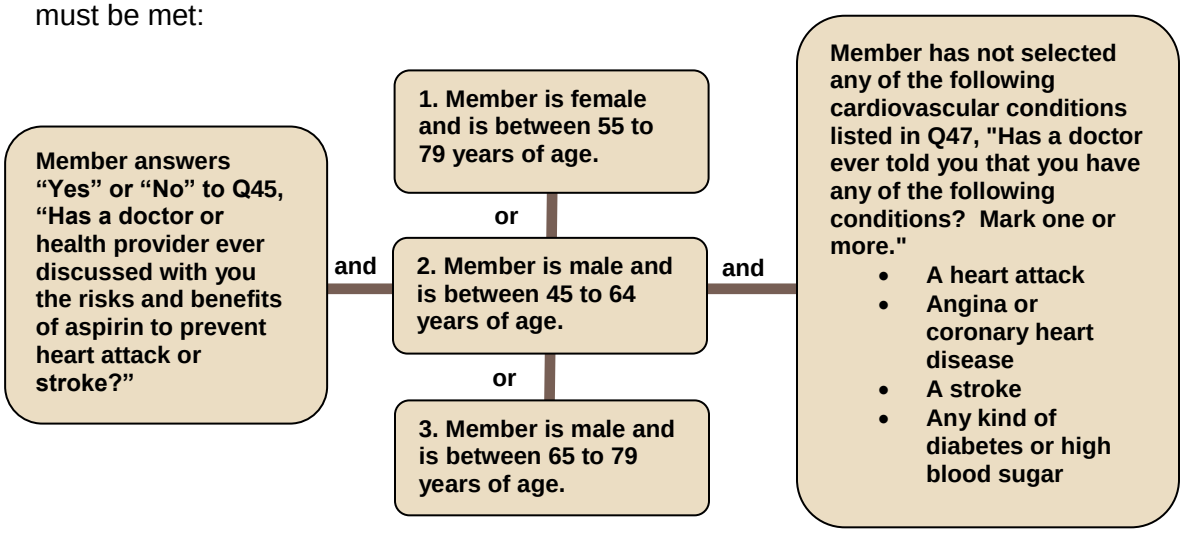
Effectiveness of Care Measures (Aspirin Use and Discussion *ASP*)

The *Aspirin Use* and *Discussing Aspirin Risks and Benefits* Effectiveness of Care Measures were created to assess the various facets of managing aspirin use for the prevention of heart disease. While the *Aspirin Use* Measure represents the percentage of members who are currently taking aspirin, the *Discussing Aspirin Risks and Benefits* Measure indicates the proportion of members who discuss the risks and benefits of using aspirin with a doctor or other health provider.

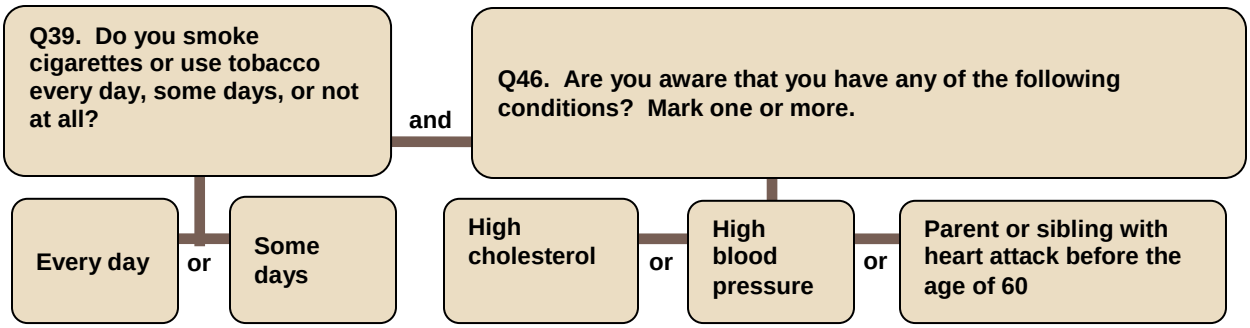
In order for a member to be considered eligible for inclusion in the calculation of the *Aspirin Use* Effectiveness of Care Measure, the following conditions must be met:



Conversely, in order for a member to be considered eligible for inclusion in the calculation of the *Discussing Aspirin Risks and Benefits* Effectiveness of Care Measure, the following conditions must be met:



Cardiovascular risk factors are determined based upon members' responses to the following questions:



Both measures are calculated using a rolling average methodology, which involves combining two consecutive years of data to calculate results.

Health and Human Services (HHS) Regions:

- **Chicago** – Indiana, Illinois, Michigan, Minnesota, Wisconsin, Ohio
- **New York** – New York, New Jersey, Puerto Rico, Virgin Islands
- **Philadelphia** – Delaware, District of Columbia, Maryland, Pennsylvania, Virginia, West Virginia
- **Denver** – Colorado, Montana, North Dakota, South Dakota, Utah, Wyoming
- **Boston** – Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, Vermont
- **Seattle** – Alaska, Idaho, Washington, Oregon
- **Atlanta** – Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, Tennessee
- **Dallas** – Arkansas, Louisiana, Oklahoma, New Mexico, Texas
- **Kansas City –** Iowa, Missouri, Nebraska, Kansas
- **San Francisco –** American Samoa, Arizona, California, Guam, Hawaii, Nevada

NCQA 1 – 100 Benchmark is a percentile benchmark (with values ranging from the first through the one hundredth percentile) calculated by NCQA and derived from Medicaid adult data collected by NCQA in 2014. SPH Analytics utilizes this benchmark to calculate your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark. In keeping, the percentile ranks displayed on page 3D and in Section 8 – *Composite Analysis* indicate where your plan's Summary Rates fall relative to the NCQA 1-100 Benchmark.

Opportunity Analysis (see Regression Analysis)

Public Report 2014 (Medicaid) benchmark is derived from NCQA's Quality Compass® benchmark and is calculated by SPH Analytics. The benchmark is a collection of CAHPS® 5.0H mean summary ratings for those Medicaid adult plans (119 plan-specific samples with at least 100 valid responses per question item) *choosing to report their scores publicly, in addition to submitting their scores to be compiled anonymously into a Quality Compass aggregate, or national summary*. The scores shown in this report reflect the mean Summary Rates from these plan means.

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	Q14 – In the last 6 months, how often was it easy to get the care, tests, or treatment you needed? Q25 – In the last 6 months, how often did you get an appointment 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 you needed care right away, how often did you get care as soon as you needed? Q6 – In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?
Usually	Summary Rate	2	
Always	Summary Rate	3	
How Well Doctors Communicate			
Never/Sometimes		1	Q17 – In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand? Q18 – In the last 6 months, how often did your personal doctor listen carefully to you? Q19 – In the last 6 months, how often did your personal doctor show respect for what you had to say? Q20 - In the last 6 months, how often did your personal doctor spend enough time with you?
Usually	Summary Rate	2	
Always	Summary Rate	3	
Customer Service			
Never/Sometimes		1	Q31 – In the last 6 months, how often did your health plan's customer service give you the information or help you needed? Q32 – In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?
Usually	Summary Rate	2	
Always	Summary Rate	3	
Shared Decision Making			
No		1	Q10 – Did you and a doctor or other health provider talk about the reasons you might want to take a medicine? Q11 – Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine? Q12 – When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?
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* (Q13), *Rating of Personal Doctor* (Q23), *Rating of Specialist* (Q27), and *Rating of Health Plan* (Q35), 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 2015 SPH Analytics Medicaid Adult Book of Business benchmark. The SPH Analytics Book of Business consists of the 2015 Medicaid adult

data from each of the 58 health plans that submitted to NCQA. The dependent variable in the model is measured by Question 35 ("What number would you use to rate your health plan?"), Question 13 ("What number would you use to rate your health care?"), as well as Question 23 ("What number would you use to rate your 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, SPH Analytics has developed the following *Opportunity Analysis*: if the composite Summary Rate is equal to or greater than the 75th percentile of the 2015 SPH Analytics Medicaid Adult Book of Business Summary Rate 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 2015 SPH Analytics Medicaid Adult 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 2015 SPH Analytics Medicaid Adult 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

The sample size for adult Medicaid health plans is 1,350 in accordance with NCQA protocol, although plans may choose to over-sample their sample 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 tables on the following page 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.

SPH Analytics Book of Business
The SPH Analytics Book of Business (calculated on a plan-level) consists of all Medicaid adult samples that were conducted by SPH Analytics and submitted to NCQA. In 2015, there were 58 samples included in the Book of Business. This benchmark is shown throughout the report and is used in the Opportunity Analysis. The 2014 Book of Business consists of 48 samples that were submitted to NCQA in 2014, and is used for Custom Question benchmarks and correlation coefficients and Loyalty benchmarks (if applicable).

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 sample Summary Rate and a set constant score (e.g., Quality Compass® All Plans benchmark), 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 sample Summary Rate and this year's sample Summary Rate, statistical significance would mean that there is sufficient evidence for the statement that the sample 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;" "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 Q33 are recoded as "Always" in Q34 and are, therefore, included in the Summary Rate of Q34.

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 "Yes."

Survey Administration Protocol
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 (questionnaire mailings contain an Internet option). The sample size for Medicaid adult plans seeking accreditation from NCQA is 1,350 members.

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

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
No	1
Yes	3

Response Choice 3	Score Value
0 – 6	1
7 & 8	2
9 & 10	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 Q46, Q47, Q56, and Q58), 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 Quality Compass® All Plans benchmark) 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., the Quality Compass® All Plans benchmark)—with various conditions/assumptions—SPH Analytics uses the statistical test on the following page:

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

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

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 30096-9876
Toll-Free: 1-800-692-0041

For Processing Purposes Only: 2015 04_MAS 8pg English

4103758	

LOUISIANA HEALTHCARE CONNECTIONS
Healthy is a way of life.℠

- 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

Personally identifiable information will not be made public and will only be released in accordance with Federal laws and regulations. You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get. You may notice a number on the cover of this survey. This number is ONLY used to let us know if you returned your survey so we don't have to send you reminders.

If you want to know more about this study, please call The Myers Group at 1-800-692-0041.

1. Our records show that you are 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 health plan? (Please print)

   _____

YOUR HEALTH CARE IN THE LAST 6 MONTHS

These questions ask about your own health care. Do not include care you got when you stayed overnight in a hospital. Do not include the times you went for dental care visits.

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

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

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

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

7. In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?
   ☐1 None . . . . . .**If None, Go to Question 15**
   ☐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 a doctor or other health provider talk about specific things you could do to prevent illness?
   ☐1 Yes
   ☐2 No

9. In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?
   ☐1 Yes
   ☐2 No . . . . . .**If No, Go to Question 13**

10. Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?
    ☐1 Yes
    ☐2 No

11. Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine?
    ☐1 Yes
    ☐2 No

12. When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?
    ☐1 Yes
    ☐2 No

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

Worst health care possible										Best health care possible
0	1	2	3	4	5	6	7	8	9	10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

14. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?
    ☐1 Never
    ☐2 Sometimes
    ☐3 Usually
    ☐4 Always

YOUR PERSONAL DOCTOR

15. A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?
    ☐1 Yes
    ☐2 No . . . . . .**If No, Go to Question 24**

Please continue on the next page.

16. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?
- ☐1 None . . . . . **If None, Go to Question 23**
- ☐2 1 time
- ☐3 2
- ☐4 3
- ☐5 4
- ☐6 5 to 9
- ☐7 10 or more times

17. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?
- ☐1 Never
- ☐2 Sometimes
- ☐3 Usually
- ☐4 Always

18. In the last 6 months, how often did your personal doctor listen carefully to you?
- ☐1 Never
- ☐2 Sometimes
- ☐3 Usually
- ☐4 Always

19. In the last 6 months, how often did your personal doctor show respect for what you had to say?
- ☐1 Never
- ☐2 Sometimes
- ☐3 Usually
- ☐4 Always

20. In the last 6 months, how often did your personal doctor spend enough time with you?
- ☐1 Never
- ☐2 Sometimes
- ☐3 Usually
- ☐4 Always

21. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?
- ☐1 Yes
- ☐2 No . . . . . **If No, Go to Question 23**

22. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?
- ☐1 Never
- ☐2 Sometimes
- ☐3 Usually
- ☐4 Always

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

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

GETTING HEALTH CARE FROM SPECIALISTS

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

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

    In the last 6 months, did you make any appointments to see a specialist?
- ☐1 Yes
- ☐2 No . . . . . **If No, Go to Question 28**

25. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?
- ☐1 Never
- ☐2 Sometimes
- ☐3 Usually
- ☐4 Always

26. How many specialists have you seen in the last 6 months?
- ☐1 None . . . . . **If None, Go to Question 28**
- ☐2 1 specialist
- ☐3 2
- ☐4 3
- ☐5 4
- ☐6 5 or more specialists

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

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

YOUR HEALTH PLAN

The next questions ask about your experience with your health plan.

28. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?
- ☐1 Yes
- ☐2 No . . . . . **If No, Go to Question 30**

29. In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?
- ☐1 Never
- ☐2 Sometimes
- ☐3 Usually
- ☐4 Always

30. In the last 6 months, did you get information or help from your health plan's customer service?
- ☐1 Yes
- ☐2 No . . . . . **If No, Go to Question 33**

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

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

33. In the last 6 months, did your health plan give you any forms to fill out?
    - ☐1 Yes
    - ☐2 No . . . . . **If No, Go to Question 35**

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

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

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

ABOUT YOU

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

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

38. Have you had either a flu shot or flu spray in the nose since July 1, 2014?
    - ☐1 Yes
    - ☐2 No
    - ☐3 Don't know

39. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?
    - ☐1 Every day
    - ☐2 Some days
    - ☐3 Not at all . . . . . **If Not at all, Go to Question 43**
    - ☐4 Don't know . . . . . **If Don't know, Go to Question 43**

40. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?
    - ☐1 Never
    - ☐2 Sometimes
    - ☐3 Usually
    - ☐4 Always

41. In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.
    - ☐1 Never
    - ☐2 Sometimes
    - ☐3 Usually
    - ☐4 Always

42. In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.
    - ☐1 Never
    - ☐2 Sometimes
    - ☐3 Usually
    - ☐4 Always

43. Do you take aspirin daily or every other day?
    - ☐1 Yes
    - ☐2 No
    - ☐3 Don't know

44. Do you have a health problem or take medication that makes taking aspirin unsafe for you?
    - ☐1 Yes
    - ☐2 No
    - ☐3 Don't know

45. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke?
    - ☐1 Yes
    - ☐2 No

46. Are you aware that you have any of the following conditions? Mark one or more.
    - ☐A High cholesterol
    - ☐B High blood pressure
    - ☐C Parent or sibling with heart attack before the age of 60

47. Has a doctor ever told you that you have any of the following conditions? Mark one or more.
    - ☐A A heart attack
    - ☐B Angina or coronary heart disease
    - ☐C A stroke
    - ☐D Any kind of diabetes or high blood sugar

48. In the last 6 months, did you get health care 3 or more times for the same condition or problem?
    - ☐1 Yes
    - ☐2 No . . . . . **If No, Go to Question 50**

49. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.
    - ☐1 Yes
    - ☐2 No

50. Do you now need or take medicine prescribed by a doctor? Do not include birth control.
    - ☐1 Yes
    - ☐2 No . . . . . **If No, Go to Question 52**

Please continue on the next page.

51. Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.
- ☐1 Yes
- ☐2 No

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

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

54. 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

55. Are you of Hispanic or Latino origin or descent?
- ☐1 Yes, Hispanic or Latino
- ☐2 No, Not Hispanic or Latino

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

57. Did someone help you complete this survey?
- ☐1 Yes . . . . . **If Yes, Go to Question 58**
- ☐2 No . . . . . **If No, Go to Question 59**

58. 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

59. In the last 6 months, how many days did you usually have to wait between making an initial appointment 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 I did not need an appointment with a provider for a non-urgent problem or health condition in the last 6 months

60. In the last 6 months, how many days did you usually have to wait between making an initial appointment with a specialist and actually seeing the specialist for a non-urgent problem or health condition? For example: making an appointment for a mammogram or a prostate examination with a specialist 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 I did not need an appointment with a specialist for a non-urgent problem or health condition in the last 6 months

61. In the last 6 months, how long did you usually have to wait between making an appointment 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 I did not need an appointment with a provider for a regular or routine care visit in the last 6 months

62. In the last 6 months, when you were 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 I was not referred to a specialist in the last 6 months

63. In the last 6 months, not counting the times you needed health care right away, how many days did you usually have to wait between making an appointment 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 I did not need an appointment for a routine lab or x-ray services in the last 6 months

64. In the last 6 months, how many days did you usually have to wait between making an appointment 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 I did not need an appointment for an urgent lab or x-ray services in the last 6 months

65. Are you currently pregnant, or have you been pregnant in the last 6 months?
- ☐1 Yes
- ☐2 No

66. In the last 6 months, how many days did you usually have to wait between making an appointment for a first trimester check-up with your OB/GYN and actually seeing your OB/GYN?
- ☐1 14 days or less
- ☐2 15 days or more
- ☐3 I did not need a first trimester check-up in the last 6 months

67. In the last 6 months, how many days did you usually have to wait between making an appointment for a second trimester check up with your OB/GYN and actually seeing your OB/GYN?
- ☐1 7 days or less
- ☐2 8 days or more
- ☐3 I did not need a second trimester check-up in the last 6 months

68. In the last 6 months, how many days did you usually have to wait between making an appointment for a third trimester check-up with your OB/GYN and actually seeing your OB/GYN?
- ☐1 3 days or less
- ☐2 4 days or more
- ☐3 I did not need a third trimester check-up in the last 6 months

69. In the last 6 months, did you phone your personal doctor's office after regular office hours to get help or advice for yourself?
- ☐1 Yes
- ☐2 No . . . . . **Thank you. Please return the completed survey in the postage-paid envelope.**

70. In the last 6 months, when you phoned after regular office hours, how often did you get the help or advice you needed?
- ☐1 Never
- ☐2 Sometimes
- ☐3 Usually
- ☐4 Always

Please continue on the next page.

10. Banner Tables

The tables in the following section show detailed results for each question in your survey. Responses are organized across the banner table by: (1) all respondents, (2) demographic groups (Age, Education, Gender, Ethnicity, Race, Health Status, and Mental/Emotional Health Status), (3) survey items, and (4) data collection method.

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 527, 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	433[1]	22	407
Total Valid Responses	429[2]	22	403
	100.0%	100.0%	100.0%
No Answer	4[3]	-	4
Yes	198	6	189
	46.2%	27.3%	46.9%
			B[4]
No	231	16	214
	53.8%	72.7%	53.1%
		C[5]	

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 you are now in Louisiana Healthcare Connections. Is that right?		Success	527
2	Q3. In the last 6 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?		Success	527
3	Q4. (GCQ) In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	Q3.ContainsAny({Yes})	Success	208
4	Q5. In the last 6 months, did you make any appointments for a check-up or routine care at a doctor's office or clinic?		Success	527
5	Q6. (GCQ) In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?	Q5.ContainsAny({Yes})	Success	375
6	Q7. In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?		Success	527
7	Q8. (HPE) In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	383
8	Q9. In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	383
9	Q10. (SDM) Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q9.ContainsAny({Yes})	Success	143
10	Q11. (SDM) Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q9.ContainsAny({Yes})	Success	143
11	Q12. (SDM) When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q9.ContainsAny({Yes})	Success	143
12	Q13. What number would you use to rate all your health care in the last 6 months?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	383
13	Q14. (GNC) In the last 6 months, how often was it easy to get the care, tests, or treatment you thought you needed through your health plan?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	383
14	Q15. Do you have a personal doctor?		Success	527
15	Q16. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?	Q15.ContainsAny({Yes})	Success	377
16	Q17. (HWDC) In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	329
17	Q18. (HWDC) In the last 6 months, how often did your personal doctor listen carefully to you?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	329
18	Q19. (HWDC) In the last 6 months, how often did your personal doctor show respect for what you had to say?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	329
19	Q20. (HWDC) In the last 6 months, how often did your personal doctor spend enough time with you?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	329
20	Q21. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	329
21	Q22. (CC) In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q21.ContainsAny({Yes})	Success	168
22	Q23. What number would you use to rate your personal doctor?	Q15.ContainsAny({Yes})	Success	377
23	Q24. In the last 6 months, did you make any appointments to see a specialist?		Success	527
24	Q25. (GNC) In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	Q24.ContainsAny({Yes})	Success	158
25	Q26. How many specialists have you seen in the last 6 months?	Q24.ContainsAny({Yes})	Success	158
26	Q27. What number would you use to rate that specialist?	Q24.ContainsAny({Yes}) And Q26.ContainsAny({_1_specialist, _2, _3, _4, _5_or_more_specialists})	Success	140
27	Q28. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?		Success	527
28	Q29. (PNI) In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?	Q28.ContainsAny({Yes})	Success	87
29	Q30. In the last 6 months, did you get information or help from your health plan's customer service?		Success	527
30	Q31. (CS) In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	Q30.ContainsAny({Yes})	Success	160
31	Q32. (CS) In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	Q30.ContainsAny({Yes})	Success	160
32	Q33. In the last 6 months, did your health plan give you any forms to fill out?		Success	527
33	Q34. (FOF) In the last 6 months, how often were the forms from your health plan easy to fill out?	Q33.ContainsAny({Yes, No})	Success	442
34	Q35. What number would you use to rate your health plan?		Success	527
35	Q36. In general, how would you rate your overall health?		Success	527
36	Q37. In general, how would you rate your overall mental or emotional health?		Success	527
37	Q38. Have you had either a flu shot or flu spray in the nose since July 1, 2014? (All respondents)		Success	527
38	Q38. (HEDIS) Have you had either a flu shot or flu spray in the nose since July 1, 2014? (Respondents 18-64 years as of July 1 of the measurement year)	fage = 1	Success	499
39	Q39. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?		Success	527
40	Q40. (HEDIS) In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?	Q39.ContainsAny({Every_day, Some_days})	Success	179
41	Q41. (HEDIS) In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco?	Q39.ContainsAny({Every_day, Some_days})	Success	179

42	Q42. (HEDIS) In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco?	Q39.ContainsAny({Every_day, Some_days})	Success	179
43	Q43. Do you take aspirin daily or every other day? (All respondents)		Success	527
44	HEDIS Measure: Aspirin Use		Success	527
45	Q44. Do you have a health problem or take medication that makes taking aspirin unsafe for you?		Success	527
46	Q45. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke? (All respondents)		Success	527
47	HEDIS Measure: Aspirin Risks and Benefits		Success	527
48	Q46. Are you aware that you have any of the following conditions? Check all that apply.		Success	527
49	Q47. Has a doctor ever told you that you have any of the following conditions? Check all that apply.		Success	527
50	Q48. In the last 6 months, did you get health care 3 or more times for the same condition or problem?		Success	527
51	Q49. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.	Q48.ContainsAny({Yes})	Success	192
52	Q50. Do you now need or take medicine prescribed by a doctor? Do not include birth control.		Success	527
53	Q51. Is this to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.	Q50.ContainsAny({Yes})	Success	307
54	Q52. What is your age?		Success	527
55	Q53. Are you male or female?		Success	527
56	Q54. What is the highest grade or level of school that you have completed?		Success	527
57	Q55. Are you of Hispanic or Latino origin or descent?		Success	527
58	Q56. What is your race? Please mark one or more.		Success	527
59	Q57. Did someone help you complete this survey?	Dispo.ContainsAny({Internet, Mail})	Success	260
60	Q58. How did that person help you? Check all that apply.	Dispo.ContainsAny({Internet, Mail}) And Q57.ContainsAny({Yes})	Success	66
61	Q1. Our records show that you are now in Louisiana Healthcare Connections. Is that right?		Success	527
62	Q3. In the last 6 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?		Success	527
63	Q4. (GCQ) In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	Q3.ContainsAny({Yes})	Success	208
64	Q5. In the last 6 months, did you make any appointments for a check-up or routine care at a doctor's office or clinic?		Success	527
65	Q6. (GCQ) In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?	Q5.ContainsAny({Yes})	Success	375
66	Q7. In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?		Success	527
67	Q8. (HPE) In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	383
68	Q9. In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	383
69	Q10. (SDM) Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q9.ContainsAny({Yes})	Success	143
70	Q11. (SDM) Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q9.ContainsAny({Yes})	Success	143
71	Q12. (SDM) When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q9.ContainsAny({Yes})	Success	143
72	Q13. What number would you use to rate all your health care in the last 6 months?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	383
73	Q14. (GNC) In the last 6 months, how often was it easy to get the care, tests, or treatment you thought you needed through your health plan?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	383
74	Q15. Do you have a personal doctor?		Success	527
75	Q16. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?	Q15.ContainsAny({Yes})	Success	377
76	Q17. (HWDC) In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	329
77	Q18. (HWDC) In the last 6 months, how often did your personal doctor listen carefully to you?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	329
78	Q19. (HWDC) In the last 6 months, how often did your personal doctor show respect for what you had to say?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	329
79	Q20. (HWDC) In the last 6 months, how often did your personal doctor spend enough time with you?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	329
80	Q21. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	329
81	Q22. (CC) In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q21.ContainsAny({Yes})	Success	168
82	Q23. What number would you use to rate your personal doctor?	Q15.ContainsAny({Yes})	Success	377
83	Q24. In the last 6 months, did you make any appointments to see a specialist?		Success	527
84	Q25. (GNC) In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	Q24.ContainsAny({Yes})	Success	158
85	Q26. How many specialists have you seen in the last 6 months?	Q24.ContainsAny({Yes})	Success	158
86	Q27. What number would you use to rate that specialist?	Q24.ContainsAny({Yes}) And Q26.ContainsAny({_1_specialist, _2, _3, _4, _5_or_more_specialists})	Success	140
87	Q28. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?		Success	527
88	Q29. (PNI) In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?	Q28.ContainsAny({Yes})	Success	87
89	Q30. In the last 6 months, did you get information or help from your health plan's customer service?		Success	527
90	Q31. (CS) In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	Q30.ContainsAny({Yes})	Success	160
91	Q32. (CS) In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	Q30.ContainsAny({Yes})	Success	160
92	Q33. In the last 6 months, did your health plan give you any forms to fill out?		Success	527
93	Q34. (FOF) In the last 6 months, how often were the forms from your health plan easy to fill out?	Q33.ContainsAny({Yes, No})	Success	442
94	Q35. What number would you use to rate your health plan?		Success	527
95	Q36. In general, how would you rate your overall health?		Success	527
96	Q37. In general, how would you rate your overall mental or emotional health?		Success	527
97	Q38. Have you had either a flu shot or flu spray in the nose since July 1, 2014? (All respondents)		Success	527
98	Q38. (HEDIS) Have you had either a flu shot or flu spray in the nose since July 1, 2014? (Respondents 18-64 years as of July 1 of the measurement year)	fage = 1	Success	499
99	Q39. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?		Success	527
100	Q40. (HEDIS) In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?	Q39.ContainsAny({Every_day, Some_days})	Success	179
101	Q41. (HEDIS) In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco?	Q39.ContainsAny({Every_day, Some_days})	Success	179
102	Q42. (HEDIS) In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco?	Q39.ContainsAny({Every_day, Some_days})	Success	179
103	Q43. Do you take aspirin daily or every other day? (All respondents)		Success	527
104	HEDIS Measure: Aspirin Use		Success	527

105	Q44. Do you have a health problem or take medication that makes taking aspirin unsafe for you?		Success	527
106	Q45. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke? (All respondents)		Success	527
107	HEDIS Measure: Aspirin Risks and Benefits		Success	527
108	Q46. Are you aware that you have any of the following conditions? Check all that apply.		Success	527
109	Q47. Has a doctor ever told you that you have any of the following conditions? Check all that apply.		Success	527
110	Q48. In the last 6 months, did you get health care 3 or more times for the same condition or problem?		Success	527
111	Q49. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.	Q48.ContainsAny({Yes})	Success	192
112	Q50. Do you now need or take medicine prescribed by a doctor? Do not include birth control.		Success	527
113	Q51. Is this to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.	Q50.ContainsAny({Yes})	Success	307
114	Q52. What is your age?		Success	527
115	Q53. Are you male or female?		Success	527
116	Q54. What is the highest grade or level of school that you have completed?		Success	527
117	Q55. Are you of Hispanic or Latino origin or descent?		Success	527
118	Q56. What is your race? Please mark one or more.		Success	527
119	Q57. Did someone help you complete this survey?	Dispo.ContainsAny({Internet, Mail})	Success	260
120	Q58. How did that person help you? Check all that apply.	Dispo.ContainsAny({Internet, Mail}) And Q57.ContainsAny({Yes})	Success	66

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q1. Our records show that you are now in Louisiana Healthcare Connections. Is that right?																				
Total Eligible	**527** *100.0%*	**155** *100.0%*	**63** *100.0%*	**85** *100.0%*	**141** *100.0%*	**367** *100.0%*	**68** *100.0%*	**138** *100.0%*	**309** *100.0%*	**18** *100.0%*	**404** *100.0%*	**165** *100.0%*	**278** *100.0%*	**51** *100.0%*	**130** *100.0%*	**149** *100.0%*	**176** *100.0%*	**158** *100.0%*	**132** *100.0%*	**166** *100.0%*
Total Valid Responses	**514** *100.0%*	**149** *100.0%*	**63** *100.0%*	**82** *100.0%*	**137** *100.0%*	**357** *100.0%*	**67** *100.0%*	**134** *100.0%*	**300** *100.0%*	**18** *100.0%*	**392** *100.0%*	**159** *100.0%*	**272** *100.0%*	**49** *100.0%*	**127** *100.0%*	**144** *100.0%*	**171** *100.0%*	**152** *100.0%*	**127** *100.0%*	**164** *100.0%*
No Answer	**13**	6	-	3	4	10	1	4	9	-	12	6	6	2	3	5	5	6	5	2
Yes	**514** *100.0%*	149 *100.0%*	63 *100.0%*	82 *100.0%*	137 *100.0%*	357 *100.0%*	67 *100.0%*	134 *100.0%*	300 *100.0%*	18 *100.0%* **	392 *100.0%*	159 *100.0%*	272 *100.0%*	49 *100.0%*	127 *100.0%*	144 *100.0%*	171 *100.0%*	152 *100.0%*	127 *100.0%*	164 *100.0%*
No	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**514** *100.0%*	149 *100.0%*	63 *100.0%*	82 *100.0%*	137 *100.0%*	357 *100.0%*	67 *100.0%*	134 *100.0%*	300 *100.0%*	18 *100.0%* **	392 *100.0%*	159 *100.0%*	272 *100.0%*	49 *100.0%*	127 *100.0%*	144 *100.0%*	171 *100.0%*	152 *100.0%*	127 *100.0%*	164 *100.0%*

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

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

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	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q3. In the last 6 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?																				
Total Eligible	**527** *100.0%*	**155** *100.0%*	**63** *100.0%*	**85** *100.0%*	**141** *100.0%*	**367** *100.0%*	**68** *100.0%*	**138** *100.0%*	**309** *100.0%*	**18** *100.0%*	**404** *100.0%*	**165** *100.0%*	**278** *100.0%*	**51** *100.0%*	**130** *100.0%*	**149** *100.0%*	**176** *100.0%*	**158** *100.0%*	**132** *100.0%*	**166** *100.0%*
Total Valid Responses	**493** *100.0%*	**155** *100.0%*	**62** *100.0%*	**84** *100.0%*	**140** *100.0%*	**365** *100.0%*	**67** *100.0%*	**138** *100.0%*	**306** *100.0%*	**18** *100.0%*	**401** *100.0%*	**162** *100.0%*	**278** *100.0%*	**51** *100.0%*	**130** *100.0%*	**147** *100.0%*	**175** *100.0%*	**157** *100.0%*	**130** *100.0%*	**166** *100.0%*
No Answer	**34**	-	1	1	1	2	1	-	3	-	3	3	-	-	-	2	1	1	2	-
Yes	**208** *42.2%*	56 *36.1%*	34 *54.8%* A	38 *45.2%*	68 *48.6%* A	163 *44.7%*	28 *41.8%*	61 *44.2%*	136 *44.4%*	8 *44.4%* **	180 *44.9%*	72 *44.4%*	121 *43.5%*	28 *54.9%*	46 *35.4%*	64 *43.5%*	90 *51.4%* N	55 *35.0%*	58 *44.6%* q	88 *53.0%* Q
No	**285** *57.8%*	99 *63.9%* BD	28 *45.2%*	46 *54.8%*	72 *51.4%*	202 *55.3%*	39 *58.2%*	77 *55.8%*	170 *55.6%*	10 *55.6%* **	221 *55.1%*	90 *55.6%*	157 *56.5%*	23 *45.1%*	84 *64.6%* P	83 *56.5%*	85 *48.6%*	102 *65.0%* rS	72 *55.4%*	78 *47.0%*
HEDIS/CAHPS SUMMARY RATE - Yes	**208** *42.2%*	56 *36.1%*	34 *54.8%* A	38 *45.2%*	68 *48.6%* A	163 *44.7%*	28 *41.8%*	61 *44.2%*	136 *44.4%*	8 *44.4%* **	180 *44.9%*	72 *44.4%*	121 *43.5%*	28 *54.9%*	46 *35.4%*	64 *43.5%*	90 *51.4%* N	55 *35.0%*	58 *44.6%* q	88 *53.0%* Q

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

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	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q4. (GCQ) In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?																				
Total Eligible	**208** 100.0%	**56** 100.0%	**34** 100.0%	**38** 100.0%	**68** 100.0%	**163** 100.0%	**28** 100.0%	**61** 100.0%	**136** 100.0%	**8** 100.0%	**180** 100.0%	**72** 100.0%	**121** 100.0%	**28** 100.0%	**46** 100.0%	**64** 100.0%	**90** 100.0%	**55** 100.0%	**58** 100.0%	**88** 100.0%
Total Valid Responses	**205** 100.0%	**55** 100.0%	**33** 100.0%	**37** 100.0%	**68** 100.0%	**160** 100.0%	**28** 100.0%	**60** 100.0%	**134** 100.0%	**8** 100.0%	**177** 100.0%	**69** 100.0%	**121** 100.0%	**28** 100.0%	**45** 100.0%	**64** 100.0%	**88** 100.0%	**54** 100.0%	**58** 100.0%	**86** 100.0%
No Answer	**3**	1	1	1	-	3	-	1	2	-	3	3	-	-	1	-	2	1	-	2
Always	**124** 60.5%	31 56.4%	20 60.6%	23 62.2%	43 63.2%	102 63.8%	12 42.9% **	41 68.3%	78 58.2%	4 50.0% **	109 61.6%	40 58.0%	76 62.8%	17 60.7% **	34 75.6% P	39 60.9%	48 54.5%	39 72.2% s	34 58.6%	49 57.0%
Usually	**37** 18.0%	13 23.6% b	3 9.1%	5 13.5%	15 22.1%	26 16.3%	7 25.0% **	10 16.7%	26 19.4%	1 12.5% **	34 19.2%	16 23.2%	18 14.9%	6 21.4% **	4 8.9%	14 21.9% n	17 19.3%	5 9.3%	15 25.9% Q	15 17.4%
Sometimes	**39** 19.0%	9 16.4%	10 30.3% D	8 21.6%	9 13.2%	27 16.9%	9 32.1% **	8 13.3%	27 20.1%	3 37.5% **	31 17.5%	11 15.9%	24 19.8%	5 17.9% **	6 13.3%	10 15.6%	20 22.7%	8 14.8%	9 15.5%	19 22.1%
Never	**5** 2.4%	2 3.6%	- -	1 2.7%	1 1.5%	5 3.1%	- - **	1 1.7%	3 2.2%	- - **	3 1.7%	2 2.9%	3 2.5%	- - **	1 2.2%	1 1.6%	3 3.4%	2 3.7%	- -	3 3.5%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**161** 78.5%	44 80.0%	23 69.7%	28 75.7%	58 85.3% b	128 80.0%	19 67.9% **	51 85.0%	104 77.6%	5 62.5% **	143 80.8%	56 81.2%	94 77.7%	23 82.1% **	38 84.4%	53 82.8%	65 73.9%	44 81.5%	49 84.5%	64 74.4%
HEDIS/CAHPS SUMMARY RATE - Always	**124** 60.5%	31 56.4%	20 60.6%	23 62.2%	43 63.2%	102 63.8%	12 42.9% **	41 68.3%	78 58.2%	4 50.0% **	109 61.6%	40 58.0%	76 62.8%	17 60.7% **	34 75.6% P	39 60.9%	48 54.5%	39 72.2% s	34 58.6%	49 57.0%
3-Point Score	**2.39**	2.36	2.30	2.38	2.49	2.44	2.11	2.53	2.36	2.13	2.42	2.39	2.40	2.43	2.60	2.44	2.28	2.54	2.43	2.31

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

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2015

		AGE (Q52)				EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**
Q5. In the last 6 months, did you make any appointments for a check-up or routine care at a doctor's office or clinic?																				
Total Eligible	**527** *100.0%*	**155** *100.0%*	**63** *100.0%*	**85** *100.0%*	**141** *100.0%*	**367** *100.0%*	**68** *100.0%*	**138** *100.0%*	**309** *100.0%*	**18** *100.0%*	**404** *100.0%*	**165** *100.0%*	**278** *100.0%*	**51** *100.0%*	**130** *100.0%*	**149** *100.0%*	**176** *100.0%*	**158** *100.0%*	**132** *100.0%*	**166** *100.0%*
Total Valid Responses	**488** *100.0%*	**153** *100.0%*	**62** *100.0%*	**84** *100.0%*	**140** *100.0%*	**362** *100.0%*	**68** *100.0%*	**134** *100.0%*	**307** *100.0%*	**18** *100.0%*	**399** *100.0%*	**164** *100.0%*	**273** *100.0%*	**50** *100.0%*	**129** *100.0%*	**148** *100.0%*	**173** *100.0%*	**157** *100.0%*	**132** *100.0%*	**162** *100.0%*
No Answer	**39**	2	1	1	1	5	-	4	2	-	5	1	5	1	1	1	3	1	-	4
Yes	**375** *76.8%*	109 *71.2%*	50 *80.6%*	68 *81.0%*	112 *80.0%* a	280 *77.3%*	53 *77.9%*	105 *78.4%*	236 *76.9%*	10 *55.6%* **	312 *78.2%*	125 *76.2%*	217 *79.5%*	38 *76.0%*	90 *69.8%*	111 *75.0%*	148 *85.5%* NO	116 *73.9%*	102 *77.3%*	131 *80.9%*
No	**113** *23.2%*	44 *28.8%* d	12 *19.4%*	16 *19.0%*	28 *20.0%*	82 *22.7%*	15 *22.1%*	29 *21.6%*	71 *23.1%*	8 *44.4%* **	87 *21.8%*	39 *23.8%*	56 *20.5%*	12 *24.0%*	39 *30.2%* P	37 *25.0%* P	25 *14.5%*	41 *26.1%*	30 *22.7%*	31 *19.1%*
HEDIS/CAHPS SUMMARY RATE - Yes	**375** *76.8%*	109 *71.2%*	50 *80.6%*	68 *81.0%*	112 *80.0%* a	280 *77.3%*	53 *77.9%*	105 *78.4%*	236 *76.9%*	10 *55.6%* **	312 *78.2%*	125 *76.2%*	217 *79.5%*	38 *76.0%*	90 *69.8%*	111 *75.0%*	148 *85.5%* NO	116 *73.9%*	102 *77.3%*	131 *80.9%*

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

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

Presented by The Myers Group
770-978-3173
2015

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q6. (GCQ) In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?																				
Total Eligible	**375** ***100.0%***	**109** ***100.0%***	**50** ***100.0%***	**68** ***100.0%***	**112** ***100.0%***	**280** ***100.0%***	**53** ***100.0%***	**105** ***100.0%***	**236** ***100.0%***	**10** ***100.0%***	**312** ***100.0%***	**125** ***100.0%***	**217** ***100.0%***	**38** ***100.0%***	**90** ***100.0%***	**111** ***100.0%***	**148** ***100.0%***	**116** ***100.0%***	**102** ***100.0%***	**131** ***100.0%***
Total Valid Responses	**359** ***100.0%***	**104** ***100.0%***	**49** ***100.0%***	**65** ***100.0%***	**108** ***100.0%***	**268** ***100.0%***	**52** ***100.0%***	**98** ***100.0%***	**230** ***100.0%***	**9** ***100.0%***	**302** ***100.0%***	**117** ***100.0%***	**212** ***100.0%***	**37** ***100.0%***	**86** ***100.0%***	**108** ***100.0%***	**142** ***100.0%***	**111** ***100.0%***	**99** ***100.0%***	**126** ***100.0%***
No Answer	**16**	5	1	3	4	12	1	7	6	1	10	8	5	1	4	3	6	5	3	5
Always	**198** ***55.2%***	40 *38.5%*	29 *59.2%* A	43 *66.2%* A	69 *63.9%* A	158 *59.0%* F	21 *40.4%*	61 *62.2%*	122 *53.0%*	6 *66.7%* **	164 *54.3%*	67 *57.3%*	117 *55.2%*	17 *45.9%*	46 *53.5%*	65 *60.2%*	78 *54.9%*	62 *55.9%*	58 *58.6%*	68 *54.0%*
Usually	**68** ***18.9%***	24 *23.1%*	6 *12.2%*	10 *15.4%*	21 *19.4%*	44 *16.4%*	16 *30.8%* E	11 *11.2%*	49 *21.3%* G	1 *11.1%* **	60 *19.9%*	24 *20.5%*	38 *17.9%*	8 *21.6%*	13 *15.1%*	19 *17.6%*	29 *20.4%*	19 *17.1%*	20 *20.2%*	22 *17.5%*
Sometimes	**89** ***24.8%***	40 *38.5%* CD	13 *26.5%* d	11 *16.9%*	16 *14.8%*	62 *23.1%*	15 *28.8%*	24 *24.5%*	57 *24.8%*	2 *22.2%* **	74 *24.5%*	24 *20.5%*	55 *25.9%*	12 *32.4%* k	27 *31.4%*	23 *21.3%*	33 *23.2%*	30 *27.0%*	20 *20.2%*	33 *26.2%*
Never	**4** ***1.1%***	- -	1 *2.0%*	1 *1.5%*	2 *1.9%*	4 *1.5%*	- -	2 *2.0%*	2 *0.9%*	- - **	4 *1.3%*	2 *1.7%*	2 *0.9%*	- -	- -	1 *0.9%*	2 *1.4%*	- -	1 *1.0%*	3 *2.4%*
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**266** ***74.1%***	64 *61.5%*	35 *71.4%*	53 *81.5%* A	90 *83.3%* Ab	202 *75.4%*	37 *71.2%*	72 *73.5%*	171 *74.3%*	7 *77.8%* **	224 *74.2%*	91 *77.8%*	155 *73.1%*	25 *67.6%*	59 *68.6%*	84 *77.8%*	107 *75.4%*	81 *73.0%*	78 *78.8%*	90 *71.4%*
HEDIS/CAHPS SUMMARY RATE - Always	**198** ***55.2%***	40 *38.5%*	29 *59.2%* A	43 *66.2%* A	69 *63.9%* A	158 *59.0%* F	21 *40.4%*	61 *62.2%*	122 *53.0%*	6 *66.7%* **	164 *54.3%*	67 *57.3%*	117 *55.2%*	17 *45.9%*	46 *53.5%*	65 *60.2%*	78 *54.9%*	62 *55.9%*	58 *58.6%*	68 *54.0%*
3-Point Score	**2.29**	2.00	2.31	2.48	2.47	2.34	2.12	2.36	2.27	2.44	2.28	2.35	2.28	2.14	2.22	2.38	2.30	2.29	2.37	2.25

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

Q7. In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Adult Survey (4103758)

Table: 6
Level: Top

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q7. In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?																				
Total Eligible	**527** *100.0%*	**155** *100.0%*	**63** *100.0%*	**85** *100.0%*	**141** *100.0%*	**367** *100.0%*	**68** *100.0%*	**138** *100.0%*	**309** *100.0%*	**18** *100.0%*	**404** *100.0%*	**165** *100.0%*	**278** *100.0%*	**51** *100.0%*	**130** *100.0%*	**149** *100.0%*	**176** *100.0%*	**158** *100.0%*	**132** *100.0%*	**166** *100.0%*
Total Valid Responses	**465** *100.0%*	**150** *100.0%*	**63** *100.0%*	**78** *100.0%*	**133** *100.0%*	**348** *100.0%*	**67** *100.0%*	**128** *100.0%*	**299** *100.0%*	**17** *100.0%*	**387** *100.0%*	**160** *100.0%*	**264** *100.0%*	**46** *100.0%*	**124** *100.0%*	**146** *100.0%*	**165** *100.0%*	**152** *100.0%*	**125** *100.0%*	**159** *100.0%*
No Answer	**62**	5	-	7	8	19	1	10	10	1	17	5	14	5	6	3	11	6	7	7
None	**82** *17.6%*	43 *28.7%* BCD	8 *12.7%*	8 *10.3%*	14 *10.5%*	61 *17.5%*	11 *16.4%*	23 *18.0%*	51 *17.1%*	3 *17.6%* **	64 *16.5%*	27 *16.9%*	43 *16.3%*	10 *21.7%*	36 *29.0%* OP	25 *17.1%* P	14 *8.5%*	37 *24.3%* S	21 *16.8%*	18 *11.3%*
1 time	**58** *12.5%*	23 *15.3%* C	9 *14.3%* c	4 *5.1%*	17 *12.8%* c	42 *12.1%*	10 *14.9%*	10 *7.8%*	44 *14.7%* G	4 *23.5%* **	48 *12.4%*	19 *11.9%*	37 *14.0%*	5 *10.9%*	20 *16.1%*	17 *11.6%*	19 *11.5%*	23 *15.1%* s	20 *16.0%* S	13 *8.2%*
2	**114** *24.5%*	33 *22.0%*	19 *30.2%*	16 *20.5%*	34 *25.6%*	81 *23.3%*	17 *25.4%*	29 *22.7%*	74 *24.7%*	3 *17.6%* **	94 *24.3%*	37 *23.1%*	65 *24.6%*	10 *21.7%*	24 *19.4%*	37 *25.3%*	43 *26.1%*	35 *23.0%*	28 *22.4%*	41 *25.8%*
3	**75** *16.1%*	23 *15.3%*	10 *15.9%*	17 *21.8%*	21 *15.8%*	62 *17.8%*	10 *14.9%*	29 *22.7%* H	42 *14.0%*	- - **	70 *18.1%*	25 *15.6%*	47 *17.8%*	7 *15.2%*	16 *12.9%*	27 *18.5%*	29 *17.6%*	23 *15.1%*	20 *16.0%*	30 *18.9%*
4	**48** *10.3%*	9 *6.0%*	5 *7.9%*	19 *24.4%* ABD	13 *9.8%*	35 *10.1%*	9 *13.4%*	16 *12.5%*	30 *10.0%*	1 *5.9%* **	42 *10.9%*	15 *9.4%*	30 *11.4%*	6 *13.0%*	12 *9.7%*	11 *7.5%*	24 *14.5%* o	12 *7.9%*	13 *10.4%*	22 *13.8%* q
5 to 9	**62** *13.3%*	14 *9.3%*	6 *9.5%*	8 *10.3%*	28 *21.1%* ABC	48 *13.8%*	7 *10.4%*	16 *12.5%*	40 *13.4%*	6 *35.3%* **	47 *12.1%*	29 *18.1%* L	27 *10.2%*	7 *15.2%*	12 *9.7%*	19 *13.0%*	27 *16.4%*	15 *9.9%*	15 *12.0%*	27 *17.0%* q
10 or more times	**26** *5.6%*	5 *3.3%*	6 *9.5%* a	6 *7.7%*	6 *4.5%*	19 *5.5%*	3 *4.5%*	5 *3.9%*	18 *6.0%*	- - **	22 *5.7%*	8 *5.0%*	15 *5.7%*	1 *2.2%*	4 *3.2%*	10 *6.8%*	9 *5.5%*	7 *4.6%*	8 *6.4%*	8 *5.0%*
HEDIS/CAHPS SUMMARY RATE - 1 or more times	**383** *82.4%*	107 *71.3%*	55 *87.3%* A	70 *89.7%* A	119 *89.5%* A	287 *82.5%*	56 *83.6%*	105 *82.0%*	248 *82.9%*	14 *82.4%* **	323 *83.5%*	133 *83.1%*	221 *83.7%*	36 *78.3%*	88 *71.0%*	121 *82.9%* N	151 *91.5%* NO	115 *75.7%*	104 *83.2%*	141 *88.7%* Q

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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, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2015

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**
Q8. (HPE) In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?																				
Total Eligible	**383** ***100.0%***	**107** ***100.0%***	**55** ***100.0%***	**70** ***100.0%***	**119** ***100.0%***	**287** ***100.0%***	**56** ***100.0%***	**105** ***100.0%***	**248** ***100.0%***	**14** ***100.0%***	**323** ***100.0%***	**133** ***100.0%***	**221** ***100.0%***	**36** ***100.0%***	**88** ***100.0%***	**121** ***100.0%***	**151** ***100.0%***	**115** ***100.0%***	**104** ***100.0%***	**141** ***100.0%***
Total Valid Responses	**377** ***100.0%***	**107** ***100.0%***	**55** ***100.0%***	**69** ***100.0%***	**116** ***100.0%***	**284** ***100.0%***	**56** ***100.0%***	**103** ***100.0%***	**246** ***100.0%***	**14** ***100.0%***	**320** ***100.0%***	**131** ***100.0%***	**219** ***100.0%***	**35** ***100.0%***	**88** ***100.0%***	**119** ***100.0%***	**149** ***100.0%***	**115** ***100.0%***	**101** ***100.0%***	**140** ***100.0%***
No Answer	**6**	-	-	1	3	3	-	2	2	-	3	2	2	1	-	2	2	-	3	1
Yes	**256** ***67.9%***	66 *61.7%*	37 *67.3%*	56 *81.2%* Ab	82 *70.7%*	199 *70.1%*	39 *69.6%*	69 *67.0%*	172 *69.9%*	8 *57.1%* **	221 *69.1%*	82 *62.6%*	157 *71.7%* k	25 *71.4%*	54 *61.4%*	89 *74.8%* N	101 *67.8%*	69 *60.0%*	72 *71.3%* q	104 *74.3%* Q
No	**121** ***32.1%***	41 *38.3%* C	18 *32.7%* c	13 *18.8%*	34 *29.3%*	85 *29.9%*	17 *30.4%*	34 *33.0%*	74 *30.1%*	6 *42.9%* **	99 *30.9%*	49 *37.4%* I	62 *28.3%*	10 *28.6%*	34 *38.6%* O	30 *25.2%*	48 *32.2%*	46 *40.0%* rS	29 *28.7%*	36 *25.7%*
HEDIS/CAHPS SUMMARY RATE - Yes	**256** ***67.9%***	66 *61.7%*	37 *67.3%*	56 *81.2%* Ab	82 *70.7%*	199 *70.1%*	39 *69.6%*	69 *67.0%*	172 *69.9%*	8 *57.1%* **	221 *69.1%*	82 *62.6%*	157 *71.7%* k	25 *71.4%*	54 *61.4%*	89 *74.8%* N	101 *67.8%*	69 *60.0%*	72 *71.3%* q	104 *74.3%* Q
3-Point Score	**2.36**	2.23	2.35	2.62	2.41	2.40	2.39	2.34	2.40	2.14	2.38	2.25	2.43	2.43	2.23	2.50	2.36	2.20	2.43	2.49

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Overlap formulae used
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  Minimum Base: 30 (**), Small Base: 30 (*)

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**
Q9. In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?																				
Total Eligible	**383** *100.0%*	**107** *100.0%*	**55** *100.0%*	**70** *100.0%*	**119** *100.0%*	**287** *100.0%*	**56** *100.0%*	**105** *100.0%*	**248** *100.0%*	**14** *100.0%*	**323** *100.0%*	**133** *100.0%*	**221** *100.0%*	**36** *100.0%*	**88** *100.0%*	**121** *100.0%*	**151** *100.0%*	**115** *100.0%*	**104** *100.0%*	**141** *100.0%*
Total Valid Responses	**374** *100.0%*	**106** *100.0%*	**55** *100.0%*	**67** *100.0%*	**117** *100.0%*	**283** *100.0%*	**55** *100.0%*	**101** *100.0%*	**246** *100.0%*	**13** *100.0%*	**319** *100.0%*	**129** *100.0%*	**219** *100.0%*	**36** *100.0%*	**87** *100.0%*	**117** *100.0%*	**150** *100.0%*	**112** *100.0%*	**103** *100.0%*	**139** *100.0%*
No Answer	**9**	1	-	3	2	4	1	4	2	1	4	4	2	-	1	4	1	3	1	2
Yes	**143** *38.2%*	35 *33.0%*	24 *43.6%*	26 *38.8%*	48 *41.0%*	102 *36.0%*	27 *49.1%* e	29 *28.7%*	103 *41.9%* G	2 *15.4%* **	125 *39.2%*	60 *46.5%* L	73 *33.3%*	18 *50.0%* L	24 *27.6%*	44 *37.6%*	66 *44.0%* N	35 *31.3%*	42 *40.8%*	57 *41.0%*
No	**231** *61.8%*	71 *67.0%*	31 *56.4%*	41 *61.2%*	69 *59.0%*	181 *64.0%* f	28 *50.9%*	72 *71.3%* H	143 *58.1%*	11 *84.6%* **	194 *60.8%*	69 *53.5%*	146 *66.7%* KM	18 *50.0%*	63 *72.4%* P	73 *62.4%*	84 *56.0%*	77 *68.8%*	61 *59.2%*	82 *59.0%*
HEDIS/CAHPS SUMMARY RATE - Yes	**143** *38.2%*	35 *33.0%*	24 *43.6%*	26 *38.8%*	48 *41.0%*	102 *36.0%*	27 *49.1%* e	29 *28.7%*	103 *41.9%* G	2 *15.4%* **	125 *39.2%*	60 *46.5%* L	73 *33.3%*	18 *50.0%* L	24 *27.6%*	44 *37.6%*	66 *44.0%* N	35 *31.3%*	42 *40.8%*	57 *41.0%*

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

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**
Q10. (SDM) Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?																				
Total Eligible	**143** *100.0%*	**35** *100.0%*	**24** *100.0%*	**26** *100.0%*	**48** *100.0%*	**102** *100.0%*	**27** *100.0%*	**29** *100.0%*	**103** *100.0%*	**2** *100.0%*	**125** *100.0%*	**60** *100.0%*	**73** *100.0%*	**18** *100.0%*	**24** *100.0%*	**44** *100.0%*	**66** *100.0%*	**35** *100.0%*	**42** *100.0%*	**57** *100.0%*
Total Valid Responses	**142** *100.0%*	**35** *100.0%*	**24** *100.0%*	**26** *100.0%*	**47** *100.0%*	**101** *100.0%*	**27** *100.0%*	**29** *100.0%*	**102** *100.0%*	**2** *100.0%*	**124** *100.0%*	**60** *100.0%*	**72** *100.0%*	**18** *100.0%*	**24** *100.0%*	**43** *100.0%*	**66** *100.0%*	**34** *100.0%*	**42** *100.0%*	**57** *100.0%*
No Answer	**1**	-	-	-	1	1	-	-	1	-	1	-	1	-	-	1	-	1	-	-
Yes	**119** *83.8%*	30 *85.7%*	19 *79.2%* **	22 *84.6%* **	40 *85.1%*	84 *83.2%*	23 *85.2%* **	23 *79.3%* **	88 *86.3%*	2 *100.0%* **	104 *83.9%*	50 *83.3%*	60 *83.3%*	15 *83.3%* **	19 *79.2%* **	39 *90.7%*	53 *80.3%*	30 *88.2%*	33 *78.6%*	48 *84.2%*
No	**23** *16.2%*	5 *14.3%*	5 *20.8%* **	4 *15.4%* **	7 *14.9%*	17 *16.8%*	4 *14.8%* **	6 *20.7%* **	14 *13.7%*	- - **	20 *16.1%*	10 *16.7%*	12 *16.7%*	3 *16.7%* **	5 *20.8%* **	4 *9.3%*	13 *19.7%*	4 *11.8%*	9 *21.4%*	9 *15.8%*
HEDIS/CAHPS SUMMARY RATE - Yes	**119** *83.8%*	30 *85.7%*	19 *79.2%* **	22 *84.6%* **	40 *85.1%*	84 *83.2%*	23 *85.2%* **	23 *79.3%* **	88 *86.3%*	2 *100.0%* **	104 *83.9%*	50 *83.3%*	60 *83.3%*	15 *83.3%* **	19 *79.2%* **	39 *90.7%*	53 *80.3%*	30 *88.2%*	33 *78.6%*	48 *84.2%*
3-Point Score	**2.68**	2.71	2.58	2.69	2.70	2.66	2.70	2.59	2.73	3.00	2.68	2.67	2.67	2.67	2.58	2.81	2.61	2.76	2.57	2.68

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

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

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**
Q11. (SDM) Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine?																				
Total Eligible	**143** *100.0%*	**35** *100.0%*	**24** *100.0%*	**26** *100.0%*	**48** *100.0%*	**102** *100.0%*	**27** *100.0%*	**29** *100.0%*	**103** *100.0%*	**2** *100.0%*	**125** *100.0%*	**60** *100.0%*	**73** *100.0%*	**18** *100.0%*	**24** *100.0%*	**44** *100.0%*	**66** *100.0%*	**35** *100.0%*	**42** *100.0%*	**57** *100.0%*
Total Valid Responses	**142** *100.0%*	**35** *100.0%*	**24** *100.0%*	**26** *100.0%*	**48** *100.0%*	**102** *100.0%*	**27** *100.0%*	**29** *100.0%*	**103** *100.0%*	**2** *100.0%*	**125** *100.0%*	**60** *100.0%*	**73** *100.0%*	**18** *100.0%*	**24** *100.0%*	**44** *100.0%*	**66** *100.0%*	**35** *100.0%*	**42** *100.0%*	**57** *100.0%*
No Answer	**1**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**86** *60.6%*	19 *54.3%*	14 *58.3%* **	13 *50.0%* **	33 *68.8%*	59 *57.8%*	19 *70.4%* **	15 *51.7%* **	64 *62.1%*	2 *100.0%* **	75 *60.0%*	39 *65.0%*	40 *54.8%*	11 *61.1%* **	12 *50.0%* **	29 *65.9%*	39 *59.1%*	24 *68.6%*	25 *59.5%*	30 *52.6%*
No	**56** *39.4%*	16 *45.7%*	10 *41.7%* **	13 *50.0%* **	15 *31.3%*	43 *42.2%*	8 *29.6%* **	14 *48.3%* **	39 *37.9%*	- - **	50 *40.0%*	21 *35.0%*	33 *45.2%*	7 *38.9%* **	12 *50.0%* **	15 *34.1%*	27 *40.9%*	11 *31.4%*	17 *40.5%*	27 *47.4%*
HEDIS/CAHPS SUMMARY RATE - Yes	**86** *60.6%*	19 *54.3%*	14 *58.3%* **	13 *50.0%* **	33 *68.8%*	59 *57.8%*	19 *70.4%* **	15 *51.7%* **	64 *62.1%*	2 *100.0%* **	75 *60.0%*	39 *65.0%*	40 *54.8%*	11 *61.1%* **	12 *50.0%* **	29 *65.9%*	39 *59.1%*	24 *68.6%*	25 *59.5%*	30 *52.6%*
3-Point Score	**2.21**	2.09	2.17	2.00	2.38	2.16	2.41	2.03	2.24	3.00	2.20	2.30	2.10	2.22	2.00	2.32	2.18	2.37	2.19	2.05

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

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

Presented by The Myers Group
770-978-3173
2015

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q12. (SDM) When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?																				
Total Eligible	**143** *100.0%*	**35** *100.0%*	**24** *100.0%*	**26** *100.0%*	**48** *100.0%*	**102** *100.0%*	**27** *100.0%*	**29** *100.0%*	**103** *100.0%*	**2** *100.0%*	**125** *100.0%*	**60** *100.0%*	**73** *100.0%*	**18** *100.0%*	**24** *100.0%*	**44** *100.0%*	**66** *100.0%*	**35** *100.0%*	**42** *100.0%*	**57** *100.0%*
Total Valid Responses	**137** *100.0%*	**34** *100.0%*	**22** *100.0%*	**25** *100.0%*	**47** *100.0%*	**98** *100.0%*	**26** *100.0%*	**29** *100.0%*	**99** *100.0%*	**2** *100.0%*	**121** *100.0%*	**59** *100.0%*	**69** *100.0%*	**18** *100.0%*	**23** *100.0%*	**43** *100.0%*	**63** *100.0%*	**34** *100.0%*	**41** *100.0%*	**54** *100.0%*
No Answer	**6**	1	2	1	1	4	1	-	4	-	4	1	4	-	1	1	3	1	1	3
Yes	**103** *75.2%*	25 *73.5%*	16 *72.7%* **	19 *76.0%* **	34 *72.3%*	69 *70.4%*	23 *88.5%* **	19 *65.5%* **	75 *75.8%*	2 *100.0%* **	88 *72.7%*	43 *72.9%*	52 *75.4%*	11 *61.1%* **	20 *87.0%* **	33 *76.7%*	42 *66.7%*	24 *70.6%*	34 *82.9%*	37 *68.5%*
No	**34** *24.8%*	9 *26.5%*	6 *27.3%* **	6 *24.0%* **	13 *27.7%*	29 *29.6%*	3 *11.5%* **	10 *34.5%* **	24 *24.2%*	- - **	33 *27.3%*	16 *27.1%*	17 *24.6%*	7 *38.9%* **	3 *13.0%* **	10 *23.3%*	21 *33.3%*	10 *29.4%*	7 *17.1%*	17 *31.5%*
HEDIS/CAHPS SUMMARY RATE - Yes	**103** *75.2%*	25 *73.5%*	16 *72.7%* **	19 *76.0%* **	34 *72.3%*	69 *70.4%*	23 *88.5%* **	19 *65.5%* **	75 *75.8%*	2 *100.0%* **	88 *72.7%*	43 *72.9%*	52 *75.4%*	11 *61.1%* **	20 *87.0%* **	33 *76.7%*	42 *66.7%*	24 *70.6%*	34 *82.9%*	37 *68.5%*
3-Point Score	**2.50**	2.47	2.45	2.52	2.45	2.41	2.77	2.31	2.52	3.00	2.45	2.46	2.51	2.22	2.74	2.53	2.33	2.41	2.66	2.37

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

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

		AGE (Q52)				EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q13. What number would you use to rate all your health care in the last 6 months?																				
Total Eligible	**383** *100.0%*	**107** *100.0%*	**55** *100.0%*	**70** *100.0%*	**119** *100.0%*	**287** *100.0%*	**56** *100.0%*	**105** *100.0%*	**248** *100.0%*	**14** *100.0%*	**323** *100.0%*	**133** *100.0%*	**221** *100.0%*	**36** *100.0%*	**88** *100.0%*	**121** *100.0%*	**151** *100.0%*	**115** *100.0%*	**104** *100.0%*	**141** *100.0%*
Total Valid Responses	**374** *100.0%*	**106** *100.0%*	**55** *100.0%*	**68** *100.0%*	**117** *100.0%*	**284** *100.0%*	**54** *100.0%*	**101** *100.0%*	**247** *100.0%*	**14** *100.0%*	**318** *100.0%*	**132** *100.0%*	**217** *100.0%*	**35** *100.0%*	**88** *100.0%*	**118** *100.0%*	**149** *100.0%*	**115** *100.0%*	**103** *100.0%*	**138** *100.0%*
No Answer	**9**	1	-	2	2	3	2	4	1	-	5	1	4	1	-	3	2	-	1	3
10 - Best health care possible	**170** *45.5%*	40 *37.7%*	24 *43.6%*	33 *48.5%*	57 *48.7%* a	129 *45.4%*	23 *42.6%*	41 *40.6%*	116 *47.0%*	7 *50.0%* **	144 *45.3%*	57 *43.2%*	100 *46.1%*	18 *51.4%*	48 *54.5%* P	54 *45.8%*	61 *40.9%*	55 *47.8%*	54 *52.4%* S	53 *38.4%*
9	**36** *9.6%*	9 *8.5%*	3 *5.5%*	8 *11.8%*	15 *12.8%*	28 *9.9%*	4 *7.4%*	11 *10.9%*	23 *9.3%*	3 *21.4%* **	29 *9.1%*	10 *7.6%*	24 *11.1%*	4 *11.4%*	12 *13.6%*	10 *8.5%*	13 *8.7%*	14 *12.2%*	8 *7.8%*	13 *9.4%*
8	**62** *16.6%*	16 *15.1%*	9 *16.4%*	14 *20.6%*	20 *17.1%*	49 *17.3%*	8 *14.8%*	21 *20.8%*	37 *15.0%*	1 *7.1%* **	54 *17.0%*	16 *12.1%*	41 *18.9%* k	3 *8.6%*	11 *12.5%*	21 *17.8%*	24 *16.1%*	17 *14.8%*	17 *16.5%*	24 *17.4%*
7	**37** *9.9%*	11 *10.4%*	9 *16.4%* D	6 *8.8%*	7 *6.0%*	26 *9.2%*	7 *13.0%*	10 *9.9%*	23 *9.3%*	2 *14.3%* **	29 *9.1%*	18 *13.6%* L	15 *6.9%*	4 *11.4%*	5 *5.7%*	9 *7.6%*	20 *13.4%* n	9 *7.8%*	7 *6.8%*	18 *13.0%*
6	**20** *5.3%*	9 *8.5%*	2 *3.6%*	2 *2.9%*	5 *4.3%*	13 *4.6%*	3 *5.6%*	5 *5.0%*	13 *5.3%*	- - **	16 *5.0%*	8 *6.1%*	9 *4.1%*	1 *2.9%*	3 *3.4%*	6 *5.1%*	9 *6.0%*	6 *5.2%*	2 *1.9%*	10 *7.2%* r
5	**23** *6.1%*	12 *11.3%* D	4 *7.3%*	3 *4.4%*	4 *3.4%*	20 *7.0%*	2 *3.7%*	6 *5.9%*	17 *6.9%*	- - **	22 *6.9%*	15 *11.4%* Lm	9 *4.1%*	1 *2.9%*	4 *4.5%*	10 *8.5%*	9 *6.0%*	9 *7.8%*	6 *5.8%*	8 *5.8%*
4	**10** *2.7%*	5 *4.7%*	1 *1.8%*	1 *1.5%*	3 *2.6%*	5 *1.8%*	5 *9.3%* E	2 *2.0%*	8 *3.2%*	1 *7.1%* **	9 *2.8%*	5 *3.8%*	6 *2.8%*	2 *5.7%*	2 *2.3%*	2 *1.7%*	6 *4.0%*	1 *0.9%*	6 *5.8%* Q	3 *2.2%*
3	**4** *1.1%*	- -	2 *3.6%* A	- -	1 *0.9%*	3 *1.1%*	1 *1.9%*	1 *1.0%*	2 *0.8%*	- - **	3 *0.9%*	- -	4 *1.8%*	- -	- -	4 *3.4%* nP	- -	2 *1.7%*	- -	2 *1.4%*
2	**2** *0.5%*	2 *1.9%*	- -	- -	- -	1 *0.4%*	1 *1.9%*	- -	2 *0.8%*	- - **	2 *0.6%*	1 *0.8%*	1 *0.5%*	- -	2 *2.3%* p	- -	- -	1 *0.9%*	- -	1 *0.7%*
1	**7** *1.9%*	2 *1.9%*	1 *1.8%*	1 *1.5%*	2 *1.7%*	7 *2.5%*	- -	4 *4.0%* h	3 *1.2%*	- - **	7 *2.2%*	2 *1.5%*	5 *2.3%*	2 *5.7%*	1 *1.1%*	2 *1.7%*	4 *2.7%*	1 *0.9%*	2 *1.9%*	4 *2.9%*
0 - Worst health care possible	**3** *0.8%*	- -	- -	- -	3 *2.6%* a	3 *1.1%*	- -	- -	3 *1.2%*	- - **	3 *0.9%*	- -	3 *1.4%*	- -	- -	- -	3 *2.0%*	- -	1 *1.0%*	2 *1.4%*
SUMMARY - 0-3	**16** *4.3%*	4 *3.8%*	3 *5.5%*	1 *1.5%*	6 *5.1%*	14 *4.9%*	2 *3.7%*	5 *5.0%*	10 *4.0%*	- - **	15 *4.7%*	3 *2.3%*	13 *6.0%*	2 *5.7%*	3 *3.4%*	6 *5.1%*	7 *4.7%*	4 *3.5%*	3 *2.9%*	9 *6.5%*
SUMMARY - 4-7	**90** *24.1%*	37 *34.9%* CD	16 *29.1%* d	12 *17.6%*	19 *16.2%*	64 *22.5%*	17 *31.5%*	23 *22.8%*	61 *24.7%*	3 *21.4%* **	76 *23.9%*	46 *34.8%* L	39 *18.0%*	8 *22.9%*	14 *15.9%*	27 *22.9%*	44 *29.5%* N	25 *21.7%*	21 *20.4%*	39 *28.3%*
HEDIS/CAHPS SUMMARY RATE - 8-10	**268** *71.7%*	65 *61.3%*	36 *65.5%*	55 *80.9%* Ab	92 *78.6%* Ab	206 *72.5%*	35 *64.8%*	73 *72.3%*	176 *71.3%*	11 *78.6%* **	227 *71.4%*	83 *62.9%*	165 *76.0%* K	25 *71.4%*	71 *80.7%* P	85 *72.0%*	98 *65.8%*	86 *74.8%*	79 *76.7%* s	90 *65.2%*
HEDIS/CAHPS SUMMARY RATE - 9-10	**206** *55.1%*	49 *46.2%*	27 *49.1%*	41 *60.3%* a	72 *61.5%* A	157 *55.3%*	27 *50.0%*	52 *51.5%*	139 *56.3%*	10 *71.4%* **	173 *54.4%*	67 *50.8%*	124 *57.1%*	22 *62.9%*	60 *68.2%* OP	64 *54.2%*	74 *49.7%*	69 *60.0%* s	62 *60.2%* s	66 *47.8%*
3-Point Score	**2.37**	2.18	2.31	2.50	2.46	2.37	2.28	2.34	2.37	2.64	2.35	2.27	2.40	2.46	2.55	2.34	2.29	2.43	2.44	2.26

