Report of Results of

Aetna Better Health of Louisiana

2017 HEDIS®/CAHPS® Health Plan Survey

Child Medicaid with CCC Measure Version

for Medicaid Members Enrolled as of December 31, 2016

Center for the Study of Services

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WHAT'S NEW IN 2017

NCQA 2017 HEDIS/CAHPS SURVEY UPDATES

NCQA introduced the following changes to the HEDIS/CAHPS survey methodology this year:

- The sampling methodology was revised to include deduplication of sample frames by household prior to systematic sample selection.
- An interim (test) data submission requirement was added to ensure a smooth data submission process of final survey results.
- A requirement for approval of new custom taglines for survey materials was added.
- Survey disposition codes were revised.

ABOUT THIS REPORT

The key features of this 2017 HEDIS/CAHPS report, prepared by CSS for Aetna Better Health of Louisiana, hereafter referred to as ABH of LA, are highlighted below.

- All survey results presented in this report were calculated by CSS following the NCQA guidelines published in *HEDIS 2017, Volume 3: Specifications for Survey Measures*. To support the plan's quality improvement efforts, results are presented for all measures, regardless of whether the plan submits survey data to NCQA or achieves the NCQA-required minimum of 100 valid responses. Any result shown in this report that does not meet the NCQA reporting threshold of 100 valid responses is marked as "NA".

- Throughout the report, 2017 ABH of LA results are compared to national benchmark scores, represented by the 2017 CSS Child Medicaid Average and the 2016 NCQA Child Medicaid National Average for All Lines of Business (LOBs). The 2017 CSS Child Medicaid Average is calculated by pooling survey responses across eight representative Child Medicaid plans surveyed by CSS. The 2016 NCQA Child Medicaid National Average (All LOBs) is made up of Child Medicaid plans that submitted data to NCQA last year.

- *Executive Summary* provides a high-level overview of survey findings for ABH of LA. This section highlights areas of plan performance that are significantly above or below national benchmarks. If prior-year survey results are available, any statistically significant improvements or declines on key survey measures and changes in the plan's NCQA Accreditation percentiles are also noted. The plan's top priorities for quality improvement based on CSS's *Key Driver Analysis* are identified.

- *Summary of Survey Results* presents the plan's scores on key survey measures, including question summary rates (QSRs), global proportions, means, and NCQA Accreditation percentiles; changes in QSR and global proportion scores from the previous year (if applicable); and comparisons to relevant national benchmarks. Statistically significant differences in scores are noted.

- *Detailed Performance Charts* are provided for the rating questions, composite measures, and individual survey items representing the various CAHPS domains of care. The plan's 2017 QSRs and global proportions are compared to the 2017 CSS Child Medicaid Average on all measures. Where appropriate, the 2017 QSRs and global proportions are compared to the 2016 NCQA Child Medicaid National Average (All LOBs) and performance percentiles, calculated by NCQA. Where available, a three-year trend in plan scores is also shown.

- *Scoring for NCQA Accreditation* presents the plan's mean scores on relevant measures, which are used by NCQA for Accreditation scoring. If applicable and/or available, a three-year trend in the plan's scores is shown. The plan's 2017 Accreditation percentile is provided for all measures that meet the NCQA reporting threshold of 100 valid responses. This section of the report is limited to those measures that are scored for NCQA Accreditation.

- *Analysis of Member Characteristics* compares the plan's respondent profile to the national distribution of demographic characteristics and utilization variables (e.g., number of doctor visits, number of specialists seen, etc.). Variation in health plan ratings by member segment is examined.

- *Key Driver Analysis* identifies the areas or dimensions of health plan performance that are closely related to the overall rating of the plan. The CSS *Key Driver Model* quantifies the contribution of each performance area to the overall evaluation of the plan. ABH of LA results on each key driver are compared to the highest score among the eight Child Medicaid plans contributing to the 2017 CSS Child Medicaid Average, yielding a measure of available room for improvement in each area. The result is then weighted by the key driver's contribution to the overall *Rating of Health Plan* score. Opportunities for improvement are prioritized based on the expected improvement in the overall health plan rating score due to improved performance on the key driver measure. A separate section of the report highlights some helpful resources for health plan quality improvement.

- The *Appendix* includes:

  - *Survey Results at a Glance*;

  - Detailed cross-tabulations of survey responses for every survey question, with additional tables summarizing performance on key survey measures;

  - Copies of survey materials; and

  - Step-by-step guidelines for calculating composite and rating mean scores and global proportions.

HEDIS/CAHPS 5.0H HEALTH PLAN SURVEY

BACKGROUND

Introduced by the Agency for Healthcare Research and Quality (AHRQ) in the mid-1990s, the Consumer Assessment of Healthcare Providers and Systems (CAHPS) program encompasses the full range of standardized surveys that ask consumers and patients to report on and evaluate their experiences with health care. These surveys cover topics that are important to consumers, such as accessibility of services and communication skills of providers.

The National Committee for Quality Assurance (NCQA) uses the Health Plan CAHPS survey in its Health Plan Accreditation Program as part of the Healthcare Effectiveness Data and Information Set (HEDIS). HEDIS measures health plan performance on important dimensions of care and service and is designed to provide purchasers and consumers with the information they need to reliably compare the performance of health care plans. For health plans seeking NCQA Accreditation, the Health Plan CAHPS survey represents the member satisfaction component of the HEDIS measurement set. The survey measures member *Satisfaction with the Experience of Care* and gives a general indication of how well the health plan meets members' expectations. Surveyed members are asked to rate various aspects of the health plan based on their experience with the plan during the previous six months.

EXECUTIVE SUMMARY

CSS administered the Child Medicaid with CCC Measure version of the 2017 HEDIS/CAHPS Health Plan Survey on behalf of ABH of LA between February 17 and May 11, 2017. The final survey sample for ABH of LA included 3,490 members. 362 members from the general population completed the survey, resulting in the NCQA response rate of 22.60 percent. This section highlights some of the key survey findings, including statistically significant improvements or declines on reportable CAHPS ratings and composites compared to 2016 (if applicable) and differences from national benchmarks. Results are based on the rates of members answering *8*, *9*, or *10* for ratings; *Yes* for the *Shared Decision Making* composite; and *Usually* or *Always* for all other composites. Statistical significance tests were conducted at the 95% confidence level. Changes in the plan's estimated NCQA Accreditation percentiles from 2016 (if applicable) as well as its top priorities for quality improvement are also listed.

CAHPS RATINGS AND COMPOSITES SHOWING STATISTICALLY SIGNIFICANT IMPROVEMENTS OR DECLINES COMPARED TO 2016

Reportable Plan Rate IMPROVED	Reportable Plan Rate DECLINED
Rating of All Health Care (by 8.88 points) Rating of Health Plan (by 7.19 points)	No statistically significant declines

CAHPS RATINGS AND COMPOSITES SHOWING STATISTICALLY SIGNIFICANT DIFFERENCES FROM NATIONAL BENCHMARKS

Reportable Plan Rate ABOVE National Benchmark	Reportable Plan Rate BELOW National Benchmark
National Benchmark: 2017 CSS Child Medicaid Average	
None	None
National Benchmark: 2016 NCQA Child Medicaid National Average, All LOBs	
Getting Needed Care (by 7.2 points) Getting Care Quickly (by 5.49 points)	None

CHANGE IN PLAN'S ESTIMATED NCQA ACCREDITATION PERCENTILES FROM 2016 TO 2017

NCQA Accreditation Percentile IMPROVED or 90th Percentile MAINTAINED	NCQA Accreditation Percentile DECLINED
Rating of All Health Care (from 50th to 75th percentile) Rating of Health Plan (from below 25th to 50th percentile) Getting Needed Care (from 75th to 90th percentile) Getting Care Quickly (from 50th to 90th percentile)	How Well Doctors Communicate (from 90th to 75th percentile; retired from Accreditation in 2015)

TOP PRIORITIES FOR QUALITY IMPROVEMENT IDENTIFIED IN KEY DRIVER ANALYSIS

CSS's *Key Driver Analysis* identifies the areas of health plan performance and aspects of member experience that shape members' overall assessment of the plan. To the extent that these areas or experiences can be improved, the overall rating of the plan can be expected to improve as a result. Quality improvement opportunities with the highest return on investment for your plan are identified below. Effective interventions in these areas have the greatest potential impact on the *Rating of Health Plan* score.

Top Priorities for Health Plan Quality Improvement
1. Improving the ability of the health plan customer service to provide members with necessary information or help
2. Improving the quality of physicians in the plan's network (personal doctors)
3. Improving member access to care (ease of getting needed care, tests, or treatment)
4. Improving member access to care (getting an appointment to see a specialist)
5. Improving member access to care (getting a checkup or routine care as soon as needed)

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

SURVEY ADMINISTRATION PROTOCOL

CSS administered the Child Medicaid with CCC Measure version of the 2017 HEDIS/CAHPS Health Plan Survey on behalf of ABH of LA in accordance with the NCQA methodology detailed in *HEDIS 2017, Volume 3: Specifications for Survey Measures* and *Quality Assurance Plan for HEDIS 2017 Survey Measures.* Health plans administering the survey may choose between a mail-only methodology and a mixed (mail with telephone follow-up) methodology. Both of these standard survey protocols include two questionnaire mailings, each followed by a reminder postcard. For plans following the mail-only protocol, non-respondents are sent a third, final survey mailing. Non-respondents from the mixed-methodology samples are contacted by telephone.

ABH of LA opted for the mixed with methodology. The standard data collection protocol consisted of the following milestones:

- An initial questionnaire with cover letter, which was mailed on February 17;
- An initial reminder/thank-you postcard, which was mailed on February 22;
- A replacement questionnaire with cover letter, which was mailed on March 24;
- An additional reminder/thank-you postcard, which was mailed on March 29; and
- A telephone follow-up phase targeting non-respondents, with up to six telephone follow-up attempts spaced at different times of the day and on different days of the week, which started on April 13.

Data collection closed on May 11, 2017. Data for the plan were submitted to NCQA on May 31, 2017.

SURVEY MATERIALS

The complete set of survey materials used for ABH of LA is provided in the Appendix. CSS designed survey materials for ABH of LA following the NCQA specifications detailed in *HEDIS 2017, Volume 3: Specifications for Survey Measures* and *Quality Assurance Plan for HEDIS 2017 Survey Measures*. All of the elements of the survey package, including the questionnaire, cover letters, postcards, and envelopes, were approved by NCQA prior to the initial mailing. The name and logo of the plan appeared on all of the mailing materials. The carrier envelope used for survey mailings was marked “RESPONSE NEEDED” or “FINAL REMINDER – PLEASE RESPOND”, depending on the mailing wave, to enhance response rates. Each survey package included a postage-paid return envelope.

SAMPLE SELECTION

CSS followed NCQA's systematic sampling protocol to generate the survey sample for ABH of LA. Sample-eligible members were defined as plan members who were 17 years old or younger as of December 31, 2016; were currently enrolled; had been continuously enrolled for six months (with no more than one enrollment break of 45 days or less); and whose primary coverage was through Medicaid. The sample frame included a pre-screen status code to identify children that were likely to have a chronic condition (CCC) based on claim and encounter records. Using this code, a second sample was drawn from the child Medicaid CCC population, in addition to those members from the general child Medicaid population included in the initial sample. While the CCC sample was drawn based on member pre-screen status, the results for the CCC population presented in this report are based on responses to the survey. Children were included in the CCC results if their parent or caretaker responded "Yes" to all of the screener questions for any one of the following summary measures:

- *Use of or Need of Prescription Medicines;*
- *Above-Average Use or Need for Medical, Mental Health, or Education Services;*
- *Functional Limitations Compared with Others of Same Age;*
- *Use of or Need for Specialized Therapies;* and
- *Treatment or Counseling for Emotional or Developmental Problems.*

Prior to sampling, CSS carefully inspected the member file(s) provided by the plan and informed the plan of any errors or irregularities found (such as missing address elements or subscriber numbers). Once the quality assurance process had been completed, CSS processed member addresses through the USPS National Change of Address (NCOA) service to ensure that the mailing addresses were up-to-date. The final sample was generated following the NCQA-specified methodology, with no more than one member per household selected to receive the survey. CSS assigned each sampled member a unique identification number, which was used to track their progress throughout the data collection process.

NCQA's sampling methodology prevents plans from identifying disenrolled members after the start of survey administration. Plans that were unable to identify disenrollees prior to December 31, 2016 were advised to increase their sample size by a factor sufficient to compensate for members expected to leave the plan by the time the survey was fielded. Plans could also choose to oversample to receive more completed surveys.

The NCQA-prescribed sample size for health plans administering the Child Medicaid with CCC Measure version of the survey is 1,650 members from the general child Medicaid population and 1,840 members from the CCC population for a total of 3,490 members. ABH of LA chose not to oversample. The final survey sample for ABH of LA included 3,490 members.

DATA CAPTURE

Questionnaires returned by mail were recorded using either manual data entry or optical scanning. Responses recorded via manual data entry were keyed by two independent data entry operators, and any discrepancies between the two response records were flagged and reconciled by a supervisor. Individual items on surveys recorded via optical scanning were sent to data entry operators if the scanning technology was unable to identify the specific response option selected with a pre-defined degree of certainty.

For plans selecting the mixed methodology, Computer Assisted Telephone Interviewing (CATI) technology was used to electronically capture survey responses obtained during telephone interviews. On-site CATI supervisors maintained quality control by monitoring the telephone interviews and keyboard entry of interviewers in real time. In addition, CSS research staff remotely monitored interviews on a regular basis. Due to the multiple mailings and varied modes of data collection, multiple survey responses could be received from the same sample member. In those cases, CSS included only one survey response (the most complete survey) in the final analysis dataset.

MEMBER DISPOSITIONS AND RESPONSE RATE

Among all of the ABH of LA sample members from the general population who met final eligibility criteria, 362 completed the survey, resulting in the NCQA response rate of 22.60 percent. Additional detail on sample member dispositions is provided in Exhibit 1.

EXHIBIT 1. 2017 ABH OF LA CHILD MEDICAID WITH CCC MEASURE CAHPS SURVEY: SAMPLE MEMBER DISPOSITIONS AND RESPONSE RATE

Disposition	2017 This Plan (General Population Only)				2017 CSS Child Medicaid Average
	Mail*	Phone	Total		
	Number	Number	Number	% Initial sample	
Initial Sample			1,650		
Ineligible					
Did not meet eligible population criteria	3	11	14	0.85%	0.61%
Deceased	0	0	1	0.06%	0.02%
Language barrier	0	0	33	2.00%	1.19%
Mentally or physically incapacitated	0	0	0	0.00%	0.00%
Unreturned Surveys/Refusals					
Non-respondents after maximum attempts	744	0	744	45.09%	46.74%
Non-respondents – incompletes	0	23	23	1.39%	1.35%
Refused to answer the survey	0	0	118	7.15%	5.04%
Unable to contact	0	0	355	21.52%	22.01%
Eligible Returns					
Completed surveys	173	189	362	21.94%	22.35%
NCQA Response Rate**				**22.60%**	**22.76%**

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* Any sample members who called and requested another survey were given the option to complete the survey online. Due to the rarity of this occurrence any surveys completed online are included with mail responses.

**NCQA response rate = (Number of completed surveys)/(Initial sample – Ineligible: number not in eligible population – Ineligible: number of deceased – Ineligible: number with language barrier – Ineligible: number mentally or physically incapacitated)

SATISFACTION WITH THE EXPERIENCE OF CARE DOMAIN

MEASURES

CAHPS Health Plan Survey 5.0H, Child Medicaid with CCC Measure version includes four global ***rating questions*** that ask respondents to rate the following items on a *0* to *10* scale:

- ***Rating of Personal Doctor*** (*0* = worst personal doctor possible; *10* = best personal doctor possible)
- ***Rating of Specialist Seen Most Often*** (*0* = worst specialist possible; *10* = best specialist possible)
- ***Rating of All Health Care*** (*0* = worst health care possible; *10* = best health care possible)
- ***Rating of Health Plan*** (*0* = worst health plan possible; *10* = best health plan possible)

The results for eight ***composite measures*** are also reported. Composite measures combine results from related survey questions into a single measure to summarize health plan performance in the areas listed below. The following composites are reported for the general child Medicaid population:

- ***Getting Needed Care*** combines responses to two survey questions that address member access to care:
  - *In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?*
  - *In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?*
- ***Getting Care Quickly*** combines responses to two survey questions that address timely availability of both urgent and routine care:
  - *In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?*
  - *In the last 6 months, 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?*
- ***How Well Doctors Communicate*** combines responses to four survey questions that address physician communication:
  - *In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?*

- *In the last 6 months, how often did your child's personal doctor listen carefully to you?*
- *In the last 6 months, how often did your child's personal doctor show respect for what you had to say?*
- *In the last 6 months, how often did your child's personal doctor spend enough time with your child?*

- ***Customer Service*** combines responses to two survey questions that ask about member experience with the health plan's customer service:
  - *In the last 6 months, how often did customer service staff at your child's health plan give you the information or help you needed?*
  - *In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?*
- ***Shared Decision Making*** combines responses to three survey questions that focus on decisions about taking prescription medicines:
  - *Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?*
  - *Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?*
  - *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?*

  The *Shared Decision Making* composite measure was substantially revised with the introduction of CAHPS 5.0H and subsequently in 2015.

The following composite measures are calculated and reported for the CCC population:

- ***Access to Specialized Services*** combines responses to three survey questions addressing the child's access to special equipment or devices, therapies, treatments, or counseling:
  - *In the last 6 months, how often was it easy to get special medical equipment or devices for your child?*
  - *In the last 6 months, how often was it easy to get this therapy for your child?*
  - *In the last 6 months, how often was it easy to get this treatment or counseling for your child?*
- ***Personal Doctor Who Knows Child*** combines responses to three survey questions addressing the doctor's understanding of the child's health issues:

- *In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?*
- *Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?*
- *Does your child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your family's day-to-day life?*

- ***Coordination of Care for Children with Chronic Conditions*** combines responses to two survey items addressing care coordination needs related to the child's chronic condition:
  - *In the last 6 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare?*
  - *In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these different providers or services?*

In addition to the eight composite measures listed above, question summary rates are also reported for two survey items summarizing the following concepts:

- ***Health Promotion and Education***

  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?

- ***Coordination of Care***

  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?

The results for *Health Promotion and Education* and *Coordination of Care* are reported for the general child Medicaid population. Additional question summary rates calculated and reported for the CCC population include:

- ***Getting Needed Information***

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

- ***Access to Prescription Medicines***

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

CALCULATION AND REPORTING OF RESULTS

QUESTION SUMMARY RATES AND COMPOSITE GLOBAL PROPORTIONS

Question Summary Rates (QSRs) express the proportion of respondents selecting the response option(s) of interest from a given question on the survey.

- Rating questions use a *0* to *10* scale with *10* being the most favorable response. Results are reported as the proportion of members selecting one of the top three responses (*8*, *9*, or *10*).
- Most survey items use a *Never*, *Sometimes*, *Usually*, or *Always* scale, with *Always* being the most favorable response. Results are reported as the proportion of members selecting *Usually* or *Always*.
- *Shared Decision Making* and *Health Promotion and Education* use a *Yes* or *No* scale, with *Yes* being the desired response. Results are reported as the proportion of members selecting *Yes*.
- Items contributing to CCC composites *Personal Doctor Who Knows Child* and *Coordination of Care for Children with Chronic Conditions* use a *Yes* or *No* scale, with *Yes* being the most favorable response. Results are reported as the proportion of members selecting *Yes*.

Composite Global Proportions express the proportion of respondents selecting the response option(s) of interest from a given group of questions on the survey. They are calculated by first determining the proportion of respondents selecting the reported response(s) on each survey question contributing to the composite and subsequently averaging these proportions across all items in the composite.

- For composite measures except *Shared Decision Making*, results are reported as *Usually* or *Always* global proportions.
- For the *Shared Decision Making* composite, the proportion of *Yes* is reported.
- For two of the three CCC composites (*Personal Doctor Who Knows Child* and *Coordination of Care for Children with Chronic Conditions*), the proportion of *Yes* is reported.

Throughout the report, all question summary rates and composite global proportions are rounded to two decimal places for display purposes (e.g., 0.23456 is displayed as 23.46%). However, all calculations involving rates and proportions, including statistical significance testing, are carried out prior to rounding. For more details on the calculations please refer to *HEDIS 2017, Volume 3: Specifications for Survey Measures* or consult the Appendix.

RATING AND COMPOSITE MEANS

In addition to the QSRs and global proportions, CSS calculated rating and composite means on a 3-point scale. The mean scoring procedure is described in more detail in the *Scoring for NCQA Accreditation* section as well as in the Appendix of this report.

NCQA MINIMUM DENOMINATOR SIZE

NCQA requires health plans to achieve a denominator of at least 100 valid responses to obtain a reportable result on a measure. The denominator for an individual question is the total number of valid responses to that question. The denominator for a composite is the average number of responses across all questions in the composite (note: composite denominators are rounded for display purposes). If the denominator for a particular rate is less than 100, NCQA assigns a measure result of "NA". This report presents results for all measures, regardless of denominator size. Any result that does not meet the NCQA threshold of 100 valid responses is denoted with "NA". The only exception is the *Scoring for NCQA Accreditation* section, where reporting is limited to the measures that meet the NCQA minimum denominator threshold.

COMPARISONS TO NATIONAL BENCHMARKS AND PRIOR-YEAR PLAN RESULTS

Throughout the report, the 2017 ABH of LA question summary rates and composite global proportions are compared to the 2017 CSS Child Medicaid Average as well as to the 2016 NCQA Child Medicaid National Average (All LOBs), where available. The 2017 CSS Child Medicaid Average is calculated by pooling survey responses across eight representative Child Medicaid plans surveyed by CSS. The 2016 NCQA Child Medicaid National Average (All LOBs) is made up of Child Medicaid plans that submitted data to NCQA last year.

If prior-year results are available for ABH of LA, they are provided alongside the 2017 plan results for comparison. Where appropriate, year-to-year changes in results are tested for statistical significance. All of the statistical tests are carried out at the 95% confidence level (i.e., there is a 95% probability that the observed difference is not due to chance).

SUMMARY OF SURVEY RESULTS

Exhibit 2 provides a high-level overview of the 2017 ABH of LA results on key survey measures. These include overall ratings, composite global proportions, and QSRs for additional content areas. Where applicable, changes in plan scores over time and comparisons to relevant national benchmarks are reported and tested for statistical significance.

EXHIBIT 2. 2017 ABH OF LA CHILD MEDICAID WITH CCC MEASURE CAHPS SURVEY: SUMMARY OF RESULTS ON KEY MEASURES

CAHPS 5.0H Survey Measures*	2017 Plan Rate	Difference** between 2017 Plan Rate and...			2017 NCQA Accreditation Scoring	
		2016 Plan Rate	2017 CSS Child Medicaid Average	2016 NCQA Child Medicaid National Average, All LOBs	Mean	Percentile for Accreditation
Ratings (General Population)						
Rating of Personal Doctor	90.37%	3.13%	1.04%	1.95%	2.7276	75th
Rating of Specialist Seen Most Often NA	92.96%	12.31% ▲	5.34%	7.43%	2.7183	75th
Rating of All Health Care	89.20%	8.88% ▲	2.21%	3.39%	2.6725	75th
Rating of Health Plan	85.96%	7.19% ▲	1.57%	1.26%	2.6447	50th
Composite Measures (General Population)						
Getting Needed Care	90.86%	4.73%	3.49%	7.20% ▲	2.6241	90th
Getting Care Quickly	94.03%	5.06%	1.87%	5.49% ▲	2.7562	90th
How Well Doctors Communicate	93.80%	-0.97%	-1.15%	0.63%	2.7797	75th
Customer Service	88.33%	1.39%	-1.03%	0.35%	2.6155	75th
Shared Decision Making NA	80.01%	1.64%	1.77%	1.60%	Not calculated	Not scored
Additional Content Areas (General Population)						
Health Promotion and Education	78.75%	8.83% ▲	5.99% ▲	7.83% ▲	2.5749	Not scored
Coordination of Care	86.41%	0.87%	1.28%	3.77%	2.5437	90th
Children with Chronic Conditions Measures (CCC Population)						
Access to Prescription Medicines	87.33%	-1.56%	Not calculated	-3.35% ▼	2.5959	Not scored
Access to Specialized Services NA	77.73%	-0.22%	Not calculated	0.67%	2.3783	Not scored
Getting Needed Information	87.99%	-5.86% ▼	Not calculated	-2.92%	2.6299	Not scored
Personal Doctor Who Knows Child	91.85%	-0.42%	Not calculated	1.30%	Not calculated	Not scored
Coordination of Care for Children With Chronic Conditions NA	83.14%	3.75%	Not calculated	6.03%	Not calculated	Not scored

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* Results were calculated by CSS following NCQA specifications. At least 100 valid responses must be collected for a measure to be reportable by NCQA. *How Well Doctors Communicate* was retired from Accreditation scoring in 2015. Accreditation mean and percentile values for this measure are provided for reference only.

NA appears next to the measure name and a lighter display is used for results to indicate that the result is not reportable by NCQA due to insufficient denominator (less than 100 responses). In such cases, CSS calculates measure results for reference only.

** Comparisons to prior-year results and relevant benchmark scores are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). All differences in rates are calculated prior to rounding and are rounded for display purposes only. All statistical tests are conducted at the 95% confidence level. Statistically significant differences between the plan and the comparison score are marked as ▲ when the plan's score is higher or ▼ when the plan's score is lower.

DETAILED PERFORMANCE CHARTS

This section of the report includes detailed charts for composite global proportions, rating question summary rates (QSRs), as well as additional QSRs for individual survey items. The charts have the following features:

TREND IN PLAN RESULTS

- Plan scores are trended over three consecutive years of data collection, if available. A result may not be available if the plan did not conduct the survey in a given year or if the measure is new or is not deemed appropriate for trending. In such cases, "No data" appears in place of the score.
- Where appropriate, changes in the distribution of favorable ratings over time are shown in the *Top Rating Distribution* panel of the chart (i.e., percent responding *8* vs. percent responding *9* or *10*, or percent responding *Usually* vs. percent responding *Always*).
- The number of valid responses (the NCQA-defined denominator, *n*) appears above each bar. If the number of responses is less than 100, "NA" appears next to the value of *n*, indicating that the result is not reportable by NCQA. CSS calculates the unofficial rate for reference only.
- Statistical comparisons are conducted between the current-year rate and each of the prior-year rates, if available. Where appropriate, differences in both standard (e.g., *8* + *9* + *10* or *Usually* + *Always*) as well as top-box (e.g., *9* + *10* or *Always*) rates are tested for statistical significance at the 95% confidence level. Statistically significant differences are indicated with a ★ symbol next to the comparison score. For example, ★ appearing next to the 2016 rate denotes a statistically significant difference between the 2017 and 2016 rates.

COMPARISON TO NCQA PERFORMANCE BENCHMARKS AND PERCENTILES

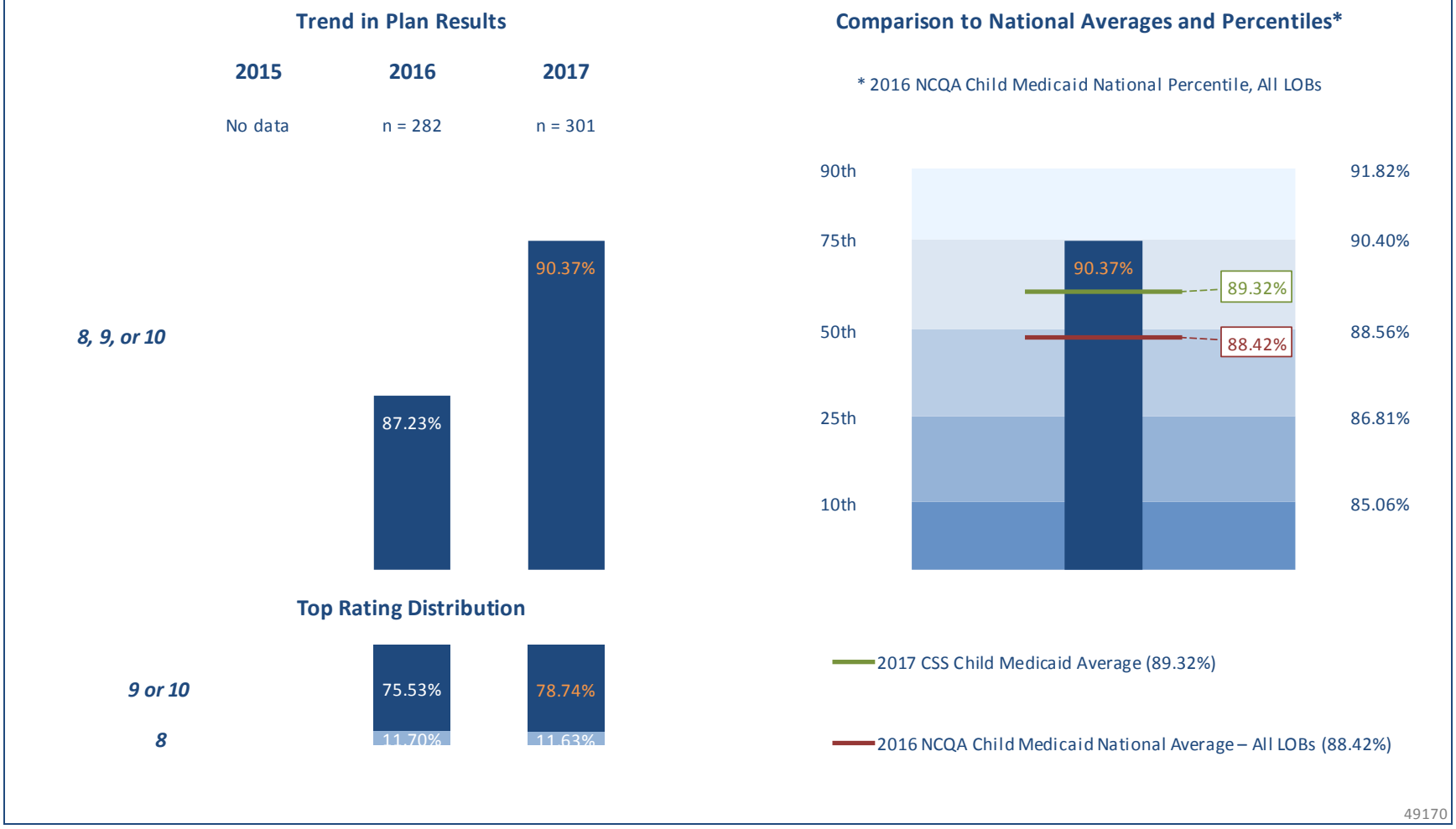
To provide ABH of LA with an indication of the plan's performance with respect to industry benchmarks on key CAHPS measures, CSS licensed the *2016 NCQA Quality Compass CAHPS Booklet*. The *CAHPS Booklet* includes QSRs and global proportions corresponding to the national Quality Compass averages as well as the 10th, 25th, 50th, 75th, and 90th performance percentiles for all lines of business. CSS's agreement with NCQA authorizes CSS to provide this information to ABH of LA for the plan's internal use only. Under the terms of this agreement, ABH of LA may not publicly report these results.

- If the 2016 NCQA benchmarks are available, the bar representing the 2017 ABH of LA score is juxtaposed against the NCQA percentile distribution, providing an indication of the plan's competitive position on the measure. Note that the performance percentiles displayed in these charts are calculated on the basis of QSRs and global proportions and are different from the mean score-based percentiles used for NCQA Accreditation scoring. In many cases, the plan's performance percentile will not correspond to its Accreditation percentile (see *Scoring for NCQA Accreditation*).

- The horizontal lines displayed on the charts correspond to the 2017 CSS Child Medicaid Average as well as the 2016 NCQA Child Medicaid National Average (All LOBs), if available. If the 2017 ABH of LA score is significantly different from any of these benchmark scores at the 95% confidence level, ★ appears next to the relevant score.

Rating of Personal Doctor

Percent Responding 8, 9, or 10



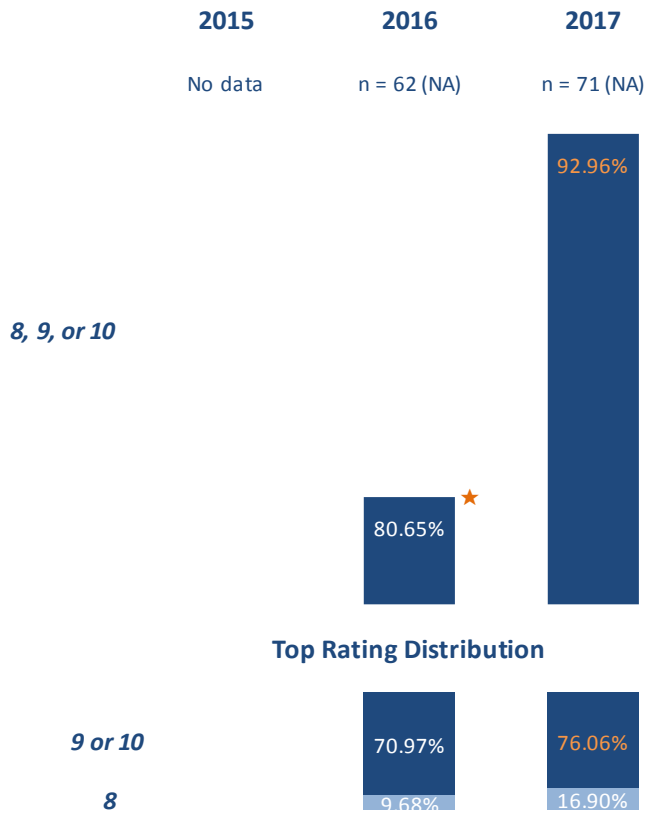
Tests of statistical significance were conducted for the following reportable rates: *(8 + 9 + 10)* and *(9 + 10)*. Statistically significant differences, tested at the 95% confidence level, between the plan's **current-year rate** and a comparison rate (the plan's prior-year, national, or, if applicable, regional rate) are marked with a ★ symbol next to the comparison rate.

The denominator (n) represents the number of valid responses collected for the measure. If n is less than 100, "NA" is displayed next to the value of n, indicating that the rate is not reportable by NCQA. CSS calculates and reports the rate for reference only. If the plan did not collect survey data in a given year or the measure is not trendable, "No data" appears in place of n.

Rating of Specialist Seen Most Often

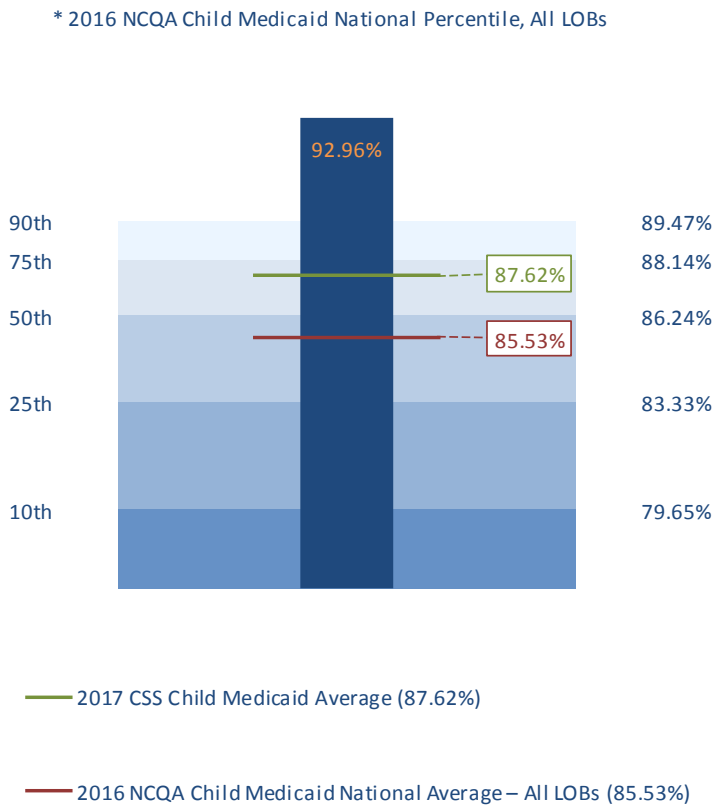
Percent Responding 8, 9, or 10

Trend in Plan Results



Top Rating Distribution

Comparison to National Averages and Percentiles*



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Tests of statistical significance were conducted for the following reportable rates: *(8 + 9 + 10)* and *(9 + 10)*. Statistically significant differences, tested at the 95% confidence level, between the plan's **current-year rate** and a comparison rate (the plan's prior-year, national, or, if applicable, regional rate) are marked with a ★ symbol next to the comparison rate.

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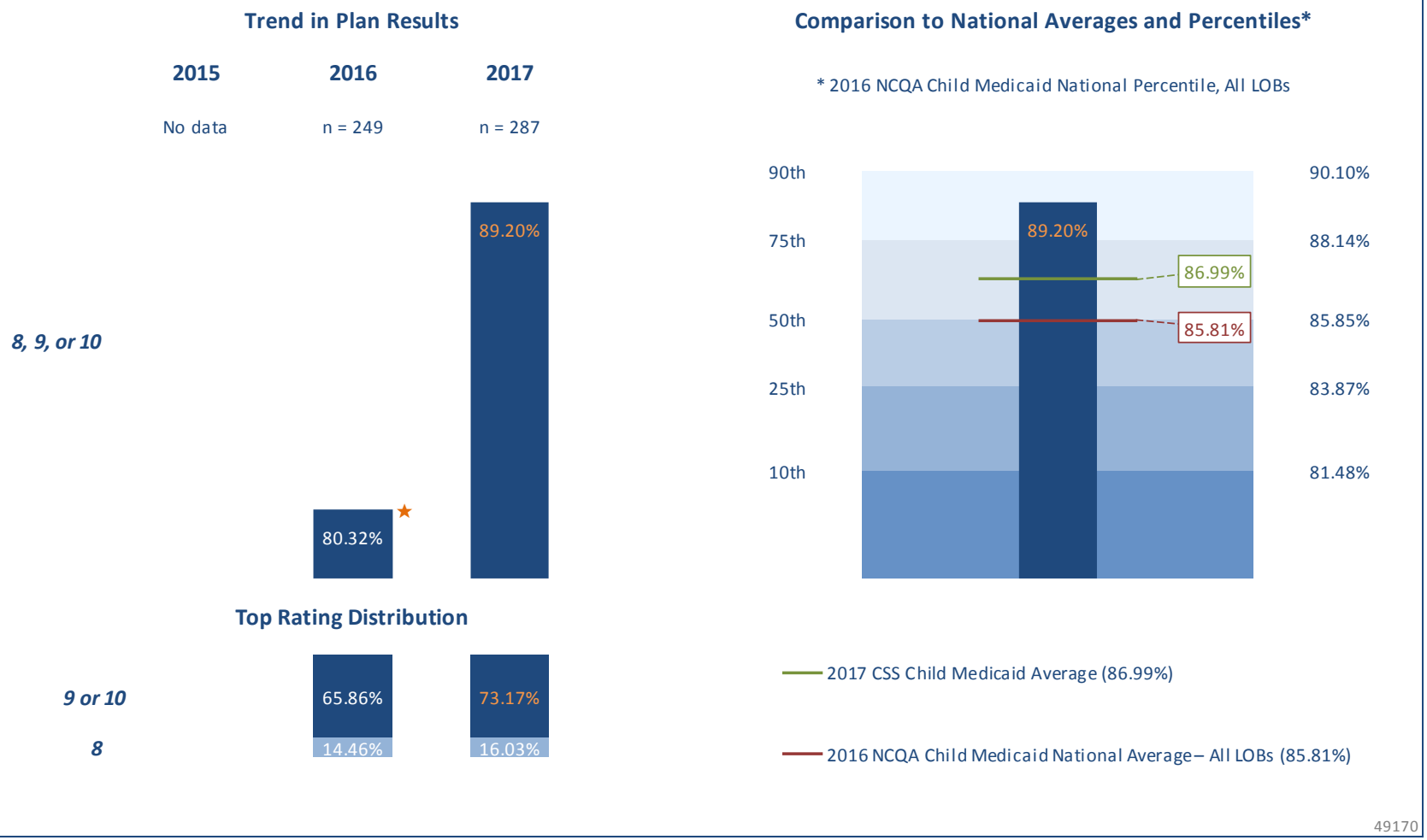
Rating of All Health Care

Percent Responding 8, 9, or 10



Tests of statistical significance were conducted for the following reportable rates: *(8 + 9 + 10)* and *(9 + 10)*. Statistically significant differences, tested at the 95% confidence level, between the plan's **current-year rate** and a comparison rate (the plan's prior-year, national, or, if applicable, regional rate) are marked with a ★ symbol next to the comparison rate.

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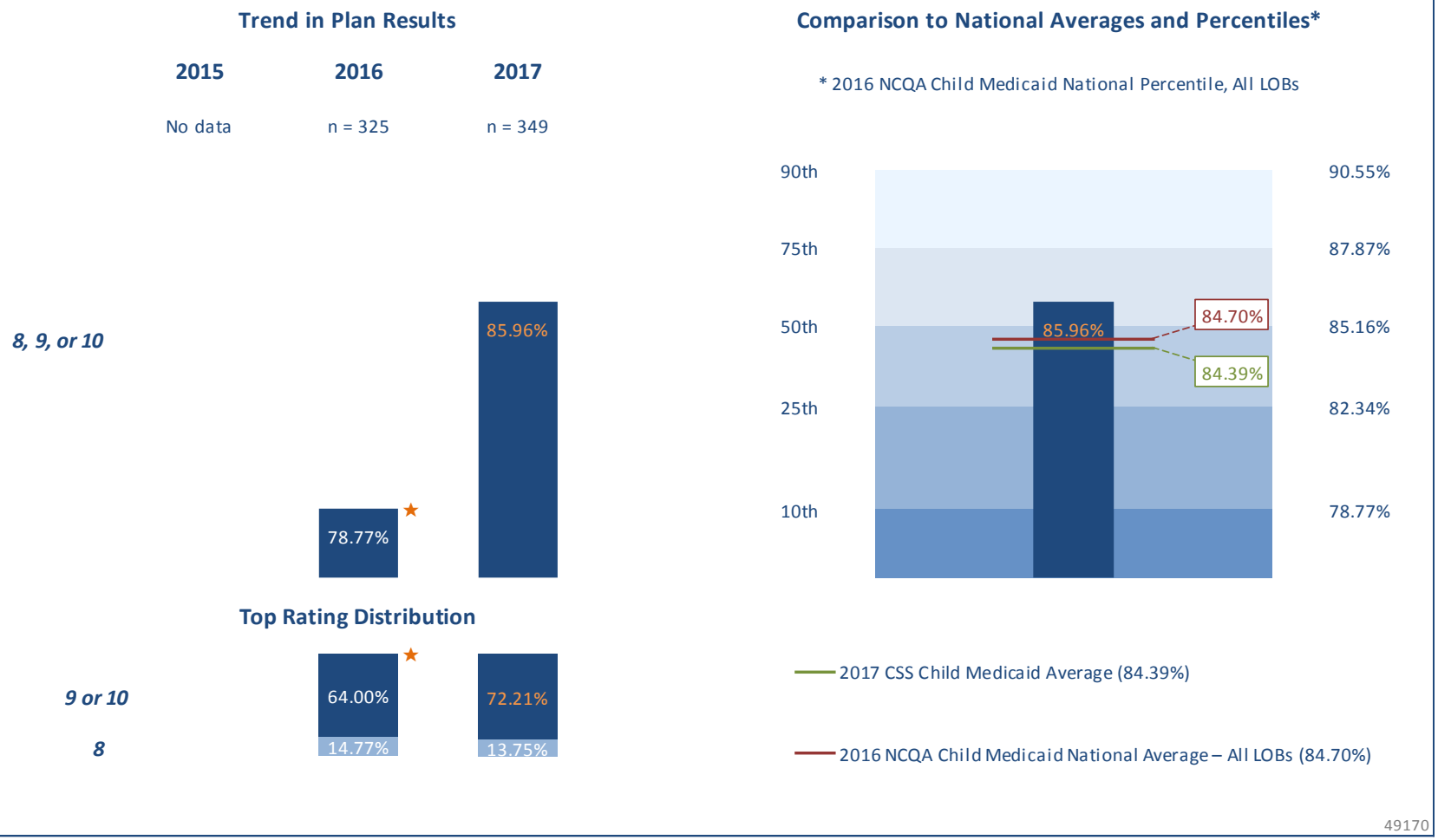
Rating of Health Plan

Percent Responding 8, 9, or 10



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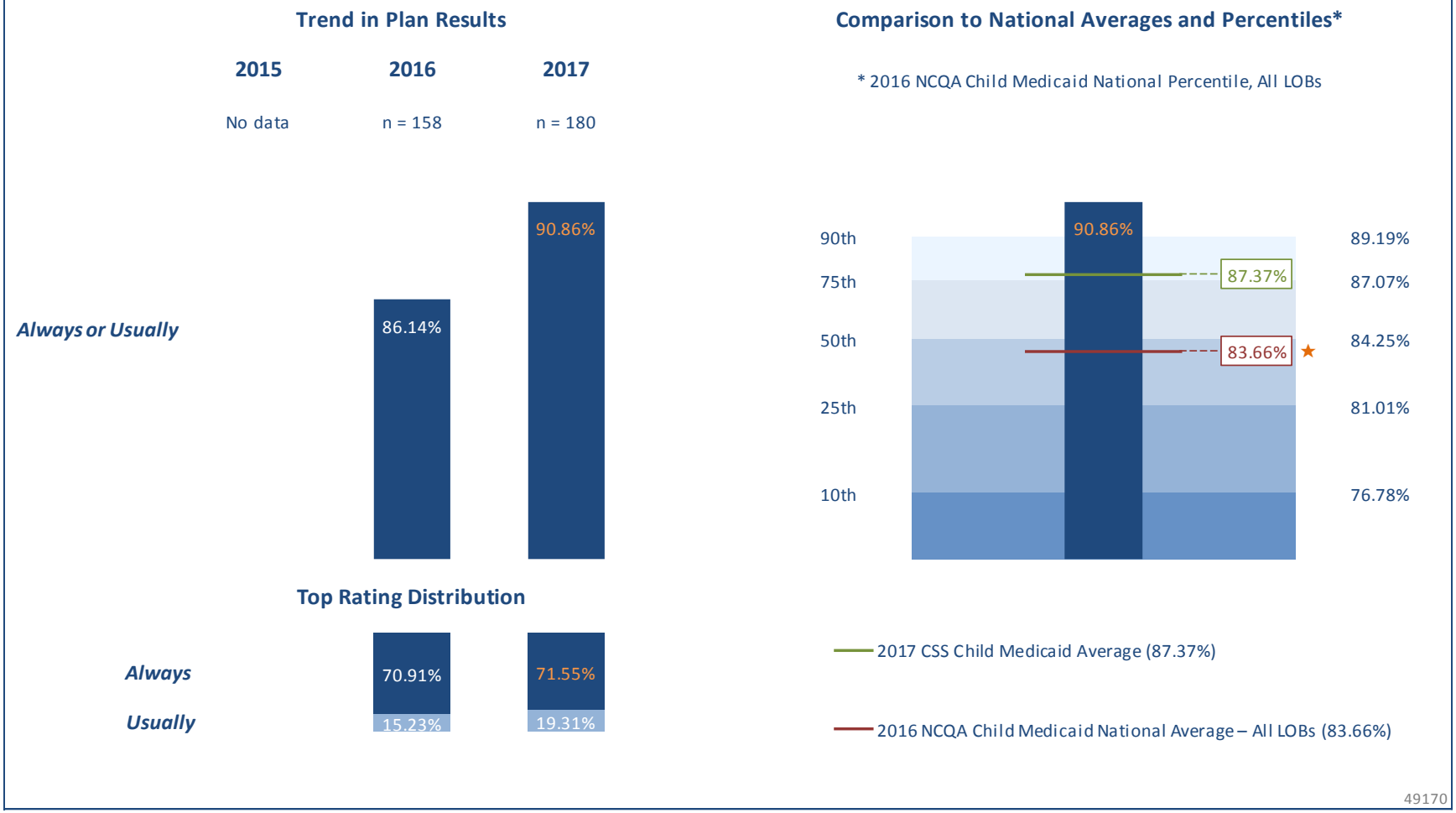
Getting Needed Care (Composite)

Percent Responding Always or Usually



Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always*. Statistically significant differences, tested at the 95% confidence level, between the plan's **current-year rate** and a comparison rate (the plan's prior-year, national, or, if applicable, regional rate) are marked with a ★ symbol next to the comparison rate.

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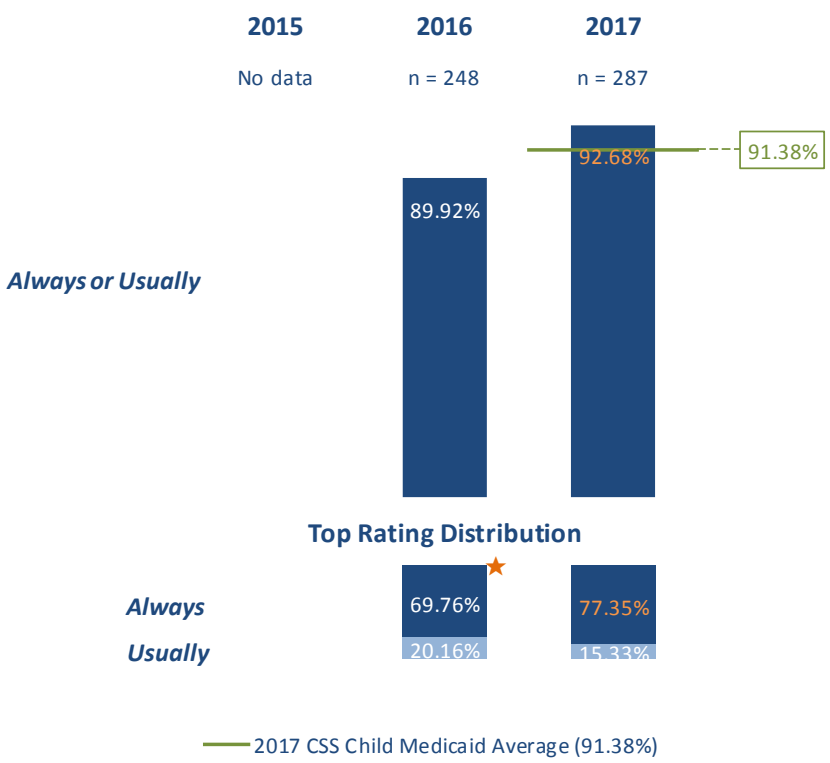
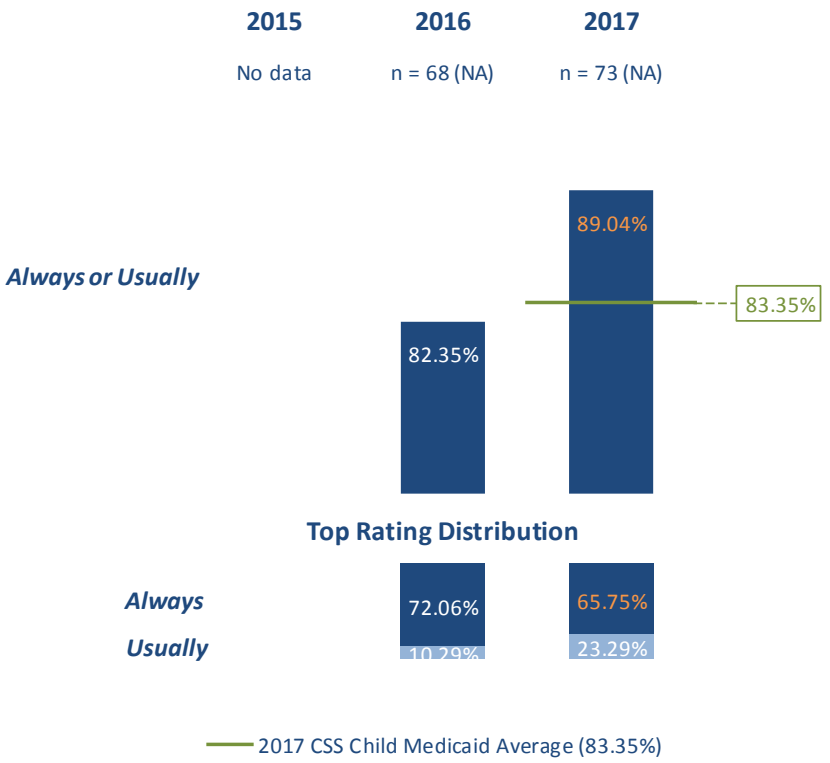
Getting Needed Care (Contributing Items)

Percent Responding Always or Usually

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?



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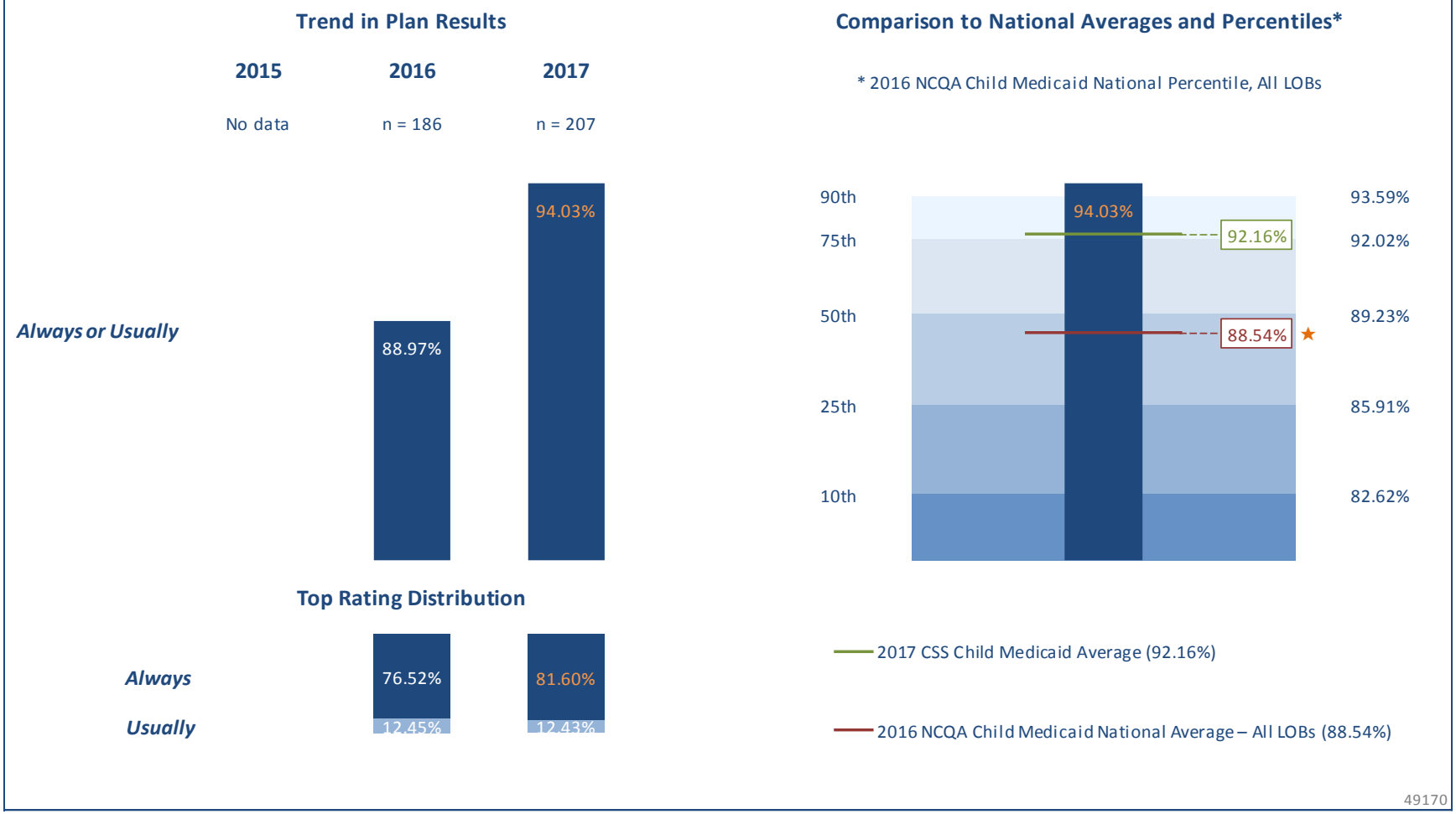
Getting Care Quickly (Composite)

Percent Responding Always or Usually



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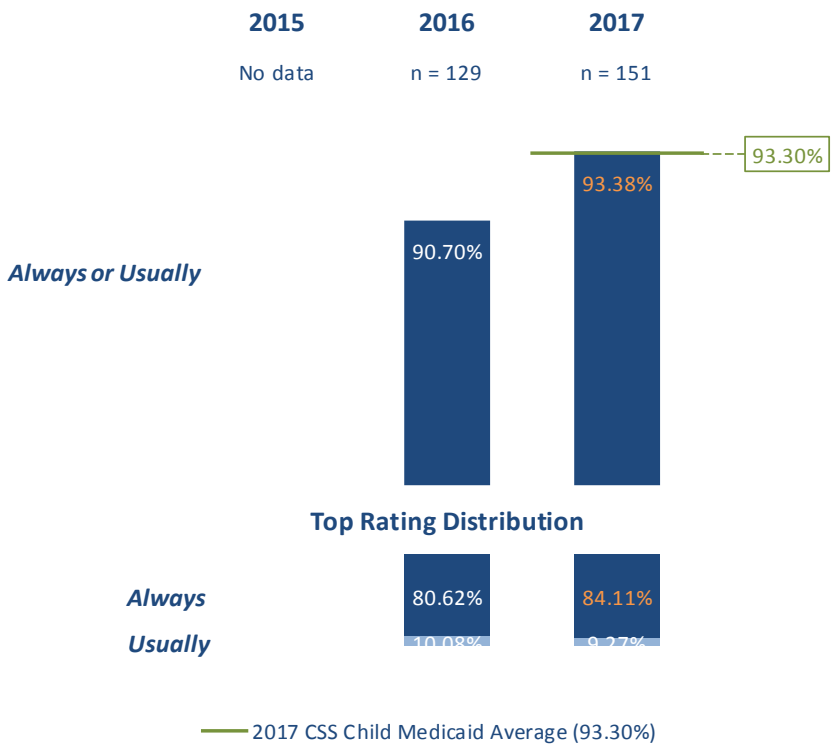
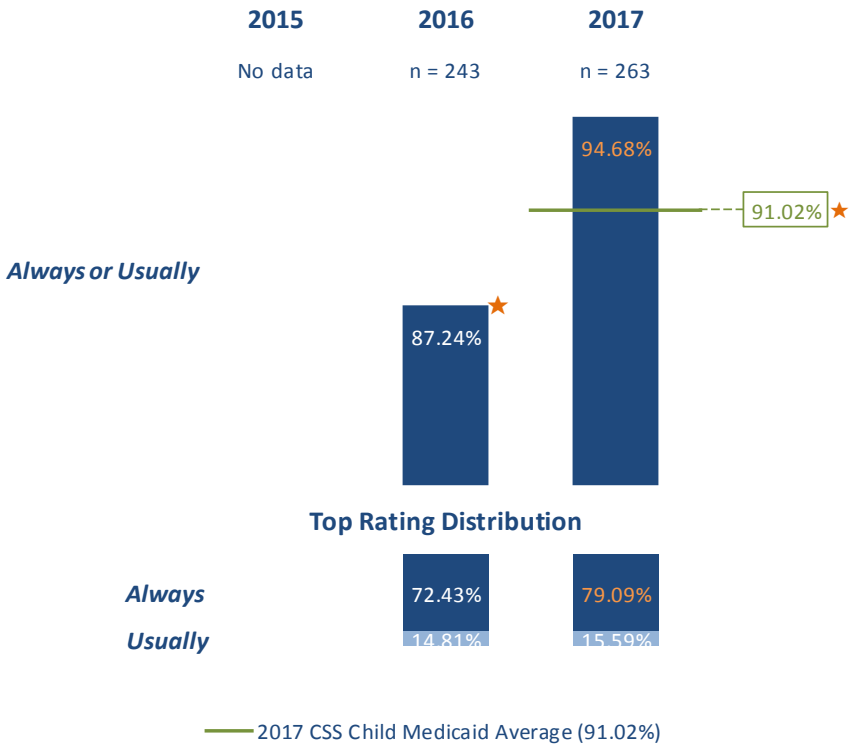
Getting Care Quickly (Contributing Items)

Percent Responding Always or Usually

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?



49170

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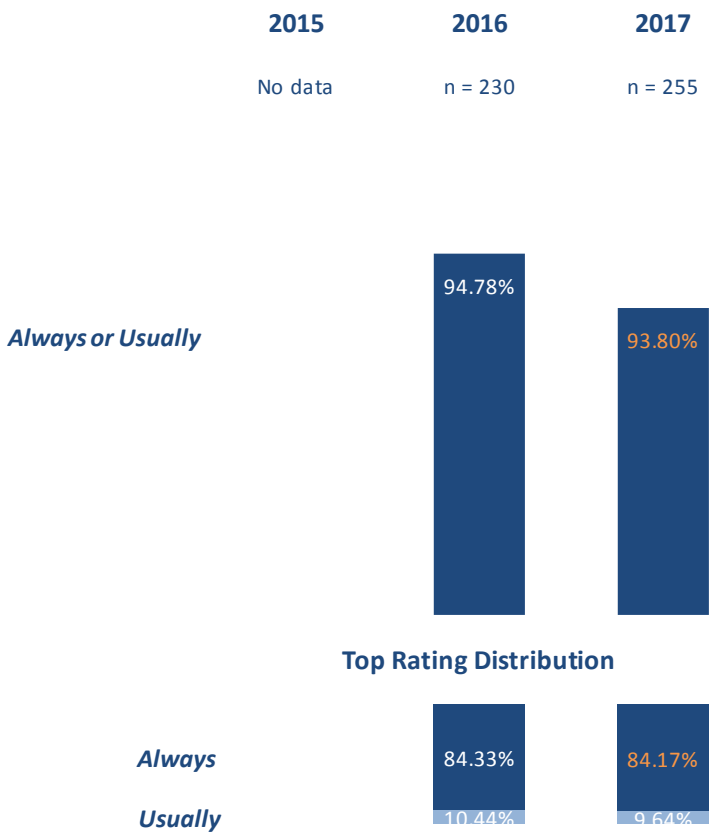
How Well Doctors Communicate (Composite)

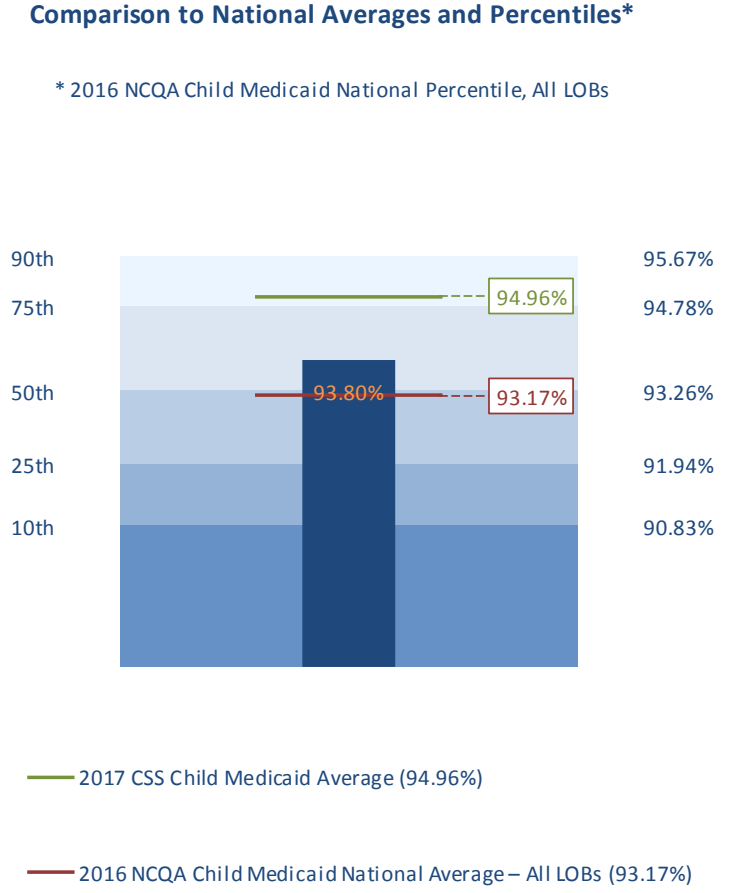
Percent Responding Always or Usually

Trend in Plan Results



Top Rating Distribution

Comparison to National Averages and Percentiles*



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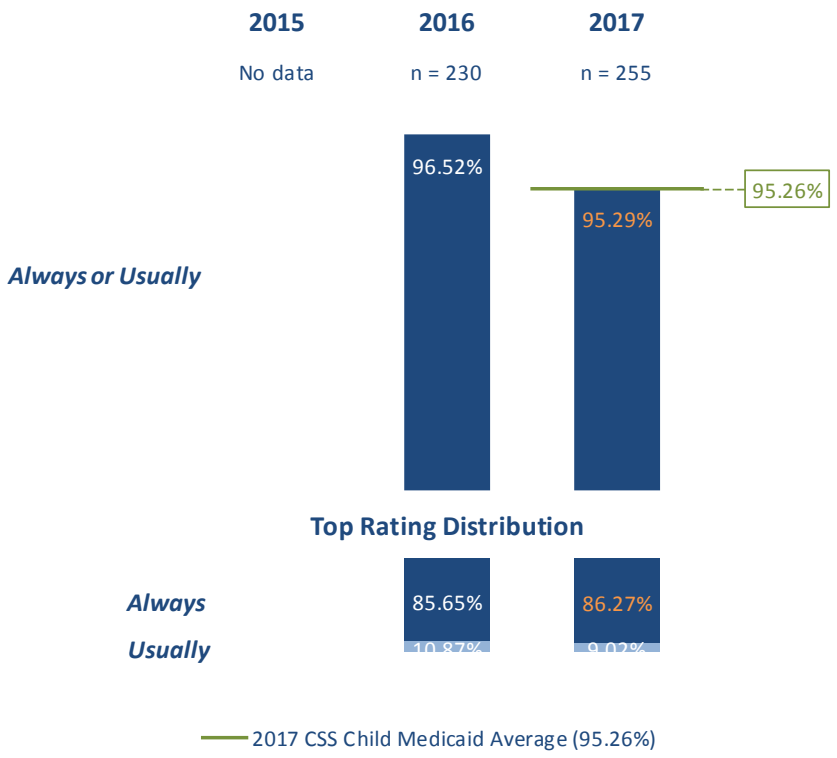
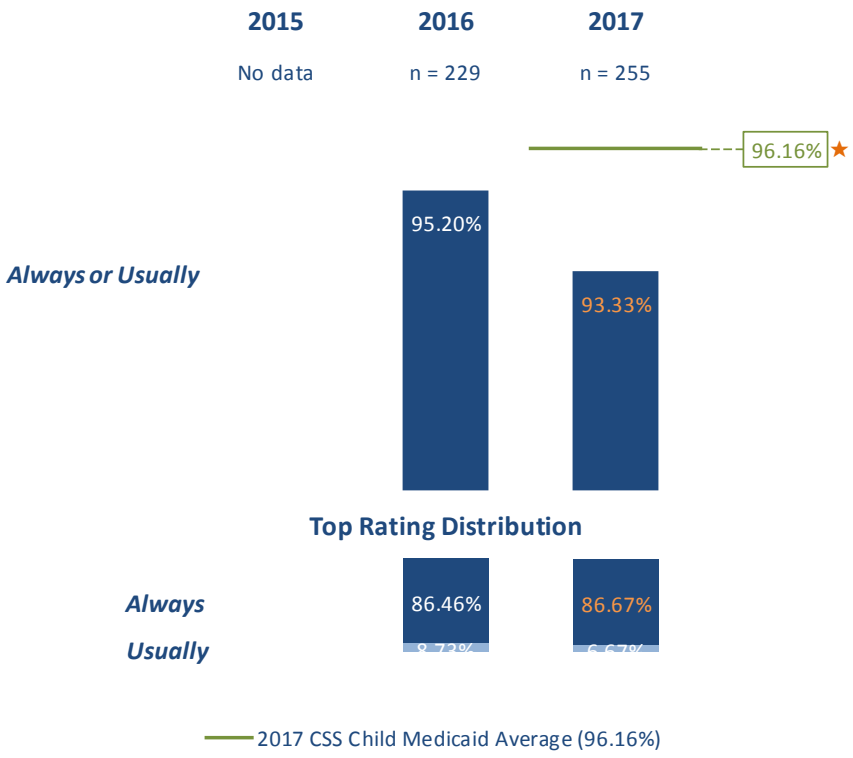
How Well Doctors Communicate (Contributing Items)

Percent Responding Always or Usually

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?



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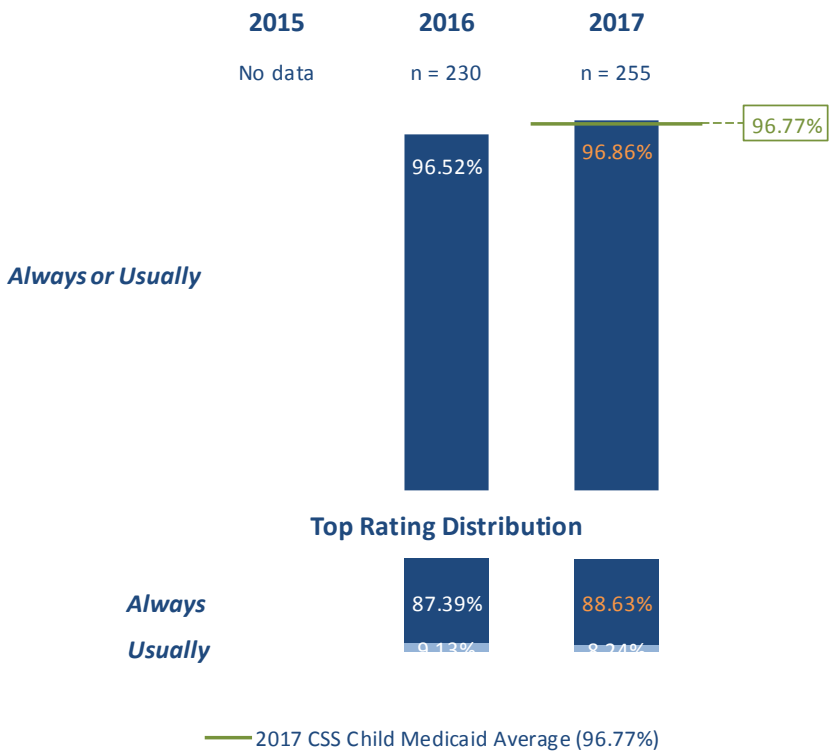
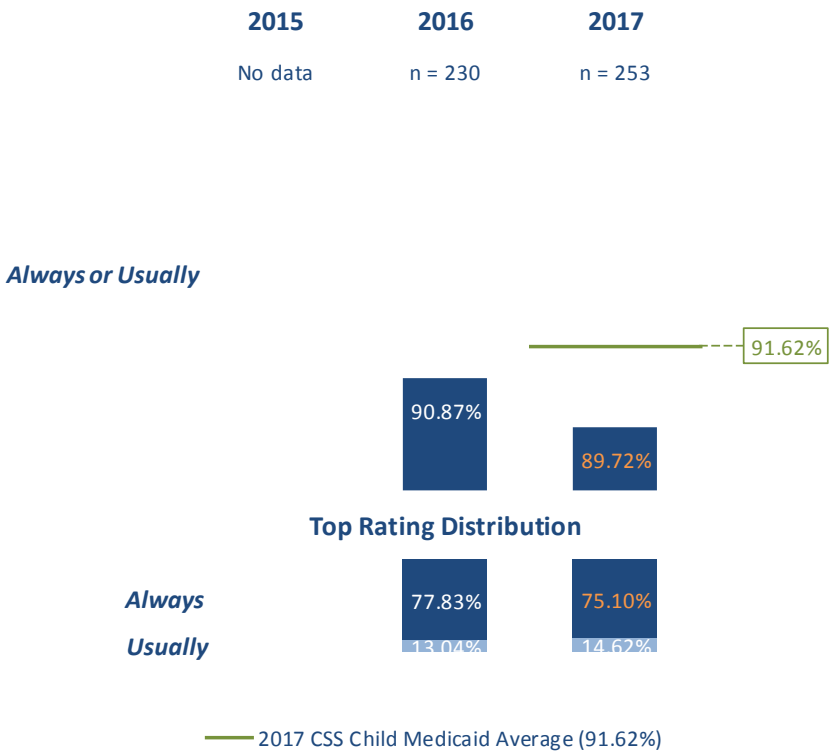
How Well Doctors Communicate (Contributing Items)

Percent Responding Always or Usually

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?



49170

Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always.* Statistically significant differences, tested at the 95% confidence level, between the plan's **current-year rate** and a comparison rate (the plan's prior-year, national, or, if applicable, regional rate) are marked with a ★ symbol next to the comparison rate.

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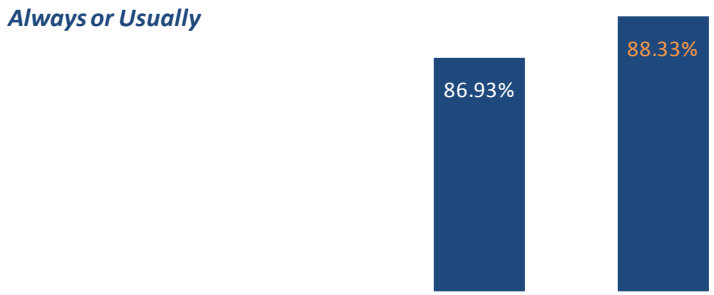
Customer Service (Composite)

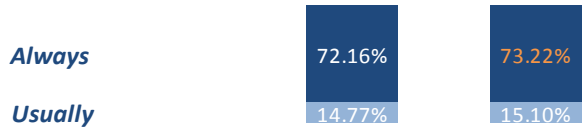
Percent Responding Always or Usually

Trend in Plan Results

2015	2016	2017
No data	n = 88 (NA)	n = 103

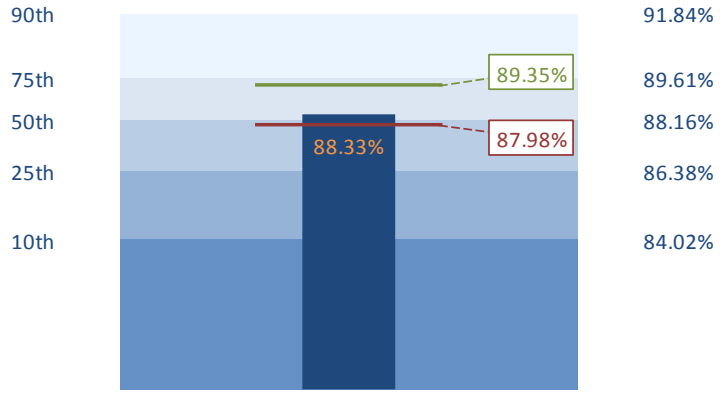


Top Rating Distribution



Comparison to National Averages and Percentiles*

* 2016 NCQA Child Medicaid National Percentile, All LOBs



2017 CSS Child Medicaid Average (89.35%)

2016 NCQA Child Medicaid National Average – All LOBs (87.98%)

49170

Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always.* Statistically significant differences, tested at the 95% confidence level, between the plan's **current-year rate** and a comparison rate (the plan's prior-year, national, or, if applicable, regional rate) are marked with a ★ symbol next to the comparison rate.

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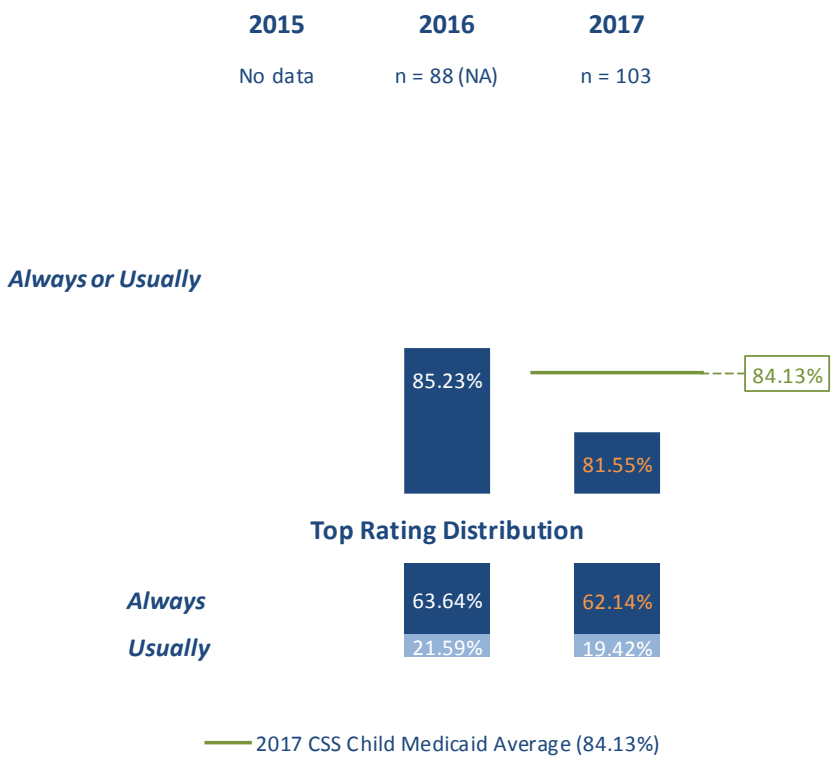
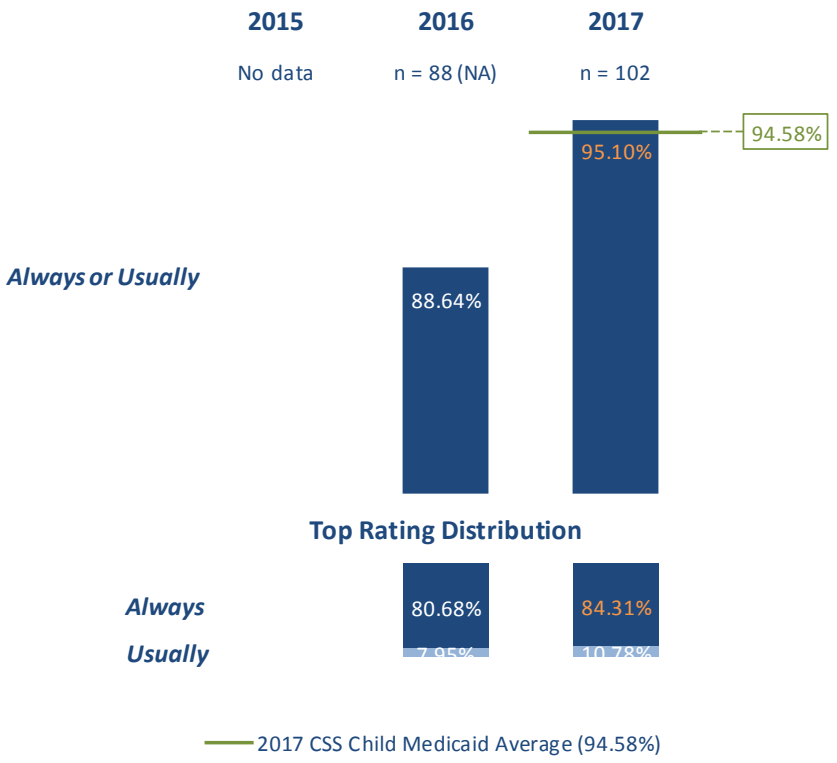
Customer Service (Contributing Items)

Percent Responding Always or Usually

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?



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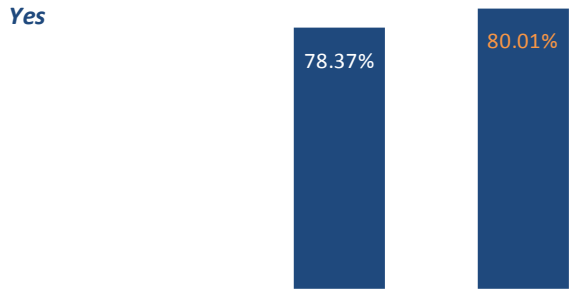
Shared Decision Making (Composite)

Percent Responding Yes

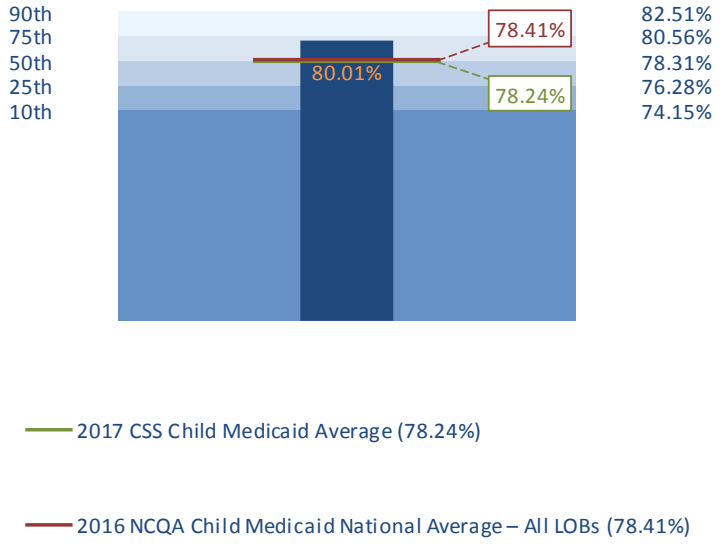
Trend in Plan Results

2015	2016	2017
No data	n = 79 (NA)	n = 91 (NA)



Comparison to National Averages and Percentiles*

* 2016 NCQA Child Medicaid National Percentile, All LOBs



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Tests of statistical significance were conducted for the *Yes* rate. Statistically significant differences, tested at the 95% confidence level, between the plan's **current-year rate** and a comparison rate (the plan's prior-year, national, or, if applicable, regional rate) are marked with a ★ symbol next to the comparison rate.

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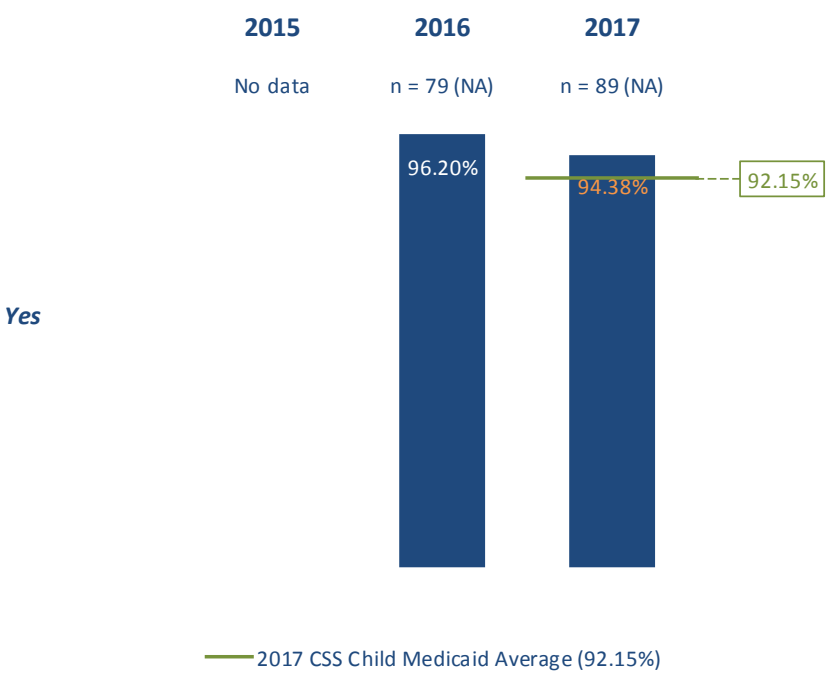
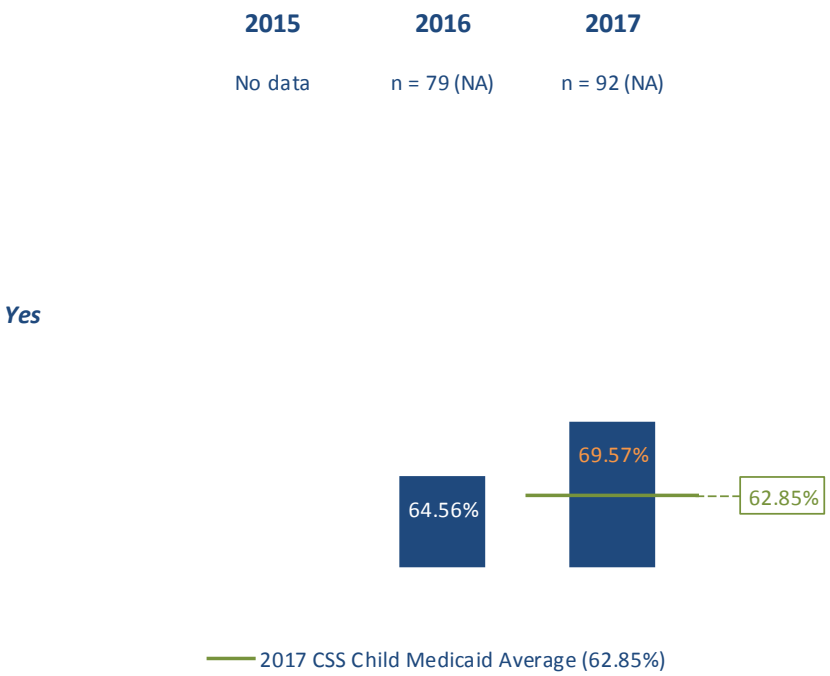
Shared Decision Making (Contributing Items)

Percent Responding Yes

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?



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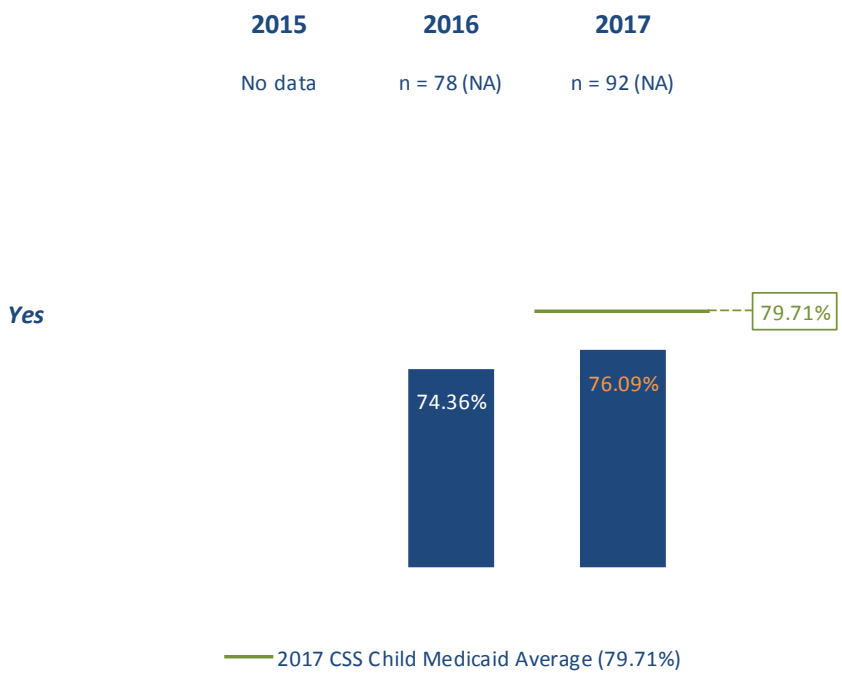
Shared Decision Making (Contributing Items)

Percent Responding Yes

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?



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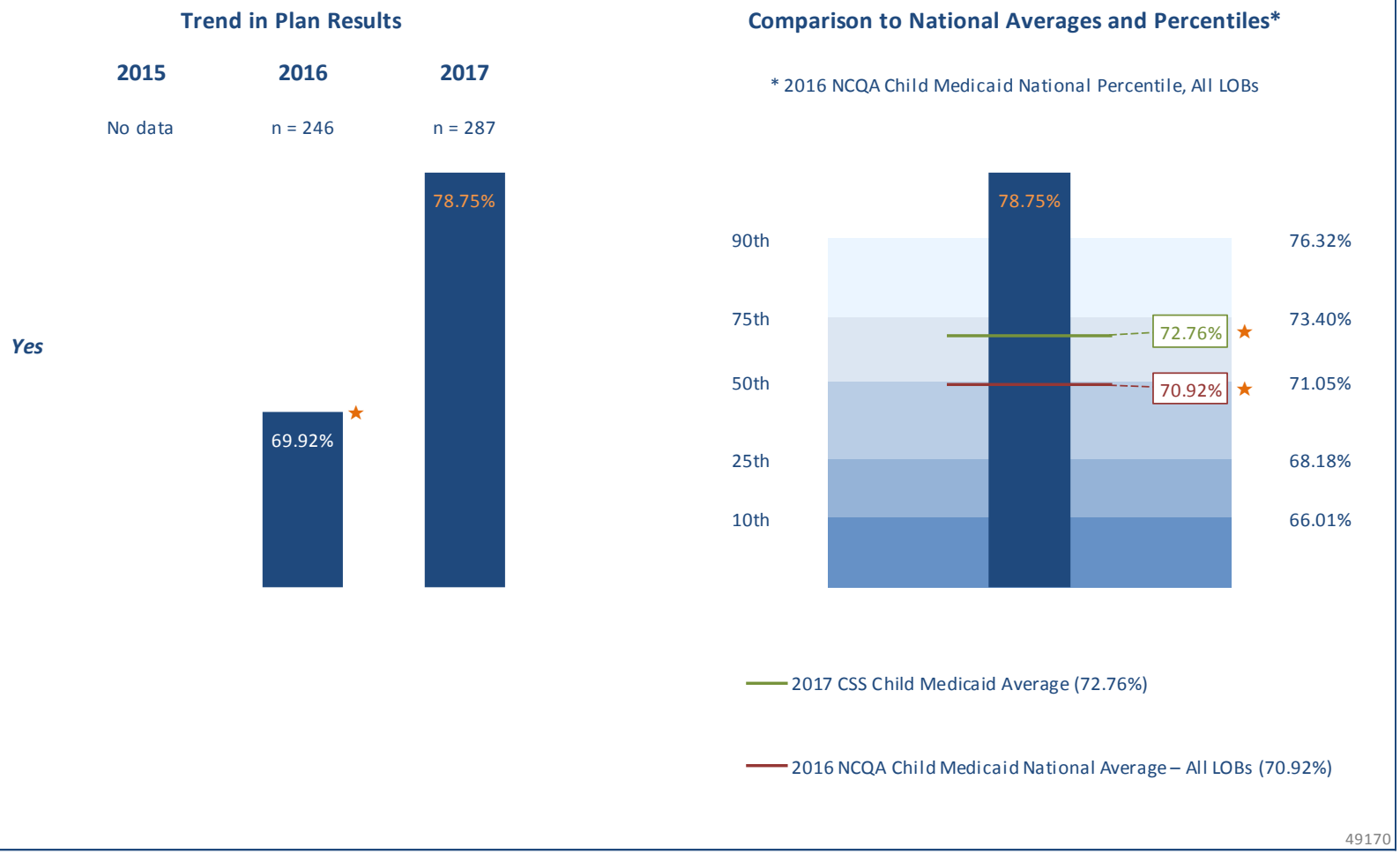
Health Promotion and Education (Single Item)

Percent Responding Yes



Tests of statistical significance were conducted for the *Yes* rate. Statistically significant differences, tested at the 95% confidence level, between the plan's **current-year rate** and a comparison rate (the plan's prior-year, national, or, if applicable, regional rate) are marked with a ★ symbol next to the comparison rate.

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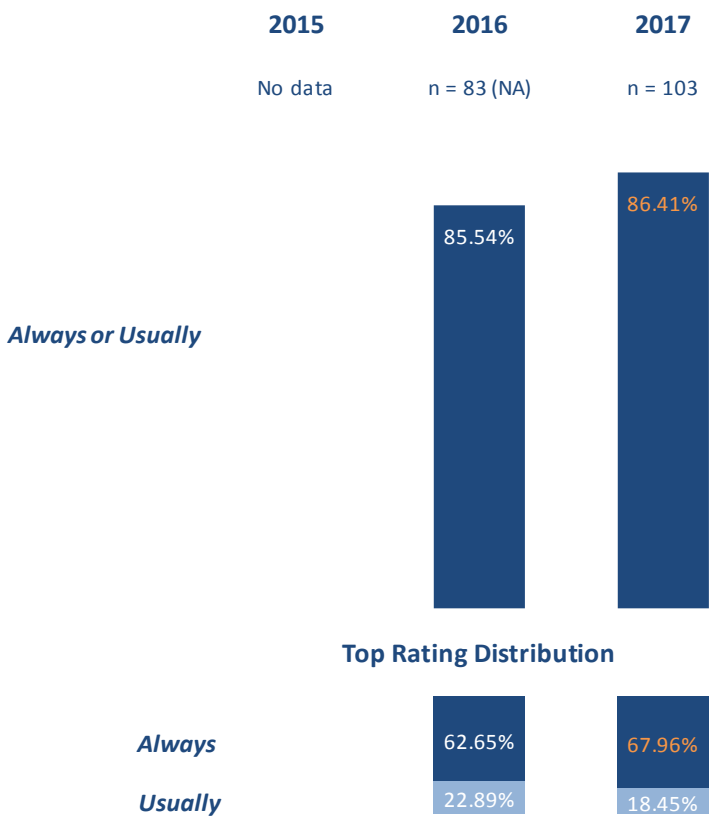
Coordination of Care (Single Item)

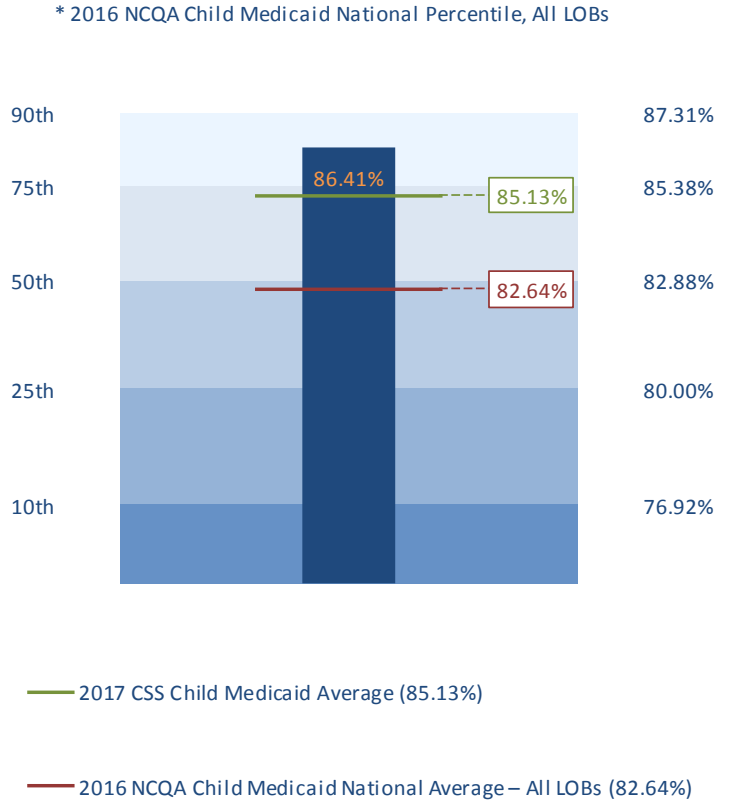
Percent Responding Always or Usually

Trend in Plan Results



Top Rating Distribution

Comparison to National Averages and Percentiles*



49170

Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always.* Statistically significant differences, tested at the 95% confidence level, between the plan's **current-year rate** and a comparison rate (the plan's prior-year, national, or, if applicable, regional rate) are marked with a ★ symbol next to the comparison rate.

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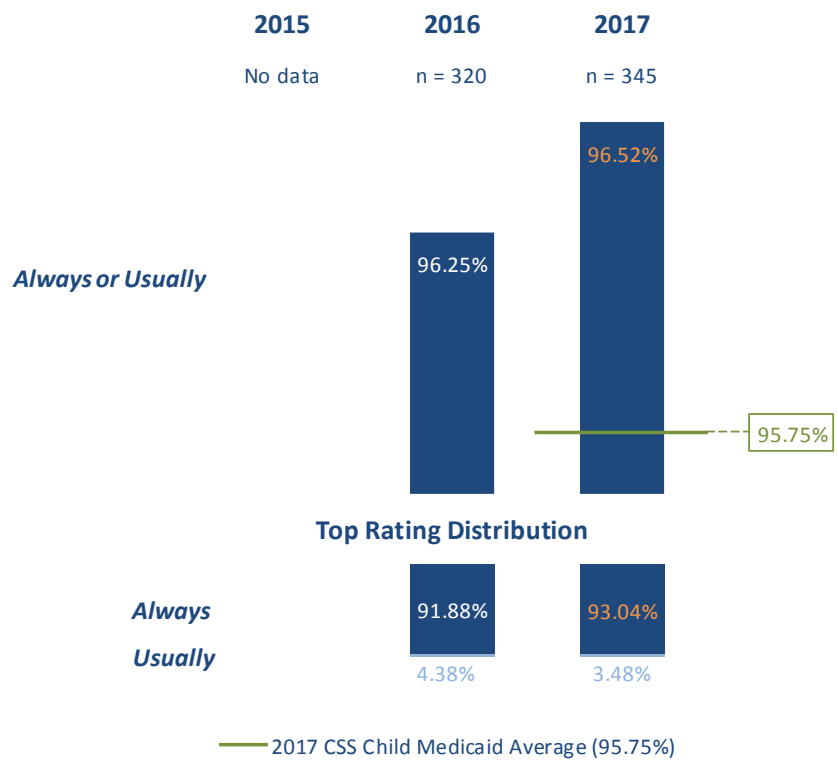
Forms from Plan Were Easy to Fill Out (Single Item)

Percent Responding Always or Usually

Q53. In the last 6 months, how often were the forms from your child's health plan easy to fill out? (Note: Following NCQA guidelines, respondents who did not have to fill out any forms from the health plan are counted as answering "Always".)



49170

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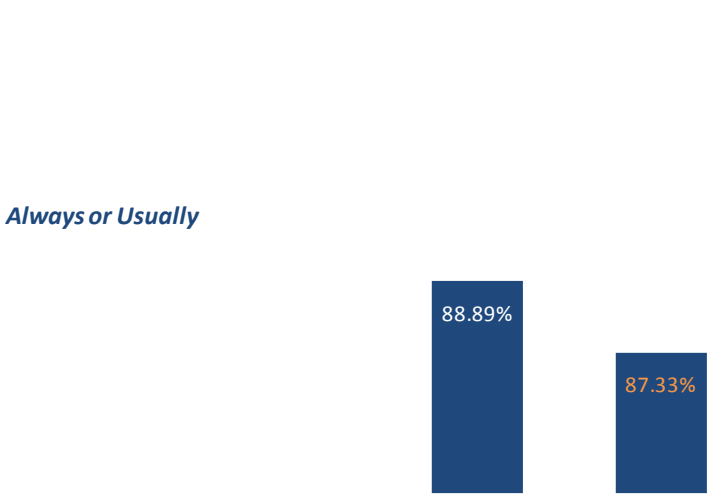
Access to Prescription Medicines (Single Item)

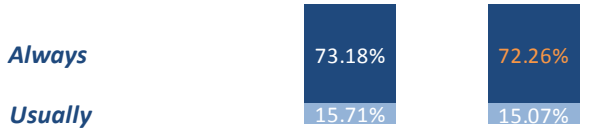
Percent Responding Always or Usually

Trend in Plan Results

2015	2016	2017
No data	n = 261	n = 292

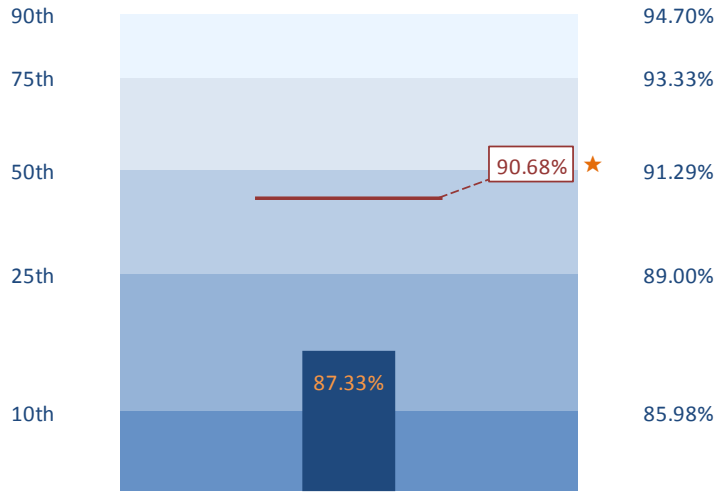


Top Rating Distribution



Comparison to National Averages and Percentiles*

* 2016 NCQA Child Medicaid National Percentile, All LOBs



Due to insufficient data, the 2017 CSS Child Medicaid Average for the CCC population could not be calculated.

2016 NCQA Child Medicaid National Average (CCC Population) – All LOBs (90.68%)

49170

Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always*. Statistically significant differences, tested at the 95% confidence level, between the plan's **current-year rate** and a comparison rate (the plan's prior-year, national, or, if applicable, regional rate) are marked with a ★ symbol next to the comparison rate.

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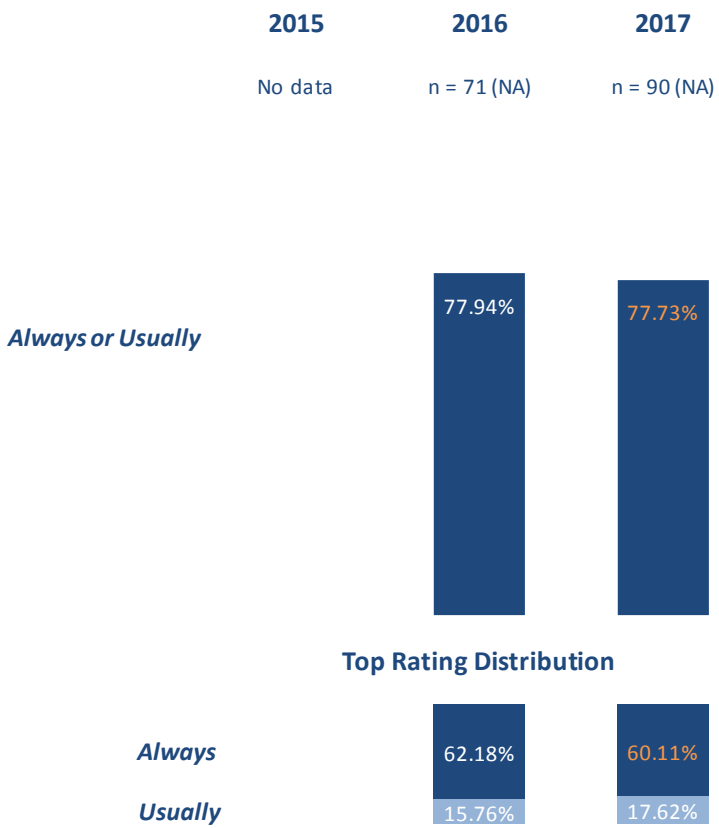
Access to Specialized Services (Composite)

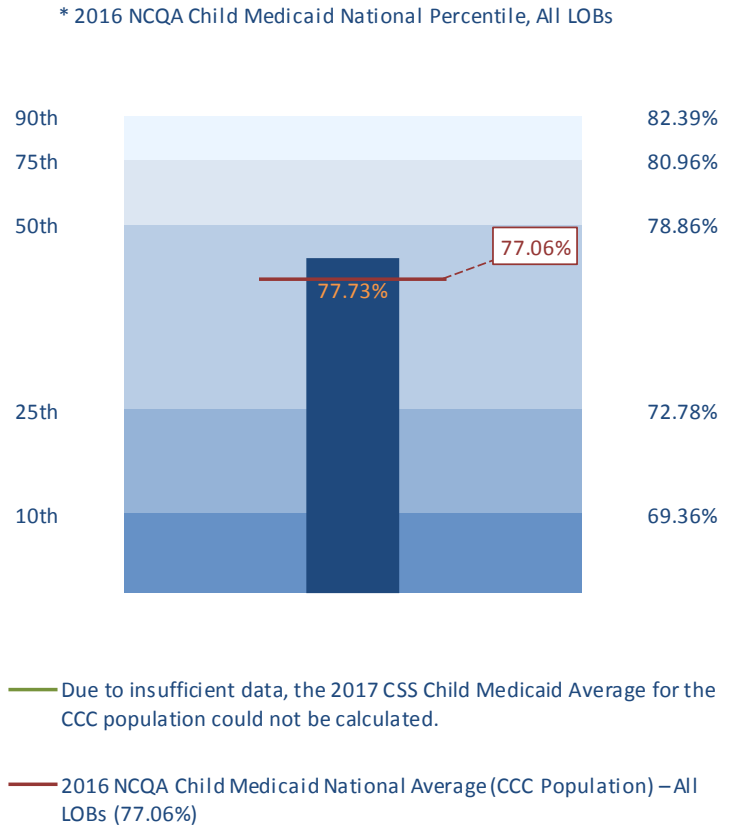
Percent Responding Always or Usually

Trend in Plan Results



Top Rating Distribution

Comparison to National Averages and Percentiles*



49170

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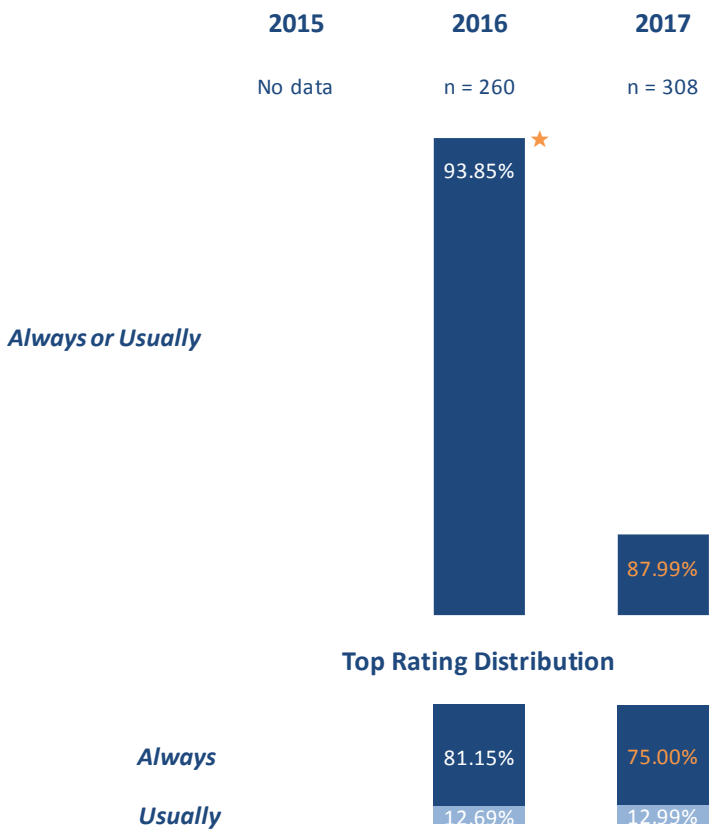
Getting Needed Information (Single Item)

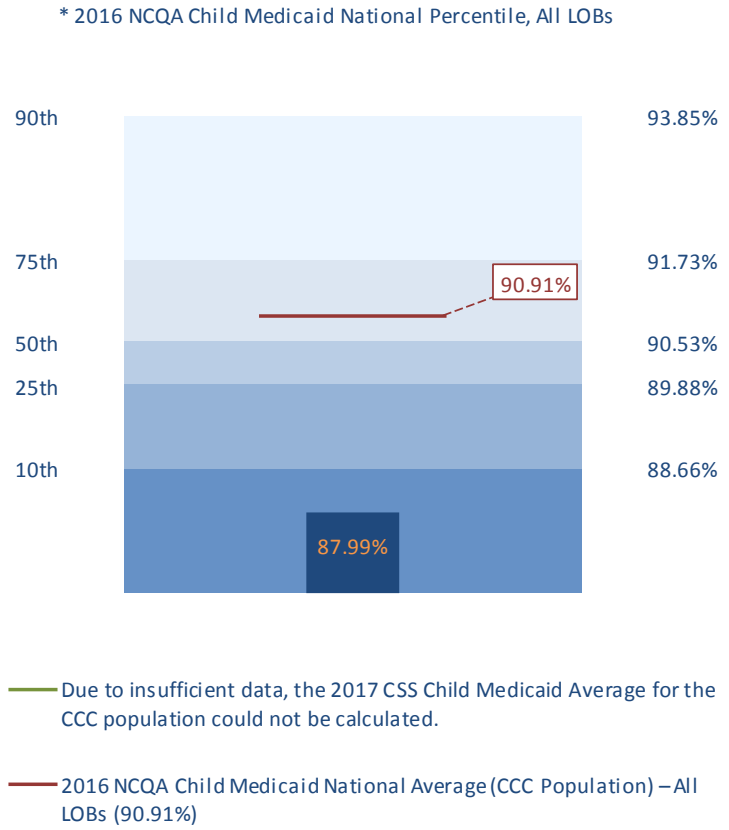
Percent Responding Always or Usually

Trend in Plan Results



Top Rating Distribution

Comparison to National Averages and Percentiles*



49170

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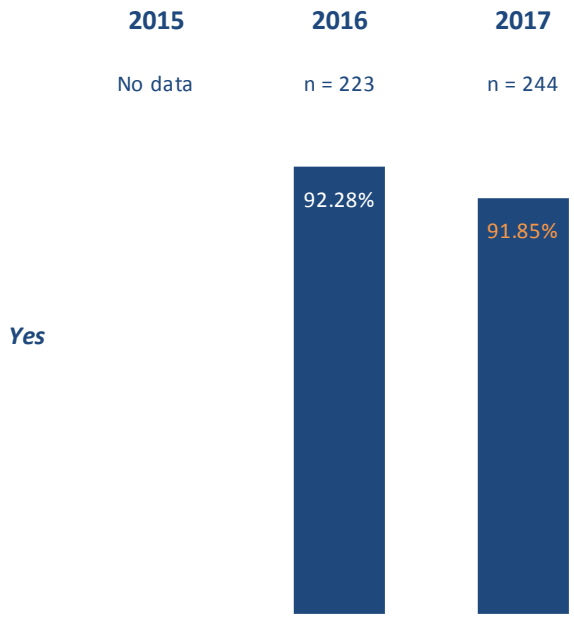
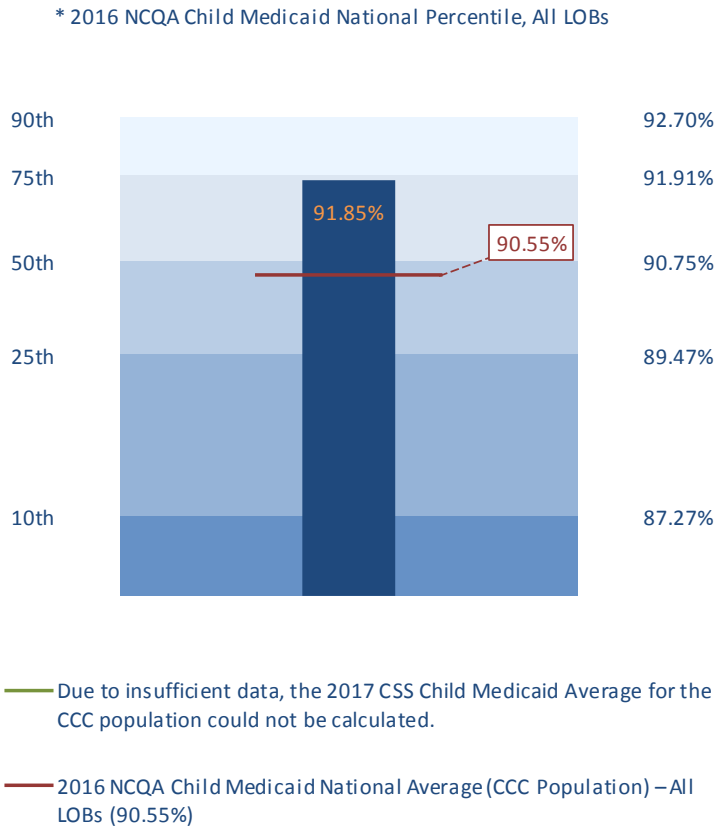
Personal Doctor Who Knows Child (Composite)

Percent Responding Yes

Trend in Plan Results



Comparison to National Averages and Percentiles*



49170

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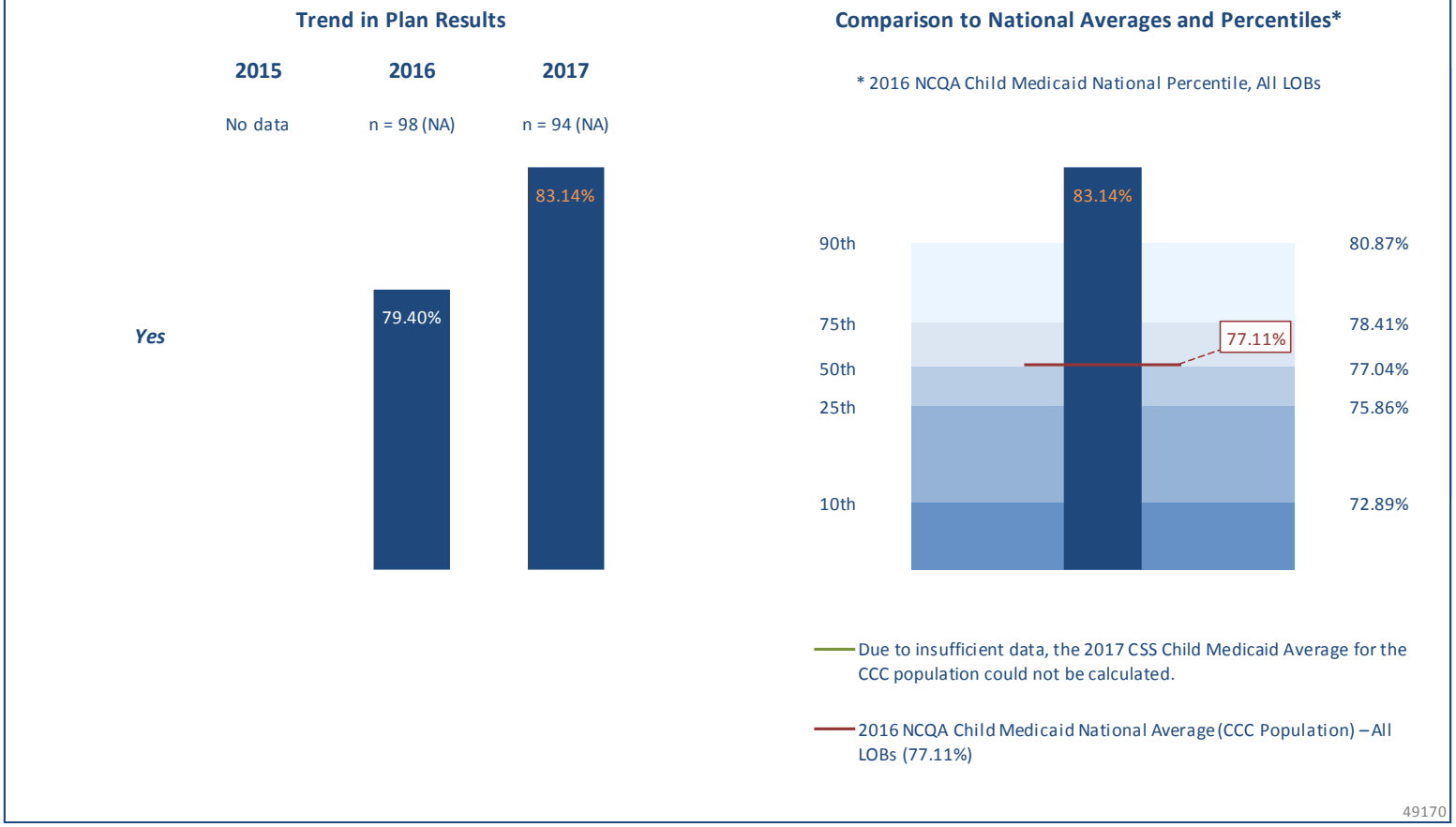
Coordination of Care for Children With Chronic Conditions (Composite)

Percent Responding Yes



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ANALYSIS OF MEMBER CHARACTERISTICS

This section of the report presents a detailed profile of the health plan's membership. In addition to member demographics and health status, responses to survey items that assess utilization of healthcare services are included.

