

2017 CAHPS® 5.0H Member Survey

Child Medicaid – Children with Chronic Conditions

Prepared for:

Amerigroup Louisiana

July 2017

Prepared by:

DSS Research



Looking Beyond the Expected

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Background and objectives

Background. DSS has conducted the CAHPS® member survey since 1995. For participating plans (those who submit their data to NCQA) this information can be disclosed to the public and provides a direct comparison to other participating plans. The 2017 CAHPS 5.0H survey accurately captures customer feedback and expands the scope of information gathered relative to quality of care issues.

Objectives. Specific objectives of the 2017 CAHPS 5.0H member satisfaction survey include:

Determination of member ratings of:

- Health Plan Overall
- Health Care Overall
- Personal Doctor Overall
- Specialist Overall

Assessment of member perceptions related to:

- Customer Service (CS)
- Getting Needed Care (GNC)
- Getting Care Quickly (GCQ)
- How Well Doctors Communicate (HWDC)
- Shared Decision Making (SDM)
- Coordination of Care (CoC)
- Health Promotion and Education (HPE)

Standard measurement of all areas mentioned to facilitate meaningful comparisons among participating health plans.

Executive summary

On the overall health plan rating, Amerigroup Louisiana performed similar to the 2016 plan result among the General Population and performed similarly among the 2017 CCC Population.

- More than eight in 10 (84.93%) of the General population gave their health plan an overall rating of 8, 9 or 10 on a 0 to 10 scale, which is similar to last year and similar to the 2017 Gen. Pop. ANM Average.
- More than eight in 10 (84.31%) of the CCC population gave a rating of 8, 9 or 10, which is significantly higher than last year and similar to the 2017 CCC Pop. ANM Average.
- The overall ratings and composite scores are summarized in the table below:

	2016 Gen. Pop.	2017 Gen. Pop.	2017 Gen. Pop. Avg.	Gen. Pop. Sig.	2016 CCC Pop.	2017 CCC Pop.	2017 CCC Pop. Avg.	CCC Pop. Sig.
Rating of Health Plan (% 8, 9 or 10) (Q54)	82.70%	84.93%	85.32%		76.58%	84.31%	82.59%	↑
Rating of Health Care (% 8, 9 or 10) (Q14)	85.39%	88.05%	87.46%		81.57%	85.37%	85.29%	
Rating of Personal Doctor (% 8, 9 or 10) (Q41)	89.42%	90.34%	89.64%		86.45%	91.79%	89.52%	↑
Rating of Specialist (% 8, 9 or 10) (Q48)	86.90%	90.91%	87.18%		83.59%	88.03%	86.79%	
Customer Service (% Always or Usually)	92.56%	90.15%	87.81%		89.51%	90.60%	86.70%	
Getting Needed Care (% Always or Usually)	84.40%	86.41%	85.25%		86.63%	86.20%	86.15%	
Getting Care Quickly (% Always or Usually)	93.08%	91.00%	89.55%		90.79%	92.08%	92.26%	
How Well Doctors Communicate (% Always or Usually)	93.26%	93.11%	93.56%		92.79%	95.00%	94.49%	
Shared Decision Making (% Yes)	80.52%	78.83%	79.27%		85.36%	85.79%	86.28%	
Health Promotion and Education (Q8) (% Yes)	76.90%	71.00%	71.40%		77.89%	78.24%	77.68%	▲
Coordination of Care (Q40) (% Always or Usually)	77.69%	78.23%	81.86%		77.40%	83.23%	82.17%	
Access to Prescription Medicine (% Always or Usually)	88.10%	88.05%	90.13%		84.12%	86.52%	90.09%	
Access to Specialized Services (% Always or Usually)	66.51%	75.48%	76.11%		64.20%	79.67%	77.29%	↑
FCC: Personal Doctor Who Knows Child (% Yes)	87.72%	85.97%	89.58%	◆	89.89%	90.11%	89.93%	
FCC: Getting Needed Information (% Always or Usually)	89.11%	87.90%	88.94%		90.17%	92.33%	91.52%	▲
FCC: Coordination of Care (% Yes)	73.61%	78.16%	75.13%		77.07%	78.93%	78.34%	

- ↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
 ▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.
 ◆◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

Executive summary

Resources for improvement

AHRQ best practices

At the time of this report, AHRQ provided several resources to support health plans in their improvement efforts at the following link:
<https://cahps.ahrq.gov/surveys-guidance/hp/improve/index.html>

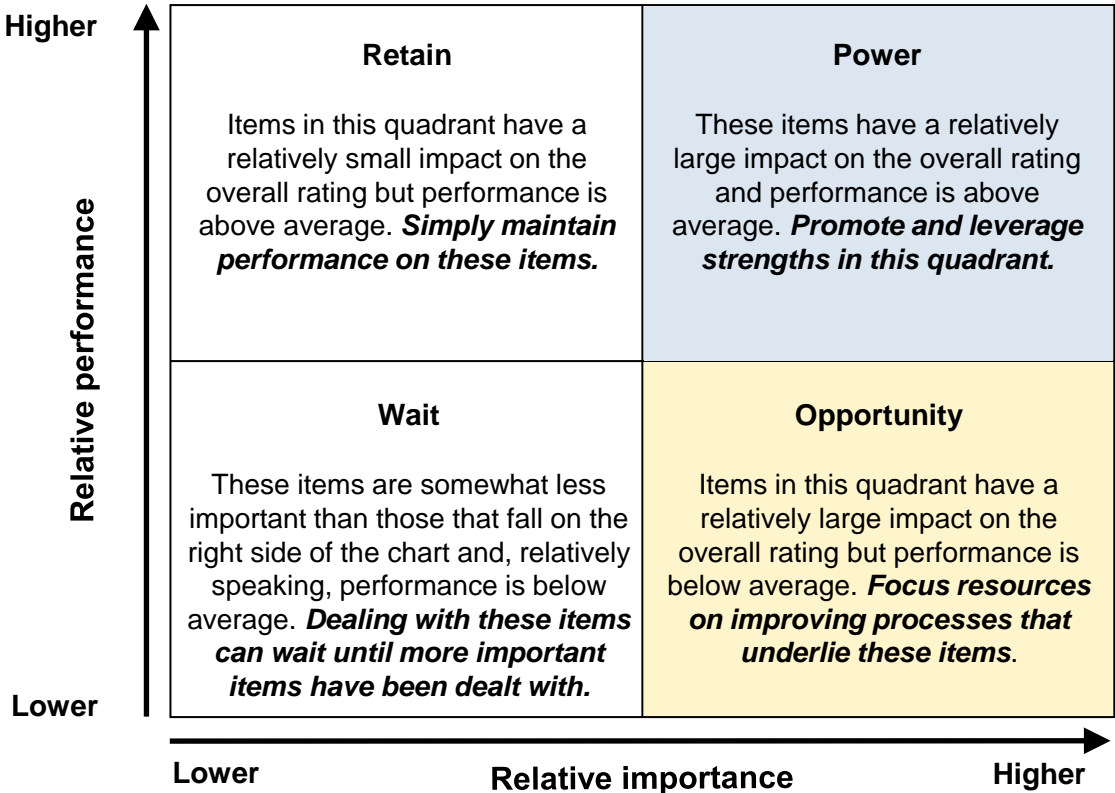
Voice of the Member

DSS also provides feedback from adult consumers across the country with Medicaid coverage for their child. See [Appendix E](#).

Key drivers of overall health plan rating

The SatisAction™ key driver statistical model was used to identify the key drivers of the overall health plan rating and the results are presented in the POWeR™ Chart classification matrix on the following page.

POWeR™ Chart classification matrix



Key for Composite Names in POWeR™ Chart (on page 6)	
CS	Customer Service
GNC	Getting Needed Care
GCQ	Getting Care Quickly
HWDC	How Well Doctors Communicate
CoC	Coordination of Care
GNI	Getting Needed Information
APM	Access to Prescription Medicine

Executive summary

Key drivers, estimated percentiles and estimated ratings

The key drivers of the overall health plan rating are presented in the POWER™ Chart classification matrix below. The table assesses the key drivers and each measure is ranked by importance within each quadrant. Focus resources on improving processes that underlie the most important items and look for a significant improvement in the overall health plan rating (see [Appendix C](#) for more details).

POWER™ Chart classification matrix - Amerigroup LA



Survey Measure		Score	Estimated Percentile	Estimated Rating
Power				
Q14	Health care overall*	88.39%	90th	5
Q41	Personal doctor overall*	90.46%	75th	4
Q48	Specialist overall*	89.35%	75th	4
Q50	CS provided info./help	87.78%	90th	5
Q15	Got care/tests/treatment	92.21%	75th	4
Q34	Dr. showed respect	96.23%	50th	3
Q33	Dr. listened carefully	96.38%	75th	4
Opportunity				
Q56	Got prescriptions	88.61%	25th	2
Q51	CS courtesy/respect	93.33%	33rd	3
Wait				
Q37	Dr. spent enough time	88.25%	33rd	3
Q40	Dr. informed about care	82.81%	50th	3
Q46	Got specialist appt.	79.83%	33rd	3
Q9	Dr. answered questions	89.40%	10th	2
Q53	Easy to fill out forms	94.42%	25th	2
Retain				
Q32	Dr. explained things	94.57%	50th	3
Q36	Dr. explained things for child	93.24%	---	---
Q6	Got routine care	91.19%	75th	4
Q4	Got urgent care	92.05%	50th	3

* Overall ratings are top 3 scores (% 8, 9 and 10).

Executive summary

Estimated accreditation score – General population

The CAHPS 5.0H portion of the HEDIS® accreditation score is determined by comparing plan results to the NCQA Benchmarks and Thresholds. Points are assigned to the overall ratings and composite scores according to accreditation year and percentile range in which the score falls.

Survey measure	Mean score ¹	Estimated Percentile ²	Percentile Threshold ²	Points ³	
				2014 Standards ⁴	2017 Standards ⁴
Overall mean ratings					
Rating of Health Plan ⁵	2.6912	81.36%	75th	2.8600	2.8600
Rating of Health Care	2.6598	80.94%	75th	1.4300	1.4300
Rating of Personal Doctor	2.7353	82.65%	75th	1.4300	1.4300
Rating of Specialist	2.8081	92.62%	90th	NA	NA
Composite mean scores					
Customer Service	2.6387	86.61%	75th	1.4300	1.4300
Getting Needed Care	2.5697	90.22%	90th	1.6250	1.6250
Getting Care Quickly	2.7102	80.05%	75th	1.4300	1.4300
How Well Doctors Communicate ⁶	2.7661	78.05%	75th	1.4300	---
Coordination of Care ⁶	2.3548	24.83%	<25th	---	0.3250
Total points				11.6350	10.5300

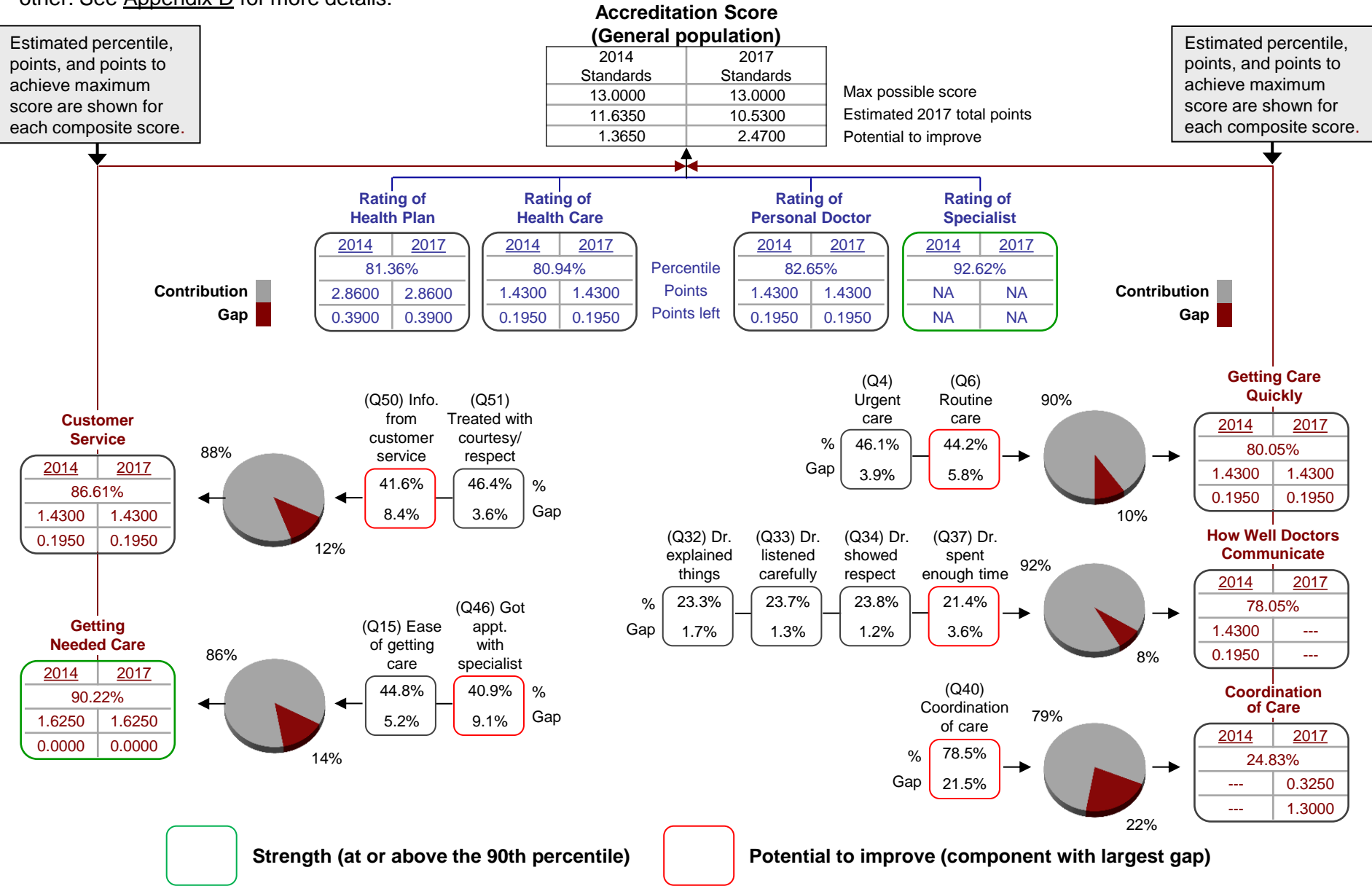
Points are assigned by percentile threshold as follows (if all measures are valid – denominator of at least 100)³:

Percentile Threshold	Percentile	Points ⁴
90th	Greater than or equal to 90 th percentile	1.4444
75th	Greater than or equal to 75 th percentile but less than 90 th percentile	1.2711
50th	Greater than or equal to 50 th percentile but less than 75 th percentile	0.9822
25th	Greater than or equal to 25 th percentile but less than 50 th percentile	0.5778
<25th	Less than 25 th percentile	0.2889
Maximum number of points		13.0000

- Notes:**
- ¹ Overall ratings and composite measures are converted to a mean score using a 1 to 3 scale in the accreditation score calculation according to NCQA-defined guidelines.
 - ² The percentiles and percentile thresholds shown here are estimates and may change when the mid-year update is released, usually in September.
 - ³ NCQA will assign a measure result of NA and not assign accreditation points to overall ratings or composites with a denominator (i.e., the average number of responses across all questions used to calculate the composite) less than 100. The measure is removed for scoring purposes and the points are redistributed among the remaining measures.
 - ⁴ A health plan's standard year is based on when they submit documentation to NCQA. The 2014 standards cover submissions between July 1, 2014, and June 30, 2015, and the 2017 standards cover submissions between July 1, 2017, and June 30, 2018. For plans accredited under the 2015 and 2016 standards, NCQA will calculate scores based on the current reporting year (2017 standards) until July 1, 2018. At that time, all plans will move to the 2018 standards.
 - ⁵ Rating of Health Plan is worth twice the points in each percentile band, i.e., 2.8889, 2.5422, 1.9644, 1.1556 and 0.5778, respectively.
 - ⁶ The How Well Doctors Communicate composite was removed from accreditation scoring in 2015 and the Coordination of Care measure was added in 2016.

Executive summary

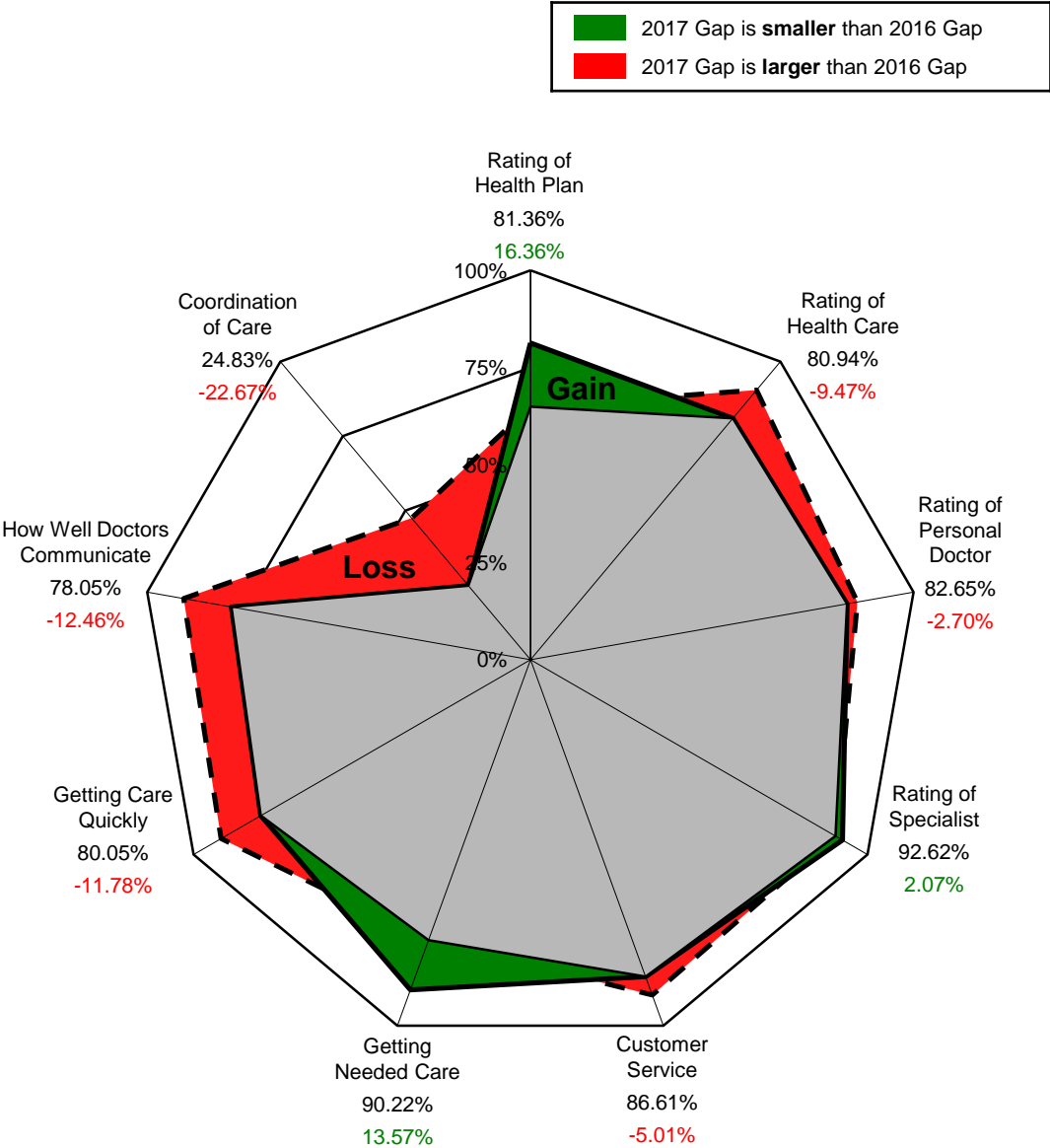
The flowchart below shows how the items used in the calculation of the plan’s 2017 estimated accreditation score perform relative to each other. See Appendix D for more details.



Percentile gap analysis – General population.

The percentile gap is the difference between the maximum possible percentile (100) and the estimated percentile achieved.

- The percentile gap was closed compared to last year on the following measures:
 - Rating of Health Plan
 - Getting Needed Care composite
 - Rating of Specialist
- However, the percentile gap increased on these measures:
 - Coordination of Care
 - How Well Doctors Communicate composite
 - Getting Care Quickly composite
 - Rating of Health Care
 - Customer Service composite
 - Rating of Personal Doctor



NCQA Health Insurance Plan Ratings – General population

- Beginning in 2015, NCQA replaced its ranking methodology with a rating methodology.
- Health plans are now rated in three categories: clinical quality (includes prevention and treatment), consumer satisfaction and NCQA's review of health quality processes.
- Plans are classified based on their national percentile (10th, 33.33rd, 66.67th and 90th) into scores ranging from 1 to 5 (in increments of 0.5), where 5 is the highest score and 1 is the lowest.
- The consumer satisfaction category of the rating comes from the CAHPS survey and is summarized in the table below. Percentiles and ratings are **estimated** based on the 2016 Quality Compass® data since the 2017 data were not available at the time of this report.

	Score*	Percentile	Rating
Consumer Satisfaction			4.0
Getting Care			4.0
Getting care easily	86.41%	67th	4.0
Getting care quickly	91.00%	67th	4.0
Satisfaction with physicians			3.5
Rating of doctor	79.20%	67th	4.0
Rating of specialists	87.88%	90th	NA
Rating of care	72.64%	67th	4.0
Coordination of care	78.23%	10th	2.0
Health promotion and education	71.00%	33rd	3.0
Satisfaction with health plan services			4.5
Rating of health plan	76.84%	90th	5.0
Customer service	90.15%	67th	4.0

Quality Compass® is a registered trademark of the National Committee for Quality Assurance (NCQA).

* Scores are top 2 ratings (% Always or Usually or % 9 or 10) for the consumer satisfaction category.

NOTE: NCQA will assign a measure result of NA to overall ratings or composites with a denominator (i.e., the average number of responses across all questions used to calculate the composite) less than 100.

Questionnaire. The CAHPS 5.0H survey was used. DSS designed the survey instrument using health plan colors. An attractively formatted booklet with a cover letter explaining the importance of completing the survey was mailed to the sampled members using first class postage. A return business reply envelope addressed to DSS was included with each booklet. A copy of the survey is provided in [Appendix F](#).

Data collection. The methodology detailed in *HEDIS® 2017 Volume 3: Specifications for Survey Measures* was used. A synopsis is outlined below.

Survey Protocol	Timeframe	Date
First questionnaire mailing	0 days	1/17/2017
First reminder postcard	4 - 10 days	1/24/2017
Second questionnaire mailing	35 days	2/21/2017
Second reminder postcard	39 - 45 days	2/28/2017
Initiate telephone interviewing	56 days	3/14/2017
Complete telephone interviewing	70 days	3/28/2017
Last day to accept completed surveys	Minimum of 81 days	5/20/2016
Data submission to NCQA		5/25/2016

Staffing of the toll-free help line. DSS staffed a toll-free phone line for members to call if they had any questions.

Sample design.

- **Qualified respondents.** Members eligible for the survey were parents of those 17 years and younger (as of December 31 of the measurement year) who had been continuously enrolled in the plan for at least five of the last six months of the measurement year.
- **Sample type.** A simple random sample of the required sample size for the population was drawn. To reduce possible confusion and respondent burden, the sample was processed to remove duplicates so that only one child per household was included in the sample.
- **Sample size and sampling error.** A sample of 971 members was obtained with an overall sampling error of +/- 3.1% at 95% confidence, using the most pessimistic assumption regarding variance (p=0.5).

- **Response rate.** The return volume and response rate information is summarized below:

Item	General population	Total
Total mailed	2,722	4,562
Total ineligible	19	35
Total completed surveys	558	971
Mail completes	190	346
Phone completes	368	625
Adjusted response rate	20.64%	21.45%
Overall sampling error	+/- 4.1%	+/- 3.1%

Number of CCC qualified respondents:
Total: 380
Mail: 154
Phone: 226

The 2016 national average response rate for child Medicaid with CCC was 21.3%.

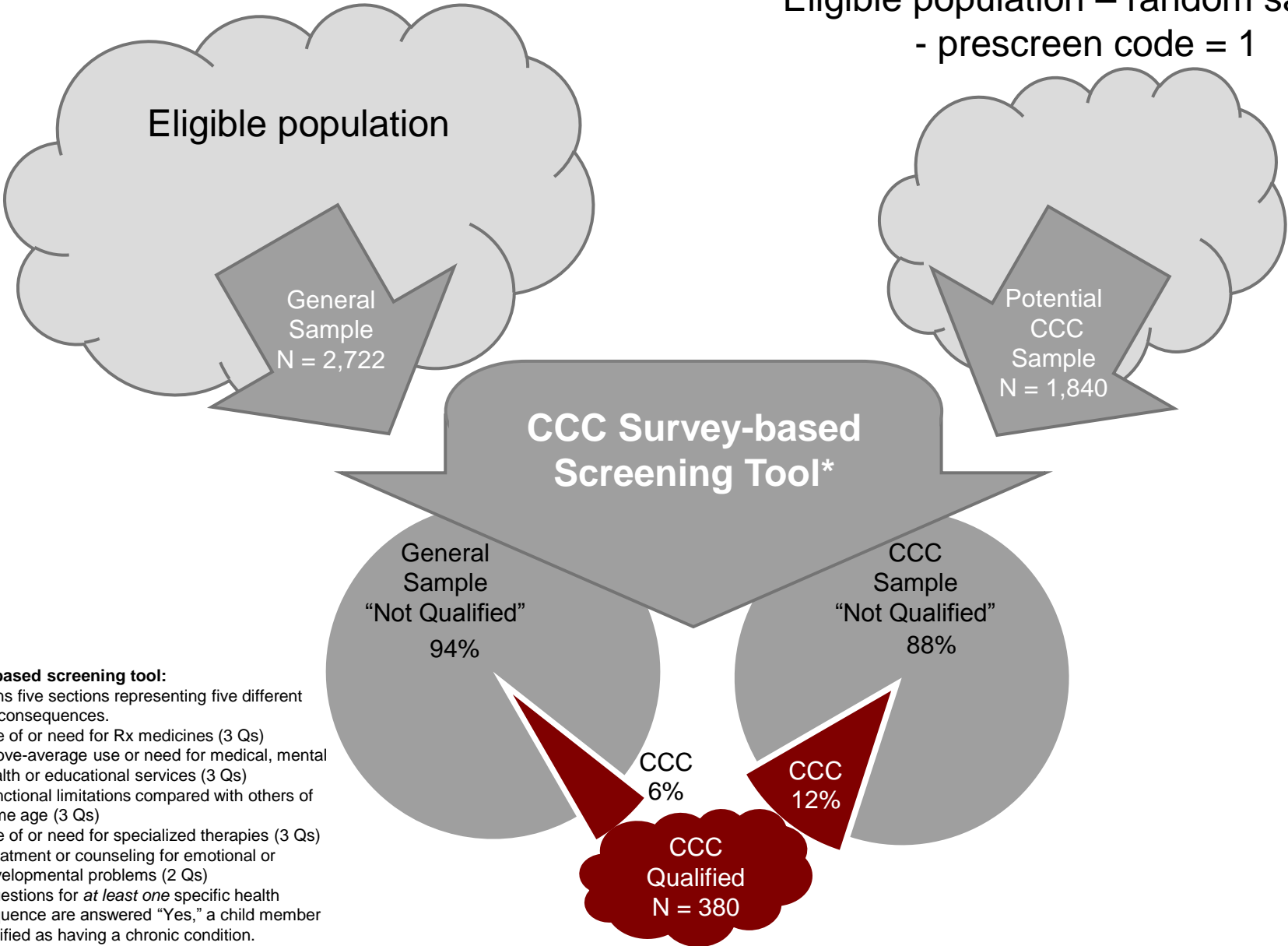
Data processing and analysis. DSS processed all completed surveys and analyzed the results.

Comparison averages. Most measures are compared to the Anthem 2017 Child Medicaid without CCC Average (2017 Gen. Pop. Avg.) and the 2017 Child Medicaid with CCC Average (2017 CCC Pop. Avg.).

Spanish surveys. Respondents were given the option of completing the survey in Spanish. A telephone number was provided on the survey cover letter for members to call if they would like to complete the survey in Spanish. There were 38 surveys completed in Spanish.

CCC Medicaid Population Sampling

Eligible population – random sample
- prescreen code = 1



- Survey-based screening tool:**
- Contains five sections representing five different health consequences.
 1. Use of or need for Rx medicines (3 Qs)
 2. Above-average use or need for medical, mental health or educational services (3 Qs)
 3. Functional limitations compared with others of same age (3 Qs)
 4. Use of or need for specialized therapies (3 Qs)
 5. Treatment or counseling for emotional or developmental problems (2 Qs)
 - If *all* questions for *at least one* specific health consequence are answered "Yes," a child member is identified as having a chronic condition.

Overall ratings

Compared to the 2016 plan result:

- Health plan and personal doctor are significantly higher for the CCC population.

2017 Gen. Pop. compared to the 2017 CCC Pop.:

- None of the differences are significant.

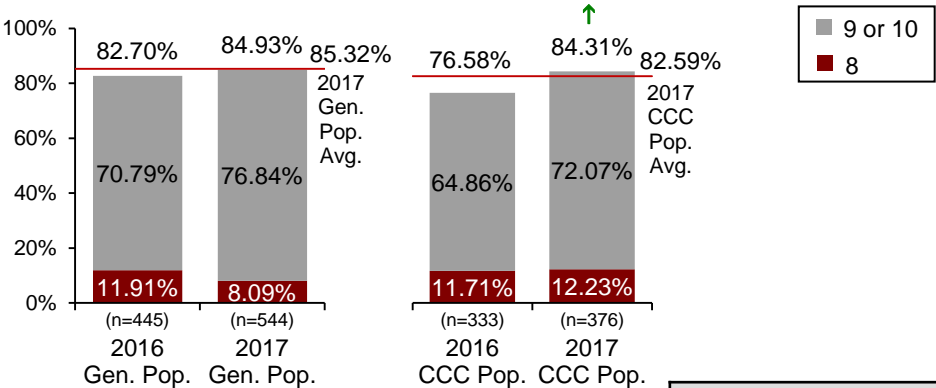
2017 Gen. Pop. compared to the 2017 Gen. Pop. ANM Average:

- None of the differences are significant.

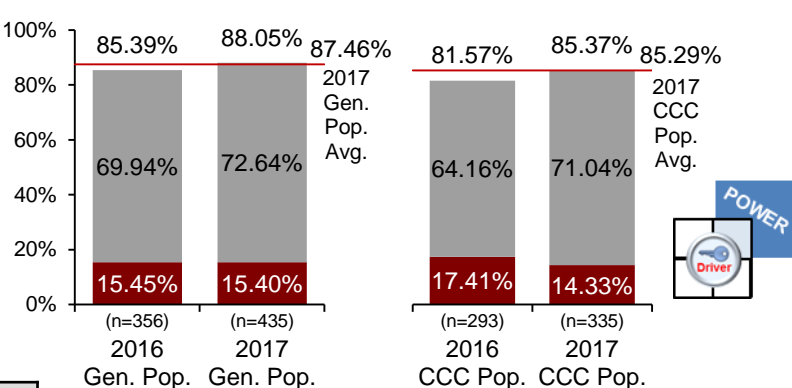
2017 CCC Pop. compared to the 2017 CCC Pop. ANM Average:

- None of the differences are significant.

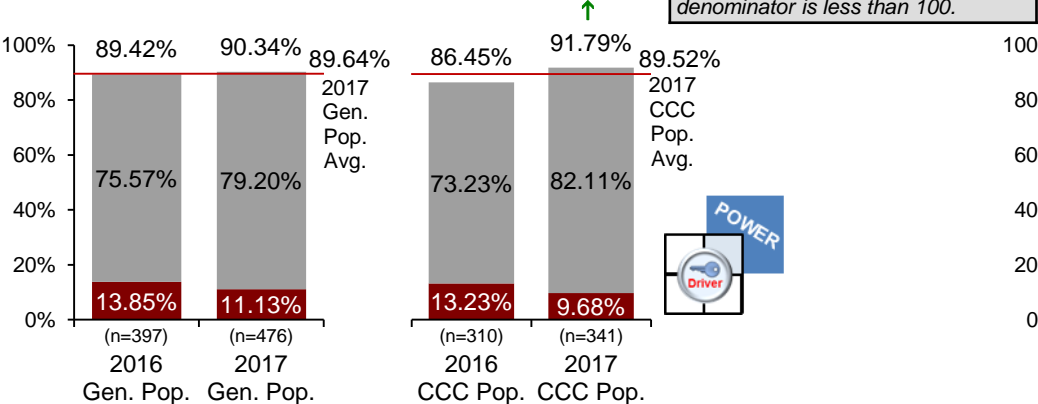
Q54. Rating of Health Plan



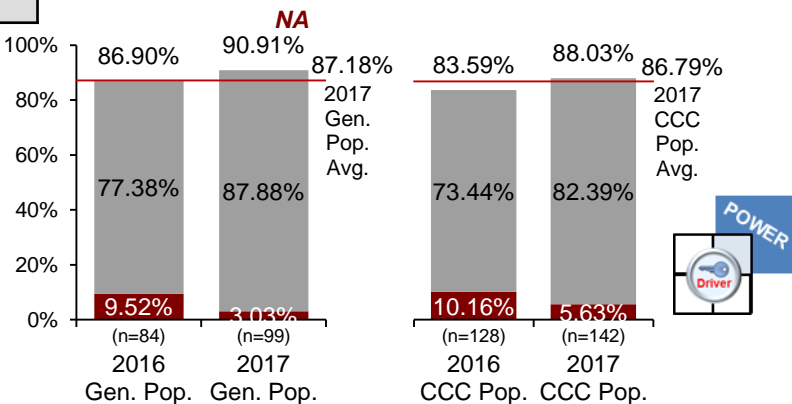
Q14. Rating of Health Care



Q41. Rating of Personal Doctor



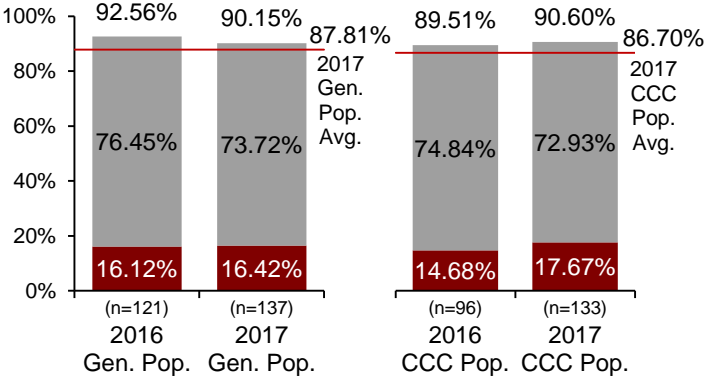
Q48. Rating of Specialist



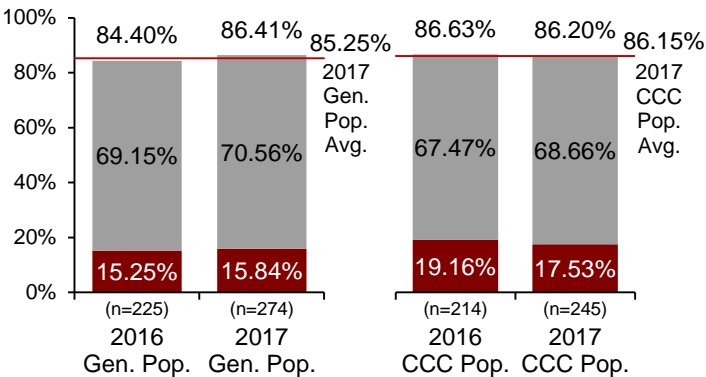
↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
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Composite global proportions

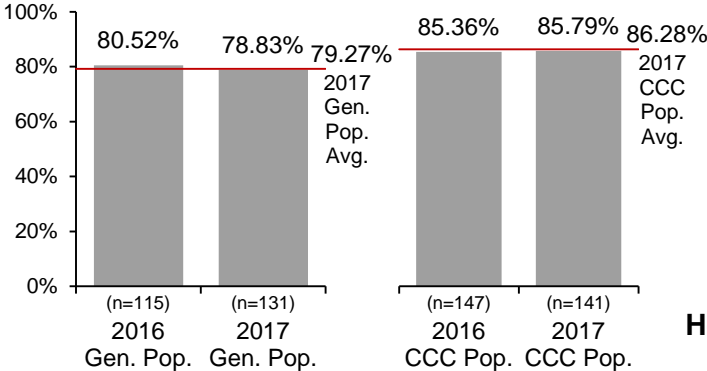
Customer Service



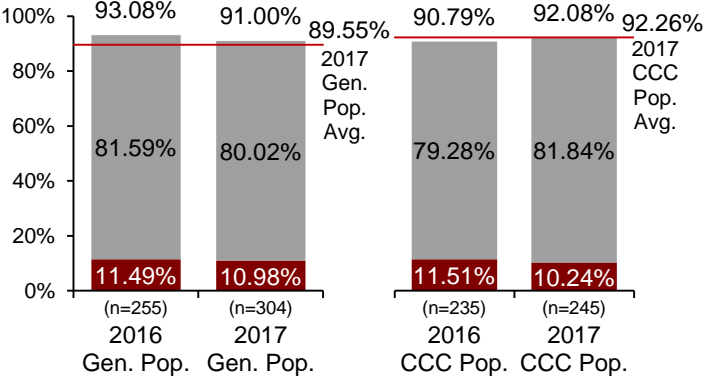
Getting Needed Care



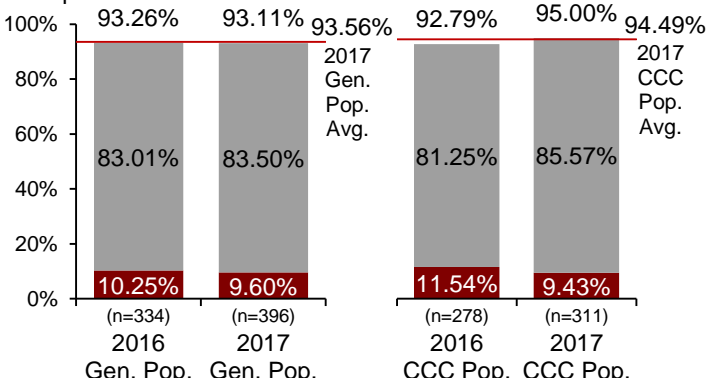
Shared Decision Making (% "Yes")



Getting Care Quickly

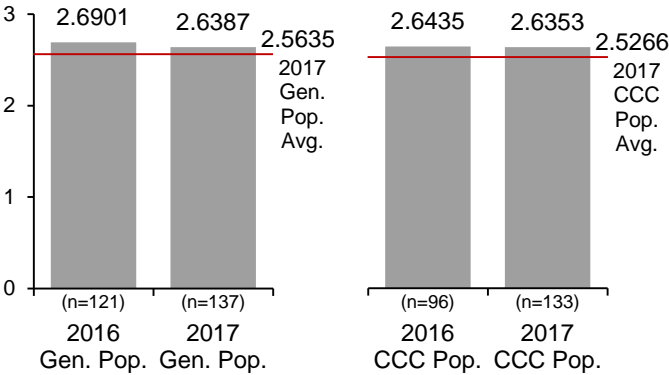


How Well Doctors Communicate

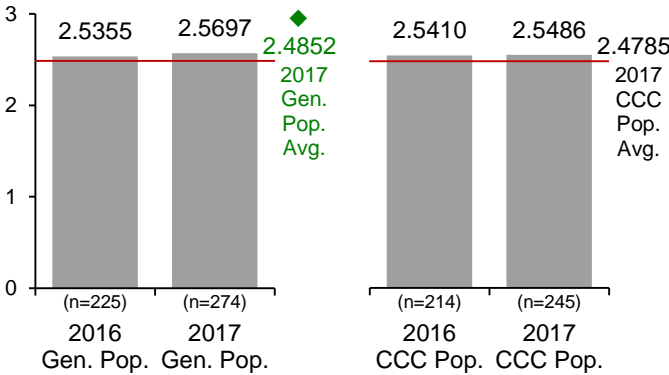


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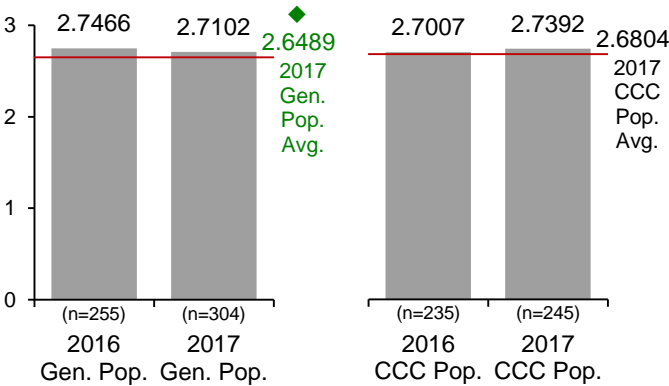
Customer Service



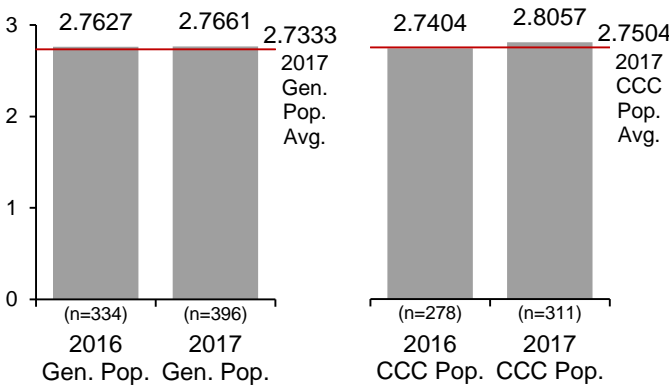
Getting Needed Care



Getting Care Quickly



How Well Doctors Communicate



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Compared to the 2016 plan result:

- None of the differences are significant.

2017 Gen. Pop. compared to the 2017 CCC Pop.:

- None of the differences are significant.

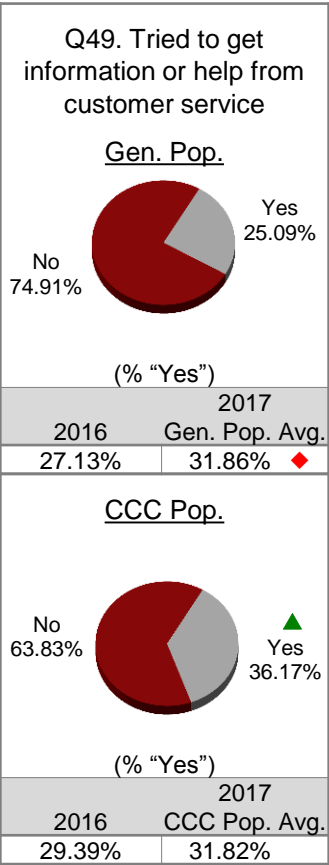
2017 Gen. Pop. compared to the 2017 Gen. Pop. ANM Average:

- None of the differences are significant.

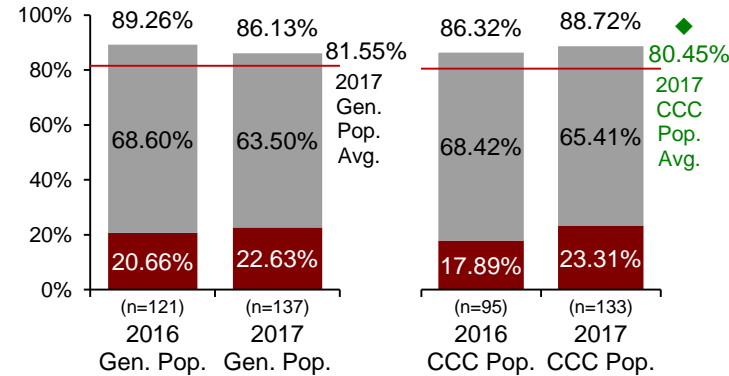
2017 CCC Pop. compared to the 2017 CCC Pop. ANM Average:

- Information from customer service is significantly higher.

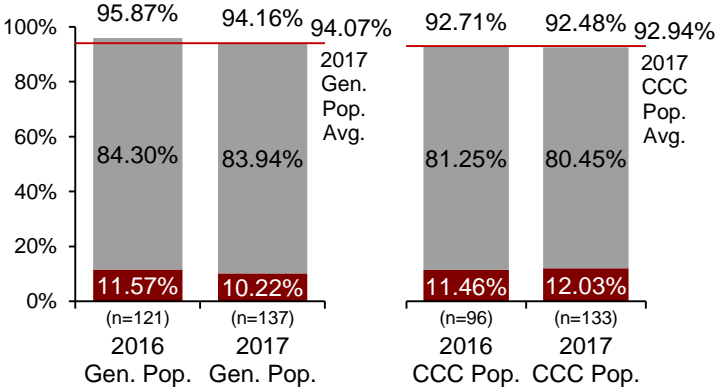
Customer Service Composite								
	2016	2017	2017		2016	2017	2017	
	Gen. Pop.	Gen. Pop.	Gen. Pop.	Gen. Pop.	CCC Pop.	CCC Pop.	CCC Pop.	CCC Pop.
			Avg.	Sig.			Avg.	Sig.
Global Proportion	92.56%	90.15%	87.81%		89.51%	90.60%	86.70%	
Mean Score	2.6901	2.6387	2.5635		2.6435	2.6353	2.5266	



Q50. Customer service provided needed information or help



Q51. Customer service treated member with courtesy and respect



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Compared to the 2016 plan result:

- The difference is not significant.

2017 Gen. Pop. compared to the 2017 CCC Pop.:

- The difference is not significant.

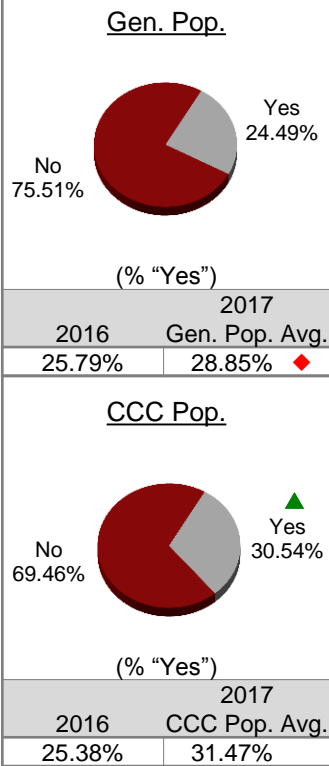
2017 Gen. Pop. compared to the 2017 Gen. Pop. ANM Average:

- The difference is not significant.

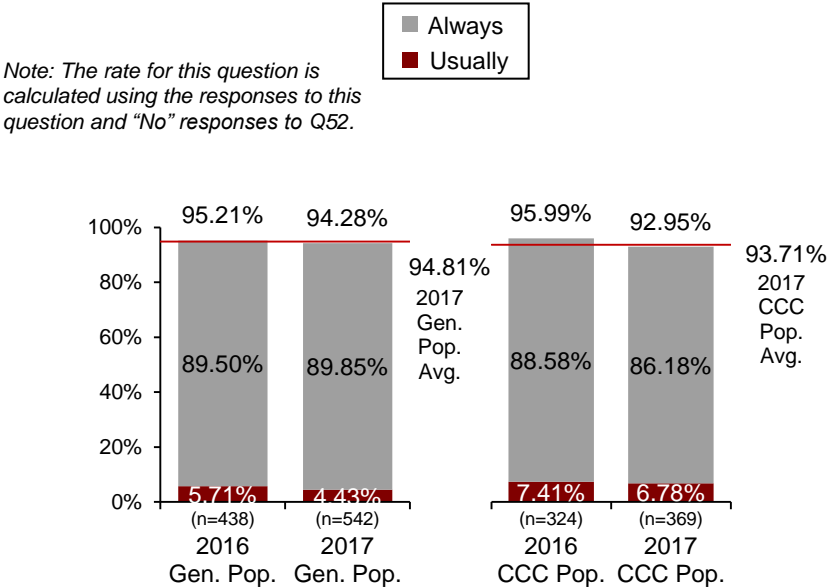
2017 CCC Pop. compared to the 2017 CCC Pop. ANM Average:

- The difference is not significant.

Q52. Health plan gave member forms to fill out



Q53. Health plan forms were easy to fill out



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Getting Needed Care

Compared to the 2016 plan result:

- None of the differences are significant.

2017 Gen. Pop. compared to the 2017 CCC Pop.:

- None of the differences are significant.

2017 Gen. Pop. compared to the 2017 Gen. Pop. ANM Average:

- Got care, tests or treatment is significantly higher.

2017 CCC Pop. compared to the 2017 CCC Pop. ANM Average:

- None of the differences are significant.

Q45. Made appointment to see a specialist

Gen. Pop.



(% "Yes")

2017	
2016	Gen. Pop. Avg.
20.75%	21.83%

CCC Pop.

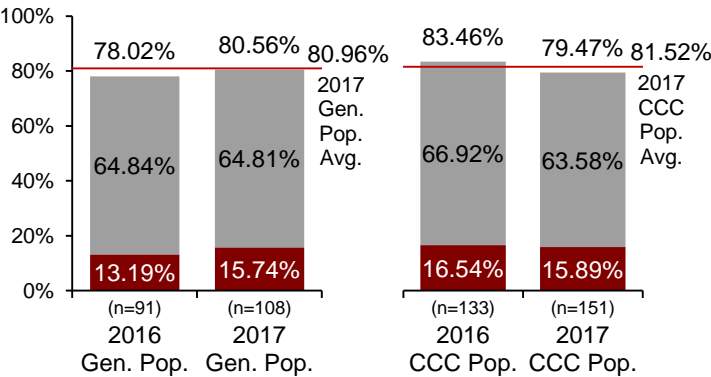


(% "Yes")

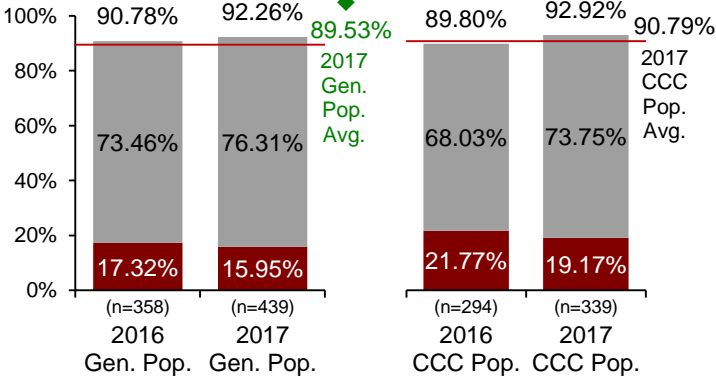
2017	
2016	CCC Pop. Avg.
40.54%	41.70%

Getting Needed Care Composite								
	2017				2017			
	2016	2017	Gen. Pop.	Gen. Pop.	2016	2017	CCC Pop.	CCC Pop.
	Gen. Pop.	Gen. Pop.	Avg.	Sig.	CCC Pop.	CCC Pop.	Avg.	Sig.
Global Proportion	84.40%	86.41%	85.25%		86.63%	86.20%	86.15%	
Mean Score	2.5355	2.5697	2.4852	◆	2.5410	2.5486	2.4785	

Q46. Got appointment with specialist as soon as needed



Q15. Ease of getting care, tests or treatment



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◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

Getting Care Quickly

Compared to the 2016 plan result:

- None of the differences are significant.

2017 Gen. Pop. compared to the 2017 CCC Pop.:

- None of the differences are significant.

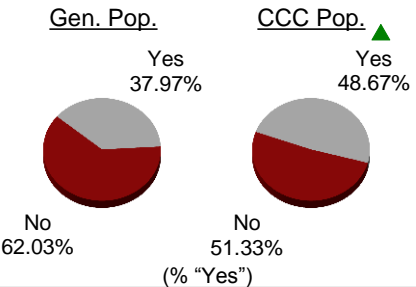
2017 Gen. Pop. compared to the 2017 Gen. Pop. ANM Average:

- None of the differences are significant.

2017 CCC Pop. compared to the 2017 CCC Pop. ANM Average:

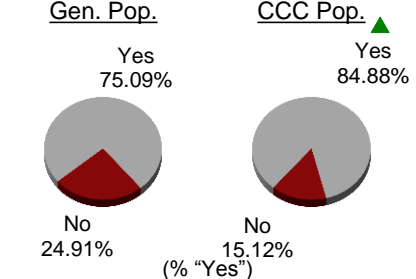
- None of the differences are significant.