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

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

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**
Q14. (GNC) In the last 6 months, how often was it easy to get the care, tests, or treatment you thought you needed through your health plan?																				
Total Eligible	**383** ***100.0%***	**107** ***100.0%***	**55** ***100.0%***	**70** ***100.0%***	**119** ***100.0%***	**287** ***100.0%***	**56** ***100.0%***	**105** ***100.0%***	**248** ***100.0%***	**14** ***100.0%***	**323** ***100.0%***	**133** ***100.0%***	**221** ***100.0%***	**36** ***100.0%***	**88** ***100.0%***	**121** ***100.0%***	**151** ***100.0%***	**115** ***100.0%***	**104** ***100.0%***	**141** ***100.0%***
Total Valid Responses	**373** ***100.0%***	**107** ***100.0%***	**55** ***100.0%***	**68** ***100.0%***	**116** ***100.0%***	**283** ***100.0%***	**55** ***100.0%***	**103** ***100.0%***	**246** ***100.0%***	**14** ***100.0%***	**318** ***100.0%***	**131** ***100.0%***	**218** ***100.0%***	**36** ***100.0%***	**87** ***100.0%***	**120** ***100.0%***	**148** ***100.0%***	**114** ***100.0%***	**102** ***100.0%***	**139** ***100.0%***
No Answer	**10**	-	-	2	3	4	1	2	2	-	5	2	3	-	1	1	3	1	2	2
Always	**247** ***66.2%***	65 *60.7%*	39 *70.9%*	47 *69.1%*	81 *69.8%*	194 *68.6%*	33 *60.0%*	71 *68.9%*	164 *66.7%*	8 *57.1%* **	214 *67.3%*	84 *64.1%*	148 *67.9%*	27 *75.0%*	64 *73.6%* P	85 *70.8%* p	88 *59.5%*	82 *71.9%*	68 *66.7%*	87 *62.6%*
Usually	**60** ***16.1%***	24 *22.4%* B	3 *5.5%*	9 *13.2%*	18 *15.5%* b	40 *14.1%*	13 *23.6%* e	15 *14.6%*	39 *15.9%*	2 *14.3%* **	51 *16.0%*	23 *17.6%*	30 *13.8%*	5 *13.9%*	12 *13.8%*	16 *13.3%*	29 *19.6%*	15 *13.2%*	16 *15.7%*	25 *18.0%*
Sometimes	**59** ***15.8%***	17 *15.9%*	11 *20.0%*	11 *16.2%*	16 *13.8%*	43 *15.2%*	9 *16.4%*	14 *13.6%*	40 *16.3%*	3 *21.4%* **	48 *15.1%*	22 *16.8%*	36 *16.5%*	4 *11.1%*	10 *11.5%*	19 *15.8%*	26 *17.6%*	17 *14.9%*	17 *16.7%*	22 *15.8%*
Never	**7** ***1.9%***	1 *0.9%*	2 *3.6%*	1 *1.5%*	1 *0.9%*	6 *2.1%*	- -	3 *2.9%*	3 *1.2%*	1 *7.1%* **	5 *1.6%*	2 *1.5%*	4 *1.8%*	- -	1 *1.1%*	- -	5 *3.4%* O	- -	1 *1.0%*	5 *3.6%* Q
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**307** ***82.3%***	89 *83.2%*	42 *76.4%*	56 *82.4%*	99 *85.3%*	234 *82.7%*	46 *83.6%*	86 *83.5%*	203 *82.5%*	10 *71.4%* **	265 *83.3%*	107 *81.7%*	178 *81.7%*	32 *88.9%*	76 *87.4%*	101 *84.2%*	117 *79.1%*	97 *85.1%*	84 *82.4%*	112 *80.6%*
HEDIS/CAHPS SUMMARY RATE - Always	**247** ***66.2%***	65 *60.7%*	39 *70.9%*	47 *69.1%*	81 *69.8%*	194 *68.6%*	33 *60.0%*	71 *68.9%*	164 *66.7%*	8 *57.1%* **	214 *67.3%*	84 *64.1%*	148 *67.9%*	27 *75.0%*	64 *73.6%* P	85 *70.8%* p	88 *59.5%*	82 *71.9%*	68 *66.7%*	87 *62.6%*
3-Point Score	**2.49**	2.44	2.47	2.51	2.55	2.51	2.44	2.52	2.49	2.29	2.51	2.46	2.50	2.64	2.61	2.55	2.39	2.57	2.49	2.43

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

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

		AGE (Q52)				EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q15. Do you have a personal doctor?																				
Total Eligible	**527** *100.0%*	**155** *100.0%*	**63** *100.0%*	**85** *100.0%*	**141** *100.0%*	**367** *100.0%*	**68** *100.0%*	**138** *100.0%*	**309** *100.0%*	**18** *100.0%*	**404** *100.0%*	**165** *100.0%*	**278** *100.0%*	**51** *100.0%*	**130** *100.0%*	**149** *100.0%*	**176** *100.0%*	**158** *100.0%*	**132** *100.0%*	**166** *100.0%*
Total Valid Responses	**479** *100.0%*	**155** *100.0%*	**61** *100.0%*	**84** *100.0%*	**139** *100.0%*	**362** *100.0%*	**68** *100.0%*	**136** *100.0%*	**306** *100.0%*	**18** *100.0%*	**401** *100.0%*	**164** *100.0%*	**274** *100.0%*	**50** *100.0%*	**129** *100.0%*	**149** *100.0%*	**172** *100.0%*	**158** *100.0%*	**131** *100.0%*	**162** *100.0%*
No Answer	**48**	-	2	1	2	5	-	2	3	-	3	1	4	1	1	-	4	-	1	4
Yes	**377** *78.7%*	106 *68.4%*	49 *80.3%* a	73 *86.9%* A	117 *84.2%* A	292 *80.7%* f	48 *70.6%*	109 *80.1%*	239 *78.1%*	10 *55.6%* **	317 *79.1%*	134 *81.7%*	212 *77.4%*	37 *74.0%*	94 *72.9%*	119 *79.9%*	140 *81.4%* n	117 *74.1%*	105 *80.2%*	132 *81.5%*
No	**102** *21.3%*	49 *31.6%* bCD	12 *19.7%*	11 *13.1%*	22 *15.8%*	70 *19.3%*	20 *29.4%* e	27 *19.9%*	67 *21.9%*	8 *44.4%* **	84 *20.9%*	30 *18.3%*	62 *22.6%*	13 *26.0%*	35 *27.1%* p	30 *20.1%*	32 *18.6%*	41 *25.9%*	26 *19.8%*	30 *18.5%*
HEDIS/CAHPS SUMMARY RATE - Yes	**377** *78.7%*	106 *68.4%*	49 *80.3%* a	73 *86.9%* A	117 *84.2%* A	292 *80.7%* f	48 *70.6%*	109 *80.1%*	239 *78.1%*	10 *55.6%* **	317 *79.1%*	134 *81.7%*	212 *77.4%*	37 *74.0%*	94 *72.9%*	119 *79.9%*	140 *81.4%* n	117 *74.1%*	105 *80.2%*	132 *81.5%*

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

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

Presented by The Myers Group
770-978-3173
2015

		AGE (Q52)				EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q16. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?																				
Total Eligible	**377** *100.0%*	**106** *100.0%*	**49** *100.0%*	**73** *100.0%*	**117** *100.0%*	**292** *100.0%*	**48** *100.0%*	**109** *100.0%*	**239** *100.0%*	**10** *100.0%*	**317** *100.0%*	**134** *100.0%*	**212** *100.0%*	**37** *100.0%*	**94** *100.0%*	**119** *100.0%*	**140** *100.0%*	**117** *100.0%*	**105** *100.0%*	**132** *100.0%*
Total Valid Responses	**358** *100.0%*	**102** *100.0%*	**47** *100.0%*	**69** *100.0%*	**110** *100.0%*	**276** *100.0%*	**47** *100.0%*	**103** *100.0%*	**228** *100.0%*	**10** *100.0%*	**302** *100.0%*	**127** *100.0%*	**203** *100.0%*	**35** *100.0%*	**89** *100.0%*	**117** *100.0%*	**130** *100.0%*	**110** *100.0%*	**97** *100.0%*	**130** *100.0%*
No Answer	**19**	4	2	4	7	16	1	6	11	-	15	7	9	2	5	2	10	7	8	2
None	**29** *8.1%*	16 *15.7%* BCD	2 *4.3%*	3 *4.3%*	4 *3.6%*	21 *7.6%*	4 *8.5%*	7 *6.8%*	18 *7.9%*	- - **	25 *8.3%*	11 *8.7%*	14 *6.9%*	1 *2.9%*	10 *11.2%* P	12 *10.3%* P	4 *3.1%*	10 *9.1%*	10 *10.3%* s	6 *4.6%*
1 time	**69** *19.3%*	22 *21.6%*	11 *23.4%*	9 *13.0%*	20 *18.2%*	50 *18.1%*	11 *23.4%*	14 *13.6%*	49 *21.5%* g	4 *40.0%* **	53 *17.5%*	23 *18.1%*	39 *19.2%*	7 *20.0%*	16 *18.0%*	21 *17.9%*	27 *20.8%*	24 *21.8%*	19 *19.6%*	21 *16.2%*
2	**80** *22.3%*	27 *26.5%*	11 *23.4%*	16 *23.2%*	23 *20.9%*	65 *23.6%*	11 *23.4%*	33 *32.0%* H	46 *20.2%*	1 *10.0%* **	74 *24.5%*	33 *26.0%*	45 *22.2%*	11 *31.4%*	22 *24.7%*	28 *23.9%*	28 *21.5%*	26 *23.6%*	19 *19.6%*	34 *26.2%*
3	**66** *18.4%*	16 *15.7%*	10 *21.3%*	17 *24.6%*	18 *16.4%*	52 *18.8%*	8 *17.0%*	21 *20.4%*	40 *17.5%*	2 *20.0%* **	54 *17.9%*	21 *16.5%*	40 *19.7%*	4 *11.4%*	15 *16.9%*	21 *17.9%*	26 *20.0%*	19 *17.3%*	23 *23.7%*	22 *16.9%*
4	**37** *10.3%*	6 *5.9%*	4 *8.5%*	10 *14.5%* a	13 *11.8%*	29 *10.5%*	3 *6.4%*	10 *9.7%*	23 *10.1%*	- - **	32 *10.6%*	13 *10.2%*	20 *9.9%*	3 *8.6%*	9 *10.1%*	9 *7.7%*	17 *13.1%*	7 *6.4%*	11 *11.3%*	16 *12.3%*
5 to 9	**58** *16.2%*	12 *11.8%*	7 *14.9%*	11 *15.9%*	24 *21.8%* a	45 *16.3%*	8 *17.0%*	14 *13.6%*	40 *17.5%*	2 *20.0%* **	49 *16.2%*	24 *18.9%*	30 *14.8%*	7 *20.0%*	9 *10.1%*	23 *19.7%* n	23 *17.7%*	16 *14.5%*	12 *12.4%*	26 *20.0%*
10 or more times	**19** *5.3%*	3 *2.9%*	2 *4.3%*	3 *4.3%*	8 *7.3%*	14 *5.1%*	2 *4.3%*	4 *3.9%*	12 *5.3%*	1 *10.0%* **	15 *5.0%*	2 *1.6%*	15 *7.4%* K	2 *5.7%*	8 *9.0%* O	3 *2.6%*	5 *3.8%*	8 *7.3%*	3 *3.1%*	5 *3.8%*
HEDIS/CAHPS SUMMARY RATE - 1 or more times	**329** *91.9%*	86 *84.3%*	45 *95.7%* A	66 *95.7%* A	106 *96.4%* A	255 *92.4%*	43 *91.5%*	96 *93.2%*	210 *92.1%*	10 *100.0%* **	277 *91.7%*	116 *91.3%*	189 *93.1%*	34 *97.1%*	79 *88.8%*	105 *89.7%*	126 *96.9%* NO	100 *90.9%*	87 *89.7%*	124 *95.4%* r

Cell Contents:
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- Column Percentage
- Statistical Test Results

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

Presented by The Myers Group
770-978-3173
2015

		AGE (Q52)				EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**
Q17. (HWDC) In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?																				
Total Eligible	**329** *100.0%*	**86** *100.0%*	**45** *100.0%*	**66** *100.0%*	**106** *100.0%*	**255** *100.0%*	**43** *100.0%*	**96** *100.0%*	**210** *100.0%*	**10** *100.0%*	**277** *100.0%*	**116** *100.0%*	**189** *100.0%*	**34** *100.0%*	**79** *100.0%*	**105** *100.0%*	**126** *100.0%*	**100** *100.0%*	**87** *100.0%*	**124** *100.0%*
Total Valid Responses	**327** *100.0%*	**86** *100.0%*	**45** *100.0%*	**65** *100.0%*	**106** *100.0%*	**254** *100.0%*	**43** *100.0%*	**95** *100.0%*	**210** *100.0%*	**10** *100.0%*	**276** *100.0%*	**116** *100.0%*	**188** *100.0%*	**34** *100.0%*	**78** *100.0%*	**105** *100.0%*	**126** *100.0%*	**100** *100.0%*	**87** *100.0%*	**124** *100.0%*
No Answer	**2**	-	-	1	-	1	-	1	-	-	1	-	1	-	1	-	-	-	-	-
Always	**255** *78.0%*	64 *74.4%*	31 *68.9%*	51 *78.5%*	88 *83.0%* b	194 *76.4%*	35 *81.4%*	72 *75.8%*	164 *78.1%*	8 *80.0%* **	213 *77.2%*	86 *74.1%*	153 *81.4%*	25 *73.5%*	71 *91.0%* OP	76 *72.4%*	93 *73.8%*	84 *84.0%* s	68 *78.2%*	91 *73.4%*
Usually	**37** *11.3%*	14 *16.3%*	3 *6.7%*	7 *10.8%*	10 *9.4%*	30 *11.8%*	3 *7.0%*	11 *11.6%*	23 *11.0%*	1 *10.0%* **	30 *10.9%*	19 *16.4%* L	12 *6.4%*	6 *17.6%* L	4 *5.1%*	14 *13.3%* n	16 *12.7%* n	11 *11.0%*	8 *9.2%*	15 *12.1%*
Sometimes	**29** *8.9%*	6 *7.0%*	9 *20.0%* AD	7 *10.8%*	6 *5.7%*	25 *9.8%*	4 *9.3%*	9 *9.5%*	20 *9.5%*	1 *10.0%* **	27 *9.8%*	9 *7.8%*	19 *10.1%*	2 *5.9%*	3 *3.8%*	13 *12.4%* N	13 *10.3%* n	4 *4.0%*	11 *12.6%* Q	14 *11.3%* Q
Never	**6** *1.8%*	2 *2.3%*	2 *4.4%* c	- -	2 *1.9%*	5 *2.0%*	1 *2.3%*	3 *3.2%*	3 *1.4%*	- - **	6 *2.2%*	2 *1.7%*	4 *2.1%*	1 *2.9%*	- -	2 *1.9%*	4 *3.2%*	1 *1.0%*	- -	4 *3.2%* r
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**292** *89.3%*	78 *90.7%* B	34 *75.6%*	58 *89.2%* b	98 *92.5%* B	224 *88.2%*	38 *88.4%*	83 *87.4%*	187 *89.0%*	9 *90.0%* **	243 *88.0%*	105 *90.5%*	165 *87.8%*	31 *91.2%*	75 *96.2%* OP	90 *85.7%*	109 *86.5%*	95 *95.0%* rS	76 *87.4%*	106 *85.5%*
HEDIS/CAHPS SUMMARY RATE - Always	**255** *78.0%*	64 *74.4%*	31 *68.9%*	51 *78.5%*	88 *83.0%* b	194 *76.4%*	35 *81.4%*	72 *75.8%*	164 *78.1%*	8 *80.0%* **	213 *77.2%*	86 *74.1%*	153 *81.4%*	25 *73.5%*	71 *91.0%* OP	76 *72.4%*	93 *73.8%*	84 *84.0%* s	68 *78.2%*	91 *73.4%*
3-Point Score	**2.67**	2.65	2.44	2.68	2.75	2.65	2.70	2.63	2.67	2.70	2.65	2.65	2.69	2.65	2.87	2.58	2.60	2.79	2.66	2.59

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

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

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q18. (HWDC) In the last 6 months, how often did your personal doctor listen carefully to you?																				
Total Eligible	**329** *100.0%*	**86** *100.0%*	**45** *100.0%*	**66** *100.0%*	**106** *100.0%*	**255** *100.0%*	**43** *100.0%*	**96** *100.0%*	**210** *100.0%*	**10** *100.0%*	**277** *100.0%*	**116** *100.0%*	**189** *100.0%*	**34** *100.0%*	**79** *100.0%*	**105** *100.0%*	**126** *100.0%*	**100** *100.0%*	**87** *100.0%*	**124** *100.0%*
Total Valid Responses	**325** *100.0%*	**86** *100.0%*	**44** *100.0%*	**65** *100.0%*	**106** *100.0%*	**254** *100.0%*	**42** *100.0%*	**94** *100.0%*	**210** *100.0%*	**10** *100.0%*	**275** *100.0%*	**116** *100.0%*	**187** *100.0%*	**34** *100.0%*	**79** *100.0%*	**104** *100.0%*	**125** *100.0%*	**100** *100.0%*	**87** *100.0%*	**122** *100.0%*
No Answer	**4**	-	1	1	-	1	1	2	-	-	2	-	2	-	-	1	1	-	-	2
Always	**259** *79.7%*	64 *74.4%*	31 *70.5%*	55 *84.6%* b	90 *84.9%* aB	202 *79.5%*	34 *81.0%*	73 *77.7%*	169 *80.5%*	7 *70.0%* **	217 *78.9%*	88 *75.9%*	156 *83.4%* M	23 *67.6%*	73 *92.4%* OP	77 *74.0%*	95 *76.0%*	84 *84.0%*	69 *79.3%*	94 *77.0%*
Usually	**28** *8.6%*	11 *12.8%* D	4 *9.1%*	5 *7.7%*	5 *4.7%*	21 *8.3%*	3 *7.1%*	10 *10.6%*	15 *7.1%*	1 *10.0%* **	23 *8.4%*	12 *10.3%*	11 *5.9%*	4 *11.8%*	3 *3.8%*	9 *8.7%*	14 *11.2%* n	8 *8.0%*	6 *6.9%*	12 *9.8%*
Sometimes	**30** *9.2%*	9 *10.5%*	8 *18.2%* D	5 *7.7%*	7 *6.6%*	25 *9.8%*	4 *9.5%*	8 *8.5%*	22 *10.5%*	2 *20.0%* **	28 *10.2%*	13 *11.2%*	16 *8.6%*	6 *17.6%* I	3 *3.8%*	16 *15.4%* N	11 *8.8%*	6 *6.0%*	12 *13.8%* q	12 *9.8%*
Never	**8** *2.5%*	2 *2.3%*	1 *2.3%*	- -	4 *3.8%*	6 *2.4%*	1 *2.4%*	3 *3.2%*	4 *1.9%*	- - **	7 *2.5%*	3 *2.6%*	4 *2.1%*	1 *2.9%*	- -	2 *1.9%*	5 *4.0%* n	2 *2.0%*	- -	4 *3.3%* r
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**287** *88.3%*	75 *87.2%*	35 *79.5%*	60 *92.3%* b	95 *89.6%*	223 *87.8%*	37 *88.1%*	83 *88.3%*	184 *87.6%*	8 *80.0%* **	240 *87.3%*	100 *86.2%*	167 *89.3%* m	27 *79.4%*	76 *96.2%* OP	86 *82.7%*	109 *87.2%*	92 *92.0%*	75 *86.2%*	106 *86.9%*
HEDIS/CAHPS SUMMARY RATE - Always	**259** *79.7%*	64 *74.4%*	31 *70.5%*	55 *84.6%* b	90 *84.9%* aB	202 *79.5%*	34 *81.0%*	73 *77.7%*	169 *80.5%*	7 *70.0%* **	217 *78.9%*	88 *75.9%*	156 *83.4%* M	23 *67.6%*	73 *92.4%* OP	77 *74.0%*	95 *76.0%*	84 *84.0%*	69 *79.3%*	94 *77.0%*
3-Point Score	**2.68**	2.62	2.50	2.77	2.75	2.67	2.69	2.66	2.68	2.50	2.66	2.62	2.73	2.47	2.89	2.57	2.63	2.76	2.66	2.64

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

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

Presented by The Myers Group
770-978-3173
2015

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**
Q19. (HWDC) In the last 6 months, how often did your personal doctor show respect for what you had to say?																				
Total Eligible	**329** *100.0%*	**86** *100.0%*	**45** *100.0%*	**66** *100.0%*	**106** *100.0%*	**255** *100.0%*	**43** *100.0%*	**96** *100.0%*	**210** *100.0%*	**10** *100.0%*	**277** *100.0%*	**116** *100.0%*	**189** *100.0%*	**34** *100.0%*	**79** *100.0%*	**105** *100.0%*	**126** *100.0%*	**100** *100.0%*	**87** *100.0%*	**124** *100.0%*
Total Valid Responses	**324** *100.0%*	**86** *100.0%*	**45** *100.0%*	**66** *100.0%*	**106** *100.0%*	**255** *100.0%*	**43** *100.0%*	**96** *100.0%*	**210** *100.0%*	**10** *100.0%*	**277** *100.0%*	**116** *100.0%*	**189** *100.0%*	**34** *100.0%*	**79** *100.0%*	**105** *100.0%*	**126** *100.0%*	**100** *100.0%*	**87** *100.0%*	**124** *100.0%*
No Answer	**5**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	**262** *80.9%*	64 *74.4%*	32 *71.1%*	59 *89.4%* AB	90 *84.9%* ab	205 *80.4%*	35 *81.4%*	79 *82.3%*	167 *79.5%*	7 *70.0%* **	220 *79.4%*	87 *75.0%*	159 *84.1%* KM	23 *67.6%*	71 *89.9%* oP	84 *80.0%*	95 *75.4%*	84 *84.0%*	70 *80.5%*	98 *79.0%*
Usually	**29** *9.0%*	12 *14.0%* Cd	6 *13.3%* C	2 *3.0%*	6 *5.7%*	22 *8.6%*	4 *9.3%*	6 *6.3%*	21 *10.0%*	3 *30.0%* **	24 *8.7%*	14 *12.1%* I	12 *6.3%*	4 *11.8%*	5 *6.3%*	9 *8.6%*	13 *10.3%*	11 *11.0%*	5 *5.7%*	11 *8.9%*
Sometimes	**28** *8.6%*	9 *10.5%*	6 *13.3%*	5 *7.6%*	7 *6.6%*	24 *9.4%*	3 *7.0%*	9 *9.4%*	19 *9.0%*	- - **	28 *10.1%*	13 *11.2%*	15 *7.9%*	6 *17.6%* I	3 *3.8%*	10 *9.5%*	15 *11.9%* N	4 *4.0%*	12 *13.8%* Q	12 *9.7%*
Never	**5** *1.5%*	1 *1.2%*	1 *2.2%*	- -	3 *2.8%*	4 *1.6%*	1 *2.3%*	2 *2.1%*	3 *1.4%*	- - **	5 *1.8%*	2 *1.7%*	3 *1.6%*	1 *2.9%*	- -	2 *1.9%*	3 *2.4%*	1 *1.0%*	- -	3 *2.4%*
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**291** *89.8%*	76 *88.4%*	38 *84.4%*	61 *92.4%*	96 *90.6%*	227 *89.0%*	39 *90.7%*	85 *88.5%*	188 *89.5%*	10 *100.0%* **	244 *88.1%*	101 *87.1%*	171 *90.5%* M	27 *79.4%*	76 *96.2%* oP	93 *88.6%*	108 *85.7%*	95 *95.0%* Rs	75 *86.2%*	109 *87.9%*
HEDIS/CAHPS SUMMARY RATE - Always	**262** *80.9%*	64 *74.4%*	32 *71.1%*	59 *89.4%* AB	90 *84.9%* ab	205 *80.4%*	35 *81.4%*	79 *82.3%*	167 *79.5%*	7 *70.0%* **	220 *79.4%*	87 *75.0%*	159 *84.1%* KM	23 *67.6%*	71 *89.9%* oP	84 *80.0%*	95 *75.4%*	84 *84.0%*	70 *80.5%*	98 *79.0%*
3-Point Score	**2.71**	2.63	2.56	2.82	2.75	2.69	2.72	2.71	2.69	2.70	2.68	2.62	2.75	2.47	2.86	2.69	2.61	2.79	2.67	2.67

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

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

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q20. (HWDC) In the last 6 months, how often did your personal doctor spend enough time with you?																				
Total Eligible	**329** *100.0%*	**86** *100.0%*	**45** *100.0%*	**66** *100.0%*	**106** *100.0%*	**255** *100.0%*	**43** *100.0%*	**96** *100.0%*	**210** *100.0%*	**10** *100.0%*	**277** *100.0%*	**116** *100.0%*	**189** *100.0%*	**34** *100.0%*	**79** *100.0%*	**105** *100.0%*	**126** *100.0%*	**100** *100.0%*	**87** *100.0%*	**124** *100.0%*
Total Valid Responses	**322** *100.0%*	**86** *100.0%*	**45** *100.0%*	**66** *100.0%*	**104** *100.0%*	**253** *100.0%*	**43** *100.0%*	**94** *100.0%*	**210** *100.0%*	**10** *100.0%*	**275** *100.0%*	**116** *100.0%*	**188** *100.0%*	**33** *100.0%*	**79** *100.0%*	**105** *100.0%*	**124** *100.0%*	**100** *100.0%*	**87** *100.0%*	**122** *100.0%*
No Answer	**7**	-	-	-	2	2	-	2	-	-	2	-	1	1	-	-	2	-	-	2
Always	**227** *70.5%*	54 *62.8%*	28 *62.2%*	50 *75.8%* a	79 *76.0%* ab	178 *70.4%*	30 *69.8%*	68 *72.3%*	145 *69.0%*	7 *70.0%* **	189 *68.7%*	83 *71.6%*	132 *70.2%*	20 *60.6%*	62 *78.5%* p	71 *67.6%*	83 *66.9%*	74 *74.0%*	61 *70.1%*	83 *68.0%*
Usually	**47** *14.6%*	18 *20.9%* Cd	8 *17.8%*	6 *9.1%*	12 *11.5%*	35 *13.8%*	7 *16.3%*	11 *11.7%*	33 *15.7%*	3 *30.0%* **	40 *14.5%*	14 *12.1%*	28 *14.9%*	6 *18.2%*	10 *12.7%*	17 *16.2%*	17 *13.7%*	17 *17.0%*	11 *12.6%*	16 *13.1%*
Sometimes	**41** *12.7%*	12 *14.0%*	8 *17.8%*	9 *13.6%*	10 *9.6%*	34 *13.4%*	5 *11.6%*	12 *12.8%*	28 *13.3%*	- - **	39 *14.2%*	17 *14.7%*	23 *12.2%*	5 *15.2%*	7 *8.9%*	13 *12.4%*	21 *16.9%*	8 *8.0%*	14 *16.1%* q	19 *15.6%* q
Never	**7** *2.2%*	2 *2.3%*	1 *2.2%*	1 *1.5%*	3 *2.9%*	6 *2.4%*	1 *2.3%*	3 *3.2%*	4 *1.9%*	- - **	7 *2.5%*	2 *1.7%*	5 *2.7%*	2 *6.1%*	- -	4 *3.8%* n	3 *2.4%*	1 *1.0%*	1 *1.1%*	4 *3.3%*
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**274** *85.1%*	72 *83.7%*	36 *80.0%*	56 *84.8%*	91 *87.5%*	213 *84.2%*	37 *86.0%*	79 *84.0%*	178 *84.8%*	10 *100.0%* **	229 *83.3%*	97 *83.6%*	160 *85.1%*	26 *78.8%*	72 *91.1%* P	88 *83.8%*	100 *80.6%*	91 *91.0%* rS	72 *82.8%*	99 *81.1%*
HEDIS/CAHPS SUMMARY RATE - Always	**227** *70.5%*	54 *62.8%*	28 *62.2%*	50 *75.8%* a	79 *76.0%* ab	178 *70.4%*	30 *69.8%*	68 *72.3%*	145 *69.0%*	7 *70.0%* **	189 *68.7%*	83 *71.6%*	132 *70.2%*	20 *60.6%*	62 *78.5%* p	71 *67.6%*	83 *66.9%*	74 *74.0%*	61 *70.1%*	83 *68.0%*
3-Point Score	**2.56**	2.47	2.42	2.61	2.63	2.55	2.56	2.56	2.54	2.70	2.52	2.55	2.55	2.39	2.70	2.51	2.48	2.65	2.53	2.49

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

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

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2015

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**
Q21. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?																				
Total Eligible	**329** *100.0%*	**86** *100.0%*	**45** *100.0%*	**66** *100.0%*	**106** *100.0%*	**255** *100.0%*	**43** *100.0%*	**96** *100.0%*	**210** *100.0%*	**10** *100.0%*	**277** *100.0%*	**116** *100.0%*	**189** *100.0%*	**34** *100.0%*	**79** *100.0%*	**105** *100.0%*	**126** *100.0%*	**100** *100.0%*	**87** *100.0%*	**124** *100.0%*
Total Valid Responses	**315** *100.0%*	**84** *100.0%*	**42** *100.0%*	**62** *100.0%*	**106** *100.0%*	**248** *100.0%*	**42** *100.0%*	**95** *100.0%*	**202** *100.0%*	**9** *100.0%*	**270** *100.0%*	**112** *100.0%*	**184** *100.0%*	**34** *100.0%*	**75** *100.0%*	**103** *100.0%*	**123** *100.0%*	**96** *100.0%*	**87** *100.0%*	**120** *100.0%*
No Answer	**14**	2	3	4	-	7	1	1	8	1	7	4	5	-	4	2	3	4	-	4
Yes	**168** *53.3%*	34 *40.5%*	25 *59.5%* A	36 *58.1%* A	60 *56.6%* A	131 *52.8%*	24 *57.1%*	53 *55.8%*	103 *51.0%*	3 *33.3%* **	144 *53.3%*	60 *53.6%*	93 *50.5%*	23 *67.6%* I	32 *42.7%*	46 *44.7%*	81 *65.9%* NO	43 *44.8%*	42 *48.3%*	74 *61.7%* Qr
No	**147** *46.7%*	50 *59.5%* BCD	17 *40.5%*	26 *41.9%*	46 *43.4%*	117 *47.2%*	18 *42.9%*	42 *44.2%*	99 *49.0%*	6 *66.7%* **	126 *46.7%*	52 *46.4%*	91 *49.5%* m	11 *32.4%*	43 *57.3%* P	57 *55.3%* P	42 *34.1%*	53 *55.2%* S	45 *51.7%* s	46 *38.3%*
HEDIS/CAHPS SUMMARY RATE - Yes	**168** *53.3%*	34 *40.5%*	25 *59.5%* A	36 *58.1%* A	60 *56.6%* A	131 *52.8%*	24 *57.1%*	53 *55.8%*	103 *51.0%*	3 *33.3%* **	144 *53.3%*	60 *53.6%*	93 *50.5%*	23 *67.6%* I	32 *42.7%*	46 *44.7%*	81 *65.9%* NO	43 *44.8%*	42 *48.3%*	74 *61.7%* Qr

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

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

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2015

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q22. (CC) In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?																				
Total Eligible	**168** *100.0%*	**34** *100.0%*	**25** *100.0%*	**36** *100.0%*	**60** *100.0%*	**131** *100.0%*	**24** *100.0%*	**53** *100.0%*	**103** *100.0%*	**3** *100.0%*	**144** *100.0%*	**60** *100.0%*	**93** *100.0%*	**23** *100.0%*	**32** *100.0%*	**46** *100.0%*	**81** *100.0%*	**43** *100.0%*	**42** *100.0%*	**74** *100.0%*
Total Valid Responses	**166** *100.0%*	**34** *100.0%*	**24** *100.0%*	**36** *100.0%*	**60** *100.0%*	**130** *100.0%*	**24** *100.0%*	**52** *100.0%*	**102** *100.0%*	**3** *100.0%*	**142** *100.0%*	**59** *100.0%*	**91** *100.0%*	**23** *100.0%*	**32** *100.0%*	**45** *100.0%*	**80** *100.0%*	**43** *100.0%*	**42** *100.0%*	**72** *100.0%*
No Answer	**2**	-	1	-	-	1	-	1	1	-	2	1	2	-	-	1	1	-	-	2
Always	**98** *59.0%*	16 *47.1%*	12 *50.0%* **	22 *61.1%*	40 *66.7%* a	77 *59.2%*	12 *50.0%* **	32 *61.5%*	58 *56.9%*	2 *66.7%* **	79 *55.6%*	29 *49.2%*	57 *62.6%*	13 *56.5%* **	23 *71.9%* P	26 *57.8%*	41 *51.3%*	30 *69.8%* s	23 *54.8%*	38 *52.8%*
Usually	**35** *21.1%*	10 *29.4%*	4 *16.7%* **	8 *22.2%*	11 *18.3%*	29 *22.3%*	5 *20.8%* **	10 *19.2%*	23 *22.5%*	1 *33.3%* **	32 *22.5%*	18 *30.5%* L	14 *15.4%*	7 *30.4%* **	5 *15.6%*	10 *22.2%*	19 *23.8%*	8 *18.6%*	8 *19.0%*	18 *25.0%*
Sometimes	**21** *12.7%*	4 *11.8%*	5 *20.8%* **	5 *13.9%*	5 *8.3%*	17 *13.1%*	3 *12.5%* **	7 *13.5%*	12 *11.8%*	- - **	19 *13.4%*	6 *10.2%*	14 *15.4%*	2 *8.7%* **	3 *9.4%*	7 *15.6%*	11 *13.8%*	4 *9.3%*	7 *16.7%*	10 *13.9%*
Never	**12** *7.2%*	4 *11.8%*	3 *12.5%* **	1 *2.8%*	4 *6.7%*	7 *5.4%*	4 *16.7%* **	3 *5.8%*	9 *8.8%*	- - **	12 *8.5%*	6 *10.2%*	6 *6.6%*	1 *4.3%* **	1 *3.1%*	2 *4.4%*	9 *11.3%*	1 *2.3%*	4 *9.5%*	6 *8.3%*
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**133** *80.1%*	26 *76.5%*	16 *66.7%* **	30 *83.3%*	51 *85.0%*	106 *81.5%*	17 *70.8%* **	42 *80.8%*	81 *79.4%*	3 *100.0%* **	111 *78.2%*	47 *79.7%*	71 *78.0%*	20 *87.0%* **	28 *87.5%*	36 *80.0%*	60 *75.0%*	38 *88.4%* r	31 *73.8%*	56 *77.8%*
HEDIS/CAHPS SUMMARY RATE - Always	**98** *59.0%*	16 *47.1%*	12 *50.0%* **	22 *61.1%*	40 *66.7%* a	77 *59.2%*	12 *50.0%* **	32 *61.5%*	58 *56.9%*	2 *66.7%* **	79 *55.6%*	29 *49.2%*	57 *62.6%*	13 *56.5%* **	23 *71.9%* P	26 *57.8%*	41 *51.3%*	30 *69.8%* s	23 *54.8%*	38 *52.8%*
3-Point Score	**2.39**	2.24	2.17	2.44	2.52	2.41	2.21	2.42	2.36	2.67	2.34	2.29	2.41	2.43	2.59	2.38	2.26	2.58	2.29	2.31

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

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

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q23. What number would you use to rate your personal doctor?																				
Total Eligible	**377** *100.0%*	**106** *100.0%*	**49** *100.0%*	**73** *100.0%*	**117** *100.0%*	**292** *100.0%*	**48** *100.0%*	**109** *100.0%*	**239** *100.0%*	**10** *100.0%*	**317** *100.0%*	**134** *100.0%*	**212** *100.0%*	**37** *100.0%*	**94** *100.0%*	**119** *100.0%*	**140** *100.0%*	**117** *100.0%*	**105** *100.0%*	**132** *100.0%*
Total Valid Responses	**354** *100.0%*	**100** *100.0%*	**48** *100.0%*	**70** *100.0%*	**110** *100.0%*	**279** *100.0%*	**44** *100.0%*	**101** *100.0%*	**230** *100.0%*	**9** *100.0%*	**304** *100.0%*	**130** *100.0%*	**202** *100.0%*	**34** *100.0%*	**86** *100.0%*	**116** *100.0%*	**134** *100.0%*	**108** *100.0%*	**103** *100.0%*	**126** *100.0%*
No Answer	**23**	6	1	3	7	13	4	8	9	1	13	4	10	3	8	3	6	9	2	6
10 - Best personal doctor possible	**210** *59.3%*	47 *47.0%*	29 *60.4%*	45 *64.3%* A	73 *66.4%* A	169 *60.6%*	21 *47.7%*	63 *62.4%*	132 *57.4%*	6 *66.7%* **	179 *58.9%*	78 *60.0%*	119 *58.9%*	19 *55.9%*	54 *62.8%*	66 *56.9%*	79 *59.0%*	66 *61.1%*	62 *60.2%*	73 *57.9%*
9	**39** *11.0%*	13 *13.0%* B	1 *2.1%*	8 *11.4%* b	14 *12.7%* B	28 *10.0%*	8 *18.2%*	7 *6.9%*	30 *13.0%*	3 *33.3%* **	31 *10.2%*	10 *7.7%*	27 *13.4%*	4 *11.8%*	11 *12.8%*	14 *12.1%*	11 *8.2%*	10 *9.3%*	12 *11.7%*	15 *11.9%*
8	**36** *10.2%*	13 *13.0%*	4 *8.3%*	6 *8.6%*	10 *9.1%*	28 *10.0%*	4 *9.1%*	11 *10.9%*	22 *9.6%*	- - **	30 *9.9%*	13 *10.0%*	18 *8.9%*	5 *14.7%*	4 *4.7%*	11 *9.5%*	18 *13.4%* N	11 *10.2%*	9 *8.7%*	13 *10.3%*
7	**17** *4.8%*	9 *9.0%* CD	4 *8.3%* cd	1 *1.4%*	2 *1.8%*	13 *4.7%*	3 *6.8%*	4 *4.0%*	12 *5.2%*	- - **	15 *4.9%*	4 *3.1%*	11 *5.4%*	1 *2.9%*	6 *7.0%* p	8 *6.9%* p	3 *2.2%*	8 *7.4%*	3 *2.9%*	6 *4.8%*
6	**4** *1.1%*	1 *1.0%*	- -	2 *2.9%*	1 *0.9%*	3 *1.1%*	- -	3 *3.0%* h	1 *0.4%*	- - **	4 *1.3%*	4 *3.1%* L	- -	- -	- -	3 *2.6%*	1 *0.7%*	1 *0.9%*	3 *2.9%* s	- -
5	**19** *5.4%*	9 *9.0%* D	4 *8.3%* d	4 *5.7%*	2 *1.8%*	17 *6.1%*	2 *4.5%*	7 *6.9%*	12 *5.2%*	- - **	19 *6.3%*	9 *6.9%*	11 *5.4%*	2 *5.9%*	5 *5.8%*	6 *5.2%*	8 *6.0%*	5 *4.6%*	7 *6.8%*	6 *4.8%*
4	**9** *2.5%*	2 *2.0%*	3 *6.3%*	1 *1.4%*	3 *2.7%*	6 *2.2%*	3 *6.8%* e	1 *1.0%*	8 *3.5%*	- - **	9 *3.0%*	5 *3.8%*	4 *2.0%*	1 *2.9%*	- -	5 *4.3%* n	4 *3.0%*	- -	4 *3.9%* Q	5 *4.0%* Q
3	**8** *2.3%*	2 *2.0%*	3 *6.3%* C	- -	2 *1.8%*	6 *2.2%*	1 *2.3%*	1 *1.0%*	6 *2.6%*	- - **	7 *2.3%*	2 *1.5%*	6 *3.0%*	1 *2.9%*	1 *1.2%*	3 *2.6%*	4 *3.0%*	1 *0.9%*	2 *1.9%*	4 *3.2%*
2	**4** *1.1%*	1 *1.0%*	- -	1 *1.4%*	2 *1.8%*	3 *1.1%*	1 *2.3%*	2 *2.0%*	2 *0.9%*	- - **	4 *1.3%*	2 *1.5%*	2 *1.0%*	- -	1 *1.2%*	- -	3 *2.2%*	2 *1.9%*	- -	2 *1.6%*
1	**2** *0.6%*	- -	- -	1 *1.4%*	- -	2 *0.7%*	- -	2 *2.0%* H	- -	- - **	1 *0.3%*	- -	2 *1.0%*	1 *2.9%* K	1 *1.2%*	- -	1 *0.7%*	1 *0.9%*	- -	1 *0.8%*
0 - Worst personal doctor possible	**6** *1.7%*	3 *3.0%*	- -	1 *1.4%*	1 *0.9%*	4 *1.4%*	1 *2.3%*	- -	5 *2.2%*	- - **	5 *1.6%*	3 *2.3%*	2 *1.0%*	- -	3 *3.5%* O	- -	2 *1.5%*	3 *2.8%*	1 *1.0%*	1 *0.8%*
SUMMARY - 0-3	**20** *5.6%*	6 *6.0%*	3 *6.3%*	3 *4.3%*	5 *4.5%*	15 *5.4%*	3 *6.8%*	5 *5.0%*	13 *5.7%*	- - **	17 *5.6%*	7 *5.4%*	12 *5.9%*	2 *5.9%*	6 *7.0%*	3 *2.6%*	10 *7.5%* o	7 *6.5%*	3 *2.9%*	8 *6.3%*
SUMMARY - 4-7	**49** *13.8%*	21 *21.0%* D	11 *22.9%* cD	8 *11.4%*	8 *7.3%*	39 *14.0%*	8 *18.2%*	15 *14.9%*	33 *14.3%*	- - **	47 *15.5%*	22 *16.9%*	26 *12.9%*	4 *11.8%*	11 *12.8%*	22 *19.0%*	16 *11.9%*	14 *13.0%*	17 *16.5%*	17 *13.5%*
HEDIS/CAHPS SUMMARY RATE - 8-10	**285** *80.5%*	73 *73.0%*	34 *70.8%*	59 *84.3%* ab	97 *88.2%* AB	225 *80.6%*	33 *75.0%*	81 *80.2%*	184 *80.0%*	9 *100.0%* **	240 *78.9%*	101 *77.7%*	164 *81.2%*	28 *82.4%*	69 *80.2%*	91 *78.4%*	108 *80.6%*	87 *80.6%*	83 *80.6%*	101 *80.2%*
HEDIS/CAHPS SUMMARY RATE - 9-10	**249** *70.3%*	60 *60.0%*	30 *62.5%*	53 *75.7%* A	87 *79.1%* AB	197 *70.6%*	29 *65.9%*	70 *69.3%*	162 *70.4%*	9 *100.0%* **	210 *69.1%*	88 *67.7%*	146 *72.3%*	23 *67.6%*	65 *75.6%*	80 *69.0%*	90 *67.2%*	76 *70.4%*	74 *71.8%*	88 *69.8%*
3-Point Score	**2.56**	2.42	2.42	2.61	2.69	2.56	2.48	2.53	2.56	3.00	2.53	2.48	2.59	2.53	2.63	2.54	2.50	2.58	2.55	2.55

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

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

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q24. In the last 6 months, did you make any appointments to see a specialist?																				
Total Eligible	**527** *100.0%*	**155** *100.0%*	**63** *100.0%*	**85** *100.0%*	**141** *100.0%*	**367** *100.0%*	**68** *100.0%*	**138** *100.0%*	**309** *100.0%*	**18** *100.0%*	**404** *100.0%*	**165** *100.0%*	**278** *100.0%*	**51** *100.0%*	**130** *100.0%*	**149** *100.0%*	**176** *100.0%*	**158** *100.0%*	**132** *100.0%*	**166** *100.0%*
Total Valid Responses	**456** *100.0%*	**153** *100.0%*	**62** *100.0%*	**83** *100.0%*	**135** *100.0%*	**358** *100.0%*	**67** *100.0%*	**135** *100.0%*	**301** *100.0%*	**18** *100.0%*	**395** *100.0%*	**160** *100.0%*	**272** *100.0%*	**51** *100.0%*	**129** *100.0%*	**145** *100.0%*	**170** *100.0%*	**155** *100.0%*	**127** *100.0%*	**163** *100.0%*
No Answer	**71**	2	1	2	6	9	1	3	8	-	9	5	6	-	1	4	6	3	5	3
Yes	**158** *34.6%*	31 *20.3%*	23 *37.1%* A	38 *45.8%* A	61 *45.2%* A	129 *36.0%*	25 *37.3%*	53 *39.3%*	102 *33.9%*	5 *27.8%* **	142 *35.9%*	63 *39.4%*	90 *33.1%*	25 *49.0%* L	28 *21.7%*	56 *38.6%* N	72 *42.4%* N	44 *28.4%*	45 *35.4%*	67 *41.1%* Q
No	**298** *65.4%*	122 *79.7%* BCD	39 *62.9%*	45 *54.2%*	74 *54.8%*	229 *64.0%*	42 *62.7%*	82 *60.7%*	199 *66.1%*	13 *72.2%* **	253 *64.1%*	97 *60.6%*	182 *66.9%* M	26 *51.0%*	101 *78.3%* OP	89 *61.4%*	98 *57.6%*	111 *71.6%* S	82 *64.6%*	96 *58.9%*
HEDIS/CAHPS SUMMARY RATE - Yes	**158** *34.6%*	31 *20.3%*	23 *37.1%* A	38 *45.8%* A	61 *45.2%* A	129 *36.0%*	25 *37.3%*	53 *39.3%*	102 *33.9%*	5 *27.8%* **	142 *35.9%*	63 *39.4%*	90 *33.1%*	25 *49.0%* L	28 *21.7%*	56 *38.6%* N	72 *42.4%* N	44 *28.4%*	45 *35.4%*	67 *41.1%* Q

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

Presented by The Myers Group
770-978-3173
2015

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**
Q25. (GNC) In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?																				
Total Eligible	**158** *100.0%*	**31** *100.0%*	**23** *100.0%*	**38** *100.0%*	**61** *100.0%*	**129** *100.0%*	**25** *100.0%*	**53** *100.0%*	**102** *100.0%*	**5** *100.0%*	**142** *100.0%*	**63** *100.0%*	**90** *100.0%*	**25** *100.0%*	**28** *100.0%*	**56** *100.0%*	**72** *100.0%*	**44** *100.0%*	**45** *100.0%*	**67** *100.0%*
Total Valid Responses	**154** *100.0%*	**31** *100.0%*	**21** *100.0%*	**37** *100.0%*	**60** *100.0%*	**125** *100.0%*	**25** *100.0%*	**52** *100.0%*	**99** *100.0%*	**5** *100.0%*	**138** *100.0%*	**61** *100.0%*	**89** *100.0%*	**24** *100.0%*	**26** *100.0%*	**56** *100.0%*	**70** *100.0%*	**42** *100.0%*	**45** *100.0%*	**65** *100.0%*
No Answer	**4**	-	2	1	1	4	-	1	3	-	4	2	1	1	2	-	2	2	-	2
Always	**85** *55.2%*	13 *41.9%*	12 *57.1%* **	21 *56.8%*	35 *58.3%*	68 *54.4%*	14 *56.0%* **	33 *63.5%*	50 *50.5%*	2 *40.0%* **	77 *55.8%*	34 *55.7%*	49 *55.1%*	9 *37.5%* **	15 *57.7%* **	33 *58.9%*	35 *50.0%*	22 *52.4%*	29 *64.4%*	33 *50.8%*
Usually	**28** *18.2%*	7 *22.6%*	3 *14.3%* **	8 *21.6%*	9 *15.0%*	23 *18.4%*	4 *16.0%* **	9 *17.3%*	18 *18.2%*	2 *40.0%* **	24 *17.4%*	13 *21.3%*	13 *14.6%*	8 *33.3%* **	4 *15.4%* **	10 *17.9%*	14 *20.0%*	11 *26.2%*	6 *13.3%*	11 *16.9%*
Sometimes	**33** *21.4%*	10 *32.3%*	6 *28.6%* **	6 *16.2%*	11 *18.3%*	27 *21.6%*	6 *24.0%* **	8 *15.4%*	25 *25.3%*	- - **	30 *21.7%*	10 *16.4%*	22 *24.7%*	5 *20.8%* **	4 *15.4%* **	11 *19.6%*	18 *25.7%*	6 *14.3%*	8 *17.8%*	18 *27.7%*
Never	**8** *5.2%*	1 *3.2%*	- - **	2 *5.4%*	5 *8.3%*	7 *5.6%*	1 *4.0%* **	2 *3.8%*	6 *6.1%*	1 *20.0%* **	7 *5.1%*	4 *6.6%*	5 *5.6%*	2 *8.3%* **	3 *11.5%* **	2 *3.6%*	3 *4.3%*	3 *7.1%*	2 *4.4%*	3 *4.6%*
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**113** *73.4%*	20 *64.5%*	15 *71.4%* **	29 *78.4%*	44 *73.3%*	91 *72.8%*	18 *72.0%* **	42 *80.8%*	68 *68.7%*	4 *80.0%* **	101 *73.2%*	47 *77.0%*	62 *69.7%*	17 *70.8%* **	19 *73.1%* **	43 *76.8%*	49 *70.0%*	33 *78.6%*	35 *77.8%*	44 *67.7%*
HEDIS/CAHPS SUMMARY RATE - Always	**85** *55.2%*	13 *41.9%*	12 *57.1%* **	21 *56.8%*	35 *58.3%*	68 *54.4%*	14 *56.0%* **	33 *63.5%*	50 *50.5%*	2 *40.0%* **	77 *55.8%*	34 *55.7%*	49 *55.1%*	9 *37.5%* **	15 *57.7%* **	33 *58.9%*	35 *50.0%*	22 *52.4%*	29 *64.4%*	33 *50.8%*
3-Point Score	**2.29**	2.06	2.29	2.35	2.32	2.27	2.28	2.44	2.19	2.20	2.29	2.33	2.25	2.08	2.31	2.36	2.20	2.31	2.42	2.18

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

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

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q26. How many specialists have you seen in the last 6 months?																				
Total Eligible	**158** *100.0%*	**31** *100.0%*	**23** *100.0%*	**38** *100.0%*	**61** *100.0%*	**129** *100.0%*	**25** *100.0%*	**53** *100.0%*	**102** *100.0%*	**5** *100.0%*	**142** *100.0%*	**63** *100.0%*	**90** *100.0%*	**25** *100.0%*	**28** *100.0%*	**56** *100.0%*	**72** *100.0%*	**44** *100.0%*	**45** *100.0%*	**67** *100.0%*
Total Valid Responses	**154** *100.0%*	**31** *100.0%*	**21** *100.0%*	**36** *100.0%*	**61** *100.0%*	**125** *100.0%*	**25** *100.0%*	**50** *100.0%*	**101** *100.0%*	**5** *100.0%*	**139** *100.0%*	**60** *100.0%*	**89** *100.0%*	**25** *100.0%*	**26** *100.0%*	**56** *100.0%*	**70** *100.0%*	**42** *100.0%*	**45** *100.0%*	**65** *100.0%*
No Answer	**4**	-	2	2	-	4	-	3	1	-	3	3	1	-	2	-	2	2	-	2
None	**14** *9.1%*	6 *19.4%* Cd	3 *14.3%* **	1 *2.8%*	4 *6.6%*	11 *8.8%*	3 *12.0%* **	3 *6.0%*	11 *10.9%*	1 *20.0%* **	11 *7.9%*	6 *10.0%*	6 *6.7%*	5 *20.0%* **	5 *19.2%* **	4 *7.1%*	5 *7.1%*	7 *16.7%* s	3 *6.7%*	4 *6.2%*
1 specialist	**72** *46.8%*	16 *51.6%*	12 *57.1%* **	18 *50.0%*	24 *39.3%*	63 *50.4%*	8 *32.0%* **	21 *42.0%*	51 *50.5%*	1 *20.0%* **	69 *49.6%*	29 *48.3%*	44 *49.4%*	9 *36.0%* **	9 *34.6%* **	29 *51.8%*	33 *47.1%*	17 *40.5%*	25 *55.6%*	30 *46.2%*
2	**36** *23.4%*	5 *16.1%*	4 *19.0%* **	6 *16.7%*	21 *34.4%* ac	28 *22.4%*	8 *32.0%* **	13 *26.0%*	23 *22.8%*	2 *40.0%* **	32 *23.0%*	15 *25.0%*	18 *20.2%*	7 *28.0%* **	6 *23.1%* **	11 *19.6%*	19 *27.1%*	9 *21.4%*	11 *24.4%*	16 *24.6%*
3	**23** *14.9%*	4 *12.9%*	2 *9.5%* **	8 *22.2%*	7 *11.5%*	15 *12.0%*	6 *24.0%* **	7 *14.0%*	14 *13.9%*	1 *20.0%* **	19 *13.7%*	8 *13.3%*	15 *16.9%*	3 *12.0%* **	4 *15.4%* **	10 *17.9%*	9 *12.9%*	8 *19.0%* R	2 *4.4%*	12 *18.5%* R
4	**6** *3.9%*	- -	- - **	- -	5 *8.2%* c	5 *4.0%*	- - **	4 *8.0%* H	1 *1.0%*	- - **	5 *3.6%*	2 *3.3%*	3 *3.4%*	1 *4.0%* **	- - **	2 *3.6%*	3 *4.3%*	- -	3 *6.7%* q	2 *3.1%*
5 or more specialists	**3** *1.9%*	- -	- - **	3 *8.3%* D	- -	3 *2.4%*	- - **	2 *4.0%*	1 *1.0%*	- - **	3 *2.2%*	- -	3 *3.4%*	- - **	2 *7.7%* **	- -	1 *1.4%*	1 *2.4%*	1 *2.2%*	1 *1.5%*
HEDIS/CAHPS SUMMARY RATE - 1 or more specialists	**140** *90.9%*	25 *80.6%*	18 *85.7%* **	35 *97.2%* A	57 *93.4%* a	114 *91.2%*	22 *88.0%* **	47 *94.0%*	90 *89.1%*	4 *80.0%* **	128 *92.1%*	54 *90.0%*	83 *93.3%*	20 *80.0%* **	21 *80.8%* **	52 *92.9%*	65 *92.9%*	35 *83.3%*	42 *93.3%*	61 *93.8%* q

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

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

Presented by The Myers Group
770-978-3173
2015

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q27. What number would you use to rate that specialist?																				
Total Eligible	**140** *100.0%*	**25** *100.0%*	**18** *100.0%*	**35** *100.0%*	**57** *100.0%*	**114** *100.0%*	**22** *100.0%*	**47** *100.0%*	**90** *100.0%*	**4** *100.0%*	**128** *100.0%*	**54** *100.0%*	**83** *100.0%*	**20** *100.0%*	**21** *100.0%*	**52** *100.0%*	**65** *100.0%*	**35** *100.0%*	**42** *100.0%*	**61** *100.0%*
Total Valid Responses	**136** *100.0%*	**24** *100.0%*	**17** *100.0%*	**35** *100.0%*	**55** *100.0%*	**112** *100.0%*	**22** *100.0%*	**46** *100.0%*	**87** *100.0%*	**4** *100.0%*	**124** *100.0%*	**53** *100.0%*	**80** *100.0%*	**19** *100.0%*	**21** *100.0%*	**51** *100.0%*	**62** *100.0%*	**34** *100.0%*	**42** *100.0%*	**58** *100.0%*
No Answer	**4**	1	1	-	2	2	-	1	3	-	4	1	3	1	-	1	3	1	-	3
10 - Best specialist possible	**74** *54.4%*	8 *33.3%* **	10 *58.8%* **	20 *57.1%*	32 *58.2%*	62 *55.4%*	10 *45.5%* **	25 *54.3%*	47 *54.0%*	4 *100.0%* **	64 *51.6%*	32 *60.4%*	42 *52.5%*	10 *52.6%* **	10 *47.6%* **	32 *62.7%*	31 *50.0%*	21 *61.8%*	26 *61.9%* s	26 *44.8%*
9	**15** *11.0%*	3 *12.5%* **	2 *11.8%* **	5 *14.3%*	5 *9.1%*	11 *9.8%*	4 *18.2%* **	4 *8.7%*	11 *12.6%*	- - **	14 *11.3%*	3 *5.7%*	10 *12.5%*	3 *15.8%* **	4 *19.0%* **	6 *11.8%*	5 *8.1%*	5 *14.7%*	4 *9.5%*	6 *10.3%*
8	**17** *12.5%*	3 *12.5%* **	2 *11.8%* **	4 *11.4%*	8 *14.5%*	13 *11.6%*	4 *18.2%* **	9 *19.6%* h	8 *9.2%*	- - **	17 *13.7%*	8 *15.1%*	8 *10.0%*	2 *10.5%* **	2 *9.5%* **	4 *7.8%*	10 *16.1%*	3 *8.8%*	6 *14.3%*	8 *13.8%*
7	**12** *8.8%*	5 *20.8%* **	2 *11.8%* **	3 *8.6%*	2 *3.6%*	11 *9.8%*	1 *4.5%* **	3 *6.5%*	9 *10.3%*	- - **	12 *9.7%*	2 *3.8%*	9 *11.3%*	3 *15.8%* **	2 *9.5%* **	5 *9.8%*	5 *8.1%*	1 *2.9%*	1 *2.4%*	9 *15.5%* qR
6	**8** *5.9%*	2 *8.3%* **	- - **	2 *5.7%*	4 *7.3%*	8 *7.1%*	- - **	3 *6.5%*	5 *5.7%*	- - **	8 *6.5%*	5 *9.4%*	4 *5.0%*	1 *5.3%* **	- - **	2 *3.9%*	6 *9.7%*	1 *2.9%*	3 *7.1%*	4 *6.9%*
5	**4** *2.9%*	2 *8.3%* **	- - **	1 *2.9%*	1 *1.8%*	2 *1.8%*	2 *9.1%* **	1 *2.2%*	3 *3.4%*	- - **	4 *3.2%*	2 *3.8%*	2 *2.5%*	- - **	1 *4.8%* **	- -	3 *4.8%*	- -	1 *2.4%*	3 *5.2%*
4	**1** *0.7%*	- - **	- - **	- -	- -	1 *0.9%*	- - **	- -	- -	- - **	- -	- -	1 *1.3%*	- - **	- - **	1 *2.0%*	- -	1 *2.9%*	- -	- -
3	**-** -	- - **	- - **	- -	- -	- -	- - **	- -	- -	- - **	- -	- -	- -	- - **	- - **	- -	- -	- -	- -	- -
2	**2** *1.5%*	1 *4.2%* **	- - **	- -	1 *1.8%*	1 *0.9%*	1 *4.5%* **	- -	2 *2.3%*	- - **	2 *1.6%*	- -	2 *2.5%*	- - **	1 *4.8%* **	- -	1 *1.6%*	1 *2.9%*	- -	1 *1.7%*
1	**2** *1.5%*	- - **	- - **	- -	2 *3.6%*	2 *1.8%*	- - **	1 *2.2%*	1 *1.1%*	- - **	2 *1.6%*	- -	2 *2.5%*	- - **	1 *4.8%* **	- -	1 *1.6%*	1 *2.9%*	- -	1 *1.7%*
0 - Worst specialist possible	**1** *0.7%*	- - **	1 *5.9%* **	- -	- -	1 *0.9%*	- - **	- -	1 *1.1%*	- - **	1 *0.8%*	1 *1.9%*	- -	- - **	- - **	1 *2.0%*	- -	- -	1 *2.4%*	- -
SUMMARY - 0-3	**5** *3.7%*	1 *4.2%* **	1 *5.9%* **	- -	3 *5.5%*	4 *3.6%*	1 *4.5%* **	1 *2.2%*	4 *4.6%*	- - **	5 *4.0%*	1 *1.9%*	4 *5.0%*	- - **	2 *9.5%* **	1 *2.0%*	2 *3.2%*	2 *5.9%*	1 *2.4%*	2 *3.4%*
SUMMARY - 4-7	**25** *18.4%*	9 *37.5%* **	2 *11.8%* **	6 *17.1%*	7 *12.7%*	22 *19.6%*	3 *13.6%* **	7 *15.2%*	17 *19.5%*	- - **	24 *19.4%*	9 *17.0%*	16 *20.0%*	4 *21.1%* **	3 *14.3%* **	8 *15.7%*	14 *22.6%*	3 *8.8%*	5 *11.9%*	16 *27.6%* Qr
HEDIS/CAHPS SUMMARY RATE - 8-10	**106** *77.9%*	14 *58.3%* **	14 *82.4%* **	29 *82.9%*	45 *81.8%*	86 *76.8%*	18 *81.8%* **	38 *82.6%*	66 *75.9%*	4 *100.0%* **	95 *76.6%*	43 *81.1%*	60 *75.0%*	15 *78.9%* **	16 *76.2%* **	42 *82.4%*	46 *74.2%*	29 *85.3%* s	36 *85.7%* s	40 *69.0%*
HEDIS/CAHPS SUMMARY RATE - 9-10	**89** *65.4%*	11 *45.8%* **	12 *70.6%* **	25 *71.4%*	37 *67.3%*	73 *65.2%*	14 *63.6%* **	29 *63.0%*	58 *66.7%*	4 *100.0%* **	78 *62.9%*	35 *66.0%*	52 *65.0%*	13 *68.4%* **	14 *66.7%* **	38 *74.5%* p	36 *58.1%*	26 *76.5%* S	30 *71.4%*	32 *55.2%*
3-Point Score	**2.52**	2.25	2.65	2.63	2.53	2.52	2.50	2.52	2.53	3.00	2.49	2.51	2.51	2.63	2.52	2.67	2.40	2.65	2.60	2.40

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

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

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**
Q28. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?																				
Total Eligible	**527** *100.0%*	**155** *100.0%*	**63** *100.0%*	**85** *100.0%*	**141** *100.0%*	**367** *100.0%*	**68** *100.0%*	**138** *100.0%*	**309** *100.0%*	**18** *100.0%*	**404** *100.0%*	**165** *100.0%*	**278** *100.0%*	**51** *100.0%*	**130** *100.0%*	**149** *100.0%*	**176** *100.0%*	**158** *100.0%*	**132** *100.0%*	**166** *100.0%*
Total Valid Responses	**447** *100.0%*	**152** *100.0%*	**62** *100.0%*	**80** *100.0%*	**136** *100.0%*	**354** *100.0%*	**67** *100.0%*	**135** *100.0%*	**298** *100.0%*	**18** *100.0%*	**392** *100.0%*	**159** *100.0%*	**271** *100.0%*	**51** *100.0%*	**127** *100.0%*	**144** *100.0%*	**169** *100.0%*	**153** *100.0%*	**127** *100.0%*	**161** *100.0%*
No Answer	**80**	3	1	5	5	13	1	3	11	-	12	6	7	-	3	5	7	5	5	5
Yes	**87** *19.5%*	31 *20.4%* b	6 *9.7%*	19 *23.8%* B	27 *19.9%* b	60 *16.9%*	22 *32.8%* E	23 *17.0%*	60 *20.1%*	4 *22.2%* **	73 *18.6%*	35 *22.0%*	53 *19.6%*	11 *21.6%*	24 *18.9%*	27 *18.8%*	34 *20.1%*	31 *20.3%*	22 *17.3%*	32 *19.9%*
No	**360** *80.5%*	121 *79.6%*	56 *90.3%* aCd	61 *76.3%*	109 *80.1%*	294 *83.1%* F	45 *67.2%*	112 *83.0%*	238 *79.9%*	14 *77.8%* **	319 *81.4%*	124 *78.0%*	218 *80.4%*	40 *78.4%*	103 *81.1%*	117 *81.3%*	135 *79.9%*	122 *79.7%*	105 *82.7%*	129 *80.1%*
HEDIS/CAHPS SUMMARY RATE - Yes	**87** *19.5%*	31 *20.4%* b	6 *9.7%*	19 *23.8%* B	27 *19.9%* b	60 *16.9%*	22 *32.8%* E	23 *17.0%*	60 *20.1%*	4 *22.2%* **	73 *18.6%*	35 *22.0%*	53 *19.6%*	11 *21.6%*	24 *18.9%*	27 *18.8%*	34 *20.1%*	31 *20.3%*	22 *17.3%*	32 *19.9%*

Cell Contents:
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- Column Percentage
- Statistical Test Results

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

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q29. (PNI) In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?																				
Total Eligible	**87** *100.0%*	**31** *100.0%*	**6** *100.0%*	**19** *100.0%*	**27** *100.0%*	**60** *100.0%*	**22** *100.0%*	**23** *100.0%*	**60** *100.0%*	**4** *100.0%*	**73** *100.0%*	**35** *100.0%*	**53** *100.0%*	**11** *100.0%*	**24** *100.0%*	**27** *100.0%*	**34** *100.0%*	**31** *100.0%*	**22** *100.0%*	**32** *100.0%*
Total Valid Responses	**86** *100.0%*	**31** *100.0%*	**6** *100.0%*	**19** *100.0%*	**27** *100.0%*	**60** *100.0%*	**22** *100.0%*	**23** *100.0%*	**60** *100.0%*	**4** *100.0%*	**73** *100.0%*	**35** *100.0%*	**53** *100.0%*	**11** *100.0%*	**24** *100.0%*	**27** *100.0%*	**34** *100.0%*	**31** *100.0%*	**22** *100.0%*	**32** *100.0%*
No Answer	**1**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	**38** *44.2%*	14 *45.2%*	1 *16.7%* **	12 *63.2%* **	11 *40.7%* **	27 *45.0%*	11 *50.0%* **	13 *56.5%* **	24 *40.0%*	1 *25.0%* **	33 *45.2%*	15 *42.9%*	24 *45.3%*	3 *27.3%* **	14 *58.3%* **	12 *44.4%* **	12 *35.3%*	16 *51.6%*	9 *40.9%* **	13 *40.6%*
Usually	**18** *20.9%*	7 *22.6%*	1 *16.7%* **	3 *15.8%* **	5 *18.5%* **	10 *16.7%*	5 *22.7%* **	2 *8.7%* **	15 *25.0%*	1 *25.0%* **	14 *19.2%*	10 *28.6%*	8 *15.1%*	3 *27.3%* **	5 *20.8%* **	4 *14.8%* **	9 *26.5%*	6 *19.4%*	6 *27.3%* **	5 *15.6%*
Sometimes	**22** *25.6%*	7 *22.6%*	3 *50.0%* **	4 *21.1%* **	7 *25.9%* **	19 *31.7%*	2 *9.1%* **	5 *21.7%* **	16 *26.7%*	2 *50.0%* **	18 *24.7%*	7 *20.0%*	16 *30.2%*	5 *45.5%* **	4 *16.7%* **	9 *33.3%* **	8 *23.5%*	5 *16.1%*	5 *22.7%* **	12 *37.5%* q
Never	**8** *9.3%*	3 *9.7%*	1 *16.7%* **	- - **	4 *14.8%* **	4 *6.7%*	4 *18.2%* **	3 *13.0%* **	5 *8.3%*	- - **	8 *11.0%*	3 *8.6%*	5 *9.4%*	- - **	1 *4.2%* **	2 *7.4%* **	5 *14.7%*	4 *12.9%*	2 *9.1%* **	2 *6.3%*
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**56** *65.1%*	21 *67.7%*	2 *33.3%* **	15 *78.9%* **	16 *59.3%* **	37 *61.7%*	16 *72.7%* **	15 *65.2%* **	39 *65.0%*	2 *50.0%* **	47 *64.4%*	25 *71.4%*	32 *60.4%*	6 *54.5%* **	19 *79.2%* **	16 *59.3%* **	21 *61.8%*	22 *71.0%*	15 *68.2%* **	18 *56.3%*
HEDIS/CAHPS SUMMARY RATE - Always	**38** *44.2%*	14 *45.2%*	1 *16.7%* **	12 *63.2%* **	11 *40.7%* **	27 *45.0%*	11 *50.0%* **	13 *56.5%* **	24 *40.0%*	1 *25.0%* **	33 *45.2%*	15 *42.9%*	24 *45.3%*	3 *27.3%* **	14 *58.3%* **	12 *44.4%* **	12 *35.3%*	16 *51.6%*	9 *40.9%* **	13 *40.6%*
3-Point Score	**2.09**	2.13	1.50	2.42	2.00	2.07	2.23	2.22	2.05	1.75	2.10	2.14	2.06	1.82	2.38	2.04	1.97	2.23	2.09	1.97