Each plan's membership mix is shaped by multiple factors, most of which are beyond the scope of this survey. These include benefit design, geography, availability of health plan choices, and member self-selection into products that best meet their needs. CSS's analysis of industry data suggests that there is considerable variation in demographic makeup and member utilization patterns across plans. To the extent that various member segments have distinct healthcare needs, utilization patterns, expectations, experiences, as well as attitudes and perceptions, their ratings of the *same* health plan will likely differ.

Certain member characteristics (e.g., health status) appear to be directly related to differences in healthcare needs and utilization levels. For example, some plans have predominantly healthy members, whose interactions with care providers and the plan tend to be limited. By contrast, other plans serve populations with higher rates of illness. These members tend to have more frequent encounters with the healthcare system and as a result may become more experienced users of health plans. The ways in which members use the plan, the frequency of their interactions with providers and staff, and their overall level of familiarity with how the plan works may affect ratings.

In addition to health care needs and utilization patterns, demographic characteristics have been shown to have an effect on survey responses. For example, all else being equal, older respondents and members of certain ethnic groups (e.g., Hispanic or Latino respondents) tend to rate their health care providers and plans more positively. By contrast, more educated members rate more critically, regardless of age or ethnicity.

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

The charts on the following pages compare your plan's membership profile to the relevant national distribution on demographic characteristics and utilization patterns. The pie charts in the upper half of each panel contrast the distribution of the ABH of LA membership on a given variable (e.g., gender, education level, number of doctor visits, etc.) with the national distribution on the same variable. The bar chart in the lower half of each panel shows how the overall rating of the plan varies by member segment.

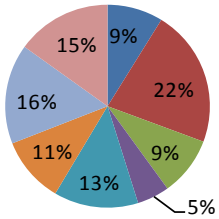
HEALTH STATUS AND DEMOGRAPHICS

The following characteristics are profiled in this section:

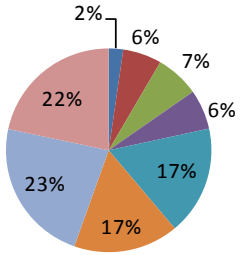
- Child's age
- Child's gender
- Child's health status
- Child's mental or emotional health status
- Respondent's age
- Respondent's gender
- Respondent's education level
- Respondent's relationship to the child
- Child's race
- Child's ethnicity (Hispanic or Latino)

Q74. What is your child's age?

2017 This Plan

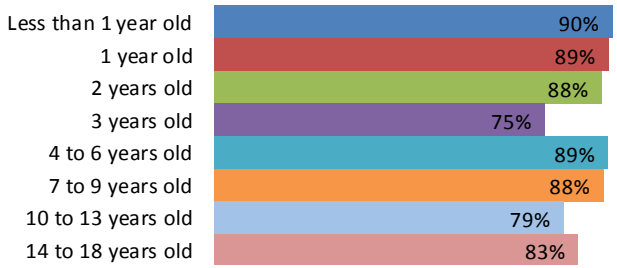


National Distribution*



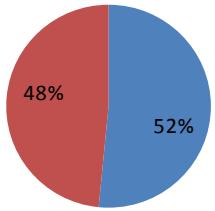
Less than 1 year old | 1 year old | 2 years old
3 years old | 4 to 6 years old | 7 to 9 years old
10 to 13 years old | 14 to 18 years old

Percent of This Plan's Members Rating the Plan as 8, 9, or 10 by Response to Q74**

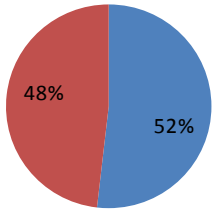


Q75. Is your child male or female?

2017 This Plan



National Distribution*



Male | Female

Percent of This Plan's Members Rating the Plan as 8, 9, or 10 by Response to Q75**

Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small. 49170

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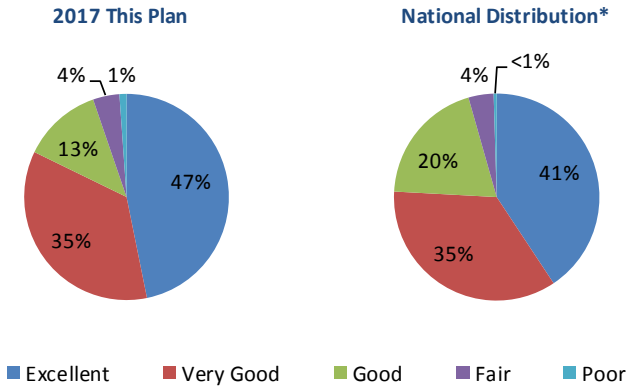
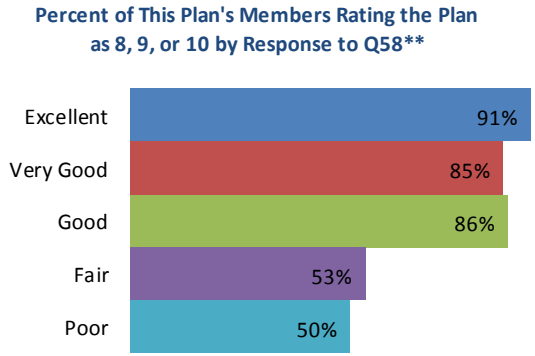
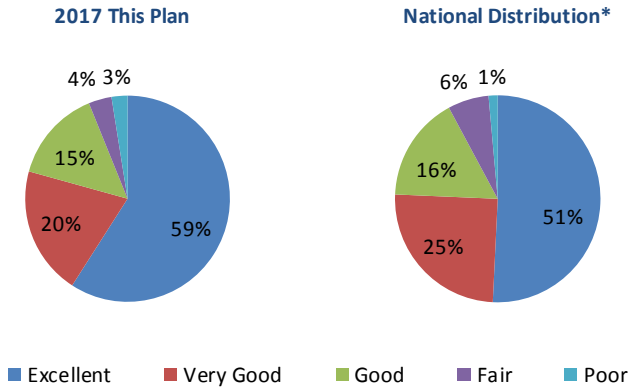
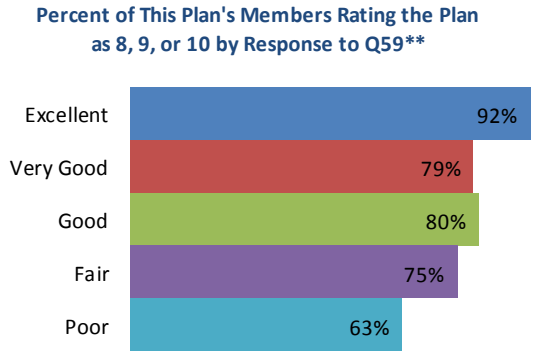
Q58. In general, how would you rate your child's overall health?	Q59. In general, how would you rate your child's overall mental or emotional health?









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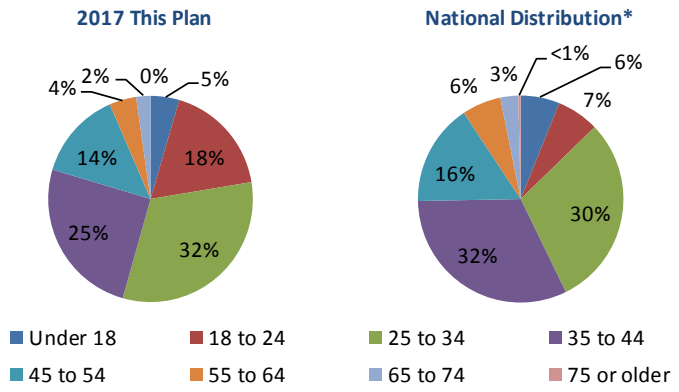
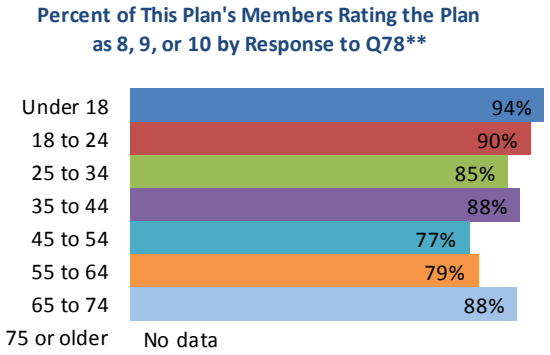
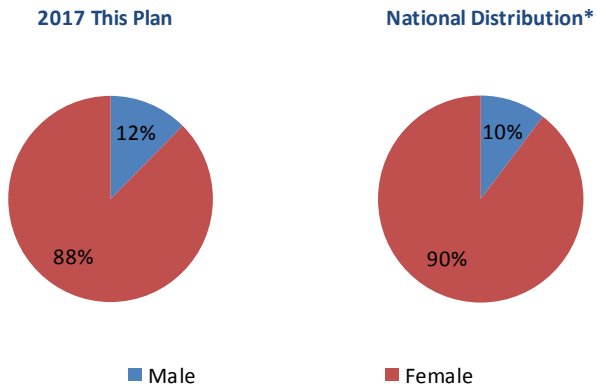
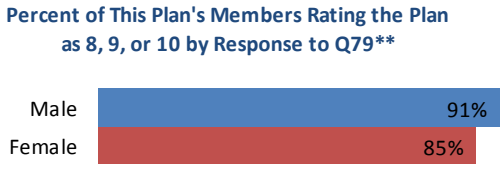
Q78. What is your age?





Q79. Are you male or female?





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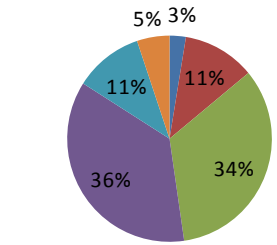
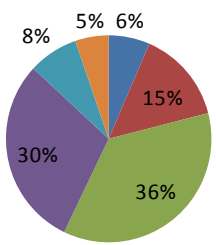
Q80. What is the highest grade or level of school that you have completed?

2017 This Plan

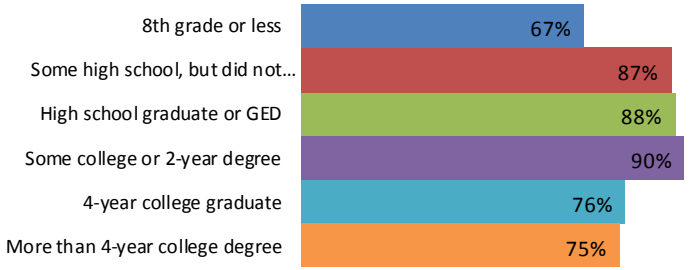


National Distribution*



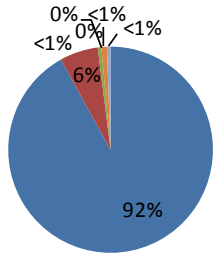
- 8th grade or less
- Some high school, but did not graduate
- High school graduate or GED
- Some college or 2-year degree
- 4-year college graduate
- More than 4-year college degree

Percent of This Plan's Members Rating the Plan as 8, 9, or 10 by Response to Q80**

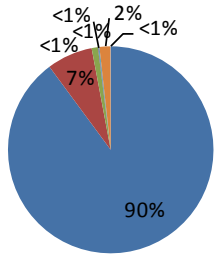


Q81. How are you related to the child?

2017 This Plan

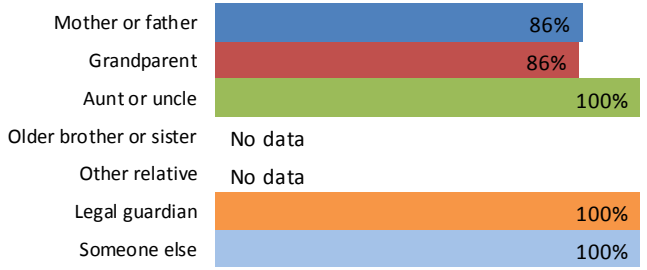


National Distribution*



- Mother or father
- Grandparent
- Aunt or uncle
- Older brother or sister
- Other relative
- Legal guardian
- Someone else

Percent of This Plan's Members Rating the Plan as 8, 9, or 10 by Response to Q81**



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Q77. What is your child's race? Mark one or more. % White	Q77. What is your child's race? Mark one or more. % Black or African-American	Q77. What is your child's race? Mark one or more. % Asian
2017 This Plan: 57% National Distribution*: 74%	2017 This Plan: 40% National Distribution*: 19%	2017 This Plan: 6% National Distribution*: 3%
Percent of White Members Rating the Plan as 8, 9, or 10**: 86%	Percent of Black or African-American Members Rating the Plan as 8, 9, or 10**: 85%	Percent of Asian Members Rating the Plan as 8, 9, or 10**: 89%
Q77. What is your child's race? Mark one or more. % Native Hawaiian or other Pacific Islander	**Q77. What is your child's race? Mark one or more. % American Indian or Alaska Native**	**Q76. Is your child of Hispanic or Latino origin or descent? % Yes, Hispanic or Latino**
2017 This Plan: 2% National Distribution*: <1%	2017 This Plan: 4% National Distribution*: 3%	2017 This Plan: 9% National Distribution*: 37%
Percent of Native Hawaiian or other Pacific Islander Members Rating the Plan as 8, 9, or 10**: 67%	Percent of American Indian or Alaska Native Members Rating the Plan as 8, 9, or 10**: 83%	Percent of Yes, Hispanic or Latino Members Rating the Plan as 8, 9, or 10**: 88%

Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small. 49170

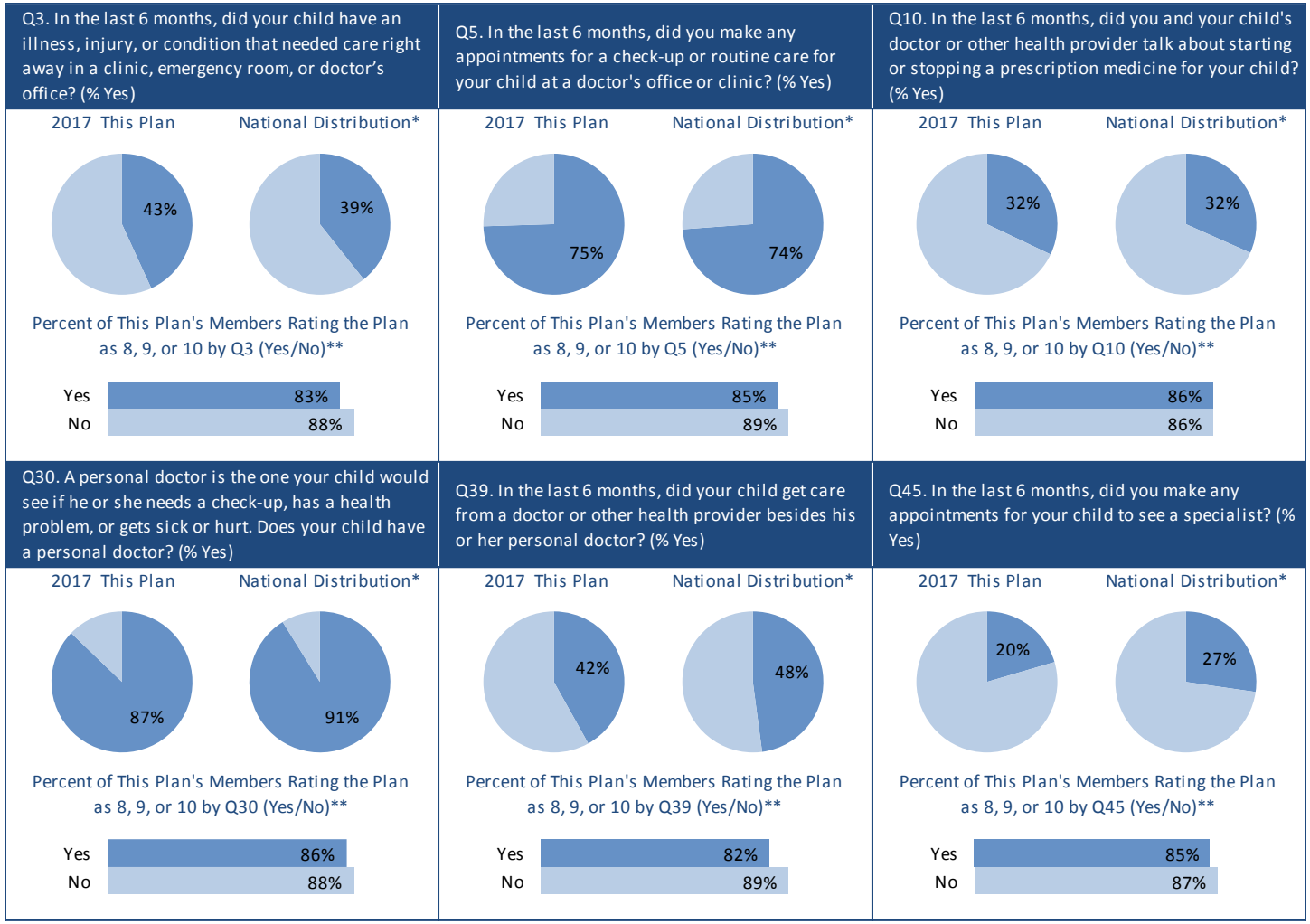
* Represents the combined distribution of responses to this question for all plans included in the 2017 CSS Child Medicaid Average.

** Includes members of this health plan who answered the question and provided a valid response to Q54 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q54 or if no one rated the plan as 8, 9, or 10.

USE OF SERVICES

The following utilization measures are included in this section:

- Seeking urgent care
- Making appointments for routine care
- Discussing prescription medications with doctor
- Having a personal doctor
- Receiving care from a provider other than personal doctor
- Making an appointment to see a specialist
- Number of visits to a doctor's office or clinic
- Number of specialists seen



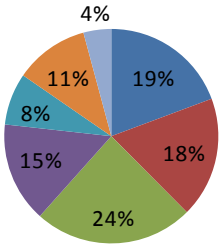
Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small. 49170

* Represents the combined distribution of responses to this question for all plans included in the 2017 CSS Child Medicaid Average.

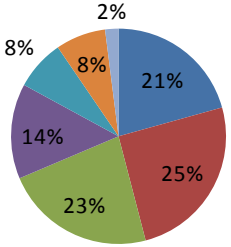
** Includes members of this health plan who answered the question and provided a valid response to Q54 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q54 or if no one rated the plan as 8, 9, or 10.

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?

2017 This Plan

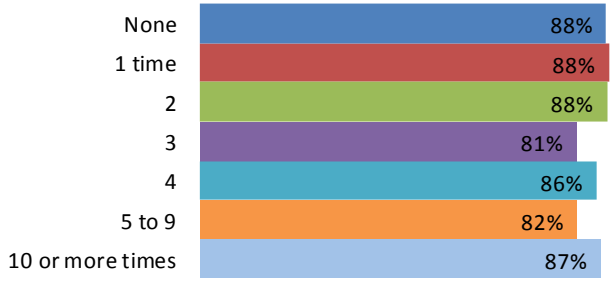


National Distribution*



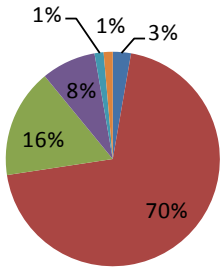
None | 1 time | 2 | 3 | 4 | 5 to 9 | 10 or more times

Percent of This Plan's Members Rating the Plan as 8, 9, or 10 by Response to Q7**

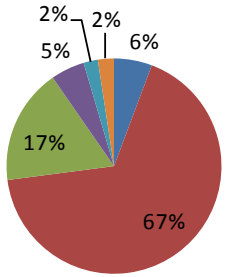


Q47. How many specialists has your child seen in the last 6 months? (Note: the question applies only to those respondents who had appointments with specialists.)

2017 This Plan

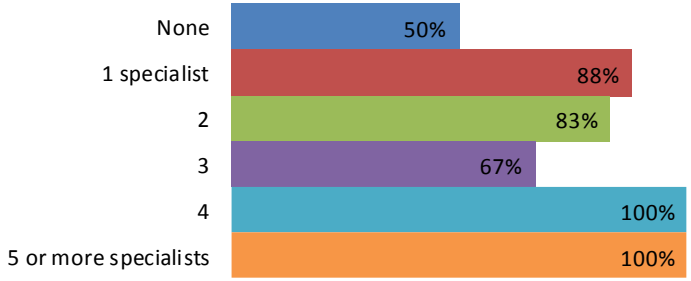


National Distribution*



None | 1 specialist | 2 | 3 | 4 | 5 or more specialists

Percent of This Plan's Members Rating the Plan as 8, 9, or 10 by Response to Q47**



Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small. 49170

* Represents the combined distribution of responses to this question for all plans included in the 2017 CSS Child Medicaid Average.

** Includes members of this health plan who answered the question and provided a valid response to Q54 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q54 or if no one rated the plan as 8, 9, or 10.

SCORING FOR NCQA ACCREDITATION

In order to be used for HEDIS reporting and NCQA Accreditation, HEDIS/CAHPS survey results must be calculated by NCQA. All of the results reported in this section should be used only as guidelines for estimating the plan's Accreditation score.

CALCULATION OF MEAN SCORES

This section outlines how NCQA assigns points toward Accreditation earned by the plan based on its CAHPS survey results. Mean scores provide the basis for calculating Accreditation points. For more information, please refer to the following documents: *HEDIS 2017, Volume 3: Specifications for Survey Measures* and *NCQA 2017 Accreditation Benchmarks and Thresholds* (released in March of 2017). Note that NCQA usually releases final benchmarks and thresholds in its *Accreditation Benchmarks and Thresholds – Mid-Year Update* memo in early August.

As the first step in the mean scoring procedure, all of the original responses are converted to a 3-point scale at the respondent level as follows (note: missing, invalid, and "Don't know" responses are excluded):

Measure Used in Accreditation Scoring	Mean Scoring Scale Based on Responses
Composites and related items; *Coordination of Care*	*Never* or *Sometimes* = 1; *Usually* = 2; *Always* = 3
Ratings	*0* to *6* = 1; *7* or *8* = 2; *9* or *10* = 3

Next, for each rating question, single-item measure (e.g., *Coordination of Care*), and survey item contributing to a composite, the mean of these recoded score values is computed across all valid responses. For composite measures, the mean of the question means is computed to arrive at the composite mean (note: each question in a composite is weighted equally, regardless of how many members respond). An example of this calculation is illustrated in the Appendix.

NCQA determines the Accreditation points contributed by each CAHPS survey measure by first comparing the plan's mean score on the measure with a national 90th percentile "benchmark" and with national thresholds (the 75th, 50th and 25th percentiles). The plan's percentile on each measure is then translated into a point value component of the Accreditation score. A health plan's CAHPS survey results can contribute up to 13 points towards the plan's total NCQA Accreditation score. CSS does not calculate the CAHPS component of the plan's Accreditation score.

The *Coordination of Care* measure was added to Accreditation scoring in 2016. If available, the plan's 2015 mean score on this measure is reported in the next section. Note, however, that NCQA introduced the national benchmark and thresholds for *Coordination of Care* only in 2016.

The *How Well Doctors Communicate* composite measure was retired from Accreditation scoring in 2015. However, NCQA continues to provide the national benchmark and thresholds for this measure, and health plans may find their scores on this composite informative. This report includes your plan's score trend on *How Well Doctors Communicate* for reference.

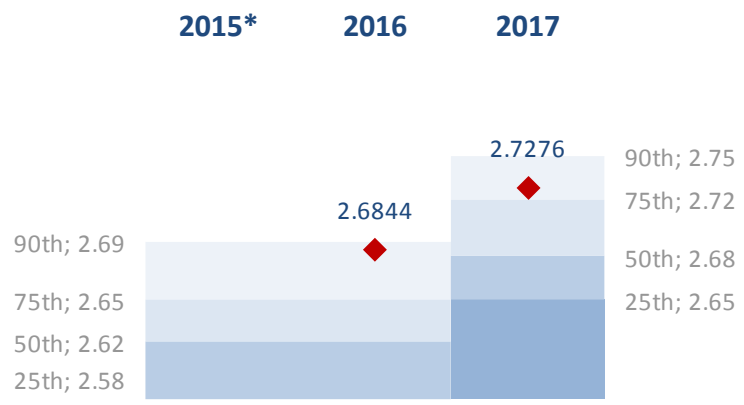
THREE-YEAR TREND IN ACCREDITATION MEANS

The charts on the following pages show the trend in the plan's mean scores over time, where applicable and/or available. Since these scores are used exclusively for Accreditation scoring, the reported means are limited to the measures that are scored for NCQA Accreditation and meet the NCQA minimum denominator threshold of 100 valid responses. The charts have the following features:

- The 2017 NCQA Accreditation percentile is provided at the top of each chart. Note that this percentile value is based on the plan's mean score and may not necessarily correspond to its performance percentile shown in the *Detailed Results Charts*.
- The plan's Accreditation mean scores are plotted in relation to the NCQA Accreditation percentile thresholds.
- If the number of responses is less than 100, "NA" appears next to the year label, indicating that the result is not reportable by NCQA. In such cases the result is not displayed.

Rating of Personal Doctor

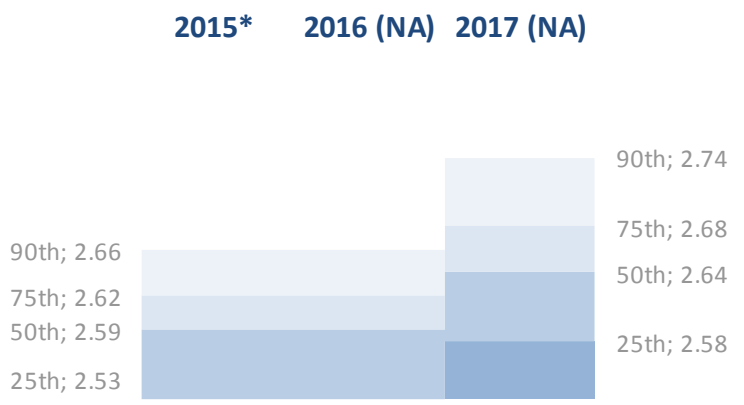
2017 NCQA Accreditation Percentile: 75th



Note: The Accreditation thresholds for this measure changed in 2017.

Rating of Specialist Seen Most Often

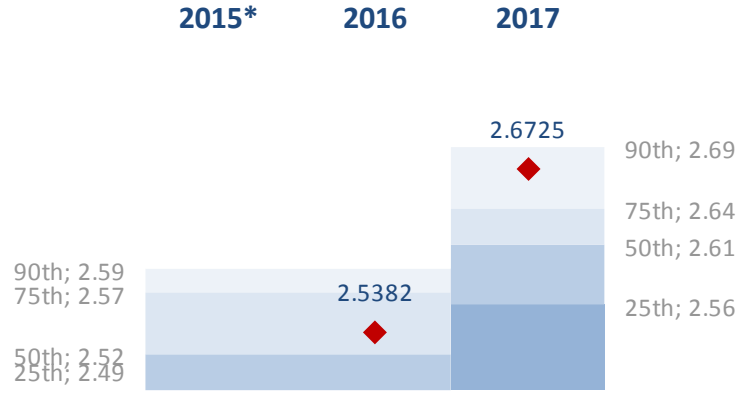
2017 NCQA Accreditation Percentile: NA



Note: The Accreditation thresholds for this measure changed in 2017.

Rating of All Health Care

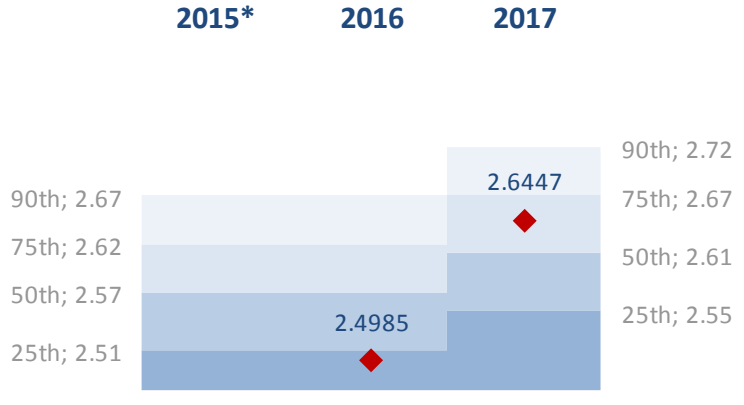
2017 NCQA Accreditation Percentile: 75th



Note: The Accreditation thresholds for this measure changed in 2017.

Rating of Health Plan

2017 NCQA Accreditation Percentile: 50th



Note: The Accreditation thresholds for this measure changed in 2017.

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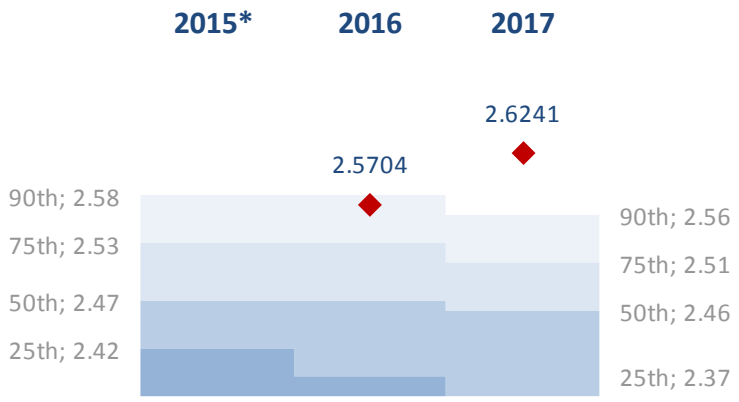
* The plan did not collect survey data in a given year. "(NA)" indicates that the score is not reportable by NCQA because fewer than 100 responses were collected for the measure.

Getting Needed Care

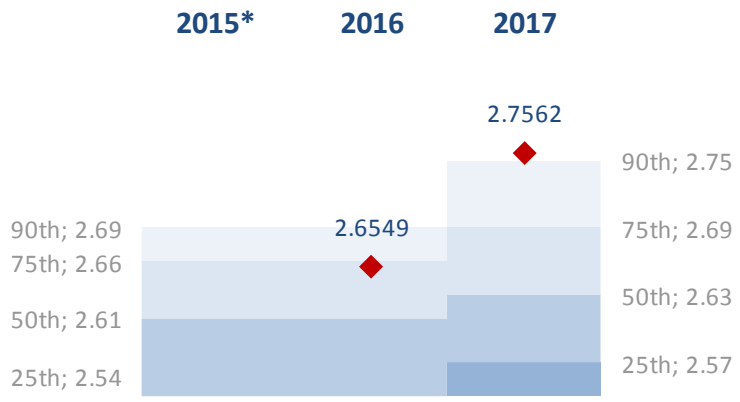
2017 NCQA Accreditation Percentile: 90th



Note: The Accreditation thresholds for this measure changed in 2016 and 2017.

Getting Care Quickly

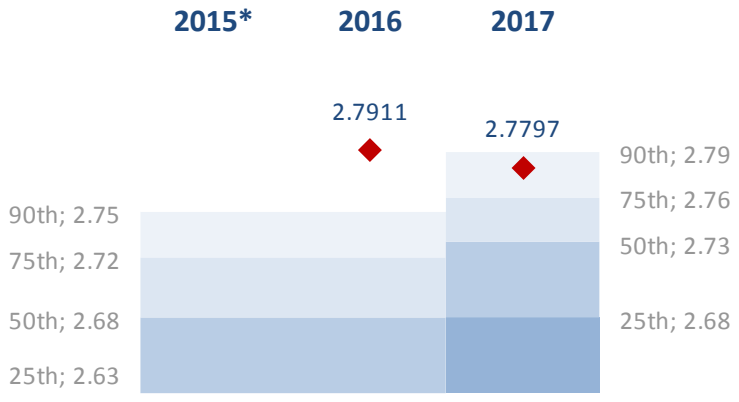
2017 NCQA Accreditation Percentile: 90th



Note: The Accreditation thresholds for this measure changed in 2017.

How Well Doctors Communicate

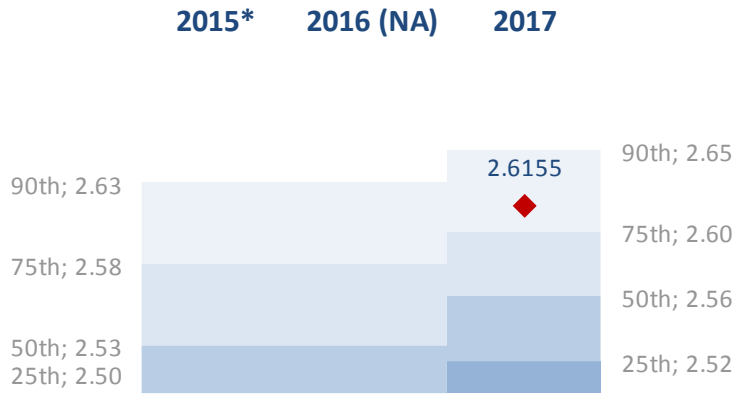
2017 NCQA Accreditation Percentile: 75th



NCQA retired this measure from Accreditation scoring in 2015. Accreditation mean and percentile values are provided for reference only.

Customer Service

2017 NCQA Accreditation Percentile: 75th



Note: The Accreditation thresholds for this measure changed in 2017.

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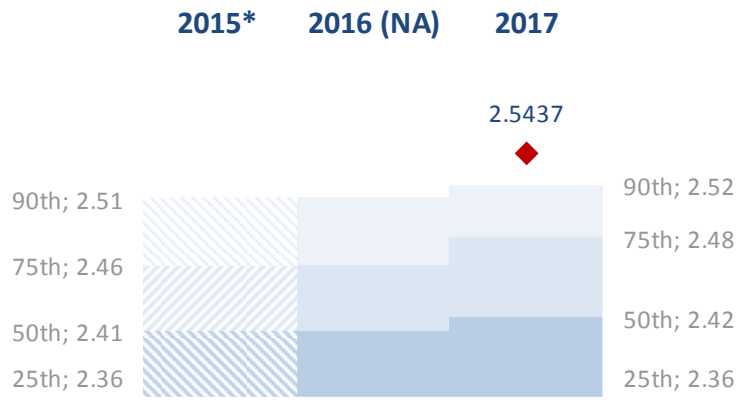
* The plan did not collect survey data in a given year. "(NA)" indicates that the score is not reportable by NCQA because fewer than 100 responses were collected for the measure.

Coordination of Care

2017 NCQA Accreditation Percentile: 90th



Note: The Accreditation thresholds for this measure changed in 2017.

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NCQA added this measure to Accreditation scoring in 2016. The 2015 area of the chart represents the 2016 NCQA benchmark and threshold levels. The cross-hatched pattern indicates that they were not used in Accreditation scoring prior to 2016 and are provided for reference only.

* The plan did not collect survey data in a given year. "(NA)" indicates that the score is not reportable by NCQA because fewer than 100 responses were collected for the measure.

KEY DRIVER ANALYSIS

OBJECTIVES

CSS's *Key Driver Analysis (KDA)* highlights some of the key differences between high- and low-rated health plans at the industry level. The principal objectives of the KDA are:

- To isolate a set of plan attributes, or key drivers, that distinguish high-rated plans from low-rated plans;
- To highlight industry best practices on the key driver measures;
- To compare ABH of LA to industry best practices in these areas; and
- To estimate the impact of improving the plan's performance on these measures on its overall rating.

TECHNICAL APPROACH

INDUSTRY VIEW

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

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

Finally, in addition to the standard CAHPS performance measures, other sources of differences between health plans can be explored, increasing the explanatory power of the model and allowing for more precise estimation of the individual key driver effects. These include experience rates, which are based

on responses to the CAHPS screener questions. Screeners establish whether a member had a particular type of experience or interaction with the plan (e.g., contacted customer service, searched for information in the plan's written materials, etc.). CSS's analysis shows that these experience variables explain a significant portion of the plan's overall satisfaction score. Additional components of the overall score include utilization rates and demographic characteristics of the plan's membership, addressed in more detail in the *Analysis of Member Characteristics* section of this report. Clearly, from the plan's perspective, some of these factors are more actionable than others. However, to yield an accurate model of key drivers of member satisfaction, the analysis must take into account any and all measurable influences on the overall rating of the plan.

KEY DRIVER MODEL DEVELOPMENT

The CSS *Key Driver Model* was developed on the basis of a rich dataset of CAHPS survey results comprising 395 Child Medicaid samples included in the National CAHPS Benchmarking Database (NCBD) in 2015 and 2014. CSS performed regression analysis of health plan ratings to identify the sources of variation in overall satisfaction scores across the industry spectrum, using individual health plans as units of analysis. Regression analysis expresses mathematically the relationship between plan attributes (predictors) and overall satisfaction scores, controlling for interdependencies among the predictors and other factors that may influence ratings (e.g., member demographics, utilization patterns, etc.). Predictors were chosen carefully to yield a model that is both meaningful and actionable from the health plan's point of view.

All of the plan variables, including potential drivers of satisfaction (i.e., variables that the plan may consider actionable) and control variables (member demographics, health status, utilization rates, product type, and year of data collection) were entered into the regression model, and the independent contribution of each variable was estimated. As in the past, CSS excluded *Rating of All Health Care* from the list of predictors both because of its high correlation with *Rating of Health Plan* and the presence of other survey items that measure more specific aspects of member experience. If included, *Rating of all Health Care* would account for a large portion of the variance and confound coefficient estimates for the remaining variables in the model.

INDUSTRY KEY DRIVER MODEL

The table below lists five key drivers of Child Medicaid member satisfaction in order of importance, from highest to lowest, based on their relative contribution to the *Rating of Health Plan* score. All of these variables have statistically significant coefficients in the regression model (p-value < 0.1). Performance on these variables, together with the control variables, explains 67 percent of the industry variation in Child Medicaid health plan ratings. Note that this ordering reflects *only* the strength of the overall relationship between each key driver and the health plan score at the industry level. It does not take into account how ABH of LA is currently performing on these measures, and is thus not necessarily indicative of the plan's improvement opportunities. Plan-specific improvement targets, which take into account both the strength of the key driver and the plan's current performance in the area, are presented graphically in the next section.

Ratings of the plan are strongly related to members' ability to get the care they need as soon as they need it (Q15, Q46, and Q6). *Rating of Personal Doctor* (Q41) may reflect the quality of the health plan's network and its ability to contract with better providers.

Key Driver	Interpretation
Q15. Ease of getting needed care, tests, or treatment (percent *Always* or *Usually*)	The higher the proportion of respondents reporting that the necessary care, tests, or treatment were easy to get, the higher the overall plan score
Q41. Rating of Personal Doctor (percent *8*, *9*, or *10*)	The higher the proportion of members rating their child's personal doctor as *8*, *9*, or *10*, the higher the overall plan score
Q50. Customer service provided needed information or help (percent *Always* or *Usually*)	The higher the proportion of respondents who got the information or help they needed when they called customer service, the higher the overall plan score
Q46. Got specialist appointment as soon as needed (percent *Always* or *Usually*)	The higher the proportion of respondents who were able to get a specialist appointment when they needed it, the higher the overall plan score
Q6. Got an appointment for a check-up or routine care as soon as needed (percent *Always* or *Usually*)	The higher the proportion of respondents who made checkup/routine care appointments for their child at a doctor's office or clinic during the past 6 months, the higher the overall plan score

OPPORTUNITIES FOR PLAN QUALITY IMPROVEMENT

Exhibit 3 lists opportunities and priorities for improvement identified specifically for ABH of LA. The ordering takes into account both the strength of each key driver in the broad industry context and the plan's current performance on the measure.

The middle panel of the chart compares the plan's current performance to the *best practice* score on each key driver. CSS defined the best practice score as the highest score among the eight Child Medicaid plans contributing to the 2017 CSS Child Medicaid Average. Room for improvement, represented by the green arrows on the chart, is the difference between the 2017 ABH of LA score and the best practice score.

The bar chart on the right displays the expected improvement in the overall *Rating of Health Plan* score that could be achieved by ABH of LA if it performed on par with the best practice plan on each of the key driver measures. Each bar represents the plan's room for improvement on the key driver weighted by its contribution to the *Rating of Health Plan* score.

EXHIBIT 3. 2017 ABH OF LA CHILD MEDICAID WITH CCC MEASURE CAHPS SURVEY: KEY AREAS AND PRIORITIES FOR IMPROVEMENT

Current Key Driver Performance		Room for Improvement on Key Driver	Overall Improvement Opportunity
2017 Plan Rate		Percentage Point Difference Between Current Key Driver Score and the **Best Practice Score***	Expected Percentage Point **Improvement** in **Rating of Health Plan** score (percent *8*, *9*, or *10*) if Key Driver Performs at Best Practice Level
Q50. Customer service provided needed information or help (percent *Always* or *Usually*)	**81.55%**	+11.78% → **93.33%**	**+2.10%**
Q41. Rating of Personal Doctor (percent *8, 9,* or *10*)	**90.37%**	+3.23% → **93.60%**	**+1.39%**
Q15. Ease of getting needed care, tests, or treatment (percent *Always* or *Usually*)	**92.68%**	+1.07% → **93.75%**	**+0.51%**
Q46. Got specialist appointment as soon as needed (percent *Always* or *Usually*)	**89.04%**	+4.40% → **93.44%**	**+0.46%**
Q6. Got an appointment for a check-up or routine care as soon as needed (percent *Always* or *Usually*)	**94.68%**	+0.78% → **95.45%**	**+0.10%**

* Best score on the key driver measure among all plans included in the 2017 CSS Child Medicaid Average

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HEALTH PLAN QUALITY IMPROVEMENT RESOURCES FOR KEY DRIVERS

CSS's Industry *Key Driver Analysis* lists improvement opportunities and priorities for your plan. The following is a list of possible interventions and resources related to each of the key drivers. This section is included as a guide to assist the plan in its quality improvement efforts. Some of these resources may be more applicable to your plan than others, especially because many of the cited interventions are intended to be implemented at the practice or provider level.

IMPROVING ACCESS TO CARE: SCHEDULING APPOINTMENTS FOR ROUTINE AND SPECIALTY CARE; EASE OF GETTING NEEDED CARE, TESTS, OR TREATMENT (Q6 & Q46; Q15)

Removing barriers to care is of the utmost importance in terms of improving the health care experience for plan members. The following resources suggest ways to improve patient access to care, tests, and treatment. For child Medicaid members, two key drivers tap into this concept. The first key driver is whether or not members scheduled an appointment for routine care. The second is ease of getting care, tests, and treatment. Because the two are so closely linked, resources related to both of these key drivers are presented together.

- *Alternative Access Centers* – This brief by the Robert Wood Johnson Foundation highlights the growing capacity of retail clinics and telemedicine to meet patient medical needs, particularly in rural and underserved communities. Providing patients with alternative venues to access health care, rather than the traditional doctor's office, lowers barriers to care. See http://www.rwjf.org/content/dam/farm/reports/issue_briefs/2015/rwjf419415.

- *Same-Day Appointment Scheduling* – The Agency for Healthcare Research and Quality recommends a method of scheduling that leaves part of each physician's day open for same-day appointments, rather than a traditional scheduling model that books appointments weeks or months in advance. Because the method does not differentiate between urgent and routine care, patients with non-urgent concerns are able to schedule appointments sooner than under traditional scheduling methods. For more information, see http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/access/strategy6a-openaccess.html.

- *Implement Process Improvements to Streamline Patient Flow* – Delays experienced by patients while waiting for care, tests, or treatment can be minimized through a variety of mechanisms. For example, reallocating tasks such as physical exams and ordering x-rays to physician's assistants and nurse practitioners frees up physicians' time to attend to more pressing patient concerns. The exact form of these improvements will vary widely by practice; see http://www.ahrq.gov/research/findings/final-reports/ptflow/index.html for example interventions provided by the Agency for Healthcare Research and Quality.

- *Importance of Usual Source of Care* – A usual source of care is important not only for satisfaction purposes, but also because usual sources of care are related to health outcomes. These papers, funded by the Agency for Healthcare Research and Quality, explore the role of a usual source of care in ensuring that children receive proper care. See http://www.ncbi.nlm.nih.gov/pmc/articles/PMC3512198/ and http://www.ncbi.nlm.nih.gov/pmc/articles/PMC3262919/.

- *Patient-Centered Medical Homes (PCMH)* – This model increases patient access to physicians. There are many resources available that provide information on the medical home model of care. For example, Family Medicine for America's Health is a collaboration of family medicine organizations dedicated to improving health care by expanding and emphasizing primary care, particularly through the use of patient-centered medical homes. See http://fmahealth.org/ for details and resources. For Agency for Healthcare Research and Quality (AHRQ) resources detailing transitioning a practice to a patient-centered medical home model, see http://www.pcmh.ahrq.gov/.

- *Improve Referral Communication* – The coordination of care between primary and specialist providers can be a challenging transition with many opportunities for managerial complications, which affects patient perceptions of their specialist care. Improving the coordination of care and case management can increase satisfaction with specialists. For examples of interventions that improve care coordination efficiency and quality, see https://innovations.ahrq.gov/profiles/electronic-referrals-and-communications-reduce-wait-times-specialty-appointments-and as well as https://innovations.ahrq.gov/profiles/referring-physicians-send-electronic-handoff-note-pertinent-patient-information-emergency.

IMPROVING QUALITY OF DOCTORS IN HEALTH PLAN NETWORK (Q41)

These resources concentrate on improving the physician-patient relationship, with a focus on communication. Implementing the solutions proposed here may result in increased rating of children's doctors and specialists.

- *Improve Physician Communication* – Seminars and workshops for physicians serve as a resource for physicians to learn and practice communication techniques. For example, The California Quality Collaborative has identified nine effective strategies for improving patient experience with health care providers in their *Improving the Patient Experience Change Package* (see http://www.calquality.org/storage/Improving_Pt_Experience_Spread_Change_Pkg_UpdatedMay2011.pdf). For general recommendations related to physician communication, see http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/communication/strategy6gtraining.html.

- *Help Patients Communicate* – Patients who can effectively communicate their needs tend to have higher satisfaction with their care. AHRQ recommends four interventions that prepare patients to better communicate with their providers, including record sharing, writing down talking points prior to visits, and "coached care" programs. Many of these recommendations could be adapted for parents or guardians of younger patients. See http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/communication/strategy6i-shared-decisionmaking.html and http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/communication/strategy6htools.html. For a sample communication document that providers can distribute to patients before or during visits, see http://www.rwjf.org/content/dam/farm/toolkits/toolkits/2013/rwjf404048.

- *Build Physician-Patient Relationships* – An article published in the British Journal of General Practice found that patients seeing their preferred doctor rated their satisfaction with visits significantly higher than patients who did not have a doctor preference or who would have preferred to see a different doctor. Prioritizing continuity of care by honoring patients' physician preferences may increase patient satisfaction. See http://www.ncbi.nlm.nih.gov/pmc/articles/PMC1326072/. Additionally, a study of English National Health Service data found that confidence and trust in a doctor is an important predictor of overall patient satisfaction. Focusing on building relationships may increase confidence and trust in physicians. See http://www.ncbi.nlm.nih.gov/pubmed/18416910/.

IMPROVING ABILITY OF CUSTOMER SERVICE TO PROVIDE MEMBERS WITH INFORMATION OR HELP (Q50)

As representatives of the plan, customer service providers must ensure that those adults responsible for the enrollee's care have confidence and trust in customer service staff and the information they provide. The following sources make recommendations for improving customer service.

- *Develop Customer Service Standards* – To improve customer service, the Agency for Healthcare Research and Quality suggests first articulating which aspects of customer service are most important to your organization. After developing these standards, monitor performance and promote accountability among staff. For more information, see http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/customer-service/strategy6q-custservice-standards.html.

- *Iterative Improvement for Member Services* – This RAND paper details a case study in which a health plan used additional surveys to supplement CAHPS results and thoroughly assess member dissatisfaction with customer service. Throughout the process, plan leadership continually examined and adjusted improvement goals. The intervention resulted in a reduction of wait time for customer service calls and increased member satisfaction with customer service, as measured on the CAHPS survey. See http://www.rand.org/pubs/working_papers/WR517.html.

- *Implement Service Recovery Procedures* – When customers have a complaint, service recovery programs support customer service personnel in identifying and remedying the problem. According to this Agency for Healthcare Research and Quality suggestion, while complaints may be inevitable, proper handling of complaints can reassure patients and restore loyalty to the health plan. For more information, see http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/customer-service/strategy6p-service-recovery.html.

APPENDIX

SURVEY RESULTS AT A GLANCE

CAHPS 5.0H Survey Measures		Global Proportions and Question Summary Rates			Valid Responses			Accreditation Means and Percentiles			2017 CSS Child Medicaid Average	2016 NCQA Child Medicaid National Average, All LOBs
		2015	2016	2017	2015	2016	2017	2015	2016	2017		
Overall Ratings (% 8, 9, or 10)	Q14. Rating of All Health Care	---	80.32% ▲	**89.20%**	---	249	**287**	---	2.5382 (50th)	**2.6725 (75th)**	86.99%	85.81%
	Q41. Rating of Personal Doctor	---	87.23%	**90.37%**	---	282	**301**	---	2.6844 (75th)	**2.7276 (75th)**	89.32%	88.42%
	Q48. Rating of Specialist Seen Most Often	---	80.65% (NA) ▲	**92.96% (NA)**	---	62	**71**	---	2.6290 (NA)	**2.7183 (NA)**	87.62%	85.53%
	Q54. Rating of Health Plan	---	78.77% ▲	**85.96%**	---	325	**349**	---	2.4985 (<25th)	**2.6447 (50th)**	84.39%	84.70%
Getting Needed Care (% Always or Usually)	***Getting Needed Care Composite***	---	86.14%	**90.86%**	---	158	**180**	---	2.5704 (75th)	**2.6241 (90th)**	87.37%	83.66% ▲
	Q15. Easy to get needed care	---	89.92%	**92.68%**	---	248	**287**				91.38%	
	Q46. Easy to see specialists	---	82.35% (NA)	**89.04% (NA)**	---	68	**73**				83.35%	
Getting Care Quickly (% Always or Usually)	***Getting Care Quickly Composite***	---	88.97%	**94.03%**	---	186	**207**	---	2.6549 (50th)	**2.7562 (90th)**	92.16%	88.54% ▲
	Q4. Got urgent care as soon as needed	---	90.70%	**93.38%**	---	129	**151**				93.30%	
	Q6. Got routine care as soon as needed	---	87.24% ▲	**94.68%**	---	243	**263**				91.02% ▲	
How Well Doctors Communicate* (% Always or Usually)	***How Well Doctors Communicate Composite***	---	94.78%	**93.80%**	---	230	**255**	---	2.7911 (90th)	**2.7797 (75th)**	94.96%	93.17%
	Q32. Doctor explained things	---	96.52%	**95.29%**	---	230	**255**				95.26%	
	Q33. Doctor listened carefully	---	95.20%	**93.33%**	---	229	**255**				96.16% ▼	
	Q34. Doctor showed respect	---	96.52%	**96.86%**	---	230	**255**				96.77%	
	Q37. Doctor spent enough time	---	90.87%	**89.72%**	---	230	**253**				91.62%	
Customer Service (% Always or Usually)	***Customer Service Composite***	---	86.93% (NA)	**88.33%**	---	88	**103**	---	2.5909 (NA)	**2.6155 (75th)**	89.35%	87.98%
	Q50. Provided needed information/help	---	85.23% (NA)	**81.55%**	---	88	**103**				84.13%	
	Q51. Treated with courtesy/respect	---	88.64% (NA)	**95.10%**	---	88	**102**				94.58%	
Shared Decision Making** (% Yes)	***Shared Decision Making Composite***	---	78.37% (NA)	**80.01% (NA)**	---	79	**91**				78.24%	78.41%
	Q11. Discussed reasons to take a medicine	---	96.20% (NA)	**94.38% (NA)**	---	79	**89**				92.15%	
	Q12. Discussed reasons not to take a medicine	---	64.56% (NA)	**69.57% (NA)**	---	79	**92**				62.85%	
	Q13. Discussed what was best for you	---	74.36% (NA)	**76.09% (NA)**	---	78	**92**				79.71%	
Other Areas	Q8. Health Promotion and Education (% Yes)	---	69.92% ▲	**78.75%**	---	246	**287**				72.76% ▲	70.92% ▲
	Q40. Coordination of Care (% Always or Usually)	---	85.54% (NA)	**86.41%**	---	83	**103**	0.0000 (NA)	2.4819 (NA)	**2.5437 (90th)**	85.13%	82.64%

Results were calculated by CSS following NCQA specifications. At least 100 valid responses must be collected for a measure to be reportable by NCQA.

"NA" appears next to the result if is not reportable by NCQA due to insufficient denominator (less than 100 responses). In such cases, CSS calculates the result for reference only.

Comparisons to prior-year results and relevant benchmark scores are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). All statistical tests are conducted at the 95% confidence level prior to rounding. Statistically significant differences between the plan and the comparison score are marked as ▲ when the plan's score is higher or ▼ when the plan's score is lower.

* *How Well Doctors Communicate* was retired from Accreditation scoring in 2015. Accreditation mean and percentile values for this measure are provided for reference only.

** *Shared Decision Making* is not scored for NCQA Accreditation.

CROSS-TABULATIONS OF SURVEY RESPONSES

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Satisfaction With the Experience of Care

Survey Measures*	Global Proportions				NCQA Accreditation Scoring	
	2016 NCQA National Average, All LOBs	2017 CSS Average	Plan Rate		2017 Plan Mean	2017 Percentile for Accreditation Scoring**
			2017	2016		
Ratings						
Rating of Personal Doctor	88.42%	89.32%	**90.37%**	87.23%	2.7276	75th
Rating of Specialist	85.53%	87.62%	**92.96%**	80.65%	2.7183	75th
Rating of All Health Care	85.81%	86.99%	**89.20%**	80.32%	2.6725	75th
Rating of Health Plan	84.70%	84.39%	**85.96%**	78.77%	2.6447	50th
Composites						
Getting Needed Care	83.66%	87.37%	**90.86%**	86.14%	2.6241	90th
Getting Care Quickly	88.54%	92.16%	**94.03%**	88.97%	2.7562	90th
How Well Doctors Communicate	93.17%	94.96%	**93.80%**	94.78%	2.7797	75th
Customer Service	87.98%	89.35%	**88.33%**	86.93%	2.6155	75th
Shared Decision Making	78.41%	78.24%	**80.01%**	78.37%	No Applicable Mean	Not scored for Accred.
Additional Content Areas						
Health Promotion and Education	70.92%	72.76%	**78.75%**	69.92%	2.5749	Not scored for Accred.
Coordination of Care	82.64%	85.13%	**86.41%**	85.54%	2.5437	90th

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* Results were calculated by CSS following NCQA specifications. At least 100 valid responses must be collected for a measure to be reportable by NCQA. A lighter display is used to indicate that a result is not reportable by NCQA due to insufficient denominator (less than 100 responses). In such cases, CSS calculates measure results only for internal plan reporting.

** Percentiles are based on the 2017 Accreditation Benchmarks and Thresholds released by NCQA in January 2017. The How Well Doctors Communicate measure was removed from accreditation scoring in 2016. Coordination of Care was added in 2017.

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 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?

Base: All respondents

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	2,974	**362**	337	44	310	193	106	53	49	118	183	295	45	19	69	233	55	2	70	1
Number missing or multiple answer	28	**3**	4	1	2	1	0	1	0	0	3	2	1	0	1	1	1	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,946	**359**	333	43	308	192	106	52	49	118	180	293	44	19	68	232	54	2	70	1
	99.1%	**99.2%**	98.8%	97.7%	99.4%	99.5%	100.0%	98.1%	100.0%	100.0%	98.4%	99.3%	97.8%	100.0%	98.6%	99.6%	98.2%	100.0%	100.0%	100.0%
Yes	1,158	**155**	130	16	137	88	42	22	18	53	81	114	28	11	11	109	34	0	39	1
	39.3%	**43.2%**	39.0%	37.2%	44.5%	45.8%	39.6%	42.3%	36.7%	44.9%	45.0%	38.9%	63.6%	57.9%	16.2%	47.0%	63.0%	0.0%	55.7%	100.0%
No	1,788	**204**	203	27	171	104	64	30	31	65	99	179	16	8	57	123	20	2	31	0
	60.7%	**56.8%**	61.0%	62.8%	55.5%	54.2%	60.4%	57.7%	63.3%	55.1%	55.0%	61.1%	36.4%	42.1%	83.8%	53.0%	37.0%	100.0%	44.3%	0.0%
Significantly different from column:*												M	L		PQ	OQ	OP			

NA - Not Applicable

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

Aetna Better Health of Louisiana

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 4

In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?

Base: All respondents whose child need care right away (Q3)

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	1,158	**155**	130	16	137	88	42	22	18	53	81	114	28	11	11	109	34	0	39	1
Number missing or multiple answer	23	**4**	1	1	3	1	2	1	0	2	2	3	1	0	1	3	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,135	**151**	129	15	134	87	40	21	18	51	79	111	27	11	10	106	34	0	38	1
	98.0%	**97.4%**	99.2%	93.8%	97.8%	98.9%	95.2%	95.5%	100.0%	96.2%	97.5%	97.4%	96.4%	100.0%	90.9%	97.2%	100.0%	---	97.4%	100.0%
Never	7	**2**	3	1	1	0	2	0	0	0	2	0	0	2	0	2	0	0	0	0
	0.6%	**1.3%**	2.3%	6.7%	0.7%	0.0%	5.0%	0.0%	0.0%	0.0%	2.5%	0.0%	0.0%	18.2%	0.0%	1.9%	0.0%	---	0.0%	0.0%
Sometimes	69	**8**	9	2	6	3	1	4	1	4	3	5	2	1	1	5	2	0	2	1
	6.1%	**5.3%**	7.0%	13.3%	4.5%	3.4%	2.5%	19.0%	5.6%	7.8%	3.8%	4.5%	7.4%	9.1%	10.0%	4.7%	5.9%	---	5.3%	100.0%
Usually	100	**14**	13	0	14	8	5	1	2	6	6	6	5	3	3	9	1	0	3	0
	8.8%	**9.3%**	10.1%	0.0%	10.4%	9.2%	12.5%	4.8%	11.1%	11.8%	7.6%	5.4%	18.5%	27.3%	30.0%	8.5%	2.9%	---	7.9%	0.0%
Always	959	**127**	104	12	113	76	32	16	15	41	68	100	20	5	6	90	31	0	33	0
	84.5%	**84.1%**	80.6%	80.0%	84.3%	87.4%	80.0%	76.2%	83.3%	80.4%	86.1%	90.1%	74.1%	45.5%	60.0%	84.9%	91.2%	---	86.8%	0.0%
Significantly different from column:*																				
Usually or Always	1,059	**141**	117	12	127	84	37	17	17	47	74	106	25	8	9	99	32	0	36	0
	93.3%	**93.4%**	90.7%	80.0%	94.8%	96.6%	92.5%	81.0%	94.4%	92.2%	93.7%	95.5%	92.6%	72.7%	90.0%	93.4%	94.1%	---	94.7%	0.0%
Significantly different from column:*																				

NA - Not Applicable

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 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?

Base: All respondents

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	2,974	**362**	337	44	310	193	106	53	49	118	183	295	45	19	69	233	55	2	70	1
Number missing or multiple answer	33	**5**	3	0	5	2	2	1	0	2	3	4	1	0	1	4	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,941	**357**	334	44	305	191	104	52	49	116	180	291	44	19	68	229	55	2	70	1
	98.9%	**98.6%**	99.1%	100.0%	98.4%	99.0%	98.1%	98.1%	100.0%	98.3%	98.4%	98.6%	97.8%	100.0%	98.6%	98.3%	100.0%	100.0%	100.0%	100.0%
Yes	2,171	**266**	246	30	230	156	70	32	35	84	139	216	32	16	18	193	54	2	60	1
	73.8%	**74.5%**	73.7%	68.2%	75.4%	81.7%	67.3%	61.5%	71.4%	72.4%	77.2%	74.2%	72.7%	84.2%	26.5%	84.3%	98.2%	100.0%	85.7%	100.0%
No	770	**91**	88	14	75	35	34	20	14	32	41	75	12	3	50	36	1	0	10	0
	26.2%	**25.5%**	26.3%	31.8%	24.6%	18.3%	32.7%	38.5%	28.6%	27.6%	22.8%	25.8%	27.3%	15.8%	73.5%	15.7%	1.8%	0.0%	14.3%	0.0%
Significantly different from column:*						GH	F	F							PQ	OQ	OP			

NA - Not Applicable

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

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 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?

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

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	2,171	**266**	246	30	230	156	70	32	35	84	139	216	32	16	18	193	54	2	60	1
Number missing or multiple answer	34	**3**	3	1	2	2	0	1	0	1	2	3	0	0	1	1	1	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,137	**263**	243	29	228	154	70	31	35	83	137	213	32	16	17	192	53	2	60	1
	98.4%	**98.9%**	98.8%	96.7%	99.1%	98.7%	100.0%	96.9%	100.0%	98.8%	98.6%	98.6%	100.0%	100.0%	94.4%	99.5%	98.1%	100.0%	100.0%	100.0%
Never	16	**1**	4	0	1	0	0	1	0	0	1	1	0	0	0	1	0	0	1	0
	0.7%	**0.4%**	1.6%	0.0%	0.4%	0.0%	0.0%	3.2%	0.0%	0.0%	0.7%	0.5%	0.0%	0.0%	0.0%	0.5%	0.0%	0.0%	1.7%	0.0%
Sometimes	176	**13**	27	1	11	6	2	4	1	5	6	9	0	3	1	11	1	0	5	0
	8.2%	**4.9%**	11.1%	3.4%	4.8%	3.9%	2.9%	12.9%	2.9%	6.0%	4.4%	4.2%	0.0%	18.8%	5.9%	5.7%	1.9%	0.0%	8.3%	0.0%
Usually	364	**41**	36	4	35	21	14	4	5	12	22	35	3	2	3	32	5	0	9	0
	17.0%	**15.6%**	14.8%	13.8%	15.4%	13.6%	20.0%	12.9%	14.3%	14.5%	16.1%	16.4%	9.4%	12.5%	17.6%	16.7%	9.4%	0.0%	15.0%	0.0%
Always	1,581	**208**	176	24	181	127	54	22	29	66	108	168	29	11	13	148	47	2	45	1
	74.0%	**79.1%**	72.4%	82.8%	79.4%	82.5%	77.1%	71.0%	82.9%	79.5%	78.8%	78.9%	90.6%	68.8%	76.5%	77.1%	88.7%	100.0%	75.0%	100.0%
Significantly different from column:*																				
Usually or Always	1,945	**249**	212	28	216	148	68	26	34	78	130	203	32	13	16	180	52	2	54	1
	91.0%	**94.7%**	87.2%	96.6%	94.7%	96.1%	97.1%	83.9%	97.1%	94.0%	94.9%	95.3%	100.0%	81.3%	94.1%	93.8%	98.1%	100.0%	90.0%	100.0%
Significantly different from column:*		AC																		

NA - Not Applicable

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

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 7

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

Base: All respondents

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	2,974	**362**	337	44	310	193	106	53	49	118	183	295	45	19	69	233	55	2	70	1
Number missing or multiple answer	83	**5**	13	1	4	4	0	1	1	1	3	5	0	0	0	0	0	0	3	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,891	**357**	324	43	306	189	106	52	48	117	180	290	45	19	69	233	55	2	67	1
	97.2%	**98.6%**	96.1%	97.7%	98.7%	97.9%	100.0%	98.1%	98.0%	99.2%	98.4%	98.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	95.7%	100.0%
None	598	**69**	73	11	55	26	25	15	10	28	27	57	9	2	69	0	0	0	5	0
	20.7%	**19.3%**	22.5%	25.6%	18.0%	13.8%	23.6%	28.8%	20.8%	23.9%	15.0%	19.7%	20.0%	10.5%	100.0%	0.0%	0.0%	0.0%	7.5%	0.0%
1 time	730	**65**	74	10	54	30	27	8	7	20	37	53	9	3	0	65	0	1	4	0
	25.3%	**18.2%**	22.8%	23.3%	17.6%	15.9%	25.5%	15.4%	14.6%	17.1%	20.6%	18.3%	20.0%	15.8%	0.0%	27.9%	0.0%	50.0%	6.0%	0.0%
2	656	**86**	74	7	76	47	20	15	13	21	49	72	8	4	0	86	0	0	19	0
	22.7%	**24.1%**	22.8%	16.3%	24.8%	24.9%	18.9%	28.8%	27.1%	17.9%	27.2%	24.8%	17.8%	21.1%	0.0%	36.9%	0.0%	0.0%	28.4%	0.0%
3	413	**54**	35	6	48	31	17	5	3	18	31	46	7	1	0	54	0	0	13	0
	14.3%	**15.1%**	10.8%	14.0%	15.7%	16.4%	16.0%	9.6%	6.3%	15.4%	17.2%	15.9%	15.6%	5.3%	0.0%	23.2%	0.0%	0.0%	19.4%	0.0%
4	218	**28**	26	3	25	17	6	4	5	9	13	19	6	3	0	28	0	0	7	0
	7.5%	**7.8%**	8.0%	7.0%	8.2%	9.0%	5.7%	7.7%	10.4%	7.7%	7.2%	6.6%	13.3%	15.8%	0.0%	12.0%	0.0%	0.0%	10.4%	0.0%
5 to 9	218	**40**	34	4	35	31	4	4	5	15	19	33	5	2	0	0	40	1	12	0
	7.5%	**11.2%**	10.5%	9.3%	11.4%	16.4%	3.8%	7.7%	10.4%	12.8%	10.6%	11.4%	11.1%	10.5%	0.0%	0.0%	72.7%	50.0%	17.9%	0.0%
10 or more times	58	**15**	8	2	13	7	7	1	5	6	4	10	1	4	0	0	15	0	7	1
	2.0%	**4.2%**	2.5%	4.7%	4.2%	3.7%	6.6%	1.9%	10.4%	5.1%	2.2%	3.4%	2.2%	21.1%	0.0%	0.0%	27.3%	0.0%	10.4%	100.0%
5 or more times	276	**55**	42	6	48	38	11	5	10	21	23	43	6	6	0	0	55	1	19	1
	9.5%	**15.4%**	13.0%	14.0%	15.7%	20.1%	10.4%	9.6%	20.8%	17.9%	12.8%	14.8%	13.3%	31.6%	0.0%	0.0%	100.0%	50.0%	28.4%	100.0%
Significantly different from column:*		A				G	F								Q	Q	OP			

NA - Not Applicable

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

Aetna Better Health of Louisiana

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 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?

Base: All respondents whose child went to a doctor's office/clinic (Q7)

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	2,293	**288**	251	32	251	163	81	37	38	89	153	233	36	17	0	233	55	2	62	1
Number missing or multiple answer	17	**1**	5	0	1	0	0	1	1	0	0	1	0	0	0	1	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,276	**287**	246	32	250	163	81	36	37	89	153	232	36	17	0	232	55	2	61	1
	99.3%	**99.7%**	98.0%	100.0%	99.6%	100.0%	100.0%	97.3%	97.4%	100.0%	100.0%	99.6%	100.0%	100.0%	---	99.6%	100.0%	100.0%	98.4%	100.0%
Yes	1,656	**226**	172	26	198	131	64	27	32	73	116	185	28	11	0	179	47	1	48	1
	72.8%	**78.7%**	69.9%	81.3%	79.2%	80.4%	79.0%	75.0%	86.5%	82.0%	75.8%	79.7%	77.8%	64.7%	---	77.2%	85.5%	50.0%	78.7%	100.0%
No	620	**61**	74	6	52	32	17	9	5	16	37	47	8	6	0	53	8	1	13	0
	27.2%	**21.3%**	30.1%	18.8%	20.8%	19.6%	21.0%	25.0%	13.5%	18.0%	24.2%	20.3%	22.2%	35.3%	---	22.8%	14.5%	50.0%	21.3%	0.0%
Significantly different from column:*		AC																		

NA - Not Applicable

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Aetna Better Health of Louisiana

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 9

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

Base: All respondents whose child went to a doctor's office/clinic (Q7)

	2017 CSS Average	2017	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	---	**288**	251	32	251	163	81	37	38	89	153	233	36	17	0	233	55	2	62	1
Number missing or multiple answer	---	**2**	3	0	2	0	2	0	0	2	0	2	0	0	0	2	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	**286**	248	32	249	163	79	37	38	87	153	231	36	17	0	231	55	2	62	1
	---	**99.3%**	98.8%	100.0%	99.2%	100.0%	97.5%	100.0%	100.0%	97.8%	100.0%	99.1%	100.0%	100.0%	---	99.1%	100.0%	100.0%	100.0%	100.0%
Never	---	**2**	6	0	2	1	1	0	0	1	1	2	0	0	0	2	0	0	0	0
	---	**0.7%**	2.4%	0.0%	0.8%	0.6%	1.3%	0.0%	0.0%	1.1%	0.7%	0.9%	0.0%	0.0%	---	0.9%	0.0%	0.0%	0.0%	0.0%
Sometimes	---	**30**	22	6	23	13	14	2	4	9	16	18	5	7	0	28	2	1	3	0
	---	**10.5%**	8.9%	18.8%	9.2%	8.0%	17.7%	5.4%	10.5%	10.3%	10.5%	7.8%	13.9%	41.2%	---	12.1%	3.6%	50.0%	4.8%	0.0%
Usually	---	**33**	34	2	30	19	9	4	6	9	17	26	4	2	0	25	8	0	4	0
	---	**11.5%**	13.7%	6.3%	12.0%	11.7%	11.4%	10.8%	15.8%	10.3%	11.1%	11.3%	11.1%	11.8%	---	10.8%	14.5%	0.0%	6.5%	0.0%
Always	---	**221**	186	24	194	130	55	31	28	68	119	185	27	8	0	176	45	1	55	1
	---	**77.3%**	75.0%	75.0%	77.9%	79.8%	69.6%	83.8%	73.7%	78.2%	77.8%	80.1%	75.0%	47.1%	---	76.2%	81.8%	50.0%	88.7%	100.0%
Significantly different from column:*													N	M						
Usually or Always	---	**254**	220	26	224	149	64	35	34	77	136	211	31	10	0	201	53	1	59	1
	---	**88.8%**	88.7%	81.3%	90.0%	91.4%	81.0%	94.6%	89.5%	88.5%	88.9%	91.3%	86.1%	58.8%	---	87.0%	96.4%	50.0%	95.2%	100.0%
Significantly different from column:*						G	F									Q	P			

NA - Not Applicable

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Aetna Better Health of Louisiana

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 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?

Base: All respondents whose child went to a doctor's office/clinic (Q7)

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	2,293	**288**	251	32	251	163	81	37	38	89	153	233	36	17	0	233	55	2	62	1
Number missing or multiple answer	18	**1**	1	0	1	0	1	0	1	0	0	0	0	1	0	1	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,275	**287**	250	32	250	163	80	37	37	89	153	233	36	16	0	232	55	2	62	1
	99.2%	**99.7%**	99.6%	100.0%	99.6%	100.0%	98.8%	100.0%	97.4%	100.0%	100.0%	100.0%	100.0%	94.1%	---	99.6%	100.0%	100.0%	100.0%	100.0%
Yes	720	**92**	79	10	81	55	18	16	7	32	49	69	20	3	0	64	28	0	30	0
	31.6%	**32.1%**	31.6%	31.3%	32.4%	33.7%	22.5%	43.2%	18.9%	36.0%	32.0%	29.6%	55.6%	18.8%	---	27.6%	50.9%	0.0%	48.4%	0.0%
No	1,555	**195**	171	22	169	108	62	21	30	57	104	164	16	13	0	168	27	2	32	1
	68.4%	**67.9%**	68.4%	68.8%	67.6%	66.3%	77.5%	56.8%	81.1%	64.0%	68.0%	70.4%	44.4%	81.3%	---	72.4%	49.1%	100.0%	51.6%	100.0%
Significantly different from column:*							H	G				M	LN	M		Q	P			

NA - Not Applicable

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Aetna Better Health of Louisiana

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 11

Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?

Base: All respondents whose child went to a doctor's office/clinic to get care and whose doctor talked about starting/stopping medication (Q7 & Q10)

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	720	**92**	79	10	81	55	18	16	7	32	49	69	20	3	0	64	28	0	30	0
Number missing or multiple answer	7	**3**	0	1	2	2	1	0	0	1	2	1	2	0	0	2	1	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	713	**89**	79	9	79	53	17	16	7	31	47	68	18	3	0	62	27	0	30	0
	99.0%	**96.7%**	100.0%	90.0%	97.5%	96.4%	94.4%	100.0%	100.0%	96.9%	95.9%	98.6%	90.0%	100.0%	---	96.9%	96.4%	---	100.0%	---
Yes	657	**84**	76	8	75	50	16	15	7	28	45	63	18	3	0	57	27	0	30	0
	92.1%	**94.4%**	96.2%	88.9%	94.9%	94.3%	94.1%	93.8%	100.0%	90.3%	95.7%	92.6%	100.0%	100.0%	---	91.9%	100.0%	---	100.0%	---
No	56	**5**	3	1	4	3	1	1	0	3	2	5	0	0	0	5	0	0	0	0
	7.9%	**5.6%**	3.8%	11.1%	5.1%	5.7%	5.9%	6.3%	0.0%	9.7%	4.3%	7.4%	0.0%	0.0%	---	8.1%	0.0%	---	0.0%	---
Significantly different from column:*																				

NA - Not Applicable

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Aetna Better Health of Louisiana

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 12

Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?

Base: All respondents whose child went to a doctor's office/clinic to get care and whose doctor talked about starting/stopping medication (Q7 & Q10)

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	720	**92**	79	10	81	55	18	16	7	32	49	69	20	3	0	64	28	0	30	0
Number missing or multiple answer	12	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	708	**92**	79	10	81	55	18	16	7	32	49	69	20	3	0	64	28	0	30	0
	98.3%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	---
Yes	445	**64**	51	8	55	34	15	13	6	22	33	47	14	3	0	42	22	0	25	0
	62.9%	**69.6%**	64.6%	80.0%	67.9%	61.8%	83.3%	81.3%	85.7%	68.8%	67.3%	68.1%	70.0%	100.0%	---	65.6%	78.6%	---	83.3%	---
No	263	**28**	28	2	26	21	3	3	1	10	16	22	6	0	0	22	6	0	5	0
	37.1%	**30.4%**	35.4%	20.0%	32.1%	38.2%	16.7%	18.8%	14.3%	31.3%	32.7%	31.9%	30.0%	0.0%	---	34.4%	21.4%	---	16.7%	---
Significantly different from column:*																				

NA - Not Applicable

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Aetna Better Health of Louisiana

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 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?

Base: All respondents whose child went to a doctor's office/clinic to get care and whose doctor talked about starting/stopping medication (Q7 & Q10)

				Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
	2017 CSS Average	**2017**	2016	Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	720	**92**	79	10	81	55	18	16	7	32	49	69	20	3	0	64	28	0	30	0
Number missing or multiple answer	20	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	700	**92**	78	10	81	55	18	16	7	32	49	69	20	3	0	64	28	0	30	0
	97.2%	**100.0%**	98.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	---
Yes	558	**70**	58	9	60	41	14	12	6	26	34	52	15	3	0	46	24	0	27	0
	79.7%	**76.1%**	74.4%	90.0%	74.1%	74.5%	77.8%	75.0%	85.7%	81.3%	69.4%	75.4%	75.0%	100.0%	---	71.9%	85.7%	---	90.0%	---
No	142	**22**	20	1	21	14	4	4	1	6	15	17	5	0	0	18	4	0	3	0
	20.3%	**23.9%**	25.6%	10.0%	25.9%	25.5%	22.2%	25.0%	14.3%	18.8%	30.6%	24.6%	25.0%	0.0%	---	28.1%	14.3%	---	10.0%	---
Significantly different from column:*																				

NA - Not Applicable

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Aetna Better Health of Louisiana

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 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?

Base: All respondents whose child went to a doctor's office/clinic (Q7)

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	2,293	**288**	251	32	251	163	81	37	38	89	153	233	36	17	0	233	55	2	62	1
Number missing or multiple answer	25	**1**	2	0	1	0	1	0	0	0	1	0	1	0	0	1	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,268	**287**	249	32	250	163	80	37	38	89	152	233	35	17	0	232	55	2	62	1
	98.9%	**99.7%**	99.2%	100.0%	99.6%	100.0%	98.8%	100.0%	100.0%	100.0%	99.3%	100.0%	97.2%	100.0%	---	99.6%	100.0%	100.0%	100.0%	100.0%
0 Worst health care possible	5	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.2%	**0.0%**	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%
1	5	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.2%	**0.0%**	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%
2	8	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.4%	**0.0%**	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%
3	9	**3**	4	0	3	1	1	1	0	1	1	1	2	0	0	3	0	0	0	0
	0.4%	**1.0%**	1.6%	0.0%	1.2%	0.6%	1.3%	2.7%	0.0%	1.1%	0.7%	0.4%	5.7%	0.0%	---	1.3%	0.0%	0.0%	0.0%	0.0%
4	12	**0**	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	**0.0%**	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%
5	54	**7**	10	0	7	3	3	1	3	2	2	2	3	2	0	5	2	0	3	0
	2.4%	**2.4%**	4.0%	0.0%	2.8%	1.8%	3.8%	2.7%	7.9%	2.2%	1.3%	0.9%	8.6%	11.8%	---	2.2%	3.6%	0.0%	4.8%	0.0%
6	63	**7**	9	1	5	2	2	2	0	1	5	4	0	3	0	7	0	1	1	0
	2.8%	**2.4%**	3.6%	3.1%	2.0%	1.2%	2.5%	5.4%	0.0%	1.1%	3.3%	1.7%	0.0%	17.6%	---	3.0%	0.0%	50.0%	1.6%	0.0%
7	139	**14**	19	2	12	9	3	2	0	6	8	11	0	3	0	10	4	0	1	0
	6.1%	**4.9%**	7.6%	6.3%	4.8%	5.5%	3.8%	5.4%	0.0%	6.7%	5.3%	4.7%	0.0%	17.6%	---	4.3%	7.3%	0.0%	1.6%	0.0%
8	405	**46**	36	3	41	27	12	5	3	11	30	39	3	3	0	39	7	0	10	0
	17.9%	**16.0%**	14.5%	9.4%	16.4%	16.6%	15.0%	13.5%	7.9%	12.4%	19.7%	16.7%	8.6%	17.6%	---	16.8%	12.7%	0.0%	16.1%	0.0%
9	408	**46**	54	5	41	27	12	7	7	7	32	44	1	1	0	35	11	0	13	0
	18.0%	**16.0%**	21.7%	15.6%	16.4%	16.6%	15.0%	18.9%	18.4%	7.9%	21.1%	18.9%	2.9%	5.9%	---	15.1%	20.0%	0.0%	21.0%	0.0%
10 Best health care possible	1,160	**164**	110	21	141	94	47	19	25	61	74	132	26	5	0	133	31	1	34	1
	51.1%	**57.1%**	44.2%	65.6%	56.4%	57.7%	58.8%	51.4%	65.8%	68.5%	48.7%	56.7%	74.3%	29.4%	---	57.3%	56.4%	50.0%	54.8%	100.0%

NA - Not Applicable

Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 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?

Base: All respondents whose child went to a doctor's office/clinic (Q7)

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	2,293	**288**	251	32	251	163	81	37	38	89	153	233	36	17	0	233	55	2	62	1
Number missing or multiple answer	25	**1**	2	0	1	0	1	0	0	0	1	0	1	0	0	1	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,268	**287**	249	32	250	163	80	37	38	89	152	233	35	17	0	232	55	2	62	1
	98.9%	**99.7%**	99.2%	100.0%	99.6%	100.0%	98.8%	100.0%	100.0%	100.0%	99.3%	100.0%	97.2%	100.0%	---	99.6%	100.0%	100.0%	100.0%	100.0%
0 to 4	39	**3**	11	0	3	1	1	1	0	1	1	1	2	0	0	3	0	0	0	0
	1.7%	**1.0%**	4.4%	0.0%	1.2%	0.6%	1.3%	2.7%	0.0%	1.1%	0.7%	0.4%	5.7%	0.0%	---	1.3%	0.0%	0.0%	0.0%	0.0%
5	54	**7**	10	0	7	3	3	1	3	2	2	2	3	2	0	5	2	0	3	0
	2.4%	**2.4%**	4.0%	0.0%	2.8%	1.8%	3.8%	2.7%	7.9%	2.2%	1.3%	0.9%	8.6%	11.8%	---	2.2%	3.6%	0.0%	4.8%	0.0%
6 or 7	202	**21**	28	3	17	11	5	4	0	7	13	15	0	6	0	17	4	1	2	0
	8.9%	**7.3%**	11.2%	9.4%	6.8%	6.7%	6.3%	10.8%	0.0%	7.9%	8.6%	6.4%	0.0%	35.3%	---	7.3%	7.3%	50.0%	3.2%	0.0%
8 to 10	1,973	**256**	200	29	223	148	71	31	35	79	136	215	30	9	0	207	49	1	57	1
	87.0%	**89.2%**	80.3%	90.6%	89.2%	90.8%	88.8%	83.8%	92.1%	88.8%	89.5%	92.3%	85.7%	52.9%	---	89.2%	89.1%	50.0%	91.9%	100.0%
Significantly different from column:*		C																		
NCQA Composite Score of 1 (0 to 6)	156	**17**	30	1	15	6	6	4	3	4	8	7	5	5	0	15	2	1	4	0
	6.9%	**5.9%**	12.0%	3.1%	6.0%	3.7%	7.5%	10.8%	7.9%	4.5%	5.3%	3.0%	14.3%	29.4%	---	6.5%	3.6%	50.0%	6.5%	0.0%
NCQA Composite Score of 2 (7 to 8)	544	**60**	55	5	53	36	15	7	3	17	38	50	3	6	0	49	11	0	11	0
	24.0%	**20.9%**	22.1%	15.6%	21.2%	22.1%	18.8%	18.9%	7.9%	19.1%	25.0%	21.5%	8.6%	35.3%	---	21.1%	20.0%	0.0%	17.7%	0.0%
NCQA Composite Score of 3 (9 to 10)	1,568	**210**	164	26	182	121	59	26	32	68	106	176	27	6	0	168	42	1	47	1
	69.1%	**73.2%**	65.9%	81.3%	72.8%	74.2%	73.8%	70.3%	84.2%	76.4%	69.7%	75.5%	77.1%	35.3%	---	72.4%	76.4%	50.0%	75.8%	100.0%
Significantly different from column:*													N	M						

NA - Not Applicable

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

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 15

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

Base: All respondents whose child went to a doctor's office/clinic (Q7)

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	2,293	**288**	251	32	251	163	81	37	38	89	153	233	36	17	0	233	55	2	62	1
Number missing or multiple answer	30	**1**	3	0	1	0	1	0	0	0	1	0	1	0	0	1	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,263	**287**	248	32	250	163	80	37	38	89	152	233	35	17	0	232	55	2	62	1
	98.7%	**99.7%**	98.8%	100.0%	99.6%	100.0%	98.8%	100.0%	100.0%	100.0%	99.3%	100.0%	97.2%	100.0%	---	99.6%	100.0%	100.0%	100.0%	100.0%
Never	28	**5**	3	2	3	2	3	0	1	0	4	2	2	1	0	4	1	0	0	0
	1.2%	**1.7%**	1.2%	6.3%	1.2%	1.2%	3.8%	0.0%	2.6%	0.0%	2.6%	0.9%	5.7%	5.9%	---	1.7%	1.8%	0.0%	0.0%	0.0%
Sometimes	167	**16**	22	2	13	7	5	4	2	5	8	12	0	4	0	14	2	1	4	0
	7.4%	**5.6%**	8.9%	6.3%	5.2%	4.3%	6.3%	10.8%	5.3%	5.6%	5.3%	5.2%	0.0%	23.5%	---	6.0%	3.6%	50.0%	6.5%	0.0%
Usually	478	**44**	50	4	39	23	12	7	6	8	28	36	5	3	0	38	6	0	8	0
	21.1%	**15.3%**	20.2%	12.5%	15.6%	14.1%	15.0%	18.9%	15.8%	9.0%	18.4%	15.5%	14.3%	17.6%	---	16.4%	10.9%	0.0%	12.9%	0.0%
Always	1,590	**222**	173	24	195	131	60	26	29	76	112	183	28	9	0	176	46	1	50	1
	70.3%	**77.4%**	69.8%	75.0%	78.0%	80.4%	75.0%	70.3%	76.3%	85.4%	73.7%	78.5%	80.0%	52.9%	---	75.9%	83.6%	50.0%	80.6%	100.0%
Significantly different from column:*		AC								K	J									
Usually or Always	2,068	**266**	223	28	234	154	72	33	35	84	140	219	33	12	0	214	52	1	58	1
	91.4%	**92.7%**	89.9%	87.5%	93.6%	94.5%	90.0%	89.2%	92.1%	94.4%	92.1%	94.0%	94.3%	70.6%	---	92.2%	94.5%	50.0%	93.5%	100.0%
Significantly different from column:*																				

NA - Not Applicable

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Aetna Better Health of Louisiana

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 16

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

Base: All respondents

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	---	**362**	337	44	310	193	106	53	49	118	183	295	45	19	69	233	55	2	70	1
Number missing or multiple answer	---	**3**	4	0	3	0	2	1	1	0	2	2	1	0	1	2	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	**359**	333	44	307	193	104	52	48	118	181	293	44	19	68	231	55	2	70	1
	---	**99.2%**	98.8%	100.0%	99.0%	100.0%	98.1%	98.1%	98.0%	100.0%	98.9%	99.3%	97.8%	100.0%	98.6%	99.1%	100.0%	100.0%	100.0%	100.0%
Yes	---	**200**	230	26	169	56	94	45	27	62	105	155	28	15	46	127	23	1	41	1
	---	**55.7%**	69.1%	59.1%	55.0%	29.0%	90.4%	86.5%	56.3%	52.5%	58.0%	52.9%	63.6%	78.9%	67.6%	55.0%	41.8%	50.0%	58.6%	100.0%
No	---	**159**	103	18	138	137	10	7	21	56	76	138	16	4	22	104	32	1	29	0
	---	**44.3%**	30.9%	40.9%	45.0%	71.0%	9.6%	13.5%	43.8%	47.5%	42.0%	47.1%	36.4%	21.1%	32.4%	45.0%	58.2%	50.0%	41.4%	0.0%
Significantly different from column:*		C				GH	F	F				N		L	Q		O			

NA - Not Applicable

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Aetna Better Health of Louisiana

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 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?

Base: All respondents whose child is enrolled in school or daycare (Q16)

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	---	**200**	230	26	169	56	94	45	27	62	105	155	28	15	46	127	23	1	41	1
Number missing or multiple answer	---	**5**	3	1	4	0	3	2	0	1	4	4	1	0	2	2	1	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	**195**	227	25	165	56	91	43	27	61	101	151	27	15	44	125	22	1	41	1
	---	**97.5%**	98.7%	96.2%	97.6%	100.0%	96.8%	95.6%	100.0%	98.4%	96.2%	97.4%	96.4%	100.0%	95.7%	98.4%	95.7%	100.0%	100.0%	100.0%
Yes	---	**15**	29	0	15	5	7	2	4	3	8	8	4	3	2	9	4	0	7	0
	---	**7.7%**	12.8%	0.0%	9.1%	8.9%	7.7%	4.7%	14.8%	4.9%	7.9%	5.3%	14.8%	20.0%	4.5%	7.2%	18.2%	0.0%	17.1%	0.0%
No	---	**180**	198	25	150	51	84	41	23	58	93	143	23	12	42	116	18	1	34	1
	---	**92.3%**	87.2%	100.0%	90.9%	91.1%	92.3%	95.3%	85.2%	95.1%	92.1%	94.7%	85.2%	80.0%	95.5%	92.8%	81.8%	100.0%	82.9%	100.0%
Significantly different from column:*																				

NA - Not Applicable

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Aetna Better Health of Louisiana

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 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?

Base: All respondents whose child is enrolled in school or daycare and needed their child's doctor/health provider to contact school/daycare center about their child's health (Q16 & Q17)

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	---	**15**	29	0	15	5	7	2	4	3	8	8	4	3	2	9	4	0	7	0
Number missing or multiple answer	---	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	**15**	29	0	15	5	7	2	4	3	8	8	4	3	2	9	4	0	7	0
	---	**100.0%**	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---
Yes	---	**15**	26	0	15	5	7	2	4	3	8	8	4	3	2	9	4	0	7	0
	---	**100.0%**	89.7%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---
No	---	**0**	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	---	**0.0%**	10.3%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	---
Significantly different from column:*																				

NA - Not Applicable

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Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 19

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

Base: All respondents

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	---	**362**	337	44	310	193	106	53	49	118	183	295	45	19	69	233	55	2	70	1
Number missing or multiple answer	---	**1**	2	0	1	0	1	0	0	0	1	0	1	0	0	1	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	**361**	335	44	309	193	105	53	49	118	182	295	44	19	69	232	55	2	70	1
	---	**99.7%**	99.4%	100.0%	99.7%	100.0%	99.1%	100.0%	100.0%	100.0%	99.5%	100.0%	97.8%	100.0%	100.0%	99.6%	100.0%	100.0%	100.0%	100.0%
Yes	---	**16**	23	3	13	11	3	1	3	5	8	12	3	1	1	9	6	0	4	1
	---	**4.4%**	6.9%	6.8%	4.2%	5.7%	2.9%	1.9%	6.1%	4.2%	4.4%	4.1%	6.8%	5.3%	1.4%	3.9%	10.9%	0.0%	5.7%	100.0%
No	---	**345**	312	41	296	182	102	52	46	113	174	283	41	18	68	223	49	2	66	0
	---	**95.6%**	93.1%	93.2%	95.8%	94.3%	97.1%	98.1%	93.9%	95.8%	95.6%	95.9%	93.2%	94.7%	98.6%	96.1%	89.1%	100.0%	94.3%	0.0%
Significantly different from column:*																				

NA - Not Applicable

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

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 20

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

Base: All respondents who got or tried to get special medical equipment or device for their child (Q19)

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	---	**16**	23	3	13	11	3	1	3	5	8	12	3	1	1	9	6	0	4	1
Number missing or multiple answer	---	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	**16**	23	3	13	11	3	1	3	5	8	12	3	1	1	9	6	0	4	1
	---	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%
Never	---	**1**	3	1	0	0	1	0	1	0	0	1	0	0	0	1	0	0	0	0
	---	**6.3%**	13.0%	33.3%	0.0%	0.0%	33.3%	0.0%	33.3%	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%	11.1%	0.0%	---	0.0%	0.0%
Sometimes	---	**1**	1	0	1	1	0	0	0	1	0	1	0	0	0	0	1	0	0	0
	---	**6.3%**	4.3%	0.0%	7.7%	9.1%	0.0%	0.0%	0.0%	20.0%	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%	16.7%	---	0.0%	0.0%
Usually	---	**2**	3	0	2	2	0	0	0	0	2	2	0	0	0	2	0	0	0	0
	---	**12.5%**	13.0%	0.0%	15.4%	18.2%	0.0%	0.0%	0.0%	0.0%	25.0%	16.7%	0.0%	0.0%	0.0%	22.2%	0.0%	---	0.0%	0.0%
Always	---	**12**	16	2	10	8	2	1	2	4	6	8	3	1	1	6	5	0	4	1
	---	**75.0%**	69.6%	66.7%	76.9%	72.7%	66.7%	100.0%	66.7%	80.0%	75.0%	66.7%	100.0%	100.0%	100.0%	66.7%	83.3%	---	100.0%	100.0%
Significantly different from column:*																				
Usually or Always	---	**14**	19	2	12	10	2	1	2	4	8	10	3	1	1	8	5	0	4	1
	---	**87.5%**	82.6%	66.7%	92.3%	90.9%	66.7%	100.0%	66.7%	80.0%	100.0%	83.3%	100.0%	100.0%	100.0%	88.9%	83.3%	---	100.0%	100.0%
Significantly different from column:*																				

NA - Not Applicable

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

Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 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?

Base: All respondents who got or tried to get special medical equipment or device for their child (Q19)

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	---	**16**	23	3	13	11	3	1	3	5	8	12	3	1	1	9	6	0	4	1
Number missing or multiple answer	---	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	**16**	23	3	13	11	3	1	3	5	8	12	3	1	1	9	6	0	4	1
	---	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%
Yes	---	**14**	18	1	13	10	2	1	2	5	7	10	3	1	1	8	5	0	4	1
	---	**87.5%**	78.3%	33.3%	100.0%	90.9%	66.7%	100.0%	66.7%	100.0%	87.5%	83.3%	100.0%	100.0%	100.0%	88.9%	83.3%	---	100.0%	100.0%
No	---	**2**	5	2	0	1	1	0	1	0	1	2	0	0	0	1	1	0	0	0
	---	**12.5%**	21.7%	66.7%	0.0%	9.1%	33.3%	0.0%	33.3%	0.0%	12.5%	16.7%	0.0%	0.0%	0.0%	11.1%	16.7%	---	0.0%	0.0%
Significantly different from column:*																				

NA - Not Applicable

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

Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 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?

Base: All respondents

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	---	**362**	337	44	310	193	106	53	49	118	183	295	45	19	69	233	55	2	70	1
Number missing or multiple answer	---	**4**	2	0	4	1	3	0	1	1	2	1	1	2	1	3	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	**358**	335	44	306	192	103	53	48	117	181	294	44	17	68	230	55	2	69	1
	---	**98.9%**	99.4%	100.0%	98.7%	99.5%	97.2%	100.0%	98.0%	99.2%	98.9%	99.7%	97.8%	89.5%	98.6%	98.7%	100.0%	100.0%	98.6%	100.0%
Yes	---	**39**	26	5	33	21	10	6	5	14	19	29	7	3	7	20	11	0	16	1
	---	**10.9%**	7.8%	11.4%	10.8%	10.9%	9.7%	11.3%	10.4%	12.0%	10.5%	9.9%	15.9%	17.6%	10.3%	8.7%	20.0%	0.0%	23.2%	100.0%
No	---	**319**	309	39	273	171	93	47	43	103	162	265	37	14	61	210	44	2	53	0
	---	**89.1%**	92.2%	88.6%	89.2%	89.1%	90.3%	88.7%	89.6%	88.0%	89.5%	90.1%	84.1%	82.4%	89.7%	91.3%	80.0%	100.0%	76.8%	0.0%
Significantly different from column:*																Q	P			

NA - Not Applicable

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

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 23

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

Base: All respondents who got or tried to get special therapy for their child (Q22)

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	---	**39**	26	5	33	21	10	6	5	14	19	29	7	3	7	20	11	0	16	1
Number missing or multiple answer	---	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	**39**	25	5	33	21	10	6	5	14	19	29	7	3	7	20	11	0	16	1
	---	**100.0%**	96.2%	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%
Never	---	**3**	3	0	3	1	0	2	0	2	1	2	0	1	1	1	1	0	2	0
	---	**7.7%**	12.0%	0.0%	9.1%	4.8%	0.0%	33.3%	0.0%	14.3%	5.3%	6.9%	0.0%	33.3%	14.3%	5.0%	9.1%	---	12.5%	0.0%
Sometimes	---	**1**	2	0	1	1	0	0	0	0	1	0	1	0	0	1	0	0	0	0
	---	**2.6%**	8.0%	0.0%	3.0%	4.8%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	14.3%	0.0%	0.0%	5.0%	0.0%	---	0.0%	0.0%
Usually	---	**4**	5	0	3	2	1	0	0	0	3	4	0	0	1	2	1	0	1	0
	---	**10.3%**	20.0%	0.0%	9.1%	9.5%	10.0%	0.0%	0.0%	0.0%	15.8%	13.8%	0.0%	0.0%	14.3%	10.0%	9.1%	---	6.3%	0.0%
Always	---	**31**	15	5	26	17	9	4	5	12	14	23	6	2	5	16	9	0	13	1
	---	**79.5%**	60.0%	100.0%	78.8%	81.0%	90.0%	66.7%	100.0%	85.7%	73.7%	79.3%	85.7%	66.7%	71.4%	80.0%	81.8%	---	81.3%	100.0%
Significantly different from column:*																				
Usually or Always	---	**35**	20	5	29	19	10	4	5	12	17	27	6	2	6	18	10	0	14	1
	---	**89.7%**	80.0%	100.0%	87.9%	90.5%	100.0%	66.7%	100.0%	85.7%	89.5%	93.1%	85.7%	66.7%	85.7%	90.0%	90.9%	---	87.5%	100.0%
Significantly different from column:*																				

NA - Not Applicable

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Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 24

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

Base: All respondents who got or tried to get special therapy for their child (Q22)

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	---	**39**	26	5	33	21	10	6	5	14	19	29	7	3	7	20	11	0	16	1
Number missing or multiple answer	---	**3**	1	1	2	0	2	1	2	0	1	1	1	1	0	2	1	0	1	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	**36**	25	4	31	21	8	5	3	14	18	28	6	2	7	18	10	0	15	0
	---	**92.3%**	96.2%	80.0%	93.9%	100.0%	80.0%	83.3%	60.0%	100.0%	94.7%	96.6%	85.7%	66.7%	100.0%	90.0%	90.9%	---	93.8%	0.0%
Yes	---	**29**	17	2	26	17	6	4	3	10	15	21	6	2	4	14	10	0	13	0
	---	**80.6%**	68.0%	50.0%	83.9%	81.0%	75.0%	80.0%	100.0%	71.4%	83.3%	75.0%	100.0%	100.0%	57.1%	77.8%	100.0%	---	86.7%	---
No	---	**7**	8	2	5	4	2	1	0	4	3	7	0	0	3	4	0	0	2	0
	---	**19.4%**	32.0%	50.0%	16.1%	19.0%	25.0%	20.0%	0.0%	28.6%	16.7%	25.0%	0.0%	0.0%	42.9%	22.2%	0.0%	---	13.3%	---
Significantly different from column:*																				

NA - Not Applicable

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Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 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?

Base: All respondents

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	---	**362**	337	44	310	193	106	53	49	118	183	295	45	19	69	233	55	2	70	1
Number missing or multiple answer	---	**4**	3	0	4	0	1	3	1	0	3	2	1	1	1	2	1	0	1	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	**358**	334	44	306	193	105	50	48	118	180	293	44	18	68	231	54	2	69	0
	---	**98.9%**	99.1%	100.0%	98.7%	100.0%	99.1%	94.3%	98.0%	100.0%	98.4%	99.3%	97.8%	94.7%	98.6%	99.1%	98.2%	100.0%	98.6%	0.0%
Yes	---	**46**	43	6	39	7	27	9	7	13	25	31	9	6	7	27	12	1	14	0
	---	**12.8%**	12.9%	13.6%	12.7%	3.6%	25.7%	18.0%	14.6%	11.0%	13.9%	10.6%	20.5%	33.3%	10.3%	11.7%	22.2%	50.0%	20.3%	---
No	---	**312**	291	38	267	186	78	41	41	105	155	262	35	12	61	204	42	1	55	0
	---	**87.2%**	87.1%	86.4%	87.3%	96.4%	74.3%	82.0%	85.4%	89.0%	86.1%	89.4%	79.5%	66.7%	89.7%	88.3%	77.8%	50.0%	79.7%	---
Significantly different from column:*						G	F									Q	P			

NA - Not Applicable

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

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 26

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

Base: All respondents who got or tried to get treatment for their child's emotional, developmental, or behavioral problem (Q25)

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	---	**46**	43	6	39	7	27	9	7	13	25	31	9	6	7	27	12	1	14	0
Number missing or multiple answer	---	**3**	1	1	2	1	1	1	0	1	2	1	1	1	0	2	1	0	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	**43**	42	5	37	6	26	8	7	12	23	30	8	5	7	25	11	1	12	0
	---	**93.5%**	97.7%	83.3%	94.9%	85.7%	96.3%	88.9%	100.0%	92.3%	92.0%	96.8%	88.9%	83.3%	100.0%	92.6%	91.7%	100.0%	85.7%	---
Never	---	**4**	6	0	4	0	2	2	0	1	3	1	1	2	1	2	1	0	1	0
	---	**9.3%**	14.3%	0.0%	10.8%	0.0%	7.7%	25.0%	0.0%	8.3%	13.0%	3.3%	12.5%	40.0%	14.3%	8.0%	9.1%	0.0%	8.3%	---
Sometimes	---	**2**	4	0	2	0	1	1	0	1	1	2	0	0	0	2	0	0	1	0
	---	**4.7%**	9.5%	0.0%	5.4%	0.0%	3.8%	12.5%	0.0%	8.3%	4.3%	6.7%	0.0%	0.0%	0.0%	8.0%	0.0%	0.0%	8.3%	---
Usually	---	**11**	6	0	10	2	5	3	0	4	6	10	1	0	3	7	1	0	2	0
	---	**25.6%**	14.3%	0.0%	27.0%	33.3%	19.2%	37.5%	0.0%	33.3%	26.1%	33.3%	12.5%	0.0%	42.9%	28.0%	9.1%	0.0%	16.7%	---
Always	---	**26**	26	5	21	4	18	2	7	6	13	17	6	3	3	14	9	1	8	0
	---	**60.5%**	61.9%	100.0%	56.8%	66.7%	69.2%	25.0%	100.0%	50.0%	56.5%	56.7%	75.0%	60.0%	42.9%	56.0%	81.8%	100.0%	66.7%	---
Significantly different from column:*																				
Usually or Always	---	**37**	32	5	31	6	23	5	7	10	19	27	7	3	6	21	10	1	10	0
	---	**86.0%**	76.2%	100.0%	83.8%	100.0%	88.5%	62.5%	100.0%	83.3%	82.6%	90.0%	87.5%	60.0%	85.7%	84.0%	90.9%	100.0%	83.3%	---
Significantly different from column:*																				

NA - Not Applicable

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

Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 27

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

Base: All respondents who got or tried to get treatment for their child's emotional, developmental, or behavioral problem (Q25)

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	---	**46**	43	6	39	7	27	9	7	13	25	31	9	6	7	27	12	1	14	0
Number missing or multiple answer	---	**2**	1	1	1	0	1	1	0	1	1	0	1	1	0	2	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	**44**	42	5	38	7	26	8	7	12	24	31	8	5	7	25	12	1	13	0
	---	**95.7%**	97.7%	83.3%	97.4%	100.0%	96.3%	88.9%	100.0%	92.3%	96.0%	100.0%	88.9%	83.3%	100.0%	92.6%	100.0%	100.0%	92.9%	---
Yes	---	**30**	25	2	27	5	18	4	5	8	16	21	5	4	3	18	9	1	9	0
	---	**68.2%**	59.5%	40.0%	71.1%	71.4%	69.2%	50.0%	71.4%	66.7%	66.7%	67.7%	62.5%	80.0%	42.9%	72.0%	75.0%	100.0%	69.2%	---
No	---	**14**	17	3	11	2	8	4	2	4	8	10	3	1	4	7	3	0	4	0
	---	**31.8%**	40.5%	60.0%	28.9%	28.6%	30.8%	50.0%	28.6%	33.3%	33.3%	32.3%	37.5%	20.0%	57.1%	28.0%	25.0%	0.0%	30.8%	---
Significantly different from column:*																				

NA - Not Applicable

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

Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 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?

Base: All respondents

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	---	**362**	337	44	310	193	106	53	49	118	183	295	45	19	69	233	55	2	70	1
Number missing or multiple answer	---	**7**	2	2	5	3	2	2	0	1	6	5	2	0	0	7	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	**355**	335	42	305	190	104	51	49	117	177	290	43	19	69	226	55	2	70	1
	---	**98.1%**	99.4%	95.5%	98.4%	98.4%	98.1%	96.2%	100.0%	99.2%	96.7%	98.3%	95.6%	100.0%	100.0%	97.0%	100.0%	100.0%	100.0%	100.0%
Yes	---	**79**	68	10	66	36	27	14	8	27	41	62	9	8	6	51	21	1	43	0
	---	**22.3%**	20.3%	23.8%	21.6%	18.9%	26.0%	27.5%	16.3%	23.1%	23.2%	21.4%	20.9%	42.1%	8.7%	22.6%	38.2%	50.0%	61.4%	0.0%
No	---	**276**	267	32	239	154	77	37	41	90	136	228	34	11	63	175	34	1	27	1
	---	**77.7%**	79.7%	76.2%	78.4%	81.1%	74.0%	72.5%	83.7%	76.9%	76.8%	78.6%	79.1%	57.9%	91.3%	77.4%	61.8%	50.0%	38.6%	100.0%
Significantly different from column:*															PQ	OQ	OP			

NA - Not Applicable

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

Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 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?

Base: All respondents whose child got care from more that one kind of health care provider or service (Q28)

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	---	**79**	68	10	66	36	27	14	8	27	41	62	9	8	6	51	21	1	43	0
Number missing or multiple answer	---	**6**	2	0	6	3	2	1	2	2	2	2	3	1	1	5	0	0	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	**73**	66	10	60	33	25	13	6	25	39	60	6	7	5	46	21	1	41	0
	---	**92.4%**	97.1%	100.0%	90.9%	91.7%	92.6%	92.9%	75.0%	92.6%	95.1%	96.8%	66.7%	87.5%	83.3%	90.2%	100.0%	100.0%	95.3%	---
Yes	---	**45**	32	6	38	24	11	8	4	18	21	37	4	4	2	25	17	0	34	0
	---	**61.6%**	48.5%	60.0%	63.3%	72.7%	44.0%	61.5%	66.7%	72.0%	53.8%	61.7%	66.7%	57.1%	40.0%	54.3%	81.0%	0.0%	82.9%	---
No	---	**28**	34	4	22	9	14	5	2	7	18	23	2	3	3	21	4	1	7	0
	---	**38.4%**	51.5%	40.0%	36.7%	27.3%	56.0%	38.5%	33.3%	28.0%	46.2%	38.3%	33.3%	42.9%	60.0%	45.7%	19.0%	100.0%	17.1%	---
Significantly different from column:*						G	F									Q	P			

NA - Not Applicable

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Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 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?