Q3. Had illness, injury or condition that needed care right away



2016	2017	2016	2017
Gen. Pop.	Gen. Pop.	CCC Pop.	CCC Pop.
38.63%	35.39%	54.82%	46.71%

Q5. Made appointments for check-up/routine care at doctor's office or clinic

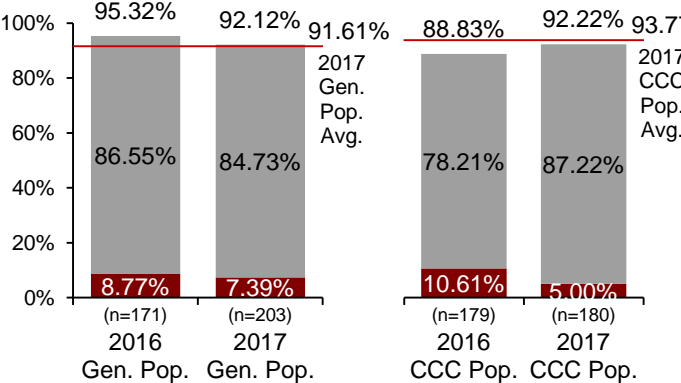


2016	2017	2016	2017
Gen. Pop.	Gen. Pop.	CCC Pop.	CCC Pop.
76.50%	73.12%	87.13%	80.27%

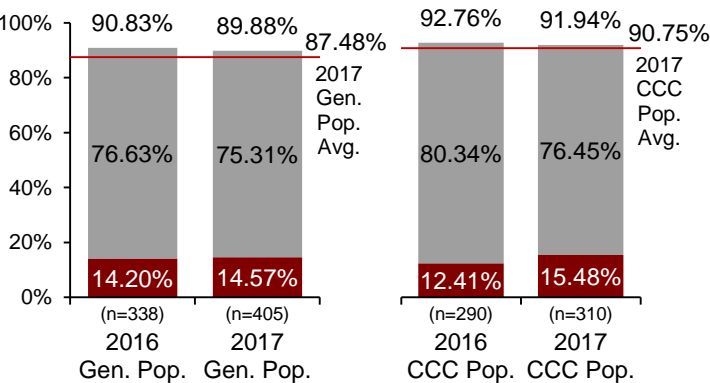
- ↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
- ▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.
- ◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

Getting Care Quickly Composite								
	2016				2017			
	Gen. Pop.	Gen. Pop.	Gen. Pop. Avg.	Gen. Pop. Sig.	CCC Pop.	CCC Pop.	CCC Pop. Avg.	CCC Pop. Sig.
Global Proportion	93.08%	91.00%	89.55%		90.79%	92.08%	92.26%	
Mean Score	2.7466	2.7102	2.6489	◆	2.7007	2.7392	2.6804	

Q4. Got urgent care as soon as needed



Q6. Got check-up or routine appointment as soon as needed



Compared to the 2016 plan result:

- Average number of personal doctor visits is significantly lower for the CCC population.

2017 Gen. Pop. compared to the 2017 CCC Pop.:

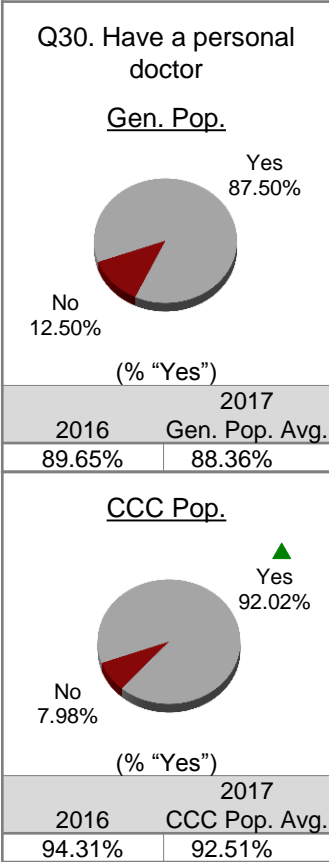
- Average number of office visits and average number of personal doctor visits are significantly lower.

2017 Gen. Pop. compared to the 2017 Gen. Pop. ANM Average:

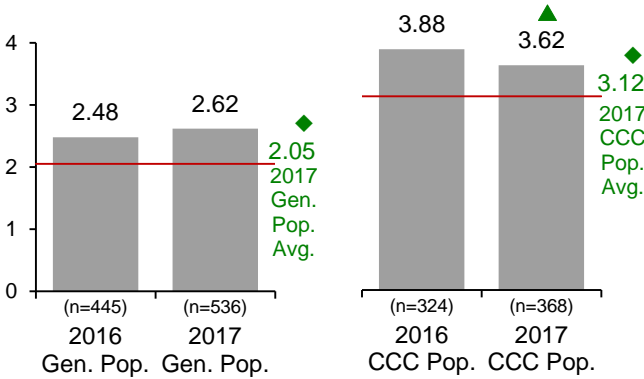
- Average number of office visits and average number of personal doctor visits are significantly higher.

2017 CCC Pop. compared to the 2017 CCC Pop. ANM Average:

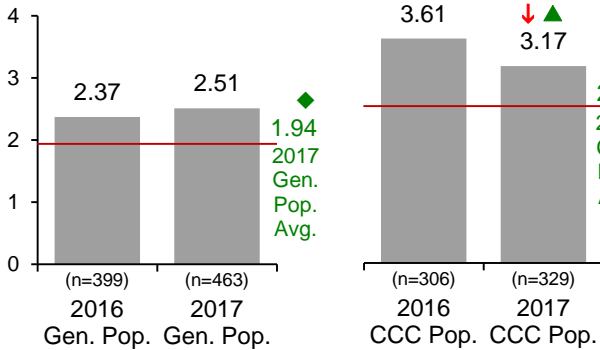
- Average number of office visits and average number of personal doctor visits are significantly higher.



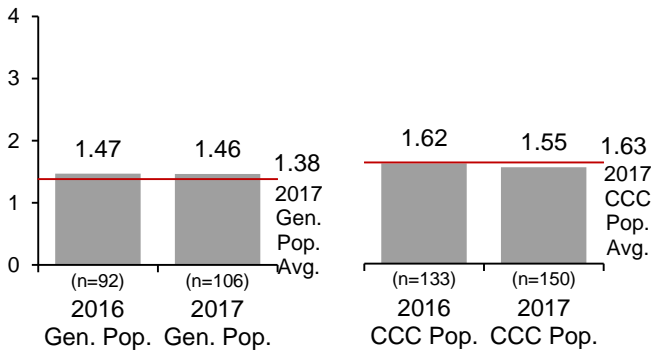
Q7. Average number of visits to doctor's office or clinic



Q31. Average number of visits to personal doctor



Q47. Average number of specialists seen



↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.
◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

How Well Doctors Communicate

Compared to the 2016 plan result:

- None of the differences are significant.

2017 Gen. Pop. compared to the 2017 CCC Pop.:

- Doctor spent enough time is significantly lower.

2017 Gen. Pop. compared to the 2017 Gen. Pop. ANM Average:

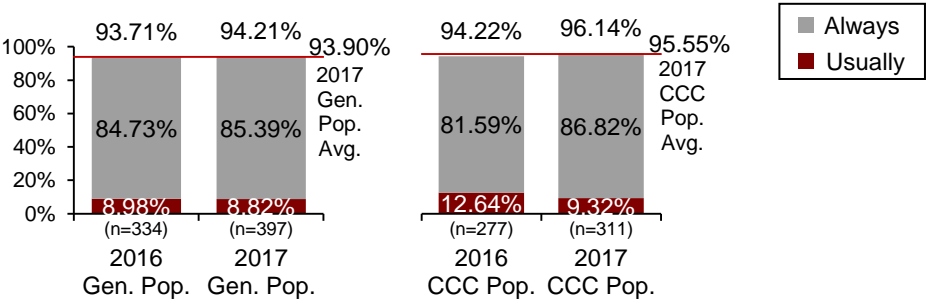
- None of the differences are significant.

2017 CCC Pop. compared to the 2017 CCC Pop. ANM Average:

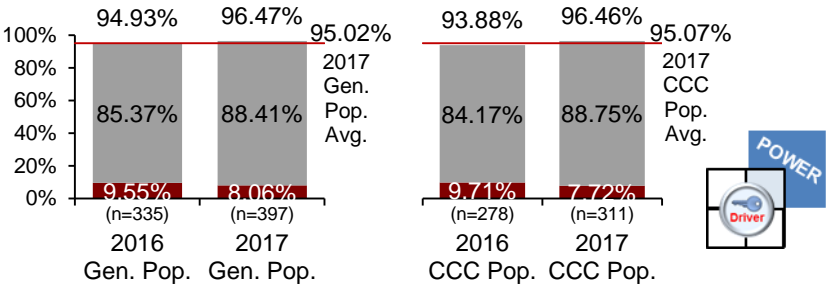
- None of the differences are significant.

How Well Doctors Communicate Composite								
	2016	2017	2017		2016	2017	2017	
	Gen. Pop.	Gen. Pop.	Gen. Pop.	Gen. Pop.	CCC Pop.	CCC Pop.	CCC Pop.	CCC Pop.
			Avg.	Sig.			Avg.	Sig.
Global Proportion	93.26%	93.11%	93.56%		92.79%	95.00%	94.49%	
Mean Score	2.7627	2.7661	2.7333		2.7404	2.8057	2.7504	

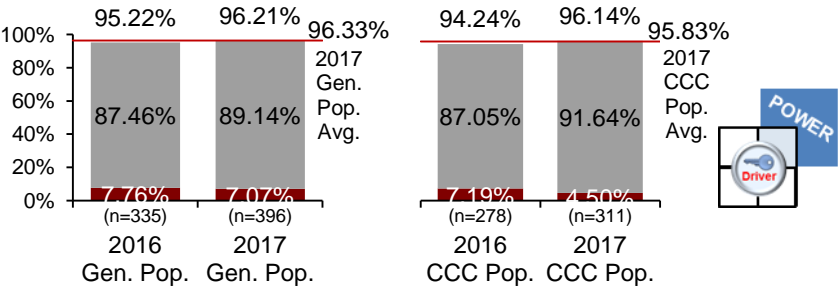
Q32. Personal doctor explained things



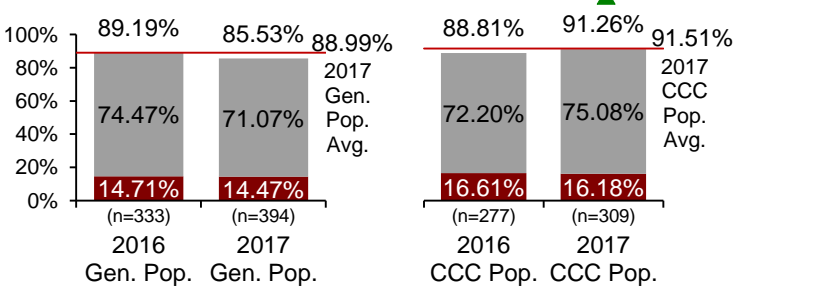
Q33. Personal doctor listened carefully



Q34. Personal doctor showed respect



Q37. Personal doctor spent enough time



- ↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
- ▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.
- ◆◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

Compared to the 2016 plan result:

- The difference is not significant.

2017 Gen. Pop. compared to the 2017 CCC Pop.:

- The difference is not significant.

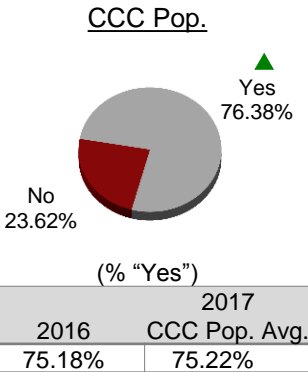
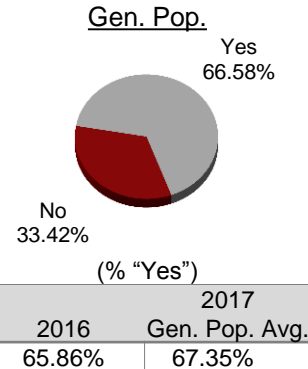
2017 Gen. Pop. compared to the 2017 Gen. Pop. ANM Average:

- The difference is not significant.

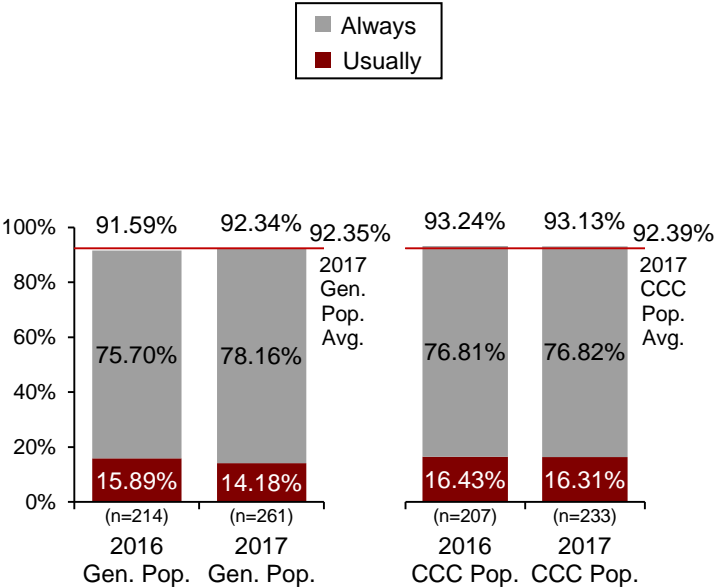
2017 CCC Pop. compared to the 2017 CCC Pop. ANM Average:

- The difference is not significant.

Q35. Child is able to talk with doctors about health care



Q36. Doctors explained things in a way child could understand



↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
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◆◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

Shared Decision Making

Compared to the 2016 plan result:

- None of the differences are significant.

2017 Gen. Pop. compared to the 2017 CCC Pop.:

- Doctor discussed reasons to take medicine is significantly lower.

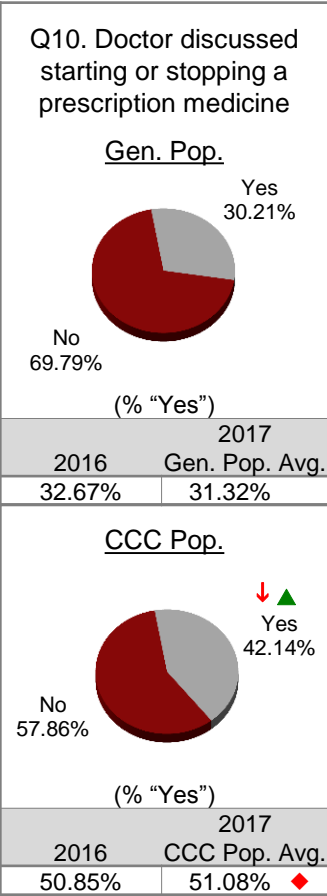
2017 Gen. Pop. compared to the 2017 Gen. Pop. ANM Average:

- None of the differences are significant.

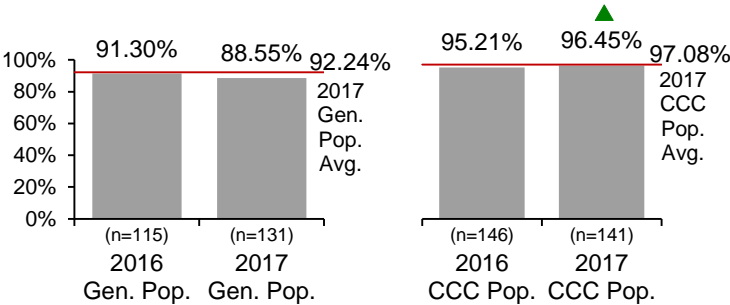
2017 CCC Pop. compared to the 2017 CCC Pop. ANM Average:

- None of the differences are significant.

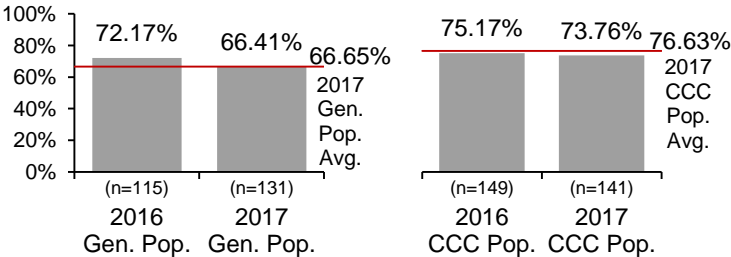
Shared Decision Making Composite ¹								
	2016				2017			
	Gen. Pop.	Gen. Pop.	Gen. Pop.	Gen. Pop.	CCC Pop.	CCC Pop.	CCC Pop.	CCC Pop.
			Avg.	Sig.			Avg.	Sig.
Global Proportion	80.52%	78.83%	79.27%		85.36%	85.79%	86.28%	



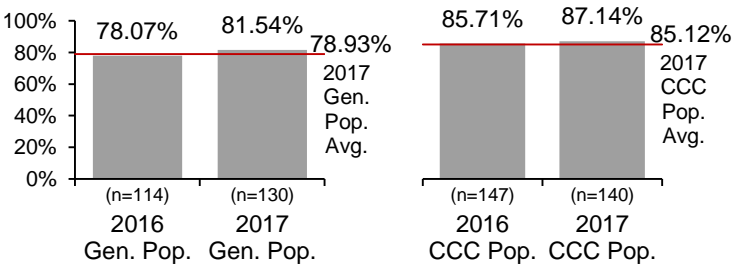
Q11. Doctor discussed reasons to take a medicine (% "Yes")



Q12. Doctor discussed reasons not to take a medicine (% "Yes")



Q13. Doctor asked what you thought was best (% "Yes")



↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.
◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

¹Composite Mean Scores are not calculated for Yes/No composites.

Compared to the 2016 plan result:

- The difference is not significant.

2017 Gen. Pop. compared to the 2017 CCC Pop.:

- Doctor discussed ways to prevent illness is significantly lower.

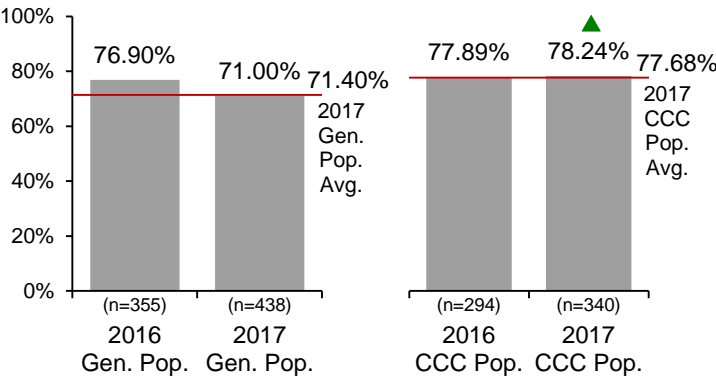
2017 Gen. Pop. compared to the 2017 Gen. Pop. ANM Average:

- The difference is not significant.

2017 CCC Pop. compared to the 2017 CCC Pop. ANM Average:

- The difference is not significant.

Q8. You and doctor discussed ways to prevent illness
(% “Yes”)



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◆◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

Compared to the 2016 plan result:

- The difference is not significant.

2017 Gen. Pop. compared to the 2017 CCC Pop.:

- The difference is not significant.

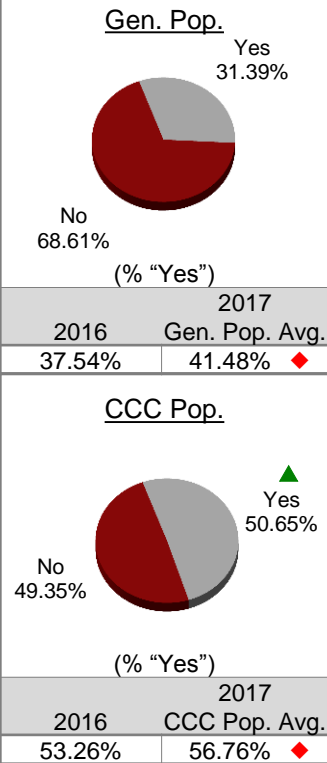
2017 Gen. Pop. compared to the 2017 Gen. Pop. ANM Average:

- The difference is not significant.

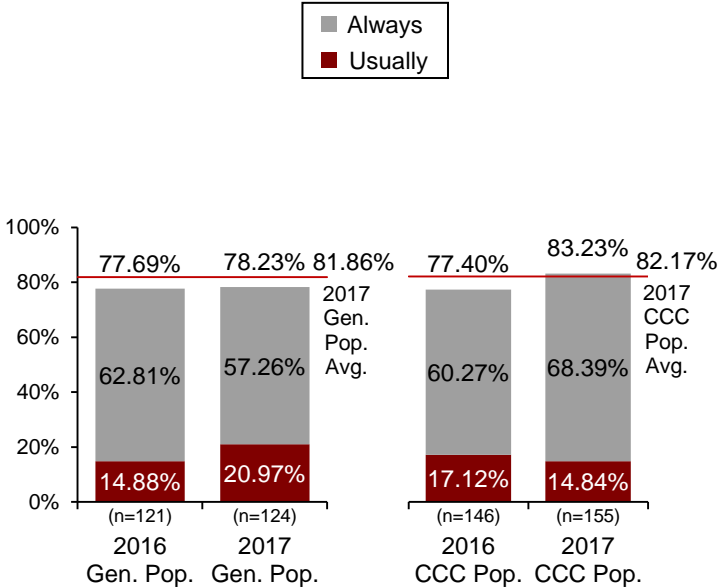
2017 CCC Pop. compared to the 2017 CCC Pop. ANM Average:

- The difference is not significant.

Q39. Received care from doctor or health provider besides personal doctor



Q40. Personal doctor seemed informed about care from other providers

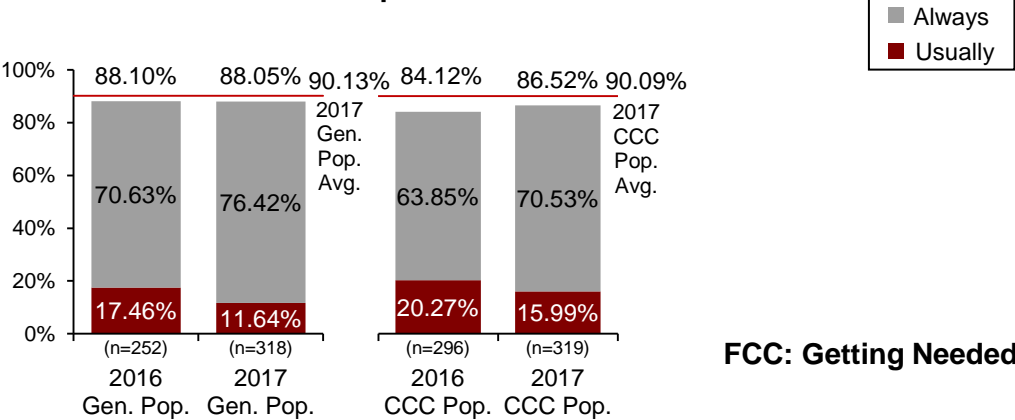


↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
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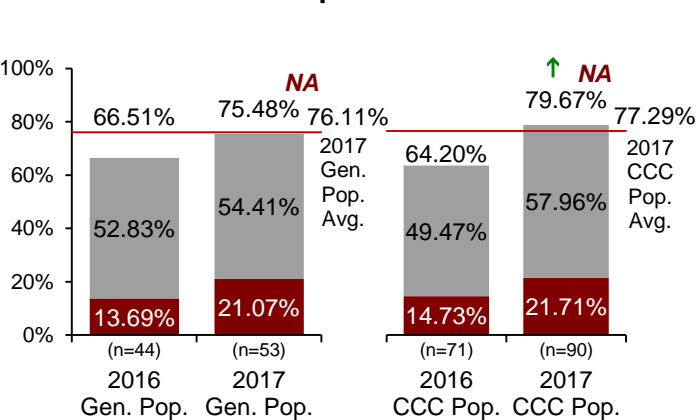
Children with Chronic Conditions

CCC composite global proportions

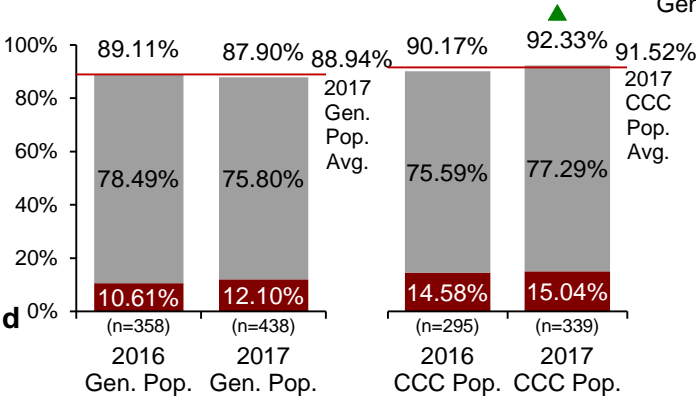
Access to Prescription Medicine



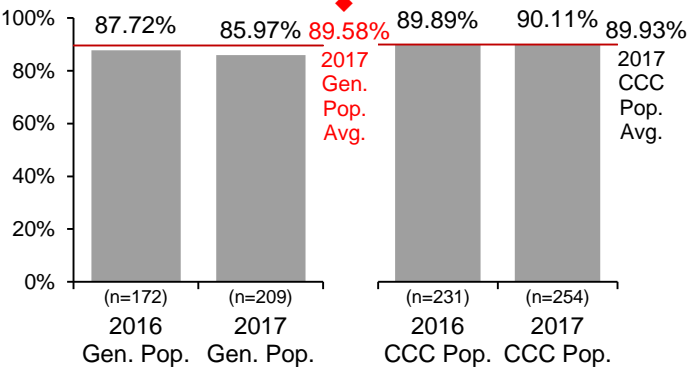
Access to Specialized Services



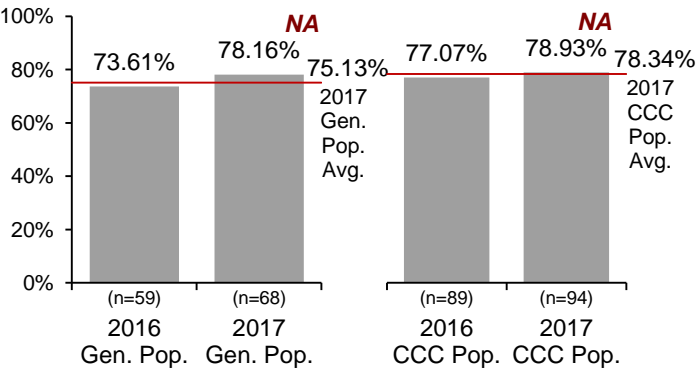
FCC: Getting Needed Information



FCC: Personal Doctor Who Knows Child (% "Yes")



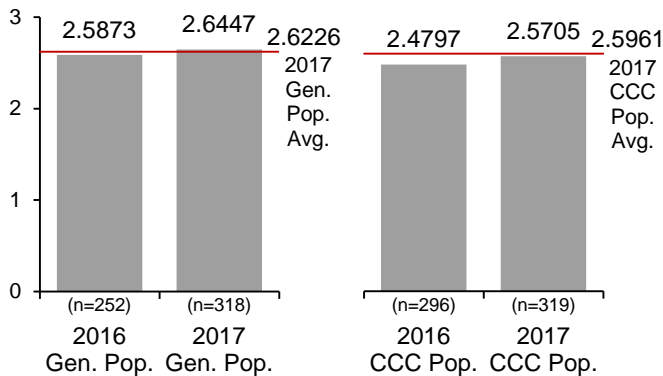
FCC: Coordination of Care (% "Yes")



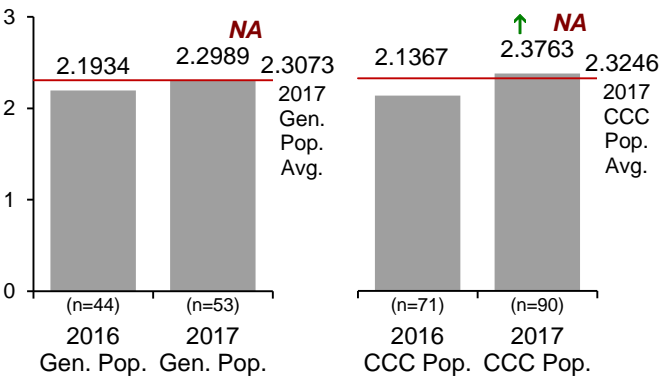
NA = NCQA will assign a measure result of NA for 2017 because the denominator (i.e., the average number of responses across all questions used to calculate the composite) is less than 100.

↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
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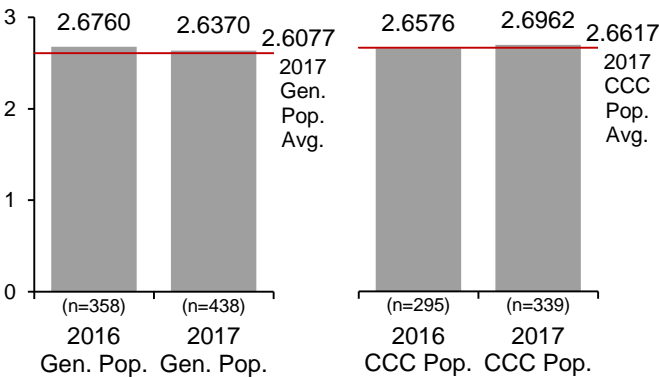
Access to Prescription Medicine



Access to Specialized Services



FCC: Getting Needed Information



NA = NCQA will assign a measure result of NA for 2017 because the denominator (i.e., the average number of responses across all questions used to calculate the composite) is less than 100.

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▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.
◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

Compared to the 2016 plan result:

- None of the differences are significant.

2017 Gen. Pop. compared to the 2017 CCC Pop.:

- None of the differences are significant.

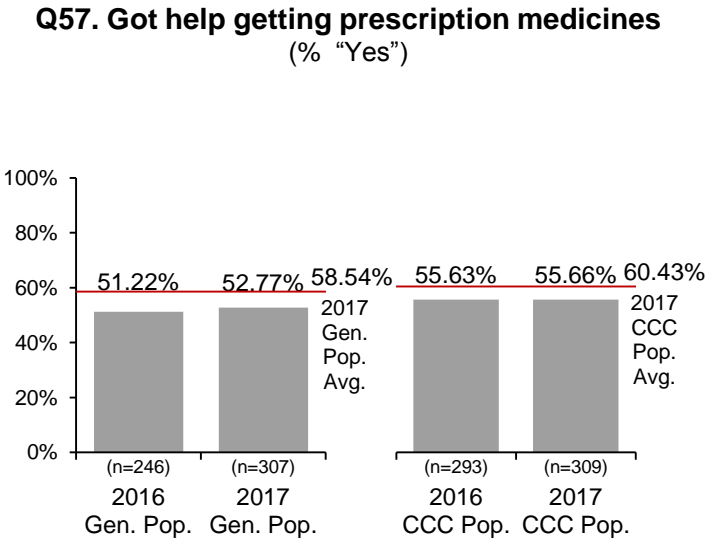
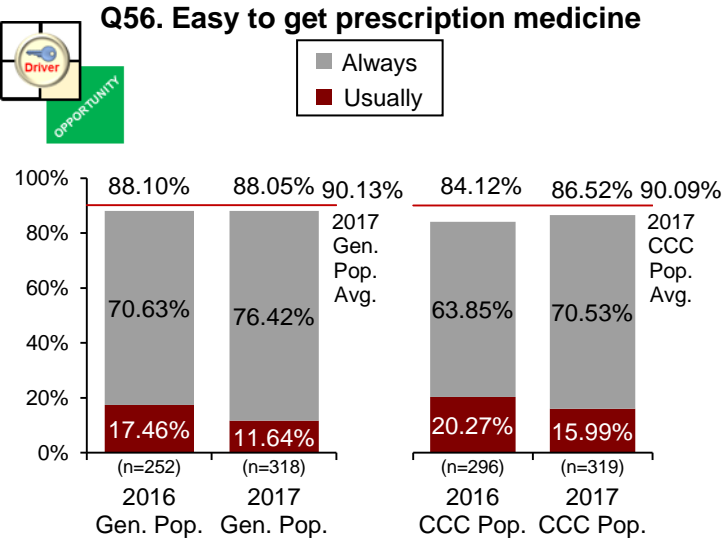
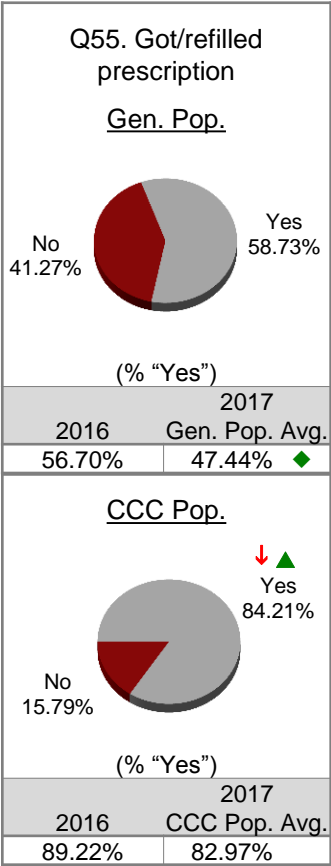
2017 Gen. Pop. compared to the 2017 Gen. Pop. ANM Average:

- None of the differences are significant.

2017 CCC Pop. compared to the 2017 CCC Pop. ANM Average:

- None of the differences are significant.

Access to Prescription Medicine Composite								
	2016	2017	2017		2016	2017	2017	
	Gen. Pop.	Gen. Pop.	Gen. Pop.	Gen. Pop.	CCC Pop.	CCC Pop.	CCC Pop.	CCC Pop.
	Gen. Pop.	Gen. Pop.	Avg.	Sig.	CCC Pop.	CCC Pop.	Avg.	Sig.
Global Proportion	88.10%	88.05%	90.13%		84.12%	86.52%	90.09%	
Mean Score	2.5873	2.6447	2.6226		2.4797	2.5705	2.5961	



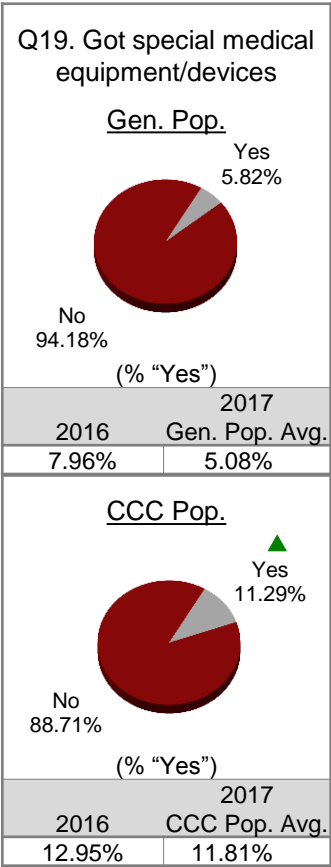
↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.
◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

	2016 Gen. Pop.	2017 Gen. Pop.	2017 Gen. Pop. Avg.	Gen. Pop. Sig.	2016 CCC Pop.	2017 CCC Pop.	2017 CCC Pop. Avg.	CCC Pop. Sig.
Q60. Child currently needs or uses prescription medication (% "Yes")	35.20%	34.07%	26.98%	◆	88.59%	80.00%	78.50%	↓ ▲
Q61. Needs medication because of a medical, behavioral or other condition (% "Yes")	87.66%	81.22%	78.73%		97.62%	96.03%	97.21%	▲
Q62. Condition has lasted or is expected to last at least 12 months (% "Yes")	90.08%	88.03%	85.85%		99.30%	96.53%	97.96%	↓ ▲

↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.
◆◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

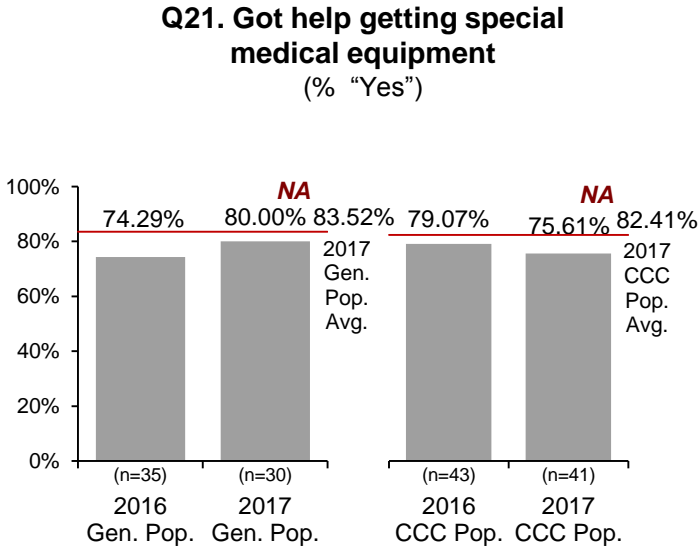
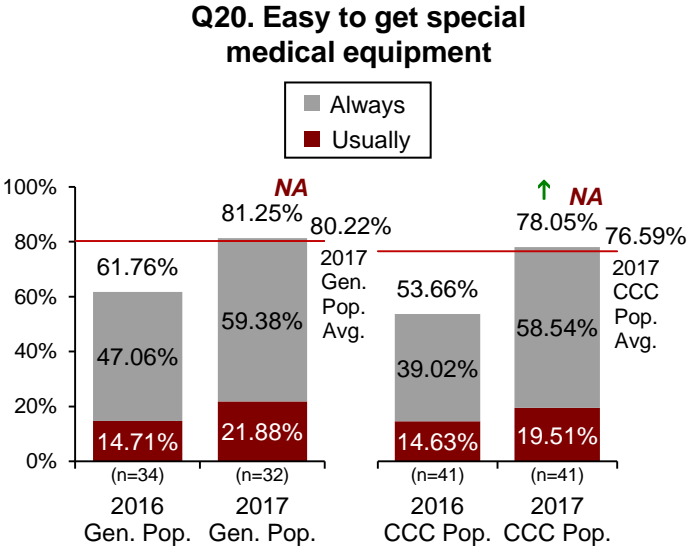
Access to Specialized Services

- Compared to the 2016 plan result:
- Easy to get special medical equipment is significantly higher for the CCC population.
- 2017 Gen. Pop. compared to the 2017 CCC Pop.:
- None of the differences are significant.
- 2017 Gen. Pop. compared to the 2017 Gen. Pop. ANM Average:
- None of the differences are significant.
- 2017 CCC Pop. compared to the 2017 CCC Pop. ANM Average:
- None of the differences are significant.



Access to Specialized Services Composite								
	2016 Gen. Pop.	2017 Gen. Pop.	2017 Gen. Pop. Avg.	2017 Gen. Pop. Sig.	2016 CCC Pop.	2017 CCC Pop.	2017 CCC Pop. Avg.	2017 CCC Pop. Sig.
Global Proportion	66.51%	75.48%	76.11%		64.20%	79.67%	77.29%	↑
Mean Score	2.1934	2.2989	2.3073		2.1367	2.3763	2.3246	↑

NCQA will assign a measure result of NA for the composite for 2017 because the denominator (i.e., the average number of responses across all questions used to calculate the composite) is less than 100.



NA = NCQA will assign a measure result of NA for 2017 because the denominator is less than 100.

↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.
◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

Compared to the 2016 plan result:

- Easy to get special therapy is significantly higher for the CCC population.
- Got help getting special therapy is significantly lower for the general population.

2017 Gen. Pop. compared to the 2017 CCC Pop.:

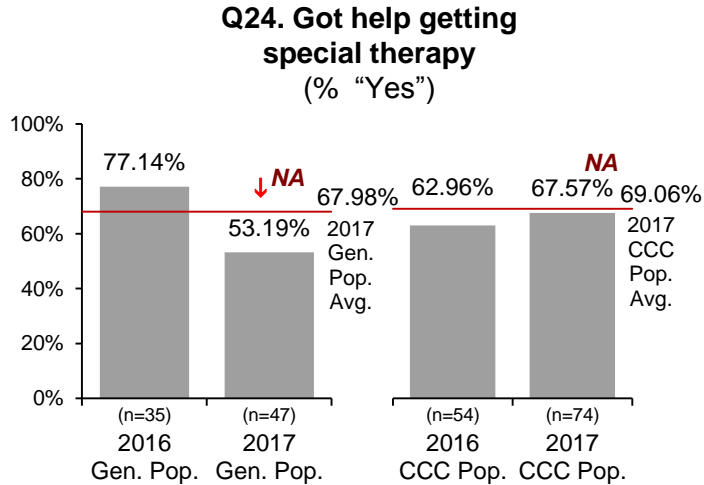
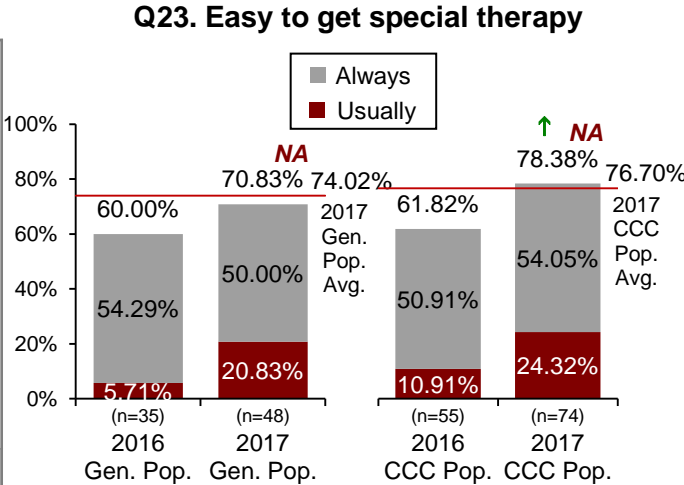
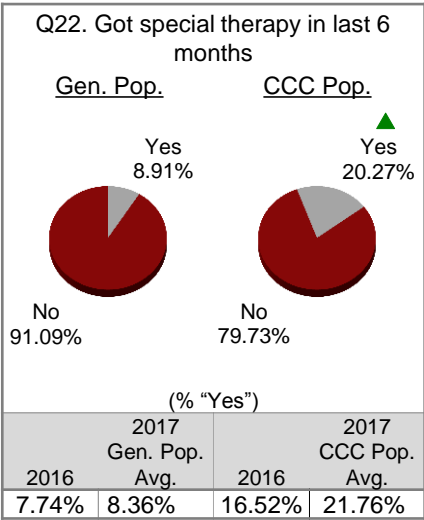
- None of the differences are significant.

2017 Gen. Pop. compared to the 2017 Gen. Pop. ANM Average:

- None of the differences are significant.

2017 CCC Pop. compared to the 2017 CCC Pop. ANM Average:

- None of the differences are significant.



NA = NCQA will assign a measure result of NA for 2017 because the denominator is less than 100.

	2016 Gen. Pop.	2017 Gen. Pop.	2017 Gen. Pop. Avg.	Gen. Pop. Sig.	2016 CCC Pop.	2017 CCC Pop.	2017 CCC Pop. Avg.	CCC Pop. Sig.
Q69. Child needs or gets physical, occupational or speech therapy (% "Yes")	10.59%	12.38%	9.56%		21.82%	29.37%	29.14%	↑ ▲
Q70. Needs therapy because of a medical, behavioral or other condition (% "Yes")	81.82%	77.27%	70.33%		85.92%	87.16%	89.05%	
Q71. Condition has lasted or is expected to last at least 12 months (% "Yes")	97.06%	95.83%	93.73%		98.36%	98.94%	97.80%	

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◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

Compared to the 2016 plan result:

- None of the differences are significant.

2017 Gen. Pop. compared to the 2017 CCC Pop.:

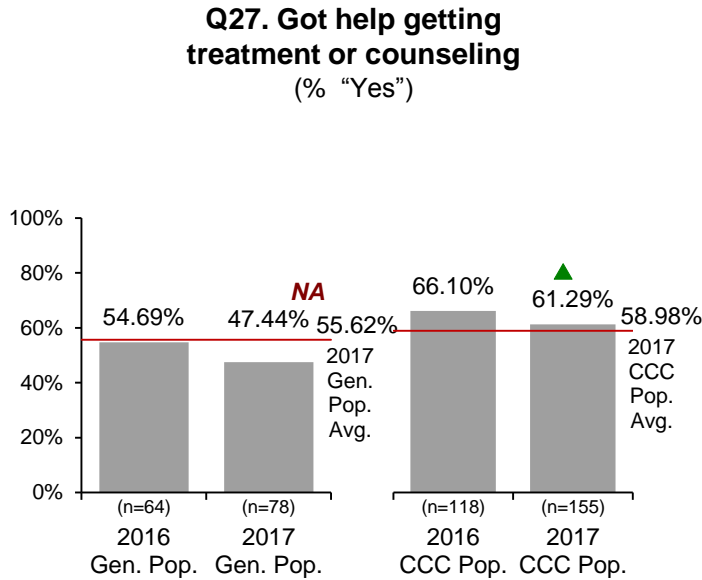
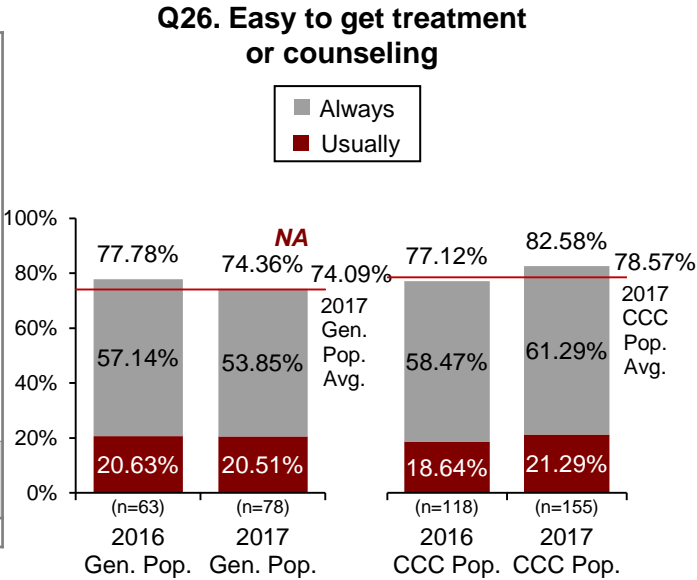
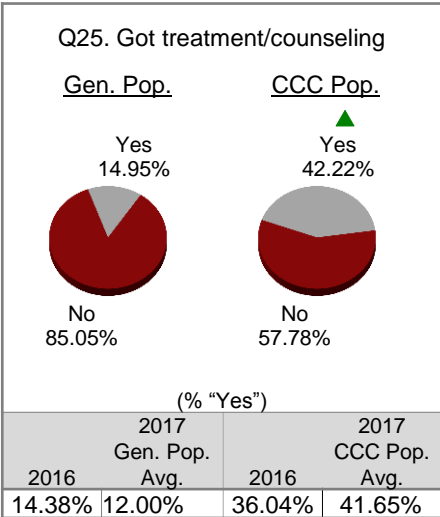
- Got help getting treatment or counseling is significantly lower.

2017 Gen. Pop. compared to the 2017 Gen. Pop. ANM Average:

- None of the differences are significant.

2017 CCC Pop. compared to the 2017 CCC Pop. ANM Average:

- None of the differences are significant.



NA = NCQA will assign a measure result of NA for 2017 because the denominator is less than 100.

	2016 Gen. Pop.	2017 Gen. Pop.	2017 Gen. Pop. Avg.	Gen. Pop. Sig.	2016 CCC Pop.	2017 CCC Pop.	2017 CCC Pop. Avg.	CCC Pop. Sig.
Q72. Child has emotional, developmental or behavioral problem for which he or she gets treatment or counseling (% "Yes")	16.06%	17.90%	13.88%	◆	46.97%	55.17%	54.87%	↑ ▲
Q73. Problem has lasted or is expected to last at least 12 months (% "Yes")	91.04%	89.89%	90.93%		97.39%	98.52%	97.66%	▲

- ↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
- ▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.
- ◆ ◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

Compared to the 2016 plan result:

- None of the differences are significant.

2017 Gen. Pop. compared to the 2017 CCC Pop.:

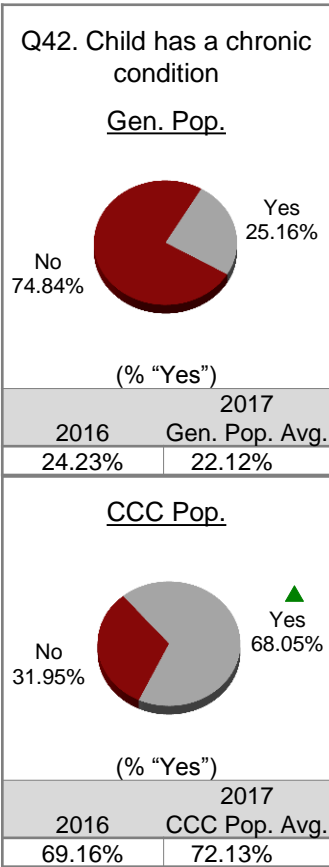
- None of the differences are significant.

2017 Gen. Pop. compared to the 2017 Gen. Pop. ANM Average:

- Doctor discussed how child is feeling, growing or behaving is significantly lower.

2017 CCC Pop. compared to the 2017 CCC Pop. ANM Average:

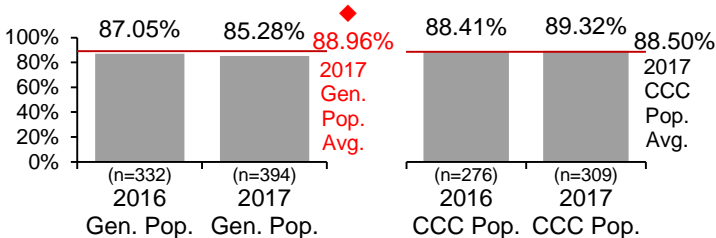
- None of the differences are significant.



FCC: Personal Doctor/Nurse Who Knows Child Composite ¹								
Global Proportion	2016	2017	2017		2016	2017	2017	
	Gen. Pop.	Gen. Pop.	Gen. Pop. Avg.	Gen. Pop. Sig.	CCC Pop.	CCC Pop.	CCC Pop. Avg.	CCC Pop. Sig.
	87.72%	85.97%	89.58%	♦	89.89%	90.11%	89.93%	

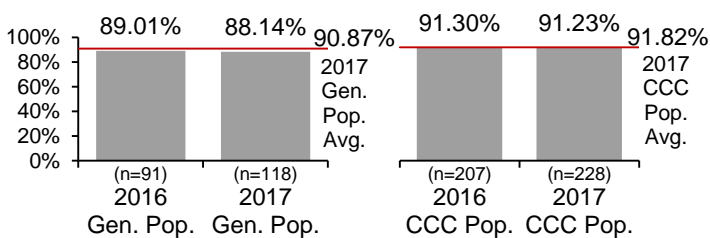
Q38. Doctor spoke with you about how child is feeling/growing/behaving

(% "Yes")



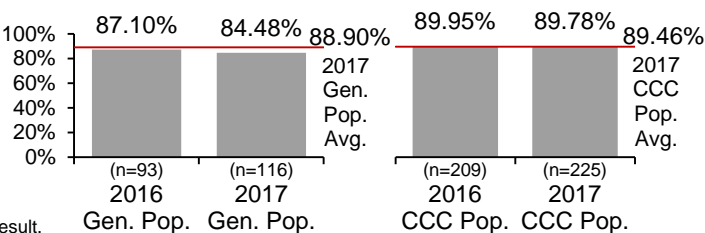
Q43. Doctor understands effect of chronic condition on child

(% "Yes")



Q44. Doctor understands effect of chronic condition on family

(% "Yes")



↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.

▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.

◆ ♦ Indicates a significant difference between the 2017 plan result and the corresponding average.

¹Composite Mean Scores are not calculated for Yes/No composites.

FCC: Getting Needed Information

Compared to the 2016 plan result:

- The difference is not significant.

2017 Gen. Pop. compared to the 2017 CCC Pop.:

- Had questions answered by doctor is significantly lower.

2017 Gen. Pop. compared to the 2017 Gen. Pop. ANM Average:

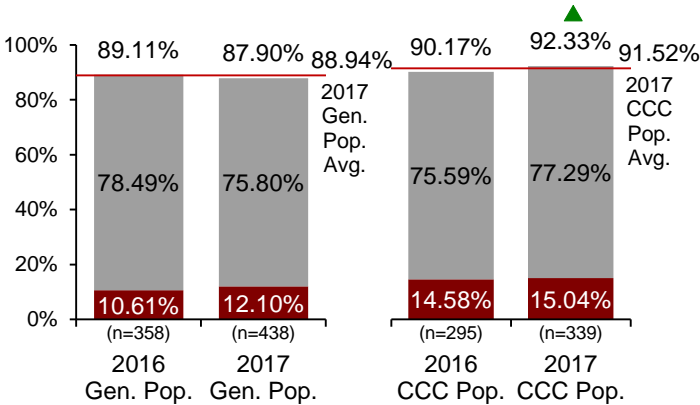
- The difference is not significant.

2017 CCC Pop. compared to the 2017 CCC Pop. ANM Average:

- The difference is not significant.

FCC: Getting Needed Information Composite								
	2016 Gen. Pop.	2017 Gen. Pop.	2017 Gen. Pop. Avg.	Gen. Pop. Sig.	2016 CCC Pop.	2017 CCC Pop.	2017 CCC Pop. Avg.	CCC Pop. Sig.
Global Proportion	89.11%	87.90%	88.94%		90.17%	92.33%	91.52%	▲
Mean Score	2.6760	2.6370	2.6077		2.6576	2.6962	2.6617	

**Q9. Had questions answered by
doctor in last 6 months**



↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.
◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

FCC: Coordination of Care

Compared to the 2016 plan result:

- The difference is not significant.

2017 Gen. Pop. compared to the 2017 CCC Pop.:

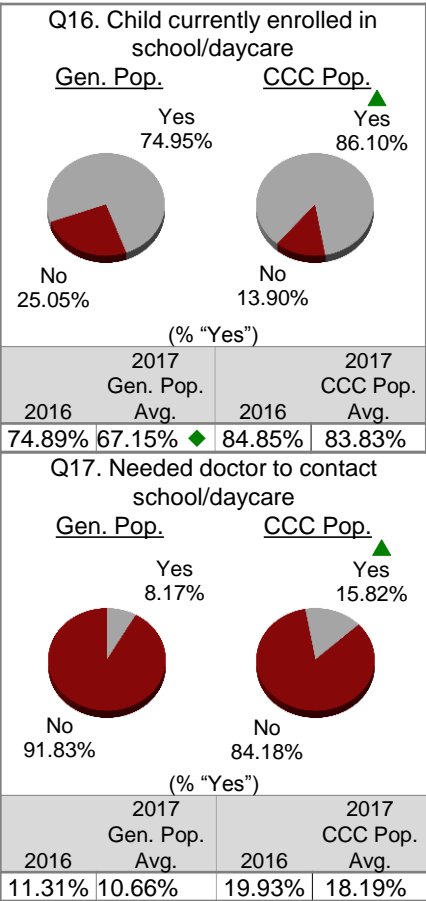
- The difference is not significant.