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

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q30. In the last 6 months, did you get information or help from your health plan's customer service?																				
Total Eligible	**527** *100.0%*	**155** *100.0%*	**63** *100.0%*	**85** *100.0%*	**141** *100.0%*	**367** *100.0%*	**68** *100.0%*	**138** *100.0%*	**309** *100.0%*	**18** *100.0%*	**404** *100.0%*	**165** *100.0%*	**278** *100.0%*	**51** *100.0%*	**130** *100.0%*	**149** *100.0%*	**176** *100.0%*	**158** *100.0%*	**132** *100.0%*	**166** *100.0%*
Total Valid Responses	**430** *100.0%*	**148** *100.0%*	**60** *100.0%*	**79** *100.0%*	**127** *100.0%*	**341** *100.0%*	**65** *100.0%*	**129** *100.0%*	**289** *100.0%*	**17** *100.0%*	**380** *100.0%*	**153** *100.0%*	**261** *100.0%*	**48** *100.0%*	**122** *100.0%*	**142** *100.0%*	**163** *100.0%*	**147** *100.0%*	**122** *100.0%*	**158** *100.0%*
No Answer	**97**	7	3	6	14	26	3	9	20	1	24	12	17	3	8	7	13	11	10	8
Yes	**160** *37.2%*	50 *33.8%*	17 *28.3%*	33 *41.8%*	53 *41.7%* b	118 *34.6%*	31 *47.7%* E	42 *32.6%*	112 *38.8%*	3 *17.6%* **	141 *37.1%*	44 *28.8%*	111 *42.5%* K	17 *35.4%*	42 *34.4%*	61 *43.0%*	57 *35.0%*	49 *33.3%*	43 *35.2%*	67 *42.4%*
No	**270** *62.8%*	98 *66.2%*	43 *71.7%* d	46 *58.2%*	74 *58.3%*	223 *65.4%* F	34 *52.3%*	87 *67.4%*	177 *61.2%*	14 *82.4%* **	239 *62.9%*	109 *71.2%* L	150 *57.5%*	31 *64.6%*	80 *65.6%*	81 *57.0%*	106 *65.0%*	98 *66.7%*	79 *64.8%*	91 *57.6%*
HEDIS/CAHPS SUMMARY RATE - Yes	**160** *37.2%*	50 *33.8%*	17 *28.3%*	33 *41.8%*	53 *41.7%* b	118 *34.6%*	31 *47.7%* E	42 *32.6%*	112 *38.8%*	3 *17.6%* **	141 *37.1%*	44 *28.8%*	111 *42.5%* K	17 *35.4%*	42 *34.4%*	61 *43.0%*	57 *35.0%*	49 *33.3%*	43 *35.2%*	67 *42.4%*

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

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

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		AGE (Q52)				EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q31. (CS) In the last 6 months, how often did your health plan's customer service give you the information or help you needed?																				
Total Eligible	**160** *100.0%*	**50** *100.0%*	**17** *100.0%*	**33** *100.0%*	**53** *100.0%*	**118** *100.0%*	**31** *100.0%*	**42** *100.0%*	**112** *100.0%*	**3** *100.0%*	**141** *100.0%*	**44** *100.0%*	**111** *100.0%*	**17** *100.0%*	**42** *100.0%*	**61** *100.0%*	**57** *100.0%*	**49** *100.0%*	**43** *100.0%*	**67** *100.0%*
Total Valid Responses	**155** *100.0%*	**48** *100.0%*	**16** *100.0%*	**32** *100.0%*	**52** *100.0%*	**114** *100.0%*	**30** *100.0%*	**39** *100.0%*	**110** *100.0%*	**3** *100.0%*	**137** *100.0%*	**43** *100.0%*	**107** *100.0%*	**17** *100.0%*	**41** *100.0%*	**60** *100.0%*	**54** *100.0%*	**47** *100.0%*	**43** *100.0%*	**64** *100.0%*
No Answer	**5**	2	1	1	1	4	1	3	2	-	4	1	4	-	1	1	3	2	-	3
Always	**107** *69.0%*	30 *62.5%*	12 *75.0%* **	25 *78.1%*	35 *67.3%*	78 *68.4%*	22 *73.3%*	27 *69.2%*	76 *69.1%*	2 *66.7%* **	94 *68.6%*	30 *69.8%*	73 *68.2%*	8 *47.1%* **	28 *68.3%*	44 *73.3%*	35 *64.8%*	33 *70.2%*	30 *69.8%*	44 *68.8%*
Usually	**21** *13.5%*	8 *16.7%*	1 *6.3%* **	3 *9.4%*	9 *17.3%*	16 *14.0%*	4 *13.3%*	5 *12.8%*	16 *14.5%*	1 *33.3%* **	20 *14.6%*	7 *16.3%*	14 *13.1%*	4 *23.5%* **	5 *12.2%*	7 *11.7%*	9 *16.7%*	5 *10.6%*	8 *18.6%*	8 *12.5%*
Sometimes	**26** *16.8%*	10 *20.8%*	3 *18.8%* **	4 *12.5%*	7 *13.5%*	19 *16.7%*	4 *13.3%*	6 *15.4%*	18 *16.4%*	- - **	22 *16.1%*	6 *14.0%*	19 *17.8%*	5 *29.4%* **	8 *19.5%*	9 *15.0%*	9 *16.7%*	9 *19.1%*	5 *11.6%*	11 *17.2%*
Never	**1** *0.6%*	- -	- - **	- -	1 *1.9%*	1 *0.9%*	- -	1 *2.6%* h	- -	- - **	1 *0.7%*	- -	1 *0.9%*	- - **	- -	- -	1 *1.9%*	- -	- -	1 *1.6%*
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**128** *82.6%*	38 *79.2%*	13 *81.3%* **	28 *87.5%*	44 *84.6%*	94 *82.5%*	26 *86.7%*	32 *82.1%*	92 *83.6%*	3 *100.0%* **	114 *83.2%*	37 *86.0%*	87 *81.3%*	12 *70.6%* **	33 *80.5%*	51 *85.0%*	44 *81.5%*	38 *80.9%*	38 *88.4%*	52 *81.3%*
HEDIS/CAHPS SUMMARY RATE - Always	**107** *69.0%*	30 *62.5%*	12 *75.0%* **	25 *78.1%*	35 *67.3%*	78 *68.4%*	22 *73.3%*	27 *69.2%*	76 *69.1%*	2 *66.7%* **	94 *68.6%*	30 *69.8%*	73 *68.2%*	8 *47.1%* **	28 *68.3%*	44 *73.3%*	35 *64.8%*	33 *70.2%*	30 *69.8%*	44 *68.8%*
3-Point Score	**2.52**	2.42	2.56	2.66	2.52	2.51	2.60	2.51	2.53	2.67	2.52	2.56	2.50	2.18	2.49	2.58	2.46	2.51	2.58	2.50

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

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

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	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q32. (CS) In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?																				
Total Eligible	**160** *100.0%*	**50** *100.0%*	**17** *100.0%*	**33** *100.0%*	**53** *100.0%*	**118** *100.0%*	**31** *100.0%*	**42** *100.0%*	**112** *100.0%*	**3** *100.0%*	**141** *100.0%*	**44** *100.0%*	**111** *100.0%*	**17** *100.0%*	**42** *100.0%*	**61** *100.0%*	**57** *100.0%*	**49** *100.0%*	**43** *100.0%*	**67** *100.0%*
Total Valid Responses	**159** *100.0%*	**50** *100.0%*	**17** *100.0%*	**33** *100.0%*	**52** *100.0%*	**117** *100.0%*	**31** *100.0%*	**41** *100.0%*	**112** *100.0%*	**3** *100.0%*	**140** *100.0%*	**43** *100.0%*	**111** *100.0%*	**17** *100.0%*	**42** *100.0%*	**61** *100.0%*	**56** *100.0%*	**49** *100.0%*	**43** *100.0%*	**66** *100.0%*
No Answer	**1**	-	-	-	1	1	-	1	-	-	1	1	-	-	-	-	1	-	-	1
Always	**137** *86.2%*	41 *82.0%*	16 *94.1%* **	28 *84.8%*	45 *86.5%*	100 *85.5%*	27 *87.1%*	37 *90.2%*	94 *83.9%*	2 *66.7%* **	121 *86.4%*	38 *88.4%*	93 *83.8%*	14 *82.4%* **	38 *90.5%*	55 *90.2%* p	44 *78.6%*	43 *87.8%*	38 *88.4%*	55 *83.3%*
Usually	**14** *8.8%*	8 *16.0%* d	- - **	3 *9.1%*	3 *5.8%*	11 *9.4%*	3 *9.7%*	2 *4.9%*	12 *10.7%*	1 *33.3%* **	13 *9.3%*	5 *11.6%*	10 *9.0%*	2 *11.8%* **	3 *7.1%*	6 *9.8%*	5 *8.9%*	5 *10.2%*	4 *9.3%*	5 *7.6%*
Sometimes	**7** *4.4%*	1 *2.0%*	1 *5.9%* **	1 *3.0%*	4 *7.7%*	5 *4.3%*	1 *3.2%*	1 *2.4%*	6 *5.4%*	- - **	6 *4.3%*	- -	7 *6.3%* k	1 *5.9%* **	1 *2.4%*	- -	6 *10.7%* O	1 *2.0%*	1 *2.3%*	5 *7.6%*
Never	**1** *0.6%*	- -	- - **	1 *3.0%*	- -	1 *0.9%*	- -	1 *2.4%* h	- -	- - **	- -	- -	1 *0.9%*	- - **	- -	- -	1 *1.8%*	- -	- -	1 *1.5%*
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**151** *95.0%*	49 *98.0%*	16 *94.1%* **	31 *93.9%*	48 *92.3%*	111 *94.9%*	30 *96.8%*	39 *95.1%*	106 *94.6%*	3 *100.0%* **	134 *95.7%*	43 *100.0%* l	103 *92.8%*	16 *94.1%* **	41 *97.6%* p	61 *100.0%* P	49 *87.5%*	48 *98.0%*	42 *97.7%*	60 *90.9%*
HEDIS/CAHPS SUMMARY RATE - Always	**137** *86.2%*	41 *82.0%*	16 *94.1%* **	28 *84.8%*	45 *86.5%*	100 *85.5%*	27 *87.1%*	37 *90.2%*	94 *83.9%*	2 *66.7%* **	121 *86.4%*	38 *88.4%*	93 *83.8%*	14 *82.4%* **	38 *90.5%*	55 *90.2%* p	44 *78.6%*	43 *87.8%*	38 *88.4%*	55 *83.3%*
3-Point Score	**2.81**	2.80	2.88	2.79	2.79	2.80	2.84	2.85	2.79	2.67	2.82	2.88	2.77	2.76	2.88	2.90	2.66	2.86	2.86	2.74

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

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

		AGE (Q52)				EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**
Q33. In the last 6 months, did your health plan give you any forms to fill out?																				
Total Eligible	**527** ***100.0%***	**155** ***100.0%***	**63** ***100.0%***	**85** ***100.0%***	**141** ***100.0%***	**367** ***100.0%***	**68** ***100.0%***	**138** ***100.0%***	**309** ***100.0%***	**18** ***100.0%***	**404** ***100.0%***	**165** ***100.0%***	**278** ***100.0%***	**51** ***100.0%***	**130** ***100.0%***	**149** ***100.0%***	**176** ***100.0%***	**158** ***100.0%***	**132** ***100.0%***	**166** ***100.0%***
Total Valid Responses	**442** ***100.0%***	**147** ***100.0%***	**61** ***100.0%***	**82** ***100.0%***	**136** ***100.0%***	**353** ***100.0%***	**65** ***100.0%***	**132** ***100.0%***	**297** ***100.0%***	**18** ***100.0%***	**391** ***100.0%***	**157** ***100.0%***	**268** ***100.0%***	**49** ***100.0%***	**125** ***100.0%***	**144** ***100.0%***	**168** ***100.0%***	**151** ***100.0%***	**129** ***100.0%***	**158** ***100.0%***
No Answer	**85**	8	2	3	5	14	3	6	12	-	13	8	10	2	5	5	8	7	3	8
Yes	**130** ***29.4%***	36 *24.5%*	24 *39.3%* A	26 *31.7%*	41 *30.1%*	101 *28.6%*	24 *36.9%*	44 *33.3%*	82 *27.6%*	3 *16.7%* **	119 *30.4%*	40 *25.5%*	87 *32.5%*	20 *40.8%* K	37 *29.6%*	40 *27.8%*	50 *29.8%*	45 *29.8%*	35 *27.1%*	48 *30.4%*
No	**312** ***70.6%***	111 *75.5%* B	37 *60.7%*	56 *68.3%*	95 *69.9%*	252 *71.4%*	41 *63.1%*	88 *66.7%*	215 *72.4%*	15 *83.3%* **	272 *69.6%*	117 *74.5%* M	181 *67.5%*	29 *59.2%*	88 *70.4%*	104 *72.2%*	118 *70.2%*	106 *70.2%*	94 *72.9%*	110 *69.6%*
HEDIS/CAHPS SUMMARY RATE - Yes	**130** ***29.4%***	36 *24.5%*	24 *39.3%* A	26 *31.7%*	41 *30.1%*	101 *28.6%*	24 *36.9%*	44 *33.3%*	82 *27.6%*	3 *16.7%* **	119 *30.4%*	40 *25.5%*	87 *32.5%*	20 *40.8%* K	37 *29.6%*	40 *27.8%*	50 *29.8%*	45 *29.8%*	35 *27.1%*	48 *30.4%*

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

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

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		AGE (Q52)				EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q34. (FOF) In the last 6 months, how often were the forms from your health plan easy to fill out?																				
Total Eligible	**442** *100.0%*	**147** *100.0%*	**61** *100.0%*	**82** *100.0%*	**136** *100.0%*	**353** *100.0%*	**65** *100.0%*	**132** *100.0%*	**297** *100.0%*	**18** *100.0%*	**391** *100.0%*	**157** *100.0%*	**268** *100.0%*	**49** *100.0%*	**125** *100.0%*	**144** *100.0%*	**168** *100.0%*	**151** *100.0%*	**129** *100.0%*	**158** *100.0%*
Total Valid Responses	**438** *100.0%*	**147** *100.0%*	**61** *100.0%*	**81** *100.0%*	**133** *100.0%*	**350** *100.0%*	**65** *100.0%*	**129** *100.0%*	**296** *100.0%*	**18** *100.0%*	**388** *100.0%*	**155** *100.0%*	**266** *100.0%*	**47** *100.0%*	**125** *100.0%*	**143** *100.0%*	**165** *100.0%*	**151** *100.0%*	**126** *100.0%*	**157** *100.0%*
No Answer	**4**	-	-	1	3	3	-	3	1	-	3	2	2	2	-	1	3	-	3	1
Always	**387** *88.4%*	133 *90.5%* d	55 *90.2%*	74 *91.4%* d	110 *82.7%*	307 *87.7%*	57 *87.7%*	110 *85.3%*	266 *89.9%*	16 *88.9%* **	341 *87.9%*	141 *91.0%* M	231 *86.8%* M	35 *74.5%*	122 *97.6%* OP	121 *84.6%*	141 *85.5%*	139 *92.1%* S	113 *89.7%*	132 *84.1%*
Usually	**21** *4.8%*	8 *5.4%*	2 *3.3%*	2 *2.5%*	9 *6.8%*	16 *4.6%*	5 *7.7%*	7 *5.4%*	14 *4.7%*	2 *11.1%* **	19 *4.9%*	6 *3.9%*	14 *5.3%*	5 *10.6%* K	1 *0.8%*	12 *8.4%* N	8 *4.8%* N	7 *4.6%*	4 *3.2%*	10 *6.4%*
Sometimes	**28** *6.4%*	6 *4.1%*	3 *4.9%*	5 *6.2%*	13 *9.8%* a	25 *7.1%*	3 *4.6%*	11 *8.5%*	15 *5.1%*	- - **	26 *6.7%*	7 *4.5%*	20 *7.5%*	6 *12.8%* K	2 *1.6%*	10 *7.0%* N	14 *8.5%* N	4 *2.6%*	8 *6.3%*	15 *9.6%* Q
Never	**2** *0.5%*	- -	1 *1.6%*	- -	1 *0.8%*	2 *0.6%*	- -	1 *0.8%*	1 *0.3%*	- - **	2 *0.5%*	1 *0.6%*	1 *0.4%*	1 *2.1%*	- -	- -	2 *1.2%*	1 *0.7%*	1 *0.8%*	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**408** *93.2%*	141 *95.9%* D	57 *93.4%*	76 *93.8%*	119 *89.5%*	323 *92.3%*	62 *95.4%*	117 *90.7%*	280 *94.6%*	18 *100.0%* **	360 *92.8%*	147 *94.8%* M	245 *92.1%*	40 *85.1%*	123 *98.4%* OP	133 *93.0%*	149 *90.3%*	146 *96.7%* S	117 *92.9%*	142 *90.4%*
HEDIS/CAHPS SUMMARY RATE - Always	**387** *88.4%*	133 *90.5%* d	55 *90.2%*	74 *91.4%* d	110 *82.7%*	307 *87.7%*	57 *87.7%*	110 *85.3%*	266 *89.9%*	16 *88.9%* **	341 *87.9%*	141 *91.0%* M	231 *86.8%* M	35 *74.5%*	122 *97.6%* OP	121 *84.6%*	141 *85.5%*	139 *92.1%* S	113 *89.7%*	132 *84.1%*
3-Point Score	**2.82**	2.86	2.84	2.85	2.72	2.80	2.83	2.76	2.84	2.89	2.81	2.86	2.79	2.60	2.96	2.78	2.76	2.89	2.83	2.75

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

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

		AGE (Q52)				EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q35. What number would you use to rate your health plan?																				
Total Eligible	**527** *100.0%*	**155** *100.0%*	**63** *100.0%*	**85** *100.0%*	**141** *100.0%*	**367** *100.0%*	**68** *100.0%*	**138** *100.0%*	**309** *100.0%*	**18** *100.0%*	**404** *100.0%*	**165** *100.0%*	**278** *100.0%*	**51** *100.0%*	**130** *100.0%*	**149** *100.0%*	**176** *100.0%*	**158** *100.0%*	**132** *100.0%*	**166** *100.0%*
Total Valid Responses	**439** *100.0%*	**150** *100.0%*	**61** *100.0%*	**80** *100.0%*	**133** *100.0%*	**349** *100.0%*	**66** *100.0%*	**128** *100.0%*	**300** *100.0%*	**17** *100.0%*	**388** *100.0%*	**161** *100.0%*	**264** *100.0%*	**47** *100.0%*	**122** *100.0%*	**143** *100.0%*	**171** *100.0%*	**147** *100.0%*	**127** *100.0%*	**161** *100.0%*
No Answer	**88**	5	2	5	8	18	2	10	9	1	16	4	14	4	8	6	5	11	5	5
10 - Best health plan possible	**246** *56.0%*	75 *50.0%*	30 *49.2%*	47 *58.8%*	86 *64.7%* AB	202 *57.9%* F	28 *42.4%*	70 *54.7%*	169 *56.3%*	10 *58.8%* **	214 *55.2%*	82 *50.9%*	157 *59.5%* km	22 *46.8%*	76 *62.3%* p	80 *55.9%*	88 *51.5%*	91 *61.9%* S	75 *59.1%* s	79 *49.1%*
9	**43** *9.8%*	13 *8.7%*	6 *9.8%*	5 *6.3%*	15 *11.3%*	35 *10.0%*	5 *7.6%*	12 *9.4%*	29 *9.7%*	3 *17.6%* **	35 *9.0%*	16 *9.9%*	23 *8.7%*	5 *10.6%*	9 *7.4%*	22 *15.4%* NP	12 *7.0%*	12 *8.2%*	13 *10.2%*	18 *11.2%*
8	**57** *13.0%*	24 *16.0%*	8 *13.1%*	11 *13.8%*	14 *10.5%*	43 *12.3%*	12 *18.2%*	12 *9.4%*	45 *15.0%*	1 *5.9%* **	55 *14.2%*	22 *13.7%*	34 *12.9%*	5 *10.6%*	14 *11.5%*	19 *13.3%*	24 *14.0%*	16 *10.9%*	18 *14.2%*	23 *14.3%*
7	**30** *6.8%*	12 *8.0%* c	6 *9.8%* c	2 *2.5%*	9 *6.8%*	19 *5.4%*	10 *15.2%* E	12 *9.4%*	17 *5.7%*	- - **	26 *6.7%*	14 *8.7%*	15 *5.7%*	4 *8.5%*	11 *9.0%*	7 *4.9%*	12 *7.0%*	11 *7.5%*	7 *5.5%*	11 *6.8%*
6	**13** *3.0%*	2 *1.3%*	1 *1.6%*	6 *7.5%* A	4 *3.0%*	10 *2.9%*	3 *4.5%*	5 *3.9%*	8 *2.7%*	1 *5.9%* **	12 *3.1%*	4 *2.5%*	9 *3.4%*	5 *10.6%* KL	1 *0.8%*	4 *2.8%*	7 *4.1%* n	1 *0.7%*	4 *3.1%*	8 *5.0%* Q
5	**28** *6.4%*	16 *10.7%* D	4 *6.6%*	4 *5.0%*	3 *2.3%*	23 *6.6%*	4 *6.1%*	10 *7.8%*	17 *5.7%*	1 *5.9%* **	26 *6.7%*	12 *7.5%*	14 *5.3%*	5 *10.6%*	7 *5.7%*	7 *4.9%*	14 *8.2%*	12 *8.2%*	6 *4.7%*	8 *5.0%*
4	**8** *1.8%*	2 *1.3%*	3 *4.9%* D	3 *3.8%* D	- -	6 *1.7%*	1 *1.5%*	4 *3.1%*	4 *1.3%*	1 *5.9%* **	7 *1.8%*	6 *3.7%* l	3 *1.1%*	1 *2.1%*	1 *0.8%*	1 *0.7%*	6 *3.5%* o	1 *0.7%*	2 *1.6%*	5 *3.1%*
3	**6** *1.4%*	3 *2.0%*	3 *4.9%* CD	- -	- -	5 *1.4%*	1 *1.5%*	- -	6 *2.0%*	- - **	5 *1.3%*	2 *1.2%*	4 *1.5%*	- -	1 *0.8%*	3 *2.1%*	2 *1.2%*	- -	1 *0.8%*	5 *3.1%* Q
2	**1** *0.2%*	1 *0.7%*	- -	- -	- -	- -	1 *1.5%* E	- -	1 *0.3%*	- - **	1 *0.3%*	- -	1 *0.4%*	- -	1 *0.8%*	- -	- -	1 *0.7%*	- -	- -
1	**3** *0.7%*	1 *0.7%*	- -	1 *1.3%*	- -	2 *0.6%*	1 *1.5%*	2 *1.6%*	1 *0.3%*	- - **	3 *0.8%*	2 *1.2%*	1 *0.4%*	- -	- -	- -	3 *1.8%*	1 *0.7%*	1 *0.8%*	1 *0.6%*
0 - Worst health plan possible	**4** *0.9%*	1 *0.7%*	- -	1 *1.3%*	2 *1.5%*	4 *1.1%*	- -	1 *0.8%*	3 *1.0%*	- - **	4 *1.0%*	1 *0.6%*	3 *1.1%*	- -	1 *0.8%*	- -	3 *1.8%*	1 *0.7%*	- -	3 *1.9%*
SUMMARY - 0-3	**14** *3.2%*	6 *4.0%*	3 *4.9%*	2 *2.5%*	2 *1.5%*	11 *3.2%*	3 *4.5%*	3 *2.3%*	11 *3.7%*	- - **	13 *3.4%*	5 *3.1%*	9 *3.4%*	- -	3 *2.5%*	3 *2.1%*	8 *4.7%*	3 *2.0%*	2 *1.6%*	9 *5.6%* r
SUMMARY - 4-7	**79** *18.0%*	32 *21.3%* D	14 *23.0%* d	15 *18.8%*	16 *12.0%*	58 *16.6%*	18 *27.3%* E	31 *24.2%* H	46 *15.3%*	3 *17.6%* **	71 *18.3%*	36 *22.4%* l	41 *15.5%*	15 *31.9%* L	20 *16.4%*	19 *13.3%*	39 *22.8%* O	25 *17.0%*	19 *15.0%*	32 *19.9%*
HEDIS/CAHPS SUMMARY RATE - 8-10	**346** *78.8%*	112 *74.7%*	44 *72.1%*	63 *78.8%*	115 *86.5%* AB	280 *80.2%* F	45 *68.2%*	94 *73.4%*	243 *81.0%* g	14 *82.4%* **	304 *78.4%*	120 *74.5%*	214 *81.1%* M	32 *68.1%*	99 *81.1%* p	121 *84.6%* P	124 *72.5%*	119 *81.0%*	106 *83.5%* s	120 *74.5%*
HEDIS/CAHPS SUMMARY RATE - 9-10	**289** *65.8%*	88 *58.7%*	36 *59.0%*	52 *65.0%*	101 *75.9%* ABc	237 *67.9%* F	33 *50.0%*	82 *64.1%*	198 *66.0%*	13 *76.5%* **	249 *64.2%*	98 *60.9%*	180 *68.2%*	27 *57.4%*	85 *69.7%* p	102 *71.3%* P	100 *58.5%*	103 *70.1%* s	88 *69.3%*	97 *60.2%*
3-Point Score	**2.51**	2.41	2.41	2.46	2.69	2.54	2.33	2.47	2.53	2.59	2.49	2.44	2.55	2.34	2.60	2.61	2.38	2.59	2.58	2.42

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

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

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q36. In general, how would you rate your overall health?																				
Total Eligible	**527** *100.0%*	**155** *100.0%*	**63** *100.0%*	**85** *100.0%*	**141** *100.0%*	**367** *100.0%*	**68** *100.0%*	**138** *100.0%*	**309** *100.0%*	**18** *100.0%*	**404** *100.0%*	**165** *100.0%*	**278** *100.0%*	**51** *100.0%*	**130** *100.0%*	**149** *100.0%*	**176** *100.0%*	**158** *100.0%*	**132** *100.0%*	**166** *100.0%*
Total Valid Responses	**455** *100.0%*	**155** *100.0%*	**63** *100.0%*	**83** *100.0%*	**138** *100.0%*	**362** *100.0%*	**68** *100.0%*	**135** *100.0%*	**308** *100.0%*	**18** *100.0%*	**400** *100.0%*	**163** *100.0%*	**275** *100.0%*	**51** *100.0%*	**130** *100.0%*	**149** *100.0%*	**176** *100.0%*	**157** *100.0%*	**131** *100.0%*	**164** *100.0%*
No Answer	**72**	-	-	2	3	5	-	3	1	-	4	2	3	-	-	-	-	1	1	2
Excellent	**53** *11.6%*	29 *18.7%* cD	9 *14.3%* D	8 *9.6%* d	5 *3.6%*	41 *11.3%*	9 *13.2%*	15 *11.1%*	36 *11.7%*	1 *5.6%* **	46 *11.5%*	11 *6.7%*	40 *14.5%* Km	3 *5.9%*	53 *40.8%* OP	- -	- -	42 *26.8%* RS	7 *5.3%*	4 *2.4%*
Very good	**77** *16.9%*	46 *29.7%* BCD	6 *9.5%*	13 *15.7%* D	7 *5.1%*	52 *14.4%*	18 *26.5%* E	14 *10.4%*	59 *19.2%* G	3 *16.7%* **	67 *16.8%*	27 *16.6%*	44 *16.0%*	5 *9.8%*	77 *59.2%* OP	- -	- -	50 *31.8%* RS	16 *12.2%* s	10 *6.1%*
Good	**149** *32.7%*	45 *29.0%*	21 *33.3%*	31 *37.3%*	44 *31.9%*	112 *30.9%*	26 *38.2%*	42 *31.1%*	102 *33.1%*	10 *55.6%* **	127 *31.8%*	54 *33.1%*	89 *32.4%*	18 *35.3%*	- -	149 *100.0%* NP	- -	39 *24.8%*	64 *48.9%* QS	44 *26.8%*
Fair	**126** *27.7%*	30 *19.4%*	23 *36.5%* A	24 *28.9%* a	48 *34.8%* A	110 *30.4%*	14 *20.6%*	47 *34.8%* H	78 *25.3%*	2 *11.1%* **	114 *28.5%*	46 *28.2%*	77 *28.0%*	16 *31.4%*	- -	- -	126 *71.6%* NO	20 *12.7%*	31 *23.7%* Q	75 *45.7%* QR
Poor	**50** *11.0%*	5 *3.2%*	4 *6.3%*	7 *8.4%* a	34 *24.6%* ABC	47 *13.0%* F	1 *1.5%*	17 *12.6%*	33 *10.7%*	2 *11.1%* **	46 *11.5%*	25 *15.3%* L	25 *9.1%*	9 *17.6%* l	- -	- -	50 *28.4%* NO	6 *3.8%*	13 *9.9%* Q	31 *18.9%* QR
HEDIS/CAHPS SUMMARY RATE - Excellent/Very good	**130** *28.6%*	75 *48.4%* BCD	15 *23.8%* D	21 *25.3%* D	12 *8.7%*	93 *25.7%*	27 *39.7%* E	29 *21.5%*	95 *30.8%* G	4 *22.2%* **	113 *28.3%*	38 *23.3%*	84 *30.5%* kM	8 *15.7%*	130 *100.0%* OP	- -	- -	92 *58.6%* RS	23 *17.6%* S	14 *8.5%*

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

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

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q37. In general, how would you rate your overall mental or emotional health?																				
Total Eligible	**527** *100.0%*	**155** *100.0%*	**63** *100.0%*	**85** *100.0%*	**141** *100.0%*	**367** *100.0%*	**68** *100.0%*	**138** *100.0%*	**309** *100.0%*	**18** *100.0%*	**404** *100.0%*	**165** *100.0%*	**278** *100.0%*	**51** *100.0%*	**130** *100.0%*	**149** *100.0%*	**176** *100.0%*	**158** *100.0%*	**132** *100.0%*	**166** *100.0%*
Total Valid Responses	**456** *100.0%*	**153** *100.0%*	**63** *100.0%*	**83** *100.0%*	**141** *100.0%*	**364** *100.0%*	**67** *100.0%*	**136** *100.0%*	**307** *100.0%*	**18** *100.0%*	**401** *100.0%*	**164** *100.0%*	**275** *100.0%*	**50** *100.0%*	**129** *100.0%*	**147** *100.0%*	**176** *100.0%*	**158** *100.0%*	**132** *100.0%*	**166** *100.0%*
No Answer	**71**	2	-	2	-	3	1	2	2	-	3	1	3	1	1	2	-	-	-	-
Excellent	**84** *18.4%*	44 *28.8%* CD	14 *22.2%* cD	9 *10.8%*	15 *10.6%*	62 *17.0%*	17 *25.4%*	26 *19.1%*	56 *18.2%*	4 *22.2%* **	73 *18.2%*	29 *17.7%*	51 *18.5%*	10 *20.0%*	54 *41.9%* OP	20 *13.6%* P	9 *5.1%*	84 *53.2%* RS	- -	- -
Very good	**74** *16.2%*	25 *16.3%*	9 *14.3%*	16 *19.3%*	17 *12.1%*	55 *15.1%*	14 *20.9%*	18 *13.2%*	50 *16.3%*	2 *11.1%* **	63 *15.7%*	25 *15.2%*	44 *16.0%*	5 *10.0%*	38 *29.5%* OP	19 *12.9%*	17 *9.7%*	74 *46.8%* RS	- -	- -
Good	**132** *28.9%*	41 *26.8%*	12 *19.0%*	29 *34.9%* B	49 *34.8%* B	104 *28.6%*	21 *31.3%*	33 *24.3%*	99 *32.2%* g	9 *50.0%* **	116 *28.9%*	56 *34.1%*	74 *26.9%*	18 *36.0%*	23 *17.8%*	64 *43.5%* NP	44 *25.0%*	- -	132 *100.0%* QS	- -
Fair	**127** *27.9%*	31 *20.3%*	23 *36.5%* A	24 *28.9%*	45 *31.9%* A	109 *29.9%* F	12 *17.9%*	46 *33.8%* h	77 *25.1%*	2 *11.1%* **	114 *28.4%*	38 *23.2%*	85 *30.9%* k	12 *24.0%*	11 *8.5%*	37 *25.2%* N	77 *43.8%* NO	- -	- -	127 *76.5%* QR
Poor	**39** *8.6%*	12 *7.8%*	5 *7.9%*	5 *6.0%*	15 *10.6%*	34 *9.3%*	3 *4.5%*	13 *9.6%*	25 *8.1%*	1 *5.6%* **	35 *8.7%*	16 *9.8%*	21 *7.6%*	5 *10.0%*	3 *2.3%*	7 *4.8%*	29 *16.5%* NO	- -	- -	39 *23.5%* QR
HEDIS/CAHPS SUMMARY RATE - Excellent/Very good	**158** *34.6%*	69 *45.1%* CD	23 *36.5%* D	25 *30.1%*	32 *22.7%*	117 *32.1%*	31 *46.3%* E	44 *32.4%*	106 *34.5%*	6 *33.3%* **	136 *33.9%*	54 *32.9%*	95 *34.5%*	15 *30.0%*	92 *71.3%* OP	39 *26.5%* P	26 *14.8%*	158 *100.0%* RS	- -	- -

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

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

Presented by The Myers Group
770-978-3173
2015

		AGE (Q52)				EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**
Q38. Have you had either a flu shot or flu spray in the nose since July 1, 2014? (All respondents)																				
Total Eligible	**527** *100.0%*	**155** *100.0%*	**63** *100.0%*	**85** *100.0%*	**141** *100.0%*	**367** *100.0%*	**68** *100.0%*	**138** *100.0%*	**309** *100.0%*	**18** *100.0%*	**404** *100.0%*	**165** *100.0%*	**278** *100.0%*	**51** *100.0%*	**130** *100.0%*	**149** *100.0%*	**176** *100.0%*	**158** *100.0%*	**132** *100.0%*	**166** *100.0%*
Total Valid Responses	**440** *100.0%*	**147** *100.0%*	**62** *100.0%*	**81** *100.0%*	**136** *100.0%*	**352** *100.0%*	**66** *100.0%*	**132** *100.0%*	**297** *100.0%*	**18** *100.0%*	**385** *100.0%*	**159** *100.0%*	**265** *100.0%*	**50** *100.0%*	**126** *100.0%*	**142** *100.0%*	**168** *100.0%*	**153** *100.0%*	**129** *100.0%*	**155** *100.0%*
No Answer	**72**	1	-	1	2	5	-	2	2	-	5	1	4	-	2	-	2	-	1	3
Yes	**163** *37.0%*	39 *26.5%*	16 *25.8%*	33 *40.7%* Ab	67 *49.3%* AB	133 *37.8%*	20 *30.3%*	53 *40.2%*	105 *35.4%*	7 *38.9%* **	137 *35.6%*	63 *39.6%*	94 *35.5%*	20 *40.0%*	39 *31.0%*	50 *35.2%*	72 *42.9%* N	45 *29.4%*	49 *38.0%*	66 *42.6%* Q
No	**277** *63.0%*	108 *73.5%* CD	46 *74.2%* cD	48 *59.3%*	69 *50.7%*	219 *62.2%*	46 *69.7%*	79 *59.8%*	192 *64.6%*	11 *61.1%* **	248 *64.4%*	96 *60.4%*	171 *64.5%*	30 *60.0%*	87 *69.0%* P	92 *64.8%*	96 *57.1%*	108 *70.6%* S	80 *62.0%*	89 *57.4%*
Don't know	**15**	7	1	3	3	10	2	4	10	-	14	5	9	1	2	7	6	5	2	8
HEDIS/CAHPS SUMMARY RATE - Yes	**163** *37.0%*	39 *26.5%*	16 *25.8%*	33 *40.7%*	67 *49.3%*	133 *37.8%*	20 *30.3%*	53 *40.2%*	105 *35.4%*	7 *38.9%*	137 *35.6%*	63 *39.6%*	94 *35.5%*	20 *40.0%*	39 *31.0%*	50 *35.2%*	72 *42.9%*	45 *29.4%*	49 *38.0%*	66 *42.6%*

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

Presented by The Myers Group
770-978-3173
2015

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q38. (HEDIS) Have you had either a flu shot or flu spray in the nose since July 1, 2014? (Respondents 18-64 years as of July 1 of the measurement year)																				
Total Eligible	**499** *100.0%*	**133** *100.0%*	**63** *100.0%*	**85** *100.0%*	**138** *100.0%*	**345** *100.0%*	**67** *100.0%*	**128** *100.0%*	**293** *100.0%*	**16** *100.0%*	**382** *100.0%*	**157** *100.0%*	**260** *100.0%*	**49** *100.0%*	**115** *100.0%*	**139** *100.0%*	**175** *100.0%*	**143** *100.0%*	**125** *100.0%*	**162** *100.0%*
Total Valid Responses	**415** *100.0%*	**126** *100.0%*	**62** *100.0%*	**81** *100.0%*	**133** *100.0%*	**331** *100.0%*	**65** *100.0%*	**122** *100.0%*	**282** *100.0%*	**16** *100.0%*	**364** *100.0%*	**152** *100.0%*	**247** *100.0%*	**48** *100.0%*	**111** *100.0%*	**133** *100.0%*	**167** *100.0%*	**138** *100.0%*	**123** *100.0%*	**151** *100.0%*
No Answer	**70**	1	-	1	2	5	-	2	2	-	5	1	4	-	2	-	2	-	1	3
Yes	**154** *37.1%*	32 *25.4%*	16 *25.8%*	33 *40.7%* Ab	65 *48.9%* AB	126 *38.1%*	20 *30.8%*	49 *40.2%*	100 *35.5%*	6 *37.5%* **	129 *35.4%*	60 *39.5%*	88 *35.6%*	20 *41.7%*	35 *31.5%*	45 *33.8%*	72 *43.1%* n	41 *29.7%*	46 *37.4%*	64 *42.4%* Q
No	**261** *62.9%*	94 *74.6%* CD	46 *74.2%* cD	48 *59.3%*	68 *51.1%*	205 *61.9%*	45 *69.2%*	73 *59.8%*	182 *64.5%*	10 *62.5%* **	235 *64.6%*	92 *60.5%*	159 *64.4%*	28 *58.3%*	76 *68.5%* p	88 *66.2%*	95 *56.9%*	97 *70.3%* S	77 *62.6%*	87 *57.6%*
Don't know	**14**	6	1	3	3	9	2	4	9	-	13	4	9	1	2	6	6	5	1	8
HEDIS/CAHPS SUMMARY RATE - Yes	**154** *37.1%*	32 *25.4%*	16 *25.8%*	33 *40.7%*	65 *48.9%*	126 *38.1%*	20 *30.8%*	49 *40.2%*	100 *35.5%*	6 *37.5%*	129 *35.4%*	60 *39.5%*	88 *35.6%*	20 *41.7%*	35 *31.5%*	45 *33.8%*	72 *43.1%*	41 *29.7%*	46 *37.4%*	64 *42.4%*

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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, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q39. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?																				
Total Eligible	**527** *100.0%*	**155** *100.0%*	**63** *100.0%*	**85** *100.0%*	**141** *100.0%*	**367** *100.0%*	**68** *100.0%*	**138** *100.0%*	**309** *100.0%*	**18** *100.0%*	**404** *100.0%*	**165** *100.0%*	**278** *100.0%*	**51** *100.0%*	**130** *100.0%*	**149** *100.0%*	**176** *100.0%*	**158** *100.0%*	**132** *100.0%*	**166** *100.0%*
Total Valid Responses	**452** *100.0%*	**153** *100.0%*	**62** *100.0%*	**85** *100.0%*	**137** *100.0%*	**360** *100.0%*	**68** *100.0%*	**136** *100.0%*	**304** *100.0%*	**18** *100.0%*	**398** *100.0%*	**164** *100.0%*	**272** *100.0%*	**50** *100.0%*	**128** *100.0%*	**145** *100.0%*	**174** *100.0%*	**155** *100.0%*	**129** *100.0%*	**164** *100.0%*
No Answer	**75**	2	1	-	4	7	-	2	5	-	6	1	6	1	2	4	2	3	3	2
Every day	**110** *24.3%*	29 *19.0%*	22 *35.5%* Ad	23 *27.1%*	33 *24.1%*	90 *25.0%*	15 *22.1%*	39 *28.7%*	70 *23.0%*	3 *16.7%* **	101 *25.4%*	49 *29.9%* L	57 *21.0%*	13 *26.0%*	28 *21.9%*	42 *29.0%*	38 *21.8%*	34 *21.9%*	25 *19.4%*	49 *29.9%* R
Some days	**69** *15.3%*	16 *10.5%*	10 *16.1%*	14 *16.5%*	26 *19.0%* A	62 *17.2%* F	3 *4.4%*	27 *19.9%* h	39 *12.8%*	5 *27.8%* **	54 *13.6%*	27 *16.5%*	39 *14.3%*	10 *20.0%*	13 *10.2%*	21 *14.5%*	35 *20.1%* N	21 *13.5%*	18 *14.0%*	30 *18.3%*
Not at all	**271** *60.0%*	107 *69.9%* BCD	29 *46.8%*	48 *56.5%*	78 *56.9%*	206 *57.2%*	50 *73.5%* E	69 *50.7%*	194 *63.8%* G	10 *55.6%* **	241 *60.6%*	87 *53.0%*	175 *64.3%* K	27 *54.0%*	86 *67.2%* o	81 *55.9%*	101 *58.0%*	100 *64.5%* S	85 *65.9%* S	84 *51.2%*
Don't know	**2** *0.4%*	1 *0.7%*	1 *1.6%*	- -	- -	2 *0.6%*	- -	1 *0.7%*	1 *0.3%*	- - **	2 *0.5%*	1 *0.6%*	1 *0.4%*	- -	1 *0.8%*	1 *0.7%*	- -	- -	1 *0.8%*	1 *0.6%*
HEDIS/CAHPS SUMMARY RATE - % Smokers and Tobacco Users	**179** *39.6%*	45 *29.4%*	32 *51.6%* A	37 *43.5%* A	59 *43.1%* A	152 *42.2%* F	18 *26.5%*	66 *48.5%* H	109 *35.9%*	8 *44.4%* **	155 *38.9%*	76 *46.3%* L	96 *35.3%*	23 *46.0%*	41 *32.0%*	63 *43.4%* n	73 *42.0%* n	55 *35.5%*	43 *33.3%*	79 *48.2%* QR

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

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	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**
Q40. (HEDIS) In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?																				
Total Eligible	**179** *100.0%*	**45** *100.0%*	**32** *100.0%*	**37** *100.0%*	**59** *100.0%*	**152** *100.0%*	**18** *100.0%*	**66** *100.0%*	**109** *100.0%*	**8** *100.0%*	**155** *100.0%*	**76** *100.0%*	**96** *100.0%*	**23** *100.0%*	**41** *100.0%*	**63** *100.0%*	**73** *100.0%*	**55** *100.0%*	**43** *100.0%*	**79** *100.0%*
Total Valid Responses	**176** *100.0%*	**44** *100.0%*	**32** *100.0%*	**36** *100.0%*	**59** *100.0%*	**149** *100.0%*	**18** *100.0%*	**65** *100.0%*	**107** *100.0%*	**8** *100.0%*	**152** *100.0%*	**75** *100.0%*	**94** *100.0%*	**23** *100.0%*	**39** *100.0%*	**62** *100.0%*	**73** *100.0%*	**53** *100.0%*	**43** *100.0%*	**78** *100.0%*
No Answer	**3**	1	-	1	-	3	-	1	2	-	3	1	2	-	2	1	-	2	-	1
Always	**67** *38.1%*	7 *15.9%*	13 *40.6%* A	18 *50.0%* A	27 *45.8%* A	55 *36.9%*	9 *50.0%* **	29 *44.6%*	37 *34.6%*	3 *37.5%* **	57 *37.5%*	21 *28.0%*	44 *46.8%* K	7 *30.4%* **	8 *20.5%*	28 *45.2%* N	30 *41.1%* N	19 *35.8%*	14 *32.6%*	34 *43.6%*
Usually	**28** *15.9%*	8 *18.2%*	4 *12.5%*	5 *13.9%*	10 *16.9%*	25 *16.8%*	3 *16.7%* **	10 *15.4%*	17 *15.9%*	1 *12.5%* **	26 *17.1%*	13 *17.3%*	14 *14.9%*	5 *21.7%* **	7 *17.9%*	8 *12.9%*	13 *17.8%*	7 *13.2%*	7 *16.3%*	14 *17.9%*
Sometimes	**37** *21.0%*	7 *15.9%*	6 *18.8%*	10 *27.8%*	13 *22.0%*	32 *21.5%*	1 *5.6%* **	11 *16.9%*	25 *23.4%*	- - **	31 *20.4%*	16 *21.3%*	20 *21.3%*	4 *17.4%* **	8 *20.5%*	12 *19.4%*	16 *21.9%*	8 *15.1%*	13 *30.2%* q	14 *17.9%*
Never	**44** *25.0%*	22 *50.0%* bCD	9 *28.1%* C	3 *8.3%*	9 *15.3%*	37 *24.8%*	5 *27.8%* **	15 *23.1%*	28 *26.2%*	4 *50.0%* **	38 *25.0%*	25 *33.3%* L	16 *17.0%*	7 *30.4%* **	16 *41.0%* oP	14 *22.6%*	14 *19.2%*	19 *35.8%* s	9 *20.9%*	16 *20.5%*
CURRENT YEAR SUMMARY RATE - Advising Smokers and Tobacco Users to Quit Rate	**132** *75.0%*	22 *50.0%*	23 *71.9%* a	33 *91.7%* AB	50 *84.7%* A	112 *75.2%*	13 *72.2%* **	50 *76.9%*	79 *73.8%*	4 *50.0%* **	114 *75.0%*	50 *66.7%*	78 *83.0%* K	16 *69.6%* **	23 *59.0%*	48 *77.4%* n	59 *80.8%* N	34 *64.2%*	34 *79.1%*	62 *79.5%* q

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

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**
Q41. (HEDIS) In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco?																				
Total Eligible	**179** ***100.0%***	**45** ***100.0%***	**32** ***100.0%***	**37** ***100.0%***	**59** ***100.0%***	**152** ***100.0%***	**18** ***100.0%***	**66** ***100.0%***	**109** ***100.0%***	**8** ***100.0%***	**155** ***100.0%***	**76** ***100.0%***	**96** ***100.0%***	**23** ***100.0%***	**41** ***100.0%***	**63** ***100.0%***	**73** ***100.0%***	**55** ***100.0%***	**43** ***100.0%***	**79** ***100.0%***
Total Valid Responses	**175** ***100.0%***	**43** ***100.0%***	**32** ***100.0%***	**36** ***100.0%***	**58** ***100.0%***	**149** ***100.0%***	**17** ***100.0%***	**64** ***100.0%***	**107** ***100.0%***	**8** ***100.0%***	**152** ***100.0%***	**75** ***100.0%***	**94** ***100.0%***	**23** ***100.0%***	**39** ***100.0%***	**61** ***100.0%***	**73** ***100.0%***	**52** ***100.0%***	**43** ***100.0%***	**78** ***100.0%***
No Answer	**4**	2	-	1	1	3	1	2	2	-	3	1	2	-	2	2	-	3	-	1
Always	**33** ***18.9%***	- -	7 *21.9%* A	10 *27.8%* A	14 *24.1%* A	26 *17.4%*	4 *23.5%* **	14 *21.9%*	18 *16.8%*	- - **	28 *18.4%*	8 *10.7%*	25 *26.6%* K	2 *8.7%* **	9 *23.1%*	13 *21.3%*	10 *13.7%*	12 *23.1%*	8 *18.6%*	12 *15.4%*
Usually	**17** ***9.7%***	3 *7.0%*	4 *12.5%*	3 *8.3%*	6 *10.3%*	15 *10.1%*	2 *11.8%* **	8 *12.5%*	9 *8.4%*	1 *12.5%* **	16 *10.5%*	8 *10.7%*	9 *9.6%*	1 *4.3%* **	2 *5.1%*	5 *8.2%*	10 *13.7%*	6 *11.5%*	3 *7.0%*	8 *10.3%*
Sometimes	**30** ***17.1%***	7 *16.3%*	3 *9.4%*	6 *16.7%*	13 *22.4%*	24 *16.1%*	4 *23.5%* **	8 *12.5%*	21 *19.6%*	- - **	27 *17.8%*	13 *17.3%*	16 *17.0%*	6 *26.1%* **	7 *17.9%*	9 *14.8%*	14 *19.2%*	9 *17.3%*	7 *16.3%*	14 *17.9%*
Never	**95** ***54.3%***	33 *76.7%* bCD	18 *56.3%*	17 *47.2%*	25 *43.1%*	84 *56.4%*	7 *41.2%* **	34 *53.1%*	59 *55.1%*	7 *87.5%* **	81 *53.3%*	46 *61.3%* I	44 *46.8%*	14 *60.9%* **	21 *53.8%*	34 *55.7%*	39 *53.4%*	25 *48.1%*	25 *58.1%*	44 *56.4%*
CURRENT YEAR SUMMARY RATE - Discussing Cessation Medications Rate	**80** ***45.7%***	10 *23.3%*	14 *43.8%* a	19 *52.8%* A	33 *56.9%* A	65 *43.6%*	10 *58.8%* **	30 *46.9%*	48 *44.9%*	1 *12.5%* **	71 *46.7%*	29 *38.7%*	50 *53.2%* k	9 *39.1%* **	18 *46.2%*	27 *44.3%*	34 *46.6%*	27 *51.9%*	18 *41.9%*	34 *43.6%*

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

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**
Q42. (HEDIS) In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco?																				
Total Eligible	**179** ***100.0%***	**45** ***100.0%***	**32** ***100.0%***	**37** ***100.0%***	**59** ***100.0%***	**152** ***100.0%***	**18** ***100.0%***	**66** ***100.0%***	**109** ***100.0%***	**8** ***100.0%***	**155** ***100.0%***	**76** ***100.0%***	**96** ***100.0%***	**23** ***100.0%***	**41** ***100.0%***	**63** ***100.0%***	**73** ***100.0%***	**55** ***100.0%***	**43** ***100.0%***	**79** ***100.0%***
Total Valid Responses	**175** ***100.0%***	**44** ***100.0%***	**32** ***100.0%***	**36** ***100.0%***	**59** ***100.0%***	**150** ***100.0%***	**18** ***100.0%***	**66** ***100.0%***	**107** ***100.0%***	**8** ***100.0%***	**153** ***100.0%***	**76** ***100.0%***	**95** ***100.0%***	**23** ***100.0%***	**38** ***100.0%***	**62** ***100.0%***	**73** ***100.0%***	**52** ***100.0%***	**43** ***100.0%***	**78** ***100.0%***
No Answer	**4**	1	-	1	-	2	-	-	2	-	2	-	1	-	3	1	-	3	-	1
Always	**31** ***17.7%***	2 *4.5%*	8 *25.0%* A	7 *19.4%* A	13 *22.0%* A	28 *18.7%*	1 *5.6%* **	15 *22.7%*	16 *15.0%*	1 *12.5%* **	27 *17.6%*	11 *14.5%*	21 *22.1%*	2 *8.7%* **	8 *21.1%*	10 *16.1%*	12 *16.4%*	8 *15.4%*	7 *16.3%*	15 *19.2%*
Usually	**20** ***11.4%***	1 *2.3%*	3 *9.4%*	6 *16.7%* A	8 *13.6%* A	15 *10.0%*	4 *22.2%* **	5 *7.6%*	14 *13.1%*	- - **	19 *12.4%*	7 *9.2%*	13 *13.7%*	1 *4.3%* **	4 *10.5%*	8 *12.9%*	8 *11.0%*	7 *13.5%*	5 *11.6%*	8 *10.3%*
Sometimes	**32** ***18.3%***	5 *11.4%*	3 *9.4%*	8 *22.2%*	15 *25.4%* ab	25 *16.7%*	5 *27.8%* **	13 *19.7%*	18 *16.8%*	1 *12.5%* **	26 *17.0%*	10 *13.2%*	22 *23.2%* k	7 *30.4%* **	5 *13.2%*	11 *17.7%*	16 *21.9%*	11 *21.2%*	5 *11.6%*	16 *20.5%*
Never	**92** ***52.6%***	36 *81.8%* BCD	18 *56.3%*	15 *41.7%*	23 *39.0%*	82 *54.7%*	8 *44.4%* **	33 *50.0%*	59 *55.1%*	6 *75.0%* **	81 *52.9%*	48 *63.2%* L	39 *41.1%*	13 *56.5%* **	21 *55.3%*	33 *53.2%*	37 *50.7%*	26 *50.0%*	26 *60.5%*	39 *50.0%*
CURRENT YEAR SUMMARY RATE - Discussing Cessation Strategies Rate	**83** ***47.4%***	8 *18.2%*	14 *43.8%* A	21 *58.3%* A	36 *61.0%* A	68 *45.3%*	10 *55.6%* **	33 *50.0%*	48 *44.9%*	2 *25.0%* **	72 *47.1%*	28 *36.8%*	56 *58.9%* K	10 *43.5%* **	17 *44.7%*	29 *46.8%*	36 *49.3%*	26 *50.0%*	17 *39.5%*	39 *50.0%*

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

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

		AGE (Q52)				EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q43. Do you take aspirin daily or every other day? (All respondents)																				
Total Eligible	**527** *100.0%*	**155** *100.0%*	**63** *100.0%*	**85** *100.0%*	**141** *100.0%*	**367** *100.0%*	**68** *100.0%*	**138** *100.0%*	**309** *100.0%*	**18** *100.0%*	**404** *100.0%*	**165** *100.0%*	**278** *100.0%*	**51** *100.0%*	**130** *100.0%*	**149** *100.0%*	**176** *100.0%*	**158** *100.0%*	**132** *100.0%*	**166** *100.0%*
Total Valid Responses	**441** *100.0%*	**149** *100.0%*	**61** *100.0%*	**81** *100.0%*	**137** *100.0%*	**353** *100.0%*	**67** *100.0%*	**133** *100.0%*	**299** *100.0%*	**18** *100.0%*	**390** *100.0%*	**163** *100.0%*	**264** *100.0%*	**50** *100.0%*	**123** *100.0%*	**144** *100.0%*	**170** *100.0%*	**153** *100.0%*	**127** *100.0%*	**157** *100.0%*
No Answer	**80**	4	1	3	2	8	1	3	7	-	9	1	9	1	6	3	3	5	4	4
Yes	**126** *28.6%*	15 *10.1%*	15 *24.6%* A	30 *37.0%* A	62 *45.3%* AB	113 *32.0%* F	7 *10.4%*	43 *32.3%*	79 *26.4%*	2 *11.1%* **	115 *29.5%*	39 *23.9%*	82 *31.1%*	14 *28.0%*	25 *20.3%*	48 *33.3%* N	51 *30.0%* n	34 *22.2%*	42 *33.1%* Q	49 *31.2%* q
No	**315** *71.4%*	134 *89.9%* BCD	46 *75.4%* D	51 *63.0%*	75 *54.7%*	240 *68.0%*	60 *89.6%* E	90 *67.7%*	220 *73.6%*	16 *88.9%* **	275 *70.5%*	124 *76.1%*	182 *68.9%*	36 *72.0%*	98 *79.7%* Op	96 *66.7%*	119 *70.0%*	119 *77.8%* Rs	85 *66.9%*	108 *68.8%*
Don't know	**6**	2	1	1	2	6	-	2	3	-	5	1	5	-	1	2	3	-	1	5
HEDIS/CAHPS SUMMARY RATE - Yes	**126** *28.6%*	15 *10.1%*	15 *24.6%*	30 *37.0%*	62 *45.3%*	113 *32.0%*	7 *10.4%*	43 *32.3%*	79 *26.4%*	2 *11.1%*	115 *29.5%*	39 *23.9%*	82 *31.1%*	14 *28.0%*	25 *20.3%*	48 *33.3%*	51 *30.0%*	34 *22.2%*	42 *33.1%*	49 *31.2%*

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

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	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**
HEDIS Measure: Aspirin Use																				
Total Eligible	**527** ***100.0%***	**155** ***100.0%***	**63** ***100.0%***	**85** ***100.0%***	**141** ***100.0%***	**367** ***100.0%***	**68** ***100.0%***	**138** ***100.0%***	**309** ***100.0%***	**18** ***100.0%***	**404** ***100.0%***	**165** ***100.0%***	**278** ***100.0%***	**51** ***100.0%***	**130** ***100.0%***	**149** ***100.0%***	**176** ***100.0%***	**158** ***100.0%***	**132** ***100.0%***	**166** ***100.0%***
Total Valid Responses	**41** ***100.0%***	**-** **-**	**-** **-**	**10** ***100.0%***	**31** ***100.0%***	**38** ***100.0%***	**3** ***100.0%***	**24** ***100.0%***	**16** ***100.0%***	**3** ***100.0%***	**35** ***100.0%***	**10** ***100.0%***	**29** ***100.0%***	**6** ***100.0%***	**8** ***100.0%***	**10** ***100.0%***	**22** ***100.0%***	**13** ***100.0%***	**12** ***100.0%***	**16** ***100.0%***
No Answer	**486**	155	63	75	110	329	65	114	293	15	369	155	249	45	122	139	154	145	120	150
Current Year Summary Rate	**13** ***31.7%***	- -	- -	1 *10.0%* **	12 *38.7%*	12 *31.6%*	1 *33.3%* **	8 *33.3%* **	4 *25.0%* **	- - **	13 *37.1%*	3 *30.0%* **	10 *34.5%* **	- - **	2 *25.0%* **	2 *20.0%* **	8 *36.4%* **	3 *23.1%* **	3 *25.0%* **	7 *43.8%* **
Current Year Bottom Box Rate	**28** ***68.3%***	- -	- -	9 *90.0%* **	19 *61.3%*	26 *68.4%*	2 *66.7%* **	16 *66.7%* **	12 *75.0%* **	3 *100.0%* **	22 *62.9%*	7 *70.0%* **	19 *65.5%* **	6 *100.0%* **	6 *75.0%* **	8 *80.0%* **	14 *63.6%* **	10 *76.9%* **	9 *75.0%* **	9 *56.3%* **

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

Presented by The Myers Group
770-978-3173
2015

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**
Q44. Do you have a health problem or take medication that makes taking aspirin unsafe for you?																				
Total Eligible	**527** *100.0%*	**155** *100.0%*	**63** *100.0%*	**85** *100.0%*	**141** *100.0%*	**367** *100.0%*	**68** *100.0%*	**138** *100.0%*	**309** *100.0%*	**18** *100.0%*	**404** *100.0%*	**165** *100.0%*	**278** *100.0%*	**51** *100.0%*	**130** *100.0%*	**149** *100.0%*	**176** *100.0%*	**158** *100.0%*	**132** *100.0%*	**166** *100.0%*
Total Valid Responses	**413** *100.0%*	**144** *100.0%*	**56** *100.0%*	**76** *100.0%*	**124** *100.0%*	**326** *100.0%*	**65** *100.0%*	**125** *100.0%*	**278** *100.0%*	**17** *100.0%*	**362** *100.0%*	**154** *100.0%*	**247** *100.0%*	**46** *100.0%*	**121** *100.0%*	**136** *100.0%*	**152** *100.0%*	**147** *100.0%*	**120** *100.0%*	**143** *100.0%*
No Answer	**79**	4	1	2	2	9	-	3	6	-	9	2	7	1	5	3	3	5	2	5
Yes	**54** *13.1%*	11 *7.6%*	6 *10.7%*	9 *11.8%*	24 *19.4%* A	45 *13.8%*	5 *7.7%*	17 *13.6%*	34 *12.2%*	2 *11.8%* **	47 *13.0%*	19 *12.3%*	35 *14.2%*	7 *15.2%*	10 *8.3%*	15 *11.0%*	29 *19.1%* No	12 *8.2%*	21 *17.5%* Q	21 *14.7%* q
No	**359** *86.9%*	133 *92.4%* D	50 *89.3%*	67 *88.2%*	100 *80.6%*	281 *86.2%*	60 *92.3%*	108 *86.4%*	244 *87.8%*	15 *88.2%* **	315 *87.0%*	135 *87.7%*	212 *85.8%*	39 *84.8%*	111 *91.7%* P	121 *89.0%* p	123 *80.9%*	135 *91.8%* Rs	99 *82.5%*	122 *85.3%*
Don't know	**35**	7	6	7	15	32	3	10	25	1	33	9	24	4	4	10	21	6	10	18
HEDIS/CAHPS SUMMARY RATE - No	**359** *86.9%*	133 *92.4%*	50 *89.3%*	67 *88.2%*	100 *80.6%*	281 *86.2%*	60 *92.3%*	108 *86.4%*	244 *87.8%*	15 *88.2%*	315 *87.0%*	135 *87.7%*	212 *85.8%*	39 *84.8%*	111 *91.7%*	121 *89.0%*	123 *80.9%*	135 *91.8%*	99 *82.5%*	122 *85.3%*

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

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q45. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke? (All respondents)																				
Total Eligible	**527** *100.0%*	**155** *100.0%*	**63** *100.0%*	**85** *100.0%*	**141** *100.0%*	**367** *100.0%*	**68** *100.0%*	**138** *100.0%*	**309** *100.0%*	**18** *100.0%*	**404** *100.0%*	**165** *100.0%*	**278** *100.0%*	**51** *100.0%*	**130** *100.0%*	**149** *100.0%*	**176** *100.0%*	**158** *100.0%*	**132** *100.0%*	**166** *100.0%*
Total Valid Responses	**451** *100.0%*	**154** *100.0%*	**61** *100.0%*	**85** *100.0%*	**140** *100.0%*	**363** *100.0%*	**68** *100.0%*	**137** *100.0%*	**306** *100.0%*	**18** *100.0%*	**400** *100.0%*	**164** *100.0%*	**275** *100.0%*	**51** *100.0%*	**125** *100.0%*	**146** *100.0%*	**175** *100.0%*	**152** *100.0%*	**132** *100.0%*	**163** *100.0%*
No Answer	**76**	1	2	-	1	4	-	1	3	-	4	1	3	-	5	3	1	6	-	3
Yes	**189** *41.9%*	41 *26.6%*	22 *36.1%*	47 *55.3%* AB	76 *54.3%* AB	157 *43.3%*	24 *35.3%*	57 *41.6%*	131 *42.8%*	6 *33.3%* **	167 *41.8%*	61 *37.2%*	126 *45.8%* k	21 *41.2%*	43 *34.4%*	72 *49.3%* N	71 *40.6%*	52 *34.2%*	70 *53.0%* QS	66 *40.5%*
No	**262** *58.1%*	113 *73.4%* CD	39 *63.9%* CD	38 *44.7%*	64 *45.7%*	206 *56.7%*	44 *64.7%*	80 *58.4%*	175 *57.2%*	12 *66.7%* **	233 *58.3%*	103 *62.8%* I	149 *54.2%*	30 *58.8%*	82 *65.6%* O	74 *50.7%*	104 *59.4%*	100 *65.8%* R	62 *47.0%*	97 *59.5%* R
HEDIS/CAHPS SUMMARY RATE - Yes	**189** *41.9%*	41 *26.6%*	22 *36.1%*	47 *55.3%*	76 *54.3%*	157 *43.3%*	24 *35.3%*	57 *41.6%*	131 *42.8%*	6 *33.3%*	167 *41.8%*	61 *37.2%*	126 *45.8%*	21 *41.2%*	43 *34.4%*	72 *49.3%*	71 *40.6%*	52 *34.2%*	70 *53.0%*	66 *40.5%*

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

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**
HEDIS Measure: Aspirin Risks and Benefits																				
Total Eligible	**527** *100.0%*	**155** *100.0%*	**63** *100.0%*	**85** *100.0%*	**141** *100.0%*	**367** *100.0%*	**68** *100.0%*	**138** *100.0%*	**309** *100.0%*	**18** *100.0%*	**404** *100.0%*	**165** *100.0%*	**278** *100.0%*	**51** *100.0%*	**130** *100.0%*	**149** *100.0%*	**176** *100.0%*	**158** *100.0%*	**132** *100.0%*	**166** *100.0%*
Total Valid Responses	**65** *100.0%*	**-** **-**	**-** **-**	**14** *100.0%*	**50** *100.0%*	**60** *100.0%*	**4** *100.0%*	**36** *100.0%*	**27** *100.0%*	**4** *100.0%*	**57** *100.0%*	**20** *100.0%*	**41** *100.0%*	**8** *100.0%*	**15** *100.0%*	**16** *100.0%*	**33** *100.0%*	**24** *100.0%*	**20** *100.0%*	**21** *100.0%*
No Answer	**462**	155	63	71	91	307	64	102	282	14	347	145	237	43	115	133	143	134	112	145
Current Year Summary Rate	**27** *41.5%*	- -	- -	7 *50.0%* **	20 *40.0%*	24 *40.0%*	3 *75.0%* **	17 *47.2%*	10 *37.0%* **	3 *75.0%* **	23 *40.4%*	8 *40.0%* **	18 *43.9%*	2 *25.0%* **	5 *33.3%* **	9 *56.3%* **	13 *39.4%*	7 *29.2%* **	10 *50.0%* **	10 *47.6%* **
Current Year Bottom Box Rate	**38** *58.5%*	- -	- -	7 *50.0%* **	30 *60.0%*	36 *60.0%*	1 *25.0%* **	19 *52.8%*	17 *63.0%* **	1 *25.0%* **	34 *59.6%*	12 *60.0%* **	23 *56.1%*	6 *75.0%* **	10 *66.7%* **	7 *43.8%* **	20 *60.6%*	17 *70.8%* **	10 *50.0%* **	11 *52.4%* **

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

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	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**
Q46. Are you aware that you have any of the following conditions? Check all that apply.																				
Total Eligible	**527** *100.0%*	**155** *100.0%*	**63** *100.0%*	**85** *100.0%*	**141** *100.0%*	**367** *100.0%*	**68** *100.0%*	**138** *100.0%*	**309** *100.0%*	**18** *100.0%*	**404** *100.0%*	**165** *100.0%*	**278** *100.0%*	**51** *100.0%*	**130** *100.0%*	**149** *100.0%*	**176** *100.0%*	**158** *100.0%*	**132** *100.0%*	**166** *100.0%*
Total Valid Responses	**490**	74	60	111	240	433	41	159	327	15	448	167	310	62	78	158	245	114	151	221
Total Respondents	**306** *100.0%*	**56** *100.0%*	**45** *100.0%*	**68** *100.0%*	**133** *100.0%*	**268** *100.0%*	**27** *100.0%*	**98** *100.0%*	**205** *100.0%*	**11** *100.0%*	**277** *100.0%*	**105** *100.0%*	**194** *100.0%*	**39** *100.0%*	**54** *100.0%*	**105** *100.0%*	**142** *100.0%*	**77** *100.0%*	**96** *100.0%*	**129** *100.0%*
High cholesterol	**150** *49.0%*	22 *39.3%* b	10 *22.2%*	34 *50.0%* B	83 *62.4%* ABc	136 *50.7%*	11 *40.7%* **	50 *51.0%*	100 *48.8%*	4 *36.4%* **	138 *49.8%*	52 *49.5%*	95 *49.0%*	17 *43.6%*	24 *44.4%*	49 *46.7%*	74 *52.1%*	37 *48.1%*	45 *46.9%*	66 *51.2%*
High blood pressure	**234** *76.5%*	26 *46.4%*	31 *68.9%* A	56 *82.4%* Ab	118 *88.7%* AB	204 *76.1%*	20 *74.1%* **	79 *80.6%*	152 *74.1%*	7 *63.6%* **	211 *76.2%*	70 *66.7%*	161 *83.0%* KM	26 *66.7%*	36 *66.7%*	77 *73.3%*	118 *83.1%* No	52 *67.5%*	76 *79.2%* q	105 *81.4%* Q
Parent or sibling with heart attack before the age of 60	**106** *34.6%*	26 *46.4%* cD	19 *42.2%*	21 *30.9%*	39 *29.3%*	93 *34.7%*	10 *37.0%* **	30 *30.6%*	75 *36.6%*	4 *36.4%* **	99 *35.7%*	45 *42.9%* L	54 *27.8%*	19 *48.7%* L	18 *33.3%*	32 *30.5%*	53 *37.3%*	25 *32.5%*	30 *31.3%*	50 *38.8%*

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

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

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q47. Has a doctor ever told you that you have any of the following conditions? Check all that apply.																				
Total Eligible	**527** *100.0%*	**155** *100.0%*	**63** *100.0%*	**85** *100.0%*	**141** *100.0%*	**367** *100.0%*	**68** *100.0%*	**138** *100.0%*	**309** *100.0%*	**18** *100.0%*	**404** *100.0%*	**165** *100.0%*	**278** *100.0%*	**51** *100.0%*	**130** *100.0%*	**149** *100.0%*	**176** *100.0%*	**158** *100.0%*	**132** *100.0%*	**166** *100.0%*
Total Valid Responses	**212**	22	17	46	125	186	14	86	125	8	190	72	135	37	26	74	107	33	75	103
Total Respondents	**155** *100.0%*	**17** *100.0%*	**15** *100.0%*	**37** *100.0%*	**84** *100.0%*	**135** *100.0%*	**12** *100.0%*	**59** *100.0%*	**95** *100.0%*	**6** *100.0%*	**139** *100.0%*	**54** *100.0%*	**98** *100.0%*	**22** *100.0%*	**16** *100.0%*	**58** *100.0%*	**78** *100.0%*	**25** *100.0%*	**55** *100.0%*	**74** *100.0%*
A heart attack	**35** *22.6%*	4 *23.5%* **	2 *13.3%* **	7 *18.9%*	22 *26.2%*	29 *21.5%*	4 *33.3%* **	19 *32.2%* H	16 *16.8%*	1 *16.7%* **	32 *23.0%*	12 *22.2%*	22 *22.4%*	7 *31.8%* **	5 *31.3%* **	12 *20.7%*	16 *20.5%*	7 *28.0%* **	15 *27.3%*	13 *17.6%*
Angina or coronary heart disease	**45** *29.0%*	3 *17.6%* **	3 *20.0%* **	10 *27.0%*	29 *34.5%*	39 *28.9%*	4 *33.3%* **	18 *30.5%*	27 *28.4%*	1 *16.7%* **	40 *28.8%*	18 *33.3%*	25 *25.5%*	9 *40.9%* **	5 *31.3%* **	10 *17.2%*	28 *35.9%* O	5 *20.0%* **	11 *20.0%*	29 *39.2%* R
A stroke	**27** *17.4%*	4 *23.5%* **	2 *13.3%* **	5 *13.5%*	16 *19.0%*	25 *18.5%*	- - **	10 *16.9%*	17 *17.9%*	1 *16.7%* **	24 *17.3%*	9 *16.7%*	18 *18.4%*	6 *27.3%* **	3 *18.8%* **	7 *12.1%*	17 *21.8%*	3 *12.0%* **	6 *10.9%*	18 *24.3%* r
Any kind of diabetes or high blood sugar	**105** *67.7%*	11 *64.7%* **	10 *66.7%* **	24 *64.9%*	58 *69.0%*	93 *68.9%*	6 *50.0%* **	39 *66.1%*	65 *68.4%*	5 *83.3%* **	94 *67.6%*	33 *61.1%*	70 *71.4%*	15 *68.2%* **	13 *81.3%* **	45 *77.6%* P	46 *59.0%*	18 *72.0%* **	43 *78.2%* S	43 *58.1%*