Base: All respondents

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	2,974	**362**	337	44	310	193	106	53	49	118	183	295	45	19	69	233	55	2	70	1
Number missing or multiple answer	20	**3**	1	1	2	1	2	0	1	0	2	0	2	1	0	3	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,954	**359**	336	43	308	192	104	53	48	118	181	295	43	18	69	230	55	2	69	1
	99.3%	**99.2%**	99.7%	97.7%	99.4%	99.5%	98.1%	100.0%	98.0%	100.0%	98.9%	100.0%	95.6%	94.7%	100.0%	98.7%	100.0%	100.0%	98.6%	100.0%
Yes	2,693	**313**	288	31	278	181	84	42	38	106	160	263	32	17	46	209	53	2	65	1
	91.2%	**87.2%**	85.7%	72.1%	90.3%	94.3%	80.8%	79.2%	79.2%	89.8%	88.4%	89.2%	74.4%	94.4%	66.7%	90.9%	96.4%	100.0%	94.2%	100.0%
No	261	**46**	48	12	30	11	20	11	10	12	21	32	11	1	23	21	2	0	4	0
	8.8%	**12.8%**	14.3%	27.9%	9.7%	5.7%	19.2%	20.8%	20.8%	10.2%	11.6%	10.8%	25.6%	5.6%	33.3%	9.1%	3.6%	0.0%	5.8%	0.0%
Significantly different from column:*		A		E	D	G	F					M	L		PQ	O	O			

NA - Not Applicable

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

Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 31

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

Base: All respondents whose child has a personal doctor (Q30)

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	2,693	**313**	288	31	278	181	84	42	38	106	160	263	32	17	46	209	53	2	65	1
Number missing or multiple answer	79	**11**	9	0	11	5	5	1	3	3	5	9	1	1	0	10	1	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,614	**302**	279	31	267	176	79	41	35	103	155	254	31	16	46	199	52	2	64	1
	97.1%	**96.5%**	96.9%	100.0%	96.0%	97.2%	94.0%	97.6%	92.1%	97.2%	96.9%	96.6%	96.9%	94.1%	100.0%	95.2%	98.1%	100.0%	98.5%	100.0%
None	475	**45**	49	6	37	20	14	8	3	18	21	41	2	2	28	12	2	0	6	0
	18.2%	**14.9%**	17.6%	19.4%	13.9%	11.4%	17.7%	19.5%	8.6%	17.5%	13.5%	16.1%	6.5%	12.5%	60.9%	6.0%	3.8%	0.0%	9.4%	0.0%
1 time	852	**72**	81	9	62	33	28	11	10	22	38	63	7	2	11	59	2	1	12	0
	32.6%	**23.8%**	29.0%	29.0%	23.2%	18.8%	35.4%	26.8%	28.6%	21.4%	24.5%	24.8%	22.6%	12.5%	23.9%	29.6%	3.8%	50.0%	18.8%	0.0%
2	608	**78**	60	8	69	45	16	15	8	23	46	66	7	4	3	69	5	0	14	0
	23.3%	**25.8%**	21.5%	25.8%	25.8%	25.6%	20.3%	36.6%	22.9%	22.3%	29.7%	26.0%	22.6%	25.0%	6.5%	34.7%	9.6%	0.0%	21.9%	0.0%
3	320	**39**	38	2	37	29	8	2	2	12	24	31	5	3	3	35	0	0	10	0
	12.2%	**12.9%**	13.6%	6.5%	13.9%	16.5%	10.1%	4.9%	5.7%	11.7%	15.5%	12.2%	16.1%	18.8%	6.5%	17.6%	0.0%	0.0%	15.6%	0.0%
4	173	**18**	22	0	18	14	2	2	4	6	7	15	1	2	0	15	3	0	6	1
	6.6%	**6.0%**	7.9%	0.0%	6.7%	8.0%	2.5%	4.9%	11.4%	5.8%	4.5%	5.9%	3.2%	12.5%	0.0%	7.5%	5.8%	0.0%	9.4%	100.0%
5 to 9	147	**34**	22	4	30	24	8	2	5	14	14	26	7	1	1	5	28	1	10	0
	5.6%	**11.3%**	7.9%	12.9%	11.2%	13.6%	10.1%	4.9%	14.3%	13.6%	9.0%	10.2%	22.6%	6.3%	2.2%	2.5%	53.8%	50.0%	15.6%	0.0%
10 or more times	39	**16**	7	2	14	11	3	1	3	8	5	12	2	2	0	4	12	0	6	0
	1.5%	**5.3%**	2.5%	6.5%	5.2%	6.3%	3.8%	2.4%	8.6%	7.8%	3.2%	4.7%	6.5%	12.5%	0.0%	2.0%	23.1%	0.0%	9.4%	0.0%
2 or more times	1,287	**185**	149	16	168	123	37	22	22	63	96	150	22	12	7	128	48	1	46	1
	49.2%	**61.3%**	53.4%	51.6%	62.9%	69.9%	46.8%	53.7%	62.9%	61.2%	61.9%	59.1%	71.0%	75.0%	15.2%	64.3%	92.3%	50.0%	71.9%	100.0%
Significantly different from column:*		A				GH	F	F							PQ	OQ	OP			

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 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?

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q30 & Q31)

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	2,139	**257**	230	25	230	156	65	33	32	85	134	213	29	14	18	187	50	2	58	1
Number missing or multiple answer	8	**2**	0	0	2	2	0	0	1	0	1	2	0	0	0	2	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,131	**255**	230	25	228	154	65	33	31	85	133	211	29	14	18	185	50	2	58	1
	99.6%	**99.2%**	100.0%	100.0%	99.1%	98.7%	100.0%	100.0%	96.9%	100.0%	99.3%	99.1%	100.0%	100.0%	100.0%	98.9%	100.0%	100.0%	100.0%	100.0%
Never	17	**3**	1	1	2	2	0	0	1	0	2	2	0	1	0	3	0	0	0	0
	0.8%	**1.2%**	0.4%	4.0%	0.9%	1.3%	0.0%	0.0%	3.2%	0.0%	1.5%	0.9%	0.0%	7.1%	0.0%	1.6%	0.0%	0.0%	0.0%	0.0%
Sometimes	84	**9**	7	1	7	6	2	1	2	4	2	5	1	3	1	6	2	1	3	0
	3.9%	**3.5%**	3.0%	4.0%	3.1%	3.9%	3.1%	3.0%	6.5%	4.7%	1.5%	2.4%	3.4%	21.4%	5.6%	3.2%	4.0%	50.0%	5.2%	0.0%
Usually	262	**23**	25	2	21	13	8	2	4	9	9	18	4	1	2	17	4	0	1	0
	12.3%	**9.0%**	10.9%	8.0%	9.2%	8.4%	12.3%	6.1%	12.9%	10.6%	6.8%	8.5%	13.8%	7.1%	11.1%	9.2%	8.0%	0.0%	1.7%	0.0%
Always	1,768	**220**	197	21	198	133	55	30	24	72	120	186	24	9	15	159	44	1	54	1
	83.0%	**86.3%**	85.7%	84.0%	86.8%	86.4%	84.6%	90.9%	77.4%	84.7%	90.2%	88.2%	82.8%	64.3%	83.3%	85.9%	88.0%	50.0%	93.1%	100.0%
Significantly different from column:*																				
Usually or Always	2,030	**243**	222	23	219	146	63	32	28	81	129	204	28	10	17	176	48	1	55	1
	95.3%	**95.3%**	96.5%	92.0%	96.1%	94.8%	96.9%	97.0%	90.3%	95.3%	97.0%	96.7%	96.6%	71.4%	94.4%	95.1%	96.0%	50.0%	94.8%	100.0%
Significantly different from column:*																				

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 33

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q30 & Q31)

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	2,139	**257**	230	25	230	156	65	33	32	85	134	213	29	14	18	187	50	2	58	1
Number missing or multiple answer	1	**2**	1	0	2	2	0	0	1	0	1	2	0	0	0	2	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,138	**255**	229	25	228	154	65	33	31	85	133	211	29	14	18	185	50	2	58	1
	100.0%	**99.2%**	99.6%	100.0%	99.1%	98.7%	100.0%	100.0%	96.9%	100.0%	99.3%	99.1%	100.0%	100.0%	100.0%	98.9%	100.0%	100.0%	100.0%	100.0%
Never	15	**3**	0	2	1	2	1	0	3	0	0	3	0	0	2	1	0	0	1	0
	0.7%	**1.2%**	0.0%	8.0%	0.4%	1.3%	1.5%	0.0%	9.7%	0.0%	0.0%	1.4%	0.0%	0.0%	11.1%	0.5%	0.0%	0.0%	1.7%	0.0%
Sometimes	67	**14**	11	0	13	7	5	1	2	7	4	9	1	4	0	13	1	1	3	0
	3.1%	**5.5%**	4.8%	0.0%	5.7%	4.5%	7.7%	3.0%	6.5%	8.2%	3.0%	4.3%	3.4%	28.6%	0.0%	7.0%	2.0%	50.0%	5.2%	0.0%
Usually	248	**17**	20	1	16	11	4	2	2	7	7	14	3	0	3	11	3	0	2	0
	11.6%	**6.7%**	8.7%	4.0%	7.0%	7.1%	6.2%	6.1%	6.5%	8.2%	5.3%	6.6%	10.3%	0.0%	16.7%	5.9%	6.0%	0.0%	3.4%	0.0%
Always	1,808	**221**	198	22	198	134	55	30	24	71	122	185	25	10	13	160	46	1	52	1
	84.6%	**86.7%**	86.5%	88.0%	86.8%	87.0%	84.6%	90.9%	77.4%	83.5%	91.7%	87.7%	86.2%	71.4%	72.2%	86.5%	92.0%	50.0%	89.7%	100.0%
Significantly different from column:*																				
Usually or Always	2,056	**238**	218	23	214	145	59	32	26	78	129	199	28	10	16	171	49	1	54	1
	96.2%	**93.3%**	95.2%	92.0%	93.9%	94.2%	90.8%	97.0%	83.9%	91.8%	97.0%	94.3%	96.6%	71.4%	88.9%	92.4%	98.0%	50.0%	93.1%	100.0%
Significantly different from column:*		A																		

NA - Not Applicable

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

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 34

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q30 & Q31)

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	2,139	**257**	230	25	230	156	65	33	32	85	134	213	29	14	18	187	50	2	58	1
Number missing or multiple answer	1	**2**	0	0	2	2	0	0	1	0	1	2	0	0	0	2	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,138	**255**	230	25	228	154	65	33	31	85	133	211	29	14	18	185	50	2	58	1
	100.0%	**99.2%**	100.0%	100.0%	99.1%	98.7%	100.0%	100.0%	96.9%	100.0%	99.3%	99.1%	100.0%	100.0%	100.0%	98.9%	100.0%	100.0%	100.0%	100.0%
Never	16	**3**	0	2	1	3	0	0	2	0	1	3	0	0	1	2	0	0	0	0
	0.7%	**1.2%**	0.0%	8.0%	0.4%	1.9%	0.0%	0.0%	6.5%	0.0%	0.8%	1.4%	0.0%	0.0%	5.6%	1.1%	0.0%	0.0%	0.0%	0.0%
Sometimes	53	**5**	8	0	5	3	0	1	1	3	1	3	0	2	0	4	1	0	2	0
	2.5%	**2.0%**	3.5%	0.0%	2.2%	1.9%	0.0%	3.0%	3.2%	3.5%	0.8%	1.4%	0.0%	14.3%	0.0%	2.2%	2.0%	0.0%	3.4%	0.0%
Usually	198	**21**	21	2	19	10	9	2	3	8	9	17	3	1	2	15	4	0	3	0
	9.3%	**8.2%**	9.1%	8.0%	8.3%	6.5%	13.8%	6.1%	9.7%	9.4%	6.8%	8.1%	10.3%	7.1%	11.1%	8.1%	8.0%	0.0%	5.2%	0.0%
Always	1,871	**226**	201	21	203	138	56	30	25	74	122	188	26	11	15	164	45	2	53	1
	87.5%	**88.6%**	87.4%	84.0%	89.0%	89.6%	86.2%	90.9%	80.6%	87.1%	91.7%	89.1%	89.7%	78.6%	83.3%	88.6%	90.0%	100.0%	91.4%	100.0%
Significantly different from column:*																				
Usually or Always	2,069	**247**	222	23	222	148	65	32	28	82	131	205	29	12	17	179	49	2	56	1
	96.8%	**96.9%**	96.5%	92.0%	97.4%	96.1%	100.0%	97.0%	90.3%	96.5%	98.5%	97.2%	100.0%	85.7%	94.4%	96.8%	98.0%	100.0%	96.6%	100.0%
Significantly different from column:*																				

NA - Not Applicable

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Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 35

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q30 & Q31)

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	2,139	**257**	230	25	230	156	65	33	32	85	134	213	29	14	18	187	50	2	58	1
Number missing or multiple answer	21	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,118	**257**	229	25	230	156	65	33	32	85	134	213	29	14	18	187	50	2	58	1
	99.0%	**100.0%**	99.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	1,422	**113**	136	12	100	20	60	30	17	39	55	79	23	10	7	92	14	1	33	1
	67.1%	**44.0%**	59.4%	48.0%	43.5%	12.8%	92.3%	90.9%	53.1%	45.9%	41.0%	37.1%	79.3%	71.4%	38.9%	49.2%	28.0%	50.0%	56.9%	100.0%
No	696	**144**	93	13	130	136	5	3	15	46	79	134	6	4	11	95	36	1	25	0
	32.9%	**56.0%**	40.6%	52.0%	56.5%	87.2%	7.7%	9.1%	46.9%	54.1%	59.0%	62.9%	20.7%	28.6%	61.1%	50.8%	72.0%	50.0%	43.1%	0.0%
Significantly different from column:*		AC				GH	F	F				MN	L	L		Q	P			

NA - Not Applicable

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

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 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?

Base: All respondents whose child has a personal doctor, visited their personal doctor to get care, and is able to talk with his/her doctors (Q30, Q31, & Q35)

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	1,422	**113**	136	12	100	20	60	30	17	39	55	79	23	10	7	92	14	1	33	1
Number missing or multiple answer	11	**1**	2	0	1	0	0	1	0	0	1	1	0	0	0	1	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,411	**112**	134	12	99	20	60	29	17	39	54	78	23	10	7	91	14	1	33	1
	99.2%	**99.1%**	98.5%	100.0%	99.0%	100.0%	100.0%	96.7%	100.0%	100.0%	98.2%	98.7%	100.0%	100.0%	100.0%	98.9%	100.0%	100.0%	100.0%	100.0%
Never	14	**3**	0	0	3	1	2	0	1	1	1	3	0	0	2	1	0	0	2	0
	1.0%	**2.7%**	0.0%	0.0%	3.0%	5.0%	3.3%	0.0%	5.9%	2.6%	1.9%	3.8%	0.0%	0.0%	28.6%	1.1%	0.0%	0.0%	6.1%	0.0%
Sometimes	79	**8**	9	0	8	0	6	1	0	5	3	2	3	3	1	7	0	0	2	0
	5.6%	**7.1%**	6.7%	0.0%	8.1%	0.0%	10.0%	3.4%	0.0%	12.8%	5.6%	2.6%	13.0%	30.0%	14.3%	7.7%	0.0%	0.0%	6.1%	0.0%
Usually	225	**14**	19	1	13	2	8	4	2	2	9	11	2	1	0	12	2	0	3	0
	15.9%	**12.5%**	14.2%	8.3%	13.1%	10.0%	13.3%	13.8%	11.8%	5.1%	16.7%	14.1%	8.7%	10.0%	0.0%	13.2%	14.3%	0.0%	9.1%	0.0%
Always	1,093	**87**	106	11	75	17	44	24	14	31	41	62	18	6	4	71	12	1	26	1
	77.5%	**77.7%**	79.1%	91.7%	75.8%	85.0%	73.3%	82.8%	82.4%	79.5%	75.9%	79.5%	78.3%	60.0%	57.1%	78.0%	85.7%	100.0%	78.8%	100.0%
Significantly different from column:*																				
Usually or Always	1,318	**101**	125	12	88	19	52	28	16	33	50	73	20	7	4	83	14	1	29	1
	93.4%	**90.2%**	93.3%	100.0%	88.9%	95.0%	86.7%	96.6%	94.1%	84.6%	92.6%	93.6%	87.0%	70.0%	57.1%	91.2%	100.0%	100.0%	87.9%	100.0%
Significantly different from column:*																				

NA - Not Applicable

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

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 37

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q30 & Q31)

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	2,139	**257**	230	25	230	156	65	33	32	85	134	213	29	14	18	187	50	2	58	1
Number missing or multiple answer	14	**4**	0	0	4	4	0	0	1	1	2	4	0	0	0	3	1	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,125	**253**	230	25	226	152	65	33	31	84	132	209	29	14	18	184	49	2	57	1
	99.3%	**98.4%**	100.0%	100.0%	98.3%	97.4%	100.0%	100.0%	96.9%	98.8%	98.5%	98.1%	100.0%	100.0%	100.0%	98.4%	98.0%	100.0%	98.3%	100.0%
Never	29	**4**	4	1	3	2	1	0	1	2	1	3	0	1	3	1	0	0	1	0
	1.4%	**1.6%**	1.7%	4.0%	1.3%	1.3%	1.5%	0.0%	3.2%	2.4%	0.8%	1.4%	0.0%	7.1%	16.7%	0.5%	0.0%	0.0%	1.8%	0.0%
Sometimes	149	**22**	17	3	18	11	7	4	3	11	7	15	2	5	2	15	5	1	3	0
	7.0%	**8.7%**	7.4%	12.0%	8.0%	7.2%	10.8%	12.1%	9.7%	13.1%	5.3%	7.2%	6.9%	35.7%	11.1%	8.2%	10.2%	50.0%	5.3%	0.0%
Usually	433	**37**	30	1	36	23	12	2	5	15	16	32	3	2	1	31	5	0	6	0
	20.4%	**14.6%**	13.0%	4.0%	15.9%	15.1%	18.5%	6.1%	16.1%	17.9%	12.1%	15.3%	10.3%	14.3%	5.6%	16.8%	10.2%	0.0%	10.5%	0.0%
Always	1,514	**190**	179	20	169	116	45	27	22	56	108	159	24	6	12	137	39	1	47	1
	71.2%	**75.1%**	77.8%	80.0%	74.8%	76.3%	69.2%	81.8%	71.0%	66.7%	81.8%	76.1%	82.8%	42.9%	66.7%	74.5%	79.6%	50.0%	82.5%	100.0%
Significantly different from column:*										K	J									
Usually or Always	1,947	**227**	209	21	205	139	57	29	27	71	124	191	27	8	13	168	44	1	53	1
	91.6%	**89.7%**	90.9%	84.0%	90.7%	91.4%	87.7%	87.9%	87.1%	84.5%	93.9%	91.4%	93.1%	57.1%	72.2%	91.3%	89.8%	50.0%	93.0%	100.0%
Significantly different from column:*										K	J									

NA - Not Applicable

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

Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 38

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q30 & Q31)

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	2,139	**257**	230	25	230	156	65	33	32	85	134	213	29	14	18	187	50	2	58	1
Number missing or multiple answer	15	**1**	0	0	1	1	0	0	0	0	1	1	0	0	0	1	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,124	**256**	230	25	229	155	65	33	32	85	133	212	29	14	18	186	50	2	58	1
	99.3%	**99.6%**	100.0%	100.0%	99.6%	99.4%	100.0%	100.0%	100.0%	100.0%	99.3%	99.5%	100.0%	100.0%	100.0%	99.5%	100.0%	100.0%	100.0%	100.0%
Yes	1,913	**228**	190	19	208	144	53	29	29	77	118	193	26	8	13	166	47	1	53	1
	90.1%	**89.1%**	82.6%	76.0%	90.8%	92.9%	81.5%	87.9%	90.6%	90.6%	88.7%	91.0%	89.7%	57.1%	72.2%	89.2%	94.0%	50.0%	91.4%	100.0%
No	211	**28**	40	6	21	11	12	4	3	8	15	19	3	6	5	20	3	1	5	0
	9.9%	**10.9%**	17.4%	24.0%	9.2%	7.1%	18.5%	12.1%	9.4%	9.4%	11.3%	9.0%	10.3%	42.9%	27.8%	10.8%	6.0%	50.0%	8.6%	0.0%
Significantly different from column:*		C				G	F													

NA - Not Applicable

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

Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 39

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q30 & Q31)

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	2,139	**257**	230	25	230	156	65	33	32	85	134	213	29	14	18	187	50	2	58	1
Number missing or multiple answer	16	**4**	1	0	4	3	0	1	0	2	2	4	0	0	0	2	2	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,123	**253**	229	25	226	153	65	32	32	83	132	209	29	14	18	185	48	2	58	1
	99.3%	**98.4%**	99.6%	100.0%	98.3%	98.1%	100.0%	97.0%	100.0%	97.6%	98.5%	98.1%	100.0%	100.0%	100.0%	98.9%	96.0%	100.0%	100.0%	100.0%
Yes	1,017	**106**	87	7	99	60	29	16	10	37	58	85	13	8	6	71	28	0	44	1
	47.9%	**41.9%**	38.0%	28.0%	43.8%	39.2%	44.6%	50.0%	31.3%	44.6%	43.9%	40.7%	44.8%	57.1%	33.3%	38.4%	58.3%	0.0%	75.9%	100.0%
No	1,106	**147**	142	18	127	93	36	16	22	46	74	124	16	6	12	114	20	2	14	0
	52.1%	**58.1%**	62.0%	72.0%	56.2%	60.8%	55.4%	50.0%	68.8%	55.4%	56.1%	59.3%	55.2%	42.9%	66.7%	61.6%	41.7%	100.0%	24.1%	0.0%
Significantly different from column:*																Q	P			

NA - Not Applicable

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

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 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?

Base: All respondents whose child has a personal doctor, visited their personal doctor, and got care from a doctor/health care provider besides his/her personal doctor (Q30, Q31, & Q39)

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	1,017	**106**	87	7	99	60	29	16	10	37	58	85	13	8	6	71	28	0	44	1
Number missing or multiple answer	15	**3**	4	1	2	0	3	0	0	0	3	2	1	0	0	2	1	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,002	**103**	83	6	97	60	26	16	10	37	55	83	12	8	6	69	27	0	43	1
	98.5%	**97.2%**	95.4%	85.7%	98.0%	100.0%	89.7%	100.0%	100.0%	100.0%	94.8%	97.6%	92.3%	100.0%	100.0%	97.2%	96.4%	---	97.7%	100.0%
Never	42	**4**	8	0	4	3	0	1	1	1	2	4	0	0	0	3	1	0	1	0
	4.2%	**3.9%**	9.6%	0.0%	4.1%	5.0%	0.0%	6.3%	10.0%	2.7%	3.6%	4.8%	0.0%	0.0%	0.0%	4.3%	3.7%	---	2.3%	0.0%
Sometimes	107	**10**	4	1	9	4	5	1	1	3	6	8	1	1	0	7	3	0	2	0
	10.7%	**9.7%**	4.8%	16.7%	9.3%	6.7%	19.2%	6.3%	10.0%	8.1%	10.9%	9.6%	8.3%	12.5%	0.0%	10.1%	11.1%	---	4.7%	0.0%
Usually	243	**19**	19	1	18	11	6	2	3	6	10	16	2	1	0	14	5	0	8	0
	24.3%	**18.4%**	22.9%	16.7%	18.6%	18.3%	23.1%	12.5%	30.0%	16.2%	18.2%	19.3%	16.7%	12.5%	0.0%	20.3%	18.5%	---	18.6%	0.0%
Always	610	**70**	52	4	66	42	15	12	5	27	37	55	9	6	6	45	18	0	32	1
	60.9%	**68.0%**	62.7%	66.7%	68.0%	70.0%	57.7%	75.0%	50.0%	73.0%	67.3%	66.3%	75.0%	75.0%	100.0%	65.2%	66.7%	---	74.4%	100.0%
Significantly different from column:*																				
Usually or Always	853	**89**	71	5	84	53	21	14	8	33	47	71	11	7	6	59	23	0	40	1
	85.1%	**86.4%**	85.5%	83.3%	86.6%	88.3%	80.8%	87.5%	80.0%	89.2%	85.5%	85.5%	91.7%	87.5%	100.0%	85.5%	85.2%	---	93.0%	100.0%
Significantly different from column:*																				

NA - Not Applicable

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

Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 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?

Base: All respondents whose child has a personal doctor (Q30)

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	2,693	**313**	288	31	278	181	84	42	38	106	160	263	32	17	46	209	53	2	65	1
Number missing or multiple answer	61	**12**	6	1	11	4	3	5	1	6	5	10	2	0	3	8	1	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,632	**301**	282	30	267	177	81	37	37	100	155	253	30	17	43	201	52	2	65	1
	97.7%	**96.2%**	97.9%	96.8%	96.0%	97.8%	96.4%	88.1%	97.4%	94.3%	96.9%	96.2%	93.8%	100.0%	93.5%	96.2%	98.1%	100.0%	100.0%	100.0%
0 Worst personal doctor possible	3	**1**	2	0	1	1	0	0	0	0	1	1	0	0	0	0	1	0	0	0
	0.1%	**0.3%**	0.7%	0.0%	0.4%	0.6%	0.0%	0.0%	0.0%	0.0%	0.6%	0.4%	0.0%	0.0%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%
1	3	**1**	0	0	1	0	1	0	0	0	1	1	0	0	1	0	0	0	0	0
	0.1%	**0.3%**	0.0%	0.0%	0.4%	0.0%	1.2%	0.0%	0.0%	0.0%	0.6%	0.4%	0.0%	0.0%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%
2	5	**1**	0	0	1	0	0	1	0	0	0	0	1	0	0	1	0	0	0	0
	0.2%	**0.3%**	0.0%	0.0%	0.4%	0.0%	0.0%	2.7%	0.0%	0.0%	0.0%	0.0%	3.3%	0.0%	0.0%	0.5%	0.0%	0.0%	0.0%	0.0%
3	13	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	**0.0%**	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
4	15	**2**	1	0	2	1	0	1	0	0	2	1	0	1	0	2	0	0	0	0
	0.6%	**0.7%**	0.4%	0.0%	0.7%	0.6%	0.0%	2.7%	0.0%	0.0%	1.3%	0.4%	0.0%	5.9%	0.0%	1.0%	0.0%	0.0%	0.0%	0.0%
5	55	**6**	10	1	5	3	2	1	1	3	1	5	1	0	3	3	0	0	3	0
	2.1%	**2.0%**	3.5%	3.3%	1.9%	1.7%	2.5%	2.7%	2.7%	3.0%	0.6%	2.0%	3.3%	0.0%	7.0%	1.5%	0.0%	0.0%	4.6%	0.0%
6	51	**7**	6	1	5	4	2	0	1	3	2	2	1	4	0	7	0	1	1	0
	1.9%	**2.3%**	2.1%	3.3%	1.9%	2.3%	2.5%	0.0%	2.7%	3.0%	1.3%	0.8%	3.3%	23.5%	0.0%	3.5%	0.0%	50.0%	1.5%	0.0%
7	136	**11**	16	2	9	7	4	0	0	3	8	7	1	3	2	6	3	0	1	0
	5.2%	**3.7%**	5.7%	6.7%	3.4%	4.0%	4.9%	0.0%	0.0%	3.0%	5.2%	2.8%	3.3%	17.6%	4.7%	3.0%	5.8%	0.0%	1.5%	0.0%
8	323	**35**	33	4	31	23	11	1	3	10	22	34	1	0	3	25	6	0	8	0
	12.3%	**11.6%**	11.7%	13.3%	11.6%	13.0%	13.6%	2.7%	8.1%	10.0%	14.2%	13.4%	3.3%	0.0%	7.0%	12.4%	11.5%	0.0%	12.3%	0.0%
9	411	**45**	45	2	41	21	14	8	5	16	22	40	4	1	5	30	8	0	9	0
	15.6%	**15.0%**	16.0%	6.7%	15.4%	11.9%	17.3%	21.6%	13.5%	16.0%	14.2%	15.8%	13.3%	5.9%	11.6%	14.9%	15.4%	0.0%	13.8%	0.0%
10 Best personal doctor possible	1,617	**192**	168	20	171	117	47	25	27	65	96	162	21	8	29	127	34	1	43	1
	61.4%	**63.8%**	59.6%	66.7%	64.0%	66.1%	58.0%	67.6%	73.0%	65.0%	61.9%	64.0%	70.0%	47.1%	67.4%	63.2%	65.4%	50.0%	66.2%	100.0%

NA - Not Applicable

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 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?

Base: All respondents whose child has a personal doctor (Q30)

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	2,693	**313**	288	31	278	181	84	42	38	106	160	263	32	17	46	209	53	2	65	1
Number missing or multiple answer	61	**12**	6	1	11	4	3	5	1	6	5	10	2	0	3	8	1	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,632	**301**	282	30	267	177	81	37	37	100	155	253	30	17	43	201	52	2	65	1
	97.7%	**96.2%**	97.9%	96.8%	96.0%	97.8%	96.4%	88.1%	97.4%	94.3%	96.9%	96.2%	93.8%	100.0%	93.5%	96.2%	98.1%	100.0%	100.0%	100.0%
0 to 4	39	**5**	4	0	5	2	1	2	0	0	4	3	1	1	1	3	1	0	0	0
	1.5%	**1.7%**	1.4%	0.0%	1.9%	1.1%	1.2%	5.4%	0.0%	0.0%	2.6%	1.2%	3.3%	5.9%	2.3%	1.5%	1.9%	0.0%	0.0%	0.0%
5	55	**6**	10	1	5	3	2	1	1	3	1	5	1	0	3	3	0	0	3	0
	2.1%	**2.0%**	3.5%	3.3%	1.9%	1.7%	2.5%	2.7%	2.7%	3.0%	0.6%	2.0%	3.3%	0.0%	7.0%	1.5%	0.0%	0.0%	4.6%	0.0%
6 or 7	187	**18**	22	3	14	11	6	0	1	6	10	9	2	7	2	13	3	1	2	0
	7.1%	**6.0%**	7.8%	10.0%	5.2%	6.2%	7.4%	0.0%	2.7%	6.0%	6.5%	3.6%	6.7%	41.2%	4.7%	6.5%	5.8%	50.0%	3.1%	0.0%
8 to 10	2,351	**272**	246	26	243	161	72	34	35	91	140	236	26	9	37	182	48	1	60	1
	89.3%	**90.4%**	87.2%	86.7%	91.0%	91.0%	88.9%	91.9%	94.6%	91.0%	90.3%	93.3%	86.7%	52.9%	86.0%	90.5%	92.3%	50.0%	92.3%	100.0%
Significantly different from column:*																				
NCQA Composite Score of 1 (0 to 6)	145	**18**	20	2	15	9	5	3	2	6	7	10	3	5	4	13	1	1	4	0
	5.5%	**6.0%**	7.1%	6.7%	5.6%	5.1%	6.2%	8.1%	5.4%	6.0%	4.5%	4.0%	10.0%	29.4%	9.3%	6.5%	1.9%	50.0%	6.2%	0.0%
NCQA Composite Score of 2 (7 to 8)	459	**46**	49	6	40	30	15	1	3	13	30	41	2	3	5	31	9	0	9	0
	17.4%	**15.3%**	17.4%	20.0%	15.0%	16.9%	18.5%	2.7%	8.1%	13.0%	19.4%	16.2%	6.7%	17.6%	11.6%	15.4%	17.3%	0.0%	13.8%	0.0%
NCQA Composite Score of 3 (9 to 10)	2,028	**237**	213	22	212	138	61	33	32	81	118	202	25	9	34	157	42	1	52	1
	77.1%	**78.7%**	75.5%	73.3%	79.4%	78.0%	75.3%	89.2%	86.5%	81.0%	76.1%	79.8%	83.3%	52.9%	79.1%	78.1%	80.8%	50.0%	80.0%	100.0%
Significantly different from column:*																				

NA - Not Applicable

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

Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 42

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

Base: All respondents whose child has a personal doctor (Q30)

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	---	**313**	288	31	278	181	84	42	38	106	160	263	32	17	46	209	53	2	65	1
Number missing or multiple answer	---	**10**	5	1	9	5	3	2	1	3	6	9	1	0	0	9	1	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	**303**	283	30	269	176	81	40	37	103	154	254	31	17	46	200	52	2	65	1
	---	**96.8%**	98.3%	96.8%	96.8%	97.2%	96.4%	95.2%	97.4%	97.2%	96.3%	96.6%	96.9%	100.0%	100.0%	95.7%	98.1%	100.0%	100.0%	100.0%
Yes	---	**77**	80	7	68	25	32	17	11	22	41	51	13	13	7	48	20	2	31	1
	---	**25.4%**	28.3%	23.3%	25.3%	14.2%	39.5%	42.5%	29.7%	21.4%	26.6%	20.1%	41.9%	76.5%	15.2%	24.0%	38.5%	100.0%	47.7%	100.0%
No	---	**226**	203	23	201	151	49	23	26	81	113	203	18	4	39	152	32	0	34	0
	---	**74.6%**	71.7%	76.7%	74.7%	85.8%	60.5%	57.5%	70.3%	78.6%	73.4%	79.9%	58.1%	23.5%	84.8%	76.0%	61.5%	0.0%	52.3%	0.0%
Significantly different from column:*						GH	F	F				M	LN	M	Q	Q	OP			

NA - Not Applicable

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

Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 43

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

Base: All respondents whose child has a personal doctor and has medical, behavioral, other health conditions that has lasted for more than 3 months (Q30 & Q42)

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	---	**77**	80	7	68	25	32	17	11	22	41	51	13	13	7	48	20	2	31	1
Number missing or multiple answer	---	**2**	5	1	1	0	1	1	0	2	0	0	1	1	2	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	**75**	75	6	67	25	31	16	11	20	41	51	12	12	5	48	20	2	31	1
	---	**97.4%**	93.8%	85.7%	98.5%	100.0%	96.9%	94.1%	100.0%	90.9%	100.0%	100.0%	92.3%	92.3%	71.4%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	---	**66**	69	4	60	24	25	14	10	19	35	47	10	9	2	43	19	2	31	1
	---	**88.0%**	92.0%	66.7%	89.6%	96.0%	80.6%	87.5%	90.9%	95.0%	85.4%	92.2%	83.3%	75.0%	40.0%	89.6%	95.0%	100.0%	100.0%	100.0%
No	---	**9**	6	2	7	1	6	2	1	1	6	4	2	3	3	5	1	0	0	0
	---	**12.0%**	8.0%	33.3%	10.4%	4.0%	19.4%	12.5%	9.1%	5.0%	14.6%	7.8%	16.7%	25.0%	60.0%	10.4%	5.0%	0.0%	0.0%	0.0%
Significantly different from column:*																				

NA - Not Applicable

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

Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 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?

Base: All respondents whose child has a personal doctor and has medical, behavioral, other health conditions that has lasted for more than 3 months (Q30 & Q42)

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	---	**77**	80	7	68	25	32	17	11	22	41	51	13	13	7	48	20	2	31	1
Number missing or multiple answer	---	**2**	4	1	1	0	1	1	0	1	1	1	1	0	2	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	**75**	76	6	67	25	31	16	11	21	40	50	12	13	5	48	20	2	31	1
	---	**97.4%**	95.0%	85.7%	98.5%	100.0%	96.9%	94.1%	100.0%	95.5%	97.6%	98.0%	92.3%	100.0%	71.4%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	---	**64**	68	4	58	24	23	14	10	18	34	46	10	8	2	42	18	2	31	1
	---	**85.3%**	89.5%	66.7%	86.6%	96.0%	74.2%	87.5%	90.9%	85.7%	85.0%	92.0%	83.3%	61.5%	40.0%	87.5%	90.0%	100.0%	100.0%	100.0%
No	---	**11**	8	2	9	1	8	2	1	3	6	4	2	5	3	6	2	0	0	0
	---	**14.7%**	10.5%	33.3%	13.4%	4.0%	25.8%	12.5%	9.1%	14.3%	15.0%	8.0%	16.7%	38.5%	60.0%	12.5%	10.0%	0.0%	0.0%	0.0%
Significantly different from column:*																				

NA - Not Applicable

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

Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 45

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

Base: All respondents

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	2,974	**362**	337	44	310	193	106	53	49	118	183	295	45	19	69	233	55	2	70	1
Number missing or multiple answer	26	**5**	7	0	5	0	3	2	1	3	1	3	1	1	0	4	1	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,948	**357**	330	44	305	193	103	51	48	115	182	292	44	18	69	229	54	2	70	1
	99.1%	**98.6%**	97.9%	100.0%	98.4%	100.0%	97.2%	96.2%	98.0%	97.5%	99.5%	99.0%	97.8%	94.7%	100.0%	98.3%	98.2%	100.0%	100.0%	100.0%
Yes	804	**73**	68	6	65	36	22	12	12	27	32	60	7	6	5	44	21	2	70	1
	27.3%	**20.4%**	20.6%	13.6%	21.3%	18.7%	21.4%	23.5%	25.0%	23.5%	17.6%	20.5%	15.9%	33.3%	7.2%	19.2%	38.9%	100.0%	100.0%	100.0%
No	2,144	**284**	262	38	240	157	81	39	36	88	150	232	37	12	64	185	33	0	0	0
	72.7%	**79.6%**	79.4%	86.4%	78.7%	81.3%	78.6%	76.5%	75.0%	76.5%	82.4%	79.5%	84.1%	66.7%	92.8%	80.8%	61.1%	0.0%	0.0%	0.0%
Significantly different from column:*		A													PQ	OQ	OP			

NA - Not Applicable

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

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 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?

Base: All respondents who made an appointment for their child to see a specialist (Q45)

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	804	**73**	68	6	65	36	22	12	12	27	32	60	7	6	5	44	21	2	70	1
Number missing or multiple answer	11	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	793	**73**	68	6	65	36	22	12	12	27	32	60	7	6	5	44	21	2	70	1
	98.6%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	28	**1**	4	0	1	0	0	1	0	0	1	1	0	0	0	1	0	0	1	0
	3.5%	**1.4%**	5.9%	0.0%	1.5%	0.0%	0.0%	8.3%	0.0%	0.0%	3.1%	1.7%	0.0%	0.0%	0.0%	2.3%	0.0%	0.0%	1.4%	0.0%
Sometimes	104	**7**	8	0	6	4	3	0	2	1	3	5	0	2	0	5	1	2	5	0
	13.1%	**9.6%**	11.8%	0.0%	9.2%	11.1%	13.6%	0.0%	16.7%	3.7%	9.4%	8.3%	0.0%	33.3%	0.0%	11.4%	4.8%	100.0%	7.1%	0.0%
Usually	202	**17**	7	1	16	9	3	5	0	10	7	15	1	1	2	10	5	0	17	0
	25.5%	**23.3%**	10.3%	16.7%	24.6%	25.0%	13.6%	41.7%	0.0%	37.0%	21.9%	25.0%	14.3%	16.7%	40.0%	22.7%	23.8%	0.0%	24.3%	0.0%
Always	459	**48**	49	5	42	23	16	6	10	16	21	39	6	3	3	28	15	0	47	1
	57.9%	**65.8%**	72.1%	83.3%	64.6%	63.9%	72.7%	50.0%	83.3%	59.3%	65.6%	65.0%	85.7%	50.0%	60.0%	63.6%	71.4%	0.0%	67.1%	100.0%
Significantly different from column:*																				
Usually or Always	661	**65**	56	6	58	32	19	11	10	26	28	54	7	4	5	38	20	0	64	1
	83.4%	**89.0%**	82.4%	100.0%	89.2%	88.9%	86.4%	91.7%	83.3%	96.3%	87.5%	90.0%	100.0%	66.7%	100.0%	86.4%	95.2%	0.0%	91.4%	100.0%
Significantly different from column:*																				

NA - Not Applicable

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Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 47

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

Base: All respondents who made an appointment for their child to see a specialist (Q45)

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	804	**73**	68	6	65	36	22	12	12	27	32	60	7	6	5	44	21	2	70	1
Number missing or multiple answer	17	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	787	**73**	67	6	65	36	22	12	12	27	32	60	7	6	5	44	21	2	70	1
	97.9%	**100.0%**	98.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
None	45	**2**	5	0	1	1	1	0	1	0	0	1	0	1	0	1	1	2	0	0
	5.7%	**2.7%**	7.5%	0.0%	1.5%	2.8%	4.5%	0.0%	8.3%	0.0%	0.0%	1.7%	0.0%	16.7%	0.0%	2.3%	4.8%	100.0%	0.0%	0.0%
1 specialist	529	**51**	41	4	47	24	18	9	5	22	24	44	5	2	3	35	10	0	51	0
	67.2%	**69.9%**	61.2%	66.7%	72.3%	66.7%	81.8%	75.0%	41.7%	81.5%	75.0%	73.3%	71.4%	33.3%	60.0%	79.5%	47.6%	0.0%	72.9%	0.0%
2	137	**12**	16	1	10	9	1	1	2	4	5	10	1	1	0	6	6	0	12	0
	17.4%	**16.4%**	23.9%	16.7%	15.4%	25.0%	4.5%	8.3%	16.7%	14.8%	15.6%	16.7%	14.3%	16.7%	0.0%	13.6%	28.6%	0.0%	17.1%	0.0%
3	40	**6**	3	1	5	2	1	1	2	1	3	4	1	1	2	2	2	0	6	0
	5.1%	**8.2%**	4.5%	16.7%	7.7%	5.6%	4.5%	8.3%	16.7%	3.7%	9.4%	6.7%	14.3%	16.7%	40.0%	4.5%	9.5%	0.0%	8.6%	0.0%
4	17	**1**	0	0	1	0	1	0	1	0	0	1	0	0	0	0	1	0	1	0
	2.2%	**1.4%**	0.0%	0.0%	1.5%	0.0%	4.5%	0.0%	8.3%	0.0%	0.0%	1.7%	0.0%	0.0%	0.0%	0.0%	4.8%	0.0%	1.4%	0.0%
5 or more specialists	19	**1**	2	0	1	0	0	1	1	0	0	0	0	1	0	0	1	0	0	1
	2.4%	**1.4%**	3.0%	0.0%	1.5%	0.0%	0.0%	8.3%	8.3%	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%	4.8%	0.0%	0.0%	100.0%
3 or more specialists	76	**8**	5	1	7	2	2	2	4	1	3	5	1	2	2	2	4	0	7	1
	9.7%	**11.0%**	7.5%	16.7%	10.8%	5.6%	9.1%	16.7%	33.3%	3.7%	9.4%	8.3%	14.3%	33.3%	40.0%	4.5%	19.0%	0.0%	10.0%	100.0%
Significantly different from column:*																				

NA - Not Applicable

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Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 48

Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

Base: All respondents whose child saw a specialist (Q45 & Q47)

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	742	**71**	62	6	64	35	21	12	11	27	32	59	7	5	5	43	20	0	70	1
Number missing or multiple answer	7	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	735	**71**	62	6	64	35	21	12	11	27	32	59	7	5	5	43	20	0	70	1
	99.1%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%
0 Worst specialist possible	2	**0**	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.3%	**0.0%**	3.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%
1	1	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	**0.0%**	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%
2	4	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	**0.0%**	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%
3	3	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.4%	**0.0%**	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%
4	7	**1**	0	0	1	0	1	0	1	0	0	1	0	0	1	0	0	0	1	0
	1.0%	**1.4%**	0.0%	0.0%	1.6%	0.0%	4.8%	0.0%	9.1%	0.0%	0.0%	1.7%	0.0%	0.0%	20.0%	0.0%	0.0%	---	1.4%	0.0%
5	15	**1**	2	0	1	1	0	0	1	0	0	0	0	1	0	1	0	0	1	0
	2.0%	**1.4%**	3.2%	0.0%	1.6%	2.9%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	2.3%	0.0%	---	1.4%	0.0%
6	26	**1**	1	0	1	0	0	1	0	0	1	1	0	0	0	1	0	0	1	0
	3.5%	**1.4%**	1.6%	0.0%	1.6%	0.0%	0.0%	8.3%	0.0%	0.0%	3.1%	1.7%	0.0%	0.0%	0.0%	2.3%	0.0%	---	1.4%	0.0%
7	33	**2**	7	0	1	1	0	0	0	0	1	1	1	0	1	0	1	0	2	0
	4.5%	**2.8%**	11.3%	0.0%	1.6%	2.9%	0.0%	0.0%	0.0%	0.0%	3.1%	1.7%	14.3%	0.0%	20.0%	0.0%	5.0%	---	2.9%	0.0%
8	93	**12**	6	0	12	5	5	2	2	5	5	9	2	1	2	9	1	0	12	0
	12.7%	**16.9%**	9.7%	0.0%	18.8%	14.3%	23.8%	16.7%	18.2%	18.5%	15.6%	15.3%	28.6%	20.0%	40.0%	20.9%	5.0%	---	17.1%	0.0%
9	118	**8**	4	1	7	3	4	1	0	2	6	8	0	0	0	5	3	0	8	0
	16.1%	**11.3%**	6.5%	16.7%	10.9%	8.6%	19.0%	8.3%	0.0%	7.4%	18.8%	13.6%	0.0%	0.0%	0.0%	11.6%	15.0%	---	11.4%	0.0%
10 Best specialist possible	433	**46**	40	5	41	25	11	8	7	20	19	39	4	3	1	27	15	0	45	1
	58.9%	**64.8%**	64.5%	83.3%	64.1%	71.4%	52.4%	66.7%	63.6%	74.1%	59.4%	66.1%	57.1%	60.0%	20.0%	62.8%	75.0%	---	64.3%	100.0%

NA - Not Applicable

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 48

Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

Base: All respondents whose child saw a specialist (Q45 & Q47)

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	742	**71**	62	6	64	35	21	12	11	27	32	59	7	5	5	43	20	0	70	1
Number missing or multiple answer	7	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	735	**71**	62	6	64	35	21	12	11	27	32	59	7	5	5	43	20	0	70	1
	99.1%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%
0 to 4	17	**1**	2	0	1	0	1	0	1	0	0	1	0	0	1	0	0	0	1	0
	2.3%	**1.4%**	3.2%	0.0%	1.6%	0.0%	4.8%	0.0%	9.1%	0.0%	0.0%	1.7%	0.0%	0.0%	20.0%	0.0%	0.0%	---	1.4%	0.0%
5	15	**1**	2	0	1	1	0	0	1	0	0	0	0	1	0	1	0	0	1	0
	2.0%	**1.4%**	3.2%	0.0%	1.6%	2.9%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	2.3%	0.0%	---	1.4%	0.0%
6 or 7	59	**3**	8	0	2	1	0	1	0	0	2	2	1	0	1	1	1	0	3	0
	8.0%	**4.2%**	12.9%	0.0%	3.1%	2.9%	0.0%	8.3%	0.0%	0.0%	6.3%	3.4%	14.3%	0.0%	20.0%	2.3%	5.0%	---	4.3%	0.0%
8 to 10	644	**66**	50	6	60	33	20	11	9	27	30	56	6	4	3	41	19	0	65	1
	87.6%	**93.0%**	80.6%	100.0%	93.8%	94.3%	95.2%	91.7%	81.8%	100.0%	93.8%	94.9%	85.7%	80.0%	60.0%	95.3%	95.0%	---	92.9%	100.0%
Significantly different from column:*		C																		
NCQA Composite Score of 1 (0 to 6)	58	**3**	5	0	3	1	1	1	2	0	1	2	0	1	1	2	0	0	3	0
	7.9%	**4.2%**	8.1%	0.0%	4.7%	2.9%	4.8%	8.3%	18.2%	0.0%	3.1%	3.4%	0.0%	20.0%	20.0%	4.7%	0.0%	---	4.3%	0.0%
NCQA Composite Score of 2 (7 to 8)	126	**14**	13	0	13	6	5	2	2	5	6	10	3	1	3	9	2	0	14	0
	17.1%	**19.7%**	21.0%	0.0%	20.3%	17.1%	23.8%	16.7%	18.2%	18.5%	18.8%	16.9%	42.9%	20.0%	60.0%	20.9%	10.0%	---	20.0%	0.0%
NCQA Composite Score of 3 (9 to 10)	551	**54**	44	6	48	28	15	9	7	22	25	47	4	3	1	32	18	0	53	1
	75.0%	**76.1%**	71.0%	100.0%	75.0%	80.0%	71.4%	75.0%	63.6%	81.5%	78.1%	79.7%	57.1%	60.0%	20.0%	74.4%	90.0%	---	75.7%	100.0%
Significantly different from column:*																				

NA - Not Applicable

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

Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 49

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

Base: All respondents

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	2,974	**362**	337	44	310	193	106	53	49	118	183	295	45	19	69	233	55	2	70	1
Number missing or multiple answer	50	**5**	12	1	2	1	2	0	0	2	1	2	0	1	2	3	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,924	**357**	325	43	308	192	104	53	49	116	182	293	45	18	67	230	55	2	70	1
	98.3%	**98.6%**	96.4%	97.7%	99.4%	99.5%	98.1%	100.0%	100.0%	98.3%	99.5%	99.3%	100.0%	94.7%	97.1%	98.7%	100.0%	100.0%	100.0%	100.0%
Yes	945	**104**	91	13	90	58	31	13	15	42	46	83	13	8	9	66	29	2	34	1
	32.3%	**29.1%**	28.0%	30.2%	29.2%	30.2%	29.8%	24.5%	30.6%	36.2%	25.3%	28.3%	28.9%	44.4%	13.4%	28.7%	52.7%	100.0%	48.6%	100.0%
No	1,979	**253**	234	30	218	134	73	40	34	74	136	210	32	10	58	164	26	0	36	0
	67.7%	**70.9%**	72.0%	69.8%	70.8%	69.8%	70.2%	75.5%	69.4%	63.8%	74.7%	71.7%	71.1%	55.6%	86.6%	71.3%	47.3%	0.0%	51.4%	0.0%
Significantly different from column:*										K	J				PQ	OQ	OP			

NA - Not Applicable

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

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 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?

Base: All respondents who got information from child's health plan customer service (Q49)

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	945	**104**	91	13	90	58	31	13	15	42	46	83	13	8	9	66	29	2	34	1
Number missing or multiple answer	19	**1**	3	0	1	1	0	0	1	0	0	1	0	0	0	1	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	926	**103**	88	13	89	57	31	13	14	42	46	82	13	8	9	65	29	2	34	1
	98.0%	**99.0%**	96.7%	100.0%	98.9%	98.3%	100.0%	100.0%	93.3%	100.0%	100.0%	98.8%	100.0%	100.0%	100.0%	98.5%	100.0%	100.0%	100.0%	100.0%
Never	30	**3**	4	0	3	2	1	0	0	2	1	3	0	0	1	2	0	0	0	0
	3.2%	**2.9%**	4.5%	0.0%	3.4%	3.5%	3.2%	0.0%	0.0%	4.8%	2.2%	3.7%	0.0%	0.0%	11.1%	3.1%	0.0%	0.0%	0.0%	0.0%
Sometimes	117	**16**	9	2	13	7	6	3	1	6	8	10	3	3	1	13	2	1	3	0
	12.6%	**15.5%**	10.2%	15.4%	14.6%	12.3%	19.4%	23.1%	7.1%	14.3%	17.4%	12.2%	23.1%	37.5%	11.1%	20.0%	6.9%	50.0%	8.8%	0.0%
Usually	213	**20**	19	4	16	12	7	1	4	8	8	16	2	2	2	13	5	0	8	0
	23.0%	**19.4%**	21.6%	30.8%	18.0%	21.1%	22.6%	7.7%	28.6%	19.0%	17.4%	19.5%	15.4%	25.0%	22.2%	20.0%	17.2%	0.0%	23.5%	0.0%
Always	566	**64**	56	7	57	36	17	9	9	26	29	53	8	3	5	37	22	1	23	1
	61.1%	**62.1%**	63.6%	53.8%	64.0%	63.2%	54.8%	69.2%	64.3%	61.9%	63.0%	64.6%	61.5%	37.5%	55.6%	56.9%	75.9%	50.0%	67.6%	100.0%
Significantly different from column:*																				
Usually or Always	779	**84**	75	11	73	48	24	10	13	34	37	69	10	5	7	50	27	1	31	1
	84.1%	**81.6%**	85.2%	84.6%	82.0%	84.2%	77.4%	76.9%	92.9%	81.0%	80.4%	84.1%	76.9%	62.5%	77.8%	76.9%	93.1%	50.0%	91.2%	100.0%
Significantly different from column:*																				

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 51

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

Base: All respondents who got information from child's health plan customer service (Q49)

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	945	**104**	91	13	90	58	31	13	15	42	46	83	13	8	9	66	29	2	34	1
Number missing or multiple answer	23	**2**	3	0	2	2	0	0	1	0	1	2	0	0	0	2	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	922	**102**	88	13	88	56	31	13	14	42	45	81	13	8	9	64	29	2	34	1
	97.6%	**98.1%**	96.7%	100.0%	97.8%	96.6%	100.0%	100.0%	93.3%	100.0%	97.8%	97.6%	100.0%	100.0%	100.0%	97.0%	100.0%	100.0%	100.0%	100.0%
Never	15	**2**	3	0	2	1	1	0	0	2	0	2	0	0	1	1	0	0	0	0
	1.6%	**2.0%**	3.4%	0.0%	2.3%	1.8%	3.2%	0.0%	0.0%	4.8%	0.0%	2.5%	0.0%	0.0%	11.1%	1.6%	0.0%	0.0%	0.0%	0.0%
Sometimes	35	**3**	7	0	3	1	2	0	1	1	1	3	0	0	1	2	0	0	1	0
	3.8%	**2.9%**	8.0%	0.0%	3.4%	1.8%	6.5%	0.0%	7.1%	2.4%	2.2%	3.7%	0.0%	0.0%	11.1%	3.1%	0.0%	0.0%	2.9%	0.0%
Usually	116	**11**	7	1	10	9	2	0	2	3	6	8	3	0	1	6	4	0	4	0
	12.6%	**10.8%**	8.0%	7.7%	11.4%	16.1%	6.5%	0.0%	14.3%	7.1%	13.3%	9.9%	23.1%	0.0%	11.1%	9.4%	13.8%	0.0%	11.8%	0.0%
Always	756	**86**	71	12	73	45	26	13	11	36	38	68	10	8	6	55	25	2	29	1
	82.0%	**84.3%**	80.7%	92.3%	83.0%	80.4%	83.9%	100.0%	78.6%	85.7%	84.4%	84.0%	76.9%	100.0%	66.7%	85.9%	86.2%	100.0%	85.3%	100.0%
Significantly different from column:*																				
Usually or Always	872	**97**	78	13	83	54	28	13	13	39	44	76	13	8	7	61	29	2	33	1
	94.6%	**95.1%**	88.6%	100.0%	94.3%	96.4%	90.3%	100.0%	92.9%	92.9%	97.8%	93.8%	100.0%	100.0%	77.8%	95.3%	100.0%	100.0%	97.1%	100.0%
Significantly different from column:*																				

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 52

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

Base: All respondents

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	2,974	**362**	337	44	310	193	106	53	49	118	183	295	45	19	69	233	55	2	70	1
Number missing or multiple answer	103	**14**	13	3	8	5	2	3	3	1	7	11	0	0	2	11	1	0	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,871	**348**	324	41	302	188	104	50	46	117	176	284	45	19	67	222	54	2	68	1
	96.5%	**96.1%**	96.1%	93.2%	97.4%	97.4%	98.1%	94.3%	93.9%	99.2%	96.2%	96.3%	100.0%	100.0%	97.1%	95.3%	98.2%	100.0%	97.1%	100.0%
Yes	720	**72**	70	12	59	40	21	10	13	26	33	61	8	3	12	44	16	1	18	1
	25.1%	**20.7%**	21.6%	29.3%	19.5%	21.3%	20.2%	20.0%	28.3%	22.2%	18.8%	21.5%	17.8%	15.8%	17.9%	19.8%	29.6%	50.0%	26.5%	100.0%
No	2,151	**276**	254	29	243	148	83	40	33	91	143	223	37	16	55	178	38	1	50	0
	74.9%	**79.3%**	78.4%	70.7%	80.5%	78.7%	79.8%	80.0%	71.7%	77.8%	81.3%	78.5%	82.2%	84.2%	82.1%	80.2%	70.4%	50.0%	73.5%	0.0%
Significantly different from column:*																				

NA - Not Applicable

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

Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 53

In the last 6 months, how often were the forms from your child's health plan easy to fill out?**

Base: All respondents who answered Q52

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	2,871	**348**	324	41	302	188	104	50	46	117	176	284	45	19	67	222	54	2	68	1
Number missing or multiple answer	21	**3**	4	0	3	3	0	0	0	1	2	2	1	0	2	1	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,850	**345**	320	41	299	185	104	50	46	116	174	282	44	19	65	221	54	2	68	1
	99.3%	**99.1%**	98.8%	100.0%	99.0%	98.4%	100.0%	100.0%	100.0%	99.1%	98.9%	99.3%	97.8%	100.0%	97.0%	99.5%	100.0%	100.0%	100.0%	100.0%
Never	23	**1**	4	0	1	1	0	0	0	0	1	1	0	0	0	1	0	0	0	0
	0.8%	**0.3%**	1.3%	0.0%	0.3%	0.5%	0.0%	0.0%	0.0%	0.0%	0.6%	0.4%	0.0%	0.0%	0.0%	0.5%	0.0%	0.0%	0.0%	0.0%
Sometimes	98	**11**	8	4	7	6	5	0	2	4	5	10	0	1	1	8	2	1	2	0
	3.4%	**3.2%**	2.5%	9.8%	2.3%	3.2%	4.8%	0.0%	4.3%	3.4%	2.9%	3.5%	0.0%	5.3%	1.5%	3.6%	3.7%	50.0%	2.9%	0.0%
Usually	180	**12**	14	0	12	7	3	2	2	6	4	11	1	0	1	8	3	0	5	0
	6.3%	**3.5%**	4.4%	0.0%	4.0%	3.8%	2.9%	4.0%	4.3%	5.2%	2.3%	3.9%	2.3%	0.0%	1.5%	3.6%	5.6%	0.0%	7.4%	0.0%
Always	2,549	**321**	294	37	279	171	96	48	42	106	164	260	43	18	63	204	49	1	61	1
	89.4%	**93.0%**	91.9%	90.2%	93.3%	92.4%	92.3%	96.0%	91.3%	91.4%	94.3%	92.2%	97.7%	94.7%	96.9%	92.3%	90.7%	50.0%	89.7%	100.0%
Significantly different from column:*		A																		
Usually or Always	2,729	**333**	308	37	291	178	99	50	44	112	168	271	44	18	64	212	52	1	66	1
	95.8%	**96.5%**	96.3%	90.2%	97.3%	96.2%	95.2%	100.0%	95.7%	96.6%	96.6%	96.1%	100.0%	94.7%	98.5%	95.9%	96.3%	50.0%	97.1%	100.0%
Significantly different from column:*																				

NA - Not Applicable

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

**Respondents answering "No" to question 52 are reported to NCQA as "Always" in question 53, and are used in calculating the Customer Service composite score.

Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 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?

Base: All respondents

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	2,974	**362**	337	44	310	193	106	53	49	118	183	295	45	19	69	233	55	2	70	1
Number missing or multiple answer	66	**13**	12	1	9	3	6	1	1	1	8	7	3	0	3	8	2	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,908	**349**	325	43	301	190	100	52	48	117	175	288	42	19	66	225	53	2	69	1
	97.8%	**96.4%**	96.4%	97.7%	97.1%	98.4%	94.3%	98.1%	98.0%	99.2%	95.6%	97.6%	93.3%	100.0%	95.7%	96.6%	96.4%	100.0%	98.6%	100.0%
0 Worst health plan possible	8	**2**	4	0	2	1	1	0	1	0	1	1	1	0	0	1	1	0	0	0
	0.3%	**0.6%**	1.2%	0.0%	0.7%	0.5%	1.0%	0.0%	2.1%	0.0%	0.6%	0.3%	2.4%	0.0%	0.0%	0.4%	1.9%	0.0%	0.0%	0.0%
1	7	**1**	1	1	0	1	0	0	0	0	0	1	0	0	1	0	0	0	0	0
	0.2%	**0.3%**	0.3%	2.3%	0.0%	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%	0.0%	0.0%
2	7	**4**	1	0	4	0	2	2	1	1	1	2	1	1	1	2	1	0	1	0
	0.2%	**1.1%**	0.3%	0.0%	1.3%	0.0%	2.0%	3.8%	2.1%	0.9%	0.6%	0.7%	2.4%	5.3%	1.5%	0.9%	1.9%	0.0%	1.4%	0.0%
3	12	**1**	3	0	1	1	0	0	1	0	0	1	0	0	0	1	0	0	0	0
	0.4%	**0.3%**	0.9%	0.0%	0.3%	0.5%	0.0%	0.0%	2.1%	0.0%	0.0%	0.3%	0.0%	0.0%	0.0%	0.4%	0.0%	0.0%	0.0%	0.0%
4	16	**2**	4	0	2	1	0	1	0	1	1	2	0	0	0	2	0	0	1	0
	0.6%	**0.6%**	1.2%	0.0%	0.7%	0.5%	0.0%	1.9%	0.0%	0.9%	0.6%	0.7%	0.0%	0.0%	0.0%	0.9%	0.0%	0.0%	1.4%	0.0%
5	104	**7**	18	0	7	5	2	0	3	3	1	4	2	1	3	4	0	0	2	0
	3.6%	**2.0%**	5.5%	0.0%	2.3%	2.6%	2.0%	0.0%	6.3%	2.6%	0.6%	1.4%	4.8%	5.3%	4.5%	1.8%	0.0%	0.0%	2.9%	0.0%
6	101	**10**	15	2	8	4	3	3	0	1	9	7	0	3	1	6	3	0	0	0
	3.5%	**2.9%**	4.6%	4.7%	2.7%	2.1%	3.0%	5.8%	0.0%	0.9%	5.1%	2.4%	0.0%	15.8%	1.5%	2.7%	5.7%	0.0%	0.0%	0.0%
7	199	**22**	23	1	20	10	8	3	2	8	11	16	2	4	2	15	4	1	6	0
	6.8%	**6.3%**	7.1%	2.3%	6.6%	5.3%	8.0%	5.8%	4.2%	6.8%	6.3%	5.6%	4.8%	21.1%	3.0%	6.7%	7.5%	50.0%	8.7%	0.0%
8	429	**48**	48	10	37	23	15	9	4	10	32	37	7	4	9	32	6	0	12	0
	14.8%	**13.8%**	14.8%	23.3%	12.3%	12.1%	15.0%	17.3%	8.3%	8.5%	18.3%	12.8%	16.7%	21.1%	13.6%	14.2%	11.3%	0.0%	17.4%	0.0%
9	437	**58**	48	6	50	29	20	8	7	15	35	49	7	2	13	38	6	0	7	0
	15.0%	**16.6%**	14.8%	14.0%	16.6%	15.3%	20.0%	15.4%	14.6%	12.8%	20.0%	17.0%	16.7%	10.5%	19.7%	16.9%	11.3%	0.0%	10.1%	0.0%
10 Best health plan possible	1,588	**194**	160	23	170	115	49	26	29	78	84	168	22	4	36	124	32	1	40	1
	54.6%	**55.6%**	49.2%	53.5%	56.5%	60.5%	49.0%	50.0%	60.4%	66.7%	48.0%	58.3%	52.4%	21.1%	54.5%	55.1%	60.4%	50.0%	58.0%	100.0%

NA - Not Applicable

Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 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?

Base: All respondents

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	2,974	**362**	337	44	310	193	106	53	49	118	183	295	45	19	69	233	55	2	70	1
Number missing or multiple answer	66	**13**	12	1	9	3	6	1	1	1	8	7	3	0	3	8	2	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,908	**349**	325	43	301	190	100	52	48	117	175	288	42	19	66	225	53	2	69	1
	97.8%	**96.4%**	96.4%	97.7%	97.1%	98.4%	94.3%	98.1%	98.0%	99.2%	95.6%	97.6%	93.3%	100.0%	95.7%	96.6%	96.4%	100.0%	98.6%	100.0%
0 to 4	50	**10**	13	1	9	4	3	3	3	2	3	7	2	1	2	6	2	0	2	0
	1.7%	**2.9%**	4.0%	2.3%	3.0%	2.1%	3.0%	5.8%	6.3%	1.7%	1.7%	2.4%	4.8%	5.3%	3.0%	2.7%	3.8%	0.0%	2.9%	0.0%
5	104	**7**	18	0	7	5	2	0	3	3	1	4	2	1	3	4	0	0	2	0
	3.6%	**2.0%**	5.5%	0.0%	2.3%	2.6%	2.0%	0.0%	6.3%	2.6%	0.6%	1.4%	4.8%	5.3%	4.5%	1.8%	0.0%	0.0%	2.9%	0.0%
6 or 7	300	**32**	38	3	28	14	11	6	2	9	20	23	2	7	3	21	7	1	6	0
	10.3%	**9.2%**	11.7%	7.0%	9.3%	7.4%	11.0%	11.5%	4.2%	7.7%	11.4%	8.0%	4.8%	36.8%	4.5%	9.3%	13.2%	50.0%	8.7%	0.0%
8 to 10	2,454	**300**	256	39	257	167	84	43	40	103	151	254	36	10	58	194	44	1	59	1
	84.4%	**86.0%**	78.8%	90.7%	85.4%	87.9%	84.0%	82.7%	83.3%	88.0%	86.3%	88.2%	85.7%	52.6%	87.9%	86.2%	83.0%	50.0%	85.5%	100.0%
Significantly different from column:*		C																		
NCQA Composite Score of 1 (0 to 6)	255	**27**	46	3	24	13	8	6	6	6	13	18	4	5	6	16	5	0	4	0
	8.8%	**7.7%**	14.2%	7.0%	8.0%	6.8%	8.0%	11.5%	12.5%	5.1%	7.4%	6.3%	9.5%	26.3%	9.1%	7.1%	9.4%	0.0%	5.8%	0.0%
NCQA Composite Score of 2 (7 to 8)	628	**70**	71	11	57	33	23	12	6	18	43	53	9	8	11	47	10	1	18	0
	21.6%	**20.1%**	21.8%	25.6%	18.9%	17.4%	23.0%	23.1%	12.5%	15.4%	24.6%	18.4%	21.4%	42.1%	16.7%	20.9%	18.9%	50.0%	26.1%	0.0%
NCQA Composite Score of 3 (9 to 10)	2,025	**252**	208	29	220	144	69	34	36	93	119	217	29	6	49	162	38	1	47	1
	69.6%	**72.2%**	64.0%	67.4%	73.1%	75.8%	69.0%	65.4%	75.0%	79.5%	68.0%	75.3%	69.0%	31.6%	74.2%	72.0%	71.7%	50.0%	68.1%	100.0%
Significantly different from column:*		C								K	J	N	N	LM						

NA - Not Applicable

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

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 55

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

Base: All respondents

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	---	**362**	337	44	310	193	106	53	49	118	183	295	45	19	69	233	55	2	70	1
Number missing or multiple answer	---	**6**	5	1	2	2	1	0	1	0	2	2	0	1	1	5	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	**356**	332	43	308	191	105	53	48	118	181	293	45	18	68	228	55	2	69	1
	---	**98.3%**	98.5%	97.7%	99.4%	99.0%	99.1%	100.0%	98.0%	100.0%	98.9%	99.3%	100.0%	94.7%	98.6%	97.9%	100.0%	100.0%	98.6%	100.0%
Yes	---	**199**	180	18	179	110	54	29	24	66	104	159	29	11	11	145	42	1	53	1
	---	**55.9%**	54.2%	41.9%	58.1%	57.6%	51.4%	54.7%	50.0%	55.9%	57.5%	54.3%	64.4%	61.1%	16.2%	63.6%	76.4%	50.0%	76.8%	100.0%
No	---	**157**	152	25	129	81	51	24	24	52	77	134	16	7	57	83	13	1	16	0
	---	**44.1%**	45.8%	58.1%	41.9%	42.4%	48.6%	45.3%	50.0%	44.1%	42.5%	45.7%	35.6%	38.9%	83.8%	36.4%	23.6%	50.0%	23.2%	0.0%
Significantly different from column:*				E	D										PQ	O	O			

NA - Not Applicable

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

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 56

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

Base: All respondents whose child got a prescription for medicine or refilled a prescription (Q55)

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	---	**199**	180	18	179	110	54	29	24	66	104	159	29	11	11	145	42	1	53	1
Number missing or multiple answer	---	**2**	4	0	2	2	0	0	2	0	0	1	1	0	0	2	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	**197**	176	18	177	108	54	29	22	66	104	158	28	11	11	143	42	1	53	1
	---	**99.0%**	97.8%	100.0%	98.9%	98.2%	100.0%	100.0%	91.7%	100.0%	100.0%	99.4%	96.6%	100.0%	100.0%	98.6%	100.0%	100.0%	100.0%	100.0%
Never	---	**2**	1	0	2	0	1	1	1	0	1	2	0	0	0	1	1	0	0	0
	---	**1.0%**	0.6%	0.0%	1.1%	0.0%	1.9%	3.4%	4.5%	0.0%	1.0%	1.3%	0.0%	0.0%	0.0%	0.7%	2.4%	0.0%	0.0%	0.0%
Sometimes	---	**11**	20	0	11	4	3	4	0	2	9	8	2	1	1	7	3	0	5	0
	---	**5.6%**	11.4%	0.0%	6.2%	3.7%	5.6%	13.8%	0.0%	3.0%	8.7%	5.1%	7.1%	9.1%	9.1%	4.9%	7.1%	0.0%	9.4%	0.0%
Usually	---	**28**	25	1	26	10	12	5	2	6	18	21	5	2	1	22	5	0	8	0
	---	**14.2%**	14.2%	5.6%	14.7%	9.3%	22.2%	17.2%	9.1%	9.1%	17.3%	13.3%	17.9%	18.2%	9.1%	15.4%	11.9%	0.0%	15.1%	0.0%
Always	---	**156**	130	17	138	94	38	19	19	58	76	127	21	8	9	113	33	1	40	1
	---	**79.2%**	73.9%	94.4%	78.0%	87.0%	70.4%	65.5%	86.4%	87.9%	73.1%	80.4%	75.0%	72.7%	81.8%	79.0%	78.6%	100.0%	75.5%	100.0%
Significantly different from column:*						GH	F	F		K	J									
Usually or Always	---	**184**	155	18	164	104	50	24	21	64	94	148	26	10	10	135	38	1	48	1
	---	**93.4%**	88.1%	100.0%	92.7%	96.3%	92.6%	82.8%	95.5%	97.0%	90.4%	93.7%	92.9%	90.9%	90.9%	94.4%	90.5%	100.0%	90.6%	100.0%
Significantly different from column:*																				

NA - Not Applicable

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Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 57

Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?

Base: All respondents whose child got a prescription for medicine or refilled a prescription (Q55)

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	---	**199**	180	18	179	110	54	29	24	66	104	159	29	11	11	145	42	1	53	1
Number missing or multiple answer	---	**4**	5	0	4	4	0	0	1	1	2	3	1	0	0	4	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	**195**	175	18	175	106	54	29	23	65	102	156	28	11	11	141	42	1	53	1
	---	**98.0%**	97.2%	100.0%	97.8%	96.4%	100.0%	100.0%	95.8%	98.5%	98.1%	98.1%	96.6%	100.0%	100.0%	97.2%	100.0%	100.0%	100.0%	100.0%
Yes	---	**119**	93	13	105	66	36	13	13	40	63	94	18	7	9	80	30	1	41	1
	---	**61.0%**	53.1%	72.2%	60.0%	62.3%	66.7%	44.8%	56.5%	61.5%	61.8%	60.3%	64.3%	63.6%	81.8%	56.7%	71.4%	100.0%	77.4%	100.0%
No	---	**76**	82	5	70	40	18	16	10	25	39	62	10	4	2	61	12	0	12	0
	---	**39.0%**	46.9%	27.8%	40.0%	37.7%	33.3%	55.2%	43.5%	38.5%	38.2%	39.7%	35.7%	36.4%	18.2%	43.3%	28.6%	0.0%	22.6%	0.0%
Significantly different from column:*																				

NA - Not Applicable

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Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 58

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

Base: All respondents

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	2,974	**362**	337	44	310	193	106	53	49	118	183	295	45	19	69	233	55	2	70	1
Number missing or multiple answer	42	**3**	7	0	0	0	0	0	0	0	0	0	0	0	1	2	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,932	**359**	330	44	310	193	106	53	49	118	183	295	45	19	68	231	55	2	70	1
	98.6%	**99.2%**	97.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.6%	99.1%	100.0%	100.0%	100.0%	100.0%
Poor	14	**4**	1	1	3	0	2	2	1	2	1	0	0	4	0	1	3	0	1	1
	0.5%	**1.1%**	0.3%	2.3%	1.0%	0.0%	1.9%	3.8%	2.0%	1.7%	0.5%	0.0%	0.0%	21.1%	0.0%	0.4%	5.5%	0.0%	1.4%	100.0%
Fair	116	**15**	15	2	12	4	8	2	3	7	4	0	0	15	2	10	3	1	3	0
	4.0%	**4.2%**	4.5%	4.5%	3.9%	2.1%	7.5%	3.8%	6.1%	5.9%	2.2%	0.0%	0.0%	78.9%	2.9%	4.3%	5.5%	50.0%	4.3%	0.0%
Good	578	**45**	46	8	36	17	17	9	6	15	22	0	45	0	9	30	6	0	7	0
	19.7%	**12.5%**	13.9%	18.2%	11.6%	8.8%	16.0%	17.0%	12.2%	12.7%	12.0%	0.0%	100.0%	0.0%	13.2%	13.0%	10.9%	0.0%	10.0%	0.0%
Very Good	1,032	**127**	115	10	115	67	40	18	17	39	68	127	0	0	15	86	24	0	35	0
	35.2%	**35.4%**	34.8%	22.7%	37.1%	34.7%	37.7%	34.0%	34.7%	33.1%	37.2%	43.1%	0.0%	0.0%	22.1%	37.2%	43.6%	0.0%	50.0%	0.0%
Excellent	1,192	**168**	153	23	144	105	39	22	22	55	88	168	0	0	42	104	19	1	24	0
	40.7%	**46.8%**	46.4%	52.3%	46.5%	54.4%	36.8%	41.5%	44.9%	46.6%	48.1%	56.9%	0.0%	0.0%	61.8%	45.0%	34.5%	50.0%	34.3%	0.0%
Significantly different from column:*		A				G	F					MN	L	L	PQ	O	O			
Excellent or Very Good	2,224	**295**	268	33	259	172	79	40	39	94	156	295	0	0	57	190	43	1	59	0
	75.9%	**82.2%**	81.2%	75.0%	83.5%	89.1%	74.5%	75.5%	79.6%	79.7%	85.2%	100.0%	0.0%	0.0%	83.8%	82.3%	78.2%	50.0%	84.3%	0.0%
Significantly different from column:*		A				GH	F	F				M	L							

NA - Not Applicable

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Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 59

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

Base: All respondents

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	2,974	**362**	337	44	310	193	106	53	49	118	183	295	45	19	69	233	55	2	70	1
Number missing or multiple answer	43	**5**	7	0	2	0	2	0	1	0	1	1	1	0	2	3	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,931	**357**	330	44	308	193	104	53	48	118	182	294	44	19	67	230	55	2	70	1
	98.6%	**98.6%**	97.9%	100.0%	99.4%	100.0%	98.1%	100.0%	98.0%	100.0%	99.5%	99.7%	97.8%	100.0%	97.1%	98.7%	100.0%	100.0%	100.0%	100.0%
Poor	42	**9**	2	2	7	1	4	4	2	3	4	2	1	6	0	5	4	0	1	1
	1.4%	**2.5%**	0.6%	4.5%	2.3%	0.5%	3.8%	7.5%	4.2%	2.5%	2.2%	0.7%	2.3%	31.6%	0.0%	2.2%	7.3%	0.0%	1.4%	100.0%
Fair	189	**13**	27	1	12	1	12	0	2	3	8	8	3	2	5	6	2	0	2	0
	6.4%	**3.6%**	8.2%	2.3%	3.9%	0.5%	11.5%	0.0%	4.2%	2.5%	4.4%	2.7%	6.8%	10.5%	7.5%	2.6%	3.6%	0.0%	2.9%	0.0%
Good	482	**52**	38	9	42	19	22	8	9	16	25	28	18	6	10	36	6	0	10	0
	16.4%	**14.6%**	11.5%	20.5%	13.6%	9.8%	21.2%	15.1%	18.8%	13.6%	13.7%	9.5%	40.9%	31.6%	14.9%	15.7%	10.9%	0.0%	14.3%	0.0%
Very Good	730	**72**	72	5	64	30	22	18	9	19	40	59	10	3	17	45	8	1	16	0
	24.9%	**20.2%**	21.8%	11.4%	20.8%	15.5%	21.2%	34.0%	18.8%	16.1%	22.0%	20.1%	22.7%	15.8%	25.4%	19.6%	14.5%	50.0%	22.9%	0.0%
Excellent	1,488	**211**	191	27	183	142	44	23	26	77	105	197	12	2	35	138	35	1	41	0
	50.8%	**59.1%**	57.9%	61.4%	59.4%	73.6%	42.3%	43.4%	54.2%	65.3%	57.7%	67.0%	27.3%	10.5%	52.2%	60.0%	63.6%	50.0%	58.6%	0.0%
Significantly different from column:*		A				GH	F	F				MN	L	L						
Excellent or Very Good	2,218	**283**	263	32	247	172	66	41	35	96	145	256	22	5	52	183	43	2	57	0
	75.7%	**79.3%**	79.7%	72.7%	80.2%	89.1%	63.5%	77.4%	72.9%	81.4%	79.7%	87.1%	50.0%	26.3%	77.6%	79.6%	78.2%	100.0%	81.4%	0.0%
Significantly different from column:*						GH	F	F				M	L							

NA - Not Applicable

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

Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 60

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

Base: All respondents

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	---	**362**	337	44	310	193	106	53	49	118	183	295	45	19	69	233	55	2	70	1
Number missing or multiple answer	---	**5**	7	0	1	0	0	1	0	0	1	1	1	0	2	3	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	**357**	330	44	309	193	106	52	49	118	182	294	44	19	67	230	55	2	70	1
	---	**98.6%**	97.9%	100.0%	99.7%	100.0%	100.0%	98.1%	100.0%	100.0%	99.5%	99.7%	97.8%	100.0%	97.1%	98.7%	100.0%	100.0%	100.0%	100.0%
Yes	---	**111**	111	10	99	47	40	19	15	43	50	78	20	13	5	77	28	1	44	1
	---	**31.1%**	33.6%	22.7%	32.0%	24.4%	37.7%	36.5%	30.6%	36.4%	27.5%	26.5%	45.5%	68.4%	7.5%	33.5%	50.9%	50.0%	62.9%	100.0%
No	---	**246**	219	34	210	146	66	33	34	75	132	216	24	6	62	153	27	1	26	0
	---	**68.9%**	66.4%	77.3%	68.0%	75.6%	62.3%	63.5%	69.4%	63.6%	72.5%	73.5%	54.5%	31.6%	92.5%	66.5%	49.1%	50.0%	37.1%	0.0%
Significantly different from column:*						G	F					MN	L	L	PQ	OQ	OP			

NA - Not Applicable

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

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 61

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

Base: All respondents whose child needs/uses medicine prescribed by a doctor (Q60)

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	---	**111**	111	10	99	47	40	19	15	43	50	78	20	13	5	77	28	1	44	1
Number missing or multiple answer	---	**2**	2	0	2	2	0	0	1	0	1	1	1	0	0	2	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	**109**	109	10	97	45	40	19	14	43	49	77	19	13	5	75	28	1	44	1
	---	**98.2%**	98.2%	100.0%	98.0%	95.7%	100.0%	100.0%	93.3%	100.0%	98.0%	98.7%	95.0%	100.0%	100.0%	97.4%	100.0%	100.0%	100.0%	100.0%
Yes	---	**86**	87	8	76	29	35	18	10	32	42	59	16	11	5	59	21	1	36	1
	---	**78.9%**	79.8%	80.0%	78.4%	64.4%	87.5%	94.7%	71.4%	74.4%	85.7%	76.6%	84.2%	84.6%	100.0%	78.7%	75.0%	100.0%	81.8%	100.0%
No	---	**23**	22	2	21	16	5	1	4	11	7	18	3	2	0	16	7	0	8	0
	---	**21.1%**	20.2%	20.0%	21.6%	35.6%	12.5%	5.3%	28.6%	25.6%	14.3%	23.4%	15.8%	15.4%	0.0%	21.3%	25.0%	0.0%	18.2%	0.0%
Significantly different from column:*						GH	F	F												

NA - Not Applicable

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

Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 62

Is this a condition that has lasted or is expected to last for at least 12 months?

Base: All respondents whose child needs/uses medicine prescribed by a doctor for medical/behavioral/other health condition (Q60 & Q61)

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	---	**86**	87	8	76	29	35	18	10	32	42	59	16	11	5	59	21	1	36	1
Number missing or multiple answer	---	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	**86**	86	8	76	29	35	18	10	32	42	59	16	11	5	59	21	1	36	1
	---	**100.0%**	98.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	---	**75**	77	7	66	23	31	17	9	30	34	51	13	11	5	50	19	1	33	1
	---	**87.2%**	89.5%	87.5%	86.8%	79.3%	88.6%	94.4%	90.0%	93.8%	81.0%	86.4%	81.3%	100.0%	100.0%	84.7%	90.5%	100.0%	91.7%	100.0%
No	---	**11**	9	1	10	6	4	1	1	2	8	8	3	0	0	9	2	0	3	0
	---	**12.8%**	10.5%	12.5%	13.2%	20.7%	11.4%	5.6%	10.0%	6.3%	19.0%	13.6%	18.8%	0.0%	0.0%	15.3%	9.5%	0.0%	8.3%	0.0%
Significantly different from column:*																				

NA - Not Applicable

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Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 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?

Base: All respondents

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	---	**362**	337	44	310	193	106	53	49	118	183	295	45	19	69	233	55	2	70	1
Number missing or multiple answer	---	**4**	18	0	0	0	0	0	0	0	0	0	1	0	2	2	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	**358**	319	44	310	193	106	53	49	118	183	295	44	19	67	231	55	2	70	1
	---	**98.9%**	94.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.8%	100.0%	97.1%	99.1%	100.0%	100.0%	100.0%	100.0%
Yes	---	**57**	51	9	47	16	24	15	10	25	21	37	11	9	7	36	14	0	23	1
	---	**15.9%**	16.0%	20.5%	15.2%	8.3%	22.6%	28.3%	20.4%	21.2%	11.5%	12.5%	25.0%	47.4%	10.4%	15.6%	25.5%	0.0%	32.9%	100.0%
No	---	**301**	268	35	263	177	82	38	39	93	162	258	33	10	60	195	41	2	47	0
	---	**84.1%**	84.0%	79.5%	84.8%	91.7%	77.4%	71.7%	79.6%	78.8%	88.5%	87.5%	75.0%	52.6%	89.6%	84.4%	74.5%	100.0%	67.1%	0.0%
Significantly different from column:*						GH	F	F		K	J	M	L		Q		O			

NA - Not Applicable

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

Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 64

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

Base: All respondents whose child needs/uses more medical care/mental health/educational services than usual for children of same age (Q63)

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	---	**57**	51	9	47	16	24	15	10	25	21	37	11	9	7	36	14	0	23	1
Number missing or multiple answer	---	**2**	0	0	1	1	0	0	1	0	0	1	1	0	0	2	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	**55**	51	9	46	15	24	15	9	25	21	36	10	9	7	34	14	0	23	1
	---	**96.5%**	100.0%	100.0%	97.9%	93.8%	100.0%	100.0%	90.0%	100.0%	100.0%	97.3%	90.9%	100.0%	100.0%	94.4%	100.0%	---	100.0%	100.0%
Yes	---	**46**	42	6	40	9	21	15	7	22	17	29	9	8	6	28	12	0	20	1
	---	**83.6%**	82.4%	66.7%	87.0%	60.0%	87.5%	100.0%	77.8%	88.0%	81.0%	80.6%	90.0%	88.9%	85.7%	82.4%	85.7%	---	87.0%	100.0%
No	---	**9**	9	3	6	6	3	0	2	3	4	7	1	1	1	6	2	0	3	0
	---	**16.4%**	17.6%	33.3%	13.0%	40.0%	12.5%	0.0%	22.2%	12.0%	19.0%	19.4%	10.0%	11.1%	14.3%	17.6%	14.3%	---	13.0%	0.0%
Significantly different from column:*																				

NA - Not Applicable

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

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 65

Is this a condition that has lasted or is expected to last for at least 12 months?

Base: All respondents whose child needs/uses more medical care/mental health/educational services than usual for children of same age for medical/behavioral/other health condition (Q63 & Q64)

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	---	**46**	42	6	40	9	21	15	7	22	17	29	9	8	6	28	12	0	20	1
Number missing or multiple answer	---	**1**	0	0	1	0	0	1	0	0	1	1	0	0	0	1	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	**45**	42	6	39	9	21	14	7	22	16	28	9	8	6	27	12	0	20	1
	---	**97.8%**	100.0%	100.0%	97.5%	100.0%	100.0%	93.3%	100.0%	100.0%	94.1%	96.6%	100.0%	100.0%	100.0%	96.4%	100.0%	---	100.0%	100.0%
Yes	---	**43**	41	6	37	8	20	14	7	21	15	27	9	7	5	27	11	0	19	1
	---	**95.6%**	97.6%	100.0%	94.9%	88.9%	95.2%	100.0%	100.0%	95.5%	93.8%	96.4%	100.0%	87.5%	83.3%	100.0%	91.7%	---	95.0%	100.0%
No	---	**2**	1	0	2	1	1	0	0	1	1	1	0	1	1	0	1	0	1	0
	---	**4.4%**	2.4%	0.0%	5.1%	11.1%	4.8%	0.0%	0.0%	4.5%	6.3%	3.6%	0.0%	12.5%	16.7%	0.0%	8.3%	---	5.0%	0.0%
Significantly different from column:*																				

NA - Not Applicable

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

Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 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?

Base: All respondents

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	---	**362**	337	44	310	193	106	53	49	118	183	295	45	19	69	233	55	2	70	1
Number missing or multiple answer	---	**8**	14	0	3	1	1	1	0	1	2	3	2	0	3	4	1	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	**354**	323	44	307	192	105	52	49	117	181	292	43	19	66	229	54	2	70	1
	---	**97.8%**	95.8%	100.0%	99.0%	99.5%	99.1%	98.1%	100.0%	99.2%	98.9%	99.0%	95.6%	100.0%	95.7%	98.3%	98.2%	100.0%	100.0%	100.0%
Yes	---	**52**	42	10	42	20	22	8	9	19	24	32	10	10	7	32	13	1	18	1
	---	**14.7%**	13.0%	22.7%	13.7%	10.4%	21.0%	15.4%	18.4%	16.2%	13.3%	11.0%	23.3%	52.6%	10.6%	14.0%	24.1%	50.0%	25.7%	100.0%
No	---	**302**	281	34	265	172	83	44	40	98	157	260	33	9	59	197	41	1	52	0
	---	**85.3%**	87.0%	77.3%	86.3%	89.6%	79.0%	84.6%	81.6%	83.8%	86.7%	89.0%	76.7%	47.4%	89.4%	86.0%	75.9%	50.0%	74.3%	0.0%
Significantly different from column:*						G	F					M	LN	M	Q		O			

NA - Not Applicable

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

Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 67

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

Base: All respondents whose child is limited/prevented in ability to do things children of the same age can do (Q66)

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	---	**52**	42	10	42	20	22	8	9	19	24	32	10	10	7	32	13	1	18	1
Number missing or multiple answer	---	**1**	2	0	1	1	0	0	0	0	1	1	0	0	0	1	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	**51**	40	10	41	19	22	8	9	19	23	31	10	10	7	31	13	1	18	1
	---	**98.1%**	95.2%	100.0%	97.6%	95.0%	100.0%	100.0%	100.0%	100.0%	95.8%	96.9%	100.0%	100.0%	100.0%	96.9%	100.0%	100.0%	100.0%	100.0%
Yes	---	**39**	34	7	32	11	18	8	7	14	18	23	9	7	4	23	12	1	16	1
	---	**76.5%**	85.0%	70.0%	78.0%	57.9%	81.8%	100.0%	77.8%	73.7%	78.3%	74.2%	90.0%	70.0%	57.1%	74.2%	92.3%	100.0%	88.9%	100.0%
No	---	**12**	6	3	9	8	4	0	2	5	5	8	1	3	3	8	1	0	2	0
	---	**23.5%**	15.0%	30.0%	22.0%	42.1%	18.2%	0.0%	22.2%	26.3%	21.7%	25.8%	10.0%	30.0%	42.9%	25.8%	7.7%	0.0%	11.1%	0.0%
Significantly different from column:*																				

NA - Not Applicable

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

Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 68

Is this a condition that has lasted or is expected to last for at least 12 months?

Base: All respondents whose child is limited/prevented in ability to do things because of medical/behavioral/other health condition (Q66 & Q67)

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	---	**39**	34	7	32	11	18	8	7	14	18	23	9	7	4	23	12	1	16	1
Number missing or multiple answer	---	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	**39**	34	7	32	11	18	8	7	14	18	23	9	7	4	23	12	1	16	1
	---	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	---	**38**	32	7	31	10	18	8	7	14	17	22	9	7	4	23	11	1	15	1
	---	**97.4%**	94.1%	100.0%	96.9%	90.9%	100.0%	100.0%	100.0%	100.0%	94.4%	95.7%	100.0%	100.0%	100.0%	100.0%	91.7%	100.0%	93.8%	100.0%
No	---	**1**	2	0	1	1	0	0	0	0	1	1	0	0	0	0	1	0	1	0
	---	**2.6%**	5.9%	0.0%	3.1%	9.1%	0.0%	0.0%	0.0%	0.0%	5.6%	4.3%	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%	6.3%	0.0%
Significantly different from column:*																				

NA - Not Applicable

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

Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 69

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

Base: All respondents

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	---	**362**	337	44	310	193	106	53	49	118	183	295	45	19	69	233	55	2	70	1
Number missing or multiple answer	---	**7**	13	1	1	1	0	1	0	1	1	3	1	0	3	4	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	**355**	324	43	309	192	106	52	49	117	182	292	44	19	66	229	55	2	70	1
	---	**98.1%**	96.1%	97.7%	99.7%	99.5%	100.0%	98.1%	100.0%	99.2%	99.5%	99.0%	97.8%	100.0%	95.7%	98.3%	100.0%	100.0%	100.0%	100.0%
Yes	---	**45**	30	7	37	20	16	7	9	15	20	33	8	4	7	25	12	1	18	1
	---	**12.7%**	9.3%	16.3%	12.0%	10.4%	15.1%	13.5%	18.4%	12.8%	11.0%	11.3%	18.2%	21.1%	10.6%	10.9%	21.8%	50.0%	25.7%	100.0%
No	---	**310**	294	36	272	172	90	45	40	102	162	259	36	15	59	204	43	1	52	0
	---	**87.3%**	90.7%	83.7%	88.0%	89.6%	84.9%	86.5%	81.6%	87.2%	89.0%	88.7%	81.8%	78.9%	89.4%	89.1%	78.2%	50.0%	74.3%	0.0%
Significantly different from column:*																Q	P			

NA - Not Applicable

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

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 70

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

Base: All respondents whose child needs/gets special therapy (Q69)

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	---	**45**	30	7	37	20	16	7	9	15	20	33	8	4	7	25	12	1	18	1
Number missing or multiple answer	---	**2**	1	0	2	1	1	0	2	0	0	1	1	0	0	2	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	**43**	29	7	35	19	15	7	7	15	20	32	7	4	7	23	12	1	17	1
	---	**95.6%**	96.7%	100.0%	94.6%	95.0%	93.8%	100.0%	77.8%	100.0%	100.0%	97.0%	87.5%	100.0%	100.0%	92.0%	100.0%	100.0%	94.4%	100.0%
Yes	---	**29**	20	5	23	9	13	5	5	8	15	20	5	4	4	14	11	1	13	1
	---	**67.4%**	69.0%	71.4%	65.7%	47.4%	86.7%	71.4%	71.4%	53.3%	75.0%	62.5%	71.4%	100.0%	57.1%	60.9%	91.7%	100.0%	76.5%	100.0%
No	---	**14**	9	2	12	10	2	2	2	7	5	12	2	0	3	9	1	0	4	0
	---	**32.6%**	31.0%	28.6%	34.3%	52.6%	13.3%	28.6%	28.6%	46.7%	25.0%	37.5%	28.6%	0.0%	42.9%	39.1%	8.3%	0.0%	23.5%	0.0%
Significantly different from column:*						G	F													

NA - Not Applicable

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

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 71

Is this a condition that has lasted or is expected to last for at least 12 months?

Base: All respondents whose child needs/gets special therapy for medical/behavioral/other health condition (Q69 & Q70)

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	---	**29**	20	5	23	9	13	5	5	8	15	20	5	4	4	14	11	1	13	1
Number missing or multiple answer	---	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	**29**	19	5	23	9	13	5	5	8	15	20	5	4	4	14	11	1	13	1
	---	**100.0%**	95.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	---	**28**	19	5	22	8	13	5	5	8	14	19	5	4	4	14	10	1	13	1
	---	**96.6%**	100.0%	100.0%	95.7%	88.9%	100.0%	100.0%	100.0%	100.0%	93.3%	95.0%	100.0%	100.0%	100.0%	100.0%	90.9%	100.0%	100.0%	100.0%
No	---	**1**	0	0	1	1	0	0	0	0	1	1	0	0	0	0	1	0	0	0
	---	**3.4%**	0.0%	0.0%	4.3%	11.1%	0.0%	0.0%	0.0%	0.0%	6.7%	5.0%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%
Significantly different from column:*																				

NA - Not Applicable

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Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 72

Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?

Base: All respondents

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	---	**362**	337	44	310	193	106	53	49	118	183	295	45	19	69	233	55	2	70	1
Number missing or multiple answer	---	**8**	13	0	2	0	1	1	0	1	1	4	1	0	3	4	1	0	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	**354**	324	44	308	193	105	52	49	117	182	291	44	19	66	229	54	2	68	1
	---	**97.8%**	96.1%	100.0%	99.4%	100.0%	99.1%	98.1%	100.0%	99.2%	99.5%	98.6%	97.8%	100.0%	95.7%	98.3%	98.2%	100.0%	97.1%	100.0%
Yes	---	**54**	48	10	44	6	35	12	10	17	27	34	12	8	6	36	12	1	15	1
	---	**15.3%**	14.8%	22.7%	14.3%	3.1%	33.3%	23.1%	20.4%	14.5%	14.8%	11.7%	27.3%	42.1%	9.1%	15.7%	22.2%	50.0%	22.1%	100.0%
No	---	**300**	276	34	264	187	70	40	39	100	155	257	32	11	60	193	42	1	53	0
	---	**84.7%**	85.2%	77.3%	85.7%	96.9%	66.7%	76.9%	79.6%	85.5%	85.2%	88.3%	72.7%	57.9%	90.9%	84.3%	77.8%	50.0%	77.9%	0.0%
Significantly different from column:*						G	F					M	L		Q		O			

NA - Not Applicable

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

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 73

Has this problem lasted or is it expected to last for at least 12 months?

Base: All respondents whose child has emotional, developmental or behavioral problem for which s/he gets treatment (Q72)

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	---	**54**	48	10	44	6	35	12	10	17	27	34	12	8	6	36	12	1	15	1
Number missing or multiple answer	---	**5**	1	1	4	2	3	0	2	1	2	0	4	1	2	3	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	**49**	47	9	40	4	32	12	8	16	25	34	8	7	4	33	12	1	15	1
	---	**90.7%**	97.9%	90.0%	90.9%	66.7%	91.4%	100.0%	80.0%	94.1%	92.6%	100.0%	66.7%	87.5%	66.7%	91.7%	100.0%	100.0%	100.0%	100.0%
Yes	---	**45**	41	9	36	2	30	12	7	16	22	30	8	7	3	30	12	1	14	1
	---	**91.8%**	87.2%	100.0%	90.0%	50.0%	93.8%	100.0%	87.5%	100.0%	88.0%	88.2%	100.0%	100.0%	75.0%	90.9%	100.0%	100.0%	93.3%	100.0%
No	---	**4**	6	0	4	2	2	0	1	0	3	4	0	0	1	3	0	0	1	0
	---	**8.2%**	12.8%	0.0%	10.0%	50.0%	6.3%	0.0%	12.5%	0.0%	12.0%	11.8%	0.0%	0.0%	25.0%	9.1%	0.0%	0.0%	6.7%	0.0%
Significantly different from column:*																				

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 74

What is your child's age?

Base: All respondents

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	2,974	**362**	337	44	310	193	106	53	49	118	183	295	45	19	69	233	55	2	70	1
Number missing or multiple answer	73	**10**	17	2	2	0	0	0	1	0	3	4	2	1	3	6	1	0	3	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,901	**352**	320	42	308	193	106	53	48	118	180	291	43	18	66	227	54	2	67	1
	97.5%	**97.2%**	95.0%	95.5%	99.4%	100.0%	100.0%	100.0%	98.0%	100.0%	98.4%	98.6%	95.6%	94.7%	95.7%	97.4%	98.2%	100.0%	95.7%	100.0%
Less than 1 year old	66	**31**	28	1	30	31	0	0	4	10	17	29	1	1	2	18	11	0	7	0
	2.3%	**8.8%**	8.8%	2.4%	9.7%	16.1%	0.0%	0.0%	8.3%	8.5%	9.4%	10.0%	2.3%	5.6%	3.0%	7.9%	20.4%	0.0%	10.4%	0.0%
1 year old	177	**77**	28	8	68	77	0	0	8	30	38	70	6	1	5	52	19	1	15	0
	6.1%	**21.9%**	8.8%	19.0%	22.1%	39.9%	0.0%	0.0%	16.7%	25.4%	21.1%	24.1%	14.0%	5.6%	7.6%	22.9%	35.2%	50.0%	22.4%	0.0%
2 years old	200	**33**	18	4	29	33	0	0	1	9	20	29	4	0	8	19	6	0	4	0
	6.9%	**9.4%**	5.6%	9.5%	9.4%	17.1%	0.0%	0.0%	2.1%	7.6%	11.1%	10.0%	9.3%	0.0%	12.1%	8.4%	11.1%	0.0%	6.0%	0.0%
3 years old	183	**18**	16	1	17	18	0	0	5	6	7	15	3	0	2	11	2	0	4	0
	6.3%	**5.1%**	5.0%	2.4%	5.5%	9.3%	0.0%	0.0%	10.4%	5.1%	3.9%	5.2%	7.0%	0.0%	3.0%	4.8%	3.7%	0.0%	6.0%	0.0%
4 to 6 years old	502	**47**	52	5	42	34	13	0	7	13	27	37	8	2	12	33	2	0	8	0
	17.3%	**13.4%**	16.3%	11.9%	13.6%	17.6%	12.3%	0.0%	14.6%	11.0%	15.0%	12.7%	18.6%	11.1%	18.2%	14.5%	3.7%	0.0%	11.9%	0.0%
7 to 9 years old	480	**37**	60	7	30	0	37	0	5	13	19	29	5	3	7	26	4	0	7	0
	16.5%	**10.5%**	18.8%	16.7%	9.7%	0.0%	34.9%	0.0%	10.4%	11.0%	10.6%	10.0%	11.6%	16.7%	10.6%	11.5%	7.4%	0.0%	10.4%	0.0%
10 to 13 years old	665	**56**	65	9	46	0	56	0	9	16	31	42	7	7	15	36	5	1	11	0
	22.9%	**15.9%**	20.3%	21.4%	14.9%	0.0%	52.8%	0.0%	18.8%	13.6%	17.2%	14.4%	16.3%	38.9%	22.7%	15.9%	9.3%	50.0%	16.4%	0.0%
14 to 18 years old	628	**53**	53	7	46	0	0	53	9	21	21	40	9	4	15	32	5	0	11	1
	21.6%	**15.1%**	16.6%	16.7%	14.9%	0.0%	0.0%	100.0%	18.8%	17.8%	11.7%	13.7%	20.9%	22.2%	22.7%	14.1%	9.3%	0.0%	16.4%	100.0%
3 years old or younger	626	**159**	90	14	144	159	0	0	18	55	82	143	14	2	17	100	38	1	30	0
	21.6%	**45.2%**	28.1%	33.3%	46.8%	82.4%	0.0%	0.0%	37.5%	46.6%	45.6%	49.1%	32.6%	11.1%	25.8%	44.1%	70.4%	50.0%	44.8%	0.0%
Significantly different from column:*		AC				GH	F	F				MN	L	L	PQ	OQ	OP			

NA - Not Applicable

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

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 75

Is your child male or female?

Base: All respondents

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	2,974	**362**	337	44	310	193	106	53	49	118	183	295	45	19	69	233	55	2	70	1
Number missing or multiple answer	47	**7**	17	0	1	0	0	1	0	1	0	2	2	0	2	4	1	0	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,927	**355**	320	44	309	193	106	52	49	117	183	293	43	19	67	229	54	2	68	1
	98.4%	**98.1%**	95.0%	100.0%	99.7%	100.0%	100.0%	98.1%	100.0%	99.2%	100.0%	99.3%	95.6%	100.0%	97.1%	98.3%	98.2%	100.0%	97.1%	100.0%
Male	1,517	**183**	163	26	157	104	50	25	23	58	99	145	28	10	34	117	30	0	36	0
	51.8%	**51.5%**	50.9%	59.1%	50.8%	53.9%	47.2%	48.1%	46.9%	49.6%	54.1%	49.5%	65.1%	52.6%	50.7%	51.1%	55.6%	0.0%	52.9%	0.0%
Female	1,410	**172**	157	18	152	89	56	27	26	59	84	148	15	9	33	112	24	2	32	1
	48.2%	**48.5%**	49.1%	40.9%	49.2%	46.1%	52.8%	51.9%	53.1%	50.4%	45.9%	50.5%	34.9%	47.4%	49.3%	48.9%	44.4%	100.0%	47.1%	100.0%
Significantly different from column:*																				

NA - Not Applicable

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

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 76

Is your child of Hispanic or Latino origin or descent?

Base: All respondents

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	2,974	**362**	337	44	310	193	106	53	49	118	183	295	45	19	69	233	55	2	70	1
Number missing or multiple answer	76	**14**	19	1	7	4	2	2	1	5	2	9	2	0	6	7	1	0	3	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,898	**348**	318	43	303	189	104	51	48	113	181	286	43	19	63	226	54	2	67	1
	97.4%	**96.1%**	94.4%	97.7%	97.7%	97.9%	98.1%	96.2%	98.0%	95.8%	98.9%	96.9%	95.6%	100.0%	91.3%	97.0%	98.2%	100.0%	95.7%	100.0%
Yes, Hispanic or Latino	1,085	**33**	44	10	23	17	12	3	7	10	15	28	3	2	4	24	5	0	7	1
	37.4%	**9.5%**	13.8%	23.3%	7.6%	9.0%	11.5%	5.9%	14.6%	8.8%	8.3%	9.8%	7.0%	10.5%	6.3%	10.6%	9.3%	0.0%	10.4%	100.0%
No, not Hispanic or Latino	1,813	**315**	274	33	280	172	92	48	41	103	166	258	40	17	59	202	49	2	60	0
	62.6%	**90.5%**	86.2%	76.7%	92.4%	91.0%	88.5%	94.1%	85.4%	91.2%	91.7%	90.2%	93.0%	89.5%	93.7%	89.4%	90.7%	100.0%	89.6%	0.0%
Significantly different from column:*		A																		

NA - Not Applicable

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

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 77

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

Base: All respondents

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	2,974	**362**	337	44	310	193	106	53	49	118	183	295	45	19	69	233	55	2	70	1
Number missing or multiple answer	185	**12**	21	0	5	4	2	0	2	3	0	6	2	1	4	7	1	1	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,789	**350**	316	44	305	189	104	53	47	115	183	289	43	18	65	226	54	1	68	1
	93.8%	**96.7%**	93.8%	100.0%	98.4%	97.9%	98.1%	100.0%	95.9%	97.5%	100.0%	98.0%	95.6%	94.7%	94.2%	97.0%	98.2%	50.0%	97.1%	100.0%
White	2,059	**199**	167	29	170	106	55	35	25	68	101	169	24	6	37	128	33	1	44	0
	73.8%	**56.9%**	52.8%	65.9%	55.7%	56.1%	52.9%	66.0%	53.2%	59.1%	55.2%	58.5%	55.8%	33.3%	56.9%	56.6%	61.1%	100.0%	64.7%	0.0%
Black or African-American	538	**139**	128	11	128	77	41	20	21	39	77	112	17	10	24	87	24	0	26	1
	19.3%	**39.7%**	40.5%	25.0%	42.0%	40.7%	39.4%	37.7%	44.7%	33.9%	42.1%	38.8%	39.5%	55.6%	36.9%	38.5%	44.4%	0.0%	38.2%	100.0%
Asian	81	**21**	19	4	16	14	6	1	3	4	14	17	2	2	5	15	1	0	2	0
	2.9%	**6.0%**	6.0%	9.1%	5.2%	7.4%	5.8%	1.9%	6.4%	3.5%	7.7%	5.9%	4.7%	11.1%	7.7%	6.6%	1.9%	0.0%	2.9%	0.0%
Native Hawaiian or other Pacific Islander	21	**6**	4	0	6	5	1	0	0	1	5	5	0	1	2	2	1	0	1	0
	0.8%	**1.7%**	1.3%	0.0%	2.0%	2.6%	1.0%	0.0%	0.0%	0.9%	2.7%	1.7%	0.0%	5.6%	3.1%	0.9%	1.9%	0.0%	1.5%	0.0%
American Indian or Alaska Native	88	**13**	16	1	12	9	4	0	1	7	5	9	2	2	2	7	4	0	3	0
	3.2%	**3.7%**	5.1%	2.3%	3.9%	4.8%	3.8%	0.0%	2.1%	6.1%	2.7%	3.1%	4.7%	11.1%	3.1%	3.1%	7.4%	0.0%	4.4%	0.0%
Other	353	**26**	29	7	19	15	9	2	4	13	8	20	6	0	4	19	2	0	5	0
	12.7%	**7.4%**	9.2%	15.9%	6.2%	7.9%	8.7%	3.8%	8.5%	11.3%	4.4%	6.9%	14.0%	0.0%	6.2%	8.4%	3.7%	0.0%	7.4%	0.0%

NA - Not Applicable

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

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 78

What is your age?

Base: All respondents

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	2,974	**362**	337	44	310	193	106	53	49	118	183	295	45	19	69	233	55	2	70	1
Number missing or multiple answer	69	**9**	20	0	1	1	1	1	1	1	0	3	2	1	3	5	1	1	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,905	**353**	317	44	309	192	105	52	48	117	183	292	43	18	66	228	54	1	68	1
	97.7%	**97.5%**	94.1%	100.0%	99.7%	99.5%	99.1%	98.1%	98.0%	99.2%	100.0%	99.0%	95.6%	94.7%	95.7%	97.9%	98.2%	50.0%	97.1%	100.0%
Under 18	178	**16**	20	6	10	5	7	3	4	4	7	11	3	2	2	12	2	0	1	1
	6.1%	**4.5%**	6.3%	13.6%	3.2%	2.6%	6.7%	5.8%	8.3%	3.4%	3.8%	3.8%	7.0%	11.1%	3.0%	5.3%	3.7%	0.0%	1.5%	100.0%
18 to 24	193	**63**	27	5	58	63	0	0	12	24	27	60	3	0	8	35	18	0	13	0
	6.6%	**17.8%**	8.5%	11.4%	18.8%	32.8%	0.0%	0.0%	25.0%	20.5%	14.8%	20.5%	7.0%	0.0%	12.1%	15.4%	33.3%	0.0%	19.1%	0.0%
25 to 34	871	**113**	110	5	108	79	30	4	12	39	61	95	13	5	16	78	18	1	24	0
	30.0%	**32.0%**	34.7%	11.4%	35.0%	41.1%	28.6%	7.7%	25.0%	33.3%	33.3%	32.5%	30.2%	27.8%	24.2%	34.2%	33.3%	100.0%	35.3%	0.0%
35 to 44	928	**89**	98	14	75	32	35	20	10	25	53	69	17	3	17	63	8	0	16	0
	31.9%	**25.2%**	30.9%	31.8%	24.3%	16.7%	33.3%	38.5%	20.8%	21.4%	29.0%	23.6%	39.5%	16.7%	25.8%	27.6%	14.8%	0.0%	23.5%	0.0%
45 to 54	464	**49**	44	8	41	11	20	18	8	19	21	37	5	7	15	29	4	0	7	0
	16.0%	**13.9%**	13.9%	18.2%	13.3%	5.7%	19.0%	34.6%	16.7%	16.2%	11.5%	12.7%	11.6%	38.9%	22.7%	12.7%	7.4%	0.0%	10.3%	0.0%
55 to 64	178	**15**	10	2	13	2	7	5	2	4	8	13	1	1	5	7	3	0	3	0
	6.1%	**4.2%**	3.2%	4.5%	4.2%	1.0%	6.7%	9.6%	4.2%	3.4%	4.4%	4.5%	2.3%	5.6%	7.6%	3.1%	5.6%	0.0%	4.4%	0.0%
65 to 74	82	**8**	8	4	4	0	6	2	0	2	6	7	1	0	3	4	1	0	4	0
	2.8%	**2.3%**	2.5%	9.1%	1.3%	0.0%	5.7%	3.8%	0.0%	1.7%	3.3%	2.4%	2.3%	0.0%	4.5%	1.8%	1.9%	0.0%	5.9%	0.0%
75 or older	11	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.4%	**0.0%**	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
35 or older	1,663	**161**	160	28	133	45	68	45	20	50	88	126	24	11	40	103	16	0	30	0
	57.2%	**45.6%**	50.5%	63.6%	43.0%	23.4%	64.8%	86.5%	41.7%	42.7%	48.1%	43.2%	55.8%	61.1%	60.6%	45.2%	29.6%	0.0%	44.1%	0.0%
Significantly different from column:*		A		E	D	GH	FH	FG							PQ	OQ	OP			

NA - Not Applicable

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

Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 79

Are you male or female?

Base: All respondents

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	2,974	**362**	337	44	310	193	106	53	49	118	183	295	45	19	69	233	55	2	70	1
Number missing or multiple answer	56	**8**	16	0	0	1	1	0	1	0	0	3	1	1	3	4	1	1	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,918	**354**	321	44	310	192	105	53	48	118	183	292	44	18	66	229	54	1	69	1
	98.1%	**97.8%**	95.3%	100.0%	100.0%	99.5%	99.1%	100.0%	98.0%	100.0%	100.0%	99.0%	97.8%	94.7%	95.7%	98.3%	98.2%	50.0%	98.6%	100.0%
Male	302	**44**	36	44	0	18	17	7	8	14	21	33	8	3	11	26	6	0	6	0
	10.3%	**12.4%**	11.2%	100.0%	0.0%	9.4%	16.2%	13.2%	16.7%	11.9%	11.5%	11.3%	18.2%	16.7%	16.7%	11.4%	11.1%	0.0%	8.7%	0.0%
Female	2,616	**310**	285	0	310	174	88	46	40	104	162	259	36	15	55	203	48	1	63	1
	89.7%	**87.6%**	88.8%	0.0%	100.0%	90.6%	83.8%	86.8%	83.3%	88.1%	88.5%	88.7%	81.8%	83.3%	83.3%	88.6%	88.9%	100.0%	91.3%	100.0%
Significantly different from column:*				E	D															

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 80

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

Base: All respondents

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	2,974	**362**	337	44	310	193	106	53	49	118	183	295	45	19	69	233	55	2	70	1
Number missing or multiple answer	74	**12**	23	1	4	4	0	2	0	0	0	6	2	1	4	7	1	1	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,900	**350**	314	43	306	189	106	51	49	118	183	289	43	18	65	226	54	1	69	1
	97.5%	**96.7%**	93.2%	97.7%	98.7%	97.9%	100.0%	96.2%	100.0%	100.0%	100.0%	98.0%	95.6%	94.7%	94.2%	97.0%	98.2%	50.0%	98.6%	100.0%
8th grade or less	188	**9**	5	3	6	5	1	2	9	0	0	6	2	1	2	6	1	0	1	1
	6.5%	**2.6%**	1.6%	7.0%	2.0%	2.6%	0.9%	3.9%	18.4%	0.0%	0.0%	2.1%	4.7%	5.6%	3.1%	2.7%	1.9%	0.0%	1.4%	100.0%
Some high school, but did not graduate	421	**40**	26	5	34	18	15	7	40	0	0	33	4	3	8	22	9	1	9	0
	14.5%	**11.4%**	8.3%	11.6%	11.1%	9.5%	14.2%	13.7%	81.6%	0.0%	0.0%	11.4%	9.3%	16.7%	12.3%	9.7%	16.7%	100.0%	13.0%	0.0%
High school graduate or GED	1,048	**118**	95	14	104	63	34	21	0	118	0	94	15	9	28	68	21	0	27	0
	36.1%	**33.7%**	30.3%	32.6%	34.0%	33.3%	32.1%	41.2%	0.0%	100.0%	0.0%	32.5%	34.9%	50.0%	43.1%	30.1%	38.9%	0.0%	39.1%	0.0%
Some college or 2-year degree	863	**127**	115	13	114	75	35	15	0	0	127	105	18	4	16	93	16	0	22	0
	29.8%	**36.3%**	36.6%	30.2%	37.3%	39.7%	33.0%	29.4%	0.0%	0.0%	69.4%	36.3%	41.9%	22.2%	24.6%	41.2%	29.6%	0.0%	31.9%	0.0%
4-year college graduate	227	**38**	43	5	33	22	14	2	0	0	38	36	2	0	6	26	5	0	7	0
	7.8%	**10.9%**	13.7%	11.6%	10.8%	11.6%	13.2%	3.9%	0.0%	0.0%	20.8%	12.5%	4.7%	0.0%	9.2%	11.5%	9.3%	0.0%	10.1%	0.0%
More than 4-year college degree	153	**18**	30	3	15	6	7	4	0	0	18	15	2	1	5	11	2	0	3	0
	5.3%	**5.1%**	9.6%	7.0%	4.9%	3.2%	6.6%	7.8%	0.0%	0.0%	9.8%	5.2%	4.7%	5.6%	7.7%	4.9%	3.7%	0.0%	4.3%	0.0%
4-year college graduate or more	380	**56**	73	8	48	28	21	6	0	0	56	51	4	1	11	37	7	0	10	0
	13.1%	**16.0%**	23.2%	18.6%	15.7%	14.8%	19.8%	11.8%	0.0%	0.0%	30.6%	17.6%	9.3%	5.6%	16.9%	16.4%	13.0%	0.0%	14.5%	0.0%
Significantly different from column:*		C							K	K	IJ									

NA - Not Applicable

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

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 81

How are you related to the child?