2017 Gen. Pop. compared to the 2017 Gen. Pop. ANM Average:

- Got help from doctor in contacting school or daycare is significantly higher.

2017 CCC Pop. compared to the 2017 CCC Pop. ANM Average:

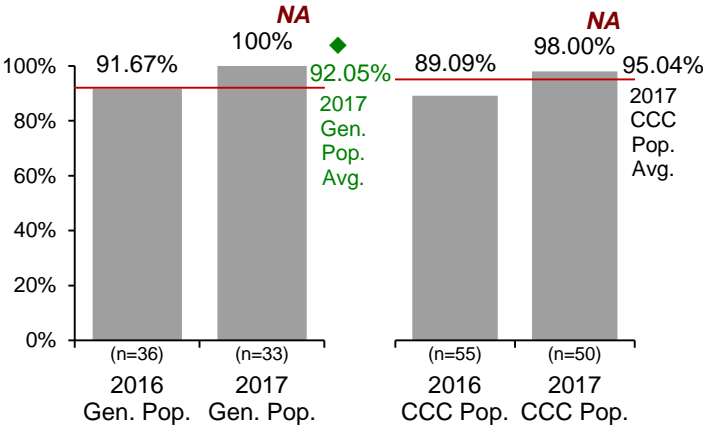
- The difference is not significant.



FCC: Coordination of Care Composite ¹								
	2016 Gen. Pop.	2017 Gen. Pop.	2017 Gen. Pop. Avg.	Gen. Pop. Sig.	2016 CCC Pop.	2017 CCC Pop.	2017 CCC Pop. Avg.	CCC Pop. Sig.
Global Proportion	73.61%	78.16%	75.13%		77.07%	78.93%	78.34%	

NCQA will assign a measure result of NA for the composite for 2017 because the denominator (i.e., the average number of responses across all questions used to calculate the composite) is less than 100.

Q18. Got help from doctor in contacting school/daycare (% "Yes")



NA = NCQA will assign a measure result of NA for 2017 because the denominator is less than 100.

↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.
◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

¹Composite Mean Scores are not calculated for Yes/No composites.

Compared to the 2016 plan result:

- The difference is not significant.

2017 Gen. Pop. compared to the 2017 CCC Pop.:

- The difference is not significant.

2017 Gen. Pop. compared to the 2017 Gen. Pop. ANM Average:

- The difference is not significant.

2017 CCC Pop. compared to the 2017 CCC Pop. ANM Average:

- The difference is not significant.

Q28. Child received care from multiple providers or services

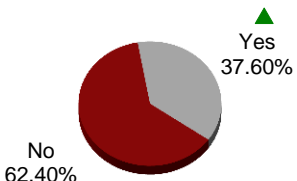
Gen. Pop.



(% "Yes")

2017	
2016	Gen. Pop. Avg.
19.06%	19.66%

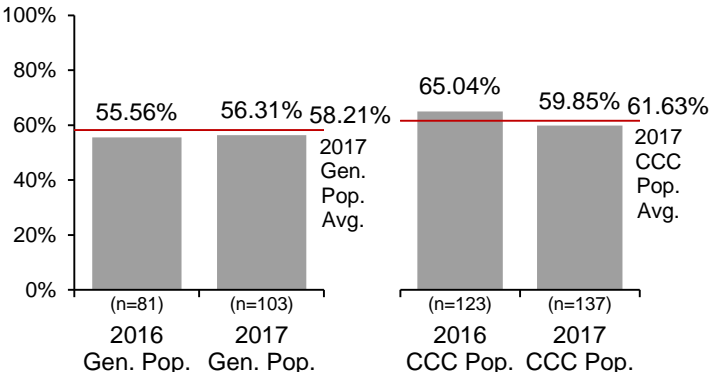
CCC Pop.



(% "Yes")

2017	
2016	CCC Pop. Avg.
38.25%	42.90%

Q29. Received help coordinating child's care from multiple providers or services (% "Yes")



↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.
◆◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

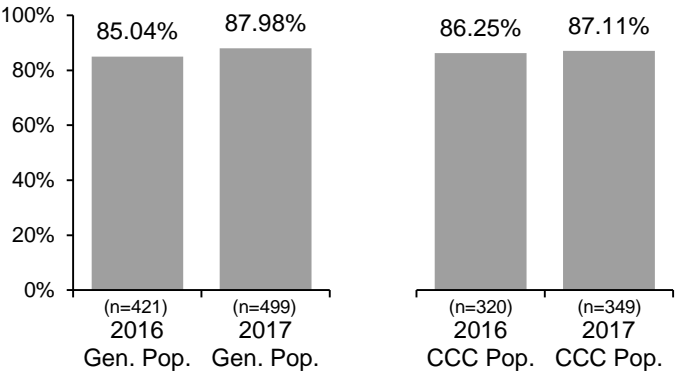
	2016 Gen. Pop.	2017 Gen. Pop.	2017 Gen. Pop. Avg.	Gen. Pop. Sig.	2016 CCC Pop.	2017 CCC Pop.	2017 CCC Pop. Avg.	CCC Pop. Sig.
Q63. Child uses more services than usual (% "Yes")	17.69%	19.29%	14.42%	◆	51.38%	54.35%	54.07%	▲
Q64. Uses more because of medical, behavioral or other conditions (% "Yes")	82.89%	87.25%	84.38%		94.61%	94.95%	95.08%	▲
Q65. Condition has lasted/is expected to last at least 12 months (% "Yes")	96.77%	98.86%	94.58%	◆	98.73%	99.47%	98.71%	
Q66. Child limited in ability (% "Yes")	19.00%	18.48%	12.97%	◆	32.93%	37.27%	34.37%	▲
Q67. Limited because of medical, behavioral or other condition (% "Yes")	52.38%	52.04%	59.44%		90.74%	82.48%	92.36%	▲ ◆
Q68. Condition has lasted or is expected to last at least 12 months (% "Yes")	100%	95.92%	93.97%		98.98%	98.18%	98.18%	

↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
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◆ ◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

Additional questions

Reminders

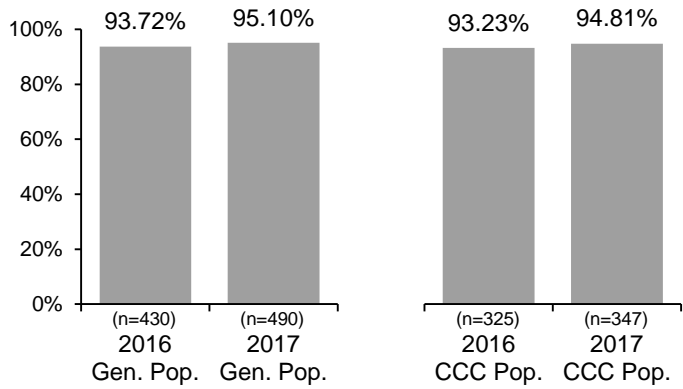
Q84. Received reminders
(% “Yes”)



↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.

Appointments with providers

Q85. Got appointment as soon as needed
(% "Yes")



↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.

Appendix A

Member profile

Member profile

	2016 Gen. Pop.	2017 Gen. Pop.	2017 Gen. Pop. Avg.	Gen. Pop. Sig.	2016 CCC Pop.	2017 CCC Pop.	2017 CCC Pop. Avg.	CCC Pop Sig.
Child's profile								
Overall health (Q58)								
Excellent/very good	73.83%	74.36%	76.00%	▲	53.29%	55.41%	58.06%	
Good	17.67%	18.68%	19.30%		29.64%	28.76%	30.50%	▲
Fair/poor	8.50%	6.96%	4.70%	◆	17.07%	15.83%	11.44%	▲ ◆
Overall mental health (Q59)								
Excellent/very good	71.59%	67.28%	74.04%	▲ ◆	49.24%	38.99%	43.99%	↓
Good	19.02%	20.04%	18.05%		27.66%	31.56%	30.43%	▲
Fair/poor	9.40%	12.68%	7.91%	◆	23.10%	29.44%	25.58%	▲
Gender (Q75)								
Male	49.21%	50.28%	51.77%		57.10%	56.38%	58.44%	
Female	50.79%	49.72%	48.23%		42.90%	43.62%	41.56%	
Age (Q74)								
Less than 1	3.65%	4.44%	2.91%	▲	1.20%	1.07%	0.80%	
1-5	30.14%	30.19%	29.90%	▲	18.67%	20.05%	20.45%	
6-10	27.40%	26.48%	27.69%		33.13%	28.07%	29.99%	
11-15	24.43%	27.78%	27.62%		28.61%	36.63%	34.06%	↑ ▲
16 or older	14.38%	11.11%	11.89%		18.37%	14.17%	14.70%	
Race/ethnicity (Q76/Q77)								
White	39.77%	45.45%	61.74%	◆	43.43%	45.95%	69.95%	◆
Black or African-American	59.30%	52.65%	24.77%	↓ ◆	58.10%	54.05%	26.56%	◆
Hispanic or Latino	9.89%	13.13%	33.04%	▲ ◆	6.77%	7.08%	19.39%	◆
Asian	2.09%	2.08%	6.08%	◆	1.22%	1.89%	2.94%	
Native Hawaiian or other Pacific Islander	0.00%	0.19%	1.62%	◆	0.61%	0.54%	1.21%	
American Indian or Alaska Native	6.05%	4.17%	3.92%		7.03%	4.32%	5.43%	
Parent's/Respondent's profile								
Gender (Q79)								
Male	6.56%	8.53%	13.15%	◆	5.76%	7.51%	10.71%	◆
Female	93.44%	91.47%	86.85%	◆	94.24%	92.49%	89.29%	◆
Average age (Q78)	34.35	36.61	37.62	↑	37.13	38.57	40.01	▲ ◆
Education (Q80)								
High school or less	54.48%	55.58%	53.08%		50.00%	54.79%	46.99%	◆
Some college or more	45.52%	44.42%	46.92%		50.00%	45.21%	53.01%	◆
Relationship to child (Q81)								
Mother or Father	91.03%	86.79%	91.13%	↓ ◆	90.21%	84.68%	84.51%	↓
Grandparent	7.13%	8.49%	5.69%	◆	8.56%	7.52%	9.91%	
Other	1.84%	4.72%	3.18%	↑	1.22%	7.80%	5.58%	↑

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Appendix B

Overall ratings and composite score summary tables

Key measures – global proportions and summary rates

	2016 Gen. Pop.	2017 Gen. Pop.	2017 Gen. Pop. Avg.	Gen. Pop. Sig.	2016 CCC Pop.	2017 CCC Pop.	2017 CCC Pop. Avg.	CCC Pop. Sig.
Rating of Health Plan (% 8, 9 or 10) (Q54)	82.70%	84.93%	85.32%		76.58%	84.31%	82.59%	↑
Rating of Health Care (% 8, 9 or 10) (Q14)	85.39%	88.05%	87.46%		81.57%	85.37%	85.29%	
Rating of Personal Doctor (% 8, 9 or 10) (Q41)	89.42%	90.34%	89.64%		86.45%	91.79%	89.52%	↑
Rating of Specialist (% 8, 9 or 10) (Q48)	86.90%	90.91%	87.18%		83.59%	88.03%	86.79%	
Customer Service (% Always or Usually)	92.56%	90.15%	87.81%		89.51%	90.60%	86.70%	
Q50. Got needed info. from customer service	89.26%	86.13%	81.55%		86.32%	88.72%	80.45%	◆
Q51. Staff treated you with courtesy/respect	95.87%	94.16%	94.07%		92.71%	92.48%	92.94%	
Getting Needed Care (% Always or Usually)	84.40%	86.41%	85.25%		86.63%	86.20%	86.15%	
Q46. Easy to see a specialist	78.02%	80.56%	80.96%		83.46%	79.47%	81.52%	
Q15. Easy to get needed care/tests/treatment	90.78%	92.26%	89.53%	◆	89.80%	92.92%	90.79%	
Getting Care Quickly (% Always or Usually)	93.08%	91.00%	89.55%		90.79%	92.08%	92.26%	
Q4. Got urgent care as soon as needed	95.32%	92.12%	91.61%		88.83%	92.22%	93.77%	
Q6. Got routine care as soon as needed	90.83%	89.88%	87.48%		92.76%	91.94%	90.75%	
How Well Doctors Communicate (% Always or Usually)	93.26%	93.11%	93.56%		92.79%	95.00%	94.49%	
Q32. Doctor explained things	93.71%	94.21%	93.90%		94.22%	96.14%	95.55%	
Q33. Doctor listened carefully	94.93%	96.47%	95.02%		93.88%	96.46%	95.07%	
Q34. Doctor showed respect	95.22%	96.21%	96.33%		94.24%	96.14%	95.83%	
Q37. Doctor spent enough time	89.19%	85.53%	88.99%		88.81%	91.26%	91.51%	▲
Shared Decision Making (% Yes)	80.52%	78.83%	79.27%		85.36%	85.79%	86.28%	
Q11. Doctor discussed reasons to take medicine	91.30%	88.55%	92.24%		95.21%	96.45%	97.08%	▲
Q12. Doctor discussed reasons not to take medicine	72.17%	66.41%	66.65%		75.17%	73.76%	76.63%	
Q13. Doctor asked what you thought was best	78.07%	81.54%	78.93%		85.71%	87.14%	85.12%	
Health Promotion and Education (Q8) (% Yes)	76.90%	71.00%	71.40%		77.89%	78.24%	77.68%	▲
Coordination of Care (Q40) (% Always or Usually)	77.69%	78.23%	81.86%		77.40%	83.23%	82.17%	
Access to Prescription Medicine (% Always or Usually)	88.10%	88.05%	90.13%		84.12%	86.52%	90.09%	
Access to Specialized Services (% Always or Usually)	66.51%	75.48%	76.11%		64.20%	79.67%	77.29%	↑
FCC: Personal Doctor Who Knows Child (% Yes)	87.72%	85.97%	89.58%	◆	89.89%	90.11%	89.93%	
FCC: Getting Needed Information (% Always or Usually)	89.11%	87.90%	88.94%		90.17%	92.33%	91.52%	▲
FCC: Coordination of Care (% Yes)	73.61%	78.16%	75.13%		77.07%	78.93%	78.34%	

↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.

▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.

◆◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

Overall ratings and composites – global proportions and summary rates

	2016 Gen. Pop.	2017 Gen. Pop.	2017 Gen. Pop. Avg.	Gen. Pop. Sig.	2016 CCC Pop.	2017 CCC Pop.	2017 CCC Pop. Avg.	CCC Pop. Sig.
Overall ratings								
Rating of Health Plan (Q54) (% 8, 9 or 10)	82.70%	84.93%	85.32%		76.58%	84.31%	82.59%	↑
Rating of Health Care (Q14) (% 8, 9 or 10)	85.39%	88.05%	87.46%		81.57%	85.37%	85.29%	
Rating of Personal Doctor (Q41) (% 8, 9 or 10)	89.42%	90.34%	89.64%		86.45%	91.79%	89.52%	↑
Rating of Specialist (Q48) (% 8, 9 or 10)	86.90%	90.91%	87.18%		83.59%	88.03%	86.79%	
Overall ratings and composite scores								
Rating of Health Plan (Q54) (% 9 or 10)	70.79%	76.84%	69.68%	↑ ◆	64.86%	72.07%	66.02%	↑ ◆
Rating of Health Care (Q14) (% 9 or 10)	69.94%	72.64%	70.14%		64.16%	71.04%	67.52%	
Rating of Personal Doctor (Q41) (% 9 or 10)	75.57%	79.20%	75.73%		73.23%	82.11%	75.76%	↑ ◆
Rating of Specialist (Q48) (% 9 or 10)	77.38%	87.88%	74.49%	◆	73.44%	82.39%	74.48%	◆
Customer Service (% Always or Usually)	92.56%	90.15%	87.81%		89.51%	90.60%	86.70%	
Getting Needed Care (% Always or Usually)	84.40%	86.41%	85.25%		86.63%	86.20%	86.15%	
Getting Care Quickly (% Always or Usually)	93.08%	91.00%	89.55%		90.79%	92.08%	92.26%	
How Well Doctors Communicate (% Always or Usually)	93.26%	93.11%	93.56%		92.79%	95.00%	94.49%	
Shared Decision Making (% Yes)	80.52%	78.83%	79.27%		85.36%	85.79%	86.28%	
Health Promotion and Education (Q8) (% Yes)	76.90%	71.00%	71.40%		77.89%	78.24%	77.68%	▲
Coordination of Care (Q40) (% Always or Usually)	77.69%	78.23%	81.86%		77.40%	83.23%	82.17%	
Access to Prescription Medicine (% Always or Usually)	88.10%	88.05%	90.13%		84.12%	86.52%	90.09%	
Access to Specialized Services (% Always or Usually)	66.51%	75.48%	76.11%		64.20%	79.67%	77.29%	↑
FCC: Personal Doctor Who Knows Child (% Yes)	87.72%	85.97%	89.58%	◆	89.89%	90.11%	89.93%	
FCC: Getting Needed Information (% Always or Usually)	89.11%	87.90%	88.94%		90.17%	92.33%	91.52%	▲
FCC: Coordination of Care (% Yes)	73.61%	78.16%	75.13%		77.07%	78.93%	78.34%	

↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.
◆ ◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

Overall ratings and composites – mean scores

	2016 Gen. Pop.	2017 Gen. Pop.	2017 Gen. Pop. Avg.	Gen. Pop. Sig.	2016 CCC Pop.	2017 CCC Pop.	2017 CCC Pop. Avg.	CCC Pop. Sig.
Overall mean ratings: 0 - 10 scale								
Rating of Health Plan (Q54)	8.8449	9.0882	8.8882	↑ ◆	8.5736	8.9574	8.7299	↑ ◆
Rating of Health Care (Q14)	8.9298	9.0736	8.9387		8.7235	8.9612	8.8464	
Rating of Personal Doctor (Q41)	9.0655	9.2416	9.1092		8.9419	9.2698	9.1006	↑ ◆
Rating of Specialist (Q48)	8.9881	9.3333	8.9787	◆	8.8672	9.2183	8.9963	
Overall ratings and composite scores: Three-point mean scores								
Rating of Health Plan (Q54)	2.6000	2.6912	2.6151	↑ ◆	2.4955	2.6303	2.5576	↑ ◆
Rating of Health Care (Q14)	2.6067	2.6598	2.6373		2.5392	2.6269	2.5973	
Rating of Personal Doctor (Q41)	2.6776	2.7353	2.6999		2.6355	2.7742	2.6995	↑ ◆
Rating of Specialist (Q48)	2.6786	2.8081	2.6695	◆	2.6172	2.7535	2.6642	
Customer Service	2.6901	2.6387	2.5635		2.6435	2.6353	2.5266	
Getting Needed Care	2.5355	2.5697	2.4852	◆	2.5410	2.5486	2.4785	
Getting Care Quickly	2.7466	2.7102	2.6489	◆	2.7007	2.7392	2.6804	
How Well Doctors Communicate	2.7627	2.7661	2.7333		2.7404	2.8057	2.7504	
Coordination of Care (Q40)	2.4050	2.3548	2.4076		2.3767	2.5161	2.3919	
Access to Prescription Medicine	2.5873	2.6447	2.6226		2.4797	2.5705	2.5961	
Access to Specialized Services	2.1934	2.2989	2.3073		2.1367	2.3763	2.3246	↑
FCC: Getting Needed Information	2.6760	2.6370	2.6077		2.6576	2.6962	2.6617	

↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
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◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

Overall ratings and composites – percentiles

General Population	2017 Plan		National Percentiles from 2016 Quality Compass (Child Medicaid – General Population)								
	Score	Percentile	5 th	10 th	25 th	33 rd	50 th	67 th	75 th	90 th	95 th
Rating of Health Plan (Q54) (% 8, 9 or 10)	84.93%	33rd	76.84	78.77	82.34	83.14	85.16	86.64	87.87	90.55	91.21
Rating of Health Care (Q14) (% 8, 9 or 10)	88.05%	67th	79.58	81.48	83.87	84.56	85.85	87.39	88.14	90.10	91.24
Rating of Personal Doctor (Q41) (% 8, 9 or 10)	90.34%	67th	83.48	85.06	86.81	87.23	88.56	89.56	90.40	91.82	93.19
Rating of Specialist (Q48) (% 8, 9 or 10)	90.91%	95th	78.95	79.65	83.33	84.35	86.24	87.83	88.14	89.47	90.71
Customer Service (% Always or Usually)	90.15%	75th	83.05	84.02	86.38	86.94	88.16	89.13	89.61	91.84	92.57
Q50. Got needed info. from customer service	86.13%	75th	75.53	77.16	80.50	81.25	82.82	84.93	85.60	87.23	89.19
Q51. Staff treated you with courtesy/respect	94.16%	50th	88.54	90.10	92.11	92.52	93.37	94.20	94.94	96.03	96.88
Getting Needed Care (% Always or Usually)	86.41%	67th	75.49	76.78	81.01	82.15	84.25	86.10	87.07	89.19	90.23
Q46. Easy to see a specialist	80.56%	33rd	67.28	70.97	77.06	77.78	80.66	83.04	83.57	85.29	88.33
Q15. Easy to get needed care/tests/treatment	92.26%	75th	80.78	82.01	86.18	87.40	89.31	91.08	91.73	93.28	93.93
Getting Care Quickly (% Always or Usually)	91.00%	67th	79.02	82.62	85.91	87.43	89.23	90.90	92.02	93.59	94.56
Q4. Got urgent care as soon as needed	92.12%	50th	81.58	84.86	88.27	89.50	90.98	92.95	93.94	95.77	96.39
Q6. Got routine care as soon as needed	89.88%	67th	77.65	80.33	84.62	85.85	87.72	89.38	90.43	92.81	93.98
How Well Doctors Communicate (% Always or Usually)	93.11%	33rd	89.20	90.83	91.94	92.28	93.26	94.37	94.78	95.67	96.28
Q32. Doctor explained things	94.21%	50th	88.56	90.24	92.17	92.82	94.16	94.87	95.31	96.50	97.18
Q33. Doctor listened carefully	96.47%	75th	91.49	92.52	93.62	94.17	94.90	95.82	96.18	97.17	97.82
Q34. Doctor showed respect	96.21%	50th	93.09	93.94	95.02	95.29	95.88	96.55	96.90	97.69	98.45
Q37. Doctor spent enough time	85.53%	10th	81.10	83.73	86.10	87.25	88.89	90.28	90.91	92.73	93.85
Shared Decision Making (% Yes)	78.83%	50th	73.28	74.15	76.28	77.23	78.31	79.92	80.56	82.51	84.04
Q11. Doctor discussed reasons to take medicines	88.55%	10th	85.05	86.23	90.54	91.26	92.45	94.35	95.04	96.48	97.41
Q12. Doctor discussed reasons to not take medicines	66.41%	50th	56.10	58.41	61.74	63.12	64.54	66.67	67.74	72.09	74.02
Q13. Doctor asked what you thought was best	81.54%	75th	71.08	73.57	75.40	76.97	78.39	79.73	80.77	84.02	85.45
Health Promotion and Education (Q8) (% Yes)	71.00%	33rd	64.37	66.01	68.18	69.04	71.05	72.37	73.40	76.32	77.59
Coordination of Care (Q40) (% Always or Usually)	78.23%	10th	75.63	76.92	80.00	81.33	82.88	84.32	85.38	87.31	88.82
Other reported measures											
Q53. Health plan forms were easy to fill out (% Always or Usually)	94.28%	25th	91.87	92.86	94.07	94.36	95.17	95.82	96.19	96.80	97.29
Q58. Rating of overall health (% Excellent or Very good)	74.36%	33rd	66.21	68.81	72.43	74.12	76.11	78.01	78.89	81.55	82.62
Q59. Rating of overall mental/emotional health (% Excellent or Very good)	67.28%	5th	64.67	68.82	72.70	73.80	75.71	77.45	78.13	80.12	82.48

Overall ratings and composites – percentiles

CCC Population	2017 Plan		National Percentiles from 2016 Quality Compass (Child Medicaid – CCC Population)								
	Score	Percentile	5 th	10 th	25 th	33 rd	50 th	67 th	75 th	90 th	95 th
Rating of Health Plan (Q54) (% 8, 9 or 10)	84.31%	50th	72.36	76.58	79.55	79.76	83.22	84.51	84.99	86.90	88.29
Rating of Health Care (Q14) (% 8, 9 or 10)	85.37%	67th	79.29	80.20	83.04	83.21	84.06	85.06	86.18	87.83	88.16
Rating of Personal Doctor (Q41) (% 8, 9 or 10)	91.79%	90th	84.03	85.09	86.67	87.05	88.02	89.02	89.50	90.66	92.44
Rating of Specialist (Q48) (% 8, 9 or 10)	88.03%	75th	81.02	82.95	83.85	84.18	85.21	86.40	86.96	89.11	89.92
Customer Service (% Always or Usually)	90.60%	67th	85.38	86.80	87.46	88.24	89.07	90.44	90.97	93.10	93.64
Q50. Got needed info. from customer service	88.72%	75th	77.37	79.20	82.12	83.01	83.90	85.16	86.27	89.36	90.91
Q51. Staff treated you with courtesy/respect	92.48%	10th	91.13	91.61	93.28	93.45	94.81	96.03	96.55	97.67	97.93
Getting Needed Care (% Always or Usually)	86.20%	33rd	79.42	80.07	83.33	85.33	87.13	88.22	88.72	90.18	90.83
Q46. Easy to see a specialist	79.47%	10th	73.44	74.85	79.84	81.90	83.82	85.02	85.39	87.60	87.92
Q15. Easy to get needed care/tests/treatment	92.92%	75th	85.26	85.95	88.38	89.68	90.51	92.29	92.56	93.20	94.30
Getting Care Quickly (% Always or Usually)	92.08%	33rd	86.25	88.56	90.57	91.21	92.30	93.04	94.10	94.87	95.37
Q4. Got urgent care as soon as needed	92.22%	25th	88.10	88.83	91.50	92.34	93.23	94.33	94.65	96.20	96.75
Q6. Got routine care as soon as needed	91.94%	50th	83.50	86.19	89.21	90.32	91.29	92.62	93.54	94.51	94.84
How Well Doctors Communicate (% Always or Usually)	95.00%	75th	90.92	91.76	93.12	93.57	94.21	94.64	94.94	95.50	96.18
Q32. Doctor explained things	96.14%	75th	91.80	92.70	94.53	94.81	95.15	95.69	95.92	96.60	96.69
Q33. Doctor listened carefully	96.46%	90th	91.79	92.82	93.52	93.60	94.65	95.50	95.79	96.41	97.41
Q34. Doctor showed respect	96.14%	50th	92.53	92.95	94.50	95.11	95.82	96.17	96.38	97.02	97.62
Q37. Doctor spent enough time	91.26%	33rd	85.60	86.57	89.33	90.24	91.32	91.90	92.18	93.81	94.14
Shared Decision Making (% Yes)	85.79%	50th	81.47	81.75	83.85	84.17	85.36	85.93	86.10	87.19	87.71
Q11. Doctor discussed reasons to take medicines	96.45%	33rd	93.33	93.71	94.87	95.21	96.63	97.29	97.33	98.16	98.48
Q12. Doctor discussed reasons to not take medicines	73.76%	33rd	66.67	68.27	71.30	72.63	75.17	76.04	76.71	80.57	81.13
Q13. Doctor asked what you thought was best	87.14%	75th	78.47	80.21	81.45	82.21	84.93	85.91	86.47	89.34	90.32
Health Promotion and Education (Q8) (% Yes)	78.24%	50th	70.40	71.77	75.00	75.45	77.44	78.40	78.77	81.30	84.76
Coordination of Care (Q40) (% Always or Usually)	83.23%	50th	73.51	77.24	80.17	80.70	82.52	83.78	84.77	85.82	87.20
Access to Prescription Medicine (% Always or Usually)	86.52%	10th	84.12	85.98	89.00	89.39	91.29	92.48	93.33	94.70	95.14
Q57. Got help with getting prescription medicines (% Yes)	55.66%	10th	29.10	32.23	55.71	56.06	58.77	61.89	62.60	67.07	68.20
Access to Specialized Services (% Always or Usually)	79.67%	67th	66.37	69.36	72.78	76.87	78.86	79.57	80.96	82.39	83.04
Q23. Easy to get special therapy	78.38%	33rd	62.62	69.00	71.75	72.12	78.90	85.00	85.28	86.15	89.74
Q26. Easy to get treatment or counseling	82.58%	75th	66.90	72.14	75.75	77.04	79.54	81.71	82.36	84.90	85.29
Q24. Got help with getting special therapy (% Yes)	67.57%	67th	55.37	56.31	58.33	60.95	65.00	67.29	68.18	74.15	75.23
Q27. Got help getting treatment/counseling (% Yes)	61.29%	67th	43.81	48.21	53.08	54.84	57.11	60.67	62.49	65.33	66.07
FCC: Personal Doctor Who Knows Child (% Yes)	90.11%	33rd	86.95	87.27	89.47	90.08	90.75	91.43	91.91	92.70	93.25
Q38. Doctor talks about how child is feeling, growing or behaving	89.32%	50th	85.21	85.41	87.74	88.39	88.62	89.97	91.09	91.75	92.00
Q43. Doctor understands how conditions affect child's life	91.23%	10th	88.46	89.51	91.44	92.49	93.31	94.01	94.71	95.63	95.83
Q44. Doctor understands how conditions affect family's life	89.78%	33rd	85.85	86.78	88.32	88.79	89.87	91.12	91.99	93.00	93.83
FCC: Getting Needed Information (% Always or Usually)	92.33%	75th	88.39	88.66	89.88	90.21	90.53	91.19	91.73	93.85	94.23
FCC: Coordination of Care (% Yes)	78.93%	75th	72.89	72.89	75.86	76.30	77.04	78.13	78.41	80.87	81.21
Q29. Got help coordinating care among providers or services	59.85%	33rd	55.33	55.96	57.79	59.13	60.00	63.64	65.38	66.48	68.80
Other reported measures											
Q53. Health plan forms were easy to fill out (% Always or Usually)	92.95%	10th	91.97	92.86	94.07	94.26	95.35	95.79	96.23	97.40	97.64
Q58. Rating of overall health (% Excellent or Very good)	55.41%	25th	48.85	49.69	53.69	55.56	58.37	60.68	61.45	62.40	63.15
Q59. Rating of overall mental/emotional health (% Excellent or Very good)	38.99%	10th	37.13	38.79	41.55	42.39	44.44	47.11	47.97	49.77	53.18

Overall ratings and composites – demographic analysis

General Population	Health Status		Child's Age			Child's Gender		Survey Type	
	Excellent or Very good (A)	Good, Fair or Poor (B)	Less than 5 (C)	6 – 10 (D)	11+ (E)	Male (F)	Female (G)	Mail (H)	Phone (I)
	Total respondents	406	140	187	143	210	272	269	190
Rating of Health Plan (% 8, 9 or 10) (Q54)	86.78% ^B	78.99%	84.49%	81.69%	87.25%	85.07%	84.96%	80.21%	87.39% ^H
Rating of Health Care (% 8, 9 or 10) (Q14)	90.65% ^B	82.05%	90.20%	85.45%	88.13%	86.57%	89.90%	86.49%	88.85%
Rating of Personal Doctor (% 8, 9 or 10) (Q41)	91.04%	90.76%	91.98%	88.71%	91.43%	92.61%	89.22%	90.85%	90.09%
Rating of Specialist (% 8, 9 or 10) (Q48)	93.65%	85.71%	93.10%	93.10%	87.50%	91.67%	90.00%	92.31%	90.00%
Customer Service (% Always or Usually)	91.24%	87.18%	86.73%	95.71%	89.80%	87.88%	92.65%	91.18%	89.81%
Q50. Got needed info. from customer service	87.63%	82.05%	83.67%	94.29%	83.67%	84.85%	88.24%	88.24%	85.44%
Q51. Staff treated you with courtesy/respect	94.85%	92.31%	89.80%	97.14%	95.92%	90.91%	97.06%	94.12%	94.17%
Getting Needed Care (% Always or Usually)	90.15% ^B	79.91%	84.55%	88.54%	87.47%	85.72%	87.92%	91.48% ^I	83.06%
Q46. Easy to see a specialist	85.07%	74.36%	78.13%	83.33%	81.82%	79.25%	83.02%	86.96%	75.81%
Q15. Easy to get needed care/tests/treatment	95.22% ^B	85.47%	90.97%	93.75%	93.13%	92.20%	92.82%	96.00% ^I	90.31%
Getting Care Quickly (% Always or Usually)	93.19% ^B	85.21%	91.57%	92.81%	88.50%	90.90%	90.95%	91.53%	90.60%
Q4. Got urgent care as soon as needed	94.48%	85.45%	91.14%	98.11% ^E	87.88%	91.51%	92.47%	93.75%	91.06%
Q6. Got routine care as soon as needed	91.90%	84.96%	92.00%	87.50%	89.12%	90.29%	89.42%	89.31%	90.15%
How Well Doctors Communicate (% Always or Usually)	93.80%	91.09%	92.24%	92.56%	94.66%	93.69%	92.78%	95.64%	91.84%
Q32. Doctor explained things	95.49%	91.09%	94.41%	91.84%	95.86%	95.38%	93.19%	96.24%	93.18%
Q33. Doctor listened carefully	96.53%	96.04%	97.90%	93.88%	96.55%	95.90%	96.86%	98.50%	95.45%
Q34. Doctor showed respect	96.52%	95.05%	96.50%	96.91%	96.55%	95.90%	96.84%	97.73%	95.45%
Q37. Doctor spent enough time	86.67%	82.18%	80.14%	87.63%	89.66% ^C	87.56%	84.21%	90.08%	83.27%
Shared Decision Making (% Yes)	78.80%	79.66%	77.57%	80.92%	79.35%	81.51%	77.10%	83.02%	75.98%
Q11. Doctor discussed reasons to take medicine	86.96%	94.59%	88.89%	90.00%	88.37%	92.65%	84.75%	92.45%	85.90%
Q12. Doctor discussed reasons not to take medicine	70.33%	57.89%	66.04%	70.00%	63.64%	71.01%	62.07%	71.70%	62.82%
Q13. Doctor asked what you thought was best	79.12%	86.49%	77.78%	82.76%	86.05%	80.88%	84.48%	84.91%	79.22%
Health Promotion and Education (Q8) (% Yes)	71.34%	71.55%	74.68%	66.96%	70.00%	75.69% ^G	66.35%	72.00%	70.49%
Coordination of Care (Q40) (% Always or Usually)	79.07%	75.00%	80.77%	72.22%	79.41%	73.33%	82.26%	78.57%	78.05%
Access to Prescription Medicine (% Always or Usually)	88.39%	86.96%	86.60%	84.09%	91.20%	89.57%	85.81%	88.79%	87.62%
Access to Specialized Services (% Always or Usually)	83.41% ^B	63.29%	86.32%	72.30%	69.96%	79.61%	70.24%	78.01%	72.61%
FCC: Personal Doctor Who Knows Child (% Yes)	87.05%	83.62%	87.03%	81.40%	86.99%	86.28%	83.87%	83.27%	87.72%
FCC: Getting Needed Information (% Always or Usually)	89.21%	83.48%	89.74%	85.59%	86.79%	86.18%	89.00%	87.16%	88.28%
FCC: Coordination of Care (% Yes)	77.08%	80.00%	83.82%	70.00%	77.38%	77.00%	78.43%	80.77%	76.56%

A capital letter and green font indicates that result is significantly higher than the corresponding column.

Overall ratings and composites – demographic analysis

CCC Population	Health Status		Child's Age			Child's Gender		Survey Type	
	Excellent or Very good	Good, Fair or Poor	Less than 5	6 – 10	11+	Male	Female	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total respondents	210	169	79	105	190	212	164	154	226
Rating of Health Plan (% 8, 9 or 10) (Q54)	88.46% ^B	79.04%	82.28%	76.92%	89.30% ^D	84.21%	84.66%	80.79%	86.67%
Rating of Health Care (% 8, 9 or 10) (Q14)	89.44% ^B	80.52%	82.86%	87.50%	85.37%	85.48%	84.83%	79.39%	89.22% ^H
Rating of Personal Doctor (% 8, 9 or 10) (Q41)	93.23%	89.86%	95.77%	92.93%	89.70%	91.58%	91.84%	90.58%	92.61%
Rating of Specialist (% 8, 9 or 10) (Q48)	89.71%	86.49%	93.55%	93.02%	83.33%	89.47%	86.36%	86.57%	89.33%
Customer Service (% Always or Usually)	91.91%	89.23%	85.19%	91.46%	92.86%	92.57%	88.60%	93.18%	89.33%
Q50. Got needed info. from customer service	91.18%	86.15%	81.48%	92.68%	90.48%	90.54%	87.72%	90.91%	87.64%
Q51. Staff treated you with courtesy/respect	92.65%	92.31%	88.89%	90.24%	95.24%	94.59%	89.47%	95.45%	91.01%
Getting Needed Care (% Always or Usually)	90.70% ^B	81.61%	83.97%	89.38%	85.81%	84.08%	88.63%	85.58%	86.99%
Q46. Easy to see a specialist	84.72%	74.68%	72.22%	86.05%	80.00%	75.61%	84.06%	76.39%	82.28%
Q15. Easy to get needed care/tests/treatment	96.69% ^B	88.54%	95.71%	92.71%	91.62%	92.55%	93.20%	94.78%	91.71%
Getting Care Quickly (% Always or Usually)	95.30% ^B	88.72%	94.80% ^E	97.75% ^E	87.13%	92.95%	90.89%	94.69%	90.24%
Q4. Got urgent care as soon as needed	95.60%	88.76%	92.59%	100% ^{CE}	87.01%	95.05%	88.61%	96.05%	89.42%
Q6. Got routine care as soon as needed	95.00% ^B	88.67%	97.01% ^E	95.51% ^E	87.25%	90.86%	93.18%	93.33%	91.05%
How Well Doctors Communicate (% Always or Usually)	95.50%	94.34%	95.91%	94.98%	94.90%	95.06%	95.34%	95.97%	94.35%
Q32. Doctor explained things	96.53%	95.62%	98.53%	93.33%	96.60%	95.95%	96.27%	97.60%	95.16%
Q33. Doctor listened carefully	96.53%	96.35%	100% ^{DE}	95.56%	95.24%	96.53%	96.27%	96.80%	96.24%
Q34. Doctor showed respect	96.53%	95.62%	98.53%	97.78%	95.24%	95.95%	97.01%	96.00%	96.24%
Q37. Doctor spent enough time	92.40%	89.78%	86.57%	93.26%	92.52%	91.81%	91.79%	93.50%	89.78%
Shared Decision Making (% Yes)	86.75%	84.58%	85.42%	88.33%	84.73%	86.14%	85.63%	87.63%	84.33%
Q11. Doctor discussed reasons to take medicine	94.87%	98.41%	96.88%	97.50%	95.59%	97.56%	94.83%	98.39%	94.94%
Q12. Doctor discussed reasons not to take medicine	76.92%	69.84%	68.75%	77.50%	73.53%	69.51%	79.31%	77.42%	70.89%
Q13. Doctor asked what you thought was best	88.46%	85.48%	90.63%	90.00%	85.07%	91.36%	82.76%	87.10%	87.18%
Health Promotion and Education (Q8) (% Yes)	78.02%	78.34%	81.94%	81.25%	74.70%	80.95%	74.15%	75.74%	79.90%
Coordination of Care (Q40) (% Always or Usually)	83.54%	82.89%	86.49%	83.33%	82.35%	80.95%	85.92%	79.37%	85.87%
Access to Prescription Medicine (% Always or Usually)	87.95%	84.97%	89.06%	83.16%	87.10%	87.43%	84.85%	82.81%	89.01%
Access to Specialized Services (% Always or Usually)	86.11% ^B	73.81%	82.51%	76.81%	77.77%	79.07%	81.11%	79.14%	79.73%
FCC: Personal Doctor Who Knows Child (% Yes)	91.83%	88.27%	88.00%	89.87%	90.53%	90.08%	89.86%	86.49%	93.09%
FCC: Getting Needed Information (% Always or Usually)	95.05% ^B	89.10%	93.06%	93.75%	90.91%	91.01%	93.84%	91.79%	92.68%
FCC: Coordination of Care (% Yes)	81.69%	76.24%	86.21%	72.98%	78.36%	76.91%	81.15%	83.07%	76.22%

A capital letter and green font indicates that result is significantly higher than the corresponding column.

Appendix C

SatisAction™ key driver statistical model

POWeR™ Chart shown in the executive summary on page 6.

Instructions to access trAction™ Decision (Impact Analysis) Tool:

1. Log on to <https://client.dssresearch.com> using your current User Name and Password.
2. Contact DSS Research at 1-800-989-5150 if you do not have a User Name and Password.
3. Once on the portal, select Reporting and then Tools.
4. Select the trAction™ Decision Tool for access to the Impact Analysis Tool and to run “what if” scenarios.

Overview. The SatisAction™ key driver statistical model is a powerful, proprietary statistical methodology used to identify the key drivers of the overall health plan rating and provide actionable direction for satisfaction improvement programs. This methodology is the result of a number of years of development and testing using health care satisfaction data. We have been successfully using this approach since 1997.

The model provides the following:

- Identification of the elements that are important in driving the overall rating of the health plan.
- Measurement of the relative importance of each of these elements.
- Measurement of how well members think the plan performed on those important elements.
- Presentation of the importance/performance results in a matrix that provides clear direction for member satisfaction improvement efforts by the plan.

Importance analysis. The importance analysis involves a multi-step process:

- Factor analysis is used to summarize the predictor set into a more manageable number of composite variables.
- Regression Model I is used to make preliminary estimates and identify leverage points and outliers.
- Leverage points and outliers are eliminated.
- Regression Model II is run on the remaining data to derive final estimates of the importance of the various satisfaction elements.

Factor Analysis. Factor analysis is used to reduce the number of items in the predictor set to a smaller set of underlying constructs or factors. It is necessary to go through this process because of the high degree of collinearity in the original data. This is a problem for the regression analysis to follow because regression assumes non-collinearity between predictor variables.

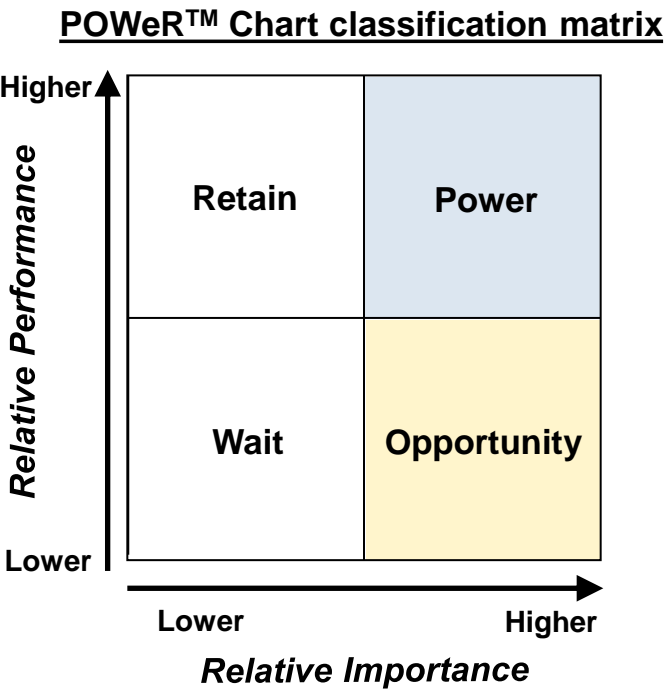
Regression Analysis. Regression analysis is then used to predict the overall rating of the health plan on the factors created in the previous step. As noted above, regression analysis is run in two steps. The first step is used to derive preliminary estimates of the importance of the various satisfaction elements and to identify outliers and leverage points. Those outliers and leverage points are eliminated before running the second regression model which produces final estimates of the importance of each satisfaction element.

Derived Importance. The relative importance of each survey item is derived from the combined results of the factor and regression analyses. The correlations of each question with each factor are squared and then multiplied by the standardized (beta) regression coefficients associated with each of those factors. This sum is then rescaled so that the largest value (most important item) is 100 points, the smallest value is 0 points and the median value is 50 points.

Performance analysis. To develop the performance scores, raw performance ratings for the plan are compared to the DSS Book of Business and a relative percentile for each item in the model is computed for the plan.

Classification matrix. Results of the modeling are presented in a classification matrix. The importance and performance results for each item in the model are plotted in a matrix like the one shown below. This matrix provides a quick summary of what is most important to your members and how your plan is doing on those items. The matrix is divided into four quadrants. The quadrants are defined by the point where the medians of the importance and performance scales intersect. The four quadrants can be interpreted as follows:

- *Power.* These items have a relatively large impact on the overall rating of the health plan and your performance levels on these items are high. Promote and leverage strengths in this quadrant.
- *Opportunity.* Items in this quadrant also have a relatively large impact on the overall rating of the health plan but your performance is below average. Focus resources on improving processes that underlie these items and look for a significant improvement in the overall health plan rating.
- *Wait.* Though these items still impact the overall rating of the health plan, they are somewhat less important than those that fall on the right hand side of the chart. Relatively speaking, your performance is low on these items. Dealing with these items can wait until more important items have been dealt with.
- *Retain.* Items in this quadrant also have a relatively small impact on the overall rating of the health plan but your performance is above average. Simply maintain performance on these items.



Variables in the model

Variables from the CAHPS 5.0H survey that are important in determining member satisfaction are summarized below. This table also identifies the dependent variable (Q54 – the overall rating of the health plan) and the independent or predictor variables. Finally, it shows how the variables are coded for the importance and the performance analyses.

Variables Used in the Model		Coding for Regression (Importance)
Dependent Variable		
Q54	Rating of overall health plan	0 through 10, All other = missing
Independent Variables		
Q4	Got urgent care	Always = 4, Usually = 3, Sometimes = 2, Never = 1, All other = missing
Q6	Got routine care	
Q9	Dr. answered questions	
Q14	Health care overall	0 through 10, All other = missing
Q15	Got care/tests/treatment	Always = 4, Usually = 3, Sometimes = 2, Never = 1, All other = missing
Q32	Dr. explained things	
Q33	Dr. listened carefully	
Q34	Dr. showed respect	
Q36	Dr. explained things for child	
Q37	Dr. spent enough time	
Q40	Dr. informed about care	
Q41	Personal doctor overall	0 through 10, All other = missing
Q46	Got specialist appt.	Always = 4, Usually = 3, Sometimes = 2, Never = 1, All other = missing
Q48	Specialist overall	0 through 10, All other = missing
Q50	CS provided info./help	Always = 4, Usually = 3, Sometimes = 2, Never = 1, All other = missing
Q51	CS courtesy/respect	
Q53	Easy to fill out forms	
Q56	Got prescriptions	

Factor analysis. Factor analysis reduced the 18 highly-correlated model variables to 7 orthogonal (uncorrelated) factors that explain 69.1% of the variation in the original variables. This is necessary due to the strong relationships or correlation between certain variables. The table below shows the factor correlations or loadings. For readability, only those variables with correlations greater than 0.250 are displayed.

Factor Correlations with Survey Variables

Question	Survey items	Factors						
		1	2	3	4	5	6	7
Q33	Dr. listened carefully	0.803						
Q34	Dr. showed respect	0.739						
Q32	Dr. explained things	0.736						
Q36	Dr. explained things for child	0.673						
Q37	Dr. spent enough time	0.656						
Q40	Dr. informed about care	0.522			0.257			
Q4	Got urgent care		0.811					
Q6	Got routine care		0.735					
Q9	Dr. answered questions	0.403	0.550	0.258				
Q15	Got care/tests/treatment		0.502	0.342	0.263		0.381	
Q50	CS provided info./help			0.831				
Q51	CS courtesy/respect			0.804				
Q14	Health care overall				0.835			
Q41	Personal doctor overall	0.479			0.710			
Q46	Got specialist appt.					0.877		
Q48	Specialist overall				0.439	0.663	-0.276	
Q56	Got prescriptions						0.897	
Q53	Easy to fill out forms							0.935

Regression analysis. The 7 factors identified in the previous step were used as predictors in a regression model with Q54, overall health plan rating, as the dependent variable. Regression was first run to test the model and identify any observations that have a high degree of leverage on the regression coefficients (disproportionately high degree of influence relative to others) as well as observations that can be considered outliers because of inconsistent responses.

The high leverage cases and outliers were removed and the regression model was rerun. The regression coefficients for each factor provide the second set of inputs necessary to determine the key drivers of the overall health plan rating. These coefficients provide estimates of the relative importance of each factor in determining the overall health plan rating. The table below shows the raw regression coefficients, beta coefficients (standardized regression coefficients) and the statistical significance of those coefficients. This model explains 35.7% of the variation in the dependent variable ($R^2 = 0.357$).

Regression Coefficients

Variable	Unstandardized coefficients	Standardized (Beta) coefficients	Significance level
Constant	9.2827	0.0000	0.0000
Factor 1 -- Q33, Q34, Q32, Q36, Q37, Q40	0.1767	0.1532	0.0000
Factor 2 -- Q4, Q6, Q9, Q15	0.0909	0.0801	0.0032
Factor 3 -- Q50, Q51	0.1796	0.1623	0.0000
Factor 4 -- Q14, Q41	0.5992	0.4898	0.0000
Factor 5 -- Q46, Q48	0.0915	0.0770	0.0047
Factor 6 -- Q56	0.2833	0.2435	0.0000
Factor 7 -- Q53	0.0192	0.0174	0.5224

Derived importance. The relative importance of each survey item is derived from the combined results of the factor and regression analyses. The correlations of each question with each factor were squared and then multiplied by the standardized (beta) regression coefficients associated with each of those factors. This sum was then rescaled so that the largest value (most important item) is 100 points, the smallest value is 0 points and the median value is 50 points.

Plan performance. To develop the performance scores, raw performance ratings for the plan are compared to the DSS Book of Business and a relative percentile for each item in the model is computed for the plan.

Question	Survey items	Importance	Performance
Q14	Health care overall	100	63
Q41	Personal doctor overall	85	67
Q56	Got prescriptions	69	22
Q48	Specialist overall	60	80
Q50	CS provided info./help	53	93
Q51	CS courtesy/respect	53	33
Q15	Got care/tests/treatment	53	75
Q34	Dr. showed respect	52	51
Q33	Dr. listened carefully	51	81
Q37	Dr. spent enough time	46	36
Q32	Dr. explained things	44	57
Q36	Dr. explained things for child	36	54
Q40	Dr. informed about care	36	50
Q46	Got specialist appt.	33	41
Q9	Dr. answered questions	28	16
Q6	Got routine care	26	77
Q4	Got urgent care	26	53
Q53	Easy to fill out forms	0	31

Appendix D

Gap analysis

The flowchart on [page 8](#) shows how the items used in the calculation of the plan's 2017 estimated accreditation score perform relative to each other. When considering the flowchart, the following points should be noted:

- Overall ratings are shown in **blue text**.
- Composite scores are shown in **red text**.
- Estimated percentiles are shown first.
- Estimated accreditation points are shown in the middle.
- Potential points remaining to receive the maximum accreditation points for each measure are shown third.
- A **green box** around an overall rating or composite indicates performance at or above the 90th percentile, receiving all accreditation points.
- Composite score components are shown in the black and red flowchart boxes.
- For each flowchart box:
 - The actual percent contributing is shown first. This is the percentage that a given question is actually contributing to the composite mean score. Each question in composite scores with two component questions can contribute a maximum of 50.0% to the composite mean score. Similarly, each question in composite scores with four component questions can contribute a maximum of 25.0% to the composite mean score.
 - The gap between the percent actually contributing and the maximum possible contribution percentage is shown second.
- A **red box** is around the component with the largest gap indicating the most potential to improve that composite. This displays what to focus on to increase a given composite mean score and, in turn, increase the plan's accreditation score.

Appendix E

Voice of the Member

Voice of the Member feedback is based on qualitative findings from DSS-funded online research communities consisting of consumers from across the country with Medicaid coverage for their child. Please note that these Voice of the Member comments are not from your specific plan member population. This general qualitative feedback was collected to provide deeper insight about how to give members what they feel may be lacking.

We offer the following actions to focus improvement efforts on items in the area(s) listed below.

Q4. Got urgent care as soon as needed	
Member poll	Response summary
PRIMARY CARE DOCTOR VISIT	
How long do patients expect to wait for an URGENT CARE appointment to see a primary care doctor?	Most expect to see a primary care doctor on the same day or within two days for an urgent care issue.
SPECIALIST VISIT	
How long do patients expect to wait for an URGENT CARE appointment to see a specialist?	Most expect to see a specialist within one to two days for an urgent care issue, but would wait up to three days.
Q6. Got check-up or routine appointment as soon as needed	
Member poll	Response summary
PRIMARY CARE DOCTOR VISIT	
How long do patients expect to wait for a ROUTINE CARE appointment to see a primary care doctor?	Most expect to wait a week for a routine care appointment with a primary care doctor, but would wait up to a month.
SPECIALIST VISIT	
How long do patients expect to wait for a ROUTINE CARE appointment to see a specialist?	Most expect to see a specialist within two to three weeks for a routine care appointment, but would wait up to a month.