Cell Contents:
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- Column Percentage
- Statistical Test Results

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

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770-978-3173
2015

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**
Q48. In the last 6 months, did you get health care 3 or more times for the same condition or problem?																				
Total Eligible	**527** *100.0%*	**155** *100.0%*	**63** *100.0%*	**85** *100.0%*	**141** *100.0%*	**367** *100.0%*	**68** *100.0%*	**138** *100.0%*	**309** *100.0%*	**18** *100.0%*	**404** *100.0%*	**165** *100.0%*	**278** *100.0%*	**51** *100.0%*	**130** *100.0%*	**149** *100.0%*	**176** *100.0%*	**158** *100.0%*	**132** *100.0%*	**166** *100.0%*
Total Valid Responses	**444** *100.0%*	**153** *100.0%*	**62** *100.0%*	**82** *100.0%*	**139** *100.0%*	**360** *100.0%*	**68** *100.0%*	**137** *100.0%*	**302** *100.0%*	**17** *100.0%*	**398** *100.0%*	**164** *100.0%*	**272** *100.0%*	**50** *100.0%*	**121** *100.0%*	**143** *100.0%*	**175** *100.0%*	**149** *100.0%*	**129** *100.0%*	**163** *100.0%*
No Answer	**83**	2	1	3	2	7	-	1	7	1	6	1	6	1	9	6	1	9	3	3
Yes	**192** *43.2%*	42 *27.5%*	28 *45.2%* A	43 *52.4%* A	78 *56.1%* A	166 *46.1%* f	23 *33.8%*	64 *46.7%*	126 *41.7%*	8 *47.1%* **	172 *43.2%*	68 *41.5%*	122 *44.9%*	25 *50.0%*	37 *30.6%*	57 *39.9%*	96 *54.9%* NO	45 *30.2%*	59 *45.7%* Q	87 *53.4%* Q
No	**252** *56.8%*	111 *72.5%* BCD	34 *54.8%*	39 *47.6%*	61 *43.9%*	194 *53.9%*	45 *66.2%* e	73 *53.3%*	176 *58.3%*	9 *52.9%* **	226 *56.8%*	96 *58.5%*	150 *55.1%*	25 *50.0%*	84 *69.4%* P	86 *60.1%* P	79 *45.1%*	104 *69.8%* RS	70 *54.3%*	76 *46.6%*
HEDIS/CAHPS SUMMARY RATE - Yes	**192** *43.2%*	42 *27.5%*	28 *45.2%*	43 *52.4%*	78 *56.1%*	166 *46.1%*	23 *33.8%*	64 *46.7%*	126 *41.7%*	8 *47.1%*	172 *43.2%*	68 *41.5%*	122 *44.9%*	25 *50.0%*	37 *30.6%*	57 *39.9%*	96 *54.9%*	45 *30.2%*	59 *45.7%*	87 *53.4%*

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

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

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**
Q49. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.																				
Total Eligible	**192** ***100.0%***	**42** ***100.0%***	**28** ***100.0%***	**43** ***100.0%***	**78** ***100.0%***	**166** ***100.0%***	**23** ***100.0%***	**64** ***100.0%***	**126** ***100.0%***	**8** ***100.0%***	**172** ***100.0%***	**68** ***100.0%***	**122** ***100.0%***	**25** ***100.0%***	**37** ***100.0%***	**57** ***100.0%***	**96** ***100.0%***	**45** ***100.0%***	**59** ***100.0%***	**87** ***100.0%***
Total Valid Responses	**188** ***100.0%***	**41** ***100.0%***	**28** ***100.0%***	**41** ***100.0%***	**77** ***100.0%***	**162** ***100.0%***	**23** ***100.0%***	**64** ***100.0%***	**122** ***100.0%***	**8** ***100.0%***	**169** ***100.0%***	**66** ***100.0%***	**120** ***100.0%***	**25** ***100.0%***	**36** ***100.0%***	**56** ***100.0%***	**94** ***100.0%***	**44** ***100.0%***	**57** ***100.0%***	**86** ***100.0%***
No Answer	**4**	1	-	2	1	4	-	-	4	-	3	2	2	-	1	1	2	1	2	1
Yes	**139** ***73.9%***	28 *68.3%*	19 *67.9%* **	31 *75.6%*	61 *79.2%*	117 *72.2%*	19 *82.6%* **	50 *78.1%*	89 *73.0%*	5 *62.5%* **	129 *76.3%*	57 *86.4%* L	80 *66.7%*	22 *88.0%* **	16 *44.4%*	44 *78.6%* N	78 *83.0%* N	25 *56.8%*	44 *77.2%* Q	69 *80.2%* Q
No	**49** ***26.1%***	13 *31.7%*	9 *32.1%* **	10 *24.4%*	16 *20.8%*	45 *27.8%*	4 *17.4%* **	14 *21.9%*	33 *27.0%*	3 *37.5%* **	40 *23.7%*	9 *13.6%*	40 *33.3%* K	3 *12.0%* **	20 *55.6%* OP	12 *21.4%*	16 *17.0%*	19 *43.2%* RS	13 *22.8%*	17 *19.8%*
HEDIS/CAHPS SUMMARY RATE - Yes	**139** ***73.9%***	28 *68.3%*	19 *67.9%*	31 *75.6%*	61 *79.2%*	117 *72.2%*	19 *82.6%*	50 *78.1%*	89 *73.0%*	5 *62.5%*	129 *76.3%*	57 *86.4%*	80 *66.7%*	22 *88.0%*	16 *44.4%*	44 *78.6%*	78 *83.0%*	25 *56.8%*	44 *77.2%*	69 *80.2%*

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

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

Presented by The Myers Group
770-978-3173
2015

		AGE (Q52)				EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**
Q50. Do you now need or take medicine prescribed by a doctor? Do not include birth control.																				
Total Eligible	**527** *100.0%*	**155** *100.0%*	**63** *100.0%*	**85** *100.0%*	**141** *100.0%*	**367** *100.0%*	**68** *100.0%*	**138** *100.0%*	**309** *100.0%*	**18** *100.0%*	**404** *100.0%*	**165** *100.0%*	**278** *100.0%*	**51** *100.0%*	**130** *100.0%*	**149** *100.0%*	**176** *100.0%*	**158** *100.0%*	**132** *100.0%*	**166** *100.0%*
Total Valid Responses	**445** *100.0%*	**154** *100.0%*	**61** *100.0%*	**84** *100.0%*	**139** *100.0%*	**361** *100.0%*	**68** *100.0%*	**136** *100.0%*	**305** *100.0%*	**18** *100.0%*	**400** *100.0%*	**164** *100.0%*	**273** *100.0%*	**50** *100.0%*	**122** *100.0%*	**145** *100.0%*	**173** *100.0%*	**149** *100.0%*	**131** *100.0%*	**161** *100.0%*
No Answer	**82**	1	2	1	2	6	-	2	4	-	4	1	5	1	8	4	3	9	1	5
Yes	**307** *69.0%*	65 *42.2%*	52 *85.2%* A	63 *75.0%* A	124 *89.2%* AC	257 *71.2%* F	40 *58.8%*	103 *75.7%* H	202 *66.2%*	8 *44.4%* **	282 *70.5%*	120 *73.2%*	182 *66.7%*	36 *72.0%*	51 *41.8%*	108 *74.5%* N	143 *82.7%* No	76 *51.0%*	99 *75.6%* Q	129 *80.1%* Q
No	**138** *31.0%*	89 *57.8%* BCD	9 *14.8%*	21 *25.0%* D	15 *10.8%*	104 *28.8%*	28 *41.2%* E	33 *24.3%*	103 *33.8%* G	10 *55.6%* **	118 *29.5%*	44 *26.8%*	91 *33.3%*	14 *28.0%*	71 *58.2%* OP	37 *25.5%* p	30 *17.3%*	73 *49.0%* RS	32 *24.4%*	32 *19.9%*
HEDIS/CAHPS SUMMARY RATE - Yes	**307** *69.0%*	65 *42.2%*	52 *85.2%*	63 *75.0%*	124 *89.2%*	257 *71.2%*	40 *58.8%*	103 *75.7%*	202 *66.2%*	8 *44.4%*	282 *70.5%*	120 *73.2%*	182 *66.7%*	36 *72.0%*	51 *41.8%*	108 *74.5%*	143 *82.7%*	76 *51.0%*	99 *75.6%*	129 *80.1%*

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

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

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**
Q51. Is this to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.																				
Total Eligible	**307** *100.0%*	**65** *100.0%*	**52** *100.0%*	**63** *100.0%*	**124** *100.0%*	**257** *100.0%*	**40** *100.0%*	**103** *100.0%*	**202** *100.0%*	**8** *100.0%*	**282** *100.0%*	**120** *100.0%*	**182** *100.0%*	**36** *100.0%*	**51** *100.0%*	**108** *100.0%*	**143** *100.0%*	**76** *100.0%*	**99** *100.0%*	**129** *100.0%*
Total Valid Responses	**296** *100.0%*	**64** *100.0%*	**52** *100.0%*	**58** *100.0%*	**119** *100.0%*	**247** *100.0%*	**40** *100.0%*	**98** *100.0%*	**196** *100.0%*	**8** *100.0%*	**273** *100.0%*	**117** *100.0%*	**175** *100.0%*	**34** *100.0%*	**48** *100.0%*	**105** *100.0%*	**138** *100.0%*	**72** *100.0%*	**93** *100.0%*	**128** *100.0%*
No Answer	**11**	1	-	5	5	10	-	5	6	-	9	3	7	2	3	3	5	4	6	1
Yes	**258** *87.2%*	54 *84.4%*	43 *82.7%*	54 *93.1%* b	104 *87.4%*	217 *87.9%*	33 *82.5%*	93 *94.9%* H	164 *83.7%*	6 *75.0%* **	239 *87.5%*	103 *88.0%*	150 *85.7%*	32 *94.1%*	38 *79.2%*	92 *87.6%*	123 *89.1%* n	60 *83.3%*	82 *88.2%*	113 *88.3%*
No	**38** *12.8%*	10 *15.6%*	9 *17.3%* c	4 *6.9%*	15 *12.6%*	30 *12.1%*	7 *17.5%*	5 *5.1%*	32 *16.3%* G	2 *25.0%* **	34 *12.5%*	14 *12.0%*	25 *14.3%*	2 *5.9%*	10 *20.8%* p	13 *12.4%*	15 *10.9%*	12 *16.7%*	11 *11.8%*	15 *11.7%*
HEDIS/CAHPS SUMMARY RATE - Yes	**258** *87.2%*	54 *84.4%*	43 *82.7%*	54 *93.1%*	104 *87.4%*	217 *87.9%*	33 *82.5%*	93 *94.9%*	164 *83.7%*	6 *75.0%*	239 *87.5%*	103 *88.0%*	150 *85.7%*	32 *94.1%*	38 *79.2%*	92 *87.6%*	123 *89.1%*	60 *83.3%*	82 *88.2%*	113 *88.3%*

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

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

Presented by The Myers Group
770-978-3173
2015

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q52. What is your age?																				
Total Eligible	**527** *100.0%*	**155** *100.0%*	**63** *100.0%*	**85** *100.0%*	**141** *100.0%*	**367** *100.0%*	**68** *100.0%*	**138** *100.0%*	**309** *100.0%*	**18** *100.0%*	**404** *100.0%*	**165** *100.0%*	**278** *100.0%*	**51** *100.0%*	**130** *100.0%*	**149** *100.0%*	**176** *100.0%*	**158** *100.0%*	**132** *100.0%*	**166** *100.0%*
Total Valid Responses	**444** *100.0%*	**155** *100.0%*	**63** *100.0%*	**85** *100.0%*	**141** *100.0%*	**360** *100.0%*	**68** *100.0%*	**136** *100.0%*	**305** *100.0%*	**18** *100.0%*	**399** *100.0%*	**161** *100.0%*	**274** *100.0%*	**51** *100.0%*	**123** *100.0%*	**141** *100.0%*	**175** *100.0%*	**149** *100.0%*	**131** *100.0%*	**160** *100.0%*
No Answer	**83**	-	-	-	-	7	-	2	4	-	5	4	4	-	7	8	1	9	1	6
18 to 24	**71** *16.0%*	71 *45.8%* BCD	- -	- -	- -	50 *13.9%*	19 *27.9%* E	20 *14.7%*	51 *16.7%*	2 *11.1%* **	65 *16.3%*	33 *20.5%* I	39 *14.2%*	7 *13.7%*	35 *28.5%* OP	25 *17.7%* P	11 *6.3%*	39 *26.2%* RS	17 *13.0%*	14 *8.8%*
25 to 34	**84** *18.9%*	84 *54.2%* BCD	- -	- -	- -	55 *15.3%*	26 *38.2%* E	11 *8.1%*	73 *23.9%* G	3 *16.7%* **	80 *20.1%*	32 *19.9%*	50 *18.2%*	6 *11.8%*	40 *32.5%* OP	20 *14.2%*	24 *13.7%*	30 *20.1%*	24 *18.3%*	29 *18.1%*
35 to 44	**63** *14.2%*	- -	63 *100.0%* ACD	- -	- -	52 *14.4%*	8 *11.8%*	17 *12.5%*	46 *15.1%*	3 *16.7%* **	56 *14.0%*	22 *13.7%*	40 *14.6%*	11 *21.6%*	15 *12.2%*	21 *14.9%*	27 *15.4%*	23 *15.4%*	12 *9.2%*	28 *17.5%* R
45 to 54	**85** *19.1%*	- -	- -	85 *100.0%* ABD	- -	72 *20.0%*	9 *13.2%*	29 *21.3%*	55 *18.0%*	5 *27.8%* **	74 *18.5%*	29 *18.0%*	54 *19.7%*	6 *11.8%*	21 *17.1%*	31 *22.0%*	31 *17.7%*	25 *16.8%*	29 *22.1%*	29 *18.1%*
55 to 64	**132** *29.7%*	- -	- -	- -	132 *93.6%* ABC	123 *34.2%* F	6 *8.8%*	56 *41.2%* H	74 *24.3%*	3 *16.7%* **	117 *29.3%*	43 *26.7%*	84 *30.7%*	19 *37.3%*	11 *8.9%*	40 *28.4%* N	78 *44.6%* NO	29 *19.5%*	44 *33.6%* Q	59 *36.9%* Q
65 to 74	**9** *2.0%*	- -	- -	- -	9 *6.4%* ABC	8 *2.2%*	- -	3 *2.2%*	6 *2.0%*	2 *11.1%* **	7 *1.8%*	2 *1.2%*	7 *2.6%*	2 *3.9%*	1 *0.8%*	4 *2.8%*	4 *2.3%*	3 *2.0%*	5 *3.8%* s	1 *0.6%*
75 or older	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
TMG SUMMARY RATE - Members 18 to 34	**155** *34.9%*	155 *100.0%* BCD	- -	- -	- -	105 *29.2%*	45 *66.2%* E	31 *22.8%*	124 *40.7%* G	5 *27.8%* **	145 *36.3%*	65 *40.4%* IM	89 *32.5%*	13 *25.5%*	75 *61.0%* OP	45 *31.9%* P	35 *20.0%*	69 *46.3%* RS	41 *31.3%*	43 *26.9%*
TMG SUMMARY RATE - Members 35 to 44	**63** *14.2%*	- -	63 *100.0%*	- -	- -	52 *14.4%*	8 *11.8%*	17 *12.5%*	46 *15.1%*	3 *16.7%*	56 *14.0%*	22 *13.7%*	40 *14.6%*	11 *21.6%*	15 *12.2%*	21 *14.9%*	27 *15.4%*	23 *15.4%*	12 *9.2%*	28 *17.5%*
TMG SUMMARY RATE - Members 45 to 54	**85** *19.1%*	- -	- -	85 *100.0%*	- -	72 *20.0%*	9 *13.2%*	29 *21.3%*	55 *18.0%*	5 *27.8%*	74 *18.5%*	29 *18.0%*	54 *19.7%*	6 *11.8%*	21 *17.1%*	31 *22.0%*	31 *17.7%*	25 *16.8%*	29 *22.1%*	29 *18.1%*
TMG SUMMARY RATE - Members 55 or older	**141** *31.8%*	- -	- -	- -	141 *100.0%* ABC	131 *36.4%* F	6 *8.8%*	59 *43.4%* H	80 *26.2%*	5 *27.8%* **	124 *31.1%*	45 *28.0%*	91 *33.2%*	21 *41.2%* K	12 *9.8%*	44 *31.2%* N	82 *46.9%* NO	32 *21.5%*	49 *37.4%* Q	60 *37.5%* Q

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

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**
Q53. Are you male or female?																				
Total Eligible	**527** ***100.0%***	**155** ***100.0%***	**63** ***100.0%***	**85** ***100.0%***	**141** ***100.0%***	**367** ***100.0%***	**68** ***100.0%***	**138** ***100.0%***	**309** ***100.0%***	**18** ***100.0%***	**404** ***100.0%***	**165** ***100.0%***	**278** ***100.0%***	**51** ***100.0%***	**130** ***100.0%***	**149** ***100.0%***	**176** ***100.0%***	**158** ***100.0%***	**132** ***100.0%***	**166** ***100.0%***
Total Valid Responses	**447** ***100.0%***	**155** ***100.0%***	**63** ***100.0%***	**84** ***100.0%***	**139** ***100.0%***	**364** ***100.0%***	**67** ***100.0%***	**138** ***100.0%***	**309** ***100.0%***	**18** ***100.0%***	**402** ***100.0%***	**165** ***100.0%***	**274** ***100.0%***	**51** ***100.0%***	**124** ***100.0%***	**144** ***100.0%***	**175** ***100.0%***	**150** ***100.0%***	**132** ***100.0%***	**161** ***100.0%***
No Answer	**80**	-	-	1	2	3	1	-	-	-	2	-	4	-	6	5	1	8	-	5
Male	**138** ***30.9%***	31 *20.0%*	17 *27.0%*	29 *34.5%* A	59 *42.4%* AB	124 *34.1%* F	11 *16.4%*	138 *100.0%* H	- -	7 *38.9%* **	122 *30.3%*	47 *28.5%*	85 *31.0%*	24 *47.1%* KL	29 *23.4%*	42 *29.2%*	64 *36.6%* N	44 *29.3%*	33 *25.0%*	59 *36.6%* R
Female	**309** ***69.1%***	124 *80.0%* CD	46 *73.0%* D	55 *65.5%*	80 *57.6%*	240 *65.9%*	56 *83.6%* E	- -	309 *100.0%* G	11 *61.1%* **	280 *69.7%*	118 *71.5%* M	189 *69.0%* M	27 *52.9%*	95 *76.6%* P	102 *70.8%*	111 *63.4%*	106 *70.7%*	99 *75.0%* S	102 *63.4%*

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

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q54. What is the highest grade or level of school that you have completed?																				
Total Eligible	**527** *100.0%*	**155** *100.0%*	**63** *100.0%*	**85** *100.0%*	**141** *100.0%*	**367** *100.0%*	**68** *100.0%*	**138** *100.0%*	**309** *100.0%*	**18** *100.0%*	**404** *100.0%*	**165** *100.0%*	**278** *100.0%*	**51** *100.0%*	**130** *100.0%*	**149** *100.0%*	**176** *100.0%*	**158** *100.0%*	**132** *100.0%*	**166** *100.0%*
Total Valid Responses	**435** *100.0%*	**150** *100.0%*	**60** *100.0%*	**81** *100.0%*	**137** *100.0%*	**367** *100.0%*	**68** *100.0%*	**135** *100.0%*	**296** *100.0%*	**17** *100.0%*	**390** *100.0%*	**160** *100.0%*	**268** *100.0%*	**47** *100.0%*	**120** *100.0%*	**138** *100.0%*	**172** *100.0%*	**148** *100.0%*	**125** *100.0%*	**158** *100.0%*
No Answer	**92**	5	3	4	4	-	-	3	13	1	14	5	10	4	10	11	4	10	7	8
8th grade or less	**51** *11.7%*	5 *3.3%*	3 *5.0%*	15 *18.5%* AB	27 *19.7%* AB	51 *13.9%* F	- -	21 *15.6%*	30 *10.1%*	4 *23.5%* **	40 *10.3%*	23 *14.4%*	25 *9.3%*	4 *8.5%*	10 *8.3%*	16 *11.6%*	23 *13.4%*	13 *8.8%*	12 *9.6%*	25 *15.8%* q
Some high school, but did not graduate	**144** *33.1%*	46 *30.7%*	22 *36.7%*	23 *28.4%*	51 *37.2%*	144 *39.2%* F	- -	52 *38.5%* h	90 *30.4%*	6 *35.3%* **	129 *33.1%*	44 *27.5%*	96 *35.8%* k	22 *46.8%* K	35 *29.2%*	43 *31.2%*	64 *37.2%*	39 *26.4%*	44 *35.2%*	61 *38.6%* Q
High school graduate or GED	**172** *39.5%*	54 *36.0%*	27 *45.0%*	34 *42.0%*	53 *38.7%*	172 *46.9%* F	- -	51 *37.8%*	120 *40.5%*	6 *35.3%* **	156 *40.0%*	68 *42.5%*	104 *38.8%*	18 *38.3%*	48 *40.0%*	53 *38.4%*	70 *40.7%*	65 *43.9%*	48 *38.4%*	57 *36.1%*
Some college or 2-year degree	**61** *14.0%*	41 *27.3%* BCD	8 *13.3%* D	7 *8.6%*	5 *3.6%*	- -	61 *89.7%* E	9 *6.7%*	51 *17.2%* G	1 *5.9%* **	58 *14.9%*	24 *15.0%* m	37 *13.8%*	3 *6.4%*	24 *20.0%* P	24 *17.4%* P	13 *7.6%*	26 *17.6%* S	19 *15.2%*	15 *9.5%*
4-year college graduate	**3** *0.7%*	1 *0.7%*	- -	1 *1.2%*	1 *0.7%*	- -	3 *4.4%* E	1 *0.7%*	2 *0.7%*	- - **	3 *0.8%*	1 *0.6%*	2 *0.7%*	- -	1 *0.8%*	1 *0.7%*	1 *0.6%*	2 *1.4%*	1 *0.8%*	- -
More than 4-year college degree	**4** *0.9%*	3 *2.0%* d	- -	1 *1.2%*	- -	- -	4 *5.9%* E	1 *0.7%*	3 *1.0%*	- - **	4 *1.0%*	- -	4 *1.5%*	- -	2 *1.7%*	1 *0.7%*	1 *0.6%*	3 *2.0%* s	1 *0.8%*	- -
TMG SUMMARY RATE - High school graduate or less	**367** *84.4%*	105 *70.0%*	52 *86.7%* A	72 *88.9%* A	131 *95.6%* ABc	367 *100.0%* F	- -	124 *91.9%* H	240 *81.1%*	16 *94.1%* **	325 *83.3%*	135 *84.4%*	225 *84.0%*	44 *93.6%* kl	93 *77.5%*	112 *81.2%*	157 *91.3%* NO	117 *79.1%*	104 *83.2%*	143 *90.5%* Qr
TMG SUMMARY RATE - Some college	**61** *14.0%*	41 *27.3%*	8 *13.3%*	7 *8.6%*	5 *3.6%*	- -	61 *89.7%*	9 *6.7%*	51 *17.2%*	1 *5.9%*	58 *14.9%*	24 *15.0%*	37 *13.8%*	3 *6.4%*	24 *20.0%*	24 *17.4%*	13 *7.6%*	26 *17.6%*	19 *15.2%*	15 *9.5%*
TMG SUMMARY RATE - 4-year college graduate or more	**7** *1.6%*	4 *2.7%*	- -	2 *2.5%*	1 *0.7%*	- -	7 *10.3%* E	2 *1.5%*	5 *1.7%*	- - **	7 *1.8%*	1 *0.6%*	6 *2.2%*	- -	3 *2.5%*	2 *1.4%*	2 *1.2%*	5 *3.4%* S	2 *1.6%*	- -

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Statistics:
Overlap formulae used
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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, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**
Q55. Are you of Hispanic or Latino origin or descent?																				
Total Eligible	**527** ***100.0%***	**155** ***100.0%***	**63** ***100.0%***	**85** ***100.0%***	**141** ***100.0%***	**367** ***100.0%***	**68** ***100.0%***	**138** ***100.0%***	**309** ***100.0%***	**18** ***100.0%***	**404** ***100.0%***	**165** ***100.0%***	**278** ***100.0%***	**51** ***100.0%***	**130** ***100.0%***	**149** ***100.0%***	**176** ***100.0%***	**158** ***100.0%***	**132** ***100.0%***	**166** ***100.0%***
Total Valid Responses	**422** ***100.0%***	**150** ***100.0%***	**59** ***100.0%***	**79** ***100.0%***	**129** ***100.0%***	**341** ***100.0%***	**66** ***100.0%***	**129** ***100.0%***	**291** ***100.0%***	**18** ***100.0%***	**404** ***100.0%***	**161** ***100.0%***	**252** ***100.0%***	**49** ***100.0%***	**117** ***100.0%***	**137** ***100.0%***	**164** ***100.0%***	**142** ***100.0%***	**125** ***100.0%***	**152** ***100.0%***
No Answer	**105**	5	4	6	12	26	2	9	18	-	-	4	26	2	13	12	12	16	7	14
Yes, Hispanic or Latino	**18** ***4.3%***	5 *3.3%*	3 *5.1%*	5 *6.3%*	5 *3.9%*	16 *4.7%*	1 *1.5%*	7 *5.4%*	11 *3.8%*	18 *100.0%* **	- -	9 *5.6%*	7 *2.8%*	10 *20.4%* KL	4 *3.4%*	10 *7.3%* P	4 *2.4%*	6 *4.2%*	9 *7.2%* S	3 *2.0%*
No, Not Hispanic or Latino	**404** ***95.7%***	145 *96.7%*	56 *94.9%*	74 *93.7%*	124 *96.1%*	325 *95.3%*	65 *98.5%*	122 *94.6%*	280 *96.2%*	- - **	404 *100.0%*	152 *94.4%* M	245 *97.2%* M	39 *79.6%*	113 *96.6%*	127 *92.7%*	160 *97.6%* O	136 *95.8%*	116 *92.8%*	149 *98.0%* R

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

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2015

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q56. What is your race? Please mark one or more.																				
Total Eligible	**527** *100.0%*	**155** *100.0%*	**63** *100.0%*	**85** *100.0%*	**141** *100.0%*	**367** *100.0%*	**68** *100.0%*	**138** *100.0%*	**309** *100.0%*	**18** *100.0%*	**404** *100.0%*	**165** *100.0%*	**278** *100.0%*	**51** *100.0%*	**130** *100.0%*	**149** *100.0%*	**176** *100.0%*	**158** *100.0%*	**132** *100.0%*	**166** *100.0%*
Total Valid Responses	**503**	169	78	91	157	413	71	161	338	30	441	202	312	102	130	163	205	165	149	184
Total Respondents	**449** *100.0%*	**154** *100.0%*	**63** *100.0%*	**84** *100.0%*	**141** *100.0%*	**365** *100.0%*	**68** *100.0%*	**138** *100.0%*	**307** *100.0%*	**18** *100.0%*	**402** *100.0%*	**165** *100.0%*	**278** *100.0%*	**51** *100.0%*	**124** *100.0%*	**145** *100.0%*	**175** *100.0%*	**151** *100.0%*	**132** *100.0%*	**162** *100.0%*
White	**165** *36.7%*	65 *42.2%* d	22 *34.9%*	29 *34.5%*	45 *31.9%*	135 *37.0%*	25 *36.8%*	47 *34.1%*	118 *38.4%*	9 *50.0%* **	152 *37.8%*	165 *100.0%* LM	7 *2.5%*	22 *43.1%* L	38 *30.6%*	54 *37.2%*	71 *40.6%* n	54 *35.8%*	56 *42.4%*	54 *33.3%*
Black or African-American	**278** *61.9%*	89 *57.8%*	40 *63.5%*	54 *64.3%*	91 *64.5%*	225 *61.6%*	43 *63.2%*	85 *61.6%*	189 *61.6%*	7 *38.9%* **	245 *60.9%*	7 *4.2%*	278 *100.0%* KM	20 *39.2%* K	84 *67.7%* p	89 *61.4%*	102 *58.3%*	95 *62.9%*	74 *56.1%*	106 *65.4%*
Asian	**5** *1.1%*	- -	2 *3.2%* AD	3 *3.6%* AD	- -	5 *1.4%*	- -	4 *2.9%* H	1 *0.3%*	2 *11.1%* **	2 *0.5%*	3 *1.8%*	4 *1.4%*	5 *9.8%* KL	2 *1.6%*	1 *0.7%*	2 *1.1%*	2 *1.3%*	1 *0.8%*	2 *1.2%*
Native Hawaiian or other Pacific Islander	**4** *0.9%*	1 *0.6%*	2 *3.2%* D	1 *1.2%*	- -	4 *1.1%*	- -	2 *1.4%*	2 *0.7%*	2 *11.1%* **	2 *0.5%*	3 *1.8%*	3 *1.1%*	4 *7.8%* KL	- -	1 *0.7%*	3 *1.7%*	- -	1 *0.8%*	3 *1.9%* q
American Indian or Alaska Native	**23** *5.1%*	3 *1.9%*	7 *11.1%* Ac	3 *3.6%*	10 *7.1%* A	20 *5.5%*	1 *1.5%*	10 *7.2%*	13 *4.2%*	4 *22.2%* **	19 *4.7%*	11 *6.7%*	10 *3.6%*	23 *45.1%* KL	4 *3.2%*	5 *3.4%*	14 *8.0%* no	7 *4.6%*	7 *5.3%*	9 *5.6%*
Other	**28** *6.2%*	11 *7.1%* C	5 *7.9%* C	1 *1.2%*	11 *7.8%* C	24 *6.6%*	2 *2.9%*	13 *9.4%* h	15 *4.9%*	6 *33.3%* **	21 *5.2%*	13 *7.9%* L	10 *3.6%*	28 *54.9%* KL	2 *1.6%*	13 *9.0%* N	13 *7.4%* N	7 *4.6%*	10 *7.6%*	10 *6.2%*

Cell Contents:
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- Statistical Test Results

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

Presented by The Myers Group
770-978-3173
2015

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**
Q57. Did someone help you complete this survey?																				
Total Eligible	**260** ***100.0%***	**87** ***100.0%***	**36** ***100.0%***	**51** ***100.0%***	**78** ***100.0%***	**210** ***100.0%***	**39** ***100.0%***	**75** ***100.0%***	**180** ***100.0%***	**10** ***100.0%***	**225** ***100.0%***	**92** ***100.0%***	**158** ***100.0%***	**16** ***100.0%***	**74** ***100.0%***	**90** ***100.0%***	**93** ***100.0%***	**87** ***100.0%***	**72** ***100.0%***	**97** ***100.0%***
Total Valid Responses	**256** ***100.0%***	**86** ***100.0%***	**36** ***100.0%***	**50** ***100.0%***	**77** ***100.0%***	**207** ***100.0%***	**39** ***100.0%***	**72** ***100.0%***	**180** ***100.0%***	**10** ***100.0%***	**222** ***100.0%***	**92** ***100.0%***	**155** ***100.0%***	**16** ***100.0%***	**73** ***100.0%***	**89** ***100.0%***	**92** ***100.0%***	**87** ***100.0%***	**72** ***100.0%***	**95** ***100.0%***
No Answer	**4**	1	-	1	1	3	-	3	-	-	3	-	3	-	1	1	1	-	-	2
Yes	**66** ***25.8%***	21 *24.4%*	10 *27.8%*	14 *28.0%*	19 *24.7%*	57 *27.5%* f	5 *12.8%*	33 *45.8%* H	33 *18.3%*	3 *30.0%* **	54 *24.3%*	20 *21.7%*	43 *27.7%*	5 *31.3%* **	16 *21.9%*	25 *28.1%*	25 *27.2%*	18 *20.7%*	17 *23.6%*	30 *31.6%* q
No	**190** ***74.2%***	65 *75.6%*	26 *72.2%*	36 *72.0%*	58 *75.3%*	150 *72.5%*	34 *87.2%* e	39 *54.2%*	147 *81.7%* G	7 *70.0%* **	168 *75.7%*	72 *78.3%*	112 *72.3%*	11 *68.8%* **	57 *78.1%*	64 *71.9%*	67 *72.8%*	69 *79.3%* s	55 *76.4%*	65 *68.4%*

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

Presented by The Myers Group
770-978-3173
2015

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q58. How did that person help you? Check all that apply.																				
Total Eligible	**66** *100.0%*	**21** *100.0%*	**10** *100.0%*	**14** *100.0%*	**19** *100.0%*	**57** *100.0%*	**5** *100.0%*	**33** *100.0%*	**33** *100.0%*	**3** *100.0%*	**54** *100.0%*	**20** *100.0%*	**43** *100.0%*	**5** *100.0%*	**16** *100.0%*	**25** *100.0%*	**25** *100.0%*	**18** *100.0%*	**17** *100.0%*	**30** *100.0%*
Total Valid Responses	**83**	22	15	16	26	71	7	43	40	3	70	26	55	6	17	36	30	20	21	41
Total Respondents	**66** *100.0%*	**21** *100.0%*	**10** *100.0%*	**14** *100.0%*	**19** *100.0%*	**57** *100.0%*	**5** *100.0%*	**33** *100.0%*	**33** *100.0%*	**3** *100.0%*	**54** *100.0%*	**20** *100.0%*	**43** *100.0%*	**5** *100.0%*	**16** *100.0%*	**25** *100.0%*	**25** *100.0%*	**18** *100.0%*	**17** *100.0%*	**30** *100.0%*
Read the questions to me	**39** *59.1%*	6 *28.6%* **	8 *80.0%* **	9 *64.3%* **	15 *78.9%* **	34 *59.6%*	2 *40.0%* **	22 *66.7%*	17 *51.5%*	3 *100.0%* **	30 *55.6%*	12 *60.0%* **	26 *60.5%*	2 *40.0%* **	4 *25.0%* **	16 *64.0%* **	19 *76.0%* **	8 *44.4%* **	10 *58.8%* **	21 *70.0%*
Wrote down the answers I gave	**17** *25.8%*	2 *9.5%* **	4 *40.0%* **	1 *7.1%* **	9 *47.4%* **	14 *24.6%*	2 *40.0%* **	8 *24.2%*	9 *27.3%*	- - **	16 *29.6%*	6 *30.0%* **	11 *25.6%*	1 *20.0%* **	4 *25.0%* **	9 *36.0%* **	4 *16.0%* **	5 *27.8%* **	4 *23.5%* **	8 *26.7%*
Answered the questions for me	**16** *24.2%*	9 *42.9%* **	2 *20.0%* **	3 *21.4%* **	1 *5.3%* **	14 *24.6%*	1 *20.0%* **	8 *24.2%*	8 *24.2%*	- - **	16 *29.6%*	4 *20.0%* **	11 *25.6%*	1 *20.0%* **	4 *25.0%* **	8 *32.0%* **	4 *16.0%* **	2 *11.1%* **	3 *17.6%* **	10 *33.3%*
Translated the questions into my language	**2** *3.0%*	1 *4.8%* **	- - **	1 *7.1%* **	- - **	1 *1.8%*	1 *20.0%* **	2 *6.1%*	- -	- - **	2 *3.7%*	- - **	1 *2.3%*	1 *20.0%* **	1 *6.3%* **	1 *4.0%* **	- - **	- - **	2 *11.8%* **	- -
Helped in some other way	**9** *13.6%*	4 *19.0%* **	1 *10.0%* **	2 *14.3%* **	1 *5.3%* **	8 *14.0%*	1 *20.0%* **	3 *9.1%*	6 *18.2%*	- - **	6 *11.1%*	4 *20.0%* **	6 *14.0%*	1 *20.0%* **	4 *25.0%* **	2 *8.0%* **	3 *12.0%* **	5 *27.8%* **	2 *11.8%* **	2 *6.7%*

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

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**
Q1. Our records show that you are now in Louisiana Healthcare Connections. Is that right?																			
Total Eligible	**527** ***100.0%***	**93** ***100.0%***	**346** ***100.0%***	**106** ***100.0%***	**268** ***100.0%***	**69** ***100.0%***	**285** ***100.0%***	**63** ***100.0%***	**87** ***100.0%***	**289** ***100.0%***	**160** ***100.0%***	**270** ***100.0%***	**27** ***100.0%***	**128** ***100.0%***	**254** ***100.0%***	**211** ***100.0%***	**260** ***100.0%***	**267** ***100.0%***	**-** **-**
Total Valid Responses	**514** ***100.0%***	**89** ***100.0%***	**337** ***100.0%***	**105** ***100.0%***	**263** ***100.0%***	**68** ***100.0%***	**278** ***100.0%***	**60** ***100.0%***	**85** ***100.0%***	**281** ***100.0%***	**156** ***100.0%***	**264** ***100.0%***	**26** ***100.0%***	**125** ***100.0%***	**249** ***100.0%***	**206** ***100.0%***	**250** ***100.0%***	**264** ***100.0%***	**-** **-**
No Answer	**13**	4	9	1	5	1	7	3	2	8	4	6	1	3	5	5	10	3	-
Yes	**514** ***100.0%***	89 *100.0%*	337 *100.0%*	105 *100.0%*	263 *100.0%*	68 *100.0%*	278 *100.0%*	60 *100.0%*	85 *100.0%*	281 *100.0%*	156 *100.0%*	264 *100.0%*	26 *100.0%* **	125 *100.0%*	249 *100.0%*	206 *100.0%*	250 *100.0%*	264 *100.0%*	- -
No	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- -	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**514** ***100.0%***	89 *100.0%*	337 *100.0%*	105 *100.0%*	263 *100.0%*	68 *100.0%*	278 *100.0%*	60 *100.0%*	85 *100.0%*	281 *100.0%*	156 *100.0%*	264 *100.0%*	26 *100.0%* **	125 *100.0%*	249 *100.0%*	206 *100.0%*	250 *100.0%*	264 *100.0%*	- -

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2015

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**
Q3. In the last 6 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?																			
Total Eligible	**527** *100.0%*	**93** *100.0%*	**346** *100.0%*	**106** *100.0%*	**268** *100.0%*	**69** *100.0%*	**285** *100.0%*	**63** *100.0%*	**87** *100.0%*	**289** *100.0%*	**160** *100.0%*	**270** *100.0%*	**27** *100.0%*	**128** *100.0%*	**254** *100.0%*	**211** *100.0%*	**260** *100.0%*	**267** *100.0%*	**-** **-**
Total Valid Responses	**493** *100.0%*	**91** *100.0%*	**345** *100.0%*	**105** *100.0%*	**266** *100.0%*	**69** *100.0%*	**281** *100.0%*	**62** *100.0%*	**86** *100.0%*	**288** *100.0%*	**160** *100.0%*	**268** *100.0%*	**27** *100.0%*	**128** *100.0%*	**254** *100.0%*	**208** *100.0%*	**257** *100.0%*	**236** *100.0%*	**-** **-**
No Answer	**34**	2	1	1	2	-	4	1	1	1	-	2	-	-	-	3	3	31	-
Yes	**208** ***42.2%***	48 *52.7%*	149 *43.2%*	60 *57.1%* D	121 *45.5%*	41 *59.4%* F	128 *45.6%*	34 *54.8%*	36 *41.9%*	127 *44.1%*	87 *54.4%* K	104 *38.8%*	13 *48.1%* **	72 *56.3%*	77 *30.3%*	122 *58.7%* N	121 *47.1%* Q	87 *36.9%*	- -
No	**285** ***57.8%***	43 *47.3%*	196 *56.8%*	45 *42.9%*	145 *54.5%* C	28 *40.6%*	153 *54.4%* E	28 *45.2%*	50 *58.1%*	161 *55.9%*	73 *45.6%*	164 *61.2%* J	14 *51.9%* **	56 *43.8%*	177 *69.7%* O	86 *41.3%*	136 *52.9%*	149 *63.1%* P	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**208** ***42.2%***	48 *52.7%*	149 *43.2%*	60 *57.1%* D	121 *45.5%*	41 *59.4%* F	128 *45.6%*	34 *54.8%*	36 *41.9%*	127 *44.1%*	87 *54.4%* K	104 *38.8%*	13 *48.1%* **	72 *56.3%*	77 *30.3%*	122 *58.7%* N	121 *47.1%* Q	87 *36.9%*	- -

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

		HEALTH PLAN RATING (Q35)		HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**
Q4. (GCQ) In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?																			
Total Eligible	**208** ***100.0%***	**48** ***100.0%***	**149** ***100.0%***	**60** ***100.0%***	**121** ***100.0%***	**41** ***100.0%***	**128** ***100.0%***	**34** ***100.0%***	**36** ***100.0%***	**127** ***100.0%***	**87** ***100.0%***	**104** ***100.0%***	**13** ***100.0%***	**72** ***100.0%***	**77** ***100.0%***	**122** ***100.0%***	**121** ***100.0%***	**87** ***100.0%***	**-** **-**
Total Valid Responses	**205** ***100.0%***	**47** ***100.0%***	**147** ***100.0%***	**60** ***100.0%***	**120** ***100.0%***	**39** ***100.0%***	**127** ***100.0%***	**33** ***100.0%***	**34** ***100.0%***	**127** ***100.0%***	**86** ***100.0%***	**102** ***100.0%***	**13** ***100.0%***	**71** ***100.0%***	**76** ***100.0%***	**120** ***100.0%***	**119** ***100.0%***	**86** ***100.0%***	**-** **-**
No Answer	**3**	1	2	-	1	2	1	1	2	-	1	2	-	1	1	2	2	1	-
Always	**124** ***60.5%***	21 *44.7%*	98 *66.7%* A	33 *55.0%*	79 *65.8%*	18 *46.2%*	85 *66.9%* E	12 *36.4%*	19 *55.9%*	88 *69.3%* G	55 *64.0%*	62 *60.8%*	3 *23.1%* **	52 *73.2%*	42 *55.3%*	77 *64.2%*	69 *58.0%*	55 *64.0%*	- -
Usually	**37** ***18.0%***	10 *21.3%*	25 *17.0%*	13 *21.7%*	22 *18.3%*	11 *28.2%* F	18 *14.2%*	6 *18.2%*	10 *29.4%* i	19 *15.0%*	12 *14.0%*	23 *22.5%*	4 *30.8%* **	8 *11.3%*	10 *13.2%*	27 *22.5%*	24 *20.2%*	13 *15.1%*	- -
Sometimes	**39** ***19.0%***	13 *27.7%* b	22 *15.0%*	13 *21.7%*	17 *14.2%*	8 *20.5%*	22 *17.3%*	12 *36.4%* HI	5 *14.7%*	18 *14.2%*	17 *19.8%*	15 *14.7%*	5 *38.5%* **	11 *15.5%*	21 *27.6%* O	15 *12.5%*	22 *18.5%*	17 *19.8%*	- -
Never	**5** ***2.4%***	3 *6.4%* b	2 *1.4%*	1 *1.7%*	2 *1.7%*	2 *5.1%*	2 *1.6%*	3 *9.1%* hI	- -	2 *1.6%*	2 *2.3%*	2 *2.0%*	1 *7.7%* **	- -	3 *3.9%*	1 *0.8%*	4 *3.4%*	1 *1.2%*	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**161** ***78.5%***	31 *66.0%*	123 *83.7%* A	46 *76.7%*	101 *84.2%*	29 *74.4%*	103 *81.1%*	18 *54.5%*	29 *85.3%* G	107 *84.3%* G	67 *77.9%*	85 *83.3%*	7 *53.8%* **	60 *84.5%*	52 *68.4%*	104 *86.7%* N	93 *78.2%*	68 *79.1%*	- -
HEDIS/CAHPS SUMMARY RATE - Always	**124** ***60.5%***	21 *44.7%*	98 *66.7%* A	33 *55.0%*	79 *65.8%*	18 *46.2%*	85 *66.9%* E	12 *36.4%*	19 *55.9%*	88 *69.3%* G	55 *64.0%*	62 *60.8%*	3 *23.1%* **	52 *73.2%*	42 *55.3%*	77 *64.2%*	69 *58.0%*	55 *64.0%*	- -
3-Point Score	**2.39**	2.11	2.50	2.32	2.50	2.21	2.48	1.91	2.41	2.54	2.42	2.44	1.77	2.58	2.24	2.51	2.36	2.43	-

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

		HEALTH PLAN RATING (Q35)		HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**
Q5. In the last 6 months, did you make any appointments for a check-up or routine care at a doctor's office or clinic?																			
Total Eligible	**527** ***100.0%***	**93** ***100.0%***	**346** ***100.0%***	**106** ***100.0%***	**268** ***100.0%***	**69** ***100.0%***	**285** ***100.0%***	**63** ***100.0%***	**87** ***100.0%***	**289** ***100.0%***	**160** ***100.0%***	**270** ***100.0%***	**27** ***100.0%***	**128** ***100.0%***	**254** ***100.0%***	**211** ***100.0%***	**260** ***100.0%***	**267** ***100.0%***	**-** **-**
Total Valid Responses	**488** ***100.0%***	**91** ***100.0%***	**343** ***100.0%***	**105** ***100.0%***	**266** ***100.0%***	**67** ***100.0%***	**284** ***100.0%***	**62** ***100.0%***	**86** ***100.0%***	**286** ***100.0%***	**159** ***100.0%***	**265** ***100.0%***	**26** ***100.0%***	**128** ***100.0%***	**252** ***100.0%***	**208** ***100.0%***	**257** ***100.0%***	**231** ***100.0%***	**-** **-**
No Answer	**39**	2	3	1	2	2	1	1	1	3	1	5	1	-	2	3	3	36	-
Yes	**375** ***76.8%***	66 *72.5%*	273 *79.6%*	90 *85.7%*	234 *88.0%*	54 *80.6%*	246 *86.6%*	44 *71.0%*	67 *77.9%*	228 *79.7%*	144 *90.6%* K	184 *69.4%*	21 *80.8%* **	119 *93.0%*	167 *66.3%*	184 *88.5%* N	197 *76.7%*	178 *77.1%*	- -
No	**113** ***23.2%***	25 *27.5%*	70 *20.4%*	15 *14.3%*	32 *12.0%*	13 *19.4%*	38 *13.4%*	18 *29.0%*	19 *22.1%*	58 *20.3%*	15 *9.4%*	81 *30.6%* J	5 *19.2%* **	9 *7.0%*	85 *33.7%* O	24 *11.5%*	60 *23.3%*	53 *22.9%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**375** ***76.8%***	66 *72.5%*	273 *79.6%*	90 *85.7%*	234 *88.0%*	54 *80.6%*	246 *86.6%*	44 *71.0%*	67 *77.9%*	228 *79.7%*	144 *90.6%* K	184 *69.4%*	21 *80.8%* **	119 *93.0%*	167 *66.3%*	184 *88.5%* N	197 *76.7%*	178 *77.1%*	- -

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2015

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Q6. (GCQ) In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?																			
Total Eligible	**375** *100.0%*	**66** *100.0%*	**273** *100.0%*	**90** *100.0%*	**234** *100.0%*	**54** *100.0%*	**246** *100.0%*	**44** *100.0%*	**67** *100.0%*	**228** *100.0%*	**144** *100.0%*	**184** *100.0%*	**21** *100.0%*	**119** *100.0%*	**167** *100.0%*	**184** *100.0%*	**197** *100.0%*	**178** *100.0%*	**-** **-**
Total Valid Responses	**359** *100.0%*	**64** *100.0%*	**262** *100.0%*	**86** *100.0%*	**229** *100.0%*	**50** *100.0%*	**240** *100.0%*	**43** *100.0%*	**61** *100.0%*	**222** *100.0%*	**143** *100.0%*	**173** *100.0%*	**21** *100.0%*	**118** *100.0%*	**159** *100.0%*	**179** *100.0%*	**187** *100.0%*	**172** *100.0%*	**-** **-**
No Answer	**16**	2	11	4	5	4	6	1	6	6	1	11	-	1	8	5	10	6	-
Always	**198** *55.2%*	24 *37.5%*	157 *59.9%* A	32 *37.2%*	151 *65.9%* C	19 *38.0%*	150 *62.5%* E	11 *25.6%*	27 *44.3%* g	143 *64.4%* GH	90 *62.9%* K	86 *49.7%*	6 *28.6%* **	81 *68.6%*	70 *44.0%*	119 *66.5%* N	114 *61.0%* Q	84 *48.8%*	- -
Usually	**68** *18.9%*	16 *25.0%*	45 *17.2%*	23 *26.7%* D	37 *16.2%*	18 *36.0%* F	37 *15.4%*	12 *27.9%* I	17 *27.9%* I	32 *14.4%*	21 *14.7%*	37 *21.4%*	5 *23.8%* **	16 *13.6%*	36 *22.6%*	28 *15.6%*	34 *18.2%*	34 *19.8%*	- -
Sometimes	**89** *24.8%*	23 *35.9%* B	57 *21.8%*	30 *34.9%* D	39 *17.0%*	12 *24.0%*	50 *20.8%*	19 *44.2%* hl	17 *27.9%*	44 *19.8%*	32 *22.4%*	46 *26.6%*	10 *47.6%* **	21 *17.8%*	51 *32.1%* O	30 *16.8%*	36 *19.3%*	53 *30.8%* P	- -
Never	**4** *1.1%*	1 *1.6%*	3 *1.1%*	1 *1.2%*	2 *0.9%*	1 *2.0%*	3 *1.3%*	1 *2.3%*	- -	3 *1.4%*	- -	4 *2.3%* j	- - **	- -	2 *1.3%*	2 *1.1%*	3 *1.6%*	1 *0.6%*	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**266** *74.1%*	40 *62.5%*	202 *77.1%* A	55 *64.0%*	188 *82.1%* C	37 *74.0%*	187 *77.9%*	23 *53.5%*	44 *72.1%* g	175 *78.8%* G	111 *77.6%*	123 *71.1%*	11 *52.4%* **	97 *82.2%*	106 *66.7%*	147 *82.1%* N	148 *79.1%* Q	118 *68.6%*	- -
HEDIS/CAHPS SUMMARY RATE - Always	**198** *55.2%*	24 *37.5%*	157 *59.9%* A	32 *37.2%*	151 *65.9%* C	19 *38.0%*	150 *62.5%* E	11 *25.6%*	27 *44.3%* g	143 *64.4%* GH	90 *62.9%* K	86 *49.7%*	6 *28.6%* **	81 *68.6%*	70 *44.0%*	119 *66.5%* N	114 *61.0%* Q	84 *48.8%*	- -
3-Point Score	**2.29**	2.00	2.37	2.01	2.48	2.12	2.40	1.79	2.16	2.43	2.41	2.21	1.81	2.51	2.11	2.49	2.40	2.17	-

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Q7. In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?																		
Total Eligible	**527** *100.0%*	**93** *100.0%*	**346** *100.0%*	**106** *100.0%*	**268** *100.0%*	**69** *100.0%*	**285** *100.0%*	**63** *100.0%*	**87** *100.0%*	**289** *100.0%*	**160** *100.0%*	**270** *100.0%*	**27** *100.0%*	**128** *100.0%*	**254** *100.0%*	**211** *100.0%*	**260** *100.0%*	**267** *100.0%*	**-** **-**
Total Valid Responses	**465** *100.0%*	**86** *100.0%*	**336** *100.0%*	**106** *100.0%*	**268** *100.0%*	**64** *100.0%*	**275** *100.0%*	**57** *100.0%*	**85** *100.0%*	**280** *100.0%*	**154** *100.0%*	**261** *100.0%*	**26** *100.0%*	**123** *100.0%*	**254** *100.0%*	**211** *100.0%*	**250** *100.0%*	**215** *100.0%*	**-** **-**
No Answer	**62**	7	10	-	-	5	10	6	2	9	6	9	1	5	-	-	10	52	-
None	**82** *17.6%*	19 *22.1%*	51 *15.2%*	- -	- -	8 *12.5%*	29 *10.5%*	13 *22.8%*	14 *16.5%*	43 *15.4%*	14 *9.1%*	58 *22.2%* J	7 *26.9%* **	6 *4.9%*	82 *32.3%* O	- -	45 *18.0%*	37 *17.2%*	- -
1 time	**58** *12.5%*	4 *4.7%*	49 *14.6%* A	10 *9.4%*	48 *17.9%* C	2 *3.1%*	36 *13.1%* E	2 *3.5%*	9 *10.6%*	42 *15.0%* G	20 *13.0%*	35 *13.4%*	5 *19.2%* **	14 *11.4%*	58 *22.8%* O	- -	27 *10.8%*	31 *14.4%*	- -
2	**114** *24.5%*	18 *20.9%*	86 *25.6%*	29 *27.4%*	83 *31.0%*	22 *34.4%*	71 *25.8%*	10 *17.5%*	31 *36.5%* GI	63 *22.5%*	41 *26.6%*	59 *22.6%*	5 *19.2%* **	34 *27.6%*	114 *44.9%* O	- -	63 *25.2%*	51 *23.7%*	- -
3	**75** *16.1%*	20 *23.3%* b	51 *15.2%*	24 *22.6%*	48 *17.9%*	10 *15.6%*	46 *16.7%*	16 *28.1%* HI	12 *14.1%*	43 *15.4%*	20 *13.0%*	48 *18.4%*	2 *7.7%* **	18 *14.6%*	- -	75 *35.5%* N	52 *20.8%* Q	23 *10.7%*	- -
4	**48** *10.3%*	8 *9.3%*	37 *11.0%*	14 *13.2%*	32 *11.9%*	7 *10.9%*	36 *13.1%*	6 *10.5%*	7 *8.2%*	32 *11.4%*	23 *14.9%* k	23 *8.8%*	4 *15.4%* **	18 *14.6%*	- -	48 *22.7%* N	29 *11.6%*	19 *8.8%*	- -
5 to 9	**62** *13.3%*	10 *11.6%*	46 *13.7%*	19 *17.9%*	41 *15.3%*	11 *17.2%*	41 *14.9%*	6 *10.5%*	9 *10.6%*	41 *14.6%*	25 *16.2%*	28 *10.7%*	3 *11.5%* **	22 *17.9%*	- -	62 *29.4%* N	24 *9.6%*	38 *17.7%* P	- -
10 or more times	**26** *5.6%*	7 *8.1%*	16 *4.8%*	10 *9.4%*	16 *6.0%*	4 *6.3%*	16 *5.8%*	4 *7.0%*	3 *3.5%*	16 *5.7%*	11 *7.1%*	10 *3.8%*	- - **	11 *8.9%*	- -	26 *12.3%* N	10 *4.0%*	16 *7.4%*	- -
HEDIS/CAHPS SUMMARY RATE - 1 or more times	**383** *82.4%*	67 *77.9%*	285 *84.8%*	106 *100.0%*	268 *100.0%*	56 *87.5%*	246 *89.5%*	44 *77.2%*	71 *83.5%*	237 *84.6%*	140 *90.9%* K	203 *77.8%*	19 *73.1%* **	117 *95.1%*	172 *67.7%*	211 *100.0%* N	205 *82.0%*	178 *82.8%*	- -

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Q8. (HPE) In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?																			
Total Eligible	**383** *100.0%*	**67** *100.0%*	**285** *100.0%*	**106** *100.0%*	**268** *100.0%*	**56** *100.0%*	**246** *100.0%*	**44** *100.0%*	**71** *100.0%*	**237** *100.0%*	**140** *100.0%*	**203** *100.0%*	**19** *100.0%*	**117** *100.0%*	**172** *100.0%*	**211** *100.0%*	**205** *100.0%*	**178** *100.0%*	**-** **-**
Total Valid Responses	**377** *100.0%*	**67** *100.0%*	**281** *100.0%*	**105** *100.0%*	**265** *100.0%*	**55** *100.0%*	**243** *100.0%*	**44** *100.0%*	**70** *100.0%*	**234** *100.0%*	**140** *100.0%*	**201** *100.0%*	**19** *100.0%*	**117** *100.0%*	**169** *100.0%*	**208** *100.0%*	**203** *100.0%*	**174** *100.0%*	**-** **-**
No Answer	**6**	-	4	1	3	1	3	-	1	3	-	2	-	-	3	3	2	4	-
Yes	**256** ***67.9%***	47 *70.1%*	194 *69.0%*	64 *61.0%*	190 *71.7%* C	42 *76.4%*	180 *74.1%*	29 *65.9%*	51 *72.9%*	161 *68.8%*	116 *82.9%* K	119 *59.2%*	16 *84.2%* **	97 *82.9%*	103 *60.9%*	153 *73.6%* N	141 *69.5%*	115 *66.1%*	- -
No	**121** ***32.1%***	20 *29.9%*	87 *31.0%*	41 *39.0%* D	75 *28.3%*	13 *23.6%*	63 *25.9%*	15 *34.1%*	19 *27.1%*	73 *31.2%*	24 *17.1%*	82 *40.8%* J	3 *15.8%* **	20 *17.1%*	66 *39.1%* O	55 *26.4%*	62 *30.5%*	59 *33.9%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**256** ***67.9%***	47 *70.1%*	194 *69.0%*	64 *61.0%*	190 *71.7%* C	42 *76.4%*	180 *74.1%*	29 *65.9%*	51 *72.9%*	161 *68.8%*	116 *82.9%* K	119 *59.2%*	16 *84.2%* **	97 *82.9%*	103 *60.9%*	153 *73.6%* N	141 *69.5%*	115 *66.1%*	- -
3-Point Score	**2.36**	2.40	2.38	2.22	2.43	2.53	2.48	2.32	2.46	2.38	2.66	2.18	2.68	2.66	2.22	2.47	2.39	2.32	-

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**
Q9. In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?																			
Total Eligible	**383** *100.0%*	**67** *100.0%*	**285** *100.0%*	**106** *100.0%*	**268** *100.0%*	**56** *100.0%*	**246** *100.0%*	**44** *100.0%*	**71** *100.0%*	**237** *100.0%*	**140** *100.0%*	**203** *100.0%*	**19** *100.0%*	**117** *100.0%*	**172** *100.0%*	**211** *100.0%*	**205** *100.0%*	**178** *100.0%*	**-** **-**
Total Valid Responses	**374** *100.0%*	**65** *100.0%*	**281** *100.0%*	**104** *100.0%*	**266** *100.0%*	**54** *100.0%*	**243** *100.0%*	**43** *100.0%*	**69** *100.0%*	**234** *100.0%*	**140** *100.0%*	**199** *100.0%*	**19** *100.0%*	**117** *100.0%*	**169** *100.0%*	**205** *100.0%*	**201** *100.0%*	**173** *100.0%*	**-** **-**
No Answer	**9**	2	4	2	2	2	3	1	2	3	-	4	-	-	3	6	4	5	-
Yes	**143** ***38.2%***	33 *50.8%* B	101 *35.9%*	41 *39.4%*	99 *37.2%*	29 *53.7%* F	91 *37.4%*	21 *48.8%*	27 *39.1%*	86 *36.8%*	60 *42.9%*	72 *36.2%*	7 *36.8%* **	53 *45.3%*	47 *27.8%*	96 *46.8%* N	71 *35.3%*	72 *41.6%*	- -
No	**231** ***61.8%***	32 *49.2%*	180 *64.1%* A	63 *60.6%*	167 *62.8%*	25 *46.3%*	152 *62.6%* E	22 *51.2%*	42 *60.9%*	148 *63.2%*	80 *57.1%*	127 *63.8%*	12 *63.2%* **	64 *54.7%*	122 *72.2%* O	109 *53.2%*	130 *64.7%*	101 *58.4%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**143** ***38.2%***	33 *50.8%* B	101 *35.9%*	41 *39.4%*	99 *37.2%*	29 *53.7%* F	91 *37.4%*	21 *48.8%*	27 *39.1%*	86 *36.8%*	60 *42.9%*	72 *36.2%*	7 *36.8%* **	53 *45.3%*	47 *27.8%*	96 *46.8%* N	71 *35.3%*	72 *41.6%*	- -

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**
Q10. (SDM) Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?																			
Total Eligible	**143** ***100.0%***	**33** ***100.0%***	**101** ***100.0%***	**41** ***100.0%***	**99** ***100.0%***	**29** ***100.0%***	**91** ***100.0%***	**21** ***100.0%***	**27** ***100.0%***	**86** ***100.0%***	**60** ***100.0%***	**72** ***100.0%***	**7** ***100.0%***	**53** ***100.0%***	**47** ***100.0%***	**96** ***100.0%***	**71** ***100.0%***	**72** ***100.0%***	**-** **-**
Total Valid Responses	**142** ***100.0%***	**33** ***100.0%***	**100** ***100.0%***	**41** ***100.0%***	**98** ***100.0%***	**28** ***100.0%***	**91** ***100.0%***	**21** ***100.0%***	**26** ***100.0%***	**86** ***100.0%***	**60** ***100.0%***	**71** ***100.0%***	**7** ***100.0%***	**53** ***100.0%***	**46** ***100.0%***	**96** ***100.0%***	**70** ***100.0%***	**72** ***100.0%***	**-** **-**
No Answer	**1**	-	1	-	1	1	-	-	1	-	-	1	-	-	1	-	1	-	-
Yes	**119** ***83.8%***	30 *90.9%*	81 *81.0%*	35 *85.4%*	82 *83.7%*	25 *89.3%* **	77 *84.6%*	19 *90.5%* **	25 *96.2%* **	67 *77.9%*	55 *91.7%* K	55 *77.5%*	6 *85.7%* **	49 *92.5%*	39 *84.8%*	80 *83.3%*	64 *91.4%* Q	55 *76.4%*	- -
No	**23** ***16.2%***	3 *9.1%*	19 *19.0%*	6 *14.6%*	16 *16.3%*	3 *10.7%* **	14 *15.4%*	2 *9.5%* **	1 *3.8%* **	19 *22.1%*	5 *8.3%*	16 *22.5%* J	1 *14.3%* **	4 *7.5%*	7 *15.2%*	16 *16.7%*	6 *8.6%*	17 *23.6%* P	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**119** ***83.8%***	30 *90.9%*	81 *81.0%*	35 *85.4%*	82 *83.7%*	25 *89.3%* **	77 *84.6%*	19 *90.5%* **	25 *96.2%* **	67 *77.9%*	55 *91.7%* K	55 *77.5%*	6 *85.7%* **	49 *92.5%*	39 *84.8%*	80 *83.3%*	64 *91.4%* Q	55 *76.4%*	- -
3-Point Score	**2.68**	2.82	2.62	2.71	2.67	2.79	2.69	2.81	2.92	2.56	2.83	2.55	2.71	2.85	2.70	2.67	2.83	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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Q11. (SDM) Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine?																			
Total Eligible	**143** *100.0%*	**33** *100.0%*	**101** *100.0%*	**41** *100.0%*	**99** *100.0%*	**29** *100.0%*	**91** *100.0%*	**21** *100.0%*	**27** *100.0%*	**86** *100.0%*	**60** *100.0%*	**72** *100.0%*	**7** *100.0%*	**53** *100.0%*	**47** *100.0%*	**96** *100.0%*	**71** *100.0%*	**72** *100.0%*	**-** **-**
Total Valid Responses	**142** *100.0%*	**33** *100.0%*	**101** *100.0%*	**41** *100.0%*	**99** *100.0%*	**29** *100.0%*	**91** *100.0%*	**21** *100.0%*	**27** *100.0%*	**86** *100.0%*	**60** *100.0%*	**72** *100.0%*	**7** *100.0%*	**53** *100.0%*	**47** *100.0%*	**95** *100.0%*	**71** *100.0%*	**71** *100.0%*	**-** **-**
No Answer	**1**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-
Yes	**86** *60.6%*	21 *63.6%*	60 *59.4%*	26 *63.4%*	59 *59.6%*	21 *72.4%* **	54 *59.3%*	14 *66.7%* **	16 *59.3%* **	51 *59.3%*	38 *63.3%*	41 *56.9%*	4 *57.1%* **	34 *64.2%*	25 *53.2%*	61 *64.2%*	46 *64.8%*	40 *56.3%*	- -
No	**56** *39.4%*	12 *36.4%*	41 *40.6%*	15 *36.6%*	40 *40.4%*	8 *27.6%* **	37 *40.7%*	7 *33.3%* **	11 *40.7%* **	35 *40.7%*	22 *36.7%*	31 *43.1%*	3 *42.9%* **	19 *35.8%*	22 *46.8%*	34 *35.8%*	25 *35.2%*	31 *43.7%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**86** *60.6%*	21 *63.6%*	60 *59.4%*	26 *63.4%*	59 *59.6%*	21 *72.4%* **	54 *59.3%*	14 *66.7%* **	16 *59.3%* **	51 *59.3%*	38 *63.3%*	41 *56.9%*	4 *57.1%* **	34 *64.2%*	25 *53.2%*	61 *64.2%*	46 *64.8%*	40 *56.3%*	- -
3-Point Score	**2.21**	2.27	2.19	2.27	2.19	2.45	2.19	2.33	2.19	2.19	2.27	2.14	2.14	2.28	2.06	2.28	2.30	2.13	-