Base: All respondents

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	2,974	**362**	337	44	310	193	106	53	49	118	183	295	45	19	69	233	55	2	70	1
Number missing or multiple answer	124	**15**	23	2	6	3	2	2	3	2	1	6	2	4	4	9	2	1	3	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,850	**347**	314	42	304	190	104	51	46	116	182	289	43	15	65	224	53	1	67	0
	95.8%	**95.9%**	93.2%	95.5%	98.1%	98.4%	98.1%	96.2%	93.9%	98.3%	99.5%	98.0%	95.6%	78.9%	94.2%	96.1%	96.4%	50.0%	95.7%	0.0%
Mother or father	2,560	**319**	288	38	280	179	91	47	41	110	167	265	40	14	54	211	49	1	62	0
	89.8%	**91.9%**	91.7%	90.5%	92.1%	94.2%	87.5%	92.2%	89.1%	94.8%	91.8%	91.7%	93.0%	93.3%	83.1%	94.2%	92.5%	100.0%	92.5%	---
Grandparent	205	**21**	18	2	19	9	9	3	3	6	10	20	0	1	7	10	4	0	5	0
	7.2%	**6.1%**	5.7%	4.8%	6.3%	4.7%	8.7%	5.9%	6.5%	5.2%	5.5%	6.9%	0.0%	6.7%	10.8%	4.5%	7.5%	0.0%	7.5%	---
Aunt or uncle	28	**2**	3	0	2	1	1	0	1	0	1	0	2	0	1	1	0	0	0	0
	1.0%	**0.6%**	1.0%	0.0%	0.7%	0.5%	1.0%	0.0%	2.2%	0.0%	0.5%	0.0%	4.7%	0.0%	1.5%	0.4%	0.0%	0.0%	0.0%	---
Older brother or sister	3	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	**0.0%**	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---
Other relative	4	**0**	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	**0.0%**	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---
Legal guardian	49	**3**	2	0	3	1	2	0	0	0	3	3	0	0	2	1	0	0	0	0
	1.7%	**0.9%**	0.6%	0.0%	1.0%	0.5%	1.9%	0.0%	0.0%	0.0%	1.6%	1.0%	0.0%	0.0%	3.1%	0.4%	0.0%	0.0%	0.0%	---
Someone else	1	**2**	0	2	0	0	1	1	1	0	1	1	1	0	1	1	0	0	0	0
	0.0%	**0.6%**	0.0%	4.8%	0.0%	0.0%	1.0%	2.0%	2.2%	0.0%	0.5%	0.3%	2.3%	0.0%	1.5%	0.4%	0.0%	0.0%	0.0%	---

NA - Not Applicable

Aetna Better Health of Louisiana

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 82

Did someone help you complete this survey?

Base: All respondents (Please note that members who responded on the phone were not asked this question.)

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	1,717	**173**	157	22	149	82	54	32	28	51	91	146	19	8	30	128	14	0	31	1
Number missing or multiple answer	25	**1**	1	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,692	**172**	156	22	149	82	54	32	28	51	91	146	18	8	29	128	14	0	31	1
	98.5%	**99.4%**	99.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	94.7%	100.0%	96.7%	100.0%	100.0%	---	100.0%	100.0%
Yes	54	**6**	5	3	2	2	2	1	3	3	0	3	1	2	2	2	2	0	2	1
	3.2%	**3.5%**	3.2%	13.6%	1.3%	2.4%	3.7%	3.1%	10.7%	5.9%	0.0%	2.1%	5.6%	25.0%	6.9%	1.6%	14.3%	---	6.5%	100.0%
No	1,638	**166**	151	19	147	80	52	31	25	48	91	143	17	6	27	126	12	0	29	0
	96.8%	**96.5%**	96.8%	86.4%	98.7%	97.6%	96.3%	96.9%	89.3%	94.1%	100.0%	97.9%	94.4%	75.0%	93.1%	98.4%	85.7%	---	93.5%	0.0%
Significantly different from column:*																				

NA - Not Applicable

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

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) ---General Population

Question 83

How did that person help you? Mark one or more.

Base: All respondents who received help completing this survey (Q82) (Please note that members who responded on the phone were not asked this question.)

	2017 CSS Average	**2017**	2016	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Number in sample	54	**6**	5	3	2	2	2	1	3	3	0	3	1	2	2	2	2	0	2	1
Number missing or multiple answer	1	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	53	**6**	5	3	2	2	2	1	3	3	0	3	1	2	2	2	2	0	2	1
	98.1%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%
Read the questions to me	22	**1**	1	0	1	1	0	0	0	1	0	1	0	0	0	1	0	0	1	0
	41.5%	**16.7%**	20.0%	0.0%	50.0%	50.0%	0.0%	0.0%	0.0%	33.3%	---	33.3%	0.0%	0.0%	0.0%	50.0%	0.0%	---	50.0%	0.0%
Wrote down the answers I gave	11	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	20.8%	**0.0%**	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%
Answered the questions for me	7	**2**	0	1	1	0	0	1	2	0	0	1	0	1	0	1	1	0	1	1
	13.2%	**33.3%**	0.0%	33.3%	50.0%	0.0%	0.0%	100.0%	66.7%	0.0%	---	33.3%	0.0%	50.0%	0.0%	50.0%	50.0%	---	50.0%	100.0%
Translated the questions into my language	23	**2**	4	1	0	0	2	0	1	1	0	1	0	1	2	0	0	0	0	0
	43.4%	**33.3%**	80.0%	33.3%	0.0%	0.0%	100.0%	0.0%	33.3%	33.3%	---	33.3%	0.0%	50.0%	100.0%	0.0%	0.0%	---	0.0%	0.0%
Helped in some other way	6	**2**	1	1	1	2	0	0	0	2	0	1	1	0	0	1	1	0	1	0
	11.3%	**33.3%**	20.0%	33.3%	50.0%	100.0%	0.0%	0.0%	0.0%	66.7%	---	33.3%	100.0%	0.0%	0.0%	50.0%	50.0%	---	50.0%	0.0%

NA - Not Applicable

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

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Satisfaction With the Experience of Care

Survey Measures*	Global Proportions			NCQA Accreditation Scoring
	2016 NCQA National Average, All LOBs	Plan Rate		2016 Plan Mean
		2017	2016	
Ratings				
Rating of Personal Doctor	88.03%	**91.35%**	89.12%	2.7244
Rating of Specialist	85.52%	**86.81%**	84.33%	2.6944
Rating of All Health Care	84.21%	**83.66%**	82.76%	2.6373
Rating of Health Plan	82.83%	**81.10%**	79.54%	2.5436
Composites				
Getting Needed Care	86.14%	**87.69%**	87.88%	2.5270
Getting Care Quickly	91.82%	**93.11%**	92.95%	2.7265
How Well Doctors Communicate	93.92%	**93.57%**	94.91%	2.7510
Customer Service	89.43%	**88.79%**	87.46%	2.6509
Shared Decision Making	84.95%	**84.52%**	85.95%	No Applicable Mean
Additional Content Areas				
Health Promotion and Education	76.99%	**75.97%**	78.85%	2.5195
Coordination of Care	81.98%	**83.44%**	85.82%	2.4663
Children with Chronic Conditions Composites				
Access to Prescription Medicine	90.68%	**87.33%**	88.89%	2.5959
Access to Specialized Services	77.06%	**77.73%**	77.94%	2.3783
Getting Needed Information	90.91%	**87.99%**	93.85%	2.6299
Personal Doctor or Nurse Who Knows Child	90.55%	**91.85%**	92.28%	No Applicable Mean
Coordination of Care w/CCC (Q16 & Q27)	77.11%	**83.14%**	79.40%	No Applicable Mean

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* Results were calculated by CSS following NCQA specifications. At least 100 valid responses must be collected for a measure to be reportable by NCQA. A lighter display is used to indicate that a result is not reportable by NCQA due to insufficient denominator (less than 100 responses). In such cases, CSS calculates measure results only for internal plan reporting.

Aetna Better Health of Louisiana

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 3

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

Base: All respondents

	2017	2016	Type of Chronic Condition (Q60)		(Q63)	(Q66)	(Q69)	(Q72)	Child's Age (Q74)			Child's Hispanic Status (Q76)		Child's Race (Q77)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)		
			Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling		0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G		H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**352**	306	285	189	119	100	175		101	156	90	31	309	174	113	57	226	84	40	34	223	86
Number missing or multiple answer	**3**	4	1	1	0	1	2		1	1	1	0	2	1	1	1	3	0	0	0	3	0
Number no experience	**NA**	NA	NA	NA	NA	NA	NA		NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**349**	302	284	188	119	99	173		100	155	89	31	307	173	112	56	223	84	40	34	220	86
	99.1%	98.7%	99.6%	99.5%	100.0%	99.0%	98.9%		99.0%	99.4%	98.9%	100.0%	99.4%	99.4%	99.1%	98.2%	98.7%	100.0%	100.0%	100.0%	98.7%	100.0%
Yes	**180**	141	152	111	67	54	87		61	70	48	19	155	95	55	26	109	44	25	6	110	59
	51.6%	46.7%	53.5%	59.0%	56.3%	54.5%	50.3%		61.0%	45.2%	53.9%	61.3%	50.5%	54.9%	49.1%	46.4%	48.9%	52.4%	62.5%	17.6%	50.0%	68.6%
No	**169**	161	132	77	52	45	86		39	85	41	12	152	78	57	30	114	40	15	28	110	27
	48.4%	53.3%	46.5%	41.0%	43.7%	45.5%	49.7%		39.0%	54.8%	46.1%	38.7%	49.5%	45.1%	50.9%	53.6%	51.1%	47.6%	37.5%	82.4%	50.0%	31.4%
Significantly different from column:*									I	H										TU	SU	ST

NA - Not Applicable

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

Aetna Better Health of Louisiana

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 4

In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?

Base: All respondents whose child need care right away (Q3)

	2017	2016	Type of Chronic Condition (Q60)		(Q63)	(Q66)	(Q69)	(Q72)	Child's Age (Q74)			Child's Hispanic Status (Q76)		Child's Race (Q77)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)		
			Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**180**	141	152	111	67	54	87	61	70	48	19	155	95	55	26	109	44	25	6	110	59
Number missing or multiple answer	**5**	0	4	3	1	1	3	0	3	2	0	5	2	3	0	2	3	0	2	3	0
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**175**	141	148	108	66	53	84	61	67	46	19	150	93	52	26	107	41	25	4	107	59
	97.2%	100.0%	97.4%	97.3%	98.5%	98.1%	96.6%	100.0%	95.7%	95.8%	100.0%	96.8%	97.9%	94.5%	100.0%	98.2%	93.2%	100.0%	66.7%	97.3%	100.0%
Never	**1**	2	1	0	0	0	0	0	1	0	0	1	0	0	1	0	0	1	0	1	0
	0.6%	1.4%	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	1.5%	0.0%	0.0%	0.7%	0.0%	0.0%	3.8%	0.0%	0.0%	4.0%	0.0%	0.9%	0.0%
Sometimes	**11**	6	9	6	6	5	6	2	3	6	4	5	4	4	2	7	2	1	0	7	4
	6.3%	4.3%	6.1%	5.6%	9.1%	9.4%	7.1%	3.3%	4.5%	13.0%	21.1%	3.3%	4.3%	7.7%	7.7%	6.5%	4.9%	4.0%	0.0%	6.5%	6.8%
Usually	**16**	15	13	13	7	5	7	5	4	7	3	13	7	3	6	8	2	6	1	7	7
	9.1%	10.6%	8.8%	12.0%	10.6%	9.4%	8.3%	8.2%	6.0%	15.2%	15.8%	8.7%	7.5%	5.8%	23.1%	7.5%	4.9%	24.0%	25.0%	6.5%	11.9%
Always	**147**	118	125	89	53	43	71	54	59	33	12	131	82	45	17	92	37	17	3	92	48
	84.0%	83.7%	84.5%	82.4%	80.3%	81.1%	84.5%	88.5%	88.1%	71.7%	63.2%	87.3%	88.2%	86.5%	65.4%	86.0%	90.2%	68.0%	75.0%	86.0%	81.4%
Significantly different from column:*								J	J	HI				O	N						
Usually or Always	**163**	133	138	102	60	48	78	59	63	40	15	144	89	48	23	100	39	23	4	99	55
	93.1%	94.3%	93.2%	94.4%	90.9%	90.6%	92.9%	96.7%	94.0%	87.0%	78.9%	96.0%	95.7%	92.3%	88.5%	93.5%	95.1%	92.0%	100.0%	92.5%	93.2%
Significantly different from column:*																					

NA - Not Applicable

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

Aetna Better Health of Louisiana

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 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?

Base: All respondents

	2017	2016	Type of Chronic Condition (Q60)		(Q63)	(Q66)	(Q69)	(Q72)	Child's Age (Q74)			Child's Hispanic Status (Q76)		Child's Race (Q77)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)		
			Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**352**	306	285	189	119	100	175	101	156	90	31	309	174	113	57	226	84	40	34	223	86
Number missing or multiple answer	**3**	4	2	2	0	1	0	0	1	2	0	2	2	1	0	2	1	0	1	2	0
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**349**	302	283	187	119	99	175	101	155	88	31	307	172	112	57	224	83	40	33	221	86
	99.1%	98.7%	99.3%	98.9%	100.0%	99.0%	100.0%	100.0%	99.4%	97.8%	100.0%	99.4%	98.9%	99.1%	100.0%	99.1%	98.8%	100.0%	97.1%	99.1%	100.0%
Yes	**296**	265	253	163	105	84	146	89	131	71	27	261	151	89	49	191	68	35	17	189	83
	84.8%	87.7%	89.4%	87.2%	88.2%	84.8%	83.4%	88.1%	84.5%	80.7%	87.1%	85.0%	87.8%	79.5%	86.0%	85.3%	81.9%	87.5%	51.5%	85.5%	96.5%
No	**53**	37	30	24	14	15	29	12	24	17	4	46	21	23	8	33	15	5	16	32	3
	15.2%	12.3%	10.6%	12.8%	11.8%	15.2%	16.6%	11.9%	15.5%	19.3%	12.9%	15.0%	12.2%	20.5%	14.0%	14.7%	18.1%	12.5%	48.5%	14.5%	3.5%
Significantly different from column:*																			TU	SU	ST

NA - Not Applicable

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

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 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?

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

	2017	2016	Type of Chronic Condition (Q60)		(Q63)	(Q66)	(Q69)	(Q72)	Child's Age (Q74)			Child's Hispanic Status (Q76)		Child's Race (Q77)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)		
			Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**296**	265	253	163	105	84	146	89	131	71	27	261	151	89	49	191	68	35	17	189	83
Number missing or multiple answer	**7**	4	5	5	2	1	1	1	2	4	1	6	4	3	0	3	3	1	2	4	1
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**289**	261	248	158	103	83	145	88	129	67	26	255	147	86	49	188	65	34	15	185	82
	97.6%	98.5%	98.0%	96.9%	98.1%	98.8%	99.3%	98.9%	98.5%	94.4%	96.3%	97.7%	97.4%	96.6%	100.0%	98.4%	95.6%	97.1%	88.2%	97.9%	98.8%
Never	**3**	3	1	1	2	1	1	0	1	2	1	2	1	1	1	3	0	0	1	2	0
	1.0%	1.1%	0.4%	0.6%	1.9%	1.2%	0.7%	0.0%	0.8%	3.0%	3.8%	0.8%	0.7%	1.2%	2.0%	1.6%	0.0%	0.0%	6.7%	1.1%	0.0%
Sometimes	**17**	19	14	9	9	6	9	3	7	7	4	13	6	5	5	9	4	4	1	12	4
	5.9%	7.3%	5.6%	5.7%	8.7%	7.2%	6.2%	3.4%	5.4%	10.4%	15.4%	5.1%	4.1%	5.8%	10.2%	4.8%	6.2%	11.8%	6.7%	6.5%	4.9%
Usually	**52**	50	45	27	20	13	27	11	24	16	3	49	30	13	9	39	9	4	2	39	10
	18.0%	19.2%	18.1%	17.1%	19.4%	15.7%	18.6%	12.5%	18.6%	23.9%	11.5%	19.2%	20.4%	15.1%	18.4%	20.7%	13.8%	11.8%	13.3%	21.1%	12.2%
Always	**217**	189	188	121	72	63	108	74	97	42	18	191	110	67	34	137	52	26	11	132	68
	75.1%	72.4%	75.8%	76.6%	69.9%	75.9%	74.5%	84.1%	75.2%	62.7%	69.2%	74.9%	74.8%	77.9%	69.4%	72.9%	80.0%	76.5%	73.3%	71.4%	82.9%
Significantly different from column:*								J		H										U	T
Usually or Always	**269**	239	233	148	92	76	135	85	121	58	21	240	140	80	43	176	61	30	13	171	78
	93.1%	91.6%	94.0%	93.7%	89.3%	91.6%	93.1%	96.6%	93.8%	86.6%	80.8%	94.1%	95.2%	93.0%	87.8%	93.6%	93.8%	88.2%	86.7%	92.4%	95.1%
Significantly different from column:*								J		H											

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 7

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

Base: All respondents

	2017	2016	Type of Chronic Condition (Q60)		(Q63)	(Q66)	(Q69)	(Q72)	Child's Age (Q74)			Child's Hispanic Status (Q76)		Child's Race (Q77)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)		
			Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**352**	306	285	189	119	100	175	101	156	90	31	309	174	113	57	226	84	40	34	223	86
Number missing or multiple answer	**9**	11	7	7	3	4	4	5	2	2	0	9	4	3	2	7	1	1	0	0	0
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**343**	295	278	182	116	96	171	96	154	88	31	300	170	110	55	219	83	39	34	223	86
	97.4%	96.4%	97.5%	96.3%	97.5%	96.0%	97.7%	95.0%	98.7%	97.8%	100.0%	97.1%	97.7%	97.3%	96.5%	96.9%	98.8%	97.5%	100.0%	100.0%	100.0%
None	**34**	32	20	16	11	11	14	8	14	12	1	32	16	14	4	25	4	5	34	0	0
	9.9%	10.8%	7.2%	8.8%	9.5%	11.5%	8.2%	8.3%	9.1%	13.6%	3.2%	10.7%	9.4%	12.7%	7.3%	11.4%	4.8%	12.8%	100.0%	0.0%	0.0%
1 time	**43**	46	30	20	17	10	18	8	26	9	4	36	19	14	9	32	8	2	0	43	0
	12.5%	15.6%	10.8%	11.0%	14.7%	10.4%	10.5%	8.3%	16.9%	10.2%	12.9%	12.0%	11.2%	12.7%	16.4%	14.6%	9.6%	5.1%	0.0%	19.3%	0.0%
2	**90**	60	75	37	23	23	42	26	34	28	5	84	42	30	16	61	23	6	0	90	0
	26.2%	20.3%	27.0%	20.3%	19.8%	24.0%	24.6%	27.1%	22.1%	31.8%	16.1%	28.0%	24.7%	27.3%	29.1%	27.9%	27.7%	15.4%	0.0%	40.4%	0.0%
3	**48**	51	37	27	14	12	27	12	26	10	4	43	22	14	11	32	12	4	0	48	0
	14.0%	17.3%	13.3%	14.8%	12.1%	12.5%	15.8%	12.5%	16.9%	11.4%	12.9%	14.3%	12.9%	12.7%	20.0%	14.6%	14.5%	10.3%	0.0%	21.5%	0.0%
4	**42**	30	36	27	20	15	22	14	19	8	6	34	23	14	4	22	13	6	0	42	0
	12.2%	10.2%	12.9%	14.8%	17.2%	15.6%	12.9%	14.6%	12.3%	9.1%	19.4%	11.3%	13.5%	12.7%	7.3%	10.0%	15.7%	15.4%	0.0%	18.8%	0.0%
5 to 9	**68**	51	62	40	23	21	37	24	24	18	9	56	38	18	9	41	18	9	0	0	68
	19.8%	17.3%	22.3%	22.0%	19.8%	21.9%	21.6%	25.0%	15.6%	20.5%	29.0%	18.7%	22.4%	16.4%	16.4%	18.7%	21.7%	23.1%	0.0%	0.0%	79.1%
10 or more times	**18**	25	18	15	8	4	11	4	11	3	2	15	10	6	2	6	5	7	0	0	18
	5.2%	8.5%	6.5%	8.2%	6.9%	4.2%	6.4%	4.2%	7.1%	3.4%	6.5%	5.0%	5.9%	5.5%	3.6%	2.7%	6.0%	17.9%	0.0%	0.0%	20.9%
5 or more times	**86**	76	80	55	31	25	48	28	35	21	11	71	48	24	11	47	23	16	0	0	86
	25.1%	25.8%	28.8%	30.2%	26.7%	26.0%	28.1%	29.2%	22.7%	23.9%	35.5%	23.7%	28.2%	21.8%	20.0%	21.5%	27.7%	41.0%	0.0%	0.0%	100.0%
Significantly different from column:*																R		P	U	U	ST

NA - Not Applicable

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Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 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?

Base: All respondents whose child went to a doctor's office/clinic (Q7)

	2017	2016	Type of Chronic Condition (Q60)		(Q63)	(Q66)	(Q69)	(Q72)	Child's Age (Q74)			Child's Hispanic Status (Q76)		Child's Race (Q77)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)		
			Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**309**	263	258	166	105	85	157	88	140	76	30	268	154	96	51	194	79	34	0	223	86
Number missing or multiple answer	**1**	3	1	0	0	1	1	0	1	0	0	1	1	0	0	0	1	0	0	0	1
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**308**	260	257	166	105	84	156	88	139	76	30	267	153	96	51	194	78	34	0	223	85
	99.7%	98.9%	99.6%	100.0%	100.0%	98.8%	99.4%	100.0%	99.3%	100.0%	100.0%	99.6%	99.4%	100.0%	100.0%	100.0%	98.7%	100.0%	---	100.0%	98.8%
Yes	**234**	205	200	132	82	65	116	70	107	55	25	202	116	78	34	149	56	27	0	164	70
	76.0%	78.8%	77.8%	79.5%	78.1%	77.4%	74.4%	79.5%	77.0%	72.4%	83.3%	75.7%	75.8%	81.3%	66.7%	76.8%	71.8%	79.4%	---	73.5%	82.4%
No	**74**	55	57	34	23	19	40	18	32	21	5	65	37	18	17	45	22	7	0	59	15
	24.0%	21.2%	22.2%	20.5%	21.9%	22.6%	25.6%	20.5%	23.0%	27.6%	16.7%	24.3%	24.2%	18.8%	33.3%	23.2%	28.2%	20.6%	---	26.5%	17.6%
Significantly different from column:*														O	N						

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 9

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

Base: All respondents whose child went to a doctor's office/clinic (Q7)

	2017	2016	Type of Chronic Condition (Q60)		(Q63)	(Q66)	(Q69)	(Q72)	Child's Age (Q74)			Child's Hispanic Status (Q76)		Child's Race (Q77)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)		
			Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**309**	263	258	166	105	85	157	88	140	76	30	268	154	96	51	194	79	34	0	223	86
Number missing or multiple answer	**1**	3	1	1	0	1	1	0	1	0	0	1	0	1	0	1	0	0	0	1	0
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**308**	260	257	165	105	84	156	88	139	76	30	267	154	95	51	193	79	34	0	222	86
	99.7%	98.9%	99.6%	99.4%	100.0%	98.8%	99.4%	100.0%	99.3%	100.0%	100.0%	99.6%	100.0%	99.0%	100.0%	99.5%	100.0%	100.0%	---	99.6%	100.0%
Never	**7**	2	6	4	3	1	4	1	4	2	1	6	2	2	3	5	2	0	0	7	0
	2.3%	0.8%	2.3%	2.4%	2.9%	1.2%	2.6%	1.1%	2.9%	2.6%	3.3%	2.2%	1.3%	2.1%	5.9%	2.6%	2.5%	0.0%	---	3.2%	0.0%
Sometimes	**30**	14	20	18	17	9	18	6	18	5	3	27	10	15	5	15	8	7	0	26	4
	9.7%	5.4%	7.8%	10.9%	16.2%	10.7%	11.5%	6.8%	12.9%	6.6%	10.0%	10.1%	6.5%	15.8%	9.8%	7.8%	10.1%	20.6%	---	11.7%	4.7%
Usually	**40**	33	32	18	14	13	24	11	17	12	5	33	20	12	7	21	14	5	0	26	14
	13.0%	12.7%	12.5%	10.9%	13.3%	15.5%	15.4%	12.5%	12.2%	15.8%	16.7%	12.4%	13.0%	12.6%	13.7%	10.9%	17.7%	14.7%	---	11.7%	16.3%
Always	**231**	211	199	125	71	61	110	70	100	57	21	201	122	66	36	152	55	22	0	163	68
	75.0%	81.2%	77.4%	75.8%	67.6%	72.6%	70.5%	79.5%	71.9%	75.0%	70.0%	75.3%	79.2%	69.5%	70.6%	78.8%	69.6%	64.7%	---	73.4%	79.1%
Significantly different from column:*																					
Usually or Always	**271**	244	231	143	85	74	134	81	117	69	26	234	142	78	43	173	69	27	0	189	82
	88.0%	93.8%	89.9%	86.7%	81.0%	88.1%	85.9%	92.0%	84.2%	90.8%	86.7%	87.6%	92.2%	82.1%	84.3%	89.6%	87.3%	79.4%	---	85.1%	95.3%
Significantly different from column:*	B		E		C								N	M						U	T

NA - Not Applicable

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Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 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?

Base: All respondents whose child went to a doctor's office/clinic (Q7)

			Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
			(Q60)	(Q63)	(Q66)	(Q69)	(Q72)	(Q74)			(Q76)		(Q77)			(Q58)			(Q7)		
	2017	2016	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**309**	263	258	166	105	85	157	88	140	76	30	268	154	96	51	194	79	34	0	223	86
Number missing or multiple answer	**3**	3	2	2	1	1	3	0	3	0	0	2	1	1	1	2	0	1	0	3	0
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**306**	260	256	164	104	84	154	88	137	76	30	266	153	95	50	192	79	33	0	220	86
	99.0%	98.9%	99.2%	98.8%	99.0%	98.8%	98.1%	100.0%	97.9%	100.0%	100.0%	99.3%	99.4%	99.0%	98.0%	99.0%	100.0%	97.1%	---	98.7%	100.0%
Yes	**156**	131	138	92	50	43	77	51	60	43	22	129	84	41	28	96	41	17	0	100	56
	51.0%	50.4%	53.9%	56.1%	48.1%	51.2%	50.0%	58.0%	43.8%	56.6%	73.3%	48.5%	54.9%	43.2%	56.0%	50.0%	51.9%	51.5%	---	45.5%	65.1%
No	**150**	129	118	72	54	41	77	37	77	33	8	137	69	54	22	96	38	16	0	120	30
	49.0%	49.6%	46.1%	43.9%	51.9%	48.8%	50.0%	42.0%	56.2%	43.4%	26.7%	51.5%	45.1%	56.8%	44.0%	50.0%	48.1%	48.5%	---	54.5%	34.9%
Significantly different from column:*								I	H		L	K								U	T

NA - Not Applicable

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

Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 11

Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?

Base: All respondents whose child went to a doctor's office/clinic to get care and whose doctor talked about starting/stopping medication (Q7 & Q10)

			Type of Chronic Condition (Q60)		(Q63)	(Q66)	(Q69)	(Q72)	Child's Age (Q74)			Child's Hispanic Status (Q76)		Child's Race (Q77)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)		
	2017	2016	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**156**	131	138	92	50	43	77	51	60	43	22	129	84	41	28	96	41	17	0	100	56
Number missing or multiple answer	**1**	0	0	1	0	0	1	0	1	0	0	1	1	0	0	0	1	0	0	1	0
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**155**	131	138	91	50	43	76	51	59	43	22	128	83	41	28	96	40	17	0	99	56
	99.4%	100.0%	100.0%	98.9%	100.0%	100.0%	98.7%	100.0%	98.3%	100.0%	100.0%	99.2%	98.8%	100.0%	100.0%	100.0%	97.6%	100.0%	---	99.0%	100.0%
Yes	**147**	122	132	85	49	41	71	49	55	41	22	120	79	38	27	90	39	16	0	94	53
	94.8%	93.1%	95.7%	93.4%	98.0%	95.3%	93.4%	96.1%	93.2%	95.3%	100.0%	93.8%	95.2%	92.7%	96.4%	93.8%	97.5%	94.1%	---	94.9%	94.6%
No	**8**	9	6	6	1	2	5	2	4	2	0	8	4	3	1	6	1	1	0	5	3
	5.2%	6.9%	4.3%	6.6%	2.0%	4.7%	6.6%	3.9%	6.8%	4.7%	0.0%	6.3%	4.8%	7.3%	3.6%	6.3%	2.5%	5.9%	---	5.1%	5.4%
Significantly different from column:*																					

NA - Not Applicable

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

Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 12

Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?

Base: All respondents whose child went to a doctor's office/clinic to get care and whose doctor talked about starting/stopping medication (Q7 & Q10)

			Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
			(Q60)	(Q63)	(Q66)	(Q69)	(Q72)	(Q74)			(Q76)		(Q77)			(Q58)			(Q7)		
	2017	2016	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**156**	131	138	92	50	43	77	51	60	43	22	129	84	41	28	96	41	17	0	100	56
Number missing or multiple answer	**1**	1	0	1	1	1	1	1	0	0	0	1	0	0	1	1	0	0	0	1	0
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**155**	130	138	91	49	42	76	50	60	43	22	128	84	41	27	95	41	17	0	99	56
	99.4%	99.2%	100.0%	98.9%	98.0%	97.7%	98.7%	98.0%	100.0%	100.0%	100.0%	99.2%	100.0%	100.0%	96.4%	99.0%	100.0%	100.0%	---	99.0%	100.0%
Yes	**120**	100	112	67	35	30	55	35	47	37	16	102	66	28	23	74	32	12	0	75	45
	77.4%	76.9%	81.2%	73.6%	71.4%	71.4%	72.4%	70.0%	78.3%	86.0%	72.7%	79.7%	78.6%	68.3%	85.2%	77.9%	78.0%	70.6%	---	75.8%	80.4%
No	**35**	30	26	24	14	12	21	15	13	6	6	26	18	13	4	21	9	5	0	24	11
	22.6%	23.1%	18.8%	26.4%	28.6%	28.6%	27.6%	30.0%	21.7%	14.0%	27.3%	20.3%	21.4%	31.7%	14.8%	22.1%	22.0%	29.4%	---	24.2%	19.6%
Significantly different from column:*																					

NA - Not Applicable

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

Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 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?

Base: All respondents whose child went to a doctor's office/clinic to get care and whose doctor talked about starting/stopping medication (Q7 & Q10)

			Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
			(Q60)	(Q63)	(Q66)	(Q69)	(Q72)	(Q74)			(Q76)		(Q77)			(Q58)			(Q7)		
	2017	2016	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**156**	131	138	92	50	43	77	51	60	43	22	129	84	41	28	96	41	17	0	100	56
Number missing or multiple answer	**1**	0	1	1	0	0	1	0	1	0	0	1	0	1	0	1	0	0	0	1	0
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**155**	131	137	91	50	43	76	51	59	43	22	128	84	40	28	95	41	17	0	99	56
	99.4%	100.0%	99.3%	98.9%	100.0%	100.0%	98.7%	100.0%	98.3%	100.0%	100.0%	99.2%	100.0%	97.6%	100.0%	99.0%	100.0%	100.0%	---	99.0%	100.0%
Yes	**126**	115	112	74	41	35	63	37	53	34	20	102	65	31	27	79	31	15	0	76	50
	81.3%	87.8%	81.8%	81.3%	82.0%	81.4%	82.9%	72.5%	89.8%	79.1%	90.9%	79.7%	77.4%	77.5%	96.4%	83.2%	75.6%	88.2%	---	76.8%	89.3%
No	**29**	16	25	17	9	8	13	14	6	9	2	26	19	9	1	16	10	2	0	23	6
	18.7%	12.2%	18.2%	18.7%	18.0%	18.6%	17.1%	27.5%	10.2%	20.9%	9.1%	20.3%	22.6%	22.5%	3.6%	16.8%	24.4%	11.8%	---	23.2%	10.7%
Significantly different from column:*								I	H				O		M						

NA - Not Applicable

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

Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 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?

Base: All respondents whose child went to a doctor's office/clinic (Q7)

			Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
			(Q60)	(Q63)	(Q66)	(Q69)	(Q72)	(Q74)			(Q76)		(Q77)			(Q58)			(Q7)		
	2017	2016	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**309**	263	258	166	105	85	157	88	140	76	30	268	154	96	51	194	79	34	0	223	86
Number missing or multiple answer	**3**	2	3	0	2	0	2	1	2	0	0	3	1	2	0	1	2	0	0	3	0
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**306**	261	255	166	103	85	155	87	138	76	30	265	153	94	51	193	77	34	0	220	86
	99.0%	99.2%	98.8%	100.0%	98.1%	100.0%	98.7%	98.9%	98.6%	100.0%	100.0%	98.9%	99.4%	97.9%	100.0%	99.5%	97.5%	100.0%	---	98.7%	100.0%
0 Worst health care possible	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%
1	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%
2	**1**	1	1	0	0	0	0	0	0	1	0	1	1	0	0	1	0	0	0	1	0
	0.3%	0.4%	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.3%	0.0%	0.4%	0.7%	0.0%	0.0%	0.5%	0.0%	0.0%	---	0.5%	0.0%
3	**1**	2	0	1	0	0	1	0	1	0	0	1	1	0	0	1	0	0	0	1	0
	0.3%	0.8%	0.0%	0.6%	0.0%	0.0%	0.6%	0.0%	0.7%	0.0%	0.0%	0.4%	0.7%	0.0%	0.0%	0.5%	0.0%	0.0%	---	0.5%	0.0%
4	**1**	3	1	0	1	0	0	1	0	0	0	1	0	1	0	1	0	0	0	1	0
	0.3%	1.1%	0.4%	0.0%	1.0%	0.0%	0.0%	1.1%	0.0%	0.0%	0.0%	0.4%	0.0%	1.1%	0.0%	0.5%	0.0%	0.0%	---	0.5%	0.0%
5	**10**	7	9	9	5	4	9	2	7	1	0	9	6	4	0	2	4	4	0	8	2
	3.3%	2.7%	3.5%	5.4%	4.9%	4.7%	5.8%	2.3%	5.1%	1.3%	0.0%	3.4%	3.9%	4.3%	0.0%	1.0%	5.2%	11.8%	---	3.6%	2.3%
6	**11**	12	9	8	5	3	8	4	2	4	2	9	5	1	4	5	2	4	0	7	4
	3.6%	4.6%	3.5%	4.8%	4.9%	3.5%	5.2%	4.6%	1.4%	5.3%	6.7%	3.4%	3.3%	1.1%	7.8%	2.6%	2.6%	11.8%	---	3.2%	4.7%
7	**26**	18	20	12	12	6	10	10	10	6	3	23	16	9	1	15	8	3	0	21	5
	8.5%	6.9%	7.8%	7.2%	11.7%	7.1%	6.5%	11.5%	7.2%	7.9%	10.0%	8.7%	10.5%	9.6%	2.0%	7.8%	10.4%	8.8%	---	9.5%	5.8%
8	**37**	48	30	21	10	11	15	8	16	12	4	32	16	10	10	19	13	5	0	28	9
	12.1%	18.4%	11.8%	12.7%	9.7%	12.9%	9.7%	9.2%	11.6%	15.8%	13.3%	12.1%	10.5%	10.6%	19.6%	9.8%	16.9%	14.7%	---	12.7%	10.5%
9	**50**	42	45	19	12	13	27	14	26	10	4	44	25	16	8	36	12	2	0	34	16
	16.3%	16.1%	17.6%	11.4%	11.7%	15.3%	17.4%	16.1%	18.8%	13.2%	13.3%	16.6%	16.3%	17.0%	15.7%	18.7%	15.6%	5.9%	---	15.5%	18.6%
10 Best health care possible	**169**	126	140	96	58	48	85	48	76	42	17	145	83	53	28	113	38	16	0	119	50
	55.2%	48.3%	54.9%	57.8%	56.3%	56.5%	54.8%	55.2%	55.1%	55.3%	56.7%	54.7%	54.2%	56.4%	54.9%	58.5%	49.4%	47.1%	---	54.1%	58.1%

NA - Not Applicable

Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 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?

Base: All respondents whose child went to a doctor's office/clinic (Q7)

	2017	2016	Type of Chronic Condition (Q60)		(Q63)	(Q66)	(Q69)	(Q72)	Child's Age (Q74)			Child's Hispanic Status (Q76)		Child's Race (Q77)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)		
			Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling		0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G		H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**309**	263	258	166	105	85	157		88	140	76	30	268	154	96	51	194	79	34	0	223	86
Number missing or multiple answer	**3**	2	3	0	2	0	2		1	2	0	0	3	1	2	0	1	2	0	0	3	0
Number no experience	**NA**	NA	NA	NA	NA	NA	NA		NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**306**	261	255	166	103	85	155		87	138	76	30	265	153	94	51	193	77	34	0	220	86
	99.0%	99.2%	98.8%	100.0%	98.1%	100.0%	98.7%		98.9%	98.6%	100.0%	100.0%	98.9%	99.4%	97.9%	100.0%	99.5%	97.5%	100.0%	---	98.7%	100.0%
0 to 4	**3**	8	2	1	1	0	1		1	1	1	0	3	2	1	0	3	0	0	0	3	0
	1.0%	3.1%	0.8%	0.6%	1.0%	0.0%	0.6%		1.1%	0.7%	1.3%	0.0%	1.1%	1.3%	1.1%	0.0%	1.6%	0.0%	0.0%	---	1.4%	0.0%
5	**10**	7	9	9	5	4	9		2	7	1	0	9	6	4	0	2	4	4	0	8	2
	3.3%	2.7%	3.5%	5.4%	4.9%	4.7%	5.8%		2.3%	5.1%	1.3%	0.0%	3.4%	3.9%	4.3%	0.0%	1.0%	5.2%	11.8%	---	3.6%	2.3%
6 or 7	**37**	30	29	20	17	9	18		14	12	10	5	32	21	10	5	20	10	7	0	28	9
	12.1%	11.5%	11.4%	12.0%	16.5%	10.6%	11.6%		16.1%	8.7%	13.2%	16.7%	12.1%	13.7%	10.6%	9.8%	10.4%	13.0%	20.6%	---	12.7%	10.5%
8 to 10	**256**	216	215	136	80	72	127		70	118	64	25	221	124	79	46	168	63	23	0	181	75
	83.7%	82.8%	84.3%	81.9%	77.7%	84.7%	81.9%		80.5%	85.5%	84.2%	83.3%	83.4%	81.0%	84.0%	90.2%	87.0%	81.8%	67.6%	---	82.3%	87.2%
Significantly different from column:*																	R		P			
NCQA Composite Score of 1 (0 to 6)	**24**	27	20	18	11	7	18		7	10	6	2	21	13	6	4	10	6	8	0	18	6
	7.8%	10.3%	7.8%	10.8%	10.7%	8.2%	11.6%		8.0%	7.2%	7.9%	6.7%	7.9%	8.5%	6.4%	7.8%	5.2%	7.8%	23.5%	---	8.2%	7.0%
NCQA Composite Score of 2 (7 to 8)	**63**	66	50	33	22	17	25		18	26	18	7	55	32	19	11	34	21	8	0	49	14
	20.6%	25.3%	19.6%	19.9%	21.4%	20.0%	16.1%		20.7%	18.8%	23.7%	23.3%	20.8%	20.9%	20.2%	21.6%	17.6%	27.3%	23.5%	---	22.3%	16.3%
NCQA Composite Score of 3 (9 to 10)	**219**	168	185	115	70	61	112		62	102	52	21	189	108	69	36	149	50	18	0	153	66
	71.6%	64.4%	72.5%	69.3%	68.0%	71.8%	72.3%		71.3%	73.9%	68.4%	70.0%	71.3%	70.6%	73.4%	70.6%	77.2%	64.9%	52.9%	---	69.5%	76.7%
Significantly different from column:*																	QR	P	P			

NA - Not Applicable

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

Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 15

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

Base: All respondents whose child went to a doctor's office/clinic (Q7)

	2017	2016	Type of Chronic Condition (Q60)		(Q63)	(Q66)	(Q69)	(Q72)	Child's Age (Q74)			Child's Hispanic Status (Q76)		Child's Race (Q77)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)		
			Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**309**	263	258	166	105	85	157	88	140	76	30	268	154	96	51	194	79	34	0	223	86
Number missing or multiple answer	**2**	3	2	0	1	0	1	1	1	0	0	2	1	1	0	1	1	0	0	2	0
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**307**	260	256	166	104	85	156	87	139	76	30	266	153	95	51	193	78	34	0	221	86
	99.4%	98.9%	99.2%	100.0%	99.0%	100.0%	99.4%	98.9%	99.3%	100.0%	100.0%	99.3%	99.4%	99.0%	100.0%	99.5%	98.7%	100.0%	---	99.1%	100.0%
Never	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%
Sometimes	**30**	23	23	22	16	10	19	9	16	5	5	25	14	9	7	18	7	5	0	22	8
	9.8%	8.8%	9.0%	13.3%	15.4%	11.8%	12.2%	10.3%	11.5%	6.6%	16.7%	9.4%	9.2%	9.5%	13.7%	9.3%	9.0%	14.7%	---	10.0%	9.3%
Usually	**66**	60	53	36	28	21	36	17	25	22	5	58	33	17	14	38	20	7	0	52	14
	21.5%	23.1%	20.7%	21.7%	26.9%	24.7%	23.1%	19.5%	18.0%	28.9%	16.7%	21.8%	21.6%	17.9%	27.5%	19.7%	25.6%	20.6%	---	23.5%	16.3%
Always	**211**	176	180	108	60	54	101	61	98	49	20	183	106	69	30	137	51	22	0	147	64
	68.7%	67.7%	70.3%	65.1%	57.7%	63.5%	64.7%	70.1%	70.5%	64.5%	66.7%	68.8%	69.3%	72.6%	58.8%	71.0%	65.4%	64.7%	---	66.5%	74.4%
Significantly different from column:*			E		C																
Usually or Always	**277**	236	233	144	88	75	137	78	123	71	25	241	139	86	44	175	71	29	0	199	78
	90.2%	90.8%	91.0%	86.7%	84.6%	88.2%	87.8%	89.7%	88.5%	93.4%	83.3%	90.6%	90.8%	90.5%	86.3%	90.7%	91.0%	85.3%	---	90.0%	90.7%
Significantly different from column:*																					

NA - Not Applicable

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

Aetna Better Health of Louisiana

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 16

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

Base: All respondents

	2017	2016	Type of Chronic Condition (Q60)		(Q63)	(Q66)	(Q69)	(Q72)	Child's Age (Q74)			Child's Hispanic Status (Q76)		Child's Race (Q77)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)		
			Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**352**	306	285	189	119	100	175	101	156	90	31	309	174	113	57	226	84	40	34	223	86
Number missing or multiple answer	**4**	4	4	1	1	0	2	2	1	1	0	4	1	2	0	2	2	0	0	4	0
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**348**	302	281	188	118	100	173	99	155	89	31	305	173	111	57	224	82	40	34	219	86
	98.9%	98.7%	98.6%	99.5%	99.2%	100.0%	98.9%	98.0%	99.4%	98.9%	100.0%	98.7%	99.4%	98.2%	100.0%	99.1%	97.6%	100.0%	100.0%	98.2%	100.0%
Yes	**265**	254	221	139	83	73	145	44	147	71	25	231	131	85	44	172	63	29	25	164	70
	76.1%	84.1%	78.6%	73.9%	70.3%	73.0%	83.8%	44.4%	94.8%	79.8%	80.6%	75.7%	75.7%	76.6%	77.2%	76.8%	76.8%	72.5%	73.5%	74.9%	81.4%
No	**83**	48	60	49	35	27	28	55	8	18	6	74	42	26	13	52	19	11	9	55	16
	23.9%	15.9%	21.4%	26.1%	29.7%	27.0%	16.2%	55.6%	5.2%	20.2%	19.4%	24.3%	24.3%	23.4%	22.8%	23.2%	23.2%	27.5%	26.5%	25.1%	18.6%
Significantly different from column:*	B			G	G	G	DEF	IJ	HJ	HI											

NA - Not Applicable

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

Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 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?

Base: All respondents whose child is enrolled in school or daycare (Q16)

	2017	2016	Type of Chronic Condition (Q60)		(Q63)	(Q66)	(Q69)	(Q72)	Child's Age (Q74)			Child's Hispanic Status (Q76)		Child's Race (Q77)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)		
			Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**265**	254	221	139	83	73	145	44	147	71	25	231	131	85	44	172	63	29	25	164	70
Number missing or multiple answer	**6**	5	4	4	2	2	3	2	3	1	0	5	3	0	3	6	0	0	1	3	2
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**259**	249	217	135	81	71	142	42	144	70	25	226	128	85	41	166	63	29	24	161	68
	97.7%	98.0%	98.2%	97.1%	97.6%	97.3%	97.9%	95.5%	98.0%	98.6%	100.0%	97.8%	97.7%	100.0%	93.2%	96.5%	100.0%	100.0%	96.0%	98.2%	97.1%
Yes	**52**	58	44	32	23	18	34	8	33	10	4	47	22	20	10	27	15	10	2	30	19
	20.1%	23.3%	20.3%	23.7%	28.4%	25.4%	23.9%	19.0%	22.9%	14.3%	16.0%	20.8%	17.2%	23.5%	24.4%	16.3%	23.8%	34.5%	8.3%	18.6%	27.9%
No	**207**	191	173	103	58	53	108	34	111	60	21	179	106	65	31	139	48	19	22	131	49
	79.9%	76.7%	79.7%	76.3%	71.6%	74.6%	76.1%	81.0%	77.1%	85.7%	84.0%	79.2%	82.8%	76.5%	75.6%	83.7%	76.2%	65.5%	91.7%	81.4%	72.1%
Significantly different from column:*																R		P	U		S

NA - Not Applicable

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

Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 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?

Base: All respondents whose child is enrolled in school or daycare and needed their child's doctor/health provider to contact school/daycare center about their child's health (Q16 & Q17)

	2017	2016	Type of Chronic Condition (Q60)	(Q63)	(Q66)	(Q69)	(Q72)	Child's Age (Q74)			Child's Hispanic Status (Q76)		Child's Race (Q77)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)		
			Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**52**	58	44	32	23	18	34	8	33	10	4	47	22	20	10	27	15	10	2	30	19
Number missing or multiple answer	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**52**	58	44	32	23	18	34	8	33	10	4	47	22	20	10	27	15	10	2	30	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%	100.0%	100.0%	100.0%
Yes	**49**	54	42	30	22	16	32	7	32	9	4	44	22	19	8	26	14	9	2	29	17
	94.2%	93.1%	95.5%	93.8%	95.7%	88.9%	94.1%	87.5%	97.0%	90.0%	100.0%	93.6%	100.0%	95.0%	80.0%	96.3%	93.3%	90.0%	100.0%	96.7%	89.5%
No	**3**	4	2	2	1	2	2	1	1	1	0	3	0	1	2	1	1	1	0	1	2
	5.8%	6.9%	4.5%	6.3%	4.3%	11.1%	5.9%	12.5%	3.0%	10.0%	0.0%	6.4%	0.0%	5.0%	20.0%	3.7%	6.7%	10.0%	0.0%	3.3%	10.5%
Significantly different from column:*																					

NA - Not Applicable

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Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 19

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

Base: All respondents

	2017	2016	Type of Chronic Condition (Q60)	(Q63)	(Q66)	(Q69)	(Q72)	Child's Age (Q74)			Child's Hispanic Status (Q76)		Child's Race (Q77)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)		
			Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**352**	306	285	189	119	100	175	101	156	90	31	309	174	113	57	226	84	40	34	223	86
Number missing or multiple answer	**3**	3	2	0	1	0	2	1	2	0	0	2	1	1	1	2	1	0	0	3	0
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**349**	303	283	189	118	100	173	100	154	90	31	307	173	112	56	224	83	40	34	220	86
	99.1%	99.0%	99.3%	100.0%	99.2%	100.0%	98.9%	99.0%	98.7%	100.0%	100.0%	99.4%	99.4%	99.1%	98.2%	99.1%	98.8%	100.0%	100.0%	98.7%	100.0%
Yes	**49**	32	41	35	25	14	22	19	20	9	8	40	16	24	9	27	13	9	3	28	18
	14.0%	10.6%	14.5%	18.5%	21.2%	14.0%	12.7%	19.0%	13.0%	10.0%	25.8%	13.0%	9.2%	21.4%	16.1%	12.1%	15.7%	22.5%	8.8%	12.7%	20.9%
No	**300**	271	242	154	93	86	151	81	134	81	23	267	157	88	47	197	70	31	31	192	68
	86.0%	89.4%	85.5%	81.5%	78.8%	86.0%	87.3%	81.0%	87.0%	90.0%	74.2%	87.0%	90.8%	78.6%	83.9%	87.9%	84.3%	77.5%	91.2%	87.3%	79.1%
Significantly different from column:*													N	M							

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 20

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

Base: All respondents who got or tried to get special medical equipment or device for their child (Q19)

	2017	2016	Type of Chronic Condition (Q60)		(Q63)	(Q66)	(Q69)	(Q72)	Child's Age (Q74)			Child's Hispanic Status (Q76)		Child's Race (Q77)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)		
			Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**49**	32	41	35	25	14	22	19	20	9	8	40	16	24	9	27	13	9	3	28	18
Number missing or multiple answer	**3**	0	2	3	1	2	2	1	1	1	0	3	0	1	2	2	1	0	0	3	0
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**46**	32	39	32	24	12	20	18	19	8	8	37	16	23	7	25	12	9	3	25	18
	93.9%	100.0%	95.1%	91.4%	96.0%	85.7%	90.9%	94.7%	95.0%	88.9%	100.0%	92.5%	100.0%	95.8%	77.8%	92.6%	92.3%	100.0%	100.0%	89.3%	100.0%
Never	**9**	4	7	7	5	1	2	5	3	1	2	6	2	5	2	5	3	1	0	5	4
	19.6%	12.5%	17.9%	21.9%	20.8%	8.3%	10.0%	27.8%	15.8%	12.5%	25.0%	16.2%	12.5%	21.7%	28.6%	20.0%	25.0%	11.1%	0.0%	20.0%	22.2%
Sometimes	**4**	2	3	1	3	2	2	1	2	1	1	3	1	1	2	3	1	0	0	3	1
	8.7%	6.3%	7.7%	3.1%	12.5%	16.7%	10.0%	5.6%	10.5%	12.5%	12.5%	8.1%	6.3%	4.3%	28.6%	12.0%	8.3%	0.0%	0.0%	12.0%	5.6%
Usually	**9**	4	8	5	4	2	3	3	3	3	1	8	3	5	1	4	3	2	1	4	4
	19.6%	12.5%	20.5%	15.6%	16.7%	16.7%	15.0%	16.7%	15.8%	37.5%	12.5%	21.6%	18.8%	21.7%	14.3%	16.0%	25.0%	22.2%	33.3%	16.0%	22.2%
Always	**24**	22	21	19	12	7	13	9	11	3	4	20	10	12	2	13	5	6	2	13	9
	52.2%	68.8%	53.8%	59.4%	50.0%	58.3%	65.0%	50.0%	57.9%	37.5%	50.0%	54.1%	62.5%	52.2%	28.6%	52.0%	41.7%	66.7%	66.7%	52.0%	50.0%
Significantly different from column:*																					
Usually or Always	**33**	26	29	24	16	9	16	12	14	6	5	28	13	17	3	17	8	8	3	17	13
	71.7%	81.3%	74.4%	75.0%	66.7%	75.0%	80.0%	66.7%	73.7%	75.0%	62.5%	75.7%	81.3%	73.9%	42.9%	68.0%	66.7%	88.9%	100.0%	68.0%	72.2%
Significantly different from column:*																					

NA - Not Applicable

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Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 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?

Base: All respondents who got or tried to get special medical equipment or device for their child (Q19)

	2017	2016	Type of Chronic Condition (Q60)		(Q63)	(Q66)	(Q69)	(Q72)	Child's Age (Q74)			Child's Hispanic Status (Q76)		Child's Race (Q77)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)		
			Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**49**	32	41	35	25	14	22	19	20	9	8	40	16	24	9	27	13	9	3	28	18
Number missing or multiple answer	**2**	0	2	2	0	1	1	0	1	1	0	2	0	0	2	2	0	0	0	2	0
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**47**	32	39	33	25	13	21	19	19	8	8	38	16	24	7	25	13	9	3	26	18
	95.9%	100.0%	95.1%	94.3%	100.0%	92.9%	95.5%	100.0%	95.0%	88.9%	100.0%	95.0%	100.0%	100.0%	77.8%	92.6%	100.0%	100.0%	100.0%	92.9%	100.0%
Yes	**35**	26	29	24	16	10	18	13	16	5	6	29	13	17	5	19	10	6	2	19	14
	74.5%	81.3%	74.4%	72.7%	64.0%	76.9%	85.7%	68.4%	84.2%	62.5%	75.0%	76.3%	81.3%	70.8%	71.4%	76.0%	76.9%	66.7%	66.7%	73.1%	77.8%
No	**12**	6	10	9	9	3	3	6	3	3	2	9	3	7	2	6	3	3	1	7	4
	25.5%	18.8%	25.6%	27.3%	36.0%	23.1%	14.3%	31.6%	15.8%	37.5%	25.0%	23.7%	18.8%	29.2%	28.6%	24.0%	23.1%	33.3%	33.3%	26.9%	22.2%
Significantly different from column:*																					

NA - Not Applicable

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Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 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?

Base: All respondents

	2017	2016	Type of Chronic Condition (Q60)		(Q63)	(Q66)	(Q69)	(Q72)	Child's Age (Q74)			Child's Hispanic Status (Q76)		Child's Race (Q77)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)		
			Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**352**	306	285	189	119	100	175	101	156	90	31	309	174	113	57	226	84	40	34	223	86
Number missing or multiple answer	**6**	6	5	4	3	2	2	3	3	0	0	6	2	1	3	3	1	2	1	4	0
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**346**	300	280	185	116	98	173	98	153	90	31	303	172	112	54	223	83	38	33	219	86
	98.3%	98.0%	98.2%	97.9%	97.5%	98.0%	98.9%	97.0%	98.1%	100.0%	100.0%	98.1%	98.9%	99.1%	94.7%	98.7%	98.8%	95.0%	97.1%	98.2%	100.0%
Yes	**84**	66	54	58	48	66	51	40	33	9	8	73	33	35	14	50	22	12	10	49	23
	24.3%	22.0%	19.3%	31.4%	41.4%	67.3%	29.5%	40.8%	21.6%	10.0%	25.8%	24.1%	19.2%	31.3%	25.9%	22.4%	26.5%	31.6%	30.3%	22.4%	26.7%
No	**262**	234	226	127	68	32	122	58	120	81	23	230	139	77	40	173	61	26	23	170	63
	75.7%	78.0%	80.7%	68.6%	58.6%	32.7%	70.5%	59.2%	78.4%	90.0%	74.2%	75.9%	80.8%	68.8%	74.1%	77.6%	73.5%	68.4%	69.7%	77.6%	73.3%
Significantly different from column:*			DEFG	CF	CFG	CDEG	CEF	IJ	HJ	HI			N	M							

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 23

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

Base: All respondents who got or tried to get special therapy for their child (Q22)

	2017	2016	Type of Chronic Condition (Q60)		(Q63)	(Q66)	(Q69)	(Q72)	Child's Age (Q74)			Child's Hispanic Status (Q76)		Child's Race (Q77)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)		
			Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**84**	66	54	58	48	66	51	40	33	9	8	73	33	35	14	50	22	12	10	49	23
Number missing or multiple answer	**1**	1	0	1	1	1	1	1	0	0	0	1	0	0	1	1	0	0	0	1	0
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**83**	65	54	57	47	65	50	39	33	9	8	72	33	35	13	49	22	12	10	48	23
	98.8%	98.5%	100.0%	98.3%	97.9%	98.5%	98.0%	97.5%	100.0%	100.0%	100.0%	98.6%	100.0%	100.0%	92.9%	98.0%	100.0%	100.0%	100.0%	98.0%	100.0%
Never	**7**	12	6	7	4	4	4	5	0	2	0	7	2	4	1	3	1	3	0	4	3
	8.4%	18.5%	11.1%	12.3%	8.5%	6.2%	8.0%	12.8%	0.0%	22.2%	0.0%	9.7%	6.1%	11.4%	7.7%	6.1%	4.5%	25.0%	0.0%	8.3%	13.0%
Sometimes	**9**	3	6	5	5	8	6	3	5	1	4	5	1	4	4	2	6	1	1	4	4
	10.8%	4.6%	11.1%	8.8%	10.6%	12.3%	12.0%	7.7%	15.2%	11.1%	50.0%	6.9%	3.0%	11.4%	30.8%	4.1%	27.3%	8.3%	10.0%	8.3%	17.4%
Usually	**14**	13	11	10	8	11	9	6	6	1	1	12	6	6	1	9	4	1	1	10	3
	16.9%	20.0%	20.4%	17.5%	17.0%	16.9%	18.0%	15.4%	18.2%	11.1%	12.5%	16.7%	18.2%	17.1%	7.7%	18.4%	18.2%	8.3%	10.0%	20.8%	13.0%
Always	**53**	37	31	35	30	42	31	25	22	5	3	48	24	21	7	35	11	7	8	30	13
	63.9%	56.9%	57.4%	61.4%	63.8%	64.6%	62.0%	64.1%	66.7%	55.6%	37.5%	66.7%	72.7%	60.0%	53.8%	71.4%	50.0%	58.3%	80.0%	62.5%	56.5%
Significantly different from column:*																					
Usually or Always	**67**	50	42	45	38	53	40	31	28	6	4	60	30	27	8	44	15	8	9	40	16
	80.7%	76.9%	77.8%	78.9%	80.9%	81.5%	80.0%	79.5%	84.8%	66.7%	50.0%	83.3%	90.9%	77.1%	61.5%	89.8%	68.2%	66.7%	90.0%	83.3%	69.6%
Significantly different from column:*																					

NA - Not Applicable

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

Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 24

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

Base: All respondents who got or tried to get special therapy for their child (Q22)

	2017	2016	Type of Chronic Condition (Q60)		(Q63)	(Q66)	(Q69)	(Q72)	Child's Age (Q74)			Child's Hispanic Status (Q76)		Child's Race (Q77)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)		
			Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**84**	66	54	58	48	66	51	40	33	9	8	73	33	35	14	50	22	12	10	49	23
Number missing or multiple answer	**2**	2	1	1	2	2	1	0	1	1	1	0	1	1	0	0	1	1	0	1	1
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**82**	64	53	57	46	64	50	40	32	8	7	73	32	34	14	50	21	11	10	48	22
	97.6%	97.0%	98.1%	98.3%	95.8%	97.0%	98.0%	100.0%	97.0%	88.9%	87.5%	100.0%	97.0%	97.1%	100.0%	100.0%	95.5%	91.7%	100.0%	98.0%	95.7%
Yes	**64**	48	43	44	38	48	39	30	26	6	6	57	21	30	11	43	14	7	7	38	18
	78.0%	75.0%	81.1%	77.2%	82.6%	75.0%	78.0%	75.0%	81.3%	75.0%	85.7%	78.1%	65.6%	88.2%	78.6%	86.0%	66.7%	63.6%	70.0%	79.2%	81.8%
No	**18**	16	10	13	8	16	11	10	6	2	1	16	11	4	3	7	7	4	3	10	4
	22.0%	25.0%	18.9%	22.8%	17.4%	25.0%	22.0%	25.0%	18.8%	25.0%	14.3%	21.9%	34.4%	11.8%	21.4%	14.0%	33.3%	36.4%	30.0%	20.8%	18.2%
Significantly different from column:*													N	M							

NA - Not Applicable

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

Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 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?

Base: All respondents

	2017	2016	Type of Chronic Condition (Q60)		(Q63)	(Q66)	(Q69)	(Q72)	Child's Age (Q74)			Child's Hispanic Status (Q76)		Child's Race (Q77)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)		
			Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**352**	306	285	189	119	100	175	101	156	90	31	309	174	113	57	226	84	40	34	223	86
Number missing or multiple answer	**5**	4	4	1	3	2	3	1	1	3	1	4	1	4	0	3	1	1	1	3	1
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**347**	302	281	188	116	98	172	100	155	87	30	305	173	109	57	223	83	39	33	220	85
	98.6%	98.7%	98.6%	99.5%	97.5%	98.0%	98.3%	99.0%	99.4%	96.7%	96.8%	98.7%	99.4%	96.5%	100.0%	98.7%	98.8%	97.5%	97.1%	98.7%	98.8%
Yes	**141**	117	114	102	54	48	117	24	72	41	12	123	73	43	22	93	30	16	10	84	44
	40.6%	38.7%	40.6%	54.3%	46.6%	49.0%	68.0%	24.0%	46.5%	47.1%	40.0%	40.3%	42.2%	39.4%	38.6%	41.7%	36.1%	41.0%	30.3%	38.2%	51.8%
No	**206**	185	167	86	62	50	55	76	83	46	18	182	100	66	35	130	53	23	23	136	41
	59.4%	61.3%	59.4%	45.7%	53.4%	51.0%	32.0%	76.0%	53.5%	52.9%	60.0%	59.7%	57.8%	60.6%	61.4%	58.3%	63.9%	59.0%	69.7%	61.8%	48.2%
Significantly different from column:*			DG	CG	G	G	CDEF	IJ	H	H									U	U	ST

NA - Not Applicable

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Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 26

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

Base: All respondents who got or tried to get treatment for their child's emotional, developmental, or behavioral problem (Q25)

	2017	2016	Type of Chronic Condition (Q60)	(Q63)	(Q66)	(Q69)	(Q72)	Child's Age (Q74)			Child's Hispanic Status (Q76)		Child's Race (Q77)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)		
			Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**141**	117	114	102	54	48	117	24	72	41	12	123	73	43	22	93	30	16	10	84	44
Number missing or multiple answer	**1**	2	0	1	1	1	0	1	0	0	0	1	1	0	0	1	0	0	0	0	1
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**140**	115	114	101	53	47	117	23	72	41	12	122	72	43	22	92	30	16	10	84	43
	99.3%	98.3%	100.0%	99.0%	98.1%	97.9%	100.0%	95.8%	100.0%	100.0%	100.0%	99.2%	98.6%	100.0%	100.0%	98.9%	100.0%	100.0%	100.0%	100.0%	97.7%
Never	**14**	13	13	11	7	4	13	4	5	5	0	13	5	4	4	6	4	3	1	8	5
	10.0%	11.3%	11.4%	10.9%	13.2%	8.5%	11.1%	17.4%	6.9%	12.2%	0.0%	10.7%	6.9%	9.3%	18.2%	6.5%	13.3%	18.8%	10.0%	9.5%	11.6%
Sometimes	**13**	15	12	11	6	3	10	2	6	5	1	12	8	4	1	6	4	2	0	8	5
	9.3%	13.0%	10.5%	10.9%	11.3%	6.4%	8.5%	8.7%	8.3%	12.2%	8.3%	9.8%	11.1%	9.3%	4.5%	6.5%	13.3%	12.5%	0.0%	9.5%	11.6%
Usually	**23**	17	19	17	6	7	16	3	12	7	3	18	8	6	8	19	4	0	1	18	4
	16.4%	14.8%	16.7%	16.8%	11.3%	14.9%	13.7%	13.0%	16.7%	17.1%	25.0%	14.8%	11.1%	14.0%	36.4%	20.7%	13.3%	0.0%	10.0%	21.4%	9.3%
Always	**90**	70	70	62	34	33	78	14	49	24	8	79	51	29	9	61	18	11	8	50	29
	64.3%	60.9%	61.4%	61.4%	64.2%	70.2%	66.7%	60.9%	68.1%	58.5%	66.7%	64.8%	70.8%	67.4%	40.9%	66.3%	60.0%	68.8%	80.0%	59.5%	67.4%
Significantly different from column:*													O	O	MN						
Usually or Always	**113**	87	89	79	40	40	94	17	61	31	11	97	59	35	17	80	22	11	9	68	33
	80.7%	75.7%	78.1%	78.2%	75.5%	85.1%	80.3%	73.9%	84.7%	75.6%	91.7%	79.5%	81.9%	81.4%	77.3%	87.0%	73.3%	68.8%	90.0%	81.0%	76.7%
Significantly different from column:*																					

NA - Not Applicable

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Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 27

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

Base: All respondents who got or tried to get treatment for their child's emotional, developmental, or behavioral problem (Q25)

			Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
			(Q60)	(Q63)	(Q66)	(Q69)	(Q72)	(Q74)			(Q76)		(Q77)			(Q58)			(Q7)		
	2017	2016	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**141**	117	114	102	54	48	117	24	72	41	12	123	73	43	22	93	30	16	10	84	44
Number missing or multiple answer	**2**	3	2	2	1	0	2	0	0	2	0	1	0	1	0	1	0	0	0	1	1
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**139**	114	112	100	53	48	115	24	72	39	12	122	73	42	22	92	30	16	10	83	43
	98.6%	97.4%	98.2%	98.0%	98.1%	100.0%	98.3%	100.0%	100.0%	95.1%	100.0%	99.2%	100.0%	97.7%	100.0%	98.9%	100.0%	100.0%	100.0%	98.8%	97.7%
Yes	**100**	74	80	75	42	37	82	19	53	24	8	87	46	35	17	66	21	13	6	60	31
	71.9%	64.9%	71.4%	75.0%	79.2%	77.1%	71.3%	79.2%	73.6%	61.5%	66.7%	71.3%	63.0%	83.3%	77.3%	71.7%	70.0%	81.3%	60.0%	72.3%	72.1%
No	**39**	40	32	25	11	11	33	5	19	15	4	35	27	7	5	26	9	3	4	23	12
	28.1%	35.1%	28.6%	25.0%	20.8%	22.9%	28.7%	20.8%	26.4%	38.5%	33.3%	28.7%	37.0%	16.7%	22.7%	28.3%	30.0%	18.8%	40.0%	27.7%	27.9%
Significantly different from column:*													N	M							

NA - Not Applicable

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Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 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?

Base: All respondents

	2017	2016	Type of Chronic Condition (Q60)	(Q63)	(Q66)	(Q69)	(Q72)	Child's Age (Q74)			Child's Hispanic Status (Q76)		Child's Race (Q77)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)		
			Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**352**	306	285	189	119	100	175	101	156	90	31	309	174	113	57	226	84	40	34	223	86
Number missing or multiple answer	**8**	8	5	3	3	3	4	2	5	1	0	6	4	3	1	4	3	0	1	7	0
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**344**	298	280	186	116	97	171	99	151	89	31	303	170	110	56	222	81	40	33	216	86
	97.7%	97.4%	98.2%	98.4%	97.5%	97.0%	97.7%	98.0%	96.8%	98.9%	100.0%	98.1%	97.7%	97.3%	98.2%	98.2%	96.4%	100.0%	97.1%	96.9%	100.0%
Yes	**140**	140	119	92	53	38	74	39	60	39	14	122	82	35	21	84	35	21	5	79	51
	40.7%	47.0%	42.5%	49.5%	45.7%	39.2%	43.3%	39.4%	39.7%	43.8%	45.2%	40.3%	48.2%	31.8%	37.5%	37.8%	43.2%	52.5%	15.2%	36.6%	59.3%
No	**204**	158	161	94	63	59	97	60	91	50	17	181	88	75	35	138	46	19	28	137	35
	59.3%	53.0%	57.5%	50.5%	54.3%	60.8%	56.7%	60.6%	60.3%	56.2%	54.8%	59.7%	51.8%	68.2%	62.5%	62.2%	56.8%	47.5%	84.8%	63.4%	40.7%
Significantly different from column:*													N	M					TU	SU	ST

NA - Not Applicable

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Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 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?

Base: All respondents whose child got care from more that one kind of health care provider or service (Q28)

	2017	2016	Type of Chronic Condition (Q60) Takes Prescription Medicine	Type of Chronic Condition (Q63) More Medical Care Than Usual	Type of Chronic Condition (Q66) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q69) Gets Special Therapy	Type of Chronic Condition (Q72) Gets Treatment or Counseling	Child's Age (Q74) 0 to 5	Child's Age (Q74) 6 to 13	Child's Age (Q74) 14 to 18	Child's Hispanic Status (Q76) Hispanic	Child's Hispanic Status (Q76) Not Hispanic	Child's Race (Q77) White	Child's Race (Q77) African-American	Child's Race (Q77) Other	Child's Health Status (Q58) Excellent or Very Good	Child's Health Status (Q58) Good	Child's Health Status (Q58) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**140**	140	119	92	53	38	74	39	60	39	14	122	82	35	21	84	35	21	5	79	51
Number missing or multiple answer	**4**	3	2	4	4	3	1	1	2	1	0	4	1	2	1	1	3	0	0	4	0
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**136**	137	117	88	49	35	73	38	58	38	14	118	81	33	20	83	32	21	5	75	51
	97.1%	97.9%	98.3%	95.7%	92.5%	92.1%	98.6%	97.4%	96.7%	97.4%	100.0%	96.7%	98.8%	94.3%	95.2%	98.8%	91.4%	100.0%	100.0%	94.9%	100.0%
Yes	**98**	90	84	66	40	28	50	28	41	27	13	81	56	23	17	57	24	17	5	49	40
	72.1%	65.7%	71.8%	75.0%	81.6%	80.0%	68.5%	73.7%	70.7%	71.1%	92.9%	68.6%	69.1%	69.7%	85.0%	68.7%	75.0%	81.0%	100.0%	65.3%	78.4%
No	**38**	47	33	22	9	7	23	10	17	11	1	37	25	10	3	26	8	4	0	26	11
	27.9%	34.3%	28.2%	25.0%	18.4%	20.0%	31.5%	26.3%	29.3%	28.9%	7.1%	31.4%	30.9%	30.3%	15.0%	31.3%	25.0%	19.0%	0.0%	34.7%	21.6%
Significantly different from column:*																					

NA - Not Applicable

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Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 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?

Base: All respondents

	2017	2016	Type of Chronic Condition (Q60)	(Q63)	(Q66)	(Q69)	(Q72)	Child's Age (Q74)			Child's Hispanic Status (Q76)		Child's Race (Q77)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)		
			Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**352**	306	285	189	119	100	175	101	156	90	31	309	174	113	57	226	84	40	34	223	86
Number missing or multiple answer	**5**	1	4	2	3	2	2	2	3	0	0	4	3	1	1	2	2	1	0	5	0
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**347**	305	281	187	116	98	173	99	153	90	31	305	171	112	56	224	82	39	34	218	86
	98.6%	99.7%	98.6%	98.9%	97.5%	98.0%	98.9%	98.0%	98.1%	100.0%	100.0%	98.7%	98.3%	99.1%	98.2%	99.1%	97.6%	97.5%	100.0%	97.8%	100.0%
Yes	**322**	298	264	177	109	92	163	93	139	85	27	284	160	102	52	207	76	37	29	202	82
	92.8%	97.7%	94.0%	94.7%	94.0%	93.9%	94.2%	93.9%	90.8%	94.4%	87.1%	93.1%	93.6%	91.1%	92.9%	92.4%	92.7%	94.9%	85.3%	92.7%	95.3%
No	**25**	7	17	10	7	6	10	6	14	5	4	21	11	10	4	17	6	2	5	16	4
	7.2%	2.3%	6.0%	5.3%	6.0%	6.1%	5.8%	6.1%	9.2%	5.6%	12.9%	6.9%	6.4%	8.9%	7.1%	7.6%	7.3%	5.1%	14.7%	7.3%	4.7%
Significantly different from column:*	B																				

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 31

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

Base: All respondents whose child has a personal doctor (Q30)

			Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
			(Q60)	(Q63)	(Q66)	(Q69)	(Q72)	(Q74)			(Q76)		(Q77)			(Q58)			(Q7)		
	2017	2016	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**322**	298	264	177	109	92	163	93	139	85	27	284	160	102	52	207	76	37	29	202	82
Number missing or multiple answer	**12**	11	12	7	3	3	5	5	6	1	1	10	6	2	3	9	2	1	1	5	4
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**310**	287	252	170	106	89	158	88	133	84	26	274	154	100	49	198	74	36	28	197	78
	96.3%	96.3%	95.5%	96.0%	97.2%	96.7%	96.9%	94.6%	95.7%	98.8%	96.3%	96.5%	96.3%	98.0%	94.2%	95.7%	97.4%	97.3%	96.6%	97.5%	95.1%
None	**27**	26	16	11	11	8	15	3	13	9	1	24	10	13	2	19	5	3	15	10	2
	8.7%	9.1%	6.3%	6.5%	10.4%	9.0%	9.5%	3.4%	9.8%	10.7%	3.8%	8.8%	6.5%	13.0%	4.1%	9.6%	6.8%	8.3%	53.6%	5.1%	2.6%
1 time	**54**	51	43	28	12	15	29	6	31	17	5	46	22	19	11	40	11	2	4	43	5
	17.4%	17.8%	17.1%	16.5%	11.3%	16.9%	18.4%	6.8%	23.3%	20.2%	19.2%	16.8%	14.3%	19.0%	22.4%	20.2%	14.9%	5.6%	14.3%	21.8%	6.4%
2	**72**	75	56	35	22	15	29	23	24	24	4	67	39	24	9	53	15	4	3	61	5
	23.2%	26.1%	22.2%	20.6%	20.8%	16.9%	18.4%	26.1%	18.0%	28.6%	15.4%	24.5%	25.3%	24.0%	18.4%	26.8%	20.3%	11.1%	10.7%	31.0%	6.4%
3	**53**	46	41	28	19	16	26	22	22	9	3	49	25	14	14	33	14	5	3	46	3
	17.1%	16.0%	16.3%	16.5%	17.9%	18.0%	16.5%	25.0%	16.5%	10.7%	11.5%	17.9%	16.2%	14.0%	28.6%	16.7%	18.9%	13.9%	10.7%	23.4%	3.8%
4	**35**	31	33	25	17	12	18	12	13	9	4	28	22	9	2	21	5	9	0	24	11
	11.3%	10.8%	13.1%	14.7%	16.0%	13.5%	11.4%	13.6%	9.8%	10.7%	15.4%	10.2%	14.3%	9.0%	4.1%	10.6%	6.8%	25.0%	0.0%	12.2%	14.1%
5 to 9	**50**	36	45	31	20	17	33	15	22	13	6	44	28	14	8	24	20	6	3	10	36
	16.1%	12.5%	17.9%	18.2%	18.9%	19.1%	20.9%	17.0%	16.5%	15.5%	23.1%	16.1%	18.2%	14.0%	16.3%	12.1%	27.0%	16.7%	10.7%	5.1%	46.2%
10 or more times	**19**	22	18	12	5	6	8	7	8	3	3	16	8	7	3	8	4	7	0	3	16
	6.1%	7.7%	7.1%	7.1%	4.7%	6.7%	5.1%	8.0%	6.0%	3.6%	11.5%	5.8%	5.2%	7.0%	6.1%	4.0%	5.4%	19.4%	0.0%	1.5%	20.5%
2 or more times	**229**	210	193	131	83	66	114	79	89	58	20	204	122	68	36	139	58	31	9	144	71
	73.9%	73.2%	76.6%	77.1%	78.3%	74.2%	72.2%	89.8%	66.9%	69.0%	76.9%	74.5%	79.2%	68.0%	73.5%	70.2%	78.4%	86.1%	32.1%	73.1%	91.0%
Significantly different from column:*								IJ	H	H			N	M		R		P	TU	SU	ST

NA - Not Applicable

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

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 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?

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q30 & Q31)

			Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
			(Q60)	(Q63)	(Q66)	(Q69)	(Q72)	(Q74)			(Q76)		(Q77)			(Q58)			(Q7)		
	2017	2016	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**283**	261	236	159	95	81	143	85	120	75	25	250	144	87	47	179	69	33	13	187	76
Number missing or multiple answer	**2**	1	2	1	1	2	2	1	1	0	0	2	1	1	0	2	0	0	0	2	0
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**281**	260	234	158	94	79	141	84	119	75	25	248	143	86	47	177	69	33	13	185	76
	99.3%	99.6%	99.2%	99.4%	98.9%	97.5%	98.6%	98.8%	99.2%	100.0%	100.0%	99.2%	99.3%	98.9%	100.0%	98.9%	100.0%	100.0%	100.0%	98.9%	100.0%
Never	**3**	3	2	1	1	0	1	0	2	0	0	3	2	1	0	1	1	1	0	3	0
	1.1%	1.2%	0.9%	0.6%	1.1%	0.0%	0.7%	0.0%	1.7%	0.0%	0.0%	1.2%	1.4%	1.2%	0.0%	0.6%	1.4%	3.0%	0.0%	1.6%	0.0%
Sometimes	**9**	9	8	7	5	5	6	1	5	3	1	8	3	4	2	6	1	2	0	8	1
	3.2%	3.5%	3.4%	4.4%	5.3%	6.3%	4.3%	1.2%	4.2%	4.0%	4.0%	3.2%	2.1%	4.7%	4.3%	3.4%	1.4%	6.1%	0.0%	4.3%	1.3%
Usually	**33**	25	27	21	12	10	22	10	13	10	7	25	15	10	8	17	14	2	2	18	10
	11.7%	9.6%	11.5%	13.3%	12.8%	12.7%	15.6%	11.9%	10.9%	13.3%	28.0%	10.1%	10.5%	11.6%	17.0%	9.6%	20.3%	6.1%	15.4%	9.7%	13.2%
Always	**236**	223	197	129	76	64	112	73	99	62	17	212	123	71	37	153	53	28	11	156	65
	84.0%	85.8%	84.2%	81.6%	80.9%	81.0%	79.4%	86.9%	83.2%	82.7%	68.0%	85.5%	86.0%	82.6%	78.7%	86.4%	76.8%	84.8%	84.6%	84.3%	85.5%
Significantly different from column:*																					
Usually or Always	**269**	248	224	150	88	74	134	83	112	72	24	237	138	81	45	170	67	30	13	174	75
	95.7%	95.4%	95.7%	94.9%	93.6%	93.7%	95.0%	98.8%	94.1%	96.0%	96.0%	95.6%	96.5%	94.2%	95.7%	96.0%	97.1%	90.9%	100.0%	94.1%	98.7%
Significantly different from column:*																					

NA - Not Applicable

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

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 33

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q30 & Q31)

			Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
			(Q60)	(Q63)	(Q66)	(Q69)	(Q72)	(Q74)			(Q76)		(Q77)			(Q58)			(Q7)		
	2017	2016	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**283**	261	236	159	95	81	143	85	120	75	25	250	144	87	47	179	69	33	13	187	76
Number missing or multiple answer	**4**	1	4	2	2	3	3	2	2	0	1	3	1	2	1	2	2	0	0	3	1
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**279**	260	232	157	93	78	140	83	118	75	24	247	143	85	46	177	67	33	13	184	75
	98.6%	99.6%	98.3%	98.7%	97.9%	96.3%	97.9%	97.6%	98.3%	100.0%	96.0%	98.8%	99.3%	97.7%	97.9%	98.9%	97.1%	100.0%	100.0%	98.4%	98.7%
Never	**3**	1	1	3	1	0	2	1	1	1	0	3	2	1	0	2	0	1	0	2	1
	1.1%	0.4%	0.4%	1.9%	1.1%	0.0%	1.4%	1.2%	0.8%	1.3%	0.0%	1.2%	1.4%	1.2%	0.0%	1.1%	0.0%	3.0%	0.0%	1.1%	1.3%
Sometimes	**14**	12	14	8	6	6	10	2	9	2	1	13	6	5	3	6	5	3	0	10	4
	5.0%	4.6%	6.0%	5.1%	6.5%	7.7%	7.1%	2.4%	7.6%	2.7%	4.2%	5.3%	4.2%	5.9%	6.5%	3.4%	7.5%	9.1%	0.0%	5.4%	5.3%
Usually	**34**	20	30	19	14	7	19	10	11	13	4	29	19	7	8	20	11	2	1	19	12
	12.2%	7.7%	12.9%	12.1%	15.1%	9.0%	13.6%	12.0%	9.3%	17.3%	16.7%	11.7%	13.3%	8.2%	17.4%	11.3%	16.4%	6.1%	7.7%	10.3%	16.0%
Always	**228**	227	187	127	72	65	109	70	97	59	19	202	116	72	35	149	51	27	12	153	58
	81.7%	87.3%	80.6%	80.9%	77.4%	83.3%	77.9%	84.3%	82.2%	78.7%	79.2%	81.8%	81.1%	84.7%	76.1%	84.2%	76.1%	81.8%	92.3%	83.2%	77.3%
Significantly different from column:*																					
Usually or Always	**262**	247	217	146	86	72	128	80	108	72	23	231	135	79	43	169	62	29	13	172	70
	93.9%	95.0%	93.5%	93.0%	92.5%	92.3%	91.4%	96.4%	91.5%	96.0%	95.8%	93.5%	94.4%	92.9%	93.5%	95.5%	92.5%	87.9%	100.0%	93.5%	93.3%
Significantly different from column:*																					

NA - Not Applicable

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

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 34

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q30 & Q31)

			Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
			(Q60)	(Q63)	(Q66)	(Q69)	(Q72)	(Q74)			(Q76)		(Q77)			(Q58)			(Q7)		
	2017	2016	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**283**	261	236	159	95	81	143	85	120	75	25	250	144	87	47	179	69	33	13	187	76
Number missing or multiple answer	**2**	0	2	1	1	2	2	1	1	0	0	2	1	1	0	2	0	0	0	2	0
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**281**	261	234	158	94	79	141	84	119	75	25	248	143	86	47	177	69	33	13	185	76
	99.3%	100.0%	99.2%	99.4%	98.9%	97.5%	98.6%	98.8%	99.2%	100.0%	100.0%	99.2%	99.3%	98.9%	100.0%	98.9%	100.0%	100.0%	100.0%	98.9%	100.0%
Never	**2**	2	1	2	1	1	2	0	2	0	1	1	1	0	1	1	1	0	0	1	1
	0.7%	0.8%	0.4%	1.3%	1.1%	1.3%	1.4%	0.0%	1.7%	0.0%	4.0%	0.4%	0.7%	0.0%	2.1%	0.6%	1.4%	0.0%	0.0%	0.5%	1.3%
Sometimes	**8**	8	7	5	4	2	5	4	1	2	0	8	3	5	0	5	1	2	0	5	3
	2.8%	3.1%	3.0%	3.2%	4.3%	2.5%	3.5%	4.8%	0.8%	2.7%	0.0%	3.2%	2.1%	5.8%	0.0%	2.8%	1.4%	6.1%	0.0%	2.7%	3.9%
Usually	**23**	24	21	14	10	5	15	8	8	7	1	21	14	6	3	11	9	2	1	16	5
	8.2%	9.2%	9.0%	8.9%	10.6%	6.3%	10.6%	9.5%	6.7%	9.3%	4.0%	8.5%	9.8%	7.0%	6.4%	6.2%	13.0%	6.1%	7.7%	8.6%	6.6%
Always	**248**	227	205	137	79	71	119	72	108	66	23	218	125	75	43	160	58	29	12	163	67
	88.3%	87.0%	87.6%	86.7%	84.0%	89.9%	84.4%	85.7%	90.8%	88.0%	92.0%	87.9%	87.4%	87.2%	91.5%	90.4%	84.1%	87.9%	92.3%	88.1%	88.2%
Significantly different from column:*																					
Usually or Always	**271**	251	226	151	89	76	134	80	116	73	24	239	139	81	46	171	67	31	13	179	72
	96.4%	96.2%	96.6%	95.6%	94.7%	96.2%	95.0%	95.2%	97.5%	97.3%	96.0%	96.4%	97.2%	94.2%	97.9%	96.6%	97.1%	93.9%	100.0%	96.8%	94.7%
Significantly different from column:*																					

NA - Not Applicable

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Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 35

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q30 & Q31)

	2017	2016	Type of Chronic Condition (Q60)		(Q63)	(Q66)	(Q69)	(Q72)	Child's Age (Q74)			Child's Hispanic Status (Q76)		Child's Race (Q77)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)		
			Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**283**	261	236	159	95	81	143	85	120	75	25	250	144	87	47	179	69	33	13	187	76
Number missing or multiple answer	**0**	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**283**	259	236	159	95	81	143	85	120	75	25	250	144	87	47	179	69	33	13	187	76
	100.0%	99.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	**201**	178	178	109	58	41	107	19	110	70	21	174	105	56	37	127	50	23	10	135	51
	71.0%	68.7%	75.4%	68.6%	61.1%	50.6%	74.8%	22.4%	91.7%	93.3%	84.0%	69.6%	72.9%	64.4%	78.7%	70.9%	72.5%	69.7%	76.9%	72.2%	67.1%
No	**82**	81	58	50	37	40	36	66	10	5	4	76	39	31	10	52	19	10	3	52	25
	29.0%	31.3%	24.6%	31.4%	38.9%	49.4%	25.2%	77.6%	8.3%	6.7%	16.0%	30.4%	27.1%	35.6%	21.3%	29.1%	27.5%	30.3%	23.1%	27.8%	32.9%
Significantly different from column:*			EF	F	CG	CDG	EF	IJ	H	H											

NA - Not Applicable

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

Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 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?

Base: All respondents whose child has a personal doctor, visited their personal doctor to get care, and is able to talk with his/her doctors (Q30, Q31, & Q35)

			Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
			(Q60)	(Q63)	(Q66)	(Q69)	(Q72)	(Q74)			(Q76)		(Q77)			(Q58)			(Q7)		
	2017	2016	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**201**	178	178	109	58	41	107	19	110	70	21	174	105	56	37	127	50	23	10	135	51
Number missing or multiple answer	**1**	2	1	1	1	0	1	1	0	0	0	1	1	0	0	1	0	0	0	0	1
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**200**	176	177	108	57	41	106	18	110	70	21	173	104	56	37	126	50	23	10	135	50
	99.5%	98.9%	99.4%	99.1%	98.3%	100.0%	99.1%	94.7%	100.0%	100.0%	100.0%	99.4%	99.0%	100.0%	100.0%	99.2%	100.0%	100.0%	100.0%	100.0%	98.0%
Never	**2**	2	1	2	1	0	1	1	1	0	1	1	2	0	0	2	0	0	0	2	0
	1.0%	1.1%	0.6%	1.9%	1.8%	0.0%	0.9%	5.6%	0.9%	0.0%	4.8%	0.6%	1.9%	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%	1.5%	0.0%
Sometimes	**17**	9	15	10	8	5	7	2	10	4	3	14	8	5	4	7	6	4	1	13	3
	8.5%	5.1%	8.5%	9.3%	14.0%	12.2%	6.6%	11.1%	9.1%	5.7%	14.3%	8.1%	7.7%	8.9%	10.8%	5.6%	12.0%	17.4%	10.0%	9.6%	6.0%
Usually	**23**	26	21	13	10	4	16	1	11	11	1	21	11	5	7	12	9	2	1	14	6
	11.5%	14.8%	11.9%	12.0%	17.5%	9.8%	15.1%	5.6%	10.0%	15.7%	4.8%	12.1%	10.6%	8.9%	18.9%	9.5%	18.0%	8.7%	10.0%	10.4%	12.0%
Always	**158**	139	140	83	38	32	82	14	88	55	16	137	83	46	26	105	35	17	8	106	41
	79.0%	79.0%	79.1%	76.9%	66.7%	78.0%	77.4%	77.8%	80.0%	78.6%	76.2%	79.2%	79.8%	82.1%	70.3%	83.3%	70.0%	73.9%	80.0%	78.5%	82.0%
Significantly different from column:*																Q	P				
Usually or Always	**181**	165	161	96	48	36	98	15	99	66	17	158	94	51	33	117	44	19	9	120	47
	90.5%	93.8%	91.0%	88.9%	84.2%	87.8%	92.5%	83.3%	90.0%	94.3%	81.0%	91.3%	90.4%	91.1%	89.2%	92.9%	88.0%	82.6%	90.0%	88.9%	94.0%
Significantly different from column:*																					

NA - Not Applicable

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

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 37

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q30 & Q31)

			Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
			(Q60)	(Q63)	(Q66)	(Q69)	(Q72)	(Q74)			(Q76)		(Q77)			(Q58)			(Q7)		
	2017	2016	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**283**	261	236	159	95	81	143	85	120	75	25	250	144	87	47	179	69	33	13	187	76
Number missing or multiple answer	**3**	0	2	1	1	2	1	3	0	0	0	3	2	0	1	3	0	0	0	1	1
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**280**	261	234	158	94	79	142	82	120	75	25	247	142	87	46	176	69	33	13	186	75
	98.9%	100.0%	99.2%	99.4%	98.9%	97.5%	99.3%	96.5%	100.0%	100.0%	100.0%	98.8%	98.6%	100.0%	97.9%	98.3%	100.0%	100.0%	100.0%	99.5%	98.7%
Never	**7**	8	4	3	4	1	2	2	3	1	1	6	3	3	1	4	1	2	0	6	1
	2.5%	3.1%	1.7%	1.9%	4.3%	1.3%	1.4%	2.4%	2.5%	1.3%	4.0%	2.4%	2.1%	3.4%	2.2%	2.3%	1.4%	6.1%	0.0%	3.2%	1.3%
Sometimes	**26**	10	23	19	14	10	17	4	14	7	2	23	7	11	7	15	8	3	1	16	9
	9.3%	3.8%	9.8%	12.0%	14.9%	12.7%	12.0%	4.9%	11.7%	9.3%	8.0%	9.3%	4.9%	12.6%	15.2%	8.5%	11.6%	9.1%	7.7%	8.6%	12.0%
Usually	**45**	38	37	26	16	15	25	16	16	13	7	37	21	13	10	24	17	3	3	31	9
	16.1%	14.6%	15.8%	16.5%	17.0%	19.0%	17.6%	19.5%	13.3%	17.3%	28.0%	15.0%	14.8%	14.9%	21.7%	13.6%	24.6%	9.1%	23.1%	16.7%	12.0%
Always	**202**	205	170	110	60	53	98	60	87	54	15	181	111	60	28	133	43	25	9	133	56
	72.1%	78.5%	72.6%	69.6%	63.8%	67.1%	69.0%	73.2%	72.5%	72.0%	60.0%	73.3%	78.2%	69.0%	60.9%	75.6%	62.3%	75.8%	69.2%	71.5%	74.7%
Significantly different from column:*													O		M	Q	P				
Usually or Always	**247**	243	207	136	76	68	123	76	103	67	22	218	132	73	38	157	60	28	12	164	65
	88.2%	93.1%	88.5%	86.1%	80.9%	86.1%	86.6%	92.7%	85.8%	89.3%	88.0%	88.3%	93.0%	83.9%	82.6%	89.2%	87.0%	84.8%	92.3%	88.2%	86.7%
Significantly different from column:*													N	M							

NA - Not Applicable

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Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 38

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q30 & Q31)

	2017	2016	Type of Chronic Condition (Q60)		(Q63)	(Q66)	(Q69)	(Q72)	Child's Age (Q74)			Child's Hispanic Status (Q76)		Child's Race (Q77)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)		
			Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling		0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G		H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**283**	261	236	159	95	81	143		85	120	75	25	250	144	87	47	179	69	33	13	187	76
Number missing or multiple answer	**1**	0	0	1	0	0	0		1	0	0	0	1	0	0	1	1	0	0	0	0	0
Number no experience	**NA**	NA	NA	NA	NA	NA	NA		NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**282**	261	236	158	95	81	143		84	120	75	25	249	144	87	46	178	69	33	13	187	76
	99.6%	100.0%	100.0%	99.4%	100.0%	100.0%	100.0%		98.8%	100.0%	100.0%	100.0%	99.6%	100.0%	100.0%	97.9%	99.4%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	**252**	235	213	140	83	74	125		77	107	66	23	223	129	79	39	163	61	26	11	162	73
	89.4%	90.0%	90.3%	88.6%	87.4%	91.4%	87.4%		91.7%	89.2%	88.0%	92.0%	89.6%	89.6%	90.8%	84.8%	91.6%	88.4%	78.8%	84.6%	86.6%	96.1%
No	**30**	26	23	18	12	7	18		7	13	9	2	26	15	8	7	15	8	7	2	25	3
	10.6%	10.0%	9.7%	11.4%	12.6%	8.6%	12.6%		8.3%	10.8%	12.0%	8.0%	10.4%	10.4%	9.2%	15.2%	8.4%	11.6%	21.2%	15.4%	13.4%	3.9%
Significantly different from column:*																					U	T

NA - Not Applicable

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Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 39

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q30 & Q31)

	2017	2016	Type of Chronic Condition (Q60)	(Q63)	(Q66)	(Q69)	(Q72)	Child's Age (Q74)			Child's Hispanic Status (Q76)		Child's Race (Q77)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)		
			Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**283**	261	236	159	95	81	143	85	120	75	25	250	144	87	47	179	69	33	13	187	76
Number missing or multiple answer	**4**	1	2	2	2	1	2	1	2	1	0	3	2	0	2	4	0	0	0	2	2
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**279**	260	234	157	93	80	141	84	118	74	25	247	142	87	45	175	69	33	13	185	74
	98.6%	99.6%	99.2%	98.7%	97.9%	98.8%	98.6%	98.8%	98.3%	98.7%	100.0%	98.8%	98.6%	100.0%	95.7%	97.8%	100.0%	100.0%	100.0%	98.9%	97.4%
Yes	**168**	144	143	105	67	52	85	52	67	48	18	147	90	48	26	103	42	21	5	108	52
	60.2%	55.4%	61.1%	66.9%	72.0%	65.0%	60.3%	61.9%	56.8%	64.9%	72.0%	59.5%	63.4%	55.2%	57.8%	58.9%	60.9%	63.6%	38.5%	58.4%	70.3%
No	**111**	116	91	52	26	28	56	32	51	26	7	100	52	39	19	72	27	12	8	77	22
	39.8%	44.6%	38.9%	33.1%	28.0%	35.0%	39.7%	38.1%	43.2%	35.1%	28.0%	40.5%	36.6%	44.8%	42.2%	41.1%	39.1%	36.4%	61.5%	41.6%	29.7%
Significantly different from column:*																					

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 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?

Base: All respondents whose child has a personal doctor, visited their personal doctor, and got care from a doctor/health care provider besides his/her personal doctor (Q30, Q31, & Q39)

			Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
			(Q60)	(Q63)	(Q66)	(Q69)	(Q72)	(Q74)			(Q76)		(Q77)			(Q58)			(Q7)		
	2017	2016	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**168**	144	143	105	67	52	85	52	67	48	18	147	90	48	26	103	42	21	5	108	52
Number missing or multiple answer	**5**	3	4	3	1	1	2	0	4	1	0	5	3	2	0	3	2	0	0	4	1
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**163**	141	139	102	66	51	83	52	63	47	18	142	87	46	26	100	40	21	5	104	51
	97.0%	97.9%	97.2%	97.1%	98.5%	98.1%	97.6%	100.0%	94.0%	97.9%	100.0%	96.6%	96.7%	95.8%	100.0%	97.1%	95.2%	100.0%	100.0%	96.3%	98.1%
Never	**5**	9	5	3	2	3	1	3	1	1	0	5	3	2	0	3	1	1	0	3	2
	3.1%	6.4%	3.6%	2.9%	3.0%	5.9%	1.2%	5.8%	1.6%	2.1%	0.0%	3.5%	3.4%	4.3%	0.0%	3.0%	2.5%	4.8%	0.0%	2.9%	3.9%
Sometimes	**22**	11	18	13	10	5	15	8	9	5	2	19	11	6	5	12	7	2	0	15	6
	13.5%	7.8%	12.9%	12.7%	15.2%	9.8%	18.1%	15.4%	14.3%	10.6%	11.1%	13.4%	12.6%	13.0%	19.2%	12.0%	17.5%	9.5%	0.0%	14.4%	11.8%
Usually	**33**	29	29	21	10	10	16	8	14	11	4	29	18	9	5	21	10	2	1	23	8
	20.2%	20.6%	20.9%	20.6%	15.2%	19.6%	19.3%	15.4%	22.2%	23.4%	22.2%	20.4%	20.7%	19.6%	19.2%	21.0%	25.0%	9.5%	20.0%	22.1%	15.7%
Always	**103**	92	87	65	44	33	51	33	39	30	12	89	55	29	16	64	22	16	4	63	35
	63.2%	65.2%	62.6%	63.7%	66.7%	64.7%	61.4%	63.5%	61.9%	63.8%	66.7%	62.7%	63.2%	63.0%	61.5%	64.0%	55.0%	76.2%	80.0%	60.6%	68.6%
Significantly different from column:*																					
Usually or Always	**136**	121	116	86	54	43	67	41	53	41	16	118	73	38	21	85	32	18	5	86	43
	83.4%	85.8%	83.5%	84.3%	81.8%	84.3%	80.7%	78.8%	84.1%	87.2%	88.9%	83.1%	83.9%	82.6%	80.8%	85.0%	80.0%	85.7%	100.0%	82.7%	84.3%
Significantly different from column:*																					

NA - Not Applicable

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Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 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?

Base: All respondents whose child has a personal doctor (Q30)

			Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
			(Q60)	(Q63)	(Q66)	(Q69)	(Q72)	(Q74)			(Q76)		(Q77)			(Q58)			(Q7)		
	2017	2016	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**322**	298	264	177	109	92	163	93	139	85	27	284	160	102	52	207	76	37	29	202	82
Number missing or multiple answer	**10**	4	9	6	5	2	6	2	3	5	1	8	7	0	3	7	3	0	1	7	2
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**312**	294	255	171	104	90	157	91	136	80	26	276	153	102	49	200	73	37	28	195	80
	96.9%	98.7%	96.6%	96.6%	95.4%	97.8%	96.3%	97.8%	97.8%	94.1%	96.3%	97.2%	95.6%	100.0%	94.2%	96.6%	96.1%	100.0%	96.6%	96.5%	97.6%
0 Worst personal doctor possible	**2**	1	1	1	1	0	1	0	1	1	0	2	2	0	0	2	0	0	1	1	0
	0.6%	0.3%	0.4%	0.6%	1.0%	0.0%	0.6%	0.0%	0.7%	1.3%	0.0%	0.7%	1.3%	0.0%	0.0%	1.0%	0.0%	0.0%	3.6%	0.5%	0.0%
1	**1**	0	1	1	0	0	1	0	1	0	0	1	1	0	0	0	1	0	0	1	0
	0.3%	0.0%	0.4%	0.6%	0.0%	0.0%	0.6%	0.0%	0.7%	0.0%	0.0%	0.4%	0.7%	0.0%	0.0%	0.0%	1.4%	0.0%	0.0%	0.5%	0.0%
2	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
3	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
4	**2**	1	2	2	2	1	2	1	0	1	0	2	1	1	0	0	0	2	0	2	0
	0.6%	0.3%	0.8%	1.2%	1.9%	1.1%	1.3%	1.1%	0.0%	1.3%	0.0%	0.7%	0.7%	1.0%	0.0%	0.0%	0.0%	5.4%	0.0%	1.0%	0.0%
5	**7**	9	6	4	3	3	4	2	3	2	1	6	4	1	2	6	1	0	0	6	1
	2.2%	3.1%	2.4%	2.3%	2.9%	3.3%	2.5%	2.2%	2.2%	2.5%	3.8%	2.2%	2.6%	1.0%	4.1%	3.0%	1.4%	0.0%	0.0%	3.1%	1.3%
6	**7**	4	6	2	4	1	2	3	1	2	0	7	4	2	1	2	1	3	0	7	0
	2.2%	1.4%	2.4%	1.2%	3.8%	1.1%	1.3%	3.3%	0.7%	2.5%	0.0%	2.5%	2.6%	2.0%	2.0%	1.0%	1.4%	8.1%	0.0%	3.6%	0.0%
7	**8**	16	7	5	5	2	4	2	6	0	1	7	6	1	1	4	3	1	1	4	3
	2.6%	5.4%	2.7%	2.9%	4.8%	2.2%	2.5%	2.2%	4.4%	0.0%	3.8%	2.5%	3.9%	1.0%	2.0%	2.0%	4.1%	2.7%	3.6%	2.1%	3.8%
8	**40**	30	33	23	12	12	20	11	19	9	3	35	18	12	9	26	9	5	6	17	14
	12.8%	10.2%	12.9%	13.5%	11.5%	13.3%	12.7%	12.1%	14.0%	11.3%	11.5%	12.7%	11.8%	11.8%	18.4%	13.0%	12.3%	13.5%	21.4%	8.7%	17.5%
9	**33**	40	29	15	8	8	15	8	9	14	3	27	13	12	5	19	12	2	1	24	8
	10.6%	13.6%	11.4%	8.8%	7.7%	8.9%	9.6%	8.8%	6.6%	17.5%	11.5%	9.8%	8.5%	11.8%	10.2%	9.5%	16.4%	5.4%	3.6%	12.3%	10.0%
10 Best personal doctor possible	**212**	192	170	118	69	63	108	64	96	51	18	189	104	73	31	141	46	24	19	133	54
	67.9%	65.3%	66.7%	69.0%	66.3%	70.0%	68.8%	70.3%	70.6%	63.8%	69.2%	68.5%	68.0%	71.6%	63.3%	70.5%	63.0%	64.9%	67.9%	68.2%	67.5%

NA - Not Applicable

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 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?

Base: All respondents whose child has a personal doctor (Q30)

	2017	2016	Type of Chronic Condition (Q60)		(Q63)	(Q66)	(Q69)	(Q72)	Child's Age (Q74)			Child's Hispanic Status (Q76)		Child's Race (Q77)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)		
			Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**322**	298	264	177	109	92	163	93	139	85	27	284	160	102	52	207	76	37	29	202	82
Number missing or multiple answer	**10**	4	9	6	5	2	6	2	3	5	1	8	7	0	3	7	3	0	1	7	2
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**312**	294	255	171	104	90	157	91	136	80	26	276	153	102	49	200	73	37	28	195	80
	96.9%	98.7%	96.6%	96.6%	95.4%	97.8%	96.3%	97.8%	97.8%	94.1%	96.3%	97.2%	95.6%	100.0%	94.2%	96.6%	96.1%	100.0%	96.6%	96.5%	97.6%
0 to 4	**5**	3	4	4	3	1	4	1	2	2	0	5	4	1	0	2	1	2	1	4	0
	1.6%	1.0%	1.6%	2.3%	2.9%	1.1%	2.5%	1.1%	1.5%	2.5%	0.0%	1.8%	2.6%	1.0%	0.0%	1.0%	1.4%	5.4%	3.6%	2.1%	0.0%
5	**7**	9	6	4	3	3	4	2	3	2	1	6	4	1	2	6	1	0	0	6	1
	2.2%	3.1%	2.4%	2.3%	2.9%	3.3%	2.5%	2.2%	2.2%	2.5%	3.8%	2.2%	2.6%	1.0%	4.1%	3.0%	1.4%	0.0%	0.0%	3.1%	1.3%
6 or 7	**15**	20	13	7	9	3	6	5	7	2	1	14	10	3	2	6	4	4	1	11	3
	4.8%	6.8%	5.1%	4.1%	8.7%	3.3%	3.8%	5.5%	5.1%	2.5%	3.8%	5.1%	6.5%	2.9%	4.1%	3.0%	5.5%	10.8%	3.6%	5.6%	3.8%
8 to 10	**285**	262	232	156	89	83	143	83	124	74	24	251	135	97	45	186	67	31	26	174	76
	91.3%	89.1%	91.0%	91.2%	85.6%	92.2%	91.1%	91.2%	91.2%	92.5%	92.3%	90.9%	88.2%	95.1%	91.8%	93.0%	91.8%	83.8%	92.9%	89.2%	95.0%
Significantly different from column:*																					
NCQA Composite Score of 1	**19**	16	16	10	10	5	10	6	6	6	1	18	12	4	3	10	3	5	1	17	1
(0 to 6)	**6.1%**	5.4%	6.3%	5.8%	9.6%	5.6%	6.4%	6.6%	4.4%	7.5%	3.8%	6.5%	7.8%	3.9%	6.1%	5.0%	4.1%	13.5%	3.6%	8.7%	1.3%
NCQA Composite Score of 2	**48**	46	40	28	17	14	24	13	25	9	4	42	24	13	10	30	12	6	7	21	17
(7 to 8)	**15.4%**	15.6%	15.7%	16.4%	16.3%	15.6%	15.3%	14.3%	18.4%	11.3%	15.4%	15.2%	15.7%	12.7%	20.4%	15.0%	16.4%	16.2%	25.0%	10.8%	21.3%
NCQA Composite Score of 3	**245**	232	199	133	77	71	123	72	105	65	21	216	117	85	36	160	58	26	20	157	62
(9 to 10)	**78.5%**	78.9%	78.0%	77.8%	74.0%	78.9%	78.3%	79.1%	77.2%	81.3%	80.8%	78.3%	76.5%	83.3%	73.5%	80.0%	79.5%	70.3%	71.4%	80.5%	77.5%
Significantly different from column:*																					

NA - Not Applicable

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Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 42

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

Base: All respondents whose child has a personal doctor (Q30)

	2017	2016	Type of Chronic Condition (Q60)		(Q63)	(Q66)	(Q69)	(Q72)	Child's Age (Q74)			Child's Hispanic Status (Q76)		Child's Race (Q77)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)		
			Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**322**	298	264	177	109	92	163	93	139	85	27	284	160	102	52	207	76	37	29	202	82
Number missing or multiple answer	**12**	4	10	5	4	3	7	3	4	5	2	8	5	2	5	8	4	0	2	7	3
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**310**	294	254	172	105	89	156	90	135	80	25	276	155	100	47	199	72	37	27	195	79
	96.3%	98.7%	96.2%	97.2%	96.3%	96.7%	95.7%	96.8%	97.1%	94.1%	92.6%	97.2%	96.9%	98.0%	90.4%	96.1%	94.7%	100.0%	93.1%	96.5%	96.3%
Yes	**226**	211	192	143	82	63	126	58	106	58	16	203	115	69	35	134	57	34	15	139	66
	72.9%	71.8%	75.6%	83.1%	78.1%	70.8%	80.8%	64.4%	78.5%	72.5%	64.0%	73.6%	74.2%	69.0%	74.5%	67.3%	79.2%	91.9%	55.6%	71.3%	83.5%
No	**84**	83	62	29	23	26	30	32	29	22	9	73	40	31	12	65	15	3	12	56	13
	27.1%	28.2%	24.4%	16.9%	21.9%	29.2%	19.2%	35.6%	21.5%	27.5%	36.0%	26.4%	25.8%	31.0%	25.5%	32.7%	20.8%	8.1%	44.4%	28.7%	16.5%
Significantly different from column:*				F		D		I	H							R		P	U	U	ST

NA - Not Applicable

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Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 43

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

Base: All respondents whose child has a personal doctor and has medical, behavioral, other health conditions that has lasted for more than 3 months (Q30 & Q42)

	2017	2016	Type of Chronic Condition (Q60)	(Q63)	(Q66)	(Q69)	(Q72)	Child's Age (Q74)			Child's Hispanic Status (Q76)		Child's Race (Q77)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)		
			Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**226**	211	192	143	82	63	126	58	106	58	16	203	115	69	35	134	57	34	15	139	66
Number missing or multiple answer	**2**	6	1	2	1	0	1	0	1	1	0	2	1	0	1	0	1	1	2	0	0
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**224**	205	191	141	81	63	125	58	105	57	16	201	114	69	34	134	56	33	13	139	66
	99.1%	97.2%	99.5%	98.6%	98.8%	100.0%	99.2%	100.0%	99.1%	98.3%	100.0%	99.0%	99.1%	100.0%	97.1%	100.0%	98.2%	97.1%	86.7%	100.0%	100.0%
Yes	**212**	194	183	131	73	58	116	55	99	54	11	194	109	65	32	127	53	31	11	132	63
	94.6%	94.6%	95.8%	92.9%	90.1%	92.1%	92.8%	94.8%	94.3%	94.7%	68.8%	96.5%	95.6%	94.2%	94.1%	94.8%	94.6%	93.9%	84.6%	95.0%	95.5%
No	**12**	11	8	10	8	5	9	3	6	3	5	7	5	4	2	7	3	2	2	7	3
	5.4%	5.4%	4.2%	7.1%	9.9%	7.9%	7.2%	5.2%	5.7%	5.3%	31.3%	3.5%	4.4%	5.8%	5.9%	5.2%	5.4%	6.1%	15.4%	5.0%	4.5%
Significantly different from column:*																					

NA - Not Applicable

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Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 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?

Base: All respondents whose child has a personal doctor and has medical, behavioral, other health conditions that has lasted for more than 3 months (Q30 & Q42)

	2017	2016	Type of Chronic Condition (Q60)		(Q63)	(Q66)	(Q69)	(Q72)	Child's Age (Q74)			Child's Hispanic Status (Q76)		Child's Race (Q77)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)		
			Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**226**	211	192	143	82	63	126	58	106	58	16	203	115	69	35	134	57	34	15	139	66
Number missing or multiple answer	**1**	7	0	1	1	0	1	0	0	1	0	1	1	0	0	0	1	0	1	0	0
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**225**	204	192	142	81	63	125	58	106	57	16	202	114	69	35	134	56	34	14	139	66
	99.6%	96.7%	100.0%	99.3%	98.8%	100.0%	99.2%	100.0%	100.0%	98.3%	100.0%	99.5%	99.1%	100.0%	100.0%	100.0%	98.2%	100.0%	93.3%	100.0%	100.0%
Yes	**206**	188	179	129	72	59	113	54	94	54	12	187	107	61	31	124	51	30	11	130	60
	91.6%	92.2%	93.2%	90.8%	88.9%	93.7%	90.4%	93.1%	88.7%	94.7%	75.0%	92.6%	93.9%	88.4%	88.6%	92.5%	91.1%	88.2%	78.6%	93.5%	90.9%
No	**19**	16	13	13	9	4	12	4	12	3	4	15	7	8	4	10	5	4	3	9	6
	8.4%	7.8%	6.8%	9.2%	11.1%	6.3%	9.6%	6.9%	11.3%	5.3%	25.0%	7.4%	6.1%	11.6%	11.4%	7.5%	8.9%	11.8%	21.4%	6.5%	9.1%
Significantly different from column:*																					

NA - Not Applicable

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Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 45

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

Base: All respondents

	2017	2016	Type of Chronic Condition (Q60)		(Q63)	(Q66)	(Q69)	(Q72)	Child's Age (Q74)			Child's Hispanic Status (Q76)		Child's Race (Q77)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)		
			Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**352**	306	285	189	119	100	175	101	156	90	31	309	174	113	57	226	84	40	34	223	86
Number missing or multiple answer	**6**	4	4	3	1	1	4	0	1	5	0	4	3	2	1	5	1	0	1	3	2
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**346**	302	281	186	118	99	171	101	155	85	31	305	171	111	56	221	83	40	33	220	84
	98.3%	98.7%	98.6%	98.4%	99.2%	99.0%	97.7%	100.0%	99.4%	94.4%	100.0%	98.7%	98.3%	98.2%	98.2%	97.8%	98.8%	100.0%	97.1%	98.7%	97.7%
Yes	**156**	140	139	97	67	53	73	53	60	41	17	136	83	44	26	95	40	20	11	87	53
	45.1%	46.4%	49.5%	52.2%	56.8%	53.5%	42.7%	52.5%	38.7%	48.2%	54.8%	44.6%	48.5%	39.6%	46.4%	43.0%	48.2%	50.0%	33.3%	39.5%	63.1%
No	**190**	162	142	89	51	46	98	48	95	44	14	169	88	67	30	126	43	20	22	133	31
	54.9%	53.6%	50.5%	47.8%	43.2%	46.5%	57.3%	47.5%	61.3%	51.8%	45.2%	55.4%	51.5%	60.4%	53.6%	57.0%	51.8%	50.0%	66.7%	60.5%	36.9%
Significantly different from column:*					G		E	I	H										U	U	ST

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 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?