Q10/Q11. Doctor discussed reasons to take a medicine

Q11/Q12. Doctor discussed reasons not to take a medicine

Improvement action	Member comments
Ensure that parents are informed of the pros and cons of medications.	<p>It is vital for the doctor to explain the pros and cons of medications thoroughly to parents. This way the parent can help decide how this will fit in with the care and routine of the child.</p> <p>I like it when she gives me options of medications my child could take, and then goes over the pros and cons with me.</p> <p>It is important that the doctor keeps me in the loop with everything that is going on. If there are possible pros and cons to medications, I expect to be told these and brought into the conversation about them.</p>
Ensure that parents are involved and informed about their child's treatment.	<p>It is important for the decision to be mutual between the doctor and the parent of the child.</p> <p>The parent needs to be comfortable with the treatment, since they most often are the administrator of it.</p> <p>It is very important that the doctor partners with me in choosing my child's medications.</p> <p>I think it is very important for doctors to partner with me in deciding what medications my child will take.</p> <p>It is very important that I am involved in every aspect of my daughter's health.</p>
Consider the parent's opinion.	<p>There was a time when my daughter was put on one medication for her allergies and then switched to a different one without consulting us. I later called her doctor and asked them to change it to something else because the one they gave her just was not working for her. Her doctor gave us something different right away and it did help.</p>

Q12/Q13. Doctor asked what you thought was best

Improvement action	Member comments
Invite the parent to provide input on prescriptions.	<p>My son's doctor often asks me "What do you think about us trying this medicine again? How did he do last time he took it?" Or "These are the two options we have for medicine, and here are the benefits of each. Which do you think would be best?" I like that she asks me how they worked, rather than just prescribing something that may not have worked well.</p> <p>It is very important that doctors get my input, and I've had these conversations in the past with other doctors, so I would press the issue if my doctor did not initiate the conversation herself.</p> <p>I have had a doctor ask what I thought was best for me but never for my child. I am not a doctor so I do not feel like I should have that kind of input, unless there is some kind of problem or side effect I have been witnessing while my child has been taking the medication.</p>
Ensure that all concerns are addressed.	<p>The pediatrician listened very carefully when I told him that I felt my two grandsons seemed to potentially have allergies even though they were suffering from minor colds at the time. He suggested prescribing an allergy medication as a result.</p>

Q13/Q14. Rating of Health Care

Improvement action	Member comments
Ensure that providers have a child-friendly bedside manner.	<p>The doctor has to check my son's ears each visit, as he is prone to getting ear infections. As you can imagine, my son now HATES having the scope put in to look into his ears, but this doctor makes it fun and exciting for him. She lets him play with the scope first, pretends to tickle him with it, and by the time she is done looking in his ears he has not cried once. She genuinely cares about him.</p> <p>All of her doctors are very professional yet have great bedside manners.</p>
Ensure that doctors provide thorough assessments and explanations.	<p>She has a smaller office that gets very busy, but she is very close with all her patients and always gives great one-on-one care.</p> <p>These medical providers are really on top of their game and provide earnest and thorough care for my family.</p> <p>My son's pediatrician always talks with us thoroughly about certain issues and what my son should be eating and drinking at his age. She goes into deep detail on so many things as he grows up within his age group.</p>
Provide easily accessible care.	<p>My daughter has not been to the dentist in over a year, since the only dentist in the area stinks and it is impossible to get in to see them.</p> <p>My daughter finally got a vision appointment, but the glasses have been on order for three months and have still not come in.</p>
Ensure that plan representatives are courteous, professional and helpful.	<p>I love my son's health plan. They are always courteous and kind.</p> <p>I am unsatisfied with the miscommunications from plan representatives.</p> <p>My plan's representatives have always been polite and helpful, even when I was angry with them.</p> <p>I have contacted them about issues I have had, but I just feel like nobody there listens.</p> <p>My plan's representatives are very responsive and good with any issues I have ever had.</p> <p>My health plan is a very consistent company, and I love the very friendly and helpful staff.</p>

Q13/Q14. Rating of Health Care

Improvement action	Member comments
Help members access resources to manage their conditions.	<p>The personal touch provided by the Case Manager helps to give additional unexpected support.</p> <p>My PCP called me and told me there was a program through the insurance company for people with chronic diseases to help manage their conditions that they would sign me up for. The very next day I had a case manager call me and she helped to coordinate care between all of my doctors in a way I did not realize was possible. She also reached out to try to find me other services and providers closer to me, and has offered to arrange an appointment at a clinic designed specifically to deal with my condition.</p>
Cover commonly used services.	<p>Everything is always covered, I could not ask for a better plan.</p> <p>Everything that has been done, such as immunizations and appointments, has been covered by her insurance.</p> <p>I like that they cover most things and I do not have to do anything extra to make things go smoothly.</p>
Ensure that the network includes an adequate number of dental and vision providers.	<p>It is hard to find dentists who take this particular coverage.</p> <p>We have only one provider that takes the dental plan in my area. This means it takes three to four months to get an appointment, the office is always packed, and the staff is rude. We have been paying out-of-pocket to see someone else just to have an easier, more pleasant experience.,</p> <p>There should be more than one provider for dental coverage.</p> <p>They need to stop using one lab exclusively for glasses. My daughter's glasses were ordered in January and have still not come in. We are told they are four months behind in getting glasses back for those covered through Medicaid.</p>
Help members replace lost or damaged items.	<p>My child scratched his glasses very badly and needs another pair, but we have to wait for the insurance to allow him another pair, which is still another six months.</p>
Minimize copays and out-of-pocket costs.	<p>I have no copays and could not think of a better plan.</p> <p>No problems or copays for my children, so I am totally satisfied.</p> <p>Medications go through the insurance company smoothly, and I almost always have a \$0 copay.</p>
Maintain an up-to-date list of in-network providers.	<p>It would be nice if there was always an updated list of doctors who accept the insurance.</p> <p>I would like an updated list of doctors accepting my insurance; it would be helpful.</p> <p>It was difficult to find a new provider who would accept my insurance. Most said they were not accepting new patients, even though they were on the list as providers.</p>

Q13/Q14. Rating of Health Care

Improvement action	Member comments
Provide direct communication channels online.	<p>I would prefer that there were more ways to handle things online instead of calling. I get easily frustrated and can use my words better through text as opposed to arguing with someone with a heavy accent that I have a hard time understanding.</p> <p>Online chat would be a fantastic option for us.</p> <p>I am much better at typing than at verbal communication and find it easier to deal with people online.</p>
Provide and maintain formulary information for doctors and members.	<p>It would be nice if doctors had access to some sort of database that showed what medications were covered by which health plans. That would save everyone a lot of time and energy.</p> <p>My insurance should give me notice when a medication is no longer being covered instead of me finding out when I get to the pharmacy to fill the prescription.</p>
Be proactive in helping members stay informed.	<p>The health plan should be more proactive and send you any and all information you may need when you become a member. You should not have to call them about it so many times.</p> <p>I get regular newsletters and information about her Medicaid plan. They also provide a number to call just in case I still have questions.</p>
Make the website easy to navigate.	<p>I would like to be able to find more information on the website.</p> <p>Screen tips or FAQs would make it easier for me to navigate through the website.</p>
Ensure that plan representatives are friendly and professional.	<p>When problems do arise, customer service should handle them with professionalism, understanding and kindness. This is necessary for each person using their services.</p> <p>Each customer should be treated with kindness.</p>

Q14/Q15. Ease of getting care, tests or treatment

Improvement action	Member comments
Treat patients with urgent issues promptly.	<p>The doctor at that time told me "From now on, if you think he has an ear infection or he is really sick, just bring him by and I will check him. You don't even need an appointment, if you're already out just stop by." Those types of doctors are hard to find these days, so from that day forward we just stayed with her.</p> <p>When my youngest grandchild had a rare and severe infection, the urgent care team scheduled immediate, next day, appointments with a specialist. They did not ask me, but went ahead and got my child set up to get in quickly. All I had to do was get him there. I was happy because it only took one day, when it usually takes quite a while to get appointments with specialists.</p> <p>Our regular doctor made arrangements for him to be seen same day with a gastro doctor who diagnosed an obstruction. It was very fast, and the problem was corrected the same day. It could not have gone better.</p>

Q14/Q15. Ease of getting care, tests or treatment

Improvement action	Member comments
Minimize wait times and communicate reasons for long waits.	<p>I think having a long wait in the waiting room can be very annoying when your child is sick and needs to be seen. Then going to a room only to wait there for half an hour or more for the doctor to actually show up adds to the frustration. If the doctors really are so busy that you finally are seen a couple of hours after the appointment time, then perhaps they should think less about the bottom line financially and have more doctors on staff.</p> <p>Updates on waiting times would certainly help to ease the stress of waiting, especially if it is going to take a while.</p>
Provide care and services quickly.	<p>It is always a simple and easy process to get an appointment for my daughter with her doctor.</p> <p>I liked that I did not have to wait long for my doctor to get me a referral when I needed it.</p> <p>The only time we have needed anything other than an annual check-up, my daughter's doctor referred her to a specialist and we were able to get in quickly to see her. She prescribed medication, and the issue was resolved.</p> <p>I took my youngest child to an appointment to get shots and they waited till the end of our appointment to tell us they did not have the shots in stock, so we had wasted our time.</p>
Provide the parent with access to medical records.	<p>I would love to have access to my child's information myself. It would save trips to the doctor's office.</p> <p>My child needed his shot records for school. We had lost them and the doctor's office said it would take a couple of weeks to get them to us. I did not understand why they could not just be pulled up on the computer and printed out for us.</p>

Q17/Q32. Personal doctor explained things

Improvement action	Member comments
Ensure that doctors provide thorough explanations.	<p>My doctors have always been very thorough and caring. They explain in detail anything I want or need to know.</p> <p>My children's pediatrician is very thorough and does not miss a beat.</p> <p>My pediatrician is wonderful and she answers your questions fully and in detail.</p> <p>My PCP is a wonderful doctor; she knows her stuff and talks you through everything. She gives wonderful advice and tips as well.</p>

Q17/Q32. Personal doctor explained things	
Improvement action	Member comments
Show consideration for the patient's concerns.	<p>I went to the doctor with leg pain and the doctor had me stand and bend my knees. Without telling me what he saw, he said I had falling arches and that all my pain would go away once I wore arch supports. The doctor's suggestion did not work, and when I went back in for a routine check-up I told him that his recommendation did not help my pain. He brushed it off by saying I just need to wear the supports longer. It turns out I was developing edema in my legs, and it should not have taken another doctor to figure this out.</p> <p>I once requested something other than what the doctor was prescribing for my daughter because it had less side effects, but the doctor just shut me down and said it will not work.,It kind of made me feel like they just don't want to be questioned.</p>
Provide the parent with printed information about the appointment.	<p>At the end of the visit, the doctor gave me a printout detailing the information we had discussed along with stickers and books for the children. It was a nice touch to give me printed documentation supporting the discussion.</p> <p>I sometimes think I take it all in at the doctor's office, but then I often think of questions later. Having what they told me in print to look at and refer to later would be very helpful.</p> <p>I am better with written communication than verbal expression, and when things are particularly hectic or happening quickly, it is easy to forget important details.</p>
Provide direct communication channels online.	I love my daughter's pediatrician because they have a "patient portal" online where we can send her messages. She always responds quickly and it helps us avoid unnecessary trips to the office.
Ensure that all questions and concerns are addressed.	<p>If I was not clear on what my doctor was saying, I would ask questions until I was satisfied with the results. I have no problem with letting people know that I do not understand something and pushing to get clarity.</p> <p>If I did not understand, I would ask more questions before I left.</p>
Address language barriers.	<p>The only thing about our pediatrician is that she has a strong accent, so sometimes she is hard to understand, but I simply just tell her to repeat herself.</p> <p>Our doctor is a little hard to understand sometimes because she has a strong accent. You have to listen more closely to her.</p>
Avoid using medical jargon and technical language.	<p>My child's doctor always communicates in easy to understand ways. She does not use doctor language, she just puts it in regular terms.</p> <p>The reason we have always liked our doctor is she talks to us like we are just normal people at a regular social function. She uses easy to understand language and never comes across as if she is better than us or like she needs to dumb anything down.</p> <p>It is very frustrating when doctors use medical jargon. I just tell them I do not understand what they mean and ask if they could repeat it in a way that I would understand.</p> <p>Any time I ask my doctors a question and they answer me with doctor language, I ask them to please put it in simple terms so I can better understand.</p>

Q18/Q33. Personal doctor listened carefully

Improvement action	Member comments
Make eye contact and use non-verbal cues to indicate attention.	<p>To show they are actively listening to you, doctors should pay attention when you are speaking by making eye contact and occasionally nodding their head.</p> <p>If a doctor is actively listening to you, she is going to maintain direct eye contact with you. She will also shake her head yes when you are speaking because that means she is listening to what you are saying.</p> <p>One indicator that a doctor is not listening is if they are not making eye contact.</p> <p>Eye contact is very important to me. I will not tolerate a doctor who is on his phone/ tablet during a consult.</p>
Repeat the patient's concerns to ensure understanding.	<p>One way to show that doctors are actively listening is by repeating back certain phrases that I have said about my concerns.</p> <p>I think a doctor should explain back to me what I just told them so that I know they are listening and understanding my concerns.</p>
Avoid interruptions during the visit.	<p>I do not like it when a nurse or other staff member interrupts the appointment to pass on a message while the doctor is with my child. Unless the doctor has to go deal with some kind of emergency, the message can wait.</p>
Avoid multitasking.	<p>I have had doctors be on their phone or clicking on the computer while I was talking. I do not know if they hear what I am saying or not. It is quite annoying, disrespectful and rude.</p> <p>It is poor etiquette, as a rule, to be on the phone during most situations where people are meeting face-to-face. It is impossible to give the appropriate amount of attention to both parties. Doctors need to learn how to manage their time so that they do not spend the entire visit glued to the computer. Active listening is a critical part of providing good service to patients.</p> <p>We live in a multitasking culture, but there are some situations that require our full attention, and interacting with patients is one of those occasions.</p> <p>Doctors should avoid their cell phones. I have had doctors check their phone while listening to me.</p>
Ensure that all questions and concerns are addressed.	<p>Doctors should listen to what you have to say and answer all your questions thoroughly, and always ask if you have any additional questions.</p> <p>The doctor answering my questions and also asking questions in return indicates that they are fully aware of what I am saying.</p> <p>The doctor should always ask patients at the end of the session if there are any other items or issues that they need to discuss.</p> <p>Doctors can show that they are actively listening to me by addressing any and all of my concerns and by repeating my questions back to me in the way they answer.</p>

Q19/Q34. Personal doctor showed respect

Improvement action	Member comments
Ensure that providers actively listen to the parent/patient.	<p>Doctors can pay attention to you and actually LISTEN to show respect.</p> <p>My primary care doctor types on his computer the whole time I am talking to him. I hate that because I do not feel like he is listening.</p> <p>In order for a doctor to show they respect you, they should listen carefully to what you have to say and any of your concerns. They should also listen to your opinions about your child's condition, because parents know their children the best.</p> <p>Doctors should actively listen to you while you are speaking to them to show they respect you.</p>
Use proper titles when addressing the parent/patient.	<p>One of the most critical items is to address patients with the appropriate terms and by name, for example Ms., Mr., or Mrs. XYZ.</p> <p>As in all forms of jobs that deal with the public, doctors can use "sir" or "ma'am," although I do not recall a doctor ever referring to me in that manner. It is like there is a superior attitude going on.</p>
Ensure that all questions and concerns are addressed.	<p>Doctors should not make you feel as though you are wasting their time. I have had a doctor at the hospital tell me once when I went for bleeding during my pregnancy that "This is not a fertility clinic. I do not have time for this!" as he left and slammed the door. I ended up having a miscarriage and I will never forget how rude he was.</p> <p>If a doctor takes their time to hear all of your concerns, that shows respect.</p> <p>A lack of respect can be displayed by not taking your concerns seriously.</p> <p>Making sure all my questions and concerns are addressed at each visit shows respect.</p>
Avoid actions or language that can be interpreted as condescending.	<p>Doctors should avoid dismissing what we tell them. Most parents are not dumb. All a doctor has to do is not let the parent think that what they have told the doctor is ludicrous.</p> <p>While a parent is not a medical doctor, they do know their child well and can tell when something is not right with them. Respect goes both ways between parents and doctors.</p> <p>If doctors talk down to you, that does not show respect.</p>
Ensure that doctors are polite and friendly.	<p>They can show respect by talking to me in a way that is kind, professional, and thorough.</p> <p>Speak to me in a polite voice and not be sarcastic when talking to me.</p> <p>Doctors can show they respect me by smiling and speaking in a friendly manner.</p>
Provide constructive feedback.	<p>I appreciate it when a doctor tells me that I did something wrong or made a mistake, as long as it is constructive.</p>
Minimize wait times.	<p>I have also felt disrespected when I have been left to sit for an hour or longer in a waiting room or exam room. Just because I do not have an MD after my name does not mean my time is not valuable either.</p>

Q21/Q36. Doctors explained things in a way child could understand

Improvement action	Member comments
Utilize visuals to provide clear explanations.	<p>When my daughter had an inner ear infection the doctor drew pictures to explain the inner ear to my daughter.</p> <p>He actually drew me a picture of the inside of the ear canal and explained things like how the ear drains in a one year old as compared to an adult. He made it easy to understand the anatomy.</p>
Help the child understand, when appropriate.	<p>I feel all questions I have asked were always fully answered, and he always made sure my daughter understood his answers to our questions.</p>
Speak to the child's level of understanding.	<p>I like how she communicates directly to my daughter and does not act like she is too young or immature to be responsible for her own treatment.</p> <p>Any time my kids' doctors speak with me they, make sure myself and my children understand what they are saying. It is very helpful.</p>
Address the child directly.	<p>The doctor explained to my 16-year-old son every aspect of what he was going to do and even sat and watched a video with him and answered all of his questions. Our son was very calm and knowledgeable about the whole thing because of this, and we could not have asked for a better experience.</p> <p>He calmly explained everything to both me and my daughter. He made me feel much more comfortable with the whole situation, and he explained it to her in a way that did not make her scared or hesitant at all.</p> <p>The doctor taking the time to go over using an inhaler and breathing treatment took away the fear that may have been involved for my daughter and that is obviously a good thing.,</p>

Q22/Q37. Personal doctor spent enough time

Improvement action	Member comments
Avoid rushing the visit.	<p>When we go to my child's pediatrician, she spends at least 15 minutes with us, if not 20. She does what she needs to do and then talks to us about him before asking us if we have any questions. There was never a time where she seemed rushed or hurried, and I definitely respect that about her. She is a great doctor.</p> <p>I have felt that when an appointment has been scheduled toward the end of the doctor's office work day, they tend to rush you through the visit. They are only human and want to get home as much as the rest of us do, but that should not come at the expense of a child's health and a quicker than usual diagnosis.</p> <p>We would wait up to an hour for the doctor, and when we finally saw her she would spend no more than five minutes with us and would often leave us with unanswered questions.</p>

Q22/Q37. Personal doctor spent enough time	
Member poll	Response summary
PRIMARY CARE DOCTOR VISIT	
How long do patients expect a routine visit to last?	Patients expect routine visits to typically last 15 to 20 minutes.
How long do patients expect an urgent visit to last?	Patients expect urgent visits to typically last longer than routine visits, approximately 20 to 30 minutes.
Improvement action	Member comments
Ensure that doctors spend as much time as necessary to address patient concerns.	I expect the doctor to spend as much time as needed. There is not a specific time limit, it could take five minutes, or five hours if that is what is required to help my child.
	There have been several times when I went in for a 15-minute appointment and they ended up being in the room for more than half an hour due to my daughter being sick.
	I would expect the doctor to spend whatever amount of time is necessary to get the job done, whether it takes five minutes or an hour.
	If we were addressing a serious issue, I would expect them to give us as much time as needed to feel comfortable with a diagnosis and course of treatment.
	As long as the doctor has done a good job and accurately diagnosed the problem then time does not really matter.
Q25/Q40. Personal doctor seemed informed about care from other providers	
Improvement action	Member comments
Ensure that providers are informed about the patient's relevant medical and personal background.	Every time we go to see my child's doctor, she remembers us and remembers that he has ear problems. Even when we go for things unrelated to his ears, she will ask how his ears have been. This lets me know that she is paying attention and remembering my child.
	When I took my daughter to see her pulmonary doctor it was her second time seeing him, yet he remembered her very well. I know he can look in her chart, but he did very well and you would have never known it was only her second visit. It felt like we had been seeing him for years.
	The doctor did a complete physical work-up on my son. We discussed everything you could possibly discuss about one physical. So now the doctor has a complete work-up on my son, and since that visit she has remembered my son's favorite interests, which is helping my son become comfortable with her.
	He keeps track of not just the children's medical care, but also details about our family and home life that seem pertinent.

Q25/Q40. Personal doctor seemed informed about care from other providers

Improvement action	Member comments
Obtain and read records from hospitals and other providers.	<p>When my daughter went back to see her doctor after her treatments at the burn center, her doctor had all the notes from the hospital and was discussing everything they did at the burn unit with my daughter. I was happy I did not need to explain anything or show my paperwork on what was done, since the doctor had all the information already.</p> <p>When my daughter was born she had to return to the hospital after she had been taken home because her jaundice levels rose too high. At our first appointment with her primary doctor after her hospital stay, she was already fully informed on the treatments and activities of our stay at the hospital.</p> <p>It is really helpful and a relief when your provider is up to speed on your history. It makes things go so much smoother.</p>

Q26/Q41. Rating of Personal Doctor

Improvement action	Member comments
PRIMARY CARE DOCTOR VISIT	
Show personal concern for the patient.	<p>When my grandson was hospitalized for a rare condition, we actually were seen by an urgent care provider in the doctor's clinic. But within a couple of days, the pediatrician was at the hospital checking up on and following my grandson's case without notice from me. I was very grateful and surprised to the point of tears that he took the time on his own to find out what was happening.</p> <p>The fact that she knows the medical history of literally everyone in our entire family and has gone out of her way to help both my husband and myself with our own health issues in the past tells me she will do the same for our kids.</p>
Treat patients with urgent issues quickly.	<p>I rate her as the best doctor possible primarily because of her ability to see my son as soon as possible when he is sick.</p> <p>If I ever have an emergency, my doctor always finds an open spot for her to be seen in the same day. I could not have asked for a better doctor.</p>
Ensure that all questions and concerns are addressed.	<p>Our doctor always talks to my daughter and treats her as a person. She takes the time to make sure she is okay and even talks with her one-on-one.</p> <p>Our doctor never takes chances. If something comes up, he will bring her in to be seen and take the extra steps to make sure everything is well and good. He literally could not do anything more, he is the best doctor ever.</p> <p>The doctor herself is nice, experienced and gives you time to answer your questions.</p>

Q26/Q41. Rating of Personal Doctor	
Improvement action	Member comments
PRIMARY CARE DOCTOR VISIT	
Ensure that doctors are thorough and knowledgeable.	It is important that doctors are thorough in their assessment, rather than just jumping to conclusions. Knowledge is important. I have had an instance where my child was misdiagnosed and was taking medication for a week that she did not need.
Ensure that doctors have a child-friendly bedside manner.	Bedside manner is important when dealing with children. Doctors need a different type of personality that children feel comfortable around. My kids have the best doctor. They are always gentle with my kids. She is an amazing doctor and a caring person. She remembers you and your child. She seems like she genuinely cares and is not just pretending to because it is her job.
Ensure that office staff is courteous and helpful.	Their front desk staff and nurses could use some customer service training. They are always rude, short and often cannot answer questions.
Q30/Q48. Rating of Specialist	
Improvement action	Member comments
SPECIALIST VISIT	
Schedule appointments promptly.	We have been waiting for three weeks for a call from an ENT doctor's office to schedule an appointment for my son's ears. He has already had six ear infections this year, and he may need tubes put in his ears. I am irritated that they have not even bothered to call us yet. Most of the issues revolve around getting appointments and being seen on time, the same as with doctors.
Ensure that providers have a child-friendly bedside manner.	My child's specialist had a great bedside manner and made my daughter feel very comfortable. My child's specialist is very kid friendly. He always has a smile on his face and listens closely to myself and my child. They treated my daughter with care and were very patient and understanding at every visit.
Resolve issues quickly.	The specialist made her feel at ease and also made me feel at ease. He did the procedure and came out right away in the waiting room to tell me how everything went. It was a great experience. Between the doctor and staff, all of our issues were taken care of by the next day.
Foster relationships with patients.	The rheumatoid arthritis specialist who cared for my child during his hospitalization was wonderful. She visited us every day during our stay in the hospital to check my child's situation. The specialist also called us a month later to verify that my child was doing okay.
Help the patient overcome obstacles to manage his or her condition.	He has gone the extra mile for us already with prescriptions and dealing with the insurance company. My daughter has a great specialist for her peanut allergy. He has been quick on getting us prescriptions, answering our questions, and he has even given us books on allergies.

Q32/Q50. Customer service provided needed information or help

Improvement action	Member comments
Ensure that representatives are polite and friendly.	<p>The customer service representative I spoke with was very friendly and considerate.</p> <p>I was expecting the customer service representative to be polite and apologetic, and although they were polite, there was no sincerity in it. It felt like they would rather be anywhere else than dealing with my issue.</p> <p>I have seen my girlfriend become very frustrated and upset because of the way she is treated by the customer service representatives. When she tries to explain her situation, they simply write her off and act as if the mix up is her fault. Even after confirming we were correct just the day before, they still tell us that we are wrong.</p>
Ensure that representatives are helpful and knowledgeable.	<p>I've called my daughter's health plan, but instead of answering my questions, they just keep giving me the runaround.</p> <p>There is nothing I love more then to get on the phone and for the customer service person to be alert, knowledgeable about the topic and a very good listener.</p> <p>Even though they are nice and respectful when I call, I feel like they are being horrible people and just trying to make our lives harder due to their inability to help.</p> <p>I called and the representative I talked to was so clueless. I did not feel respected, because even though the lady was very friendly, she did not have a clue what she was talking about.</p> <p>I have called four times to try and get an insurance card. Every time someone has apologized and said they have re-ordered the card. I don't think anyone there knows what they are doing.</p>
Ensure that representatives are respectful.	<p>The customer service representative I spoke to did seem very respectful. She spoke kindly and was not rude.</p> <p>I needed to find out more information on getting my health insurance set up and receiving my card. The customer service representative on the phone was nothing but helpful. I felt she was very respectful and a very good listener.</p>
Work with the member to find acceptable alternatives to non-covered treatments.	<p>I contacted them about a prescription that the doctor prescribed for my child but the pharmacy said that my insurance would not cover it. After talking to customer service they still would not cover it and wanted him to try an inferior medicine. The issue was never resolved and I was very unhappy.</p> <p>I was not offered any alternative medication by the insurance after they refused to cover my prescribed treatment. They passed the buck to the doctor to prescribe something else and then take it from there.</p> <p>I have only contacted customer service once to find out why a certain medication was not covered and what alternatives were covered. All the representative did was refer me back to the doctor. I was frustrated that nothing was resolved and I had to go somewhere else for resolution.</p>

Q32/Q50. Customer service provided needed information or help

Improvement action	Member comments
Provide a consistent customer service experience.	<p>Consistency is truly important in all situations!</p> <p>Consistency is key when dealing with customer service.</p>
Help members access resources to manage their conditions.	<p>They help to facilitate a large number of services that I did not know were available. The Care/Case Managers and Outreach Services also offer assistance in managing conditions such as asthma, diabetes, heart failure, and many other special or chronic conditions that we have.</p>
Notify members of changes.	<p>When I called to ask why I was being billed for something that had always been covered, they acted as if I should somehow magically know what is covered and what is not even though they did not tell me when that information changes.</p> <p>The best way to be informed about changes would be either via phone call or text, as it is instantaneous. Email would likely have issues, as it could easily go to the spam folder and not be seen. Perhaps a better solution would be via a letter supplemented by a text or phone call.</p> <p>Our insurance has a portal to use online where they could have left me a message, or they could have sent a letter to my home letting me know about the coverage changes, or they could have just called me instead of letting me find out that my coverage had changed on my own.</p>

Q35/Q53. Health plan forms were easy to fill out

Improvement action	Member comments
Provide a representative to help members with forms.	<p>The forms were a bit difficult, but luckily at my child's doctor's office they have a lady there that helps you to fill out parts that are confusing.</p> <p>Any questions I had when completing the paperwork, I knew I could call and get help with. That made me feel confident during the process.</p> <p>I was provided with a social worker who handled my case and helped with all the paperwork.</p>
Make forms simple and straightforward.	<p>I would suggest making clearer directions for paperwork. I would also suggest making the rules clearer, like who qualifies for what.</p> <p>It was a very simple form, so the paperwork was very easy.</p> <p>The very easy processes are what I enjoy about Medicaid.</p> <p>The application was simple to understand, fill out, and read.</p>
Provide an online option for forms.	<p>It was easy because it was done online, so I did not even have to leave the house.</p> <p>I have a messed up finger and had to take breaks from time to time because my hand would start hurting from writing so much.</p> <p>The online forms are very simple and usually take me less than five minutes to complete.</p>

Q35/Q53. Health plan forms were easy to fill out

Improvement action	Member comments
Eliminate redundancies.	<p>My only suggestion would be that my paperwork I presented to ODJFS should have been forwarded to the health care agency when they enrolled me with the health plan, so I did not have to fill out all the same forms again.</p> <p>Every year I have to fill out the same re-certification forms for Medicaid.</p>

Q56. Easy to get prescription medicine

Improvement action	Member comments
Provide text alert services for prescription pickup.	<p>Prescription text message alerts are great! They are so convenient and quick, much easier than making a phone call!</p> <p>I receive a text message from Walmart letting me know my prescriptions are ready for me to go and pick it up. Even the very first time it was easy.</p>
Coordinate prescriptions between doctors and pharmacies.	<p>It is convenient when the doctor sends the prescriptions to the pharmacy electronically and they are ready when you get to the pharmacy.</p> <p>Filling prescriptions for my child has been very easy. We go to his pediatrician and she calls the medication in right to our CVS pharmacy, and it is available for pickup that day or usually the next day.</p>
Provide automated refill services and reminders.	<p>If the kids' prescriptions are out of refills, the pharmacy will contact me and also notify the pediatrician on my behalf.</p> <p>Each month the mail-order pharmacy calls me to remind me to order my refills.</p>
Minimize copays and out-of-pocket costs.	<p>We have had no problem getting what we need and it is usually either paid for or we have a very low copay, which is a tremendous help, since medicine is so expensive.</p>
Work with the member to find acceptable alternatives to non-covered medications.	<p>The doctor at the urgent care did not dose her medicine correctly for her weight. I noticed this after I picked up the prescription, since it was sent to the pharmacy electronically. I called and the doctor corrected the prescription. However, the insurance company would not let me get the rest of the prescription for five days, even though it was sent back stating it was not enough. Luckily she had enough to start the meds, but I thought it was so stupid that the insurance company would not work with us.</p> <p>There was a time that I was only able to get so many pills out of the amount my doctor prescribed because the insurance would not cover the prescribed amount.</p> <p>If that particular medicine cannot be acquired, then the doctor should work with the pharmacy to obtain the best possible comparable choice that will fulfill the patient's needs and be acceptable to the health plan.</p> <p>If the medicine the doctor prescribes is not covered, they should prescribe something else that is accepted by the insurance.</p> <p>I expect the doctor to prescribe an alternative that would be covered if their original prescription is not covered.</p>

Q56. Easy to get prescription medicine	
Improvement action	Member comments
Provide secure and reliable delivery options.	<p>The one time I used a mail-order service I never got my prescription. I later found out the UPS driver happened to steal a bunch of packages and was arrested. The hassle of going back to the doctor and explaining the situation and contacting the insurance company was a big headache for me, so I would never use a mail-order service again.</p> <p>USPS has a notorious problem with packages getting lost or stolen and I would not want to deal with that.</p> <p>Having packages stolen is so frustrating, and this is why I would not be able to trust a mail-order pharmacy.</p> <p>I would be worried that it would not come on time.</p>
Promote the use of mail-order pharmacy services as convenient.	<p>I love the convenience going out to the mailbox to get your medicines that come in sealed bags. It is pretty handy, for sure!</p> <p>Using a mail-order service could save time and be much more convenient! Especially for medications that she gets on a monthly basis. I would not have to worry about getting refills called in on time and getting into town to actually pick up the prescription.</p>
Ensure timely delivery.	<p>When ordering a prescription through my mail-order pharmacy, at the end of the call they confirm the shipping information and provide me with an expected date of receipt. They also always verify whether or not I need the medicine faster so that they can change the shipping speed if necessary. It is a great service.</p> <p>I think the mail-order service should be convenient and have very quick shipping, especially considering that when people run out of their medications they need them as soon as possible.</p> <p>I would expect consistency on the shipping and processing times, with at least one or two day shipping once filled.</p> <p>I would expect that they would be on time consistently, and if there is a problem that I am notified as soon as possible.</p>
Coordinate with the pharmacy and doctors on the member's behalf to resolve issues.	<p>I do not understand why it always seems that the customer is the one who has to do all the calling and chasing around whenever there is an issue between the doctor, pharmacy, or insurance. It seems there is very little communication between those three entities.</p> <p>The customer service is amazing and I have had nothing but good experiences with it so far. My doctor's office is the one that did all the legwork to get insurance approval.</p>

Q56. Easy to get prescription medicine	
Improvement action	Member comments
Provide efficient pre-authorization services.	<p>I have a couple of medications that needed pre-authorization and they were always handled very well by my daughter's doctor. It is always a quick and efficient process.</p> <p>The doctor, pharmacy, and insurance company all have to work together for any medicines requiring prior authorization. So far they have been very helpful and well-coordinated. It is just frustrating that it takes so long (three to four days).</p>
Provide and maintain formulary information for doctors and members.	<p>I think it would be pertinent for the doctor's office to have a list of medications that are covered by health providers.</p> <p>If the insurance company does have a list of covered medications, it should be available online for anyone to view, and not just members. This would let the doctor pull it up and write the appropriate prescription.</p>

Appendix F

Questionnaire

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:

☒ Yes → **If Yes, Go to Question 1**
☐ No

Personally identifiable information will not be made public and will only be released in accordance with federal laws and regulations. You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get. You may notice a number on the back 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 1.888.797.3605, ext. 4190.

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

1. Our records show that your child is now in Amerigroup Louisiana, Inc. Is that right?

☐ Yes → **If Yes, Go to Question 3**
☐ No

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

YOUR CHILD'S HEALTH CARE IN THE LAST 6 MONTHS

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

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

☐ Yes
☐ No → **If No, Go to Question 5**

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

☐ Never
☐ Sometimes
☐ Usually
☐ Always

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

☐ Yes
☐ No → **If No, Go to Question 7**

6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?

☐ Never
☐ Sometimes
☐ Usually
☐ Always

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

- ☐ None → *If None, Go to Question 16*
☐ 1 time
☐ 2
☐ 3
☐ 4
☐ 5 to 9
☐ 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?

- ☐ Yes
☐ 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

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?

- ☐ Yes
☐ 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?

- ☐ Yes
☐ No

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

- ☐ Yes
☐ 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?

- ☐ Yes
☐ 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 Worst health care possible
☐ 1
☐ 2
☐ 3
☐ 4
☐ 5
☐ 6
☐ 7
☐ 8
☐ 9
☐ 10 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
☐ Sometimes
☐ Usually
☐ Always

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

- ☐ Yes
☐ 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?

- ☐ Yes
☐ 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?

- ☐ Yes
☐ 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?

☐ Yes

☐ 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

☐ Sometimes

☐ Usually

☐ Always

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

☐ Yes

☐ 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?

☐ Yes

☐ 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

☐ Sometimes

☐ Usually

☐ Always

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

☐ Yes

☐ 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?

☐ Yes

☐ 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

☐ Sometimes

☐ Usually

☐ Always

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

☐ Yes

☐ 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?

☐ Yes

☐ 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?

☐ Yes

☐ No

YOUR CHILD'S PERSONAL DOCTOR

30. A personal doctor is the one your child would see if he or she needs a checkup, has a health problem or gets sick or hurt. Does your child have a personal doctor?

☐ Yes

☐ 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?

☐ None ➔ *If None, Go to Question 41*

☐ 1 time

☐ 2

☐ 3

☐ 4

☐ 5 to 9

☐ 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
- ☐ Sometimes
- ☐ Usually
- ☐ Always

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

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

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

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

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

- ☐ Yes
- ☐ No → *If No, Go to Question 37*

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

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

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

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

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

- ☐ Yes
- ☐ 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?

- ☐ Yes
- ☐ 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

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

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

- ☐ Yes
- ☐ 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?

- ☐ Yes
- ☐ 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?

- ☐ Yes
☐ 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?

- ☐ Yes
☐ 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

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

- ☐ None → If None, Go to Question 49
☐ 1 specialist
☐ 2
☐ 3
☐ 4
☐ 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 Worst specialist possible
☐ 1
☐ 2
☐ 3
☐ 4
☐ 5
☐ 6
☐ 7
☐ 8
☐ 9
☐ 10 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?

- ☐ Yes
☐ 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

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

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

- ☐ Yes
☐ 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

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

PRESCRIPTION MEDICINES

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

- ☐ Yes
- ☐ 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

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

- ☐ Yes
- ☐ No

ABOUT YOUR CHILD AND YOU

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

- ☐ Excellent
- ☐ Very good
- ☐ Good
- ☐ Fair
- ☐ Poor

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

- ☐ Excellent
- ☐ Very good
- ☐ Good
- ☐ Fair
- ☐ Poor

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

- ☐ Yes
- ☐ No → *If No, Go to Question 63*

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

- ☐ Yes
- ☐ 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?

- ☐ Yes
- ☐ 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?

- ☐ Yes
- ☐ No → *If No, Go to Question 66*

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

- ☐ Yes
- ☐ 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?

- ☐ Yes
- ☐ 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?

☐ Yes

☐ No → *If No, Go to Question 69*

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

☐ Yes

☐ 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?

☐ Yes

☐ No

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

☐ Yes

☐ No → *If No, Go to Question 72*

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

☐ Yes

☐ 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?

☐ Yes

☐ 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?

☐ Yes

☐ No → *If No, Go to Question 74*

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

☐ Yes

☐ No

74. What is your child's age?

☐ Less than 1 year old

_____ YEARS OLD (*write in*)

75. Is your child male or female?

☐ Male

☐ Female

76. Is your child of Hispanic or Latino origin or descent?

☐ Yes, Hispanic or Latino

☐ No, not Hispanic or Latino

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

☐ White

☐ Black or African-American

☐ Asian

☐ Native Hawaiian or other Pacific Islander

☐ American Indian or Alaska Native

☐ Other

78. What is your age?

☐ Under 18

☐ 18 to 24

☐ 25 to 34

☐ 35 to 44

☐ 45 to 54

☐ 55 to 64

☐ 65 to 74

☐ 75 or older

79. Are you male or female?

☐ Male

☐ Female

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

☐ 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

81. How are you related to the child?

☐ Mother or father

☐ Grandparent

☐ Aunt or uncle

☐ Older brother or sister

☐ Other relative

☐ Legal guardian

☐ Someone else

82. Did someone help you complete this survey?

- ☐ Yes → *If Yes, Go to Question 83*
☐ No → *If No, Go to Question 84*

83. How did that person help you?

Mark one or more.

- ☐ Read the questions to me
☐ Wrote down the answers I gave
☐ Answered the questions for me
☐ Translated the questions into my language
☐ Helped in some other way

ADDITIONAL QUESTIONS

*Now we would like to ask you a few more questions.
These questions provide additional information on
important topics.*

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

- ☐ Yes
☐ No

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

- ☐ Yes
☐ No
☐ My child did not need an appointment for
shots or drops

Thank You

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

DSS Research • P.O. Box 985009

Ft. Worth, TX 76185-5009

**If you have any questions,
please call 1.888.797.3605, ext. 4190.**

Appendix G

Crosstabulations

The following tables show detailed results for each question in your survey. Crosstabulations or “crosstabs” let you compare the results across different groups (i.e., males versus females). The following instructions are provided to aid you in analyzing the data in these tables:

Across the top of the table are column headers indicating the different categories by which the data are being compared. The first group of columns are the health plan’s total results for the current year and up to two prior years. This allows you to see how you are performing over time. The Anthem Average and the DSS Average are also provided in the first group of columns. These averages give you national benchmarks for comparison to your results. Following the plan total columns are other demographic categories such as years with the plan, current health status, age, gender and education level.

Listed down the left side of the table are row labels. First, there is a “Total” row which represents the total number of respondents who are eligible to answer that question. Next, there are labels for “Multiple Mark” and “No response.” Respondents who give multiple answers or no answer are removed from the base. Then, the “Base” row gives the number of respondents who responded appropriately to that question. Finally, there are labels for the relevant responses to that question. For example, “Always”, “Usually”, “Sometimes” and “Never” are possible responses to the question, “In the last 6 months, how often did your personal doctor listen carefully to you?”

Among the possible responses down the left side are items such as “Top Two Box” and “Top Three Box.” These are summary scores of either the top two responses or top three responses. For example, on a 0 to 10 scale, the “Top Two Box” indicates how many respondents gave a “9” or “10” on the question. In addition, there are some tables with the row label “CAHPS Rate.” This designates which response or group of responses are reported by NCQA for that question. For example, “CAHPS Rate (% Always + % Usually)” indicates that this is a question where NCQA reports the percentage of respondents who gave either “Always” or “Usually” as the response to that question.

Significance between groups is indicated by an upper-case letter beneath a column percentage. If a letter is present under a percentage, that percentage is significantly higher than the percentage (on the same row) in the corresponding column. In calculating significance, a Z-test is conducted at the 95% confidence level.

An example is provided on the following page.

Crosstabulations explanation – example

- ¹ For this example, results for males versus females are being compared.
- ² The total number of respondents eligible for this question is 159 -- 51 are males and 106 are females. You will notice the sum of the number of males and females does not add up to the total (159). This indicates that two respondents did not report their gender on the survey.
- ³ The total number of respondents that gave valid answers to this question is 139 (8 males and 12 females either did not answer this question or replied that they don't know).
- ⁴ NCQA reports the percent responding "Always" or "Usually" to this question.
- ⁵ Significantly more females than males gave the response "Always" or "Usually" to this question. The letter "B" below the percentage indicates 97.9% is significantly higher than the percentage in column B (74.4%) at the 95% confidence level.

18. In the last 6 months, how often did your personal doctor listen carefully to you?

	2017 Plan Total (A)	===== GENDER ¹ =====	
		Male (B)	Female (C)
Total	159 ² 100%	51 100%	106 100%
Multiple Mark	*	*	*
No response	2 0.6%	0 0.0%	2 0.9%
Don't know	18 11.3%	8 15.7%	10 9.4%
BASE = Those who responded	139 ³ 87.4%	43 84.3%	94 88.7%
Never	6 4.3%	5 11.6% C	1 1.1%
Sometimes	7 5.0%	6 14.0% C	1 1.1%
Usually	53 38.1%	23 53.5% C	30 31.9%
Always	73 52.5%	9 20.9%	62 66.0% B
CAHPS Rate (%Always + %Usually) ⁴	126 90.6%	32 74.4%	92 97.9% B ⁵

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

1. Our records show that your child is now in Amerigroup Louisiana, Inc. Is that right?

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Pop (D)	2017 Gen. Pop. (E)	2016 Gen. Pop. (F)	2015 Gen. Pop. (G)	2017 Anthem Avg. Pop (H)	2017 CCC. Pop. Qual. Total (I)	2016 CCC. Pop. Qual. Total (J)	2015 CCC. Pop. Qual. Total (K)	2017 CCC. Pop. Not Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
No response	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
BASE = Those who responded	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
Yes	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
No	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sigma	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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Children With Chronic Conditions

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?

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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Children With Chronic Conditions

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?

2017 General Population Plan Results																										
	Overall Rating of Health Plan				Overall Rating of Health Care				Health Status		Age			Gender		Survey Type										
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. Gen Pop (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/Very Good (Q)	Good/Fair/Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	18	15	57	360	12	8	30	92	7	6	7	3	3	8	2	7	8	3	4	3	4	6	4	7	5	0
	1.85%	1.76%	7.30%	2.36%	2.15%	1.75%	7.32%	2.67%	1.84%	1.79%	2.73%	1.52%	3.66%	1.73%	3.85%	1.83%	1.97%	2.14%	2.14%	2.10%	1.90%	2.21%	1.49%	3.68%	1.36%	0.0%
			AB					EF																		
Appropriately skipped	563	477	422	9741	343	278	240	1813	193	150	129	112	44	288	27	219	253	82	104	87	140	160	172	103	240	0
	57.98%	55.92%	54.03%	63.88%	61.47%	60.83%	58.54%	52.60%	50.79%	44.78%	50.39%	56.57%	53.66%	62.34%	51.92%	57.18%	62.32%	58.57%	55.61%	60.84%	66.67%	58.82%	63.94%	54.21%	65.22%	0.0%
					I															S				X		
BASE = Those who responded	390	361	302	5148	203	171	140	1542	180	179	120	83	35	166	23	157	145	55	79	53	66	106	93	80	123	0
	40.16%	42.32%	38.67%	33.76%	36.38%	37.42%	34.15%	44.73%	47.37%	53.43%	46.88%	41.92%	42.68%	35.93%	44.23%	40.99%	35.71%	39.29%	42.25%	37.06%	31.43%	38.97%	34.57%	42.11%	33.42%	0.0%
								E											U				Y			
Never	2	4	7	41	2	1	5	5	1	4	1	0	1	1	1	1	1	1	0	1	1	1	1	2	0	0
	0.51%	1.11%	2.32%	0.80%	0.99%	0.58%	3.57%	0.32%	0.56%	2.23%	0.83%	0.0%	2.86%	0.60%	4.35%	0.64%	0.69%	1.82%	0.0%	1.89%	1.52%	0.94%	1.08%	2.50%	0.0%	0.0%
Sometimes	29	23	19	391	14	7	9	91	13	16	6	7	5	9	4	8	7	7	7	0	7	8	6	3	11	0
	7.44%	6.37%	6.29%	7.60%	6.90%	4.09%	6.43%	5.90%	7.22%	8.94%	5.00%	8.43%	14.29%	5.42%	17.39%	5.10%	4.83%	12.73%	8.86%	0.0%	10.61%	7.55%	6.45%	3.75%	8.94%	0.0%
																			T		T					
Bottom Two Box (%Never + %Sometimes)	31	27	26	432	16	8	14	96	14	20	7	7	6	10	5	9	8	8	7	1	8	9	7	5	11	0
	7.95%	7.48%	8.61%	8.39%	7.88%	4.68%	10.00%	6.23%	7.78%	11.17%	5.83%	8.43%	17.14%	6.02%	21.74%	5.73%	5.52%	14.55%	8.86%	1.89%	12.12%	8.49%	7.53%	6.25%	8.94%	0.0%
																				T						
Usually	29	32	34	544	15	15	11	176	9	19	18	8	3	12	3	9	13	2	8	3	4	7	8	7	8	0
	7.44%	8.86%	11.26%	10.57%	7.39%	8.77%	7.86%	11.41%	5.00%	10.61%	15.00%	9.64%	8.57%	7.23%	13.04%	5.73%	8.97%	3.64%	10.13%	5.66%	6.06%	6.60%	8.60%	8.75%	6.50%	0.0%
								I		I	I															
Always	330	302	242	4172	172	148	115	1270	157	140	95	68	26	144	15	139	124	45	64	49	54	90	78	68	104	0
	84.62%	83.66%	80.13%	81.04%	84.73%	86.55%	82.14%	82.36%	87.22%	78.21%	79.17%	81.93%	74.29%	86.75%	65.22%	88.54%	85.52%	81.82%	81.01%	92.45%	81.82%	84.91%	83.87%	85.00%	84.55%	0.0%
								J												S						
CAHPS Rate (%Always + %Usually)	359	334	276	4716	187	163	126	1446	166	159	113	76	29	156	18	148	137	47	72	52	58	97	86	75	112	0
	92.05%	92.52%	91.39%	91.61%	92.12%	95.32%	90.00%	93.77%	92.22%	88.83%	94.17%	91.57%	82.86%	93.98%	78.26%	94.27%	94.48%	85.45%	91.14%	98.11%	87.88%	91.51%	92.47%	93.75%	91.06%	0.0%
																				U						
3-point composite mean	2.7667	2.7618	2.7152	2.7265	2.7685	2.8187	2.7214	2.7613	2.7944	2.6704	2.7333	2.7349	2.5714	2.8072	2.4348	2.8280	2.8000	2.6727	2.7215	2.9057	2.6970	2.7642	2.7634	2.7875	2.7561	0
																				SU						
4-point composite mean	3.7615	3.7507	3.6921	3.7185	3.7586	3.8129	3.6857	3.7581	3.7889	3.6480	3.7250	3.7349	3.5429	3.8012	3.3913	3.8217	3.7931	3.6545	3.7215	3.8868	3.6818	3.7547	3.7527	3.7625	3.7561	0
									J																	
Sigma	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

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?

													2017 General Population Plan Results																	
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type						
													0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet				
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. Total (L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)					
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0				
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%				
Multiple mark	0	1	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
	0.0%	0.12%	0.0%	0.0%	0.0%	0.22%	0.0%	0.0%	0.0%	0.30%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%				
No response	16	8	39	207	4	5	20	36	3	0	2	10	1	3	0	3	3	1	3	1	0	1	3	1	3	0				
	1.65%	0.94%	4.99%	1.36%	0.72%	1.09%	4.88%	1.04%	0.79%	0.0%	0.78%	5.05%	1.22%	0.65%	0.0%	0.78%	0.74%	0.71%	1.60%	0.70%	0.0%	0.37%	1.12%	0.53%	0.82%	0.0%				
	AB			EF																										
BASE = Those who responded	955	844	742	15042	554	451	390	3411	377	334	254	188	81	459	52	380	403	139	184	142	210	271	266	189	365	0				
	98.35%	98.94%	95.01%	98.64%	99.28%	98.69%	95.12%	98.96%	99.21%	99.70%	99.22%	94.95%	98.78%	99.35%	100.00%	99.22%	99.26%	99.29%	98.40%	99.30%	100.00%	99.63%	98.88%	99.47%	99.18%	0.0%				
	C			G																										
Yes	734	672	573	10998	416	345	295	2738	320	291	212	141	58	351	41	325	294	114	151	100	153	212	193	138	278	0				
	76.86%	79.62%	77.22%	73.12%	75.09%	76.50%	75.64%	80.27%	84.88%	87.13%	83.46%	75.00%	71.60%	76.47%	78.85%	85.53%	72.95%	82.01%	82.07%	70.42%	72.86%	78.23%	72.56%	73.02%	76.16%	0.0%				
									HE																					
													Q				TU													
No	221	172	169	4044	138	106	95	673	57	43	42	47	23	108	11	55	109	25	33	42	57	59	73	51	87	0				
	23.14%	20.38%	22.78%	26.88%	24.91%	23.50%	24.36%	19.73%	15.12%	12.87%	16.54%	25.00%	28.40%	23.53%	21.15%	14.47%	27.05%	17.99%	17.93%	29.58%	27.14%	21.77%	27.44%	26.98%	23.84%	0.0%				
																			R				S				S			
Sigma	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0				
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%				

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

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?