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**
Q12. (SDM) When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?																			
Total Eligible	**143** *100.0%*	**33** *100.0%*	**101** *100.0%*	**41** *100.0%*	**99** *100.0%*	**29** *100.0%*	**91** *100.0%*	**21** *100.0%*	**27** *100.0%*	**86** *100.0%*	**60** *100.0%*	**72** *100.0%*	**7** *100.0%*	**53** *100.0%*	**47** *100.0%*	**96** *100.0%*	**71** *100.0%*	**72** *100.0%*	**-** **-**
Total Valid Responses	**137** *100.0%*	**31** *100.0%*	**98** *100.0%*	**40** *100.0%*	**95** *100.0%*	**29** *100.0%*	**88** *100.0%*	**21** *100.0%*	**24** *100.0%*	**84** *100.0%*	**57** *100.0%*	**70** *100.0%*	**6** *100.0%*	**51** *100.0%*	**45** *100.0%*	**92** *100.0%*	**68** *100.0%*	**69** *100.0%*	**-** **-**
No Answer	**6**	2	3	1	4	-	3	-	3	2	3	2	1	2	2	4	3	3	-
Yes	**103** ***75.2%***	23 *74.2%*	73 *74.5%*	28 *70.0%*	73 *76.8%*	22 *75.9%* **	68 *77.3%*	15 *71.4%* **	20 *83.3%* **	61 *72.6%*	46 *80.7%* k	47 *67.1%*	6 *100.0%* **	40 *78.4%*	34 *75.6%*	69 *75.0%*	52 *76.5%*	51 *73.9%*	- -
No	**34** ***24.8%***	8 *25.8%*	25 *25.5%*	12 *30.0%*	22 *23.2%*	7 *24.1%* **	20 *22.7%*	6 *28.6%* **	4 *16.7%* **	23 *27.4%*	11 *19.3%*	23 *32.9%* j	- - **	11 *21.6%*	11 *24.4%*	23 *25.0%*	16 *23.5%*	18 *26.1%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**103** ***75.2%***	23 *74.2%*	73 *74.5%*	28 *70.0%*	73 *76.8%*	22 *75.9%* **	68 *77.3%*	15 *71.4%* **	20 *83.3%* **	61 *72.6%*	46 *80.7%* k	47 *67.1%*	6 *100.0%* **	40 *78.4%*	34 *75.6%*	69 *75.0%*	52 *76.5%*	51 *73.9%*	- -
3-Point Score	**2.50**	2.48	2.49	2.40	2.54	2.52	2.55	2.43	2.67	2.45	2.61	2.34	3.00	2.57	2.51	2.50	2.53	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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Q13. What number would you use to rate all your health care in the last 6 months?																			
Total Eligible	**383** *100.0%*	**67** *100.0%*	**285** *100.0%*	**106** *100.0%*	**268** *100.0%*	**56** *100.0%*	**246** *100.0%*	**44** *100.0%*	**71** *100.0%*	**237** *100.0%*	**140** *100.0%*	**203** *100.0%*	**19** *100.0%*	**117** *100.0%*	**172** *100.0%*	**211** *100.0%*	**205** *100.0%*	**178** *100.0%*	**-** **-**
Total Valid Responses	**374** *100.0%*	**66** *100.0%*	**282** *100.0%*	**106** *100.0%*	**268** *100.0%*	**54** *100.0%*	**244** *100.0%*	**44** *100.0%*	**69** *100.0%*	**235** *100.0%*	**139** *100.0%*	**200** *100.0%*	**18** *100.0%*	**117** *100.0%*	**170** *100.0%*	**204** *100.0%*	**201** *100.0%*	**173** *100.0%*	**-** **-**
No Answer	**9**	1	3	-	-	2	2	-	2	2	1	3	1	-	2	7	4	5	-
10 - Best health care possible	**170** *45.5%*	3 *4.5%*	158 *56.0%* A	- -	170 *63.4%* C	8 *14.8%*	133 *54.5%* E	2 *4.5%*	10 *14.5%* g	149 *63.4%* GH	65 *46.8%*	90 *45.0%*	5 *27.8%* **	59 *50.4%*	81 *47.6%*	89 *43.6%*	89 *44.3%*	81 *46.8%*	- -
9	**36** *9.6%*	4 *6.1%*	30 *10.6%*	- -	36 *13.4%* C	1 *1.9%*	27 *11.1%* E	3 *6.8%*	4 *5.8%*	27 *11.5%*	20 *14.4%* K	11 *5.5%*	3 *16.7%* **	17 *14.5%*	18 *10.6%*	18 *8.8%*	22 *10.9%*	14 *8.1%*	- -
8	**62** *16.6%*	13 *19.7%*	42 *14.9%*	- -	62 *23.1%* C	9 *16.7%*	42 *17.2%*	5 *11.4%*	29 *42.0%* GI	21 *8.9%*	19 *13.7%*	38 *19.0%*	4 *22.2%* **	13 *11.1%*	32 *18.8%*	30 *14.7%*	32 *15.9%*	30 *17.3%*	- -
7	**37** *9.9%*	12 *18.2%* B	21 *7.4%*	37 *34.9%* D	- -	7 *13.0%*	21 *8.6%*	5 *11.4%*	15 *21.7%* I	13 *5.5%*	14 *10.1%*	19 *9.5%*	2 *11.1%* **	11 *9.4%*	15 *8.8%*	22 *10.8%*	18 *9.0%*	19 *11.0%*	- -
6	**20** *5.3%*	6 *9.1%* b	11 *3.9%*	20 *18.9%* D	- -	3 *5.6%*	8 *3.3%*	5 *11.4%* I	4 *5.8%*	8 *3.4%*	7 *5.0%*	9 *4.5%*	- - **	7 *6.0%*	5 *2.9%*	15 *7.4%* n	12 *6.0%*	8 *4.6%*	- -
5	**23** *6.1%*	13 *19.7%* B	9 *3.2%*	23 *21.7%* D	- -	13 *24.1%* F	6 *2.5%*	10 *22.7%* HI	5 *7.2%*	7 *3.0%*	3 *2.2%*	18 *9.0%* J	1 *5.6%* **	2 *1.7%*	10 *5.9%*	13 *6.4%*	14 *7.0%*	9 *5.2%*	- -
4	**10** *2.7%*	6 *9.1%* B	4 *1.4%*	10 *9.4%* D	- -	6 *11.1%* F	1 *0.4%*	5 *11.4%* HI	1 *1.4%*	4 *1.7%*	4 *2.9%*	6 *3.0%*	- - **	4 *3.4%*	5 *2.9%*	5 *2.5%*	6 *3.0%*	4 *2.3%*	- -
3	**4** *1.1%*	3 *4.5%* B	1 *0.4%*	4 *3.8%* D	- -	2 *3.7%* F	1 *0.4%*	3 *6.8%* HI	- -	1 *0.4%*	1 *0.7%*	3 *1.5%*	1 *5.6%* **	- -	1 *0.6%*	3 *1.5%*	4 *2.0%* q	- -	- -
2	**2** *0.5%*	1 *1.5%*	1 *0.4%*	2 *1.9%* D	- -	1 *1.9%*	1 *0.4%*	1 *2.3%*	- -	1 *0.4%*	2 *1.4%* k	- -	1 *5.6%* **	1 *0.9%*	1 *0.6%*	1 *0.5%*	1 *0.5%*	1 *0.6%*	- -
1	**7** *1.9%*	4 *6.1%* B	3 *1.1%*	7 *6.6%* D	- -	3 *5.6%* F	2 *0.8%*	4 *9.1%* hl	1 *1.4%*	2 *0.9%*	3 *2.2%*	4 *2.0%*	- - **	3 *2.6%*	2 *1.2%*	5 *2.5%*	2 *1.0%*	5 *2.9%*	- -
0 - Worst health care possible	**3** *0.8%*	1 *1.5%*	2 *0.7%*	3 *2.8%* D	- -	1 *1.9%*	2 *0.8%*	1 *2.3%*	- -	2 *0.9%*	1 *0.7%*	2 *1.0%*	1 *5.6%* **	- -	- -	3 *1.5%*	1 *0.5%*	2 *1.2%*	- -
SUMMARY - 0-3	**16** *4.3%*	9 *13.6%* B	7 *2.5%*	16 *15.1%* D	- -	7 *13.0%* F	6 *2.5%*	9 *20.5%* HI	1 *1.4%*	6 *2.6%*	7 *5.0%*	9 *4.5%*	3 *16.7%* **	4 *3.4%*	4 *2.4%*	12 *5.9%* n	8 *4.0%*	8 *4.6%*	- -
SUMMARY - 4-7	**90** *24.1%*	37 *56.1%* B	45 *16.0%*	90 *84.9%* D	- -	29 *53.7%* F	36 *14.8%*	25 *56.8%* HI	25 *36.2%* I	32 *13.6%*	28 *20.1%*	52 *26.0%*	3 *16.7%* **	24 *20.5%*	35 *20.6%*	55 *27.0%*	50 *24.9%*	40 *23.1%*	- -
HEDIS/CAHPS SUMMARY RATE - 8-10	**268** *71.7%*	20 *30.3%*	230 *81.6%* A	- -	268 *100.0%* C	18 *33.3%*	202 *82.8%* E	10 *22.7%*	43 *62.3%* G	197 *83.8%* GH	104 *74.8%*	139 *69.5%*	12 *66.7%* **	89 *76.1%*	131 *77.1%* O	137 *67.2%*	143 *71.1%*	125 *72.3%*	- -
HEDIS/CAHPS SUMMARY RATE - 9-10	**206** *55.1%*	7 *10.6%*	188 *66.7%* A	- -	206 *76.9%* C	9 *16.7%*	160 *65.6%* E	5 *11.4%*	14 *20.3%*	176 *74.9%* GH	85 *61.2%* k	101 *50.5%*	8 *44.4%* **	76 *65.0%*	99 *58.2%*	107 *52.5%*	111 *55.2%*	95 *54.9%*	- -
3-Point Score	**2.37**	1.59	2.56	1.35	2.77	1.63	2.57	1.45	2.04	2.64	2.46	2.30	2.22	2.50	2.44	2.30	2.35	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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Q14. (GNC) In the last 6 months, how often was it easy to get the care, tests, or treatment you thought you needed through your health plan?																			
Total Eligible	**383** *100.0%*	**67** *100.0%*	**285** *100.0%*	**106** *100.0%*	**268** *100.0%*	**56** *100.0%*	**246** *100.0%*	**44** *100.0%*	**71** *100.0%*	**237** *100.0%*	**140** *100.0%*	**203** *100.0%*	**19** *100.0%*	**117** *100.0%*	**172** *100.0%*	**211** *100.0%*	**205** *100.0%*	**178** *100.0%*	**-** **-**
Total Valid Responses	**373** *100.0%*	**67** *100.0%*	**280** *100.0%*	**106** *100.0%*	**264** *100.0%*	**55** *100.0%*	**242** *100.0%*	**44** *100.0%*	**70** *100.0%*	**233** *100.0%*	**140** *100.0%*	**200** *100.0%*	**19** *100.0%*	**117** *100.0%*	**168** *100.0%*	**205** *100.0%*	**201** *100.0%*	**172** *100.0%*	**-** **-**
No Answer	**10**	-	5	-	4	1	4	-	1	4	-	3	-	-	4	6	4	6	-
Always	**247** *66.2%*	22 *32.8%*	211 *75.4%* A	39 *36.8%*	207 *78.4%* C	15 *27.3%*	188 *77.7%* E	13 *29.5%*	35 *50.0%* G	185 *79.4%* GH	102 *72.9%* K	124 *62.0%*	10 *52.6%* **	90 *76.9%*	116 *69.0%*	131 *63.9%*	133 *66.2%*	114 *66.3%*	- -
Usually	**60** *16.1%*	19 *28.4%* B	37 *13.2%*	26 *24.5%* D	33 *12.5%*	17 *30.9%* F	31 *12.8%*	9 *20.5%* i	23 *32.9%* I	24 *10.3%*	22 *15.7%*	33 *16.5%*	4 *21.1%* **	17 *14.5%*	25 *14.9%*	35 *17.1%*	31 *15.4%*	29 *16.9%*	- -
Sometimes	**59** *15.8%*	23 *34.3%* B	29 *10.4%*	37 *34.9%* D	21 *8.0%*	19 *34.5%* F	22 *9.1%*	19 *43.2%* HI	11 *15.7%*	22 *9.4%*	15 *10.7%*	38 *19.0%* J	5 *26.3%* **	10 *8.5%*	22 *13.1%*	37 *18.0%*	33 *16.4%*	26 *15.1%*	- -
Never	**7** *1.9%*	3 *4.5%* b	3 *1.1%*	4 *3.8%* d	3 *1.1%*	4 *7.3%* F	1 *0.4%*	3 *6.8%* I	1 *1.4%*	2 *0.9%*	1 *0.7%*	5 *2.5%*	- - **	- -	5 *3.0%*	2 *1.0%*	4 *2.0%*	3 *1.7%*	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**307** *82.3%*	41 *61.2%*	248 *88.6%* A	65 *61.3%*	240 *90.9%* C	32 *58.2%*	219 *90.5%* E	22 *50.0%*	58 *82.9%* G	209 *89.7%* G	124 *88.6%* K	157 *78.5%*	14 *73.7%* **	107 *91.5%*	141 *83.9%*	166 *81.0%*	164 *81.6%*	143 *83.1%*	- -
HEDIS/CAHPS SUMMARY RATE - Always	**247** *66.2%*	22 *32.8%*	211 *75.4%* A	39 *36.8%*	207 *78.4%* C	15 *27.3%*	188 *77.7%* E	13 *29.5%*	35 *50.0%* G	185 *79.4%* GH	102 *72.9%* K	124 *62.0%*	10 *52.6%* **	90 *76.9%*	116 *69.0%*	131 *63.9%*	133 *66.2%*	114 *66.3%*	- -
3-Point Score	**2.49**	1.94	2.64	1.98	2.69	1.85	2.68	1.80	2.33	2.69	2.61	2.41	2.26	2.68	2.53	2.45	2.48	2.49	-

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Q15. Do you have a personal doctor?																			
Total Eligible	**527** ***100.0%***	**93** ***100.0%***	**346** ***100.0%***	**106** ***100.0%***	**268** ***100.0%***	**69** ***100.0%***	**285** ***100.0%***	**63** ***100.0%***	**87** ***100.0%***	**289** ***100.0%***	**160** ***100.0%***	**270** ***100.0%***	**27** ***100.0%***	**128** ***100.0%***	**254** ***100.0%***	**211** ***100.0%***	**260** ***100.0%***	**267** ***100.0%***	**-** **-**
Total Valid Responses	**479** ***100.0%***	**91** ***100.0%***	**343** ***100.0%***	**105** ***100.0%***	**266** ***100.0%***	**69** ***100.0%***	**285** ***100.0%***	**62** ***100.0%***	**85** ***100.0%***	**287** ***100.0%***	**159** ***100.0%***	**268** ***100.0%***	**26** ***100.0%***	**128** ***100.0%***	**250** ***100.0%***	**208** ***100.0%***	**256** ***100.0%***	**223** ***100.0%***	**-** **-**
No Answer	**48**	2	3	1	2	-	-	1	2	2	1	2	1	-	4	3	4	44	-
Yes	**377** ***78.7%***	64 *70.3%*	279 *81.3%* A	83 *79.0%*	227 *85.3%*	69 *100.0%*	285 *100.0%*	43 *69.4%*	61 *71.8%*	239 *83.3%* GH	142 *89.3%* K	190 *70.9%*	22 *84.6%* **	116 *90.6%*	181 *72.4%*	179 *86.1%* N	201 *78.5%*	176 *78.9%*	- -
No	**102** ***21.3%***	27 *29.7%* B	64 *18.7%*	22 *21.0%*	39 *14.7%*	- -	- -	19 *30.6%* I	24 *28.2%* I	48 *16.7%*	17 *10.7%*	78 *29.1%* J	4 *15.4%* **	12 *9.4%*	69 *27.6%* O	29 *13.9%*	55 *21.5%*	47 *21.1%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**377** ***78.7%***	64 *70.3%*	279 *81.3%* A	83 *79.0%*	227 *85.3%*	69 *100.0%*	285 *100.0%*	43 *69.4%*	61 *71.8%*	239 *83.3%* GH	142 *89.3%* K	190 *70.9%*	22 *84.6%* **	116 *90.6%*	181 *72.4%*	179 *86.1%* N	201 *78.5%*	176 *78.9%*	- -

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

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2015

		HEALTH PLAN RATING (Q35)		HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**
Q16. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?																			
Total Eligible	**377** ***100.0%***	**64** ***100.0%***	**279** ***100.0%***	**83** ***100.0%***	**227** ***100.0%***	**69** ***100.0%***	**285** ***100.0%***	**43** ***100.0%***	**61** ***100.0%***	**239** ***100.0%***	**142** ***100.0%***	**190** ***100.0%***	**22** ***100.0%***	**116** ***100.0%***	**181** ***100.0%***	**179** ***100.0%***	**201** ***100.0%***	**176** ***100.0%***	**-** **-**
Total Valid Responses	**358** ***100.0%***	**61** ***100.0%***	**266** ***100.0%***	**82** ***100.0%***	**222** ***100.0%***	**67** ***100.0%***	**276** ***100.0%***	**40** ***100.0%***	**58** ***100.0%***	**229** ***100.0%***	**140** ***100.0%***	**181** ***100.0%***	**22** ***100.0%***	**114** ***100.0%***	**171** ***100.0%***	**176** ***100.0%***	**188** ***100.0%***	**170** ***100.0%***	**-** **-**
No Answer	**19**	3	13	1	5	2	9	3	3	10	2	9	-	2	10	3	13	6	-
None	**29** ***8.1%***	5 *8.2%*	20 *7.5%*	3 *3.7%*	3 *1.4%*	12 *17.9%* F	15 *5.4%*	2 *5.0%*	7 *12.1%*	16 *7.0%*	5 *3.6%*	21 *11.6%* J	2 *9.1%* **	2 *1.8%*	26 *15.2%* O	1 *0.6%*	11 *5.9%*	18 *10.6%*	- -
1 time	**69** ***19.3%***	7 *11.5%*	54 *20.3%*	10 *12.2%*	49 *22.1%* c	11 *16.4%*	54 *19.6%*	3 *7.5%*	9 *15.5%*	49 *21.4%* G	26 *18.6%*	37 *20.4%*	3 *13.6%* **	23 *20.2%*	56 *32.7%* O	10 *5.7%*	37 *19.7%*	32 *18.8%*	- -
2	**80** ***22.3%***	16 *26.2%*	60 *22.6%*	23 *28.0%*	51 *23.0%*	14 *20.9%*	65 *23.6%*	10 *25.0%*	19 *32.8%* I	47 *20.5%*	37 *26.4%*	35 *19.3%*	4 *18.2%* **	32 *28.1%*	54 *31.6%* O	25 *14.2%*	42 *22.3%*	38 *22.4%*	- -
3	**66** ***18.4%***	12 *19.7%*	50 *18.8%*	13 *15.9%*	48 *21.6%*	7 *10.4%*	58 *21.0%* E	8 *20.0%*	12 *20.7%*	42 *18.3%*	25 *17.9%*	34 *18.8%*	4 *18.2%* **	21 *18.4%*	20 *11.7%*	44 *25.0%* N	41 *21.8%* q	25 *14.7%*	- -
4	**37** ***10.3%***	7 *11.5%*	27 *10.2%*	11 *13.4%*	24 *10.8%*	10 *14.9%*	26 *9.4%*	7 *17.5%* h	3 *5.2%*	24 *10.5%*	9 *6.4%*	25 *13.8%* J	1 *4.5%* **	7 *6.1%*	6 *3.5%*	30 *17.0%* N	25 *13.3%* q	12 *7.1%*	- -
5 to 9	**58** ***16.2%***	14 *23.0%*	41 *15.4%*	17 *20.7%*	36 *16.2%*	11 *16.4%*	45 *16.3%*	10 *25.0%* h	6 *10.3%*	39 *17.0%*	27 *19.3%*	25 *13.8%*	6 *27.3%* **	21 *18.4%*	2 *1.2%*	54 *30.7%* N	25 *13.3%*	33 *19.4%*	- -
10 or more times	**19** ***5.3%***	- -	14 *5.3%* a	5 *6.1%*	11 *5.0%*	2 *3.0%*	13 *4.7%*	- -	2 *3.4%*	12 *5.2%*	11 *7.9%* K	4 *2.2%*	2 *9.1%* **	8 *7.0%*	7 *4.1%*	12 *6.8%*	7 *3.7%*	12 *7.1%*	- -
HEDIS/CAHPS SUMMARY RATE - 1 or more times	**329** ***91.9%***	56 *91.8%*	246 *92.5%*	79 *96.3%*	219 *98.6%*	55 *82.1%*	261 *94.6%* E	38 *95.0%*	51 *87.9%*	213 *93.0%*	135 *96.4%* K	160 *88.4%*	20 *90.9%* **	112 *98.2%*	145 *84.8%*	175 *99.4%* N	177 *94.1%*	152 *89.4%*	- -

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

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770-978-3173
2015

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Q17. (HWDC) In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?																			
Total Eligible	**329** ***100.0%***	**56** ***100.0%***	**246** ***100.0%***	**79** ***100.0%***	**219** ***100.0%***	**55** ***100.0%***	**261** ***100.0%***	**38** ***100.0%***	**51** ***100.0%***	**213** ***100.0%***	**135** ***100.0%***	**160** ***100.0%***	**20** ***100.0%***	**112** ***100.0%***	**145** ***100.0%***	**175** ***100.0%***	**177** ***100.0%***	**152** ***100.0%***	**-** **-**
Total Valid Responses	**327** ***100.0%***	**55** ***100.0%***	**246** ***100.0%***	**78** ***100.0%***	**219** ***100.0%***	**54** ***100.0%***	**261** ***100.0%***	**37** ***100.0%***	**51** ***100.0%***	**213** ***100.0%***	**135** ***100.0%***	**160** ***100.0%***	**20** ***100.0%***	**112** ***100.0%***	**145** ***100.0%***	**174** ***100.0%***	**176** ***100.0%***	**151** ***100.0%***	**-** **-**
No Answer	**2**	1	-	1	-	1	-	1	-	-	-	-	-	-	-	1	1	1	-
Always	**255** ***78.0%***	30 *54.5%*	201 *81.7%* A	51 *65.4%*	184 *84.0%* C	18 *33.3%*	227 *87.0%* E	19 *51.4%*	31 *60.8%*	181 *85.0%* GH	112 *83.0%* K	117 *73.1%*	16 *80.0%* **	94 *83.9%*	110 *75.9%*	139 *79.9%*	136 *77.3%*	119 *78.8%*	- -
Usually	**37** ***11.3%***	11 *20.0%* B	24 *9.8%*	12 *15.4%*	22 *10.0%*	13 *24.1%* F	24 *9.2%*	7 *18.9%* i	10 *19.6%* I	18 *8.5%*	14 *10.4%*	18 *11.3%*	- - **	14 *12.5%*	20 *13.8%*	16 *9.2%*	18 *10.2%*	19 *12.6%*	- -
Sometimes	**29** ***8.9%***	11 *20.0%* B	18 *7.3%*	14 *17.9%* D	10 *4.6%*	17 *31.5%* F	10 *3.8%*	9 *24.3%* I	8 *15.7%* I	12 *5.6%*	7 *5.2%*	22 *13.8%* J	3 *15.0%* **	4 *3.6%*	12 *8.3%*	17 *9.8%*	16 *9.1%*	13 *8.6%*	- -
Never	**6** ***1.8%***	3 *5.5%* B	3 *1.2%*	1 *1.3%*	3 *1.4%*	6 *11.1%* F	- -	2 *5.4%* I	2 *3.9%*	2 *0.9%*	2 *1.5%*	3 *1.9%*	1 *5.0%* **	- -	3 *2.1%*	2 *1.1%*	6 *3.4%* Q	- -	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**292** ***89.3%***	41 *74.5%*	225 *91.5%* A	63 *80.8%*	206 *94.1%* C	31 *57.4%*	251 *96.2%* E	26 *70.3%*	41 *80.4%*	199 *93.4%* GH	126 *93.3%* K	135 *84.4%*	16 *80.0%* **	108 *96.4%*	130 *89.7%*	155 *89.1%*	154 *87.5%*	138 *91.4%*	- -
HEDIS/CAHPS SUMMARY RATE - Always	**255** ***78.0%***	30 *54.5%*	201 *81.7%* A	51 *65.4%*	184 *84.0%* C	18 *33.3%*	227 *87.0%* E	19 *51.4%*	31 *60.8%*	181 *85.0%* GH	112 *83.0%* K	117 *73.1%*	16 *80.0%* **	94 *83.9%*	110 *75.9%*	139 *79.9%*	136 *77.3%*	119 *78.8%*	- -
3-Point Score	**2.67**	2.29	2.73	2.46	2.78	1.91	2.83	2.22	2.41	2.78	2.76	2.58	2.60	2.80	2.66	2.69	2.65	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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Q18. (HWDC) In the last 6 months, how often did your personal doctor listen carefully to you?																			
Total Eligible	**329** ***100.0%***	**56** ***100.0%***	**246** ***100.0%***	**79** ***100.0%***	**219** ***100.0%***	**55** ***100.0%***	**261** ***100.0%***	**38** ***100.0%***	**51** ***100.0%***	**213** ***100.0%***	**135** ***100.0%***	**160** ***100.0%***	**20** ***100.0%***	**112** ***100.0%***	**145** ***100.0%***	**175** ***100.0%***	**177** ***100.0%***	**152** ***100.0%***	**-** **-**
Total Valid Responses	**325** ***100.0%***	**55** ***100.0%***	**245** ***100.0%***	**77** ***100.0%***	**217** ***100.0%***	**54** ***100.0%***	**260** ***100.0%***	**37** ***100.0%***	**51** ***100.0%***	**212** ***100.0%***	**135** ***100.0%***	**158** ***100.0%***	**20** ***100.0%***	**112** ***100.0%***	**144** ***100.0%***	**172** ***100.0%***	**175** ***100.0%***	**150** ***100.0%***	**-** **-**
No Answer	**4**	1	1	2	2	1	1	1	-	1	-	2	-	-	1	3	2	2	-
Always	**259** ***79.7%***	33 *60.0%*	206 *84.1%* A	48 *62.3%*	187 *86.2%* C	18 *33.3%*	234 *90.0%* E	19 *51.4%*	34 *66.7%*	186 *87.7%* GH	109 *80.7%*	123 *77.8%*	13 *65.0%* **	94 *83.9%*	111 *77.1%*	141 *82.0%*	138 *78.9%*	121 *80.7%*	- -
Usually	**28** ***8.6%***	9 *16.4%* B	16 *6.5%*	11 *14.3%* d	16 *7.4%*	10 *18.5%* F	18 *6.9%*	8 *21.6%* I	5 *9.8%*	12 *5.7%*	14 *10.4%*	11 *7.0%*	3 *15.0%* **	11 *9.8%*	14 *9.7%*	13 *7.6%*	18 *10.3%*	10 *6.7%*	- -
Sometimes	**30** ***9.2%***	9 *16.4%* b	20 *8.2%*	14 *18.2%* D	12 *5.5%*	20 *37.0%* F	8 *3.1%*	7 *18.9%* I	10 *19.6%* I	12 *5.7%*	11 *8.1%*	19 *12.0%*	3 *15.0%* **	7 *6.3%*	17 *11.8%*	13 *7.6%*	13 *7.4%*	17 *11.3%*	- -
Never	**8** ***2.5%***	4 *7.3%* B	3 *1.2%*	4 *5.2%* D	2 *0.9%*	6 *11.1%* F	- -	3 *8.1%* I	2 *3.9%*	2 *0.9%*	1 *0.7%*	5 *3.2%*	1 *5.0%* **	- -	2 *1.4%*	5 *2.9%*	6 *3.4%*	2 *1.3%*	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**287** ***88.3%***	42 *76.4%*	222 *90.6%* A	59 *76.6%*	203 *93.5%* C	28 *51.9%*	252 *96.9%* E	27 *73.0%*	39 *76.5%*	198 *93.4%* GH	123 *91.1%*	134 *84.8%*	16 *80.0%* **	105 *93.8%*	125 *86.8%*	154 *89.5%*	156 *89.1%*	131 *87.3%*	- -
HEDIS/CAHPS SUMMARY RATE - Always	**259** ***79.7%***	33 *60.0%*	206 *84.1%* A	48 *62.3%*	187 *86.2%* C	18 *33.3%*	234 *90.0%* E	19 *51.4%*	34 *66.7%*	186 *87.7%* GH	109 *80.7%*	123 *77.8%*	13 *65.0%* **	94 *83.9%*	111 *77.1%*	141 *82.0%*	138 *78.9%*	121 *80.7%*	- -
3-Point Score	**2.68**	2.36	2.75	2.39	2.80	1.85	2.87	2.24	2.43	2.81	2.72	2.63	2.45	2.78	2.64	2.72	2.68	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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Q19. (HWDC) In the last 6 months, how often did your personal doctor show respect for what you had to say?																			
Total Eligible	**329** ***100.0%***	**56** ***100.0%***	**246** ***100.0%***	**79** ***100.0%***	**219** ***100.0%***	**55** ***100.0%***	**261** ***100.0%***	**38** ***100.0%***	**51** ***100.0%***	**213** ***100.0%***	**135** ***100.0%***	**160** ***100.0%***	**20** ***100.0%***	**112** ***100.0%***	**145** ***100.0%***	**175** ***100.0%***	**177** ***100.0%***	**152** ***100.0%***	**-** **-**
Total Valid Responses	**324** ***100.0%***	**56** ***100.0%***	**246** ***100.0%***	**76** ***100.0%***	**217** ***100.0%***	**55** ***100.0%***	**261** ***100.0%***	**38** ***100.0%***	**51** ***100.0%***	**213** ***100.0%***	**135** ***100.0%***	**160** ***100.0%***	**20** ***100.0%***	**112** ***100.0%***	**143** ***100.0%***	**172** ***100.0%***	**177** ***100.0%***	**147** ***100.0%***	**-** **-**
No Answer	**5**	-	-	3	2	-	-	-	-	-	-	-	-	-	2	3	-	5	-
Always	**262** ***80.9%***	33 *58.9%*	211 *85.8%* A	47 *61.8%*	190 *87.6%* C	18 *32.7%*	238 *91.2%* E	20 *52.6%*	34 *66.7%*	190 *89.2%* GH	110 *81.5%*	128 *80.0%*	13 *65.0%* **	95 *84.8%*	115 *80.4%*	140 *81.4%*	144 *81.4%*	118 *80.3%*	- -
Usually	**29** ***9.0%***	8 *14.3%* b	18 *7.3%*	11 *14.5%* d	16 *7.4%*	10 *18.2%* F	19 *7.3%*	6 *15.8%* I	7 *13.7%* i	13 *6.1%*	13 *9.6%*	12 *7.5%*	2 *10.0%* **	11 *9.8%*	13 *9.1%*	14 *8.1%*	16 *9.0%*	13 *8.8%*	- -
Sometimes	**28** ***8.6%***	12 *21.4%* B	15 *6.1%*	15 *19.7%* D	10 *4.6%*	22 *40.0%* F	4 *1.5%*	10 *26.3%* I	9 *17.6%* I	8 *3.8%*	11 *8.1%*	16 *10.0%*	4 *20.0%* **	6 *5.4%*	14 *9.8%*	14 *8.1%*	12 *6.8%*	16 *10.9%*	- -
Never	**5** ***1.5%***	3 *5.4%* B	2 *0.8%*	3 *3.9%* D	1 *0.5%*	5 *9.1%* F	- -	2 *5.3%* i	1 *2.0%*	2 *0.9%*	1 *0.7%*	4 *2.5%*	1 *5.0%* **	- -	1 *0.7%*	4 *2.3%*	5 *2.8%* Q	- -	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**291** ***89.8%***	41 *73.2%*	229 *93.1%* A	58 *76.3%*	206 *94.9%* C	28 *50.9%*	257 *98.5%* E	26 *68.4%*	41 *80.4%*	203 *95.3%* GH	123 *91.1%*	140 *87.5%*	15 *75.0%* **	106 *94.6%*	128 *89.5%*	154 *89.5%*	160 *90.4%*	131 *89.1%*	- -
HEDIS/CAHPS SUMMARY RATE - Always	**262** ***80.9%***	33 *58.9%*	211 *85.8%* A	47 *61.8%*	190 *87.6%* C	18 *32.7%*	238 *91.2%* E	20 *52.6%*	34 *66.7%*	190 *89.2%* GH	110 *81.5%*	128 *80.0%*	13 *65.0%* **	95 *84.8%*	115 *80.4%*	140 *81.4%*	144 *81.4%*	118 *80.3%*	- -
3-Point Score	**2.71**	2.32	2.79	2.38	2.82	1.84	2.90	2.21	2.47	2.85	2.73	2.68	2.40	2.79	2.70	2.71	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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Q20. (HWDC) In the last 6 months, how often did your personal doctor spend enough time with you?																			
Total Eligible	**329** ***100.0%***	**56** ***100.0%***	**246** ***100.0%***	**79** ***100.0%***	**219** ***100.0%***	**55** ***100.0%***	**261** ***100.0%***	**38** ***100.0%***	**51** ***100.0%***	**213** ***100.0%***	**135** ***100.0%***	**160** ***100.0%***	**20** ***100.0%***	**112** ***100.0%***	**145** ***100.0%***	**175** ***100.0%***	**177** ***100.0%***	**152** ***100.0%***	**-** **-**
Total Valid Responses	**322** ***100.0%***	**55** ***100.0%***	**245** ***100.0%***	**75** ***100.0%***	**216** ***100.0%***	**55** ***100.0%***	**260** ***100.0%***	**37** ***100.0%***	**51** ***100.0%***	**212** ***100.0%***	**134** ***100.0%***	**159** ***100.0%***	**20** ***100.0%***	**112** ***100.0%***	**142** ***100.0%***	**171** ***100.0%***	**175** ***100.0%***	**147** ***100.0%***	**-** **-**
No Answer	**7**	1	1	4	3	-	1	1	-	1	1	1	-	-	3	4	2	5	-
Always	**227** ***70.5%***	27 *49.1%*	183 *74.7%* A	39 *52.0%*	167 *77.3%* C	10 *18.2%*	212 *81.5%* E	15 *40.5%*	27 *52.9%*	168 *79.2%* GH	94 *70.1%*	110 *69.2%*	10 *50.0%* **	83 *74.1%*	103 *72.5%*	119 *69.6%*	129 *73.7%*	98 *66.7%*	- -
Usually	**47** ***14.6%***	8 *14.5%*	35 *14.3%*	14 *18.7%*	29 *13.4%*	12 *21.8%* f	34 *13.1%*	6 *16.2%*	11 *21.6%* i	26 *12.3%*	22 *16.4%*	21 *13.2%*	4 *20.0%* **	18 *16.1%*	22 *15.5%*	24 *14.0%*	22 *12.6%*	25 *17.0%*	- -
Sometimes	**41** ***12.7%***	15 *27.3%* B	25 *10.2%*	17 *22.7%* D	20 *9.3%*	26 *47.3%* F	14 *5.4%*	12 *32.4%* I	12 *23.5%* I	16 *7.5%*	15 *11.2%*	25 *15.7%*	5 *25.0%* **	9 *8.0%*	16 *11.3%*	23 *13.5%*	19 *10.9%*	22 *15.0%*	- -
Never	**7** ***2.2%***	5 *9.1%* B	2 *0.8%*	5 *6.7%* D	- -	7 *12.7%* F	- -	4 *10.8%* hI	1 *2.0%*	2 *0.9%*	3 *2.2%*	3 *1.9%*	1 *5.0%* **	2 *1.8%*	1 *0.7%*	5 *2.9%*	5 *2.9%*	2 *1.4%*	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**274** ***85.1%***	35 *63.6%*	218 *89.0%* A	53 *70.7%*	196 *90.7%* C	22 *40.0%*	246 *94.6%* E	21 *56.8%*	38 *74.5%* g	194 *91.5%* GH	116 *86.6%*	131 *82.4%*	14 *70.0%* **	101 *90.2%*	125 *88.0%*	143 *83.6%*	151 *86.3%*	123 *83.7%*	- -
HEDIS/CAHPS SUMMARY RATE - Always	**227** ***70.5%***	27 *49.1%*	183 *74.7%* A	39 *52.0%*	167 *77.3%* C	10 *18.2%*	212 *81.5%* E	15 *40.5%*	27 *52.9%*	168 *79.2%* GH	94 *70.1%*	110 *69.2%*	10 *50.0%* **	83 *74.1%*	103 *72.5%*	119 *69.6%*	129 *73.7%*	98 *66.7%*	- -
3-Point Score	**2.56**	2.13	2.64	2.23	2.68	1.58	2.76	1.97	2.27	2.71	2.57	2.52	2.20	2.64	2.61	2.53	2.60	2.50	-

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2015

		HEALTH PLAN RATING (Q35)		HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**
Q21. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?																			
Total Eligible	**329** *100.0%*	**56** *100.0%*	**246** *100.0%*	**79** *100.0%*	**219** *100.0%*	**55** *100.0%*	**261** *100.0%*	**38** *100.0%*	**51** *100.0%*	**213** *100.0%*	**135** *100.0%*	**160** *100.0%*	**20** *100.0%*	**112** *100.0%*	**145** *100.0%*	**175** *100.0%*	**177** *100.0%*	**152** *100.0%*	**-** **-**
Total Valid Responses	**315** *100.0%*	**53** *100.0%*	**240** *100.0%*	**73** *100.0%*	**212** *100.0%*	**53** *100.0%*	**255** *100.0%*	**37** *100.0%*	**49** *100.0%*	**207** *100.0%*	**134** *100.0%*	**155** *100.0%*	**20** *100.0%*	**111** *100.0%*	**139** *100.0%*	**168** *100.0%*	**169** *100.0%*	**146** *100.0%*	**-** **-**
No Answer	**14**	3	6	6	7	2	6	1	2	6	1	5	-	1	6	7	8	6	-
Yes	**168** ***53.3%***	39 *73.6%* B	114 *47.5%*	50 *68.5%* D	99 *46.7%*	40 *75.5%* F	126 *49.4%*	26 *70.3%* I	33 *67.3%* I	94 *45.4%*	82 *61.2%* K	71 *45.8%*	16 *80.0%* **	63 *56.8%*	62 *44.6%*	98 *58.3%* N	84 *49.7%*	84 *57.5%*	- -
No	**147** ***46.7%***	14 *26.4%*	126 *52.5%* A	23 *31.5%*	113 *53.3%* C	13 *24.5%*	129 *50.6%* E	11 *29.7%*	16 *32.7%*	113 *54.6%* GH	52 *38.8%*	84 *54.2%* J	4 *20.0%* **	48 *43.2%*	77 *55.4%* O	70 *41.7%*	85 *50.3%*	62 *42.5%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**168** ***53.3%***	39 *73.6%* B	114 *47.5%*	50 *68.5%* D	99 *46.7%*	40 *75.5%* F	126 *49.4%*	26 *70.3%* I	33 *67.3%* I	94 *45.4%*	82 *61.2%* K	71 *45.8%*	16 *80.0%* **	63 *56.8%*	62 *44.6%*	98 *58.3%* N	84 *49.7%*	84 *57.5%*	- -

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Q22. (CC) In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?																			
Total Eligible	**168** *100.0%*	**39** *100.0%*	**114** *100.0%*	**50** *100.0%*	**99** *100.0%*	**40** *100.0%*	**126** *100.0%*	**26** *100.0%*	**33** *100.0%*	**94** *100.0%*	**82** *100.0%*	**71** *100.0%*	**16** *100.0%*	**63** *100.0%*	**62** *100.0%*	**98** *100.0%*	**84** *100.0%*	**84** *100.0%*	**-** **-**
Total Valid Responses	**166** *100.0%*	**38** *100.0%*	**113** *100.0%*	**49** *100.0%*	**98** *100.0%*	**39** *100.0%*	**125** *100.0%*	**25** *100.0%*	**33** *100.0%*	**93** *100.0%*	**81** *100.0%*	**70** *100.0%*	**15** *100.0%*	**63** *100.0%*	**60** *100.0%*	**98** *100.0%*	**82** *100.0%*	**84** *100.0%*	**-** **-**
No Answer	**2**	1	1	1	1	1	1	1	-	1	1	1	1	-	2	-	2	-	-
Always	**98** *59.0%*	10 *26.3%*	74 *65.5%* A	19 *38.8%*	67 *68.4%* C	7 *17.9%*	90 *72.0%* E	6 *24.0%* **	11 *33.3%*	67 *72.0%* H	50 *61.7%*	35 *50.0%*	7 *46.7%* **	42 *66.7%*	33 *55.0%*	60 *61.2%*	44 *53.7%*	54 *64.3%*	- -
Usually	**35** *21.1%*	12 *31.6%*	22 *19.5%*	13 *26.5%*	20 *20.4%*	10 *25.6%*	24 *19.2%*	6 *24.0%* **	14 *42.4%* I	14 *15.1%*	16 *19.8%*	18 *25.7%*	1 *6.7%* **	14 *22.2%*	15 *25.0%*	19 *19.4%*	20 *24.4%*	15 *17.9%*	- -
Sometimes	**21** *12.7%*	10 *26.3%* B	11 *9.7%*	10 *20.4%* D	8 *8.2%*	11 *28.2%* F	10 *8.0%*	8 *32.0%* **	6 *18.2%* i	7 *7.5%*	10 *12.3%*	10 *14.3%*	6 *40.0%* **	4 *6.3%*	6 *10.0%*	13 *13.3%*	9 *11.0%*	12 *14.3%*	- -
Never	**12** *7.2%*	6 *15.8%* B	6 *5.3%*	7 *14.3%* D	3 *3.1%*	11 *28.2%* F	1 *0.8%*	5 *20.0%* **	2 *6.1%*	5 *5.4%*	5 *6.2%*	7 *10.0%*	1 *6.7%* **	3 *4.8%*	6 *10.0%*	6 *6.1%*	9 *11.0%* q	3 *3.6%*	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**133** *80.1%*	22 *57.9%*	96 *85.0%* A	32 *65.3%*	87 *88.8%* C	17 *43.6%*	114 *91.2%* E	12 *48.0%* **	25 *75.8%*	81 *87.1%*	66 *81.5%*	53 *75.7%*	8 *53.3%* **	56 *88.9%*	48 *80.0%*	79 *80.6%*	64 *78.0%*	69 *82.1%*	- -
HEDIS/CAHPS SUMMARY RATE - Always	**98** *59.0%*	10 *26.3%*	74 *65.5%* A	19 *38.8%*	67 *68.4%* C	7 *17.9%*	90 *72.0%* E	6 *24.0%* **	11 *33.3%*	67 *72.0%* H	50 *61.7%*	35 *50.0%*	7 *46.7%* **	42 *66.7%*	33 *55.0%*	60 *61.2%*	44 *53.7%*	54 *64.3%*	- -
3-Point Score	**2.39**	1.84	2.50	2.04	2.57	1.62	2.63	1.72	2.09	2.59	2.43	2.26	2.00	2.56	2.35	2.42	2.32	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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Q23. What number would you use to rate your personal doctor?																			
Total Eligible	**377** *100.0%*	**64** *100.0%*	**279** *100.0%*	**83** *100.0%*	**227** *100.0%*	**69** *100.0%*	**285** *100.0%*	**43** *100.0%*	**61** *100.0%*	**239** *100.0%*	**142** *100.0%*	**190** *100.0%*	**22** *100.0%*	**116** *100.0%*	**181** *100.0%*	**179** *100.0%*	**201** *100.0%*	**176** *100.0%*	**-** **-**
Total Valid Responses	**354** *100.0%*	**61** *100.0%*	**270** *100.0%*	**78** *100.0%*	**220** *100.0%*	**69** *100.0%*	**285** *100.0%*	**40** *100.0%*	**60** *100.0%*	**231** *100.0%*	**139** *100.0%*	**181** *100.0%*	**21** *100.0%*	**114** *100.0%*	**168** *100.0%*	**171** *100.0%*	**189** *100.0%*	**165** *100.0%*	**-** **-**
No Answer	**23**	3	9	5	7	-	-	3	1	8	3	9	1	2	13	8	12	11	-
10 - Best personal doctor possible	**210** *59.3%*	16 *26.2%*	180 *66.7%* A	28 *35.9%*	151 *68.6%* C	- -	210 *73.7%* E	11 *27.5%*	15 *25.0%*	170 *73.6%* GH	87 *62.6%*	105 *58.0%*	10 *47.6%* **	76 *66.7%*	95 *56.5%*	107 *62.6%*	108 *57.1%*	102 *61.8%*	- -
9	**39** *11.0%*	6 *9.8%*	30 *11.1%*	5 *6.4%*	30 *13.6%* c	- -	39 *13.7%* E	1 *2.5%*	11 *18.3%* Gi	24 *10.4%*	18 *12.9%*	16 *8.8%*	2 *9.5%* **	15 *13.2%*	21 *12.5%*	16 *9.4%*	26 *13.8%* q	13 *7.9%*	- -
8	**36** *10.2%*	6 *9.8%*	26 *9.6%*	9 *11.5%*	21 *9.5%*	- -	36 *12.6%* E	3 *7.5%*	14 *23.3%* Gi	15 *6.5%*	12 *8.6%*	18 *9.9%*	3 *14.3%* **	9 *7.9%*	20 *11.9%*	16 *9.4%*	14 *7.4%*	22 *13.3%* p	- -
7	**17** *4.8%*	6 *9.8%* b	11 *4.1%*	5 *6.4%*	10 *4.5%*	17 *24.6%* F	- -	2 *5.0%*	8 *13.3%* I	7 *3.0%*	7 *5.0%*	9 *5.0%*	1 *4.8%* **	6 *5.3%*	9 *5.4%*	8 *4.7%*	11 *5.8%*	6 *3.6%*	- -
6	**4** *1.1%*	3 *4.9%* B	1 *0.4%*	4 *5.1%* D	- -	4 *5.8%* F	- -	2 *5.0%* I	2 *3.3%* I	- -	- -	3 *1.7%*	- - **	- -	2 *1.2%*	2 *1.2%*	1 *0.5%*	3 *1.8%*	- -
5	**19** *5.4%*	11 *18.0%* B	8 *3.0%*	9 *11.5%* D	3 *1.4%*	19 *27.5%* F	- -	10 *25.0%* HI	4 *6.7%* i	5 *2.2%*	8 *5.8%*	9 *5.0%*	1 *4.8%* **	5 *4.4%*	6 *3.6%*	9 *5.3%*	12 *6.3%*	7 *4.2%*	- -
4	**9** *2.5%*	3 *4.9%*	6 *2.2%*	7 *9.0%* D	2 *0.9%*	9 *13.0%* F	- -	3 *7.5%* I	3 *5.0%* i	3 *1.3%*	3 *2.2%*	6 *3.3%*	- - **	3 *2.6%*	6 *3.6%*	3 *1.8%*	5 *2.6%*	4 *2.4%*	- -
3	**8** *2.3%*	7 *11.5%* B	1 *0.4%*	6 *7.7%* D	1 *0.5%*	8 *11.6%* F	- -	5 *12.5%* hI	2 *3.3%* I	1 *0.4%*	3 *2.2%*	5 *2.8%*	3 *14.3%* **	- -	4 *2.4%*	4 *2.3%*	5 *2.6%*	3 *1.8%*	- -
2	**4** *1.1%*	2 *3.3%*	2 *0.7%*	3 *3.8%* D	- -	4 *5.8%* F	- -	2 *5.0%* I	1 *1.7%*	1 *0.4%*	1 *0.7%*	3 *1.7%*	1 *4.8%* **	- -	1 *0.6%*	3 *1.8%*	4 *2.1%* q	- -	- -
1	**2** *0.6%*	1 *1.6%* B	- -	1 *1.3%* d	- -	2 *2.9%* F	- -	1 *2.5%* I	- -	- -	- -	2 *1.1%*	- - **	- -	- -	1 *0.6%*	1 *0.5%*	1 *0.6%*	- -
0 - Worst personal doctor possible	**6** *1.7%*	- -	5 *1.9%*	1 *1.3%*	2 *0.9%*	6 *8.7%* F	- -	- -	- -	5 *2.2%*	- -	5 *2.8%* J	- - **	- -	4 *2.4%*	2 *1.2%*	2 *1.1%*	4 *2.4%*	- -
SUMMARY - 0-3	**20** *5.6%*	10 *16.4%* B	8 *3.0%*	11 *14.1%* D	3 *1.4%*	20 *29.0%* F	- -	8 *20.0%* HI	3 *5.0%*	7 *3.0%*	4 *2.9%*	15 *8.3%* J	4 *19.0%* **	- -	9 *5.4%*	10 *5.8%*	12 *6.3%*	8 *4.8%*	- -
SUMMARY - 4-7	**49** *13.8%*	23 *37.7%* B	26 *9.6%*	25 *32.1%* D	15 *6.8%*	49 *71.0%* F	- -	17 *42.5%* I	17 *28.3%* I	15 *6.5%*	18 *12.9%*	27 *14.9%*	2 *9.5%* **	14 *12.3%*	23 *13.7%*	22 *12.9%*	29 *15.3%*	20 *12.1%*	- -
HEDIS/CAHPS SUMMARY RATE - 8-10	**285** *80.5%*	28 *45.9%*	236 *87.4%* A	42 *53.8%*	202 *91.8%* C	- -	285 *100.0%* E	15 *37.5%*	40 *66.7%* G	209 *90.5%* GH	117 *84.2%*	139 *76.8%*	15 *71.4%* **	100 *87.7%*	136 *81.0%*	139 *81.3%*	148 *78.3%*	137 *83.0%*	- -
HEDIS/CAHPS SUMMARY RATE - 9-10	**249** *70.3%*	22 *36.1%*	210 *77.8%* A	33 *42.3%*	181 *82.3%* C	- -	249 *87.4%* E	12 *30.0%*	26 *43.3%*	194 *84.0%* GH	105 *75.5%* k	121 *66.9%*	12 *57.1%* **	91 *79.8%*	116 *69.0%*	123 *71.9%*	134 *70.9%*	115 *69.7%*	- -
3-Point Score	**2.56**	1.92	2.69	2.03	2.79	1.25	2.87	1.73	2.23	2.77	2.65	2.49	2.33	2.73	2.55	2.58	2.55	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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Q24. In the last 6 months, did you make any appointments to see a specialist?																			
Total Eligible	**527** *100.0%*	**93** *100.0%*	**346** *100.0%*	**106** *100.0%*	**268** *100.0%*	**69** *100.0%*	**285** *100.0%*	**63** *100.0%*	**87** *100.0%*	**289** *100.0%*	**160** *100.0%*	**270** *100.0%*	**27** *100.0%*	**128** *100.0%*	**254** *100.0%*	**211** *100.0%*	**260** *100.0%*	**267** *100.0%*	**-** **-**
Total Valid Responses	**456** *100.0%*	**89** *100.0%*	**339** *100.0%*	**99** *100.0%*	**256** *100.0%*	**68** *100.0%*	**269** *100.0%*	**61** *100.0%*	**84** *100.0%*	**283** *100.0%*	**159** *100.0%*	**269** *100.0%*	**26** *100.0%*	**128** *100.0%*	**237** *100.0%*	**198** *100.0%*	**249** *100.0%*	**207** *100.0%*	**-** **-**
No Answer	**71**	4	7	7	12	1	16	2	3	6	1	1	1	-	17	13	11	60	-
Yes	**158** *34.6%*	39 *43.8%* b	113 *33.3%*	50 *50.5%* D	87 *34.0%*	33 *48.5%* f	101 *37.5%*	25 *41.0%*	33 *39.3%*	94 *33.2%*	78 *49.1%* K	69 *25.7%*	13 *50.0%* **	63 *49.2%*	55 *23.2%*	96 *48.5%* N	86 *34.5%*	72 *34.8%*	- -
No	**298** *65.4%*	50 *56.2%*	226 *66.7%* a	49 *49.5%*	169 *66.0%* C	35 *51.5%*	168 *62.5%* e	36 *59.0%*	51 *60.7%*	189 *66.8%*	81 *50.9%*	200 *74.3%* J	13 *50.0%* **	65 *50.8%*	182 *76.8%* O	102 *51.5%*	163 *65.5%*	135 *65.2%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**158** *34.6%*	39 *43.8%* b	113 *33.3%*	50 *50.5%* D	87 *34.0%*	33 *48.5%* f	101 *37.5%*	25 *41.0%*	33 *39.3%*	94 *33.2%*	78 *49.1%* K	69 *25.7%*	13 *50.0%* **	63 *49.2%*	55 *23.2%*	96 *48.5%* N	86 *34.5%*	72 *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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2015

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Q25. (GNC) In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?																			
Total Eligible	**158** *100.0%*	**39** *100.0%*	**113** *100.0%*	**50** *100.0%*	**87** *100.0%*	**33** *100.0%*	**101** *100.0%*	**25** *100.0%*	**33** *100.0%*	**94** *100.0%*	**78** *100.0%*	**69** *100.0%*	**13** *100.0%*	**63** *100.0%*	**55** *100.0%*	**96** *100.0%*	**86** *100.0%*	**72** *100.0%*	**-** **-**
Total Valid Responses	**154** *100.0%*	**38** *100.0%*	**110** *100.0%*	**50** *100.0%*	**85** *100.0%*	**31** *100.0%*	**99** *100.0%*	**24** *100.0%*	**32** *100.0%*	**92** *100.0%*	**78** *100.0%*	**66** *100.0%*	**13** *100.0%*	**63** *100.0%*	**53** *100.0%*	**94** *100.0%*	**83** *100.0%*	**71** *100.0%*	**-** **-**
No Answer	**4**	1	3	-	2	2	2	1	1	2	-	3	-	-	2	2	3	1	-
Always	**85** *55.2%*	9 *23.7%*	72 *65.5%* A	20 *40.0%*	55 *64.7%* C	9 *29.0%*	67 *67.7%* E	4 *16.7%* **	10 *31.3%*	67 *72.8%* H	46 *59.0%*	33 *50.0%*	4 *30.8%* **	41 *65.1%*	28 *52.8%*	53 *56.4%*	46 *55.4%*	39 *54.9%*	- -
Usually	**28** *18.2%*	11 *28.9%* B	16 *14.5%*	12 *24.0%*	13 *15.3%*	6 *19.4%*	14 *14.1%*	9 *37.5%* **	9 *28.1%* I	9 *9.8%*	9 *11.5%*	17 *25.8%* J	2 *15.4%* **	7 *11.1%*	13 *24.5%*	14 *14.9%*	17 *20.5%*	11 *15.5%*	- -
Sometimes	**33** *21.4%*	16 *42.1%* B	16 *14.5%*	16 *32.0%* D	13 *15.3%*	16 *51.6%* F	12 *12.1%*	10 *41.7%* **	10 *31.3%* I	12 *13.0%*	17 *21.8%*	14 *21.2%*	4 *30.8%* **	12 *19.0%*	6 *11.3%*	25 *26.6%* N	19 *22.9%*	14 *19.7%*	- -
Never	**8** *5.2%*	2 *5.3%*	6 *5.5%*	2 *4.0%*	4 *4.7%*	- -	6 *6.1%*	1 *4.2%* **	3 *9.4%*	4 *4.3%*	6 *7.7%*	2 *3.0%*	3 *23.1%* **	3 *4.8%*	6 *11.3%* O	2 *2.1%*	1 *1.2%*	7 *9.9%* P	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**113** *73.4%*	20 *52.6%*	88 *80.0%* A	32 *64.0%*	68 *80.0%* C	15 *48.4%*	81 *81.8%* E	13 *54.2%* **	19 *59.4%*	76 *82.6%* H	55 *70.5%*	50 *75.8%*	6 *46.2%* **	48 *76.2%*	41 *77.4%*	67 *71.3%*	63 *75.9%*	50 *70.4%*	- -
HEDIS/CAHPS SUMMARY RATE - Always	**85** *55.2%*	9 *23.7%*	72 *65.5%* A	20 *40.0%*	55 *64.7%* C	9 *29.0%*	67 *67.7%* E	4 *16.7%* **	10 *31.3%*	67 *72.8%* H	46 *59.0%*	33 *50.0%*	4 *30.8%* **	41 *65.1%*	28 *52.8%*	53 *56.4%*	46 *55.4%*	39 *54.9%*	- -
3-Point Score	**2.29**	1.76	2.45	2.04	2.45	1.77	2.49	1.71	1.91	2.55	2.29	2.26	1.77	2.41	2.30	2.28	2.31	2.25	-

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Q26. How many specialists have you seen in the last 6 months?																			
Total Eligible	**158** ***100.0%***	**39** ***100.0%***	**113** ***100.0%***	**50** ***100.0%***	**87** ***100.0%***	**33** ***100.0%***	**101** ***100.0%***	**25** ***100.0%***	**33** ***100.0%***	**94** ***100.0%***	**78** ***100.0%***	**69** ***100.0%***	**13** ***100.0%***	**63** ***100.0%***	**55** ***100.0%***	**96** ***100.0%***	**86** ***100.0%***	**72** ***100.0%***	**-** **-**
Total Valid Responses	**154** ***100.0%***	**38** ***100.0%***	**111** ***100.0%***	**50** ***100.0%***	**85** ***100.0%***	**31** ***100.0%***	**99** ***100.0%***	**24** ***100.0%***	**32** ***100.0%***	**93** ***100.0%***	**77** ***100.0%***	**67** ***100.0%***	**13** ***100.0%***	**63** ***100.0%***	**54** ***100.0%***	**93** ***100.0%***	**82** ***100.0%***	**72** ***100.0%***	**-** **-**
No Answer	**4**	1	2	-	2	2	2	1	1	1	1	2	-	-	1	3	4	-	-
None	**14** ***9.1%***	7 *18.4%* B	7 *6.3%*	5 *10.0%*	4 *4.7%*	2 *6.5%*	8 *8.1%*	4 *16.7%* **	5 *15.6%* i	5 *5.4%*	5 *6.5%*	7 *10.4%*	2 *15.4%* **	3 *4.8%*	9 *16.7%* O	5 *5.4%*	7 *8.5%*	7 *9.7%*	- -
1 specialist	**72** ***46.8%***	13 *34.2%*	58 *52.3%* a	19 *38.0%*	43 *50.6%*	11 *35.5%*	48 *48.5%*	8 *33.3%* **	16 *50.0%*	47 *50.5%*	37 *48.1%*	30 *44.8%*	5 *38.5%* **	31 *49.2%*	30 *55.6%* O	36 *38.7%*	39 *47.6%*	33 *45.8%*	- -
2	**36** ***23.4%***	9 *23.7%*	27 *24.3%*	12 *24.0%*	23 *27.1%*	11 *35.5%*	21 *21.2%*	8 *33.3%* **	6 *18.8%*	22 *23.7%*	17 *22.1%*	18 *26.9%*	2 *15.4%* **	15 *23.8%*	12 *22.2%*	23 *24.7%*	21 *25.6%*	15 *20.8%*	- -
3	**23** ***14.9%***	7 *18.4%*	13 *11.7%*	11 *22.0%*	10 *11.8%*	5 *16.1%*	16 *16.2%*	3 *12.5%* **	4 *12.5%*	13 *14.0%*	13 *16.9%*	10 *14.9%*	3 *23.1%* **	10 *15.9%*	2 *3.7%*	21 *22.6%* N	13 *15.9%*	10 *13.9%*	- -
4	**6** ***3.9%***	2 *5.3%*	3 *2.7%*	2 *4.0%*	3 *3.5%*	2 *6.5%*	3 *3.0%*	1 *4.2%* **	1 *3.1%*	3 *3.2%*	2 *2.6%*	2 *3.0%*	1 *7.7%* **	1 *1.6%*	1 *1.9%*	5 *5.4%*	- -	6 *8.3%* P	- -
5 or more specialists	**3** ***1.9%***	- -	3 *2.7%*	1 *2.0%*	2 *2.4%*	- -	3 *3.0%*	- - **	- -	3 *3.2%*	3 *3.9%*	- -	- - **	3 *4.8%*	- -	3 *3.2%*	2 *2.4%*	1 *1.4%*	- -
HEDIS/CAHPS SUMMARY RATE - 1 or more specialists	**140** ***90.9%***	31 *81.6%*	104 *93.7%* A	45 *90.0%*	81 *95.3%*	29 *93.5%*	91 *91.9%*	20 *83.3%* **	27 *84.4%*	88 *94.6%* h	72 *93.5%*	60 *89.6%*	11 *84.6%* **	60 *95.2%*	45 *83.3%*	88 *94.6%* N	75 *91.5%*	65 *90.3%*	- -

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

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2015

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Q27. What number would you use to rate that specialist?																			
Total Eligible	**140** *100.0%*	**31** *100.0%*	**104** *100.0%*	**45** *100.0%*	**81** *100.0%*	**29** *100.0%*	**91** *100.0%*	**20** *100.0%*	**27** *100.0%*	**88** *100.0%*	**72** *100.0%*	**60** *100.0%*	**11** *100.0%*	**60** *100.0%*	**45** *100.0%*	**88** *100.0%*	**75** *100.0%*	**65** *100.0%*	**-** **-**
Total Valid Responses	**136** *100.0%*	**30** *100.0%*	**101** *100.0%*	**42** *100.0%*	**80** *100.0%*	**28** *100.0%*	**89** *100.0%*	**19** *100.0%*	**27** *100.0%*	**85** *100.0%*	**70** *100.0%*	**59** *100.0%*	**10** *100.0%*	**59** *100.0%*	**44** *100.0%*	**85** *100.0%*	**73** *100.0%*	**63** *100.0%*	**-** **-**
No Answer	**4**	1	3	3	1	1	2	1	-	3	2	1	1	1	1	3	2	2	-
10 - Best specialist possible	**74** *54.4%*	2 *6.7%*	70 *69.3%* A	10 *23.8%*	55 *68.8%* C	5 *17.9%* **	61 *68.5%*	1 *5.3%* **	9 *33.3%* **	62 *72.9%*	41 *58.6%*	28 *47.5%*	3 *30.0%* **	37 *62.7%*	22 *50.0%*	47 *55.3%*	36 *49.3%*	38 *60.3%*	- -
9	**15** *11.0%*	3 *10.0%*	11 *10.9%*	7 *16.7%*	8 *10.0%*	1 *3.6%* **	12 *13.5%*	1 *5.3%* **	3 *11.1%* **	10 *11.8%*	9 *12.9%*	6 *10.2%*	1 *10.0%* **	8 *13.6%*	5 *11.4%*	10 *11.8%*	9 *12.3%*	6 *9.5%*	- -
8	**17** *12.5%*	6 *20.0%* b	9 *8.9%*	7 *16.7%*	9 *11.3%*	5 *17.9%* **	8 *9.0%*	4 *21.1%* **	6 *22.2%* **	5 *5.9%*	6 *8.6%*	10 *16.9%*	- - **	6 *10.2%*	8 *18.2%*	9 *10.6%*	8 *11.0%*	9 *14.3%*	- -
7	**12** *8.8%*	6 *20.0%* B	6 *5.9%*	6 *14.3%*	5 *6.3%*	4 *14.3%* **	6 *6.7%*	2 *10.5%* **	6 *22.2%* **	4 *4.7%*	6 *8.6%*	6 *10.2%*	2 *20.0%* **	4 *6.8%*	4 *9.1%*	8 *9.4%*	9 *12.3%*	3 *4.8%*	- -
6	**8** *5.9%*	6 *20.0%* B	2 *2.0%*	6 *14.3%* D	- -	7 *25.0%* **	- -	5 *26.3%* **	1 *3.7%* **	2 *2.4%*	3 *4.3%*	5 *8.5%*	1 *10.0%* **	2 *3.4%*	1 *2.3%*	6 *7.1%*	4 *5.5%*	4 *6.3%*	- -
5	**4** *2.9%*	4 *13.3%* B	- -	2 *4.8%*	1 *1.3%*	3 *10.7%* **	1 *1.1%*	4 *21.1%* **	- - **	- -	1 *1.4%*	2 *3.4%*	- - **	1 *1.7%*	2 *4.5%*	1 *1.2%*	4 *5.5%* q	- -	- -
4	**1** *0.7%*	1 *3.3%* b	- -	1 *2.4%*	- -	1 *3.6%* **	- -	1 *5.3%* **	- - **	- -	1 *1.4%*	- -	1 *10.0%* **	- -	1 *2.3%*	- -	1 *1.4%*	- -	- -
3	**-** **-**	- -	- -	- -	- -	- - **	- -	- - **	- - **	- -	- -	- -	- - **	- -	- -	- -	- -	- -	- -
2	**2** *1.5%*	1 *3.3%*	1 *1.0%*	1 *2.4%*	1 *1.3%*	1 *3.6%* **	- -	1 *5.3%* **	1 *3.7%* **	- -	2 *2.9%*	- -	2 *20.0%* **	- -	- -	2 *2.4%*	1 *1.4%*	1 *1.6%*	- -
1	**2** *1.5%*	1 *3.3%*	1 *1.0%*	1 *2.4%*	1 *1.3%*	- - **	1 *1.1%*	- - **	1 *3.7%* **	1 *1.2%*	- -	2 *3.4%*	- - **	- -	1 *2.3%*	1 *1.2%*	1 *1.4%*	1 *1.6%*	- -
0 - Worst specialist possible	**1** *0.7%*	- -	1 *1.0%*	1 *2.4%*	- -	1 *3.6%* **	- -	- - **	- - **	1 *1.2%*	1 *1.4%*	- -	- - **	1 *1.7%*	- -	1 *1.2%*	- -	1 *1.6%*	- -
SUMMARY - 0-3	**5** *3.7%*	2 *6.7%*	3 *3.0%*	3 *7.1%*	2 *2.5%*	2 *7.1%* **	1 *1.1%*	1 *5.3%* **	2 *7.4%* **	2 *2.4%*	3 *4.3%*	2 *3.4%*	2 *20.0%* **	1 *1.7%*	1 *2.3%*	4 *4.7%*	2 *2.7%*	3 *4.8%*	- -
SUMMARY - 4-7	**25** *18.4%*	17 *56.7%* B	8 *7.9%*	15 *35.7%* D	6 *7.5%*	15 *53.6%* **	7 *7.9%*	12 *63.2%* **	7 *25.9%* **	6 *7.1%*	11 *15.7%*	13 *22.0%*	4 *40.0%* **	7 *11.9%*	8 *18.2%*	15 *17.6%*	18 *24.7%* Q	7 *11.1%*	- -
HEDIS/CAHPS SUMMARY RATE - 8-10	**106** *77.9%*	11 *36.7%*	90 *89.1%* A	24 *57.1%*	72 *90.0%* C	11 *39.3%* **	81 *91.0%*	6 *31.6%* **	18 *66.7%* **	77 *90.6%*	56 *80.0%*	44 *74.6%*	4 *40.0%* **	51 *86.4%*	35 *79.5%*	66 *77.6%*	53 *72.6%*	53 *84.1%*	- -
HEDIS/CAHPS SUMMARY RATE - 9-10	**89** *65.4%*	5 *16.7%*	81 *80.2%* A	17 *40.5%*	63 *78.8%* C	6 *21.4%* **	73 *82.0%*	2 *10.5%* **	12 *44.4%* **	72 *84.7%*	50 *71.4%*	34 *57.6%*	4 *40.0%* **	45 *76.3%*	27 *61.4%*	57 *67.1%*	45 *61.6%*	44 *69.8%*	- -
3-Point Score	**2.52**	1.73	2.75	2.12	2.75	1.75	2.80	1.53	2.33	2.80	2.60	2.42	2.00	2.69	2.50	2.54	2.47	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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**
Q28. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?																			
Total Eligible	**527** ***100.0%***	**93** ***100.0%***	**346** ***100.0%***	**106** ***100.0%***	**268** ***100.0%***	**69** ***100.0%***	**285** ***100.0%***	**63** ***100.0%***	**87** ***100.0%***	**289** ***100.0%***	**160** ***100.0%***	**270** ***100.0%***	**27** ***100.0%***	**128** ***100.0%***	**254** ***100.0%***	**211** ***100.0%***	**260** ***100.0%***	**267** ***100.0%***	**-** **-**
Total Valid Responses	**447** ***100.0%***	**87** ***100.0%***	**338** ***100.0%***	**98** ***100.0%***	**252** ***100.0%***	**66** ***100.0%***	**266** ***100.0%***	**60** ***100.0%***	**83** ***100.0%***	**282** ***100.0%***	**158** ***100.0%***	**267** ***100.0%***	**26** ***100.0%***	**127** ***100.0%***	**235** ***100.0%***	**195** ***100.0%***	**246** ***100.0%***	**201** ***100.0%***	**-** **-**
No Answer	**80**	6	8	8	16	3	19	3	4	7	2	3	1	1	19	16	14	66	-
Yes	**87** ***19.5%***	24 *27.6%* B	61 *18.0%*	22 *22.4%*	52 *20.6%*	13 *19.7%*	62 *23.3%*	17 *28.3%* H	10 *12.0%*	58 *20.6%* h	59 *37.3%* K	25 *9.4%*	10 *38.5%* **	48 *37.8%*	43 *18.3%*	42 *21.5%*	50 *20.3%*	37 *18.4%*	- -
No	**360** ***80.5%***	63 *72.4%*	277 *82.0%* A	76 *77.6%*	200 *79.4%*	53 *80.3%*	204 *76.7%*	43 *71.7%*	73 *88.0%* Gi	224 *79.4%*	99 *62.7%*	242 *90.6%* J	16 *61.5%* **	79 *62.2%*	192 *81.7%*	153 *78.5%*	196 *79.7%*	164 *81.6%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**87** ***19.5%***	24 *27.6%* B	61 *18.0%*	22 *22.4%*	52 *20.6%*	13 *19.7%*	62 *23.3%*	17 *28.3%* H	10 *12.0%*	58 *20.6%* h	59 *37.3%* K	25 *9.4%*	10 *38.5%* **	48 *37.8%*	43 *18.3%*	42 *21.5%*	50 *20.3%*	37 *18.4%*	- -

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2015

Q29. (PNI) In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?