Base: All respondents who made an appointment for their child to see a specialist (Q45)

	2017	2016	Type of Chronic Condition (Q60)		(Q63)	(Q66)	(Q69)	(Q72)	Child's Age (Q74)			Child's Hispanic Status (Q76)		Child's Race (Q77)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)		
			Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**156**	140	139	97	67	53	73	53	60	41	17	136	83	44	26	95	40	20	11	87	53
Number missing or multiple answer	**1**	0	1	0	0	0	0	0	0	1	0	1	0	1	0	1	0	0	0	1	0
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**155**	140	138	97	67	53	73	53	60	40	17	135	83	43	26	94	40	20	11	86	53
	99.4%	100.0%	99.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.6%	100.0%	99.3%	100.0%	97.7%	100.0%	98.9%	100.0%	100.0%	100.0%	98.9%	100.0%
Never	**9**	4	8	5	4	3	5	1	2	6	0	9	5	3	1	6	3	0	1	6	1
	5.8%	2.9%	5.8%	5.2%	6.0%	5.7%	6.8%	1.9%	3.3%	15.0%	0.0%	6.7%	6.0%	7.0%	3.8%	6.4%	7.5%	0.0%	9.1%	7.0%	1.9%
Sometimes	**14**	17	13	8	5	5	5	7	7	0	4	10	5	4	5	5	7	2	0	5	8
	9.0%	12.1%	9.4%	8.2%	7.5%	9.4%	6.8%	13.2%	11.7%	0.0%	23.5%	7.4%	6.0%	9.3%	19.2%	5.3%	17.5%	10.0%	0.0%	5.8%	15.1%
Usually	**37**	26	32	27	14	8	19	13	12	12	5	32	20	8	9	27	6	4	2	24	10
	23.9%	18.6%	23.2%	27.8%	20.9%	15.1%	26.0%	24.5%	20.0%	30.0%	29.4%	23.7%	24.1%	18.6%	34.6%	28.7%	15.0%	20.0%	18.2%	27.9%	18.9%
Always	**95**	93	85	57	44	37	44	32	39	22	8	84	53	28	11	56	24	14	8	51	34
	61.3%	66.4%	61.6%	58.8%	65.7%	69.8%	60.3%	60.4%	65.0%	55.0%	47.1%	62.2%	63.9%	65.1%	42.3%	59.6%	60.0%	70.0%	72.7%	59.3%	64.2%
Significantly different from column:*																					
Usually or Always	**132**	119	117	84	58	45	63	45	51	34	13	116	73	36	20	83	30	18	10	75	44
	85.2%	85.0%	84.8%	86.6%	86.6%	84.9%	86.3%	84.9%	85.0%	85.0%	76.5%	85.9%	88.0%	83.7%	76.9%	88.3%	75.0%	90.0%	90.9%	87.2%	83.0%
Significantly different from column:*																					

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 47

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

Base: All respondents who made an appointment for their child to see a specialist (Q45)

	2017	2016	Type of Chronic Condition (Q60)		(Q63)	(Q66)	(Q69)	(Q72)	Child's Age (Q74)			Child's Hispanic Status (Q76)		Child's Race (Q77)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)		
			Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**156**	140	139	97	67	53	73	53	60	41	17	136	83	44	26	95	40	20	11	87	53
Number missing or multiple answer	**1**	0	1	0	0	0	0	0	0	1	0	1	0	1	0	1	0	0	0	1	0
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**155**	140	138	97	67	53	73	53	60	40	17	135	83	43	26	94	40	20	11	86	53
	99.4%	100.0%	99.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.6%	100.0%	99.3%	100.0%	97.7%	100.0%	98.9%	100.0%	100.0%	100.0%	98.9%	100.0%
None	**10**	6	9	6	5	4	6	0	5	5	0	10	4	5	1	5	4	1	1	6	2
	6.5%	4.3%	6.5%	6.2%	7.5%	7.5%	8.2%	0.0%	8.3%	12.5%	0.0%	7.4%	4.8%	11.6%	3.8%	5.3%	10.0%	5.0%	9.1%	7.0%	3.8%
1 specialist	**81**	72	68	46	28	25	41	25	36	20	7	73	47	16	16	58	20	3	6	56	16
	52.3%	51.4%	49.3%	47.4%	41.8%	47.2%	56.2%	47.2%	60.0%	50.0%	41.2%	54.1%	56.6%	37.2%	61.5%	61.7%	50.0%	15.0%	54.5%	65.1%	30.2%
2	**38**	41	35	22	19	13	14	20	9	8	4	33	20	12	5	22	8	7	3	18	16
	24.5%	29.3%	25.4%	22.7%	28.4%	24.5%	19.2%	37.7%	15.0%	20.0%	23.5%	24.4%	24.1%	27.9%	19.2%	23.4%	20.0%	35.0%	27.3%	20.9%	30.2%
3	**13**	10	13	12	10	7	4	6	2	4	2	11	6	7	0	4	4	5	1	2	10
	8.4%	7.1%	9.4%	12.4%	14.9%	13.2%	5.5%	11.3%	3.3%	10.0%	11.8%	8.1%	7.2%	16.3%	0.0%	4.3%	10.0%	25.0%	9.1%	2.3%	18.9%
4	**7**	3	7	5	3	3	4	2	4	1	2	5	2	2	3	4	3	0	0	3	4
	4.5%	2.1%	5.1%	5.2%	4.5%	5.7%	5.5%	3.8%	6.7%	2.5%	11.8%	3.7%	2.4%	4.7%	11.5%	4.3%	7.5%	0.0%	0.0%	3.5%	7.5%
5 or more specialists	**6**	8	6	6	2	1	4	0	4	2	2	3	4	1	1	1	1	4	0	1	5
	3.9%	5.7%	4.3%	6.2%	3.0%	1.9%	5.5%	0.0%	6.7%	5.0%	11.8%	2.2%	4.8%	2.3%	3.8%	1.1%	2.5%	20.0%	0.0%	1.2%	9.4%
3 or more specialists	**26**	21	26	23	15	11	12	8	10	7	6	19	12	10	4	9	8	9	1	6	19
	16.8%	15.0%	18.8%	23.7%	22.4%	20.8%	16.4%	15.1%	16.7%	17.5%	35.3%	14.1%	14.5%	23.3%	15.4%	9.6%	20.0%	45.0%	9.1%	7.0%	35.8%
Significantly different from column:*																	R	Q		U	T

NA - Not Applicable

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

Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 48

Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

Base: All respondents whose child saw a specialist (Q45 & Q47)

			Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
			(Q60)	(Q63)	(Q66)	(Q69)	(Q72)	(Q74)			(Q76)		(Q77)			(Q58)			(Q7)		
	2017	2016	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**145**	134	129	91	62	49	67	53	55	35	17	125	79	38	25	89	36	19	10	80	51
Number missing or multiple answer	**1**	0	1	1	1	1	1	0	1	0	0	1	0	1	0	1	0	0	0	1	0
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**144**	134	128	90	61	48	66	53	54	35	17	124	79	37	25	88	36	19	10	79	51
	99.3%	100.0%	99.2%	98.9%	98.4%	98.0%	98.5%	100.0%	98.2%	100.0%	100.0%	99.2%	100.0%	97.4%	100.0%	98.9%	100.0%	100.0%	100.0%	98.8%	100.0%
0 Worst specialist possible	**3**	2	2	2	2	1	2	0	3	0	0	3	2	1	0	2	1	0	0	3	0
	2.1%	1.5%	1.6%	2.2%	3.3%	2.1%	3.0%	0.0%	5.6%	0.0%	0.0%	2.4%	2.5%	2.7%	0.0%	2.3%	2.8%	0.0%	0.0%	3.8%	0.0%
1	**1**	0	1	1	1	1	1	1	0	0	0	1	0	1	0	0	0	1	0	1	0
	0.7%	0.0%	0.8%	1.1%	1.6%	2.1%	1.5%	1.9%	0.0%	0.0%	0.0%	0.8%	0.0%	2.7%	0.0%	0.0%	0.0%	5.3%	0.0%	1.3%	0.0%
2	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
3	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
4	**2**	0	1	2	1	0	2	2	0	0	0	2	1	0	1	1	1	0	0	2	0
	1.4%	0.0%	0.8%	2.2%	1.6%	0.0%	3.0%	3.8%	0.0%	0.0%	0.0%	1.6%	1.3%	0.0%	4.0%	1.1%	2.8%	0.0%	0.0%	2.5%	0.0%
5	**3**	4	3	1	0	0	1	0	1	2	0	3	2	1	0	2	1	0	0	3	0
	2.1%	3.0%	2.3%	1.1%	0.0%	0.0%	1.5%	0.0%	1.9%	5.7%	0.0%	2.4%	2.5%	2.7%	0.0%	2.3%	2.8%	0.0%	0.0%	3.8%	0.0%
6	**1**	2	1	1	0	0	1	0	0	1	0	1	0	0	1	1	0	0	0	1	0
	0.7%	1.5%	0.8%	1.1%	0.0%	0.0%	1.5%	0.0%	0.0%	2.9%	0.0%	0.8%	0.0%	0.0%	4.0%	1.1%	0.0%	0.0%	0.0%	1.3%	0.0%
7	**9**	11	7	7	4	4	1	3	3	2	2	6	5	2	1	5	3	1	2	4	3
	6.3%	8.2%	5.5%	7.8%	6.6%	8.3%	1.5%	5.7%	5.6%	5.7%	11.8%	4.8%	6.3%	5.4%	4.0%	5.7%	8.3%	5.3%	20.0%	5.1%	5.9%
8	**15**	12	15	9	5	5	7	6	6	3	3	12	8	1	6	8	5	2	0	10	3
	10.4%	9.0%	11.7%	10.0%	8.2%	10.4%	10.6%	11.3%	11.1%	8.6%	17.6%	9.7%	10.1%	2.7%	24.0%	9.1%	13.9%	10.5%	0.0%	12.7%	5.9%
9	**24**	19	22	12	9	4	14	7	11	6	3	21	19	1	3	15	6	3	1	14	8
	16.7%	14.2%	17.2%	13.3%	14.8%	8.3%	21.2%	13.2%	20.4%	17.1%	17.6%	16.9%	24.1%	2.7%	12.0%	17.0%	16.7%	15.8%	10.0%	17.7%	15.7%
10 Best specialist possible	**86**	82	76	55	39	33	37	34	30	21	9	75	42	30	13	54	19	12	7	41	37
	59.7%	61.2%	59.4%	61.1%	63.9%	68.8%	56.1%	64.2%	55.6%	60.0%	52.9%	60.5%	53.2%	81.1%	52.0%	61.4%	52.8%	63.2%	70.0%	51.9%	72.5%

NA - Not Applicable

Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 48

Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

Base: All respondents whose child saw a specialist (Q45 & Q47)

			Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
			(Q60)	(Q63)	(Q66)	(Q69)	(Q72)	(Q74)			(Q76)		(Q77)			(Q58)			(Q7)		
	2017	2016	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**145**	134	129	91	62	49	67	53	55	35	17	125	79	38	25	89	36	19	10	80	51
Number missing or multiple answer	**1**	0	1	1	1	1	1	0	1	0	0	1	0	1	0	1	0	0	0	1	0
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**144**	134	128	90	61	48	66	53	54	35	17	124	79	37	25	88	36	19	10	79	51
	99.3%	100.0%	99.2%	98.9%	98.4%	98.0%	98.5%	100.0%	98.2%	100.0%	100.0%	99.2%	100.0%	97.4%	100.0%	98.9%	100.0%	100.0%	100.0%	98.8%	100.0%
0 to 4	**6**	4	4	5	4	2	5	3	3	0	0	6	3	2	1	3	2	1	0	6	0
	4.2%	3.0%	3.1%	5.6%	6.6%	4.2%	7.6%	5.7%	5.6%	0.0%	0.0%	4.8%	3.8%	5.4%	4.0%	3.4%	5.6%	5.3%	0.0%	7.6%	0.0%
5	**3**	4	3	1	0	0	1	0	1	2	0	3	2	1	0	2	1	0	0	3	0
	2.1%	3.0%	2.3%	1.1%	0.0%	0.0%	1.5%	0.0%	1.9%	5.7%	0.0%	2.4%	2.5%	2.7%	0.0%	2.3%	2.8%	0.0%	0.0%	3.8%	0.0%
6 or 7	**10**	13	8	8	4	4	2	3	3	3	2	7	5	2	2	6	3	1	2	5	3
	6.9%	9.7%	6.3%	8.9%	6.6%	8.3%	3.0%	5.7%	5.6%	8.6%	11.8%	5.6%	6.3%	5.4%	8.0%	6.8%	8.3%	5.3%	20.0%	6.3%	5.9%
8 to 10	**125**	113	113	76	53	42	58	47	47	30	15	108	69	32	22	77	30	17	8	65	48
	86.8%	84.3%	88.3%	84.4%	86.9%	87.5%	87.9%	88.7%	87.0%	85.7%	88.2%	87.1%	87.3%	86.5%	88.0%	87.5%	83.3%	89.5%	80.0%	82.3%	94.1%
Significantly different from column:*																					
NCQA Composite Score of 1 (0 to 6)	**10**	10	8	7	4	2	7	3	4	3	0	10	5	3	2	6	3	1	0	10	0
	6.9%	7.5%	6.3%	7.8%	6.6%	4.2%	10.6%	5.7%	7.4%	8.6%	0.0%	8.1%	6.3%	8.1%	8.0%	6.8%	8.3%	5.3%	0.0%	12.7%	0.0%
NCQA Composite Score of 2 (7 to 8)	**24**	23	22	16	9	9	8	9	9	5	5	18	13	3	7	13	8	3	2	14	6
	16.7%	17.2%	17.2%	17.8%	14.8%	18.8%	12.1%	17.0%	16.7%	14.3%	29.4%	14.5%	16.5%	8.1%	28.0%	14.8%	22.2%	15.8%	20.0%	17.7%	11.8%
NCQA Composite Score of 3 (9 to 10)	**110**	101	98	67	48	37	51	41	41	27	12	96	61	31	16	69	25	15	8	55	45
	76.4%	75.4%	76.6%	74.4%	78.7%	77.1%	77.3%	77.4%	75.9%	77.1%	70.6%	77.4%	77.2%	83.8%	64.0%	78.4%	69.4%	78.9%	80.0%	69.6%	88.2%
Significantly different from column:*																				U	T

NA - Not Applicable

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

Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 49

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

Base: All respondents

	2017	2016	Type of Chronic Condition (Q60)		(Q63)	(Q66)	(Q69)	(Q72)	Child's Age (Q74)			Child's Hispanic Status (Q76)		Child's Race (Q77)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)		
			Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**352**	306	285	189	119	100	175	101	156	90	31	309	174	113	57	226	84	40	34	223	86
Number missing or multiple answer	**5**	7	4	2	2	1	1	2	0	3	1	4	2	3	0	2	1	1	2	2	1
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**347**	299	281	187	117	99	174	99	156	87	30	305	172	110	57	224	83	39	32	221	85
	98.6%	97.7%	98.6%	98.9%	98.3%	99.0%	99.4%	98.0%	100.0%	96.7%	96.8%	98.7%	98.9%	97.3%	100.0%	99.1%	98.8%	97.5%	94.1%	99.1%	98.8%
Yes	**118**	129	101	72	47	37	59	34	52	31	13	100	49	43	23	81	21	15	8	73	34
	34.0%	43.1%	35.9%	38.5%	40.2%	37.4%	33.9%	34.3%	33.3%	35.6%	43.3%	32.8%	28.5%	39.1%	40.4%	36.2%	25.3%	38.5%	25.0%	33.0%	40.0%
No	**229**	170	180	115	70	62	115	65	104	56	17	205	123	67	34	143	62	24	24	148	51
	66.0%	56.9%	64.1%	61.5%	59.8%	62.6%	66.1%	65.7%	66.7%	64.4%	56.7%	67.2%	71.5%	60.9%	59.6%	63.8%	74.7%	61.5%	75.0%	67.0%	60.0%
Significantly different from column:*	B																				

NA - Not Applicable

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

Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 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?

Base: All respondents who got information from child's health plan customer service (Q49)

	2017	2016	Type of Chronic Condition (Q60)		(Q63)	(Q66)	(Q69)	(Q72)	Child's Age (Q74)			Child's Hispanic Status (Q76)		Child's Race (Q77)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)		
			Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**118**	129	101	72	47	37	59	34	52	31	13	100	49	43	23	81	21	15	8	73	34
Number missing or multiple answer	**2**	1	2	0	1	1	2	1	1	0	0	2	1	1	0	1	1	0	0	2	0
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**116**	128	99	72	46	36	57	33	51	31	13	98	48	42	23	80	20	15	8	71	34
	98.3%	99.2%	98.0%	100.0%	97.9%	97.3%	96.6%	97.1%	98.1%	100.0%	100.0%	98.0%	98.0%	97.7%	100.0%	98.8%	95.2%	100.0%	100.0%	97.3%	100.0%
Never	**7**	6	5	5	4	1	2	1	3	3	2	5	4	1	2	6	1	0	1	3	3
	6.0%	4.7%	5.1%	6.9%	8.7%	2.8%	3.5%	3.0%	5.9%	9.7%	15.4%	5.1%	8.3%	2.4%	8.7%	7.5%	5.0%	0.0%	12.5%	4.2%	8.8%
Sometimes	**12**	13	11	9	6	3	7	3	5	4	3	9	4	5	2	8	3	1	0	10	2
	10.3%	10.2%	11.1%	12.5%	13.0%	8.3%	12.3%	9.1%	9.8%	12.9%	23.1%	9.2%	8.3%	11.9%	8.7%	10.0%	15.0%	6.7%	0.0%	14.1%	5.9%
Usually	**19**	28	14	10	10	8	9	3	12	4	2	15	7	3	8	13	4	2	1	14	3
	16.4%	21.9%	14.1%	13.9%	21.7%	22.2%	15.8%	9.1%	23.5%	12.9%	15.4%	15.3%	14.6%	7.1%	34.8%	16.3%	20.0%	13.3%	12.5%	19.7%	8.8%
Always	**78**	81	69	48	26	24	39	26	31	20	6	69	33	33	11	53	12	12	6	44	26
	67.2%	63.3%	69.7%	66.7%	56.5%	66.7%	68.4%	78.8%	60.8%	64.5%	46.2%	70.4%	68.8%	78.6%	47.8%	66.3%	60.0%	80.0%	75.0%	62.0%	76.5%
Significantly different from column:*														O	N						
Usually or Always	**97**	109	83	58	36	32	48	29	43	24	8	84	40	36	19	66	16	14	7	58	29
	83.6%	85.2%	83.8%	80.6%	78.3%	88.9%	84.2%	87.9%	84.3%	77.4%	61.5%	85.7%	83.3%	85.7%	82.6%	82.5%	80.0%	93.3%	87.5%	81.7%	85.3%
Significantly different from column:*																					

NA - Not Applicable

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

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 51

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

Base: All respondents who got information from child's health plan customer service (Q49)

			Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
			(Q60)	(Q63)	(Q66)	(Q69)	(Q72)	(Q74)			(Q76)		(Q77)			(Q58)			(Q7)		
	2017	2016	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**118**	129	101	72	47	37	59	34	52	31	13	100	49	43	23	81	21	15	8	73	34
Number missing or multiple answer	**2**	2	2	1	1	1	1	1	1	0	0	2	1	1	0	2	0	0	0	2	0
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**116**	127	99	71	46	36	58	33	51	31	13	98	48	42	23	79	21	15	8	71	34
	98.3%	98.4%	98.0%	98.6%	97.9%	97.3%	98.3%	97.1%	98.1%	100.0%	100.0%	98.0%	98.0%	97.7%	100.0%	97.5%	100.0%	100.0%	100.0%	97.3%	100.0%
Never	**5**	3	4	2	1	0	2	1	2	2	1	4	2	1	2	3	2	0	0	2	3
	4.3%	2.4%	4.0%	2.8%	2.2%	0.0%	3.4%	3.0%	3.9%	6.5%	7.7%	4.1%	4.2%	2.4%	8.7%	3.8%	9.5%	0.0%	0.0%	2.8%	8.8%
Sometimes	**2**	10	1	1	1	0	0	2	0	0	1	1	1	1	0	2	0	0	0	2	0
	1.7%	7.9%	1.0%	1.4%	2.2%	0.0%	0.0%	6.1%	0.0%	0.0%	7.7%	1.0%	2.1%	2.4%	0.0%	2.5%	0.0%	0.0%	0.0%	2.8%	0.0%
Usually	**10**	16	8	5	3	3	7	1	6	3	2	6	3	1	4	8	2	0	0	8	2
	8.6%	12.6%	8.1%	7.0%	6.5%	8.3%	12.1%	3.0%	11.8%	9.7%	15.4%	6.1%	6.3%	2.4%	17.4%	10.1%	9.5%	0.0%	0.0%	11.3%	5.9%
Always	**99**	98	86	63	41	33	49	29	43	26	9	87	42	39	17	66	17	15	8	59	29
	85.3%	77.2%	86.9%	88.7%	89.1%	91.7%	84.5%	87.9%	84.3%	83.9%	69.2%	88.8%	87.5%	92.9%	73.9%	83.5%	81.0%	100.0%	100.0%	83.1%	85.3%
Significantly different from column:*		[redacted]																			
Usually or Always	**109**	114	94	68	44	36	56	30	49	29	11	93	45	40	21	74	19	15	8	67	31
	94.0%	89.8%	94.9%	95.8%	95.7%	100.0%	96.6%	90.9%	96.1%	93.5%	84.6%	94.9%	93.8%	95.2%	91.3%	93.7%	90.5%	100.0%	100.0%	94.4%	91.2%
Significantly different from column:*		[redacted]																			

NA - Not Applicable

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

Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 52

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

Base: All respondents

	2017	2016	Type of Chronic Condition (Q60)		(Q63)	(Q66)	(Q69)	(Q72)	Child's Age (Q74)			Child's Hispanic Status (Q76)		Child's Race (Q77)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)		
			Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**352**	306	285	189	119	100	175	101	156	90	31	309	174	113	57	226	84	40	34	223	86
Number missing or multiple answer	**11**	4	8	6	6	5	7	3	4	3	1	9	3	6	2	9	1	0	1	7	2
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**341**	302	277	183	113	95	168	98	152	87	30	300	171	107	55	217	83	40	33	216	84
	96.9%	98.7%	97.2%	96.8%	95.0%	95.0%	96.0%	97.0%	97.4%	96.7%	96.8%	97.1%	98.3%	94.7%	96.5%	96.0%	98.8%	100.0%	97.1%	96.9%	97.7%
Yes	**90**	82	73	56	35	28	49	24	43	23	9	79	37	37	16	57	18	15	11	53	24
	26.4%	27.2%	26.4%	30.6%	31.0%	29.5%	29.2%	24.5%	28.3%	26.4%	30.0%	26.3%	21.6%	34.6%	29.1%	26.3%	21.7%	37.5%	33.3%	24.5%	28.6%
No	**251**	220	204	127	78	67	119	74	109	64	21	221	134	70	39	160	65	25	22	163	60
	73.6%	72.8%	73.6%	69.4%	69.0%	70.5%	70.8%	75.5%	71.7%	73.6%	70.0%	73.7%	78.4%	65.4%	70.9%	73.7%	78.3%	62.5%	66.7%	75.5%	71.4%
Significantly different from column:*													N	M							

NA - Not Applicable

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

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 53

In the last 6 months, how often were the forms from your child's health plan easy to fill out?**

Base: All respondents who answered Q52

	2017	2016	Type of Chronic Condition (Q60)		(Q63)	(Q66)	(Q69)	(Q72)	Child's Age (Q74)			Child's Hispanic Status (Q76)		Child's Race (Q77)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)		
			Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**341**	302	277	183	113	95	168	98	152	87	30	300	171	107	55	217	83	40	33	216	84
Number missing or multiple answer	**1**	0	1	0	0	0	0	1	0	0	0	1	0	1	0	1	0	0	0	1	0
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**340**	302	276	183	113	95	168	97	152	87	30	299	171	106	55	216	83	40	33	215	84
	99.7%	100.0%	99.6%	100.0%	100.0%	100.0%	100.0%	99.0%	100.0%	100.0%	100.0%	99.7%	100.0%	99.1%	100.0%	99.5%	100.0%	100.0%	100.0%	99.5%	100.0%
Never	**2**	4	0	0	2	1	0	0	2	0	2	0	1	0	1	2	0	0	1	1	0
	0.6%	1.3%	0.0%	0.0%	1.8%	1.1%	0.0%	0.0%	1.3%	0.0%	6.7%	0.0%	0.6%	0.0%	1.8%	0.9%	0.0%	0.0%	3.0%	0.5%	0.0%
Sometimes	**12**	5	8	6	5	4	6	4	5	3	2	10	4	5	3	9	2	1	1	8	3
	3.5%	1.7%	2.9%	3.3%	4.4%	4.2%	3.6%	4.1%	3.3%	3.4%	6.7%	3.3%	2.3%	4.7%	5.5%	4.2%	2.4%	2.5%	3.0%	3.7%	3.6%
Usually	**20**	18	18	11	8	5	8	8	9	3	0	19	10	6	4	11	6	3	2	13	4
	5.9%	6.0%	6.5%	6.0%	7.1%	5.3%	4.8%	8.2%	5.9%	3.4%	0.0%	6.4%	5.8%	5.7%	7.3%	5.1%	7.2%	7.5%	6.1%	6.0%	4.8%
Always	**306**	275	250	166	98	85	154	85	136	81	26	270	156	95	47	194	75	36	29	193	77
	90.0%	91.1%	90.6%	90.7%	86.7%	89.5%	91.7%	87.6%	89.5%	93.1%	86.7%	90.3%	91.2%	89.6%	85.5%	89.8%	90.4%	90.0%	87.9%	89.8%	91.7%
Significantly different from column:*																					
Usually or Always	**326**	293	268	177	106	90	162	93	145	84	26	289	166	101	51	205	81	39	31	206	81
	95.9%	97.0%	97.1%	96.7%	93.8%	94.7%	96.4%	95.9%	95.4%	96.6%	86.7%	96.7%	97.1%	95.3%	92.7%	94.9%	97.6%	97.5%	93.9%	95.8%	96.4%
Significantly different from column:*																					

NA - Not Applicable

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

**Respondents answering "No" to question 52 are reported to NCQA as "Always" in question 53, and are used in calculating the Customer Service composite score.

Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 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?

Base: All respondents

	2017	2016	Type of Chronic Condition (Q60)		(Q63)	(Q66)	(Q69)	(Q72)	Child's Age (Q74)			Child's Hispanic Status (Q76)		Child's Race (Q77)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)		
			Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**352**	306	285	189	119	100	175	101	156	90	31	309	174	113	57	226	84	40	34	223	86
Number missing or multiple answer	**8**	3	7	2	1	1	7	2	5	1	2	6	5	1	1	5	3	0	0	5	3
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**344**	303	278	187	118	99	168	99	151	89	29	303	169	112	56	221	81	40	34	218	83
	97.7%	99.0%	97.5%	98.9%	99.2%	99.0%	96.0%	98.0%	96.8%	98.9%	93.5%	98.1%	97.1%	99.1%	98.2%	97.8%	96.4%	100.0%	100.0%	97.8%	96.5%
0 Worst health plan possible	**1**	4	1	1	0	0	0	0	0	1	1	0	0	0	1	1	0	0	0	0	1
	0.3%	1.3%	0.4%	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%	1.1%	3.4%	0.0%	0.0%	0.0%	1.8%	0.5%	0.0%	0.0%	0.0%	0.0%	1.2%
1	**0**	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
2	**5**	0	4	3	3	1	1	2	0	3	0	5	3	2	0	3	1	1	1	2	2
	1.5%	0.0%	1.4%	1.6%	2.5%	1.0%	0.6%	2.0%	0.0%	3.4%	0.0%	1.7%	1.8%	1.8%	0.0%	1.4%	1.2%	2.5%	2.9%	0.9%	2.4%
3	**2**	3	2	1	0	0	0	0	1	1	0	2	0	1	1	0	2	0	0	0	2
	0.6%	1.0%	0.7%	0.5%	0.0%	0.0%	0.0%	0.0%	0.7%	1.1%	0.0%	0.7%	0.0%	0.9%	1.8%	0.0%	2.5%	0.0%	0.0%	0.0%	2.4%
4	**5**	3	2	5	2	3	5	2	2	1	1	4	3	1	1	2	3	0	0	4	1
	1.5%	1.0%	0.7%	2.7%	1.7%	3.0%	3.0%	2.0%	1.3%	1.1%	3.4%	1.3%	1.8%	0.9%	1.8%	0.9%	3.7%	0.0%	0.0%	1.8%	1.2%
5	**11**	8	8	7	3	4	6	5	4	2	1	10	6	4	1	4	4	3	1	7	3
	3.2%	2.6%	2.9%	3.7%	2.5%	4.0%	3.6%	5.1%	2.6%	2.2%	3.4%	3.3%	3.6%	3.6%	1.8%	1.8%	4.9%	7.5%	2.9%	3.2%	3.6%
6	**16**	9	12	9	4	4	11	4	8	4	1	15	7	6	3	10	2	4	3	9	4
	4.7%	3.0%	4.3%	4.8%	3.4%	4.0%	6.5%	4.0%	5.3%	4.5%	3.4%	5.0%	4.1%	5.4%	5.4%	4.5%	2.5%	10.0%	8.8%	4.1%	4.8%
7	**25**	32	19	14	11	9	13	4	10	10	2	23	14	7	4	15	4	6	5	13	7
	7.3%	10.6%	6.8%	7.5%	9.3%	9.1%	7.7%	4.0%	6.6%	11.2%	6.9%	7.6%	8.3%	6.3%	7.1%	6.8%	4.9%	15.0%	14.7%	6.0%	8.4%
8	**52**	48	44	28	15	13	24	9	28	13	4	44	21	16	13	33	13	6	2	39	9
	15.1%	15.8%	15.8%	15.0%	12.7%	13.1%	14.3%	9.1%	18.5%	14.6%	13.8%	14.5%	12.4%	14.3%	23.2%	14.9%	16.0%	15.0%	5.9%	17.9%	10.8%
9	**50**	40	38	22	18	15	28	18	20	12	4	46	33	9	8	30	17	3	6	32	11
	14.5%	13.2%	13.7%	11.8%	15.3%	15.2%	16.7%	18.2%	13.2%	13.5%	13.8%	15.2%	19.5%	8.0%	14.3%	13.6%	21.0%	7.5%	17.6%	14.7%	13.3%
10 Best health plan possible	**177**	153	148	97	62	50	80	55	78	42	15	154	82	66	24	123	35	17	16	112	43
	51.5%	50.5%	53.2%	51.9%	52.5%	50.5%	47.6%	55.6%	51.7%	47.2%	51.7%	50.8%	48.5%	58.9%	42.9%	55.7%	43.2%	42.5%	47.1%	51.4%	51.8%

NA - Not Applicable

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 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?

Base: All respondents

			Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
			(Q60)	(Q63)	(Q66)	(Q69)	(Q72)	(Q74)			(Q76)		(Q77)			(Q58)			(Q7)		
	2017	2016	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**352**	306	285	189	119	100	175	101	156	90	31	309	174	113	57	226	84	40	34	223	86
Number missing or multiple answer	**8**	3	7	2	1	1	7	2	5	1	2	6	5	1	1	5	3	0	0	5	3
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**344**	303	278	187	118	99	168	99	151	89	29	303	169	112	56	221	81	40	34	218	83
	97.7%	99.0%	97.5%	98.9%	99.2%	99.0%	96.0%	98.0%	96.8%	98.9%	93.5%	98.1%	97.1%	99.1%	98.2%	97.8%	96.4%	100.0%	100.0%	97.8%	96.5%
0 to 4	**13**	13	9	10	5	4	6	4	3	6	2	11	6	4	3	6	6	1	1	6	6
	3.8%	4.3%	3.2%	5.3%	4.2%	4.0%	3.6%	4.0%	2.0%	6.7%	6.9%	3.6%	3.6%	3.6%	5.4%	2.7%	7.4%	2.5%	2.9%	2.8%	7.2%
5	**11**	8	8	7	3	4	6	5	4	2	1	10	6	4	1	4	4	3	1	7	3
	3.2%	2.6%	2.9%	3.7%	2.5%	4.0%	3.6%	5.1%	2.6%	2.2%	3.4%	3.3%	3.6%	3.6%	1.8%	1.8%	4.9%	7.5%	2.9%	3.2%	3.6%
6 or 7	**41**	41	31	23	15	13	24	8	18	14	3	38	21	13	7	25	6	10	8	22	11
	11.9%	13.5%	11.2%	12.3%	12.7%	13.1%	14.3%	8.1%	11.9%	15.7%	10.3%	12.5%	12.4%	11.6%	12.5%	11.3%	7.4%	25.0%	23.5%	10.1%	13.3%
8 to 10	**279**	241	230	147	95	78	132	82	126	67	23	244	136	91	45	186	65	26	24	183	63
	81.1%	79.5%	82.7%	78.6%	80.5%	78.8%	78.6%	82.8%	83.4%	75.3%	79.3%	80.5%	80.5%	81.3%	80.4%	84.2%	80.2%	65.0%	70.6%	83.9%	75.9%
Significantly different from column:*																R		P			
NCQA Composite Score of 1 (0 to 6)	**40**	30	29	26	12	12	23	13	15	12	4	36	19	14	7	20	12	8	5	22	13
	11.6%	9.9%	10.4%	13.9%	10.2%	12.1%	13.7%	13.1%	9.9%	13.5%	13.8%	11.9%	11.2%	12.5%	12.5%	9.0%	14.8%	20.0%	14.7%	10.1%	15.7%
NCQA Composite Score of 2 (7 to 8)	**77**	80	63	42	26	22	37	13	38	23	6	67	35	23	17	48	17	12	7	52	16
	22.4%	26.4%	22.7%	22.5%	22.0%	22.2%	22.0%	13.1%	25.2%	25.8%	20.7%	22.1%	20.7%	20.5%	30.4%	21.7%	21.0%	30.0%	20.6%	23.9%	19.3%
NCQA Composite Score of 3 (9 to 10)	**227**	193	186	119	80	65	108	73	98	54	19	200	115	75	32	153	52	20	22	144	54
	66.0%	63.7%	66.9%	63.6%	67.8%	65.7%	64.3%	73.7%	64.9%	60.7%	65.5%	66.0%	68.0%	67.0%	57.1%	69.2%	64.2%	50.0%	64.7%	66.1%	65.1%
Significantly different from column:*																R		P			

NA - Not Applicable

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

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49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 55

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

Base: All respondents

	2017	2016	Type of Chronic Condition (Q60)		(Q63)	(Q66)	(Q69)	(Q72)	Child's Age (Q74)			Child's Hispanic Status (Q76)		Child's Race (Q77)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)		
			Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**352**	306	285	189	119	100	175	101	156	90	31	309	174	113	57	226	84	40	34	223	86
Number missing or multiple answer	**2**	1	1	0	0	0	1	0	1	1	0	1	0	1	1	2	0	0	1	1	0
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**350**	305	284	189	119	100	174	101	155	89	31	308	174	112	56	224	84	40	33	222	86
	99.4%	99.7%	99.6%	100.0%	100.0%	100.0%	99.4%	100.0%	99.4%	98.9%	100.0%	99.7%	100.0%	99.1%	98.2%	99.1%	100.0%	100.0%	97.1%	99.6%	100.0%
Yes	**294**	264	267	164	98	76	143	81	134	74	25	260	147	89	51	188	71	33	22	186	79
	84.0%	86.6%	94.0%	86.8%	82.4%	76.0%	82.2%	80.2%	86.5%	83.1%	80.6%	84.4%	84.5%	79.5%	91.1%	83.9%	84.5%	82.5%	66.7%	83.8%	91.9%
No	**56**	41	17	25	21	24	31	20	21	15	6	48	27	23	5	36	13	7	11	36	7
	16.0%	13.4%	6.0%	13.2%	17.6%	24.0%	17.8%	19.8%	13.5%	16.9%	19.4%	15.6%	15.5%	20.5%	8.9%	16.1%	15.5%	17.5%	33.3%	16.2%	8.1%
Significantly different from column:*			DEFG	CF	C	CD	C												T	S	

NA - Not Applicable

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

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 56

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

Base: All respondents whose child got a prescription for medicine or refilled a prescription (Q55)

			Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
			(Q60)	(Q63)	(Q66)	(Q69)	(Q72)	(Q74)			(Q76)		(Q77)			(Q58)			(Q7)		
	2017	2016	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**294**	264	267	164	98	76	143	81	134	74	25	260	147	89	51	188	71	33	22	186	79
Number missing or multiple answer	**2**	3	2	0	0	1	2	1	1	0	0	2	1	0	1	2	0	0	0	2	0
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**292**	261	265	164	98	75	141	80	133	74	25	258	146	89	50	186	71	33	22	184	79
	99.3%	98.9%	99.3%	100.0%	100.0%	98.7%	98.6%	98.8%	99.3%	100.0%	100.0%	99.2%	99.3%	100.0%	98.0%	98.9%	100.0%	100.0%	100.0%	98.9%	100.0%
Never	**4**	4	3	3	1	1	2	1	1	2	1	3	2	0	2	3	0	1	0	1	3
	1.4%	1.5%	1.1%	1.8%	1.0%	1.3%	1.4%	1.3%	0.8%	2.7%	4.0%	1.2%	1.4%	0.0%	4.0%	1.6%	0.0%	3.0%	0.0%	0.5%	3.8%
Sometimes	**33**	25	32	24	10	9	18	11	14	7	5	27	15	9	8	16	12	5	1	15	17
	11.3%	9.6%	12.1%	14.6%	10.2%	12.0%	12.8%	13.8%	10.5%	9.5%	20.0%	10.5%	10.3%	10.1%	16.0%	8.6%	16.9%	15.2%	4.5%	8.2%	21.5%
Usually	**44**	41	37	29	14	10	21	12	21	10	3	40	21	14	8	28	12	4	3	33	7
	15.1%	15.7%	14.0%	17.7%	14.3%	13.3%	14.9%	15.0%	15.8%	13.5%	12.0%	15.5%	14.4%	15.7%	16.0%	15.1%	16.9%	12.1%	13.6%	17.9%	8.9%
Always	**211**	191	193	108	73	55	100	56	97	55	16	188	108	66	32	139	47	23	18	135	52
	72.3%	73.2%	72.8%	65.9%	74.5%	73.3%	70.9%	70.0%	72.9%	74.3%	64.0%	72.9%	74.0%	74.2%	64.0%	74.7%	66.2%	69.7%	81.8%	73.4%	65.8%
Significantly different from column:*																					
Usually or Always	**255**	232	230	137	87	65	121	68	118	65	19	228	129	80	40	167	59	27	21	168	59
	87.3%	88.9%	86.8%	83.5%	88.8%	86.7%	85.8%	85.0%	88.7%	87.8%	76.0%	88.4%	88.4%	89.9%	80.0%	89.8%	83.1%	81.8%	95.5%	91.3%	74.7%
Significantly different from column:*																				U	T

NA - Not Applicable

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

Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 57

Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?

Base: All respondents whose child got a prescription for medicine or refilled a prescription (Q55)

	2017	2016	Type of Chronic Condition (Q60)		(Q63)	(Q66)	(Q69)	(Q72)	Child's Age (Q74)			Child's Hispanic Status (Q76)		Child's Race (Q77)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)		
			Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**294**	264	267	164	98	76	143	81	134	74	25	260	147	89	51	188	71	33	22	186	79
Number missing or multiple answer	**6**	10	6	3	3	2	6	1	3	2	1	4	1	2	3	3	3	0	0	2	4
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**288**	254	261	161	95	74	137	80	131	72	24	256	146	87	48	185	68	33	22	184	75
	98.0%	96.2%	97.8%	98.2%	96.9%	97.4%	95.8%	98.8%	97.8%	97.3%	96.0%	98.5%	99.3%	97.8%	94.1%	98.4%	95.8%	100.0%	100.0%	98.9%	94.9%
Yes	**191**	164	173	112	66	52	93	59	87	42	18	169	90	64	35	127	41	21	15	120	51
	66.3%	64.6%	66.3%	69.6%	69.5%	70.3%	67.9%	73.8%	66.4%	58.3%	75.0%	66.0%	61.6%	73.6%	72.9%	68.6%	60.3%	63.6%	68.2%	65.2%	68.0%
No	**97**	90	88	49	29	22	44	21	44	30	6	87	56	23	13	58	27	12	7	64	24
	33.7%	35.4%	33.7%	30.4%	30.5%	29.7%	32.1%	26.3%	33.6%	41.7%	25.0%	34.0%	38.4%	26.4%	27.1%	31.4%	39.7%	36.4%	31.8%	34.8%	32.0%
Significantly different from column:*								J		H											

NA - Not Applicable

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Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 58

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

Base: All respondents

	2017	2016	Type of Chronic Condition (Q60)		(Q63)	(Q66)	(Q69)	(Q72)	Child's Age (Q74)			Child's Hispanic Status (Q76)		Child's Race (Q77)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)		
			Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**352**	306	285	189	119	100	175	101	156	90	31	309	174	113	57	226	84	40	34	223	86
Number missing or multiple answer	**2**	1	2	2	2	1	1	1	0	1	0	1	0	1	0	0	0	0	0	2	0
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**350**	305	283	187	117	99	174	100	156	89	31	308	174	112	57	226	84	40	34	221	86
	99.4%	99.7%	99.3%	98.9%	98.3%	99.0%	99.4%	99.0%	100.0%	98.9%	100.0%	99.7%	100.0%	99.1%	100.0%	100.0%	100.0%	100.0%	100.0%	99.1%	100.0%
Poor	**8**	9	7	6	5	3	4	1	2	5	2	6	3	4	1	0	0	8	0	3	5
	2.3%	3.0%	2.5%	3.2%	4.3%	3.0%	2.3%	1.0%	1.3%	5.6%	6.5%	1.9%	1.7%	3.6%	1.8%	0.0%	0.0%	20.0%	0.0%	1.4%	5.8%
Fair	**32**	36	25	27	19	12	19	10	14	7	1	29	12	12	8	0	0	32	5	15	11
	9.1%	11.8%	8.8%	14.4%	16.2%	12.1%	10.9%	10.0%	9.0%	7.9%	3.2%	9.4%	6.9%	10.7%	14.0%	0.0%	0.0%	80.0%	14.7%	6.8%	12.8%
Good	**84**	87	70	44	34	25	47	22	40	22	7	74	44	30	9	0	84	0	4	56	23
	24.0%	28.5%	24.7%	23.5%	29.1%	25.3%	27.0%	22.0%	25.6%	24.7%	22.6%	24.0%	25.3%	26.8%	15.8%	0.0%	100.0%	0.0%	11.8%	25.3%	26.7%
Very Good	**134**	107	109	69	35	27	67	39	58	34	10	119	67	40	23	134	0	0	12	86	33
	38.3%	35.1%	38.5%	36.9%	29.9%	27.3%	38.5%	39.0%	37.2%	38.2%	32.3%	38.6%	38.5%	35.7%	40.4%	59.3%	0.0%	0.0%	35.3%	38.9%	38.4%
Excellent	**92**	66	72	41	24	32	37	28	42	21	11	80	48	26	16	92	0	0	13	61	14
	26.3%	21.6%	25.4%	21.9%	20.5%	32.3%	21.3%	28.0%	26.9%	23.6%	35.5%	26.0%	27.6%	23.2%	28.1%	40.7%	0.0%	0.0%	38.2%	27.6%	16.3%
Significantly different from column:*					F	EG	F									QR	P	P	U	U	ST
Excellent or Very Good	**226**	173	181	110	59	59	104	67	100	55	21	199	115	66	39	226	0	0	25	147	47
	64.6%	56.7%	64.0%	58.8%	50.4%	59.6%	59.8%	67.0%	64.1%	61.8%	67.7%	64.6%	66.1%	58.9%	68.4%	100.0%	0.0%	0.0%	73.5%	66.5%	54.7%
Significantly different from column:*	B		E		C											QR	P	P			

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 59

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

Base: All respondents

	2017	2016	Type of Chronic Condition (Q60)		(Q63)	(Q66)	(Q69)	(Q72)	Child's Age (Q74)			Child's Hispanic Status (Q76)		Child's Race (Q77)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)		
			Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**352**	306	285	189	119	100	175	101	156	90	31	309	174	113	57	226	84	40	34	223	86
Number missing or multiple answer	**1**	2	1	1	1	0	1	0	0	1	0	0	0	0	0	0	0	0	0	1	0
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**351**	304	284	188	118	100	174	101	156	89	31	309	174	113	57	226	84	40	34	222	86
	99.7%	99.3%	99.6%	99.5%	99.2%	100.0%	99.4%	100.0%	100.0%	98.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.6%	100.0%
Poor	**21**	16	17	16	11	10	19	4	7	10	2	19	8	10	3	5	4	12	0	10	11
	6.0%	5.3%	6.0%	8.5%	9.3%	10.0%	10.9%	4.0%	4.5%	11.2%	6.5%	6.1%	4.6%	8.8%	5.3%	2.2%	4.8%	30.0%	0.0%	4.5%	12.8%
Fair	**56**	63	40	39	22	14	47	10	32	14	3	49	31	16	8	24	22	10	7	35	14
	16.0%	20.7%	14.1%	20.7%	18.6%	14.0%	27.0%	9.9%	20.5%	15.7%	9.7%	15.9%	17.8%	14.2%	14.0%	10.6%	26.2%	25.0%	20.6%	15.8%	16.3%
Good	**106**	80	81	59	36	32	63	26	51	26	8	94	53	32	19	57	39	9	11	72	20
	30.2%	26.3%	28.5%	31.4%	30.5%	32.0%	36.2%	25.7%	32.7%	29.2%	25.8%	30.4%	30.5%	28.3%	33.3%	25.2%	46.4%	22.5%	32.4%	32.4%	23.3%
Very Good	**72**	72	63	31	22	20	27	18	30	23	3	66	37	24	10	58	9	5	8	43	18
	20.5%	23.7%	22.2%	16.5%	18.6%	20.0%	15.5%	17.8%	19.2%	25.8%	9.7%	21.4%	21.3%	21.2%	17.5%	25.7%	10.7%	12.5%	23.5%	19.4%	20.9%
Excellent	**96**	73	83	43	27	24	18	43	36	16	15	81	45	31	17	82	10	4	8	62	23
	27.4%	24.0%	29.2%	22.9%	22.9%	24.0%	10.3%	42.6%	23.1%	18.0%	48.4%	26.2%	25.9%	27.4%	29.8%	36.3%	11.9%	10.0%	23.5%	27.9%	26.7%
Significantly different from column:*			G	G	G	G	CDEF	IJ	H	H	L	K				QR	P	P			
Excellent or Very Good	**168**	145	146	74	49	44	45	61	66	39	18	147	82	55	27	140	19	9	16	105	41
	47.9%	47.7%	51.4%	39.4%	41.5%	44.0%	25.9%	60.4%	42.3%	43.8%	58.1%	47.6%	47.1%	48.7%	47.4%	61.9%	22.6%	22.5%	47.1%	47.3%	47.7%
Significantly different from column:*			DG	CG	G	G	CDEF	IJ	H	H						QR	P	P			

NA - Not Applicable

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Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 60

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

Base: All respondents

	2017	2016	Type of Chronic Condition (Q60)		(Q63)	(Q66)	(Q69)	(Q72)	Child's Age (Q74)			Child's Hispanic Status (Q76)		Child's Race (Q77)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)		
			Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**352**	306	285	189	119	100	175	101	156	90	31	309	174	113	57	226	84	40	34	223	86
Number missing or multiple answer	**3**	0	0	2	0	1	2	1	1	1	0	2	1	0	2	3	0	0	0	2	0
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**349**	306	285	187	119	99	173	100	155	89	31	307	173	113	55	223	84	40	34	221	86
	99.1%	100.0%	100.0%	98.9%	100.0%	99.0%	98.9%	99.0%	99.4%	98.9%	100.0%	99.4%	99.4%	100.0%	96.5%	98.7%	100.0%	100.0%	100.0%	99.1%	100.0%
Yes	**285**	256	285	154	91	68	133	73	134	73	25	252	140	92	46	181	70	32	20	178	80
	81.7%	83.7%	100.0%	82.4%	76.5%	68.7%	76.9%	73.0%	86.5%	82.0%	80.6%	82.1%	80.9%	81.4%	83.6%	81.2%	83.3%	80.0%	58.8%	80.5%	93.0%
No	**64**	50	0	33	28	31	40	27	21	16	6	55	33	21	9	42	14	8	14	43	6
	18.3%	16.3%	0.0%	17.6%	23.5%	31.3%	23.1%	27.0%	13.5%	18.0%	19.4%	17.9%	19.1%	18.6%	16.4%	18.8%	16.7%	20.0%	41.2%	19.5%	7.0%
Significantly different from column:*			DEFG	CF	C	CD	C	I	H										TU	SU	ST

NA - Not Applicable

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

Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 61

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

Base: All respondents whose child needs/uses medicine prescribed by a doctor (Q60)

	2017	2016	Type of Chronic Condition (Q60)	(Q63)	(Q66)	(Q69)	(Q72)	Child's Age (Q74)			Child's Hispanic Status (Q76)		Child's Race (Q77)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)		
			Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**285**	256	285	154	91	68	133	73	134	73	25	252	140	92	46	181	70	32	20	178	80
Number missing or multiple answer	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**285**	256	285	154	91	68	133	73	134	73	25	252	140	92	46	181	70	32	20	178	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%	100.0%	100.0%	100.0%
Yes	**272**	248	272	146	83	59	124	67	128	72	24	240	135	87	43	172	67	31	18	172	75
	95.4%	96.9%	95.4%	94.8%	91.2%	86.8%	93.2%	91.8%	95.5%	98.6%	96.0%	95.2%	96.4%	94.6%	93.5%	95.0%	95.7%	96.9%	90.0%	96.6%	93.8%
No	**13**	8	13	8	8	9	9	6	6	1	1	12	5	5	3	9	3	1	2	6	5
	4.6%	3.1%	4.6%	5.2%	8.8%	13.2%	6.8%	8.2%	4.5%	1.4%	4.0%	4.8%	3.6%	5.4%	6.5%	5.0%	4.3%	3.1%	10.0%	3.4%	6.3%
Significantly different from column:*				F		D															

NA - Not Applicable

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

Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 62

Is this a condition that has lasted or is expected to last for at least 12 months?

Base: All respondents whose child needs/uses medicine prescribed by a doctor for medical/behavioral/other health condition (Q60 & Q61)

			Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
			(Q60)	(Q63)	(Q66)	(Q69)	(Q72)	(Q74)			(Q76)		(Q77)			(Q58)			(Q7)		
	2017	2016	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**272**	248	272	146	83	59	124	67	128	72	24	240	135	87	43	172	67	31	18	172	75
Number missing or multiple answer	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**272**	247	272	146	83	59	124	67	128	72	24	240	135	87	43	172	67	31	18	172	75
	100.0%	99.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	**266**	244	266	143	80	57	121	65	125	71	22	236	130	87	42	168	66	30	18	168	73
	97.8%	98.8%	97.8%	97.9%	96.4%	96.6%	97.6%	97.0%	97.7%	98.6%	91.7%	98.3%	96.3%	100.0%	97.7%	97.7%	98.5%	96.8%	100.0%	97.7%	97.3%
No	**6**	3	6	3	3	2	3	2	3	1	2	4	5	0	1	4	1	1	0	4	2
	2.2%	1.2%	2.2%	2.1%	3.6%	3.4%	2.4%	3.0%	2.3%	1.4%	8.3%	1.7%	3.7%	0.0%	2.3%	2.3%	1.5%	3.2%	0.0%	2.3%	2.7%
Significantly different from column:*																					

NA - Not Applicable

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

Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 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?

Base: All respondents

	2017	2016	Type of Chronic Condition (Q60)	(Q63)	(Q66)	(Q69)	(Q72)	Child's Age (Q74)			Child's Hispanic Status (Q76)		Child's Race (Q77)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)		
			Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**352**	306	285	189	119	100	175	101	156	90	31	309	174	113	57	226	84	40	34	223	86
Number missing or multiple answer	**7**	10	4	0	1	0	3	1	3	3	1	4	3	2	2	4	2	1	2	2	3
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**345**	296	281	189	118	100	172	100	153	87	30	305	171	111	55	222	82	39	32	221	83
	98.0%	96.7%	98.6%	100.0%	99.2%	100.0%	98.3%	99.0%	98.1%	96.7%	96.8%	98.7%	98.3%	98.2%	96.5%	98.2%	97.6%	97.5%	94.1%	99.1%	96.5%
Yes	**189**	163	154	189	88	69	116	52	83	51	18	165	85	67	32	110	44	33	16	111	55
	54.8%	55.1%	54.8%	100.0%	74.6%	69.0%	67.4%	52.0%	54.2%	58.6%	60.0%	54.1%	49.7%	60.4%	58.2%	49.5%	53.7%	84.6%	50.0%	50.2%	66.3%
No	**156**	133	127	0	30	31	56	48	70	36	12	140	86	44	23	112	38	6	16	110	28
	45.2%	44.9%	45.2%	0.0%	25.4%	31.0%	32.6%	48.0%	45.8%	41.4%	40.0%	45.9%	50.3%	39.6%	41.8%	50.5%	46.3%	15.4%	50.0%	49.8%	33.7%
Significantly different from column:*			DEFG	CEFG	CD	CD	CD									R	R	PQ		U	T

NA - Not Applicable

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

Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 64

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

Base: All respondents whose child needs/uses more medical care/mental health/educational services than usual for children of same age (Q63)

	2017	2016	Type of Chronic Condition (Q60)	(Q63)	(Q66)	(Q69)	(Q72)	Child's Age (Q74)			Child's Hispanic Status (Q76)		Child's Race (Q77)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)		
			Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**189**	163	154	189	88	69	116	52	83	51	18	165	85	67	32	110	44	33	16	111	55
Number missing or multiple answer	**3**	0	2	3	0	1	1	1	0	0	0	1	0	1	0	2	0	1	1	1	1
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**186**	163	152	186	88	68	115	51	83	51	18	164	85	66	32	108	44	32	15	110	54
	98.4%	100.0%	98.7%	98.4%	100.0%	98.6%	99.1%	98.1%	100.0%	100.0%	100.0%	99.4%	100.0%	98.5%	100.0%	98.2%	100.0%	97.0%	93.8%	99.1%	98.2%
Yes	**172**	159	143	172	83	64	108	48	77	46	18	150	78	61	30	99	41	30	15	101	51
	92.5%	97.5%	94.1%	92.5%	94.3%	94.1%	93.9%	94.1%	92.8%	90.2%	100.0%	91.5%	91.8%	92.4%	93.8%	91.7%	93.2%	93.8%	100.0%	91.8%	94.4%
No	**14**	4	9	14	5	4	7	3	6	5	0	14	7	5	2	9	3	2	0	9	3
	7.5%	2.5%	5.9%	7.5%	5.7%	5.9%	6.1%	5.9%	7.2%	9.8%	0.0%	8.5%	8.2%	7.6%	6.3%	8.3%	6.8%	6.3%	0.0%	8.2%	5.6%
Significantly different from column:*	B																				

NA - Not Applicable

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

Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 65

Is this a condition that has lasted or is expected to last for at least 12 months?

Base: All respondents whose child needs/uses more medical care/mental health/educational services than usual for children of same age for medical/behavioral/other health condition (Q63 & Q64)

			Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
			(Q60)	(Q63)	(Q66)	(Q69)	(Q72)	(Q74)			(Q76)		(Q77)			(Q58)			(Q7)		
	2017	2016	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**172**	159	143	172	83	64	108	48	77	46	18	150	78	61	30	99	41	30	15	101	51
Number missing or multiple answer	**3**	1	1	3	1	2	2	1	1	1	1	2	1	0	2	2	1	0	0	3	0
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**169**	158	142	169	82	62	106	47	76	45	17	148	77	61	28	97	40	30	15	98	51
	98.3%	99.4%	99.3%	98.3%	98.8%	96.9%	98.1%	97.9%	98.7%	97.8%	94.4%	98.7%	98.7%	100.0%	93.3%	98.0%	97.6%	100.0%	100.0%	97.0%	100.0%
Yes	**164**	157	139	164	81	61	103	47	72	44	17	143	75	59	27	93	40	29	12	96	51
	97.0%	99.4%	97.9%	97.0%	98.8%	98.4%	97.2%	100.0%	94.7%	97.8%	100.0%	96.6%	97.4%	96.7%	96.4%	95.9%	100.0%	96.7%	80.0%	98.0%	100.0%
No	**5**	1	3	5	1	1	3	0	4	1	0	5	2	2	1	4	0	1	3	2	0
	3.0%	0.6%	2.1%	3.0%	1.2%	1.6%	2.8%	0.0%	5.3%	2.2%	0.0%	3.4%	2.6%	3.3%	3.6%	4.1%	0.0%	3.3%	20.0%	2.0%	0.0%
Significantly different from column:*																					

NA - Not Applicable

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

Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 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?

Base: All respondents

	2017	2016	Type of Chronic Condition (Q60)		(Q63)	(Q66)	(Q69)	(Q72)	Child's Age (Q74)			Child's Hispanic Status (Q76)		Child's Race (Q77)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)		
			Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**352**	306	285	189	119	100	175	101	156	90	31	309	174	113	57	226	84	40	34	223	86
Number missing or multiple answer	**9**	5	7	5	0	2	5	2	2	3	0	5	3	3	1	7	0	2	1	3	4
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**343**	301	278	184	119	98	170	99	154	87	31	304	171	110	56	219	84	38	33	220	82
	97.4%	98.4%	97.5%	97.4%	100.0%	98.0%	97.1%	98.0%	98.7%	96.7%	100.0%	98.4%	98.3%	97.3%	98.2%	96.9%	100.0%	95.0%	97.1%	98.7%	95.3%
Yes	**119**	124	91	88	119	65	68	36	53	28	15	98	52	46	20	59	34	24	11	74	31
	34.7%	41.2%	32.7%	47.8%	100.0%	66.3%	40.0%	36.4%	34.4%	32.2%	48.4%	32.2%	30.4%	41.8%	35.7%	26.9%	40.5%	63.2%	33.3%	33.6%	37.8%
No	**224**	177	187	96	0	33	102	63	101	59	16	206	119	64	36	160	50	14	22	146	51
	65.3%	58.8%	67.3%	52.2%	0.0%	33.7%	60.0%	63.6%	65.6%	67.8%	51.6%	67.8%	69.6%	58.2%	64.3%	73.1%	59.5%	36.8%	66.7%	66.4%	62.2%
Significantly different from column:*			DEF	CEF	CDFG	CDEG	EF									QR	PR	PQ			

NA - Not Applicable

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Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 67

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

Base: All respondents whose child is limited/prevented in ability to do things children of the same age can do (Q66)

	2017	2016	Type of Chronic Condition (Q60)	(Q63)	(Q66)	(Q69)	(Q72)	Child's Age (Q74)			Child's Hispanic Status (Q76)		Child's Race (Q77)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)		
			Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**119**	124	91	88	119	65	68	36	53	28	15	98	52	46	20	59	34	24	11	74	31
Number missing or multiple answer	**0**	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**119**	122	91	88	119	65	68	36	53	28	15	98	52	46	20	59	34	24	11	74	31
	100.0%	98.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	**110**	117	84	84	110	63	64	34	49	25	14	90	50	41	18	54	32	22	10	68	30
	92.4%	95.9%	92.3%	95.5%	92.4%	96.9%	94.1%	94.4%	92.5%	89.3%	93.3%	91.8%	96.2%	89.1%	90.0%	91.5%	94.1%	91.7%	90.9%	91.9%	96.8%
No	**9**	5	7	4	9	2	4	2	4	3	1	8	2	5	2	5	2	2	1	6	1
	7.6%	4.1%	7.7%	4.5%	7.6%	3.1%	5.9%	5.6%	7.5%	10.7%	6.7%	8.2%	3.8%	10.9%	10.0%	8.5%	5.9%	8.3%	9.1%	8.1%	3.2%
Significantly different from column:*																					

NA - Not Applicable

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

Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 68

Is this a condition that has lasted or is expected to last for at least 12 months?

Base: All respondents whose child is limited/prevented in ability to do things because of medical/behavioral/other health condition (Q66 & Q67)

	2017	2016	Type of Chronic Condition (Q60)		(Q63)	(Q66)	(Q69)	(Q72)	Child's Age (Q74)			Child's Hispanic Status (Q76)		Child's Race (Q77)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)		
			Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**110**	117	84	84	110	63	64	34	49	25	14	90	50	41	18	54	32	22	10	68	30
Number missing or multiple answer	**1**	0	0	0	1	0	1	1	0	0	0	0	0	1	0	0	1	0	0	1	0
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**109**	117	84	84	109	63	63	33	49	25	14	90	50	40	18	54	31	22	10	67	30
	99.1%	100.0%	100.0%	100.0%	99.1%	100.0%	98.4%	97.1%	100.0%	100.0%	100.0%	100.0%	100.0%	97.6%	100.0%	100.0%	96.9%	100.0%	100.0%	98.5%	100.0%
Yes	**107**	114	82	83	107	62	62	32	48	25	13	89	49	39	18	52	31	22	10	66	29
	98.2%	97.4%	97.6%	98.8%	98.2%	98.4%	98.4%	97.0%	98.0%	100.0%	92.9%	98.9%	98.0%	97.5%	100.0%	96.3%	100.0%	100.0%	100.0%	98.5%	96.7%
No	**2**	3	2	1	2	1	1	1	1	0	1	1	1	1	0	2	0	0	0	1	1
	1.8%	2.6%	2.4%	1.2%	1.8%	1.6%	1.6%	3.0%	2.0%	0.0%	7.1%	1.1%	2.0%	2.5%	0.0%	3.7%	0.0%	0.0%	0.0%	1.5%	3.3%
Significantly different from column:*																					

NA - Not Applicable

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

Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 69

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

Base: All respondents

	2017	2016	Type of Chronic Condition (Q60)		(Q63)	(Q66)	(Q69)	(Q72)	Child's Age (Q74)			Child's Hispanic Status (Q76)		Child's Race (Q77)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)		
			Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**352**	306	285	189	119	100	175	101	156	90	31	309	174	113	57	226	84	40	34	223	86
Number missing or multiple answer	**6**	7	4	3	1	0	1	1	2	1	0	3	1	1	2	6	0	0	1	4	1
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**346**	299	281	186	118	100	174	100	154	89	31	306	173	112	55	220	84	40	33	219	85
	98.3%	97.7%	98.6%	98.4%	99.2%	100.0%	99.4%	99.0%	98.7%	98.9%	100.0%	99.0%	99.4%	99.1%	96.5%	97.3%	100.0%	100.0%	97.1%	98.2%	98.8%
Yes	**100**	80	68	69	65	100	62	42	43	13	13	83	41	39	19	59	25	15	11	60	25
	28.9%	26.8%	24.2%	37.1%	55.1%	100.0%	35.6%	42.0%	27.9%	14.6%	41.9%	27.1%	23.7%	34.8%	34.5%	26.8%	29.8%	37.5%	33.3%	27.4%	29.4%
No	**246**	219	213	117	53	0	112	58	111	76	18	223	132	73	36	161	59	25	22	159	60
	71.1%	73.2%	75.8%	62.9%	44.9%	0.0%	64.4%	58.0%	72.1%	85.4%	58.1%	72.9%	76.3%	65.2%	65.5%	73.2%	70.2%	62.5%	66.7%	72.6%	70.6%
Significantly different from column:*			DEFG	CEF	CDFG	CDEG	CEF	IJ	HJ	HI			N	M							

NA - Not Applicable

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

Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 70

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

Base: All respondents whose child needs/gets special therapy (Q69)

	2017	2016	Type of Chronic Condition (Q60)		(Q63)	(Q66)	(Q69)	(Q72)	Child's Age (Q74)			Child's Hispanic Status (Q76)		Child's Race (Q77)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)		
			Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**100**	80	68	69	65	100	62	42	43	13	13	83	41	39	19	59	25	15	11	60	25
Number missing or multiple answer	**2**	1	2	0	2	2	0	0	1	1	0	1	2	0	0	0	2	0	0	2	0
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**98**	79	66	69	63	98	62	42	42	12	13	82	39	39	19	59	23	15	11	58	25
	98.0%	98.8%	97.1%	100.0%	96.9%	98.0%	100.0%	100.0%	97.7%	92.3%	100.0%	98.8%	95.1%	100.0%	100.0%	100.0%	92.0%	100.0%	100.0%	96.7%	100.0%
Yes	**86**	73	55	65	61	86	57	38	38	8	10	74	33	37	15	50	20	15	10	50	23
	87.8%	92.4%	83.3%	94.2%	96.8%	87.8%	91.9%	90.5%	90.5%	66.7%	76.9%	90.2%	84.6%	94.9%	78.9%	84.7%	87.0%	100.0%	90.9%	86.2%	92.0%
No	**12**	6	11	4	2	12	5	4	4	4	3	8	6	2	4	9	3	0	1	8	2
	12.2%	7.6%	16.7%	5.8%	3.2%	12.2%	8.1%	9.5%	9.5%	33.3%	23.1%	9.8%	15.4%	5.1%	21.1%	15.3%	13.0%	0.0%	9.1%	13.8%	8.0%
Significantly different from column:*			DE	C	CF	E															

NA - Not Applicable

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

Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 71

Is this a condition that has lasted or is expected to last for at least 12 months?

Base: All respondents whose child needs/gets special therapy for medical/behavioral/other health condition (Q69 & Q70)

	2017	2016	Type of Chronic Condition (Q60)	(Q63)	(Q66)	(Q69)	(Q72)	Child's Age (Q74)			Child's Hispanic Status (Q76)		Child's Race (Q77)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)		
			Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**86**	73	55	65	61	86	57	38	38	8	10	74	33	37	15	50	20	15	10	50	23
Number missing or multiple answer	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**86**	72	55	65	61	86	57	38	38	8	10	74	33	37	15	50	20	15	10	50	23
	100.0%	98.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	**86**	71	55	65	61	86	57	38	38	8	10	74	33	37	15	50	20	15	10	50	23
	100.0%	98.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Significantly different from column:*																					

NA - Not Applicable

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

Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 72

Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?

Base: All respondents

	2017	2016	Type of Chronic Condition (Q60)		(Q63)	(Q66)	(Q69)	(Q72)	Child's Age (Q74)			Child's Hispanic Status (Q76)		Child's Race (Q77)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)		
			Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**352**	306	285	189	119	100	175	101	156	90	31	309	174	113	57	226	84	40	34	223	86
Number missing or multiple answer	**7**	5	5	4	2	3	0	1	1	2	0	3	1	2	1	6	0	0	2	3	2
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**345**	301	280	185	117	97	175	100	155	88	31	306	173	111	56	220	84	40	32	220	84
	98.0%	98.4%	98.2%	97.9%	98.3%	97.0%	100.0%	99.0%	99.4%	97.8%	100.0%	99.0%	99.4%	98.2%	98.2%	97.3%	100.0%	100.0%	94.1%	98.7%	97.7%
Yes	**175**	136	133	116	68	62	175	32	93	49	14	155	90	59	23	104	47	23	14	109	48
	50.7%	45.2%	47.5%	62.7%	58.1%	63.9%	100.0%	32.0%	60.0%	55.7%	45.2%	50.7%	52.0%	53.2%	41.1%	47.3%	56.0%	57.5%	43.8%	49.5%	57.1%
No	**170**	165	147	69	49	35	0	68	62	39	17	151	83	52	33	116	37	17	18	111	36
	49.3%	54.8%	52.5%	37.3%	41.9%	36.1%	0.0%	68.0%	40.0%	44.3%	54.8%	49.3%	48.0%	46.8%	58.9%	52.7%	44.0%	42.5%	56.3%	50.5%	42.9%
Significantly different from column:*			DFG	CG	G	CG	CDEF	IJ	H	H											

NA - Not Applicable

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

Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 73

Has this problem lasted or is it expected to last for at least 12 months?

Base: All respondents whose child has emotional, developmental or behavioral problem for which s/he gets treatment (Q72)

			Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
			(Q60)	(Q63)	(Q66)	(Q69)	(Q72)	(Q74)			(Q76)		(Q77)			(Q58)			(Q7)		
	2017	2016	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**175**	136	133	116	68	62	175	32	93	49	14	155	90	59	23	104	47	23	14	109	48
Number missing or multiple answer	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**175**	136	133	116	68	62	175	32	93	49	14	155	90	59	23	104	47	23	14	109	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%	100.0%	100.0%	100.0%
Yes	**171**	133	129	115	66	62	171	31	91	48	14	152	88	58	22	102	46	22	13	107	47
	97.7%	97.8%	97.0%	99.1%	97.1%	100.0%	97.7%	96.9%	97.8%	98.0%	100.0%	98.1%	97.8%	98.3%	95.7%	98.1%	97.9%	95.7%	92.9%	98.2%	97.9%
No	**4**	3	4	1	2	0	4	1	2	1	0	3	2	1	1	2	1	1	1	2	1
	2.3%	2.2%	3.0%	0.9%	2.9%	0.0%	2.3%	3.1%	2.2%	2.0%	0.0%	1.9%	2.2%	1.7%	4.3%	1.9%	2.1%	4.3%	7.1%	1.8%	2.1%
Significantly different from column:*																					

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 74

What is your child's age?

Base: All respondents

	2017	2016	Type of Chronic Condition (Q60)		(Q63)	(Q66)	(Q69)	(Q72)	Child's Age (Q74)			Child's Hispanic Status (Q76)		Child's Race (Q77)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)		
			Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**352**	306	285	189	119	100	175	101	156	90	31	309	174	113	57	226	84	40	34	223	86
Number missing or multiple answer	**5**	7	5	3	2	2	1	0	0	0	1	1	1	1	0	4	0	1	0	3	2
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**347**	299	280	186	117	98	174	101	156	90	30	308	173	112	57	222	84	39	34	220	84
	98.6%	97.7%	98.2%	98.4%	98.3%	98.0%	99.4%	100.0%	100.0%	100.0%	96.8%	99.7%	99.4%	99.1%	100.0%	98.2%	100.0%	97.5%	100.0%	98.7%	97.7%
Less than 1 year old	**9**	15	6	5	5	3	1	9	0	0	0	9	6	2	1	8	1	0	0	6	2
	2.6%	5.0%	2.1%	2.7%	4.3%	3.1%	0.6%	8.9%	0.0%	0.0%	0.0%	2.9%	3.5%	1.8%	1.8%	3.6%	1.2%	0.0%	0.0%	2.7%	2.4%
1 year old	**33**	10	25	13	7	8	3	33	0	0	2	31	14	14	4	22	9	1	1	20	10
	9.5%	3.3%	8.9%	7.0%	6.0%	8.2%	1.7%	32.7%	0.0%	0.0%	6.7%	10.1%	8.1%	12.5%	7.0%	9.9%	10.7%	2.6%	2.9%	9.1%	11.9%
2 years old	**15**	7	7	8	6	8	6	15	0	0	0	14	5	6	4	8	4	3	4	7	4
	4.3%	2.3%	2.5%	4.3%	5.1%	8.2%	3.4%	14.9%	0.0%	0.0%	0.0%	4.5%	2.9%	5.4%	7.0%	3.6%	4.8%	7.7%	11.8%	3.2%	4.8%
3 years old	**13**	7	11	9	7	6	6	13	0	0	3	10	11	1	1	6	5	2	0	9	3
	3.7%	2.3%	3.9%	4.8%	6.0%	6.1%	3.4%	12.9%	0.0%	0.0%	10.0%	3.2%	6.4%	0.9%	1.8%	2.7%	6.0%	5.1%	0.0%	4.1%	3.6%
4 to 6 years old	**43**	40	34	22	14	22	26	31	12	0	4	39	26	11	6	28	10	5	4	24	14
	12.4%	13.4%	12.1%	11.8%	12.0%	22.4%	14.9%	30.7%	7.7%	0.0%	13.3%	12.7%	15.0%	9.8%	10.5%	12.6%	11.9%	12.8%	11.8%	10.9%	16.7%
7 to 9 years old	**57**	54	49	31	19	16	29	0	57	0	7	50	23	22	12	40	14	3	3	42	10
	16.4%	18.1%	17.5%	16.7%	16.2%	16.3%	16.7%	0.0%	36.5%	0.0%	23.3%	16.2%	13.3%	19.6%	21.1%	18.0%	16.7%	7.7%	8.8%	19.1%	11.9%
10 to 13 years old	**87**	79	75	47	31	22	54	0	87	0	8	75	36	33	16	55	19	13	10	57	20
	25.1%	26.4%	26.8%	25.3%	26.5%	22.4%	31.0%	0.0%	55.8%	0.0%	26.7%	24.4%	20.8%	29.5%	28.1%	24.8%	22.6%	33.3%	29.4%	25.9%	23.8%
14 to 18 years old	**90**	87	73	51	28	13	49	0	0	90	6	80	52	23	13	55	22	12	12	55	21
	25.9%	29.1%	26.1%	27.4%	23.9%	13.3%	28.2%	0.0%	0.0%	100.0%	20.0%	26.0%	30.1%	20.5%	22.8%	24.8%	26.2%	30.8%	35.3%	25.0%	25.0%
3 years old or younger	**70**	39	49	35	25	25	16	70	0	0	5	64	36	23	10	44	19	6	5	42	19
	20.2%	13.0%	17.5%	18.8%	21.4%	25.5%	9.2%	69.3%	0.0%	0.0%	16.7%	20.8%	20.8%	20.5%	17.5%	19.8%	22.6%	15.4%	14.7%	19.1%	22.6%
Significantly different from column:*	B		G	G	G	G	CDEF	IJ	H	H											

NA - Not Applicable

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Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 75

Is your child male or female?

Base: All respondents

	2017	2016	Type of Chronic Condition (Q60)		(Q63)	(Q66)	(Q69)	(Q72)	Child's Age (Q74)			Child's Hispanic Status (Q76)		Child's Race (Q77)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)		
			Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**352**	306	285	189	119	100	175	101	156	90	31	309	174	113	57	226	84	40	34	223	86
Number missing or multiple answer	**4**	4	4	3	1	1	0	0	0	1	0	1	1	0	0	3	1	0	0	2	2
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**348**	302	281	186	118	99	175	101	156	89	31	308	173	113	57	223	83	40	34	221	84
	98.9%	98.7%	98.6%	98.4%	99.2%	99.0%	100.0%	100.0%	100.0%	98.9%	100.0%	99.7%	99.4%	100.0%	100.0%	98.7%	98.8%	100.0%	100.0%	99.1%	97.7%
Male	**211**	183	170	115	70	66	111	65	96	48	18	187	104	65	40	139	50	22	21	131	53
	60.6%	60.6%	60.5%	61.8%	59.3%	66.7%	63.4%	64.4%	61.5%	53.9%	58.1%	60.7%	60.1%	57.5%	70.2%	62.3%	60.2%	55.0%	61.8%	59.3%	63.1%
Female	**137**	119	111	71	48	33	64	36	60	41	13	121	69	48	17	84	33	18	13	90	31
	39.4%	39.4%	39.5%	38.2%	40.7%	33.3%	36.6%	35.6%	38.5%	46.1%	41.9%	39.3%	39.9%	42.5%	29.8%	37.7%	39.8%	45.0%	38.2%	40.7%	36.9%
Significantly different from column:*																					

NA - Not Applicable

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

Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 76

Is your child of Hispanic or Latino origin or descent?

Base: All respondents

	2017	2016	Type of Chronic Condition (Q60)		(Q63)	(Q66)	(Q69)	(Q72)	Child's Age (Q74)			Child's Hispanic Status (Q76)		Child's Race (Q77)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)		
			Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**352**	306	285	189	119	100	175	101	156	90	31	309	174	113	57	226	84	40	34	223	86
Number missing or multiple answer	**12**	8	8	6	6	4	6	1	4	4	0	0	4	3	1	6	3	2	1	7	4
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**340**	298	277	183	113	96	169	100	152	86	31	309	170	110	56	220	81	38	33	216	82
	96.6%	97.4%	97.2%	96.8%	95.0%	96.0%	96.6%	99.0%	97.4%	95.6%	100.0%	100.0%	97.7%	97.3%	98.2%	97.3%	96.4%	95.0%	97.1%	96.9%	95.3%
Yes, Hispanic or Latino	**31**	32	25	18	15	13	14	7	17	6	31	0	12	5	12	21	7	3	1	19	11
	9.1%	10.7%	9.0%	9.8%	13.3%	13.5%	8.3%	7.0%	11.2%	7.0%	100.0%	0.0%	7.1%	4.5%	21.4%	9.5%	8.6%	7.9%	3.0%	8.8%	13.4%
No, not Hispanic or Latino	**309**	266	252	165	98	83	155	93	135	80	0	309	158	105	44	199	74	35	32	197	71
	90.9%	89.3%	91.0%	90.2%	86.7%	86.5%	91.7%	93.0%	88.8%	93.0%	0.0%	100.0%	92.9%	95.5%	78.6%	90.5%	91.4%	92.1%	97.0%	91.2%	86.6%
Significantly different from column:*													O	O	MN						

NA - Not Applicable

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

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 77

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

Base: All respondents

	2017	2016	Type of Chronic Condition (Q60)		(Q63)	(Q66)	(Q69)	(Q72)	Child's Age (Q74)			Child's Hispanic Status (Q76)		Child's Race (Q77)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)		
			Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**352**	306	285	189	119	100	175	101	156	90	31	309	174	113	57	226	84	40	34	223	86
Number missing or multiple answer	**8**	9	7	5	1	1	3	1	2	2	2	2	0	0	0	6	1	0	0	5	3
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**344**	297	278	184	118	99	172	100	154	88	29	307	174	113	57	220	83	40	34	218	83
	97.7%	97.1%	97.5%	97.4%	99.2%	99.0%	98.3%	99.0%	98.7%	97.8%	93.5%	99.4%	100.0%	100.0%	100.0%	97.3%	98.8%	100.0%	100.0%	97.8%	96.5%
White	**209**	181	170	104	62	49	104	61	86	61	14	190	174	0	35	140	50	19	18	132	54
	60.8%	60.9%	61.2%	56.5%	52.5%	49.5%	60.5%	61.0%	55.8%	69.3%	48.3%	61.9%	100.0%	0.0%	61.4%	63.6%	60.2%	47.5%	52.9%	60.6%	65.1%
Black or African-American	**133**	119	107	76	53	47	66	40	64	28	8	121	0	113	20	81	32	19	16	87	27
	38.7%	40.1%	38.5%	41.3%	44.9%	47.5%	38.4%	40.0%	41.6%	31.8%	27.6%	39.4%	0.0%	100.0%	35.1%	36.8%	38.6%	47.5%	47.1%	39.9%	32.5%
Asian	**9**	6	6	6	2	2	0	4	2	3	1	8	0	0	9	7	0	2	1	5	2
	2.6%	2.0%	2.2%	3.3%	1.7%	2.0%	0.0%	4.0%	1.3%	3.4%	3.4%	2.6%	0.0%	0.0%	15.8%	3.2%	0.0%	5.0%	2.9%	2.3%	2.4%
Native Hawaiian or other Pacific Islander	**3**	4	2	2	1	1	0	0	2	1	1	2	0	0	3	2	0	1	0	2	1
	0.9%	1.3%	0.7%	1.1%	0.8%	1.0%	0.0%	0.0%	1.3%	1.1%	3.4%	0.7%	0.0%	0.0%	5.3%	0.9%	0.0%	2.5%	0.0%	0.9%	1.2%
American Indian or Alaska Native	**18**	15	16	12	9	5	9	4	10	4	2	16	0	0	18	9	4	5	1	9	7
	5.2%	5.1%	5.8%	6.5%	7.6%	5.1%	5.2%	4.0%	6.5%	4.5%	6.9%	5.2%	0.0%	0.0%	31.6%	4.1%	4.8%	12.5%	2.9%	4.1%	8.4%
Other	**22**	25	19	11	7	9	10	5	13	4	11	11	0	0	22	16	4	2	2	15	5
	6.4%	8.4%	6.8%	6.0%	5.9%	9.1%	5.8%	5.0%	8.4%	4.5%	37.9%	3.6%	0.0%	0.0%	38.6%	7.3%	4.8%	5.0%	5.9%	6.9%	6.0%

NA - Not Applicable

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

Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 78

What is your age?

Base: All respondents

	2017	2016	Type of Chronic Condition (Q60)		(Q63)	(Q66)	(Q69)	(Q72)	Child's Age (Q74)			Child's Hispanic Status (Q76)		Child's Race (Q77)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)		
			Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**352**	306	285	189	119	100	175	101	156	90	31	309	174	113	57	226	84	40	34	223	86
Number missing or multiple answer	**6**	7	6	4	1	1	0	0	1	2	0	3	2	1	0	4	2	0	0	4	2
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**346**	299	279	185	118	99	175	101	155	88	31	306	172	112	57	222	82	40	34	219	84
	98.3%	97.7%	97.9%	97.9%	99.2%	99.0%	100.0%	100.0%	99.4%	97.8%	100.0%	99.0%	98.9%	99.1%	100.0%	98.2%	97.6%	100.0%	100.0%	98.2%	97.7%
Under 18	**24**	35	21	13	5	4	14	3	10	11	4	19	13	7	2	11	10	2	2	18	4
	6.9%	11.7%	7.5%	7.0%	4.2%	4.0%	8.0%	3.0%	6.5%	12.5%	12.9%	6.2%	7.6%	6.3%	3.5%	5.0%	12.2%	5.0%	5.9%	8.2%	4.8%
18 to 24	**30**	16	24	12	7	9	5	26	2	2	1	29	13	12	5	19	7	4	3	15	10
	8.7%	5.4%	8.6%	6.5%	5.9%	9.1%	2.9%	25.7%	1.3%	2.3%	3.2%	9.5%	7.6%	10.7%	8.8%	8.6%	8.5%	10.0%	8.8%	6.8%	11.9%
25 to 34	**95**	81	74	52	37	33	46	46	44	5	12	82	50	28	16	60	21	13	2	63	27
	27.5%	27.1%	26.5%	28.1%	31.4%	33.3%	26.3%	45.5%	28.4%	5.7%	38.7%	26.8%	29.1%	25.0%	28.1%	27.0%	25.6%	32.5%	5.9%	28.8%	32.1%
35 to 44	**97**	94	77	51	36	28	57	16	50	30	9	84	41	38	18	65	24	8	9	65	22
	28.0%	31.4%	27.6%	27.6%	30.5%	28.3%	32.6%	15.8%	32.3%	34.1%	29.0%	27.5%	23.8%	33.9%	31.6%	29.3%	29.3%	20.0%	26.5%	29.7%	26.2%
45 to 54	**59**	53	49	32	18	12	28	6	29	24	3	55	31	18	9	35	15	9	12	33	14
	17.1%	17.7%	17.6%	17.3%	15.3%	12.1%	16.0%	5.9%	18.7%	27.3%	9.7%	18.0%	18.0%	16.1%	15.8%	15.8%	18.3%	22.5%	35.3%	15.1%	16.7%
55 to 64	**26**	15	23	17	12	8	13	4	9	12	2	23	16	5	4	18	4	4	4	16	4
	7.5%	5.0%	8.2%	9.2%	10.2%	8.1%	7.4%	4.0%	5.8%	13.6%	6.5%	7.5%	9.3%	4.5%	7.0%	8.1%	4.9%	10.0%	11.8%	7.3%	4.8%
65 to 74	**14**	5	10	7	3	4	11	0	10	4	0	13	7	4	3	13	1	0	2	8	3
	4.0%	1.7%	3.6%	3.8%	2.5%	4.0%	6.3%	0.0%	6.5%	4.5%	0.0%	4.2%	4.1%	3.6%	5.3%	5.9%	1.2%	0.0%	5.9%	3.7%	3.6%
75 or older	**1**	0	1	1	0	1	1	0	1	0	0	1	1	0	0	1	0	0	0	1	0
	0.3%	0.0%	0.4%	0.5%	0.0%	1.0%	0.6%	0.0%	0.6%	0.0%	0.0%	0.3%	0.6%	0.0%	0.0%	0.5%	0.0%	0.0%	0.0%	0.5%	0.0%
35 or older	**197**	167	160	108	69	53	110	26	99	70	14	176	96	65	34	132	44	21	27	123	43
	56.9%	55.9%	57.3%	58.4%	58.5%	53.5%	62.9%	25.7%	63.9%	79.5%	45.2%	57.5%	55.8%	58.0%	59.6%	59.5%	53.7%	52.5%	79.4%	56.2%	51.2%
Significantly different from column:*								IJ	HJ	HI									TU	S	S

NA - Not Applicable

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

Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 79

Are you male or female?

Base: All respondents

	2017	2016	Type of Chronic Condition (Q60)		(Q63)	(Q66)	(Q69)	(Q72)	Child's Age (Q74)			Child's Hispanic Status (Q76)		Child's Race (Q77)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)		
			Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**352**	306	285	189	119	100	175	101	156	90	31	309	174	113	57	226	84	40	34	223	86
Number missing or multiple answer	**4**	4	4	2	0	1	0	0	1	0	0	1	0	1	0	4	0	0	0	2	2
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**348**	302	281	187	119	99	175	101	155	90	31	308	174	112	57	222	84	40	34	221	84
	98.9%	98.7%	98.6%	98.9%	100.0%	99.0%	100.0%	100.0%	99.4%	100.0%	100.0%	99.7%	100.0%	99.1%	100.0%	98.2%	100.0%	100.0%	100.0%	99.1%	97.7%
Male	**30**	32	22	16	12	10	18	4	18	7	4	25	18	8	4	20	9	1	3	20	6
	8.6%	10.6%	7.8%	8.6%	10.1%	10.1%	10.3%	4.0%	11.6%	7.8%	12.9%	8.1%	10.3%	7.1%	7.0%	9.0%	10.7%	2.5%	8.8%	9.0%	7.1%
Female	**318**	270	259	171	107	89	157	97	137	83	27	283	156	104	53	202	75	39	31	201	78
	91.4%	89.4%	92.2%	91.4%	89.9%	89.9%	89.7%	96.0%	88.4%	92.2%	87.1%	91.9%	89.7%	92.9%	93.0%	91.0%	89.3%	97.5%	91.2%	91.0%	92.9%
Significantly different from column:*								I	H												

NA - Not Applicable

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

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 80

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

Base: All respondents

	2017	2016	Type of Chronic Condition (Q60)		(Q63)	(Q66)	(Q69)	(Q72)	Child's Age (Q74)			Child's Hispanic Status (Q76)		Child's Race (Q77)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)		
			Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**352**	306	285	189	119	100	175	101	156	90	31	309	174	113	57	226	84	40	34	223	86
Number missing or multiple answer	**4**	9	4	2	0	1	0	0	1	0	0	1	0	1	0	4	0	0	0	2	2
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**348**	297	281	187	119	99	175	101	155	90	31	308	174	112	57	222	84	40	34	221	84
	98.9%	97.1%	98.6%	98.9%	100.0%	99.0%	100.0%	100.0%	99.4%	100.0%	100.0%	99.7%	100.0%	99.1%	100.0%	98.2%	100.0%	100.0%	100.0%	99.1%	97.7%
8th grade or less	**10**	12	10	5	3	3	4	1	4	4	5	5	4	2	3	5	3	2	0	6	4
	2.9%	4.0%	3.6%	2.7%	2.5%	3.0%	2.3%	1.0%	2.6%	4.4%	16.1%	1.6%	2.3%	1.8%	5.3%	2.3%	3.6%	5.0%	0.0%	2.7%	4.8%
Some high school, but did not graduate	**47**	24	39	27	17	19	28	11	24	12	4	41	23	16	8	26	14	6	3	29	13
	13.5%	8.1%	13.9%	14.4%	14.3%	19.2%	16.0%	10.9%	15.5%	13.3%	12.9%	13.3%	13.2%	14.3%	14.0%	11.7%	16.7%	15.0%	8.8%	13.1%	15.5%
High school graduate or GED	**115**	102	94	62	47	35	56	32	52	31	9	101	61	33	18	69	29	16	18	72	23
	33.0%	34.3%	33.5%	33.2%	39.5%	35.4%	32.0%	31.7%	33.5%	34.4%	29.0%	32.8%	35.1%	29.5%	31.6%	31.1%	34.5%	40.0%	52.9%	32.6%	27.4%
Some college or 2-year degree	**135**	116	107	69	42	32	61	51	51	32	9	124	68	45	21	85	35	15	10	84	38
	38.8%	39.1%	38.1%	36.9%	35.3%	32.3%	34.9%	50.5%	32.9%	35.6%	29.0%	40.3%	39.1%	40.2%	36.8%	38.3%	41.7%	37.5%	29.4%	38.0%	45.2%
4-year college graduate	**25**	32	18	11	5	6	15	3	15	7	3	22	13	7	5	23	2	0	2	17	5
	7.2%	10.8%	6.4%	5.9%	4.2%	6.1%	8.6%	3.0%	9.7%	7.8%	9.7%	7.1%	7.5%	6.3%	8.8%	10.4%	2.4%	0.0%	5.9%	7.7%	6.0%
More than 4-year college degree	**16**	11	13	13	5	4	11	3	9	4	1	15	5	9	2	14	1	1	1	13	1
	4.6%	3.7%	4.6%	7.0%	4.2%	4.0%	6.3%	3.0%	5.8%	4.4%	3.2%	4.9%	2.9%	8.0%	3.5%	6.3%	1.2%	2.5%	2.9%	5.9%	1.2%
4-year college graduate or more	**41**	43	31	24	10	10	26	6	24	11	4	37	18	16	7	37	3	1	3	30	6
	11.8%	14.5%	11.0%	12.8%	8.4%	10.1%	14.9%	5.9%	15.5%	12.2%	12.9%	12.0%	10.3%	14.3%	12.3%	16.7%	3.6%	2.5%	8.8%	13.6%	7.1%
Significantly different from column:*								I	H							QR	P	P			

NA - Not Applicable

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

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 81

How are you related to the child?

Base: All respondents

	2017	2016	Type of Chronic Condition (Q60)		(Q63)	(Q66)	(Q69)	(Q72)	Child's Age (Q74)			Child's Hispanic Status (Q76)		Child's Race (Q77)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)		
			Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**352**	306	285	189	119	100	175	101	156	90	31	309	174	113	57	226	84	40	34	223	86
Number missing or multiple answer	**17**	11	17	9	5	6	8	1	5	6	3	10	7	5	2	9	5	3	1	11	4
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**335**	295	268	180	114	94	167	100	151	84	28	299	167	108	55	217	79	37	33	212	82
	95.2%	96.4%	94.0%	95.2%	95.8%	94.0%	95.4%	99.0%	96.8%	93.3%	90.3%	96.8%	96.0%	95.6%	96.5%	96.0%	94.0%	92.5%	97.1%	95.1%	95.3%
Mother or father	**298**	261	242	163	102	81	144	94	131	73	27	265	145	100	48	188	74	34	25	192	75
	89.0%	88.5%	90.3%	90.6%	89.5%	86.2%	86.2%	94.0%	86.8%	86.9%	96.4%	88.6%	86.8%	92.6%	87.3%	86.6%	93.7%	91.9%	75.8%	90.6%	91.5%
Grandparent	**29**	19	22	15	9	11	18	6	16	7	0	28	17	6	6	23	4	2	6	16	6
	8.7%	6.4%	8.2%	8.3%	7.9%	11.7%	10.8%	6.0%	10.6%	8.3%	0.0%	9.4%	10.2%	5.6%	10.9%	10.6%	5.1%	5.4%	18.2%	7.5%	7.3%
Aunt or uncle	**4**	4	3	2	2	1	2	0	2	2	1	3	1	2	1	4	0	0	1	1	1
	1.2%	1.4%	1.1%	1.1%	1.8%	1.1%	1.2%	0.0%	1.3%	2.4%	3.6%	1.0%	0.6%	1.9%	1.8%	1.8%	0.0%	0.0%	3.0%	0.5%	1.2%
Older brother or sister	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other relative	**0**	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Legal guardian	**3**	8	1	0	0	0	3	0	1	2	0	3	3	0	0	2	0	1	1	2	0
	0.9%	2.7%	0.4%	0.0%	0.0%	0.0%	1.8%	0.0%	0.7%	2.4%	0.0%	1.0%	1.8%	0.0%	0.0%	0.9%	0.0%	2.7%	3.0%	0.9%	0.0%
Someone else	**1**	0	0	0	1	1	0	0	1	0	0	0	1	0	0	0	1	0	0	1	0
	0.3%	0.0%	0.0%	0.0%	0.9%	1.1%	0.0%	0.0%	0.7%	0.0%	0.0%	0.0%	0.6%	0.0%	0.0%	0.0%	1.3%	0.0%	0.0%	0.5%	0.0%

NA - Not Applicable

Aetna Better Health of Louisiana

49170

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 82

Did someone help you complete this survey?

Base: All respondents (Please note that members who responded on the phone were not asked this question.)

	2017	2016	Type of Chronic Condition (Q60)		(Q63)	(Q66)	(Q69)	(Q72)	Child's Age (Q74)			Child's Hispanic Status (Q76)		Child's Race (Q77)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)		
			Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling		0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G		H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**177**	155	154	88	55	42	94		45	77	53	15	156	101	49	23	122	39	14	17	127	31
Number missing or multiple answer	**2**	0	2	0	0	0	0		0	1	1	0	2	1	1	0	1	1	0	1	1	0
Number no experience	**NA**	NA	NA	NA	NA	NA	NA		NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**175**	155	152	88	55	42	94		45	76	52	15	154	100	48	23	121	38	14	16	126	31
	98.9%	100.0%	98.7%	100.0%	100.0%	100.0%	100.0%		100.0%	98.7%	98.1%	100.0%	98.7%	99.0%	98.0%	100.0%	99.2%	97.4%	100.0%	94.1%	99.2%	100.0%
Yes	**7**	5	5	6	5	5	5		3	1	2	4	3	1	4	1	4	1	1	1	4	2
	4.0%	3.2%	3.3%	6.8%	9.1%	11.9%	5.3%		6.7%	1.3%	3.8%	26.7%	1.9%	1.0%	8.3%	4.3%	3.3%	2.6%	7.1%	6.3%	3.2%	6.5%
No	**168**	150	147	82	50	37	89		42	75	50	11	151	99	44	22	117	37	13	15	122	29
	96.0%	96.8%	96.7%	93.2%	90.9%	88.1%	94.7%		93.3%	98.7%	96.2%	73.3%	98.1%	99.0%	91.7%	95.7%	96.7%	97.4%	92.9%	93.8%	96.8%	93.5%
Significantly different from column:*																						

NA - Not Applicable

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

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017) --- CCC Population

Question 83

How did that person help you? Mark one or more.

Base: All respondents who received help completing this survey (Q82) (Please note that members who responded on the phone were not asked this question.)

	2017	2016	Type of Chronic Condition (Q60)		(Q63)	(Q66)	(Q69)	(Q72)	Child's Age (Q74)			Child's Hispanic Status (Q76)		Child's Race (Q77)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)		
			Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	**7**	5	5	6	5	5	5	3	1	2	4	3	1	4	1	4	1	1	1	4	2
Number missing or multiple answer	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	**7**	5	5	6	5	5	5	3	1	2	4	3	1	4	1	4	1	1	1	4	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Read the questions to me	**2**	1	2	2	2	2	1	1	1	0	0	2	0	2	0	1	0	0	0	2	0
	28.6%	20.0%	40.0%	33.3%	40.0%	40.0%	20.0%	33.3%	100.0%	0.0%	0.0%	66.7%	0.0%	50.0%	0.0%	25.0%	0.0%	0.0%	0.0%	50.0%	0.0%
Wrote down the answers I gave	**1**	0	1	1	1	1	1	0	1	0	0	1	0	1	0	1	0	0	0	1	0
	14.3%	0.0%	20.0%	16.7%	20.0%	20.0%	20.0%	0.0%	100.0%	0.0%	0.0%	33.3%	0.0%	25.0%	0.0%	25.0%	0.0%	0.0%	0.0%	25.0%	0.0%
Answered the questions for me	**3**	1	2	2	2	2	3	0	0	2	2	1	1	2	0	2	0	1	1	1	1
	42.9%	20.0%	40.0%	33.3%	40.0%	40.0%	60.0%	0.0%	0.0%	100.0%	50.0%	33.3%	100.0%	50.0%	0.0%	50.0%	0.0%	100.0%	100.0%	25.0%	50.0%
Translated the questions into my language	**2**	1	1	2	1	1	1	2	0	0	2	0	0	0	1	1	1	0	0	1	1
	28.6%	20.0%	20.0%	33.3%	20.0%	20.0%	20.0%	66.7%	0.0%	0.0%	50.0%	0.0%	0.0%	0.0%	100.0%	25.0%	100.0%	0.0%	0.0%	25.0%	50.0%
Helped in some other way	**0**	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	40.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

NA - Not Applicable

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

SURVEY MATERIALS

aetna®

CSS Processing
PO Box 10810
Herndon, VA 20172-9904

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First Class
U.S. Postage
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Baltimore, MD

RESPONSE NEEDED

AET-r

aetna®

AETLA7_1

How can Aetna Better Health® of Louisiana serve your family better? How can people choose the health care plan that is best for them?

This survey gives you the chance to tell us what you think about the services we provide to your child at Aetna Better Health® of Louisiana. It will take less than 20 minutes to complete. The person who knows the most about your child's health care should fill out the survey.

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

The Center for the Study of Services (CSS) is an independent research firm that is helping us conduct the survey. No one but the staff at CSS and NCQA will see your answers. Your answers will not have your name on them and will be part of a pool of information from others like you. Please call the toll-free number 1-800-874-5561 or e-mail CSS at questions@cssresearch.org if you have any questions.

Because we are asking only a few people to take the survey, **it is very important that you fill out the survey and return it right away**. Please use the pre-paid envelope to return the survey.

Thank you for helping to make health care better for all children.

Sincerely,

Richard C. Born
VP, Medicaid Health Plan/CEO

aetna®

AETLA7_3

About three weeks ago, we sent you a survey about the services we provide to your child at Aetna Better Health® of Louisiana. If you sent your survey back, thank you for your help! You can ignore this letter.

We sent you another survey, just in case you misplaced the first one. Please take a little time to complete it. It should take you less than 20 minutes. The person who knows the most about your child's health care should fill out the survey.

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

The Center for the Study of Services (CSS) is an independent research firm that is helping us conduct the survey. No one but the staff at CSS and NCQA will see your answers. Your answers will not have your name on them and will be part of a pool of information from others like you. Please call the toll-free number 1-800-874-5561 or e-mail CSS at questions@cssresearch.org if you have any questions.

Other families across the country are filling out the same survey. Because we asked only a few people to take the survey, **it is very important that you fill out the survey and return it right away**. Please return it in the pre-paid envelope.

Thank you for helping to improve health care for all children.

Sincerely,

Richard C. Born
VP, Medicaid Health Plan/CEO

aetna®

We need your help! Recently, we sent you a short survey about your child's health care. Your answers will help to improve the services we provide to children. The survey will also help other people learn more about health care plans, but it will help only if everyone who gets the survey sends it back.

After you finish the survey, please return it in the pre-paid envelope to the Center for the Study of Services (CSS), a research firm working with us on this survey.

If you did not get the survey, or if you misplaced it, please call CSS at the toll-free number 1-800-874-5561 or e-mail them at questions@cssresearch.org. They will mail you another one. You can also call that number if you have any questions.

If you have already sent in your survey, thank you! You can ignore this reminder.

Thanks again for your help!

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

CSS Processing
PO Box 10810
Herndon, VA 20172-9904

AET47

aetna®

Survey Instructions

Answer each question by marking the box to the left of your answer.

You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

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

Personally identifiable information will not be made public and will only be released in accordance with federal laws and regulations.

You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get. You may notice a number on the cover of this survey. This number is ONLY used to let us know if you returned your survey so we don't have to send you reminders.

If you want to know more about this study, please call 1-800-874-5561.

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

1. Our records show that your child is now in Aetna Better Health® of Louisiana. Is that right?
   - ☐ 1 Yes → ***If Yes, Go to Question 3***
   - ☐ 2 No

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

   _____

Your Child's Health Care in the Last 6 Months

These questions ask about your child's health care. Do <u>not</u> include care your child got when he or she stayed overnight in a hospital. Do <u>not</u> 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 <u>needed care right away</u> 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 <u>needed care right away</u>, how often did your child get care as soon as he or she needed?

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

5. In the last 6 months, did you make any appointments for a <u>check-up or routine care</u> 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 <u>check-up or routine care</u> for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?

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

7. In the last 6 months, <u>not</u> 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?
   - ☐ 0 None → ***If None, Go to Question 16***
   - ☐ 1 1 time
   - ☐ 2 2
   - ☐ 3 3
   - ☐ 4 4
   - ☐ 5 5 to 9
   - ☐ 6 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?

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

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 <u>not</u> 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

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?

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

Worst health care possible — Best health care possible

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

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

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?

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

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?

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

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?

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

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 check-up, has a health problem, or gets sick or hurt. Does your child have a personal doctor?

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

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

☐0 None → ***If None, Go to Question 41***
☐1 1 time
☐2 2
☐3 3
☐4 4
☐5 5 to 9
☐6 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?

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

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

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

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

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

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 <u>your child</u> to understand?

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

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

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

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?

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

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?

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

Worst personal doctor possible — Best personal doctor possible

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?

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

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

☐ 0 None → ***If None, Go to Question 49***
☐ 1 1 specialist
☐ 2 2
☐ 3 3
☐ 4 4
☐ 5 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?

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

Worst specialist possible — Best specialist possible

Your Child's Health Plan

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

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?

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

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

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

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

☐ 1 Yes
☐ 2 No → ***If No, Go to Question 54***

53. In the last 6 months, how often were the forms from your child's health plan easy to fill out?

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

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?

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

Worst health plan possible — Best health plan possible

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?

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

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 <u>your child's</u> 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 <u>your</u> age?
- ☐ 0 Under 18
- ☐ 1 18 to 24
- ☐ 2 25 to 34
- ☐ 3 35 to 44
- ☐ 4 45 to 54
- ☐ 5 55 to 64
- ☐ 6 65 to 74
- ☐ 7 75 or older

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 → ***Thank you. Please return the completed survey in the postage-paid envelope.***

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

Thank You

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

Center for the Study of Services
PO Box 10810
Herndon, VA 20172-9904

Please do not include any other correspondence.

NCQA CALCULATION GUIDELINES FOR RATING AND COMPOSITE MEANS AND GLOBAL PROPORTIONS

NCQA's *HEDIS 2017, Volume 3: Specifications for Survey Measures* contains detailed guidelines for calculation of survey results. These guidelines include:

- Criteria for including a survey in the results calculation. A questionnaire must have the final disposition code of *Complete and Valid Survey* to be included in the calculation of plan-level scores.
- Rules for handling appropriately answered questions (i.e., questions that comply with survey skip-pattern instructions).
- Rules for handling inappropriately answered questions (e.g., unanswered questions, multiple-mark questions, questions that should have been skipped, and questions within a skip pattern of an inappropriately answered or skipped gate item).
- Denominator reporting thresholds. Health plans must achieve a denominator of at least 100 responses to obtain a reportable result. If the denominator for a particular survey result calculation is less than 100, NCQA assigns a measure result of "NA".
- Rules for calculating denominators for questions and composites. The denominator for a question is equal to the total number of responses to that question. The denominator for a composite is the average number of responses across all questions in the composite.
- Rules for calculating rolling average composites and question summary rates.
- Rules for handling changes in submission entity (i.e., if a health plan changes how it reports HEDIS/CAHPS results from one year to the next.)

MEAN SCORES (COMPOSITES, RATINGS, AND *COORDINATION OF CARE*)

Mean scores serve as the basis for NCQA Accreditation scoring. They range from 1 to 3, where 1 is the lowest possible score and 3 is the highest possible score.

There are two steps needed to calculate single-item (*ratings* and *Coordination of Care*) mean scores and three steps to calculate *composite* mean scores:

Step 1

Convert member responses to score values of 1, 2, or 3 according to the following rules:

Measure Used in Accreditation Scoring	Mean Scoring Scale Based on Responses
Composites and related items; *Coordination of Care*	*Never* or *Sometimes* = 1; *Usually* = 2; *Always* = 3
Ratings	*0* to *6* = 1; *7* or *8* = 2; *9* or *10* = 3

Step 2

For a rating question, calculate the mean of all responses. This is the rating mean. Follow the same procedure for the *Coordination of Care* measure. For a composite, calculate the mean or all responses *for each question in the composite*.

Step 3 (Composite Measures Only)

Calculate the mean of the question means. This is the composite mean. (Note: each question in a composite is weighted equally, regardless of how many members respond.)

The step-by-step calculation of the *Getting Care Quickly* composite mean score is illustrated in the example for the Adult Commercial product line below.

This composite score is comprised of two questions, Q4 and Q6. Suppose the following member responses were collected:

Member	Q4	Q6
1	*Usually* (2)	*Never* (1)
2	*Sometimes* (1)	*Always* (3)
3	*Always* (3)	
4	*Usually* (2)	*Usually* (2)
5	*Always* (3)	*Always* (3)

Missing responses are not assigned any values, and are not included in the denominator.

After the mean response for each question is calculated, the composite mean score, which is a mean of the means, is calculated.

$MEAN_{Q4}$ = (2 + 1 + 3 + 2 + 3) / 5 = 11 / 5 = 2.2000

$MEAN_{Q6}$ = (1 + 3 + 2 + 3) / 4 = 9 / 4 = 2.2500

$MEAN_{composite}$ = (2.2000 + 2.2500) / 2 = 2.2250

In this example, the *Getting Care Quickly* composite mean score is 2.2250.

COMPOSITE GLOBAL PROPORTIONS

Global Proportions are *average* proportions of respondents who gave the plan a favorable rating on each question in a composite. There are three steps needed to calculate the composite global proportion:

Step 1

For each question in a composite, count the number of members who selected a favorable response option:

- For all composite questions except those in the *Shared Decision Making* composite, the favorable responses are Usually and Always.
- For the Shared Decision Making questions, the favorable response is *Yes*.

Step 2

For each question, determine the proportion of respondents rating favorably (i.e., *Usually/Always* or *Yes*).

Step 3

Calculate the average proportion rating favorably across all the questions in the composite. These are the composite global proportions. Note: each question in a composite is weighted equally, regardless of how many members respond.

Using the example above, here is an illustration of the step-by-step calculation of the *Getting Care Quickly* composite global proportion. Missing responses are not included in the denominator.

Response option	Q4	Q6	Global Proportion
Never or *Sometimes*	1 / 5 = 0.20	1 / 4 = 0.25	(0.20 + 0.25) / 2 = 0.2250
Usually	2 / 5 = 0.40	1 / 4 = 0.25	(0.40 + 0.25) / 2 = 0.3250
Always	2 / 5 = 0.40	2 / 4 = 0.50	(0.40 + 0.50) / 2 = 0.4500
Always or *Usually*	4 / 5 = 0.80	3 / 4 = 0.75	(0.80 + 0.75) / 2 = 0.7750

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

Report of Results of

Aetna Better Health of Louisiana

2017 HEDIS®/CAHPS® Health Plan Survey

Adult Medicaid Version

for Medicaid Members Enrolled as of December 31, 2016

Center for the Study of Services

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WHAT'S NEW IN 2017

NCQA 2017 HEDIS/CAHPS SURVEY UPDATES

NCQA introduced the following changes to the HEDIS/CAHPS survey methodology this year:

- The sampling methodology was revised to include deduplication of sample frames by household prior to systematic sample selection.
- An interim (test) data submission requirement was added to ensure a smooth data submission process of final survey results.
- A requirement for approval of new custom taglines for survey materials was added.
- Survey disposition codes were revised.
- In January 2017, NCQA made a decision to retire the *Aspirin Use and Discussion (ASP)* measure due to misalignment with updated recommendations from the United States Preventive Services Task Force (USPSTF). Because this change was made after the release of the *HEDIS Volume 3: 2017 Specifications for Survey Measures*, the *ASP* questions were included in the surveys.

ABOUT THIS REPORT

The key features of this 2017 HEDIS/CAHPS report, prepared by CSS for Aetna Better Health of Louisiana, hereafter referred to as ABH of LA, are highlighted below.

- All survey results presented in this report were calculated by CSS following the NCQA guidelines published in *HEDIS 2017, Volume 3: Specifications for Survey Measures*. To support the plan's quality improvement efforts, results are presented for all measures, regardless of whether the plan submits survey data to NCQA or achieves the NCQA-required minimum of 100 valid responses. Any result shown in this report that does not meet the NCQA reporting threshold of 100 valid responses is marked as "NA".

- Throughout the report, 2017 ABH of LA results are compared to national benchmark scores, represented by the 2017 CSS Adult Medicaid Average and the 2016 NCQA Adult Medicaid National Average for All Lines of Business (LOBs). The 2017 CSS Adult Medicaid Average is calculated by pooling survey responses across eight representative Adult Medicaid plans surveyed by CSS. The 2016 NCQA Adult Medicaid National Average (All LOBs) is made up of Adult Medicaid plans that submitted data to NCQA last year.

- *Executive Summary* provides a high-level overview of survey findings for ABH of LA. This section highlights areas of plan performance that are significantly above or below national benchmarks. If prior-year survey results are available, any statistically significant improvements or declines on key survey measures and changes in the plan's NCQA Accreditation percentiles are also noted. The plan's top priorities for quality improvement based on CSS's *Key Driver Analysis* are identified.

- *Summary of Survey Results* presents the plan's scores on key survey measures, including question summary rates (QSRs), global proportions, means, and NCQA Accreditation percentiles; changes in QSR and global proportion scores from the previous year (if applicable); and comparisons to relevant national benchmarks. Statistically significant differences in scores are noted.

- *Detailed Performance Charts* are provided for the rating questions, composite measures, and individual survey items representing the various CAHPS domains of care. The plan's 2017 QSRs and global proportions are compared to the 2017 CSS Adult Medicaid Average on all measures. Where appropriate, the 2017 QSRs and global proportions are compared to the 2016 NCQA Adult Medicaid National Average (All LOBs) and performance percentiles, calculated by NCQA. Where available, a three-year trend in plan scores is also shown.

- *Scoring for NCQA Accreditation* presents the plan's mean scores on relevant measures, which are used by NCQA for Accreditation scoring. If applicable and/or available, a three-year trend in the plan's scores is shown. The plan's 2017 Accreditation percentile is provided for all measures that meet the NCQA reporting threshold of 100 valid responses. This section of the report is limited to those measures that are scored for NCQA Accreditation.

- *Analysis of Member Characteristics* compares the plan's respondent profile to the national distribution of demographic characteristics and utilization variables (e.g., number of doctor visits, number of specialists seen, etc.). Variation in health plan ratings by member segment is examined.

- A one-page summary of the *Effectiveness of Care* measures includes comparisons to the plan's prior-year rates (if available) as well as to the 2017 CSS Adult Medicaid Average rates. All rates are calculated according to the NCQA guidelines, but are presented regardless of their eligibility for NCQA reporting.

- *Key Driver Analysis* identifies the areas or dimensions of health plan performance that are closely related to the overall rating of the plan. The CSS *Key Driver Model* quantifies the contribution of each performance area to the overall evaluation of the plan. ABH of LA results on each key driver are compared to the highest score among the eight Adult Medicaid plans contributing to the 2017 CSS Adult Medicaid Average, yielding a measure of available room for improvement in each area. The result is then weighted by the key driver's contribution to the overall *Rating of Health Plan* score. Opportunities for improvement are prioritized based on the expected improvement in the overall health plan rating score due to improved performance on the key driver measure. A separate section of the report highlights some helpful resources for health plan quality improvement.

- The *Appendix* includes:

  - *Survey Results at a Glance*;

  - Detailed cross-tabulations of survey responses for every survey question, with additional tables summarizing performance on key survey measures;

  - Copies of survey materials; and

  - Step-by-step guidelines for calculating composite and rating mean scores and global proportions.

HEDIS/CAHPS 5.0H HEALTH PLAN SURVEY

BACKGROUND

Introduced by the Agency for Healthcare Research and Quality (AHRQ) in the mid-1990s, the Consumer Assessment of Healthcare Providers and Systems (CAHPS) program encompasses the full range of standardized surveys that ask consumers and patients to report on and evaluate their experiences with health care. These surveys cover topics that are important to consumers, such as accessibility of services and communication skills of providers.