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Not Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/Very Good (Q)	Good/Fair/Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	35	20	68	538	15	13	36	125	13	2	13	13	2	13	2	11	13	2	4	5	6	7	7	8	7	0
	3.60%	2.34%	8.71% AB	3.53%	2.69%	2.84%	8.78% EF	3.63%	3.42% J	0.60%	5.08% J	6.57%	2.44%	2.81%	3.85%	2.87%	3.20%	1.43%	2.14%	3.50%	2.86%	2.57%	2.60%	4.21%	1.90%	0.0%
Appropriately skipped	221	172	169	4044	138	106	95	673	57	43	42	47	23	108	11	55	109	25	33	42	57	59	73	51	87	0
	22.76%	20.16%	21.64%	26.52%	24.73% I	23.19%	23.17%	19.52% I	15.00%	12.84%	16.41%	23.74%	28.05%	23.38%	21.15%	14.36%	26.85% R	17.86%	17.65%	29.37% S	27.14% S	21.69%	27.14%	26.84%	23.64%	0.0%
BASE = Those who responded	715	661	544	10667	405	338	279	2649	310	290	201	138	57	341	39	317	284	113	150	96	147	206	189	131	274	0
	73.64%	77.49% C	69.65%	69.95%	72.58%	73.96%	68.05%	76.85%	81.58% HE	86.57% K	78.52%	69.70%	69.51%	73.81%	75.00%	82.77%	69.95%	80.71% Q	80.21% TU	67.13%	70.00%	75.74%	70.26%	68.95%	74.46%	0.0%
Never	4	5	3	112	2	2	2	14	1	2	1	2	1	1	0	2	1	1	0	1	1	2	0	1	1	0
	0.56%	0.76%	0.55%	1.05%	0.49%	0.59%	0.72%	0.53%	0.32%	0.69%	0.50%	1.45%	1.75%	0.29%	0.0%	0.63%	0.35%	0.88%	0.0%	1.04%	0.68%	0.97%	0.0%	0.76%	0.36%	0.0%
Sometimes	59	45	33	1223	39	29	16	231	24	19	13	9	8	30	9	25	22	16	12	11	15	18	20	13	26	0
	8.25%	6.81%	6.07%	11.47%	9.63%	8.58%	5.73%	8.72%	7.74%	6.55%	6.47%	6.52%	14.04%	8.80%	23.08% P	7.89%	7.75%	14.16%	8.00%	11.46%	10.20%	8.74%	10.58%	9.92%	9.49%	0.0%
Bottom Two Box (%Never + %Sometimes)	63	50	36	1335	41	31	18	245	25	21	14	11	9	31	9	27	23	17	12	12	16	20	20	14	27	0
	8.81%	7.56%	6.62%	12.52%	10.12%	9.17%	6.45%	9.25%	8.06%	7.24%	6.97%	7.97%	15.79%	9.09%	23.08% P	8.52%	8.10%	15.04%	8.00%	12.50%	10.88%	9.71%	10.58%	10.69%	9.85%	0.0%
Usually	97	87	62	1902	59	48	28	571	48	36	25	12	13	45	7	42	41	17	22	13	23	32	26	27	32	0
	13.57%	13.16%	11.40%	17.83%	14.57%	14.20%	10.04%	21.56% I	15.48%	12.41%	12.44%	8.70%	22.81%	13.20%	17.95%	13.25%	14.44%	15.04%	14.67%	13.54%	15.65%	15.53%	13.76%	20.61% Y	11.68%	0.0%
Always	555	524	446	7430	305	259	233	1833	237	233	162	115	35	265	23	248	220	79	116	71	108	154	143	90	215	0
	77.62%	79.27%	81.99%	69.65%	75.31% D	76.63%	83.51% EF	69.20%	76.45% H	80.34%	80.60%	83.33%	61.40%	77.71% M	58.97%	78.23% O	77.46%	69.91%	77.33%	73.96%	73.47%	74.76%	75.66%	68.70%	78.47% X	0.0%
CAHPS Rate (%Always + %Usually)	652	611	508	9332	364	307	261	2404	285	269	187	127	48	310	30	290	261	96	138	84	131	186	169	117	247	0
	91.19%	92.44%	93.38%	87.48%	89.88%	90.83%	93.55%	90.75%	91.94%	92.76%	93.03%	92.03%	84.21%	90.91%	76.92%	91.48% O	91.90%	84.96%	92.00%	87.50%	89.12%	90.29%	89.42%	89.31%	90.15%	0.0%
3-point composite mean	2.6881	2.7171	2.7537	2.5714	2.6519 D	2.6746	2.7706 EF	2.5995	2.6839 H	2.7310	2.7363	2.7536	2.4561	2.6862 M	2.3590	2.6972 O	2.6937	2.5487	2.6933	2.6146	2.6259	2.6505	2.6508	2.5802	2.6861	0
4-point composite mean	3.6825	3.7095	3.7482	3.5609	3.6469 D	3.6686	3.7634 E	3.5942	3.6806 H	3.7241	3.7313	3.7391	3.4386	3.6833 M	3.3590	3.6909 O	3.6901	3.5398	3.6933	3.6042	3.6190	3.6408	3.6508	3.5725	3.6825	0
Sigma	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

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?

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. Gen Pop (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/Very Good (Q)	Good/Fair/Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	1	2	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.12%	0.26%	0.0%	0.0%	0.0%	0.24%	0.0%	0.0%	0.30%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	37	25	65	614	22	12	38	116	12	10	6	9	4	18	0	0	15	6	6	4	11	7	14	5	17	0
	3.81%	2.93%	8.32%	4.03%	3.94%	2.63%	9.27%	3.37%	3.16%	2.99%	2.34%	4.55%	4.88%	3.90%	0.0%	0.0%	3.69%	4.29%	3.21%	2.80%	5.24%	2.57%	5.20%	2.63%	4.62%	0.0%
BASE = Those who responded	934	827	714	14635	536	445	371	3331	368	324	250	189	78	444	52	383	391	134	181	139	199	265	255	185	351	0
	96.19%	96.95%	91.42%	95.97%	96.06%	97.37%	90.49%	96.63%	96.84%	96.72%	97.66%	95.45%	95.12%	96.10%	100.00%	100.00%	96.31%	95.71%	96.79%	97.20%	94.76%	97.43%	94.80%	97.37%	95.38%	0.0%
None	143	122	120	3394	93	85	64	397	25	29	33	35	13	74	0	0	73	17	25	26	37	45	44	32	61	0
	15.31%	14.75%	16.81%	23.19%	17.35%	19.10%	17.25%	11.92%	6.79%	8.95%	13.20%	18.52%	16.67%	16.67%	0.0%	0.0%	18.67%	12.69%	13.81%	18.71%	18.59%	16.98%	17.25%	17.30%	17.38%	0.0%
1 time	180	151	147	3918	117	83	90	640	48	36	37	36	14	102	11	105	100	15	27	40	48	54	62	45	72	0
	19.27%	18.26%	20.59%	26.77%	21.83%	18.65%	24.26%	19.21%	13.04%	11.11%	14.80%	19.05%	17.95%	22.97%	21.15%	27.42%	25.58%	11.19%	14.92%	28.78%	24.12%	20.38%	24.31%	24.32%	20.51%	0.0%
2	240	212	162	3356	137	124	83	824	96	70	50	47	20	113	17	115	98	35	49	36	47	71	61	45	92	0
	25.70%	25.63%	22.69%	22.93%	25.56%	27.87%	22.37%	24.74%	26.09%	21.60%	20.00%	24.87%	25.64%	25.45%	32.69%	30.03%	25.06%	26.12%	27.07%	25.90%	23.62%	26.79%	23.92%	24.32%	26.21%	0.0%
3	149	129	108	1812	78	57	50	540	74	55	51	31	15	63	11	66	51	27	26	21	30	43	34	28	50	0
	15.95%	15.60%	15.13%	12.38%	14.55%	12.81%	13.48%	16.21%	20.11%	16.98%	20.40%	16.40%	19.23%	14.19%	21.15%	17.23%	13.04%	20.15%	14.36%	15.11%	15.08%	16.23%	13.33%	15.14%	14.25%	0.0%
4	82	76	74	923	38	36	38	338	37	39	30	22	5	32	4	33	26	11	21	4	11	13	23	13	25	0
	8.78%	9.19%	10.36%	6.31%	7.09%	8.09%	10.24%	10.15%	10.05%	12.04%	12.00%	11.64%	6.41%	7.21%	7.69%	8.62%	6.65%	8.21%	11.60%	2.88%	5.53%	4.91%	9.02%	7.03%	7.12%	0.0%
5 to 9	106	115	72	939	52	53	35	413	69	78	35	14	11	40	7	45	32	19	23	8	19	25	24	18	34	0
	11.35%	13.91%	10.08%	6.42%	9.70%	11.91%	9.43%	12.40%	18.75%	24.07%	14.00%	7.41%	14.10%	9.01%	13.46%	11.75%	8.18%	14.18%	12.71%	5.76%	9.55%	9.43%	9.41%	9.73%	9.69%	0.0%
10 or more times	34	22	31	293	21	7	11	179	19	17	14	4	0	20	2	19	11	10	10	4	7	14	7	4	17	0
	3.64%	2.66%	4.34%	2.00%	3.92%	1.57%	2.96%	5.37%	5.16%	5.25%	5.60%	2.12%	0.0%	4.50%	3.85%	4.96%	2.81%	7.46%	5.52%	2.88%	3.52%	5.28%	2.75%	2.16%	4.84%	0.0%
Average number of times	2.7859	2.8368	2.7766	2.0494	2.6185	2.4820	2.5350	3.1187	3.6155	3.8750	3.3200	2.4286	2.5128	2.6464	3.2308	3.1789	2.3389	3.4925	3.1657	2.1367	2.4950	2.7434	2.4843	2.4162	2.7251	0
					D				HE	K								Q	TU							
Standard deviation	2.7475	2.6468	2.8546	2.3195	2.7756	2.4252	2.6112	3.0016	2.9623	3.0672	3.0482	2.3585	2.1348	2.8508	2.6118	2.7943	2.5361	3.2702	3.0362	2.4280	2.7160	2.9786	2.5637	2.4516	2.9263	0
Sigma	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

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?

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
													0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Anthem Avg. Gen Pop	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Anthem Avg. CCC Pop	2017 CCC. Pop. Qual. Total	2016 CCC. Pop. Qual. Total	2015 CCC. Pop. Qual. Total	2017 CCC. Pop. Not Qual. Total		(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	46	33	79	755	27	17	45	147	15	12	10	12	5	22	0	3	19	7	8	5	13	9	17	8	19	0
	4.74%	3.87%	10.12% AB	4.95%	4.84%	3.72%	10.98% EF	4.26%	3.95%	3.58%	3.91%	6.06%	6.10%	4.76%	0.0%	0.78%	4.68%	5.00%	4.28%	3.50%	6.19%	3.31%	6.32%	4.21%	5.16%	0.0%
Appropriately skipped	143	122	120	3394	93	85	64	397	25	29	33	35	13	74	0	0	73	17	25	26	37	45	44	32	61	0
	14.73%	14.30%	15.36%	22.26% E	16.67% I	18.60%	15.61%	11.52% I	6.58%	8.66%	12.89% I	17.68%	15.85%	16.02%	0.0%	0.0%	17.98%	12.14%	13.37%	18.18%	17.62%	16.54%	16.36%	16.84%	16.58%	0.0%
BASE = Those who responded	782	698	582	11100	438	355	301	2903	340	294	213	151	64	366	52	380	314	116	154	112	160	218	208	150	288	0
	80.54% C	81.83% C	74.52%	72.79%	78.49% D	77.68%	73.41%	84.22%	89.47% HKE	87.76%	83.20%	76.26%	78.05%	79.22%	100.00%	99.22%	77.34%	82.86%	82.35%	78.32%	76.19%	80.15%	77.32%	78.95%	78.26%	0.0%
Yes	570	528	425	7925	311	273	217	2255	266	229	163	109	39	267	31	276	224	83	115	75	112	165	138	108	203	0
	72.89%	75.64%	73.02%	71.40%	71.00%	76.90%	72.09%	77.68%	78.24% E	77.89%	76.53%	72.19%	60.94%	72.95%	59.62%	72.63%	71.34%	71.55%	74.68%	66.96%	70.00%	75.69% W	66.35%	72.00%	70.49%	0.0%
No	212	170	157	3175	127	82	84	648	74	65	50	42	25	99	21	104	90	33	39	37	48	53	70	42	85	0
	27.11%	24.36%	26.98%	28.60%	29.00% I	23.10%	27.91%	22.32%	21.76%	22.11%	23.47%	27.81%	39.06%	27.05%	40.38%	27.37%	28.66%	28.45%	25.32%	33.04%	30.00%	24.31%	33.65% V	28.00%	29.51%	0.0%
3-point composite mean	2.4578	2.5129	2.4605	2.4279	2.4201	2.5380	2.4419	2.5536	2.5647 E	2.5578	2.5305	2.4437	2.2188	2.4590 M	2.1923	2.4526	2.4268	2.4310	2.4935	2.3393	2.4000	2.5138 W	2.3269	2.4400	2.4097	0
Sigma	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
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Children With Chronic Conditions

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

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop Total (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop Total (H)	2017 CCC. Pop. Qual. Total (I)	2016 CCC. Pop. Qual. Total (J)	2015 CCC. Pop. Qual. Total (K)	2017 CCC. Pop. Not Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	971 100.00%	853 100.00%	781 100.00%	5665 100.00%	558 100.00%	457 100.00%	410 100.00%	3447 100.00%	380 100.00%	335 100.00%	256 100.00%	198 100.00%	82 100.00%	462 100.00%	52 100.00%	383 100.00%	406 100.00%	140 100.00%	187 100.00%	143 100.00%	210 100.00%	272 100.00%	269 100.00%	190 100.00%	368 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	45 4.63%	29 3.40%	88 11.27% AB	234 4.13%	27 4.84%	14 3.06%	52 12.68% EF	138 4.00%	16 4.21%	11 3.28%	12 4.69%	11 5.56%	6 7.32%	21 4.55%	2 3.85%	1 0.26%	18 4.43%	8 5.71%	6 3.21%	6 4.20%	14 6.67%	10 3.68%	16 5.95%	10 5.26%	17 4.62%	0 0.0%
Appropriately skipped	143 14.73%	122 14.30%	120 15.36%	1291 22.79% E	93 16.67% I	85 18.60%	64 15.61%	397 11.52% I	25 6.58%	29 8.66%	33 12.89% I	35 17.68%	13 15.85%	74 16.02%	0 0.0%	0 0.0%	73 17.98%	17 12.14%	25 13.37%	26 18.18%	37 17.62%	45 16.54%	44 16.36%	32 16.84%	61 16.58%	0 0.0%
BASE = Those who responded	783 80.64% C	702 82.30% C	573 73.37%	4140 73.08%	438 78.49% DG	358 78.34% G	294 71.71%	2912 84.48%	339 89.21% HKE	295 88.06%	211 82.42%	152 76.77%	63 76.83%	367 79.44%	50 96.15%	382 99.74%	315 77.59%	115 82.14%	156 83.42%	111 77.62%	159 75.71%	217 79.78%	209 77.70%	148 77.89%	290 78.80%	0 0.0%
Never	23 2.94%	12 1.71%	12 2.09%	103 2.49%	19 4.34% G	7 1.96%	5 1.70%	39 1.34%	7 2.06%	4 1.36%	2 0.95%	3 1.97%	7 11.11%	12 3.27%	6 12.00%	12 3.14%	11 3.49%	8 6.96%	2 1.28%	7 6.31% S	10 6.29% S	11 5.07%	8 3.83%	11 7.43% Y	8 2.76%	0 0.0%
Sometimes	60 7.66%	60 8.55%	49 8.55%	355 8.57%	34 7.76%	32 8.94%	24 8.16%	208 7.14%	19 5.60%	25 8.47%	15 7.11%	13 8.55%	7 11.11%	27 7.36%	8 16.00%	25 6.54%	23 7.30%	11 9.57%	14 8.97%	9 8.11%	11 6.92%	19 8.76%	15 7.18%	8 5.41%	26 8.97%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	83 10.60%	72 10.26%	61 10.65%	458 11.06%	53 12.10% I	39 10.89%	29 9.86%	247 8.48%	26 7.67%	29 9.83%	17 8.06%	16 10.53%	14 22.22% N	39 10.63%	14 28.00% P	37 9.69%	34 10.79%	19 16.52%	16 10.26%	16 14.41%	21 13.21%	30 13.82%	23 11.00%	19 12.84%	34 11.72%	0 0.0%
Usually	99 12.64%	87 12.39%	54 9.42%	708 17.10% E	53 12.10%	38 10.61%	25 8.50%	491 16.86%	51 15.04%	43 14.58%	25 11.85%	14 9.21%	10 15.87%	41 11.17%	13 26.00% P	40 10.47%	33 10.48%	18 15.65%	15 9.62%	17 15.32%	19 11.95%	26 11.98%	25 11.96%	20 13.51%	33 11.38%	0 0.0%
Always	601 76.76%	543 77.35%	458 79.93%	2974 71.84%	332 75.80%	281 78.49%	240 81.63%	2174 74.66%	262 77.29%	223 75.59%	169 80.09%	122 80.26%	39 61.90%	287 78.20% M	23 46.00%	305 79.84% O	248 78.73% R	78 67.83%	125 80.13%	78 70.27%	119 74.84%	161 74.19%	161 77.03%	109 73.65%	223 76.90%	0 0.0%
CAHPS Rate (%Always + %Usually)	700 89.40%	630 89.74%	512 89.35%	3682 88.94%	385 87.90%	319 89.11%	265 90.14%	2665 91.52%	313 92.33% E	266 90.17%	194 91.94%	136 89.47%	49 77.78%	328 89.37% M	36 72.00%	345 90.31% O	281 89.21%	96 83.48%	140 89.74%	95 85.59%	138 86.79%	187 86.18%	186 89.00%	129 87.16%	256 88.28%	0 0.0%
3-point composite mean	2.6616	2.6709	2.6928	2.6077	2.6370	2.6760	2.7177	2.6617	2.6962	2.6576	2.7204	2.6974	2.3968	2.6757 M	2.1800	2.7016 O	2.6794 R	2.5130	2.6987	2.5586	2.6164	2.6037	2.6603	2.6081	2.6517	0
4-point composite mean	3.6322	3.6538	3.6719	3.5829	3.5936	3.6564	3.7007	3.6484	3.6755	3.6441	3.7109	3.6776	3.2857	3.6431 M	3.0600	3.6702 O	3.6444 R	3.4435	3.6859	3.4955	3.5535	3.5530	3.6220	3.5338	3.6241	0
Sigma	971 100.00%	853 100.00%	781 100.00%	5665 100.00%	558 100.00%	457 100.00%	410 100.00%	3447 100.00%	380 100.00%	335 100.00%	256 100.00%	198 100.00%	82 100.00%	462 100.00%	52 100.00%	383 100.00%	406 100.00%	140 100.00%	187 100.00%	143 100.00%	210 100.00%	272 100.00%	269 100.00%	190 100.00%	368 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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Children With Chronic Conditions

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?

2017 General Population Plan Results																										
	Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age		Gender		Survey Type															
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC. Pop. Qual. Total (I)	2016 CCC. Pop. Qual. Total (J)	2015 CCC. Pop. Qual. Total (K)	2017 CCC. Pop. Not Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	2	3	0	0	1	2	0	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.23%	0.38%	0.0%	0.0%	0.22%	0.49%	0.0%	0.0%	0.30%	0.78%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	47	36	87	752	28	19	50	145	18	12	10	11	5	23	0	3	19	8	7	7	13	10	17	9	19	0
	4.84%	4.22%	11.14% AB	4.93%	5.02%	4.16%	12.20% EF	4.21%	4.74%	3.58%	3.91%	5.56%	6.10%	4.98%	0.0%	0.78%	4.68%	5.71%	3.74%	4.90%	6.19%	3.68%	6.32%	4.74%	5.16%	0.0%
Appropriately skipped	143	122	120	3394	93	85	64	397	25	29	33	35	13	74	0	0	73	17	25	26	37	45	44	32	61	0
	14.73%	14.30%	15.36%	22.26% E	16.67% I	18.60%	15.61%	11.52% I	6.58%	8.66%	12.89% I	17.68%	15.85%	16.02%	0.0%	0.0%	17.98%	12.14%	13.37%	18.18%	17.62%	16.54%	16.36%	16.84%	16.58%	0.0%
BASE = Those who responded	781	693	571	11103	437	352	294	2905	337	293	211	152	64	365	52	380	314	115	155	110	160	217	208	149	288	0
	80.43% C	81.24% C	73.11%	72.81%	78.32% DG	77.02%	71.71%	84.28%	88.68% HKE	87.46%	82.42%	76.77%	78.05%	79.00%	100.00%	99.22%	77.34%	82.14%	82.89%	76.92%	76.19%	79.78%	77.32%	78.42%	78.26%	0.0%
Yes	261	259	192	3477	132	115	95	1484	142	149	102	51	17	112	19	111	92	38	54	30	44	69	59	53	79	0
	33.42%	37.37%	33.63%	31.32%	30.21%	32.67%	32.31%	51.08% I	42.14% E	50.85% I	48.34%	33.55%	26.56%	30.68%	36.54%	29.21%	29.30%	33.04%	34.84%	27.27%	27.50%	31.80%	28.37%	35.57%	27.43%	0.0%
No	520	434	379	7626	305	237	199	1421	195	144	109	101	47	253	33	269	222	77	101	80	116	148	149	96	209	0
	66.58%	62.63%	66.37%	68.68%	69.79% I	67.33%	67.69%	48.92%	57.86% HJ	49.15%	51.66%	66.45%	73.44%	69.32%	63.46%	70.79%	70.70%	66.96%	65.16%	72.73%	72.50%	68.20%	71.63%	64.43%	72.57%	0.0%
Sigma	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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Children With Chronic Conditions

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

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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Children With Chronic Conditions

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

2017 General Population Plan Results																										
	Overall Rating of Health Plan			Overall Rating of Health Care				Health Status		Age			Gender		Survey Type											
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/Very Good (Q)	Good/Fair/Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	1	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.13%	0.0%	0.0%	0.0%	0.24%	0.0%	0.0%	0.0%	0.39%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	51	38	96	799	29	20	56	157	19	13	14	13	5	24	0	4	20	8	8	7	13	10	18	9	20	0
	5.25%	4.45%	12.29%	5.24%	5.20%	4.38%	13.66%	4.55%	5.00%	3.88%	5.47%	6.57%	6.10%	5.19%	0.0%	1.04%	4.93%	5.71%	4.28%	4.90%	6.19%	3.68%	6.69%	4.74%	5.43%	0.0%
			AB				EF									O										
Appropriately skipped	663	556	499	11020	398	322	263	1818	220	173	142	136	60	327	33	269	295	94	126	106	153	193	193	128	270	0
	68.28%	65.18%	63.89%	72.27%	71.33%	70.46%	64.15%	52.74%	57.89%	51.64%	55.47%	68.69%	73.17%	70.78%	63.46%	70.23%	72.66%	67.14%	67.38%	74.13%	72.86%	70.96%	71.75%	67.37%	73.37%	0.0%
					GI	G																				
BASE = Those who responded	257	259	185	3430	131	115	90	1472	141	149	99	49	17	111	19	110	91	38	53	30	44	69	58	53	78	0
	26.47%	30.36%	23.69%	22.49%	23.48%	25.16%	21.95%	42.70%	37.11%	44.48%	38.67%	24.75%	20.73%	24.03%	36.54%	28.72%	22.41%	27.14%	28.34%	20.98%	20.95%	25.37%	21.56%	27.89%	21.20%	0.0%
			C					I	E	I																
Yes	170	183	138	2286	87	83	60	1128	104	112	79	28	13	73	11	75	64	22	35	21	28	49	36	38	49	0
	66.15%	70.66%	74.59%	66.65%	66.41%	72.17%	66.67%	76.63%	73.76%	75.17%	79.80%	57.14%	76.47%	65.77%	57.89%	68.18%	70.33%	57.89%	66.04%	70.00%	63.64%	71.01%	62.07%	71.70%	62.82%	0.0%
No	87	76	47	1144	44	32	30	344	37	37	20	21	4	38	8	35	27	16	18	9	16	20	22	15	29	0
	33.85%	29.34%	25.41%	33.35%	33.59%	27.83%	33.33%	23.37%	26.24%	24.83%	20.20%	42.86%	23.53%	34.23%	42.11%	31.82%	29.67%	42.11%	33.96%	30.00%	36.36%	28.99%	37.93%	28.30%	37.18%	0.0%
Sigma	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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Children With Chronic Conditions

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?

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
																	</									

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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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?

														2017 General Population Plan Results													
														Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		

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2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

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?

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Not Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
4 -	5 0.65%	5 0.72%	3 0.53%	65 0.59%	2 0.46%	2 0.56%	0 0.0%	17 0.59%	1 0.30%	2 0.68%	3 1.41%	3 1.97%	2 3.17%	0 0.0%	2 3.85%	0 0.0%	2 0.65%	0 0.0%	1 0.65%	0 0.0%	1 0.63%	0 0.0%	2 0.96%	1 0.68%	1 0.35%	0 0.0%
3 -	4 0.52%	3 0.43%	3 0.53%	41 0.37%	2 0.46%	1 0.28%	2 0.68%	16 0.55%	2 0.60%	3 1.02%	1 0.47%	1 0.66%	1 1.59%	1 0.27%	2 3.85%	0 0.0%	0 0.0%	2 1.71%	0 0.0%	0 0.0%	2 1.25%	1 0.46%	1 0.48%	2 1.35%	0 0.0%	0 0.0%
2 -	1 0.13%	3 0.43%	4 0.71%	18 0.16%	0 0.0%	2 0.56%	2 0.68%	2 0.07%	1 0.30%	2 0.68%	2 0.94%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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 -	2 0.26%	3 0.43%	1 0.18%	24 0.22%	2 0.46%	1 0.28%	1 0.34%	5 0.17%	1 0.30%	3 1.02%	0 0.0%	0 0.0%	2 3.17%	0 0.0%	2 3.85%	0 0.0%	0 0.0%	2 1.71%	0 0.0%	2 1.82%	0 0.0%	0 0.0%	2 0.96%	0 0.0%	2 0.70%	0 0.0%
0 - Worst health care possible	1 0.13%	0 0.0%	4 0.71%	41 0.37%	1 0.23%	0 0.0%	3 1.03%	7 0.24%	1 0.30%	0 0.0%	1 0.47%	0 0.0%	1 1.59%	0 0.0%	1 1.92%	0 0.0%	0 0.0%	1 0.85%	0 0.0%	0 0.0%	1 0.63%	0 0.0%	1 0.48%	1 0.68%	0 0.0%	0 0.0%
Bottom Three Box	4 0.52%	6 0.86%	9 1.59%	83 0.75%	3 0.69%	3 0.84%	6 2.05%	14 0.48%	3 0.90%	5 1.71%	3 1.41%	0 0.0%	3 4.76%	0 0.0%	3 5.77%	0 0.0%	0 0.0%	3 2.56%	0 0.0%	2 1.82%	1 0.63%	0 0.0%	3 1.44%	1 0.68%	2 0.70%	0 0.0%
Bottom Two Box	3 0.39%	3 0.43%	5 0.88%	65 0.59%	3 0.69%	1 0.28%	4 1.37%	12 0.41%	2 0.60%	3 1.02%	1 0.47%	0 0.0%	3 4.76%	0 0.0%	3 5.77%	0 0.0%	0 0.0%	3 2.56%	0 0.0%	2 1.82%	1 0.63%	0 0.0%	3 1.44%	1 0.68%	2 0.70%	0 0.0%
Average rating	9.0839	8.9326	8.9489	8.9387	9.0736	8.9298	8.9521	8.8464	8.9612	8.7235	8.9202	9.1184	7.6667	9.3379	5.7500	9.5248	9.2710	8.5812	9.2418	8.9000	9.0625	9.1343	9.0240	8.9122	9.1568	0
Standard deviation	1.4982	1.6265	1.6932	1.5249	1.5340	1.6277	1.7432	1.5523	1.6468	1.8331	1.7302	1.3952	2.3503	1.1667	1.6510	0.7741	1.2434	2.0223	1.2987	1.7213	1.5878	1.3422	1.7053	1.7240	1.4191	0
3-point composite mean	2.6697	2.6141	2.6296	2.6373	2.6598	2.6067	2.6575	2.5973	2.6269	2.5392	2.6103	2.6842	2.1429	2.7582	1.4423	2.8251	2.7258	2.4957	2.7255	2.5909	2.6563	2.6806	2.6442	2.6014	2.6899	0
Sigma	971 100.00%	853 100.00%	781 100.00%	15249 100.00%	558 100.00%	457 100.00%	410 100.00%	3447 100.00%	380 100.00%	335 100.00%	256 100.00%	198 100.00%	82 100.00%	462 100.00%	52 100.00%	383 100.00%	406 100.00%	140 100.00%	187 100.00%	143 100.00%	210 100.00%	272 100.00%	269 100.00%	190 100.00%	368 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

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

	2017 General Population Plan Results																									
	Overall Rating of Health Plan				Overall Rating of Health Care				Health Status		Age			Gender		Survey Type										
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop. Total (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop. Total (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. Total (L)	2017 CCC Pop. Qual. Total (M)	2016 CCC Pop. Qual. Total (N)	2015 CCC Pop. Qual. Total (O)	2017 CCC Pop. Qual. Total (P)	2016 CCC Pop. Qual. Total (Q)	2015 CCC Pop. Qual. Total (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	1	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%	0.13%	0.0%	0.0%	0.0%	0.24%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	45	29	94	741	26	14	52	141	16	12	11	11	5	21	0	0	19	6	7	5	13	9	16	8	18	0
	4.63%	3.40%	12.04%	4.86%	4.66%	3.06%	12.68%	4.09%	4.21%	3.58%	4.30%	5.56%	6.10%	4.55%	0.0%	0.0%	4.68%	4.29%	3.74%	3.50%	6.19%	3.31%	5.95%	4.21%	4.89%	0.0%
Appropriately skipped	143	122	120	3394	93	85	64	397	25	29	33	35	13	74	0	0	73	17	25	26	37	45	44	32	61	0
	14.73%	14.30%	15.36%	22.26%	16.67%	18.60%	15.61%	11.52%	6.58%	8.66%	12.89%	17.68%	15.85%	16.02%	0.0%	0.0%	17.98%	12.14%	13.37%	18.18%	17.62%	16.54%	16.36%	16.84%	16.58%	0.0%
BASE = Those who responded	783	702	566	11114	439	358	293	2909	339	294	212	152	64	367	52	383	314	117	155	112	160	218	209	150	289	0
	80.64%	82.30%	72.47%	72.88%	78.67%	78.34%	71.46%	84.39%	89.21%	87.76%	82.81%	76.77%	78.05%	79.44%	100.00%	100.00%	77.34%	83.57%	82.89%	78.32%	76.19%	80.15%	77.70%	78.95%	78.53%	0.0%
Never	10	8	8	189	4	6	3	31	2	1	2	5	2	2	1	2	3	1	3	0	1	1	3	2	2	0
	1.28%	1.14%	1.41%	1.70%	0.91%	1.68%	1.02%	1.07%	0.59%	0.34%	0.94%	3.29%	3.13%	0.54%	1.92%	0.52%	0.96%	0.85%	1.94%	0.0%	0.63%	0.46%	1.44%	1.33%	0.69%	0.0%
Sometimes	51	46	46	975	30	27	25	237	22	29	23	8	9	19	14	16	12	16	11	7	10	16	12	4	26	0
	6.51%	6.55%	8.13%	8.77%	6.83%	7.54%	8.53%	8.15%	6.49%	9.86%	10.85%	5.26%	14.06%	5.18%	26.92%	4.18%	3.82%	13.68%	7.10%	6.25%	6.25%	7.34%	5.74%	2.67%	9.00%	0.0%
Bottom Two Box (%Never + %Sometimes)	61	54	54	1164	34	33	28	268	24	30	25	13	11	21	15	18	15	17	14	7	11	17	15	6	28	0
	7.79%	7.69%	9.54%	10.47%	7.74%	9.22%	9.56%	9.21%	7.08%	10.20%	11.79%	8.55%	17.19%	5.72%	28.85%	4.70%	4.78%	14.53%	9.03%	6.25%	6.88%	7.80%	7.18%	4.00%	9.69%	0.0%
Usually	128	126	88	2427	70	62	36	749	65	64	32	23	20	49	22	48	42	27	16	23	28	39	29	25	45	0
	16.35%	17.95%	15.55%	21.84%	15.95%	17.32%	12.29%	25.75%	19.17%	21.77%	15.09%	15.13%	31.25%	13.35%	42.31%	12.53%	13.38%	23.08%	10.32%	20.54%	17.50%	17.89%	13.88%	16.67%	15.57%	0.0%
Always	594	522	424	7523	335	263	229	1892	250	200	155	116	33	297	15	317	257	73	125	82	121	162	165	119	216	0
	75.86%	74.36%	74.91%	67.69%	76.31%	73.46%	78.16%	65.04%	73.75%	68.03%	73.11%	76.32%	51.56%	80.93%	28.85%	82.77%	81.85%	62.39%	80.65%	73.21%	75.63%	74.31%	78.95%	79.33%	74.74%	0.0%
CAHPS Rate (%Always + %Usually)	722	648	512	9950	405	325	265	2641	315	264	187	139	53	346	37	365	299	100	141	105	149	201	194	144	261	0
	92.21%	92.31%	90.46%	89.53%	92.26%	90.78%	90.44%	90.79%	92.92%	89.80%	88.21%	91.45%	82.81%	94.28%	71.15%	95.30%	95.22%	85.47%	90.97%	93.75%	93.13%	92.20%	92.82%	96.00%	90.31%	0.0%
3-point composite mean	2.6807	2.6667	2.6537	2.5722	2.6856	2.6425	2.6860	2.5583	2.6667	2.5782	2.6132	2.6776	2.3438	2.7520	2.0000	2.7807	2.7707	2.4786	2.7161	2.6696	2.6875	2.6651	2.7177	2.7533	2.6505	0
4-point composite mean	3.6679	3.6553	3.6396	3.5552	3.6765	3.6257	3.6758	3.5476	3.6608	3.5748	3.6038	3.6447	3.3125	3.7466	2.9808	3.7755	3.7611	3.4701	3.6968	3.6696	3.6813	3.6606	3.7033	3.7400	3.6436	0
Sigma	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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Children With Chronic Conditions

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

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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Children With Chronic Conditions

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?

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	971	853	781	5665	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	28	26	87	157	16	17	46	109	12	9	11	6	4	12	1	7	13	2	3	3	9	6	9	12	4	0
	2.88%	3.05%	11.14%	2.77%	2.87%	3.72%	11.22%	3.16%	3.16%	2.69%	4.30%	3.03%	4.88%	2.60%	1.92%	1.83%	3.20%	1.43%	1.60%	2.10%	4.29%	2.21%	3.35%	6.32%	1.09%	0.0%
			AB				EF																	Y		
Appropriately skipped	232	219	192	1841	138	113	103	550	52	50	41	60	20	114	11	100	112	21	105	7	21	66	67	37	101	0
	23.89%	25.67%	24.58%	32.50%	24.73%	24.73%	25.12%	15.96%	13.68%	14.93%	16.02%	30.30%	24.39%	24.68%	21.15%	26.11%	27.59%	15.00%	56.15%	4.90%	10.00%	24.26%	24.91%	19.47%	27.45%	0.0%
				E	I												R		TU					X		
BASE = Those who responded	711	608	502	3667	404	327	261	2788	316	276	204	132	58	336	40	276	281	117	79	133	180	200	193	141	263	0
	73.22%	71.28%	64.28%	64.73%	72.40%	71.55%	63.66%	80.88%	83.16%	82.39%	79.69%	66.67%	70.73%	72.73%	76.92%	72.06%	69.21%	83.57%	42.25%	93.01%	85.71%	73.53%	71.75%	74.21%	71.47%	0.0%
	C	C			DG	G			E								Q		SU	S						
Yes	69	78	72	391	33	37	35	507	50	55	46	8	4	29	7	22	18	15	6	14	13	21	12	10	23	0
	9.70%	12.83%	14.34%	10.66%	8.17%	11.31%	13.41%	18.19%	15.82%	19.93%	22.55%	6.06%	6.90%	8.63%	17.50%	7.97%	6.41%	12.82%	7.59%	10.53%	7.22%	10.50%	6.22%	7.09%	8.75%	0.0%
			A				E		E																	
No	642	530	430	3276	371	290	226	2281	266	221	158	124	54	307	33	254	263	102	73	119	167	179	181	131	240	0
	90.30%	87.17%	85.66%	89.34%	91.83%	88.69%	86.59%	81.81%	84.18%	80.07%	77.45%	93.94%	93.10%	91.37%	82.50%	92.03%	93.59%	87.18%	92.41%	89.47%	92.78%	89.50%	93.78%	92.91%	91.25%	0.0%
	C				GI																					
Sigma	971	853	781	5665	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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Children With Chronic Conditions

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?

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	971	853	781	5665	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	28	27	89	158	16	18	47	112	12	9	11	6	4	12	1	7	13	2	3	3	9	6	9	12	4	0
	2.88%	3.17%	11.40% AB	2.79%	2.87%	3.94%	11.46% EF	3.25%	3.16%	2.69%	4.30%	3.03%	4.88%	2.60%	1.92%	1.83%	3.20%	1.43%	1.60%	2.10%	4.29%	2.21%	3.35%	6.32% Y	1.09%	0.0%
Appropriately skipped	874	749	622	5117	509	403	329	2831	318	271	199	184	74	421	44	354	375	123	178	126	188	245	248	168	341	0
	90.01% C	87.81% C	79.64%	90.33%	91.22% GI	88.18% G	80.24%	82.13%	83.68%	80.90%	77.73%	92.93%	90.24%	91.13%	84.62%	92.43%	92.36%	87.86%	95.19% TU	88.11%	89.52%	90.07%	92.19%	88.42%	92.66%	0.0%
BASE = Those who responded	69	77	70	390	33	36	34	504	50	55	46	8	4	29	7	22	18	15	6	14	13	21	12	10	23	0
	7.11%	9.03%	8.96%	6.88%	5.91%	7.88%	8.29%	14.62%	13.16% E	16.42%	17.97%	4.04%	4.88%	6.28%	13.46%	5.74%	4.43%	10.71% Q	3.21%	9.79% S	6.19%	7.72%	4.46%	5.26%	6.25%	0.0%
Yes	67	67	63	359	33	33	28	479	49	49	43	7	4	29	7	22	18	15	6	14	13	21	12	10	23	0
	97.10% B	87.01%	90.00%	92.05%	100.00% DG	91.67%	82.35%	95.04%	98.00%	89.09%	93.48%	87.50%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
No	2	10	7	31	0	3	6	25	1	6	3	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	2.90%	12.99% A	10.00%	7.95% E	0.0%	8.33%	17.65% E	4.96%	2.00%	10.91%	6.52%	12.50%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sigma	971	853	781	5665	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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Children With Chronic Conditions

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?

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC. Pop. Qual. Total (I)	2016 CCC. Pop. Qual. Total (J)	2015 CCC. Pop. Qual. Total (K)	2017 CCC. Pop. Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	971	853	781	5665	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	1	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%	0.12%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.30%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	12	9	78	54	8	5	39	44	8	2	6	1	1	7	0	5	5	3	1	3	4	2	6	6	2	0
	1.24%	1.06%	9.99%	0.95%	1.43%	1.09%	9.51%	1.28%	2.11%	0.60%	2.34%	0.51%	1.22%	1.52%	0.0%	1.31%	1.23%	2.14%	0.53%	2.10%	1.90%	0.74%	2.23%	3.16%	0.54%	0.0%
			AB				EF									O								Y		
BASE = Those who responded	959	843	703	5611	550	452	371	3403	372	332	250	197	81	455	52	378	401	137	186	140	206	270	263	184	366	0
	98.76%	98.83%	90.01%	99.05%	98.57%	98.91%	90.49%	98.72%	97.89%	99.10%	97.66%	99.49%	98.78%	98.48%	100.00%	98.69%	98.77%	97.86%	99.47%	97.90%	98.10%	99.26%	97.77%	96.84%	99.46%	0.0%
	C	C			G	G						P												X		
Yes	72	69	66	285	32	36	34	402	42	43	33	15	7	24	7	22	19	12	15	9	7	18	13	7	25	0
	7.51%	8.19%	9.39%	5.08%	5.82%	7.96%	9.16%	11.81%	11.29%	12.95%	13.20%	7.61%	8.64%	5.27%	13.46%	5.82%	4.74%	8.76%	8.06%	6.43%	3.40%	6.67%	4.94%	3.80%	6.83%	0.0%
								E											U							
No	887	774	637	5326	518	416	337	3001	330	289	217	182	74	431	45	356	382	125	171	131	199	252	250	177	341	0
	92.49%	91.81%	90.61%	94.92%	94.18%	92.04%	90.84%	88.19%	88.71%	87.05%	86.80%	92.39%	91.36%	94.73%	86.54%	94.18%	95.26%	91.24%	91.94%	93.57%	96.60%	93.33%	95.06%	96.20%	93.17%	0.0%
					I															S						
Sigma	971	853	781	5665	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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Children With Chronic Conditions

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

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC. Pop. Qual. Total (I)	2016 CCC. Pop. Qual. Total (J)	2015 CCC. Pop. Qual. Total (K)	2017 CCC. Pop. Not Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	971	853	781	5665	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	13	14	82	66	8	7	42	53	9	5	8	1	1	7	0	5	5	3	1	3	4	2	6	6	2	0
	1.34%	1.64%	10.50% AB	1.17%	1.43%	1.53%	10.24% EF	1.54%	2.37%	1.49%	3.13%	0.51%	1.22%	1.52%	0.0%	1.31% O	1.23%	2.14%	0.53%	2.10%	1.90%	0.74%	2.23%	3.16% Y	0.54%	0.0%
Appropriately skipped	887	774	637	5326	518	416	337	3001	330	289	217	182	74	431	45	356	382	125	171	131	199	252	250	177	341	0
	91.35% C	90.74% C	81.56%	94.02%	92.83% GI	91.03% G	82.20%	87.06%	86.84%	86.27%	84.77%	91.92%	90.24%	93.29%	86.54%	92.95%	94.09%	89.29%	91.44%	91.61%	94.76%	92.65%	92.94%	93.16%	92.66%	0.0%
BASE = Those who responded	71	65	62	273	32	34	31	393	41	41	31	15	7	24	7	22	19	12	15	9	7	18	13	7	25	0
	7.31%	7.62%	7.94%	4.82%	5.73%	7.44%	7.56%	11.40%	10.79% E	12.24%	12.11%	7.58%	8.54%	5.19%	13.46%	5.74%	4.68%	8.57%	8.02% U	6.29%	3.33%	6.62%	4.83%	3.68%	6.79%	0.0%
Never	7	13	6	16	2	8	3	36	4	11	2	1	1	1	0	1	1	1	2	0	0	1	1	0	2	0
	9.86%	20.00%	9.68%	5.86%	6.25%	23.53% E	9.68%	9.16%	9.76%	26.83% IK	6.45%	6.67%	14.29%	4.17%	0.0%	4.55%	5.26%	8.33%	13.33%	0.0%	0.0%	5.56%	7.69%	0.0%	8.00%	0.0%
Sometimes	7	10	8	38	4	5	4	56	5	8	5	2	1	3	1	2	1	3	1	1	2	2	2	1	3	0
	9.86%	15.38%	12.90%	13.92%	12.50%	14.71%	12.90%	14.25%	12.20%	19.51%	16.13%	13.33%	14.29%	12.50%	14.29%	9.09%	5.26%	25.00%	6.67%	11.11%	28.57%	11.11%	15.38%	14.29%	12.00%	0.0%
Bottom Two Box (%Never + %Sometimes)	14	23	14	54	6	13	7	92	9	19	7	3	2	4	1	3	2	4	3	1	2	3	3	1	5	0
	19.72%	35.38% A	22.58%	19.78%	18.75%	38.24%	22.58%	23.41%	21.95%	46.34% IK	22.58%	20.00%	28.57%	16.67%	14.29%	13.64%	10.53%	33.33%	20.00%	11.11%	28.57%	16.67%	23.08%	14.29%	20.00%	0.0%
Usually	13	8	8	59	7	5	6	83	8	6	4	3	1	6	2	5	5	2	2	4	1	4	3	2	5	0
	18.31%	12.31%	12.90%	21.61%	21.88%	14.71%	19.35%	21.12%	19.51%	14.63%	12.90%	20.00%	14.29%	25.00%	28.57%	22.73%	26.32%	16.67%	13.33%	44.44%	14.29%	22.22%	23.08%	28.57%	20.00%	0.0%
Always	44	34	40	160	19	16	18	218	24	16	20	9	4	14	4	14	12	6	10	4	4	11	7	4	15	0
	61.97%	52.31%	64.52%	58.61%	59.38%	47.06%	58.06%	55.47%	58.54%	39.02%	64.52% J	60.00%	57.14%	58.33%	57.14%	63.64%	63.16%	50.00%	66.67%	44.44%	57.14%	61.11%	53.85%	57.14%	60.00%	0.0%
CAHPS Rate (%Always + %Usually)	57	42	48	219	26	21	24	301	32	22	24	12	5	20	6	19	17	8	12	8	5	15	10	6	20	0
	80.28% B	64.62%	77.42%	80.22%	81.25%	61.76%	77.42%	76.59%	78.05% J	53.66%	77.42% J	80.00%	71.43%	83.33%	85.71%	86.36%	89.47%	66.67%	80.00%	88.89%	71.43%	83.33%	76.92%	85.71%	80.00%	0.0%
3-point composite mean	2.4225	2.1692	2.4194	2.3883	2.4063	2.0882	2.3548	2.3206	2.3659 J	1.9268	2.4194 J	2.4000	2.2857	2.4167	2.4286	2.5000	2.5263	2.1667	2.4667	2.3333	2.2857	2.4444	2.3077	2.4286	2.4000	0
4-point composite mean	3.3239	2.9692	3.3226	3.3297	3.3438	2.8529	3.2581	3.2290	3.2683 J	2.6585	3.3548 J	3.3333	3.1429	3.3750	3.4286	3.4545	3.4737	3.0833	3.3333	3.3333	3.2857	3.3889	3.2308	3.4286	3.3200	0
Sigma	971	853	781	5665	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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Children With Chronic Conditions

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?

													2017 General Population Plan Results																																																																																																																																																																																																																																																																																																																																																																																																
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type																																																																																																																																																																																																																																																																																																																																																																																					
													2017 CCC. Pop. Not Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. 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Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2017 CCC. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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Children With Chronic Conditions

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?

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
													0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Anthem Avg. Gen Pop	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Anthem CCC Pop	2017 CCC Pop. Total	2016 CCC Pop. Total	2015 CCC Pop. Total	2017 CCC Pop. Not Qual.	0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	
Total	971	853	781	5665	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	1	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%	0.13%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.39%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	13	8	77	56	8	5	41	56	10	2	6	2	1	7	0	5	6	2	4	2	2	3	5	5	3	0
	1.34%	0.94%	9.86% AB	0.99%	1.43%	1.09%	10.00% EF	1.62%	2.63% J	0.60%	2.34%	1.01%	1.22%	1.52%	0.0%	1.31% O	1.48%	1.43%	2.14%	1.40%	0.95%	1.10%	1.86%	2.63%	0.82%	0.0%
BASE = Those who responded	958	845	703	5609	550	452	369	3391	370	333	249	196	81	455	52	378	400	138	183	141	208	269	264	185	365	0
	98.66% C	99.06% C	90.01%	99.01%	98.57% G	98.91% G	90.00%	98.38%	97.37%	99.40% I	97.27%	98.99%	98.78%	98.48%	100.00% P	98.69%	98.52%	98.57%	97.86%	98.60%	99.05%	98.90%	98.14%	97.37%	99.18%	0.0%
Yes	113	79	78	469	49	35	39	738	75	55	56	21	10	39	5	38	28	21	19	15	14	25	23	15	34	0
	11.80%	9.35%	11.10%	8.36%	8.91%	7.74%	10.57%	21.76%	20.27% E	16.52%	22.49%	10.71%	12.35%	8.57%	9.62%	10.05%	7.00%	15.22% Q	10.38%	10.64%	6.73%	9.29%	8.71%	8.11%	9.32%	0.0%
No	845	766	625	5140	501	417	330	2653	295	278	193	175	71	416	47	340	372	117	164	126	194	244	241	170	331	0
	88.20%	90.65%	88.90%	91.64%	91.09% I	92.26%	89.43%	78.24%	79.73%	83.48%	77.51%	89.29%	87.65%	91.43%	90.38%	89.95%	93.00% R	84.78%	89.62%	89.36%	93.27%	90.71%	91.29%	91.89%	90.68%	0.0%
Sigma	971	853	781	5665	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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Children With Chronic Conditions

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

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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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?

2017 General Population Plan Results																										
	Overall Rating of Health Plan			Overall Rating of Health Care			Health Status		Age			Gender		Survey Type												
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Not Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/Very Good (Q)	Good/Fair/Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	971	853	781	5665	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	1	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%	0.13%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.39%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	5	8	81	46	3	5	43	45	1	2	9	2	1	2	0	1	3	0	2	1	0	1	2	3	0	0
	0.51%	0.94%	10.37%	0.81%	0.54%	1.09%	10.49%	1.31%	0.26%	0.60%	3.52%	1.01%	1.22%	0.43%	0.0%	0.26%	0.74%	0.0%	1.07%	0.70%	0.0%	0.37%	0.74%	1.58%	0.0%	0.0%
			AB				EF	I			IJ															
BASE = Those who responded	966	845	699	5619	555	452	367	3402	379	333	246	196	81	460	52	382	403	140	185	142	210	271	267	187	368	0
	99.49%	99.06%	89.50%	99.19%	99.46%	98.91%	89.51%	98.69%	99.74%	99.40%	96.09%	98.99%	98.78%	99.57%	100.00%	99.74%	99.26%	100.00%	98.93%	99.30%	100.00%	99.63%	99.26%	98.42%	100.00%	0.0%
	C	C			G	G		HK	K																	
Yes	191	150	112	674	83	65	48	1417	160	120	91	16	16	67	13	59	50	33	12	26	43	44	37	37	46	0
	19.77%	17.75%	16.02%	12.00%	14.95%	14.38%	13.08%	41.65%	42.22%	36.04%	36.99%	8.16%	19.75%	14.57%	25.00%	15.45%	12.41%	23.57%	6.49%	18.31%	20.48%	16.24%	13.86%	19.79%	12.50%	0.0%
	C							E									Q			S	S		Y			
No	775	695	587	4945	472	387	319	1985	219	213	155	180	65	393	39	323	353	107	173	116	167	227	230	150	322	0
	80.23%	82.25%	83.98%	88.00%	85.05%	85.62%	86.92%	58.35%	57.78%	63.96%	63.01%	91.84%	80.25%	85.43%	75.00%	84.55%	87.59%	76.43%	93.51%	81.69%	79.52%	83.76%	86.14%	80.21%	87.50%	0.0%
			A		I												R		TU						X	
Sigma	971	853	781	5665	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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Children With Chronic Conditions

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

														2017 General Population Plan Results													
														Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
														0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC. Pop. Qual. Total (I)	2016 CCC. Pop. Qual. Total (J)	2015 CCC. Pop. Qual. Total (K)	2017 CCC. Pop. Not Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)		
Total	971	853	781	5665	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	14	11	84	64	8	7	43	76	6	4	11	4	2	6	0	3	6	2	2	2	4	4	4	6	2	0	
	1.44%	1.29%	10.76%	1.13%	1.43%	1.53%	10.49%	2.20%	1.58%	1.19%	4.30%	2.02%	2.44%	1.30%	0.0%	0.78%	1.48%	1.43%	1.07%	1.40%	1.90%	1.47%	1.49%	3.16%	0.54%	0.0%	
			AB				EF				J												Y				
Appropriately skipped	775	695	587	4945	472	387	319	1985	219	213	155	180	65	393	39	323	353	107	173	116	167	227	230	150	322	0	
	79.81%	81.48%	75.16%	87.29%	84.59%	84.68%	77.80%	57.59%	57.63%	63.58%	60.55%	90.91%	79.27%	85.06%	75.00%	84.33%	86.95%	76.43%	92.51%	81.12%	79.52%	83.46%	85.50%	78.95%	87.50%	0.0%	
	C	C			GI	G			E								R		TU	S	S			X			
BASE = Those who responded	182	147	110	656	78	63	48	1386	155	118	90	14	15	63	13	57	47	31	12	25	39	41	35	34	44	0	
	18.74%	17.23%	14.08%	11.58%	13.98%	13.79%	11.71%	40.21%	40.79%	35.22%	35.16%	7.07%	18.29%	13.64%	25.00%	14.88%	11.58%	22.14%	6.42%	17.48%	18.57%	15.07%	13.01%	17.89%	11.96%	0.0%	
	C								E								Q			S	S						
Never	18	16	10	64	10	6	3	105	16	13	4	1	1	9	4	5	4	6	0	6	4	4	6	2	8	0	
	9.89%	10.88%	9.09%	9.76%	12.82%	9.52%	6.25%	7.58%	10.32%	11.02%	4.44%	7.14%	6.67%	14.29%	30.77%	8.77%	8.51%	19.35%	0.0%	24.00%	10.26%	9.76%	17.14%	5.88%	18.18%	0.0%	
Sometimes	18	19	18	106	10	8	6	192	11	14	16	3	3	7	2	8	4	6	0	2	8	4	5	1	9	0	
	9.89%	12.93%	16.36%	16.16%	12.82%	12.70%	12.50%	13.85%	7.10%	11.86%	17.78%	21.43%	20.00%	11.11%	15.38%	14.04%	8.51%	19.35%	0.0%	8.00%	20.51%	9.76%	14.29%	2.94%	20.45%	0.0%	
								I			I													X			
Bottom Two Box (%Never + %Sometimes)	36	35	28	170	20	14	9	297	27	27	20	4	4	16	6	13	8	12	0	8	12	8	11	3	17	0	
	19.78%	23.81%	25.45%	25.91%	25.64%	22.22%	18.75%	21.43%	17.42%	22.88%	22.22%	28.57%	26.67%	25.40%	46.15%	22.81%	17.02%	38.71%	0.0%	32.00%	30.77%	19.51%	31.43%	8.82%	38.64%	0.0%	
																	Q							X			
Usually	37	28	20	145	16	13	5	319	33	22	18	1	5	11	3	11	8	8	4	5	7	7	9	10	6	0	
	20.33%	19.05%	18.18%	22.10%	20.51%	20.63%	10.42%	23.02%	21.29%	18.64%	20.00%	7.14%	33.33%	17.46%	23.08%	19.30%	17.02%	25.81%	33.33%	20.00%	17.95%	17.07%	25.71%	29.41%	13.64%	0.0%	
Always	109	84	62	341	42	36	34	770	95	69	52	9	6	36	4	33	31	11	8	12	20	26	15	21	21	0	
	59.89%	57.14%	56.36%	51.98%	53.85%	57.14%	70.83%	55.56%	61.29%	58.47%	57.78%	64.29%	40.00%	57.14%	30.77%	57.89%	65.96%	35.48%	66.67%	48.00%	51.28%	63.41%	42.86%	61.76%	47.73%	0.0%	
																	R										
CAHPS Rate (%Always + %Usually)	146	112	82	486	58	49	39	1089	128	91	70	10	11	47	7	44	39	19	12	17	27	33	24	31	27	0	
	80.22%	76.19%	74.55%	74.09%	74.36%	77.78%	81.25%	78.57%	82.58%	77.12%	77.78%	71.43%	73.33%	74.60%	53.85%	77.19%	82.98%	61.29%	100.00%	68.00%	69.23%	80.49%	68.57%	91.18%	61.36%	0.0%	
																	R						Y				
3-point composite mean	2.4011	2.3333	2.3091	2.2607	2.2821	2.3492	2.5208	2.3413	2.4387	2.3559	2.3556	2.3571	2.1333	2.3175	1.8462	2.3509	2.4894	1.9677	2.6667	2.1600	2.2051	2.4390	2.1143	2.5294	2.0909	0	
																	R						Y				
4-point composite mean	3.3022	3.2245	3.2182	3.1631	3.1538	3.2540	3.4583	3.2655	3.3355	3.2458	3.3111	3.2857	3.0667	3.1746	2.5385	3.2632	3.4043	2.7742	3.6667	2.9200	3.1026	3.3415	2.9429	3.4706	2.9091	0	
																	R						Y				
Sigma	971	853	781	5665	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

2017 General Population Plan Results																										
	Overall Rating of Health Plan			Overall Rating of Health Care			Health Status		Age			Gender		Survey Type												
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop. Total (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop. Total (H)	2017 CCC. Pop. Qual. Total (I)	2016 CCC. Pop. Qual. Total (J)	2015 CCC. Pop. Qual. Total (K)	2017 CCC. Pop. Not Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	971	853	781	5665	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	1	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%	0.12%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.30%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	11	10	84	62	8	6	44	75	6	3	11	2	3	5	0	5	6	2	2	4	2	3	5	5	3	0
	1.13%	1.17%	10.76% AB	1.09%	1.43%	1.31%	10.73% EF	2.18%	1.58%	0.90%	4.30% J	1.01%	3.66%	1.08%	0.0%	1.31% O	1.48%	1.43%	1.07%	2.80%	0.95%	1.10%	1.86%	2.63%	0.82%	0.0%
Appropriately skipped	775	695	587	4945	472	387	319	1985	219	213	155	180	65	393	39	323	353	107	173	116	167	227	230	150	322	0
	79.81% C	81.48% C	75.16%	87.29%	84.59% GI	84.68% G	77.80%	57.59%	57.63%	63.58%	60.55%	90.91%	79.27%	85.06%	75.00%	84.33%	86.95% R	76.43%	92.51% TU	81.12%	79.52%	83.46%	85.50%	78.95%	87.50% X	0.0%
BASE = Those who responded	185	147	110	658	78	64	47	1387	155	118	90	16	14	64	13	55	47	31	12	23	41	42	34	35	43	0
	19.05% C	17.23%	14.08%	11.62%	13.98%	14.00%	11.46%	40.24%	40.79% E	35.22%	35.16%	8.08%	17.07%	13.85%	25.00%	14.36%	11.58%	22.14% Q	6.42%	16.08% S	19.52% S	15.44%	12.64%	18.42% Y	11.68%	0.0%
Yes	111	96	73	366	37	35	35	818	95	78	64	12	4	33	6	27	20	17	6	9	21	24	11	12	25	0
	60.00%	65.31%	66.36%	55.62%	47.44%	54.69%	74.47% EF	58.98%	61.29% E	66.10%	71.11%	75.00%	28.57%	51.56%	46.15%	49.09%	42.55%	54.84%	50.00%	39.13%	51.22%	57.14% W	32.35%	34.29%	58.14% X	0.0%
No	74	51	37	292	41	29	12	569	60	40	26	4	10	31	7	28	27	14	6	14	20	18	23	23	18	0
	40.00%	34.69%	33.64%	44.38%	52.56% GI	45.31% G	25.53%	41.02%	38.71%	33.90%	28.89%	25.00%	71.43%	48.44%	53.85%	50.91%	57.45%	45.16%	50.00%	60.87%	48.78%	42.86%	67.65% V	65.71% Y	41.86%	0.0%
Sigma	971	853	781	5665	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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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?