	Total	HEALTH PLAN RATING (Q35)		HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Total Eligible	**87** *100.0%*	**24** *100.0%*	**61** *100.0%*	**22** *100.0%*	**52** *100.0%*	**13** *100.0%*	**62** *100.0%*	**17** *100.0%*	**10** *100.0%*	**58** *100.0%*	**59** *100.0%*	**25** *100.0%*	**10** *100.0%*	**48** *100.0%*	**43** *100.0%*	**42** *100.0%*	**50** *100.0%*	**37** *100.0%*	**-** **-**
Total Valid Responses	**86** *100.0%*	**24** *100.0%*	**61** *100.0%*	**22** *100.0%*	**52** *100.0%*	**13** *100.0%*	**62** *100.0%*	**17** *100.0%*	**10** *100.0%*	**58** *100.0%*	**59** *100.0%*	**25** *100.0%*	**10** *100.0%*	**48** *100.0%*	**42** *100.0%*	**42** *100.0%*	**50** *100.0%*	**36** *100.0%*	**-** **-**
No Answer	**1**	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1	-
Always	**38** *44.2%*	3 *12.5%* **	34 *55.7%*	7 *31.8%* **	25 *48.1%*	3 *23.1%* **	31 *50.0%*	2 *11.8%* **	1 *10.0%* **	34 *58.6%*	30 *50.8%*	7 *28.0%* **	2 *20.0%* **	28 *58.3%*	17 *40.5%*	20 *47.6%*	21 *42.0%*	17 *47.2%*	- -
Usually	**18** *20.9%*	8 *33.3%* **	10 *16.4%*	5 *22.7%* **	10 *19.2%*	4 *30.8%* **	12 *19.4%*	3 *17.6%* **	6 *60.0%* **	9 *15.5%*	12 *20.3%*	6 *24.0%* **	1 *10.0%* **	10 *20.8%*	10 *23.8%*	8 *19.0%*	10 *20.0%*	8 *22.2%*	- -
Sometimes	**22** *25.6%*	10 *41.7%* **	12 *19.7%*	7 *31.8%* **	13 *25.0%*	5 *38.5%* **	14 *22.6%*	9 *52.9%* **	2 *20.0%* **	11 *19.0%*	15 *25.4%*	6 *24.0%* **	6 *60.0%* **	9 *18.8%*	11 *26.2%*	11 *26.2%*	15 *30.0%*	7 *19.4%*	- -
Never	**8** *9.3%*	3 *12.5%* **	5 *8.2%*	3 *13.6%* **	4 *7.7%*	1 *7.7%* **	5 *8.1%*	3 *17.6%* **	1 *10.0%* **	4 *6.9%*	2 *3.4%*	6 *24.0%* **	1 *10.0%* **	1 *2.1%*	4 *9.5%*	3 *7.1%*	4 *8.0%*	4 *11.1%*	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**56** *65.1%*	11 *45.8%* **	44 *72.1%*	12 *54.5%* **	35 *67.3%*	7 *53.8%* **	43 *69.4%*	5 *29.4%* **	7 *70.0%* **	43 *74.1%*	42 *71.2%*	13 *52.0%* **	3 *30.0%* **	38 *79.2%*	27 *64.3%*	28 *66.7%*	31 *62.0%*	25 *69.4%*	- -
HEDIS/CAHPS SUMMARY RATE - Always	**38** *44.2%*	3 *12.5%* **	34 *55.7%*	7 *31.8%* **	25 *48.1%*	3 *23.1%* **	31 *50.0%*	2 *11.8%* **	1 *10.0%* **	34 *58.6%*	30 *50.8%*	7 *28.0%* **	2 *20.0%* **	28 *58.3%*	17 *40.5%*	20 *47.6%*	21 *42.0%*	17 *47.2%*	- -
3-Point Score	**2.09**	1.58	2.28	1.86	2.15	1.77	2.19	1.41	1.80	2.33	2.22	1.80	1.50	2.38	2.05	2.14	2.04	2.17	-

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Q30. In the last 6 months, did you get information or help from your health plan's customer service?																			
Total Eligible	**527** ***100.0%***	**93** ***100.0%***	**346** ***100.0%***	**106** ***100.0%***	**268** ***100.0%***	**69** ***100.0%***	**285** ***100.0%***	**63** ***100.0%***	**87** ***100.0%***	**289** ***100.0%***	**160** ***100.0%***	**270** ***100.0%***	**27** ***100.0%***	**128** ***100.0%***	**254** ***100.0%***	**211** ***100.0%***	**260** ***100.0%***	**267** ***100.0%***	**-** **-**
Total Valid Responses	**430** ***100.0%***	**85** ***100.0%***	**328** ***100.0%***	**96** ***100.0%***	**243** ***100.0%***	**64** ***100.0%***	**256** ***100.0%***	**57** ***100.0%***	**83** ***100.0%***	**273** ***100.0%***	**160** ***100.0%***	**270** ***100.0%***	**27** ***100.0%***	**128** ***100.0%***	**227** ***100.0%***	**188** ***100.0%***	**238** ***100.0%***	**192** ***100.0%***	**-** **-**
No Answer	**97**	8	18	10	25	5	29	6	4	16	-	-	-	-	27	23	22	75	-
Yes	**160** ***37.2%***	20 *23.5%*	137 *41.8%* A	35 *36.5%*	104 *42.8%*	22 *34.4%*	117 *45.7%*	11 *19.3%*	28 *33.7%* g	118 *43.2%* G	160 *100.0%* K	- -	27 *100.0%* **	128 *100.0%*	75 *33.0%*	79 *42.0%* n	70 *29.4%*	90 *46.9%* P	- -
No	**270** ***62.8%***	65 *76.5%* B	191 *58.2%*	61 *63.5%*	139 *57.2%*	42 *65.6%*	139 *54.3%*	46 *80.7%* hl	55 *66.3%*	155 *56.8%*	- -	270 *100.0%* J	- - **	- -	152 *67.0%* o	109 *58.0%*	168 *70.6%* Q	102 *53.1%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**160** ***37.2%***	20 *23.5%*	137 *41.8%* A	35 *36.5%*	104 *42.8%*	22 *34.4%*	117 *45.7%*	11 *19.3%*	28 *33.7%* g	118 *43.2%* G	160 *100.0%* K	- -	27 *100.0%* **	128 *100.0%*	75 *33.0%*	79 *42.0%* n	70 *29.4%*	90 *46.9%* P	- -

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2015

		HEALTH PLAN RATING (Q35)		HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**
Q31. (CS) In the last 6 months, how often did your health plan's customer service give you the information or help you needed?																			
Total Eligible	**160** ***100.0%***	**20** ***100.0%***	**137** ***100.0%***	**35** ***100.0%***	**104** ***100.0%***	**22** ***100.0%***	**117** ***100.0%***	**11** ***100.0%***	**28** ***100.0%***	**118** ***100.0%***	**160** ***100.0%***	**-** **-**	**27** ***100.0%***	**128** ***100.0%***	**75** ***100.0%***	**79** ***100.0%***	**70** ***100.0%***	**90** ***100.0%***	**-** **-**
Total Valid Responses	**155** ***100.0%***	**19** ***100.0%***	**133** ***100.0%***	**34** ***100.0%***	**101** ***100.0%***	**20** ***100.0%***	**115** ***100.0%***	**10** ***100.0%***	**26** ***100.0%***	**116** ***100.0%***	**155** ***100.0%***	**-** **-**	**27** ***100.0%***	**128** ***100.0%***	**71** ***100.0%***	**78** ***100.0%***	**65** ***100.0%***	**90** ***100.0%***	**-** **-**
No Answer	**5**	1	4	1	3	2	2	1	2	2	5	-	-	-	4	1	5	-	-
Always	**107** ***69.0%***	8 *42.1%* **	99 *74.4%*	24 *70.6%*	72 *71.3%*	12 *60.0%* **	84 *73.0%*	2 *20.0%* **	14 *53.8%* **	91 *78.4%*	107 *69.0%*	- -	- - **	107 *83.6%*	45 *63.4%*	57 *73.1%*	46 *70.8%*	61 *67.8%*	- -
Usually	**21** ***13.5%***	3 *15.8%* **	18 *13.5%*	4 *11.8%*	17 *16.8%*	2 *10.0%* **	16 *13.9%*	2 *20.0%* **	4 *15.4%* **	15 *12.9%*	21 *13.5%*	- -	- - **	21 *16.4%*	9 *12.7%*	12 *15.4%*	10 *15.4%*	11 *12.2%*	- -
Sometimes	**26** ***16.8%***	8 *42.1%* **	15 *11.3%*	6 *17.6%*	12 *11.9%*	6 *30.0%* **	15 *13.0%*	6 *60.0%* **	8 *30.8%* **	9 *7.8%*	26 *16.8%*	- -	26 *96.3%* **	- -	16 *22.5%* o	9 *11.5%*	9 *13.8%*	17 *18.9%*	- -
Never	**1** ***0.6%***	- - **	1 *0.8%*	- -	- -	- - **	- -	- - **	- - **	1 *0.9%*	1 *0.6%*	- -	1 *3.7%* **	- -	1 *1.4%*	- -	- -	1 *1.1%*	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**128** ***82.6%***	11 *57.9%* **	117 *88.0%*	28 *82.4%*	89 *88.1%*	14 *70.0%* **	100 *87.0%*	4 *40.0%* **	18 *69.2%* **	106 *91.4%*	128 *82.6%*	- -	- - **	128 *100.0%*	54 *76.1%*	69 *88.5%* N	56 *86.2%*	72 *80.0%*	- -
HEDIS/CAHPS SUMMARY RATE - Always	**107** ***69.0%***	8 *42.1%* **	99 *74.4%*	24 *70.6%*	72 *71.3%*	12 *60.0%* **	84 *73.0%*	2 *20.0%* **	14 *53.8%* **	91 *78.4%*	107 *69.0%*	- -	- - **	107 *83.6%*	45 *63.4%*	57 *73.1%*	46 *70.8%*	61 *67.8%*	- -
3-Point Score	**2.52**	2.00	2.62	2.53	2.59	2.30	2.60	1.60	2.23	2.70	2.52	-	1.00	2.84	2.39	2.62	2.57	2.48	-

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

		HEALTH PLAN RATING (Q35)		HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**
Q32. (CS) In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?																			
Total Eligible	**160** ***100.0%***	**20** ***100.0%***	**137** ***100.0%***	**35** ***100.0%***	**104** ***100.0%***	**22** ***100.0%***	**117** ***100.0%***	**11** ***100.0%***	**28** ***100.0%***	**118** ***100.0%***	**160** ***100.0%***	**-** **-**	**27** ***100.0%***	**128** ***100.0%***	**75** ***100.0%***	**79** ***100.0%***	**70** ***100.0%***	**90** ***100.0%***	**-** **-**
Total Valid Responses	**159** ***100.0%***	**20** ***100.0%***	**136** ***100.0%***	**35** ***100.0%***	**103** ***100.0%***	**22** ***100.0%***	**116** ***100.0%***	**11** ***100.0%***	**27** ***100.0%***	**118** ***100.0%***	**159** ***100.0%***	**-** **-**	**26** ***100.0%***	**128** ***100.0%***	**74** ***100.0%***	**79** ***100.0%***	**70** ***100.0%***	**89** ***100.0%***	**-** **-**
No Answer	**1**	-	1	-	1	-	1	-	1	-	1	-	1	-	1	-	-	1	-
Always	**137** ***86.2%***	15 *75.0%* **	119 *87.5%*	29 *82.9%*	89 *86.4%*	16 *72.7%* **	102 *87.9%*	7 *63.6%* **	22 *81.5%* **	105 *89.0%*	137 *86.2%*	- -	19 *73.1%* **	115 *89.8%*	61 *82.4%*	71 *89.9%*	58 *82.9%*	79 *88.8%*	- -
Usually	**14** ***8.8%***	2 *10.0%* **	12 *8.8%*	3 *8.6%*	9 *8.7%*	4 *18.2%* **	9 *7.8%*	1 *9.1%* **	4 *14.8%* **	9 *7.6%*	14 *8.8%*	- -	3 *11.5%* **	11 *8.6%*	9 *12.2%*	4 *5.1%*	8 *11.4%*	6 *6.7%*	- -
Sometimes	**7** ***4.4%***	3 *15.0%* **	4 *2.9%*	3 *8.6%*	4 *3.9%*	2 *9.1%* **	4 *3.4%*	3 *27.3%* **	1 *3.7%* **	3 *2.5%*	7 *4.4%*	- -	4 *15.4%* **	2 *1.6%*	4 *5.4%*	3 *3.8%*	3 *4.3%*	4 *4.5%*	- -
Never	**1** ***0.6%***	- - **	1 *0.7%*	- -	1 *1.0%*	- - **	1 *0.9%*	- - **	- - **	1 *0.8%*	1 *0.6%*	- -	- - **	- -	- -	1 *1.3%*	1 *1.4%*	- -	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**151** ***95.0%***	17 *85.0%* **	131 *96.3%*	32 *91.4%*	98 *95.1%*	20 *90.9%* **	111 *95.7%*	8 *72.7%* **	26 *96.3%* **	114 *96.6%*	151 *95.0%*	- -	22 *84.6%* **	126 *98.4%*	70 *94.6%*	75 *94.9%*	66 *94.3%*	85 *95.5%*	- -
HEDIS/CAHPS SUMMARY RATE - Always	**137** ***86.2%***	15 *75.0%* **	119 *87.5%*	29 *82.9%*	89 *86.4%*	16 *72.7%* **	102 *87.9%*	7 *63.6%* **	22 *81.5%* **	105 *89.0%*	137 *86.2%*	- -	19 *73.1%* **	115 *89.8%*	61 *82.4%*	71 *89.9%*	58 *82.9%*	79 *88.8%*	- -
3-Point Score	**2.81**	2.60	2.84	2.74	2.82	2.64	2.84	2.36	2.78	2.86	2.81	-	2.58	2.88	2.77	2.85	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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Q33. In the last 6 months, did your health plan give you any forms to fill out?																			
Total Eligible	**527** ***100.0%***	**93** ***100.0%***	**346** ***100.0%***	**106** ***100.0%***	**268** ***100.0%***	**69** ***100.0%***	**285** ***100.0%***	**63** ***100.0%***	**87** ***100.0%***	**289** ***100.0%***	**160** ***100.0%***	**270** ***100.0%***	**27** ***100.0%***	**128** ***100.0%***	**254** ***100.0%***	**211** ***100.0%***	**260** ***100.0%***	**267** ***100.0%***	**-** **-**
Total Valid Responses	**442** ***100.0%***	**89** ***100.0%***	**336** ***100.0%***	**99** ***100.0%***	**250** ***100.0%***	**66** ***100.0%***	**262** ***100.0%***	**61** ***100.0%***	**82** ***100.0%***	**282** ***100.0%***	**156** ***100.0%***	**265** ***100.0%***	**24** ***100.0%***	**127** ***100.0%***	**230** ***100.0%***	**196** ***100.0%***	**248** ***100.0%***	**194** ***100.0%***	**-** **-**
No Answer	**85**	4	10	7	18	3	23	2	5	7	4	5	3	1	24	15	12	73	-
Yes	**130** ***29.4%***	24 *27.0%*	103 *30.7%*	32 *32.3%*	84 *33.6%*	24 *36.4%*	86 *32.8%*	12 *19.7%*	32 *39.0%* G	83 *29.4%*	70 *44.9%* K	54 *20.4%*	14 *58.3%* **	54 *42.5%*	61 *26.5%*	64 *32.7%*	50 *20.2%*	80 *41.2%* P	- -
No	**312** ***70.6%***	65 *73.0%*	233 *69.3%*	67 *67.7%*	166 *66.4%*	42 *63.6%*	176 *67.2%*	49 *80.3%* H	50 *61.0%*	199 *70.6%*	86 *55.1%*	211 *79.6%* J	10 *41.7%* **	73 *57.5%*	169 *73.5%*	132 *67.3%*	198 *79.8%* Q	114 *58.8%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**130** ***29.4%***	24 *27.0%*	103 *30.7%*	32 *32.3%*	84 *33.6%*	24 *36.4%*	86 *32.8%*	12 *19.7%*	32 *39.0%* G	83 *29.4%*	70 *44.9%* K	54 *20.4%*	14 *58.3%* **	54 *42.5%*	61 *26.5%*	64 *32.7%*	50 *20.2%*	80 *41.2%* P	- -

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

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	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Q34. (FOF) In the last 6 months, how often were the forms from your health plan easy to fill out?																			
Total Eligible	**442** ***100.0%***	**89** ***100.0%***	**336** ***100.0%***	**99** ***100.0%***	**250** ***100.0%***	**66** ***100.0%***	**262** ***100.0%***	**61** ***100.0%***	**82** ***100.0%***	**282** ***100.0%***	**156** ***100.0%***	**265** ***100.0%***	**24** ***100.0%***	**127** ***100.0%***	**230** ***100.0%***	**196** ***100.0%***	**248** ***100.0%***	**194** ***100.0%***	**-** **-**
Total Valid Responses	**438** ***100.0%***	**89** ***100.0%***	**332** ***100.0%***	**99** ***100.0%***	**246** ***100.0%***	**66** ***100.0%***	**258** ***100.0%***	**61** ***100.0%***	**82** ***100.0%***	**278** ***100.0%***	**154** ***100.0%***	**264** ***100.0%***	**24** ***100.0%***	**126** ***100.0%***	**229** ***100.0%***	**193** ***100.0%***	**246** ***100.0%***	**192** ***100.0%***	**-** **-**
No Answer	**4**	-	4	-	4	-	4	-	-	4	2	1	-	1	1	3	2	2	-
Always	**387** ***88.4%***	71 *79.8%*	300 *90.4%* A	81 *81.8%*	219 *89.0%* c	54 *81.8%*	230 *89.1%*	50 *82.0%*	65 *79.3%*	256 *92.1%* GH	127 *82.5%*	242 *91.7%* J	15 *62.5%* **	109 *86.5%*	204 *89.1%*	168 *87.0%*	224 *91.1%* Q	163 *84.9%*	- -
Usually	**21** ***4.8%***	4 *4.5%*	17 *5.1%*	8 *8.1%*	12 *4.9%*	5 *7.6%*	10 *3.9%*	3 *4.9%*	5 *6.1%*	13 *4.7%*	11 *7.1%* k	9 *3.4%*	2 *8.3%* **	8 *6.3%*	12 *5.2%*	9 *4.7%*	9 *3.7%*	12 *6.3%*	- -
Sometimes	**28** ***6.4%***	13 *14.6%* B	14 *4.2%*	9 *9.1%*	15 *6.1%*	7 *10.6%*	16 *6.2%*	7 *11.5%* I	12 *14.6%* I	8 *2.9%*	16 *10.4%* K	12 *4.5%*	7 *29.2%* **	9 *7.1%*	12 *5.2%*	16 *8.3%*	13 *5.3%*	15 *7.8%*	- -
Never	**2** ***0.5%***	1 *1.1%*	1 *0.3%*	1 *1.0%*	- -	- -	2 *0.8%*	1 *1.6%*	- -	1 *0.4%*	- -	1 *0.4%*	- - **	- -	1 *0.4%*	- -	- -	2 *1.0%*	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**408** ***93.2%***	75 *84.3%*	317 *95.5%* A	89 *89.9%*	231 *93.9%*	59 *89.4%*	240 *93.0%*	53 *86.9%*	70 *85.4%*	269 *96.8%* GH	138 *89.6%*	251 *95.1%* J	17 *70.8%* **	117 *92.9%*	216 *94.3%*	177 *91.7%*	233 *94.7%*	175 *91.1%*	- -
HEDIS/CAHPS SUMMARY RATE - Always	**387** ***88.4%***	71 *79.8%*	300 *90.4%* A	81 *81.8%*	219 *89.0%* c	54 *81.8%*	230 *89.1%*	50 *82.0%*	65 *79.3%*	256 *92.1%* GH	127 *82.5%*	242 *91.7%* J	15 *62.5%* **	109 *86.5%*	204 *89.1%*	168 *87.0%*	224 *91.1%* Q	163 *84.9%*	- -
3-Point Score	**2.82**	2.64	2.86	2.72	2.83	2.71	2.82	2.69	2.65	2.89	2.72	2.87	2.33	2.79	2.83	2.79	2.86	2.76	-

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

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2015

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Q35. What number would you use to rate your health plan?																			
Total Eligible	**527** *100.0%*	**93** *100.0%*	**346** *100.0%*	**106** *100.0%*	**268** *100.0%*	**69** *100.0%*	**285** *100.0%*	**63** *100.0%*	**87** *100.0%*	**289** *100.0%*	**160** *100.0%*	**270** *100.0%*	**27** *100.0%*	**128** *100.0%*	**254** *100.0%*	**211** *100.0%*	**260** *100.0%*	**267** *100.0%*	**-** **-**
Total Valid Responses	**439** *100.0%*	**93** *100.0%*	**346** *100.0%*	**98** *100.0%*	**250** *100.0%*	**67** *100.0%*	**264** *100.0%*	**63** *100.0%*	**87** *100.0%*	**289** *100.0%*	**157** *100.0%*	**256** *100.0%*	**24** *100.0%*	**128** *100.0%*	**227** *100.0%*	**195** *100.0%*	**246** *100.0%*	**193** *100.0%*	**-** **-**
No Answer	**88**	-	-	8	18	2	21	-	-	-	3	14	3	-	27	16	14	74	-
10 - Best health plan possible	**246** *56.0%*	- -	246 *71.1%* A	30 *30.6%*	171 *68.4%* C	19 *28.4%*	181 *68.6%* E	- -	- -	246 *85.1%* GH	99 *63.1%* K	134 *52.3%*	8 *33.3%* **	90 *70.3%*	124 *54.6%*	113 *57.9%*	132 *53.7%*	114 *59.1%*	- -
9	**43** *9.8%*	- -	43 *12.4%* A	8 *8.2%*	26 *10.4%*	3 *4.5%*	28 *10.6%*	- -	- -	43 *14.9%* GH	19 *12.1%*	21 *8.2%*	2 *8.3%* **	16 *12.5%*	24 *10.6%*	19 *9.7%*	29 *11.8%*	14 *7.3%*	- -
8	**57** *13.0%*	- -	57 *16.5%* A	14 *14.3%*	33 *13.2%*	12 *17.9%* f	27 *10.2%*	- -	57 *65.5%* GI	- -	19 *12.1%*	36 *14.1%*	6 *25.0%* **	11 *8.6%*	38 *16.7%* O	18 *9.2%*	27 *11.0%*	30 *15.5%*	- -
7	**30** *6.8%*	30 *32.3%* B	- -	12 *12.2%* D	10 *4.0%*	8 *11.9%* F	13 *4.9%*	- -	30 *34.5%* GI	- -	9 *5.7%*	19 *7.4%*	2 *8.3%* **	7 *5.5%*	16 *7.0%*	13 *6.7%*	18 *7.3%*	12 *6.2%*	- -
6	**13** *3.0%*	13 *14.0%* B	- -	4 *4.1%*	6 *2.4%*	4 *6.0%*	6 *2.3%*	13 *20.6%* HI	- -	- -	6 *3.8%*	6 *2.3%*	3 *12.5%* **	3 *2.3%*	5 *2.2%*	8 *4.1%*	7 *2.8%*	6 *3.1%*	- -
5	**28** *6.4%*	28 *30.1%* B	- -	17 *17.3%* D	3 *1.2%*	12 *17.9%* F	7 *2.7%*	28 *44.4%* HI	- -	- -	2 *1.3%*	24 *9.4%* J	1 *4.2%* **	- -	14 *6.2%*	11 *5.6%*	17 *6.9%*	11 *5.7%*	- -
4	**8** *1.8%*	8 *8.6%* B	- -	5 *5.1%* D	1 *0.4%*	5 *7.5%* F	- -	8 *12.7%* HI	- -	- -	1 *0.6%*	7 *2.7%*	1 *4.2%* **	- -	3 *1.3%*	5 *2.6%*	8 *3.3%* Q	- -	- -
3	**6** *1.4%*	6 *6.5%* B	- -	3 *3.1%* D	- -	1 *1.5%*	1 *0.4%*	6 *9.5%* HI	- -	- -	1 *0.6%*	4 *1.6%*	- - **	1 *0.8%*	3 *1.3%*	3 *1.5%*	2 *0.8%*	4 *2.1%*	- -
2	**1** *0.2%*	1 *1.1%* b	- -	1 *1.0%*	- -	1 *1.5%* F	- -	1 *1.6%* I	- -	- -	1 *0.6%*	- -	1 *4.2%* **	- -	- -	1 *0.5%*	1 *0.4%*	- -	- -
1	**3** *0.7%*	3 *3.2%* B	- -	2 *2.0%* D	- -	1 *1.5%*	1 *0.4%*	3 *4.8%* HI	- -	- -	- -	3 *1.2%*	- - **	- -	- -	2 *1.0%*	2 *0.8%*	1 *0.5%*	- -
0 - Worst health plan possible	**4** *0.9%*	4 *4.3%* B	- -	2 *2.0%* D	- -	1 *1.5%* F	- -	4 *6.3%* HI	- -	- -	- -	2 *0.8%*	- - **	- -	- -	2 *1.0%*	3 *1.2%*	1 *0.5%*	- -
SUMMARY - 0-3	**14** *3.2%*	14 *15.1%* B	- -	8 *8.2%* D	- -	4 *6.0%* F	2 *0.8%*	14 *22.2%* HI	- -	- -	2 *1.3%*	9 *3.5%*	1 *4.2%* **	1 *0.8%*	3 *1.3%*	8 *4.1%* n	8 *3.3%*	6 *3.1%*	- -
SUMMARY - 4-7	**79** *18.0%*	79 *84.9%* B	- -	38 *38.8%* D	20 *8.0%*	29 *43.3%* F	26 *9.8%*	49 *77.8%* HI	30 *34.5%* I	- -	18 *11.5%*	56 *21.9%* J	7 *29.2%* **	10 *7.8%*	38 *16.7%*	37 *19.0%*	50 *20.3%*	29 *15.0%*	- -
HEDIS/CAHPS SUMMARY RATE - 8-10	**346** *78.8%*	- -	346 *100.0%* A	52 *53.1%*	230 *92.0%* C	34 *50.7%*	236 *89.4%* E	- -	57 *65.5%* G	289 *100.0%* GH	137 *87.3%* K	191 *74.6%*	16 *66.7%* **	117 *91.4%*	186 *81.9%*	150 *76.9%*	188 *76.4%*	158 *81.9%*	- -
HEDIS/CAHPS SUMMARY RATE - 9-10	**289** *65.8%*	- -	289 *83.5%* A	38 *38.8%*	197 *78.8%* C	22 *32.8%*	209 *79.2%* E	- -	- -	289 *100.0%* GH	118 *75.2%* K	155 *60.5%*	10 *41.7%* **	106 *82.8%*	148 *65.2%*	132 *67.7%*	161 *65.4%*	128 *66.3%*	- -
3-Point Score	**2.51**	1.32	2.84	2.04	2.75	1.96	2.73	1.00	2.00	3.00	2.68	2.43	2.17	2.80	2.54	2.51	2.49	2.54	-

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Q36. In general, how would you rate your overall health?																			
Total Eligible	**527** *100.0%*	**93** *100.0%*	**346** *100.0%*	**106** *100.0%*	**268** *100.0%*	**69** *100.0%*	**285** *100.0%*	**63** *100.0%*	**87** *100.0%*	**289** *100.0%*	**160** *100.0%*	**270** *100.0%*	**27** *100.0%*	**128** *100.0%*	**254** *100.0%*	**211** *100.0%*	**260** *100.0%*	**267** *100.0%*	**-** **-**
Total Valid Responses	**455** *100.0%*	**92** *100.0%*	**344** *100.0%*	**101** *100.0%*	**254** *100.0%*	**68** *100.0%*	**268** *100.0%*	**62** *100.0%*	**87** *100.0%*	**287** *100.0%*	**160** *100.0%*	**267** *100.0%*	**27** *100.0%*	**128** *100.0%*	**235** *100.0%*	**200** *100.0%*	**257** *100.0%*	**198** *100.0%*	**-** **-**
No Answer	**72**	1	2	5	14	1	17	1	-	2	-	3	-	-	19	11	3	69	-
Excellent	**53** *11.6%*	7 *7.6%*	40 *11.6%*	5 *5.0%*	27 *10.6%* c	8 *11.8%*	29 *10.8%*	5 *8.1%*	6 *6.9%*	36 *12.5%*	17 *10.6%*	33 *12.4%*	4 *14.8%* **	12 *9.4%*	33 *14.0%* O	15 *7.5%*	27 *10.5%*	26 *13.1%*	- -
Very good	**77** *16.9%*	16 *17.4%*	59 *17.2%*	12 *11.9%*	44 *17.3%*	9 *13.2%*	40 *14.9%*	7 *11.3%*	19 *21.8%* g	49 *17.1%*	25 *15.6%*	47 *17.6%*	4 *14.8%* **	21 *16.4%*	47 *20.0%*	29 *14.5%*	47 *18.3%*	30 *15.2%*	- -
Good	**149** *32.7%*	22 *23.9%*	121 *35.2%* A	33 *32.7%*	85 *33.5%*	25 *36.8%*	91 *34.0%*	15 *24.2%*	26 *29.9%*	102 *35.5%* g	61 *38.1%* k	81 *30.3%*	9 *33.3%* **	51 *39.8%*	79 *33.6%*	67 *33.5%*	90 *35.0%*	59 *29.8%*	- -
Fair	**126** *27.7%*	35 *38.0%* B	88 *25.6%*	39 *38.6%* D	68 *26.8%*	18 *26.5%*	77 *28.7%*	26 *41.9%* I	27 *31.0%*	70 *24.4%*	39 *24.4%*	79 *29.6%*	7 *25.9%* **	29 *22.7%*	57 *24.3%*	62 *31.0%*	72 *28.0%*	54 *27.3%*	- -
Poor	**50** *11.0%*	12 *13.0%*	36 *10.5%*	12 *11.9%*	30 *11.8%*	8 *11.8%*	31 *11.6%*	9 *14.5%*	9 *10.3%*	30 *10.5%*	18 *11.3%*	27 *10.1%*	3 *11.1%* **	15 *11.7%*	19 *8.1%*	27 *13.5%* n	21 *8.2%*	29 *14.6%* P	- -
HEDIS/CAHPS SUMMARY RATE - Excellent/Very good	**130** *28.6%*	23 *25.0%*	99 *28.8%*	17 *16.8%*	71 *28.0%* C	17 *25.0%*	69 *25.7%*	12 *19.4%*	25 *28.7%*	85 *29.6%*	42 *26.3%*	80 *30.0%*	8 *29.6%* **	33 *25.8%*	80 *34.0%* O	44 *22.0%*	74 *28.8%*	56 *28.3%*	- -

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2015

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Q37. In general, how would you rate your overall mental or emotional health?																			
Total Eligible	**527** *100.0%*	**93** *100.0%*	**346** *100.0%*	**106** *100.0%*	**268** *100.0%*	**69** *100.0%*	**285** *100.0%*	**63** *100.0%*	**87** *100.0%*	**289** *100.0%*	**160** *100.0%*	**270** *100.0%*	**27** *100.0%*	**128** *100.0%*	**254** *100.0%*	**211** *100.0%*	**260** *100.0%*	**267** *100.0%*	**-** **-**
Total Valid Responses	**456** *100.0%*	**90** *100.0%*	**345** *100.0%*	**101** *100.0%*	**255** *100.0%*	**66** *100.0%*	**271** *100.0%*	**61** *100.0%*	**86** *100.0%*	**288** *100.0%*	**159** *100.0%*	**268** *100.0%*	**26** *100.0%*	**128** *100.0%*	**236** *100.0%*	**200** *100.0%*	**256** *100.0%*	**200** *100.0%*	**-** **-**
No Answer	**71**	3	1	5	13	3	14	2	1	1	1	2	1	-	18	11	4	67	-
Excellent	**84** *18.4%*	14 *15.6%*	66 *19.1%*	16 *15.8%*	45 *17.6%*	12 *18.2%*	45 *16.6%*	10 *16.4%*	13 *15.1%*	57 *19.8%*	24 *15.1%*	52 *19.4%*	4 *15.4%* **	18 *14.1%*	51 *21.6%* o	29 *14.5%*	43 *16.8%*	41 *20.5%*	- -
Very good	**74** *16.2%*	14 *15.6%*	53 *15.4%*	13 *12.9%*	41 *16.1%*	9 *13.6%*	42 *15.5%*	7 *11.5%*	14 *16.3%*	46 *16.0%*	25 *15.7%*	46 *17.2%*	5 *19.2%* **	20 *15.6%*	44 *18.6%*	28 *14.0%*	44 *17.2%*	30 *15.0%*	- -
Good	**132** *28.9%*	21 *23.3%*	106 *30.7%*	24 *23.8%*	79 *31.0%*	20 *30.3%*	83 *30.6%*	14 *23.0%*	25 *29.1%*	88 *30.6%*	43 *27.0%*	79 *29.5%*	5 *19.2%* **	38 *29.7%*	69 *29.2%*	56 *28.0%*	72 *28.1%*	60 *30.0%*	- -
Fair	**127** *27.9%*	30 *33.3%*	94 *27.2%*	35 *34.7%*	74 *29.0%*	16 *24.2%*	80 *29.5%*	19 *31.1%*	31 *36.0%* i	74 *25.7%*	49 *30.8%*	71 *26.5%*	6 *23.1%* **	41 *32.0%*	51 *21.6%*	73 *36.5%* N	78 *30.5%*	49 *24.5%*	- -
Poor	**39** *8.6%*	11 *12.2%*	26 *7.5%*	13 *12.9%* D	16 *6.3%*	9 *13.6%*	21 *7.7%*	11 *18.0%* HI	3 *3.5%*	23 *8.0%*	18 *11.3%*	20 *7.5%*	6 *23.1%* **	11 *8.6%*	21 *8.9%*	14 *7.0%*	19 *7.4%*	20 *10.0%*	- -
HEDIS/CAHPS SUMMARY RATE - Excellent/Very good	**158** *34.6%*	28 *31.1%*	119 *34.5%*	29 *28.7%*	86 *33.7%*	21 *31.8%*	87 *32.1%*	17 *27.9%*	27 *31.4%*	103 *35.8%*	49 *30.8%*	98 *36.6%*	9 *34.6%* **	38 *29.7%*	95 *40.3%* O	57 *28.5%*	87 *34.0%*	71 *35.5%*	- -

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

Presented by The Myers Group
770-978-3173
2015

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Q38. Have you had either a flu shot or flu spray in the nose since July 1, 2014? (All respondents)																			
Total Eligible	**527** *100.0%*	**93** *100.0%*	**346** *100.0%*	**106** *100.0%*	**268** *100.0%*	**69** *100.0%*	**285** *100.0%*	**63** *100.0%*	**87** *100.0%*	**289** *100.0%*	**160** *100.0%*	**270** *100.0%*	**27** *100.0%*	**128** *100.0%*	**254** *100.0%*	**211** *100.0%*	**260** *100.0%*	**267** *100.0%*	**-** **-**
Total Valid Responses	**440** *100.0%*	**91** *100.0%*	**330** *100.0%*	**97** *100.0%*	**244** *100.0%*	**65** *100.0%*	**259** *100.0%*	**61** *100.0%*	**86** *100.0%*	**274** *100.0%*	**153** *100.0%*	**261** *100.0%*	**26** *100.0%*	**123** *100.0%*	**231** *100.0%*	**189** *100.0%*	**242** *100.0%*	**198** *100.0%*	**-** **-**
No Answer	**72**	2	2	6	14	4	15	2	-	2	-	2	-	-	18	12	6	66	-
Yes	**163** *37.0%*	29 *31.9%*	128 *38.8%*	36 *37.1%*	102 *41.8%*	28 *43.1%*	106 *40.9%*	21 *34.4%*	26 *30.2%*	110 *40.1%* h	63 *41.2%*	88 *33.7%*	11 *42.3%* **	50 *40.7%*	71 *30.7%*	82 *43.4%* N	99 *40.9%* q	64 *32.3%*	- -
No	**277** *63.0%*	62 *68.1%*	202 *61.2%*	61 *62.9%*	142 *58.2%*	37 *56.9%*	153 *59.1%*	40 *65.6%*	60 *69.8%* i	164 *59.9%*	90 *58.8%*	173 *66.3%*	15 *57.7%* **	73 *59.3%*	160 *69.3%* O	107 *56.6%*	143 *59.1%*	134 *67.7%* p	- -
Don't know	**15**	-	14	3	10	-	11	-	1	13	7	7	1	5	5	10	12	3	-
HEDIS/CAHPS SUMMARY RATE - Yes	**163** *37.0%*	29 *31.9%*	128 *38.8%*	36 *37.1%*	102 *41.8%*	28 *43.1%*	106 *40.9%*	21 *34.4%*	26 *30.2%*	110 *40.1%*	63 *41.2%*	88 *33.7%*	11 *42.3%*	50 *40.7%*	71 *30.7%*	82 *43.4%*	99 *40.9%*	64 *32.3%*	- -

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Q38. (HEDIS) Have you had either a flu shot or flu spray in the nose since July 1, 2014? (Respondents 18-64 years as of July 1 of the measurement year)																			
Total Eligible	**499** ***100.0%***	**89** ***100.0%***	**324** ***100.0%***	**100** ***100.0%***	**254** ***100.0%***	**65** ***100.0%***	**270** ***100.0%***	**60** ***100.0%***	**83** ***100.0%***	**270** ***100.0%***	**155** ***100.0%***	**250** ***100.0%***	**26** ***100.0%***	**124** ***100.0%***	**231** ***100.0%***	**207** ***100.0%***	**242** ***100.0%***	**257** ***100.0%***	**-** **-**
Total Valid Responses	**415** ***100.0%***	**87** ***100.0%***	**309** ***100.0%***	**93** ***100.0%***	**231** ***100.0%***	**61** ***100.0%***	**246** ***100.0%***	**58** ***100.0%***	**82** ***100.0%***	**256** ***100.0%***	**148** ***100.0%***	**241** ***100.0%***	**25** ***100.0%***	**119** ***100.0%***	**211** ***100.0%***	**185** ***100.0%***	**225** ***100.0%***	**190** ***100.0%***	**-** **-**
No Answer	**70**	2	2	4	14	4	14	2	-	2	-	2	-	-	16	12	6	64	-
Yes	**154** ***37.1%***	28 *32.2%*	120 *38.8%*	35 *37.6%*	96 *41.6%*	26 *42.6%*	101 *41.1%*	20 *34.5%*	25 *30.5%*	103 *40.2%*	62 *41.9%* k	80 *33.2%*	10 *40.0%* **	50 *42.0%*	62 *29.4%*	82 *44.3%* N	94 *41.8%* Q	60 *31.6%*	- -
No	**261** ***62.9%***	59 *67.8%*	189 *61.2%*	58 *62.4%*	135 *58.4%*	35 *57.4%*	145 *58.9%*	38 *65.5%*	57 *69.5%*	153 *59.8%*	86 *58.1%*	161 *66.8%* j	15 *60.0%* **	69 *58.0%*	149 *70.6%* O	103 *55.7%*	131 *58.2%*	130 *68.4%* P	- -
Don't know	**14**	-	13	3	9	-	10	-	1	12	7	7	1	5	4	10	11	3	-
HEDIS/CAHPS SUMMARY RATE - Yes	**154** ***37.1%***	28 *32.2%*	120 *38.8%*	35 *37.6%*	96 *41.6%*	26 *42.6%*	101 *41.1%*	20 *34.5%*	25 *30.5%*	103 *40.2%*	62 *41.9%*	80 *33.2%*	10 *40.0%*	50 *42.0%*	62 *29.4%*	82 *44.3%*	94 *41.8%*	60 *31.6%*	- -

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Q39. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?																			
Total Eligible	**527** ***100.0%***	**93** ***100.0%***	**346** ***100.0%***	**106** ***100.0%***	**268** ***100.0%***	**69** ***100.0%***	**285** ***100.0%***	**63** ***100.0%***	**87** ***100.0%***	**289** ***100.0%***	**160** ***100.0%***	**270** ***100.0%***	**27** ***100.0%***	**128** ***100.0%***	**254** ***100.0%***	**211** ***100.0%***	**260** ***100.0%***	**267** ***100.0%***	**-** **-**
Total Valid Responses	**452** ***100.0%***	**93** ***100.0%***	**338** ***100.0%***	**99** ***100.0%***	**254** ***100.0%***	**67** ***100.0%***	**267** ***100.0%***	**63** ***100.0%***	**87** ***100.0%***	**281** ***100.0%***	**157** ***100.0%***	**266** ***100.0%***	**27** ***100.0%***	**125** ***100.0%***	**233** ***100.0%***	**199** ***100.0%***	**253** ***100.0%***	**199** ***100.0%***	**-** **-**
No Answer	**75**	-	8	7	14	2	18	-	-	8	3	4	-	3	21	12	7	68	-
Every day	**110** ***24.3%***	27 *29.0%*	77 *22.8%*	28 *28.3%*	58 *22.8%*	13 *19.4%*	64 *24.0%*	17 *27.0%*	27 *31.0%* i	60 *21.4%*	34 *21.7%*	68 *25.6%*	6 *22.2%* **	28 *22.4%*	45 *19.3%*	57 *28.6%* N	64 *25.3%*	46 *23.1%*	- -
Some days	**69** ***15.3%***	13 *14.0%*	55 *16.3%*	13 *13.1%*	38 *15.0%*	8 *11.9%*	45 *16.9%*	11 *17.5%* h	7 *8.0%*	50 *17.8%* H	26 *16.6%*	39 *14.7%*	5 *18.5%* **	19 *15.2%*	38 *16.3%*	28 *14.1%*	38 *15.0%*	31 *15.6%*	- -
Not at all	**271** ***60.0%***	53 *57.0%*	204 *60.4%*	58 *58.6%*	156 *61.4%*	46 *68.7%*	157 *58.8%*	35 *55.6%*	53 *60.9%*	169 *60.1%*	96 *61.1%*	158 *59.4%*	16 *59.3%* **	77 *61.6%*	148 *63.5%*	114 *57.3%*	149 *58.9%*	122 *61.3%*	- -
Don't know	**2** ***0.4%***	- -	2 *0.6%*	- -	2 *0.8%*	- -	1 *0.4%*	- -	- -	2 *0.7%*	1 *0.6%*	1 *0.4%*	- - **	1 *0.8%*	2 *0.9%*	- -	2 *0.8%*	- -	- -
HEDIS/CAHPS SUMMARY RATE - % Smokers and Tobacco Users	**179** ***39.6%***	40 *43.0%*	132 *39.1%*	41 *41.4%*	96 *37.8%*	21 *31.3%*	109 *40.8%*	28 *44.4%*	34 *39.1%*	110 *39.1%*	60 *38.2%*	107 *40.2%*	11 *40.7%* **	47 *37.6%*	83 *35.6%*	85 *42.7%*	102 *40.3%*	77 *38.7%*	- -

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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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**
Q40. (HEDIS) In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?																			
Total Eligible	**179** ***100.0%***	**40** ***100.0%***	**132** ***100.0%***	**41** ***100.0%***	**96** ***100.0%***	**21** ***100.0%***	**109** ***100.0%***	**28** ***100.0%***	**34** ***100.0%***	**110** ***100.0%***	**60** ***100.0%***	**107** ***100.0%***	**11** ***100.0%***	**47** ***100.0%***	**83** ***100.0%***	**85** ***100.0%***	**102** ***100.0%***	**77** ***100.0%***	**-** **-**
Total Valid Responses	**176** ***100.0%***	**40** ***100.0%***	**130** ***100.0%***	**41** ***100.0%***	**94** ***100.0%***	**21** ***100.0%***	**107** ***100.0%***	**28** ***100.0%***	**34** ***100.0%***	**108** ***100.0%***	**60** ***100.0%***	**105** ***100.0%***	**11** ***100.0%***	**47** ***100.0%***	**82** ***100.0%***	**84** ***100.0%***	**100** ***100.0%***	**76** ***100.0%***	**-** **-**
No Answer	**3**	-	2	-	2	-	2	-	-	2	-	2	-	-	1	1	2	1	-
Always	**67** ***38.1%***	8 *20.0%*	56 *43.1%* A	10 *24.4%*	46 *48.9%* C	4 *19.0%* **	51 *47.7%*	5 *17.9%* **	9 *26.5%*	50 *46.3%* H	34 *56.7%* K	28 *26.7%*	4 *36.4%* **	29 *61.7%*	28 *34.1%*	34 *40.5%*	38 *38.0%*	29 *38.2%*	- -
Usually	**28** ***15.9%***	8 *20.0%*	19 *14.6%*	9 *22.0%*	13 *13.8%*	4 *19.0%* **	18 *16.8%*	6 *21.4%* **	7 *20.6%*	14 *13.0%*	8 *13.3%*	18 *17.1%*	1 *9.1%* **	7 *14.9%*	11 *13.4%*	15 *17.9%*	19 *19.0%*	9 *11.8%*	- -
Sometimes	**37** ***21.0%***	11 *27.5%*	26 *20.0%*	5 *12.2%*	21 *22.3%*	6 *28.6%* **	23 *21.5%*	8 *28.6%* **	8 *23.5%*	21 *19.4%*	9 *15.0%*	25 *23.8%*	3 *27.3%* **	5 *10.6%*	21 *25.6%*	13 *15.5%*	17 *17.0%*	20 *26.3%*	- -
Never	**44** ***25.0%***	13 *32.5%*	29 *22.3%*	17 *41.5%* D	14 *14.9%*	7 *33.3%* **	15 *14.0%*	9 *32.1%* **	10 *29.4%*	23 *21.3%*	9 *15.0%*	34 *32.4%* J	3 *27.3%* **	6 *12.8%*	22 *26.8%*	22 *26.2%*	26 *26.0%*	18 *23.7%*	- -
CURRENT YEAR SUMMARY RATE - Advising Smokers and Tobacco Users to Quit Rate	**132** ***75.0%***	27 *67.5%*	101 *77.7%*	24 *58.5%*	80 *85.1%* C	14 *66.7%* **	92 *86.0%*	19 *67.9%* **	24 *70.6%*	85 *78.7%*	51 *85.0%* K	71 *67.6%*	8 *72.7%* **	41 *87.2%*	60 *73.2%*	62 *73.8%*	74 *74.0%*	58 *76.3%*	- -

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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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

Q41. (HEDIS) In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco?

		HEALTH PLAN RATING (Q35)		HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Total Eligible	**179** *100.0%*	**40** *100.0%*	**132** *100.0%*	**41** *100.0%*	**96** *100.0%*	**21** *100.0%*	**109** *100.0%*	**28** *100.0%*	**34** *100.0%*	**110** *100.0%*	**60** *100.0%*	**107** *100.0%*	**11** *100.0%*	**47** *100.0%*	**83** *100.0%*	**85** *100.0%*	**102** *100.0%*	**77** *100.0%*	**-** **-**
Total Valid Responses	**175** *100.0%*	**38** *100.0%*	**131** *100.0%*	**40** *100.0%*	**94** *100.0%*	**21** *100.0%*	**107** *100.0%*	**27** *100.0%*	**33** *100.0%*	**109** *100.0%*	**59** *100.0%*	**105** *100.0%*	**11** *100.0%*	**46** *100.0%*	**82** *100.0%*	**83** *100.0%*	**100** *100.0%*	**75** *100.0%*	**-** **-**
No Answer	**4**	2	1	1	2	-	2	1	1	1	1	2	-	1	1	2	2	2	-
Always	**33** *18.9%*	3 *7.9%*	27 *20.6%* a	4 *10.0%*	24 *25.5%* C	3 *14.3%* **	27 *25.2%*	3 *11.1%* **	2 *6.1%*	25 *22.9%* H	14 *23.7%* K	12 *11.4%*	1 *9.1%* **	13 *28.3%*	13 *15.9%*	16 *19.3%*	22 *22.0%*	11 *14.7%*	- -
Usually	**17** *9.7%*	4 *10.5%*	13 *9.9%*	4 *10.0%*	10 *10.6%*	2 *9.5%* **	12 *11.2%*	2 *7.4%* **	6 *18.2%*	9 *8.3%*	3 *5.1%*	13 *12.4%*	- - **	3 *6.5%*	10 *12.2%*	6 *7.2%*	12 *12.0%*	5 *6.7%*	- -
Sometimes	**30** *17.1%*	12 *31.6%* B	18 *13.7%*	11 *27.5%*	17 *18.1%*	7 *33.3%* **	16 *15.0%*	9 *33.3%* **	5 *15.2%*	16 *14.7%*	11 *18.6%*	18 *17.1%*	2 *18.2%* **	8 *17.4%*	10 *12.2%*	19 *22.9%* n	17 *17.0%*	13 *17.3%*	- -
Never	**95** *54.3%*	19 *50.0%*	73 *55.7%*	21 *52.5%*	43 *45.7%*	9 *42.9%* **	52 *48.6%*	13 *48.1%* **	20 *60.6%*	59 *54.1%*	31 *52.5%*	62 *59.0%*	8 *72.7%* **	22 *47.8%*	49 *59.8%*	42 *50.6%*	49 *49.0%*	46 *61.3%*	- -
CURRENT YEAR SUMMARY RATE - Discussing Cessation Medications Rate	**80** *45.7%*	19 *50.0%*	58 *44.3%*	19 *47.5%*	51 *54.3%*	12 *57.1%* **	55 *51.4%*	14 *51.9%* **	13 *39.4%*	50 *45.9%*	28 *47.5%*	43 *41.0%*	3 *27.3%* **	24 *52.2%*	33 *40.2%*	41 *49.4%*	51 *51.0%*	29 *38.7%*	- -

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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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**
Q42. (HEDIS) In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco?																			
Total Eligible	**179** ***100.0%***	**40** ***100.0%***	**132** ***100.0%***	**41** ***100.0%***	**96** ***100.0%***	**21** ***100.0%***	**109** ***100.0%***	**28** ***100.0%***	**34** ***100.0%***	**110** ***100.0%***	**60** ***100.0%***	**107** ***100.0%***	**11** ***100.0%***	**47** ***100.0%***	**83** ***100.0%***	**85** ***100.0%***	**102** ***100.0%***	**77** ***100.0%***	**-** **-**
Total Valid Responses	**175** ***100.0%***	**40** ***100.0%***	**129** ***100.0%***	**40** ***100.0%***	**94** ***100.0%***	**20** ***100.0%***	**108** ***100.0%***	**28** ***100.0%***	**34** ***100.0%***	**107** ***100.0%***	**58** ***100.0%***	**106** ***100.0%***	**11** ***100.0%***	**45** ***100.0%***	**83** ***100.0%***	**82** ***100.0%***	**101** ***100.0%***	**74** ***100.0%***	**-** **-**
No Answer	**4**	-	3	1	2	1	1	-	-	3	2	1	-	2	-	3	1	3	-
Always	**31** ***17.7%***	5 *12.5%*	25 *19.4%*	4 *10.0%*	22 *23.4%* c	2 *10.0%* **	24 *22.2%*	5 *17.9%* **	1 *2.9%*	24 *22.4%* H	12 *20.7%*	13 *12.3%*	2 *18.2%* **	9 *20.0%*	16 *19.3%*	13 *15.9%*	20 *19.8%*	11 *14.9%*	- -
Usually	**20** ***11.4%***	4 *10.0%*	16 *12.4%*	3 *7.5%*	15 *16.0%*	3 *15.0%* **	14 *13.0%*	2 *7.1%* **	7 *20.6%*	11 *10.3%*	8 *13.8%*	10 *9.4%*	1 *9.1%* **	7 *15.6%*	10 *12.0%*	9 *11.0%*	13 *12.9%*	7 *9.5%*	- -
Sometimes	**32** ***18.3%***	10 *25.0%*	20 *15.5%*	10 *25.0%*	17 *18.1%*	7 *35.0%* **	21 *19.4%*	8 *28.6%* **	3 *8.8%*	19 *17.8%*	13 *22.4%*	19 *17.9%*	1 *9.1%* **	11 *24.4%*	11 *13.3%*	18 *22.0%*	18 *17.8%*	14 *18.9%*	- -
Never	**92** ***52.6%***	21 *52.5%*	68 *52.7%*	23 *57.5%*	40 *42.6%*	8 *40.0%* **	49 *45.4%*	13 *46.4%* **	23 *67.6%* i	53 *49.5%*	25 *43.1%*	64 *60.4%* J	7 *63.6%* **	18 *40.0%*	46 *55.4%*	42 *51.2%*	50 *49.5%*	42 *56.8%*	- -
CURRENT YEAR SUMMARY RATE - Discussing Cessation Strategies Rate	**83** ***47.4%***	19 *47.5%*	61 *47.3%*	17 *42.5%*	54 *57.4%*	12 *60.0%* **	59 *54.6%*	15 *53.6%* **	11 *32.4%*	54 *50.5%* h	33 *56.9%* K	42 *39.6%*	4 *36.4%* **	27 *60.0%*	37 *44.6%*	40 *48.8%*	51 *50.5%*	32 *43.2%*	- -

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Q43. Do you take aspirin daily or every other day? (All respondents)																			
Total Eligible	**527** *100.0%*	**93** *100.0%*	**346** *100.0%*	**106** *100.0%*	**268** *100.0%*	**69** *100.0%*	**285** *100.0%*	**63** *100.0%*	**87** *100.0%*	**289** *100.0%*	**160** *100.0%*	**270** *100.0%*	**27** *100.0%*	**128** *100.0%*	**254** *100.0%*	**211** *100.0%*	**260** *100.0%*	**267** *100.0%*	**-** **-**
Total Valid Responses	**441** *100.0%*	**88** *100.0%*	**332** *100.0%*	**96** *100.0%*	**246** *100.0%*	**63** *100.0%*	**261** *100.0%*	**58** *100.0%*	**87** *100.0%*	**275** *100.0%*	**153** *100.0%*	**259** *100.0%*	**26** *100.0%*	**123** *100.0%*	**228** *100.0%*	**193** *100.0%*	**247** *100.0%*	**194** *100.0%*	**-** **-**
No Answer	**80**	4	9	9	17	6	19	4	-	9	3	9	-	3	23	15	8	72	-
Yes	**126** *28.6%*	18 *20.5%*	105 *31.6%* A	18 *18.8%*	83 *33.7%* C	21 *33.3%*	85 *32.6%*	13 *22.4%*	22 *25.3%*	88 *32.0%*	48 *31.4%*	67 *25.9%*	5 *19.2%* **	43 *35.0%*	57 *25.0%*	62 *32.1%*	75 *30.4%*	51 *26.3%*	- -
No	**315** *71.4%*	70 *79.5%* B	227 *68.4%*	78 *81.3%* D	163 *66.3%*	42 *66.7%*	176 *67.4%*	45 *77.6%*	65 *74.7%*	187 *68.0%*	105 *68.6%*	192 *74.1%*	21 *80.8%* **	80 *65.0%*	171 *75.0%*	131 *67.9%*	172 *69.6%*	143 *73.7%*	- -
Don't know	**6**	1	5	1	5	-	5	1	-	5	4	2	1	2	3	3	5	1	-
HEDIS/CAHPS SUMMARY RATE - Yes	**126** *28.6%*	18 *20.5%*	105 *31.6%*	18 *18.8%*	83 *33.7%*	21 *33.3%*	85 *32.6%*	13 *22.4%*	22 *25.3%*	88 *32.0%*	48 *31.4%*	67 *25.9%*	5 *19.2%*	43 *35.0%*	57 *25.0%*	62 *32.1%*	75 *30.4%*	51 *26.3%*	- -

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

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	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**
HEDIS Measure: Aspirin Use																			
Total Eligible	**527** *100.0%*	**93** *100.0%*	**346** *100.0%*	**106** *100.0%*	**268** *100.0%*	**69** *100.0%*	**285** *100.0%*	**63** *100.0%*	**87** *100.0%*	**289** *100.0%*	**160** *100.0%*	**270** *100.0%*	**27** *100.0%*	**128** *100.0%*	**254** *100.0%*	**211** *100.0%*	**260** *100.0%*	**267** *100.0%*	**-** **-**
Total Valid Responses	**41** *100.0%*	**5** *100.0%*	**32** *100.0%*	**5** *100.0%*	**28** *100.0%*	**3** *100.0%*	**27** *100.0%*	**3** *100.0%*	**8** *100.0%*	**26** *100.0%*	**12** *100.0%*	**22** *100.0%*	**3** *100.0%*	**9** *100.0%*	**16** *100.0%*	**23** *100.0%*	**20** *100.0%*	**21** *100.0%*	**-** **-**
No Answer	**486**	88	314	101	240	66	258	60	79	263	148	248	24	119	238	188	240	246	-
Current Year Summary Rate	**13** *31.7%*	1 *20.0%* **	10 *31.3%*	2 *40.0%* **	9 *32.1%* **	1 *33.3%* **	9 *33.3%* **	- - **	4 *50.0%* **	7 *26.9%* **	4 *33.3%* **	6 *27.3%* **	2 *66.7%* **	2 *22.2%* **	6 *37.5%* **	7 *30.4%* **	7 *35.0%* **	6 *28.6%* **	- -
Current Year Bottom Box Rate	**28** *68.3%*	4 *80.0%* **	22 *68.8%*	3 *60.0%* **	19 *67.9%* **	2 *66.7%* **	18 *66.7%* **	3 *100.0%* **	4 *50.0%* **	19 *73.1%* **	8 *66.7%* **	16 *72.7%* **	1 *33.3%* **	7 *77.8%* **	10 *62.5%* **	16 *69.6%* **	13 *65.0%* **	15 *71.4%* **	- -

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2015

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**
Q44. Do you have a health problem or take medication that makes taking aspirin unsafe for you?																			
Total Eligible	**527** ***100.0%***	**93** ***100.0%***	**346** ***100.0%***	**106** ***100.0%***	**268** ***100.0%***	**69** ***100.0%***	**285** ***100.0%***	**63** ***100.0%***	**87** ***100.0%***	**289** ***100.0%***	**160** ***100.0%***	**270** ***100.0%***	**27** ***100.0%***	**128** ***100.0%***	**254** ***100.0%***	**211** ***100.0%***	**260** ***100.0%***	**267** ***100.0%***	**-** **-**
Total Valid Responses	**413** ***100.0%***	**75** ***100.0%***	**321** ***100.0%***	**82** ***100.0%***	**237** ***100.0%***	**56** ***100.0%***	**248** ***100.0%***	**49** ***100.0%***	**77** ***100.0%***	**270** ***100.0%***	**145** ***100.0%***	**242** ***100.0%***	**25** ***100.0%***	**116** ***100.0%***	**223** ***100.0%***	**174** ***100.0%***	**225** ***100.0%***	**188** ***100.0%***	**-** **-**
No Answer	**79**	5	7	10	17	4	20	5	1	6	3	9	-	3	19	19	8	71	-
Yes	**54** ***13.1%***	9 *12.0%*	43 *13.4%*	20 *24.4%* D	29 *12.2%*	6 *10.7%*	39 *15.7%*	6 *12.2%*	10 *13.0%*	36 *13.3%*	25 *17.2%* k	26 *10.7%*	2 *8.0%* **	22 *19.0%*	19 *8.5%*	32 *18.4%* N	29 *12.9%*	25 *13.3%*	- -
No	**359** ***86.9%***	66 *88.0%*	278 *86.6%*	62 *75.6%*	208 *87.8%* C	50 *89.3%*	209 *84.3%*	43 *87.8%*	67 *87.0%*	234 *86.7%*	120 *82.8%*	216 *89.3%* j	23 *92.0%* **	94 *81.0%*	204 *91.5%* O	142 *81.6%*	196 *87.1%*	163 *86.7%*	- -
Don't know	**35**	13	18	14	14	9	17	9	9	13	12	19	2	9	12	18	27	8	-
HEDIS/CAHPS SUMMARY RATE - No	**359** ***86.9%***	66 *88.0%*	278 *86.6%*	62 *75.6%*	208 *87.8%*	50 *89.3%*	209 *84.3%*	43 *87.8%*	67 *87.0%*	234 *86.7%*	120 *82.8%*	216 *89.3%*	23 *92.0%*	94 *81.0%*	204 *91.5%*	142 *81.6%*	196 *87.1%*	163 *86.7%*	- -

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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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**
Q45. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke? (All respondents)																			
Total Eligible	**527** ***100.0%***	**93** ***100.0%***	**346** ***100.0%***	**106** ***100.0%***	**268** ***100.0%***	**69** ***100.0%***	**285** ***100.0%***	**63** ***100.0%***	**87** ***100.0%***	**289** ***100.0%***	**160** ***100.0%***	**270** ***100.0%***	**27** ***100.0%***	**128** ***100.0%***	**254** ***100.0%***	**211** ***100.0%***	**260** ***100.0%***	**267** ***100.0%***	**-** **-**
Total Valid Responses	**451** ***100.0%***	**92** ***100.0%***	**339** ***100.0%***	**98** ***100.0%***	**252** ***100.0%***	**66** ***100.0%***	**267** ***100.0%***	**62** ***100.0%***	**87** ***100.0%***	**282** ***100.0%***	**155** ***100.0%***	**267** ***100.0%***	**27** ***100.0%***	**123** ***100.0%***	**236** ***100.0%***	**195** ***100.0%***	**256** ***100.0%***	**195** ***100.0%***	**-** **-**
No Answer	**76**	1	7	8	16	3	18	1	-	7	5	3	-	5	18	16	4	72	-
Yes	**189** ***41.9%***	23 *25.0%*	159 *46.9%* A	33 *33.7%*	128 *50.8%* C	28 *42.4%*	135 *50.6%*	12 *19.4%*	34 *39.1%* G	136 *48.2%* G	76 *49.0%* K	99 *37.1%*	5 *18.5%* **	70 *56.9%*	87 *36.9%*	96 *49.2%* N	113 *44.1%*	76 *39.0%*	- -
No	**262** ***58.1%***	69 *75.0%* B	180 *53.1%*	65 *66.3%* D	124 *49.2%*	38 *57.6%*	132 *49.4%*	50 *80.6%* HI	53 *60.9%*	146 *51.8%*	79 *51.0%*	168 *62.9%* J	22 *81.5%* **	53 *43.1%*	149 *63.1%* O	99 *50.8%*	143 *55.9%*	119 *61.0%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**189** ***41.9%***	23 *25.0%*	159 *46.9%*	33 *33.7%*	128 *50.8%*	28 *42.4%*	135 *50.6%*	12 *19.4%*	34 *39.1%*	136 *48.2%*	76 *49.0%*	99 *37.1%*	5 *18.5%*	70 *56.9%*	87 *36.9%*	96 *49.2%*	113 *44.1%*	76 *39.0%*	- -

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
HEDIS Measure: Aspirin Risks and Benefits																			
Total Eligible	**527** ***100.0%***	**93** ***100.0%***	**346** ***100.0%***	**106** ***100.0%***	**268** ***100.0%***	**69** ***100.0%***	**285** ***100.0%***	**63** ***100.0%***	**87** ***100.0%***	**289** ***100.0%***	**160** ***100.0%***	**270** ***100.0%***	**27** ***100.0%***	**128** ***100.0%***	**254** ***100.0%***	**211** ***100.0%***	**260** ***100.0%***	**267** ***100.0%***	**-** **-**
Total Valid Responses	**65** ***100.0%***	**6** ***100.0%***	**52** ***100.0%***	**7** ***100.0%***	**45** ***100.0%***	**3** ***100.0%***	**46** ***100.0%***	**3** ***100.0%***	**10** ***100.0%***	**45** ***100.0%***	**18** ***100.0%***	**39** ***100.0%***	**3** ***100.0%***	**15** ***100.0%***	**26** ***100.0%***	**36** ***100.0%***	**33** ***100.0%***	**32** ***100.0%***	**-** **-**
No Answer	**462**	87	294	99	223	66	239	60	77	244	142	231	24	113	228	175	227	235	-
Current Year Summary Rate	**27** ***41.5%***	3 *50.0%* **	21 *40.4%*	2 *28.6%* **	21 *46.7%*	1 *33.3%* **	20 *43.5%*	- - **	5 *50.0%* **	19 *42.2%*	9 *50.0%* **	14 *35.9%*	- - **	9 *60.0%* **	6 *23.1%* **	19 *52.8%*	18 *54.5%* Q	9 *28.1%*	- -
Current Year Bottom Box Rate	**38** ***58.5%***	3 *50.0%* **	31 *59.6%*	5 *71.4%* **	24 *53.3%*	2 *66.7%* **	26 *56.5%*	3 *100.0%* **	5 *50.0%* **	26 *57.8%*	9 *50.0%* **	25 *64.1%*	3 *100.0%* **	6 *40.0%* **	20 *76.9%* **	17 *47.2%*	15 *45.5%*	23 *71.9%* P	- -

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

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	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Q46. Are you aware that you have any of the following conditions? Check all that apply.																			
Total Eligible	**527** ***100.0%***	**93** ***100.0%***	**346** ***100.0%***	**106** ***100.0%***	**268** ***100.0%***	**69** ***100.0%***	**285** ***100.0%***	**63** ***100.0%***	**87** ***100.0%***	**289** ***100.0%***	**160** ***100.0%***	**270** ***100.0%***	**27** ***100.0%***	**128** ***100.0%***	**254** ***100.0%***	**211** ***100.0%***	**260** ***100.0%***	**267** ***100.0%***	**-** **-**
Total Valid Responses	**490**	104	368	108	301	82	315	76	96	300	182	273	27	151	211	255	281	209	-
Total Respondents	**306** ***100.0%***	**66** ***100.0%***	**226** ***100.0%***	**68** ***100.0%***	**180** ***100.0%***	**54** ***100.0%***	**187** ***100.0%***	**48** ***100.0%***	**58** ***100.0%***	**186** ***100.0%***	**105** ***100.0%***	**179** ***100.0%***	**17** ***100.0%***	**85** ***100.0%***	**137** ***100.0%***	**153** ***100.0%***	**186** ***100.0%***	**120** ***100.0%***	**-** **-**
High cholesterol	**150** ***49.0%***	32 *48.5%*	116 *51.3%*	33 *48.5%*	91 *50.6%*	24 *44.4%*	101 *54.0%*	22 *45.8%*	30 *51.7%*	96 *51.6%*	56 *53.3%*	82 *45.8%*	6 *35.3%* **	49 *57.6%*	63 *46.0%*	78 *51.0%*	91 *48.9%*	59 *49.2%*	- -
High blood pressure	**234** ***76.5%***	49 *74.2%*	174 *77.0%*	55 *80.9%*	141 *78.3%*	36 *66.7%*	147 *78.6%* e	36 *75.0%*	45 *77.6%*	142 *76.3%*	89 *84.8%* K	129 *72.1%*	14 *82.4%* **	72 *84.7%*	105 *76.6%*	118 *77.1%*	137 *73.7%*	97 *80.8%*	- -
Parent or sibling with heart attack before the age of 60	**106** ***34.6%***	23 *34.8%*	78 *34.5%*	20 *29.4%*	69 *38.3%*	22 *40.7%*	67 *35.8%*	18 *37.5%*	21 *36.2%*	62 *33.3%*	37 *35.2%*	62 *34.6%*	7 *41.2%* **	30 *35.3%*	43 *31.4%*	59 *38.6%*	53 *28.5%*	53 *44.2%* P	- -

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**
Q47. Has a doctor ever told you that you have any of the following conditions? Check all that apply.																			
Total Eligible	**527** *100.0%*	**93** *100.0%*	**346** *100.0%*	**106** *100.0%*	**268** *100.0%*	**69** *100.0%*	**285** *100.0%*	**63** *100.0%*	**87** *100.0%*	**289** *100.0%*	**160** *100.0%*	**270** *100.0%*	**27** *100.0%*	**128** *100.0%*	**254** *100.0%*	**211** *100.0%*	**260** *100.0%*	**267** *100.0%*	**-** **-**
Total Valid Responses	**212**	34	173	50	129	35	142	24	31	152	97	105	12	80	94	109	112	100	-
Total Respondents	**155** *100.0%*	**30** *100.0%*	**121** *100.0%*	**36** *100.0%*	**94** *100.0%*	**26** *100.0%*	**100** *100.0%*	**21** *100.0%*	**28** *100.0%*	**102** *100.0%*	**63** *100.0%*	**86** *100.0%*	**8** *100.0%*	**52** *100.0%*	**74** *100.0%*	**73** *100.0%*	**90** *100.0%*	**65** *100.0%*	**-** **-**
A heart attack	**35** *22.6%*	5 *16.7%*	29 *24.0%*	7 *19.4%*	24 *25.5%*	7 *26.9%* **	23 *23.0%*	4 *19.0%* **	4 *14.3%* **	26 *25.5%*	16 *25.4%*	18 *20.9%*	2 *25.0%* **	13 *25.0%*	11 *14.9%*	24 *32.9%* N	16 *17.8%*	19 *29.2%* p	- -
Angina or coronary heart disease	**45** *29.0%*	5 *16.7%*	38 *31.4%*	10 *27.8%*	28 *29.8%*	6 *23.1%* **	32 *32.0%*	3 *14.3%* **	8 *28.6%* **	32 *31.4%*	18 *28.6%*	23 *26.7%*	2 *25.0%* **	15 *28.8%*	16 *21.6%*	27 *37.0%* N	22 *24.4%*	23 *35.4%*	- -
A stroke	**27** *17.4%*	4 *13.3%*	23 *19.0%*	6 *16.7%*	15 *16.0%*	5 *19.2%* **	17 *17.0%*	3 *14.3%* **	2 *7.1%* **	22 *21.6%*	15 *23.8%* k	11 *12.8%*	3 *37.5%* **	11 *21.2%*	12 *16.2%*	13 *17.8%*	13 *14.4%*	14 *21.5%*	- -
Any kind of diabetes or high blood sugar	**105** *67.7%*	20 *66.7%*	83 *68.6%*	27 *75.0%*	62 *66.0%*	17 *65.4%* **	70 *70.0%*	14 *66.7%* **	17 *60.7%* **	72 *70.6%*	48 *76.2%* k	53 *61.6%*	5 *62.5%* **	41 *78.8%*	55 *74.3%*	45 *61.6%*	61 *67.8%*	44 *67.7%*	- -

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2015

		HEALTH PLAN RATING (Q35)		HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**
Q48. In the last 6 months, did you get health care 3 or more times for the same condition or problem?																			
Total Eligible	**527** ***100.0%***	**93** ***100.0%***	**346** ***100.0%***	**106** ***100.0%***	**268** ***100.0%***	**69** ***100.0%***	**285** ***100.0%***	**63** ***100.0%***	**87** ***100.0%***	**289** ***100.0%***	**160** ***100.0%***	**270** ***100.0%***	**27** ***100.0%***	**128** ***100.0%***	**254** ***100.0%***	**211** ***100.0%***	**260** ***100.0%***	**267** ***100.0%***	**-** **-**
Total Valid Responses	**444** ***100.0%***	**90** ***100.0%***	**334** ***100.0%***	**98** ***100.0%***	**247** ***100.0%***	**65** ***100.0%***	**262** ***100.0%***	**61** ***100.0%***	**86** ***100.0%***	**277** ***100.0%***	**155** ***100.0%***	**262** ***100.0%***	**27** ***100.0%***	**123** ***100.0%***	**230** ***100.0%***	**195** ***100.0%***	**252** ***100.0%***	**192** ***100.0%***	**-** **-**
No Answer	**83**	3	12	8	21	4	23	2	1	12	5	8	-	5	24	16	8	75	-
Yes	**192** ***43.2%***	44 *48.9%*	139 *41.6%*	60 *61.2%* D	114 *46.2%*	42 *64.6%* F	121 *46.2%*	30 *49.2%*	35 *40.7%*	118 *42.6%*	84 *54.2%* K	96 *36.6%*	15 *55.6%* **	68 *55.3%*	54 *23.5%*	128 *65.6%* N	103 *40.9%*	89 *46.4%*	- -
No	**252** ***56.8%***	46 *51.1%*	195 *58.4%*	38 *38.8%*	133 *53.8%* C	23 *35.4%*	141 *53.8%* E	31 *50.8%*	51 *59.3%*	159 *57.4%*	71 *45.8%*	166 *63.4%* J	12 *44.4%* **	55 *44.7%*	176 *76.5%* O	67 *34.4%*	149 *59.1%*	103 *53.6%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**192** ***43.2%***	44 *48.9%*	139 *41.6%*	60 *61.2%*	114 *46.2%*	42 *64.6%*	121 *46.2%*	30 *49.2%*	35 *40.7%*	118 *42.6%*	84 *54.2%*	96 *36.6%*	15 *55.6%*	68 *55.3%*	54 *23.5%*	128 *65.6%*	103 *40.9%*	89 *46.4%*	- -

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**
Q49. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.																			
Total Eligible	**192** ***100.0%***	**44** ***100.0%***	**139** ***100.0%***	**60** ***100.0%***	**114** ***100.0%***	**42** ***100.0%***	**121** ***100.0%***	**30** ***100.0%***	**35** ***100.0%***	**118** ***100.0%***	**84** ***100.0%***	**96** ***100.0%***	**15** ***100.0%***	**68** ***100.0%***	**54** ***100.0%***	**128** ***100.0%***	**103** ***100.0%***	**89** ***100.0%***	**-** **-**
Total Valid Responses	**188** ***100.0%***	**43** ***100.0%***	**136** ***100.0%***	**58** ***100.0%***	**112** ***100.0%***	**41** ***100.0%***	**119** ***100.0%***	**30** ***100.0%***	**34** ***100.0%***	**115** ***100.0%***	**82** ***100.0%***	**95** ***100.0%***	**15** ***100.0%***	**66** ***100.0%***	**53** ***100.0%***	**125** ***100.0%***	**100** ***100.0%***	**88** ***100.0%***	**-** **-**
No Answer	**4**	1	3	2	2	1	2	-	1	3	2	1	-	2	1	3	3	1	-
Yes	**139** ***73.9%***	33 *76.7%*	102 *75.0%*	45 *77.6%*	81 *72.3%*	28 *68.3%*	91 *76.5%*	23 *76.7%*	27 *79.4%*	85 *73.9%*	59 *72.0%*	73 *76.8%*	9 *60.0%* **	50 *75.8%*	36 *67.9%*	96 *76.8%*	71 *71.0%*	68 *77.3%*	- -
No	**49** ***26.1%***	10 *23.3%*	34 *25.0%*	13 *22.4%*	31 *27.7%*	13 *31.7%*	28 *23.5%*	7 *23.3%*	7 *20.6%*	30 *26.1%*	23 *28.0%*	22 *23.2%*	6 *40.0%* **	16 *24.2%*	17 *32.1%*	29 *23.2%*	29 *29.0%*	20 *22.7%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**139** ***73.9%***	33 *76.7%*	102 *75.0%*	45 *77.6%*	81 *72.3%*	28 *68.3%*	91 *76.5%*	23 *76.7%*	27 *79.4%*	85 *73.9%*	59 *72.0%*	73 *76.8%*	9 *60.0%*	50 *75.8%*	36 *67.9%*	96 *76.8%*	71 *71.0%*	68 *77.3%*	- -