The National Committee for Quality Assurance (NCQA) uses the Health Plan CAHPS survey in its Health Plan Accreditation Program as part of the Healthcare Effectiveness Data and Information Set (HEDIS). HEDIS measures health plan performance on important dimensions of care and service and is designed to provide purchasers and consumers with the information they need to reliably compare the performance of health care plans. For health plans seeking NCQA Accreditation, the Health Plan CAHPS survey represents the member satisfaction component of the HEDIS measurement set. The survey measures member *Satisfaction with the Experience of Care* and gives a general indication of how well the health plan meets members' expectations. Surveyed members are asked to rate various aspects of the health plan based on their experience with the plan during the previous six months. In addition, the survey is used to collect data on several measures from the *Effectiveness of Care* domain.

EXECUTIVE SUMMARY

CSS administered the Adult Medicaid version of the 2017 HEDIS/CAHPS Health Plan Survey on behalf of ABH of LA between February 17 and May 11, 2017. The final survey sample for ABH of LA included 1,350 members. 352 members completed the survey, resulting in the NCQA response rate of 26.69 percent. This section highlights some of the key survey findings, including statistically significant improvements or declines on reportable CAHPS ratings and composites compared to 2016 (if applicable) and differences from national benchmarks. Results are based on the rates of members answering *8*, *9*, or *10* for ratings; *Yes* for the *Shared Decision Making* composite; and *Usually* or *Always* for all other composites. Statistical significance tests were conducted at the 95% confidence level. Changes in the plan's estimated NCQA Accreditation percentiles from 2016 (if applicable) as well as its top priorities for quality improvement are also listed.

CAHPS RATINGS AND COMPOSITES SHOWING STATISTICALLY SIGNIFICANT IMPROVEMENTS OR DECLINES COMPARED TO 2016

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

CAHPS RATINGS AND COMPOSITES SHOWING STATISTICALLY SIGNIFICANT DIFFERENCES FROM NATIONAL BENCHMARKS

Reportable Plan Rate ABOVE National Benchmark	Reportable Plan Rate BELOW National Benchmark
National Benchmark: 2017 CSS Adult Medicaid Average	
None	Getting Needed Care (by 6.96 points) Getting Care Quickly (by 6.07 points)
National Benchmark: 2016 NCQA Adult Medicaid National Average, All LOBs	
None	None

CHANGE IN PLAN'S ESTIMATED NCQA ACCREDITATION PERCENTILES FROM 2016 TO 2017

NCQA Accreditation Percentile IMPROVED or 90th Percentile MAINTAINED	NCQA Accreditation Percentile DECLINED
None	Rating of Personal Doctor (from 50th to 25th percentile) Rating of Specialist Seen Most Often (from 50th to below 25th percentile) Rating of All Health Care (from 50th to below 25th percentile) Getting Needed Care (from 50th to 25th percentile) Getting Care Quickly (from 75th to 25th percentile) How Well Doctors Communicate (from 90th to 50th percentile; retired from Accreditation in 2015)

TOP PRIORITIES FOR QUALITY IMPROVEMENT IDENTIFIED IN KEY DRIVER ANALYSIS

CSS's *Key Driver Analysis* identifies the areas of health plan performance and aspects of member experience that shape members' overall assessment of the plan. To the extent that these areas or experiences can be improved, the overall rating of the plan can be expected to improve as a result. Quality improvement opportunities with the highest return on investment for your plan are identified below. Effective interventions in these areas have the greatest potential impact on the *Rating of Health Plan* score.

Top Priorities for Health Plan Quality Improvement
1. Improving member access to care (ease of getting needed care, tests, or treatment)
2. Improving the ability of the health plan customer service to provide members with necessary information or help
3. Improving member access to care (scheduling appointments for routine care)
4. Reducing need and level of effort required to search for information in plan's written materials/on the Internet
5. Improving saliency, availability, and clarity of information about how the health plan works in written materials or on the Internet

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

SURVEY ADMINISTRATION PROTOCOL

CSS administered the Adult Medicaid version of the 2017 HEDIS/CAHPS Health Plan Survey on behalf of ABH of LA in accordance with the NCQA methodology detailed in *HEDIS 2017, Volume 3: Specifications for Survey Measures* and *Quality Assurance Plan for HEDIS 2017 Survey Measures.* Health plans administering the survey may choose between a mail-only methodology and a mixed (mail with telephone follow-up) methodology. Both of these standard survey protocols include two questionnaire mailings, each followed by a reminder postcard. For plans following the mail-only protocol, non-respondents are sent a third, final survey mailing. Non-respondents from the mixed-methodology samples are contacted by telephone.

ABH of LA opted for the mixed with methodology. The standard data collection protocol consisted of the following milestones:

- An initial questionnaire with cover letter, which was mailed on February 17;
- An initial reminder/thank-you postcard, which was mailed on February 22;
- A replacement questionnaire with cover letter, which was mailed on March 24;
- An additional reminder/thank-you postcard, which was mailed on March 29; and
- A telephone follow-up phase targeting non-respondents, with up to six telephone follow-up attempts spaced at different times of the day and on different days of the week, which started on April 13.

Data collection closed on May 11, 2017. Data for the plan were submitted to NCQA on May 31, 2017.

SURVEY MATERIALS

The complete set of survey materials used for ABH of LA is provided in the Appendix. CSS designed survey materials for ABH of LA following the NCQA specifications detailed in *HEDIS 2017, Volume 3: Specifications for Survey Measures* and *Quality Assurance Plan for HEDIS 2017 Survey Measures*. All of the elements of the survey package, including the questionnaire, cover letters, postcards, and envelopes, were approved by NCQA prior to the initial mailing. The name and logo of the plan appeared on all of the mailing materials. The carrier envelope used for survey mailings was marked “RESPONSE NEEDED” or “FINAL REMINDER – PLEASE RESPOND”, depending on the mailing wave, to enhance response rates. Each survey package included a postage-paid return envelope.

SAMPLE SELECTION

CSS followed NCQA's systematic sampling protocol to generate the survey sample for ABH of LA. Sample-eligible members were defined as plan members who were 18 years old or older as of December 31, 2016; were currently enrolled; had been continuously enrolled for six months (with no more than one enrollment break of 45 days or less); and whose primary coverage was through Medicaid. Prior to sampling, CSS carefully inspected the member file(s) provided by the plan and informed the plan of any errors or irregularities found (such as missing address elements or subscriber numbers). Once the quality assurance process had been completed, CSS processed member addresses through the USPS National Change of Address (NCOA) service to ensure that the mailing addresses were up-to-date. The final sample was generated following the NCQA-specified methodology, with no more than one member per household selected to receive the survey. CSS assigned each sampled member a unique identification number, which was used to track their progress throughout the data collection process.

NCQA's sampling methodology prevents plans from identifying disenrolled members after the start of survey administration. Plans that were unable to identify disenrollees prior to December 31, 2016 were advised to increase their sample size by a factor sufficient to compensate for members expected to leave the plan by the time the survey was fielded. Plans could also choose to oversample to receive more completed surveys.

The NCQA-prescribed sample size for health plans administering the Adult Medicaid version of the survey is 1,350 members. ABH of LA chose not to oversample. The final survey sample for ABH of LA included 1,350 members.

DATA CAPTURE

Questionnaires returned by mail were recorded using either manual data entry or optical scanning. Responses recorded via manual data entry were keyed by two independent data entry operators, and any discrepancies between the two response records were flagged and reconciled by a supervisor. Individual items on surveys recorded via optical scanning were sent to data entry operators if the scanning technology was unable to identify the specific response option selected with a pre-defined degree of certainty.

For plans selecting the mixed methodology, Computer Assisted Telephone Interviewing (CATI) technology was used to electronically capture survey responses obtained during telephone interviews. On-site CATI supervisors maintained quality control by monitoring the telephone interviews and keyboard entry of interviewers in real time. In addition, CSS research staff remotely monitored interviews on a regular basis. Due to the multiple mailings and varied modes of data collection, multiple survey responses could be received from the same sample member. In those cases, CSS included only one survey response (the most complete survey) in the final analysis dataset.

MEMBER DISPOSITIONS AND RESPONSE RATE

Among all of the ABH of LA sample members who met final eligibility criteria, 352 completed the survey, resulting in the NCQA response rate of 26.69 percent. Additional detail on sample member dispositions is provided in Exhibit 1.

EXHIBIT 1. 2017 ABH OF LA ADULT MEDICAID CAHPS SURVEY: SAMPLE MEMBER DISPOSITIONS AND RESPONSE RATE

Disposition	2017 This Plan				2017 CSS Adult Medicaid Average
	Mail*	Phone	Total		
	Number	Number	Number	% Initial sample	
Initial Sample			1,350		
Ineligible					
Did not meet eligible population criteria	2	13	15	1.11%	0.59%
Deceased	0	0	1	0.07%	0.09%
Language barrier	0	0	12	0.89%	0.65%
Mentally or physically incapacitated	1	0	3	0.22%	0.08%
Unreturned Surveys/Refusals					
Non-respondents after maximum attempts	556	0	556	41.19%	47.50%
Non-respondents – incompletes	1	6	7	0.52%	0.99%
Refused to answer the survey	0	0	77	5.70%	3.50%
Unable to contact	0	0	316	23.41%	24.01%
Eligible Returns					
Completed surveys	261	91	352	26.07%	21.81%
NCQA Response Rate**				**26.69%**	**22.12%**

49130

* Any sample members who called and requested another survey were given the option to complete the survey online. Due to the rarity of this occurrence any surveys completed online are included with mail responses.

**NCQA response rate = (Number of completed surveys)/(Initial sample – Ineligible: number not in eligible population – Ineligible: number of deceased – Ineligible: number with language barrier – Ineligible: number mentally or physically incapacitated)

SATISFACTION WITH THE EXPERIENCE OF CARE DOMAIN

MEASURES

CAHPS Health Plan Survey 5.0H, Adult Medicaid version includes four global ***rating questions*** that ask respondents to rate the following items on a *0* to *10* scale:

- ***Rating of Personal Doctor*** (*0* = worst personal doctor possible; *10* = best personal doctor possible)
- ***Rating of Specialist Seen Most Often*** (*0* = worst specialist possible; *10* = best specialist possible)
- ***Rating of All Health Care*** (*0* = worst health care possible; *10* = best health care possible)
- ***Rating of Health Plan*** (*0* = worst health plan possible; *10* = best health plan possible)

The results for five ***composite measures*** are also reported. Composite measures combine results from related survey questions into a single measure to summarize health plan performance in the areas listed below.

- ***Getting Needed Care*** combines responses to two survey questions that address member access to care:
  - *In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?*
  - *In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?*
- ***Getting Care Quickly*** combines responses to two survey questions that address timely availability of both urgent and routine care:
  - *In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?*
  - *In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?*
- ***How Well Doctors Communicate*** combines responses to four survey questions that address physician communication:
  - *In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?*

- *In the last 6 months, how often did your personal doctor listen carefully to you?*
- *In the last 6 months, how often did your personal doctor show respect for what you had to say?*
- *In the last 6 months, how often did your personal doctor spend enough time with you?*

- ***Customer Service*** combines responses to two survey questions that ask about member experience with the health plan's customer service:
  - *In the last 6 months, how often did your health plan's customer service staff give you the information or help you needed?*
  - *In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?*
- ***Shared Decision Making*** combines responses to three survey questions that focus on decisions about taking prescription medicines:
  - *Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?*
  - *Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine?*
  - *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?*

  The *Shared Decision Making* composite measure was substantially revised with the introduction of CAHPS 5.0H and subsequently in 2015.

In addition to the five composite measures listed above, question summary rates are also reported for two survey items summarizing the following concepts:

- ***Health Promotion and Education***

  In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?

- ***Coordination of Care***

  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?

CALCULATION AND REPORTING OF RESULTS

QUESTION SUMMARY RATES AND COMPOSITE GLOBAL PROPORTIONS

Question Summary Rates (QSRs) express the proportion of respondents selecting the response option(s) of interest from a given question on the survey.

- Rating questions use a *0* to *10* scale with *10* being the most favorable response. Results are reported as the proportion of members selecting one of the top three responses (*8*, *9*, or *10*).
- Most survey items use a *Never*, *Sometimes*, *Usually*, or *Always* scale, with *Always* being the most favorable response. Results are reported as the proportion of members selecting *Usually* or *Always*.
- *Shared Decision Making* and *Health Promotion and Education* use a *Yes* or *No* scale, with *Yes* being the desired response. Results are reported as the proportion of members selecting *Yes*.

Composite Global Proportions express the proportion of respondents selecting the response option(s) of interest from a given group of questions on the survey. They are calculated by first determining the proportion of respondents selecting the reported response(s) on each survey question contributing to the composite and subsequently averaging these proportions across all items in the composite.

- For composite measures except *Shared Decision Making*, results are reported as *Usually* or *Always* global proportions.
- For the *Shared Decision Making* composite, the proportion of *Yes* is reported.

Throughout the report, all question summary rates and composite global proportions are rounded to two decimal places for display purposes (e.g., 0.23456 is displayed as 23.46%). However, all calculations involving rates and proportions, including statistical significance testing, are carried out prior to rounding. For more details on the calculations please refer to *HEDIS 2017, Volume 3: Specifications for Survey Measures* or consult the Appendix.

RATING AND COMPOSITE MEANS

In addition to the QSRs and global proportions, CSS calculated rating and composite means on a 3-point scale. The mean scoring procedure is described in more detail in the *Scoring for NCQA Accreditation* section as well as in the Appendix of this report.

NCQA MINIMUM DENOMINATOR SIZE

NCQA requires health plans to achieve a denominator of at least 100 valid responses to obtain a reportable result on a measure. The denominator for an individual question is the total number of valid responses to that question. The denominator for a composite is the average number of responses across all questions in the composite (note: composite denominators are rounded for display purposes). If the denominator for a particular rate is less than 100, NCQA assigns a measure result of "NA". This report presents results for all measures, regardless of denominator size. Any result that does not meet the NCQA threshold of 100 valid responses is denoted with "NA". The only exception is the *Scoring for NCQA Accreditation* section, where reporting is limited to the measures that meet the NCQA minimum denominator threshold.

COMPARISONS TO NATIONAL BENCHMARKS AND PRIOR-YEAR PLAN RESULTS

Throughout the report, the 2017 ABH of LA question summary rates and composite global proportions are compared to the 2017 CSS Adult Medicaid Average as well as to the 2016 NCQA Adult Medicaid National Average (All LOBs), where available. The 2017 CSS Adult Medicaid Average is calculated by pooling survey responses across eight representative Adult Medicaid plans surveyed by CSS. The 2016 NCQA Adult Medicaid National Average (All LOBs) is made up of Adult Medicaid plans that submitted data to NCQA last year.

If prior-year results are available for ABH of LA, they are provided alongside the 2017 plan results for comparison. Where appropriate, year-to-year changes in results are tested for statistical significance. All of the statistical tests are carried out at the 95% confidence level (i.e., there is a 95% probability that the observed difference is not due to chance).

SUMMARY OF SURVEY RESULTS

Exhibit 2 provides a high-level overview of the 2017 ABH of LA results on key survey measures. These include overall ratings, composite global proportions, and QSRs for additional content areas. Where applicable, changes in plan scores over time and comparisons to relevant national benchmarks are reported and tested for statistical significance.

EXHIBIT 2. 2017 ABH OF LA ADULT MEDICAID CAHPS SURVEY: SUMMARY OF RESULTS ON KEY MEASURES

CAHPS 5.0H Survey Measures*	2017 Plan Rate	Difference** between 2017 Plan Rate and…			2017 NCQA Accreditation Scoring	
		2016 Plan Rate	2017 CSS Adult Medicaid Average	2016 NCQA Adult Medicaid National Average, All LOBs	Mean	Percentile for Accreditation
Ratings						
Rating of Personal Doctor	80.85%	3.74%	2.46%	0.62%	2.5191	25th
Rating of Specialist Seen Most Often	79.81%	-1.27%	0.89%	-0.61%	2.4519	below 25th
Rating of All Health Care	69.88%	-4.45%	-2.48%	-3.64%	2.2973	below 25th
Rating of Health Plan	72.19%	-0.28%	-0.25%	-2.78%	2.4083	25th
Composite Measures						
Getting Needed Care	75.56%	-4.16%	-6.96% ▼	-4.87%	2.3101	25th
Getting Care Quickly	77.89%	-3.20%	-6.07% ▼	-2.17%	2.3687	25th
How Well Doctors Communicate	90.49%	3.25%	-0.74%	-0.24%	2.6685	50th
Customer Service	84.50%	1.31%	-2.00%	-3.04%	2.5386	25th
Shared Decision Making	79.50%	-0.68%	-0.49%	0.30%	Not calculated	Not scored
Additional Content Areas						
Health Promotion and Education	72.69%	1.14%	-4.41%	0.55%	2.4538	Not scored
Coordination of Care	85.32%	4.27%	4.61%	3.56%	2.5413	90th

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* Results were calculated by CSS following NCQA specifications. At least 100 valid responses must be collected for a measure to be reportable by NCQA.
How Well Doctors Communicate was retired from Accreditation scoring in 2015. Accreditation mean and percentile values for this measure are provided for reference only.

** Comparisons to prior-year results and relevant benchmark scores are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). All differences in rates are calculated prior to rounding and are rounded for display purposes only. All statistical tests are conducted at the 95% confidence level. Statistically significant differences between the plan and the comparison score are marked as ▲ when the plan's score is higher or ▼ when the plan's score is lower.

DETAILED PERFORMANCE CHARTS

This section of the report includes detailed charts for composite global proportions, rating question summary rates (QSRs), as well as additional QSRs for individual survey items. The charts have the following features:

TREND IN PLAN RESULTS

- Plan scores are trended over three consecutive years of data collection, if available. A result may not be available if the plan did not conduct the survey in a given year or if the measure is new or is not deemed appropriate for trending. In such cases, "No data" appears in place of the score.
- Where appropriate, changes in the distribution of favorable ratings over time are shown in the *Top Rating Distribution* panel of the chart (i.e., percent responding *8* vs. percent responding *9* or *10*, or percent responding *Usually* vs. percent responding *Always*).
- The number of valid responses (the NCQA-defined denominator, *n*) appears above each bar. If the number of responses is less than 100, "NA" appears next to the value of *n*, indicating that the result is not reportable by NCQA. CSS calculates the unofficial rate for reference only.
- Statistical comparisons are conducted between the current-year rate and each of the prior-year rates, if available. Where appropriate, differences in both standard (e.g., *8* + *9* + *10* or *Usually* + *Always*) as well as top-box (e.g., *9* + *10* or *Always*) rates are tested for statistical significance at the 95% confidence level. Statistically significant differences are indicated with a ★ symbol next to the comparison score. For example, ★ appearing next to the 2016 rate denotes a statistically significant difference between the 2017 and 2016 rates.

COMPARISON TO NCQA PERFORMANCE BENCHMARKS AND PERCENTILES

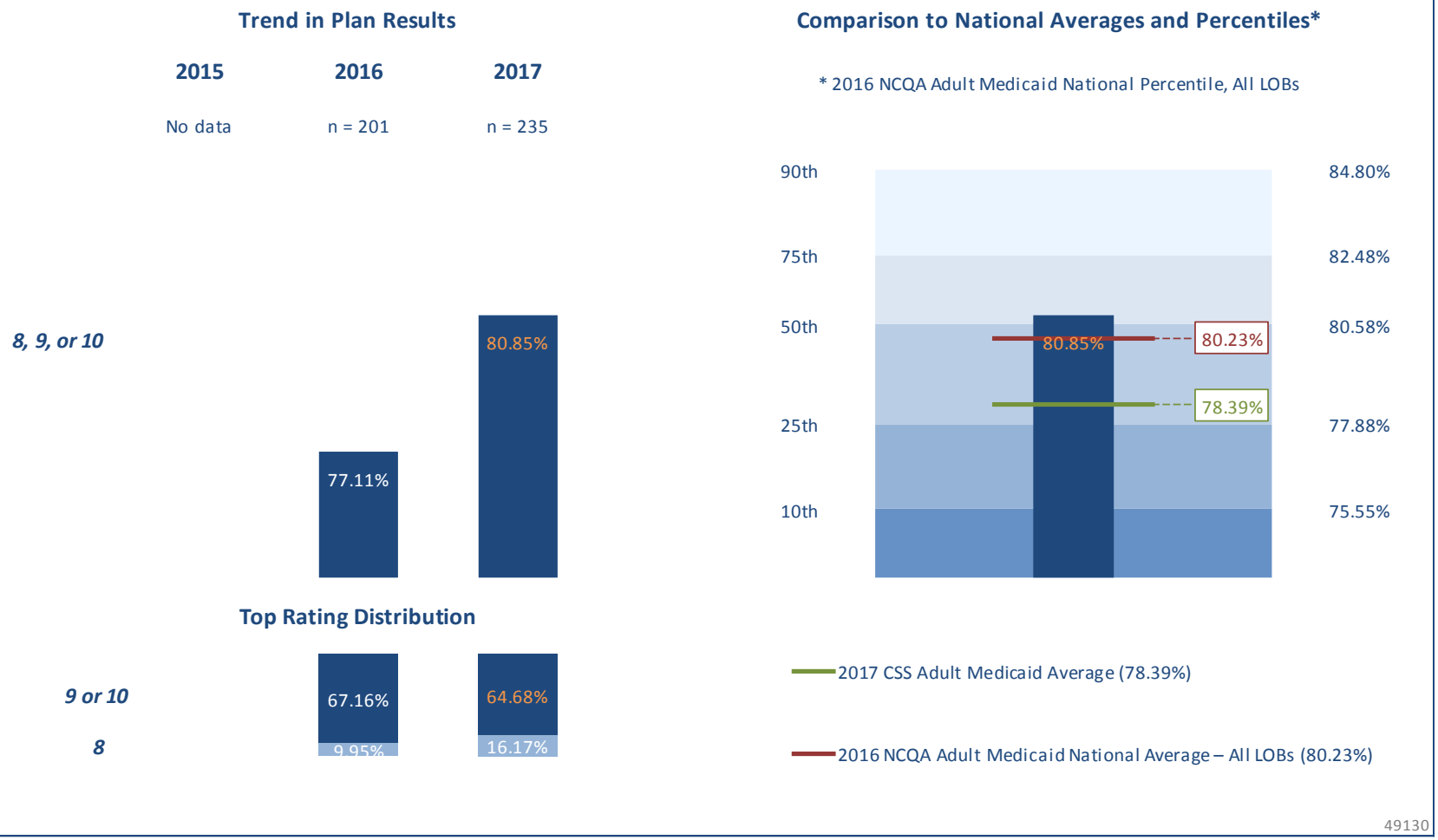
To provide ABH of LA with an indication of the plan's performance with respect to industry benchmarks on key CAHPS measures, CSS licensed the *2016 NCQA Quality Compass CAHPS Booklet*. The *CAHPS Booklet* includes QSRs and global proportions corresponding to the national Quality Compass averages as well as the 10th, 25th, 50th, 75th, and 90th performance percentiles for all lines of business. CSS's agreement with NCQA authorizes CSS to provide this information to ABH of LA for the plan's internal use only. Under the terms of this agreement, ABH of LA may not publicly report these results.

- If the 2016 NCQA benchmarks are available, the bar representing the 2017 ABH of LA score is juxtaposed against the NCQA percentile distribution, providing an indication of the plan's competitive position on the measure. Note that the performance percentiles displayed in these charts are calculated on the basis of QSRs and global proportions and are different from the mean score-based percentiles used for NCQA Accreditation scoring. In many cases, the plan's performance percentile will not correspond to its Accreditation percentile (see *Scoring for NCQA Accreditation*).

- The horizontal lines displayed on the charts correspond to the 2017 CSS Adult Medicaid Average as well as the 2016 NCQA Adult Medicaid National Average (All LOBs), if available. If the 2017 ABH of LA score is significantly different from any of these benchmark scores at the 95% confidence level, ★ appears next to the relevant score.

Rating of Personal Doctor

Percent Responding 8, 9, or 10



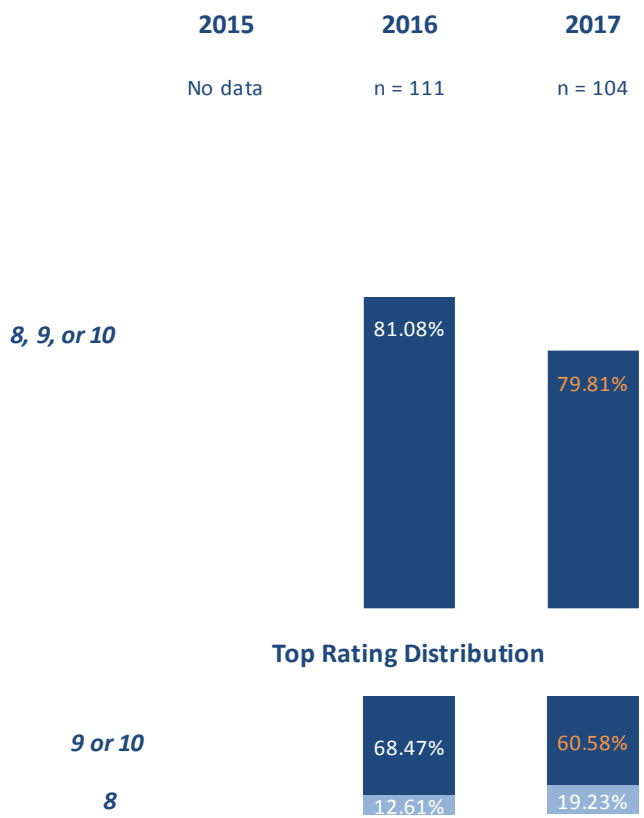
Tests of statistical significance were conducted for the following reportable rates: *(8 + 9 + 10)* and *(9 + 10)*. Statistically significant differences, tested at the 95% confidence level, between the plan's **current-year rate** and a comparison rate (the plan's prior-year, national, or, if applicable, regional rate) are marked with a ★ symbol next to the comparison rate.

The denominator (n) represents the number of valid responses collected for the measure. If n is less than 100, "NA" is displayed next to the value of n, indicating that the rate is not reportable by NCQA. CSS calculates and reports the rate for reference only. If the plan did not collect survey data in a given year or the measure is not trendable, "No data" appears in place of n.

Rating of Specialist Seen Most Often

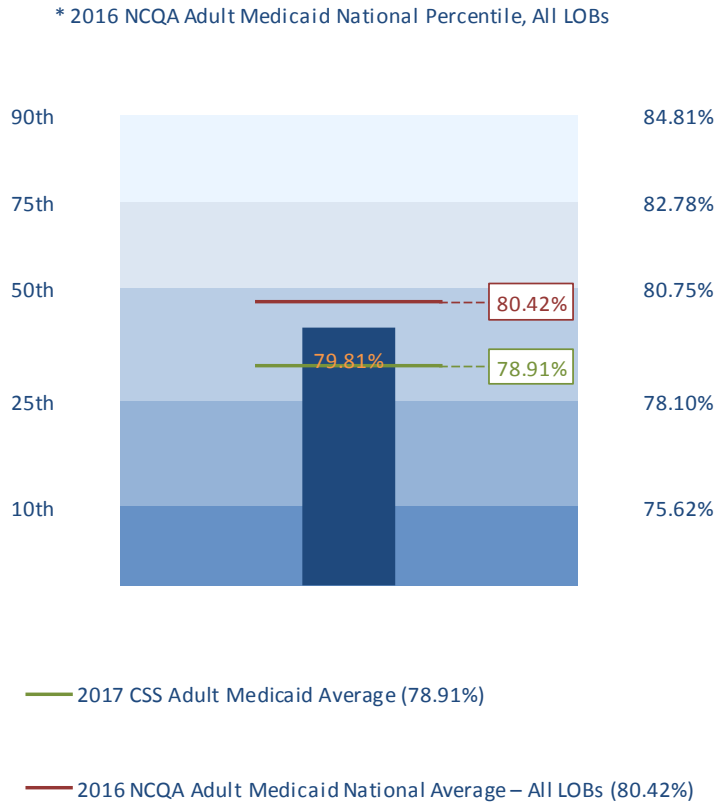
Percent Responding 8, 9, or 10

Trend in Plan Results



Top Rating Distribution

Comparison to National Averages and Percentiles*



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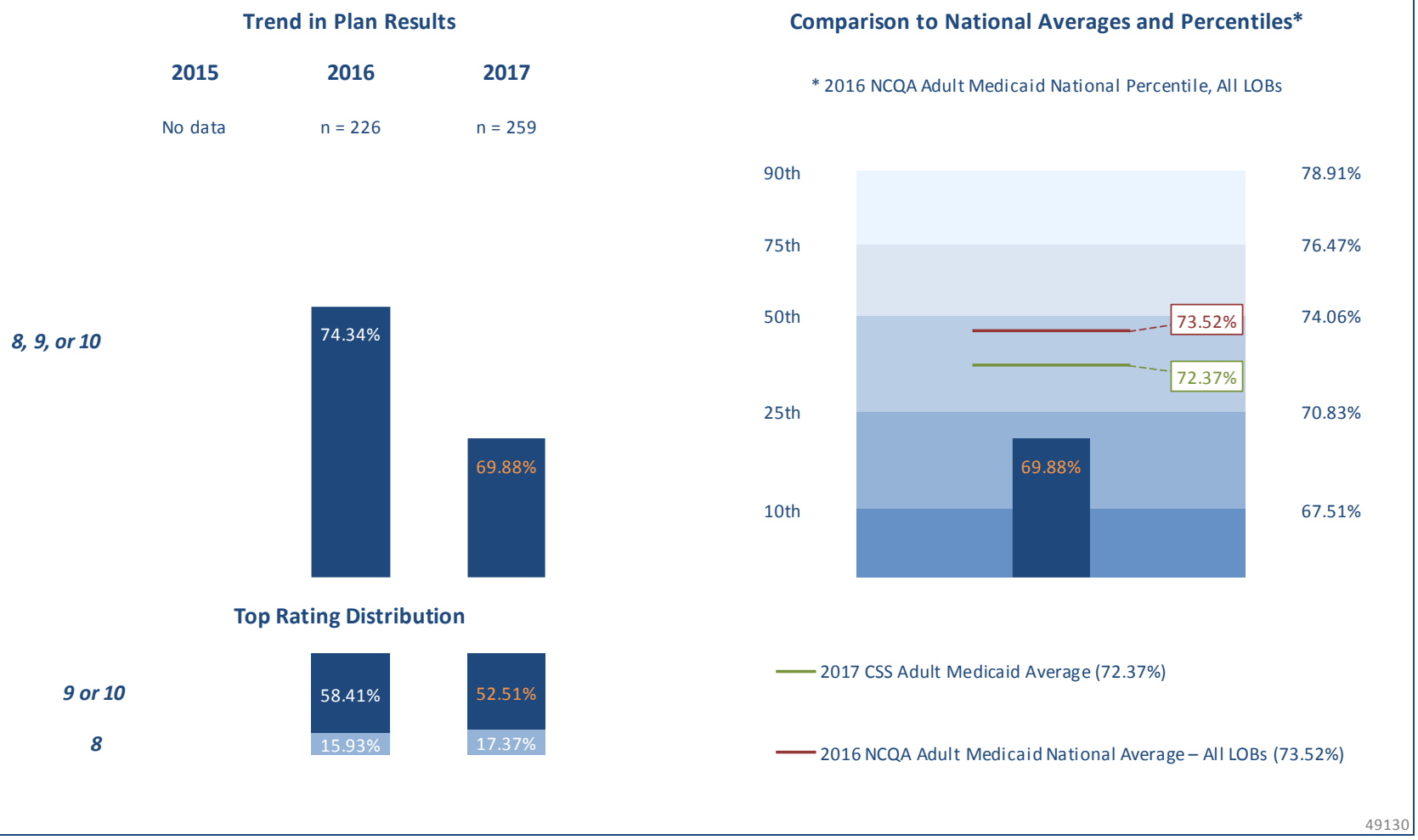
Tests of statistical significance were conducted for the following reportable rates: *(8 + 9 + 10)* and *(9 + 10)*. Statistically significant differences, tested at the 95% confidence level, between the plan's **current-year rate** and a comparison rate (the plan's prior-year, national, or, if applicable, regional rate) are marked with a ★ symbol next to the comparison rate.

The denominator (n) represents the number of valid responses collected for the measure. If n is less than 100, "NA" is displayed next to the value of n, indicating that the rate is not reportable by NCQA. CSS calculates and reports the rate for reference only. If the plan did not collect survey data in a given year or the measure is not trendable, "No data" appears in place of n.

Rating of All Health Care

Percent Responding 8, 9, or 10



Tests of statistical significance were conducted for the following reportable rates: *(8 + 9 + 10)* and *(9 + 10)*. Statistically significant differences, tested at the 95% confidence level, between the plan's **current-year rate** and a comparison rate (the plan's prior-year, national, or, if applicable, regional rate) are marked with a ★ symbol next to the comparison rate.

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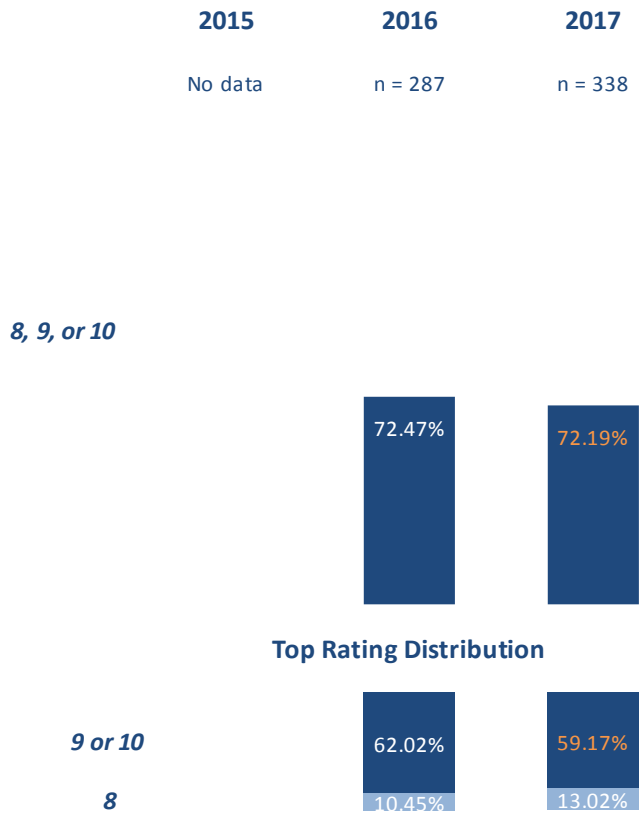
Rating of Health Plan

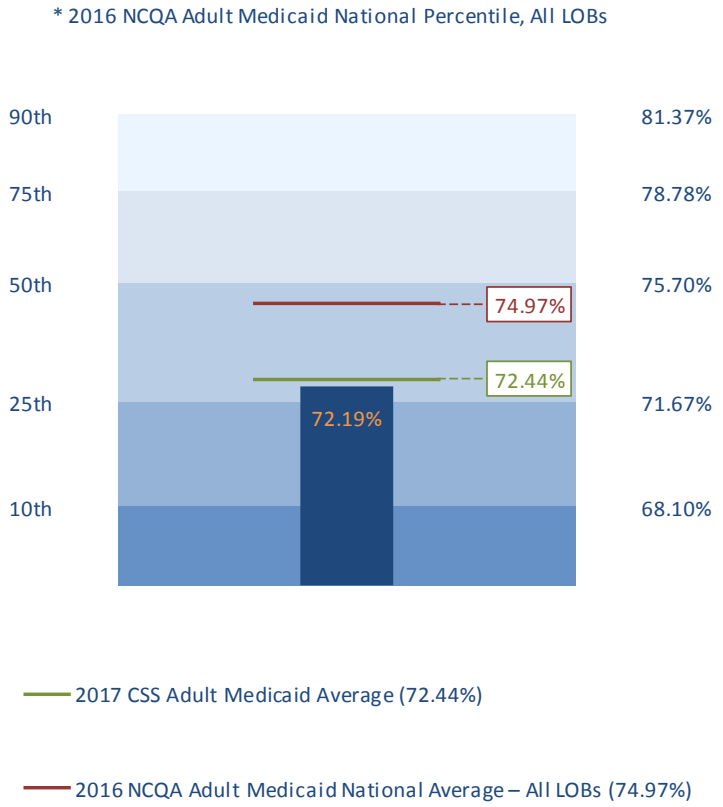
Percent Responding 8, 9, or 10

Trend in Plan Results



Top Rating Distribution

Comparison to National Averages and Percentiles*



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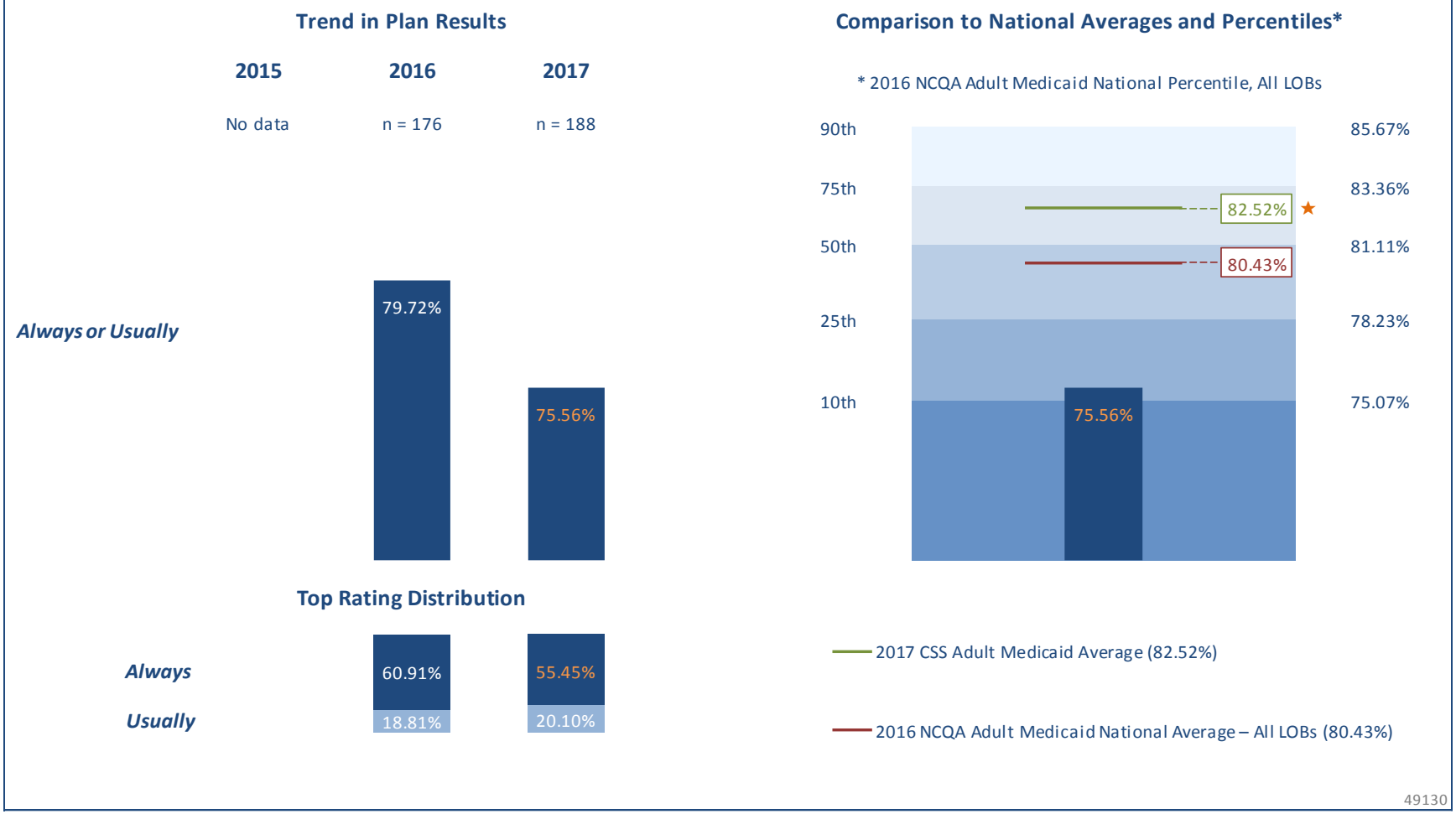
Tests of statistical significance were conducted for the following reportable rates: *(8 + 9 + 10)* and *(9 + 10)*. Statistically significant differences, tested at the 95% confidence level, between the plan's **current-year rate** and a comparison rate (the plan's prior-year, national, or, if applicable, regional rate) are marked with a ★ symbol next to the comparison rate.

The denominator (n) represents the number of valid responses collected for the measure. If n is less than 100, "NA" is displayed next to the value of n, indicating that the rate is not reportable by NCQA. CSS calculates and reports the rate for reference only. If the plan did not collect survey data in a given year or the measure is not trendable, "No data" appears in place of n.

Getting Needed Care (Composite)

Percent Responding Always or Usually



Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always.* Statistically significant differences, tested at the 95% confidence level, between the plan's **current-year rate** and a comparison rate (the plan's prior-year, national, or, if applicable, regional rate) are marked with a ★ symbol next to the comparison rate.

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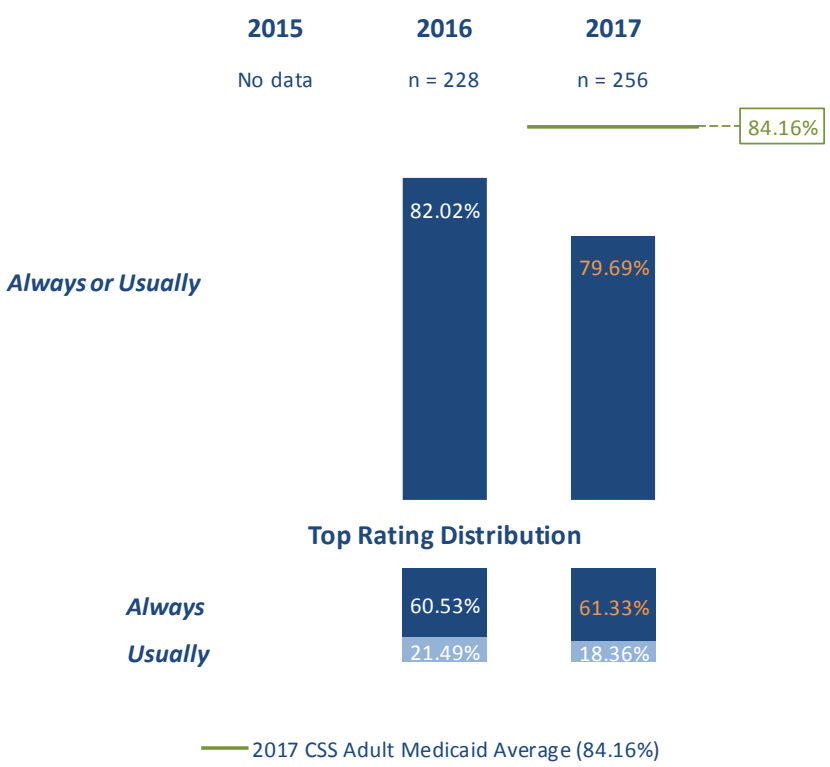
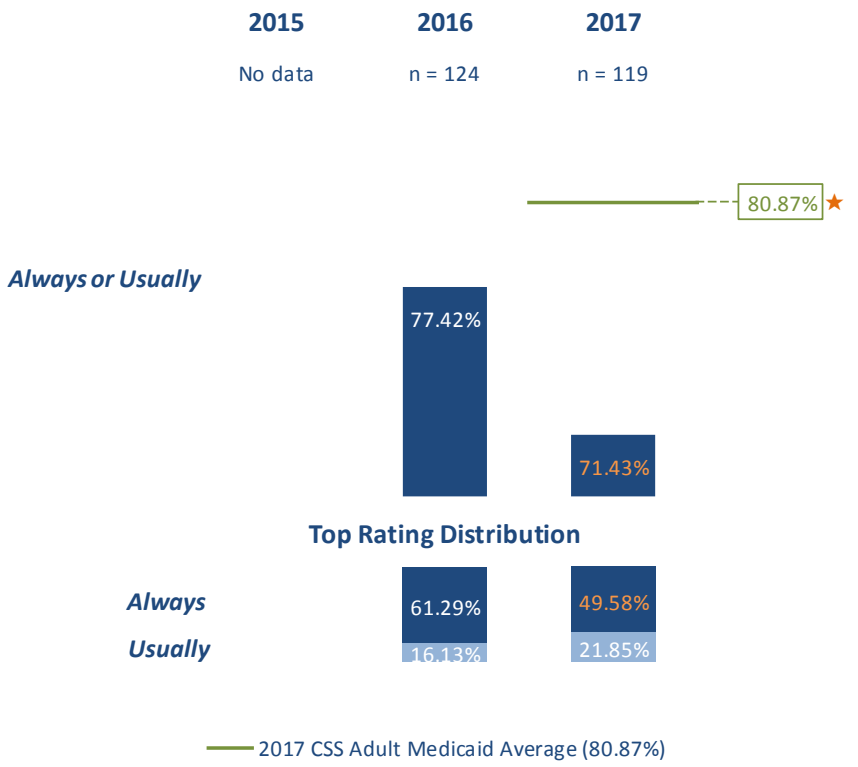
Getting Needed Care (Contributing Items)

Percent Responding Always or Usually

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?



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Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always.* Statistically significant differences, tested at the 95% confidence level, between the plan's **current-year rate** and a comparison rate (the plan's prior-year, national, or, if applicable, regional rate) are marked with a ★ symbol next to the comparison rate.

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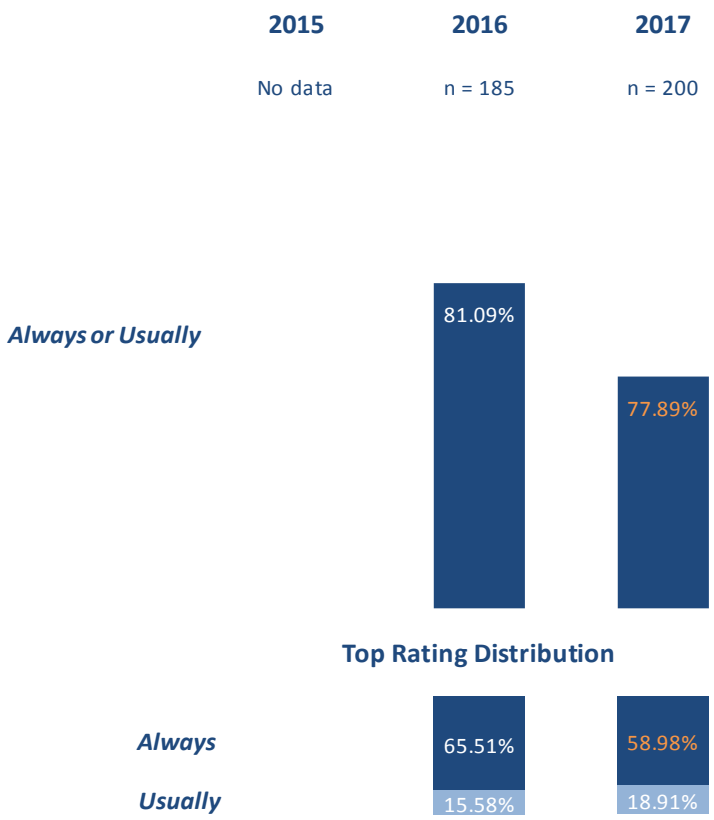
Getting Care Quickly (Composite)

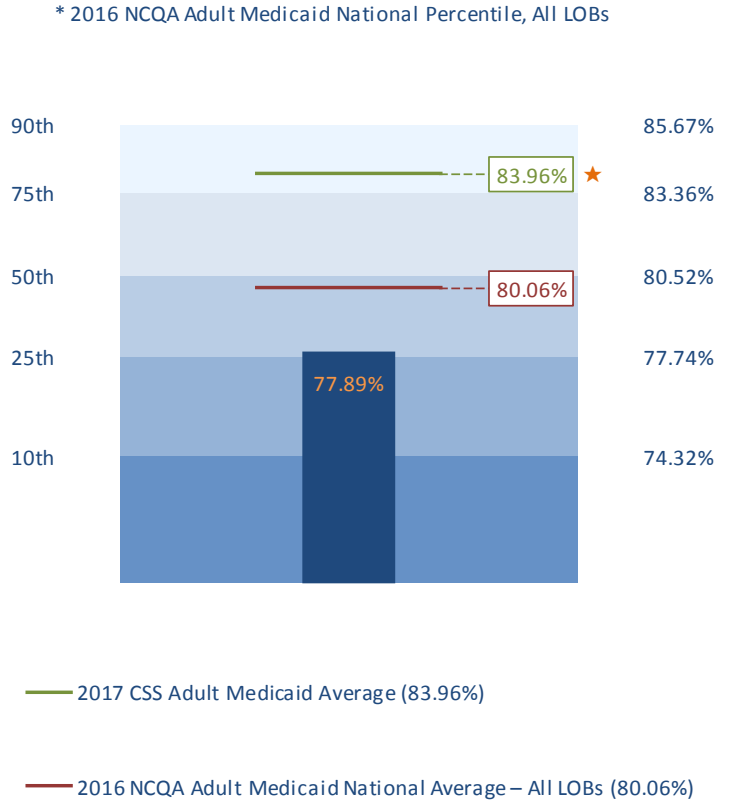
Percent Responding Always or Usually

Trend in Plan Results



Top Rating Distribution

Comparison to National Averages and Percentiles*



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Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always.* Statistically significant differences, tested at the 95% confidence level, between the plan's **current-year rate** and a comparison rate (the plan's prior-year, national, or, if applicable, regional rate) are marked with a ★ symbol next to the comparison rate.

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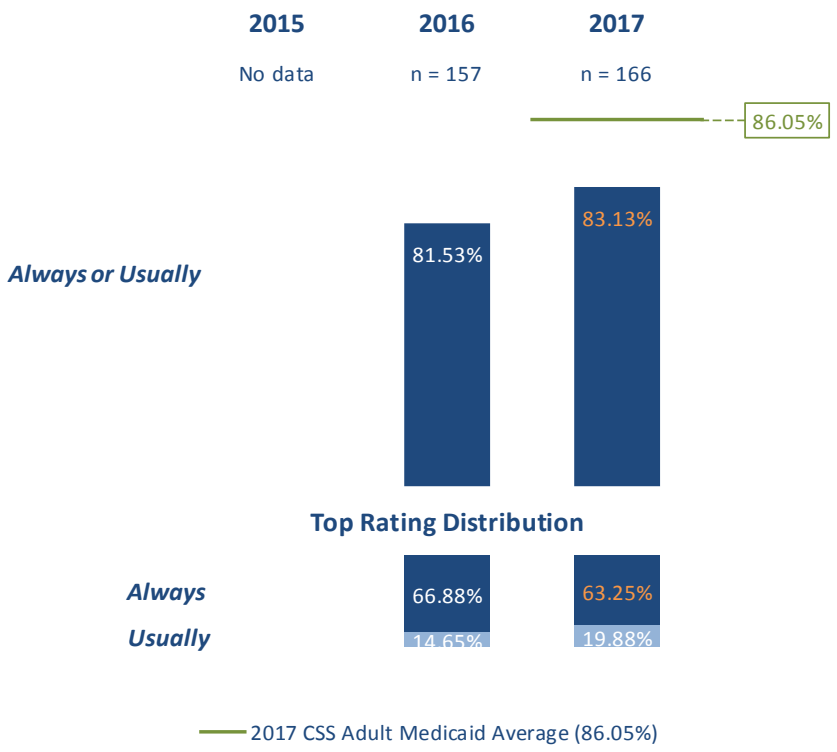
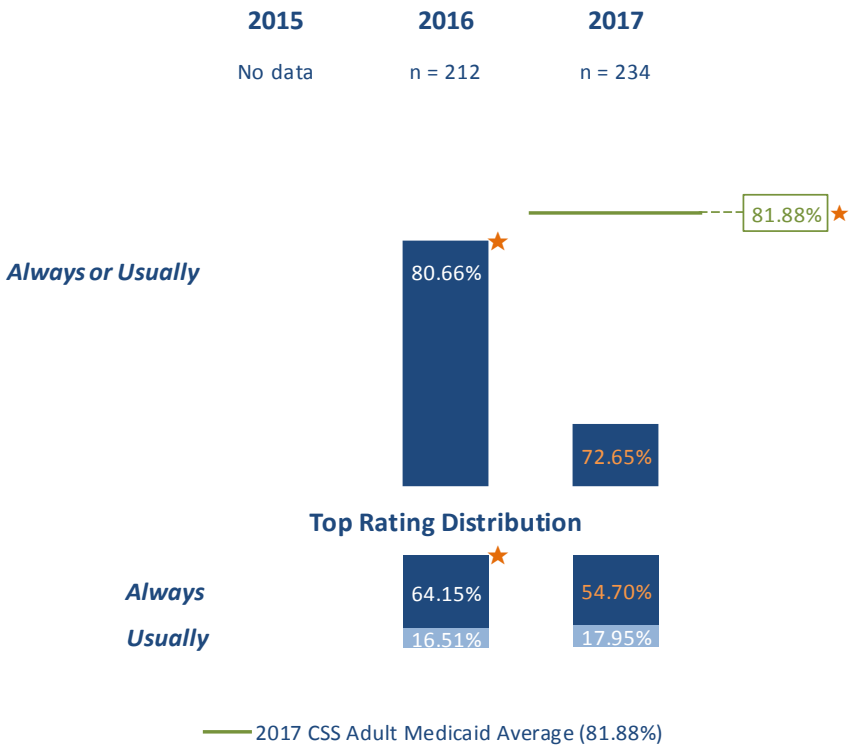
Getting Care Quickly (Contributing Items)

Percent Responding Always or Usually

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?



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Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always.* Statistically significant differences, tested at the 95% confidence level, between the plan's **current-year rate** and a comparison rate (the plan's prior-year, national, or, if applicable, regional rate) are marked with a ★ symbol next to the comparison rate.

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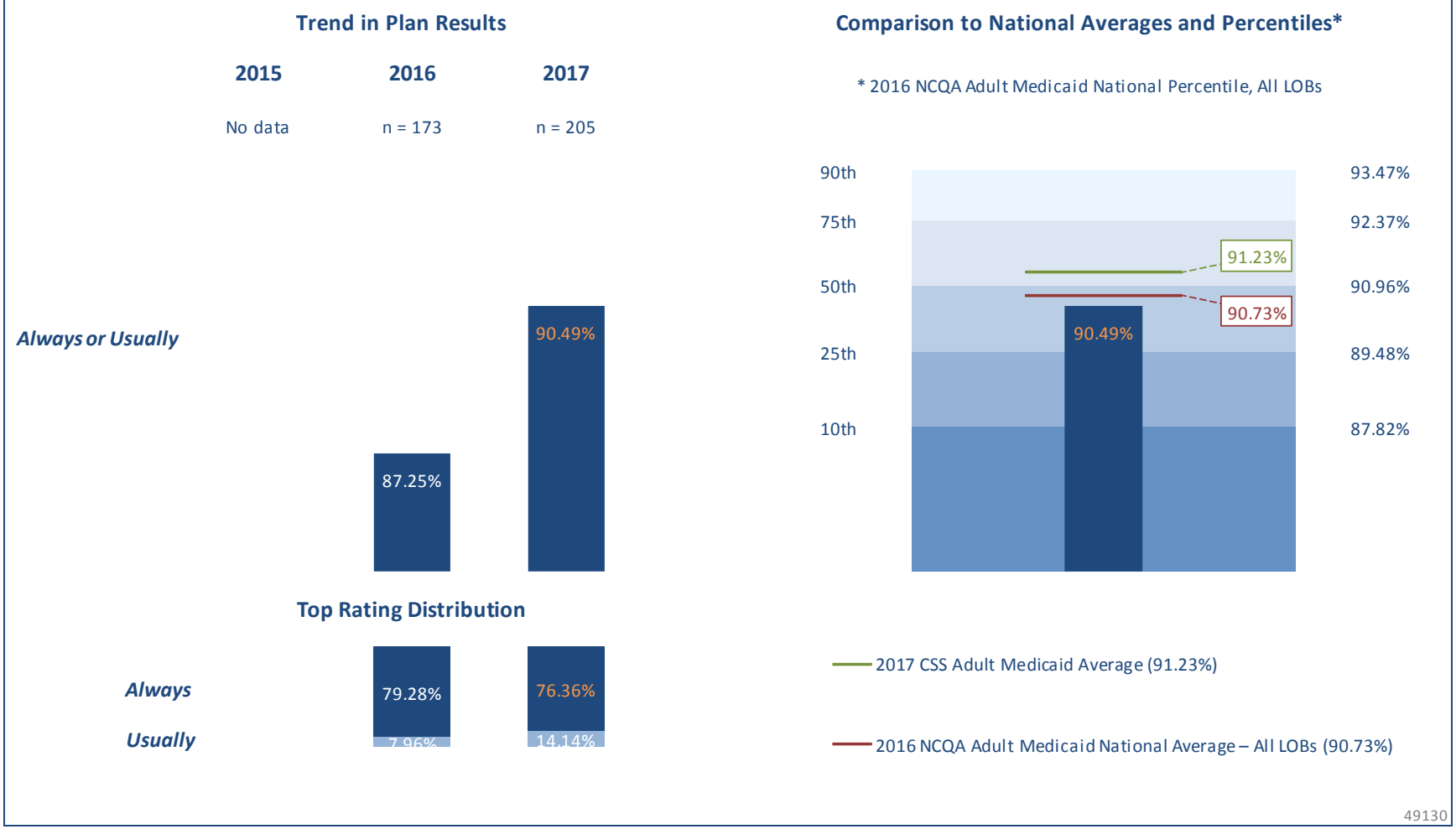
How Well Doctors Communicate (Composite)

Percent Responding Always or Usually



Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always*. Statistically significant differences, tested at the 95% confidence level, between the plan's **current-year rate** and a comparison rate (the plan's prior-year, national, or, if applicable, regional rate) are marked with a ★ symbol next to the comparison rate.

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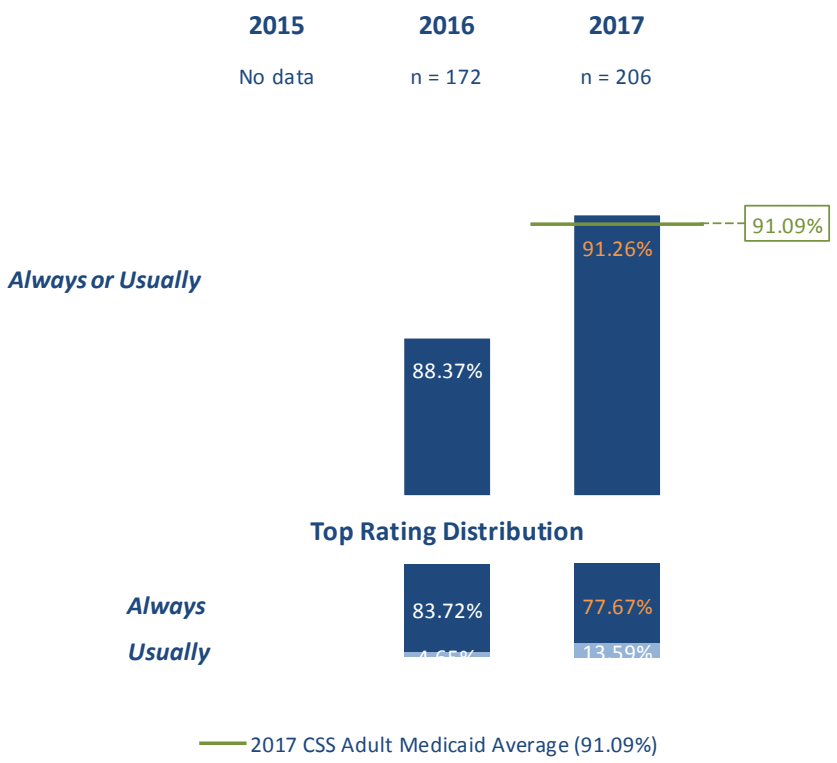
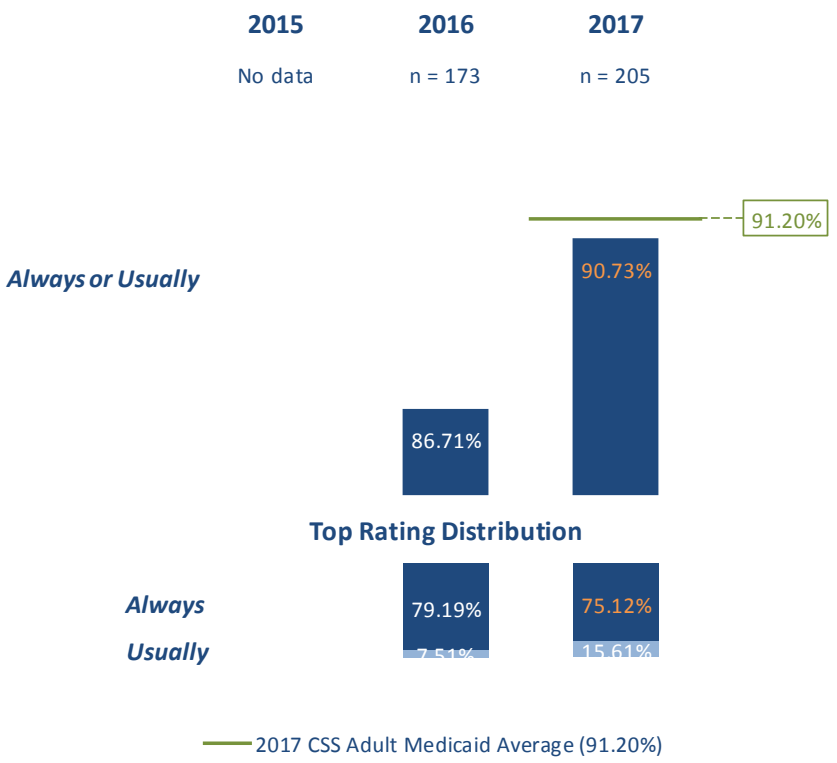
How Well Doctors Communicate (Contributing Items)

Percent Responding Always or Usually

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?



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Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always.* Statistically significant differences, tested at the 95% confidence level, between the plan's **current-year rate** and a comparison rate (the plan's prior-year, national, or, if applicable, regional rate) are marked with a ★ symbol next to the comparison rate.

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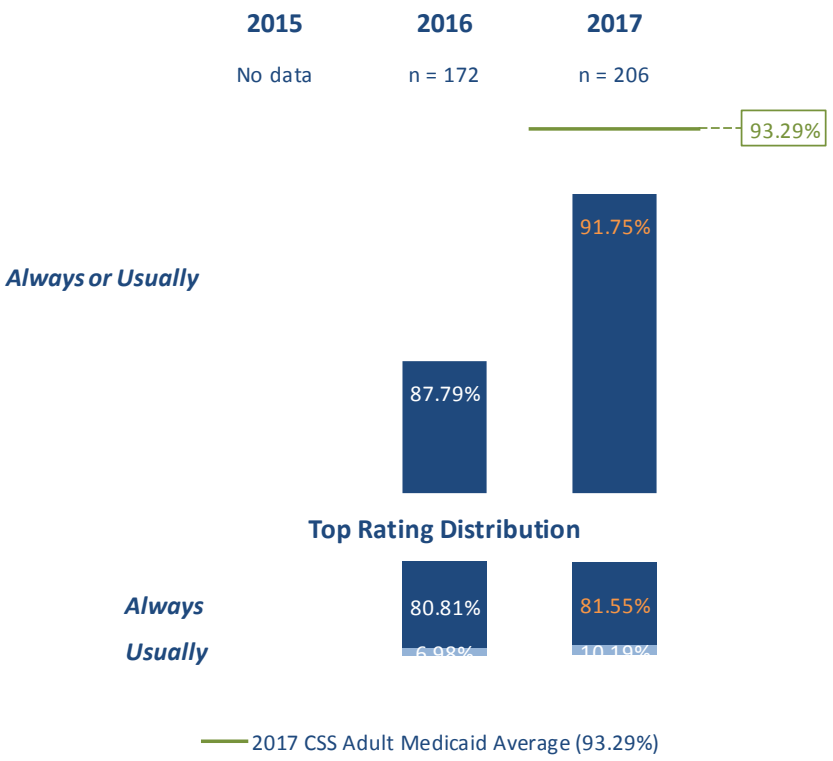
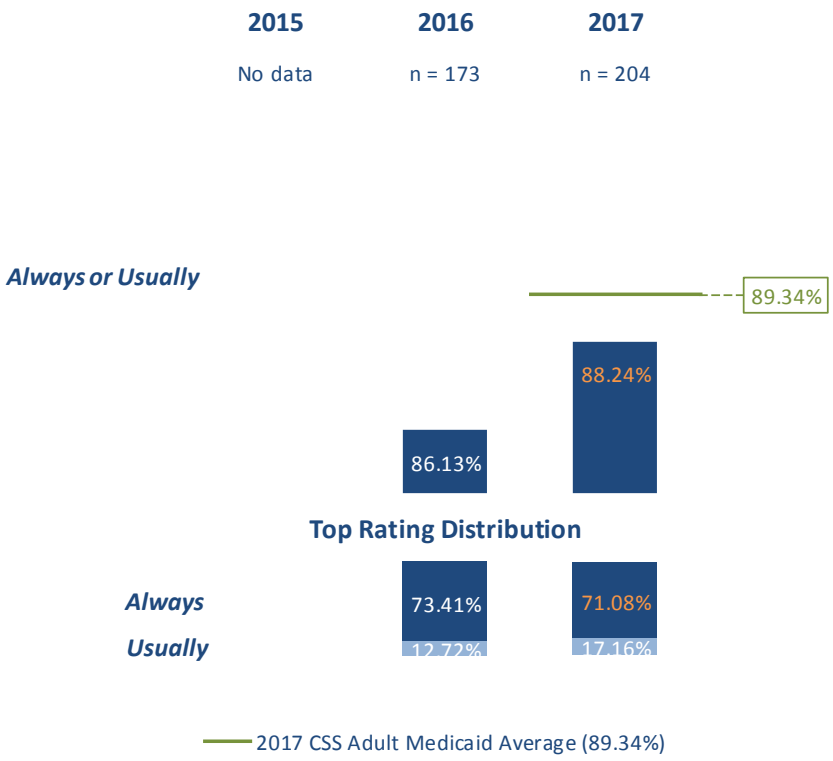
How Well Doctors Communicate (Contributing Items)

Percent Responding Always or Usually

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?



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Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always.* Statistically significant differences, tested at the 95% confidence level, between the plan's **current-year rate** and a comparison rate (the plan's prior-year, national, or, if applicable, regional rate) are marked with a ★ symbol next to the comparison rate.

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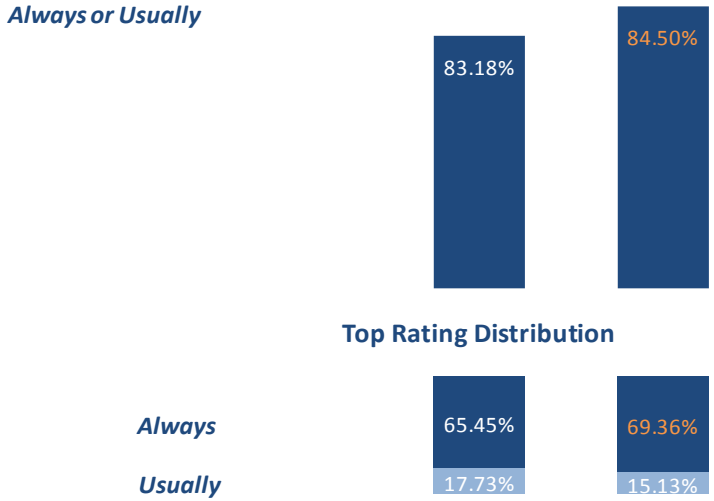
Customer Service (Composite)

Percent Responding Always or Usually

Trend in Plan Results

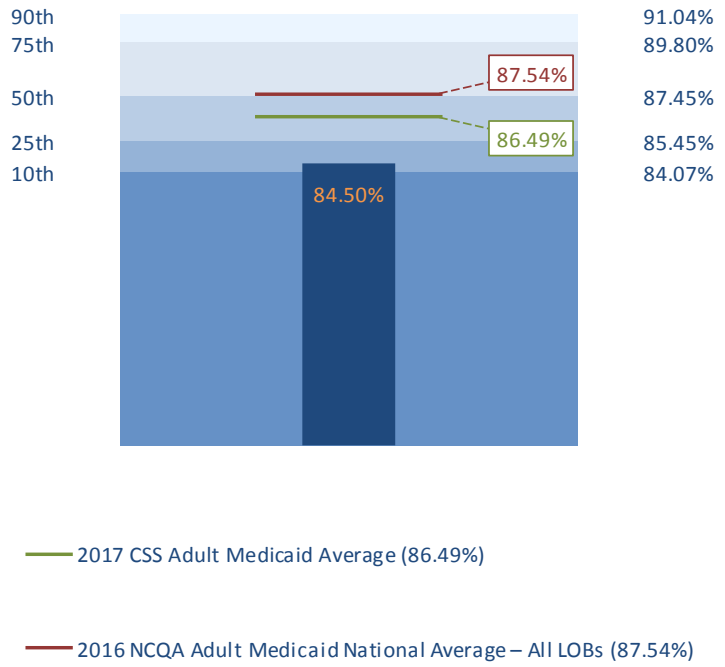
2015	2016	2017
No data	n = 110	n = 126



Top Rating Distribution

Comparison to National Averages and Percentiles*

* 2016 NCQA Adult Medicaid National Percentile, All LOBs



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Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always.* Statistically significant differences, tested at the 95% confidence level, between the plan's **current-year rate** and a comparison rate (the plan's prior-year, national, or, if applicable, regional rate) are marked with a ★ symbol next to the comparison rate.

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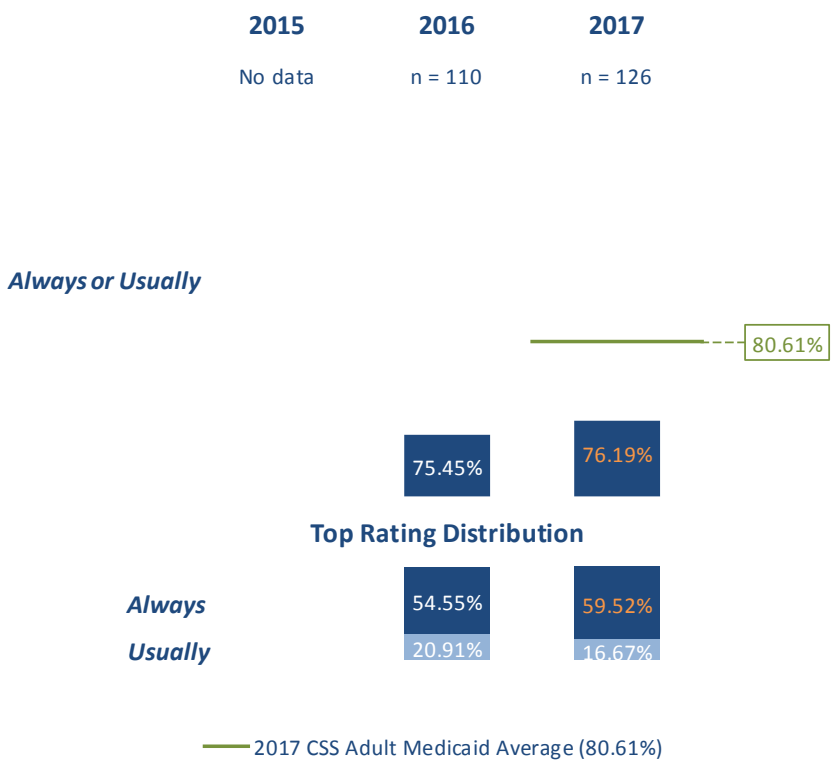
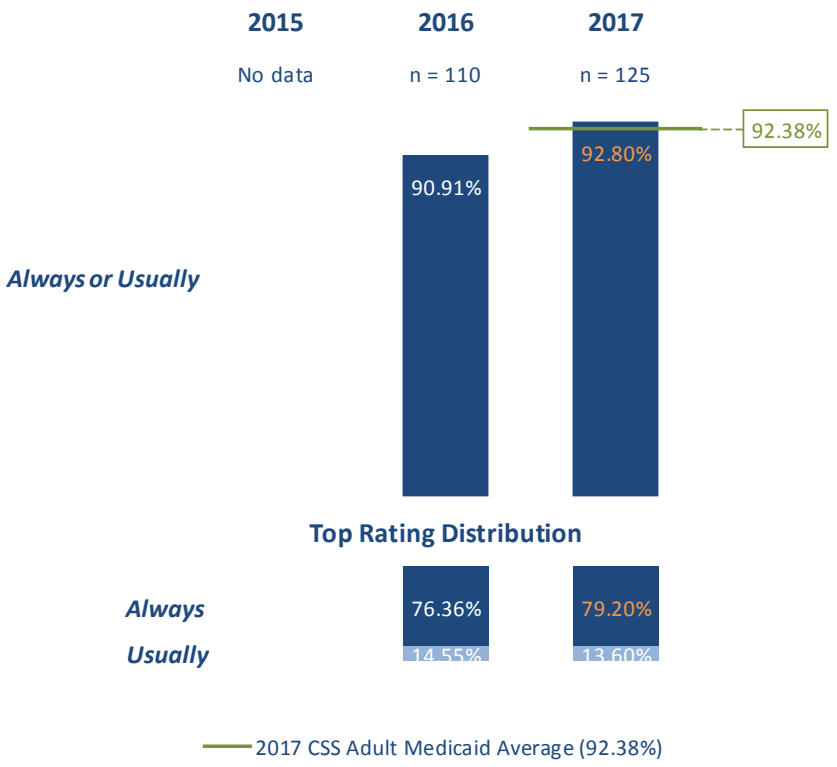
Customer Service (Contributing Items)

Percent Responding Always or Usually

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?



49130

Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always.* Statistically significant differences, tested at the 95% confidence level, between the plan's **current-year rate** and a comparison rate (the plan's prior-year, national, or, if applicable, regional rate) are marked with a ★ symbol next to the comparison rate.

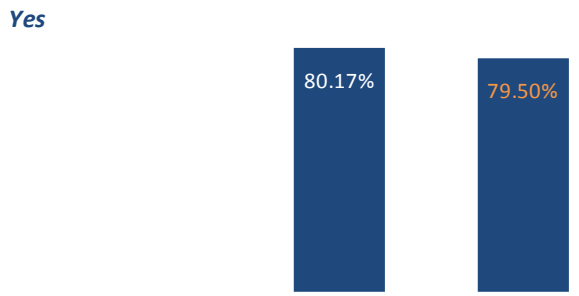
The denominator (n) represents the number of valid responses collected for the measure. If n is less than 100, "NA" is displayed next to the value of n, indicating that the rate is not reportable by NCQA. CSS calculates and reports the rate for reference only. If the plan did not collect survey data in a given year or the measure is not trendable, "No data" appears in place of n.

Shared Decision Making (Composite)

Percent Responding Yes

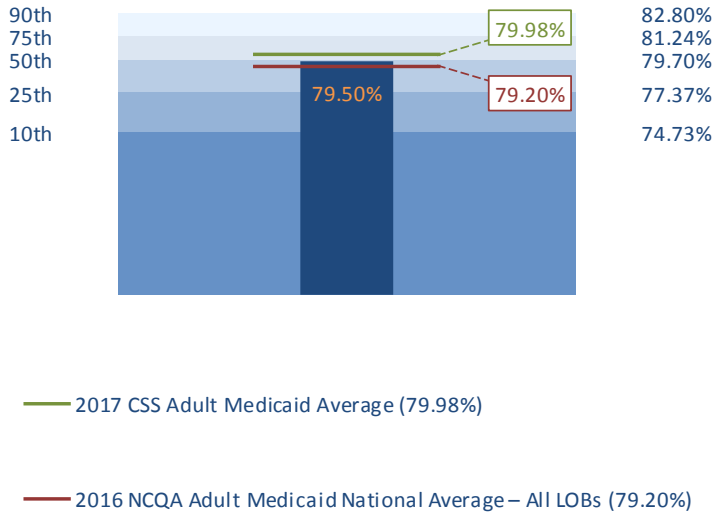
Trend in Plan Results

2015	2016	2017
No data	n = 111	n = 124



Comparison to National Averages and Percentiles*

* 2016 NCQA Adult Medicaid National Percentile, All LOBs



49130

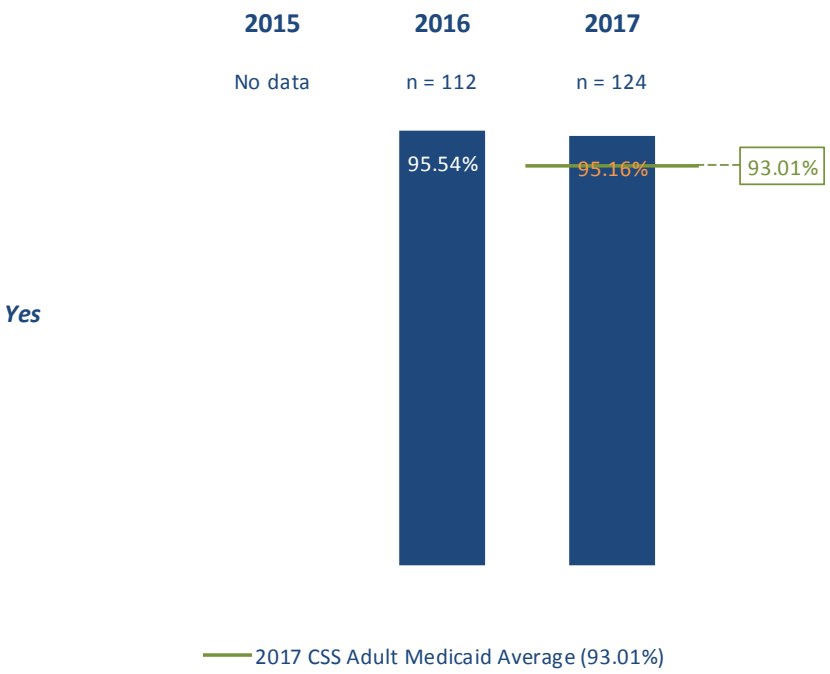
Tests of statistical significance were conducted for the *Yes* rate. Statistically significant differences, tested at the 95% confidence level, between the plan's **current-year rate** and a comparison rate (the plan's prior-year, national, or, if applicable, regional rate) are marked with a ★ symbol next to the comparison rate.

The denominator (n) represents the number of valid responses collected for the measure. If n is less than 100, "NA" is displayed next to the value of n, indicating that the rate is not reportable by NCQA. CSS calculates and reports the rate for reference only. If the plan did not collect survey data in a given year or the measure is not trendable, "No data" appears in place of n.

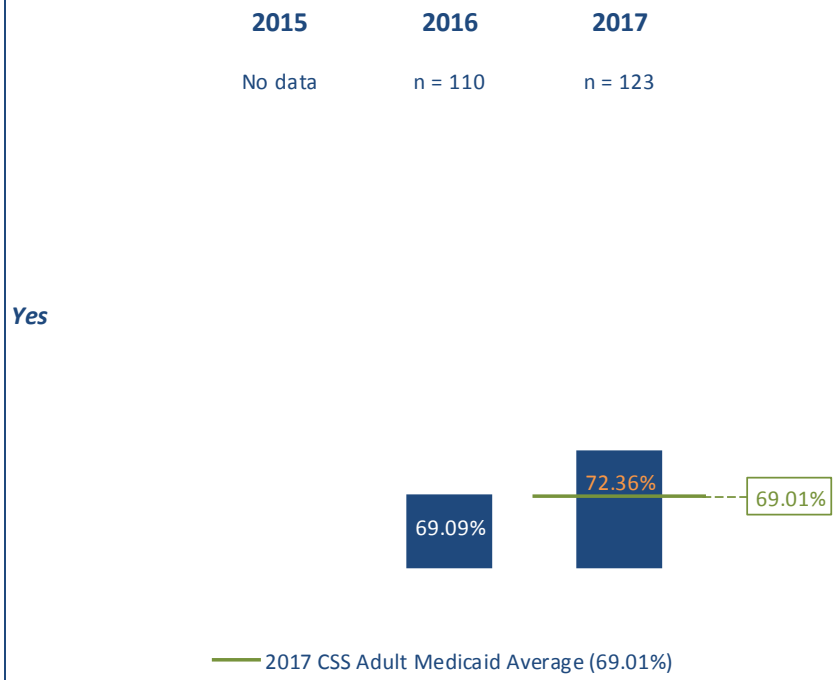
Shared Decision Making (Contributing Items)

Percent Responding Yes

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?



49130

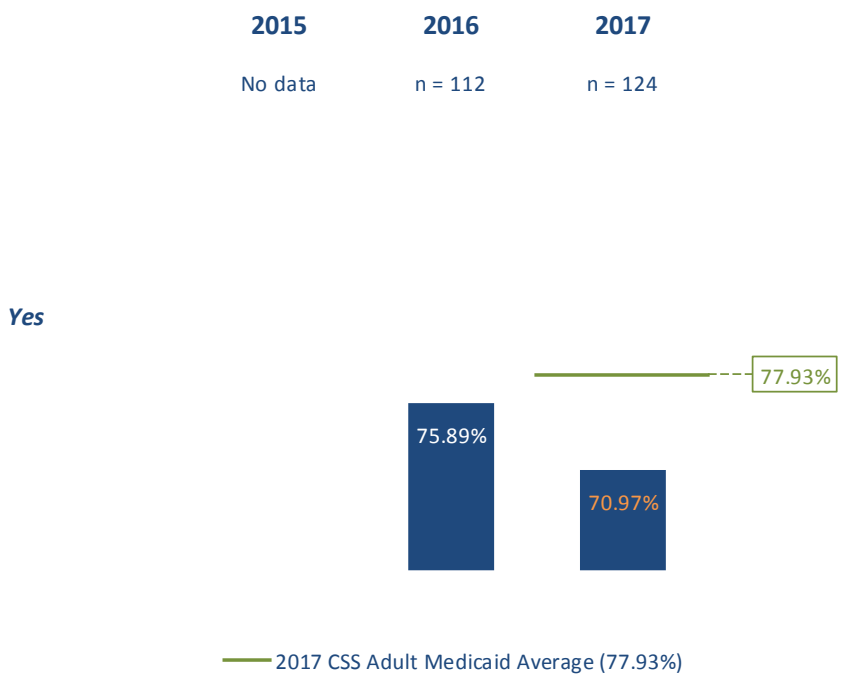
Tests of statistical significance were conducted for the *Yes* rate. Statistically significant differences, tested at the 95% confidence level, between the plan's **current-year rate** and a comparison rate (the plan's prior-year, national, or, if applicable, regional rate) are marked with a ★ symbol next to the comparison rate.

The denominator (n) represents the number of valid responses collected for the measure. If n is less than 100, "NA" is displayed next to the value of n, indicating that the rate is not reportable by NCQA. CSS calculates and reports the rate for reference only. If the plan did not collect survey data in a given year or the measure is not trendable, "No data" appears in place of n.

Shared Decision Making (Contributing Items)

Percent Responding Yes

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?



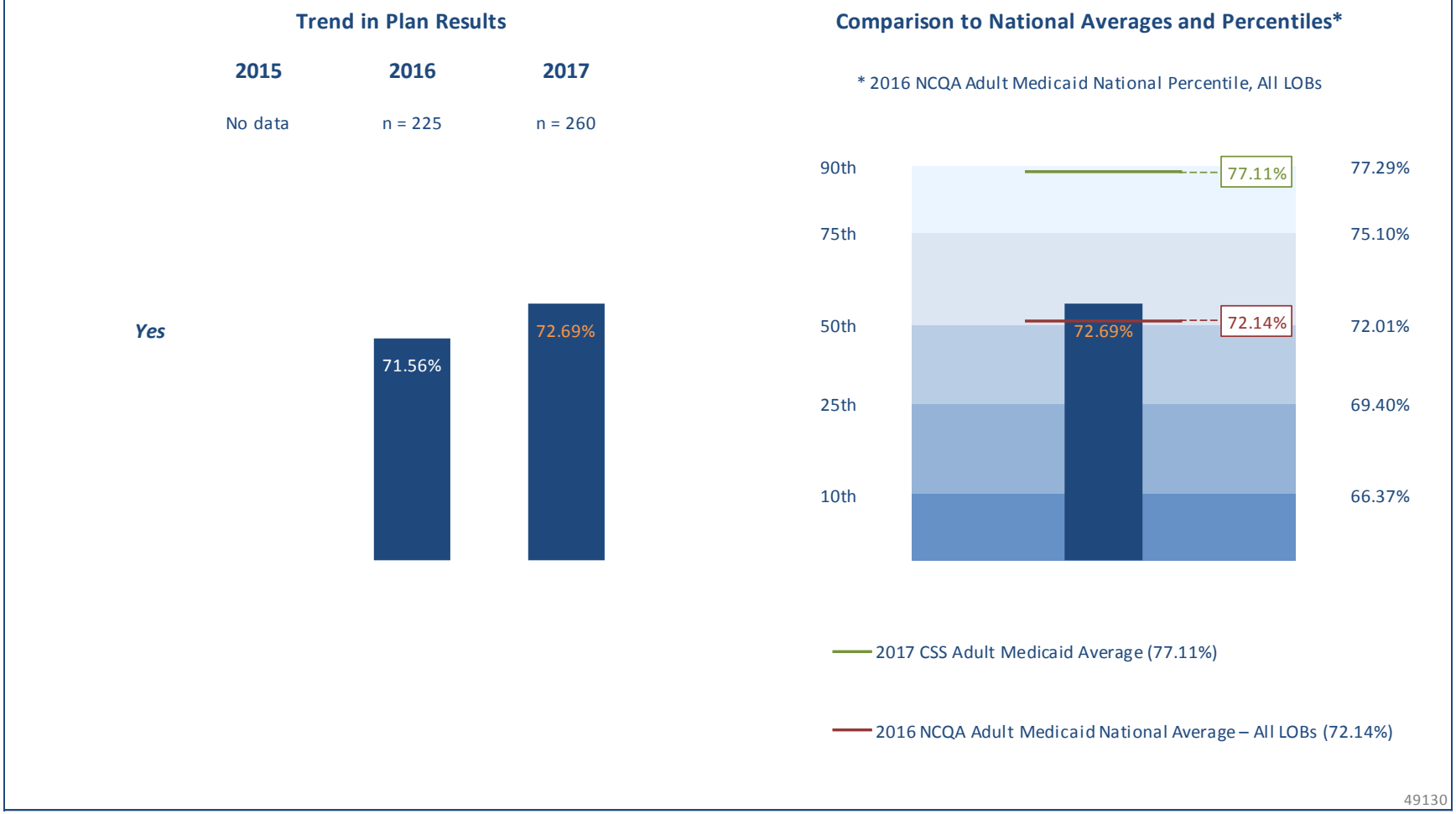
49130

Tests of statistical significance were conducted for the *Yes* rate. Statistically significant differences, tested at the 95% confidence level, between the plan's **current-year rate** and a comparison rate (the plan's prior-year, national, or, if applicable, regional rate) are marked with a ★ symbol next to the comparison rate.

The denominator (n) represents the number of valid responses collected for the measure. If n is less than 100, "NA" is displayed next to the value of n, indicating that the rate is not reportable by NCQA. CSS calculates and reports the rate for reference only. If the plan did not collect survey data in a given year or the measure is not trendable, "No data" appears in place of n.

Health Promotion and Education (Single Item)

Percent Responding Yes



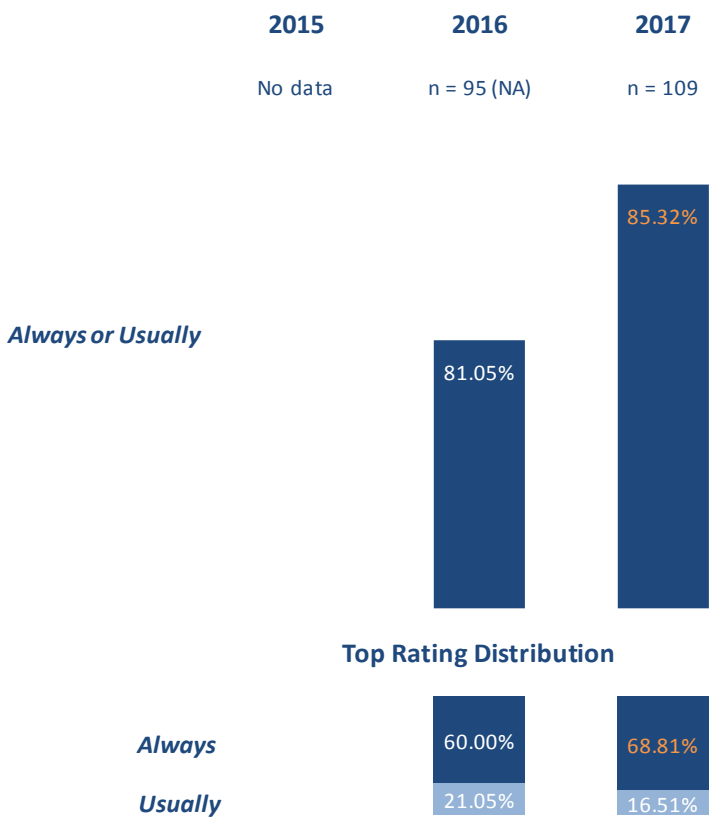
Tests of statistical significance were conducted for the *Yes* rate. Statistically significant differences, tested at the 95% confidence level, between the plan's **current-year rate** and a comparison rate (the plan's prior-year, national, or, if applicable, regional rate) are marked with a ★ symbol next to the comparison rate.

The denominator (n) represents the number of valid responses collected for the measure. If n is less than 100, "NA" is displayed next to the value of n, indicating that the rate is not reportable by NCQA. CSS calculates and reports the rate for reference only. If the plan did not collect survey data in a given year or the measure is not trendable, "No data" appears in place of n.

Coordination of Care (Single Item)

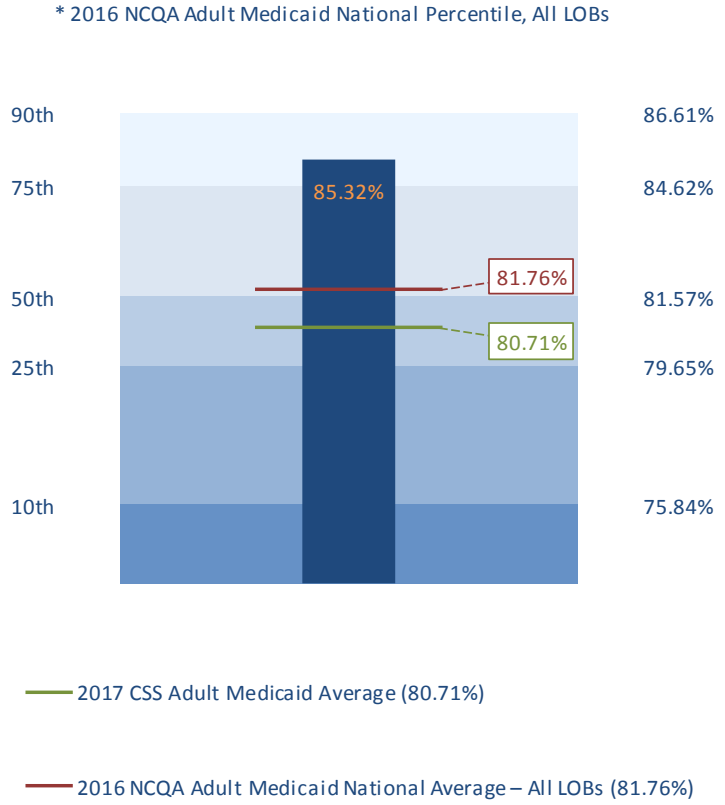
Percent Responding Always or Usually

Trend in Plan Results



Top Rating Distribution

Comparison to National Averages and Percentiles*



49130

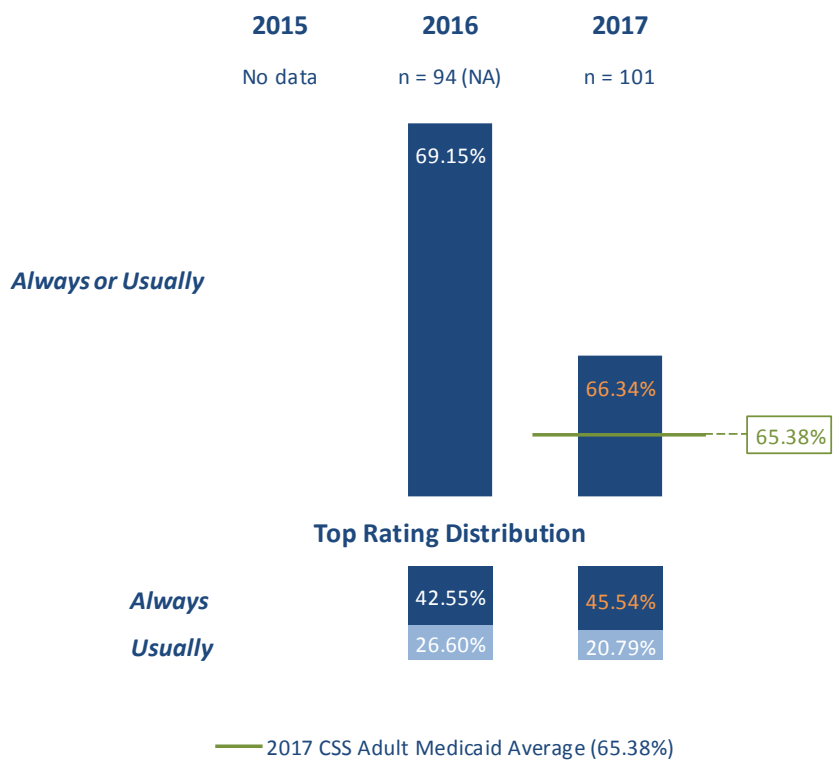
Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always.* Statistically significant differences, tested at the 95% confidence level, between the plan's **current-year rate** and a comparison rate (the plan's prior-year, national, or, if applicable, regional rate) are marked with a ★ symbol next to the comparison rate.

The denominator (n) represents the number of valid responses collected for the measure. If n is less than 100, "NA" is displayed next to the value of n, indicating that the rate is not reportable by NCQA. CSS calculates and reports the rate for reference only. If the plan did not collect survey data in a given year or the measure is not trendable, "No data" appears in place of n.

Written Materials and the Internet Provided Needed Information (Single Item)

Percent Responding Always or Usually

Q29. 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?



49130

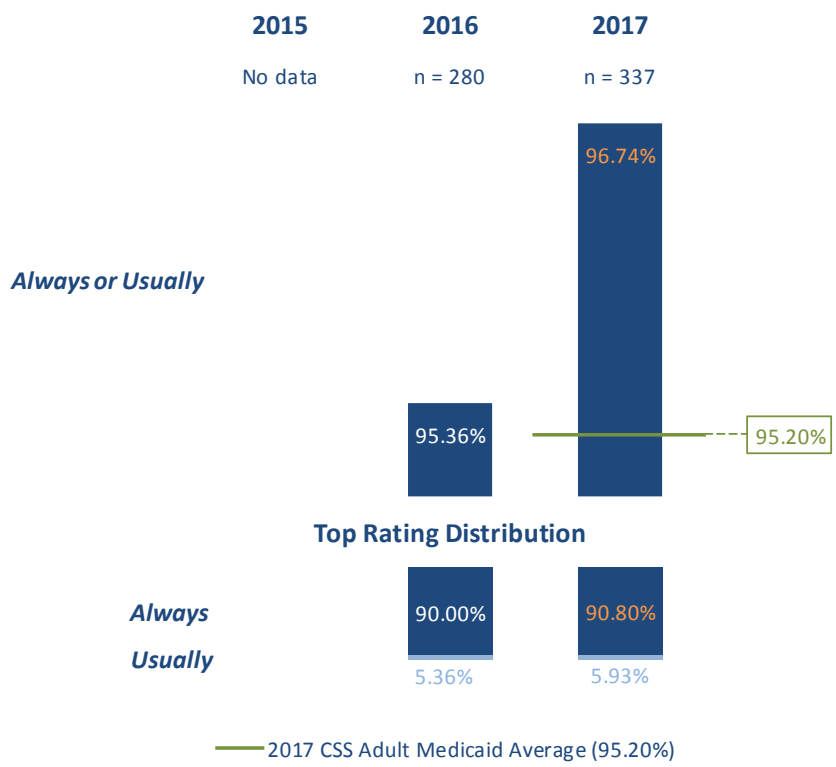
Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always.* Statistically significant differences, tested at the 95% confidence level, between the plan's **current-year rate** and a comparison rate (the plan's prior-year, national, or, if applicable, regional rate) are marked with a ★ symbol next to the comparison rate.

The denominator (n) represents the number of valid responses collected for the measure. If n is less than 100, "NA" is displayed next to the value of n, indicating that the rate is not reportable by NCQA. CSS calculates and reports the rate for reference only. If the plan did not collect survey data in a given year or the measure is not trendable, "No data" appears in place of n.

Forms from Plan Were Easy to Fill Out (Single Item)

Percent Responding Always or Usually

Q34. In the last 6 months, how often were the forms from your health plan easy to fill out? (Note: Following NCQA guidelines, respondents who did not have to fill out any forms from the health plan are counted as answering "Always".)



49130

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The denominator (n) represents the number of valid responses collected for the measure. If n is less than 100, "NA" is displayed next to the value of n, indicating that the rate is not reportable by NCQA. CSS calculates and reports the rate for reference only. If the plan did not collect survey data in a given year or the measure is not trendable, "No data" appears in place of n.

EFFECTIVENESS OF CARE DOMAIN

The *Effectiveness of Care* domain for the Medicaid product line includes the following measures: *Flu Vaccinations for Adults Ages 18–64 (FVA)*, *Medical Assistance with Smoking and Tobacco Use Cessation (MSC)*, and *Aspirin Use and Discussion (ASP)*[1]. The *MSC* and *ASP* measures are based on two years of data collection and are calculated using the NCQA rolling average methodology. The *FVA* measure is a single-year rate. A brief description of each measure, as it appears in *HEDIS 2017, Volume 3: Specifications for Survey Measures, Section 2: Effectiveness of Care*, is reproduced below. Please refer to *Volume 3* for additional information on the measures, including rolling average calculation methodology and NCQA reporting rules.

MEASURES

FLU VACCINATIONS FOR ADULTS AGES 18–64 (FVA)

NCQA introduced this measure for the Medicaid product line in 2014. Unlike the other *Effectiveness of Care* measures, which are based on two years of data collection and are calculated using the NCQA rolling average methodology, the *FVA* measure is a single-year rate. Results are calculated only for those respondents between the ages of 18 and 64 as of July 1 of the measurement year as identified by the plan.

MEDICAL ASSISTANCE WITH SMOKING AND TOBACCO USE CESSATION (MSC)

The following components of this measure assess different facets of providing medical assistance with smoking and tobacco use cessation:

- *Advising Smokers and Tobacco Users to Quit* – a rolling average rate represents the percentage of current smokers or tobacco users who received advice to quit during the measurement year.
- *Discussing Cessation Medications* – a rolling average rate represents the percentage of current smokers or tobacco users who discussed or were recommended cessation medications during the measurement year.
- *Discussing Cessation Strategies* – a rolling average rate represents the percentage of current smokers or tobacco users who discussed or were provided cessation methods or strategies during the measurement year.

[1] NCQA retired the *Aspirin Use and Discussion (ASP)* measure due to misalignment with updated recommendations from the United States Preventive Services Task Force (USPSTF). Because this change was made after the release of the *HEDIS Volume 3: 2017 Specifications for Survey Measures*, the *ASP* questions were included in the surveys. The *ASP* measure results were not submitted to NCQA and are included in this report for reference only.

ASPIRIN USE AND DISCUSSION (ASP)

NCQA retired *Aspirin Use and Discussion (ASP)* in January of 2017 due to misalignment with updated recommendations from the United States Preventive Services Task Force (USPSTF). Because this change was made after the release of the *HEDIS Volume 3: 2017 Specifications for Survey Measures*, the *ASP* questions were included in the surveys. The *ASP* measure results were not submitted to NCQA and are included in this report for reference only.

The following components of this measure assess different facets of managing aspirin use for the primary prevention of cardiovascular disease:

- *Aspirin Use* – a rolling average rate represents the percentage of members who are currently taking aspirin.
- *Discussing Aspirin Risks and Benefits* – a rolling average rate represents the percentage of members who discussed the risks and benefits of using aspirin with a doctor or other health provider.

CALCULATION AND REPORTING OF RESULTS

The rolling average method, employed by NCQA for the *ASP* and *MSC* measures, allows a health plan to combine two consecutive years of data collection to obtain a denominator sufficient to calculate results for a measure. Rolling average results are calculated using data reported for the current year and, when available, data reported for the prior year. NCQA calculates and reports the *ASP* and *MSC* rates according to the following rules:

- For a health plan with two consecutive years of reported data, the rate is calculated if the rolling average denominator is 100 or more. If the rolling average denominator is less than 100, NCQA reports the measure result as "NA".
- If the plan that did not report results in the prior year but reports results for the current year, the rate is calculated if the current-year denominator is 100 or more. If the current year denominator is less than 100, NCQA reports the measure result as "NA".

A health plan that does not report an *Effectiveness of Care* result for the current year gets assigned a result of "NR" by NCQA. Note that as with all other measures, CSS reports the plan's *Effectiveness of Care* rates regardless of whether the plan reports them to NCQA or whether it achieves the minimum denominator of 100 valid responses required for NCQA reporting. Any result shown in this report that does not meet the NCQA reporting criteria is denoted with "NA".

EFFECTIVENESS OF CARE RESULTS

Exhibit 3 provides a summary of the *Effectiveness of Care* results for ABH of LA. Comparisons to the plan's prior-year rates (if available) as well as to the 2017 CSS Adult Medicaid Average rates with statistical significance tests are included.

EXHIBIT 3. 2017 ABH OF LA ADULT MEDICAID CAHPS SURVEY: EFFECTIVENESS OF CARE RESULTS

Effectiveness of Care Measures* Measures marked [NPR] are not publicly reportable by NCQA	2017 Plan Rate	Difference** between 2017 Plan Rate and...	
		2016 Plan Rate	2017 CSS Adult Medicaid Average
Flu Vaccinations for Adults (FVA)			
Flu Vaccinations for Adults	31.64%	-0.98%	-6.16% ▼
Medical Assistance with Smoking and Tobacco Use Cessation (MSC)			
Advising Smokers and Tobacco Users to Quit	69.83%	-4.42%	-6.59% ▼
Discussing Cessation Medications	42.15%	-3.85%	-6.25%
Discussing Cessation Strategies	35.68%	-0.95%	-7.12% ▼
Discussing Aspirin Risks and Benefits (ASP)			
Aspirin Use [NPR] NA	36.67%	-1.43%	-1.12%
Discussing Aspirin Risks and Benefits [NPR]	45.76%	2.58%	3.54%

49130

* *Effectiveness of Care* results were calculated by CSS following NCQA specifications. Rates for the MSC and ASP measures were calculated using NCQA's rolling average methodology. The FVA rate is based on current-year results only. Results are presented regardless of whether the plan is reporting the measure(s) to NCQA or meets the minimum reporting threshold of 100 valid responses.
NA appears next to the measure name and a lighter display is used for results to indicate that the measure does not meet the NCQA minimum denominator threshold. CSS provides unofficial *Effectiveness of Care* results for reference only.

** Comparisons to prior-year results and relevant benchmark scores are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). All differences in rates are calculated prior to rounding and are rounded for display purposes only. All statistical tests are conducted at the 95% confidence level. Statistically significant differences between the plan and the relevant comparison score are marked as ▲ when the plan's score is higher or ▼ when the plan's score is lower.

ANALYSIS OF MEMBER CHARACTERISTICS

This section of the report presents a detailed profile of the health plan's membership. In addition to member demographics and health status, responses to survey items that assess utilization of healthcare services are included.

Each plan's membership mix is shaped by multiple factors, most of which are beyond the scope of this survey. These include benefit design, geography, availability of health plan choices, and member self-selection into products that best meet their needs. CSS's analysis of industry data suggests that there is considerable variation in demographic makeup and member utilization patterns across plans. To the extent that various member segments have distinct healthcare needs, utilization patterns, expectations, experiences, as well as attitudes and perceptions, their ratings of the *same* health plan will likely differ.

Certain member characteristics (e.g., health status) appear to be directly related to differences in healthcare needs and utilization levels. For example, some plans have predominantly healthy members, whose interactions with care providers and the plan tend to be limited. By contrast, other plans serve populations with higher rates of illness. These members tend to have more frequent encounters with the healthcare system and as a result may become more experienced users of health plans. The ways in which members use the plan, the frequency of their interactions with providers and staff, and their overall level of familiarity with how the plan works may affect ratings.

In addition to health care needs and utilization patterns, demographic characteristics have been shown to have an effect on survey responses. For example, all else being equal, older respondents and members of certain ethnic groups (e.g., Hispanic or Latino respondents) tend to rate their health care providers and plans more positively. By contrast, more educated members rate more critically, regardless of age or ethnicity.

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

The charts on the following pages compare your plan's membership profile to the relevant national distribution on demographic characteristics and utilization patterns. The pie charts in the upper half of each panel contrast the distribution of the ABH of LA membership on a given variable (e.g., gender, education level, number of doctor visits, etc.) with the national distribution on the same variable. The bar chart in the lower half of each panel shows how the overall rating of the plan varies by member segment.

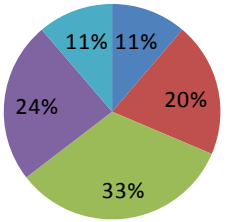
HEALTH STATUS AND DEMOGRAPHICS

The following characteristics are profiled in this section:

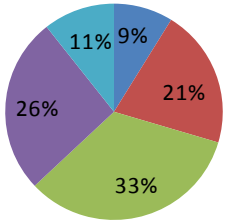
- Respondent's self-reported health status
- Respondent's self-reported mental or emotional health status
- Respondent's age
- Respondent's gender
- Respondent's education level
- Respondent's race
- Respondent's ethnicity (Hispanic or Latino)

Q36. In general, how would you rate your overall health?

2017 This Plan

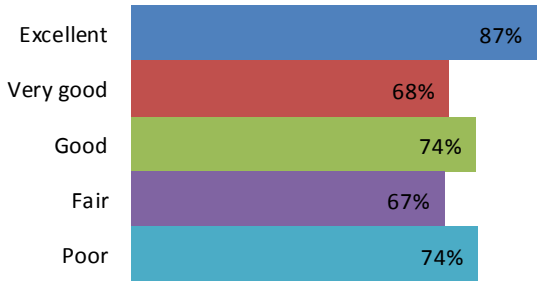


National Distribution*



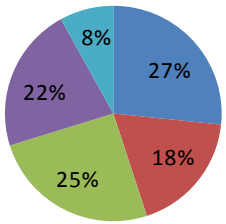
Excellent Very good Good Fair Poor

Percent of This Plan's Members Rating the Plan as 8, 9, or 10 by Response to Q36**

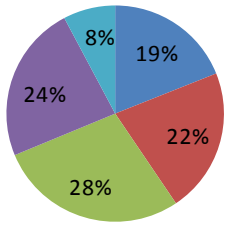


Q37. In general, how would you rate your overall mental or emotional health?

2017 This Plan

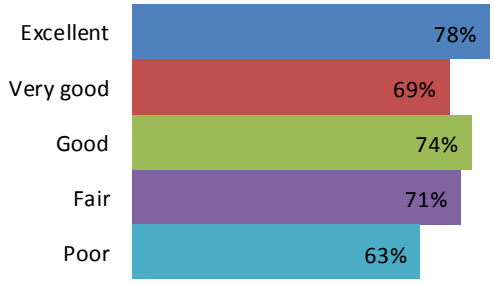


National Distribution*



Excellent Very good Good Fair Poor

Percent of This Plan's Members Rating the Plan as 8, 9, or 10 by Response to Q37**



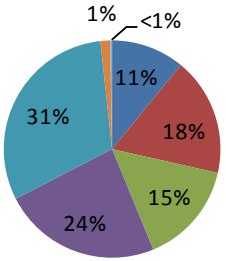
Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small. 49130

* Represents the combined distribution of responses to this question for all plans included in the 2017 CSS Adult Medicaid Average.

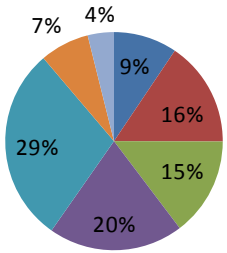
** Includes members of this health plan who answered the question and provided a valid response to Q35 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q35 or if no one rated the plan as 8, 9, or 10.

Q52. What is your age?

2017 This Plan

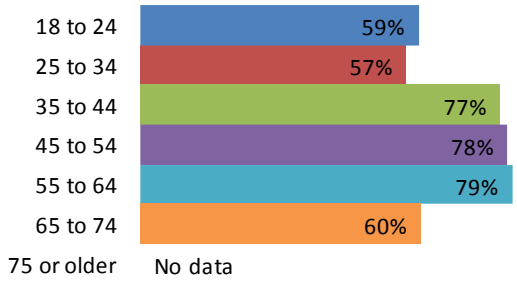


National Distribution*



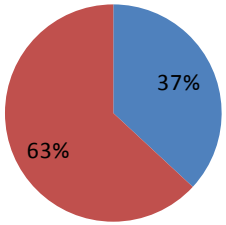
18 to 24 | 25 to 34 | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 or older

Percent of This Plan's Members Rating the Plan as 8, 9, or 10 by Response to Q52**

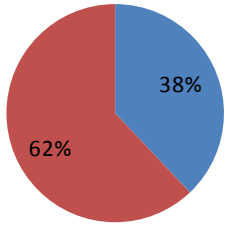


Q53. Are you male or female?

2017 This Plan



National Distribution*



Male | Female

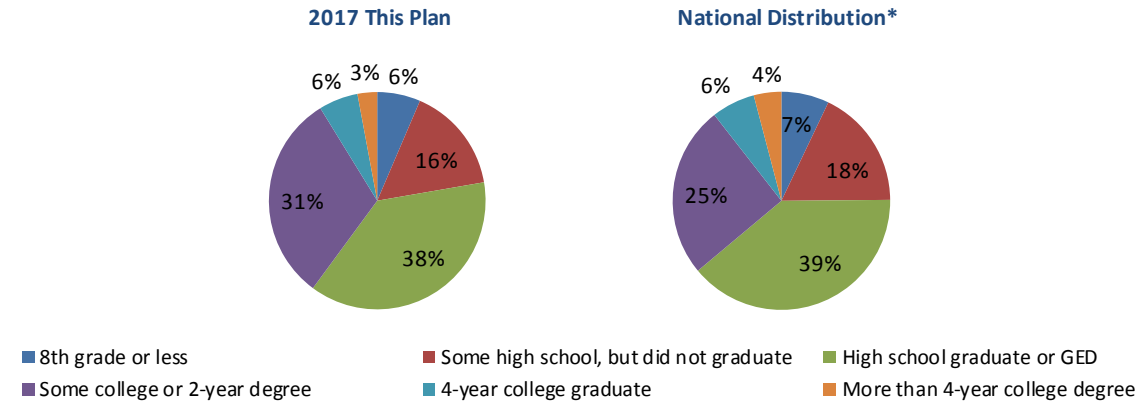
Percent of This Plan's Members Rating the Plan as 8, 9, or 10 by Response to Q53**

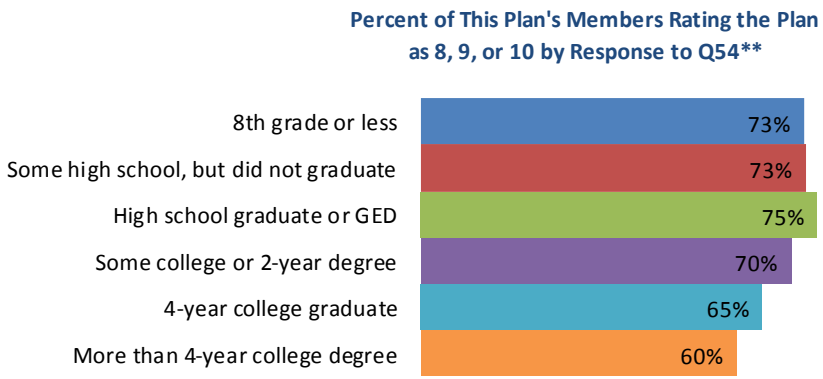
Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small. 49130

* Represents the combined distribution of responses to this question for all plans included in the 2017 CSS Adult Medicaid Average.