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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Children With Chronic Conditions

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?

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC. Pop. Qual. Total (I)	2016 CCC. Pop. Qual. Total (J)	2015 CCC. Pop. Qual. Total (K)	2017 CCC. Pop. Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	971	853	781	5665	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	19	27	87	105	14	15	47	90	9	7	11	3	2	12	1	8	11	3	3	7	3	6	8	9	5	0
	1.96%	3.17%	11.14%	1.85%	2.51%	3.28%	11.46%	2.61%	2.37%	2.09%	4.30%	1.52%	2.44%	2.60%	1.92%	2.09%	2.71%	2.14%	1.60%	4.90%	1.43%	2.21%	2.97%	4.74%	1.36%	0.0%
			AB				EF																Y			
Appropriately skipped	735	634	550	4488	441	361	296	1934	234	205	163	157	63	366	35	296	323	107	150	111	165	216	210	142	299	0
	75.70%	74.33%	70.42%	79.22%	79.03%	78.99%	72.20%	56.11%	61.58%	61.19%	63.67%	79.29%	76.83%	79.22%	67.31%	77.28%	79.56%	76.43%	80.21%	77.62%	78.57%	79.41%	78.07%	74.74%	81.25%	0.0%
	C			GI	G			H																		
BASE = Those who responded	217	192	144	1072	103	81	67	1423	137	123	82	38	17	84	16	79	72	30	34	25	42	50	51	39	64	0
	22.35%	22.51%	18.44%	18.92%	18.46%	17.72%	16.34%	41.28%	36.05%	36.72%	32.03%	19.19%	20.73%	18.18%	30.77%	20.63%	17.73%	21.43%	18.18%	17.48%	20.00%	18.38%	18.96%	20.53%	17.39%	0.0%
	C	C						I	E																	
Yes	129	121	91	624	58	45	41	877	82	80	58	23	8	49	7	46	39	18	23	10	23	27	29	24	34	0
	59.45%	63.02%	63.19%	58.21%	56.31%	55.56%	61.19%	61.63%	59.85%	65.04%	70.73%	60.53%	47.06%	58.33%	43.75%	58.23%	54.17%	60.00%	67.65%	40.00%	54.76%	54.00%	56.86%	61.54%	53.13%	0.0%
No	88	71	53	448	45	36	26	546	55	43	24	15	9	35	9	33	33	12	11	15	19	23	22	15	30	0
	40.55%	36.98%	36.81%	41.79%	43.69%	44.44%	38.81%	38.37%	40.15%	34.96%	29.27%	39.47%	52.94%	41.67%	56.25%	41.77%	45.83%	40.00%	32.35%	60.00%	45.24%	46.00%	43.14%	38.46%	46.88%	0.0%
Sigma	971	853	781	5665	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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30. A personal doctor is the one your child would see if he or she needs a checkup, has a health problem or gets sick or hurt. Does your child have a personal doctor?

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

														2017 General Population Plan Results													
														Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		

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Children With Chronic Conditions

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

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Not Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/Very Good (Q)	Good/Fair/Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Standard deviation	2.5846	2.6116	2.6201	2.0542	2.5279	2.2008	2.1866	2.4713	2.6527	2.9593	2.7604	2.6585	2.1243	2.5970	1.9575	2.5845	2.2990	3.0341	2.7482	2.1469	2.5025	2.4188	2.6317	2.2190	2.6607	0
Sigma	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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Children With Chronic Conditions

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?

2017 General Population Plan Results																										
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC. Pop. Qual. Total (I)	2016 CCC. Pop. Qual. Total (J)	2015 CCC. Pop. Qual. Total (K)	2017 CCC. Pop. Not Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	1	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%	0.13%	0.0%	0.0%	0.0%	0.24%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	46	26	106	705	26	12	52	143	21	11	16	10	4	22	2	8	19	6	6	8	10	8	17	12	14	0
	4.74%	3.05%	13.57%	4.62%	4.66%	2.63%	12.68%	4.15%	5.53%	3.28%	6.25%	5.05%	4.88%	4.76%	3.85%	2.09%	4.68%	4.29%	3.21%	5.59%	4.76%	2.94%	6.32%	6.32%	3.80%	0.0%
			AB				EF																			
Appropriately skipped	207	173	167	4193	135	111	99	650	48	47	26	42	24	102	12	55	99	33	38	37	55	69	61	45	90	0
	21.32%	20.28%	21.38%	27.50%	24.19%	24.29%	24.15%	18.86%	12.63%	14.03%	10.16%	21.21%	29.27%	22.08%	23.08%	14.36%	24.38%	23.57%	20.32%	25.87%	26.19%	25.37%	22.68%	23.68%	24.46%	0.0%
				I				I																		
BASE = Those who responded	718	654	507	10351	397	334	258	2654	311	277	214	146	54	338	38	320	288	101	143	98	145	195	191	133	264	0
	73.94%	76.67%	64.92%	67.88%	71.15%	73.09%	62.93%	76.99%	81.84%	82.69%	83.59%	73.74%	65.85%	73.16%	73.08%	83.55%	70.94%	72.14%	76.47%	68.53%	69.05%	71.69%	71.00%	70.00%	71.74%	0.0%
				C			G		HE																	
Never	9	10	13	102	4	6	8	22	5	4	6	4	2	2	2	1	2	2	0	2	2	2	2	2	2	0
	1.25%	1.53%	2.56%	0.99%	1.01%	1.80%	3.10%	0.83%	1.61%	1.44%	2.80%	2.74%	3.70%	0.59%	5.26%	0.31%	0.69%	1.98%	0.0%	2.04%	1.38%	1.03%	1.05%	1.50%	0.76%	0.0%
Sometimes	30	30	15	529	19	15	7	96	7	12	8	5	3	15	5	14	11	7	8	6	4	7	11	3	16	0
	4.18%	4.59%	2.96%	5.11%	4.79%	4.49%	2.71%	3.62%	2.25%	4.33%	3.74%	3.42%	5.56%	4.44%	13.16%	4.38%	3.82%	6.93%	5.59%	6.12%	2.76%	3.59%	5.76%	2.26%	6.06%	0.0%
Bottom Two Box (%Never + %Sometimes)	39	40	28	631	23	21	15	118	12	16	14	9	5	17	7	15	13	9	8	8	6	9	13	5	18	0
	5.43%	6.12%	5.52%	6.10%	5.79%	6.29%	5.81%	4.45%	3.86%	5.78%	6.54%	6.16%	9.26%	5.03%	18.42%	4.69%	4.51%	8.91%	5.59%	8.16%	4.14%	4.62%	6.81%	3.76%	6.82%	0.0%
															P											
Usually	62	64	49	1314	35	30	16	355	29	35	23	10	12	23	7	23	24	11	15	7	12	20	14	16	19	0
	8.64%	9.79%	9.66%	12.69%	8.82%	8.98%	6.20%	13.38%	9.32%	12.64%	10.75%	6.85%	22.22%	6.80%	18.42%	7.19%	8.33%	10.89%	10.49%	7.14%	8.28%	10.26%	7.33%	12.03%	7.20%	0.0%
				E				I					N													
Always	617	550	430	8406	339	283	227	2181	270	226	177	127	37	298	24	282	251	81	120	83	127	166	164	112	227	0
	85.93%	84.10%	84.81%	81.21%	85.39%	84.73%	87.98%	82.18%	86.82%	81.59%	82.71%	86.99%	68.52%	88.17%	63.16%	88.13%	87.15%	80.20%	83.92%	84.69%	87.59%	85.13%	85.86%	84.21%	85.98%	0.0%
					D			H					M			O										
CAHPS Rate (%Always + %Usually)	679	614	479	9720	374	313	243	2536	299	261	200	137	49	321	31	305	275	92	135	90	139	186	178	128	246	0
	94.57%	93.88%	94.48%	93.90%	94.21%	93.71%	94.19%	95.55%	96.14%	94.22%	93.46%	93.84%	90.74%	94.97%	81.58%	95.31%	95.49%	91.09%	94.41%	91.84%	95.86%	95.38%	93.19%	96.24%	93.18%	0.0%
																O										
3-point composite mean	2.8050	2.7798	2.7929	2.7511	2.7960	2.7844	2.8217	2.7773	2.8296	2.7581	2.7617	2.8082	2.5926	2.8314	2.4474	2.8344	2.8264	2.7129	2.7832	2.7653	2.8345	2.8051	2.7906	2.8045	2.7917	0
														M		O										
4-point composite mean	3.7925	3.7645	3.7673	3.7413	3.7859	3.7665	3.7907	3.7690	3.8135	3.7437	3.7336	3.7808	3.5556	3.8254	3.3947	3.8313	3.8194	3.6931	3.7832	3.7449	3.8207	3.7949	3.7801	3.7895	3.7841	0
														M		O										
Sigma	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

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

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop. Total (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop. Total (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. Total (L)	2017 CCC Pop. Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/Very Good (Q)	Good/Fair/Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	1	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%	0.13%	0.0%	0.0%	0.0%	0.24%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	46	24	108	711	26	11	53	141	21	10	16	10	4	22	2	8	19	6	6	8	10	8	17	12	14	0
	4.74%	2.81%	13.83%	4.66%	4.66%	2.41%	12.93%	4.09%	5.53%	2.99%	6.25%	5.05%	4.88%	4.76%	3.85%	2.09%	4.68%	4.29%	3.21%	5.59%	4.76%	2.94%	6.32%	6.32%	3.80%	0.0%
	B		AB		F		EF																			
Appropriately skipped	207	173	167	4193	135	111	99	650	48	47	26	42	24	102	12	55	99	33	38	37	55	69	61	45	90	0
	21.32%	20.28%	21.38%	27.50%	24.19%	24.29%	24.15%	18.86%	12.63%	14.03%	10.16%	21.21%	29.27%	22.08%	23.08%	14.36%	24.38%	23.57%	20.32%	25.87%	26.19%	25.37%	22.68%	23.68%	24.46%	0.0%
	I				I			I																		
BASE = Those who responded	718	656	505	10345	397	335	257	2656	311	278	214	146	54	338	38	320	288	101	143	98	145	195	191	133	264	0
	73.94%	76.91%	64.66%	67.84%	71.15%	73.30%	62.68%	77.05%	81.84%	82.99%	83.59%	73.74%	65.85%	73.16%	73.08%	83.55%	70.94%	72.14%	76.47%	68.53%	69.05%	71.69%	71.00%	70.00%	71.74%	0.0%
	C	C			G	G		HE																		
Never	6	7	9	60	2	5	4	17	2	3	4	3	1	1	1	1	1	1	1	0	1	1	1	1	1	0
	0.84%	1.07%	1.78%	0.58%	0.50%	1.49%	1.56%	0.64%	0.64%	1.08%	1.87%	2.05%	1.85%	0.30%	2.63%	0.31%	0.35%	0.99%	0.70%	0.0%	0.69%	0.51%	0.52%	0.75%	0.38%	0.0%
Sometimes	20	22	18	455	12	12	8	114	9	14	12	2	5	6	4	8	9	3	2	6	4	7	5	1	11	0
	2.79%	3.35%	3.56%	4.40%	3.02%	3.58%	3.11%	4.29%	2.89%	5.04%	5.61%	1.37%	9.26%	1.78%	10.53%	2.50%	3.13%	2.97%	1.40%	6.12%	2.76%	3.59%	2.62%	0.75%	4.17%	0.0%
																									X	
Bottom Two Box (%Never + %Sometimes)	26	29	27	515	14	17	12	131	11	17	16	5	6	7	5	9	10	4	3	6	5	8	6	2	12	0
	3.62%	4.42%	5.35%	4.98%	3.53%	5.07%	4.67%	4.93%	3.54%	6.12%	7.48%	3.42%	11.11%	2.07%	13.16%	2.81%	3.47%	3.96%	2.10%	6.12%	3.45%	4.10%	3.14%	1.50%	4.55%	0.0%
													N													
Usually	59	64	39	1270	32	32	17	343	24	27	18	14	9	23	11	17	19	12	11	9	10	19	12	13	19	0
	8.22%	9.76%	7.72%	12.28%	8.06%	9.55%	6.61%	12.91%	7.72%	9.71%	8.41%	9.59%	16.67%	6.80%	28.95%	5.31%	6.60%	11.88%	7.69%	9.18%	6.90%	9.74%	6.28%	9.77%	7.20%	0.0%
				E				I							P											
Always	633	563	439	8560	351	286	228	2182	276	234	180	127	39	308	22	294	259	85	129	83	130	168	173	118	233	0
	88.16%	85.82%	86.93%	82.75%	88.41%	85.37%	88.72%	82.15%	88.75%	84.17%	84.11%	86.99%	72.22%	91.12%	57.89%	91.88%	89.93%	84.16%	90.21%	84.69%	89.66%	86.15%	90.58%	88.72%	88.26%	0.0%
				D				H						M		O										
CAHPS Rate (%Always + %Usually)	692	627	478	9830	383	318	245	2525	300	261	198	141	48	331	33	311	278	97	140	92	140	187	185	131	252	0
	96.38%	95.58%	94.65%	95.02%	96.47%	94.93%	95.33%	95.07%	96.46%	93.88%	92.52%	96.58%	88.89%	97.93%	86.84%	97.19%	96.53%	96.04%	97.90%	93.88%	96.55%	95.90%	96.86%	98.50%	95.45%	0.0%
														M												
3-point composite mean	2.8454	2.8140	2.8158	2.7777	2.8489	2.8030	2.8405	2.7722	2.8521	2.7806	2.7664	2.8356	2.6111	2.8905	2.4474	2.8906	2.8646	2.8020	2.8811	2.7857	2.8621	2.8205	2.8743	2.8722	2.8371	0
					D				H					M		O										
4-point composite mean	3.8370	3.8034	3.7980	3.7719	3.8438	3.7881	3.8249	3.7658	3.8457	3.7698	3.7477	3.8151	3.5926	3.8876	3.4211	3.8875	3.8611	3.7921	3.8741	3.7857	3.8552	3.8154	3.8691	3.8647	3.8333	0
					D				H					M		O										
Sigma	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

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

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
													0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop Total (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop Total (H)	2017 CCC. Pop. Qual. Total (I)	2016 CCC. Pop. Qual. Total (J)	2015 CCC. Pop. Qual. Total (K)	2017 CCC. Pop. Not Qual. Total (L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	
Total	971 100.00%	853 100.00%	781 100.00%	15249 100.00%	558 100.00%	457 100.00%	410 100.00%	3447 100.00%	380 100.00%	335 100.00%	256 100.00%	198 100.00%	82 100.00%	462 100.00%	52 100.00%	383 100.00%	406 100.00%	140 100.00%	187 100.00%	143 100.00%	210 100.00%	272 100.00%	269 100.00%	190 100.00%	368 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	2 0.26%	0 0.0%	0 0.0%	0 0.0%	2 0.49%	0 0.0%	0 0.0%	0 0.0%	1 0.39%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
No response	47 4.84% B	25 2.93%	108 13.83% AB	703 4.61%	27 4.84% F	11 2.41%	53 12.93% EF	138 4.00%	21 5.53%	10 2.99%	16 6.25%	10 5.05%	4 4.88%	23 4.98%	2 3.85%	9 2.35%	20 4.93%	6 4.29%	6 3.21%	9 6.29%	10 4.76%	8 2.94%	18 6.69% V	13 6.84%	14 3.80%	0 0.0%
Appropriately skipped	207 21.32%	173 20.28%	167 21.38%	4193 27.50%	135 24.19% I	111 24.29%	99 24.15%	650 18.86% I	48 12.63%	47 14.03%	26 10.16%	42 21.21%	24 29.27%	102 22.08%	12 23.08%	55 14.36%	99 24.38%	33 23.57%	38 20.32%	37 25.87%	55 26.19%	69 25.37%	61 22.68%	45 23.68%	90 24.46%	0 0.0%
BASE = Those who responded	717 73.84% C	655 76.79% C	504 64.53%	10353 67.89%	396 70.97% G	335 73.30% G	256 62.44%	2659 77.14%	311 81.84% HE	278 82.99%	213 83.20%	146 73.74%	54 65.85%	337 72.94%	38 73.08%	319 83.29%	287 70.69%	101 72.14%	143 76.47%	97 67.83%	145 69.05%	195 71.69%	190 70.63%	132 69.47%	264 71.74%	0 0.0%
Never	6 0.84%	4 0.61%	4 0.79%	57 0.55%	3 0.76%	2 0.60%	3 1.17%	13 0.49%	2 0.64%	2 0.72%	2 0.94%	2 1.37%	2 3.70%	1 0.30%	2 5.26%	1 0.31%	2 0.70%	1 0.99%	1 0.70%	1 1.03%	1 0.69%	1 0.51%	2 1.05%	1 0.76%	2 0.76%	0 0.0%
Sometimes	21 2.93%	25 3.82%	18 3.57%	323 3.12%	12 3.03%	14 4.18%	8 3.13%	98 3.69%	10 3.22%	14 5.04%	10 4.69%	3 2.05%	5 9.26%	7 2.08%	6 15.79% P	5 1.57%	8 2.79%	4 3.96%	4 2.80%	2 2.06%	4 2.76%	7 3.59%	4 2.11%	2 1.52%	10 3.79%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	27 3.77%	29 4.43%	22 4.37%	380 3.67%	15 3.79%	16 4.78%	11 4.30%	111 4.17%	12 3.86%	16 5.76%	12 5.63%	5 3.42%	7 12.96% N	8 2.37%	8 21.05% P	6 1.88%	10 3.48%	5 4.95%	5 3.50%	3 3.09%	5 3.45%	8 4.10%	6 3.16%	3 2.27%	12 4.55%	0 0.0%
Usually	49 6.83%	47 7.18%	30 5.95%	1020 9.85% E	28 7.07%	26 7.76%	13 5.08%	256 9.63% I	14 4.50%	20 7.19%	13 6.10%	14 9.59%	8 14.81%	20 5.93%	7 18.42% P	18 5.64%	19 6.62%	9 8.91%	15 10.49%	4 4.12%	9 6.21%	11 5.64%	17 8.95%	11 8.33%	17 6.44%	0 0.0%
Always	641 89.40%	579 88.40%	452 89.68%	8953 86.48%	353 89.14%	293 87.46%	232 90.63%	2292 86.20%	285 91.64% H	242 87.05%	188 88.26%	127 86.99%	39 72.22%	309 91.69% M	23 60.53%	295 92.48% O	258 89.90%	87 86.14%	123 86.01%	90 92.78%	131 90.34%	176 90.26%	167 87.89%	118 89.39%	235 89.02%	0 0.0%
CAHPS Rate (%Always + %Usually)	690 96.23%	626 95.57%	482 95.63%	9973 96.33%	381 96.21%	319 95.22%	245 95.70%	2548 95.83%	299 96.14%	262 94.24%	201 94.37%	141 96.58%	47 87.04%	329 97.63% M	30 78.95%	313 98.12% O	277 96.52%	96 95.05%	138 96.50%	94 96.91%	140 96.55%	187 95.90%	184 96.84%	129 97.73%	252 95.45%	0 0.0%
3-point composite mean	2.8563	2.8397	2.8532	2.8281	2.8535	2.8269	2.8633	2.8202	2.8778 H	2.8129	2.8263	2.8356	2.5926	2.8932 M	2.3947	2.9060 O	2.8641	2.8119	2.8252	2.8969	2.8690	2.8615	2.8474	2.8712	2.8447	0
4-point composite mean	3.8480	3.8336	3.8452	3.8226	3.8460	3.8209	3.8516	3.8153	3.8714 H	3.8058	3.8169	3.8219	3.5556	3.8902 M	3.3421	3.9028 O	3.8571	3.8020	3.8182	3.8866	3.8621	3.8564	3.8368	3.8636	3.8371	0
Sigma	971 100.00%	853 100.00%	781 100.00%	15249 100.00%	558 100.00%	457 100.00%	410 100.00%	3447 100.00%	380 100.00%	335 100.00%	256 100.00%	198 100.00%	82 100.00%	462 100.00%	52 100.00%	383 100.00%	406 100.00%	140 100.00%	187 100.00%	143 100.00%	210 100.00%	272 100.00%	269 100.00%	190 100.00%	368 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

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

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
													0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Not Qual. Total (L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	1	1	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%	0.12%	0.13%	0.0%	0.0%	0.22%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	50	28	114	769	28	14	55	158	23	10	18	11	4	24	2	10	20	7	7	8	11	10	17	13	15	0
	5.15% B	3.28%	14.60% AB	5.04%	5.02%	3.06%	13.41% EF	4.58%	6.05% J	2.99%	7.03% J	5.56%	4.88%	5.19%	3.85%	2.61%	4.93%	5.00%	3.74%	5.59%	5.24%	3.68%	6.32%	6.84%	4.08%	0.0%
Appropriately skipped	207	173	167	4193	135	111	99	650	48	47	26	42	24	102	12	55	99	33	38	37	55	69	61	45	90	0
	21.32%	20.28%	21.38%	27.50%	24.19% I	24.29%	24.15%	18.86% I	12.63%	14.03%	10.16%	21.21%	29.27%	22.08%	23.08%	14.36%	24.38%	23.57%	20.32%	25.87%	26.19%	25.37%	22.68%	23.68%	24.46%	0.0%
BASE = Those who responded	714	651	499	10287	395	331	256	2639	309	278	212	145	54	336	38	318	287	100	142	98	144	193	191	132	263	0
	73.53% C	76.32% C	63.89%	67.46%	70.79% G	72.43% G	62.44%	76.56%	81.32% HE	82.99%	82.81%	73.23%	65.85%	72.73%	73.08%	83.03%	70.69%	71.43%	75.94%	68.53%	68.57%	70.96%	71.00%	69.47%	71.47%	0.0%
Yes	491	428	328	6928	263	218	169	1985	236	209	156	92	30	230	20	212	188	69	36	83	135	130	124	93	170	0
	68.77%	65.75%	65.73%	67.35%	66.58%	65.86%	66.02%	75.22%	76.38% E	75.18%	73.58%	63.45%	55.56%	68.45%	52.63%	66.67%	65.51%	69.00%	25.35%	84.69% S	93.75% ST	67.36%	64.92%	70.45%	64.64%	0.0%
No	223	223	171	3359	132	113	87	654	73	69	56	53	24	106	18	106	99	31	106	15	9	63	67	39	93	0
	31.23%	34.25%	34.27%	32.65%	33.42% I	34.14%	33.98%	24.78%	23.62%	24.82%	26.42%	36.55%	44.44%	31.55%	47.37%	33.33%	34.49%	31.00%	74.65% TU	15.31% U	6.25%	32.64%	35.08%	29.55%	35.36%	0.0%
Sigma	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

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?

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. Gen Pop (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/Very Good (Q)	Good/Fair/Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	2	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%	0.26%	0.0%	0.0%	0.0%	0.49%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	53	33	121	851	30	19	59	184	26	12	18	11	4	26	3	11	20	9	7	9	12	11	18	15	15	0
	5.46%	3.87%	15.49% AB	5.58%	5.38%	4.16%	14.39% EF	5.34%	6.84% J	3.58%	7.03%	5.56%	4.88%	5.63%	5.77%	2.87%	4.93%	6.43%	3.74%	6.29%	5.71%	4.04%	6.69%	7.89%	4.08%	0.0%
Appropriately skipped	430	396	338	7552	267	224	186	1304	121	116	82	95	48	208	30	161	198	64	144	52	64	132	128	84	183	0
	44.28%	46.42%	43.28%	49.52%	47.85% I	49.02%	45.37%	37.83% I	31.84%	34.63%	32.03%	47.98%	58.54% N	45.02%	57.69% P	42.04%	48.77%	45.71%	77.01% TU	36.36%	30.48%	48.53%	47.58%	44.21%	49.73%	0.0%
BASE = Those who responded	488	424	320	6846	261	214	163	1959	233	207	156	92	30	228	19	211	188	67	36	82	134	129	123	91	170	0
	50.26% C	49.71% C	40.97%	44.89%	46.77% G	46.83% G	39.76%	56.83%	61.32% E	61.79%	60.94%	46.46%	36.59%	49.35% M	36.54%	55.09% O	46.31%	47.86%	19.25%	57.34% S	63.81% S	47.43%	45.72%	47.89%	46.20%	0.0%
Never	6	7	3	92	5	4	2	23	3	2	1	0	4	1	2	1	4	1	2	1	2	1	4	2	3	0
	1.23%	1.65%	0.94%	1.34%	1.92%	1.87%	1.23%	1.17%	1.29%	0.97%	0.64%	0.0%	13.33% N	0.44%	10.53%	0.47%	2.13%	1.49%	5.56%	1.22%	1.49%	0.78%	3.25%	2.20%	1.76%	0.0%
Sometimes	27	22	23	432	15	14	14	126	13	12	13	6	4	11	3	12	8	7	1	11	3	12	3	2	13	0
	5.53%	5.19%	7.19%	6.31%	5.75%	6.54%	8.59%	6.43%	5.58%	5.80%	8.33%	6.52%	13.33%	4.82%	15.79%	5.69%	4.26%	10.45%	2.78%	13.41% SU	2.24%	9.30% W	2.44%	2.20%	7.65% X	0.0%
Bottom Two Box (%Never + %Sometimes)	33	29	26	524	20	18	16	149	16	14	14	6	8	12	5	13	12	8	3	12	5	13	7	4	16	0
	6.76%	6.84%	8.13%	7.65%	7.66%	8.41%	9.82%	7.61%	6.87%	6.76%	8.97%	6.52%	26.67% N	5.26%	26.32%	6.16%	6.38%	11.94%	8.33%	14.63% U	3.73%	10.08%	5.69%	4.40%	9.41%	0.0%
Usually	70	65	37	1172	37	34	14	354	38	34	21	13	5	32	2	33	27	9	4	16	14	17	17	18	19	0
	14.34%	15.33%	11.56%	17.12%	14.18%	15.89% G	8.59%	18.07%	16.31%	16.43%	13.46%	14.13%	16.67%	14.04%	10.53%	15.64%	14.36%	13.43%	11.11%	19.51%	10.45%	13.18%	13.82%	19.78%	11.18%	0.0%
Always	385	330	257	5150	204	162	133	1456	179	159	121	73	17	184	12	165	149	50	29	54	115	99	99	69	135	0
	78.89%	77.83%	80.31%	75.23%	78.16%	75.70%	81.60%	74.32%	76.82%	76.81%	77.56%	79.35%	56.67%	80.70% M	63.16%	78.20%	79.26%	74.63%	80.56%	65.85%	85.82% T	76.74%	80.49%	75.82%	79.41%	0.0%
CAHPS Rate (%Always + %Usually)	455	395	294	6322	241	196	147	1810	217	193	142	86	22	216	14	198	176	59	33	70	129	116	116	87	154	0
	93.24%	93.16%	91.88%	92.35%	92.34%	91.59%	90.18%	92.39%	93.13%	93.24%	91.03%	93.48%	73.33%	94.74% M	73.68%	93.84%	93.62%	88.06%	91.67%	85.37%	96.27% T	89.92%	94.31%	95.60%	90.59%	0.0%
3-point composite mean	2.7213	2.7099	2.7219	2.6757	2.7050	2.6729	2.7178	2.6672	2.6996	2.7005	2.6859	2.7283	2.3000	2.7544 M	2.3684	2.7204	2.7287	2.6269	2.7222	2.5122	2.8209 T	2.6667	2.7480	2.7143	2.7000	0
4-point composite mean	3.7090	3.6934	3.7125	3.6623	3.6858	3.6542	3.7055	3.6554	3.6867	3.6908	3.6795	3.7283	3.1667	3.7500 M	3.2632	3.7156	3.7074	3.6119	3.6667	3.5000	3.8060 T	3.6589	3.7154	3.6923	3.6824	0
Sigma	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

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

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
													0-7	8-10	0-7	8-10	Excel/Very Good	Good/Fair/Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Anthem Avg. Gen Pop	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Anthem Avg. CCC Pop	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. Total	2017 CCC Pop. Qual. Total	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/Very Good (Q)	Good/Fair/Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	2	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.26%	0.0%	0.0%	0.0%	0.24%	0.0%	0.0%	0.0%	0.39%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	49	27	110	743	29	13	54	148	23	11	16	10	4	25	3	9	22	6	8	9	10	10	18	14	15	0
	5.05%	3.17%	14.08%	4.87%	5.20%	2.84%	13.17%	4.29%	6.05%	3.28%	6.25%	5.05%	4.88%	5.41%	5.77%	2.35%	5.42%	4.29%	4.28%	6.29%	4.76%	3.68%	6.69%	7.37%	4.08%	0.0%
	B		AB				EF																			
Appropriately skipped	207	173	167	4193	135	111	99	650	48	47	26	42	24	102	12	55	99	33	38	37	55	69	61	45	90	0
	21.32%	20.28%	21.38%	27.50%	24.19%	24.29%	24.15%	18.86%	12.63%	14.03%	10.16%	21.21%	29.27%	22.08%	23.08%	14.36%	24.38%	23.57%	20.32%	25.87%	26.19%	25.37%	22.68%	23.68%	24.46%	0.0%
	I				I			I																		
BASE = Those who responded	715	653	502	10313	394	333	256	2649	309	277	213	146	54	335	37	319	285	101	141	97	145	193	190	131	263	0
	73.64%	76.55%	64.28%	67.63%	70.61%	72.87%	62.44%	76.85%	81.32%	82.69%	83.20%	73.74%	65.85%	72.51%	71.15%	83.29%	70.20%	72.14%	75.40%	67.83%	69.05%	70.96%	70.63%	68.95%	71.47%	0.0%
	C	C			G	G			HE																	
Never	19	13	13	216	14	8	8	45	5	9	6	4	7	7	5	8	11	3	7	3	4	5	9	4	10	0
	2.66%	1.99%	2.59%	2.09%	3.55%	2.40%	3.13%	1.70%	1.62%	3.25%	2.82%	2.74%	12.96%	2.09%	13.51%	2.51%	3.86%	2.97%	4.96%	3.09%	2.76%	2.59%	4.74%	3.05%	3.80%	0.0%
	N												N													
Sometimes	65	53	39	919	43	28	20	180	22	22	19	11	7	35	9	32	27	15	21	9	11	19	21	9	34	0
	9.09%	8.12%	7.77%	8.91%	10.91%	8.41%	7.81%	6.80%	7.12%	7.94%	8.92%	7.53%	12.96%	10.45%	24.32%	10.03%	9.47%	14.85%	14.89%	9.28%	7.59%	9.84%	11.05%	6.87%	12.93%	0.0%
	P												P		P										X	
Bottom Two Box (%Never + %Sometimes)	84	66	52	1135	57	36	28	225	27	31	25	15	14	42	14	40	38	18	28	12	15	24	30	13	44	0
	11.75%	10.11%	10.36%	11.01%	14.47%	10.81%	10.94%	8.49%	8.74%	11.19%	11.74%	10.27%	25.93%	12.54%	37.84%	12.54%	13.33%	17.82%	19.86%	12.37%	10.34%	12.44%	15.79%	9.92%	16.73%	0.0%
					I								N		P				U							
Usually	110	105	77	2100	57	49	37	525	50	46	33	23	8	49	11	41	37	17	19	17	16	32	21	22	35	0
	15.38%	16.08%	15.34%	20.36%	14.47%	14.71%	14.45%	19.82%	16.18%	16.61%	15.49%	15.75%	14.81%	14.63%	29.73%	12.85%	12.98%	16.83%	13.48%	17.53%	11.03%	16.58%	11.05%	16.79%	13.31%	0.0%
	E														P											
Always	521	482	373	7078	280	248	191	1899	232	200	155	108	32	244	12	238	210	66	94	68	114	137	139	96	184	0
	72.87%	73.81%	74.30%	68.63%	71.07%	74.47%	74.61%	71.69%	75.08%	72.20%	72.77%	73.97%	59.26%	72.84%	32.43%	74.61%	73.68%	65.35%	66.67%	70.10%	78.62%	70.98%	73.16%	73.28%	69.96%	0.0%
	O												O			O				S						
CAHPS Rate (%Always + %Usually)	631	587	450	9178	337	297	228	2424	282	246	188	131	40	293	23	279	247	83	113	85	130	169	160	118	219	0
	88.25%	89.89%	89.64%	88.99%	85.53%	89.19%	89.06%	91.51%	91.26%	88.81%	88.26%	89.73%	74.07%	87.46%	62.16%	87.46%	86.67%	82.18%	80.14%	87.63%	89.66%	87.56%	84.21%	90.08%	83.27%	0.0%
	E							E					M		M					S						
3-point composite mean	2.6112	2.6371	2.6394	2.5763	2.5660	2.6366	2.6367	2.6319	2.6634	2.6101	2.6103	2.6370	2.3333	2.6030	1.9459	2.6207	2.6035	2.4752	2.4681	2.5773	2.6828	2.5855	2.5737	2.6336	2.5323	0
														M		O				S						
4-point composite mean	3.5846	3.6172	3.6135	3.5553	3.5305	3.6126	3.6055	3.6149	3.6472	3.5776	3.5822	3.6096	3.2037	3.5821	2.8108	3.5956	3.5649	3.4455	3.4184	3.5464	3.6552	3.5596	3.5263	3.6031	3.4943	0
									E					M		O					S					

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
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Children With Chronic Conditions

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

2017 General Population Plan Results																										
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Anthem Avg. Gen Pop	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Anthem Avg. CCC Pop	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Not Qual. Total	0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	
Sigma	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Sigma

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
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Children With Chronic Conditions

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

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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Children With Chronic Conditions

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

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan	2016 Plan	2015 Plan	2017 Anthem Avg. Gen Pop	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Anthem Avg. CCC Pop	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Not Qual. Total		0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
Total (A)	Total (B)	Total (C)	Gen Pop (D)	Total (E)	Total (F)	Total (G)	CCC Pop (H)	Total (I)	Total (J)	Total (K)	Total (L)		(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	1	1	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.12%	0.13%	0.0%	0.0%	0.0%	0.24%	0.0%	0.0%	0.0%	0.39%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	51	29	114	759	28	13	55	156	24	12	17	11	5	23	2	10	20	7	7	8	11	10	17	13	15	0
	5.25%	3.40%	14.60%	4.98%	5.02%	2.84%	13.41%	4.53%	6.32%	3.58%	6.64%	5.56%	6.10%	4.98%	3.85%	2.61%	4.93%	5.00%	3.74%	5.59%	5.24%	3.68%	6.32%	6.84%	4.08%	0.0%
			AB				EF																			
Appropriately skipped	207	173	167	4193	135	111	99	650	48	47	26	42	24	102	12	55	99	33	38	37	55	69	61	45	90	0
	21.32%	20.28%	21.38%	27.50%	24.19%	24.29%	24.15%	18.86%	12.63%	14.03%	10.16%	21.21%	29.27%	22.08%	23.08%	14.36%	24.38%	23.57%	20.32%	25.87%	26.19%	25.37%	22.68%	23.68%	24.46%	0.0%
				I				I																		
BASE = Those who responded	713	650	499	10297	395	333	255	2641	308	276	212	145	53	337	38	318	287	100	142	98	144	193	191	132	263	0
	73.43%	76.20%	63.89%	67.53%	70.79%	72.87%	62.20%	76.62%	81.05%	82.39%	82.81%	73.23%	64.63%	72.94%	73.08%	83.03%	70.69%	71.43%	75.94%	68.53%	68.57%	70.96%	71.00%	69.47%	71.47%	0.0%
					G	G			HE																	
Yes	258	260	189	4271	124	125	83	1499	156	147	103	40	18	106	11	106	86	36	52	36	34	60	62	42	82	0
	36.19%	40.00%	37.88%	41.48%	31.39%	37.54%	32.55%	56.76%	50.65%	53.26%	48.58%	27.59%	33.96%	31.45%	28.95%	33.33%	29.97%	36.00%	36.62%	36.73%	23.61%	31.09%	32.46%	31.82%	31.18%	0.0%
				E				I	E										U	U						
No	455	390	310	6026	271	208	172	1142	152	129	109	105	35	231	27	212	201	64	90	62	110	133	129	90	181	0
	63.81%	60.00%	62.12%	58.52%	68.61%	62.46%	67.45%	43.24%	49.35%	46.74%	51.42%	72.41%	66.04%	68.55%	71.05%	66.67%	70.03%	64.00%	63.38%	63.27%	76.39%	68.91%	67.54%	68.18%	68.82%	0.0%
					DI				H												ST					
Sigma	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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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?

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. Gen Pop (H)	2017 CCC. Pop. Qual. Total (I)	2016 CCC. Pop. Qual. Total (J)	2015 CCC. Pop. Qual. Total (K)	2017 CCC. Pop. Not Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%
Multiple mark	0	0	1	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%	0.13%	0.0%	0.0%	0.0%	0.24%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	53	35	123	857	28	17	60	180	25	13	23	12	5	23	2	10	20	7	7	8	11	10	17	13	15	0
	5.46%	4.10%	15.75% AB	5.62%	5.02%	3.72%	14.63% EF	5.22%	6.58%	3.88%	8.98% J	6.06%	6.10%	4.98%	3.85%	2.61%	4.93%	5.00%	3.74%	5.59%	5.24%	3.68%	6.32%	6.84%	4.08%	0.0%
Appropriately skipped	662	563	477	10219	406	319	271	1792	200	176	135	147	59	333	39	267	300	97	128	99	165	202	190	135	271	0
	68.18% C	66.00% C	61.08%	67.01%	72.76% DGI	69.80%	66.10%	51.99%	52.63%	52.54%	52.73%	74.24%	71.95%	72.08%	75.00%	69.71%	73.89%	69.29%	68.45%	69.23%	78.57% S	74.26%	70.63%	71.05%	73.64%	0.0%
BASE = Those who responded	256	255	180	4173	124	121	78	1475	155	146	98	39	18	106	11	106	86	36	52	36	34	60	62	42	82	0
	26.36%	29.89% C	23.05%	27.37% E	22.22%	26.48% G	19.02%	42.79%	40.79% E	43.58%	38.28%	19.70%	21.95%	22.94%	21.15%	27.68%	21.18%	25.71%	27.81% U	25.17% U	16.19%	22.06%	23.05%	22.11%	22.28%	0.0%
Never	21	14	15	224	11	9	6	81	14	8	6	3	3	8	4	7	9	2	3	6	2	5	6	6	5	0
	8.20%	5.49%	8.33%	5.37%	8.87%	7.44%	7.69%	5.49%	9.03%	5.48%	6.12%	7.69%	16.67%	7.55%	36.36%	6.60%	10.47%	5.56%	5.77%	16.67%	5.88%	8.33%	9.68%	14.29%	6.10%	0.0%
Sometimes	23	37	14	533	16	18	7	182	12	25	9	3	2	14	2	12	9	7	7	4	5	11	5	3	13	0
	8.98%	14.51% C	7.78%	12.77%	12.90%	14.88%	8.97%	12.34% I	7.74%	17.12% I	9.18%	7.69%	11.11%	13.21%	18.18%	11.32%	10.47%	19.44%	13.46%	11.11%	14.71%	18.33%	8.06%	7.14%	15.85%	0.0%
Bottom Two Box (%Never + %Sometimes)	44	51	29	757	27	27	13	263	26	33	15	6	5	22	6	19	18	9	10	10	7	16	11	9	18	0
	17.19%	20.00%	16.11%	18.14%	21.77%	22.31%	16.67%	17.83%	16.77%	22.60%	15.31%	15.38%	27.78%	20.75%	54.55%	17.92%	20.93%	25.00%	19.23%	27.78%	20.59%	26.67%	17.74%	21.43%	21.95%	0.0%
Usually	45	40	30	958	26	18	9	371	23	25	18	6	4	22	3	22	19	5	8	9	7	10	14	9	17	0
	17.58%	15.69%	16.67%	22.96%	20.97%	14.88%	11.54%	25.15% I	14.84%	17.12%	18.37%	15.38%	22.22%	20.75%	27.27%	20.75%	22.09%	13.89%	15.38%	25.00%	20.59%	16.67%	22.58%	21.43%	20.73%	0.0%
Always	167	164	121	2458	71	76	56	841	106	88	65	27	9	62	2	65	49	22	34	17	20	34	37	24	47	0
	65.23%	64.31%	67.22%	58.90%	57.26%	62.81%	71.79% E	57.02%	68.39% H	60.27%	66.33%	69.23%	50.00%	58.49%	18.18%	61.32%	56.98%	61.11%	65.38%	47.22%	58.82%	56.67%	59.68%	57.14%	57.32%	0.0%
CAHPS Rate (%Always + %Usually)	212	204	151	3416	97	94	65	1212	129	113	83	33	13	84	5	87	68	27	42	26	27	44	51	33	64	0
	82.81%	80.00%	83.89%	81.86%	78.23%	77.69%	83.33%	82.17%	83.23%	77.40%	84.69%	84.62%	72.22%	79.25%	45.45%	82.08%	79.07%	75.00%	80.77%	72.22%	79.41%	73.33%	82.26%	78.57%	78.05%	0.0%
3-point composite mean	2.4805	2.4431	2.5111	2.4076	2.3548	2.4050	2.5513	2.3919	2.5161	2.3767	2.5102	2.5385	2.2222	2.3774	1.6364	2.4340	2.3605	2.3611	2.4615	2.1944	2.3824	2.3000	2.4194	2.3571	2.3537	0
4-point composite mean	3.3984	3.3882	3.4278	3.3539	3.2661	3.3306	3.4744	3.3369	3.4258	3.3219	3.4490	3.4615	3.0556	3.3019	2.2727	3.3679	3.2558	3.3056	3.4038	3.0278	3.3235	3.2167	3.3226	3.2143	3.2927	0
Sigma	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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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?

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC. Pop. Qual. Total (I)	2016 CCC. Pop. Qual. Total (J)	2015 CCC. Pop. Qual. Total (K)	2017 CCC. Pop. Not Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	2	2	0	0	2	2	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.23%	0.26%	0.0%	0.0%	0.44%	0.49%	0.0%	0.0%	0.30%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	26	19	104	487	13	11	53	89	9	5	12	7	2	11	1	4	12	1	4	3	5	2	10	9	4	0
	2.68%	2.23%	13.32%	3.19%	2.33%	2.41%	12.93%	2.58%	2.37%	1.49%	4.69%	3.54%	2.44%	2.38%	1.92%	1.04%	2.96%	0.71%	2.14%	2.10%	2.38%	0.74%	3.72%	4.74%	1.09%	0.0%
			AB				EF				J						R					V	Y			
Appropriately skipped	106	79	90	1753	69	47	52	256	30	19	13	20	16	48	11	41	48	20	21	16	30	40	27	28	41	0
	10.92%	9.26%	11.52%	11.50%	12.37%	10.28%	12.68%	7.43%	7.89%	5.67%	5.08%	10.10%	19.51%	10.39%	21.15%	10.70%	11.82%	14.29%	11.23%	11.19%	14.29%	14.71%	10.04%	14.74%	11.14%	0.0%
				I							N															
BASE = Those who responded	839	753	585	13009	476	397	303	3102	341	310	231	171	64	403	40	338	346	119	162	124	175	230	232	153	323	0
	86.41%	88.28%	74.90%	85.31%	85.30%	86.87%	73.90%	89.99%	89.74%	92.54%	90.23%	86.36%	78.05%	87.23%	76.92%	88.25%	85.22%	85.00%	86.63%	86.71%	83.33%	84.56%	86.25%	80.53%	87.77%	0.0%
	C	C		G	G			E																X		
10 - Best personal doctor possible	576	489	390	7718	324	246	208	1846	233	200	147	122	25	295	10	251	244	76	110	82	126	164	154	102	222	0
	68.65%	64.94%	66.67%	59.33%	68.07%	61.96%	68.65%	59.51%	68.33%	64.52%	63.64%	71.35%	39.06%	73.20%	25.00%	74.26%	70.52%	63.87%	67.90%	66.13%	72.00%	71.30%	66.38%	66.67%	68.73%	0.0%
				D				H			M					O										
9 -	94	87	72	2134	53	54	34	504	47	27	26	15	9	44	4	41	37	16	20	16	16	24	28	21	32	0
	11.20%	11.55%	12.31%	16.40%	11.13%	13.60%	11.22%	16.25%	13.78%	8.71%	11.26%	8.77%	14.06%	10.92%	10.00%	12.13%	10.69%	13.45%	12.35%	12.90%	9.14%	10.43%	12.07%	13.73%	9.91%	0.0%
				E				J																		
Top Two Box	670	576	462	9852	377	300	242	2350	280	227	173	137	34	339	14	292	281	92	130	98	142	188	182	123	254	0
	79.86%	76.49%	78.97%	75.73%	79.20%	75.57%	79.87%	75.76%	82.11%	73.23%	74.89%	80.12%	53.13%	84.12%	35.00%	86.39%	81.21%	77.31%	80.25%	79.03%	81.14%	81.74%	78.45%	80.39%	78.64%	0.0%
				HJK							M					O										
8 -	89	98	63	1809	53	55	28	427	33	41	26	20	14	36	10	29	34	16	19	12	18	25	25	16	37	0
	10.61%	13.01%	10.77%	13.91%	11.13%	13.85%	9.24%	13.77%	9.68%	13.23%	11.26%	11.70%	21.88%	8.93%	25.00%	8.58%	9.83%	13.45%	11.73%	9.68%	10.29%	10.87%	10.78%	10.46%	11.46%	0.0%
				I							N				P											
CAHPS Rate (Top Three Box)	759	674	525	11661	430	355	270	2777	313	268	199	157	48	375	24	321	315	108	149	110	160	213	207	139	291	0
	90.46%	89.51%	89.74%	89.64%	90.34%	89.42%	89.11%	89.52%	91.79%	86.45%	86.15%	91.81%	75.00%	93.05%	60.00%	94.97%	91.04%	90.76%	91.98%	88.71%	91.43%	92.61%	89.22%	90.85%	90.09%	0.0%
				JK							M					O										
7 -	38	29	25	601	19	11	14	145	12	12	14	10	3	15	4	8	13	4	8	4	5	6	11	5	14	0
	4.53%	3.85%	4.27%	4.62%	3.99%	2.77%	4.62%	4.67%	3.52%	3.87%	6.06%	5.85%	4.69%	3.72%	10.00%	2.37%	3.76%	3.36%	4.94%	3.23%	2.86%	2.61%	4.74%	3.27%	4.33%	0.0%
6 -	11	10	10	264	10	8	5	52	2	5	5	1	4	6	5	3	6	4	3	6	1	5	5	2	8	0
	1.31%	1.33%	1.71%	2.03%	2.10%	2.02%	1.65%	1.68%	0.59%	1.61%	2.16%	0.58%	6.25%	1.49%	12.50%	0.89%	1.73%	3.36%	1.85%	4.84%	0.57%	2.17%	2.16%	1.31%	2.48%	0.0%
				I											P					U						
5 -	18	21	13	268	11	12	6	69	5	12	8	2	6	5	3	5	9	1	1	3	6	4	6	4	7	0
	2.15%	2.79%	2.22%	2.06%	2.31%	3.02%	1.98%	2.22%	1.47%	3.87%	3.46%	1.17%	9.38%	1.24%	7.50%	1.48%	2.60%	0.84%	0.62%	2.42%	3.43%	1.74%	2.59%	2.61%	2.17%	0.0%
											N															
4 -	4	7	3	66	1	3	3	18	3	2	1	0	1	0	1	0	1	0	1	0	0	1	0	1	0	0
	0.48%	0.93%	0.51%	0.51%	0.21%	0.76%	0.99%	0.58%	0.88%	0.65%	0.43%	0.0%	1.56%	0.0%	2.50%	0.0%	0.29%	0.0%	0.62%	0.0%	0.0%	0.43%	0.0%	0.65%	0.0%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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Children With Chronic Conditions

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?