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

		HEALTH PLAN RATING (Q35)		HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**
Q50. Do you now need or take medicine prescribed by a doctor? Do not include birth control.																			
Total Eligible	**527** ***100.0%***	**93** ***100.0%***	**346** ***100.0%***	**106** ***100.0%***	**268** ***100.0%***	**69** ***100.0%***	**285** ***100.0%***	**63** ***100.0%***	**87** ***100.0%***	**289** ***100.0%***	**160** ***100.0%***	**270** ***100.0%***	**27** ***100.0%***	**128** ***100.0%***	**254** ***100.0%***	**211** ***100.0%***	**260** ***100.0%***	**267** ***100.0%***	**-** **-**
Total Valid Responses	**445** ***100.0%***	**90** ***100.0%***	**335** ***100.0%***	**99** ***100.0%***	**248** ***100.0%***	**66** ***100.0%***	**264** ***100.0%***	**62** ***100.0%***	**85** ***100.0%***	**278** ***100.0%***	**153** ***100.0%***	**262** ***100.0%***	**26** ***100.0%***	**123** ***100.0%***	**230** ***100.0%***	**196** ***100.0%***	**254** ***100.0%***	**191** ***100.0%***	**-** **-**
No Answer	**82**	3	11	7	20	3	21	1	2	11	7	8	1	5	24	15	6	76	-
Yes	**307** ***69.0%***	57 *63.3%*	238 *71.0%*	78 *78.8%*	186 *75.0%*	47 *71.2%*	201 *76.1%*	39 *62.9%*	59 *69.4%*	197 *70.9%*	109 *71.2%*	179 *68.3%*	17 *65.4%* **	90 *73.2%*	131 *57.0%*	163 *83.2%* N	183 *72.0%*	124 *64.9%*	- -
No	**138** ***31.0%***	33 *36.7%*	97 *29.0%*	21 *21.2%*	62 *25.0%*	19 *28.8%*	63 *23.9%*	23 *37.1%*	26 *30.6%*	81 *29.1%*	44 *28.8%*	83 *31.7%*	9 *34.6%* **	33 *26.8%*	99 *43.0%* O	33 *16.8%*	71 *28.0%*	67 *35.1%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**307** ***69.0%***	57 *63.3%*	238 *71.0%*	78 *78.8%*	186 *75.0%*	47 *71.2%*	201 *76.1%*	39 *62.9%*	59 *69.4%*	197 *70.9%*	109 *71.2%*	179 *68.3%*	17 *65.4%*	90 *73.2%*	131 *57.0%*	163 *83.2%*	183 *72.0%*	124 *64.9%*	- -

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**
Q51. Is this to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.																			
Total Eligible	**307** ***100.0%***	**57** ***100.0%***	**238** ***100.0%***	**78** ***100.0%***	**186** ***100.0%***	**47** ***100.0%***	**201** ***100.0%***	**39** ***100.0%***	**59** ***100.0%***	**197** ***100.0%***	**109** ***100.0%***	**179** ***100.0%***	**17** ***100.0%***	**90** ***100.0%***	**131** ***100.0%***	**163** ***100.0%***	**183** ***100.0%***	**124** ***100.0%***	**-** **-**
Total Valid Responses	**296** ***100.0%***	**53** ***100.0%***	**232** ***100.0%***	**76** ***100.0%***	**179** ***100.0%***	**45** ***100.0%***	**195** ***100.0%***	**38** ***100.0%***	**55** ***100.0%***	**192** ***100.0%***	**107** ***100.0%***	**171** ***100.0%***	**16** ***100.0%***	**89** ***100.0%***	**126** ***100.0%***	**159** ***100.0%***	**174** ***100.0%***	**122** ***100.0%***	**-** **-**
No Answer	**11**	4	6	2	7	2	6	1	4	5	2	8	1	1	5	4	9	2	-
Yes	**258** ***87.2%***	49 *92.5%*	200 *86.2%*	65 *85.5%*	156 *87.2%*	42 *93.3%*	173 *88.7%*	34 *89.5%*	49 *89.1%*	166 *86.5%*	94 *87.9%*	150 *87.7%*	15 *93.8%* **	78 *87.6%*	107 *84.9%*	140 *88.1%*	147 *84.5%*	111 *91.0%*	- -
No	**38** ***12.8%***	4 *7.5%*	32 *13.8%*	11 *14.5%*	23 *12.8%*	3 *6.7%*	22 *11.3%*	4 *10.5%*	6 *10.9%*	26 *13.5%*	13 *12.1%*	21 *12.3%*	1 *6.3%* **	11 *12.4%*	19 *15.1%*	19 *11.9%*	27 *15.5%*	11 *9.0%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**258** ***87.2%***	49 *92.5%*	200 *86.2%*	65 *85.5%*	156 *87.2%*	42 *93.3%*	173 *88.7%*	34 *89.5%*	49 *89.1%*	166 *86.5%*	94 *87.9%*	150 *87.7%*	15 *93.8%*	78 *87.6%*	107 *84.9%*	140 *88.1%*	147 *84.5%*	111 *91.0%*	- -

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Q52. What is your age?																			
Total Eligible	**527** ***100.0%***	**93** ***100.0%***	**346** ***100.0%***	**106** ***100.0%***	**268** ***100.0%***	**69** ***100.0%***	**285** ***100.0%***	**63** ***100.0%***	**87** ***100.0%***	**289** ***100.0%***	**160** ***100.0%***	**270** ***100.0%***	**27** ***100.0%***	**128** ***100.0%***	**254** ***100.0%***	**211** ***100.0%***	**260** ***100.0%***	**267** ***100.0%***	**-** **-**
Total Valid Responses	**444** ***100.0%***	**90** ***100.0%***	**334** ***100.0%***	**98** ***100.0%***	**248** ***100.0%***	**65** ***100.0%***	**263** ***100.0%***	**61** ***100.0%***	**86** ***100.0%***	**277** ***100.0%***	**153** ***100.0%***	**261** ***100.0%***	**25** ***100.0%***	**123** ***100.0%***	**228** ***100.0%***	**196** ***100.0%***	**252** ***100.0%***	**192** ***100.0%***	**-** **-**
No Answer	**83**	3	12	8	20	4	22	2	1	12	7	9	2	5	26	15	8	75	-
18 to 24	**71** ***16.0%***	13 *14.4%*	55 *16.5%*	16 *16.3%*	30 *12.1%*	10 *15.4%*	36 *13.7%*	9 *14.8%*	14 *16.3%*	45 *16.2%*	22 *14.4%*	44 *16.9%*	6 *24.0%* **	14 *11.4%*	48 *21.1%* O	20 *10.2%*	40 *15.9%*	31 *16.1%*	- -
25 to 34	**84** ***18.9%***	25 *27.8%* B	57 *17.1%*	25 *25.5%* D	35 *14.1%*	17 *26.2%* F	37 *14.1%*	17 *27.9%* I	22 *25.6%* I	43 *15.5%*	28 *18.3%*	54 *20.7%*	4 *16.0%* **	24 *19.5%*	51 *22.4%* o	31 *15.8%*	47 *18.7%*	37 *19.3%*	- -
35 to 44	**63** ***14.2%***	17 *18.9%*	44 *13.2%*	19 *19.4%*	36 *14.5%*	14 *21.5%* f	34 *12.9%*	11 *18.0%*	14 *16.3%*	36 *13.0%*	17 *11.1%*	43 *16.5%*	3 *12.0%* **	13 *10.6%*	36 *15.8%*	27 *13.8%*	36 *14.3%*	27 *14.1%*	- -
45 to 54	**85** ***19.1%***	17 *18.9%*	63 *18.9%*	13 *13.3%*	55 *22.2%* c	11 *16.9%*	59 *22.4%*	15 *24.6%*	13 *15.1%*	52 *18.8%*	33 *21.6%*	46 *17.6%*	4 *16.0%* **	28 *22.8%*	28 *12.3%*	50 *25.5%* N	51 *20.2%*	34 *17.7%*	- -
55 to 64	**132** ***29.7%***	18 *20.0%*	106 *31.7%* A	24 *24.5%*	85 *34.3%* c	13 *20.0%*	88 *33.5%* E	9 *14.8%*	22 *25.6%*	93 *33.6%* G	50 *32.7%*	69 *26.4%*	8 *32.0%* **	41 *33.3%*	61 *26.8%*	64 *32.7%*	74 *29.4%*	58 *30.2%*	- -
65 to 74	**9** ***2.0%***	- -	9 *2.7%*	1 *1.0%*	7 *2.8%*	- -	9 *3.4%*	- -	1 *1.2%*	8 *2.9%*	3 *2.0%*	5 *1.9%*	- - **	3 *2.4%*	4 *1.8%*	4 *2.0%*	4 *1.6%*	5 *2.6%*	- -
75 or older	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- -	- -
TMG SUMMARY RATE - Members 18 to 34	**155** ***34.9%***	38 *42.2%*	112 *33.5%*	41 *41.8%* D	65 *26.2%*	27 *41.5%* F	73 *27.8%*	26 *42.6%*	36 *41.9%* i	88 *31.8%*	50 *32.7%*	98 *37.5%*	10 *40.0%* **	38 *30.9%*	99 *43.4%* O	51 *26.0%*	87 *34.5%*	68 *35.4%*	- -
TMG SUMMARY RATE - Members 35 to 44	**63** ***14.2%***	17 *18.9%*	44 *13.2%*	19 *19.4%*	36 *14.5%*	14 *21.5%*	34 *12.9%*	11 *18.0%*	14 *16.3%*	36 *13.0%*	17 *11.1%*	43 *16.5%*	3 *12.0%*	13 *10.6%*	36 *15.8%*	27 *13.8%*	36 *14.3%*	27 *14.1%*	- -
TMG SUMMARY RATE - Members 45 to 54	**85** ***19.1%***	17 *18.9%*	63 *18.9%*	13 *13.3%*	55 *22.2%*	11 *16.9%*	59 *22.4%*	15 *24.6%*	13 *15.1%*	52 *18.8%*	33 *21.6%*	46 *17.6%*	4 *16.0%*	28 *22.8%*	28 *12.3%*	50 *25.5%*	51 *20.2%*	34 *17.7%*	- -
TMG SUMMARY RATE - Members 55 or older	**141** ***31.8%***	18 *20.0%*	115 *34.4%* A	25 *25.5%*	92 *37.1%* C	13 *20.0%*	97 *36.9%* E	9 *14.8%*	23 *26.7%* g	101 *36.5%* Gh	53 *34.6%*	74 *28.4%*	8 *32.0%* **	44 *35.8%*	65 *28.5%*	68 *34.7%*	78 *31.0%*	63 *32.8%*	- -

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**
Q53. Are you male or female?																			
Total Eligible	**527** ***100.0%***	**93** ***100.0%***	**346** ***100.0%***	**106** ***100.0%***	**268** ***100.0%***	**69** ***100.0%***	**285** ***100.0%***	**63** ***100.0%***	**87** ***100.0%***	**289** ***100.0%***	**160** ***100.0%***	**270** ***100.0%***	**27** ***100.0%***	**128** ***100.0%***	**254** ***100.0%***	**211** ***100.0%***	**260** ***100.0%***	**267** ***100.0%***	**-** **-**
Total Valid Responses	**447** ***100.0%***	**91** ***100.0%***	**337** ***100.0%***	**99** ***100.0%***	**249** ***100.0%***	**66** ***100.0%***	**265** ***100.0%***	**62** ***100.0%***	**86** ***100.0%***	**280** ***100.0%***	**154** ***100.0%***	**264** ***100.0%***	**25** ***100.0%***	**124** ***100.0%***	**231** ***100.0%***	**196** ***100.0%***	**255** ***100.0%***	**192** ***100.0%***	**-** **-**
No Answer	**80**	2	9	7	19	3	20	1	1	9	6	6	2	4	23	15	5	75	-
Male	**138** ***30.9%***	34 *37.4%* b	94 *27.9%*	28 *28.3%*	73 *29.3%*	20 *30.3%*	81 *30.6%*	22 *35.5%*	24 *27.9%*	82 *29.3%*	42 *27.3%*	87 *33.0%*	7 *28.0%* **	32 *25.8%*	62 *26.8%*	66 *33.7%*	75 *29.4%*	63 *32.8%*	- -
Female	**309** ***69.1%***	57 *62.6%*	243 *72.1%* a	71 *71.7%*	176 *70.7%*	46 *69.7%*	184 *69.4%*	40 *64.5%*	62 *72.1%*	198 *70.7%*	112 *72.7%*	177 *67.0%*	18 *72.0%* **	92 *74.2%*	169 *73.2%*	130 *66.3%*	180 *70.6%*	129 *67.2%*	- -

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

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2015

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Q54. What is the highest grade or level of school that you have completed?																			
Total Eligible	**527** *100.0%*	**93** *100.0%*	**346** *100.0%*	**106** *100.0%*	**268** *100.0%*	**69** *100.0%*	**285** *100.0%*	**63** *100.0%*	**87** *100.0%*	**289** *100.0%*	**160** *100.0%*	**270** *100.0%*	**27** *100.0%*	**128** *100.0%*	**254** *100.0%*	**211** *100.0%*	**260** *100.0%*	**267** *100.0%*	**-** **-**
Total Valid Responses	**435** *100.0%*	**90** *100.0%*	**325** *100.0%*	**97** *100.0%*	**241** *100.0%*	**65** *100.0%*	**258** *100.0%*	**61** *100.0%*	**84** *100.0%*	**270** *100.0%*	**149** *100.0%*	**257** *100.0%*	**24** *100.0%*	**120** *100.0%*	**222** *100.0%*	**193** *100.0%*	**249** *100.0%*	**186** *100.0%*	**-** **-**
No Answer	**92**	3	21	9	27	4	27	2	3	19	11	13	3	8	32	18	11	81	-
8th grade or less	**51** *11.7%*	7 *7.8%*	37 *11.4%*	12 *12.4%*	26 *10.8%*	7 *10.8%*	32 *12.4%*	4 *6.6%*	7 *8.3%*	33 *12.2%*	18 *12.1%*	31 *12.1%*	3 *12.5%* **	15 *12.5%*	23 *10.4%*	23 *11.9%*	33 *13.3%*	18 *9.7%*	- -
Some high school, but did not graduate	**144** *33.1%*	29 *32.2%*	108 *33.2%*	30 *30.9%*	79 *32.8%*	19 *29.2%*	85 *32.9%*	22 *36.1%*	23 *27.4%*	92 *34.1%*	49 *32.9%*	81 *31.5%*	9 *37.5%* **	37 *30.8%*	71 *32.0%*	64 *33.2%*	82 *32.9%*	62 *33.3%*	- -
High school graduate or GED	**172** *39.5%*	33 *36.7%*	135 *41.5%*	36 *37.1%*	101 *41.9%*	28 *43.1%*	108 *41.9%*	24 *39.3%*	32 *38.1%*	112 *41.5%*	51 *34.2%*	111 *43.2%* j	8 *33.3%* **	42 *35.0%*	90 *40.5%*	77 *39.9%*	95 *38.2%*	77 *41.4%*	- -
Some college or 2-year degree	**61** *14.0%*	16 *17.8%*	43 *13.2%*	16 *16.5%*	31 *12.9%*	9 *13.8%*	28 *10.9%*	9 *14.8%*	19 *22.6%* I	31 *11.5%*	26 *17.4%*	33 *12.8%*	3 *12.5%* **	22 *18.3%*	35 *15.8%*	25 *13.0%*	35 *14.1%*	26 *14.0%*	- -
4-year college graduate	**3** *0.7%*	2 *2.2%* b	1 *0.3%*	2 *2.1%*	1 *0.4%*	- -	3 *1.2%*	1 *1.6%*	1 *1.2%*	1 *0.4%*	1 *0.7%*	1 *0.4%*	- - **	1 *0.8%*	1 *0.5%*	2 *1.0%*	2 *0.8%*	1 *0.5%*	- -
More than 4-year college degree	**4** *0.9%*	3 *3.3%* B	1 *0.3%*	1 *1.0%*	3 *1.2%*	2 *3.1%*	2 *0.8%*	1 *1.6%*	2 *2.4%* i	1 *0.4%*	4 *2.7%* K	- -	1 *4.2%* **	3 *2.5%*	2 *0.9%*	2 *1.0%*	2 *0.8%*	2 *1.1%*	- -
TMG SUMMARY RATE - High school graduate or less	**367** *84.4%*	69 *76.7%*	280 *86.2%* A	78 *80.4%*	206 *85.5%*	54 *83.1%*	225 *87.2%*	50 *82.0%*	62 *73.8%*	237 *87.8%* H	118 *79.2%*	223 *86.8%* J	20 *83.3%* **	94 *78.3%*	184 *82.9%*	164 *85.0%*	210 *84.3%*	157 *84.4%*	- -
TMG SUMMARY RATE - Some college	**61** *14.0%*	16 *17.8%*	43 *13.2%*	16 *16.5%*	31 *12.9%*	9 *13.8%*	28 *10.9%*	9 *14.8%*	19 *22.6%*	31 *11.5%*	26 *17.4%*	33 *12.8%*	3 *12.5%*	22 *18.3%*	35 *15.8%*	25 *13.0%*	35 *14.1%*	26 *14.0%*	- -
TMG SUMMARY RATE - 4-year college graduate or more	**7** *1.6%*	5 *5.6%* B	2 *0.6%*	3 *3.1%*	4 *1.7%*	2 *3.1%*	5 *1.9%*	2 *3.3%*	3 *3.6%* i	2 *0.7%*	5 *3.4%* K	1 *0.4%*	1 *4.2%* **	4 *3.3%*	3 *1.4%*	4 *2.1%*	4 *1.6%*	3 *1.6%*	- -

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

		HEALTH PLAN RATING (Q35)		HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**
Q55. Are you of Hispanic or Latino origin or descent?																			
Total Eligible	**527** ***100.0%***	**93** ***100.0%***	**346** ***100.0%***	**106** ***100.0%***	**268** ***100.0%***	**69** ***100.0%***	**285** ***100.0%***	**63** ***100.0%***	**87** ***100.0%***	**289** ***100.0%***	**160** ***100.0%***	**270** ***100.0%***	**27** ***100.0%***	**128** ***100.0%***	**254** ***100.0%***	**211** ***100.0%***	**260** ***100.0%***	**267** ***100.0%***	**-** **-**
Total Valid Responses	**422** ***100.0%***	**87** ***100.0%***	**318** ***100.0%***	**94** ***100.0%***	**238** ***100.0%***	**64** ***100.0%***	**249** ***100.0%***	**61** ***100.0%***	**82** ***100.0%***	**262** ***100.0%***	**144** ***100.0%***	**253** ***100.0%***	**23** ***100.0%***	**117** ***100.0%***	**216** ***100.0%***	**188** ***100.0%***	**235** ***100.0%***	**187** ***100.0%***	**-** **-**
No Answer	**105**	6	28	12	30	5	36	2	5	27	16	17	4	11	38	23	25	80	-
Yes, Hispanic or Latino	**18** ***4.3%***	3 *3.4%*	14 *4.4%*	3 *3.2%*	11 *4.6%*	- -	9 *3.6%*	3 *4.9%*	1 *1.2%*	13 *5.0%*	3 *2.1%*	14 *5.5%*	- - **	3 *2.6%*	10 *4.6%*	7 *3.7%*	10 *4.3%*	8 *4.3%*	- -
No, Not Hispanic or Latino	**404** ***95.7%***	84 *96.6%*	304 *95.6%*	91 *96.8%*	227 *95.4%*	64 *100.0%*	240 *96.4%*	58 *95.1%*	81 *98.8%*	249 *95.0%*	141 *97.9%*	239 *94.5%*	23 *100.0%* **	114 *97.4%*	206 *95.4%*	181 *96.3%*	225 *95.7%*	179 *95.7%*	- -

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2015

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**
Q56. What is your race? Please mark one or more.																			
Total Eligible	**527** ***100.0%***	**93** ***100.0%***	**346** ***100.0%***	**106** ***100.0%***	**268** ***100.0%***	**69** ***100.0%***	**285** ***100.0%***	**63** ***100.0%***	**87** ***100.0%***	**289** ***100.0%***	**160** ***100.0%***	**270** ***100.0%***	**27** ***100.0%***	**128** ***100.0%***	**254** ***100.0%***	**211** ***100.0%***	**260** ***100.0%***	**267** ***100.0%***	**-** **-**
Total Valid Responses	**503**	110	371	114	279	73	299	77	94	310	177	294	32	140	258	221	269	234	-
Total Respondents	**449** ***100.0%***	**92** ***100.0%***	**338** ***100.0%***	**100** ***100.0%***	**251** ***100.0%***	**67** ***100.0%***	**266** ***100.0%***	**63** ***100.0%***	**86** ***100.0%***	**281** ***100.0%***	**154** ***100.0%***	**266** ***100.0%***	**26** ***100.0%***	**123** ***100.0%***	**233** ***100.0%***	**197** ***100.0%***	**259** ***100.0%***	**190** ***100.0%***	**-** **-**
White	**165** ***36.7%***	41 *44.6%*	120 *35.5%*	49 *49.0%* D	83 *33.1%*	29 *43.3%*	101 *38.0%*	27 *42.9%*	36 *41.9%*	98 *34.9%*	44 *28.6%*	109 *41.0%* J	6 *23.1%* **	37 *30.1%*	83 *35.6%*	77 *39.1%*	92 *35.5%*	73 *38.4%*	- -
Black or African-American	**278** ***61.9%***	50 *54.3%*	214 *63.3%*	52 *52.0%*	165 *65.7%* C	38 *56.7%*	164 *61.7%*	35 *55.6%*	49 *57.0%*	180 *64.1%*	111 *72.1%* K	150 *56.4%*	20 *76.9%* **	87 *70.7%*	145 *62.2%*	119 *60.4%*	158 *61.0%*	120 *63.2%*	- -
Asian	**5** ***1.1%***	1 *1.1%*	3 *0.9%*	1 *1.0%*	3 *1.2%*	1 *1.5%*	2 *0.8%*	1 *1.6%*	1 *1.2%*	2 *0.7%*	2 *1.3%*	3 *1.1%*	- - **	2 *1.6%*	3 *1.3%*	1 *0.5%*	2 *0.8%*	3 *1.6%*	- -
Native Hawaiian or other Pacific Islander	**4** ***0.9%***	2 *2.2%*	2 *0.6%*	1 *1.0%*	3 *1.2%*	- -	3 *1.1%*	2 *3.2%* h	- -	2 *0.7%*	2 *1.3%*	2 *0.8%*	1 *3.8%* **	1 *0.8%*	2 *0.9%*	2 *1.0%*	1 *0.4%*	3 *1.6%*	- -
American Indian or Alaska Native	**23** ***5.1%***	5 *5.4%*	16 *4.7%*	4 *4.0%*	14 *5.6%*	2 *3.0%*	14 *5.3%*	4 *6.3%*	3 *3.5%*	14 *5.0%*	7 *4.5%*	13 *4.9%*	2 *7.7%* **	5 *4.1%*	8 *3.4%*	11 *5.6%*	5 *1.9%*	18 *9.5%* P	- -
Other	**28** ***6.2%***	11 *12.0%* B	16 *4.7%*	7 *7.0%*	11 *4.4%*	3 *4.5%*	15 *5.6%*	8 *12.7%* I	5 *5.8%*	14 *5.0%*	11 *7.1%*	17 *6.4%*	3 *11.5%* **	8 *6.5%*	17 *7.3%*	11 *5.6%*	11 *4.2%*	17 *8.9%* P	- -

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Q57. Did someone help you complete this survey?																			
Total Eligible	**260** *100.0%*	**58** *100.0%*	**188** *100.0%*	**58** *100.0%*	**143** *100.0%*	**41** *100.0%*	**148** *100.0%*	**40** *100.0%*	**45** *100.0%*	**161** *100.0%*	**70** *100.0%*	**168** *100.0%*	**9** *100.0%*	**56** *100.0%*	**135** *100.0%*	**115** *100.0%*	**260** *100.0%*	**-** **-**	**-** **-**
Total Valid Responses	**256** *100.0%*	**56** *100.0%*	**187** *100.0%*	**58** *100.0%*	**142** *100.0%*	**40** *100.0%*	**147** *100.0%*	**39** *100.0%*	**44** *100.0%*	**160** *100.0%*	**68** *100.0%*	**168** *100.0%*	**8** *100.0%*	**55** *100.0%*	**133** *100.0%*	**115** *100.0%*	**256** *100.0%*	**-** **-**	**-** **-**
No Answer	**4**	2	1	-	1	1	1	1	1	1	2	-	1	1	2	-	4	-	-
Yes	**66** ***25.8%***	15 *26.8%*	47 *25.1%*	12 *20.7%*	40 *28.2%*	9 *22.5%*	41 *27.9%*	13 *33.3%*	8 *18.2%*	41 *25.6%*	15 *22.1%*	47 *28.0%*	3 *37.5%* **	11 *20.0%*	38 *28.6%*	28 *24.3%*	66 *25.8%*	- -	- -
No	**190** ***74.2%***	41 *73.2%*	140 *74.9%*	46 *79.3%*	102 *71.8%*	31 *77.5%*	106 *72.1%*	26 *66.7%*	36 *81.8%*	119 *74.4%*	53 *77.9%*	121 *72.0%*	5 *62.5%* **	44 *80.0%*	95 *71.4%*	87 *75.7%*	190 *74.2%*	- -	- -

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2015

		HEALTH PLAN RATING (Q35)		HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**
Q58. How did that person help you? Check all that apply.																			
Total Eligible	**66** ***100.0%***	**15** ***100.0%***	**47** ***100.0%***	**12** ***100.0%***	**40** ***100.0%***	**9** ***100.0%***	**41** ***100.0%***	**13** ***100.0%***	**8** ***100.0%***	**41** ***100.0%***	**15** ***100.0%***	**47** ***100.0%***	**3** ***100.0%***	**11** ***100.0%***	**38** ***100.0%***	**28** ***100.0%***	**66** ***100.0%***	**-** **-**	**-** **-**
Total Valid Responses	**83**	16	63	12	53	9	54	13	10	56	22	57	3	18	49	34	83	-	-
Total Respondents	**66** ***100.0%***	**15** ***100.0%***	**47** ***100.0%***	**12** ***100.0%***	**40** ***100.0%***	**9** ***100.0%***	**41** ***100.0%***	**13** ***100.0%***	**8** ***100.0%***	**41** ***100.0%***	**15** ***100.0%***	**47** ***100.0%***	**3** ***100.0%***	**11** ***100.0%***	**38** ***100.0%***	**28** ***100.0%***	**66** ***100.0%***	**-** **-**	**-** **-**
Read the questions to me	**39** ***59.1%***	7 *46.7%* **	32 *68.1%*	5 *41.7%* **	27 *67.5%*	3 *33.3%* **	28 *68.3%*	5 *38.5%* **	6 *75.0%* **	28 *68.3%*	10 *66.7%* **	27 *57.4%*	1 *33.3%* **	9 *81.8%* **	21 *55.3%*	18 *64.3%* **	39 *59.1%*	- -	- -
Wrote down the answers I gave	**17** ***25.8%***	2 *13.3%* **	15 *31.9%*	- - **	12 *30.0%*	1 *11.1%* **	11 *26.8%*	1 *7.7%* **	3 *37.5%* **	13 *31.7%*	7 *46.7%* **	10 *21.3%*	- - **	7 *63.6%* **	12 *31.6%*	5 *17.9%* **	17 *25.8%*	- -	- -
Answered the questions for me	**16** ***24.2%***	5 *33.3%* **	9 *19.1%*	3 *25.0%* **	10 *25.0%*	4 *44.4%* **	9 *22.0%*	5 *38.5%* **	- - **	9 *22.0%*	2 *13.3%* **	13 *27.7%*	1 *33.3%* **	- - **	10 *26.3%*	6 *21.4%* **	16 *24.2%*	- -	- -
Translated the questions into my language	**2** ***3.0%***	- - **	2 *4.3%*	- - **	2 *5.0%*	- - **	1 *2.4%*	- - **	1 *12.5%* **	1 *2.4%*	1 *6.7%* **	1 *2.1%*	- - **	1 *9.1%* **	1 *2.6%*	1 *3.6%* **	2 *3.0%*	- -	- -
Helped in some other way	**9** ***13.6%***	2 *13.3%* **	5 *10.6%*	4 *33.3%* **	2 *5.0%*	1 *11.1%* **	5 *12.2%*	2 *15.4%* **	- - **	5 *12.2%*	2 *13.3%* **	6 *12.8%*	1 *33.3%* **	1 *9.1%* **	5 *13.2%*	4 *14.3%* **	9 *13.6%*	- -	- -

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

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Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Adult Survey (4103758)

Q59. In the last 6 months, how many days did you usually have to wait between making an initial appointment 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.

		========= AGE =========				= EDUCATION =		=== GENDER ==		== ETHNICITY ==		======== RACE =========				=== HEALTH STATUS ===		=== MENTAL HEALTH ===		
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Exclnt/ Very Good	Good	Fair/ Poor	Exclnt/ Very Good	Good	Fair/ Poor
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Total Eligible	527	155	63	85	141	367	68	138	309	18	404	165	278	51	130	149	176	158	132	166
Total Answering	269	92	32	57	82	214	47	86	180	6	250	109	157	29	67	86	112	86	82	98
	100.0%	100%	100%	100%	100%	100.0%	100.0%	100.0%	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	145	15	14	13	27	62	4	21	48	6	56	18	49	12	25	22	30	26	16	35
Same day	58	15	9	14	20	49	6	25	33	1	53	20	37	6	18	23	16	20	23	14
	21.6%	16.3%	28.1%	24.6%	24.4%	22.9%	12.8%	29.1%	18.3%	16.7%	21.2%	18.3%	23.6%	20.7%	26.9%	26.7%	14.3%	23.3%	28.0%	14.3%
						g		i							Q	Q			T	
1-2 days	64	33	7	9	13	48	15	17	45	2	58	26	38	1	17	22	23	26	16	21
	23.8%	35.9%	21.9%	15.8%	15.9%	22.4%	31.9%	19.8%	25.0%	33.3%	23.2%	23.9%	24.2%	3.4%	25.4%	25.6%	20.5%	30.2%	19.5%	21.4%
		DE										N	N							
3-7 days	68	27	5	12	22	50	17	19	48	2	64	23	44	9	22	21	25	24	17	27
	25.3%	29.3%	15.6%	21.1%	26.8%	23.4%	36.2%	22.1%	26.7%	33.3%	25.6%	21.1%	28.0%	31.0%	32.8%	24.4%	22.3%	27.9%	20.7%	27.6%
		c					f													
8-14 days	32	7	5	6	14	25	6	6	26	1	29	14	18	7	5	10	17	9	12	10
	11.9%	7.6%	15.6%	10.5%	17.1%	11.7%	12.8%	7.0%	14.4%	16.7%	11.6%	12.8%	11.5%	24.1%	7.5%	11.6%	15.2%	10.5%	14.6%	10.2%
					b				H								o			
15-30 days	20	4	4	9	2	16	3	9	11	-	19	9	11	-	2	5	13	-	7	13
	7.4%	4.3%	12.5%	15.8%	2.4%	7.5%	6.4%	10.5%	6.1%		7.6%	8.3%	7.0%		3.0%	5.8%	11.6%		8.5%	13.3%
			e	BE													O			

Comparison Groups: BCDE/FG/HI/JK/LMN/OPQ/RST
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Adult Survey (4103758)

Q59. In the last 6 months, how many days did you usually have to wait between making an initial appointment 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.

		========= AGE =========				= EDUCATION =		=== GENDER ==		== ETHNICITY ==		======== RACE =========				=== HEALTH STATUS ===		=== MENTAL HEALTH ===		
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Exclnt/ Very Good	Good	Fair/ Poor	Exclnt/ Very Good	Good	Fair/ Poor
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
More than 30 days	27	6	2	7	11	26	-	10	17	-	27	17	9	6	3	5	18	7	7	13
	10.0%	6.5%	6.3%	12.3%	13.4%	12.1%		11.6%	9.4%		10.8%	15.6%	5.7%	20.7%	4.5%	5.8%	16.1%	8.1%	8.5%	13.3%
												M		m			OP			
I did not need an appointment with a provider for a non-urgent problem or health condition in the last 6 months	113	48	17	15	32	91	17	31	81	6	98	38	72	10	38	41	34	46	34	33
SPHA SUMMARY RATE - Same day/1-2 days	122	48	16	23	33	97	21	42	78	3	111	46	75	7	35	45	39	46	39	35
	45.4%	52.2%	50.0%	40.4%	40.2%	45.3%	44.7%	48.8%	43.3%	50.0%	44.4%	42.2%	47.8%	24.1%	52.2%	52.3%	34.8%	53.5%	47.6%	35.7%
												n	N		Q	Q		T		
Mean	2.90	2.67	2.81	3.14	2.98	2.95	2.68	2.85	2.93	2.50	2.94	3.16	2.71	3.41	2.48	2.62	3.38	2.58	2.82	3.27

Comparison Groups: BCDE/FG/HI/JK/LMN/OPQ/RST
Independent Z-Test for Percentages (unpooled proportions)
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Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Adult Survey (4103758)

Q60. In the last 6 months, how many days did you usually have to wait between making an initial appointment with a specialist and actually seeing the specialist for a non-urgent problem or health condition? For example: making an appointment for a mammogram or a prostate examination with a specialist you have not seen before.

		========= AGE =========				= EDUCATION =		=== GENDER ==		== ETHNICITY ==		======== RACE =========				=== HEALTH STATUS ===		=== MENTAL HEALTH ===		
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Exclnt/ Very Good	Good	Fair/ Poor	Exclnt/ Very Good	Good	Fair/ Poor
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Total Eligible	527	155	63	85	141	367	68	138	309	18	404	165	278	51	130	149	176	158	132	166
Total Answering	184	40	25	47	68	151	27	55	127	5	166	69	110	20	42	53	89	56	54	73
	100.0%	100%	100%	100%	100%	100.0%	100.0%	100.0%	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	138	15	12	11	24	54	5	21	41	6	53	18	43	12	21	24	23	20	23	27
Same day	20	2	2	7	8	19	1	7	12	-	18	5	14	2	6	8	6	7	9	4
	10.9%	5.0%	8.0%	14.9%	11.8%	12.6%	3.7%	12.7%	9.4%		10.8%	7.2%	12.7%	10.0%	14.3%	15.1%	6.7%	12.5%	16.7%	5.5%
						G													t	
1-2 days	32	9	7	9	7	23	8	8	23	-	29	10	21	1	12	7	13	13	9	10
	17.4%	22.5%	28.0%	19.1%	10.3%	15.2%	29.6%	14.5%	18.1%		17.5%	14.5%	19.1%	5.0%	28.6%	13.2%	14.6%	23.2%	16.7%	13.7%
			e										N		pq					
3-7 days	52	10	8	9	23	39	10	17	35	-	50	18	33	6	11	17	24	18	14	19
	28.3%	25.0%	32.0%	19.1%	33.8%	25.8%	37.0%	30.9%	27.6%		30.1%	26.1%	30.0%	30.0%	26.2%	32.1%	27.0%	32.1%	25.9%	26.0%
					d															
8-14 days	34	9	5	8	12	28	5	8	26	3	29	15	18	3	6	12	16	8	10	16
	18.5%	22.5%	20.0%	17.0%	17.6%	18.5%	18.5%	14.5%	20.5%	60.0%	17.5%	21.7%	16.4%	15.0%	14.3%	22.6%	18.0%	14.3%	18.5%	21.9%
										k										
15-30 days	26	5	1	9	10	23	2	8	18	-	25	10	14	3	5	5	16	5	6	15
	14.1%	12.5%	4.0%	19.1%	14.7%	15.2%	7.4%	14.5%	14.2%		15.1%	14.5%	12.7%	15.0%	11.9%	9.4%	18.0%	8.9%	11.1%	20.5%
				C	c															r

Comparison Groups: BCDE/FG/HI/JK/LMN/OPQ/RST
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
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Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Adult Survey (4103758)

Q60. In the last 6 months, how many days did you usually have to wait between making an initial appointment with a specialist and actually seeing the specialist for a non-urgent problem or health condition? For example: making an appointment for a mammogram or a prostate examination with a specialist you have not seen before.

		========= AGE =========				= EDUCATION =		=== GENDER ==		== ETHNICITY ==		======== RACE =========				=== HEALTH STATUS ===		=== MENTAL HEALTH ===		
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Exclnt/ Very Good	Good	Fair/ Poor	Exclnt/ Very Good	Good	Fair/ Poor
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
More than 30 days	20	5	2	5	8	19	1	7	13	2	15	11	10	5	2	4	14	5	6	9
	10.9%	12.5%	8.0%	10.6%	11.8%	12.6%	3.7%	12.7%	10.2%	40.0%	9.0%	15.9%	9.1%	25.0%	4.8%	7.5%	15.7%	8.9%	11.1%	12.3%
						G											O			
I did not need an appointment with a specialist for a non-urgent problem or health condition in the last 6 months	205	100	26	27	49	162	36	62	141	7	185	78	125	19	67	72	64	82	55	66
SPHA SUMMARY RATE - Same day/1-2 days	52	11	9	16	15	42	9	15	35	-	47	15	35	3	18	15	19	20	18	14
	28.3%	27.5%	36.0%	34.0%	22.1%	27.8%	33.3%	27.3%	27.6%		28.3%	21.7%	31.8%	15.0%	42.9%	28.3%	21.3%	35.7%	33.3%	19.2%
													n		Q			T	t	
Mean	3.40	3.53	3.08	3.38	3.49	3.46	3.07	3.42	3.43	4.80	3.36	3.70	3.25	3.95	2.95	3.21	3.73	3.11	3.24	3.75

Comparison Groups: BCDE/FG/HI/JK/LMN/OPQ/RST
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
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Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Adult Survey (4103758)

Q61. In the last 6 months, how long did you usually have to wait between making an appointment for a regular or routine care visit with a provider and actually seeing a provider?

		========= AGE =========				= EDUCATION =		=== GENDER ==		== ETHNICITY ==		======== RACE =========				=== HEALTH STATUS ===		=== MENTAL HEALTH ===		
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Exclnt/ Very Good	Good	Fair/ Poor	Exclnt/ Very Good	Good	Fair/ Poor
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Total Eligible	527	155	63	85	141	367	68	138	309	18	404	165	278	51	130	149	176	158	132	166
Total Answering	215	71	24	49	68	167	42	65	148	6	204	92	117	27	46	72	96	67	64	83
	100.0%	100%	100%	100%	100%	100.0%	100.0%	100.0%	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	143	15	11	13	28	62	1	24	43	4	56	16	49	13	23	24	26	19	27	29
6 weeks or less	180	66	19	41	51	136	41	50	128	3	172	77	101	18	44	62	74	55	56	68
	83.7%	93.0%	79.2%	83.7%	75.0%	81.4%	97.6%	76.9%	86.5%	50.0%	84.3%	83.7%	86.3%	66.7%	95.7%	86.1%	77.1%	82.1%	87.5%	81.9%
		E					F				j	n	N		pQ					
More than 6 weeks	35	5	5	8	17	31	1	15	20	3	32	15	16	9	2	10	22	12	8	15
	16.3%	7.0%	20.8%	16.3%	25.0%	18.6%	2.4%	23.1%	13.5%	50.0%	15.7%	16.3%	13.7%	33.3%	4.3%	13.9%	22.9%	17.9%	12.5%	18.1%
					B	G				k				lM		o	O			
I did not need an appointment with a provider for a regular or routine care visit in the last 6 months	169	69	28	23	45	138	25	49	118	8	144	57	112	11	61	53	54	72	41	54
SPHA SUMMARY RATE - 6 weeks or less	180	66	19	41	51	136	41	50	128	3	172	77	101	18	44	62	74	55	56	68
	83.7%	93.0%	79.2%	83.7%	75.0%	81.4%	97.6%	76.9%	86.5%	50.0%	84.3%	83.7%	86.3%	66.7%	95.7%	86.1%	77.1%	82.1%	87.5%	81.9%
		E					F				j	n	N		pQ					
Mean	1.16	1.07	1.21	1.16	1.25	1.19	1.02	1.23	1.14	1.50	1.16	1.16	1.14	1.33	1.04	1.14	1.23	1.18	1.13	1.18

Comparison Groups: BCDE/FG/HI/JK/LMN/OPQ/RST
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Adult Survey (4103758)

Q62. In the last 6 months, when you were 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?

		========= AGE =========				= EDUCATION =		=== GENDER ==		== ETHNICITY ==		======== RACE =========				=== HEALTH STATUS ===		=== MENTAL HEALTH ===		
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Exclnt/ Very Good	Good	Fair/ Poor	Exclnt/ Very Good	Good	Fair/ Poor
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Total Eligible	527	155	63	85	141	367	68	138	309	18	404	165	278	51	130	149	176	158	132	166
Total Answering	162	37	21	38	62	129	29	57	103	5	150	65	96	21	31	48	83	43	51	66
	100.0%	100%	100%	100%	100%	100.0%	100.0%	100.0%	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	136	16	12	11	21	54	1	18	42	5	48	16	41	12	23	24	20	22	20	26
Within 1 month (30 days) of referral	130	31	19	31	47	99	27	41	87	4	120	48	82	13	28	38	64	32	43	54
	80.2%	83.8%	90.5%	81.6%	75.8%	76.7%	93.1%	71.9%	84.5%	80.0%	80.0%	73.8%	85.4%	61.9%	90.3%	79.2%	77.1%	74.4%	84.3%	81.8%
			e				F		h				lN		q					
More than 1 month (31 days) after referral	32	6	2	7	15	30	2	16	16	1	30	17	14	8	3	10	19	11	8	12
	19.8%	16.2%	9.5%	18.4%	24.2%	23.3%	6.9%	28.1%	15.5%	20.0%	20.0%	26.2%	14.6%	38.1%	9.7%	20.8%	22.9%	25.6%	15.7%	18.2%
					c	G		i				m		M			o			
I was not referred to a specialist in the last 6 months	229	102	30	36	58	184	38	63	164	8	206	84	141	18	76	77	73	93	61	74
SPHA SUMMARY RATE - Within 1 month (30 days) of referral	130	31	19	31	47	99	27	41	87	4	120	48	82	13	28	38	64	32	43	54
	80.2%	83.8%	90.5%	81.6%	75.8%	76.7%	93.1%	71.9%	84.5%	80.0%	80.0%	73.8%	85.4%	61.9%	90.3%	79.2%	77.1%	74.4%	84.3%	81.8%
			e				F		h				lN		q					
Mean	1.20	1.16	1.10	1.18	1.24	1.23	1.07	1.28	1.16	1.20	1.20	1.26	1.15	1.38	1.10	1.21	1.23	1.26	1.16	1.18

Comparison Groups: BCDE/FG/HI/JK/LMN/OPQ/RST
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Adult Survey (4103758)

Q63. In the last 6 months, not counting the times you needed health care right away, how many days did you usually have to wait between making an appointment for a routine lab or x-ray services and actually getting the lab or x-ray services?

		========= AGE =========				= EDUCATION =		=== GENDER ==		== ETHNICITY ==		======== RACE =========				=== HEALTH STATUS ===		=== MENTAL HEALTH ===		
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Exclnt/ Very Good	Good	Fair/ Poor	Exclnt/ Very Good	Good	Fair/ Poor
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Total Eligible	527	155	63	85	141	367	68	138	309	18	404	165	278	51	130	149	176	158	132	166
Total Answering	154	36	17	39	60	120	28	51	101	4	144	66	84	20	26	50	76	43	50	60
	100.0%	100%	100%	100%	100%	100.0%	100.0%	100.0%	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	142	20	10	12	24	60	2	18	48	4	56	18	45	12	22	24	27	19	22	33
21 days or less	127	30	15	33	47	95	27	37	88	4	118	53	70	17	24	42	59	37	42	47
	82.5%	83.3%	88.2%	84.6%	78.3%	79.2%	96.4%	72.5%	87.1%	100.0%	81.9%	80.3%	83.3%	85.0%	92.3%	84.0%	77.6%	86.0%	84.0%	78.3%
							F		H	K					Q					
22 days or more	27	6	2	6	13	25	1	14	13	-	26	13	14	3	2	8	17	6	8	13
	17.5%	16.7%	11.8%	15.4%	21.7%	20.8%	3.6%	27.5%	12.9%		18.1%	19.7%	16.7%	15.0%	7.7%	16.0%	22.4%	14.0%	16.0%	21.7%
						G		I									O			
I did not need an appointment for a routine lab or x-ray services in the last 6 months	231	99	36	34	57	187	38	69	160	10	204	81	149	19	82	75	73	96	60	73
SPHA SUMMARY RATE - 21 days or less	127	30	15	33	47	95	27	37	88	4	118	53	70	17	24	42	59	37	42	47
	82.5%	83.3%	88.2%	84.6%	78.3%	79.2%	96.4%	72.5%	87.1%	100.0%	81.9%	80.3%	83.3%	85.0%	92.3%	84.0%	77.6%	86.0%	84.0%	78.3%
							F		H	K					Q					
Mean	1.18	1.17	1.12	1.15	1.22	1.21	1.04	1.27	1.13	1.00	1.18	1.20	1.17	1.15	1.08	1.16	1.22	1.14	1.16	1.22

Comparison Groups: BCDE/FG/HI/JK/LMN/OPQ/RST
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Adult Survey (4103758)

Q64. In the last 6 months, how many days did you usually have to wait between making an appointment for an urgent lab or x-ray services and actually getting the lab or x-ray services?

		========= AGE =========				= EDUCATION =		=== GENDER ==		== ETHNICITY ==		======== RACE =========				=== HEALTH STATUS ===			=== MENTAL HEALTH ===	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Exclnt/ Very Good	Good	Fair/ Poor	Exclnt/ Very Good	Good	Fair/ Poor
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Total Eligible	527	155	63	85	141	367	68	138	309	18	404	165	278	51	130	149	176	158	132	166
Total Answering	159	34	16	40	67	131	20	57	100	4	145	62	94	21	30	54	74	42	54	63
	100.0%	100%	100%	100%	100%	100.0%	100.0%	100.0%	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	141	19	12	11	23	59	3	21	44	5	54	19	44	13	21	25	25	19	22	32
Same day	70	11	12	18	29	61	4	23	46	4	61	30	39	12	9	23	37	17	27	26
	44.0%	32.4%	75.0%	45.0%	43.3%	46.6%	20.0%	40.4%	46.0%	100.0%	42.1%	48.4%	41.5%	57.1%	30.0%	42.6%	50.0%	40.5%	50.0%	41.3%
			BDE			G				K							O			
1-2 days	39	11	3	11	13	32	7	10	28	-	36	12	27	3	11	19	9	14	12	13
	24.5%	32.4%	18.8%	27.5%	19.4%	24.4%	35.0%	17.5%	28.0%		24.8%	19.4%	28.7%	14.3%	36.7%	35.2%	12.2%	33.3%	22.2%	20.6%
															Q	Q				
3-7 days	22	5	1	4	12	17	4	9	13	-	21	7	14	2	4	5	13	3	7	12
	13.8%	14.7%	6.3%	10.0%	17.9%	13.0%	20.0%	15.8%	13.0%		14.5%	11.3%	14.9%	9.5%	13.3%	9.3%	17.6%	7.1%	13.0%	19.0%
																				r
8-14 days	6	2	-	1	3	4	1	1	5	-	5	2	4	-	2	1	3	1	2	3
	3.8%	5.9%		2.5%	4.5%	3.1%	5.0%	1.8%	5.0%		3.4%	3.2%	4.3%		6.7%	1.9%	4.1%	2.4%	3.7%	4.8%
15-30 days	15	4	-	4	6	12	3	9	6	-	15	8	6	2	3	5	7	5	5	5
	9.4%	11.8%		10.0%	9.0%	9.2%	15.0%	15.8%	6.0%		10.3%	12.9%	6.4%	9.5%	10.0%	9.3%	9.5%	11.9%	9.3%	7.9%
								i												
More than 30 days	7	1	-	2	4	5	1	5	2	-	7	3	4	2	1	1	5	2	1	4
	4.4%	2.9%		5.0%	6.0%	3.8%	5.0%	8.8%	2.0%		4.8%	4.8%	4.3%	9.5%	3.3%	1.9%	6.8%	4.8%	1.9%	6.3%
								i												

Comparison Groups: BCDE/FG/HI/JK/LMN/OPQ/RST
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Adult Survey (4103758)

Q64. In the last 6 months, how many days did you usually have to wait between making an appointment for an urgent lab or x-ray services and actually getting the lab or x-ray services?

		========= AGE =========				= EDUCATION =		=== GENDER ==		== ETHNICITY ==		======== RACE =========			=== HEALTH STATUS ===			=== MENTAL HEALTH ===		
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Exclnt/ Very Good	Good	Fair/ Poor	Exclnt/ Very Good	Good	Fair/ Poor
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
I did not need an appointment for an urgent lab or x-ray services in the last 6 months	227	102	35	34	51	177	45	60	165	9	205	84	140	17	79	70	77	97	56	71
SPHA SUMMARY RATE - Same day/1-2 days	109	22	15	29	42	93	11	33	74	4	97	42	66	15	20	42	46	31	39	39
	68.6%	64.7%	93.8%	72.5%	62.7%	71.0%	55.0%	57.9%	74.0%	100.0%	66.9%	67.7%	70.2%	71.4%	66.7%	77.8%	62.2%	73.8%	72.2%	61.9%
			BDE						H	K						q				
Mean	2.23	2.41	1.31	2.20	2.34	2.15	2.75	2.61	2.03	1.00	2.30	2.27	2.18	2.19	2.40	2.06	2.31	2.26	2.06	2.37

Comparison Groups: BCDE/FG/HI/JK/LMN/OPQ/RST
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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Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Adult Survey (4103758)

Q65. Are you currently pregnant, or have you been pregnant in the last 6 months?

		========= AGE =========				= EDUCATION =		=== GENDER ==		== ETHNICITY ==		======== RACE =========				=== HEALTH STATUS ===			=== MENTAL HEALTH ===	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Exclnt/ Very Good	Good	Fair/ Poor	Exclnt/ Very Good	Good	Fair/ Poor
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Total Eligible	527	155	63	85	141	367	68	138	309	18	404	165	278	51	130	149	176	158	132	166
Total Answering	353	130	49	71	97	276	64	78	272	12	318	136	214	31	103	111	136	123	105	122
	100.0%	100%	100%	100%	100%	100.0%	100.0%	100.0%	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	174	25	14	14	44	91	4	60	37	6	86	29	64	20	27	38	40	35	27	44
Yes	18	15	1	1	1	8	10	-	18	-	18	7	11	-	10	4	4	11	4	3
	5.1%	11.5%	2.0%	1.4%	1.0%	2.9%	15.6%		6.6%		5.7%	5.1%	5.1%		9.7%	3.6%	2.9%	8.9%	3.8%	2.5%
		CDE					F								pQ			T		
No	335	115	48	70	96	268	54	78	254	12	300	129	203	31	93	107	132	112	101	119
	94.9%	88.5%	98.0%	98.6%	99.0%	97.1%	84.4%	100.0%	93.4%	100.0%	94.3%	94.9%	94.9%	100.0%	90.3%	96.4%	97.1%	91.1%	96.2%	97.5%
			B	B	B	G		I		K				LM		o	O			R
Mean	1.95	1.88	1.98	1.99	1.99	1.97	1.84	2.00	1.93	2.00	1.94	1.95	1.95	2.00	1.90	1.96	1.97	1.91	1.96	1.98

Comparison Groups: BCDE/FG/HI/JK/LMN/OPQ/RST
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Adult Survey (4103758)

Q66. In the last 6 months, how many days did you usually have to wait between making an appointment for a first trimester check-up with your OB/GYN and actually seeing your OB/GYN?

		========= AGE =========				= EDUCATION =		=== GENDER ==		== ETHNICITY ==		======== RACE =========			=== HEALTH STATUS ===			=== MENTAL HEALTH ===		
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Exclnt/ Very Good	Good	Fair/ Poor	Exclnt/ Very Good	Good	Fair/ Poor
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Total Eligible	18	15	1	1	1	8	10	-	18	-	18	7	11	-	10	4	4	11	4	3
Total Answering	10	7	1	1	1	5	5	-	10	-	10	4	6	-	7	2	1	7	2	1
	100.0%	100%	100%	100%	100%	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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
14 days or less	8	6	1	-	1	3	5	-	8	-	8	3	5	-	6	1	1	6	1	1
	80.0%	85.7%	100%		100%	60.0%	100.0% f		80.0%		80.0%	75.0%	83.3%		85.7%	50.0%	100.0%	85.7%	50.0%	100.0%
15 days or more	2	1	-	1	-	2	-	-	2	-	2	1	1	-	1	1	-	1	1	-
	20.0%	14.3%		100% B		40.0%			20.0%		20.0%	25.0%	16.7%		14.3%	50.0%		14.3%	50.0%	
I did not need a first trimester check-up in the last 6 months	8	8	-	-	-	3	5	-	8	-	8	3	5	-	3	2	3	4	2	2
SPHA SUMMARY RATE - 14 days or less	8	6	1	-	1	3	5	-	8	-	8	3	5	-	6	1	1	6	1	1
	80.0%	85.7%	100%		100%	60.0%	100.0% f		80.0%		80.0%	75.0%	83.3%		85.7%	50.0%	100.0%	85.7%	50.0%	100.0%
Mean	1.20	1.14	1.00	2.00	1.00	1.40	1.00	-	1.20	-	1.20	1.25	1.17	-	1.14	1.50	1.00	1.14	1.50	1.00

Comparison Groups: BCDE/FG/HI/JK/LMN/OPQ/RST
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Adult Survey (4103758)

Q67. In the last 6 months, how many days did you usually have to wait between making an appointment for a second trimester check-up with your OB/GYN and actually seeing your OB/GYN?

		========= AGE =========				= EDUCATION =		=== GENDER ==		== ETHNICITY ==		======== RACE =========			=== HEALTH STATUS ===			=== MENTAL HEALTH ===		
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Exclnt/ Very Good	Good	Fair/ Poor	Exclnt/ Very Good	Good	Fair/ Poor
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Total Eligible	18	15	1	1	1	8	10	-	18	-	18	7	11	-	10	4	4	11	4	3
Total Answering	10	8	1	1	-	3	7	-	10	-	10	3	7	-	6	3	1	7	3	-
	100.0%	100%	100%	100%		100.0%	100.0%		100.0%		100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
7 days or less	6	5	1	-	-	2	4	-	6	-	6	2	4	-	3	3	-	3	3	-
	60.0%	62.5%	100%			66.7%	57.1%		60.0%		60.0%	66.7%	57.1%		50.0%	100.0%		42.9%	100.0%	
			B													O			R	
8 days or more	4	3	-	1	-	1	3	-	4	-	4	1	3	-	3	-	1	4	-	-
	40.0%	37.5%		100%		33.3%	42.9%		40.0%		40.0%	33.3%	42.9%		50.0%		100.0%	57.1%		
				B													O			
I did not need a second trimester check-up in the last 6 months	8	7	-	-	1	5	3	-	8	-	8	4	4	-	4	1	3	4	1	3
SPHA SUMMARY RATE - 7 days or less	6	5	1	-	-	2	4	-	6	-	6	2	4	-	3	3	-	3	3	-
	60.0%	62.5%	100%			66.7%	57.1%		60.0%		60.0%	66.7%	57.1%		50.0%	100.0%		42.9%	100.0%	
			B													O			R	
Mean	1.40	1.38	1.00	2.00	-	1.33	1.43	-	1.40	-	1.40	1.33	1.43	-	1.50	1.00	2.00	1.57	1.00	-

Comparison Groups: BCDE/FG/HI/JK/LMN/OPQ/RST
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Adult Survey (4103758)

Q68. In the last 6 months, how many days did you usually have to wait between making an appointment for a third trimester check-up with your OB/GYN and actually seeing your OB/GYN?

		========= AGE =========				= EDUCATION =		=== GENDER ==		== ETHNICITY ==		======== RACE =========			=== HEALTH STATUS ===			=== MENTAL HEALTH ===		
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Exclnt/ Very Good	Good	Fair/ Poor	Exclnt/ Very Good	Good	Fair/ Poor
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Total Eligible	18	15	1	1	1	8	10	-	18	-	18	7	11	-	10	4	4	11	4	3
Total Answering	8	7	1	-	-	1	7	-	8	-	8	2	6	-	5	2	1	6	2	-
	100.0%	100%	100%			100.0%	100.0%		100.0%		100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
3 days or less	3	2	1	-	-	-	3	-	3	-	3	-	3	-	2	1	-	2	1	-
	37.5%	28.6%	100% B				42.9%		37.5%		37.5%		50.0%		40.0%	50.0%		33.3%	50.0%	
4 days or more	5	5	-	-	-	1	4	-	5	-	5	2	3	-	3	1	1	4	1	-
	62.5%	71.4%				100.0% G	57.1%		62.5%		62.5%	100.0% M	50.0%		60.0%	50.0%	100.0% o	66.7%	50.0%	
I did not need a third trimester check-up in the last 6 months	10	8	-	1	1	7	3	-	10	-	10	5	5	-	5	2	3	5	2	3
SPHA SUMMARY RATE - 3 days or less	3	2	1	-	-	-	3	-	3	-	3	-	3	-	2	1	-	2	1	-
	37.5%	28.6%	100% B				42.9%		37.5%		37.5%		50.0%		40.0%	50.0%		33.3%	50.0%	
Mean	1.63	1.71	1.00	-	-	2.00	1.57	-	1.63	-	1.63	2.00	1.50	-	1.60	1.50	2.00	1.67	1.50	-

Comparison Groups: BCDE/FG/HI/JK/LMN/OPQ/RST
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Adult Survey (4103758)

Q69. In the last 6 months, did you phone your personal doctor's office after regular office hours to get help or advice for yourself?

		========= AGE =========				= EDUCATION =		=== GENDER ==		== ETHNICITY ==		======== RACE =========				=== HEALTH STATUS ===		=== MENTAL HEALTH ===		
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Exclnt/ Very Good	Good	Fair/ Poor	Exclnt/ Very Good	Good	Fair/ Poor
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Total Eligible	527	155	63	85	141	367	68	138	309	18	404	165	278	51	130	149	176	158	132	166
Total Answering	390	139	54	73	117	313	64	116	270	14	352	154	232	37	109	126	151	136	115	136
	100.0%	100%	100%	100%	100%	100.0%	100.0%	100.0%	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	137	16	9	12	24	54	4	22	39	4	52	11	46	14	21	23	25	22	17	30
Yes	58	13	7	13	24	49	6	13	44	3	49	19	39	7	14	15	28	19	14	25
	14.9%	9.4%	13.0%	17.8% b	20.5% B	15.7%	9.4%	11.2%	16.3%	21.4%	13.9%	12.3%	16.8%	18.9%	12.8%	11.9%	18.5%	14.0%	12.2%	18.4%
No	332	126	47	60	93	264	58	103	226	11	303	135	193	30	95	111	123	117	101	111
	85.1%	90.6% dE	87.0%	82.2%	79.5%	84.3%	90.6%	88.8%	83.7%	78.6%	86.1%	87.7%	83.2%	81.1%	87.2%	88.1%	81.5%	86.0%	87.8%	81.6%
Mean	1.85	1.91	1.87	1.82	1.79	1.84	1.91	1.89	1.84	1.79	1.86	1.88	1.83	1.81	1.87	1.88	1.81	1.86	1.88	1.82

Comparison Groups: BCDE/FG/HI/JK/LMN/OPQ/RST
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Adult Survey (4103758)

Q70. In the last 6 months, when you phoned after regular office hours, how often did you get the help or advice you needed?

		========= AGE =========				= EDUCATION =		=== GENDER ==		== ETHNICITY ==		======== RACE =========			=== HEALTH STATUS ===			=== MENTAL HEALTH ===	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Exclnt/ Very Good	Good	Fair/ Poor	Exclnt/ Very Good	Good	Fair/ Poor
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Total Eligible	58	13	7	13	24	49	6	13	44	3	49	19	39	7	14	15	28	19	14	25
Total Answering	58	13	7	13	24	49	6	13	44	3	49	19	39	7	14	15	28	19	14	25
	100.0%	100%	100%	100%	100%	100.0%	100.0%	100.0%	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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	30	9	4	4	13	24	4	7	23	1	26	6	23	4	10	9	11	9	10	11
	51.7%	69.2%	57.1%	30.8%	54.2%	49.0%	66.7%	53.8%	52.3%	33.3%	53.1%	31.6%	59.0%	57.1%	71.4%	60.0%	39.3%	47.4%	71.4%	44.0%
		D											L		Q				t	
Usually	11	2	1	5	3	8	2	3	8	1	9	5	7	2	1	3	6	4	1	6
	19.0%	15.4%	14.3%	38.5%	12.5%	16.3%	33.3%	23.1%	18.2%	33.3%	18.4%	26.3%	17.9%	28.6%	7.1%	20.0%	21.4%	21.1%	7.1%	24.0%
				e																
Sometimes	11	1	1	3	5	11	-	3	7	-	9	3	8	-	2	3	6	4	2	5
	19.0%	7.7%	14.3%	23.1%	20.8%	22.4%		23.1%	15.9%		18.4%	15.8%	20.5%		14.3%	20.0%	21.4%	21.1%	14.3%	20.0%
Never	6	1	1	1	3	6	-	-	6	1	5	5	1	1	1	-	5	2	1	3
	10.3%	7.7%	14.3%	7.7%	12.5%	12.2%			13.6%	33.3%	10.2%	26.3%	2.6%	14.3%	7.1%		17.9%	10.5%	7.1%	12.0%
												M								
SPHA SUMMARY RATE - Always/Usually	41	11	5	9	16	32	6	10	31	2	35	11	30	6	11	12	17	13	11	17
	70.7%	84.6%	71.4%	69.2%	66.7%	65.3%	100.0%	76.9%	70.5%	66.7%	71.4%	57.9%	76.9%	85.7%	78.6%	80.0%	60.7%	68.4%	78.6%	68.0%
							F													

Comparison Groups: BCDE/FG/HI/JK/LMN/OPQ/RST
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Adult Survey (4103758)

Q70. In the last 6 months, when you phoned after regular office hours, how often did you get the help or advice you needed?

		========= AGE =========				= EDUCATION =		=== GENDER ==		== ETHNICITY ==		======== RACE =========				=== HEALTH STATUS ===			=== MENTAL HEALTH ===	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Exclnt/ Very Good	Good	Fair/ Poor	Exclnt/ Very Good	Good	Fair/ Poor
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Mean	3.12	3.46	3.14	2.92	3.08	3.02	3.67	3.31	3.09	2.67	3.14	2.63	3.33	3.29	3.43	3.40	2.82	3.05	3.43	3.00

Comparison Groups: BCDE/FG/HI/JK/LMN/OPQ/RST
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Adult Survey (4103758)

Q59. In the last 6 months, how many days did you usually have to wait between making an initial appointment 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.

	Total	= HEALTH PLAN = RATING (Q35) =		= HEALTH CARE = RATING (Q13) =		=== DOCTOR ==== RATING (Q23) =		= HEALTH PLAN RTNG = BY GLOBAL PROP. (Q35) =			=== CONTACT === CUSTOMER SERVICE (Q30) =		== GOT INFO/ HELP FROM CUST SVC (Q31) =		== # DCTR/ CLINIC VISITS (Q7) =	
		0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometime	Always/ Usually	Less than 3	3 or More
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	527	93	346	106	268	69	285	63	87	289	160	270	27	128	254	211
Total Answering	269	61	199	68	163	49	170	43	57	160	102	147	16	81	125	135
	100.0%	100.0%	100.0%	100.0%	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	145	12	61	19	56	12	55	6	13	54	31	41	6	25	53	44
Same day	58	2	52	7	42	7	41	2	10	42	20	30	2	18	25	29
	21.6%	3.3%	26.1%	10.3%	25.8%	14.3%	24.1%	4.7%	17.5%	26.3%	19.6%	20.4%	12.5%	22.2%	20.0%	21.5%
			B		D				H	H						
1-2 days	64	18	44	19	36	13	43	13	10	39	22	37	2	19	29	33
	23.8%	29.5%	22.1%	27.9%	22.1%	26.5%	25.3%	30.2%	17.5%	24.4%	21.6%	25.2%	12.5%	23.5%	23.2%	24.4%
3-7 days	68	11	56	15	48	9	45	7	17	43	31	36	7	23	34	34
	25.3%	18.0%	28.1%	22.1%	29.4%	18.4%	26.5%	16.3%	29.8%	26.9%	30.4%	24.5%	43.8%	28.4%	27.2%	25.2%
			b													
8-14 days	32	10	20	8	20	8	21	4	8	18	15	15	2	11	17	15
	11.9%	16.4%	10.1%	11.8%	12.3%	16.3%	12.4%	9.3%	14.0%	11.3%	14.7%	10.2%	12.5%	13.6%	13.6%	11.1%
15-30 days	20	8	12	10	5	6	7	6	4	10	9	9	2	6	7	11
	7.4%	13.1%	6.0%	14.7%	3.1%	12.2%	4.1%	14.0%	7.0%	6.3%	8.8%	6.1%	12.5%	7.4%	5.6%	8.1%
				E		g										
More than 30 days	27	12	15	9	12	6	13	11	8	8	5	20	1	4	13	13
	10.0%	19.7%	7.5%	13.2%	7.4%	12.2%	7.6%	25.6%	14.0%	5.0%	4.9%	13.6%	6.3%	4.9%	10.4%	9.6%
		C						J	j			K				

Comparison Groups: BC/DE/FG/HIJ/KL/MN/OP
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Adult Survey (4103758)

Q59. In the last 6 months, how many days did you usually have to wait between making an initial appointment 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.

	Total	= HEALTH PLAN = = RATING (Q35)=		= HEALTH CARE = = RATING (Q13)=		=== DOCTOR ==== = RATING (Q23)=		= HEALTH PLAN RTNG = = BY GLOBAL PROP. == ====== (Q35) =======			=== CONTACT === == CUSTOMER === =SERVICE (Q30)=		== GOT INFO/ === == HELP FROM === =CUST SVC (Q31)=		== # DCTR/ === === CLINIC === = VISITS (Q7)=	
		0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometime	Always/ Usually	Less than 3	3 or More
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
I did not need an appointment with a provider for a non-urgent problem or health condition in the last 6 months	113	20	86	19	49	8	60	14	17	75	27	82	5	22	76	32
SPHA SUMMARY RATE - Same day/1-2 days	122 45.4%	20 32.8%	96 48.2% B	26 38.2%	78 47.9%	20 40.8%	84 49.4%	15 34.9%	20 35.1%	81 50.6% hI	42 41.2%	67 45.6%	4 25.0%	37 45.7% m	54 43.2%	62 45.9%
Mean	2.90	3.66	2.70	3.32	2.67	3.22	2.70	3.74	3.18	2.62	2.86	2.97	3.19	2.75	2.93	2.89

Comparison Groups: BC/DE/FG/HIJ/KL/MN/OP
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Adult Survey (4103758)

Q60. In the last 6 months, how many days did you usually have to wait between making an initial appointment with a specialist and actually seeing the specialist for a non-urgent problem or health condition? For example: making an appointment for a mammogram or a prostate examination with a specialist you have not seen before.

	Total	= HEALTH PLAN = RATING (Q35) =		= HEALTH CARE = RATING (Q13) =		=== DOCTOR ==== RATING (Q23) =		= HEALTH PLAN RTNG = BY GLOBAL PROP. (Q35) =			=== CONTACT === CUSTOMER SERVICE (Q30) =		== GOT INFO/ HELP FROM CUST SVC (Q31) =		== # DCTR/ CLINIC VISITS (Q7) =	
		0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometime	Always/ Usually	Less than 3	3 or More
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	527	93	346	106	268	69	285	63	87	289	160	270	27	128	254	211
Total Answering	184	42	134	52	109	32	121	25	41	110	71	101	9	59	73	103
	100.0%	100.0%	100.0%	100.0%	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	138	14	53	19	50	12	52	10	9	48	28	39	6	22	50	40
Same day	20	1	19	2	17	3	14	1	3	16	8	10	1	7	8	11
	10.9%	2.4%	14.2%	3.8%	15.6%	9.4%	11.6%	4.0%	7.3%	14.5%	11.3%	9.9%	11.1%	11.9%	11.0%	10.7%
			B		D					H						
1-2 days	32	7	24	6	21	7	21	4	5	22	12	18	1	11	12	18
	17.4%	16.7%	17.9%	11.5%	19.3%	21.9%	17.4%	16.0%	12.2%	20.0%	16.9%	17.8%	11.1%	18.6%	16.4%	17.5%
3-7 days	52	10	39	15	32	7	39	5	12	32	23	28	4	17	23	28
	28.3%	23.8%	29.1%	28.8%	29.4%	21.9%	32.2%	20.0%	29.3%	29.1%	32.4%	27.7%	44.4%	28.8%	31.5%	27.2%
8-14 days	34	10	24	12	20	7	22	6	8	20	14	20	1	12	14	20
	18.5%	23.8%	17.9%	23.1%	18.3%	21.9%	18.2%	24.0%	19.5%	18.2%	19.7%	19.8%	11.1%	20.3%	19.2%	19.4%
15-30 days	26	5	18	10	10	3	15	3	5	15	10	14	2	8	9	15
	14.1%	11.9%	13.4%	19.2%	9.2%	9.4%	12.4%	12.0%	12.2%	13.6%	14.1%	13.9%	22.2%	13.6%	12.3%	14.6%
More than 30 days	20	9	10	7	9	5	10	6	8	5	4	11	-	4	7	11
	10.9%	21.4%	7.5%	13.5%	8.3%	15.6%	8.3%	24.0%	19.5%	4.5%	5.6%	10.9%		6.8%	9.6%	10.7%
		C						J	J							

Comparison Groups: BC/DE/FG/HIJ/KL/MN/OP
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Adult Survey (4103758)

Q60. In the last 6 months, how many days did you usually have to wait between making an initial appointment with a specialist and actually seeing the specialist for a non-urgent problem or health condition? For example: making an appointment for a mammogram or a prostate examination with a specialist you have not seen before.