** Includes members of this health plan who answered the question and provided a valid response to Q35 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q35 or if no one rated the plan as 8, 9, or 10.

Q54. What is the highest grade or level of school that you have completed?





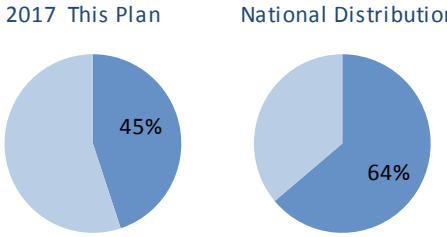
Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small. 49130

* Represents the combined distribution of responses to this question for all plans included in the 2017 CSS Adult Medicaid Average.

** Includes members of this health plan who answered the question and provided a valid response to Q35 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q35 or if no one rated the plan as 8, 9, or 10.

Q56. What is your race? Mark one or more.

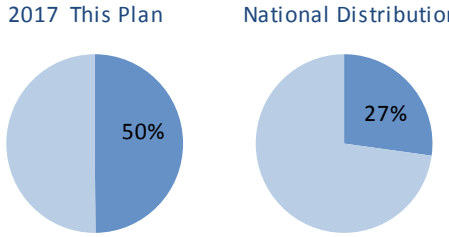
% White



Percent of White Members Rating the Plan as 8, 9, or 10** 70%

Q56. What is your race? Mark one or more.

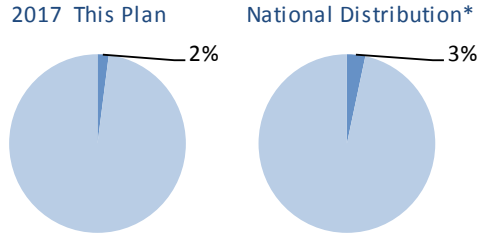
% Black or African-American



Percent of Black or African-American Members Rating the Plan as 8, 9, or 10** 74%

Q56. What is your race? Mark one or more.

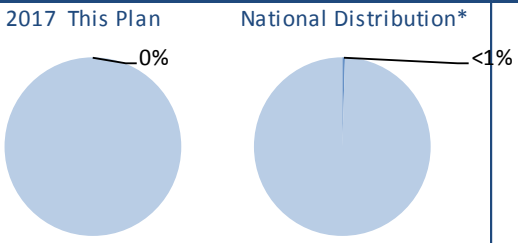
% Asian



Percent of Asian Members Rating the Plan as 8, 9, or 10** 67%

Q56. What is your race? Mark one or more.

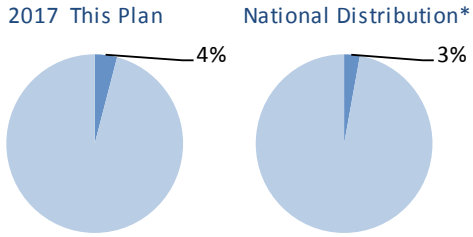
% Native Hawaiian or other Pacific Islander



Percent of Native Hawaiian or other Pacific Islander Members Rating the Plan as 8, 9, or 10** No data

Q56. What is your race? Mark one or more.

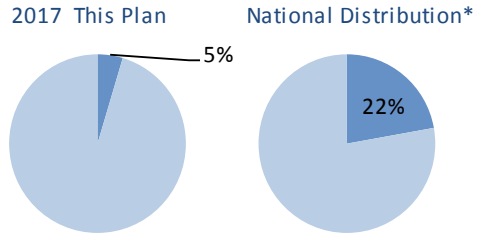
% American Indian or Alaska Native



Percent of American Indian or Alaska Native Members Rating the Plan as 8, 9, or 10** 64%

Q55. Are you of Hispanic or Latino origin or descent?

% Yes, Hispanic or Latino



Percent of Yes, Hispanic or Latino Members Rating the Plan as 8, 9, or 10** 67%

Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small. 49130

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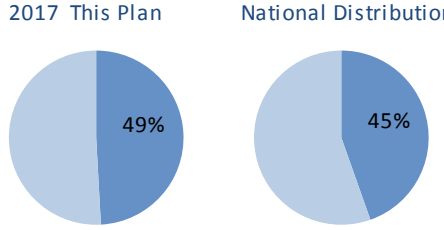
** Includes members of this health plan who answered the question and provided a valid response to Q35 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q35 or if no one rated the plan as 8, 9, or 10.

USE OF SERVICES

The following utilization measures are included in this section:

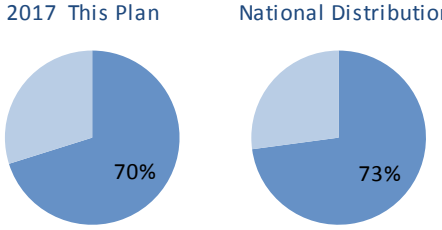
- Seeking urgent care
- Making appointments for routine care
- Discussing prescription medications with doctor
- Having a personal doctor
- Receiving care from a provider other than personal doctor
- Making an appointment to see a specialist
- Number of visits to a doctor's office or clinic
- Number of specialists seen
- Seeing a doctor or other health provider for a chronic condition
- Taking prescription medications

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? (% Yes)



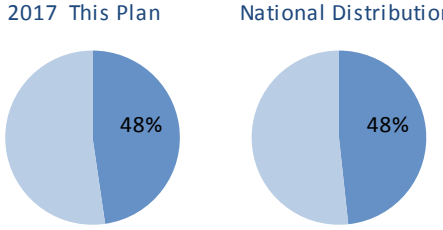
Percent of This Plan's Members Rating the Plan as 8, 9, or 10 by Q3 (Yes/No)**

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? (% Yes)



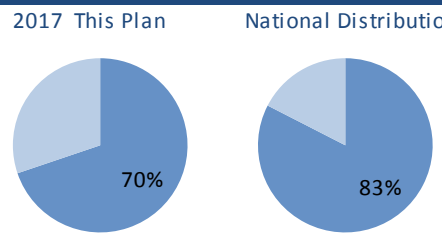
Percent of This Plan's Members Rating the Plan as 8, 9, or 10 by Q5 (Yes/No)**

Q9. In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine? (% Yes)



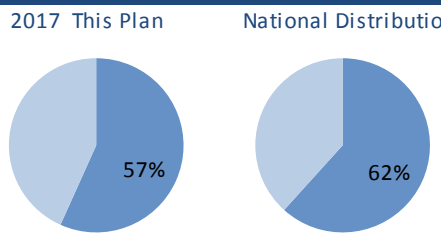
Percent of This Plan's Members Rating the Plan as 8, 9, or 10 by Q9 (Yes/No)**

Q15. 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? (% Yes)



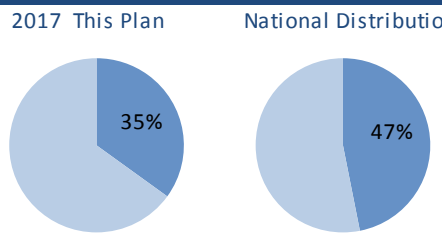
Percent of This Plan's Members Rating the Plan as 8, 9, or 10 by Q15 (Yes/No)**

Q21. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor? (% Yes)



Percent of This Plan's Members Rating the Plan as 8, 9, or 10 by Q21 (Yes/No)**

Q24. In the last 6 months, did you make any appointments to see a specialist? (% Yes)



Percent of This Plan's Members Rating the Plan as 8, 9, or 10 by Q24 (Yes/No)**

Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small. 49130

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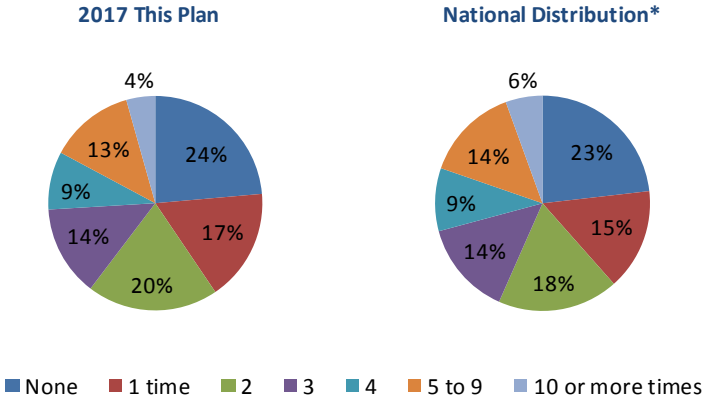
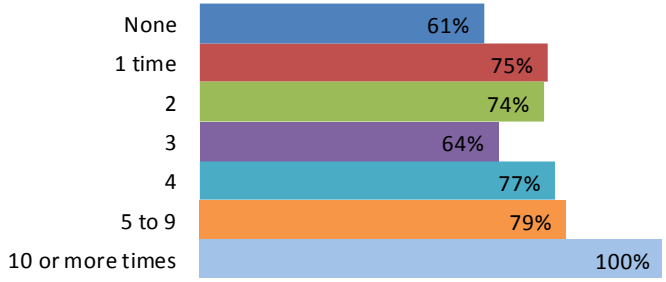
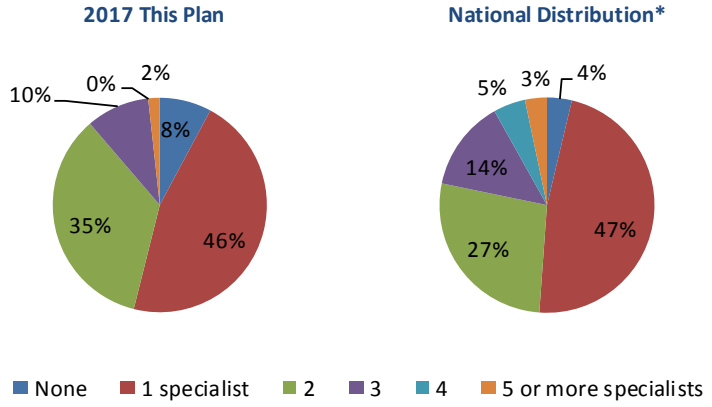
** Includes members of this health plan who answered the question and provided a valid response to Q35 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q35 or if no one rated the plan as 8, 9, or 10.

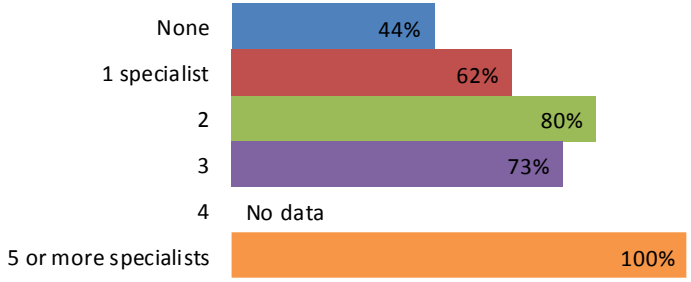
Q7. In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?





Q26. How many specialists have you seen in the last 6 months? (Note: the question applies only to those respondents who had appointments with specialists.)





Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small. 49130

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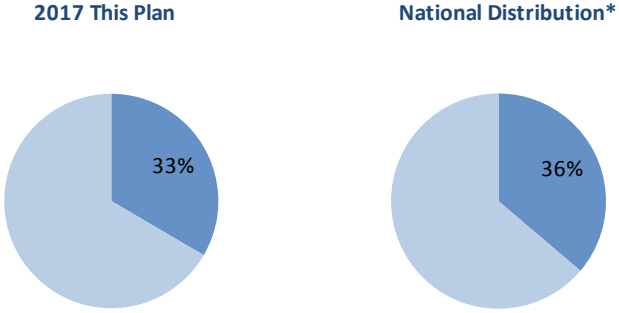
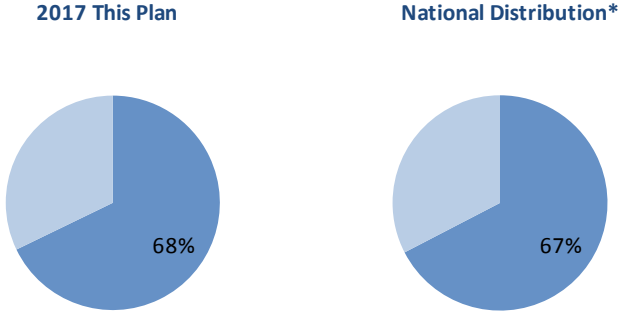
** Includes members of this health plan who answered the question and provided a valid response to Q35 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q35 or if no one rated the plan as 8, 9, or 10.

Q48. In the last 6 months, did you get health care 3 or more times for the same condition or problem? (% Yes)



Percent of This Plan's Members Rating the Plan as 8, 9, or 10 by Response to Q48 (Yes/No)**

Q50. Do you now need or take medicine prescribed by a doctor? Do not include birth control. (% Yes)



Percent of This Plan's Members Rating the Plan as 8, 9, or 10 by Response to Q50 (Yes/No)**

Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small. 49130

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** Includes members of this health plan who answered the question and provided a valid response to Q35 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q35 or if no one rated the plan as 8, 9, or 10.

SCORING FOR NCQA ACCREDITATION

In order to be used for HEDIS reporting and NCQA Accreditation, HEDIS/CAHPS survey results must be calculated by NCQA. All of the results reported in this section should be used only as guidelines for estimating the plan's Accreditation score.

CALCULATION OF MEAN SCORES

This section outlines how NCQA assigns points toward Accreditation earned by the plan based on its CAHPS survey results. Mean scores provide the basis for calculating Accreditation points. For more information, please refer to the following documents: *HEDIS 2017, Volume 3: Specifications for Survey Measures* and *NCQA 2017 Accreditation Benchmarks and Thresholds* (released in March of 2017). Note that NCQA usually releases final benchmarks and thresholds in its *Accreditation Benchmarks and Thresholds – Mid-Year Update* memo in early August.

As the first step in the mean scoring procedure, all of the original responses are converted to a 3-point scale at the respondent level as follows (note: missing, invalid, and "Don't know" responses are excluded):

Measure Used in Accreditation Scoring	Mean Scoring Scale Based on Responses
Composites and related items; *Coordination of Care*	*Never* or *Sometimes* = 1; *Usually* = 2; *Always* = 3
Ratings	*0* to *6* = 1; *7* or *8* = 2; *9* or *10* = 3

Next, for each rating question, single-item measure (e.g., *Coordination of Care*), and survey item contributing to a composite, the mean of these recoded score values is computed across all valid responses. For composite measures, the mean of the question means is computed to arrive at the composite mean (note: each question in a composite is weighted equally, regardless of how many members respond). An example of this calculation is illustrated in the Appendix.

NCQA determines the Accreditation points contributed by each CAHPS survey measure by first comparing the plan's mean score on the measure with a national 90th percentile "benchmark" and with national thresholds (the 75th, 50th and 25th percentiles). The plan's percentile on each measure is then translated into a point value component of the Accreditation score. A health plan's CAHPS survey results can contribute up to 13 points towards the plan's total NCQA Accreditation score. CSS does not calculate the CAHPS component of the plan's Accreditation score.

The *Coordination of Care* measure was added to Accreditation scoring in 2016. If available, the plan's 2015 mean score on this measure is reported in the next section. Note, however, that NCQA introduced the national benchmark and thresholds for *Coordination of Care* only in 2016.

The *How Well Doctors Communicate* composite measure was retired from Accreditation scoring in 2015. However, NCQA continues to provide the national benchmark and thresholds for this measure, and health plans may find their scores on this composite informative. This report includes your plan's score trend on *How Well Doctors Communicate* for reference.

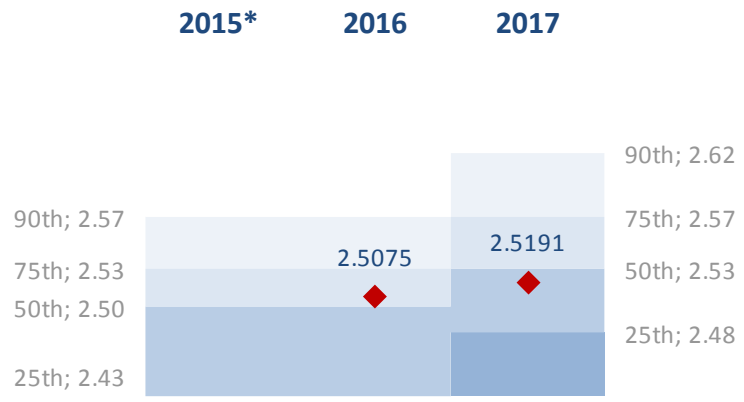
THREE-YEAR TREND IN ACCREDITATION MEANS

The charts on the following pages show the trend in the plan's mean scores over time, where applicable and/or available. Since these scores are used exclusively for Accreditation scoring, the reported means are limited to the measures that are scored for NCQA Accreditation and meet the NCQA minimum denominator threshold of 100 valid responses. The charts have the following features:

- The 2017 NCQA Accreditation percentile is provided at the top of each chart. Note that this percentile value is based on the plan's mean score and may not necessarily correspond to its performance percentile shown in the *Detailed Results Charts*.
- The plan's Accreditation mean scores are plotted in relation to the NCQA Accreditation percentile thresholds.
- If the number of responses is less than 100, "NA" appears next to the year label, indicating that the result is not reportable by NCQA. In such cases the result is not displayed.

Rating of Personal Doctor

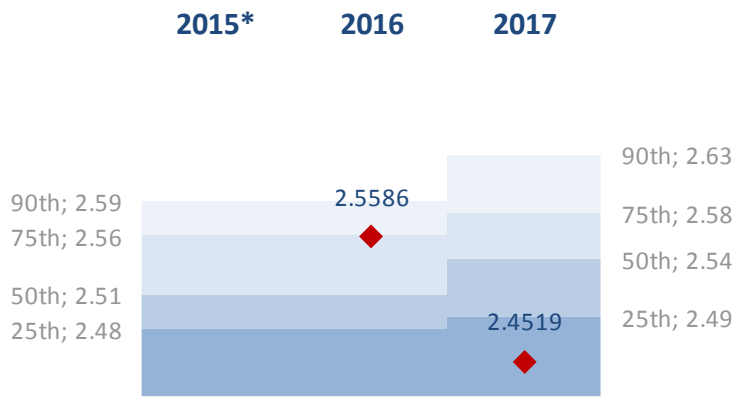
2017 NCQA Accreditation Percentile: 25th



Note: The Accreditation thresholds for this measure changed in 2017.

Rating of Specialist Seen Most Often

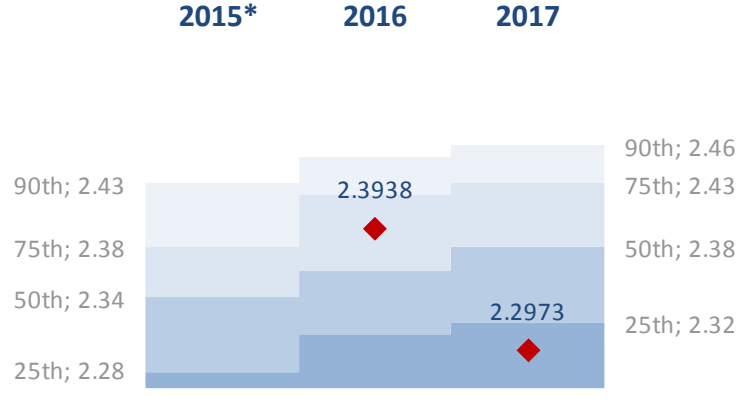
2017 NCQA Accreditation Percentile: below 25th



Note: The Accreditation thresholds for this measure changed in 2017.

Rating of All Health Care

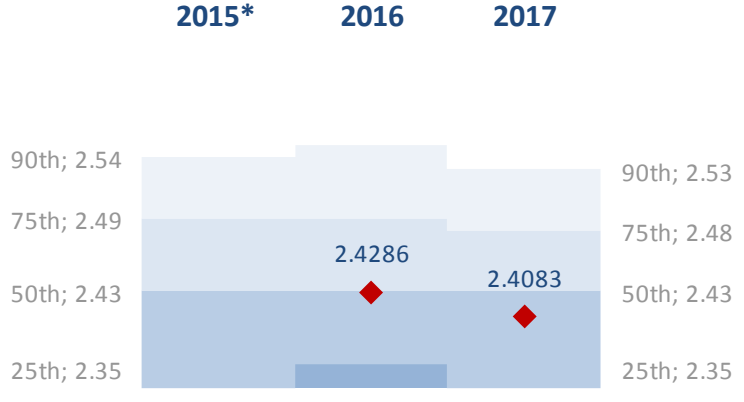
2017 NCQA Accreditation Percentile: below 25th



Note: The Accreditation thresholds for this measure changed in 2016 and 2017.

Rating of Health Plan

2017 NCQA Accreditation Percentile: 25th



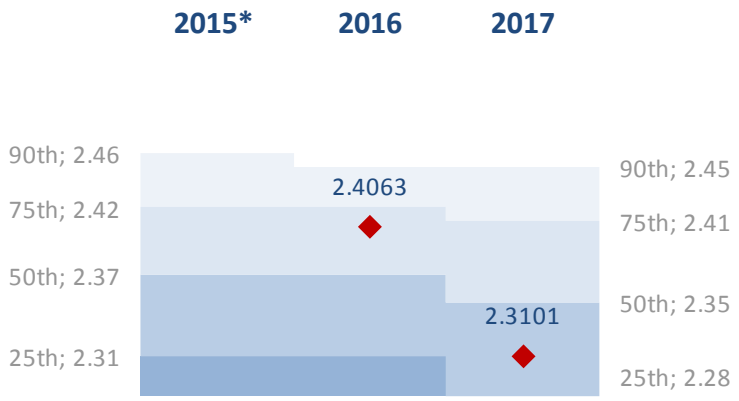
Note: The Accreditation thresholds for this measure changed in 2016 and 2017.

49130

* The plan did not collect survey data in a given year.

Getting Needed Care

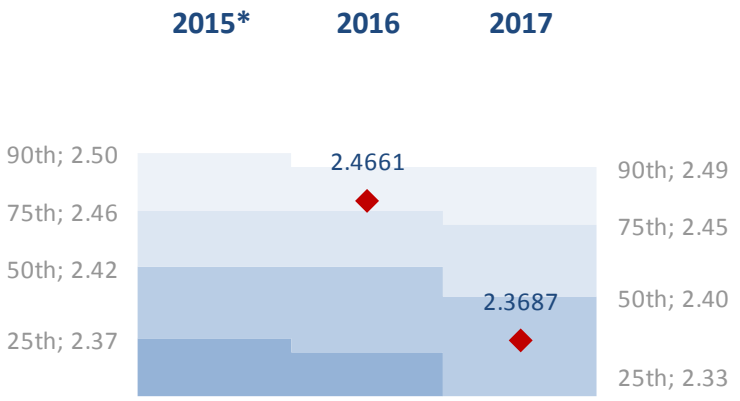
2017 NCQA Accreditation Percentile: 25th



Note: The Accreditation thresholds for this measure changed in 2016 and 2017.

Getting Care Quickly

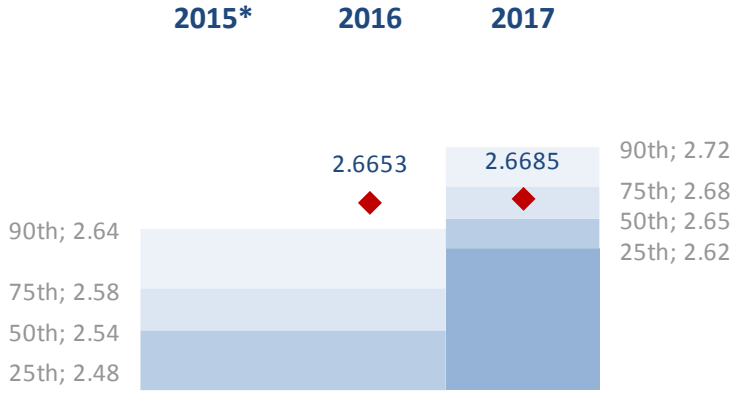
2017 NCQA Accreditation Percentile: 25th



Note: The Accreditation thresholds for this measure changed in 2016 and 2017.

How Well Doctors Communicate

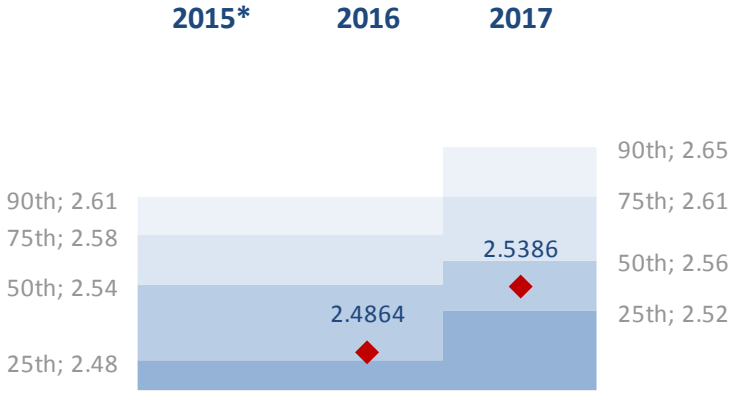
2017 NCQA Accreditation Percentile: 50th



NCQA retired this measure from Accreditation scoring in 2015. Accreditation mean and percentile values are provided for reference only.

Customer Service

2017 NCQA Accreditation Percentile: 25th



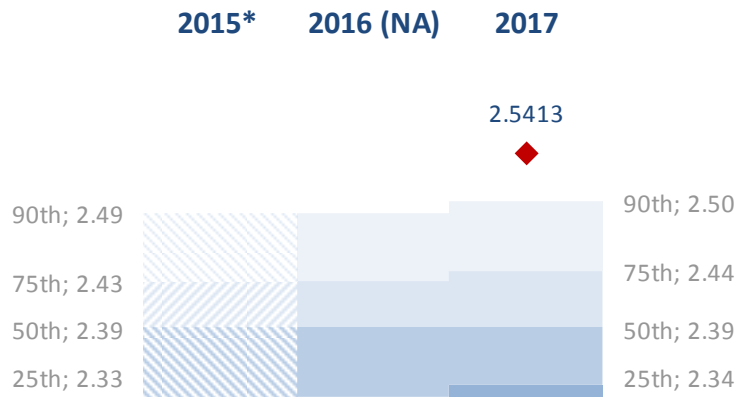
Note: The Accreditation thresholds for this measure changed in 2017.

49130

* The plan did not collect survey data in a given year.

Coordination of Care

2017 NCQA Accreditation Percentile: 90th



Note: The Accreditation thresholds for this measure changed in 2017.

NCQA added this measure to Accreditation scoring in 2016. The 2015 area of the chart represents the 2016 NCQA benchmark and threshold levels. The cross-hatched pattern indicates that they were not used in Accreditation scoring prior to 2016 and are provided for reference only.

49130

* The plan did not collect survey data in a given year. "(NA)" indicates that the score is not reportable by NCQA because fewer than 100 responses were collected for the measure.

KEY DRIVER ANALYSIS

OBJECTIVES

CSS's *Key Driver Analysis (KDA)* highlights some of the key differences between high- and low-rated health plans at the industry level. The principal objectives of the KDA are:

- To isolate a set of plan attributes, or key drivers, that distinguish high-rated plans from low-rated plans;
- To highlight industry best practices on the key driver measures;
- To compare ABH of LA to industry best practices in these areas; and
- To estimate the impact of improving the plan's performance on these measures on its overall rating.

TECHNICAL APPROACH

INDUSTRY VIEW

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

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

Finally, in addition to the standard CAHPS performance measures, other sources of differences between health plans can be explored, increasing the explanatory power of the model and allowing for more precise estimation of the individual key driver effects. These include experience rates, which are based

on responses to the CAHPS screener questions. Screeners establish whether a member had a particular type of experience or interaction with the plan (e.g., contacted customer service, searched for information in the plan's written materials, etc.). CSS's analysis shows that these experience variables explain a significant portion of the plan's overall satisfaction score. Additional components of the overall score include utilization rates and demographic characteristics of the plan's membership, addressed in more detail in the *Analysis of Member Characteristics* section of this report. Clearly, from the plan's perspective, some of these factors are more actionable than others. However, to yield an accurate model of key drivers of member satisfaction, the analysis must take into account any and all measurable influences on the overall rating of the plan.

KEY DRIVER MODEL DEVELOPMENT

The CSS *Key Driver Model* was developed on the basis of a rich dataset of CAHPS survey results comprising 274 Adult Medicaid samples included in NCQA's Quality Compass database in 2016 and 2015. CSS performed regression analysis of health plan ratings to identify the sources of variation in overall satisfaction scores across the industry spectrum, using individual health plans as units of analysis. Regression analysis expresses mathematically the relationship between plan attributes (predictors) and overall satisfaction scores, controlling for interdependencies among the predictors and other factors that may influence ratings (e.g., member demographics, utilization patterns, etc.). Predictors were chosen carefully to yield a model that is both meaningful and actionable from the health plan's point of view.

All of the plan variables, including potential drivers of satisfaction (i.e., variables that the plan may consider actionable) and control variables (member demographics, health status, utilization rates, product type, and year of data collection) were entered into the regression model, and the independent contribution of each variable was estimated. As in the past, CSS excluded *Rating of All Health Care* from the list of predictors both because of its high correlation with *Rating of Health Plan* and the presence of other survey items that measure more specific aspects of member experience. If included, *Rating of all Health Care* would account for a large portion of the variance and confound coefficient estimates for the remaining variables in the model.

INDUSTRY KEY DRIVER MODEL

The table below lists seven key drivers of Adult Medicaid member satisfaction in order of importance, from highest to lowest, based on their relative contribution to the *Rating of Health Plan* score. All of these variables have statistically significant coefficients in the regression model (p-value < 0.1). Performance on these variables, together with the control variables, explains 59 percent of the industry variation in Adult Medicaid health plan ratings. Note that this ordering reflects *only* the strength of the overall relationship between each key driver and the health plan score at the industry level. It does not take into account how ABH of LA is currently performing on these measures, and is thus not necessarily indicative of the plan's improvement opportunities. Plan-specific improvement targets, which take into account both the strength of the key driver and the plan's current performance in the area, are presented graphically in the next section.

Ratings of the plan are strongly related to members' ability to get the care they need when they need it (Q14). Making appointments for routine care at a doctor's office or clinic (Q5) may also be viewed as an indirect measure of access and availability of care. Doctor and specialist ratings (Q23, Q27) may reflect the quality of the health plan's network and its ability to contract with better providers.

The ▼ symbol next to Q28 indicates that this variable is *negatively* related to the overall health plan score. Thus, ABH of LA should work on lowering this rate.

Key Driver	Interpretation
Q14. Ease of getting needed care, tests, or treatment (percent *Always* or *Usually*)	The higher the proportion of plan members reporting that the necessary care, tests, or treatment were easy to get, the higher the overall plan score
Q5. Made appointments for routine care at a doctor's office or clinic (percent *Yes*)	The higher the proportion of members who made appointments for check-up or routine care at a doctor's office or clinic during the past 6 months, the higher the overall plan score
Q31. Health plan customer service provided needed information or help (percent *Always* or *Usually*)	The higher the proportion of members who were able to get the information or help they needed from customer service, the higher the overall plan score
Q23. Rating of Personal Doctor (percent *8*, *9*, or *10*)	The higher the proportion of members rating their personal doctor as *8*, 9, or *10*, the higher the overall plan score
Q29. Written materials or the Internet provided needed information (percent *Always* or *Usually*)	The higher the proportion of members reporting that they found the information they needed in the plan's written materials or the Internet, the higher the overall plan score
Q28. ▼ Looked for information in plan's written materials/on the Internet (percent *Yes*)	The higher the proportion of members who looked for information about how their plan works in written materials or on the Internet, the lower the overall plan score
Q27. Rating of Specialist Seen Most Often (percent *8*, *9*, or *10*)	The higher the proportion of members rating their specialist as *8*, 9, or *10*, the higher the overall plan score

OPPORTUNITIES FOR PLAN QUALITY IMPROVEMENT

Exhibit 4 lists opportunities and priorities for improvement identified specifically for ABH of LA. The ordering takes into account both the strength of each key driver in the broad industry context and the plan's current performance on the measure.

The middle panel of the chart compares the plan's current performance to the *best practice* score on each key driver. CSS defined the best practice score as the highest score among the eight Adult Medicaid plans contributing to the 2017 CSS Adult Medicaid Average. Room for improvement, represented by the green arrows on the chart, is the difference between the 2017 ABH of LA score and the best practice score.

The bar chart on the right displays the expected improvement in the overall *Rating of Health Plan* score that could be achieved by ABH of LA if it performed on par with the best practice plan on each of the key driver measures. Each bar represents the plan's room for improvement on the key driver weighted by its contribution to the *Rating of Health Plan* score.

EXHIBIT 4. 2017 ABH OF LA ADULT MEDICAID CAHPS SURVEY: KEY AREAS AND PRIORITIES FOR IMPROVEMENT

Current Key Driver Performance		Room for Improvement on Key Driver		Overall Improvement Opportunity
2017 Plan Rate		Percentage Point Difference Between Current Key Driver Score and the **Best Practice Score***		Expected Percentage Point **Improvement** in **Rating of Health Plan** score (percent *8*, *9*, or *10*) if Key Driver Performs at Best Practice Level
Q14. Ease of getting needed care, tests, or treatment (percent *Always* or *Usually*)	**79.69%**	+10.42% →	**90.10%**	**+5.94%**
Q31. Customer service provided needed information or help (percent *Always* or *Usually*)	**76.19%**	+14.72% →	**90.91%**	**+3.07%**
Q5. Made appointments for routine care at a doctor's office or clinic (percent *Yes*)	**70.14%**	+13.26% →	**83.41%**	**+2.76%**
Q28. Looked for information in plan's written materials/on the Internet (percent *Yes*) ▼	**30.43%**	–13.17% →	**17.27%**	**+1.52%**
Q29. Plan's written materials/Internet provided needed information (percent *Always* or *Usually*)	**66.34%**	+7.91% →	**74.24%**	**+0.99%**
Q23. Rating of Personal Doctor (percent *8, 9,* or *10*)	**80.85%**	+3.40% →	**84.25%**	**+0.90%**
Q27. Rating of Specialist Seen Most Often (percent *8, 9,* or *10*)	**79.81%**	+8.63% →	**88.44%**	**+0.86%**

* Best score on the key driver measure among all plans included in the 2017 CSS Adult Medicaid Average

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▼ next to the key driver measure indicates that lower scores on the measure are desirable

HEALTH PLAN QUALITY IMPROVEMENT RESOURCES FOR KEY DRIVERS

CSS's Industry *Key Driver Analysis* lists improvement opportunities and priorities for your plan. The following is a list of possible interventions and resources related to each of the key drivers. This section is included as a guide to assist the plan in its quality improvement efforts. Some of these resources may be more applicable to your plan than others, especially because many of the cited interventions are intended to be implemented at the practice or provider level.

IMPROVING ACCESS TO CARE: SCHEDULING APPOINTMENTS FOR ROUTINE CARE AND THE EASE OF GETTING NEEDED CARE, TESTS, OR TREATMENT (Q5 & Q14)

Removing barriers to care is central to improving the health care experience of plan members. The following resources suggest ways to improve patient access to care, tests, and treatment.

- *Same-Day Appointment Scheduling* – The Agency for Healthcare Research and Quality (AHRQ) recommends a method of scheduling that leaves part of each physician's day open for same-day appointments, rather than a traditional scheduling model that books appointments weeks or months in advance. Because the method does not differentiate between urgent and routine care, patients with non-urgent concerns are able to schedule appointments sooner than under traditional scheduling methods. For more information, see http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/access/strategy6a-openaccess.html.

- *Implement Process Improvements to Streamline Patient Flow* – Delays experienced by patients while waiting for care, tests, or treatment can be minimized through a variety of mechanisms. For example, reallocating tasks such as physical exams and ordering x-rays to physician's assistants and nurse practitioners frees up physicians' time to attend to more pressing patient concerns. The exact form of these improvements will vary widely by practice. See http://www.ahrq.gov/research/findings/final-reports/ptflow/index.html for AHRQ's guide for hospitals to plan and implement patient flow improvement strategies.

- *Patient-Centered Medical Homes (PCMH)* – This model increases patient access to physicians, reducing barriers to receiving care. There are many valuable sources of information on the medical home model of care. To start, see this Commonwealth Fund transcript: http://www.commonwealthfund.org/Publications/Fund-Reports/2007/Jun/Closing-the-Divide--How-Medical-Homes-Promote-Equity-in-Health-Care--Results-From-The-Commonwealth-F.aspx. Family Medicine for America's Health is a collaboration of family medicine organizations dedicated to improving health care by expanding and emphasizing primary care, particularly through the use of patient-centered medical homes. See http://fmahealth.org/ for details and resources. For AHRQ's resources detailing transitioning a practice to a patient-centered medical home model, see http://www.pcmh.ahrq.gov/.

- *Alternative Access Centers* – This brief by the Robert Wood Johnson Foundation highlights the growing capacity of retail clinics and telemedicine to meet patient medical needs, particularly in rural and underserved communities and for patients with acute but non-serious conditions who need care quickly. Providing patients with alternative venues to access health care, rather than the traditional doctor's office or hospital, lowers barriers to care. See http://www.rwjf.org/content/dam/farm/reports/issue_briefs/2015/rwjf419415.

IMPROVING SALIENCY, AVAILABILITY, AND CLARITY OF HEALTH PLAN INFORMATION IN WRITTEN MATERIALS OR INTERNET (Q28 & Q29)

It is important that health plan information be provided to members and that the information addresses member concerns. The first resource highlights the importance of making plan information available in a variety of formats for different member audiences. The remaining resources focus on helping members get the most out of the information provided by the plan.

- *Make Plan Information Accessible to All Members* – A Health Research and Educational Trust study found that demographic characteristics, including education, age, gender, and income, significantly impacted use of an Internet-based decision tool. The tool provided cost information as well as a health and wellness assessment. The study suggests that effort beyond Internet-based tools is necessary to reach certain demographics. For further information, see http://www.ncbi.nlm.nih.gov/pmc/articles/PMC3447236/.

- *Increase Access to Trusted Health Information* – Many people look to their health plan for information not only on how the health plan works, but also on resources to help them improve their health, particularly when dealing with chronic illnesses. For an example of an online information system for patients, see the Comprehensive Health Enhancement Support System (CHESS) at http://www.chess.wisc.edu/chess/projects/about_chess.aspx. This system has demonstrated that it increases access to trusted health information and leads to improved outcomes (http://www.ncbi.nlm.nih.gov/pubmed/9894548).

- *Evaluate the Organization's Health Literacy Programs* – The CDC has developed guidance on health literacy program evaluations, including recommended sources of communication and health literacy measures. See http://www.cdc.gov/healthliteracy/researchevaluate/program-evaluation.html.

- *Improve Patient Health Literacy* – This guide by the Office of Disease Prevention and Health Promotion outlines steps to improve health literacy, which may help patients to better absorb the information they obtain from written materials or the Internet. For detailed steps, see http://www.health.gov/communication/literacy/#tools.

IMPROVING ABILITY OF CUSTOMER SERVICE TO PROVIDE MEMBERS WITH INFORMATION OR HELP (Q31)

As representatives of the plan, customer service staff must ensure that members have confidence and trust in their ability to address their concerns. The following resources contain recommendations for improving customer service.

- *Develop Customer Service Standards* – To improve customer service, the Agency for Healthcare Research and Quality suggests first articulating which aspects of customer service are most important to your organization. After developing these standards, monitor performance and promote accountability among staff. For more information, see http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/customer-service/strategy6q-custservice-standards.html.

- *Iterative Improvement for Member Services* – This RAND paper details a case study in which a health plan used additional surveys to supplement CAHPS results and thoroughly assess member dissatisfaction with customer service. Throughout the process, plan leadership continually examined and adjusted improvement goals. The intervention resulted in a reduction of wait time for customer service calls and increased member satisfaction with customer service, as measured on the CAHPS survey. See http://www.rand.org/pubs/working_papers/WR517.html.

- *Implement Service Recovery Procedures* – When customers have a complaint, service recovery programs support customer service personnel in identifying and remedying the problem. While complaints may be inevitable, proper handling of complaints can reassure patients and restore loyalty to the health plan. For more information, see http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/customer-service/strategy6p-service-recovery.html.

IMPROVING QUALITY OF PHYSICIANS IN HEALTH PLAN NETWORK (Q23 & Q27)

These resources concentrate on improving the physician-patient relationship, with a focus on communication. Implementing the solutions proposed here may result in patients' increased rating of doctors.

- *Improve Physician Communication* – Seminars and workshops for physicians serve as a resource for physicians to learn and practice communication techniques. For example, The California Quality Collaborative has identified nine effective strategies for improving patient experience with health care providers in their *Improving the Patient Experience Change Package* (see http://www.calquality.org/storage/Improving_Pt_Experience_Spread_Change_Pkg_UpdatedMay2011.pdf. For general recommendations related to physician communication, see https://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/communication/strategy6gtraining.html.

- *Help Patients Communicate* – Patients who can effectively communicate their needs tend to have higher satisfaction with their care. AHRQ recommends four interventions that prepare patients to better communicate with their providers, including record sharing, writing down talking points prior to visits, and "coached care" programs. See http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/communication/strategy6i-shared-decisionmaking.html and http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/communication/strategy6htools.html. For a sample communication document that providers can distribute to patients before or during visits, see http://www.rwjf.org/content/dam/farm/toolkits/toolkits/2013/rwjf404048.

- *Build Physician-Patient Relationships* – An article published in the British Journal of General Practice found that patients seeing their preferred doctor rated their satisfaction with visits significantly higher than patients who did not have a doctor preference or those who would have preferred to see a different doctor. Prioritizing continuity of care by honoring patients' physician preferences may increase patient satisfaction. See http://www.ncbi.nlm.nih.gov/pmc/articles/PMC1326072/. Additionally, a study of English National Health Service data found that confidence and trust in a doctor is an important predictor of overall patient satisfaction. Focusing on building relationships may increase confidence and trust in physicians. See http://www.ncbi.nlm.nih.gov/pubmed/18416910/.

- *Improve Referral Communication* – The coordination of care between primary and specialist providers can be a challenge and may affect patient perceptions of their specialist care. Improving the coordination of care and case management can increase patient satisfaction with their specialist. For examples of interventions that improve care coordination efficiency and quality, see https://innovations.ahrq.gov/profiles/electronic-referrals-and-communications-reduce-wait-times-specialty-appointments-and as well as https://innovations.ahrq.gov/profiles/referring-physicians-send-electronic-handoff-note-pertinent-patient-information-emergency.

APPENDIX

SURVEY RESULTS AT A GLANCE

CAHPS 5.0H Survey Measures		Global Proportions and Question Summary Rates			Valid Responses			Accreditation Means and Percentiles			2017 CSS Adult Medicaid Average	2016 NCQA Adult Medicaid National Average, All LOBs
		2015	2016	2017	2015	2016	2017	2015	2016	2017		
Overall Ratings (% 8, 9, or 10)	Q13. Rating of All Health Care	---	74.34%	**69.88%**	---	226	**259**	---	2.3938 (50th)	**2.2973 (<25th)**	72.37%	73.52%
	Q23. Rating of Personal Doctor	---	77.11%	**80.85%**	---	201	**235**	---	2.5075 (50th)	**2.5191 (25th)**	78.39%	80.23%
	Q27. Rating of Specialist Seen Most Often	---	81.08%	**79.81%**	---	111	**104**	---	2.5586 (50th)	**2.4519 (<25th)**	78.91%	80.42%
	Q35. Rating of Health Plan	---	72.47%	**72.19%**	---	287	**338**	---	2.4286 (25th)	**2.4083 (25th)**	72.44%	74.97%
Getting Needed Care (% Always or Usually)	***Getting Needed Care Composite***	---	79.72%	**75.56%**	---	176	**188**	---	2.4063 (50th)	**2.3101 (25th)**	82.52% ▼	80.43%
	Q14. Easy to get needed care	---	82.02%	**79.69%**	---	228	**256**				84.16%	
	Q25. Easy to see specialists	---	77.42%	**71.43%**	---	124	**119**				80.87% ▼	
Getting Care Quickly (% Always or Usually)	***Getting Care Quickly Composite***	---	81.09%	**77.89%**	---	185	**200**	---	2.4661 (75th)	**2.3687 (25th)**	83.96% ▼	80.06%
	Q4. Got urgent care as soon as needed	---	81.53%	**83.13%**	---	157	**166**				86.05%	
	Q6. Got routine care as soon as needed	---	80.66% ▼	**72.65%**	---	212	**234**				81.88% ▼	
How Well Doctors Communicate* (% Always or Usually)	***How Well Doctors Communicate Composite***	---	87.25%	**90.49%**	---	173	**205**	---	2.6653 (90th)	**2.6685 (50th)**	91.23%	90.73%
	Q17. Doctor explained things	---	88.37%	**91.26%**	---	172	**206**				91.09%	
	Q18. Doctor listened carefully	---	86.71%	**90.73%**	---	173	**205**				91.20%	
	Q19. Doctor showed respect	---	87.79%	**91.75%**	---	172	**206**				93.29%	
	Q20. Doctor spent enough time	---	86.13%	**88.24%**	---	173	**204**				89.34%	
Customer Service (% Always or Usually)	***Customer Service Composite***	---	83.18%	**84.50%**	---	110	**126**	---	2.4864 (25th)	**2.5386 (25th)**	86.49%	87.54%
	Q31. Provided needed information/help	---	75.45%	**76.19%**	---	110	**126**				80.61%	
	Q32. Treated with courtesy/respect	---	90.91%	**92.80%**	---	110	**125**				92.38%	
Shared Decision Making** (% Yes)	***Shared Decision Making Composite***	---	80.17%	**79.50%**	---	111	**124**				79.98%	79.20%
	Q10. Discussed reasons to take a medicine	---	95.54%	**95.16%**	---	112	**124**				93.01%	
	Q11. Discussed reasons not to take a medicine	---	69.09%	**72.36%**	---	110	**123**				69.01%	
	Q12. Discussed what was best for you	---	75.89%	**70.97%**	---	112	**124**				77.93%	
Other Areas	Q8. Health Promotion and Education (% Yes)	---	71.56%	**72.69%**	---	225	**260**				77.11%	72.14%
	Q22. Coordination of Care (% Always or Usually)	---	81.05% (NA)	**85.32%**	---	95	**109**	0.0000 (NA)	2.4105 (NA)	**2.5413 (90th)**	80.71%	81.76%
Effectiveness of Care Measures	Advising Smokers and Tobacco Users to Quit	---	74.26%	**69.83%**	---	101	**242**				76.43% ▼	
	Discussing Cessation Medications	---	46.00%	**42.15%**	---	100	**242**				48.39%	
	Discussing Cessation Strategies	---	36.63%	**35.68%**	---	101	**241**				42.81% ▼	
	Flu Vaccinations for Adults	---	32.62%	**31.64%**	---	282	**335**				37.81% ▼	
	Aspirin Use	---	38.10% (NA)	**36.67% (NA)**	---	21	**60**				37.78%	
	Discussing Aspirin Risks and Benefits	---	43.18% (NA)	**45.76%**	---	44	**118**				42.22%	

Results were calculated by CSS following NCQA specifications. At least 100 valid responses must be collected for a measure to be reportable by NCQA.

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"NA" appears next to the result if is not reportable by NCQA due to insufficient denominator (less than 100 responses). In such cases, CSS calculates the result for reference only.

Comparisons to prior-year results and relevant benchmark scores are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). All statistical tests are conducted at the 95% confidence level prior to rounding. Statistically significant differences between the plan and the comparison score are marked as ▲ when the plan's score is higher or ▼ when the plan's score is lower.

* *How Well Doctors Communicate* was retired from Accreditation scoring in 2015. Accreditation mean and percentile values for this measure are provided for reference only.

** *Shared Decision Making* is not scored for NCQA Accreditation.

CROSS-TABULATIONS OF SURVEY RESPONSES

Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017)

Satisfaction With the Experience of Care

Survey Measures*	Global Proportions				NCQA Accreditation Scoring	
	2016 NCQA National Average, All LOBs	2017 CSS Average	Plan Rate		2017 Plan Mean	2017 Percentile for Accreditation Scoring**
			2017	2016		
Ratings						
Rating of Personal Doctor	80.23%	78.39%	**80.85%**	77.11%	2.5191	25th
Rating of Specialist	80.42%	78.91%	**79.81%**	81.08%	2.4519	Below 25th
Rating of All Health Care	73.52%	72.37%	**69.88%**	74.34%	2.2973	Below 25th
Rating of Health Plan	74.97%	72.44%	**72.19%**	72.47%	2.4083	25th
Composites						
Getting Needed Care	80.43%	82.52%	**75.56%**	79.72%	2.3101	25th
Getting Care Quickly	80.06%	83.96%	**77.89%**	81.09%	2.3687	25th
How Well Doctors Communicate	90.73%	91.23%	**90.49%**	87.25%	2.6685	50th
Customer Service	87.54%	86.49%	**84.50%**	83.18%	2.5386	25th
Shared Decision Making	79.20%	79.98%	**79.50%**	80.17%	No Applicable Mean	Not scored for Accred.
Additional Content Areas						
Health Promotion and Education	72.14%	77.11%	**72.69%**	71.56%	2.4538	Not scored for Accred.
Coordination of Care	81.76%	80.71%	**85.32%**	81.05%	2.5413	90th

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* Results were calculated by CSS following NCQA specifications. At least 100 valid responses must be collected for a measure to be reportable by NCQA. A lighter display is used to indicate that a result is not reportable by NCQA due to insufficient denominator (less than 100 responses). In such cases, CSS calculates measure results only for internal plan reporting.

** Percentiles are based on the 2017 Accreditation Benchmarks and Thresholds released by NCQA in January 2017. The How Well Doctors Communicate measure was removed from accreditation scoring in 2015. Coordination of Care was added in 2016.

Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017)

Effectiveness of Care

		2017 Reported Rate	2017 Rate (Single Year)	2016 Rate (Single Year)
Flu Vaccinations for Adults Ages 18-64 (FVA)				
Base: All eligible respondents flagged by the plan as being age 18 to 64 as of July 1 of the measurement year				
Flu Vaccinations for Adults	Received a flu vaccination	106	106	92
	Usable responses	335	335	282
	FVA Rate	31.6%	31.6%	32.6%
Medical Assistance with Smoking and Tobacco Use Cessation (MSC)				
Base: All eligible respondents who smoke or use tobacco				
Advising Smokers and Tobacco Users to Quit	Advised to quit	169	94	75
	Usable responses	242	141	101
	MSC Rate	69.8%	66.7%	74.3%
Discussing Cessation Medications	Discussed medications	102	56	46
	Usable responses	242	142	100
	MSC Rate	42.1%	39.4%	46.0%
Discussing Cessation Strategies	Discussed strategies	86	49	37
	Usable responses	241	140	101
	MSC Rate	35.7%	35.0%	36.6%
Aspirin Use and Discussion (ASP)*				
Base: Members at risk for cardiovascular disease				
Aspirin Use	Take aspirin daily or every other day	22	14	8
	Usable responses	60	39	21
	ASP Rate	36.7%	35.9%	38.1%
Discussing Aspirin Risks and Benefits	Doctor or other provider discussed risks and benefits of aspirin	54	35	19
	Usable responses	118	74	44
	ASP Rate	45.8%	47.3%	43.2%

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Note: results are presented regardless of whether the plan is reporting the measure(s) to NCQA or meets the minimum reporting threshold of 100 valid responses. A lighter display is used to indicate that the measure does not meet the NCQA minimum denominator threshold. The 2017 Reported Rate for the MSC and ASP measures were calculated using NCQA's rolling average methodology. For more detail on the calculation of these rates, please refer to HEDIS® 2017, Volume 3: Specifications for Survey Measures, Section 2: Effectiveness of Care. CSS provides unofficial Effectiveness of Care results only for internal plan reporting.

* In 2017, NCQA announced that it is retiring the ASP measures.

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CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017)

Question 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?

Base: All respondents

	2017 CSS Average	**2017**	2016	Gender (Q53)		Age (Q52)			Education (Q54)			Hispanic (Q55)		Race (Q56)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	2,620	**352**	300	128	219	99	135	113	205	106	30	15	310	140	165	38	109	115	123	81	203	59
Number missing or multiple answer	28	**4**	2	1	3	1	3	0	4	0	0	1	2	2	1	1	2	0	2	1	1	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,592	**348**	298	127	216	98	132	113	201	106	30	14	308	138	164	37	107	115	121	80	202	58
	98.9%	**98.9%**	99.3%	99.2%	98.6%	99.0%	97.8%	100.0%	98.0%	100.0%	100.0%	93.3%	99.4%	98.6%	99.4%	97.4%	98.2%	100.0%	98.4%	98.8%	99.5%	98.3%
Yes	1,156	**171**	160	63	107	42	62	67	106	53	8	6	152	62	87	20	41	56	74	17	107	43
	44.6%	**49.1%**	53.7%	49.6%	49.5%	42.9%	47.0%	59.3%	52.7%	50.0%	26.7%	42.9%	49.4%	44.9%	53.0%	54.1%	38.3%	48.7%	61.2%	21.3%	53.0%	74.1%
No	1,436	**177**	138	64	109	56	70	46	95	53	22	8	156	76	77	17	66	59	47	63	95	15
	55.4%	**50.9%**	46.3%	50.4%	50.5%	57.1%	53.0%	40.7%	47.3%	50.0%	73.3%	57.1%	50.6%	55.1%	47.0%	45.9%	61.7%	51.3%	38.8%	78.8%	47.0%	25.9%
Significantly different from column:*						H		F	K	K	IJ						S		Q	UV	TV	TU

NA - Not Applicable

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

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CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017)

Question 4

In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?

Base: All respondents who needed care right away (Q3)

	2017 CSS Average	**2017**	2016	Gender (Q53)		Age (Q52)			Education (Q54)			Hispanic (Q55)		Race (Q56)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	1,156	**171**	160	63	107	42	62	67	106	53	8	6	152	62	87	20	41	56	74	17	107	43
Number missing or multiple answer	38	**5**	3	2	3	2	2	1	2	2	1	0	5	1	4	0	2	2	1	1	2	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,118	**166**	157	61	104	40	60	66	104	51	7	6	147	61	83	20	39	54	73	16	105	42
	96.7%	**97.1%**	98.1%	96.8%	97.2%	95.2%	96.8%	98.5%	98.1%	96.2%	87.5%	100.0%	96.7%	98.4%	95.4%	100.0%	95.1%	96.4%	98.6%	94.1%	98.1%	97.7%
Never	27	**4**	6	0	4	1	0	3	1	3	0	1	3	3	1	0	0	2	2	1	2	1
	2.4%	**2.4%**	3.8%	0.0%	3.8%	2.5%	0.0%	4.5%	1.0%	5.9%	0.0%	16.7%	2.0%	4.9%	1.2%	0.0%	0.0%	3.7%	2.7%	6.3%	1.9%	2.4%
Sometimes	129	**24**	23	8	16	10	10	4	14	8	1	1	20	7	12	5	5	9	10	2	19	3
	11.5%	**14.5%**	14.6%	13.1%	15.4%	25.0%	16.7%	6.1%	13.5%	15.7%	14.3%	16.7%	13.6%	11.5%	14.5%	25.0%	12.8%	16.7%	13.7%	12.5%	18.1%	7.1%
Usually	256	**33**	23	13	20	10	7	16	25	7	0	1	29	14	13	5	5	12	16	2	24	6
	22.9%	**19.9%**	14.6%	21.3%	19.2%	25.0%	11.7%	24.2%	24.0%	13.7%	0.0%	16.7%	19.7%	23.0%	15.7%	25.0%	12.8%	22.2%	21.9%	12.5%	22.9%	14.3%
Always	706	**105**	105	40	64	19	43	43	64	33	6	3	95	37	57	10	29	31	45	11	60	32
	63.1%	**63.3%**	66.9%	65.6%	61.5%	47.5%	71.7%	65.2%	61.5%	64.7%	85.7%	50.0%	64.6%	60.7%	68.7%	50.0%	74.4%	57.4%	61.6%	68.8%	57.1%	76.2%
Significantly different from column:*						G	F														V	U
Usually or Always	962	**138**	128	53	84	29	50	59	89	40	6	4	124	51	70	15	34	43	61	13	84	38
	86.0%	**83.1%**	81.5%	86.9%	80.8%	72.5%	83.3%	89.4%	85.6%	78.4%	85.7%	66.7%	84.4%	83.6%	84.3%	75.0%	87.2%	79.6%	83.6%	81.3%	80.0%	90.5%
Significantly different from column:*						H		F														

NA - Not Applicable

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Aetna Better Health of Louisiana

49130

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017)

Question 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?

Base: All respondents

	2017 CSS Average	**2017**	2016	Gender (Q53)		Age (Q52)			Education (Q54)			Hispanic (Q55)		Race (Q56)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	2,620	**352**	300	128	219	99	135	113	205	106	30	15	310	140	165	38	109	115	123	81	203	59
Number missing or multiple answer	39	**7**	3	4	2	0	5	1	5	1	0	0	4	1	6	0	4	1	2	2	2	2
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,581	**345**	297	124	217	99	130	112	200	105	30	15	306	139	159	38	105	114	121	79	201	57
	98.5%	**98.0%**	99.0%	96.9%	99.1%	100.0%	96.3%	99.1%	97.6%	99.1%	100.0%	100.0%	98.7%	99.3%	96.4%	100.0%	96.3%	99.1%	98.4%	97.5%	99.0%	96.6%
Yes	1,881	**242**	217	80	159	56	95	89	142	75	18	13	210	88	114	34	61	81	98	18	166	54
	72.9%	**70.1%**	73.1%	64.5%	73.3%	56.6%	73.1%	79.5%	71.0%	71.4%	60.0%	86.7%	68.6%	63.3%	71.7%	89.5%	58.1%	71.1%	81.0%	22.8%	82.6%	94.7%
No	700	**103**	80	44	58	43	35	23	58	30	12	2	96	51	45	4	44	33	23	61	35	3
	27.1%	**29.9%**	26.9%	35.5%	26.7%	43.4%	26.9%	20.5%	29.0%	28.6%	40.0%	13.3%	31.4%	36.7%	28.3%	10.5%	41.9%	28.9%	19.0%	77.2%	17.4%	5.3%
Significantly different from column:*						GH	F	F						P	P	NO	RS	Q	Q	UV	TV	TU

NA - Not Applicable

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Aetna Better Health of Louisiana

49130

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017)

Question 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?

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

	2017 CSS Average	**2017**	2016	Gender (Q53)		Age (Q52)			Education (Q54)			Hispanic (Q55)		Race (Q56)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	1,881	**242**	217	80	159	56	95	89	142	75	18	13	210	88	114	34	61	81	98	18	166	54
Number missing or multiple answer	71	**8**	5	2	6	1	4	3	5	2	1	2	4	2	4	2	2	3	3	0	5	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,810	**234**	212	78	153	55	91	86	137	73	17	11	206	86	110	32	59	78	95	18	161	53
	96.2%	**96.7%**	97.7%	97.5%	96.2%	98.2%	95.8%	96.6%	96.5%	97.3%	94.4%	84.6%	98.1%	97.7%	96.5%	94.1%	96.7%	96.3%	96.9%	100.0%	97.0%	98.1%
Never	32	**9**	4	5	4	2	2	4	7	0	0	2	5	3	1	3	6	1	2	4	5	0
	1.8%	**3.8%**	1.9%	6.4%	2.6%	3.6%	2.2%	4.7%	5.1%	0.0%	0.0%	18.2%	2.4%	3.5%	0.9%	9.4%	10.2%	1.3%	2.1%	22.2%	3.1%	0.0%
Sometimes	296	**55**	37	20	34	18	18	18	26	20	5	4	45	17	26	9	10	23	21	5	39	10
	16.4%	**23.5%**	17.5%	25.6%	22.2%	32.7%	19.8%	20.9%	19.0%	27.4%	29.4%	36.4%	21.8%	19.8%	23.6%	28.1%	16.9%	29.5%	22.1%	27.8%	24.2%	18.9%
Usually	431	**42**	35	9	33	10	16	16	25	12	5	2	39	15	19	7	11	18	13	2	31	8
	23.8%	**17.9%**	16.5%	11.5%	21.6%	18.2%	17.6%	18.6%	18.2%	16.4%	29.4%	18.2%	18.9%	17.4%	17.3%	21.9%	18.6%	23.1%	13.7%	11.1%	19.3%	15.1%
Always	1,051	**128**	136	44	82	25	55	48	79	41	7	3	117	51	64	13	32	36	59	7	86	35
	58.1%	**54.7%**	64.2%	56.4%	53.6%	45.5%	60.4%	55.8%	57.7%	56.2%	41.2%	27.3%	56.8%	59.3%	58.2%	40.6%	54.2%	46.2%	62.1%	38.9%	53.4%	66.0%
Significantly different from column:*		C																S	R	V		T
Usually or Always	1,482	**170**	171	53	115	35	71	64	104	53	12	5	156	66	83	20	43	54	72	9	117	43
	81.9%	**72.6%**	80.7%	67.9%	75.2%	63.6%	78.0%	74.4%	75.9%	72.6%	70.6%	45.5%	75.7%	76.7%	75.5%	62.5%	72.9%	69.2%	75.8%	50.0%	72.7%	81.1%
Significantly different from column:*		AC																		U	T	

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017)

Question 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?

Base: All respondents

	2017 CSS Average	**2017**	2016	Gender (Q53)		Age (Q52)			Education (Q54)			Hispanic (Q55)		Race (Q56)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	2,620	**352**	300	128	219	99	135	113	205	106	30	15	310	140	165	38	109	115	123	81	203	59
Number missing or multiple answer	63	**9**	6	4	5	3	1	4	7	1	0	2	5	2	5	2	2	4	3	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,557	**343**	294	124	214	96	134	109	198	105	30	13	305	138	160	36	107	111	120	81	203	59
	97.6%	**97.4%**	98.0%	96.9%	97.7%	97.0%	99.3%	96.5%	96.6%	99.1%	100.0%	86.7%	98.4%	98.6%	97.0%	94.7%	98.2%	96.5%	97.6%	100.0%	100.0%	100.0%
None	593	**81**	64	38	41	32	27	20	43	24	11	2	74	42	31	5	35	27	16	81	0	0
	23.2%	**23.6%**	21.8%	30.6%	19.2%	33.3%	20.1%	18.3%	21.7%	22.9%	36.7%	15.4%	24.3%	30.4%	19.4%	13.9%	32.7%	24.3%	13.3%	100.0%	0.0%	0.0%
1 time	390	**58**	38	21	35	17	24	16	31	19	4	5	47	18	31	5	24	22	12	0	58	0
	15.3%	**16.9%**	12.9%	16.9%	16.4%	17.7%	17.9%	14.7%	15.7%	18.1%	13.3%	38.5%	15.4%	13.0%	19.4%	13.9%	22.4%	19.8%	10.0%	0.0%	28.6%	0.0%
2	465	**68**	43	20	48	18	28	21	46	17	3	3	61	23	35	8	17	19	31	0	68	0
	18.2%	**19.8%**	14.6%	16.1%	22.4%	18.8%	20.9%	19.3%	23.2%	16.2%	10.0%	23.1%	20.0%	16.7%	21.9%	22.2%	15.9%	17.1%	25.8%	0.0%	33.5%	0.0%
3	363	**47**	42	18	29	9	20	18	24	15	8	0	42	12	30	5	11	21	14	0	47	0
	14.2%	**13.7%**	14.3%	14.5%	13.6%	9.4%	14.9%	16.5%	12.1%	14.3%	26.7%	0.0%	13.8%	8.7%	18.8%	13.9%	10.3%	18.9%	11.7%	0.0%	23.2%	0.0%
4	242	**30**	24	8	22	7	10	13	16	11	3	2	26	17	9	4	8	7	15	0	30	0
	9.5%	**8.7%**	8.2%	6.5%	10.3%	7.3%	7.5%	11.9%	8.1%	10.5%	10.0%	15.4%	8.5%	12.3%	5.6%	11.1%	7.5%	6.3%	12.5%	0.0%	14.8%	0.0%
5 to 9	362	**44**	49	13	30	11	19	14	27	17	0	1	41	21	16	7	7	12	25	0	0	44
	14.2%	**12.8%**	16.7%	10.5%	14.0%	11.5%	14.2%	12.8%	13.6%	16.2%	0.0%	7.7%	13.4%	15.2%	10.0%	19.4%	6.5%	10.8%	20.8%	0.0%	0.0%	74.6%
10 or more times	142	**15**	34	6	9	2	6	7	11	2	1	0	14	5	8	2	5	3	7	0	0	15
	5.6%	**4.4%**	11.6%	4.8%	4.2%	2.1%	4.5%	6.4%	5.6%	1.9%	3.3%	0.0%	4.6%	3.6%	5.0%	5.6%	4.7%	2.7%	5.8%	0.0%	0.0%	25.4%
5 or more times	504	**59**	83	19	39	13	25	21	38	19	1	1	55	26	24	9	12	15	32	0	0	59
	19.7%	**17.2%**	28.2%	15.3%	18.2%	13.5%	18.7%	19.3%	19.2%	18.1%	3.3%	7.7%	18.0%	18.8%	15.0%	25.0%	11.2%	13.5%	26.7%	0.0%	0.0%	100.0%
Significantly different from column:*		C							K		I						S	S	QR	V	V	TU

NA - Not Applicable

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Aetna Better Health of Louisiana

49130

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017)

Question 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?

Base: All respondents who went to a doctor's office/clinic to get care (Q7)

	2017 CSS Average	**2017**	2016	Gender (Q53)		Age (Q52)			Education (Q54)			Hispanic (Q55)		Race (Q56)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	1,964	**262**	230	86	173	64	107	89	155	81	19	11	231	96	129	31	72	84	104	0	203	59
Number missing or multiple answer	29	**2**	5	1	1	0	1	1	2	0	0	0	2	0	2	0	0	0	2	0	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,935	**260**	225	85	172	64	106	88	153	81	19	11	229	96	127	31	72	84	102	0	201	59
	98.5%	**99.2%**	97.8%	98.8%	99.4%	100.0%	99.1%	98.9%	98.7%	100.0%	100.0%	100.0%	99.1%	100.0%	98.4%	100.0%	100.0%	100.0%	98.1%	---	99.0%	100.0%
Yes	1,492	**189**	161	69	118	45	80	62	111	60	13	8	165	63	99	23	50	59	78	0	139	50
	77.1%	**72.7%**	71.6%	81.2%	68.6%	70.3%	75.5%	70.5%	72.5%	74.1%	68.4%	72.7%	72.1%	65.6%	78.0%	74.2%	69.4%	70.2%	76.5%	---	69.2%	84.7%
No	443	**71**	64	16	54	19	26	26	42	21	6	3	64	33	28	8	22	25	24	0	62	9
	22.9%	**27.3%**	28.4%	18.8%	31.4%	29.7%	24.5%	29.5%	27.5%	25.9%	31.6%	27.3%	27.9%	34.4%	22.0%	25.8%	30.6%	29.8%	23.5%	---	30.8%	15.3%
Significantly different from column:*				E	D									O	N						V	U

NA - Not Applicable

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Aetna Better Health of Louisiana

49130

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017)

Question 9

In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?

Base: All respondents who went to a doctor's office/clinic to get care (Q7)

	2017 CSS Average	**2017**	2016	Gender (Q53)		Age (Q52)			Education (Q54)			Hispanic (Q55)		Race (Q56)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	1,964	**262**	230	86	173	64	107	89	155	81	19	11	231	96	129	31	72	84	104	0	203	59
Number missing or multiple answer	28	**2**	4	2	0	0	1	1	2	0	0	0	2	1	1	0	1	0	1	0	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,936	**260**	226	84	173	64	106	88	153	81	19	11	229	95	128	31	71	84	103	0	201	59
	98.6%	**99.2%**	98.3%	97.7%	100.0%	100.0%	99.1%	98.9%	98.7%	100.0%	100.0%	100.0%	99.1%	99.0%	99.2%	100.0%	98.6%	100.0%	99.0%	---	99.0%	100.0%
Yes	935	**124**	113	40	82	29	49	45	66	47	9	4	115	49	53	19	29	40	55	0	81	43
	48.3%	**47.7%**	50.0%	47.6%	47.4%	45.3%	46.2%	51.1%	43.1%	58.0%	47.4%	36.4%	50.2%	51.6%	41.4%	61.3%	40.8%	47.6%	53.4%	---	40.3%	72.9%
No	1,001	**136**	113	44	91	35	57	43	87	34	10	7	114	46	75	12	42	44	48	0	120	16
	51.7%	**52.3%**	50.0%	52.4%	52.6%	54.7%	53.8%	48.9%	56.9%	42.0%	52.6%	63.6%	49.8%	48.4%	58.6%	38.7%	59.2%	52.4%	46.6%	---	59.7%	27.1%
Significantly different from column:*									J	I					P	O					V	U

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017)

Question 10

Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?

Base: All respondents who went to a doctor's office/clinic to get care and whose doctor talked about starting/stopping medication (Q7 & Q9)

	2017 CSS Average	**2017**	2016	Gender (Q53)		Age (Q52)			Education (Q54)			Hispanic (Q55)		Race (Q56)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	935	**124**	113	40	82	29	49	45	66	47	9	4	115	49	53	19	29	40	55	0	81	43
Number missing or multiple answer	5	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	930	**124**	112	40	82	29	49	45	66	47	9	4	115	49	53	19	29	40	55	0	81	43
	99.5%	**100.0%**	99.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%
Yes	865	**118**	107	39	78	28	48	42	62	46	9	4	111	48	49	19	26	40	52	0	76	42
	93.0%	**95.2%**	95.5%	97.5%	95.1%	96.6%	98.0%	93.3%	93.9%	97.9%	100.0%	100.0%	96.5%	98.0%	92.5%	100.0%	89.7%	100.0%	94.5%	---	93.8%	97.7%
No	65	**6**	5	1	4	1	1	3	4	1	0	0	4	1	4	0	3	0	3	0	5	1
	7.0%	**4.8%**	4.5%	2.5%	4.9%	3.4%	2.0%	6.7%	6.1%	2.1%	0.0%	0.0%	3.5%	2.0%	7.5%	0.0%	10.3%	0.0%	5.5%	---	6.2%	2.3%
Significantly different from column:*																						

NA - Not Applicable

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

Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017)

Question 11

Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine?

Base: All respondents who went to a doctor's office/clinic to get care and whose doctor talked about starting/stopping medication (Q7 & Q9)

	2017 CSS Average	**2017**	2016	Gender (Q53)		Age (Q52)			Education (Q54)			Hispanic (Q55)		Race (Q56)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	935	**124**	113	40	82	29	49	45	66	47	9	4	115	49	53	19	29	40	55	0	81	43
Number missing or multiple answer	9	**1**	3	1	0	0	0	1	0	1	0	0	1	0	1	0	0	1	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	926	**123**	110	39	82	29	49	44	66	46	9	4	114	49	52	19	29	39	55	0	80	43
	99.0%	**99.2%**	97.3%	97.5%	100.0%	100.0%	100.0%	97.8%	100.0%	97.9%	100.0%	100.0%	99.1%	100.0%	98.1%	100.0%	100.0%	97.5%	100.0%	---	98.8%	100.0%
Yes	639	**89**	76	30	58	19	32	37	47	35	6	2	83	39	34	13	23	26	40	0	54	35
	69.0%	**72.4%**	69.1%	76.9%	70.7%	65.5%	65.3%	84.1%	71.2%	76.1%	66.7%	50.0%	72.8%	79.6%	65.4%	68.4%	79.3%	66.7%	72.7%	---	67.5%	81.4%
No	287	**34**	34	9	24	10	17	7	19	11	3	2	31	10	18	6	6	13	15	0	26	8
	31.0%	**27.6%**	30.9%	23.1%	29.3%	34.5%	34.7%	15.9%	28.8%	23.9%	33.3%	50.0%	27.2%	20.4%	34.6%	31.6%	20.7%	33.3%	27.3%	---	32.5%	18.6%
Significantly different from column:*							H	G														

NA - Not Applicable

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

Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017)

Question 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?

Base: All respondents who went to a doctor's office/clinic to get care and whose doctor talked about starting/stopping medication (Q7 & Q9)

	2017 CSS Average	**2017**	2016	Gender (Q53)		Age (Q52)			Education (Q54)			Hispanic (Q55)		Race (Q56)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	935	**124**	113	40	82	29	49	45	66	47	9	4	115	49	53	19	29	40	55	0	81	43
Number missing or multiple answer	6	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	929	**124**	112	40	82	29	49	45	66	47	9	4	115	49	53	19	29	40	55	0	81	43
	99.4%	**100.0%**	99.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%
Yes	724	**88**	85	25	63	21	38	29	47	36	5	2	83	36	37	13	25	27	36	0	55	33
	77.9%	**71.0%**	75.9%	62.5%	76.8%	72.4%	77.6%	64.4%	71.2%	76.6%	55.6%	50.0%	72.2%	73.5%	69.8%	68.4%	86.2%	67.5%	65.5%	---	67.9%	76.7%
No	205	**36**	27	15	19	8	11	16	19	11	4	2	32	13	16	6	4	13	19	0	26	10
	22.1%	**29.0%**	24.1%	37.5%	23.2%	27.6%	22.4%	35.6%	28.8%	23.4%	44.4%	50.0%	27.8%	26.5%	30.2%	31.6%	13.8%	32.5%	34.5%	---	32.1%	23.3%
Significantly different from column:*																	S		Q			

NA - Not Applicable

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

Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017)

Question 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?

Base: All respondents who went to a doctor's office/clinic to get care (Q7)

	2017 CSS Average	**2017**	2016	Gender (Q53)		Age (Q52)			Education (Q54)			Hispanic (Q55)		Race (Q56)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	1,964	**262**	230	86	173	64	107	89	155	81	19	11	231	96	129	31	72	84	104	0	203	59
Number missing or multiple answer	28	**3**	4	0	3	0	1	2	3	0	0	0	2	0	3	0	1	1	1	0	3	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,936	**259**	226	86	170	64	106	87	152	81	19	11	229	96	126	31	71	83	103	0	200	59
	98.6%	**98.9%**	98.3%	100.0%	98.3%	100.0%	99.1%	97.8%	98.1%	100.0%	100.0%	100.0%	99.1%	100.0%	97.7%	100.0%	98.6%	98.8%	99.0%	---	98.5%	100.0%
0 Worst health care possible	9	**2**	0	2	0	1	1	0	2	0	0	1	1	1	0	1	1	0	1	0	1	1
	0.5%	**0.8%**	0.0%	2.3%	0.0%	1.6%	0.9%	0.0%	1.3%	0.0%	0.0%	9.1%	0.4%	1.0%	0.0%	3.2%	1.4%	0.0%	1.0%	---	0.5%	1.7%
1	12	**2**	2	1	1	0	1	1	1	0	0	0	2	0	2	0	0	1	1	0	2	0
	0.6%	**0.8%**	0.9%	1.2%	0.6%	0.0%	0.9%	1.1%	0.7%	0.0%	0.0%	0.0%	0.9%	0.0%	1.6%	0.0%	0.0%	1.2%	1.0%	---	1.0%	0.0%
2	17	**5**	4	1	4	2	3	0	4	1	0	0	4	0	5	0	2	1	2	0	4	1
	0.9%	**1.9%**	1.8%	1.2%	2.4%	3.1%	2.8%	0.0%	2.6%	1.2%	0.0%	0.0%	1.7%	0.0%	4.0%	0.0%	2.8%	1.2%	1.9%	---	2.0%	1.7%
3	26	**6**	5	3	3	2	3	1	3	3	0	1	5	3	2	1	1	1	4	0	6	0
	1.3%	**2.3%**	2.2%	3.5%	1.8%	3.1%	2.8%	1.1%	2.0%	3.7%	0.0%	9.1%	2.2%	3.1%	1.6%	3.2%	1.4%	1.2%	3.9%	---	3.0%	0.0%
4	41	**8**	7	4	4	3	4	1	5	2	1	0	7	3	4	1	0	3	5	0	7	1
	2.1%	**3.1%**	3.1%	4.7%	2.4%	4.7%	3.8%	1.1%	3.3%	2.5%	5.3%	0.0%	3.1%	3.1%	3.2%	3.2%	0.0%	3.6%	4.9%	---	3.5%	1.7%
5	103	**22**	14	3	18	7	6	8	11	8	2	1	20	11	8	2	1	9	12	0	17	5
	5.3%	**8.5%**	6.2%	3.5%	10.6%	10.9%	5.7%	9.2%	7.2%	9.9%	10.5%	9.1%	8.7%	11.5%	6.3%	6.5%	1.4%	10.8%	11.7%	---	8.5%	8.5%
6	117	**14**	11	7	7	3	6	5	7	4	3	0	13	9	5	0	3	5	6	0	12	2
	6.0%	**5.4%**	4.9%	8.1%	4.1%	4.7%	5.7%	5.7%	4.6%	4.9%	15.8%	0.0%	5.7%	9.4%	4.0%	0.0%	4.2%	6.0%	5.8%	---	6.0%	3.4%
7	210	**19**	15	7	12	4	6	9	11	6	2	0	16	7	9	3	4	5	9	0	13	6
	10.8%	**7.3%**	6.6%	8.1%	7.1%	6.3%	5.7%	10.3%	7.2%	7.4%	10.5%	0.0%	7.0%	7.3%	7.1%	9.7%	5.6%	6.0%	8.7%	---	6.5%	10.2%
8	359	**45**	36	10	34	14	20	11	23	17	3	1	41	10	27	7	11	20	13	0	39	6
	18.5%	**17.4%**	15.9%	11.6%	20.0%	21.9%	18.9%	12.6%	15.1%	21.0%	15.8%	9.1%	17.9%	10.4%	21.4%	22.6%	15.5%	24.1%	12.6%	---	19.5%	10.2%
9	282	**29**	24	9	20	5	15	9	16	9	4	4	24	13	13	2	11	7	11	0	21	8
	14.6%	**11.2%**	10.6%	10.5%	11.8%	7.8%	14.2%	10.3%	10.5%	11.1%	21.1%	36.4%	10.5%	13.5%	10.3%	6.5%	15.5%	8.4%	10.7%	---	10.5%	13.6%
10 Best health care possible	760	**107**	108	39	67	23	41	42	69	31	4	3	96	39	51	14	37	31	39	0	78	29
	39.3%	**41.3%**	47.8%	45.3%	39.4%	35.9%	38.7%	48.3%	45.4%	38.3%	21.1%	27.3%	41.9%	40.6%	40.5%	45.2%	52.1%	37.3%	37.9%	---	39.0%	49.2%

NA - Not Applicable

Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017)

Question 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?

Base: All respondents who went to a doctor's office/clinic to get care (Q7)

	2017 CSS Average	**2017**	2016	Gender (Q53)		Age (Q52)			Education (Q54)			Hispanic (Q55)		Race (Q56)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	1,964	**262**	230	86	173	64	107	89	155	81	19	11	231	96	129	31	72	84	104	0	203	59
Number missing or multiple answer	28	**3**	4	0	3	0	1	2	3	0	0	0	2	0	3	0	1	1	1	0	3	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,936	**259**	226	86	170	64	106	87	152	81	19	11	229	96	126	31	71	83	103	0	200	59
	98.6%	**98.9%**	98.3%	100.0%	98.3%	100.0%	99.1%	97.8%	98.1%	100.0%	100.0%	100.0%	99.1%	100.0%	97.7%	100.0%	98.6%	98.8%	99.0%	---	98.5%	100.0%
0 to 4	105	**23**	18	11	12	8	12	3	15	6	1	2	19	7	13	3	4	6	13	0	20	3
	5.4%	**8.9%**	8.0%	12.8%	7.1%	12.5%	11.3%	3.4%	9.9%	7.4%	5.3%	18.2%	8.3%	7.3%	10.3%	9.7%	5.6%	7.2%	12.6%	---	10.0%	5.1%
5	103	**22**	14	3	18	7	6	8	11	8	2	1	20	11	8	2	1	9	12	0	17	5
	5.3%	**8.5%**	6.2%	3.5%	10.6%	10.9%	5.7%	9.2%	7.2%	9.9%	10.5%	9.1%	8.7%	11.5%	6.3%	6.5%	1.4%	10.8%	11.7%	---	8.5%	8.5%
6 or 7	327	**33**	26	14	19	7	12	14	18	10	5	0	29	16	14	3	7	10	15	0	25	8
	16.9%	**12.7%**	11.5%	16.3%	11.2%	10.9%	11.3%	16.1%	11.8%	12.3%	26.3%	0.0%	12.7%	16.7%	11.1%	9.7%	9.9%	12.0%	14.6%	---	12.5%	13.6%
8 to 10	1,401	**181**	168	58	121	42	76	62	108	57	11	8	161	62	91	23	59	58	63	0	138	43
	72.4%	**69.9%**	74.3%	67.4%	71.2%	65.6%	71.7%	71.3%	71.1%	70.4%	57.9%	72.7%	70.3%	64.6%	72.2%	74.2%	83.1%	69.9%	61.2%	---	69.0%	72.9%
Significantly different from column:*																	S		Q			
NCQA Composite Score of 1 (0 to 6)	325	**59**	43	21	37	18	24	16	33	18	6	3	52	27	26	5	8	20	31	0	49	10
	16.8%	**22.8%**	19.0%	24.4%	21.8%	28.1%	22.6%	18.4%	21.7%	22.2%	31.6%	27.3%	22.7%	28.1%	20.6%	16.1%	11.3%	24.1%	30.1%	---	24.5%	16.9%
NCQA Composite Score of 2 (7 to 8)	569	**64**	51	17	46	18	26	20	34	23	5	1	57	17	36	10	15	25	22	0	52	12
	29.4%	**24.7%**	22.6%	19.8%	27.1%	28.1%	24.5%	23.0%	22.4%	28.4%	26.3%	9.1%	24.9%	17.7%	28.6%	32.3%	21.1%	30.1%	21.4%	---	26.0%	20.3%
NCQA Composite Score of 3 (9 to 10)	1,042	**136**	132	48	87	28	56	51	85	40	8	7	120	52	64	16	48	38	50	0	99	37
	53.8%	**52.5%**	58.4%	55.8%	51.2%	43.8%	52.8%	58.6%	55.9%	49.4%	42.1%	63.6%	52.4%	54.2%	50.8%	51.6%	67.6%	45.8%	48.5%	---	49.5%	62.7%
Significantly different from column:*																	RS	Q	Q			

NA - Not Applicable

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

Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017)

Question 14

In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?

Base: All respondents who went to a doctor's office/clinic to get care (Q7)

	2017 CSS Average	**2017**	2016	Gender (Q53)		Age (Q52)			Education (Q54)			Hispanic (Q55)		Race (Q56)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	1,964	**262**	230	86	173	64	107	89	155	81	19	11	231	96	129	31	72	84	104	0	203	59
Number missing or multiple answer	26	**6**	2	2	4	0	1	5	4	1	0	0	3	0	3	2	0	2	4	0	6	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,938	**256**	228	84	169	64	106	84	151	80	19	11	228	96	126	29	72	82	100	0	197	59
	98.7%	**97.7%**	99.1%	97.7%	97.7%	100.0%	99.1%	94.4%	97.4%	98.8%	100.0%	100.0%	98.7%	100.0%	97.7%	93.5%	100.0%	97.6%	96.2%	---	97.0%	100.0%
Never	37	**8**	7	5	3	4	3	1	6	2	0	3	5	4	1	3	2	3	3	0	6	2
	1.9%	**3.1%**	3.1%	6.0%	1.8%	6.3%	2.8%	1.2%	4.0%	2.5%	0.0%	27.3%	2.2%	4.2%	0.8%	10.3%	2.8%	3.7%	3.0%	---	3.0%	3.4%
Sometimes	270	**44**	34	12	31	13	21	9	23	14	5	2	39	18	17	7	7	14	23	0	32	12
	13.9%	**17.2%**	14.9%	14.3%	18.3%	20.3%	19.8%	10.7%	15.2%	17.5%	26.3%	18.2%	17.1%	18.8%	13.5%	24.1%	9.7%	17.1%	23.0%	---	16.2%	20.3%
Usually	531	**47**	49	17	30	13	21	13	23	17	6	1	44	19	23	5	10	17	20	0	38	9
	27.4%	**18.4%**	21.5%	20.2%	17.8%	20.3%	19.8%	15.5%	15.2%	21.3%	31.6%	9.1%	19.3%	19.8%	18.3%	17.2%	13.9%	20.7%	20.0%	---	19.3%	15.3%
Always	1,100	**157**	138	50	105	34	61	61	99	47	8	5	140	55	85	14	53	48	54	0	121	36
	56.8%	**61.3%**	60.5%	59.5%	62.1%	53.1%	57.5%	72.6%	65.6%	58.8%	42.1%	45.5%	61.4%	57.3%	67.5%	48.3%	73.6%	58.5%	54.0%	---	61.4%	61.0%
Significantly different from column:*						H	H	FG	K		I						RS	Q	Q			
Usually or Always	1,631	**204**	187	67	135	47	82	74	122	64	14	6	184	74	108	19	63	65	74	0	159	45
	84.2%	**79.7%**	82.0%	79.8%	79.9%	73.4%	77.4%	88.1%	80.8%	80.0%	73.7%	54.5%	80.7%	77.1%	85.7%	65.5%	87.5%	79.3%	74.0%	---	80.7%	76.3%
Significantly different from column:*						H		F							P	O	S		Q			

NA - Not Applicable

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

Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017)

Question 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?

Base: All respondents

	2017 CSS Average	**2017**	2016	Gender (Q53)		Age (Q52)			Education (Q54)			Hispanic (Q55)		Race (Q56)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	2,620	**352**	300	128	219	99	135	113	205	106	30	15	310	140	165	38	109	115	123	81	203	59
Number missing or multiple answer	30	**1**	3	1	0	0	0	1	1	0	0	0	1	1	0	0	0	0	1	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,590	**351**	297	127	219	99	135	112	204	106	30	15	309	139	165	38	109	115	122	81	202	59
	98.9%	**99.7%**	99.0%	99.2%	100.0%	100.0%	100.0%	99.1%	99.5%	100.0%	100.0%	100.0%	99.7%	99.3%	100.0%	100.0%	100.0%	100.0%	99.2%	100.0%	99.5%	100.0%
Yes	2,138	**245**	209	87	155	56	106	79	139	77	21	10	216	98	109	31	66	79	95	33	153	52
	82.5%	**69.8%**	70.4%	68.5%	70.8%	56.6%	78.5%	70.5%	68.1%	72.6%	70.0%	66.7%	69.9%	70.5%	66.1%	81.6%	60.6%	68.7%	77.9%	40.7%	75.7%	88.1%
No	452	**106**	88	40	64	43	29	33	65	29	9	5	93	41	56	7	43	36	27	48	49	7
	17.5%	**30.2%**	29.6%	31.5%	29.2%	43.4%	21.5%	29.5%	31.9%	27.4%	30.0%	33.3%	30.1%	29.5%	33.9%	18.4%	39.4%	31.3%	22.1%	59.3%	24.3%	11.9%
Significantly different from column:*		A				GH	F	F									S		Q	UV	TV	TU

NA - Not Applicable

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

Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017)

Question 16

In the last 6 months, how many times did you visit your personal doctor to get care for yourself?

Base: All respondents who have a personal doctor (Q15)

	2017 CSS Average	**2017**	2016	Gender (Q53)		Age (Q52)			Education (Q54)			Hispanic (Q55)		Race (Q56)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	2,138	**245**	209	87	155	56	106	79	139	77	21	10	216	98	109	31	66	79	95	33	153	52
Number missing or multiple answer	71	**5**	7	4	1	0	2	3	3	2	0	1	4	0	4	1	2	1	2	0	2	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,067	**240**	202	83	154	56	104	76	136	75	21	9	212	98	105	30	64	78	93	33	151	51
	96.7%	**98.0%**	96.7%	95.4%	99.4%	100.0%	98.1%	96.2%	97.8%	97.4%	100.0%	90.0%	98.1%	100.0%	96.3%	96.8%	97.0%	98.7%	97.9%	100.0%	98.7%	98.1%
None	315	**33**	28	14	19	9	14	8	16	7	6	2	28	15	13	3	14	13	4	22	9	2
	15.2%	**13.8%**	13.9%	16.9%	12.3%	16.1%	13.5%	10.5%	11.8%	9.3%	28.6%	22.2%	13.2%	15.3%	12.4%	10.0%	21.9%	16.7%	4.3%	66.7%	6.0%	3.9%
1 time	470	**53**	42	17	34	15	19	17	24	22	4	2	46	25	21	3	15	24	13	5	44	3
	22.7%	**22.1%**	20.8%	20.5%	22.1%	26.8%	18.3%	22.4%	17.6%	29.3%	19.0%	22.2%	21.7%	25.5%	20.0%	10.0%	23.4%	30.8%	14.0%	15.2%	29.1%	5.9%
2	494	**57**	39	21	36	13	25	19	34	18	5	3	51	20	24	12	14	18	24	3	44	9
	23.9%	**23.8%**	19.3%	25.3%	23.4%	23.2%	24.0%	25.0%	25.0%	24.0%	23.8%	33.3%	24.1%	20.4%	22.9%	40.0%	21.9%	23.1%	25.8%	9.1%	29.1%	17.6%
3	309	**40**	32	14	26	5	22	13	24	10	5	0	37	11	26	3	11	9	19	1	35	4
	14.9%	**16.7%**	15.8%	16.9%	16.9%	8.9%	21.2%	17.1%	17.6%	13.3%	23.8%	0.0%	17.5%	11.2%	24.8%	10.0%	17.2%	11.5%	20.4%	3.0%	23.2%	7.8%
4	176	**20**	16	6	13	6	8	6	9	10	1	1	16	12	7	1	4	5	11	0	14	5
	8.5%	**8.3%**	7.9%	7.2%	8.4%	10.7%	7.7%	7.9%	6.6%	13.3%	4.8%	11.1%	7.5%	12.2%	6.7%	3.3%	6.3%	6.4%	11.8%	0.0%	9.3%	9.8%
5 to 9	239	**26**	35	9	17	5	11	10	20	6	0	0	24	13	9	4	3	8	15	2	4	20
	11.6%	**10.8%**	17.3%	10.8%	11.0%	8.9%	10.6%	13.2%	14.7%	8.0%	0.0%	0.0%	11.3%	13.3%	8.6%	13.3%	4.7%	10.3%	16.1%	6.1%	2.6%	39.2%
10 or more times	64	**11**	10	2	9	3	5	3	9	2	0	1	10	2	5	4	3	1	7	0	1	8
	3.1%	**4.6%**	5.0%	2.4%	5.8%	5.4%	4.8%	3.9%	6.6%	2.7%	0.0%	11.1%	4.7%	2.0%	4.8%	13.3%	4.7%	1.3%	7.5%	0.0%	0.7%	15.7%
5 or more times	303	**37**	45	11	26	8	16	13	29	8	0	1	34	15	14	8	6	9	22	2	5	28
	14.7%	**15.4%**	22.3%	13.3%	16.9%	14.3%	15.4%	17.1%	21.3%	10.7%	0.0%	11.1%	16.0%	15.3%	13.3%	26.7%	9.4%	11.5%	23.7%	6.1%	3.3%	54.9%
Significantly different from column:*																	S	S	QR	V	V	TU

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017)

Question 17

In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

Base: All respondents who have a personal doctor and who visited their personal doctor to get care (Q15 & Q16)

	2017 CSS Average	**2017**	2016	Gender (Q53)		Age (Q52)			Education (Q54)			Hispanic (Q55)		Race (Q56)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	1,752	**207**	174	69	135	47	90	68	120	68	15	7	184	83	92	27	50	65	89	11	142	49
Number missing or multiple answer	13	**1**	2	0	1	0	1	0	0	1	0	0	1	0	1	0	0	0	1	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,739	**206**	172	69	134	47	89	68	120	67	15	7	183	83	91	27	50	65	88	11	141	49
	99.3%	**99.5%**	98.9%	100.0%	99.3%	100.0%	98.9%	100.0%	100.0%	98.5%	100.0%	100.0%	99.5%	100.0%	98.9%	100.0%	100.0%	100.0%	98.9%	100.0%	99.3%	100.0%
Never	37	**4**	6	1	2	0	1	2	2	1	0	0	3	3	0	0	1	0	2	1	3	0
	2.1%	**1.9%**	3.5%	1.4%	1.5%	0.0%	1.1%	2.9%	1.7%	1.5%	0.0%	0.0%	1.6%	3.6%	0.0%	0.0%	2.0%	0.0%	2.3%	9.1%	2.1%	0.0%
Sometimes	118	**14**	14	6	8	6	8	0	7	7	0	2	12	5	4	5	2	3	9	1	7	6
	6.8%	**6.8%**	8.1%	8.7%	6.0%	12.8%	9.0%	0.0%	5.8%	10.4%	0.0%	28.6%	6.6%	6.0%	4.4%	18.5%	4.0%	4.6%	10.2%	9.1%	5.0%	12.2%
Usually	302	**28**	8	7	20	7	9	11	13	9	5	0	25	13	12	2	5	8	14	1	21	5
	17.4%	**13.6%**	4.7%	10.1%	14.9%	14.9%	10.1%	16.2%	10.8%	13.4%	33.3%	0.0%	13.7%	15.7%	13.2%	7.4%	10.0%	12.3%	15.9%	9.1%	14.9%	10.2%
Always	1,282	**160**	144	55	104	34	71	55	98	50	10	5	143	62	75	20	42	54	63	8	110	38
	73.7%	**77.7%**	83.7%	79.7%	77.6%	72.3%	79.8%	80.9%	81.7%	74.6%	66.7%	71.4%	78.1%	74.7%	82.4%	74.1%	84.0%	83.1%	71.6%	72.7%	78.0%	77.6%
Significantly different from column:*																						
Usually or Always	1,584	**188**	152	62	124	41	80	66	111	59	15	5	168	75	87	22	47	62	77	9	131	43
	91.1%	**91.3%**	88.4%	89.9%	92.5%	87.2%	89.9%	97.1%	92.5%	88.1%	100.0%	71.4%	91.8%	90.4%	95.6%	81.5%	94.0%	95.4%	87.5%	81.8%	92.9%	87.8%
Significantly different from column:*																						

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017)

Question 18

In the last 6 months, how often did your personal doctor listen carefully to you?

Base: All respondents who have a personal doctor and who visited their personal doctor to get care (Q15 & Q16)

	2017 CSS Average	**2017**	2016	Gender (Q53)		Age (Q52)			Education (Q54)			Hispanic (Q55)		Race (Q56)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	1,752	**207**	174	69	135	47	90	68	120	68	15	7	184	83	92	27	50	65	89	11	142	49
Number missing or multiple answer	13	**2**	1	1	1	0	1	1	1	1	0	0	2	0	2	0	0	0	2	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,739	**205**	173	68	134	47	89	67	119	67	15	7	182	83	90	27	50	65	87	11	141	49
	99.3%	**99.0%**	99.4%	98.6%	99.3%	100.0%	98.9%	98.5%	99.2%	98.5%	100.0%	100.0%	98.9%	100.0%	97.8%	100.0%	100.0%	100.0%	97.8%	100.0%	99.3%	100.0%
Never	34	**4**	8	0	3	2	1	0	2	1	0	1	2	1	0	2	0	2	1	1	0	2
	2.0%	**2.0%**	4.6%	0.0%	2.2%	4.3%	1.1%	0.0%	1.7%	1.5%	0.0%	14.3%	1.1%	1.2%	0.0%	7.4%	0.0%	3.1%	1.1%	9.1%	0.0%	4.1%
Sometimes	119	**15**	15	4	11	5	8	2	7	6	2	0	15	8	5	2	2	5	8	0	10	4
	6.8%	**7.3%**	8.7%	5.9%	8.2%	10.6%	9.0%	3.0%	5.9%	9.0%	13.3%	0.0%	8.2%	9.6%	5.6%	7.4%	4.0%	7.7%	9.2%	0.0%	7.1%	8.2%
Usually	274	**32**	13	7	24	10	10	11	12	13	6	1	30	16	12	3	7	10	15	0	27	5
	15.8%	**15.6%**	7.5%	10.3%	17.9%	21.3%	11.2%	16.4%	10.1%	19.4%	40.0%	14.3%	16.5%	19.3%	13.3%	11.1%	14.0%	15.4%	17.2%	0.0%	19.1%	10.2%
Always	1,312	**154**	137	57	96	30	70	54	98	47	7	5	135	58	73	20	41	48	63	10	104	38
	75.4%	**75.1%**	79.2%	83.8%	71.6%	63.8%	78.7%	80.6%	82.4%	70.1%	46.7%	71.4%	74.2%	69.9%	81.1%	74.1%	82.0%	73.8%	72.4%	90.9%	73.8%	77.6%
Significantly different from column:*						H		F														
Usually or Always	1,586	**186**	150	64	120	40	80	65	110	60	13	6	165	74	85	23	48	58	78	10	131	43
	91.2%	**90.7%**	86.7%	94.1%	89.6%	85.1%	89.9%	97.0%	92.4%	89.6%	86.7%	85.7%	90.7%	89.2%	94.4%	85.2%	96.0%	89.2%	89.7%	90.9%	92.9%	87.8%
Significantly different from column:*																						

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017)

Question 19

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

Base: All respondents who have a personal doctor and who visited their personal doctor to get care (Q15 & Q16)

	2017 CSS Average	**2017**	2016	Gender (Q53)		Age (Q52)			Education (Q54)			Hispanic (Q55)		Race (Q56)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	1,752	**207**	174	69	135	47	90	68	120	68	15	7	184	83	92	27	50	65	89	11	142	49
Number missing or multiple answer	8	**1**	2	0	1	0	1	0	0	1	0	0	1	0	1	0	0	0	1	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,744	**206**	172	69	134	47	89	68	120	67	15	7	183	83	91	27	50	65	88	11	141	49
	99.5%	**99.5%**	98.9%	100.0%	99.3%	100.0%	98.9%	100.0%	100.0%	98.5%	100.0%	100.0%	99.5%	100.0%	98.9%	100.0%	100.0%	100.0%	98.9%	100.0%	99.3%	100.0%
Never	27	**3**	6	1	1	2	0	0	2	0	0	0	2	1	0	1	0	1	1	1	0	2
	1.5%	**1.5%**	3.5%	1.4%	0.7%	4.3%	0.0%	0.0%	1.7%	0.0%	0.0%	0.0%	1.1%	1.2%	0.0%	3.7%	0.0%	1.5%	1.1%	9.1%	0.0%	4.1%
Sometimes	90	**14**	15	5	8	3	7	3	4	6	2	1	11	4	6	2	1	3	10	0	10	3
	5.2%	**6.8%**	8.7%	7.2%	6.0%	6.4%	7.9%	4.4%	3.3%	9.0%	13.3%	14.3%	6.0%	4.8%	6.6%	7.4%	2.0%	4.6%	11.4%	0.0%	7.1%	6.1%
Usually	255	**21**	12	5	16	6	8	7	9	10	2	1	20	13	6	2	4	8	9	0	15	5
	14.6%	**10.2%**	7.0%	7.2%	11.9%	12.8%	9.0%	10.3%	7.5%	14.9%	13.3%	14.3%	10.9%	15.7%	6.6%	7.4%	8.0%	12.3%	10.2%	0.0%	10.6%	10.2%
Always	1,372	**168**	139	58	109	36	74	58	105	51	11	5	150	65	79	22	45	53	68	10	116	39
	78.7%	**81.6%**	80.8%	84.1%	81.3%	76.6%	83.1%	85.3%	87.5%	76.1%	73.3%	71.4%	82.0%	78.3%	86.8%	81.5%	90.0%	81.5%	77.3%	90.9%	82.3%	79.6%
Significantly different from column:*									J	I												
Usually or Always	1,627	**189**	151	63	125	42	82	65	114	61	13	6	170	78	85	24	49	61	77	10	131	44
	93.3%	**91.7%**	87.8%	91.3%	93.3%	89.4%	92.1%	95.6%	95.0%	91.0%	86.7%	85.7%	92.9%	94.0%	93.4%	88.9%	98.0%	93.8%	87.5%	90.9%	92.9%	89.8%
Significantly different from column:*																						

NA - Not Applicable

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

Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017)

Question 20

In the last 6 months, how often did your personal doctor spend enough time with you?

Base: All respondents who have a personal doctor and who visited their personal doctor to get care (Q15 & Q16)

	2017 CSS Average	**2017**	2016	Gender (Q53)		Age (Q52)			Education (Q54)			Hispanic (Q55)		Race (Q56)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	1,752	**207**	174	69	135	47	90	68	120	68	15	7	184	83	92	27	50	65	89	11	142	49
Number missing or multiple answer	16	**3**	1	1	2	1	1	1	2	1	0	0	3	0	3	0	0	1	2	1	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,736	**204**	173	68	133	46	89	67	118	67	15	7	181	83	89	27	50	64	87	10	141	49
	99.1%	**98.6%**	99.4%	98.6%	98.5%	97.9%	98.9%	98.5%	98.3%	98.5%	100.0%	100.0%	98.4%	100.0%	96.7%	100.0%	100.0%	98.5%	97.8%	90.9%	99.3%	100.0%
Never	43	**4**	10	2	2	0	2	2	3	1	0	0	4	3	1	0	1	0	3	0	4	0
	2.5%	**2.0%**	5.8%	2.9%	1.5%	0.0%	2.2%	3.0%	2.5%	1.5%	0.0%	0.0%	2.2%	3.6%	1.1%	0.0%	2.0%	0.0%	3.4%	0.0%	2.8%	0.0%
Sometimes	142	**20**	14	5	14	6	9	4	9	7	2	2	16	7	7	4	1	7	11	2	13	5
	8.2%	**9.8%**	8.1%	7.4%	10.5%	13.0%	10.1%	6.0%	7.6%	10.4%	13.3%	28.6%	8.8%	8.4%	7.9%	14.8%	2.0%	10.9%	12.6%	20.0%	9.2%	10.2%
Usually	339	**35**	22	9	25	11	14	9	19	9	6	2	31	16	15	2	10	9	16	0	25	9
	19.5%	**17.2%**	12.7%	13.2%	18.8%	23.9%	15.7%	13.4%	16.1%	13.4%	40.0%	28.6%	17.1%	19.3%	16.9%	7.4%	20.0%	14.1%	18.4%	0.0%	17.7%	18.4%
Always	1,212	**145**	127	52	92	29	64	52	87	50	7	3	130	57	66	21	38	48	57	8	99	35
	69.8%	**71.1%**	73.4%	76.5%	69.2%	63.0%	71.9%	77.6%	73.7%	74.6%	46.7%	42.9%	71.8%	68.7%	74.2%	77.8%	76.0%	75.0%	65.5%	80.0%	70.2%	71.4%
Significantly different from column:*																						
Usually or Always	1,551	**180**	149	61	117	40	78	61	106	59	13	5	161	73	81	23	48	57	73	8	124	44
	89.3%	**88.2%**	86.1%	89.7%	88.0%	87.0%	87.6%	91.0%	89.8%	88.1%	86.7%	71.4%	89.0%	88.0%	91.0%	85.2%	96.0%	89.1%	83.9%	80.0%	87.9%	89.8%
Significantly different from column:*																	S		Q			

NA - Not Applicable

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

Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017)

Question 21

In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?

Base: All respondents who have a personal doctor and who visited their personal doctor to get care (Q15 & Q16)

	2017 CSS Average	**2017**	2016	Gender (Q53)		Age (Q52)			Education (Q54)			Hispanic (Q55)		Race (Q56)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	1,752	**207**	174	69	135	47	90	68	120	68	15	7	184	83	92	27	50	65	89	11	142	49
Number missing or multiple answer	24	**6**	6	3	3	0	4	2	4	2	0	0	4	3	2	1	0	1	5	0	5	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,728	**201**	168	66	132	47	86	66	116	66	15	7	180	80	90	26	50	64	84	11	137	49
	98.6%	**97.1%**	96.6%	95.7%	97.8%	100.0%	95.6%	97.1%	96.7%	97.1%	100.0%	100.0%	97.8%	96.4%	97.8%	96.3%	100.0%	98.5%	94.4%	100.0%	96.5%	100.0%
Yes	1,066	**114**	97	35	78	22	52	40	64	42	7	4	102	48	49	17	24	32	56	4	70	37
	61.7%	**56.7%**	57.7%	53.0%	59.1%	46.8%	60.5%	60.6%	55.2%	63.6%	46.7%	57.1%	56.7%	60.0%	54.4%	65.4%	48.0%	50.0%	66.7%	36.4%	51.1%	75.5%
No	662	**87**	71	31	54	25	34	26	52	24	8	3	78	32	41	9	26	32	28	7	67	12
	38.3%	**43.3%**	42.3%	47.0%	40.9%	53.2%	39.5%	39.4%	44.8%	36.4%	53.3%	42.9%	43.3%	40.0%	45.6%	34.6%	52.0%	50.0%	33.3%	63.6%	48.9%	24.5%
Significantly different from column:*																	S	S	QR		V	U

NA - Not Applicable

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

Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017)

Question 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?

Base: All respondents who have a personal doctor, visited their personal doctor, and got care from another health provider besides their personal doctor (Q15, Q16, & Q21)

	2017 CSS Average	**2017**	2016	Gender (Q53)		Age (Q52)			Education (Q54)			Hispanic (Q55)		Race (Q56)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	1,066	**114**	97	35	78	22	52	40	64	42	7	4	102	48	49	17	24	32	56	4	70	37
Number missing or multiple answer	24	**5**	2	2	3	0	1	4	3	2	0	0	5	2	2	1	1	1	3	0	5	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,042	**109**	95	33	75	22	51	36	61	40	7	4	97	46	47	16	23	31	53	4	65	37
	97.7%	**95.6%**	97.9%	94.3%	96.2%	100.0%	98.1%	90.0%	95.3%	95.2%	100.0%	100.0%	95.1%	95.8%	95.9%	94.1%	95.8%	96.9%	94.6%	100.0%	92.9%	100.0%
Never	57	**8**	6	1	7	2	4	2	2	5	1	2	6	4	2	2	1	2	5	0	7	1
	5.5%	**7.3%**	6.3%	3.0%	9.3%	9.1%	7.8%	5.6%	3.3%	12.5%	14.3%	50.0%	6.2%	8.7%	4.3%	12.5%	4.3%	6.5%	9.4%	0.0%	10.8%	2.7%
Sometimes	144	**8**	12	2	6	5	1	2	5	2	1	0	8	3	3	2	2	1	5	0	3	4
	13.8%	**7.3%**	12.6%	6.1%	8.0%	22.7%	2.0%	5.6%	8.2%	5.0%	14.3%	0.0%	8.2%	6.5%	6.4%	12.5%	8.7%	3.2%	9.4%	0.0%	4.6%	10.8%
Usually	243	**18**	20	6	12	5	10	3	11	6	1	1	16	9	7	2	2	7	9	1	12	5
	23.3%	**16.5%**	21.1%	18.2%	16.0%	22.7%	19.6%	8.3%	18.0%	15.0%	14.3%	25.0%	16.5%	19.6%	14.9%	12.5%	8.7%	22.6%	17.0%	25.0%	18.5%	13.5%
Always	598	**75**	57	24	50	10	36	29	43	27	4	1	67	30	35	10	18	21	34	3	43	27
	57.4%	**68.8%**	60.0%	72.7%	66.7%	45.5%	70.6%	80.6%	70.5%	67.5%	57.1%	25.0%	69.1%	65.2%	74.5%	62.5%	78.3%	67.7%	64.2%	75.0%	66.2%	73.0%
Significantly different from column:*		A				GH	F	F														
Usually or Always	841	**93**	77	30	62	15	46	32	54	33	5	2	83	39	42	12	20	28	43	4	55	32
	80.7%	**85.3%**	81.1%	90.9%	82.7%	68.2%	90.2%	88.9%	88.5%	82.5%	71.4%	50.0%	85.6%	84.8%	89.4%	75.0%	87.0%	90.3%	81.1%	100.0%	84.6%	86.5%
Significantly different from column:*																						

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017)

Question 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?

Base: All respondents who have a personal doctor (Q15)

	2017 CSS Average	**2017**	2016	Gender (Q53)		Age (Q52)			Education (Q54)			Hispanic (Q55)		Race (Q56)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	2,138	**245**	209	87	155	56	106	79	139	77	21	10	216	98	109	31	66	79	95	33	153	52
Number missing or multiple answer	97	**10**	8	5	5	0	5	5	5	5	0	0	9	3	7	0	1	1	7	1	8	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,041	**235**	201	82	150	56	101	74	134	72	21	10	207	95	102	31	65	78	88	32	145	51
	95.5%	**95.9%**	96.2%	94.3%	96.8%	100.0%	95.3%	93.7%	96.4%	93.5%	100.0%	100.0%	95.8%	96.9%	93.6%	100.0%	98.5%	98.7%	92.6%	97.0%	94.8%	98.1%
0 Worst personal doctor possible	18	**0**	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.9%	**0.0%**	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
1	12	**2**	5	0	2	0	1	1	0	1	0	0	2	0	1	1	0	1	1	0	2	0
	0.6%	**0.9%**	2.5%	0.0%	1.3%	0.0%	1.0%	1.4%	0.0%	1.4%	0.0%	0.0%	1.0%	0.0%	1.0%	3.2%	0.0%	1.3%	1.1%	0.0%	1.4%	0.0%
2	8	**4**	3	1	3	1	2	1	4	0	0	0	4	2	1	1	0	0	4	0	2	2
	0.4%	**1.7%**	1.5%	1.2%	2.0%	1.8%	2.0%	1.4%	3.0%	0.0%	0.0%	0.0%	1.9%	2.1%	1.0%	3.2%	0.0%	0.0%	4.5%	0.0%	1.4%	3.9%
3	19	**2**	4	0	2	1	1	0	1	1	0	0	2	2	0	0	0	1	1	0	2	0
	0.9%	**0.9%**	2.0%	0.0%	1.3%	1.8%	1.0%	0.0%	0.7%	1.4%	0.0%	0.0%	1.0%	2.1%	0.0%	0.0%	0.0%	1.3%	1.1%	0.0%	1.4%	0.0%
4	27	**4**	6	1	3	1	2	1	1	3	0	1	3	3	0	1	0	1	3	0	3	1
	1.3%	**1.7%**	3.0%	1.2%	2.0%	1.8%	2.0%	1.4%	0.7%	4.2%	0.0%	10.0%	1.4%	3.2%	0.0%	3.2%	0.0%	1.3%	3.4%	0.0%	2.1%	2.0%
5	109	**12**	9	3	8	7	2	2	6	3	2	0	11	5	5	1	4	5	3	2	9	1
	5.3%	**5.1%**	4.5%	3.7%	5.3%	12.5%	2.0%	2.7%	4.5%	4.2%	9.5%	0.0%	5.3%	5.3%	4.9%	3.2%	6.2%	6.4%	3.4%	6.3%	6.2%	2.0%
6	74	**6**	4	1	5	1	3	2	3	3	0	0	6	4	2	0	1	2	3	1	5	0
	3.6%	**2.6%**	2.0%	1.2%	3.3%	1.8%	3.0%	2.7%	2.2%	4.2%	0.0%	0.0%	2.9%	4.2%	2.0%	0.0%	1.5%	2.6%	3.4%	3.1%	3.4%	0.0%
7	174	**15**	13	6	9	6	6	3	10	2	3	1	13	6	8	1	4	7	4	4	6	4
	8.5%	**6.4%**	6.5%	7.3%	6.0%	10.7%	5.9%	4.1%	7.5%	2.8%	14.3%	10.0%	6.3%	6.3%	7.8%	3.2%	6.2%	9.0%	4.5%	12.5%	4.1%	7.8%
8	261	**38**	20	16	22	8	18	11	21	9	5	1	32	13	20	3	13	11	13	8	24	5
	12.8%	**16.2%**	10.0%	19.5%	14.7%	14.3%	17.8%	14.9%	15.7%	12.5%	23.8%	10.0%	15.5%	13.7%	19.6%	9.7%	20.0%	14.1%	14.8%	25.0%	16.6%	9.8%
9	300	**33**	26	8	25	10	11	11	19	11	2	3	28	12	12	7	9	16	7	3	24	5
	14.7%	**14.0%**	12.9%	9.8%	16.7%	17.9%	10.9%	14.9%	14.2%	15.3%	9.5%	30.0%	13.5%	12.6%	11.8%	22.6%	13.8%	20.5%	8.0%	9.4%	16.6%	9.8%
10 Best personal doctor possible	1,039	**119**	109	46	71	21	55	42	69	39	9	4	106	48	53	16	34	34	49	14	68	33
	50.9%	**50.6%**	54.2%	56.1%	47.3%	37.5%	54.5%	56.8%	51.5%	54.2%	42.9%	40.0%	51.2%	50.5%	52.0%	51.6%	52.3%	43.6%	55.7%	43.8%	46.9%	64.7%

NA - Not Applicable

Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017)

Question 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?