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Anthem Avg. Gen. Pop	2017 Gen. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. CCC Pop	2017 CCC Pop. Qual.	2016 CCC Pop. Qual.	2015 CCC Pop. Qual.	2017 CCC Pop. Qual.	0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)
3 -	3 0.36%	4 0.53%	5 0.85%	48 0.37%	1 0.21%	3 0.76%	2 0.66%	17 0.55%	3 0.88%	3 0.97%	2 0.87%	0 0.0%	1 1.56%	0 0.0%	1 2.50%	0 0.0%	1 0.29%	0 0.0%	0 0.0%	0 0.0%	1 0.57%	0 0.0%	1 0.43%	0 0.0%	1 0.31%	0 0.0%
2 -	1 0.12%	3 0.40%	1 0.17%	35 0.27%	1 0.21%	3 0.76%	1 0.33%	7 0.23%	1 0.29%	3 0.97%	1 0.43%	0 0.0%	0 0.0%	1 0.25%	1 2.50%	0 0.0%	0 0.0%	1 0.84%	0 0.0%	0 0.0%	1 0.57%	1 0.43%	0 0.0%	1 0.65%	0 0.0%	0 0.0%
1 -	2 0.24%	4 0.53%	2 0.34%	35 0.27%	1 0.21%	1 0.25%	1 0.33%	9 0.29% I	0 0.0%	4 1.29% I	1 0.43%	1 0.58%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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 0.31%	0 0.0%
0 - Worst personal doctor possible	3 0.36%	1 0.13%	1 0.17%	31 0.24%	2 0.42%	1 0.25%	1 0.33%	8 0.26%	2 0.59%	1 0.32%	0 0.0%	0 0.0%	1 1.56%	1 0.25%	1 2.50%	1 0.30%	1 0.29%	1 0.84%	0 0.0%	1 0.81%	1 0.57%	0 0.0%	2 0.86%	1 0.65%	1 0.31%	0 0.0%
Bottom Three Box	6 0.72%	8 1.06%	4 0.68%	101 0.78%	4 0.84%	5 1.26%	3 0.99%	24 0.77%	3 0.88%	8 2.58%	2 0.87%	1 0.58%	1 1.56%	2 0.50%	2 5.00%	1 0.30%	1 0.29%	2 1.68%	0 0.0%	1 0.81%	2 1.14%	1 0.43%	2 0.86%	2 1.31%	2 0.62%	0 0.0%
Bottom Two Box	5 0.60%	5 0.66%	3 0.51%	66 0.51%	3 0.63%	2 0.50%	2 0.66%	17 0.55%	2 0.59%	5 1.61%	1 0.43%	1 0.58%	1 1.56%	1 0.25%	1 2.50%	1 0.30%	1 0.29%	1 0.84%	0 0.0%	1 0.81%	1 0.57%	0 0.0%	2 0.86%	1 0.65%	2 0.62%	0 0.0%
Average rating	9.2598	9.1301	9.2017	9.1092	9.2416	9.0655	9.2046	9.1006	9.2698 HJ	8.9419	9.0606	9.3684	8.2031	9.4342 M	7.4500	9.4970 O	9.3179	9.1681	9.3519	9.1855	9.2800	9.3652	9.1897	9.2157	9.2539	0
Standard deviation	1.4547	1.5965	1.5136	1.4745	1.4690	1.6511	1.5851	1.5046	1.5136	1.9402	1.6266	1.2420	2.1079	1.1986	2.3659	1.1101	1.3547	1.5520	1.1357	1.5259	1.5516	1.2603	1.5448	1.5506	1.4286	0
3-point composite mean	2.7485	2.6985	2.7299	2.6999	2.7353	2.6776	2.7360	2.6995	2.7742 HJK	2.6355	2.6710	2.7778	2.3281	2.8089 M	2.0500	2.8373 O	2.7601	2.7143	2.7716	2.7097	2.7543	2.7696	2.7241	2.7451	2.7307	0
Sigma	971 100.00%	853 100.00%	781 100.00%	15249 100.00%	558 100.00%	457 100.00%	410 100.00%	3447 100.00%	380 100.00%	335 100.00%	256 100.00%	198 100.00%	82 100.00%	462 100.00%	52 100.00%	383 100.00%	406 100.00%	140 100.00%	187 100.00%	143 100.00%	210 100.00%	272 100.00%	269 100.00%	190 100.00%	368 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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Children With Chronic Conditions

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

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

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

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC. Pop. Qual. Total (I)	2016 CCC. Pop. Qual. Total (J)	2015 CCC. Pop. Qual. Total (K)	2017 CCC. Pop. Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	971	853	781	5665	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	1	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.12%	0.0%	0.0%	0.0%	0.22%	0.0%	0.0%	0.0%	0.30%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	31	33	111	149	17	21	56	127	14	13	16	7	2	15	2	7	14	3	4	4	9	7	10	10	7	0
	3.19%	3.87%	14.21% AB	2.63%	3.05%	4.60%	13.66% EF	3.68%	3.68%	3.88%	6.25%	3.54%	2.44%	3.25%	3.85%	1.83%	3.45%	2.14%	2.14%	2.80%	4.29%	2.57%	3.72%	5.26%	1.90%	0.0%
Appropriately skipped	675	577	480	4486	423	344	280	1120	138	114	81	173	56	354	34	291	329	86	164	97	152	203	210	124	299	0
	69.52% C	67.64% C	61.46%	79.19%	75.81% GI	75.27% G	68.29%	32.49%	36.32%	34.03%	31.64%	87.37%	68.29%	76.62%	65.38%	75.98%	81.03% R	61.43%	87.70% TU	67.83%	72.38%	74.63%	78.07%	65.26%	81.25% X	0.0%
BASE = Those who responded	265	242	190	1030	118	91	74	2200	228	207	159	18	24	93	16	85	63	51	19	42	49	62	49	56	62	0
	27.29%	28.37%	24.33%	18.18%	21.15%	19.91%	18.05%	63.82%	60.00% E	61.79%	62.11%	9.09%	29.27%	20.13%	30.77%	22.19%	15.52%	36.43% Q	10.16%	29.37% S	23.33% S	22.79%	18.22%	29.47% Y	16.85%	0.0%
Yes	243	223	175	936	104	81	69	2020	208	189	150	18	20	83	9	79	56	44	16	35	45	56	41	48	56	0
	91.70%	92.15%	92.11%	90.87%	88.14%	89.01%	93.24%	91.82%	91.23%	91.30%	94.34%	100.00%	83.33%	89.25%	56.25%	92.94%	88.89%	86.27%	84.21%	83.33%	91.84%	90.32%	83.67%	85.71%	90.32%	0.0%
No	22	19	15	94	14	10	5	180	20	18	9	0	4	10	7	6	7	7	3	7	4	6	8	8	6	0
	8.30%	7.85%	7.89%	9.13%	11.86%	10.99%	6.76%	8.18%	8.77%	8.70%	5.66%	0.0%	16.67%	10.75%	43.75%	7.06%	11.11%	13.73%	15.79%	16.67%	8.16%	9.68%	16.33%	14.29%	9.68%	0.0%
Sigma	971	853	781	5665	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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Children With Chronic Conditions

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?

2017 General Population Plan Results																										
	Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age		Gender		Survey Type															
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop. Total (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop. Total (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	971	853	781	5665	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	34	32	111	152	19	20	56	135	17	12	15	7	2	17	2	9	14	5	4	4	11	9	10	10	9	0
	3.50%	3.75%	14.21%	2.68%	3.41%	4.38%	13.66%	3.92%	4.47%	3.58%	5.86%	3.54%	2.44%	3.68%	3.85%	2.35%	3.45%	3.57%	2.14%	2.80%	5.24%	3.31%	3.72%	5.26%	2.45%	0.0%
			AB				EF																			
Appropriately skipped	675	577	480	4486	423	344	280	1120	138	114	81	173	56	354	34	291	329	86	164	97	152	203	210	124	299	0
	69.52%	67.64%	61.46%	79.19%	75.81%	75.27%	68.29%	32.49%	36.32%	34.03%	31.64%	87.37%	68.29%	76.62%	65.38%	75.98%	81.03%	61.43%	87.70%	67.83%	72.38%	74.63%	78.07%	65.26%	81.25%	0.0%
	C	C			GI	G											R		TU						X	
BASE = Those who responded	262	244	190	1027	116	93	74	2192	225	209	160	18	24	91	16	83	63	49	19	42	47	60	49	56	60	0
	26.98%	28.60%	24.33%	18.13%	20.79%	20.35%	18.05%	63.59%	59.21%	62.39%	62.50%	9.09%	29.27%	19.70%	30.77%	21.67%	15.52%	35.00%	10.16%	29.37%	22.38%	22.06%	18.22%	29.47%	16.30%	0.0%
		C						E									Q		S	S			Y			
Yes	234	221	171	913	98	81	69	1961	202	188	146	16	19	78	10	73	55	39	17	33	40	51	40	47	51	0
	89.31%	90.57%	90.00%	88.90%	84.48%	87.10%	93.24%	89.46%	89.78%	89.95%	91.25%	88.89%	79.17%	85.71%	62.50%	87.95%	87.30%	79.59%	89.47%	78.57%	85.11%	85.00%	81.63%	83.93%	85.00%	0.0%
No	28	23	19	114	18	12	5	231	23	21	14	2	5	13	6	10	8	10	2	9	7	9	9	9	9	0
	10.69%	9.43%	10.00%	11.10%	15.52%	12.90%	6.76%	10.54%	10.22%	10.05%	8.75%	11.11%	20.83%	14.29%	37.50%	12.05%	12.70%	20.41%	10.53%	21.43%	14.89%	15.00%	18.37%	16.07%	15.00%	0.0%
Sigma	971	853	781	5665	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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Children With Chronic Conditions

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 try to make any appointments for your child to see a specialist?

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Anthem Avg. Gen Pop	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Anthem Avg. CCC Pop	2017 CCC. Pop. Qual. Total	2016 CCC. Pop. Qual. Total	2015 CCC. Pop. Qual. Total	2017 CCC. Pop. Qual. Total	2017 CCC. Pop. Qual. Total	0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	1	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%	0.12%	0.0%	0.0%	0.0%	0.22%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	10	6	99	130	5	3	51	30	4	2	1	3	2	3	0	3	5	0	2	1	2	2	3	4	1	0
	1.03%	0.70%	12.68%	0.85%	0.90%	0.66%	12.44%	0.87%	1.05%	0.60%	0.39%	1.52%	2.44%	0.65%	0.0%	0.78%	1.23%	0.0%	1.07%	0.70%	0.95%	0.74%	1.12%	2.11%	0.27%	0.0%
			AB				EF									R										
BASE = Those who responded	961	846	682	15119	553	453	359	3417	376	333	255	195	80	459	52	380	401	140	185	142	208	270	266	186	367	0
	98.97%	99.18%	87.32%	99.15%	99.10%	99.12%	87.56%	99.13%	98.95%	99.40%	99.61%	98.48%	97.56%	99.35%	100.00%	99.22%	98.77%	100.00%	98.93%	99.30%	99.05%	99.26%	98.88%	97.89%	99.73%	0.0%
	C	C			G	G											Q									
Yes	236	221	171	3301	110	94	81	1425	153	135	104	40	13	94	14	90	68	39	33	30	44	54	53	47	63	0
	24.56%	26.12%	25.07%	21.83%	19.89%	20.75%	22.56%	41.70%	40.69%	40.54%	40.78%	20.51%	16.25%	20.48%	26.92%	23.68%	16.96%	27.86%	17.84%	21.13%	21.15%	20.00%	19.92%	25.27%	17.17%	0.0%
								E									Q							Y		
No	725	625	511	11818	443	359	278	1992	223	198	151	155	67	365	38	290	333	101	152	112	164	216	213	139	304	0
	75.44%	73.88%	74.93%	78.17%	80.11%	79.25%	77.44%	58.30%	59.31%	59.46%	59.22%	79.49%	83.75%	79.52%	73.08%	76.32%	83.04%	72.14%	82.16%	78.87%	78.85%	80.00%	80.08%	74.73%	82.83%	0.0%
					I												R							X		
Sigma	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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Children With Chronic Conditions

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?

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	13	13	100	195	7	7	51	43	6	4	1	3	2	4	0	4	6	0	3	1	2	3	3	5	2	0
	1.34%	1.52%	12.80% AB	1.28%	1.25%	1.53%	12.44% EF	1.25%	1.58%	1.19%	0.39%	1.52%	2.44%	0.87%	0.0%	1.04% O	1.48% R	0.0%	1.60%	0.70%	0.95%	1.10%	1.12%	2.63%	0.54%	0.0%
Appropriately skipped	725	625	511	11818	443	359	278	1992	223	198	151	155	67	365	38	290	333	101	152	112	164	216	213	139	304	0
	74.67% C	73.27% C	65.43%	77.50%	79.39% GI	78.56% G	67.80%	57.79%	58.68%	59.10%	58.98%	78.28%	81.71%	79.00%	73.08%	75.72%	82.02% R	72.14%	81.28%	78.32%	78.10%	79.41%	79.18%	73.16%	82.61% X	0.0%
BASE = Those who responded	233	215	170	3236	108	91	81	1412	151	133	104	40	13	93	14	89	67	39	32	30	44	53	53	46	62	0
	24.00%	25.21%	21.77%	21.22%	19.35%	19.91%	19.76%	40.96%	39.74% E	39.70%	40.63%	20.20%	15.85%	20.13%	26.92%	23.24%	16.50%	27.86% Q	17.11%	20.98%	20.95%	19.49%	19.70%	24.21% Y	16.85%	0.0%
Never	10	7	4	138	4	5	2	53	7	3	2	1	1	3	0	3	4	0	3	0	1	1	3	2	2	0
	4.29%	3.26%	2.35%	4.26%	3.70%	5.49%	2.47%	3.75%	4.64%	2.26%	1.92%	2.50%	7.69%	3.23%	0.0%	3.37%	5.97% R	0.0%	9.38%	0.0%	2.27%	1.89%	5.66%	4.35%	3.23%	0.0%
Sometimes	37	34	21	478	17	15	12	208	24	19	9	6	4	12	7	10	6	10	4	5	7	10	6	4	13	0
	15.88%	15.81%	12.35%	14.77%	15.74%	16.48%	14.81%	14.73%	15.89%	14.29%	8.65%	15.00%	30.77%	12.90%	50.00%	11.24%	8.96%	25.64% Q	12.50%	16.67%	15.91%	18.87%	11.32%	8.70%	20.97%	0.0%
Bottom Two Box (%Never + %Sometimes)	47	41	25	616	21	20	14	261	31	22	11	7	5	15	7	13	10	10	7	5	8	11	9	6	15	0
	20.17%	19.07%	14.71%	19.04%	19.44%	21.98%	17.28%	18.48%	20.53% K	16.54%	10.58%	17.50%	38.46%	16.13%	50.00%	14.61%	14.93%	25.64%	21.88%	16.67%	18.18%	20.75%	16.98%	13.04%	24.19%	0.0%
Usually	35	33	31	715	17	12	17	327	24	22	21	7	3	13	1	16	10	7	4	5	8	7	10	7	10	0
	15.02%	15.35%	18.24%	22.10%	15.74%	13.19%	20.99%	23.16% I	15.89%	16.54%	20.19%	17.50%	23.08%	13.98%	7.14%	17.98%	14.93%	17.95%	12.50%	16.67%	18.18%	13.21%	18.87%	15.22%	16.13%	0.0%
Always	151	141	114	1905	70	59	50	824	96	89	72	26	5	65	6	60	47	22	21	20	28	35	34	33	37	0
	64.81%	65.58%	67.06%	58.87%	64.81%	64.84%	61.73%	58.36%	63.58%	66.92%	69.23%	65.00%	38.46%	69.89%	42.86%	67.42%	70.15%	56.41%	65.63%	66.67%	63.64%	66.04%	64.15%	71.74%	59.68%	0.0%
CAHPS Rate (%Always + %Usually)	186	174	145	2620	87	71	67	1151	120	111	93	33	8	78	7	76	57	29	25	25	36	42	44	40	47	0
	79.83%	80.93%	85.29%	80.96%	80.56%	78.02%	82.72%	81.52%	79.47%	83.46%	89.42% I	82.50%	61.54%	83.87%	50.00%	85.39%	85.07%	74.36%	78.13%	83.33%	81.82%	79.25%	83.02%	86.96%	75.81%	0.0%
3-point composite mean	2.4464	2.4651	2.5235	2.3983	2.4537	2.4286	2.4444	2.3987	2.4305	2.5038	2.5865	2.4750	2.0000	2.5376	1.9286	2.5281	2.5522	2.3077	2.4375	2.5000	2.4545	2.4528	2.4717	2.5870	2.3548	0
4-point composite mean	3.4034	3.4326	3.5000	3.3557	3.4167	3.3736	3.4198	3.3612	3.3841	3.4812	3.5673	3.4500	2.9231	3.5054	2.9286	3.4944	3.4925	3.3077	3.3438	3.5000	3.4318	3.4340	3.4151	3.5435	3.3226	0
Sigma	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Not Qual. Total (L)	2017 CCC Pop. Qual. Total (M)	0-7 (N)	8-10 (O)	0-7 (P)	8-10 (Q)	Excel/Very Good (R)	Good/Fair/Poor (S)	<5 (T)	6-10 (U)	11+ (V)	Male (W)	Female (X)	Mail (Y)	Phone (Z)	Internet (Z)
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	15	13	101	196	9	6	52	43	7	4	1	3	2	6	0	6	7	1	4	1	3	5	3	7	2	0
	1.54%	1.52%	12.93% AB	1.29%	1.61%	1.31%	12.68% EF	1.25%	1.84%	1.19%	0.39%	1.52%	2.44%	1.30%	0.0%	1.57% O	1.72%	0.71%	2.14%	0.70%	1.43%	1.84%	1.12%	3.68% Y	0.54%	0.0%
Appropriately skipped	725	625	511	11818	443	359	278	1992	223	198	151	155	67	365	38	290	333	101	152	112	164	216	213	139	304	0
	74.67% C	73.27% C	65.43% C	77.50%	79.39% GI	78.56% G	67.80%	57.79%	58.68%	59.10%	58.98%	78.28%	81.71%	79.00%	73.08%	75.72%	82.02% R	72.14%	81.28%	78.32%	78.10%	79.41%	79.18%	73.16%	82.61% X	0.0%
BASE = Those who responded	231	215	169	3235	106	92	80	1412	150	133	104	40	13	91	14	87	66	38	31	30	43	51	53	44	62	0
	23.79%	25.21%	21.64%	21.21%	19.00%	20.13%	19.51%	40.96%	39.47% E	39.70%	40.63%	20.20%	15.85%	19.70%	26.92%	22.72%	16.26%	27.14% Q	16.58%	20.98%	20.48%	18.75%	19.70%	23.16%	16.85%	0.0%
None (v 0)	13	12	9	189	6	7	4	67	8	4	6	3	2	3	1	5	3	3	2	1	3	3	3	5	1	0
	5.63%	5.58%	5.33%	5.84%	5.66%	7.61%	5.00%	4.75%	5.33%	3.01%	5.77%	7.50%	15.38%	3.30%	7.14%	5.75%	4.55%	7.89%	6.45%	3.33%	6.98%	5.88%	5.66%	11.36%	1.61%	0.0%
Saw a specialist (NET)	218	203	160	3046	100	85	76	1345	142	129	98	37	11	88	13	82	63	35	29	29	40	48	50	39	61	0
	94.37%	94.42%	94.67%	94.16%	94.34%	92.39%	95.00%	95.25%	94.67%	96.99%	94.23%	92.50%	84.62%	96.70%	92.86%	94.25%	95.45%	92.11%	93.55%	96.67%	93.02%	94.12%	94.34%	88.64%	98.39%	0.0%
1 specialist (v 1)	142	136	103	2114	65	53	46	781	81	76	54	30	7	58	9	51	44	20	19	17	28	33	31	27	38	0
	61.47%	63.26%	60.95%	65.35%	61.32%	57.61%	57.50%	55.31%	54.00%	57.14%	51.92%	75.00%	53.85%	63.74%	64.29%	58.62%	66.67%	52.63%	61.29%	56.67%	65.12%	64.71%	58.49%	61.36%	61.29%	0.0%
2 (v 2)	55	46	45	632	23	22	23	348	42	34	34	6	2	20	3	20	17	5	9	6	7	7	15	9	14	0
	23.81%	21.40%	26.63%	19.54%	21.70%	23.91%	28.75%	24.65%	28.00%	25.56%	32.66%	15.00%	15.38%	21.98%	21.43%	22.99%	25.76%	13.16%	29.03%	20.00%	16.28%	13.73%	28.30%	20.45%	22.58%	0.0%
3 (v 3)	13	13	8	195	8	4	5	130	12	11	7	1	2	6	1	7	1	7	1	3	4	6	2	2	6	0
	5.63%	6.05%	4.73%	6.03%	7.55%	4.35%	6.25%	9.21%	8.00%	8.27%	6.73%	2.50%	15.38%	6.59%	7.14%	8.05%	1.52%	18.42% Q	3.23%	10.00%	9.30%	11.76%	3.77%	4.55%	9.68%	0.0%
4 (v 4)	5	5	2	60	2	5	0	42	5	5	1	0	0	2	0	2	0	2	0	2	0	2	0	1	1	0
	2.16%	2.33%	1.18%	1.85%	1.89%	5.43% G	0.0%	2.97%	3.33%	3.76%	0.96%	0.0%	0.0%	2.20%	0.0%	2.30%	0.0%	5.26%	0.0%	6.67%	0.0%	3.92%	0.0%	2.27%	1.61%	0.0%
5 or more specialists (v 6)	3	3	2	45	2	1	2	44	2	3	2	0	0	2	0	2	1	1	0	1	1	0	2	0	2	0
	1.30%	1.40%	1.18%	1.39%	1.89%	1.09%	2.50%	3.12%	1.33%	2.26%	1.92%	0.0%	0.0%	2.20%	0.0%	2.30%	1.52%	2.63%	0.0%	3.33%	2.33%	0.0%	3.77%	0.0%	3.23%	0.0%
Average	1.4242	1.4186	1.4024	1.3827	1.4623	1.4674	1.4875	1.6282	1.5533	1.6165	1.5288	1.1250	1.3077	1.4945	1.2857	1.5172	1.3182	1.7105	1.2903	1.7333	1.3953	1.4314	1.4906	1.2500	1.6129	0
Standard deviation	0.9268	0.9458	0.8656	0.9290	1.0016	1.0157	0.9873	1.1464	0.9902	1.0671	0.9703	0.5562	0.9102	1.0096	0.6999	1.0598	0.8007	1.2546	0.6321	1.2365	1.0148	0.9130	1.0924	0.8013	1.0977	0
Sigma	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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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?

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC. Pop. Qual. Total (I)	2016 CCC. Pop. Qual. Total (J)	2015 CCC. Pop. Qual. Total (K)	2017 CCC. Pop. Not Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	17	16	102	231	10	7	53	48	7	5	1	4	2	6	1	6	7	1	4	1	3	5	3	7	3	0
	1.75%	1.88%	13.06%	1.51%	1.79%	1.53%	12.93%	1.39%	1.84%	1.49%	0.39%	2.02%	2.44%	1.30%	1.92%	1.57%	1.72%	0.71%	2.14%	0.70%	1.43%	1.84%	1.12%	3.68%	0.82%	0.0%
			AB				EF																Y			
Appropriately skipped	738	637	520	12007	449	366	282	2059	231	202	157	158	69	368	39	295	336	104	154	113	167	219	216	144	305	0
	76.00%	74.68%	66.58%	78.74%	80.47%	80.09%	68.78%	59.73%	60.79%	60.30%	61.33%	79.80%	84.15%	79.65%	75.00%	77.02%	82.76%	74.29%	82.35%	79.02%	79.52%	80.51%	80.30%	75.79%	82.88%	0.0%
	C	C			GI	G											R									
BASE = Those who responded	216	200	159	3011	99	84	75	1340	142	128	98	36	11	88	12	82	63	35	29	29	40	48	50	39	60	0
	22.25%	23.45%	20.36%	19.75%	17.74%	18.38%	18.29%	38.87%	37.37%	38.21%	38.28%	18.18%	13.41%	19.05%	23.08%	21.41%	15.52%	25.00%	15.51%	20.28%	19.05%	17.65%	18.59%	20.53%	16.30%	0.0%
								E									Q									
10 - Best specialist possible	150	124	106	1696	72	50	51	770	97	76	66	25	6	66	7	60	51	21	26	19	27	33	39	29	43	0
	69.44%	62.00%	66.67%	56.33%	72.73%	59.52%	68.00%	57.46%	68.31%	59.38%	67.35%	69.44%	54.55%	75.00%	58.33%	73.17%	80.95%	60.00%	89.66%	65.52%	67.50%	68.75%	78.00%	74.36%	71.67%	0.0%
					D				H								R									
9 -	31	28	14	547	15	15	5	228	20	18	9	4	1	14	1	14	6	8	0	7	7	9	5	5	10	0
	14.35%	14.00%	8.81%	18.17%	15.15%	17.86%	6.67%	17.01%	14.08%	14.06%	9.18%	11.11%	9.09%	15.91%	8.33%	17.07%	9.52%	22.86%	0.0%	24.14%	17.50%	18.75%	10.00%	12.82%	16.67%	0.0%
						G																				
Top Two Box	181	152	120	2243	87	65	56	998	117	94	75	29	7	80	8	74	57	29	26	26	34	42	44	34	53	0
	83.80%	76.00%	75.47%	74.49%	87.88%	77.38%	74.67%	74.48%	82.39%	73.44%	76.53%	80.56%	63.64%	90.91%	66.67%	90.24%	90.48%	82.86%	89.66%	89.66%	85.00%	87.50%	88.00%	87.18%	88.33%	0.0%
	B				DG				H																	
8 -	12	20	18	382	3	8	7	165	8	13	10	2	2	1	1	2	2	1	1	1	1	2	1	2	1	0
	5.56%	10.00%	11.32%	12.69%	3.03%	9.52%	9.33%	12.31%	5.63%	10.16%	10.20%	5.56%	18.18%	1.14%	8.33%	2.44%	3.17%	2.86%	3.45%	3.45%	2.50%	4.17%	2.00%	5.13%	1.67%	0.0%
				E				I																		
CAHPS Rate (Top Three Box)	193	172	138	2625	90	73	63	1163	125	107	85	31	9	81	9	76	59	30	27	27	35	44	45	36	54	0
	89.35%	86.00%	86.79%	87.18%	90.91%	86.90%	84.00%	86.79%	88.03%	83.59%	86.73%	86.11%	81.82%	92.05%	75.00%	92.68%	93.65%	85.71%	93.10%	93.10%	87.50%	91.67%	90.00%	92.31%	90.00%	0.0%
7 -	7	8	9	159	2	3	4	69	7	6	6	0	0	2	0	2	1	1	1	0	1	1	1	0	2	0
	3.24%	4.00%	5.66%	5.28%	2.02%	3.57%	5.33%	5.15%	4.93%	4.69%	6.12%	0.0%	0.0%	2.27%	0.0%	2.44%	1.59%	2.86%	3.45%	0.0%	2.50%	2.08%	2.00%	0.0%	3.33%	0.0%
				E																						
6 -	6	6	3	72	4	3	2	38	5	4	1	1	0	4	1	3	2	2	0	2	2	2	2	2	2	0
	2.78%	3.00%	1.89%	2.39%	4.04%	3.57%	2.67%	2.84%	3.52%	3.13%	1.02%	2.78%	0.0%	4.55%	8.33%	3.66%	3.17%	5.71%	0.0%	6.90%	5.00%	4.17%	4.00%	5.13%	3.33%	0.0%
5 -	6	9	4	79	1	3	1	38	2	7	3	4	1	0	1	0	0	1	0	0	1	1	0	0	1	0
	2.78%	4.50%	2.52%	2.62%	1.01%	3.57%	1.33%	2.84%	1.41%	5.47%	3.06%	11.11%	9.09%	0.0%	8.33%	0.0%	0.0%	2.86%	0.0%	0.0%	2.50%	2.08%	0.0%	0.0%	1.67%	0.0%
4 -	0	1	1	19	0	0	1	9	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.50%	0.63%	0.63%	0.0%	0.0%	1.33%	0.67%	0.0%	0.78%	1.02%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
				E				I																		

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
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Children With Chronic Conditions

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?

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
													0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Anthem Avg. Gen Pop	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Anthem Avg. CCC Pop	2017 CCC. Pop. Qual. Total	2016 CCC. Pop. Qual. Total	2015 CCC. Pop. Qual. Total	2017 CCC. Pop. Qual. Total	0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	
3 -	2 0.93%	0 0.0%	1 0.63%	12 0.40% E	0 0.0%	0 0.0%	1 1.33%	10 0.75%	2 1.41%	0 0.0%	1 1.02%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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 0.46%	2 1.00%	0 0.0%	18 0.60%	1 1.01%	1 1.19%	0 0.0%	7 0.52% I	0 0.0%	2 1.56%	0 0.0%	0 0.0%	0 0.0%	1 1.14%	0 0.0%	1 1.22%	1 1.59%	0 0.0%	1 3.45%	0 0.0%	0 0.0%	0 0.0%	1 2.00%	0 0.0%	1 1.67%	0 0.0%
1 -	0 0.0%	0 0.0%	2 1.26%	8 0.27% E	0 0.0%	0 0.0%	2 2.67%	2 0.15%	0 0.0%	0 0.0%	1 1.02%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
0 - Worst specialist possible	1 0.46%	2 1.00%	1 0.63%	19 0.63%	1 1.01%	1 1.19%	1 1.33%	4 0.30%	1 0.70%	1 0.78%	0 0.0%	0 0.0%	1 9.09%	0 0.0%	1 8.33%	0 0.0%	0 0.0%	1 2.86%	0 0.0%	0 0.0%	1 2.50%	0 0.0%	1 2.00%	1 2.56%	0 0.0%	0 0.0%
Bottom Three Box	2 0.93%	4 2.00%	3 1.89%	45 1.49%	2 2.02%	2 2.38%	3 4.00%	13 0.97%	1 0.70%	3 2.34%	1 1.02%	0 0.0%	1 9.09%	1 1.14%	1 8.33%	1 1.22%	1 1.59%	1 2.86%	1 3.45%	0 0.0%	1 2.50%	0 0.0%	2 4.00%	1 2.56%	1 1.67%	0 0.0%
Bottom Two Box	1 0.46%	2 1.00%	3 1.89%	27 0.90%	1 1.01%	1 1.19%	3 4.00%	6 0.45%	1 0.70%	1 0.78%	1 1.02%	0 0.0%	1 9.09%	0 0.0%	1 8.33%	0 0.0%	0 0.0%	1 2.86%	0 0.0%	0 0.0%	1 2.50%	0 0.0%	1 2.00%	1 2.56%	0 0.0%	0 0.0%
Average rating	9.2500	8.9850	9.0566	8.9787	9.3333 D	8.9881	8.8667	8.9963	9.2183	8.8672	9.1020	9.1111	8.1818	9.4773	8.1667	9.4634	9.5397	8.9714	9.5517	9.4138	9.1250	9.3958	9.2800	9.3077	9.3500	0
Standard deviation	1.5642	1.8152	1.8093	1.6767	1.6018	1.8093	2.2410	1.6256	1.5839	1.9014	1.6933	1.6630	2.9793	1.2611	2.9674	1.2513	1.2950	2.0069	1.5666	1.0673	1.9129	1.1680	1.9395	1.7996	1.4586	0
3-point composite mean	2.7639	2.6600	2.6792	2.6695	2.8081 D	2.6786	2.6400	2.6642	2.7535	2.6172	2.6939	2.6667	2.4545	2.8523	2.4167	2.8537	2.8571	2.7143	2.8621	2.8276	2.7500	2.8125	2.8000	2.7949	2.8167	0
Sigma	971 100.00%	853 100.00%	781 100.00%	15249 100.00%	558 100.00%	457 100.00%	410 100.00%	3447 100.00%	380 100.00%	335 100.00%	256 100.00%	198 100.00%	82 100.00%	462 100.00%	52 100.00%	383 100.00%	406 100.00%	140 100.00%	187 100.00%	143 100.00%	210 100.00%	272 100.00%	269 100.00%	190 100.00%	368 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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Children With Chronic Conditions

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

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
													0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Anthem Avg. Gen Pop	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Anthem Avg. CCC Pop	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. Total	2017 CCC Pop. Qual. Total	0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	3	0	0	0	1	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.35%	0.0%	0.0%	0.0%	0.22%	0.0%	0.0%	0.0%	0.60%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	15	17	112	297	8	10	55	40	4	3	6	5	0	4	2	4	3	1	0	2	2	2	2	3	5	0
	1.54%	1.99%	14.34%	1.95%	1.43%	2.19%	13.41%	1.16%	1.05%	0.90%	2.34%	2.53%	0.0%	0.87%	3.85%	1.04%	0.74%	0.71%	0.0%	1.40%	0.95%	0.74%	0.74%	1.58%	1.36%	0.0%
			AB				EF							M												
BASE = Those who responded	956	833	669	14952	550	446	355	3407	376	330	250	193	82	458	50	379	403	139	187	141	208	270	267	187	363	0
	98.46%	97.66%	85.66%	98.05%	98.57%	97.59%	86.59%	98.84%	98.95%	98.51%	97.66%	97.47%	100.00%	99.13%	96.15%	98.96%	99.26%	99.29%	100.00%	98.60%	99.05%	99.26%	99.26%	98.42%	98.64%	0.0%
	C	C			G	G							N													
Yes	273	258	207	4764	138	121	106	1084	136	97	95	53	18	120	16	103	98	39	50	35	49	67	68	35	103	0
	28.56%	30.97%	30.94%	31.86%	25.09%	27.13%	29.86%	31.82%	36.17%	29.39%	38.00%	27.46%	21.95%	26.20%	32.00%	27.18%	24.32%	28.06%	26.74%	24.82%	23.56%	24.81%	25.47%	18.72%	28.37%	0.0%
				E				E			J													X		
No	683	575	462	10188	412	325	249	2323	240	233	155	140	64	338	34	276	305	100	137	106	159	203	199	152	260	0
	71.44%	69.03%	69.06%	68.14%	74.91%	72.87%	70.14%	68.18%	63.83%	70.61%	62.00%	72.54%	78.05%	73.80%	68.00%	72.82%	75.68%	71.94%	73.26%	75.18%	76.44%	75.19%	74.53%	81.28%	71.63%	0.0%
				DI					K														Y			
Sigma	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
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Children With Chronic Conditions

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?

2017 General Population Plan Results																										
	Overall Rating of Health Plan				Overall Rating of Health Care				Health Status		Age			Gender		Survey Type										
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop Total (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop Total (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Not Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/Very Good (Q)	Good/Fair/Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	18	22	117	378	9	11	57	60	7	7	6	5	0	5	2	4	4	1	1	2	2	3	2	4	5	0
	1.85%	2.58%	14.98%	2.48%	1.61%	2.41%	13.90%	1.74%	1.84%	2.09%	2.34%	2.53%	0.0%	1.08%	3.85%	1.04%	0.99%	0.71%	0.53%	1.40%	0.95%	1.10%	0.74%	2.11%	1.36%	0.0%
			AB				EF							M												
Appropriately skipped	683	575	462	10188	412	325	249	2323	240	233	155	140	64	338	34	276	305	100	137	106	159	203	199	152	260	0
	70.34%	67.41%	59.15%	66.81%	73.84%	71.12%	60.73%	67.39%	63.16%	69.55%	60.55%	70.71%	78.05%	73.16%	65.38%	72.06%	75.12%	71.43%	73.26%	74.13%	75.71%	74.63%	73.98%	80.00%	70.65%	0.0%
	C	C		DGI	G				K														Y			
BASE = Those who responded	270	256	202	4683	137	121	104	1064	133	95	95	53	18	119	16	103	97	39	49	35	49	66	68	34	103	0
	27.81%	30.01%	25.86%	30.71%	24.55%	26.48%	25.37%	30.87%	35.00%	28.36%	37.11%	26.77%	21.95%	25.76%	30.77%	26.89%	23.89%	27.86%	26.20%	24.48%	23.33%	24.26%	25.28%	17.89%	27.99%	0.0%
				E					E		J													X		
Never	7	1	2	111	2	1	0	36	4	0	1	2	1	1	1	1	1	1	1	0	1	1	1	1	1	0
	2.59%	0.39%	0.99%	2.37%	1.46%	0.83%	0.0%	3.38%	3.01%	0.0%	1.05%	3.77%	5.56%	0.84%	6.25%	0.97%	1.03%	2.56%	2.04%	0.0%	2.04%	1.52%	1.47%	2.94%	0.97%	0.0%
	B								J																	
Sometimes	26	30	20	753	17	12	11	172	11	13	10	4	2	15	3	10	11	6	7	2	7	9	7	3	14	0
	9.63%	11.72%	9.90%	16.08%	12.41%	9.92%	10.58%	16.17%	8.27%	13.68%	10.53%	7.55%	11.11%	12.61%	18.75%	9.71%	11.34%	15.38%	14.29%	5.71%	14.29%	13.64%	10.29%	8.82%	13.59%	0.0%
								I																		
Bottom Two Box (%Never + %Sometimes)	33	31	22	864	19	13	11	208	15	13	11	6	3	16	4	11	12	7	8	2	8	10	8	4	15	0
	12.22%	12.11%	10.89%	18.45%	13.87%	10.74%	10.58%	19.55%	11.28%	13.68%	11.58%	11.32%	16.67%	13.45%	25.00%	10.68%	12.37%	17.95%	16.33%	5.71%	16.33%	15.15%	11.76%	11.76%	14.56%	0.0%
								I																		
Usually	61	45	38	1108	31	25	20	258	31	17	20	12	8	23	3	23	24	7	9	14	8	12	18	9	22	0
	22.59%	17.58%	18.81%	23.66%	22.63%	20.66%	19.23%	24.25%	23.31%	17.89%	21.05%	22.64%	44.44%	19.33%	18.75%	22.33%	24.74%	17.95%	18.37%	40.00%	16.33%	18.18%	26.47%	26.47%	21.36%	0.0%
																				SU						
Always	176	180	142	2711	87	83	73	598	87	65	64	35	7	80	9	69	61	25	32	19	33	44	42	21	66	0
	65.19%	70.31%	70.30%	57.89%	63.50%	68.60%	70.19%	56.20%	65.41%	68.42%	67.37%	66.04%	38.89%	67.23%	56.25%	66.99%	62.89%	64.10%	65.31%	54.29%	67.35%	66.67%	61.76%	61.76%	64.08%	0.0%
								H																		
CAHPS Rate (%Always + %Usually)	237	225	180	3819	118	108	93	856	118	82	84	47	15	103	12	92	85	32	41	33	41	56	60	30	88	0
	87.78%	87.89%	89.11%	81.55%	86.13%	89.26%	89.42%	80.45%	88.72%	86.32%	88.42%	88.68%	83.33%	86.55%	75.00%	89.32%	87.63%	82.05%	83.67%	94.29%	83.67%	84.85%	88.24%	88.24%	85.44%	0.0%
								H																		
3-point composite mean	2.5296	2.5820	2.5941	2.3944	2.4964	2.5785	2.5962	2.3665	2.5414	2.5474	2.5579	2.5472	2.2222	2.5378	2.3125	2.5631	2.5052	2.4615	2.4898	2.4857	2.5102	2.5152	2.5000	2.5000	2.4951	0
								H																		
4-point composite mean	3.5037	3.5781	3.5842	3.3707	3.4818	3.5702	3.5962	3.3327	3.5113	3.5474	3.5474	3.5094	3.1667	3.5294	3.2500	3.5534	3.4948	3.4359	3.4694	3.4857	3.4898	3.5000	3.4853	3.4706	3.4854	0
								H																		

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

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?

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC. Pop. Qual. Total (I)	2016 CCC. Pop. Qual. Total (J)	2015 CCC. Pop. Qual. Total (K)	2017 CCC. Pop. Qual. Total (L)		0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Sigma	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
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Children With Chronic Conditions

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

2017 General Population Plan Results																											
														Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
														0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Not Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Q	R	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)		
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	18	22	116	389	9	11	56	61	7	6	6	5	0	5	2	4	4	1	1	2	2	3	2	4	5	0	
	1.85%	2.58%	14.85%	2.55%	1.61%	2.41%	13.66%	1.77%	1.84%	1.79%	2.34%	2.53%	0.0%	1.08%	3.85%	1.04%	0.99%	0.71%	0.53%	1.40%	0.95%	1.10%	0.74%	2.11%	1.36%	0.0%	
			AB				EF							M													
Appropriately skipped	683	575	462	10188	412	325	249	2323	240	233	155	140	64	338	34	276	305	100	137	106	159	203	199	152	260	0	
	70.34%	67.41%	59.15%	66.81%	73.84%	71.12%	60.73%	67.39%	63.16%	69.55%	60.55%	70.71%	78.05%	73.16%	65.38%	72.06%	75.12%	71.43%	73.26%	74.13%	75.71%	74.63%	73.98%	80.00%	70.65%	0.0%	
	C	C		DGI	G				K														Y				
BASE = Those who responded	270	256	203	4672	137	121	105	1063	133	96	95	53	18	119	16	103	97	39	49	35	49	66	68	34	103	0	
	27.81%	30.01%	25.99%	30.64%	24.55%	26.48%	25.61%	30.84%	35.00%	28.66%	37.11%	26.77%	21.95%	25.76%	30.77%	26.89%	23.89%	27.86%	26.20%	24.48%	23.33%	24.26%	25.28%	17.89%	27.99%	0.0%	
			E						E		J													X			
Never	5	1	0	60	2	1	0	16	2	0	0	2	1	1	1	1	1	1	1	0	1	1	1	1	1	0	
	1.85%	0.39%	0.0%	1.28%	1.46%	0.83%	0.0%	1.51%	1.50%	0.0%	0.0%	3.77%	5.56%	0.84%	6.25%	0.97%	1.03%	2.56%	2.04%	0.0%	2.04%	1.52%	1.47%	2.94%	0.97%	0.0%	
	C																										
Sometimes	13	11	6	217	6	4	2	59	8	7	2	2	2	4	2	2	4	2	4	1	1	5	1	1	5	0	
	4.81%	4.30%	2.96%	4.64%	4.38%	3.31%	1.90%	5.55%	6.02%	7.29%	2.11%	3.77%	11.11%	3.36%	12.50%	1.94%	4.12%	5.13%	8.16%	2.86%	2.04%	7.58%	1.47%	2.94%	4.85%	0.0%	
Bottom Two Box (%Never + %Sometimes)	18	12	6	277	8	5	2	75	10	7	2	4	3	5	3	3	5	3	5	1	2	6	2	2	6	0	
	6.67%	4.69%	2.96%	5.93%	5.84%	4.13%	1.90%	7.06%	7.52%	7.29%	2.11%	7.55%	16.67%	4.20%	18.75%	2.91%	5.15%	7.69%	10.20%	2.86%	4.08%	9.09%	2.94%	5.88%	5.83%	0.0%	
									K																		
Usually	33	23	20	695	14	14	11	183	16	11	11	6	6	8	2	8	12	2	7	5	1	4	9	4	10	0	
	12.22%	8.98%	9.85%	14.88%	10.22%	11.57%	10.48%	17.22%	12.03%	11.46%	11.58%	11.32%	33.33%	6.72%	12.50%	7.77%	12.37%	5.13%	14.29%	14.29%	2.04%	6.06%	13.24%	11.76%	9.71%	0.0%	
																			U								
Always	219	221	177	3700	115	102	92	805	107	78	82	43	9	106	11	92	80	34	37	29	46	56	57	28	87	0	
	81.11%	86.33%	87.19%	79.20%	83.94%	84.30%	87.62%	75.73%	80.45%	81.25%	86.32%	81.13%	50.00%	89.08%	68.75%	89.32%	82.47%	87.18%	75.51%	82.86%	93.88%	84.85%	83.82%	82.35%	84.47%	0.0%	
																			S								
CAHPS Rate (%Always + %Usually)	252	244	197	4395	129	116	103	988	123	89	93	49	15	114	13	100	92	36	44	34	47	60	66	32	97	0	
	93.33%	95.31%	97.04%	94.07%	94.16%	95.87%	98.10%	92.94%	92.48%	92.71%	97.89%	92.45%	83.33%	95.80%	81.25%	97.09%	94.85%	92.31%	89.80%	97.14%	95.92%	90.91%	97.06%	94.12%	94.17%	0.0%	
											I																
3-point composite mean	2.7444	2.8164	2.8424	2.7327	2.7810	2.8017	2.8571	2.6867	2.7293	2.7396	2.8421	2.7358	2.3333	2.8487	2.5000	2.8641	2.7732	2.7949	2.6531	2.8000	2.8980	2.7576	2.8088	2.7647	2.7864	0	
			A																	S							
4-point composite mean	3.7259	3.8125	3.8424	3.7198	3.7664	3.7934	3.8571	3.6717	3.7143	3.7396	3.8421	3.6981	3.2778	3.8403	3.4375	3.8544	3.7629	3.7692	3.6327	3.8000	3.8776	3.7424	3.7941	3.7353	3.7767	0	
			A																								
Sigma	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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Children With Chronic Conditions

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

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
													2017 CCC Pop. Not Qual.													
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/Very Good (Q)	Good/Fair/Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	35	30	115	547	15	15	59	72	10	8	1	13	1	10	1	11	10	1	5	3	3	7	4	3	12	0
	3.60%	3.52%	14.72%	3.59%	2.69%	3.28%	14.39%	2.09%	2.63%	2.39%	0.39%	6.57%	1.22%	2.16%	1.92%	2.87%	2.46%	0.71%	2.67%	2.10%	1.43%	2.57%	1.49%	1.58%	3.26%	0.0%
			AB				EF		K	K																
BASE = Those who responded	936	823	666	14702	543	442	351	3375	370	327	255	185	81	452	51	372	396	139	182	140	207	265	265	187	356	0
	96.40%	96.48%	85.28%	96.41%	97.31%	96.72%	85.61%	97.91%	97.37%	97.61%	99.61%	93.43%	98.78%	97.84%	98.08%	97.13%	97.54%	99.29%	97.33%	97.90%	98.57%	97.43%	98.51%	98.42%	96.74%	0.0%
	C	C			G	G		IJ																		
Yes	244	210	175	4241	133	114	97	1062	113	83	81	44	17	116	13	96	100	33	51	36	42	58	74	42	91	0
	26.07%	25.52%	26.28%	28.85%	24.49%	25.79%	27.64%	31.47%	30.54%	25.38%	31.76%	23.78%	20.99%	25.66%	25.49%	25.81%	25.25%	23.74%	28.02%	25.71%	20.29%	21.89%	27.92%	22.46%	25.56%	0.0%
				E				E																		
No	692	613	491	10461	410	328	254	2313	257	244	174	141	64	336	38	276	296	106	131	104	165	207	191	145	265	0
	73.93%	74.48%	73.72%	71.15%	75.51%	74.21%	72.36%	68.53%	69.46%	74.62%	68.24%	76.22%	79.01%	74.34%	74.51%	74.19%	74.75%	76.26%	71.98%	74.29%	79.71%	78.11%	72.08%	77.54%	74.44%	0.0%
				DI																						
Sigma	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

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

2017 General Population Plan Results																										
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC. Pop. Qual. Total (I)	2016 CCC. Pop. Qual. Total (J)	2015 CCC. Pop. Qual. Total (K)	2017 CCC. Pop. Not Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	39	37	119	666	16	19	62	92	11	11	4	15	2	10	1	11	11	1	5	3	4	7	5	4	12	0
	4.02%	4.34%	15.24%	4.37%	2.87%	4.16%	15.12%	2.67%	2.89%	3.28%	1.56%	7.58%	2.44%	2.16%	1.92%	2.87%	2.71%	0.71%	2.67%	2.10%	1.90%	2.57%	1.86%	2.11%	3.26%	0.0%
			AB	E			EF																			
BASE = Those who responded	932	816	662	14583	542	438	348	3355	369	324	252	183	80	452	51	372	395	139	182	140	206	265	264	186	356	0
	95.98%	95.66%	84.76%	95.63%	97.13%	95.84%	84.88%	97.33%	97.11%	96.72%	98.44%	92.42%	97.56%	97.84%	98.08%	97.13%	97.29%	99.29%	97.33%	97.90%	98.10%	97.43%	98.14%	97.89%	96.74%	0.0%
	C	C			DG	G																				
Never	8	9	1	149	6	7	1	46	2	3	0	2	0	6	0	5	5	1	3	2	1	5	1	0	6	0
	0.86%	1.10%	0.15%	1.02%	1.11%	1.60%	0.29%	1.37%	0.54%	0.93%	0.0%	1.09%	0.0%	1.33%	0.0%	1.34%	1.27%	0.72%	1.65%	1.43%	0.49%	1.89%	0.38%	0.0%	1.69%	0.0%
	C	C				G								M		O									X	
Sometimes	44	23	13	608	25	14	7	165	24	10	8	6	3	22	5	15	17	8	10	7	7	12	12	4	21	0
	4.72%	2.82%	1.96%	4.17%	4.61%	3.20%	2.01%	4.92%	6.50%	3.09%	3.17%	3.28%	3.75%	4.87%	9.80%	4.03%	4.30%	5.76%	5.49%	5.00%	3.40%	4.53%	4.55%	2.15%	5.90%	0.0%
					G			JK																	X	
Bottom Two Box (%Never + %Sometimes)	52	32	14	757	31	21	8	211	26	13	8	8	3	28	5	20	22	9	13	9	8	17	13	4	27	0
	5.58%	3.92%	2.11%	5.19%	5.72%	4.79%	2.30%	6.29%	7.05%	4.01%	3.17%	4.37%	3.75%	6.19%	9.80%	5.38%	5.57%	6.47%	7.14%	6.43%	3.88%	6.42%	4.92%	2.15%	7.58%	0.0%
	C	C			G			K																	X	
Usually	50	45	31	1102	24	25	12	307	25	24	13	13	11	13	7	14	16	8	12	4	8	11	13	12	12	0
	5.36%	5.51%	4.68%	7.56%	4.43%	5.71%	3.45%	9.15%	6.78%	7.41%	5.16%	7.10%	13.75%	2.88%	13.73%	3.76%	4.05%	5.76%	6.59%	2.86%	3.88%	4.15%	4.92%	6.45%	3.37%	0.0%
				E									N		P											
Always	138	126	126	2263	77	64	74	524	61	43	57	21	2	75	1	62	61	16	26	23	25	30	47	25	52	0
	14.81%	15.44%	19.03%	15.52%	14.21%	14.61%	21.26%	15.62%	16.53%	13.27%	22.62%	11.48%	2.50%	16.59%	1.96%	16.67%	15.44%	11.51%	14.29%	16.43%	12.14%	11.32%	17.80%	13.44%	14.61%	0.0%
			A				EF				J			M		O						V				
Always - q52 = "No"	692	613	491	10461	410	328	254	2313	257	244	174	141	64	336	38	276	296	106	131	104	165	207	191	145	265	0
	74.25%	75.12%	74.17%	71.73%	75.65%	74.89%	72.99%	68.94%	69.65%	75.31%	69.05%	77.05%	80.00%	74.34%	74.51%	74.19%	74.94%	76.26%	71.98%	74.29%	80.10%	78.11%	72.35%	77.96%	74.44%	0.0%
					DI																					
Always (Net)	830	739	617	12724	487	392	328	2837	318	287	231	162	66	411	39	338	357	122	157	127	190	237	238	170	317	0
	89.06%	90.56%	93.20%	87.25%	89.85%	89.50%	94.25%	84.56%	86.18%	88.58%	91.67%	88.52%	82.50%	90.93%	76.47%	90.86%	90.38%	87.77%	86.26%	90.71%	92.23%	89.43%	90.15%	91.40%	89.04%	0.0%
			A		D		EF				I					O										
CAHPS Rate (%Always+%Usually)	880	784	648	13826	511	417	340	3144	343	311	244	175	77	424	46	352	373	130	169	131	198	248	251	182	329	0
	94.42%	96.08%	97.89%	94.81%	94.28%	95.21%	97.70%	93.71%	92.95%	95.99%	96.83%	95.63%	96.25%	93.81%	90.20%	94.62%	94.43%	93.53%	92.86%	93.57%	96.12%	93.58%	95.08%	97.85%	92.42%	0.0%
			AB				E				I												Y			
3-point composite mean	2.8348	2.8664	2.9109	2.8206	2.8413	2.8470	2.9195	2.7827	2.7913	2.8457	2.8849	2.8415	2.7875	2.8473	2.6667	2.8548	2.8481	2.8129	2.7912	2.8429	2.8835	2.8302	2.8523	2.8925	2.8146	0
			AB				EF				I					O										

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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Children With Chronic Conditions

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

												2017 General Population Plan Results														
												Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type			
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen. Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC Pop. Total (I)	2016 CCC Pop. Total (J)	2015 CCC Pop. Total (K)	2017 CCC Pop. Not Qual. (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
4-point composite mean	3.8262	3.8554	3.9094 AB	3.8104	3.8303	3.8311	3.9167 EF	3.7690	3.7859	3.8364	3.8849 I	3.8306	3.7875	3.8341	3.6667	3.8414	3.8354	3.8058	3.7747	3.8286	3.8786	3.8113	3.8485	3.8925 Y	3.7978	0
Sigma	971 100.00%	853 100.00%	781 100.00%	15249 100.00%	558 100.00%	457 100.00%	410 100.00%	3447 100.00%	380 100.00%	335 100.00%	256 100.00%	198 100.00%	82 100.00%	462 100.00%	52 100.00%	383 100.00%	406 100.00%	140 100.00%	187 100.00%	143 100.00%	210 100.00%	272 100.00%	269 100.00%	190 100.00%	368 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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Children With Chronic Conditions

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?