	Total	= HEALTH PLAN = RATING (Q35) =		= HEALTH CARE = RATING (Q13) =		=== DOCTOR ==== RATING (Q23) =		= HEALTH PLAN RTNG = BY GLOBAL PROP. (Q35) =			=== CONTACT === CUSTOMER SERVICE (Q30) =		== GOT INFO/ HELP FROM CUST SVC (Q31) =		== # DCTR/ CLINIC VISITS (Q7) =	
		0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometime	Always/ Usually	Less than 3	3 or More
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
I did not need an appointment with a specialist for a non-urgent problem or health condition in the last 6 months	205	37	159	35	109	25	112	28	37	131	61	130	12	47	131	68
SPHA SUMMARY RATE - Same day/1-2 days	52 28.3%	8 19.0%	43 32.1% b	8 15.4%	38 34.9% D	10 31.3%	35 28.9%	5 20.0%	8 19.5%	38 34.5% i	20 28.2%	28 27.7%	2 22.2%	18 30.5%	20 27.4%	29 28.2%
Mean	3.40	3.90	3.21	3.83	3.11	3.47	3.27	3.96	3.76	3.10	3.25	3.43	3.22	3.25	3.34	3.42

Comparison Groups: BC/DE/FG/HIJ/KL/MN/OP
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Adult Survey (4103758)

Q61. In the last 6 months, how long did you usually have to wait between making an appointment for a regular or routine care visit with a provider and actually seeing a provider?

	Total	= HEALTH PLAN = RATING (Q35)=		= HEALTH CARE = RATING (Q13)=		=== DOCTOR ==== RATING (Q23)=		= HEALTH PLAN RTNG = BY GLOBAL PROP. == (Q35)			=== CONTACT === == CUSTOMER === SERVICE (Q30)=		== GOT INFO/ HELP FROM CUST SVC (Q31)=		== # DCTR/ CLINIC VISITS (Q7)=	
		0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometime	Always/ Usually	Less than 3	3 or More
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	527	93	346	106	268	69	285	63	87	289	160	270	27	128	254	211
Total Answering	215	53	155	56	134	38	136	37	49	122	84	118	15	68	97	112
	100.0%	100.0%	100.0%	100.0%	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	143	10	61	20	55	12	57	7	9	55	29	41	6	22	53	43
6 weeks or less	180	38	136	43	121	31	117	27	39	108	75	97	14	61	77	100
	83.7%	71.7%	87.7%	76.8%	90.3%	81.6%	86.0%	73.0%	79.6%	88.5%	89.3%	82.2%	93.3%	89.7%	79.4%	89.3%
			B		D					H						O
More than 6 weeks	35	15	19	13	13	7	19	10	10	14	9	21	1	7	20	12
	16.3%	28.3%	12.3%	23.2%	9.7%	18.4%	14.0%	27.0%	20.4%	11.5%	10.7%	17.8%	6.7%	10.3%	20.6%	10.7%
		C		E				J							P	
I did not need an appointment with a provider for a regular or routine care visit in the last 6 months	169	30	130	30	79	19	92	19	29	112	47	111	6	38	104	56
SPHA SUMMARY RATE - 6 weeks or less	180	38	136	43	121	31	117	27	39	108	75	97	14	61	77	100
	83.7%	71.7%	87.7%	76.8%	90.3%	81.6%	86.0%	73.0%	79.6%	88.5%	89.3%	82.2%	93.3%	89.7%	79.4%	89.3%
			B		D					H						O
Mean	1.16	1.28	1.12	1.23	1.10	1.18	1.14	1.27	1.20	1.11	1.11	1.18	1.07	1.10	1.21	1.11

Comparison Groups: BC/DE/FG/HIJ/KL/MN/OP
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Adult Survey (4103758)

Q62. In the last 6 months, when you were 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?

	Total	= HEALTH PLAN = RATING (Q35) =		= HEALTH CARE = RATING (Q13) =		=== DOCTOR ==== RATING (Q23) =		= HEALTH PLAN RTNG = BY GLOBAL PROP. == (Q35)			=== CONTACT === CUSTOMER === SERVICE (Q30) =		== GOT INFO/ == HELP FROM == CUST SVC (Q31) =		== # DCTR/ == CLINIC == VISITS (Q7) =	
		0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometime	Always/ Usually	Less than 3	3 or More
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	527	93	346	106	268	69	285	63	87	289	160	270	27	128	254	211
Total Answering	162	40	117	47	89	31	108	25	36	96	67	86	11	55	60	92
	100.0%	100.0%	100.0%	100.0%	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	136	12	55	18	52	11	52	7	9	51	27	38	4	23	52	39
Within 1 month (30 days) of referral	130	29	97	35	76	25	86	19	26	81	56	69	10	45	46	76
	80.2%	72.5%	82.9%	74.5%	85.4%	80.6%	79.6%	76.0%	72.2%	84.4%	83.6%	80.2%	90.9%	81.8%	76.7%	82.6%
More than 1 month (31 days) after referral	32	11	20	12	13	6	22	6	10	15	11	17	1	10	14	16
	19.8%	27.5%	17.1%	25.5%	14.6%	19.4%	20.4%	24.0%	27.8%	15.6%	16.4%	19.8%	9.1%	18.2%	23.3%	17.4%
I was not referred to a specialist in the last 6 months	229	41	174	41	127	27	125	31	42	142	66	146	12	50	142	80
SPHA SUMMARY RATE - Within 1 month (30 days) of referral	130	29	97	35	76	25	86	19	26	81	56	69	10	45	46	76
	80.2%	72.5%	82.9%	74.5%	85.4%	80.6%	79.6%	76.0%	72.2%	84.4%	83.6%	80.2%	90.9%	81.8%	76.7%	82.6%
Mean	1.20	1.28	1.17	1.26	1.15	1.19	1.20	1.24	1.28	1.16	1.16	1.20	1.09	1.18	1.23	1.17

Comparison Groups: BC/DE/FG/HIJ/KL/MN/OP
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Adult Survey (4103758)

Q63. In the last 6 months, not counting the times you needed health care right away, how many days did you usually have to wait between making an appointment for a routine lab or x-ray services and actually getting the lab or x-ray services?

	Total	= HEALTH PLAN = = RATING (Q35)=		= HEALTH CARE = = RATING (Q13)=		=== DOCTOR ==== = RATING (Q23)=		= HEALTH PLAN RTNG = = BY GLOBAL PROP. ====== (Q35) =======			=== CONTACT === == CUSTOMER ===SERVICE (Q30)=		== GOT INFO/ == HELP FROM =CUST SVC (Q31)=		== # DCTR/ === CLINIC ==== VISITS (Q7)=	
		0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometime	Always/ Usually	Less than 3	3 or More
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	527	93	346	106	268	69	285	63	87	289	160	270	27	128	254	211
Total Answering	154	39	110	44	93	25	107	26	34	89	62	80	11	50	52	97
	100.0%	100.0%	100.0%	100.0%	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	142	10	62	17	57	11	57	7	10	55	32	39	5	26	53	42
21 days or less	127	27	95	36	81	21	91	19	24	79	56	60	9	46	42	81
	82.5%	69.2%	86.4%	81.8%	87.1%	84.0%	85.0%	73.1%	70.6%	88.8%	90.3%	75.0%	81.8%	92.0%	80.8%	83.5%
			B							hI	L					
22 days or more	27	12	15	8	12	4	16	7	10	10	6	20	2	4	10	16
	17.5%	30.8%	13.6%	18.2%	12.9%	16.0%	15.0%	26.9%	29.4%	11.2%	9.7%	25.0%	18.2%	8.0%	19.2%	16.5%
		C						j	J			K				
I did not need an appointment for a routine lab or x-ray services in the last 6 months	231	44	174	45	118	33	121	30	43	145	66	151	11	52	149	72
SPHA SUMMARY RATE - 21 days or less	127	27	95	36	81	21	91	19	24	79	56	60	9	46	42	81
	82.5%	69.2%	86.4%	81.8%	87.1%	84.0%	85.0%	73.1%	70.6%	88.8%	90.3%	75.0%	81.8%	92.0%	80.8%	83.5%
			B							hI	L					
Mean	1.18	1.31	1.14	1.18	1.13	1.16	1.15	1.27	1.29	1.11	1.10	1.25	1.18	1.08	1.19	1.16

Comparison Groups: BC/DE/FG/HIJ/KL/MN/OP
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Adult Survey (4103758)

Q64. In the last 6 months, how many days did you usually have to wait between making an appointment for an urgent lab or x-ray services and actually getting the lab or x-ray services?

	Total	= HEALTH PLAN = RATING (Q35) =		= HEALTH CARE = RATING (Q13) =		=== DOCTOR ==== RATING (Q23) =		= HEALTH PLAN RTNG = BY GLOBAL PROP. (Q35)			=== CONTACT === SERVICE (Q30) =		== GOT INFO/ CUST SVC (Q31) =		== # DCTR/ CLINIC VISITS (Q7) =	
		0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometime	Always/ Usually	Less than 3	3 or More
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	527	93	346	106	268	69	285	63	87	289	160	270	27	128	254	211
Total Answering	159	35	120	47	93	26	110	21	33	101	66	83	9	56	60	93
	100.0%	100.0%	100.0%	100.0%	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	141	11	59	20	52	11	56	8	9	53	27	41	5	22	51	41
Same day	70	10	59	13	51	10	54	5	13	51	27	37	3	23	29	37
	44.0%	28.6%	49.2%	27.7%	54.8%	38.5%	49.1%	23.8%	39.4%	50.5%	40.9%	44.6%	33.3%	41.1%	48.3%	39.8%
			B		D					H						
1-2 days	39	8	30	14	20	9	24	3	10	25	20	17	3	17	13	24
	24.5%	22.9%	25.0%	29.8%	21.5%	34.6%	21.8%	14.3%	30.3%	24.8%	30.3%	20.5%	33.3%	30.4%	21.7%	25.8%
3-7 days	22	5	17	9	12	3	17	4	3	15	12	10	2	10	8	14
	13.8%	14.3%	14.2%	19.1%	12.9%	11.5%	15.5%	19.0%	9.1%	14.9%	18.2%	12.0%	22.2%	17.9%	13.3%	15.1%
8-14 days	6	1	5	2	3	-	6	1	1	4	3	3	-	3	3	3
	3.8%	2.9%	4.2%	4.3%	3.2%		5.5%	4.8%	3.0%	4.0%	4.5%	3.6%		5.4%	5.0%	3.2%
15-30 days	15	7	6	6	4	4	5	5	5	3	2	13	1	1	6	9
	9.4%	20.0%	5.0%	12.8%	4.3%	15.4%	4.5%	23.8%	15.2%	3.0%	3.0%	15.7%	11.1%	1.8%	10.0%	9.7%
		C						J	j			K				
More than 30 days	7	4	3	3	3	-	4	3	1	3	2	3	-	2	1	6
	4.4%	11.4%	2.5%	6.4%	3.2%		3.6%	14.3%	3.0%	3.0%	3.0%	3.6%		3.6%	1.7%	6.5%

Comparison Groups: BC/DE/FG/HIJ/KL/MN/OP
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Adult Survey (4103758)

Q64. In the last 6 months, how many days did you usually have to wait between making an appointment for an urgent lab or x-ray services and actually getting the lab or x-ray services?

	Total	= HEALTH PLAN = RATING (Q35)=		= HEALTH CARE = RATING (Q13)=		=== DOCTOR ==== RATING (Q23)=		= HEALTH PLAN RTNG = BY GLOBAL PROP. == (Q35)			=== CONTACT === CUSTOMER === =SERVICE (Q30)=		== GOT INFO/ == HELP FROM == =CUST SVC (Q31)=		== # DCTR/ == CLINIC == = VISITS (Q7)=	
		0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometime	Always/ Usually	Less than 3	3 or More
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
I did not need an appointment for an urgent lab or x-ray services in the last 6 months	227	47	167	39	123	32	119	34	45	135	67	146	13	50	143	77
SPHA SUMMARY RATE - Same day/1-2 days	109	18	89	27	71	19	78	8	23	76	47	54	6	40	42	61
	68.6%	51.4%	74.2%	57.4%	76.3%	73.1%	70.9%	38.1%	69.7%	75.2%	71.2%	65.1%	66.7%	71.4%	70.0%	65.6%
			B		D				H	H						
Mean	2.23	2.97	1.98	2.64	1.90	2.19	2.05	3.33	2.33	1.93	2.08	2.36	2.22	2.07	2.12	2.37

Comparison Groups: BC/DE/FG/HIJ/KL/MN/OP
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Adult Survey (4103758)

Q65. Are you currently pregnant, or have you been pregnant in the last 6 months?

	Total	= HEALTH PLAN = = RATING (Q35)=		= HEALTH CARE = = RATING (Q13)=		=== DOCTOR ==== = RATING (Q23)=		= HEALTH PLAN RTNG = = BY GLOBAL PROP. == ====== (Q35) =======			=== CONTACT === == CUSTOMER === =SERVICE (Q30)=		== GOT INFO/ === == HELP FROM === =CUST SVC (Q31)=		== # DCTR/ === === CLINIC === = VISITS (Q7)=	
		0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometime	Always/ Usually	Less than 3	3 or More
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	527	93	346	106	268	69	285	63	87	289	160	270	27	128	254	211
Total Answering	353	68	268	74	204	54	212	49	68	219	120	209	17	98	187	153
	100.0%	100.0%	100.0%	100.0%	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	174	25	78	32	64	15	73	14	19	70	40	61	10	30	67	58
Yes	18	3	15	2	8	1	10	2	4	12	12	5	2	10	13	5
	5.1%	4.4%	5.6%	2.7%	3.9%	1.9%	4.7%	4.1%	5.9%	5.5%	10.0%	2.4%	11.8%	10.2%	7.0%	3.3%
											L					
No	335	65	253	72	196	53	202	47	64	207	108	204	15	88	174	148
	94.9%	95.6%	94.4%	97.3%	96.1%	98.1%	95.3%	95.9%	94.1%	94.5%	90.0%	97.6%	88.2%	89.8%	93.0%	96.7%
												K				
Mean	1.95	1.96	1.94	1.97	1.96	1.98	1.95	1.96	1.94	1.95	1.90	1.98	1.88	1.90	1.93	1.97

Comparison Groups: BC/DE/FG/HIJ/KL/MN/OP
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Adult Survey (4103758)

Q66. In the last 6 months, how many days did you usually have to wait between making an appointment for a first trimester check-up with your OB/GYN and actually seeing your OB/GYN?

	Total	= HEALTH PLAN = RATING (Q35)=		= HEALTH CARE = RATING (Q13)=		=== DOCTOR ==== RATING (Q23)=		= HEALTH PLAN RTNG = BY GLOBAL PROP. == ====== (Q35) =======			=== CONTACT === =SERVICE (Q30)=		== GOT INFO/ HELP FROM == =CUST SVC (Q31)=		== # DCTR/ CLINIC == = VISITS (Q7)=	
		0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometime	Always/ Usually	Less than 3	3 or More
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	18	3	15	2	8	1	10	2	4	12	12	5	2	10	13	5
Total Answering	10	-	10	2	3	-	7	-	2	8	7	3	1	6	8	2
	100.0%		100.0%	100.0%	100.0%		100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
14 days or less	8	-	8	1	3	-	5	-	2	6	6	2	1	5	7	1
	80.0%		80.0%	50.0%	100.0%		71.4%		100.0%	75.0%	85.7%	66.7%	100.0%	83.3%	87.5%	50.0%
15 days or more	2	-	2	1	-	-	2	-	-	2	1	1	-	1	1	1
	20.0%		20.0%	50.0%			28.6%			25.0%	14.3%	33.3%		16.7%	12.5%	50.0%
I did not need a first trimester check-up in the last 6 months	8	3	5	-	5	1	3	2	2	4	5	2	1	4	5	3
SPHA SUMMARY RATE - 14 days or less	8	-	8	1	3	-	5	-	2	6	6	2	1	5	7	1
	80.0%		80.0%	50.0%	100.0%		71.4%		100.0%	75.0%	85.7%	66.7%	100.0%	83.3%	87.5%	50.0%
Mean	1.20	-	1.20	1.50	1.00	-	1.29	-	1.00	1.25	1.14	1.33	1.00	1.17	1.13	1.50

Comparison Groups: BC/DE/FG/HIJ/KL/MN/OP
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Adult Survey (4103758)

Q67. In the last 6 months, how many days did you usually have to wait between making an appointment for a second trimester check-up with your OB/GYN and actually seeing your OB/GYN?

	Total	= HEALTH PLAN = RATING (Q35)=		= HEALTH CARE = RATING (Q13)=		=== DOCTOR ==== RATING (Q23)=		= HEALTH PLAN RTNG = BY GLOBAL PROP. == ====== (Q35) =======			=== CONTACT === CUSTOMER === =SERVICE (Q30)=		== GOT INFO/ == HELP FROM =CUST SVC (Q31)=		=== == # DCTR/ === CLINIC = VISITS (Q7)=	
		0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometime	Always/ Usually	Less than 3	3 or More
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	18	3	15	2	8	1	10	2	4	12	12	5	2	10	13	5
Total Answering	10	1	9	2	5	1	6	-	2	8	8	2	1	7	7	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
7 days or less	6	-	6	2	2	-	3	-	1	5	4	2	1	3	4	2
	60.0%		66.7%	100.0%	40.0%		50.0%		50.0%	62.5%	50.0%	100.0%	100.0%	42.9%	57.1%	66.7%
				E								K	N			
8 days or more	4	1	3	-	3	1	3	-	1	3	4	-	-	4	3	1
	40.0%	100.0%	33.3%		60.0%	100.0%	50.0%		50.0%	37.5%	50.0%			57.1%	42.9%	33.3%
		C				G										
I did not need a second trimester check-up in the last 6 months	8	2	6	-	3	-	4	2	2	4	4	3	1	3	6	2
SPHA SUMMARY RATE - 7 days or less	6	-	6	2	2	-	3	-	1	5	4	2	1	3	4	2
	60.0%		66.7%	100.0%	40.0%		50.0%		50.0%	62.5%	50.0%	100.0%	100.0%	42.9%	57.1%	66.7%
				E								K	N			
Mean	1.40	2.00	1.33	1.00	1.60	2.00	1.50	-	1.50	1.38	1.50	1.00	1.00	1.57	1.43	1.33

Comparison Groups: BC/DE/FG/HIJ/KL/MN/OP
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Adult Survey (4103758)

Q68. In the last 6 months, how many days did you usually have to wait between making an appointment for a third trimester check-up with your OB/GYN and actually seeing your OB/GYN?

	Total	= HEALTH PLAN = RATING (Q35)=		= HEALTH CARE = RATING (Q13)=		=== DOCTOR ==== RATING (Q23)=		= HEALTH PLAN RTNG = BY GLOBAL PROP. == ====== (Q35) =======			=== CONTACT === =SERVICE (Q30)=		== GOT INFO/ HELP FROM =CUST SVC (Q31)=		== # DCTR/ CLINIC = VISITS (Q7)=	
		0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometime	Always/ Usually	Less than 3	3 or More
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	18	3	15	2	8	1	10	2	4	12	12	5	2	10	13	5
Total Answering	8	1	7	1	5	1	4	-	2	6	7	1	1	6	5	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
3 days or less	3	-	3	-	3	-	1	-	-	3	3	-	-	3	1	2
	37.5%		42.9%		60.0%		25.0%			50.0%	42.9%			50.0%	20.0%	66.7%
4 days or more	5	1	4	1	2	1	3	-	2	3	4	1	1	3	4	1
	62.5%	100.0%	57.1%	100.0%	40.0%	100.0%	75.0%		100.0%	50.0%	57.1%	100.0%	100.0%	50.0%	80.0%	33.3%
		C		E					J			K	N			
I did not need a third trimester check-up in the last 6 months	10	2	8	1	3	-	6	2	2	6	5	4	1	4	8	2
SPHA SUMMARY RATE - 3 days or less	3	-	3	-	3	-	1	-	-	3	3	-	-	3	1	2
	37.5%		42.9%		60.0%		25.0%			50.0%	42.9%			50.0%	20.0%	66.7%
Mean	1.63	2.00	1.57	2.00	1.40	2.00	1.75	-	2.00	1.50	1.57	2.00	2.00	1.50	1.80	1.33

Comparison Groups: BC/DE/FG/HIJ/KL/MN/OP
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Adult Survey (4103758)

Q69. In the last 6 months, did you phone your personal doctor's office after regular office hours to get help or advice for yourself?

	Total	= HEALTH PLAN = RATING (Q35)=		= HEALTH CARE = RATING (Q13)=		=== DOCTOR ==== RATING (Q23)=		= HEALTH PLAN RTNG = BY GLOBAL PROP. (Q35)			=== CONTACT === == CUSTOMER === =SERVICE (Q30)=		== GOT INFO/ == HELP FROM =CUST SVC (Q31)=		== # DCTR/ === CLINIC = VISITS (Q7)=	
		0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometime	Always/ Usually	Less than 3	3 or More
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	527	93	346	106	268	69	285	63	87	289	160	270	27	128	254	211
Total Answering	390	82	292	89	216	60	229	57	77	240	128	236	19	105	203	173
	100.0%	100.0%	100.0%	100.0%	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	137	11	54	17	52	9	56	6	10	49	32	34	8	23	51	38
Yes	58	10	47	17	35	8	42	7	8	42	30	23	7	22	22	34
	14.9%	12.2%	16.1%	19.1%	16.2%	13.3%	18.3%	12.3%	10.4%	17.5%	23.4%	9.7%	36.8%	21.0%	10.8%	19.7%
										i	L					O
No	332	72	245	72	181	52	187	50	69	198	98	213	12	83	181	139
	85.1%	87.8%	83.9%	80.9%	83.8%	86.7%	81.7%	87.7%	89.6%	82.5%	76.6%	90.3%	63.2%	79.0%	89.2%	80.3%
									j			K			P	
Mean	1.85	1.88	1.84	1.81	1.84	1.87	1.82	1.88	1.90	1.83	1.77	1.90	1.63	1.79	1.89	1.80

Comparison Groups: BC/DE/FG/HIJ/KL/MN/OP
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Adult Survey (4103758)

Q70. In the last 6 months, when you phoned after regular office hours, how often did you get the help or advice you needed?

	Total	= HEALTH PLAN = = RATING (Q35)=		= HEALTH CARE = = RATING (Q13)=		=== DOCTOR ==== = RATING (Q23)=		= HEALTH PLAN RTNG = = BY GLOBAL PROP. ====== (Q35) =======			=== CONTACT === == CUSTOMER ===SERVICE (Q30)=		== GOT INFO/ == HELP FROM =CUST SVC (Q31)=		== # DCTR/ === CLINIC ===VISITS (Q7)=	
		0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometime	Always/ Usually	Less than 3	3 or More
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	58	10	47	17	35	8	42	7	8	42	30	23	7	22	22	34
Total Answering	58	10	47	17	35	8	42	7	8	42	30	23	7	22	22	34
	100.0%	100.0%	100.0%	100.0%	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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	30	3	27	6	19	1	24	2	3	25	15	12	1	13	11	18
	51.7%	30.0%	57.4%	35.3%	54.3%	12.5%	57.1%	28.6%	37.5%	59.5%	50.0%	52.2%	14.3%	59.1%	50.0%	52.9%
			b				F			h				M		
Usually	11	4	7	4	7	2	8	3	3	5	8	3	2	6	5	6
	19.0%	40.0%	14.9%	23.5%	20.0%	25.0%	19.0%	42.9%	37.5%	11.9%	26.7%	13.0%	28.6%	27.3%	22.7%	17.6%
Sometimes	11	2	8	4	7	3	6	1	2	7	7	4	4	3	4	7
	19.0%	20.0%	17.0%	23.5%	20.0%	37.5%	14.3%	14.3%	25.0%	16.7%	23.3%	17.4%	57.1%	13.6%	18.2%	20.6%
													N			
Never	6	1	5	3	2	2	4	1	-	5	-	4	-	-	2	3
	10.3%	10.0%	10.6%	17.6%	5.7%	25.0%	9.5%	14.3%		11.9%		17.4%			9.1%	8.8%
SPHA SUMMARY RATE - Always/Usually	41	7	34	10	26	3	32	5	6	30	23	15	3	19	16	24
	70.7%	70.0%	72.3%	58.8%	74.3%	37.5%	76.2%	71.4%	75.0%	71.4%	76.7%	65.2%	42.9%	86.4%	72.7%	70.6%
							F							M		

Comparison Groups: BC/DE/FG/HIJ/KL/MN/OP
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Adult Survey (4103758)

Q70. In the last 6 months, when you phoned after regular office hours, how often did you get the help or advice you needed?

	Total	= HEALTH PLAN = = RATING (Q35)=		= HEALTH CARE = = RATING (Q13)=		=== DOCTOR ==== = RATING (Q23)=		= HEALTH PLAN RTNG = = BY GLOBAL PROP. ====== (Q35) =======			=== CONTACT === == CUSTOMER ===SERVICE (Q30)=		== GOT INFO/ == HELP FROM =CUST SVC (Q31)=		== # DCTR/ === CLINIC = VISITS (Q7)=	
		0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometime	Always/ Usually	Less than 3	3 or More
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Mean	3.12	2.90	3.19	2.76	3.23	2.25	3.24	2.86	3.13	3.19	3.27	3.00	2.57	3.45	3.14	3.15

Comparison Groups: BC/DE/FG/HIJ/KL/MN/OP
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Adult Survey (4103758)

Q59. In the last 6 months, how many days did you usually have to wait between making an initial appointment 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.

	= SURVEY ADMINISTRATION= ========= MODE =========			
	(A)	(B)	(C)	(D)
Total Eligible	527	260	267	-
Total Answering	269	169	100	-
	100.0%	100.0%	100.0%	
No Answer	145	20	125	-
Same day	58	38	20	-
	21.6%	22.5%	20.0%	
1-2 days	64	47	17	-
	23.8%	27.8%	17.0%	
		C		
3-7 days	68	36	32	-
	25.3%	21.3%	32.0%	
			b	
8-14 days	32	20	12	-
	11.9%	11.8%	12.0%	
15-30 days	20	14	6	-
	7.4%	8.3%	6.0%	
More than 30 days	27	14	13	-
	10.0%	8.3%	13.0%	

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Adult Survey (4103758)

Q59. In the last 6 months, how many days did you usually have to wait between making an initial appointment 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.

	= SURVEY ADMINISTRATION= ========= MODE =========			
	(A)	(B)	(C)	(D)
I did not need an appointment with a provider for a non-urgent problem or health condition in the last 6 months	113	71	42	-
SPHA SUMMARY RATE - Same day/1-2 days	122 45.4%	85 50.3% C	37 37.0%	-
Mean	2.90	2.80	3.06	-

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Adult Survey (4103758)

Q60. In the last 6 months, how many days did you usually have to wait between making an initial appointment with a specialist and actually seeing the specialist for a non-urgent problem or health condition? For example: making an appointment for a mammogram or a prostate examination with a specialist you have not seen before.

	= SURVEY ADMINISTRATION= ========= MODE =========			
	(A)	(B)	(C)	(D)
Total Eligible	527	260	267	-
Total Answering	184	125	59	-
	100.0%	100.0%	100.0%	
No Answer	138	13	125	-
Same day	20	17	3	-
	10.9%	13.6%	5.1%	
		C		
1-2 days	32	26	6	-
	17.4%	20.8%	10.2%	
		C		
3-7 days	52	32	20	-
	28.3%	25.6%	33.9%	
8-14 days	34	22	12	-
	18.5%	17.6%	20.3%	
15-30 days	26	16	10	-
	14.1%	12.8%	16.9%	
More than 30 days	20	12	8	-
	10.9%	9.6%	13.6%	

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Adult Survey (4103758)

Q60. In the last 6 months, how many days did you usually have to wait between making an initial appointment with a specialist and actually seeing the specialist for a non-urgent problem or health condition? For example: making an appointment for a mammogram or a prostate examination with a specialist you have not seen before.

	= SURVEY ADMINISTRATION= ========= MODE =========			
	(A)	(B)	(C)	(D)
I did not need an appointment with a specialist for a non-urgent problem or health condition in the last 6 months	205	122	83	-
SPHA SUMMARY RATE - Same day/1-2 days	52 28.3%	43 34.4% C	9 15.3%	-
Mean	3.40	3.24	3.75	-

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Adult Survey (4103758)

Q61. In the last 6 months, how long did you usually have to wait between making an appointment for a regular or routine care visit with a provider and actually seeing a provider?

	= SURVEY ADMINISTRATION= ========= MODE =========			
	(A)	(B)	(C)	(D)
Total Eligible	527	260	267	-
Total Answering	215 100.0%	135 100.0%	80 100.0%	-
No Answer	143	15	128	-
6 weeks or less	180 83.7%	109 80.7%	71 88.8%	-
More than 6 weeks	35 16.3%	26 19.3%	9 11.3%	-
I did not need an appointment with a provider for a regular or routine care visit in the last 6 months	169	110	59	-
SPHA SUMMARY RATE - 6 weeks or less	180 83.7%	109 80.7%	71 88.8%	-
Mean	1.16	1.19	1.11	-

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Adult Survey (4103758)

Q62. In the last 6 months, when you were 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?

	= SURVEY ADMINISTRATION= ========= MODE =========			
	(A)	(B)	(C)	(D)
Total Eligible	527	260	267	-
Total Answering	162 100.0%	99 100.0%	63 100.0%	-
No Answer	136	14	122	-
Within 1 month (30 days) of referral	130 80.2%	78 78.8%	52 82.5%	-
More than 1 month (31 days) after referral	32 19.8%	21 21.2%	11 17.5%	-
I was not referred to a specialist in the last 6 months	229	147	82	-
SPHA SUMMARY RATE - Within 1 month (30 days) of referral	130 80.2%	78 78.8%	52 82.5%	-
Mean	1.20	1.21	1.17	-

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Adult Survey (4103758)

Q63. In the last 6 months, not counting the times you needed health care right away, how many days did you usually have to wait between making an appointment for a routine lab or x-ray services and actually getting the lab or x-ray services?

	= SURVEY ADMINISTRATION= ========= MODE =========			
	(A)	(B)	(C)	(D)
Total Eligible	527	260	267	-
Total Answering	154 100.0%	94 100.0%	60 100.0%	-
No Answer	142	19	123	-
21 days or less	127 82.5%	77 81.9%	50 83.3%	-
22 days or more	27 17.5%	17 18.1%	10 16.7%	-
I did not need an appointment for a routine lab or x-ray services in the last 6 months	231	147	84	-
SPHA SUMMARY RATE - 21 days or less	127 82.5%	77 81.9%	50 83.3%	-
Mean	1.18	1.18	1.17	-

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Adult Survey (4103758)

Q64. In the last 6 months, how many days did you usually have to wait between making an appointment for an urgent lab or x-ray services and actually getting the lab or x-ray services?

	= SURVEY ADMINISTRATION= ========= MODE =========			
	(A)	(B)	(C)	(D)
Total Eligible	527	260	267	-
Total Answering	159	102	57	-
	100.0%	100.0%	100.0%	
No Answer	141	15	126	-
Same day	70	48	22	-
	44.0%	47.1%	38.6%	
1-2 days	39	20	19	-
	24.5%	19.6%	33.3% b	
3-7 days	22	14	8	-
	13.8%	13.7%	14.0%	
8-14 days	6	3	3	-
	3.8%	2.9%	5.3%	
15-30 days	15	12	3	-
	9.4%	11.8%	5.3%	
More than 30 days	7	5	2	-
	4.4%	4.9%	3.5%	
I did not need an appointment for an urgent lab or x-ray services in the last 6 months	227	143	84	-

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Adult Survey (4103758)

Q64. In the last 6 months, how many days did you usually have to wait between making an appointment for an urgent lab or x-ray services and actually getting the lab or x-ray services?

	= SURVEY ADMINISTRATION= ========= MODE =========			
	(A)	(B)	(C)	(D)
SPHA SUMMARY RATE - Same day/1-2 days	109 68.6%	68 66.7%	41 71.9%	-
Mean	2.23	2.27	2.16	-

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Adult Survey (4103758)

Q65. Are you currently pregnant, or have you been pregnant in the last 6 months?

	= SURVEY ADMINISTRATION= ========= MODE =========			
	(A)	(B)	(C)	(D)
Total Eligible	527	260	267	-
Total Answering	353	235	118	-
	100.0%	100.0%	100.0%	
No Answer	174	25	149	-
Yes	18	6	12	-
	5.1%	2.6%	10.2%	
			B	
No	335	229	106	-
	94.9%	97.4%	89.8%	
		C		
Mean	1.95	1.97	1.90	-

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Adult Survey (4103758)

Q66. In the last 6 months, how many days did you usually have to wait between making an appointment for a first trimester check-up with your OB/GYN and actually seeing your OB/GYN?

	= SURVEY ADMINISTRATION= ========= MODE =========			
	(A)	(B)	(C)	(D)
Total Eligible	18	6	12	-
Total Answering	10 100.0%	5 100.0%	5 100.0%	-
No Answer	-	-	-	-
14 days or less	8 80.0%	5 100.0% c	3 60.0%	-
15 days or more	2 20.0%	-	2 40.0%	-
I did not need a first trimester check-up in the last 6 months	8	1	7	-
SPHA SUMMARY RATE - 14 days or less	8 80.0%	5 100.0% c	3 60.0%	-
Mean	1.20	1.00	1.40	-

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Adult Survey (4103758)

Q67. In the last 6 months, how many days did you usually have to wait between making an appointment for a second trimester check-up with your OB/GYN and actually seeing your OB/GYN?

	= SURVEY ADMINISTRATION= ========= MODE =========			
	(A)	(B)	(C)	(D)
Total Eligible	18	6	12	-
Total Answering	10 100.0%	3 100.0%	7 100.0%	-
No Answer	-	-	-	-
7 days or less	6 60.0%	2 66.7%	4 57.1%	-
8 days or more	4 40.0%	1 33.3%	3 42.9%	-
I did not need a second trimester check-up in the last 6 months	8	3	5	-
SPHA SUMMARY RATE - 7 days or less	6 60.0%	2 66.7%	4 57.1%	-
Mean	1.40	1.33	1.43	-

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Adult Survey (4103758)

Q68. In the last 6 months, how many days did you usually have to wait between making an appointment for a third trimester check-up with your OB/GYN and actually seeing your OB/GYN?

	= SURVEY ADMINISTRATION= ========= MODE =========			
	(A)	(B)	(C)	(D)
Total Eligible	18	6	12	-
Total Answering	8 100.0%	2 100.0%	6 100.0%	-
No Answer	-	-	-	-
3 days or less	3 37.5%	1 50.0%	2 33.3%	-
4 days or more	5 62.5%	1 50.0%	4 66.7%	-
I did not need a third trimester check-up in the last 6 months	10	4	6	-
SPHA SUMMARY RATE - 3 days or less	3 37.5%	1 50.0%	2 33.3%	-
Mean	1.63	1.50	1.67	-

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Adult Survey (4103758)

Q69. In the last 6 months, did you phone your personal doctor's office after regular office hours to get help or advice for yourself?

	= SURVEY ADMINISTRATION= ========= MODE =========			
	(A)	(B)	(C)	(D)
Total Eligible	527	260	267	-
Total Answering	390	246	144	-
	100.0%	100.0%	100.0%	
No Answer	137	14	123	-
Yes	58	32	26	-
	14.9%	13.0%	18.1%	
No	332	214	118	-
	85.1%	87.0%	81.9%	
Mean	1.85	1.87	1.82	-

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2015 CAHPS 5.0H Medicaid Adult Survey (4103758)

Q70. In the last 6 months, when you phoned after regular office hours, how often did you get the help or advice you needed?

	= SURVEY ADMINISTRATION= ========= MODE =========			
	(A)	(B)	(C)	(D)
Total Eligible	58	32	26	-
Total Answering	58	32	26	-
	100.0%	100.0%	100.0%	
No Answer	-	-	-	-
Always	30	17	13	-
	51.7%	53.1%	50.0%	
Usually	11	6	5	-
	19.0%	18.8%	19.2%	
Sometimes	11	4	7	-
	19.0%	12.5%	26.9%	
Never	6	5	1	-
	10.3%	15.6%	3.8%	
SPHA SUMMARY RATE - Always/Usually	41	23	18	-
	70.7%	71.9%	69.2%	
Mean	3.12	3.09	3.15	-

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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.

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, health care, or personal doctor ratings among the plan members as determined by a regression analysis.

NCQA 1 – 100 Benchmark is a percentile benchmark (with values ranging from the first through the one hundredth percentile) calculated by NCQA and derived from Medicaid adult data collected by NCQA in 2014. SPH Analytics utilizes this benchmark to calculate plan-specific approximate percentile rankings in relation to the Quality Compass® All Plans benchmark. In keeping, rankings are reflective of how your plan's Summary Rates fall relative to the NCQA 1-100 Benchmark.

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 for adult Medicaid plans is 1,350 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. NCQA allows over-sampling of up to 30% of the database to aid plans in collecting a suitable amount of survey returns.

Public Report 2014 (Medicaid Adult) is derived from NCQA's Quality Compass® benchmark and is calculated by SPH Analytics. The benchmark is a collection of CAHPS® 5.0H mean summary ratings for those Medicaid adult plans (119 plan-specific samples) choosing to report their scores publicly, in addition to submitting their scores to be compiled anonymously into a Quality Compass® aggregate, or national summary. The scores shown in this report reflect the mean Summary Rates from these plans.

Quality Compass® 2014 (Medicaid Adult – All Plans) is a collection of CAHPS® 5.0H mean summary ratings for those Medicaid adult plans (147 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.

SPH Analytics Book of Business (calculated on a plan-level) consists of all Medicaid adult samples that conducted surveys with SPH Analytics and submitted data to NCQA. In 2015, there were 58 samples included in the Book of Business. This benchmark is shown throughout the report and is used in the Opportunity Analysis. The 2014 Book of Business consists of 48 samples that were submitted to NCQA in 2014, and is used for Custom Question benchmarks and correlation coefficients and Loyalty benchmarks (if applicable).

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 option(s) ("Always" and "Usually;" "Yes;" or "8" to "10"). Not all questions are assigned a Summary Rate by NCQA.

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 as follows:

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

Response Choice 2	Score Value
No	1
Yes	3

Response Choice 3	Score Value
0 – 6	1
7 & 8	2
9 & 10	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
PNI	Providing Needed Information
FOF	Ease of Filling Out Forms

Charts A.1 – A.13

Question Summaries

Louisiana Healthcare Connections

Urgent and Routine Care

Medicaid Adult CAHPS®

527 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)	Plan's Summary Rate 2015	Plan's Summary Rate 2014	SPH Analytics Book of Business* 2015	Public Report* 2014	Significance Testing** 2015 to 2014	Significance Testing** 2015 to SPHA	Significance Testing** 2015 to PR
3	**In the last 6 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?**	493	Yes: 42.2%; No: 57.8%	**42.2%**	47.2%	41.1%	44.1%	**Not sig.**	**Not sig.**	**Not sig.**
4 GCQ	**In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?** (If "Yes" in Q3)	205	Never: 2.4%; Sometimes: 19.0%; Usually: 18.0%; Always: 60.5%	**78.5%**	78.1%	82.1%	83.1%	**Not sig.**	**Not sig.**	**Not sig.**
5	**In the last 6 months, did you make any appointments for a check-up or routine care at a doctor's office or clinic?**	488	Yes: 76.8%; No: 23.2%	**76.8%**	72.7%	72.8%	74.3%	**Not sig.**	**Above**	**Not sig.**
6 GCQ	**In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?** (If "Yes" in Q5)	359	Never: 1.1%; Sometimes: 24.8%; Usually: 18.9%; Always: 55.2%	**74.1%**	79.4%	77.8%	79.7%	**Not sig.**	**Not sig.**	**Below**
7	**In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?**	465	None: 17.6%; 1 time: 12.5%; 2: 24.5%; 3: 16.1%; 4: 10.3%; 5 to 9: 13.3%; 10 or more times: 5.6%	**82.4%**	81.2%	77.3%	78.6%	**Not sig.**	**Above**	**Above**

* The 2015 SPH Analytics (SPHA) Book of Business consists of 58 Medicaid adult samples that conducted surveys with SPH Analytics in 2015 and submitted data to NCQA. The 2014 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and calculated by SPH Analytics. The Public Report benchmark is the mean of 119 plan-specific samples that submitted to NCQA in 2014.

** 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 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentage(s). Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

Question Summaries

Louisiana Healthcare Connections

Discussion of Options

Medicaid Adult CAHPS®

527 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)	Plan's Summary Rate 2015	Plan's Summary Rate 2014	SPH Analytics Book of Business* 2015	Public Report* 2014	Significance Testing** 2015 to 2014	Significance Testing** 2015 to SPHA	Significance Testing** 2015 to PR
8 HPE	**In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?** (If "1 time" or more in Q7)	377	Yes 67.9%; No 32.1%	**67.9%**	72.2%	71.2%	71.6%	**Not sig.**	**Not sig.**	**Not sig.**
9	**In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?** (If "1 time" or more in Q7)	374	Yes 38.2%; No 61.8%	**38.2%**	36.0%	46.3%	46.1%	**Not sig.**	**Below**	**Below**
10 SDM	**Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?** (If "1 time" or more in Q7 and "Yes" in Q9)	142	Yes 83.8%; No 16.2%	**83.8%**	NA	91.5%	NA	**NA**	**Below**	**NA**
11 SDM	**Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine?** (If "1 time" or more in Q7 and "Yes" in Q9)	142	Yes 60.6%; No 39.4%	**60.6%**	NA	68.0%	NA	**NA**	**Not sig.**	**NA**
12 SDM	**When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?** (If "1 time" or more in Q7 and "Yes" in Q9)	137	Yes 75.2%; No 24.8%	**75.2%**	73.1%	77.3%	76.5%	**Not sig.**	**Not sig.**	**Not sig.**
13	**Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?** (If "1 time" or more in Q7)	374	0 - 3: 4.3%; 4 - 7: 24.1%; 8 - 10: 71.7%	**71.7%**	67.6%	72.8%	71.3%	**Not sig.**	**Not sig.**	**Not sig.**
			0 - 6: 18.4%; 7 - 8: 26.5%; 9 - 10: 55.1%	**55.1%**	51.1%	52.2%	51.4%	**Not sig.**	**Not sig.**	**Not sig.**
14 GNC	**In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?** (If "1 time" or more in Q7)	373	Never 1.9%; Sometimes 15.8%; Usually 16.1%; Always 66.2%	**82.3%**	75.1%	82.7%	82.9%	**Sig. increase**	**Not sig.**	**Not sig.**

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Note: Select Summary Rates are defined by NCQA in its HEDIS 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentage(s). Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

Question Summaries

Louisiana Healthcare Connections

Your Personal Doctor

Medicaid Adult CAHPS®

527 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)	Plan's Summary Rate 2015	Plan's Summary Rate 2014	SPH Analytics Book of Business* 2015	Public Report* 2014	Significance Testing** 2015 to 2014	Significance Testing** 2015 to SPHA	Significance Testing** 2015 to PR
15	**A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?**	479	Yes 78.7%; No 21.3%	**78.7%**	76.4%	83.3%	82.5%	**Not sig.**	**Below**	**Below**
16	**In the last 6 months, how many times did you visit your personal doctor to get care for yourself?** (If "Yes" in Q15)	358	None 8.1%; 1 time 19.3%; 2 22.3%; 3 18.4%; 4 10.3%; 5 to 9 16.2%; 10 or more times 5.3%	**91.9%**	86.2%	82.0%	82.5%	**Sig. increase**	**Above**	**Above**
17 HWDC	**In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?** (If "Yes" in Q15 and "1 time" or more in Q16)	327	Never 1.8%; Sometimes 8.9%; Usually 11.3%; Always 78.0%	**89.3%**	91.1%	90.5%	89.8%	**Not sig.**	**Not sig.**	**Not sig.**
18 HWDC	**In the last 6 months, how often did your personal doctor listen carefully to you?** (If "Yes" in Q15 and "1 time" or more in Q16)	325	Never 2.5%; Sometimes 9.2%; Usually 8.6%; Always 79.7%	**88.3%**	93.1%	90.5%	89.8%	**Not sig.**	**Not sig.**	**Not sig.**
19 HWDC	**In the last 6 months, how often did your personal doctor show respect for what you had to say?** (If "Yes" in Q15 and "1 time" or more in Q16)	324	Never 1.5%; Sometimes 8.6%; Usually 9.0%; Always 80.9%	**89.8%**	91.1%	92.2%	91.3%	**Not sig.**	**Not sig.**	**Not sig.**
20 HWDC	**In the last 6 months, how often did your personal doctor spend enough time with you?** (If "Yes" in Q15 and "1 time" or more in Q16)	322	Never 2.2%; Sometimes 12.7%; Usually 14.6%; Always 70.5%	**85.1%**	89.5%	87.8%	86.8%	**Not sig.**	**Not sig.**	**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 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentage(s). Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

Question Summaries

Louisiana Healthcare Connections

Care Coordination

Medicaid Adult CAHPS®

527 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)	Plan's Summary Rate 2015	Plan's Summary Rate 2014	SPH Analytics Book of Business* 2015	Public Report* 2014	Significance Testing** 2015 to 2014	Significance Testing** 2015 to SPHA	Significance Testing** 2015 to PR
21	**In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?** (If "Yes" in Q15 and "1 time" or more in Q16)	315	Yes 53.3%; No 46.7%	**53.3%**	48.0%	57.6%	58.3%	**Not sig.**	**Not sig.**	**Not sig.**
22 CC	**In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?** (If "Yes" in Q15, "1 time" or more in Q16, and "Yes" in Q21)	166	Never 7.2%; Sometimes 12.7%; Usually 21.1%; Always 59.0%	**80.1%**	81.9%	81.3%	79.1%	**Not sig.**	**Not sig.**	**Not sig.**
23	**Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?** (If "Yes" in Q15)	354	0 - 3 5.6%; 4 - 7 13.8%; 8 - 10 80.5%	**80.5%**	79.6%	79.6%	78.7%	**Not sig.**	**Not sig.**	**Not sig.**
			0 - 6 14.7%; 7 - 8 15.0%; 9 - 10 70.3%	**70.3%**	69.3%	64.0%	51.4%	**Not sig.**	**Above**	**Above**

* The 2015 SPH Analytics (SPHA) Book of Business consists of 58 Medicaid adult samples that conducted surveys with SPH Analytics in 2015 and submitted data to NCQA. The 2014 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and calculated by SPH Analytics. The Public Report benchmark is the mean of 119 plan-specific samples that submitted to NCQA in 2014.

** 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 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentage(s). Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

Question Summaries

Louisiana Healthcare Connections

Access to Specialist

Medicaid Adult CAHPS®

527 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)	Plan's Summary Rate 2015	Plan's Summary Rate 2014	SPH Analytics Book of Business* 2015	Public Report* 2014	Significance Testing** 2015 to 2014	Significance Testing** 2015 to SPHA	Significance Testing** 2015 to PR
24	**Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments to see a specialist?**	456	Yes 34.6%; No 65.4%	**34.6%**	34.3%	41.2%	42.0%	**Not sig.**	**Below**	**Below**
25 GNC	**In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?** (If "Yes" in Q24)	154	Never 5.2%; Sometimes 21.4%; Usually 18.2%; Always 55.2%	**73.4%**	71.0%	78.4%	79.0%	**Not sig.**	**Not sig.**	**Not sig.**
26	**How many specialists have you seen in the last 6 months?** (If "Yes" in Q24)	154	None 9.1%; 1 specialist 46.8%; 2 23.4%; 3 14.9%; 4 3.9%; 5 or more specialists 1.9%	**90.9%**	88.6%	94.9%	95.1%	**Not sig.**	**Below**	**Below**
27	**We want to know your rating of the specialist you saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?** (If "Yes" in Q24 and "1 specialist" or more in Q26)	136	0 - 3 3.7%; 4 - 7 18.4%; 8 - 10 77.9%	**77.9%**	87.1%	80.5%	80.4%	**Not sig.**	**Not sig.**	**Not sig.**
			0 - 6 13.2%; 7 - 8 21.3%; 9 - 10 65.4%	**65.4%**	72.6%	65.2%	63.4%	**Not sig.**	**Not sig.**	**Not sig.**

* The 2015 SPH Analytics (SPHA) Book of Business consists of 58 Medicaid adult samples that conducted surveys with SPH Analytics in 2015 and submitted data to NCQA. The 2014 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and calculated by SPH Analytics. The Public Report benchmark is the mean of 119 plan-specific samples that submitted to NCQA in 2014.

** 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 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentage(s). Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

Question Summaries

Louisiana Healthcare Connections

Written Materials

Medicaid Adult CAHPS®

527 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)	Plan's Summary Rate 2015	Plan's Summary Rate 2014	SPH Analytics Book of Business* 2015	Public Report* 2014	Significance Testing** 2015 to 2014	Significance Testing** 2015 to SPHA	Significance Testing** 2015 to PR
28	**In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?**	447	Yes 19.5%; No 80.5%	**19.5%**	15.8%	25.1%	20.7%	**Not sig.**	**Below**	**Not sig.**
29 PNI	**In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?** (If "Yes" in Q28)	86	Never 9.3%; Sometimes 25.6%; Usually 20.9%; Always 44.2%	**65.1%**	50.8%	68.2%	66.8%	**Not sig.**	**Not sig.**	**Not sig.**

* The 2015 SPH Analytics (SPHA) Book of Business consists of 58 Medicaid adult samples that conducted surveys with SPH Analytics in 2015 and submitted data to NCQA. The 2014 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and calculated by SPH Analytics. The Public Report benchmark is the mean of 119 plan-specific samples that submitted to NCQA in 2014.

** 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 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentage(s). Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

Question Summaries

Customer Service

Louisiana Healthcare Connections

Medicaid Adult CAHPS®

527 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)	Plan's Summary Rate 2015	Plan's Summary Rate 2014	SPH Analytics Book of Business* 2015	Public Report* 2014	Significance Testing** 2015 to 2014	Significance Testing** 2015 to SPHA	Significance Testing** 2015 to PR
30	**In the last 6 months, did you get information or help from your health plan's customer service?**	430	Yes 37.2%; No 62.8%	**37.2%**	30.3%	37.8%	34.4%	**Sig. increase**	**Not sig.**	**Not sig.**
31 CS	**In the last 6 months, how often did your health plan's customer service give you the information or help you needed?** (If "Yes" in Q30)	155	Never 0.6%; Sometimes 16.8%; Usually 13.5%; Always 69.0%	**82.6%**	84.3%	80.4%	80.4%	**Not sig.**	**Not sig.**	**Not sig.**
32 CS	**In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?** (If "Yes" in Q30)	159	Never 0.6%; Sometimes 4.4%; Usually 8.8%; Always 86.2%	**95.0%**	91.7%	92.9%	92.8%	**Not sig.**	**Not sig.**	**Not sig.**
33	**In the last 6 months, did your health plan give you any forms to fill out?**	442	Yes 29.4%; No 70.6%	**29.4%**	26.3%	32.1%	28.2%	**Not sig.**	**Not sig.**	**Not sig.**
34 FOF	**In the last 6 months, how often were the forms from your health plan easy to fill out?**	438	Never 0.5%; Sometimes 6.4%; Usually 4.8%; Always*** 88.4%	**93.2%**	94.0%	93.2%	94.3%	**Not sig.**	**Not sig.**	**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.

*** Members who responded "No" to Q33 are included in "Always" of Q34, per NCQA, Volume 3, HEDIS 2015 CAHPS® 5.0H guidelines.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentage(s). Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

Question Summaries

Louisiana Healthcare Connections

Health Plan Rating, Health Status, and Flu Vaccination

Medicaid Adult CAHPS®

527 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)	Plan's Summary Rate 2015	Plan's Summary Rate 2014	SPH Analytics Book of Business* 2015	Public Report* 2014	Significance Testing** 2015 to 2014	Significance Testing** 2015 to SPHA	Significance Testing** 2015 to PR
35	**Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?**	439	0 - 3: 3.2%; 4 - 7: 18.0%; 8 - 10: 78.8%	**78.8%**	67.9%	74.8%	75.2%	**Sig. increase**	**Not sig.**	**Not sig.**
			0 - 6: 14.4%; 7 - 8: 19.8%; 9 - 10: 65.8%	**65.8%**	54.2%	57.4%	65.2%	**Sig. increase**	**Above**	**Not sig.**
36	**In general, how would you rate your overall health?**	455	Excellent: 11.6%; Very good: 16.9%; Good: 32.7%; Fair: 27.7%; Poor: 11.0%	**28.6%**	26.9%	32.8%	33.6%	**Not sig.**	**Not sig.**	**Below**
37	**In general, how would you rate your overall mental or emotional health?**	456	Excellent: 18.4%; Very good: 16.2%; Good: 28.9%; Fair: 27.9%; Poor: 8.6%	**34.6%**	36.1%	42.4%	42.6%	**Not sig.**	**Below**	**Below**
38	**Have you had either a flu shot or flu spray in the nose since July 1, 2014?** (All respondents)	440	Yes: 37.0%; No: 63.0%	**37.0%**	36.8%	41.1%	40.8%	**Not sig.**	**Not sig.**	**Not sig.**

HEDIS Measure	Valid n	Category Responses (Summary Rate responses in grey)	Plan's Summary Rate 2015	Plan's Summary Rate 2014	SPH Analytics Book of Business* 2015	Public Report* 2014	Significance Testing** 2015 to 2014	Significance Testing** 2015 to SPHA	Significance Testing** 2015 to PR
Have you had either a flu shot or flu spray in the nose since July 1, 2014? (Respondents 18–64 years as of July 1 of the measurement year)	415	Yes: 37.1%; No: 62.9%	**37.1%**	37.2%	39.9%	NA	**Not sig.**	**Not sig.**	**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 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentage(s). Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

Question Summaries

Medical Assistance with Smoking Cessation

Louisiana Healthcare Connections

Medicaid Adult CAHPS®

527 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)	*NOT* Rolling Averages: Plan's Summary Rate 2015	Plan's Summary Rate 2014	SPH Analytics Book of Business* 2015	Public Report* 2014	Significance Testing**: 2015 to 2014	2015 to SPHA	2015 to PR
39	**Do you now smoke cigarettes or use tobacco every day, some days, or not at all?** (% of Current Smokers and Tobacco Users)	452	Every day 24.3%; Some days 15.3%; Not at all 60.0%; Don't know 0.4%	**39.6%**	37.2%	31.8%	35.2%	**Not sig.**	**Above**	**Not sig.**
40	**In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?** (If "Every day" or "Some days" in Q39)	176	Never 25.0%; Sometimes 21.0%; Usually 15.9%; Always 38.1%	**75.0%**	71.9%	75.6%	76.0%	**Not sig.**	**Not sig.**	**Not sig.**
41	**In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco?** *Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.* (If "Every day" or "Some days" in Q39)	175	Never 54.3%; Sometimes 17.1%; Usually 9.7%; Always 18.9%	**45.7%**	41.4%	46.7%	46.2%	**Not sig.**	**Not sig.**	**Not sig.**
42	**In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco?** *Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.* (If "Every day" or "Some days" in Q39)	175	Never 52.6%; Sometimes 18.3%; Usually 11.4%; Always 17.7%	**47.4%**	38.2%	43.5%	41.6%	**Not sig.**	**Not sig.**	**Not sig.**

* The 2015 SPH Analytics (SPHA) Book of Business consists of 58 Medicaid adult samples that conducted surveys with SPH Analytics in 2015 and submitted data to NCQA. The 2014 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and calculated by SPH Analytics. The Public Report benchmark is the mean of 119 plan-specific samples that submitted to NCQA in 2014.

** 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 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentage(s). Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

Question Summaries

Aspirin Use and Discussion

Louisiana Healthcare Connections

Medicaid Adult CAHPS®

527 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)	*NOT* Rolling Averages: Plan's Summary Rate 2015	Plan's Summary Rate 2014	SPH Analytics Book of Business* 2015	Public Report* 2014	Significance Testing**: 2015 to 2014	2015 to SPHA	2015 to PR
43	**Do you take aspirin daily or every other day?** (All respondents)	441	Yes 28.6%; No 71.4%	**28.6%**	25.7%	22.6%	NA	**Not sig.**	**Above**	**NA**
44	**Do you have a health problem or take medication that makes taking aspirin unsafe for you?**	413	Yes 13.1%; No 86.9%	**86.9%**	83.6%	88.6%	NA	**Not sig.**	**Not sig.**	**NA**
45	**Has a doctor or other health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke?** (All respondents)	451	Yes 41.9%; No 58.1%	**41.9%**	44.8%	38.6%	NA	**Not sig.**	**Not sig.**	**NA**
46	**Are you aware that you have any of the following conditions?** (Mark one or more.)	306	High cholesterol 49.0%; High blood pressure 76.5%; Parent or sibling with heart attack before the age of 60 34.6%	**NA**	NA	NA	NA	**NA**	**NA**	**NA**
47	**Has a doctor ever told you that you have any of the following conditions?** (Mark one or more.)	155	A heart attack 22.6%; Angina or coronary heart disease 29.0%; A stroke 17.4%; Any kind of diabetes or high blood sugar 67.7%	**NA**	NA	NA	NA	**NA**	**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 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentage(s). Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

Effectiveness of Care Measures

Louisiana Healthcare Connections

Rolling Average Methodology*

Medicaid Adult CAHPS®

527 Total Respondents

HEDIS Measure	Valid n	Category Responses (Summary Rate responses in grey)				All Summary Rates *ARE* Rolling Averages: Plan's Summary Rate 2015	All Summary Rates *ARE* Rolling Averages: Plan's Summary Rate 2014	SPH Analytics Book of Business** 2015	Public Report** 2014	Significance Testing*** 2015 to 2014	Significance Testing*** 2015 to SPHA	Significance Testing*** 2015 to PR
		2015 Valid n	2015 - Always/ Usually/ Sometimes	2014 Valid n	2014 - Always/ Usually/ Sometimes							
Advising Smokers and Tobacco Users to Quit (Two-year rolling average of Q40)	322	176	75.0%	146	71.9%	**73.6%**	75.2%	75.6%	76.0%	**Not sig.**	**Not sig.**	**Not sig.**
Discussing Cessation Medications (Two-year rolling average of Q41)	320	175	45.7%	145	41.4%	**43.8%**	42.6%	46.7%	46.2%	**Not sig.**	**Not sig.**	**Not sig.**
Discussing Cessation Strategies (Two-year rolling average of Q42)	319	175	47.4%	144	38.2%	**43.3%**	40.3%	43.5%	41.6%	**Not sig.**	**Not sig.**	**Not sig.**
Aspirin Use (Two-year rolling average)****	73	41	31.7%	32	46.9%	**38.4%**	50.0%	29.9%	NA	**Not sig.**	**Not sig.**	**NA**
Discussing Aspirin Risks and Benefits (Two-year rolling average)*****	128	65	41.5%	63	54.0%	**47.7%**	54.9%	41.7%	NA	**Not sig.**	**Not sig.**	**NA**

* For the rolling average methodology, a score can be obtained one of two ways: **(1)** If at least 100 responses were achieved by combining 2014 scores and 2015 scores the rolling average score is the average of the 2014 and 2015 scores. **(2)** If there were no scores for 2014, but there were at least 100 responses for 2015, the rolling average is the 2015 score. If the combined responses for 2014 and 2015 do not achieve at least 100 responses, then the measure will receive an 'NA' by NCQA.

** The 2015 SPH Analytics (SPHA) Book of Business consists of 58 Medicaid adult samples that conducted surveys with SPH Analytics in 2015 and submitted data to NCQA. The 2014 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and calculated by SPH Analytics. The Public Report benchmark is the mean of 119 plan-specific samples that submitted to NCQA in 2014.

*** 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.

**** Members eligible for inclusion in the Aspirin Use measure are as follows: 1) Women 55-79 years of age with at least two risk factors for cardiovascular disease, 2) Men 45-64 years of age with at least one risk factor for cardiovascular disease, and 3) Men 65-79 years of age, regardless of risk factors.

***** Members eligible for inclusion in the Discussing Aspirin Risks and Benefits measure are as follows: 1) Women 55-79 years of age, and 2) Men 45-79 years of age.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentage(s). Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

Question Summaries

Louisiana Healthcare Connections

Chronic Conditions

Medicaid Adult CAHPS®

527 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)	Plan's Summary Rate 2015	Plan's Summary Rate 2014	SPH Analytics Book of Business* 2015	Public Report* 2014	Significance Testing** 2015 to 2014	Significance Testing** 2015 to SPHA	Significance Testing** 2015 to PR
48	**In the last 6 months, did you get health care 3 or more times for the same condition or problem?**	444	Yes 43.2%; No 56.8%	**43.2%**	39.8%	33.5%	35.3%	**Not sig.**	**Above**	**Above**
49	**Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.** (If "Yes" in Q48)	188	Yes 73.9%; No 26.1%	**73.9%**	72.2%	80.9%	82.0%	**Not sig.**	**Below**	**Below**
50	**Do you now need or take medicine prescribed by a doctor? Do not include birth control.**	445	Yes 69.0%; No 31.0%	**69.0%**	69.2%	63.1%	63.8%	**Not sig.**	**Above**	**Above**
51	**Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.** (If "Yes" in Q50)	296	Yes 87.2%; No 12.8%	**87.2%**	91.3%	90.7%	91.5%	**Not sig.**	**Below**	**Below**

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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 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentage(s). Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

Question Summaries

Louisiana Healthcare Connections

Respondent Demographics/Completing this Survey

Medicaid Adult CAHPS®

527 Total Respondents

Q#	Survey Item	Valid n	Category Responses						
52	**What is your age?**	444	18-24 16.0%	25-34 18.9%	35-44 14.2%	45-54 19.1%	55-64 29.7%	65-74 2.0%	75 or older 0.0%
53	**Are you male or female?**	447	Male 30.9%	Female 69.1%					
54	**What is the highest grade or level of school that you have completed?**	435	8th grade or less 11.7%	Some high school, but did not graduate 33.1%	High school graduate/GED 39.5%	Some college or 2-year degree 14.0%	4-year college graduate 0.7%	More than 4-year college degree 0.9%	
55	**Are you of Hispanic or Latino origin or descent?**	422	Yes, Hispanic or Latino 4.3%	No, not Hispanic or Latino 95.7%					
56	**What is your race?** (Mark one or more.)	449	White 36.7%	Black or African-American 61.9%	Asian 1.1%	Native Hawaiian or other Pacific Islander 0.9%	American Indian or Alaska Native 5.1%	Other 6.2%	
57	**Did someone help you complete this survey?**	256	Yes 25.8%	No 74.2%					
58	**How did that person help you?** (Mark one or more.) (If Mail or Internet survey and "Yes" in Q57)	66	Read the questions to me 59.1%	Wrote down the answers I gave 25.8%	Answered the questions for me 24.2%	Translated the questions into my language 3.0%	Helped in some other way 13.6%		

Note: The base for Q56 and Q58 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.

To the right of the Summary Rate column is a column for the SPH Analytics Book of Business Custom Question Benchmark (2014) and a column for the corresponding correlation coefficient. A correlation analysis was run using the SPH Analytics Custom Question Book of Business (2014) against Q35 (Rating of Health Plan).

Please note that the benchmark for custom questions is the 2014 SPH Analytics Medicaid Adult Book of Business. The 2015 SPH Analytics Medicaid Adult Book of Business is used throughout the remaining sections of this report.

Please note that not every custom question has a benchmark for comparison.

Charts B.1 – B.3

Question Summaries

Custom Questions

Louisiana Healthcare Connections

Medicaid Adult CAHPS®

527 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)							Plan's Summary Rate		SPHA Book of Business - 2014*		Significance Testing**	
										2015	2014	Summary Rate	Correlation with Q35	2014 to 2015	2015 to TMG BoB
59	**In the last 6 months, how many days did you usually have to wait between making an initial appointment 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.**	269	Same day	1-2 days	3-7 days	8-14 days	15-30 days	More than 30 days	I did not need an appointment with a provider for a non-urgent problem or health condition in the last 6 months.	**45.4%**	53.6%	NA	NA	**Not sig.**	**NA**
			21.6%	23.8%	25.3%	11.9%	7.4%	10.0%	n = 113						
60	**In the last 6 months, how many days did you usually have to wait between making an initial appointment with a specialist and actually seeing the specialist for a non-urgent problem or health condition? For example: making an appointment for a mammogram or a prostate examination with a specialist you have not seen before.**	184	Same day	1-2 days	3-7 days	8-14 days	15-30 days	More than 30 days	I did not need an appointment with a provider for a non-urgent problem or health condition in the last 6 months.	**28.3%**	38.3%	NA	NA	**Sig. decrease**	**NA**
			10.9%	17.4%	28.3%	18.5%	14.1%	10.9%	n = 205						
61	**In the last 6 months, how long did you usually have to wait between making an appointment for a regular or routine care visit with a provider and actually seeing a provider?**	215	6 weeks or less	More than 6 weeks	I did not need an appointment with a provider for a regular or routine care visit in the last 6 months					**83.7%**	88.2%	NA	NA	**Not sig.**	**NA**
			83.7%	16.3%	n = 169										
62	**In the last 6 months, when you were 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?**	162	Within 1 month (30 days) of referral	More than 1 month (31 days) after referral	I was not referred to a specialist in the last 6 months					**80.2%**	79.9%	NA	NA	**Not sig.**	**NA**
			80.2%	19.8%	n = 229										
63	**In the last 6 months, not counting the times you needed health care right away, how many days did you usually have to wait between making an appointment for routine lab or x-ray services and actually getting the lab or x ray services?**	154	21 days or less	22 days or more	I did not need an appointment for a routine lab or x-ray services in the last 6 months					**82.5%**	85.2%	NA	NA	**Not sig.**	**NA**
			82.5%	17.5%	n = 231										

* The 2014 SPH Analytics Book of Business consists of the results of 48 medicaid adult samples surveyed by SPH Analytics in 2014 that submitted data to NCQA.

** 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.

Question Summaries

Custom Questions

Louisiana Healthcare Connections

Medicaid Adult CAHPS®

527 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)	Plan's Summary Rate 2015	Plan's Summary Rate 2014	SPHA Book of Business - 2014* Summary Rate	SPHA Book of Business - 2014* Correlation with Q35	Significance Testing** 2014 to 2015	Significance Testing** 2015 to TMG BoB
64	**In the last 6 months, how many days did you usually have to wait between making an appointment for urgent lab or x-ray services and actually getting the lab or x-ray services?**	159	Same day: 44.0% 1-2 days: 24.5% 3-7 days: 13.8% 8-14 days: 3.8% 15-30 days: 9.4% More than 30 days: 4.4% I did not need an appointment for an urgent lab or x-ray services in the last 6 months: n = 227	**68.6%**	64.3%	NA	NA	**Not sig.**	**NA**
65	**Are you currently pregnant, or have you been pregnant in the last 6 months?**	353	Yes: 5.1% No: 94.9%	**5.1%**	5.2%	NA	NA	**Not sig.**	**NA**
66	**In the last 6 months, how many days did you usually have to wait between making an appointment for a first trimester check-up with your OB/GYN and actually seeing your OB/GYN?**	10	14 days or less: 80.0% 15 days or more: 20.0% I did not need a first trimester check-up in the last 6 months: n = 8	**80.0%**	100.0%	NA	NA	**Unable to Test**	**NA**
67	**In the last 6 months, how many days did you usually have to wait between making an appointment for a second trimester check up with your OB/GYN and actually seeing your OB/GYN?**	10	7 days or less: 60.0% 8 days or more: 40.0% I did not need a second trimester check-up in the last 6 months: n = 8	**60.0%**	100.0%	NA	NA	**Unable to Test**	**NA**
68	**In the last 6 months, how many days did you usually have to wait between making an appointment for a third trimester check-up with your OB/GYN and actually seeing your OB/GYN?**	8	3 days or less: 37.5% 4 days or more: 62.5% I did not need a third trimester check-up in the last 6 months: n = 10	**37.5%**	80.0%	NA	NA	**Unable to Test**	**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.

Question Summaries

Custom Questions

Louisiana Healthcare Connections

Medicaid Adult CAHPS®

527 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)	Plan's Summary Rate		SPHA Book of Business - 2014*		Significance Testing**	
				2015	2014	Summary Rate	Correlation with Q35	2014 to 2015	2015 to TMG BoB
69	**In the last 6 months, did you phone your personal doctor's office after regular office hours to get help or advice for yourself?**	390	Yes: 14.9% No: 85.1%	**14.9%**	NA	NA	NA	**NA**	**NA**
70	**In the last 6 months, when you phoned after regular office hours, how often did you get the help or advice you needed?**	58	Always: 51.7% Usually: 19.0% Sometimes: 19.0% Never: 10.3%	**70.7%**	NA	NA	NA	**NA**	**NA**

* The 2014 SPH Analytics Book of Business consists of the results of 48 medicaid adult samples surveyed by SPH Analytics in 2014 that submitted data to NCQA.

** 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.