Base: All respondents who have a personal doctor (Q15)

	2017 CSS Average	**2017**	2016	Gender (Q53)		Age (Q52)			Education (Q54)			Hispanic (Q55)		Race (Q56)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	2,138	**245**	209	87	155	56	106	79	139	77	21	10	216	98	109	31	66	79	95	33	153	52
Number missing or multiple answer	97	**10**	8	5	5	0	5	5	5	5	0	0	9	3	7	0	1	1	7	1	8	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,041	**235**	201	82	150	56	101	74	134	72	21	10	207	95	102	31	65	78	88	32	145	51
	95.5%	**95.9%**	96.2%	94.3%	96.8%	100.0%	95.3%	93.7%	96.4%	93.5%	100.0%	100.0%	95.8%	96.9%	93.6%	100.0%	98.5%	98.7%	92.6%	97.0%	94.8%	98.1%
0 to 4	84	**12**	20	2	10	3	6	3	6	5	0	1	11	7	2	3	0	3	9	0	9	3
	4.1%	**5.1%**	10.0%	2.4%	6.7%	5.4%	5.9%	4.1%	4.5%	6.9%	0.0%	10.0%	5.3%	7.4%	2.0%	9.7%	0.0%	3.8%	10.2%	0.0%	6.2%	5.9%
5	109	**12**	9	3	8	7	2	2	6	3	2	0	11	5	5	1	4	5	3	2	9	1
	5.3%	**5.1%**	4.5%	3.7%	5.3%	12.5%	2.0%	2.7%	4.5%	4.2%	9.5%	0.0%	5.3%	5.3%	4.9%	3.2%	6.2%	6.4%	3.4%	6.3%	6.2%	2.0%
6 or 7	248	**21**	17	7	14	7	9	5	13	5	3	1	19	10	10	1	5	9	7	5	11	4
	12.2%	**8.9%**	8.5%	8.5%	9.3%	12.5%	8.9%	6.8%	9.7%	6.9%	14.3%	10.0%	9.2%	10.5%	9.8%	3.2%	7.7%	11.5%	8.0%	15.6%	7.6%	7.8%
8 to 10	1,600	**190**	155	70	118	39	84	64	109	59	16	8	166	73	85	26	56	61	69	25	116	43
	78.4%	**80.9%**	77.1%	85.4%	78.7%	69.6%	83.2%	86.5%	81.3%	81.9%	76.2%	80.0%	80.2%	76.8%	83.3%	83.9%	86.2%	78.2%	78.4%	78.1%	80.0%	84.3%
Significantly different from column:*						GH	F	F														
NCQA Composite Score of 1	267	**30**	33	6	23	11	11	7	15	11	2	1	28	16	9	4	5	10	15	3	23	4
(0 to 6)	13.1%	**12.8%**	16.4%	7.3%	15.3%	19.6%	10.9%	9.5%	11.2%	15.3%	9.5%	10.0%	13.5%	16.8%	8.8%	12.9%	7.7%	12.8%	17.0%	9.4%	15.9%	7.8%
NCQA Composite Score of 2	435	**53**	33	22	31	14	24	14	31	11	8	2	45	19	28	4	17	18	17	12	30	9
(7 to 8)	21.3%	**22.6%**	16.4%	26.8%	20.7%	25.0%	23.8%	18.9%	23.1%	15.3%	38.1%	20.0%	21.7%	20.0%	27.5%	12.9%	26.2%	23.1%	19.3%	37.5%	20.7%	17.6%
NCQA Composite Score of 3	1,339	**152**	135	54	96	31	66	53	88	50	11	7	134	60	65	23	43	50	56	17	92	38
(9 to 10)	65.6%	**64.7%**	67.2%	65.9%	64.0%	55.4%	65.3%	71.6%	65.7%	69.4%	52.4%	70.0%	64.7%	63.2%	63.7%	74.2%	66.2%	64.1%	63.6%	53.1%	63.4%	74.5%
Significantly different from column:*																				V		T

NA - Not Applicable

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

Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017)

Question 24

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

Base: All respondents

	2017 CSS Average	**2017**	2016	Gender (Q53)		Age (Q52)			Education (Q54)			Hispanic (Q55)		Race (Q56)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	2,620	**352**	300	128	219	99	135	113	205	106	30	15	310	140	165	38	109	115	123	81	203	59
Number missing or multiple answer	33	**6**	2	4	2	1	2	3	5	0	1	0	3	1	3	2	1	1	4	0	5	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,587	**346**	298	124	217	98	133	110	200	106	29	15	307	139	162	36	108	114	119	81	198	59
	98.7%	**98.3%**	99.3%	96.9%	99.1%	99.0%	98.5%	97.3%	97.6%	100.0%	96.7%	100.0%	99.0%	99.3%	98.2%	94.7%	99.1%	99.1%	96.7%	100.0%	97.5%	100.0%
Yes	1,213	**121**	127	43	77	20	56	45	67	47	7	5	110	49	56	15	25	33	61	6	72	40
	46.9%	**35.0%**	42.6%	34.7%	35.5%	20.4%	42.1%	40.9%	33.5%	44.3%	24.1%	33.3%	35.8%	35.3%	34.6%	41.7%	23.1%	28.9%	51.3%	7.4%	36.4%	67.8%
No	1,374	**225**	171	81	140	78	77	65	133	59	22	10	197	90	106	21	83	81	58	75	126	19
	53.1%	**65.0%**	57.4%	65.3%	64.5%	79.6%	57.9%	59.1%	66.5%	55.7%	75.9%	66.7%	64.2%	64.7%	65.4%	58.3%	76.9%	71.1%	48.7%	92.6%	63.6%	32.2%
Significantly different from column:*		AC				GH	F	F		K	J						S	S	QR	UV	TV	TU

NA - Not Applicable

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

Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017)

Question 25

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

Base: All respondents who made an appointment to see a specialist (Q24)

	2017 CSS Average	**2017**	2016	Gender (Q53)		Age (Q52)			Education (Q54)			Hispanic (Q55)		Race (Q56)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	1,213	**121**	127	43	77	20	56	45	67	47	7	5	110	49	56	15	25	33	61	6	72	40
Number missing or multiple answer	21	**2**	3	1	1	0	1	1	0	1	1	0	2	0	2	0	2	0	0	0	1	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,192	**119**	124	42	76	20	55	44	67	46	6	5	108	49	54	15	23	33	61	6	71	39
	98.3%	**98.3%**	97.6%	97.7%	98.7%	100.0%	98.2%	97.8%	100.0%	97.9%	85.7%	100.0%	98.2%	100.0%	96.4%	100.0%	92.0%	100.0%	100.0%	100.0%	98.6%	97.5%
Never	40	**8**	7	5	3	2	5	1	5	2	1	1	6	2	4	2	1	4	3	1	5	2
	3.4%	**6.7%**	5.6%	11.9%	3.9%	10.0%	9.1%	2.3%	7.5%	4.3%	16.7%	20.0%	5.6%	4.1%	7.4%	13.3%	4.3%	12.1%	4.9%	16.7%	7.0%	5.1%
Sometimes	188	**26**	21	5	21	4	13	9	11	14	1	3	22	14	9	3	2	6	18	1	17	7
	15.8%	**21.8%**	16.9%	11.9%	27.6%	20.0%	23.6%	20.5%	16.4%	30.4%	16.7%	60.0%	20.4%	28.6%	16.7%	20.0%	8.7%	18.2%	29.5%	16.7%	23.9%	17.9%
Usually	311	**26**	20	9	17	5	8	13	19	6	1	1	24	10	13	3	4	7	14	0	15	9
	26.1%	**21.8%**	16.1%	21.4%	22.4%	25.0%	14.5%	29.5%	28.4%	13.0%	16.7%	20.0%	22.2%	20.4%	24.1%	20.0%	17.4%	21.2%	23.0%	0.0%	21.1%	23.1%
Always	653	**59**	76	23	35	9	29	21	32	24	3	0	56	23	28	7	16	16	26	4	34	21
	54.8%	**49.6%**	61.3%	54.8%	46.1%	45.0%	52.7%	47.7%	47.8%	52.2%	50.0%	0.0%	51.9%	46.9%	51.9%	46.7%	69.6%	48.5%	42.6%	66.7%	47.9%	53.8%
Significantly different from column:*																	S		Q			
Usually or Always	964	**85**	96	32	52	14	37	34	51	30	4	1	80	33	41	10	20	23	40	4	49	30
	80.9%	**71.4%**	77.4%	76.2%	68.4%	70.0%	67.3%	77.3%	76.1%	65.2%	66.7%	20.0%	74.1%	67.3%	75.9%	66.7%	87.0%	69.7%	65.6%	66.7%	69.0%	76.9%
Significantly different from column:*		A																				

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017)

Question 26

How many specialists have you seen in the last 6 months?

Base: All respondents who made an appointment to see a specialist (Q24)

	2017 CSS Average	**2017**	2016	Gender (Q53)		Age (Q52)			Education (Q54)			Hispanic (Q55)		Race (Q56)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	1,213	**121**	127	43	77	20	56	45	67	47	7	5	110	49	56	15	25	33	61	6	72	40
Number missing or multiple answer	32	**6**	4	2	4	0	2	4	4	1	1	0	6	2	4	0	3	2	1	0	3	3
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,181	**115**	123	41	73	20	54	41	63	46	6	5	104	47	52	15	22	31	60	6	69	37
	97.4%	**95.0%**	96.9%	95.3%	94.8%	100.0%	96.4%	91.1%	94.0%	97.9%	85.7%	100.0%	94.5%	95.9%	92.9%	100.0%	88.0%	93.9%	98.4%	100.0%	95.8%	92.5%
None	44	**9**	12	5	4	1	4	4	7	2	0	1	8	4	3	2	2	3	4	2	5	2
	3.7%	**7.8%**	9.8%	12.2%	5.5%	5.0%	7.4%	9.8%	11.1%	4.3%	0.0%	20.0%	7.7%	8.5%	5.8%	13.3%	9.1%	9.7%	6.7%	33.3%	7.2%	5.4%
1 specialist	560	**53**	60	17	36	14	27	12	23	25	5	3	48	20	25	7	12	13	28	2	39	11
	47.4%	**46.1%**	48.8%	41.5%	49.3%	70.0%	50.0%	29.3%	36.5%	54.3%	83.3%	60.0%	46.2%	42.6%	48.1%	46.7%	54.5%	41.9%	46.7%	33.3%	56.5%	29.7%
2	320	**40**	30	12	27	5	19	16	24	15	1	1	36	19	16	5	6	13	19	2	21	17
	27.1%	**34.8%**	24.4%	29.3%	37.0%	25.0%	35.2%	39.0%	38.1%	32.6%	16.7%	20.0%	34.6%	40.4%	30.8%	33.3%	27.3%	41.9%	31.7%	33.3%	30.4%	45.9%
3	161	**11**	13	6	5	0	4	7	7	4	0	0	11	3	8	0	2	2	7	0	3	6
	13.6%	**9.6%**	10.6%	14.6%	6.8%	0.0%	7.4%	17.1%	11.1%	8.7%	0.0%	0.0%	10.6%	6.4%	15.4%	0.0%	9.1%	6.5%	11.7%	0.0%	4.3%	16.2%
4	57	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	4.8%	**0.0%**	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
5 or more specialists	39	**2**	8	1	1	0	0	2	2	0	0	0	1	1	0	1	0	0	2	0	1	1
	3.3%	**1.7%**	6.5%	2.4%	1.4%	0.0%	0.0%	4.9%	3.2%	0.0%	0.0%	0.0%	1.0%	2.1%	0.0%	6.7%	0.0%	0.0%	3.3%	0.0%	1.4%	2.7%
3 or more specialists	257	**13**	21	7	6	0	4	9	9	4	0	0	12	4	8	1	2	2	9	0	4	7
	21.8%	**11.3%**	17.1%	17.1%	8.2%	0.0%	7.4%	22.0%	14.3%	8.7%	0.0%	0.0%	11.5%	8.5%	15.4%	6.7%	9.1%	6.5%	15.0%	0.0%	5.8%	18.9%
Significantly different from column:*		A					H	G														

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017)

Question 27

Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

Base: All respondents who saw a specialist (Q24 & Q26)

	2017 CSS Average	**2017**	2016	Gender (Q53)		Age (Q52)			Education (Q54)			Hispanic (Q55)		Race (Q56)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	1,137	**106**	111	36	69	19	50	37	56	44	6	4	96	43	49	13	20	28	56	4	64	35
Number missing or multiple answer	13	**2**	0	0	2	0	2	0	1	1	0	0	2	0	2	0	0	0	1	0	1	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,124	**104**	111	36	67	19	48	37	55	43	6	4	94	43	47	13	20	28	55	4	63	34
	98.9%	**98.1%**	100.0%	100.0%	97.1%	100.0%	96.0%	100.0%	98.2%	97.7%	100.0%	100.0%	97.9%	100.0%	95.9%	100.0%	100.0%	100.0%	98.2%	100.0%	98.4%	97.1%
0 Worst specialist possible	8	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.7%	**0.0%**	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
1	7	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.6%	**0.0%**	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
2	11	**2**	1	0	2	1	1	0	0	1	1	1	1	0	1	1	0	1	1	0	2	0
	1.0%	**1.9%**	0.9%	0.0%	3.0%	5.3%	2.1%	0.0%	0.0%	2.3%	16.7%	25.0%	1.1%	0.0%	2.1%	7.7%	0.0%	3.6%	1.8%	0.0%	3.2%	0.0%
3	8	**1**	1	0	1	0	1	0	0	1	0	0	1	1	0	0	0	0	1	0	1	0
	0.7%	**1.0%**	0.9%	0.0%	1.5%	0.0%	2.1%	0.0%	0.0%	2.3%	0.0%	0.0%	1.1%	2.3%	0.0%	0.0%	0.0%	0.0%	1.8%	0.0%	1.6%	0.0%
4	22	**0**	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	2.0%	**0.0%**	1.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
5	46	**5**	5	2	3	1	2	2	2	2	1	0	5	3	2	0	1	1	3	0	4	1
	4.1%	**4.8%**	4.5%	5.6%	4.5%	5.3%	4.2%	5.4%	3.6%	4.7%	16.7%	0.0%	5.3%	7.0%	4.3%	0.0%	5.0%	3.6%	5.5%	0.0%	6.3%	2.9%
6	41	**8**	3	3	5	1	5	2	6	2	0	0	8	1	7	0	1	1	6	0	6	2
	3.6%	**7.7%**	2.7%	8.3%	7.5%	5.3%	10.4%	5.4%	10.9%	4.7%	0.0%	0.0%	8.5%	2.3%	14.9%	0.0%	5.0%	3.6%	10.9%	0.0%	9.5%	5.9%
7	94	**5**	7	0	5	3	2	0	1	4	0	1	4	1	3	1	1	2	2	0	1	3
	8.4%	**4.8%**	6.3%	0.0%	7.5%	15.8%	4.2%	0.0%	1.8%	9.3%	0.0%	25.0%	4.3%	2.3%	6.4%	7.7%	5.0%	7.1%	3.6%	0.0%	1.6%	8.8%
8	141	**20**	14	7	13	3	9	8	11	8	1	0	17	7	12	1	5	6	8	2	15	1
	12.5%	**19.2%**	12.6%	19.4%	19.4%	15.8%	18.8%	21.6%	20.0%	18.6%	16.7%	0.0%	18.1%	16.3%	25.5%	7.7%	25.0%	21.4%	14.5%	50.0%	23.8%	2.9%
9	193	**14**	9	5	8	0	10	4	5	9	0	1	13	12	1	1	2	5	7	0	6	8
	17.2%	**13.5%**	8.1%	13.9%	11.9%	0.0%	20.8%	10.8%	9.1%	20.9%	0.0%	25.0%	13.8%	27.9%	2.1%	7.7%	10.0%	17.9%	12.7%	0.0%	9.5%	23.5%
10 Best specialist possible	553	**49**	67	19	30	10	18	21	30	16	3	1	45	18	21	9	10	12	27	2	28	19
	49.2%	**47.1%**	60.4%	52.8%	44.8%	52.6%	37.5%	56.8%	54.5%	37.2%	50.0%	25.0%	47.9%	41.9%	44.7%	69.2%	50.0%	42.9%	49.1%	50.0%	44.4%	55.9%

NA - Not Applicable

Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017)

Question 27

Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

Base: All respondents who saw a specialist (Q24 & Q26)

	2017 CSS Average	**2017**	2016	Gender (Q53)		Age (Q52)			Education (Q54)			Hispanic (Q55)		Race (Q56)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	1,137	**106**	111	36	69	19	50	37	56	44	6	4	96	43	49	13	20	28	56	4	64	35
Number missing or multiple answer	13	**2**	0	0	2	0	2	0	1	1	0	0	2	0	2	0	0	0	1	0	1	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,124	**104**	111	36	67	19	48	37	55	43	6	4	94	43	47	13	20	28	55	4	63	34
	98.9%	**98.1%**	100.0%	100.0%	97.1%	100.0%	96.0%	100.0%	98.2%	97.7%	100.0%	100.0%	97.9%	100.0%	95.9%	100.0%	100.0%	100.0%	98.2%	100.0%	98.4%	97.1%
0 to 4	56	**3**	6	0	3	1	2	0	0	2	1	1	2	1	1	1	0	1	2	0	3	0
	5.0%	**2.9%**	5.4%	0.0%	4.5%	5.3%	4.2%	0.0%	0.0%	4.7%	16.7%	25.0%	2.1%	2.3%	2.1%	7.7%	0.0%	3.6%	3.6%	0.0%	4.8%	0.0%
5	46	**5**	5	2	3	1	2	2	2	2	1	0	5	3	2	0	1	1	3	0	4	1
	4.1%	**4.8%**	4.5%	5.6%	4.5%	5.3%	4.2%	5.4%	3.6%	4.7%	16.7%	0.0%	5.3%	7.0%	4.3%	0.0%	5.0%	3.6%	5.5%	0.0%	6.3%	2.9%
6 or 7	135	**13**	10	3	10	4	7	2	7	6	0	1	12	2	10	1	2	3	8	0	7	5
	12.0%	**12.5%**	9.0%	8.3%	14.9%	21.1%	14.6%	5.4%	12.7%	14.0%	0.0%	25.0%	12.8%	4.7%	21.3%	7.7%	10.0%	10.7%	14.5%	0.0%	11.1%	14.7%
8 to 10	887	**83**	90	31	51	13	37	33	46	33	4	2	75	37	34	11	17	23	42	4	49	28
	78.9%	**79.8%**	81.1%	86.1%	76.1%	68.4%	77.1%	89.2%	83.6%	76.7%	66.7%	50.0%	79.8%	86.0%	72.3%	84.6%	85.0%	82.1%	76.4%	100.0%	77.8%	82.4%
Significantly different from column:*																						
NCQA Composite Score of 1 (0 to 6)	143	**16**	14	5	11	3	9	4	8	6	2	1	15	5	10	1	2	3	11	0	13	3
	12.7%	**15.4%**	12.6%	13.9%	16.4%	15.8%	18.8%	10.8%	14.5%	14.0%	33.3%	25.0%	16.0%	11.6%	21.3%	7.7%	10.0%	10.7%	20.0%	0.0%	20.6%	8.8%
NCQA Composite Score of 2 (7 to 8)	235	**25**	21	7	18	6	11	8	12	12	1	1	21	8	15	2	6	8	10	2	16	4
	20.9%	**24.0%**	18.9%	19.4%	26.9%	31.6%	22.9%	21.6%	21.8%	27.9%	16.7%	25.0%	22.3%	18.6%	31.9%	15.4%	30.0%	28.6%	18.2%	50.0%	25.4%	11.8%
NCQA Composite Score of 3 (9 to 10)	746	**63**	76	24	38	10	28	25	35	25	3	2	58	30	22	10	12	17	34	2	34	27
	66.4%	**60.6%**	68.5%	66.7%	56.7%	52.6%	58.3%	67.6%	63.6%	58.1%	50.0%	50.0%	61.7%	69.8%	46.8%	76.9%	60.0%	60.7%	61.8%	50.0%	54.0%	79.4%
Significantly different from column:*														O	N						V	U

NA - Not Applicable

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

Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017)

Question 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?

Base: All respondents

	2017 CSS Average	**2017**	2016	Gender (Q53)		Age (Q52)			Education (Q54)			Hispanic (Q55)		Race (Q56)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	2,620	**352**	300	128	219	99	135	113	205	106	30	15	310	140	165	38	109	115	123	81	203	59
Number missing or multiple answer	38	**7**	5	5	1	0	1	5	6	0	0	0	5	3	2	1	1	1	4	1	6	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,582	**345**	295	123	218	99	134	108	199	106	30	15	305	137	163	37	108	114	119	80	197	59
	98.5%	**98.0%**	98.3%	96.1%	99.5%	100.0%	99.3%	95.6%	97.1%	100.0%	100.0%	100.0%	98.4%	97.9%	98.8%	97.4%	99.1%	99.1%	96.7%	98.8%	97.0%	100.0%
Yes	527	**105**	94	34	71	39	35	30	48	44	10	6	93	42	47	13	42	33	29	19	61	24
	20.4%	**30.4%**	31.9%	27.6%	32.6%	39.4%	26.1%	27.8%	24.1%	41.5%	33.3%	40.0%	30.5%	30.7%	28.8%	35.1%	38.9%	28.9%	24.4%	23.8%	31.0%	40.7%
No	2,055	**240**	201	89	147	60	99	78	151	62	20	9	212	95	116	24	66	81	90	61	136	35
	79.6%	**69.6%**	68.1%	72.4%	67.4%	60.6%	73.9%	72.2%	75.9%	58.5%	66.7%	60.0%	69.5%	69.3%	71.2%	64.9%	61.1%	71.1%	75.6%	76.3%	69.0%	59.3%
Significantly different from column:*		A				G	F		J	I							S		Q	V		T

NA - Not Applicable

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

Aetna Better Health of Louisiana

49130

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017)

Question 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?

Base: All respondents who looked for information in written materials or on the Internet about how their health plan works (Q28)

	2017 CSS Average	**2017**	2016	Gender (Q53)		Age (Q52)			Education (Q54)			Hispanic (Q55)		Race (Q56)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	527	**105**	94	34	71	39	35	30	48	44	10	6	93	42	47	13	42	33	29	19	61	24
Number missing or multiple answer	10	**4**	0	2	2	0	1	3	0	3	1	0	4	3	1	0	3	0	1	1	1	2
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	517	**101**	94	32	69	39	34	27	48	41	9	6	89	39	46	13	39	33	28	18	60	22
	98.1%	**96.2%**	100.0%	94.1%	97.2%	100.0%	97.1%	90.0%	100.0%	93.2%	90.0%	100.0%	95.7%	92.9%	97.9%	100.0%	92.9%	100.0%	96.6%	94.7%	98.4%	91.7%
Never	37	**10**	4	4	6	5	2	3	8	1	1	1	8	3	5	2	4	1	4	1	7	2
	7.2%	**9.9%**	4.3%	12.5%	8.7%	12.8%	5.9%	11.1%	16.7%	2.4%	11.1%	16.7%	9.0%	7.7%	10.9%	15.4%	10.3%	3.0%	14.3%	5.6%	11.7%	9.1%
Sometimes	142	**24**	25	8	16	9	6	8	11	9	3	1	21	10	9	4	14	5	5	5	16	2
	27.5%	**23.8%**	26.6%	25.0%	23.2%	23.1%	17.6%	29.6%	22.9%	22.0%	33.3%	16.7%	23.6%	25.6%	19.6%	30.8%	35.9%	15.2%	17.9%	27.8%	26.7%	9.1%
Usually	177	**21**	25	6	15	9	9	3	9	10	2	2	19	10	9	2	8	9	4	3	13	5
	34.2%	**20.8%**	26.6%	18.8%	21.7%	23.1%	26.5%	11.1%	18.8%	24.4%	22.2%	33.3%	21.3%	25.6%	19.6%	15.4%	20.5%	27.3%	14.3%	16.7%	21.7%	22.7%
Always	161	**46**	40	14	32	16	17	13	20	21	3	2	41	16	23	5	13	18	15	9	24	13
	31.1%	**45.5%**	42.6%	43.8%	46.4%	41.0%	50.0%	48.1%	41.7%	51.2%	33.3%	33.3%	46.1%	41.0%	50.0%	38.5%	33.3%	54.5%	53.6%	50.0%	40.0%	59.1%
Significantly different from column:*		A																				
Usually or Always	338	**67**	65	20	47	25	26	16	29	31	5	4	60	26	32	7	21	27	19	12	37	18
	65.4%	**66.3%**	69.1%	62.5%	68.1%	64.1%	76.5%	59.3%	60.4%	75.6%	55.6%	66.7%	67.4%	66.7%	69.6%	53.8%	53.8%	81.8%	67.9%	66.7%	61.7%	81.8%
Significantly different from column:*																	R	Q				

NA - Not Applicable

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

Aetna Better Health of Louisiana

49130

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017)

Question 30

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

Base: All respondents

	2017 CSS Average	**2017**	2016	Gender (Q53)		Age (Q52)			Education (Q54)			Hispanic (Q55)		Race (Q56)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	2,620	**352**	300	128	219	99	135	113	205	106	30	15	310	140	165	38	109	115	123	81	203	59
Number missing or multiple answer	65	**6**	13	2	3	1	2	2	4	0	1	0	4	2	2	1	2	1	2	2	2	2
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,555	**346**	287	126	216	98	133	111	201	106	29	15	306	138	163	37	107	114	121	79	201	57
	97.5%	**98.3%**	95.7%	98.4%	98.6%	99.0%	98.5%	98.2%	98.0%	100.0%	96.7%	100.0%	98.7%	98.6%	98.8%	97.4%	98.2%	99.1%	98.4%	97.5%	99.0%	96.6%
Yes	837	**128**	110	40	88	42	42	43	70	43	13	9	113	50	58	20	42	31	54	19	74	31
	32.8%	**37.0%**	38.3%	31.7%	40.7%	42.9%	31.6%	38.7%	34.8%	40.6%	44.8%	60.0%	36.9%	36.2%	35.6%	54.1%	39.3%	27.2%	44.6%	24.1%	36.8%	54.4%
No	1,718	**218**	177	86	128	56	91	68	131	63	16	6	193	88	105	17	65	83	67	60	127	26
	67.2%	**63.0%**	61.7%	68.3%	59.3%	57.1%	68.4%	61.3%	65.2%	59.4%	55.2%	40.0%	63.1%	63.8%	64.4%	45.9%	60.7%	72.8%	55.4%	75.9%	63.2%	45.6%
Significantly different from column:*														P	P	NO		S	R	UV	TV	TU

NA - Not Applicable

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

Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017)

Question 31

In the last 6 months, how often did your health plan's customer service give you the information or help you needed?

Base: All respondents who tried to get information from the health plan's customer service (Q30)

	2017 CSS Average	**2017**	2016	Gender (Q53)		Age (Q52)			Education (Q54)			Hispanic (Q55)		Race (Q56)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	837	**128**	110	40	88	42	42	43	70	43	13	9	113	50	58	20	42	31	54	19	74	31
Number missing or multiple answer	12	**2**	0	0	2	0	0	2	0	1	1	0	2	1	0	1	1	1	0	1	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	825	**126**	110	40	86	42	42	41	70	42	12	9	111	49	58	19	41	30	54	18	73	31
	98.6%	**98.4%**	100.0%	100.0%	97.7%	100.0%	100.0%	95.3%	100.0%	97.7%	92.3%	100.0%	98.2%	98.0%	100.0%	95.0%	97.6%	96.8%	100.0%	94.7%	98.6%	100.0%
Never	23	**5**	3	2	3	1	3	1	3	1	1	0	5	0	3	2	3	1	1	1	2	2
	2.8%	**4.0%**	2.7%	5.0%	3.5%	2.4%	7.1%	2.4%	4.3%	2.4%	8.3%	0.0%	4.5%	0.0%	5.2%	10.5%	7.3%	3.3%	1.9%	5.6%	2.7%	6.5%
Sometimes	137	**25**	24	7	18	11	6	7	11	7	5	1	23	13	8	4	10	5	10	5	15	3
	16.6%	**19.8%**	21.8%	17.5%	20.9%	26.2%	14.3%	17.1%	15.7%	16.7%	41.7%	11.1%	20.7%	26.5%	13.8%	21.1%	24.4%	16.7%	18.5%	27.8%	20.5%	9.7%
Usually	186	**21**	23	4	17	8	5	8	10	10	1	2	18	10	9	2	4	7	9	3	11	7
	22.5%	**16.7%**	20.9%	10.0%	19.8%	19.0%	11.9%	19.5%	14.3%	23.8%	8.3%	22.2%	16.2%	20.4%	15.5%	10.5%	9.8%	23.3%	16.7%	16.7%	15.1%	22.6%
Always	479	**75**	60	27	48	22	28	25	46	24	5	6	65	26	38	11	24	17	34	9	45	19
	58.1%	**59.5%**	54.5%	67.5%	55.8%	52.4%	66.7%	61.0%	65.7%	57.1%	41.7%	66.7%	58.6%	53.1%	65.5%	57.9%	58.5%	56.7%	63.0%	50.0%	61.6%	61.3%
Significantly different from column:*																						
Usually or Always	665	**96**	83	31	65	30	33	33	56	34	6	8	83	36	47	13	28	24	43	12	56	26
	80.6%	**76.2%**	75.5%	77.5%	75.6%	71.4%	78.6%	80.5%	80.0%	81.0%	50.0%	88.9%	74.8%	73.5%	81.0%	68.4%	68.3%	80.0%	79.6%	66.7%	76.7%	83.9%
Significantly different from column:*																						

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017)

Question 32

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

Base: All respondents who tried to get information from the health plan's customer service (Q30)

	2017 CSS Average	**2017**	2016	Gender (Q53)		Age (Q52)			Education (Q54)			Hispanic (Q55)		Race (Q56)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	837	**128**	110	40	88	42	42	43	70	43	13	9	113	50	58	20	42	31	54	19	74	31
Number missing or multiple answer	23	**3**	0	0	3	0	0	3	1	1	1	0	2	1	1	1	1	1	0	1	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	814	**125**	110	40	85	42	42	40	69	42	12	9	111	49	57	19	41	30	54	18	72	31
	97.3%	**97.7%**	100.0%	100.0%	96.6%	100.0%	100.0%	93.0%	98.6%	97.7%	92.3%	100.0%	98.2%	98.0%	98.3%	95.0%	97.6%	96.8%	100.0%	94.7%	97.3%	100.0%
Never	10	**2**	3	0	2	0	2	0	2	0	0	2	0	0	0	2	2	0	0	0	1	0
	1.2%	**1.6%**	2.7%	0.0%	2.4%	0.0%	4.8%	0.0%	2.9%	0.0%	0.0%	22.2%	0.0%	0.0%	0.0%	10.5%	4.9%	0.0%	0.0%	0.0%	1.4%	0.0%
Sometimes	52	**7**	7	2	5	2	1	4	4	1	2	0	7	4	1	2	2	1	4	2	5	0
	6.4%	**5.6%**	6.4%	5.0%	5.9%	4.8%	2.4%	10.0%	5.8%	2.4%	16.7%	0.0%	6.3%	8.2%	1.8%	10.5%	4.9%	3.3%	7.4%	11.1%	6.9%	0.0%
Usually	126	**17**	16	4	13	10	4	3	6	8	3	3	13	8	6	3	6	4	7	2	9	4
	15.5%	**13.6%**	14.5%	10.0%	15.3%	23.8%	9.5%	7.5%	8.7%	19.0%	25.0%	33.3%	11.7%	16.3%	10.5%	15.8%	14.6%	13.3%	13.0%	11.1%	12.5%	12.9%
Always	626	**99**	84	34	65	30	35	33	57	33	7	4	91	37	50	12	31	25	43	14	57	27
	76.9%	**79.2%**	76.4%	85.0%	76.5%	71.4%	83.3%	82.5%	82.6%	78.6%	58.3%	44.4%	82.0%	75.5%	87.7%	63.2%	75.6%	83.3%	79.6%	77.8%	79.2%	87.1%
Significantly different from column:*																						
Usually or Always	752	**116**	100	38	78	40	39	36	63	41	10	7	104	45	56	15	37	29	50	16	66	31
	92.4%	**92.8%**	90.9%	95.0%	91.8%	95.2%	92.9%	90.0%	91.3%	97.6%	83.3%	77.8%	93.7%	91.8%	98.2%	78.9%	90.2%	96.7%	92.6%	88.9%	91.7%	100.0%
Significantly different from column:*																						

NA - Not Applicable

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Aetna Better Health of Louisiana

49130

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017)

Question 33

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

Base: All respondents

	2017 CSS Average	**2017**	2016	Gender (Q53)		Age (Q52)			Education (Q54)			Hispanic (Q55)		Race (Q56)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	2,620	**352**	300	128	219	99	135	113	205	106	30	15	310	140	165	38	109	115	123	81	203	59
Number missing or multiple answer	102	**10**	19	4	5	2	3	4	7	2	0	1	7	3	4	1	3	2	4	1	8	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,518	**342**	281	124	214	97	132	109	198	104	30	14	303	137	161	37	106	113	119	80	195	58
	96.1%	**97.2%**	93.7%	96.9%	97.7%	98.0%	97.8%	96.5%	96.6%	98.1%	100.0%	93.3%	97.7%	97.9%	97.6%	97.4%	97.2%	98.3%	96.7%	98.8%	96.1%	98.3%
Yes	591	**82**	68	31	51	33	26	23	48	24	10	6	72	31	38	13	29	25	27	14	49	16
	23.5%	**24.0%**	24.2%	25.0%	23.8%	34.0%	19.7%	21.1%	24.2%	23.1%	33.3%	42.9%	23.8%	22.6%	23.6%	35.1%	27.4%	22.1%	22.7%	17.5%	25.1%	27.6%
No	1,927	**260**	213	93	163	64	106	86	150	80	20	8	231	106	123	24	77	88	92	66	146	42
	76.5%	**76.0%**	75.8%	75.0%	76.2%	66.0%	80.3%	78.9%	75.8%	76.9%	66.7%	57.1%	76.2%	77.4%	76.4%	64.9%	72.6%	77.9%	77.3%	82.5%	74.9%	72.4%
Significantly different from column:*						GH	F	F														

NA - Not Applicable

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Aetna Better Health of Louisiana

49130

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017)

Question 34

In the last 6 months, how often were the forms from your health plan easy to fill out?**

Base: All respondents who received forms to fill out from the health plan (Q33)

				Gender (Q53)		Age (Q52)			Education (Q54)			Hispanic (Q55)		Race (Q56)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
	2017 CSS Average	**2017**	2016	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	2,518	**342**	281	124	214	97	132	109	198	104	30	14	303	137	161	37	106	113	119	80	195	58
Number missing or multiple answer	19	**5**	1	3	2	2	1	2	4	1	0	1	4	1	3	1	3	2	0	2	3	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,499	**337**	280	121	212	95	131	107	194	103	30	13	299	136	158	36	103	111	119	78	192	58
	99.2%	**98.5%**	99.6%	97.6%	99.1%	97.9%	99.2%	98.2%	98.0%	99.0%	100.0%	92.9%	98.7%	99.3%	98.1%	97.3%	97.2%	98.2%	100.0%	97.5%	98.5%	100.0%
Never	19	**2**	4	2	0	1	1	0	2	0	0	2	0	0	0	2	2	0	0	1	1	0
	0.8%	**0.6%**	1.4%	1.7%	0.0%	1.1%	0.8%	0.0%	1.0%	0.0%	0.0%	15.4%	0.0%	0.0%	0.0%	5.6%	1.9%	0.0%	0.0%	1.3%	0.5%	0.0%
Sometimes	101	**9**	9	4	5	2	4	3	6	2	1	1	8	5	4	0	1	3	5	1	7	1
	4.0%	**2.7%**	3.2%	3.3%	2.4%	2.1%	3.1%	2.8%	3.1%	1.9%	3.3%	7.7%	2.7%	3.7%	2.5%	0.0%	1.0%	2.7%	4.2%	1.3%	3.6%	1.7%
Usually	185	**20**	15	5	15	10	3	7	10	6	4	1	18	8	8	4	7	4	8	2	12	4
	7.4%	**5.9%**	5.4%	4.1%	7.1%	10.5%	2.3%	6.5%	5.2%	5.8%	13.3%	7.7%	6.0%	5.9%	5.1%	11.1%	6.8%	3.6%	6.7%	2.6%	6.3%	6.9%
Always	2,194	**306**	252	110	192	82	123	97	176	95	25	9	273	123	146	30	93	104	106	74	172	53
	87.8%	**90.8%**	90.0%	90.9%	90.6%	86.3%	93.9%	90.7%	90.7%	92.2%	83.3%	69.2%	91.3%	90.4%	92.4%	83.3%	90.3%	93.7%	89.1%	94.9%	89.6%	91.4%
Significantly different from column:*																						
Usually or Always	2,379	**326**	267	115	207	92	126	104	186	101	29	10	291	131	154	34	100	108	114	76	184	57
	95.2%	**96.7%**	95.4%	95.0%	97.6%	96.8%	96.2%	97.2%	95.9%	98.1%	96.7%	76.9%	97.3%	96.3%	97.5%	94.4%	97.1%	97.3%	95.8%	97.4%	95.8%	98.3%
Significantly different from column:*																						

NA - Not Applicable

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

**Respondents answering "No" to question 33 are reported to NCQA as "Always" in question 34, and are used in calculating the Question Summary Rate.

Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017)

Question 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?

Base: All respondents

	2017 CSS Average	**2017**	2016	Gender (Q53)		Age (Q52)			Education (Q54)			Hispanic (Q55)		Race (Q56)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	2,620	**352**	300	128	219	99	135	113	205	106	30	15	310	140	165	38	109	115	123	81	203	59
Number missing or multiple answer	95	**14**	13	5	8	4	4	5	5	5	0	0	12	3	8	1	2	4	6	6	6	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,525	**338**	287	123	211	95	131	108	200	101	30	15	298	137	157	37	107	111	117	75	197	58
	96.4%	**96.0%**	95.7%	96.1%	96.3%	96.0%	97.0%	95.6%	97.6%	95.3%	100.0%	100.0%	96.1%	97.9%	95.2%	97.4%	98.2%	96.5%	95.1%	92.6%	97.0%	98.3%
0 Worst health plan possible	24	**2**	2	1	1	0	1	1	2	0	0	1	1	1	0	1	1	0	1	1	1	0
	1.0%	**0.6%**	0.7%	0.8%	0.5%	0.0%	0.8%	0.9%	1.0%	0.0%	0.0%	6.7%	0.3%	0.7%	0.0%	2.7%	0.9%	0.0%	0.9%	1.3%	0.5%	0.0%
1	6	**3**	4	3	0	1	1	1	3	0	0	0	2	0	2	1	0	0	3	0	3	0
	0.2%	**0.9%**	1.4%	2.4%	0.0%	1.1%	0.8%	0.9%	1.5%	0.0%	0.0%	0.0%	0.7%	0.0%	1.3%	2.7%	0.0%	0.0%	2.6%	0.0%	1.5%	0.0%
2	9	**4**	3	1	3	3	0	1	3	0	1	0	3	0	3	1	2	2	0	0	4	0
	0.4%	**1.2%**	1.0%	0.8%	1.4%	3.2%	0.0%	0.9%	1.5%	0.0%	3.3%	0.0%	1.0%	0.0%	1.9%	2.7%	1.9%	1.8%	0.0%	0.0%	2.0%	0.0%
3	28	**6**	7	2	4	1	5	0	2	3	1	0	6	4	1	1	2	1	3	2	4	0
	1.1%	**1.8%**	2.4%	1.6%	1.9%	1.1%	3.8%	0.0%	1.0%	3.0%	3.3%	0.0%	2.0%	2.9%	0.6%	2.7%	1.9%	0.9%	2.6%	2.7%	2.0%	0.0%
4	52	**3**	9	2	1	2	0	1	2	1	0	0	3	1	2	0	1	1	1	2	1	0
	2.1%	**0.9%**	3.1%	1.6%	0.5%	2.1%	0.0%	0.9%	1.0%	1.0%	0.0%	0.0%	1.0%	0.7%	1.3%	0.0%	0.9%	0.9%	0.9%	2.7%	0.5%	0.0%
5	197	**21**	18	7	14	11	5	5	9	9	3	0	21	10	9	1	6	8	7	7	12	2
	7.8%	**6.2%**	6.3%	5.7%	6.6%	11.6%	3.8%	4.6%	4.5%	8.9%	10.0%	0.0%	7.0%	7.3%	5.7%	2.7%	5.6%	7.2%	6.0%	9.3%	6.1%	3.4%
6	113	**23**	12	8	15	8	6	8	13	7	2	2	20	13	8	1	5	9	8	9	11	3
	4.5%	**6.8%**	4.2%	6.5%	7.1%	8.4%	4.6%	7.4%	6.5%	6.9%	6.7%	13.3%	6.7%	9.5%	5.1%	2.7%	4.7%	8.1%	6.8%	12.0%	5.6%	5.2%
7	267	**32**	24	11	21	14	11	7	17	10	4	2	28	11	16	5	10	8	13	8	18	4
	10.6%	**9.5%**	8.4%	8.9%	10.0%	14.7%	8.4%	6.5%	8.5%	9.9%	13.3%	13.3%	9.4%	8.0%	10.2%	13.5%	9.3%	7.2%	11.1%	10.7%	9.1%	6.9%
8	413	**44**	30	16	26	11	19	13	26	13	4	2	37	19	19	5	13	16	15	8	33	2
	16.4%	**13.0%**	10.5%	13.0%	12.3%	11.6%	14.5%	12.0%	13.0%	12.9%	13.3%	13.3%	12.4%	13.9%	12.1%	13.5%	12.1%	14.4%	12.8%	10.7%	16.8%	3.4%
9	390	**39**	44	15	24	9	17	12	17	12	9	2	35	14	21	3	17	14	8	12	23	2
	15.4%	**11.5%**	15.3%	12.2%	11.4%	9.5%	13.0%	11.1%	8.5%	11.9%	30.0%	13.3%	11.7%	10.2%	13.4%	8.1%	15.9%	12.6%	6.8%	16.0%	11.7%	3.4%
10 Best health plan possible	1,026	**161**	134	57	102	35	66	59	106	46	6	6	142	64	76	18	50	52	58	26	87	45
	40.6%	**47.6%**	46.7%	46.3%	48.3%	36.8%	50.4%	54.6%	53.0%	45.5%	20.0%	40.0%	47.7%	46.7%	48.4%	48.6%	46.7%	46.8%	49.6%	34.7%	44.2%	77.6%

NA - Not Applicable

Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017)

Question 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?

Base: All respondents

				Gender (Q53)		Age (Q52)			Education (Q54)			Hispanic (Q55)		Race (Q56)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
	2017 CSS Average	**2017**	2016	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	2,620	**352**	300	128	219	99	135	113	205	106	30	15	310	140	165	38	109	115	123	81	203	59
Number missing or multiple answer	95	**14**	13	5	8	4	4	5	5	5	0	0	12	3	8	1	2	4	6	6	6	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,525	**338**	287	123	211	95	131	108	200	101	30	15	298	137	157	37	107	111	117	75	197	58
	96.4%	**96.0%**	95.7%	96.1%	96.3%	96.0%	97.0%	95.6%	97.6%	95.3%	100.0%	100.0%	96.1%	97.9%	95.2%	97.4%	98.2%	96.5%	95.1%	92.6%	97.0%	98.3%
0 to 4	119	**18**	25	9	9	7	7	4	12	4	2	1	15	6	8	4	6	4	8	5	13	0
	4.7%	**5.3%**	8.7%	7.3%	4.3%	7.4%	5.3%	3.7%	6.0%	4.0%	6.7%	6.7%	5.0%	4.4%	5.1%	10.8%	5.6%	3.6%	6.8%	6.7%	6.6%	0.0%
5	197	**21**	18	7	14	11	5	5	9	9	3	0	21	10	9	1	6	8	7	7	12	2
	7.8%	**6.2%**	6.3%	5.7%	6.6%	11.6%	3.8%	4.6%	4.5%	8.9%	10.0%	0.0%	7.0%	7.3%	5.7%	2.7%	5.6%	7.2%	6.0%	9.3%	6.1%	3.4%
6 or 7	380	**55**	36	19	36	22	17	15	30	17	6	4	48	24	24	6	15	17	21	17	29	7
	15.0%	**16.3%**	12.5%	15.4%	17.1%	23.2%	13.0%	13.9%	15.0%	16.8%	20.0%	26.7%	16.1%	17.5%	15.3%	16.2%	14.0%	15.3%	17.9%	22.7%	14.7%	12.1%
8 to 10	1,829	**244**	208	88	152	55	102	84	149	71	19	10	214	97	116	26	80	82	81	46	143	49
	72.4%	**72.2%**	72.5%	71.5%	72.0%	57.9%	77.9%	77.8%	74.5%	70.3%	63.3%	66.7%	71.8%	70.8%	73.9%	70.3%	74.8%	73.9%	69.2%	61.3%	72.6%	84.5%
Significantly different from column:*						GH	F	F												V		T
NCQA Composite Score of 1 (0 to 6)	429	**62**	55	24	38	26	18	17	34	20	7	3	56	29	25	6	17	21	23	21	36	5
	17.0%	**18.3%**	19.2%	19.5%	18.0%	27.4%	13.7%	15.7%	17.0%	19.8%	23.3%	20.0%	18.8%	21.2%	15.9%	16.2%	15.9%	18.9%	19.7%	28.0%	18.3%	8.6%
NCQA Composite Score of 2 (7 to 8)	680	**76**	54	27	47	25	30	20	43	23	8	4	65	30	35	10	23	24	28	16	51	6
	26.9%	**22.5%**	18.8%	22.0%	22.3%	26.3%	22.9%	18.5%	21.5%	22.8%	26.7%	26.7%	21.8%	21.9%	22.3%	27.0%	21.5%	21.6%	23.9%	21.3%	25.9%	10.3%
NCQA Composite Score of 3 (9 to 10)	1,416	**200**	178	72	126	44	83	71	123	58	15	8	177	78	97	21	67	66	66	38	110	47
	56.1%	**59.2%**	62.0%	58.5%	59.7%	46.3%	63.4%	65.7%	61.5%	57.4%	50.0%	53.3%	59.4%	56.9%	61.8%	56.8%	62.6%	59.5%	56.4%	50.7%	55.8%	81.0%
Significantly different from column:*						GH	F	F												V	V	TU

NA - Not Applicable

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

Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017)

Question 36

In general, how would you rate your overall health?

Base: All respondents

	2017 CSS Average	**2017**	2016	Gender (Q53)		Age (Q52)			Education (Q54)			Hispanic (Q55)		Race (Q56)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	2,620	**352**	300	128	219	99	135	113	205	106	30	15	310	140	165	38	109	115	123	81	203	59
Number missing or multiple answer	44	**5**	6	0	4	0	2	1	2	0	0	0	2	0	3	0	0	0	0	3	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,576	**347**	294	128	215	99	133	112	203	106	30	15	308	140	162	38	109	115	123	78	201	59
	98.3%	**98.6%**	98.0%	100.0%	98.2%	100.0%	98.5%	99.1%	99.0%	100.0%	100.0%	100.0%	99.4%	100.0%	98.2%	100.0%	100.0%	100.0%	100.0%	96.3%	99.0%	100.0%
Poor	274	**39**	36	17	21	5	17	16	26	11	0	0	36	17	17	3	0	0	39	5	18	14
	10.6%	**11.2%**	12.2%	13.3%	9.8%	5.1%	12.8%	14.3%	12.8%	10.4%	0.0%	0.0%	11.7%	12.1%	10.5%	7.9%	0.0%	0.0%	31.7%	6.4%	9.0%	23.7%
Fair	679	**84**	88	31	51	15	34	35	57	23	2	2	78	40	36	8	0	0	84	11	54	18
	26.4%	**24.2%**	29.9%	24.2%	23.7%	15.2%	25.6%	31.3%	28.1%	21.7%	6.7%	13.3%	25.3%	28.6%	22.2%	21.1%	0.0%	0.0%	68.3%	14.1%	26.9%	30.5%
Good	861	**115**	93	42	72	32	42	41	67	34	13	3	103	44	57	11	0	115	0	27	69	15
	33.4%	**33.1%**	31.6%	32.8%	33.5%	32.3%	31.6%	36.6%	33.0%	32.1%	43.3%	20.0%	33.4%	31.4%	35.2%	28.9%	0.0%	100.0%	0.0%	34.6%	34.3%	25.4%
Very good	535	**70**	50	27	43	32	25	12	34	25	9	6	60	24	34	11	70	0	0	24	37	8
	20.8%	**20.2%**	17.0%	21.1%	20.0%	32.3%	18.8%	10.7%	16.7%	23.6%	30.0%	40.0%	19.5%	17.1%	21.0%	28.9%	64.2%	0.0%	0.0%	30.8%	18.4%	13.6%
Excellent	227	**39**	27	11	28	15	15	8	19	13	6	4	31	15	18	5	39	0	0	11	23	4
	8.8%	**11.2%**	9.2%	8.6%	13.0%	15.2%	11.3%	7.1%	9.4%	12.3%	20.0%	26.7%	10.1%	10.7%	11.1%	13.2%	35.8%	0.0%	0.0%	14.1%	11.4%	6.8%
Excellent or Very good	762	**109**	77	38	71	47	40	20	53	38	15	10	91	39	52	16	109	0	0	35	60	12
	29.6%	**31.4%**	26.2%	29.7%	33.0%	47.5%	30.1%	17.9%	26.1%	35.8%	50.0%	66.7%	29.5%	27.9%	32.1%	42.1%	100.0%	0.0%	0.0%	44.9%	29.9%	20.3%
Significantly different from column:*						GH	FH	FG	K		I						RS	Q	Q	UV	T	T

NA - Not Applicable

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

Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017)

Question 37

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

Base: All respondents

	2017 CSS Average	**2017**	2016	Gender (Q53)		Age (Q52)			Education (Q54)			Hispanic (Q55)		Race (Q56)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	2,620	**352**	300	128	219	99	135	113	205	106	30	15	310	140	165	38	109	115	123	81	203	59
Number missing or multiple answer	39	**3**	7	0	2	0	1	0	0	0	0	0	1	0	1	0	0	0	0	3	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,581	**349**	293	128	217	99	134	113	205	106	30	15	309	140	164	38	109	115	123	78	203	59
	98.5%	**99.1%**	97.7%	100.0%	99.1%	100.0%	99.3%	100.0%	100.0%	100.0%	100.0%	100.0%	99.7%	100.0%	99.4%	100.0%	100.0%	100.0%	100.0%	96.3%	100.0%	100.0%
Poor	200	**28**	29	13	15	8	13	7	20	8	0	0	26	9	15	3	0	4	24	2	18	7
	7.7%	**8.0%**	9.9%	10.2%	6.9%	8.1%	9.7%	6.2%	9.8%	7.5%	0.0%	0.0%	8.4%	6.4%	9.1%	7.9%	0.0%	3.5%	19.5%	2.6%	8.9%	11.9%
Fair	607	**76**	90	30	44	18	31	27	51	20	3	1	70	37	29	9	8	20	47	12	41	22
	23.5%	**21.8%**	30.7%	23.4%	20.3%	18.2%	23.1%	23.9%	24.9%	18.9%	10.0%	6.7%	22.7%	26.4%	17.7%	23.7%	7.3%	17.4%	38.2%	15.4%	20.2%	37.3%
Good	727	**88**	71	28	59	23	29	34	53	23	8	4	74	40	37	7	15	43	29	15	56	12
	28.2%	**25.2%**	24.2%	21.9%	27.2%	23.2%	21.6%	30.1%	25.9%	21.7%	26.7%	26.7%	23.9%	28.6%	22.6%	18.4%	13.8%	37.4%	23.6%	19.2%	27.6%	20.3%
Very good	558	**64**	56	26	37	18	25	21	29	25	9	1	61	24	36	4	27	27	10	17	37	10
	21.6%	**18.3%**	19.1%	20.3%	17.1%	18.2%	18.7%	18.6%	14.1%	23.6%	30.0%	6.7%	19.7%	17.1%	22.0%	10.5%	24.8%	23.5%	8.1%	21.8%	18.2%	16.9%
Excellent	489	**93**	47	31	62	32	36	24	52	30	10	9	78	30	47	15	59	21	13	32	51	8
	18.9%	**26.6%**	16.0%	24.2%	28.6%	32.3%	26.9%	21.2%	25.4%	28.3%	33.3%	60.0%	25.2%	21.4%	28.7%	39.5%	54.1%	18.3%	10.6%	41.0%	25.1%	13.6%
Excellent or Very good	1,047	**157**	103	57	99	50	61	45	81	55	19	10	139	54	83	19	86	48	23	49	88	18
	40.6%	**45.0%**	35.2%	44.5%	45.6%	50.5%	45.5%	39.8%	39.5%	51.9%	63.3%	66.7%	45.0%	38.6%	50.6%	50.0%	78.9%	41.7%	18.7%	62.8%	43.3%	30.5%
Significantly different from column:*		C							JK	I	I			O	N		RS	QS	QR	UV	T	T

NA - Not Applicable

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

Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017)

Question 38

Have you had either a flu shot or flu spray in the nose since July 1, 2015?**

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

	2017 CSS Average	**2017**	2016	Gender (Q53)		Age (Q52)			Education (Q54)			Hispanic (Q55)		Race (Q56)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	2,620	**352**	290	128	219	99	135	113	205	106	30	15	310	140	165	38	109	115	123	81	203	59
Number missing or multiple answer	28	**5**	3	2	2	1	1	1	1	1	0	0	2	1	2	0	2	1	0	3	1	1
Number no experience	65	**9**	5	4	5	1	2	6	9	0	0	0	9	4	4	1	1	3	5	0	8	1
Usable responses	2,527	**338**	282	122	212	97	132	106	195	105	30	15	299	135	159	37	106	111	118	78	194	57
	96.5%	**96.0%**	97.2%	95.3%	96.8%	98.0%	97.8%	93.8%	95.1%	99.1%	100.0%	100.0%	96.5%	96.4%	96.4%	97.4%	97.2%	96.5%	95.9%	96.3%	95.6%	96.6%
Yes	984	**106**	92	33	73	18	39	49	60	33	11	2	97	43	52	10	30	30	44	16	61	26
	38.9%	**31.4%**	32.6%	27.0%	34.4%	18.6%	29.5%	46.2%	30.8%	31.4%	36.7%	13.3%	32.4%	31.9%	32.7%	27.0%	28.3%	27.0%	37.3%	20.5%	31.4%	45.6%
No	1,543	**232**	190	89	139	79	93	57	135	72	19	13	202	92	107	27	76	81	74	62	133	31
	61.1%	**68.6%**	67.4%	73.0%	65.6%	81.4%	70.5%	53.8%	69.2%	68.6%	63.3%	86.7%	67.6%	68.1%	67.3%	73.0%	71.7%	73.0%	62.7%	79.5%	68.6%	54.4%
Significantly different from column:*		A				H	H	FG												V	V	TU

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

**A plan's score for the HEDIS Flu Vaccinations for Adults measure will include only those members flagged by the plan as being age 18 to 64 as of July 1 of the measurement year.

Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017)

Question 39

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

Base: All respondents

	2017 CSS Average	**2017**	2016	Gender (Q53)		Age (Q52)			Education (Q54)			Hispanic (Q55)		Race (Q56)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	2,620	**352**	300	128	219	99	135	113	205	106	30	15	310	140	165	38	109	115	123	81	203	59
Number missing or multiple answer	45	**3**	7	1	1	1	0	0	0	1	0	0	1	1	0	0	1	0	0	3	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,575	**349**	293	127	218	98	135	113	205	105	30	15	309	139	165	38	108	115	123	78	203	59
	98.3%	**99.1%**	97.7%	99.2%	99.5%	99.0%	100.0%	100.0%	100.0%	99.1%	100.0%	100.0%	99.7%	99.3%	100.0%	100.0%	99.1%	100.0%	100.0%	96.3%	100.0%	100.0%
Every day	506	**81**	57	34	45	23	36	22	52	28	1	2	75	48	24	8	19	22	40	20	41	19
	19.7%	**23.2%**	19.5%	26.8%	20.6%	23.5%	26.7%	19.5%	25.4%	26.7%	3.3%	13.3%	24.3%	34.5%	14.5%	21.1%	17.6%	19.1%	32.5%	25.6%	20.2%	32.2%
Some days	336	**61**	47	27	32	14	18	27	40	14	3	0	56	23	31	5	11	26	23	13	34	12
	13.0%	**17.5%**	16.0%	21.3%	14.7%	14.3%	13.3%	23.9%	19.5%	13.3%	10.0%	0.0%	18.1%	16.5%	18.8%	13.2%	10.2%	22.6%	18.7%	16.7%	16.7%	20.3%
Not at all	1,711	**204**	188	65	139	60	80	63	112	61	26	13	175	67	108	25	77	67	58	45	126	28
	66.4%	**58.5%**	64.2%	51.2%	63.8%	61.2%	59.3%	55.8%	54.6%	58.1%	86.7%	86.7%	56.6%	48.2%	65.5%	65.8%	71.3%	58.3%	47.2%	57.7%	62.1%	47.5%
Don't know	22	**3**	1	1	2	1	1	1	1	2	0	0	3	1	2	0	1	0	2	0	2	0
	0.9%	**0.9%**	0.3%	0.8%	0.9%	1.0%	0.7%	0.9%	0.5%	1.9%	0.0%	0.0%	1.0%	0.7%	1.2%	0.0%	0.9%	0.0%	1.6%	0.0%	1.0%	0.0%
Every day or Some days	842	**142**	104	61	77	37	54	49	92	42	4	2	131	71	55	13	30	48	63	33	75	31
	32.7%	**40.7%**	35.5%	48.0%	35.3%	37.8%	40.0%	43.4%	44.9%	40.0%	13.3%	13.3%	42.4%	51.1%	33.3%	34.2%	27.8%	41.7%	51.2%	42.3%	36.9%	52.5%
Significantly different from column:*		A		E	D				K	K	IJ	M	L	O	N		RS	Q	Q		V	U

NA - Not Applicable

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Aetna Better Health of Louisiana

49130

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017)

Question 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?

Base: All respondents who smoke cigarettes or use tobacco (Q39)

	2017 CSS Average	**2017**	2016	Gender (Q53)		Age (Q52)			Education (Q54)			Hispanic (Q55)		Race (Q56)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	842	**142**	104	61	77	37	54	49	92	42	4	2	131	71	55	13	30	48	63	33	75	31
Number missing or multiple answer	11	**1**	3	1	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	831	**141**	101	60	77	37	54	48	92	42	4	2	131	71	55	13	30	47	63	33	74	31
	98.7%	**99.3%**	97.1%	98.4%	100.0%	100.0%	100.0%	98.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.9%	100.0%	100.0%	98.7%	100.0%
Never	188	**47**	26	21	24	19	19	8	27	16	2	1	44	31	12	2	11	19	16	22	19	6
	22.6%	**33.3%**	25.7%	35.0%	31.2%	51.4%	35.2%	16.7%	29.3%	38.1%	50.0%	50.0%	33.6%	43.7%	21.8%	15.4%	36.7%	40.4%	25.4%	66.7%	25.7%	19.4%
Sometimes	162	**25**	15	12	13	7	11	6	16	8	0	1	22	14	8	3	5	8	12	2	16	6
	19.5%	**17.7%**	14.9%	20.0%	16.9%	18.9%	20.4%	12.5%	17.4%	19.0%	0.0%	50.0%	16.8%	19.7%	14.5%	23.1%	16.7%	17.0%	19.0%	6.1%	21.6%	19.4%
Usually	146	**14**	21	6	7	1	6	7	10	4	0	0	14	4	10	0	2	4	8	4	7	3
	17.6%	**9.9%**	20.8%	10.0%	9.1%	2.7%	11.1%	14.6%	10.9%	9.5%	0.0%	0.0%	10.7%	5.6%	18.2%	0.0%	6.7%	8.5%	12.7%	12.1%	9.5%	9.7%
Always	335	**55**	39	21	33	10	18	27	39	14	2	0	51	22	25	8	12	16	27	5	32	16
	40.3%	**39.0%**	38.6%	35.0%	42.9%	27.0%	33.3%	56.3%	42.4%	33.3%	50.0%	0.0%	38.9%	31.0%	45.5%	61.5%	40.0%	34.0%	42.9%	15.2%	43.2%	51.6%
Significantly different from column:*						H	H	FG												UV	T	T
Sometimes, Usually, or Always	643	**94**	75	39	53	18	35	40	65	26	2	1	87	40	43	11	19	28	47	11	55	25
	77.4%	**66.7%**	74.3%	65.0%	68.8%	48.6%	64.8%	83.3%	70.7%	61.9%	50.0%	50.0%	66.4%	56.3%	78.2%	84.6%	63.3%	59.6%	74.6%	33.3%	74.3%	80.6%
Significantly different from column:*		A				H	H	FG						O	N					UV	T	T

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017)

Question 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.

Base: All respondents who smoke cigarettes or use tobacco (Q39)

	2017 CSS Average	**2017**	2016	Gender (Q53)		Age (Q52)			Education (Q54)			Hispanic (Q55)		Race (Q56)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	842	**142**	104	61	77	37	54	49	92	42	4	2	131	71	55	13	30	48	63	33	75	31
Number missing or multiple answer	23	**0**	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	819	**142**	100	61	77	37	54	49	92	42	4	2	131	71	55	13	30	48	63	33	75	31
	97.3%	**100.0%**	96.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	407	**86**	54	43	41	28	35	23	57	26	2	1	82	45	36	4	17	31	37	26	42	17
	49.7%	**60.6%**	54.0%	70.5%	53.2%	75.7%	64.8%	46.9%	62.0%	61.9%	50.0%	50.0%	62.6%	63.4%	65.5%	30.8%	56.7%	64.6%	58.7%	78.8%	56.0%	54.8%
Sometimes	181	**21**	17	8	12	5	8	6	15	4	0	1	17	10	6	4	4	7	10	3	14	3
	22.1%	**14.8%**	17.0%	13.1%	15.6%	13.5%	14.8%	12.2%	16.3%	9.5%	0.0%	50.0%	13.0%	14.1%	10.9%	30.8%	13.3%	14.6%	15.9%	9.1%	18.7%	9.7%
Usually	92	**11**	13	1	10	1	4	6	7	3	1	0	11	8	3	0	2	4	5	1	6	4
	11.2%	**7.7%**	13.0%	1.6%	13.0%	2.7%	7.4%	12.2%	7.6%	7.1%	25.0%	0.0%	8.4%	11.3%	5.5%	0.0%	6.7%	8.3%	7.9%	3.0%	8.0%	12.9%
Always	139	**24**	16	9	14	3	7	14	13	9	1	0	21	8	10	5	7	6	11	3	13	7
	17.0%	**16.9%**	16.0%	14.8%	18.2%	8.1%	13.0%	28.6%	14.1%	21.4%	25.0%	0.0%	16.0%	11.3%	18.2%	38.5%	23.3%	12.5%	17.5%	9.1%	17.3%	22.6%
Significantly different from column:*						H	H	FG														
Sometimes, Usually, or Always	412	**56**	46	18	36	9	19	26	35	16	2	1	49	26	19	9	13	17	26	7	33	14
	50.3%	**39.4%**	46.0%	29.5%	46.8%	24.3%	35.2%	53.1%	38.0%	38.1%	50.0%	50.0%	37.4%	36.6%	34.5%	69.2%	43.3%	35.4%	41.3%	21.2%	44.0%	45.2%
Significantly different from column:*		A		E	D	H		F						P	P	NO				UV	T	T

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017)

Question 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.

Base: All respondents who smoke cigarettes or use tobacco (Q39)

	2017 CSS Average	**2017**	2016	Gender (Q53)		Age (Q52)			Education (Q54)			Hispanic (Q55)		Race (Q56)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	842	**142**	104	61	77	37	54	49	92	42	4	2	131	71	55	13	30	48	63	33	75	31
Number missing or multiple answer	24	**2**	3	2	0	0	0	2	1	0	0	0	1	1	0	0	0	1	1	0	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	818	**140**	101	59	77	37	54	47	91	42	4	2	130	70	55	13	30	47	62	33	73	31
	97.1%	**98.6%**	97.1%	96.7%	100.0%	100.0%	100.0%	95.9%	98.9%	100.0%	100.0%	100.0%	99.2%	98.6%	100.0%	100.0%	100.0%	97.9%	98.4%	100.0%	97.3%	100.0%
Never	443	**91**	64	42	47	29	37	25	58	28	4	1	86	49	35	6	19	33	38	28	45	17
	54.2%	**65.0%**	63.4%	71.2%	61.0%	78.4%	68.5%	53.2%	63.7%	66.7%	100.0%	50.0%	66.2%	70.0%	63.6%	46.2%	63.3%	70.2%	61.3%	84.8%	61.6%	54.8%
Sometimes	169	**21**	17	8	11	4	8	7	16	3	0	1	18	10	7	3	3	7	11	0	16	4
	20.7%	**15.0%**	16.8%	13.6%	14.3%	10.8%	14.8%	14.9%	17.6%	7.1%	0.0%	50.0%	13.8%	14.3%	12.7%	23.1%	10.0%	14.9%	17.7%	0.0%	21.9%	12.9%
Usually	83	**10**	7	2	8	1	5	4	5	5	0	0	10	5	5	0	3	4	3	1	5	4
	10.1%	**7.1%**	6.9%	3.4%	10.4%	2.7%	9.3%	8.5%	5.5%	11.9%	0.0%	0.0%	7.7%	7.1%	9.1%	0.0%	10.0%	8.5%	4.8%	3.0%	6.8%	12.9%
Always	123	**18**	13	7	11	3	4	11	12	6	0	0	16	6	8	4	5	3	10	4	7	6
	15.0%	**12.9%**	12.9%	11.9%	14.3%	8.1%	7.4%	23.4%	13.2%	14.3%	0.0%	0.0%	12.3%	8.6%	14.5%	30.8%	16.7%	6.4%	16.1%	12.1%	9.6%	19.4%
Significantly different from column:*							H	G														
Sometimes, Usually, or Always	375	**49**	37	17	30	8	17	22	33	14	0	1	44	21	20	7	11	14	24	5	28	14
	45.8%	**35.0%**	36.6%	28.8%	39.0%	21.6%	31.5%	46.8%	36.3%	33.3%	0.0%	50.0%	33.8%	30.0%	36.4%	53.8%	36.7%	29.8%	38.7%	15.2%	38.4%	45.2%
Significantly different from column:*		A				H		F												UV	T	T

NA - Not Applicable

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

Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017)

Question 43

Do you take aspirin daily or every other day?

Base: All respondents

	2017 CSS Average	**2017**	2016	Gender (Q53)		Age (Q52)			Education (Q54)			Hispanic (Q55)		Race (Q56)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	2,620	**352**	300	128	219	99	135	113	205	106	30	15	310	140	165	38	109	115	123	81	203	59
Number missing or multiple answer	39	**2**	5	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0
Number no experience	19	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Usable responses	2,562	**350**	295	128	218	99	135	113	205	106	30	15	310	140	165	38	109	115	123	79	203	59
	97.8%	**99.4%**	98.3%	100.0%	99.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.5%	100.0%	100.0%
Yes	672	**100**	78	45	54	10	36	53	62	26	7	4	88	35	51	11	21	28	51	8	67	21
	26.2%	**28.6%**	26.4%	35.2%	24.8%	10.1%	26.7%	46.9%	30.2%	24.5%	23.3%	26.7%	28.4%	25.0%	30.9%	28.9%	19.3%	24.3%	41.5%	10.1%	33.0%	35.6%
No	1,890	**250**	217	83	164	89	99	60	143	80	23	11	222	105	114	27	88	87	72	71	136	38
	73.8%	**71.4%**	73.6%	64.8%	75.2%	89.9%	73.3%	53.1%	69.8%	75.5%	76.7%	73.3%	71.6%	75.0%	69.1%	71.1%	80.7%	75.7%	58.5%	89.9%	67.0%	64.4%
Significantly different from column:*				E	D	GH	FH	FG									S	S	QR	UV	T	T

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

Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017)

Question 44

Do you have a health problem or take medication that makes taking aspirin unsafe for you?

Base: All respondents

	2017 CSS Average	**2017**	2016	Gender (Q53)		Age (Q52)			Education (Q54)			Hispanic (Q55)		Race (Q56)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	2,620	**352**	300	128	219	99	135	113	205	106	30	15	310	140	165	38	109	115	123	81	203	59
Number missing or multiple answer	43	**5**	8	1	3	0	0	3	2	0	0	0	3	1	2	0	0	1	2	2	2	0
Number no experience	248	**25**	25	10	15	7	11	7	15	8	1	0	22	6	16	2	2	8	14	0	19	6
Usable responses	2,329	**322**	267	117	201	92	124	103	188	98	29	15	285	133	147	36	107	106	107	79	182	53
	88.9%	**91.5%**	89.0%	91.4%	91.8%	92.9%	91.9%	91.2%	91.7%	92.5%	96.7%	100.0%	91.9%	95.0%	89.1%	94.7%	98.2%	92.2%	87.0%	97.5%	89.7%	89.8%
Yes	257	**34**	36	11	23	4	12	18	27	7	0	0	29	14	18	2	9	6	19	5	14	13
	11.0%	**10.6%**	13.5%	9.4%	11.4%	4.3%	9.7%	17.5%	14.4%	7.1%	0.0%	0.0%	10.2%	10.5%	12.2%	5.6%	8.4%	5.7%	17.8%	6.3%	7.7%	24.5%
No	2,072	**288**	231	106	178	88	112	85	161	91	29	15	256	119	129	34	98	100	88	74	168	40
	89.0%	**89.4%**	86.5%	90.6%	88.6%	95.7%	90.3%	82.5%	85.6%	92.9%	100.0%	100.0%	89.8%	89.5%	87.8%	94.4%	91.6%	94.3%	82.2%	93.7%	92.3%	75.5%
Significantly different from column:*						H		F									S	S	QR	V	V	TU

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

Aetna Better Health of Louisiana

49130

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017)

Question 45

Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke?

Base: All respondents

	2017 CSS Average	**2017**	2016	Gender (Q53)		Age (Q52)			Education (Q54)			Hispanic (Q55)		Race (Q56)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	2,620	**352**	300	128	219	99	135	113	205	106	30	15	310	140	165	38	109	115	123	81	203	59
Number missing or multiple answer	44	**5**	12	1	3	0	1	2	3	0	0	0	3	2	1	0	0	1	2	2	2	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,576	**347**	288	127	216	99	134	111	202	106	30	15	307	138	164	38	109	114	121	79	201	58
	98.3%	**98.6%**	96.0%	99.2%	98.6%	100.0%	99.3%	98.2%	98.5%	100.0%	100.0%	100.0%	99.0%	98.6%	99.4%	100.0%	100.0%	99.1%	98.4%	97.5%	99.0%	98.3%
Yes	1,085	**162**	112	64	96	30	63	67	102	45	9	5	144	60	84	15	45	44	71	30	94	33
	42.1%	**46.7%**	38.9%	50.4%	44.4%	30.3%	47.0%	60.4%	50.5%	42.5%	30.0%	33.3%	46.9%	43.5%	51.2%	39.5%	41.3%	38.6%	58.7%	38.0%	46.8%	56.9%
No	1,491	**185**	176	63	120	69	71	44	100	61	21	10	163	78	80	23	64	70	50	49	107	25
	57.9%	**53.3%**	61.1%	49.6%	55.6%	69.7%	53.0%	39.6%	49.5%	57.5%	70.0%	66.7%	53.1%	56.5%	48.8%	60.5%	58.7%	61.4%	41.3%	62.0%	53.2%	43.1%
Significantly different from column:*		C				GH	FH	FG	K		I						S	S	QR	V		T

NA - Not Applicable

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

Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017)

Question 46

Are you aware that you have any of the following conditions? Mark one or more.

Base: All respondents

	2017 CSS Average	**2017**	2016	Gender (Q53)		Age (Q52)			Education (Q54)			Hispanic (Q55)		Race (Q56)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	2,620	**352**	300	128	219	99	135	113	205	106	30	15	310	140	165	38	109	115	123	81	203	59
Number missing or multiple answer	1,117	**142**	135	45	95	65	52	21	64	52	20	11	123	67	51	19	68	45	25	53	72	14
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,503	**210**	165	83	124	34	83	92	141	54	10	4	187	73	114	19	41	70	98	28	131	45
	57.4%	**59.7%**	55.0%	64.8%	56.6%	34.3%	61.5%	81.4%	68.8%	50.9%	33.3%	26.7%	60.3%	52.1%	69.1%	50.0%	37.6%	60.9%	79.7%	34.6%	64.5%	76.3%
High cholesterol	754	**85**	83	28	56	5	40	40	60	19	6	2	79	35	41	8	13	24	48	8	51	24
	50.2%	**40.5%**	50.3%	33.7%	45.2%	14.7%	48.2%	43.5%	42.6%	35.2%	60.0%	50.0%	42.2%	47.9%	36.0%	42.1%	31.7%	34.3%	49.0%	28.6%	38.9%	53.3%
High blood pressure	1,066	**157**	120	66	89	22	60	74	100	46	6	4	140	44	98	11	26	52	78	18	103	31
	70.9%	**74.8%**	72.7%	79.5%	71.8%	64.7%	72.3%	80.4%	70.9%	85.2%	60.0%	100.0%	74.9%	60.3%	86.0%	57.9%	63.4%	74.3%	79.6%	64.3%	78.6%	68.9%
Parent or sibling with heart attack before the age of 60	462	**71**	68	20	51	14	30	27	49	17	5	1	64	34	27	10	16	22	33	10	43	15
	30.7%	**33.8%**	41.2%	24.1%	41.1%	41.2%	36.1%	29.3%	34.8%	31.5%	50.0%	25.0%	34.2%	46.6%	23.7%	52.6%	39.0%	31.4%	33.7%	35.7%	32.8%	33.3%

NA - Not Applicable

Please note that respondents could select more than one response option, therefore percentages may not add up to 100%. The denominator is comprised of respondents who answered “Yes” to one or more of the given response options.

Aetna Better Health of Louisiana

49130

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017)

Question 47

Has a doctor ever told you that you have any of the following conditions? Mark one or more.

Base: All respondents

	2017 CSS Average	**2017**	2016	Gender (Q53)		Age (Q52)			Education (Q54)			Hispanic (Q55)		Race (Q56)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	2,620	**352**	300	128	219	99	135	113	205	106	30	15	310	140	165	38	109	115	123	81	203	59
Number missing or multiple answer	1,793	**241**	208	81	155	83	92	61	134	74	23	14	207	101	102	30	95	83	60	67	134	34
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	827	**111**	92	47	64	16	43	52	71	32	7	1	103	39	63	8	14	32	63	14	69	25
	31.6%	**31.5%**	30.7%	36.7%	29.2%	16.2%	31.9%	46.0%	34.6%	30.2%	23.3%	6.7%	33.2%	27.9%	38.2%	21.1%	12.8%	27.8%	51.2%	17.3%	34.0%	42.4%
A heart attack	154	**16**	27	9	7	2	4	10	12	4	0	0	14	6	8	2	2	4	10	2	11	2
	18.6%	**14.4%**	29.3%	19.1%	10.9%	12.5%	9.3%	19.2%	16.9%	12.5%	0.0%	0.0%	13.6%	15.4%	12.7%	25.0%	14.3%	12.5%	15.9%	14.3%	15.9%	8.0%
Angina or coronary heart disease	170	**17**	21	7	10	1	4	12	10	5	1	0	16	6	9	2	2	7	8	1	12	4
	20.6%	**15.3%**	22.8%	14.9%	15.6%	6.3%	9.3%	23.1%	14.1%	15.6%	14.3%	0.0%	15.5%	15.4%	14.3%	25.0%	14.3%	21.9%	12.7%	7.1%	17.4%	16.0%
A stroke	142	**16**	27	9	7	1	8	7	9	6	1	0	16	6	8	2	3	4	9	3	9	4
	17.2%	**14.4%**	29.3%	19.1%	10.9%	6.3%	18.6%	13.5%	12.7%	18.8%	14.3%	0.0%	15.5%	15.4%	12.7%	25.0%	21.4%	12.5%	14.3%	21.4%	13.0%	16.0%
Any kind of diabetes or high blood sugar	603	**89**	62	34	55	16	34	39	56	28	5	1	83	29	53	6	11	26	50	11	56	19
	72.9%	**80.2%**	67.4%	72.3%	85.9%	100.0%	79.1%	75.0%	78.9%	87.5%	71.4%	100.0%	80.6%	74.4%	84.1%	75.0%	78.6%	81.3%	79.4%	78.6%	81.2%	76.0%

NA - Not Applicable

Please note that respondents could select more than one response option, therefore percentages may not add up to 100%. The denominator is comprised of respondents who answered “Yes” to one or more of the given response options.

Aetna Better Health of Louisiana

49130

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017)

Question 48

In the last 6 months, did you get health care 3 or more times for the same condition or problem?

Base: All respondents

	2017 CSS Average	**2017**	2016	Gender (Q53)		Age (Q52)			Education (Q54)			Hispanic (Q55)		Race (Q56)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	2,620	**352**	300	128	219	99	135	113	205	106	30	15	310	140	165	38	109	115	123	81	203	59
Number missing or multiple answer	82	**11**	20	3	6	0	2	4	4	1	0	0	4	1	4	1	3	0	6	2	7	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,538	**341**	280	125	213	99	133	109	201	105	30	15	306	139	161	37	106	115	117	79	196	58
	96.9%	**96.9%**	93.3%	97.7%	97.3%	100.0%	98.5%	96.5%	98.0%	99.1%	100.0%	100.0%	98.7%	99.3%	97.6%	97.4%	97.2%	100.0%	95.1%	97.5%	96.6%	98.3%
Yes	919	**114**	113	41	71	26	46	42	70	36	6	6	102	49	50	15	19	30	65	9	59	44
	36.2%	**33.4%**	40.4%	32.8%	33.3%	26.3%	34.6%	38.5%	34.8%	34.3%	20.0%	40.0%	33.3%	35.3%	31.1%	40.5%	17.9%	26.1%	55.6%	11.4%	30.1%	75.9%
No	1,619	**227**	167	84	142	73	87	67	131	69	24	9	204	90	111	22	87	85	52	70	137	14
	63.8%	**66.6%**	59.6%	67.2%	66.7%	73.7%	65.4%	61.5%	65.2%	65.7%	80.0%	60.0%	66.7%	64.7%	68.9%	59.5%	82.1%	73.9%	44.4%	88.6%	69.9%	24.1%
Significantly different from column:*																	S	S	QR	UV	TV	TU

NA - Not Applicable

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

Aetna Better Health of Louisiana

49130

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017)

Question 49

Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.

Base: All respondents who saw a doctor 3 or more times for the same condition or problem (Q48)

	2017 CSS Average	**2017**	2016	Gender (Q53)		Age (Q52)			Education (Q54)			Hispanic (Q55)		Race (Q56)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	919	**114**	113	41	71	26	46	42	70	36	6	6	102	49	50	15	19	30	65	9	59	44
Number missing or multiple answer	34	**1**	1	0	1	0	0	1	0	1	0	0	1	1	0	0	0	0	1	0	0	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	885	**113**	112	41	70	26	46	41	70	35	6	6	101	48	50	15	19	30	64	9	59	43
	96.3%	**99.1%**	99.1%	100.0%	98.6%	100.0%	100.0%	97.6%	100.0%	97.2%	100.0%	100.0%	99.0%	98.0%	100.0%	100.0%	100.0%	100.0%	98.5%	100.0%	100.0%	97.7%
Yes	743	**94**	92	34	59	21	40	33	57	30	6	5	86	44	36	14	13	24	57	6	49	37
	84.0%	**83.2%**	82.1%	82.9%	84.3%	80.8%	87.0%	80.5%	81.4%	85.7%	100.0%	83.3%	85.1%	91.7%	72.0%	93.3%	68.4%	80.0%	89.1%	66.7%	83.1%	86.0%
No	142	**19**	20	7	11	5	6	8	13	5	0	1	15	4	14	1	6	6	7	3	10	6
	16.0%	**16.8%**	17.9%	17.1%	15.7%	19.2%	13.0%	19.5%	18.6%	14.3%	0.0%	16.7%	14.9%	8.3%	28.0%	6.7%	31.6%	20.0%	10.9%	33.3%	16.9%	14.0%
Significantly different from column:*														O	N							

NA - Not Applicable

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

Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017)

Question 50

Do you now need or take medicine prescribed by a doctor? Do not include birth control.

Base: All respondents

	2017 CSS Average	**2017**	2016	Gender (Q53)		Age (Q52)			Education (Q54)			Hispanic (Q55)		Race (Q56)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	2,620	**352**	300	128	219	99	135	113	205	106	30	15	310	140	165	38	109	115	123	81	203	59
Number missing or multiple answer	71	**7**	13	2	3	1	0	1	1	1	0	0	2	1	2	0	3	1	1	3	3	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,549	**345**	287	126	216	98	135	112	204	105	30	15	308	139	163	38	106	114	122	78	200	59
	97.3%	**98.0%**	95.7%	98.4%	98.6%	99.0%	100.0%	99.1%	99.5%	99.1%	100.0%	100.0%	99.4%	99.3%	98.8%	100.0%	97.2%	99.1%	99.2%	96.3%	98.5%	100.0%
Yes	1,718	**234**	200	89	144	47	93	94	141	72	18	7	213	93	113	25	49	76	107	30	144	54
	67.4%	**67.8%**	69.7%	70.6%	66.7%	48.0%	68.9%	83.9%	69.1%	68.6%	60.0%	46.7%	69.2%	66.9%	69.3%	65.8%	46.2%	66.7%	87.7%	38.5%	72.0%	91.5%
No	831	**111**	87	37	72	51	42	18	63	33	12	8	95	46	50	13	57	38	15	48	56	5
	32.6%	**32.2%**	30.3%	29.4%	33.3%	52.0%	31.1%	16.1%	30.9%	31.4%	40.0%	53.3%	30.8%	33.1%	30.7%	34.2%	53.8%	33.3%	12.3%	61.5%	28.0%	8.5%
Significantly different from column:*						GH	FH	FG									RS	QS	QR	UV	TV	TU

NA - Not Applicable

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

Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017)

Question 51

Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.

Base: All respondents who need or take medicine prescribed by a doctor (Q50)

	2017 CSS Average	**2017**	2016	Gender (Q53)		Age (Q52)			Education (Q54)			Hispanic (Q55)		Race (Q56)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	1,718	**234**	200	89	144	47	93	94	141	72	18	7	213	93	113	25	49	76	107	30	144	54
Number missing or multiple answer	51	**8**	1	3	5	0	1	7	6	0	1	0	5	3	4	0	1	3	4	1	5	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,667	**226**	199	86	139	47	92	87	135	72	17	7	208	90	109	25	48	73	103	29	139	54
	97.0%	**96.6%**	99.5%	96.6%	96.5%	100.0%	98.9%	92.6%	95.7%	100.0%	94.4%	100.0%	97.7%	96.8%	96.5%	100.0%	98.0%	96.1%	96.3%	96.7%	96.5%	100.0%
Yes	1,552	**211**	180	81	129	43	87	81	123	69	17	7	195	88	96	25	44	70	95	28	129	51
	93.1%	**93.4%**	90.5%	94.2%	92.8%	91.5%	94.6%	93.1%	91.1%	95.8%	100.0%	100.0%	93.8%	97.8%	88.1%	100.0%	91.7%	95.9%	92.2%	96.6%	92.8%	94.4%
No	115	**15**	19	5	10	4	5	6	12	3	0	0	13	2	13	0	4	3	8	1	10	3
	6.9%	**6.6%**	9.5%	5.8%	7.2%	8.5%	5.4%	6.9%	8.9%	4.2%	0.0%	0.0%	6.3%	2.2%	11.9%	0.0%	8.3%	4.1%	7.8%	3.4%	7.2%	5.6%
Significantly different from column:*														O	N							

NA - Not Applicable

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

Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017)

Question 52

What is your age?

Base: All respondents

	2017 CSS Average	**2017**	2016	Gender (Q53)		Age (Q52)			Education (Q54)			Hispanic (Q55)		Race (Q56)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	2,620	**352**	300	128	219	99	135	113	205	106	30	15	310	140	165	38	109	115	123	81	203	59
Number missing or multiple answer	57	**5**	10	1	2	0	0	0	0	0	0	0	0	0	1	0	2	0	1	2	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,563	**347**	290	127	217	99	135	113	205	106	30	15	310	140	164	38	107	115	122	79	201	59
	97.8%	**98.6%**	96.7%	99.2%	99.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.4%	100.0%	98.2%	100.0%	99.2%	97.5%	99.0%	100.0%
18 to 24	242	**38**	40	14	24	38	0	0	23	14	1	6	30	15	16	6	22	11	5	10	23	4
	9.4%	**11.0%**	13.8%	11.0%	11.1%	38.4%	0.0%	0.0%	11.2%	13.2%	3.3%	40.0%	9.7%	10.7%	9.8%	15.8%	20.6%	9.6%	4.1%	12.7%	11.4%	6.8%
25 to 34	400	**61**	57	14	47	61	0	0	24	26	11	4	57	24	27	10	25	21	15	22	28	9
	15.6%	**17.6%**	19.7%	11.0%	21.7%	61.6%	0.0%	0.0%	11.7%	24.5%	36.7%	26.7%	18.4%	17.1%	16.5%	26.3%	23.4%	18.3%	12.3%	27.8%	13.9%	15.3%
35 to 44	375	**53**	55	18	35	0	53	0	26	25	2	3	47	20	24	7	16	22	15	10	37	6
	14.6%	**15.3%**	19.0%	14.2%	16.1%	0.0%	39.3%	0.0%	12.7%	23.6%	6.7%	20.0%	15.2%	14.3%	14.6%	18.4%	15.0%	19.1%	12.3%	12.7%	18.4%	10.2%
45 to 54	514	**82**	57	31	50	0	82	0	52	21	7	1	75	28	46	8	24	20	36	17	45	19
	20.1%	**23.6%**	19.7%	24.4%	23.0%	0.0%	60.7%	0.0%	25.4%	19.8%	23.3%	6.7%	24.2%	20.0%	28.0%	21.1%	22.4%	17.4%	29.5%	21.5%	22.4%	32.2%
55 to 64	744	**107**	76	48	58	0	0	107	75	19	9	0	96	50	49	6	20	37	49	19	63	21
	29.0%	**30.8%**	26.2%	37.8%	26.7%	0.0%	0.0%	94.7%	36.6%	17.9%	30.0%	0.0%	31.0%	35.7%	29.9%	15.8%	18.7%	32.2%	40.2%	24.1%	31.3%	35.6%
65 to 74	188	**5**	4	2	2	0	0	5	5	0	0	0	5	2	2	1	0	3	2	1	4	0
	7.3%	**1.4%**	1.4%	1.6%	0.9%	0.0%	0.0%	4.4%	2.4%	0.0%	0.0%	0.0%	1.6%	1.4%	1.2%	2.6%	0.0%	2.6%	1.6%	1.3%	2.0%	0.0%
75 or older	100	**1**	1	0	1	0	0	1	0	1	0	1	0	1	0	0	0	1	0	0	1	0
	3.9%	**0.3%**	0.3%	0.0%	0.5%	0.0%	0.0%	0.9%	0.0%	0.9%	0.0%	6.7%	0.0%	0.7%	0.0%	0.0%	0.0%	0.9%	0.0%	0.0%	0.5%	0.0%
55 or older	1,032	**113**	81	50	61	0	0	113	80	20	9	1	101	53	51	7	20	41	51	20	68	21
	40.3%	**32.6%**	27.9%	39.4%	28.1%	0.0%	0.0%	100.0%	39.0%	18.9%	30.0%	6.7%	32.6%	37.9%	31.1%	18.4%	18.7%	35.7%	41.8%	25.3%	33.8%	35.6%
Significantly different from column:*		A		E	D	H	H	FG	J	I				P		N	RS	Q	Q			

NA - Not Applicable

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Aetna Better Health of Louisiana

49130

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017)

Question 53

Are you male or female?

Base: All respondents

	2017 CSS Average	**2017**	2016	Gender (Q53)		Age (Q52)			Education (Q54)			Hispanic (Q55)		Race (Q56)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	2,620	**352**	300	128	219	99	135	113	205	106	30	15	310	140	165	38	109	115	123	81	203	59
Number missing or multiple answer	32	**5**	7	0	0	0	1	2	3	0	0	0	3	1	2	0	0	1	3	2	2	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,588	**347**	293	128	219	99	134	111	202	106	30	15	307	139	163	38	109	114	120	79	201	58
	98.8%	**98.6%**	97.7%	100.0%	100.0%	100.0%	99.3%	98.2%	98.5%	100.0%	100.0%	100.0%	99.0%	99.3%	98.8%	100.0%	100.0%	99.1%	97.6%	97.5%	99.0%	98.3%
Male	982	**128**	101	128	0	28	49	50	88	30	8	5	113	53	60	13	38	42	48	38	67	19
	37.9%	**36.9%**	34.5%	100.0%	0.0%	28.3%	36.6%	45.0%	43.6%	28.3%	26.7%	33.3%	36.8%	38.1%	36.8%	34.2%	34.9%	36.8%	40.0%	48.1%	33.3%	32.8%
Female	1,606	**219**	192	0	219	71	85	61	114	76	22	10	194	86	103	25	71	72	72	41	134	39
	62.1%	**63.1%**	65.5%	0.0%	100.0%	71.7%	63.4%	55.0%	56.4%	71.7%	73.3%	66.7%	63.2%	61.9%	63.2%	65.8%	65.1%	63.2%	60.0%	51.9%	66.7%	67.2%
Significantly different from column:*				E	D	H		F	J	I										U	T	

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017)

Question 54

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

Base: All respondents

	2017 CSS Average	**2017**	2016	Gender (Q53)		Age (Q52)			Education (Q54)			Hispanic (Q55)		Race (Q56)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	2,620	**352**	300	128	219	99	135	113	205	106	30	15	310	140	165	38	109	115	123	81	203	59
Number missing or multiple answer	86	**11**	13	2	7	0	2	4	0	0	0	0	3	0	5	0	3	1	4	3	6	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,534	**341**	287	126	212	99	133	109	205	106	30	15	307	140	160	38	106	114	119	78	197	58
	96.7%	**96.9%**	95.7%	98.4%	96.8%	100.0%	98.5%	96.5%	100.0%	100.0%	100.0%	100.0%	99.0%	100.0%	97.0%	100.0%	97.2%	99.1%	96.7%	96.3%	97.0%	98.3%
8th grade or less	180	**22**	23	10	10	3	8	11	22	0	0	0	19	16	5	1	1	4	16	6	11	4
	7.1%	**6.5%**	8.0%	7.9%	4.7%	3.0%	6.0%	10.1%	10.7%	0.0%	0.0%	0.0%	6.2%	11.4%	3.1%	2.6%	0.9%	3.5%	13.4%	7.7%	5.6%	6.9%
Some high school, but did not graduate	450	**54**	54	23	31	16	17	21	54	0	0	2	47	20	30	4	15	12	27	8	33	11
	17.8%	**15.8%**	18.8%	18.3%	14.6%	16.2%	12.8%	19.3%	26.3%	0.0%	0.0%	13.3%	15.3%	14.3%	18.8%	10.5%	14.2%	10.5%	22.7%	10.3%	16.8%	19.0%
High school graduate or GED	990	**129**	109	55	73	28	53	48	129	0	0	8	110	48	63	17	37	51	40	29	73	23
	39.1%	**37.8%**	38.0%	43.7%	34.4%	28.3%	39.8%	44.0%	62.9%	0.0%	0.0%	53.3%	35.8%	34.3%	39.4%	44.7%	34.9%	44.7%	33.6%	37.2%	37.1%	39.7%
Some college or 2-year degree	646	**106**	73	30	76	40	46	20	0	106	0	5	101	40	51	13	38	34	34	24	62	19
	25.5%	**31.1%**	25.4%	23.8%	35.8%	40.4%	34.6%	18.3%	0.0%	100.0%	0.0%	33.3%	32.9%	28.6%	31.9%	34.2%	35.8%	29.8%	28.6%	30.8%	31.5%	32.8%
4-year college graduate	164	**20**	22	7	13	6	6	8	0	0	20	0	20	13	4	3	11	7	2	9	11	0
	6.5%	**5.9%**	7.7%	5.6%	6.1%	6.1%	4.5%	7.3%	0.0%	0.0%	66.7%	0.0%	6.5%	9.3%	2.5%	7.9%	10.4%	6.1%	1.7%	11.5%	5.6%	0.0%
More than 4-year college degree	104	**10**	6	1	9	6	3	1	0	0	10	0	10	3	7	0	4	6	0	2	7	1
	4.1%	**2.9%**	2.1%	0.8%	4.2%	6.1%	2.3%	0.9%	0.0%	0.0%	33.3%	0.0%	3.3%	2.1%	4.4%	0.0%	3.8%	5.3%	0.0%	2.6%	3.6%	1.7%
4-year college graduate or more	268	**30**	28	8	22	12	9	9	0	0	30	0	30	16	11	3	15	13	2	11	18	1
	10.6%	**8.8%**	9.8%	6.3%	10.4%	12.1%	6.8%	8.3%	0.0%	0.0%	100.0%	0.0%	9.8%	11.4%	6.9%	7.9%	14.2%	11.4%	1.7%	14.1%	9.1%	1.7%
Significantly different from column:*										K	J						S	S	QR	V		T

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017)

Question 55

Are you of Hispanic or Latino origin or descent?

Base: All respondents

	2017 CSS Average	**2017**	2016	Gender (Q53)		Age (Q52)			Education (Q54)			Hispanic (Q55)		Race (Q56)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	2,620	**352**	300	128	219	99	135	113	205	106	30	15	310	140	165	38	109	115	123	81	203	59
Number missing or multiple answer	158	**27**	24	10	15	2	9	11	19	0	0	0	0	5	14	2	8	9	7	5	17	3
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,462	**325**	276	118	204	97	126	102	186	106	30	15	310	135	151	36	101	106	116	76	186	56
	94.0%	**92.3%**	92.0%	92.2%	93.2%	98.0%	93.3%	90.3%	90.7%	100.0%	100.0%	100.0%	100.0%	96.4%	91.5%	94.7%	92.7%	92.2%	94.3%	93.8%	91.6%	94.9%
Yes, Hispanic or Latino	546	**15**	19	5	10	10	4	1	10	5	0	15	0	3	1	10	10	3	2	2	10	1
	22.2%	**4.6%**	6.9%	4.2%	4.9%	10.3%	3.2%	1.0%	5.4%	4.7%	0.0%	100.0%	0.0%	2.2%	0.7%	27.8%	9.9%	2.8%	1.7%	2.6%	5.4%	1.8%
No, not Hispanic or Latino	1,916	**310**	257	113	194	87	122	101	176	101	30	0	310	132	150	26	91	103	114	74	176	55
	77.8%	**95.4%**	93.1%	95.8%	95.1%	89.7%	96.8%	99.0%	94.6%	95.3%	100.0%	0.0%	100.0%	97.8%	99.3%	72.2%	90.1%	97.2%	98.3%	97.4%	94.6%	98.2%
Significantly different from column:*		A				GH	F	F									RS	Q	Q			

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017)

Question 56

What is your race? Mark one or more.

Base: All respondents

	2017 CSS Average	**2017**	2016	Gender (Q53)		Age (Q52)			Education (Q54)			Hispanic (Q55)		Race (Q56)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	2,620	**352**	300	128	219	99	135	113	205	106	30	15	310	140	165	38	109	115	123	81	203	59
Number missing or multiple answer	143	**9**	19	2	5	1	2	2	1	2	0	1	2	0	0	0	2	3	2	3	6	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,477	**343**	281	126	214	98	133	111	204	104	30	14	308	140	165	38	107	112	121	78	197	59
	94.5%	**97.4%**	93.7%	98.4%	97.7%	99.0%	98.5%	98.2%	99.5%	98.1%	100.0%	93.3%	99.4%	100.0%	100.0%	100.0%	98.2%	97.4%	98.4%	96.3%	97.0%	100.0%
White	1,582	**154**	128	59	94	46	53	55	94	43	17	5	144	140	0	14	46	45	63	45	77	30
	63.9%	**44.9%**	45.6%	46.8%	43.9%	46.9%	39.8%	49.5%	46.1%	41.3%	56.7%	35.7%	46.8%	100.0%	0.0%	36.8%	43.0%	40.2%	52.1%	57.7%	39.1%	50.8%
Black or African-American	673	**171**	141	61	108	46	72	52	102	53	11	2	155	0	165	6	54	59	55	32	108	26
	27.2%	**49.9%**	50.2%	48.4%	50.5%	46.9%	54.1%	46.8%	50.0%	51.0%	36.7%	14.3%	50.3%	0.0%	100.0%	15.8%	50.5%	52.7%	45.5%	41.0%	54.8%	44.1%
Asian	83	**7**	7	0	7	3	3	1	2	3	2	0	7	0	0	7	3	3	1	0	5	2
	3.4%	**2.0%**	2.5%	0.0%	3.3%	3.1%	2.3%	0.9%	1.0%	2.9%	6.7%	0.0%	2.3%	0.0%	0.0%	18.4%	2.8%	2.7%	0.8%	0.0%	2.5%	3.4%
Native Hawaiian or other Pacific Islander	12	**0**	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	**0.0%**	1.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
American Indian or Alaska Native	71	**14**	14	7	7	6	6	2	10	3	1	1	12	0	0	14	7	2	5	3	7	4
	2.9%	**4.1%**	5.0%	5.6%	3.3%	6.1%	4.5%	1.8%	4.9%	2.9%	3.3%	7.1%	3.9%	0.0%	0.0%	36.8%	6.5%	1.8%	4.1%	3.8%	3.6%	6.8%
Other	213	**18**	14	7	11	7	7	4	11	7	0	9	8	0	0	18	7	6	5	3	10	3
	8.6%	**5.2%**	5.0%	5.6%	5.1%	7.1%	5.3%	3.6%	5.4%	6.7%	0.0%	64.3%	2.6%	0.0%	0.0%	47.4%	6.5%	5.4%	4.1%	3.8%	5.1%	5.1%

NA - Not Applicable

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

Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017)

Question 57

Did someone help you complete this survey?

Base: All respondents

	2017 CSS Average	**2017**	2016	Gender (Q53)		Age (Q52)			Education (Q54)			Hispanic (Q55)		Race (Q56)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	2,107	**261**	189	101	156	64	101	94	154	76	24	7	231	119	119	18	75	87	96	58	151	49
Number missing or multiple answer	41	**3**	4	1	1	0	0	2	1	0	0	0	0	1	0	0	0	1	2	0	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,066	**258**	185	100	155	64	101	92	153	76	24	7	231	118	119	18	75	86	94	58	149	49
	98.1%	**98.9%**	97.9%	99.0%	99.4%	100.0%	100.0%	97.9%	99.4%	100.0%	100.0%	100.0%	100.0%	99.2%	100.0%	100.0%	100.0%	98.9%	97.9%	100.0%	98.7%	100.0%
Yes	364	**34**	36	21	13	8	12	13	26	5	0	2	28	14	16	4	9	8	17	5	21	7
	17.6%	**13.2%**	19.5%	21.0%	8.4%	12.5%	11.9%	14.1%	17.0%	6.6%	0.0%	28.6%	12.1%	11.9%	13.4%	22.2%	12.0%	9.3%	18.1%	8.6%	14.1%	14.3%
No	1,702	**224**	149	79	142	56	89	79	127	71	24	5	203	104	103	14	66	78	77	53	128	42
	82.4%	**86.8%**	80.5%	79.0%	91.6%	87.5%	88.1%	85.9%	83.0%	93.4%	100.0%	71.4%	87.9%	88.1%	86.6%	77.8%	88.0%	90.7%	81.9%	91.4%	85.9%	85.7%
Significantly different from column:*				E	D				J	I												

NA - Not Applicable

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

Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2016 (Fielded February - May 2017)

Question 58

How did that person help you? Mark one or more.

Base: All respondents who had help completing the survey (Q57)

	2017 CSS Average	**2017**	2016	Gender (Q53)		Age (Q52)			Education (Q54)			Hispanic (Q55)		Race (Q56)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	364	**34**	36	21	13	8	12	13	26	5	0	2	28	14	16	4	9	8	17	5	21	7
Number missing or multiple answer	5	**1**	0	1	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	359	**33**	36	20	13	8	12	13	26	5	0	2	28	14	15	4	8	8	17	5	21	7
	98.6%	**97.1%**	100.0%	95.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	93.8%	100.0%	88.9%	100.0%	100.0%	100.0%	100.0%	100.0%
Read the questions to me	169	**23**	21	16	7	4	11	8	18	3	0	1	19	7	12	4	5	7	11	4	12	7
	47.1%	**69.7%**	58.3%	80.0%	53.8%	50.0%	91.7%	61.5%	69.2%	60.0%	---	50.0%	67.9%	50.0%	80.0%	100.0%	62.5%	87.5%	64.7%	80.0%	57.1%	100.0%
Wrote down the answers I gave	128	**14**	16	12	2	1	6	7	11	2	0	0	13	6	7	1	0	6	8	1	10	3
	35.7%	**42.4%**	44.4%	60.0%	15.4%	12.5%	50.0%	53.8%	42.3%	40.0%	---	0.0%	46.4%	42.9%	46.7%	25.0%	0.0%	75.0%	47.1%	20.0%	47.6%	42.9%
Answered the questions for me	109	**9**	5	4	5	4	2	3	8	1	0	0	8	7	2	0	3	2	4	2	7	0
	30.4%	**27.3%**	13.9%	20.0%	38.5%	50.0%	16.7%	23.1%	30.8%	20.0%	---	0.0%	28.6%	50.0%	13.3%	0.0%	37.5%	25.0%	23.5%	40.0%	33.3%	0.0%
Translated the questions into my language	44	**3**	2	0	3	1	1	1	2	1	0	2	1	1	0	2	2	1	0	0	2	1
	12.3%	**9.1%**	5.6%	0.0%	23.1%	12.5%	8.3%	7.7%	7.7%	20.0%	---	100.0%	3.6%	7.1%	0.0%	50.0%	25.0%	12.5%	0.0%	0.0%	9.5%	14.3%
Helped in some other way	43	**2**	6	2	0	0	1	1	2	0	0	0	2	1	1	0	0	1	1	0	2	0
	12.0%	**6.1%**	16.7%	10.0%	0.0%	0.0%	8.3%	7.7%	7.7%	0.0%	---	0.0%	7.1%	7.1%	6.7%	0.0%	0.0%	12.5%	5.9%	0.0%	9.5%	0.0%

NA - Not Applicable

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

SURVEY MATERIALS

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RESPONSE NEEDED

AET-r

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AETLA3_1

How can Aetna Better Health® of Louisiana serve you better? How can people choose the health care plan that is best for them?

This survey gives you the chance to tell us what you think about the services we provide at Aetna Better Health® of Louisiana. It will take less than 20 minutes to complete.

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

The Center for the Study of Services (CSS) is an independent research firm that is helping us conduct the survey. No one but the staff at CSS and NCQA will see your answers. Your answers will not have your name on them and will be part of a pool of information from others like you. Please call the toll-free number 1-800-874-5561 or e-mail CSS at questions@cssresearch.org if you have any questions.

Because we are asking only a few people to take the survey, **it is very important that you fill out the survey and return it right away**. Please use the pre-paid envelope to return the survey.

Thank you for helping to make health care better.

Sincerely,

Richard C. Born
VP, Medicaid Health Plan/CEO

aetna®

AETLA3_3

About three weeks ago, we sent you a survey about the services we provide at Aetna Better Health® of Louisiana. If you sent your survey back, thank you for your help! You can ignore this letter.

We sent you another survey, just in case you misplaced the first one. Please take a little time to complete it. It should take you less than 20 minutes.

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

The Center for the Study of Services (CSS) is an independent research firm that is helping us conduct the survey. No one but the staff at CSS and NCQA will see your answers. Your answers will not have your name on them and will be part of a pool of information from others like you. Please call the toll-free number 1-800-874-5561 or e-mail CSS at questions@cssresearch.org if you have any questions.

Because we asked only a few people to take the survey, **it is very important that you fill out the survey and return it right away**. Please return it in the pre-paid envelope.

Thank you for helping to make health care better.

Sincerely,

Richard C. Born
VP, Medicaid Health Plan/CEO

aetna®

We need your help! Recently, we sent you a short survey about your health care. Your answers will help us improve the services we provide. The survey will also help other people learn more about health care plans, but it will help only if everyone who gets the survey sends it back.

After you finish the survey, please return it in the pre-paid envelope to the Center for the Study of Services (CSS), a research firm working with us on this survey.

If you did not get the survey, or if you misplaced it, please call CSS at the toll-free number 1-800-874-5561 or e-mail them at questions@cssresearch.org. They will mail you another one. You can also call that number if you have any questions.

If you have already sent in your survey, thank you! You can ignore this reminder.

Thanks again for your help!

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AET13

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Survey Instructions

Answer each question by marking the box to the left of your answer.

You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

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

Personally identifiable information will not be made public and will only be released in accordance with federal laws and regulations.

You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get. You may notice a number on the cover of this survey. This number is ONLY used to let us know if you returned your survey so we don't have to send you reminders.

If you want to know more about this study, please call 1-800-874-5561.

1. Our records show that you are now in Aetna Better Health® of Louisiana. Is that right?

☐ 1 Yes → ***If Yes, Go to Question 3***
☐ 2 No

2. What is the name of your health plan? ***(Please print)***

_____

Your Health Care in the Last 6 Months

These questions ask about your own health care. 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?

☐ 0 None → ***If None, Go to Question 15***
☐ 1 1 time
☐ 2 2
☐ 3 3
☐ 4 4
☐ 5 5 to 9
☐ 6 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?

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

Worst health care possible — Best health care possible

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***

16. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?

☐ 0 None → ***If None, Go to Question 23***
☐ 1 1 time
☐ 2 2
☐ 3 3
☐ 4 4
☐ 5 5 to 9
☐ 6 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?

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

Worst personal doctor possible — Best personal doctor possible

Getting Health Care From Specialists

When you answer the next questions, do <u>not</u> 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?

☐ 0 None → ***If None, Go to Question 28***
☐ 1 1 specialist
☐ 2 2
☐ 3 3
☐ 4 4
☐ 5 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?

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

Worst specialist possible — Best specialist possible

Your Health Plan

The next questions ask about your experience with your health plan.

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

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?

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

Worst health plan possible — Best health plan possible

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 <u>mental or emotional</u> 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, 2016?

- ☐ 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***

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 → ***Thank you. Please return the completed survey in the postage-paid envelope.***

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

Thank You

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

Center for the Study of Services
PO Box 10810
Herndon, VA 20172-9904

Please do not include any other correspondence.

NCQA CALCULATION GUIDELINES FOR RATING AND COMPOSITE MEANS AND GLOBAL PROPORTIONS

NCQA's *HEDIS 2017, Volume 3: Specifications for Survey Measures* contains detailed guidelines for calculation of survey results. These guidelines include:

- Criteria for including a survey in the results calculation. A questionnaire must have the final disposition code of *Complete and Valid Survey* to be included in the calculation of plan-level scores.
- Rules for handling appropriately answered questions (i.e., questions that comply with survey skip-pattern instructions).
- Rules for handling inappropriately answered questions (e.g., unanswered questions, multiple-mark questions, questions that should have been skipped, and questions within a skip pattern of an inappropriately answered or skipped gate item).
- Denominator reporting thresholds. Health plans must achieve a denominator of at least 100 responses to obtain a reportable result. If the denominator for a particular survey result calculation is less than 100, NCQA assigns a measure result of "NA".
- Rules for calculating denominators for questions and composites. The denominator for a question is equal to the total number of responses to that question. The denominator for a composite is the average number of responses across all questions in the composite.
- Rules for calculating rolling average composites and question summary rates.
- Rules for handling changes in submission entity (i.e., if a health plan changes how it reports HEDIS/CAHPS results from one year to the next.)

MEAN SCORES (COMPOSITES, RATINGS, AND *COORDINATION OF CARE*)

Mean scores serve as the basis for NCQA Accreditation scoring. They range from 1 to 3, where 1 is the lowest possible score and 3 is the highest possible score.

There are two steps needed to calculate single-item (*ratings* and *Coordination of Care*) mean scores and three steps to calculate *composite* mean scores:

Step 1

Convert member responses to score values of 1, 2, or 3 according to the following rules:

Measure Used in Accreditation Scoring	Mean Scoring Scale Based on Responses
Composites and related items; *Coordination of Care*	*Never* or *Sometimes* = 1; *Usually* = 2; *Always* = 3
Ratings	*0* to *6* = 1; *7* or *8* = 2; *9* or *10* = 3

Step 2

For a rating question, calculate the mean of all responses. This is the rating mean. Follow the same procedure for the *Coordination of Care* measure. For a composite, calculate the mean or all responses *for each question in the composite*.

Step 3 (Composite Measures Only)

Calculate the mean of the question means. This is the composite mean. (Note: each question in a composite is weighted equally, regardless of how many members respond.)

The step-by-step calculation of the *Getting Care Quickly* composite mean score is illustrated in the example for the Adult Commercial product line below.

This composite score is comprised of two questions, Q4 and Q6. Suppose the following member responses were collected:

Member	Q4	Q6
1	*Usually* (2)	*Never* (1)
2	*Sometimes* (1)	*Always* (3)
3	*Always* (3)	
4	*Usually* (2)	*Usually* (2)
5	*Always* (3)	*Always* (3)

Missing responses are not assigned any values, and are not included in the denominator.

After the mean response for each question is calculated, the composite mean score, which is a mean of the means, is calculated.

$MEAN_{Q4}$ = (2 + 1 + 3 + 2 + 3) / 5 = 11 / 5 = 2.2000

$MEAN_{Q6}$ = (1 + 3 + 2 + 3) / 4 = 9 / 4 = 2.2500

$MEAN_{composite}$ = (2.2000 + 2.2500) / 2 = 2.2250

In this example, the *Getting Care Quickly* composite mean score is 2.2250.

COMPOSITE GLOBAL PROPORTIONS

Global Proportions are *average* proportions of respondents who gave the plan a favorable rating on each question in a composite. There are three steps needed to calculate the composite global proportion:

Step 1

For each question in a composite, count the number of members who selected a favorable response option:

- For all composite questions except those in the *Shared Decision Making* composite, the favorable responses are Usually and Always.
- For the Shared Decision Making questions, the favorable response is *Yes*.

Step 2

For each question, determine the proportion of respondents rating favorably (i.e., *Usually/Always* or *Yes*).

Step 3

Calculate the average proportion rating favorably across all the questions in the composite. These are the composite global proportions. Note: each question in a composite is weighted equally, regardless of how many members respond.

Using the example above, here is an illustration of the step-by-step calculation of the *Getting Care Quickly* composite global proportion. Missing responses are not included in the denominator.

Response option	Q4	Q6	Global Proportion
Never or *Sometimes*	1 / 5 = 0.20	1 / 4 = 0.25	(0.20 + 0.25) / 2 = 0.2250
Usually	2 / 5 = 0.40	1 / 4 = 0.25	(0.40 + 0.25) / 2 = 0.3250
Always	2 / 5 = 0.40	2 / 4 = 0.50	(0.40 + 0.50) / 2 = 0.4500
Always or *Usually*	4 / 5 = 0.80	3 / 4 = 0.75	(0.80 + 0.75) / 2 = 0.7750

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