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC. Pop. Qual. Total (I)	2016 CCC. Pop. Qual. Total (J)	2015 CCC. Pop. Qual. Total (K)	2017 CCC. Pop. Not Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	1	2	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%	0.12%	0.26%	0.0%	0.0%	0.22%	0.24%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	32	22	113	402	14	11	59	63	4	2	3	14	0	0	3	5	5	2	0	1	6	4	3	3	11	0
	3.30%	2.58%	14.47% AB	2.64%	2.51%	2.41%	14.39% EF	1.83%	1.05%	0.60%	1.17%	7.07%	0.0%	0.0%	5.77%	1.31%	1.23%	1.43%	0.0%	0.70%	2.86% S	1.47%	1.12%	1.58%	2.99%	0.0%
BASE = Those who responded	939	830	666	14847	544	445	350	3384	376	333	253	184	82	462	49	378	401	138	187	142	204	268	266	187	357	0
	96.70% C	97.30% C	85.28%	97.36%	97.49% G	97.37% G	85.37%	98.17%	98.95%	99.40%	98.83%	92.93%	100.00%	100.00%	94.23%	98.69%	98.77%	98.57%	100.00% U	99.30%	97.14%	98.53%	98.88%	98.42%	97.01%	0.0%
10 - Best health plan possible	584	490	386	7897	343	256	206	1655	221	169	140	117	0	343	15	253	261	79	119	80	136	170	167	108	235	0
	62.19%	59.04%	57.96%	53.19%	63.05% D	57.53%	58.86%	48.91%	58.78% HJ	50.75%	55.34%	63.59%	0.0%	74.24% M	30.61%	66.93% O	65.09%	57.25%	63.64%	56.34%	66.67%	63.43%	62.78%	57.75%	65.83%	0.0%
9 -	130	112	92	2449	75	59	49	579	50	47	31	23	0	75	5	57	59	15	30	18	26	42	32	27	48	0
	13.84%	13.49%	13.81%	16.49%	13.79%	13.26%	14.00%	17.11% I	13.30%	14.11%	12.25%	12.50%	0.0%	16.23% M	10.20%	15.08%	14.71%	10.87%	16.04%	12.68%	12.75%	15.67%	12.03%	14.44%	13.45%	0.0%
Top Two Box	714	602	478	10346	418	315	255	2234	271	216	171	140	0	418	20	310	320	94	149	98	162	212	199	135	283	0
	76.04%	72.53%	71.77%	69.68%	76.84% DF	70.79%	72.86%	66.02%	72.07% HJ	64.86%	67.59%	76.09%	0.0%	90.48% M	40.82%	82.01% O	79.80% R	68.12%	79.68% T	69.01%	79.41% T	79.10%	74.81%	72.19%	79.27%	0.0%
8 -	100	94	88	2322	44	53	47	561	46	39	39	26	0	44	6	28	28	15	9	18	16	16	27	15	29	0
	10.65%	11.33%	13.21%	15.64% E	8.09%	11.91% E	13.43% E	16.58% I	12.23% E	11.71%	15.42%	14.13%	0.0%	9.52% M	12.24%	7.41%	6.98%	10.87%	4.81%	12.68% S	7.84%	5.97%	10.15%	8.02%	8.12%	0.0%
CAHPS Rate (Top Three Box)	814	696	566	12668	462	368	302	2795	317	255	210	166	0	462	26	338	348	109	158	116	178	228	226	150	312	0
	86.69%	83.86%	84.98%	85.32%	84.93%	82.70%	86.29%	82.59%	84.31% J	76.58%	83.00%	90.22%	0.0%	100.00% M	53.06%	89.42% O	86.78% R	78.99%	84.49%	81.69%	87.25%	85.07%	84.96%	80.21%	87.39% X	0.0%
7 -	57	47	36	965	40	29	12	242	25	27	11	7	0	40	12	20	25	15	17	10	12	20	19	14	26	0
	6.07%	5.66%	5.41%	6.50%	7.35% G	6.52% G	3.43%	7.15%	6.65%	8.11%	4.35%	3.80%	0.0%	48.78% N	24.49% P	5.29%	6.23%	10.87%	9.09%	7.04%	5.88%	7.46%	7.14%	7.49%	7.28%	0.0%
6 -	25	29	20	403	15	17	11	114	12	18	9	5	0	3	9	9	9	6	5	7	3	7	8	9	6	0
	2.66%	3.49%	3.00%	2.71%	2.76%	3.82%	3.14%	3.37%	3.19%	5.41%	3.56%	2.72%	0.0%	6.12%	2.38%	2.24%	4.35%	2.67%	4.93%	1.47%	2.61%	3.01%	4.81%	1.68%	0.0%	
5 -	32	37	22	485	20	19	11	137	16	21	11	4	0	6	8	15	5	6	5	9	9	10	10	10	10	0
	3.41%	4.46%	3.30%	3.27%	3.68%	4.27%	3.14%	4.05%	4.26%	6.31%	4.35%	2.17%	0.0%	12.24% N	2.12% P	3.74%	3.62%	3.21%	3.52%	4.41%	3.36%	3.76%	5.35%	2.80%	0.0%	
4 -	5	4	7	103	3	2	6	29	3	2	4	1	3	0	0	3	2	1	0	3	0	2	1	2	1	0
	0.53%	0.48%	1.05%	0.69%	0.55%	0.45%	1.71%	0.86%	0.80%	0.60%	1.58%	0.54%	3.66%	0.0%	0.0%	0.79%	0.50%	0.72%	0.0%	2.11%	0.0%	0.75%	0.38%	1.07%	0.28%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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Children With Chronic Conditions

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?

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
													0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Not Qual. Total (L)		(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)
3 -	1 0.11%	6 0.72% A	4 0.60%	73 0.49% E	0 0.0%	3 0.67%	1 0.29%	26 0.77% I	0 0.0%	5 1.50% I	2 0.79%	1 0.54%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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 -	2 0.21%	2 0.24%	6 0.90%	58 0.39%	2 0.37%	2 0.45%	3 0.86%	11 0.33% I	0 0.0%	2 0.60%	3 1.19%	0 0.0%	2 2.44%	0 0.0%	0 0.0%	0 0.0%	2 0.50%	0 0.0%	1 0.53%	0 0.0%	1 0.49%	2 0.75%	0 0.0%	1 0.53%	1 0.28%	0 0.0%
1 -	1 0.11%	1 0.12%	2 0.30%	31 0.21%	1 0.18%	0 0.0%	2 0.57%	14 0.41%	1 0.27%	1 0.30%	1 0.40%	0 0.0%	1 1.22%	0 0.0%	1 2.04%	0 0.0%	0 0.0%	1 0.72%	0 0.0%	1 0.70%	0 0.0%	0 0.0%	1 0.38%	0 0.0%	1 0.28%	0 0.0%
0 - Worst health plan possible	2 0.21%	8 0.96% A	3 0.45%	61 0.41%	1 0.18%	5 1.12%	2 0.57%	16 0.47%	2 0.53%	2 0.60%	2 0.79%	0 0.0%	1 1.22%	0 0.0%	1 2.04%	0 0.0%	0 0.0%	1 0.72%	0 0.0%	0 0.0%	1 0.49%	0 0.0%	1 0.38%	1 0.53%	0 0.0%	0 0.0%
0-7 (NET)	125 13.31%	134 16.14%	100 15.02%	2179 14.68%	82 15.07%	77 17.30%	48 13.71%	589 17.41%	59 15.69%	78 23.42% I	43 17.00%	18 9.78%	82 100.00% N	0 0.0%	23 46.94% P	40 10.58%	53 13.22%	29 21.01% Q	29 15.51%	26 18.31%	26 12.75%	40 14.93%	40 15.04%	37 19.79% Y	45 12.61%	0 0.0%
Bottom Three Box	5 0.53%	11 1.33%	11 1.65% A	150 1.01%	4 0.74%	7 1.57%	7 2.00%	41 1.21%	3 0.80%	5 1.50%	6 2.37%	0 0.0%	4 4.88% N	0 0.0%	2 4.08%	0 0.0%	2 0.50%	2 1.45%	1 0.53%	1 0.70%	2 0.98%	2 0.75%	2 1.07%	2 0.56%	0 0.0%	
Bottom Two Box	3 0.32%	9 1.08%	5 0.75%	92 0.62%	2 0.37%	5 1.12%	4 1.14%	30 0.89%	3 0.80%	3 0.90%	3 1.19%	0 0.0%	2 2.44%	0 0.0%	2 4.08%	0 0.0%	0 0.0%	2 1.45%	0 0.0%	1 0.70%	1 0.49%	0 0.0%	2 0.75%	1 0.53%	1 0.28%	0 0.0%
Average rating	9.1022 BC	8.9000	8.9009	8.8882	9.0882 DF	8.8449	8.9057	8.7299	8.9574 HT	8.5736	8.7194	9.1902	5.9390	9.6472 M	7.6735	9.2937 O	9.1796 R	8.8116	9.1604	8.8451	9.1716	9.1231	9.0602	8.8503	9.2129 X	0
Standard deviation	1.5041	1.8178	1.7873	1.6465	1.5552	1.8556	1.8485	1.7654	1.6562	1.9815	1.9931	1.3480	1.4172	0.6472	2.2623	1.2728	1.4517	1.8120	1.4277	1.7128	1.5577	1.5172	1.5883	1.7850	1.4041	0
3-point composite mean	2.6880 BC	2.6205	2.6216	2.6151	2.6912 DF	2.6000	2.6257	2.5576	2.6303 HT	2.4955	2.5494	2.7011	1.4878	2.9048 M	2.1837	2.7672 O	2.7282 R	2.5797	2.7326 T	2.5775	2.7255 T	2.7164	2.6692	2.5989	2.7395 X	0
Sigma	971 100.00%	853 100.00%	781 100.00%	15249 100.00%	558 100.00%	457 100.00%	410 100.00%	3447 100.00%	380 100.00%	335 100.00%	256 100.00%	198 100.00%	82 100.00%	462 100.00%	52 100.00%	383 100.00%	406 100.00%	140 100.00%	187 100.00%	143 100.00%	210 100.00%	272 100.00%	269 100.00%	190 100.00%	368 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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Children With Chronic Conditions

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

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
													0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop Total (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop Total (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. Total (L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	
Total	971	853	781	5665	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	17	17	107	87	8	9	57	6	0	1	0	9	0	2	2	4	0	1	1	0	0	1	0	0	8	0
	1.75%	1.99%	13.70%	1.54%	1.43%	1.97%	13.90%	0.17%	0.0%	0.30%	0.0%	4.55%	0.0%	0.43%	3.85%	1.04%	0.0%	0.71%	0.53%	0.0%	0.0%	0.37%	0.0%	0.0%	2.17%	0.0%
			AB		I		EF	I																	X	
BASE = Those who responded	954	836	674	5578	550	448	353	3441	380	334	256	189	82	460	50	379	406	139	186	143	210	271	269	190	360	0
	98.25%	98.01%	86.30%	98.46%	98.57%	98.03%	86.10%	99.83%	100.00%	99.70%	100.00%	95.45%	100.00%	99.57%	96.15%	98.96%	100.00%	99.29%	99.47%	100.00%	100.00%	99.63%	100.00%	100.00%	97.83%	0.0%
	C	C			G	G		HE																Y		
Yes	612	533	442	2646	323	254	212	2855	320	298	221	112	48	273	30	249	228	92	100	88	126	166	149	120	203	0
	64.15%	63.76%	65.58%	47.44%	58.73%	56.70%	60.06%	82.97%	84.21%	89.22%	86.33%	59.26%	58.54%	59.35%	60.00%	65.70%	56.16%	66.19%	53.76%	61.54%	60.00%	61.25%	55.39%	63.16%	56.39%	0.0%
				D				E	I								Q									
No	342	303	232	2932	227	194	141	586	60	36	35	77	34	187	20	130	178	47	86	55	84	105	120	70	157	0
	35.85%	36.24%	34.42%	52.56%	41.27%	43.30%	39.94%	17.03%	15.79%	10.78%	13.67%	40.74%	41.46%	40.65%	40.00%	34.30%	43.84%	33.81%	46.24%	38.46%	40.00%	38.75%	44.61%	36.84%	43.61%	0.0%
				E	I			J									R									
Sigma	971	853	781	5665	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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Children With Chronic Conditions

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

2017 General Population Plan Results																										
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Not Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	971	853	781	5665	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	3	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%	0.38%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.39%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	23	23	113	110	13	11	60	16	1	3	0	10	1	5	3	7	4	1	4	0	1	4	1	4	9	0
	2.37%	2.70%	14.47% AB	1.94%	2.33% I	2.41%	14.63% EF	0.46%	0.26%	0.90%	0.0%	5.05%	1.22%	1.08%	5.77%	1.83%	0.99%	0.71%	2.14% T	0.0%	0.48%	1.47%	0.37%	2.11%	2.45%	0.0%
Appropriately skipped	342	303	232	2932	227	194	141	586	60	36	35	77	34	187	20	130	178	47	86	55	84	105	120	70	157	0
	35.22% C	35.52% C	29.71%	51.76% E	40.68% GI	42.45% G	34.39%	17.00%	15.79% J	10.75%	13.67%	38.89%	41.46%	40.48%	38.46%	33.94%	43.84% R	33.57%	45.99%	38.46%	40.00%	38.60%	44.61%	36.84%	42.66%	0.0%
BASE = Those who responded	606	527	433	2623	318	252	209	2845	319	296	220	111	47	270	29	246	224	92	97	88	125	163	148	116	202	0
	62.41% C	61.78% C	55.44%	46.30%	56.99% D	55.14%	50.98%	82.54%	83.95% E	88.36%	85.94%	56.06%	57.32%	58.44%	55.77%	64.23%	55.17%	65.71% Q	51.87%	61.54%	59.52%	59.93%	55.02%	61.05%	54.89%	0.0%
Never	5	9	4	26	2	7	2	27	3	5	2	1	1	1	1	1	2	0	0	1	1	0	2	1	1	0
	0.83%	1.71%	0.92%	0.99%	0.63%	2.78%	0.96%	0.95%	0.94%	1.69%	0.91%	0.90%	2.13%	0.37%	3.45%	0.41%	0.89%	0.0%	0.0%	1.14%	0.80%	0.0%	1.35%	0.86%	0.50%	0.0%
Sometimes	64	56	54	233	36	23	26	255	40	42	36	10	15	21	2	28	24	12	13	13	10	17	19	12	24	0
	10.56%	10.63%	12.47%	8.88%	11.32%	9.13%	12.44%	8.96%	12.54%	14.19%	16.36%	9.01%	31.91% N	7.78%	6.90%	11.38%	10.71%	13.04%	13.40%	14.77%	8.00%	10.43%	12.84%	10.34%	11.88%	0.0%
Bottom Two Box (%Never + %Sometimes)	69	65	58	259	38	30	28	282	43	47	38	11	16	22	3	29	26	12	13	14	11	17	21	13	25	0
	11.39%	12.33%	13.39%	9.87%	11.95%	11.90%	13.40%	9.91%	13.48%	15.88%	17.27%	9.91%	34.04% N	8.15%	10.34%	11.79%	11.61%	13.04%	13.40%	15.91%	8.80%	10.43%	14.19%	11.21%	12.38%	0.0%
Usually	88	95	67	472	37	44	29	585	51	60	30	21	11	26	6	28	23	14	9	14	13	18	18	13	24	0
	14.52%	18.03%	15.47%	17.99% E	11.64%	17.46%	13.88%	20.56% I	15.99%	20.27% K	13.64%	18.92%	23.40% N	9.63%	20.69%	11.38%	10.27%	15.22%	9.28%	15.91%	10.40%	11.04%	12.16%	11.21%	11.88%	0.0%
Always	449	367	308	1892	243	178	152	1978	225	189	152	79	20	222	20	189	175	66	75	60	101	128	109	90	153	0
	74.09%	69.64%	71.13%	72.13%	76.42%	70.63%	72.73%	69.53%	70.53%	63.85%	69.09%	71.17%	42.55% M	82.22%	68.97%	76.83%	78.13%	71.74%	77.32%	68.18%	80.80% T	78.53%	73.65%	77.59%	75.74%	0.0%
CAHPS Rate (%Always + %Usually)	537	462	375	2364	280	222	181	2563	276	249	182	100	31	248	26	217	198	80	84	74	114	146	127	103	177	0
	88.61%	87.67%	86.61%	90.13%	88.05%	88.10%	86.60%	90.09%	86.52%	84.12%	82.73%	90.09%	65.96% M	91.85%	89.66%	88.21%	88.39%	86.96%	86.60%	84.09%	91.20%	89.57%	85.81%	88.79%	87.62%	0.0%
3-point composite mean	2.6271	2.5731	2.5774	2.6226	2.6447	2.5873	2.5933	2.5961	2.5705	2.4797	2.5182	2.6126	2.0851	2.7407 M	2.5862	2.6504	2.6652	2.5870	2.6392	2.5227	2.7200 T	2.6810	2.5946	2.6638	2.6337	0
4-point composite mean	3.6188	3.5560	3.5681	3.6127	3.6384	3.5595	3.5837	3.5866	3.5611	3.4628	3.5091	3.6036	3.0638	3.7370 M	3.5517	3.6463	3.6563	3.5870	3.6392	3.5114	3.7120 T	3.6810	3.5811	3.6552	3.6287	0
Sigma	971	853	781	5665	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
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Children With Chronic Conditions

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

2017 General Population Plan Results																										
	Overall Rating of Health Plan			Overall Rating of Health Care				Health Status		Age			Gender		Survey Type											
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. Gen Pop (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/Very Good (Q)	Good/Fair/Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	971	853	781	5665	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	2	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%	0.26%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.39%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	40	30	119	152	24	17	63	56	11	6	3	12	0	17	5	14	7	8	7	1	7	10	5	7	17	0
	4.12%	3.52%	15.24%	2.68%	4.30%	3.72%	15.37%	1.62%	2.89%	1.79%	1.17%	6.06%	0.0%	3.68%	9.62%	3.66%	1.72%	5.71%	3.74%	0.70%	3.33%	3.68%	1.86%	3.68%	4.62%	0.0%
			AB				EF							M			R									
Appropriately skipped	342	303	232	2932	227	194	141	586	60	36	35	77	34	187	20	130	178	47	86	55	84	105	120	70	157	0
	35.22%	35.52%	29.71%	51.76%	40.68%	42.45%	34.39%	17.00%	15.79%	10.75%	13.67%	38.89%	41.46%	40.48%	38.46%	33.94%	43.84%	33.57%	45.99%	38.46%	40.00%	38.60%	44.61%	36.84%	42.66%	0.0%
	C	C		E	GI	G			J								R									
BASE = Those who responded	589	520	428	2581	307	246	206	2805	309	293	217	109	48	258	27	239	221	85	94	87	119	157	144	113	194	0
	60.66%	60.96%	54.80%	45.56%	55.02%	53.83%	50.24%	81.38%	81.32%	87.46%	84.77%	55.05%	58.54%	55.84%	51.92%	62.40%	54.43%	60.71%	50.27%	60.84%	56.67%	57.72%	53.53%	59.47%	52.72%	0.0%
	C	C		D					E	I																
Yes	316	287	252	1511	162	126	116	1695	172	163	142	58	21	140	15	126	115	46	55	47	57	85	75	58	104	0
	53.65%	55.19%	58.88%	58.54%	52.77%	51.22%	56.31%	60.43%	55.66%	55.63%	65.44%	53.21%	43.75%	54.26%	55.56%	52.72%	52.04%	54.12%	58.51%	54.02%	47.90%	54.14%	52.08%	51.33%	53.61%	0.0%
											IJ															
No	273	233	176	1070	145	120	90	1110	137	130	75	51	27	118	12	113	106	39	39	40	62	72	69	55	90	0
	46.35%	44.81%	41.12%	41.46%	47.23%	48.78%	43.69%	39.57%	44.34%	44.37%	34.56%	46.79%	56.25%	45.74%	44.44%	47.28%	47.96%	45.88%	41.49%	45.98%	52.10%	45.86%	47.92%	48.67%	46.39%	0.0%
									K	K																
Sigma	971	853	781	5665	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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Children With Chronic Conditions

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

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Anthem Avg. Gen Pop	2017 Gen. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. CCC Pop	2017 CCC Qual. Total	2016 CCC Qual. Total	2015 CCC Qual. Total	2017 CCC Pop. Not Qual.	Overall Rating of Health Plan	Overall Rating of Health Care	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet			
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	
Standard deviation																										
0.9611	0.9917	0.9939	0.8904	0.9378	0.9850	0.9458	0.9447	1.0233	0.9962	1.0744	0.8193	0.9808	0.9251	1.0317	0.9328	0.4984	0.4823	0.8554	0.9312	0.9731	0.9598	0.9140	0.8706	0.9715	0	
Sigma																										
971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0	
100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
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Children With Chronic Conditions

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

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Not Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/Very Good (Q)	Good/Fair/Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	3	2	0	0	2	0	0	0	3	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.35%	0.26%	0.0%	0.0%	0.44%	0.0%	0.0%	0.0%	0.90%	0.39%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	27	20	107	276	14	8	54	19	3	3	1	12	0	7	2	6	3	0	1	0	1	2	0	2	12	0
	2.78%	2.34%	13.70%	1.81%	2.51%	1.75%	13.17%	0.55%	0.79%	0.90%	0.39%	6.06%	0.0%	1.52%	3.85%	1.57%	0.74%	0.0%	0.53%	0.0%	0.48%	0.74%	0.0%	1.05%	3.26%	0.0%
			AB		I		EF							M												
BASE = Those who responded	944	830	672	14973	544	447	356	3428	377	329	254	186	82	455	50	377	403	140	186	143	209	270	269	188	356	0
	97.22%	97.30%	86.04%	98.19%	97.49%	97.81%	86.83%	99.45%	99.21%	98.21%	99.22%	93.94%	100.00%	98.48%	96.15%	98.43%	99.26%	100.00%	99.47%	100.00%	99.52%	99.26%	100.00%	98.95%	96.74%	0.0%
	C	C			G	G			E				N													
5 - Excellent	392	377	316	7277	239	224	189	682	77	87	65	108	26	210	11	166	218	20	107	60	71	113	124	77	162	0
	41.53%	45.42%	47.02%	48.60%	43.93%	50.11%	53.09%	19.89%	20.42%	26.44%	25.59%	58.06%	31.71%	46.15%	22.00%	44.03%	54.09%	14.29%	57.53%	41.96%	33.97%	41.85%	46.10%	40.96%	45.51%	0.0%
			A	E	I		E						M			O	R		TU							
4 - Very good	214	179	137	3809	127	96	66	826	70	75	42	47	20	105	12	90	105	22	44	33	47	63	64	51	76	0
	22.67%	21.57%	20.39%	25.44%	23.35%	21.48%	18.54%	24.10%	18.57%	22.80%	16.54%	25.27%	24.39%	23.08%	24.00%	23.87%	26.05%	15.71%	23.66%	23.08%	22.49%	23.33%	23.79%	27.13%	21.35%	0.0%
					I			I									R									
CAHPS Rate (Top Two Box)	606	556	453	11086	366	320	255	1508	147	162	107	155	46	315	23	256	323	42	151	93	118	176	188	128	238	0
	64.19%	66.99%	67.41%	74.04%	67.28%	71.59%	71.63%	43.99%	38.99%	49.24%	42.13%	83.33%	56.10%	69.23%	46.00%	67.90%	80.15%	30.00%	81.18%	65.03%	56.46%	65.19%	69.89%	68.09%	66.85%	0.0%
				E	I				I				M			O	R		TU							
3 - Good	205	176	135	2702	109	85	62	1043	119	91	77	28	20	89	11	79	54	55	28	31	49	59	48	29	80	0
	21.72%	21.20%	20.09%	18.05%	20.04%	19.02%	17.42%	30.43%	31.56%	27.66%	30.31%	15.05%	24.39%	19.56%	22.00%	20.95%	13.40%	39.29%	15.05%	21.68%	23.44%	21.85%	17.84%	15.43%	22.47%	0.0%
					E			E									Q		S		S			X		
Top Three Box	811	732	588	13788	475	405	317	2551	266	253	184	183	66	404	34	335	377	97	179	124	167	235	236	157	318	0
	85.91%	88.19%	87.50%	92.09%	87.32%	90.60%	89.04%	74.42%	70.56%	76.90%	72.44%	98.39%	80.49%	88.79%	68.00%	88.86%	93.55%	69.29%	96.24%	86.71%	79.90%	87.04%	87.73%	83.51%	89.33%	0.0%
				E	I				E								O	R	TU							
2 - Fair	106	76	65	979	56	33	31	713	84	57	54	3	13	41	12	33	22	34	6	13	36	27	28	25	31	0
	11.23%	9.16%	9.67%	6.54%	10.29%	7.38%	8.71%	20.80%	22.28%	17.33%	21.26%	1.61%	15.85%	9.01%	24.00%	8.75%	5.46%	24.29%	3.23%	9.09%	17.22%	10.00%	10.41%	13.30%	8.71%	0.0%
				D					E						P			Q		S	ST					
1 - Poor	27	22	19	206	13	9	8	164	27	19	16	0	3	10	4	9	4	9	1	6	6	8	5	6	7	0
	2.86%	2.65%	2.83%	1.38%	2.39%	2.01%	2.25%	4.78%	7.16%	5.78%	6.30%	0.0%	3.66%	2.20%	8.00%	2.39%	0.99%	6.43%	0.54%	4.20%	2.87%	2.96%	1.86%	3.19%	1.97%	0.0%
					E			E									Q		S							
Bottom Two Box	133	98	84	1185	69	42	39	877	111	76	70	3	16	51	16	42	26	43	7	19	42	35	33	31	38	0
	14.09%	11.81%	12.50%	7.91%	12.68%	9.40%	10.96%	25.58%	29.44%	23.10%	27.56%	1.61%	19.51%	11.21%	32.00%	11.14%	6.45%	30.71%	3.76%	13.29%	20.10%	12.96%	12.27%	16.49%	10.67%	0.0%
				D				E							P		Q		S	S						
Average	3.8877	3.9795	3.9911	4.1335	3.9614	4.1029	4.1152	3.3352	3.2281	3.4681	3.3386	4.3978	3.6463	4.0198	3.2800	3.9841	4.2680	3.0714	4.3441	3.8951	3.6746	3.9111	4.0186	3.8936	3.9972	0
				E	I	E	E			I				M		O	R		TU							

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

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

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Standard deviation	1.1517	1.1272	1.1456	1.0169	1.1247	1.0757	1.1146	1.1506	1.2083	1.2128	1.2405	0.7984	1.1829	1.1023	1.2655	1.1021	0.9544	1.1061	0.8859	1.1690	1.1898	1.1383	1.1058	1.1712	1.0977	0
Sigma	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

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

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
													0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Anthem Avg. Gen Pop	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Anthem Avg. CCC Pop	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. Total	2017 CCC Pop. Qual. Total	0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)
Total	971	853	781	5665	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	1	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.12%	0.0%	0.0%	0.0%	0.22%	0.0%	0.0%	0.0%	0.30%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	26	21	110	113	15	10	55	5	0	1	1	11	1	6	3	5	4	0	0	3	0	1	2	1	14	0
	2.68%	2.46%	14.08%	1.99%	2.69%	2.19%	13.41%	0.15%	0.0%	0.30%	0.39%	5.56%	1.22%	1.30%	5.77%	1.31%	0.99%	0.0%	0.0%	2.10%	0.0%	0.37%	0.74%	0.53%	3.80%	0.0%
			AB		I		EF	I									R								X	
BASE = Those who responded	945	831	671	5552	543	446	355	3442	380	333	255	187	81	456	49	378	402	140	187	140	210	271	267	189	354	0
	97.32%	97.42%	85.92%	98.01%	97.31%	97.59%	86.59%	99.85%	100.00%	99.40%	99.61%	94.44%	98.78%	98.70%	94.23%	98.69%	99.01%	100.00%	100.00%	97.90%	100.00%	99.63%	99.26%	99.47%	96.20%	0.0%
	C	C			G	G		HE									Q						Y			
Yes	397	376	310	1498	185	157	140	2702	304	295	217	42	34	151	21	139	111	74	52	50	79	106	77	80	105	0
	42.01%	45.25%	46.20%	26.98%	34.07%	35.20%	39.44%	78.50%	80.00%	88.59%	85.10%	22.46%	41.98%	33.11%	42.86%	36.77%	27.61%	52.86%	27.81%	35.71%	37.62%	39.11%	28.84%	42.33%	29.66%	0.0%
				D				E	I								Q				S	W		Y		
No	548	455	361	4054	358	289	215	740	76	38	38	145	47	305	28	239	291	66	135	90	131	165	190	109	249	0
	57.99%	54.75%	53.80%	73.02%	65.93%	64.80%	60.56%	21.50%	20.00%	11.41%	14.90%	77.54%	58.02%	66.89%	57.14%	63.23%	72.39%	47.14%	72.19%	64.29%	62.38%	60.89%	71.16%	57.67%	70.34%	0.0%
				E	I			J									R		U			V		X		
Sigma	971	853	781	5665	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

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

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

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

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

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?

2017 General Population Plan Results																										
	Overall Rating of Health Plan				Overall Rating of Health Care				Health Status		Age			Gender		Survey Type										
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop Total (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop Total (H)	2017 CCC. Pop. Qual. Total (I)	2016 CCC. Pop. Qual. Total (J)	2015 CCC. Pop. Qual. Total (K)	2017 CCC. Pop. Not Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	971	853	781	5665	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	1	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.13%	0.0%	0.0%	0.0%	0.24%	0.0%	0.0%	0.0%	0.39%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	38	35	119	160	19	16	61	70	12	8	7	12	1	11	3	9	6	2	0	2	4	2	4	2	17	0
	3.91%	4.10%	15.24%	2.82%	3.41%	3.50%	14.88%	2.03%	3.16%	2.39%	2.73%	6.06%	1.22%	2.38%	5.77%	2.35%	1.48%	1.43%	0.0%	1.40%	1.90%	0.74%	1.49%	1.05%	4.62%	0.0%
			AB				EF														S				X	
BASE = Those who responded	933	818	661	5505	539	441	348	3377	368	327	248	186	81	451	49	374	400	138	187	141	206	270	265	188	351	0
	96.09%	95.90%	84.64%	97.18%	96.59%	96.50%	84.88%	97.97%	96.84%	97.61%	96.88%	93.94%	98.78%	97.62%	94.23%	97.65%	98.52%	98.57%	100.00%	98.60%	98.10%	99.26%	98.51%	98.95%	95.38%	0.0%
	C	C			G	G													U				Y			
Yes	219	193	154	794	104	78	69	1826	200	168	135	6	26	77	21	69	51	53	20	33	51	59	45	44	60	0
	23.47%	23.59%	23.30%	14.42%	19.29%	17.69%	19.83%	54.07%	54.35%	51.38%	54.44%	3.23%	32.10%	17.07%	42.86%	18.45%	12.75%	38.41%	10.70%	23.40%	24.76%	21.85%	16.98%	23.40%	17.09%	0.0%
					D				E				N		P			Q		S	S					
No	714	625	507	4711	435	363	279	1551	168	159	113	180	55	374	28	305	349	85	167	108	155	211	220	144	291	0
	76.53%	76.41%	76.70%	85.58%	80.71%	82.31%	80.17%	45.93%	45.65%	48.62%	45.56%	96.77%	67.90%	82.93%	57.14%	81.55%	87.25%	61.59%	89.30%	76.60%	75.24%	78.15%	83.02%	76.60%	82.91%	0.0%
				E	I									M		O	R		TU							
Sigma	971	853	781	5665	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

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

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

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

2017 General Population Plan Results																										
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	971	853	781	5665	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	45	41	128	186	22	19	63	104	15	9	11	14	1	13	3	9	9	2	0	2	7	4	5	3	19	0
	4.63%	4.81%	16.39%	3.28%	3.94%	4.16%	15.37%	3.02%	3.95%	2.69%	4.30%	7.07%	1.22%	2.81%	5.77%	2.35%	2.22%	1.43%	0.0%	1.40%	3.33%	1.47%	1.86%	1.58%	5.16%	0.0%
			AB				EF													S					X	
Appropriately skipped	738	649	531	4833	448	376	291	1640	178	168	125	184	57	385	30	314	353	94	170	110	163	217	227	144	304	0
	76.00%	76.08%	67.99%	85.31%	80.29%	82.28%	70.98%	47.58%	46.84%	50.15%	48.83%	92.93%	69.51%	83.33%	57.69%	81.98%	86.95%	67.14%	90.91%	76.92%	77.62%	79.78%	84.39%	75.79%	82.61%	0.0%
	C	C		E	GI	G								M		O	R		TU							
BASE = Those who responded	188	163	122	646	88	62	56	1703	187	158	120	0	24	64	19	60	44	44	17	31	40	51	37	43	45	0
	19.36%	19.11%	15.62%	11.40%	15.77%	13.57%	13.66%	49.41%	49.21%	47.16%	46.88%	0.0%	29.27%	13.85%	36.54%	15.67%	10.84%	31.43%	9.09%	21.68%	19.05%	18.75%	13.75%	22.63%	12.23%	0.0%
	C				D				E				N		P		Q		S	S			Y			
Yes	186	156	119	611	87	60	54	1681	186	156	119	0	24	63	18	60	43	44	16	31	40	51	36	43	44	0
	98.94%	95.71%	97.54%	94.58%	98.86%	96.77%	96.43%	98.71%	99.47%	98.73%	99.17%	0.0%	100.00%	98.44%	94.74%	100.00%	97.73%	100.00%	94.12%	100.00%	100.00%	100.00%	97.30%	100.00%	97.78%	0.0%
					D																					
No	2	7	3	35	1	2	2	22	1	2	1	0	0	1	1	0	1	0	1	0	0	0	1	0	1	0
	1.06%	4.29%	2.46%	5.42%	1.14%	3.23%	3.57%	1.29%	0.53%	1.27%	0.83%	0.0%	0.0%	1.56%	5.26%	0.0%	2.27%	0.0%	5.88%	0.0%	0.0%	0.0%	2.70%	0.0%	2.22%	0.0%
				E																						
Sigma	971	853	781	5665	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

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?

													2017 General Population Plan Results																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																			
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																								
													2017 CCC. Pop. Not Qual.		2016 CCC. Pop. Qual.		2015 CCC. Pop. Qual.		2017 Anthem Avg. Pop. CCC		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Pop. Total		2016 Gen. Pop. Total			

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

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

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC. Pop. Total (I)	2016 CCC. Pop. Total (J)	2015 CCC. Pop. Total (K)	2017 CCC. Pop. Not Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	971	853	781	5665	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	40	33	124	190	19	15	63	87	9	7	5	17	2	10	2	8	6	2	1	1	4	2	4	1	18	0
	4.12%	3.87%	15.88%	3.35%	3.41%	3.28%	15.37%	2.52%	2.37%	2.09%	1.95%	8.59%	2.44%	2.16%	3.85%	2.09%	1.48%	1.43%	0.53%	0.70%	1.90%	0.74%	1.49%	0.53%	4.89%	0.0%
			AB				EF																	X		
Appropriately skipped	737	665	538	4792	441	358	295	2221	234	220	157	162	61	373	38	301	349	91	163	107	168	224	215	159	282	0
	75.90%	77.96%	68.89%	84.59%	79.03%	78.34%	71.95%	64.43%	61.58%	65.67%	61.33%	81.82%	74.39%	80.74%	73.08%	78.59%	85.96%	65.00%	87.17%	74.83%	80.00%	82.35%	79.93%	83.68%	76.63%	0.0%
	C	C		E	GI	G											R		T		S		Y			
BASE = Those who responded	194	155	119	683	98	84	52	1139	137	108	94	19	19	79	12	74	51	47	23	35	38	46	50	30	68	0
	19.98%	18.17%	15.24%	12.06%	17.56%	18.38%	12.68%	33.04%	36.05%	32.24%	36.72%	9.60%	23.17%	17.10%	23.08%	19.32%	12.56%	33.57%	12.30%	24.48%	18.10%	16.91%	18.59%	15.79%	18.48%	0.0%
	C			DG	G				E								Q		S							
Yes	119	99	90	406	51	44	38	1052	113	98	89	6	13	38	11	36	20	31	7	20	23	27	23	24	27	0
	61.34%	63.87%	75.63%	59.44%	52.04%	52.38%	73.08%	92.36%	82.48%	90.74%	94.68%	31.58%	68.42%	48.10%	91.67%	48.65%	39.22%	65.96%	30.43%	57.14%	60.53%	58.70%	46.00%	80.00%	39.71%	0.0%
			AB				EF	I	E		I							Q					Y			
No	75	56	29	277	47	40	14	87	24	10	5	13	6	41	1	38	31	16	16	15	15	19	27	6	41	0
	38.66%	36.13%	24.37%	40.56%	47.96%	47.62%	26.92%	7.64%	17.52%	9.26%	5.32%	68.42%	31.58%	51.90%	8.33%	51.35%	60.78%	34.04%	69.57%	42.86%	39.47%	41.30%	54.00%	20.00%	60.29%	0.0%
	C	C			GI	G		HK									R								X	
Sigma	971	853	781	5665	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

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

2017 General Population Plan Results																										
	Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age		Gender		Survey Type															
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC. Pop. Qual. Total (I)	2016 CCC. Pop. Qual. Total (J)	2015 CCC. Pop. Qual. Total (K)	2017 CCC. Pop. Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	971	853	781	5665	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	46	34	124	198	21	16	63	94	12	7	5	20	2	12	2	9	7	3	2	1	5	2	6	1	20	0
	4.74%	3.99%	15.88%	3.50%	3.76%	3.50%	15.37%	2.73%	3.16%	2.09%	1.95%	10.10%	2.44%	2.60%	3.85%	2.35%	1.72%	2.14%	1.07%	0.70%	2.38%	0.74%	2.23%	0.53%	5.43%	0.0%
			AB				EF																		X	
Appropriately skipped	812	721	567	5069	488	398	309	2308	258	230	162	175	67	414	39	339	380	107	179	122	183	243	242	165	323	0
	83.63%	84.53%	72.60%	89.48%	87.46%	87.09%	75.37%	66.96%	67.89%	68.66%	63.28%	88.38%	81.71%	89.61%	75.00%	88.51%	93.60%	76.43%	95.72%	85.31%	87.14%	89.34%	89.96%	86.84%	87.77%	0.0%
	C	C			GI	G										O	R		TU							
BASE = Those who responded	113	98	90	398	49	43	38	1045	110	98	89	3	13	36	11	35	19	30	6	20	22	27	21	24	25	0
	11.64%	11.49%	11.52%	7.03%	8.78%	9.41%	9.27%	30.32%	28.95%	29.25%	34.77%	1.52%	15.85%	7.79%	21.15%	9.14%	4.68%	21.43%	3.21%	13.99%	10.48%	9.93%	7.81%	12.63%	6.79%	0.0%
									E						P		Q		S	S			Y			
Yes	108	97	88	374	47	43	37	1026	108	97	88	0	12	35	10	34	18	29	6	19	21	26	20	24	23	0
	95.58%	98.98%	97.78%	93.97%	95.92%	100.00%	97.37%	98.18%	98.18%	98.98%	98.88%	0.0%	92.31%	97.22%	90.91%	97.14%	94.74%	96.67%	100.00%	95.00%	95.45%	96.30%	95.24%	100.00%	92.00%	0.0%
No	5	1	2	24	2	0	1	19	2	1	1	3	1	1	1	1	1	1	0	1	1	1	1	0	2	0
	4.42%	1.02%	2.22%	6.03%	4.08%	0.0%	2.63%	1.82%	1.82%	1.02%	1.12%	100.00%	7.69%	2.78%	9.09%	2.86%	5.26%	3.33%	0.0%	5.00%	4.55%	3.70%	4.76%	0.0%	8.00%	0.0%
Sigma	971	853	781	5665	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

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

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
													2017 CCC Pop. Not Qual.													
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Not Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/Very Good (Q)	Good/Fair/Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	971	853	781	5665	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	1	1	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%	0.12%	0.13%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.30%	0.39%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	31	29	112	129	17	13	56	29	2	4	2	14	0	9	2	8	5	1	0	1	3	3	1	1	16	0
	3.19%	3.40%	14.34% AB	2.28%	3.05% I	2.84%	13.66% EF	0.84%	0.53%	1.19%	0.78%	7.07%	0.0%	1.95% M	3.85%	2.09%	1.23%	0.71%	0.0%	0.70%	1.43%	1.10%	0.37%	0.53%	4.35% X	0.0%
BASE = Those who responded	940	823	668	5536	541	444	354	3418	378	330	253	184	82	453	50	375	401	139	187	142	207	269	268	189	352	0
	96.81% C	96.48% C	85.53%	97.72%	96.95% G	97.16% G	86.34%	99.16%	99.47% E	98.51%	98.83%	92.93%	100.00% N	98.05%	96.15%	97.91%	98.77%	99.29%	100.00%	99.30%	98.57%	98.90%	99.63%	99.47% Y	95.65%	0.0%
Yes	143	99	85	529	67	47	43	996	111	72	70	17	14	53	10	50	37	30	21	20	26	41	26	23	44	0
	15.21%	12.03%	12.72%	9.56%	12.38%	10.59%	12.15%	29.14%	29.37% JE	21.82%	27.67%	9.24%	17.07%	11.70%	20.00%	13.33%	9.23%	21.58% Q	11.23%	14.08%	12.56%	15.24%	9.70%	12.17%	12.50%	0.0%
No	797	724	583	5007	474	397	311	2422	267	258	183	167	68	400	40	325	364	109	166	122	181	228	242	166	308	0
	84.79%	87.97%	87.28%	90.44%	87.62% I	89.41%	87.85%	70.86%	70.63%	78.18% I	72.33%	90.76%	82.93%	88.30%	80.00%	86.67%	90.77% R	78.42%	88.77%	85.92%	87.44%	84.76%	90.30%	87.83%	87.50%	0.0%
Sigma	971	853	781	5665	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
																	</									

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
													0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. Total (L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	
Total	971	853	781	5665	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	1	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%	0.13%	0.0%	0.0%	0.0%	0.24%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	31	33	111	148	16	15	57	35	3	5	1	14	1	8	2	9	4	1	1	0	0	2	0	2	14	0
	3.19%	3.87%	14.21% AB	2.61% I	2.87% I	3.28%	13.90% EF	1.02%	0.79%	1.49%	0.39%	7.07%	1.22%	1.73%	3.85%	2.35%	0.99%	0.71%	0.53%	0.0%	0.0%	0.74%	0.0%	1.05%	3.80% X	0.0%
BASE = Those who responded	940	820	669	5517	542	442	352	3412	377	330	255	184	81	454	50	374	402	139	186	143	210	270	269	188	354	0
	96.81% C	96.13% C	85.66%	97.39%	97.13% G	96.72% G	85.85%	98.98%	99.21% E	98.51%	99.61%	92.93%	98.78%	98.27%	96.15%	97.65%	99.01%	99.29%	99.47%	100.00%	100.00%	99.26%	100.00%	98.95% Y	96.20%	0.0%
Yes	229	167	146	766	97	71	59	1872	208	155	139	6	19	77	17	67	55	42	14	31	52	58	38	38	59	0
	24.36% B	20.37%	21.82%	13.88%	17.90% D	16.06%	16.76%	54.87%	55.17% JE	46.97%	54.51%	3.26%	23.46%	16.96%	34.00% P	17.91%	13.68%	30.22% Q	7.53%	21.68% S	24.76% S	21.48% W	14.13%	20.21%	16.67%	0.0%
No	711	653	523	4751	445	371	293	1540	169	175	116	178	62	377	33	307	347	97	172	112	158	212	231	150	295	0
	75.64% A	79.63%	78.18%	86.12% E	82.10% I	83.94%	83.24%	45.13%	44.83%	53.03% I	45.49%	96.74%	76.54%	83.04%	66.00%	82.09% O	86.32% R	69.78%	92.47% TU	78.32%	75.24%	78.52%	85.87% V	79.79%	83.33%	0.0%
Sigma	971	853	781	5665	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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74. What is your child's age?

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Not Qual. Total (L)		0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	36	34	119	530	18	19	61	59	6	3	4	15	1	10	2	10	5	2	0	0	0	3	1	4	14	0
	3.71%	3.99%	15.24%	3.48%	3.23%	4.16%	14.88%	1.71%	1.58%	0.90%	1.56%	7.58%	1.22%	2.16%	3.85%	2.61%	1.23%	1.43%	0.0%	0.0%	0.0%	1.10%	0.37%	2.11%	3.80%	0.0%
			AB				EF																			
BASE = Those who responded	935	819	662	14719	540	438	349	3388	374	332	252	183	81	452	50	373	401	138	187	143	210	269	268	186	354	0
	96.29%	96.01%	84.76%	96.52%	96.77%	95.84%	85.12%	98.29%	98.42%	99.10%	98.44%	92.42%	98.78%	97.84%	96.15%	97.39%	98.77%	98.57%	100.00%	100.00%	100.00%	98.90%	99.63%	97.89%	96.20%	0.0%
	C	C			G	G																				
Less than 1 year old	37	32	15	428	24	16	9	27	4	4	0	10	4	20	2	20	21	3	24	0	0	8	16	7	17	0
	3.96%	3.91%	2.27%	2.91%	4.44%	3.65%	2.58%	0.80%	1.07%	1.20%	0.0%	5.46%	4.94%	4.42%	4.00%	5.36%	5.24%	2.17%	12.83%	0.0%	0.0%	2.97%	5.97%	3.76%	4.80%	0.0%
	C			I				K	K										TU							
1 year or more (NET)	898	787	647	14291	516	422	340	3361	370	328	252	173	77	432	48	353	380	135	163	143	210	261	252	179	337	0
	96.04%	96.09%	97.73%	97.09%	95.56%	96.35%	97.42%	99.20%	98.93%	98.80%	100.00%	94.54%	95.06%	95.58%	96.00%	94.64%	94.76%	97.83%	87.17%	100.00%	100.00%	97.03%	94.03%	96.24%	95.20%	0.0%
			A					E			IJ								S	S						
1 - 5 years old	269	239	209	4401	163	132	118	693	75	62	49	64	25	138	13	118	136	27	163	0	0	85	78	40	123	0
	28.77%	29.18%	31.57%	29.90%	30.19%	30.14%	33.81%	20.45%	20.05%	18.67%	19.44%	34.97%	30.86%	30.53%	26.00%	31.64%	33.92%	19.57%	87.17%	0.0%	0.0%	31.60%	29.10%	21.51%	34.75%	0.0%
				I													R		TU					X		
6 - 10 years old	228	215	149	4075	143	120	82	1016	105	110	72	33	26	116	16	94	104	39	0	143	0	71	69	52	91	0
	24.39%	26.25%	22.51%	27.69%	26.48%	27.40%	23.50%	29.99%	28.07%	33.13%	28.57%	18.03%	32.10%	25.66%	32.00%	25.20%	25.94%	28.26%	0.0%	100.00%	0.0%	26.39%	25.75%	27.96%	25.71%	0.0%
																			SU							
11 - 15 years old	280	207	177	4065	150	107	89	1154	137	95	74	49	25	122	14	101	100	49	0	0	150	77	73	64	86	0
	29.95%	25.27%	26.74%	27.62%	27.78%	24.43%	25.50%	34.06%	36.63%	28.61%	29.37%	26.78%	30.86%	26.99%	28.00%	27.08%	24.94%	35.51%	0.0%	0.0%	71.43%	28.62%	27.24%	34.41%	24.29%	0.0%
	B							JE									Q			ST			Y			
Over 15 years old	121	126	112	1750	60	63	51	498	53	61	57	27	1	56	5	40	40	20	0	0	60	28	32	23	37	0
	12.94%	15.38%	16.92%	11.89%	11.11%	14.38%	14.61%	14.70%	14.17%	18.37%	22.62%	14.75%	1.23%	12.39%	10.00%	10.72%	9.98%	14.49%	0.0%	0.0%	28.57%	10.41%	11.94%	12.37%	10.45%	0.0%
			A					I			M									ST						
2 years or more (NET)	845	724	587	13420	482	392	306	3282	357	315	242	163	75	400	47	324	352	129	129	143	210	244	235	172	310	0
	90.37%	88.40%	88.67%	91.17%	89.26%	89.50%	87.68%	96.87%	95.45%	94.88%	96.03%	89.07%	92.59%	88.50%	94.00%	86.86%	87.78%	93.48%	68.98%	100.00%	100.00%	90.71%	87.69%	92.47%	87.57%	0.0%
								E									Q		S	S						
Average age	8.8267	8.6593	8.8761	8.6775	8.4056	8.5023	8.4613	9.9835	10.0401	9.9608	10.3968	8.4044	7.6543	8.4513	8.7400	8.1233	7.8703	9.9130	2.4011	7.9231	14.0810	8.5130	8.2910	9.4839	7.8390	0
								E										Q		S	ST		Y			
Standard deviation	5.3472	5.4394	5.5214	5.1611	5.3087	5.3060	5.4137	4.7408	4.8618	4.9047	4.9938	5.5830	4.5736	5.4036	5.0826	5.3959	5.3073	5.0007	1.5734	1.4727	2.0767	5.2539	5.3877	5.1182	5.3191	0

Note: The Medicaid Average does not provide the full distribution of responses for this question so the results can not be displayed on this question.

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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74. What is your child's age?

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Sigma	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Medicaid Average does not provide the full distribution of responses for this question so the results can not be displayed on this question.

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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75. Is your child male or female?

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Anthem Avg. Gen Pop	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Anthem Avg. CCC Pop	2017 CCC. Pop. Qual. Total	2016 CCC. Pop. Qual. Total	2015 CCC. Pop. Qual. Total	2017 CCC. Pop. Qual. Total	Overall Rating of Health Plan	Overall Rating of Health Care	Health Status	Age	Gender	Survey Type									
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	6	1	0	0	2	1	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.70%	0.13%	0.0%	0.0%	0.44%	0.24%	0.0%	0.0%	0.60%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	32	29	110	377	17	14	56	47	4	2	2	14	2	8	2	9	5	1	0	3	0	0	0	2	15	0
	3.30%	3.40%	14.08%	2.47%	3.05%	3.06%	13.66%	1.36%	1.05%	0.60%	0.78%	7.07%	2.44%	1.73%	3.85%	2.35%	1.23%	0.71%	0.0%	2.10%	0.0%	0.0%	0.0%	1.05%	4.08%	0.0%
			AB		I		EF																	X		
BASE = Those who responded	939	818	670	14872	541	441	353	3400	376	331	254	184	80	454	50	374	401	139	187	140	210	272	269	188	353	0
	96.70%	95.90%	85.79%	97.53%	96.95%	96.50%	86.10%	98.64%	98.95%	98.81%	99.22%	92.93%	97.56%	98.27%	96.15%	97.65%	98.77%	99.29%	100.00%	97.90%	100.00%	100.00%	100.00%	98.95%	95.92%	0.0%
	C	C			G	G		E															Y			
Male	504	421	359	7699	272	217	182	1987	212	189	154	112	40	228	29	187	196	76	93	71	105	272	0	95	177	0
	53.67%	51.47%	53.58%	51.77%	50.28%	49.21%	51.56%	58.44%	56.38%	57.10%	60.63%	60.87%	50.00%	50.22%	58.00%	50.00%	48.88%	54.68%	49.73%	50.71%	50.00%	100.00%	0.0%	50.53%	50.14%	0.0%
																						W				
Female	435	397	311	7173	269	224	171	1413	164	142	100	72	40	226	21	187	205	63	94	69	105	0	269	93	176	0
	46.33%	48.53%	46.42%	48.23%	49.72%	50.79%	48.44%	41.56%	43.62%	42.90%	39.37%	39.13%	50.00%	49.78%	42.00%	50.00%	51.12%	45.32%	50.27%	49.29%	50.00%	0.0%	100.00%	49.47%	49.86%	0.0%
																						V				
Sigma	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

76. Is your child of Hispanic or Latino origin or descent?

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
													0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Anthem Avg. Gen Pop	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Anthem Avg. CCC Pop	2017 CCC. Pop. Total	2016 CCC. Pop. Total	2015 CCC. Pop. Total	2017 CCC. Pop. Not Qual.	0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	47	52	116	641	25	22	55	85	13	10	5	18	2	16	3	17	8	6	1	4	6	8	3	5	20	0
	4.84%	6.10%	14.85%	4.20%	4.48%	4.81%	13.41%	2.47%	3.42%	2.99%	1.95%	9.09%	2.44%	3.46%	5.77%	4.44%	1.97%	4.29%	0.53%	2.80%	2.86%	2.94%	1.12%	2.63%	5.43%	0.0%
			AB				EF																			
BASE = Those who responded	924	801	665	14608	533	435	355	3362	367	325	251	180	80	446	49	366	398	134	186	139	204	264	266	185	348	0
	95.16%	93.90%	85.15%	95.80%	95.52%	95.19%	86.59%	97.53%	96.58%	97.01%	98.05%	90.91%	97.56%	96.54%	94.23%	95.56%	98.03%	95.71%	99.47%	97.20%	97.14%	97.06%	98.88%	97.37%	94.57%	0.0%
	C	C			G	G																				
Yes, Hispanic or Latino	105	75	50	4826	70	43	28	652	26	22	17	19	15	55	11	46	54	16	31	18	20	38	32	16	54	0
	11.36%	9.36%	7.52%	33.04%	13.13%	9.89%	7.89%	19.39%	7.08%	6.77%	6.77%	10.56%	18.75%	12.33%	22.45%	12.57%	13.57%	11.94%	16.67%	12.95%	9.80%	14.39%	12.03%	8.65%	15.52%	0.0%
	C			E	GI			I											U					X		
No, not Hispanic or Latino	819	726	615	9782	463	392	327	2710	341	303	234	161	65	391	38	320	344	118	155	121	184	226	234	169	294	0
	88.64%	90.64%	92.48%	66.96%	86.87%	90.11%	92.11%	80.61%	92.92%	93.23%	93.23%	89.44%	81.25%	87.67%	77.55%	87.43%	86.43%	88.06%	83.33%	87.05%	90.20%	85.61%	87.97%	91.35%	84.48%	0.0%
			A		D		E	HE												S			Y			
Sigma	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

77. What is your child's race?

	2017 General Population Plan Results																									
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Anthem Avg. Gen Pop	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Anthem Avg. Gen Pop	2017 CCC Pop. Total	2016 CCC Pop. Total	2015 CCC Pop. Total	2017 CCC Pop. Not Qual.	0-7	8-10	0-7	8-10	Excel/Very Good	Good/Fair/Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
No response	51	52	120	1346	30	27	60	149	10	8	4	17	6	17	3	15	14	5	7	4	5	6	10	4	26	0
	5.25%	6.10%	15.36%	8.83%	5.38%	5.91%	14.63%	4.32%	2.63%	2.39%	1.56%	8.59%	7.32%	3.68%	5.77%	3.92%	3.45%	3.57%	3.74%	2.80%	2.38%	2.21%	3.72%	2.11%	7.07%	0.0%
			AB	E	I		EF																		X	
BASE = Those who responded	920	801	661	13903	528	430	350	3298	370	327	252	181	76	445	49	368	392	135	180	139	205	266	259	186	342	0
	94.75%	93.90%	84.64%	91.17%	94.62%	94.09%	85.37%	95.68%	97.37%	97.61%	98.44%	91.41%	92.68%	96.32%	94.23%	96.08%	96.55%	96.43%	96.26%	97.20%	97.62%	97.79%	96.28%	97.89%	92.93%	0.0%
	C	C			DG	G			E														Y			
White	428	340	286	8584	240	171	146	2307	170	142	110	90	30	209	21	173	195	44	90	60	88	111	128	104	136	0
	46.52%	42.45%	43.27%	61.74%	45.45%	39.77%	41.71%	69.95%	45.95%	43.43%	43.65%	49.72%	39.47%	46.97%	42.86%	47.01%	49.74%	32.59%	50.00%	43.17%	42.93%	41.73%	49.42%	55.91%	39.77%	0.0%
				E				I									R						Y			
Black or African-American	475	448	360	3444	278	255	194	876	200	190	142	88	39	235	26	192	190	88	93	71	111	146	130	78	200	0
	51.63%	55.93%	54.46%	24.77%	52.65%	59.30%	55.43%	26.56%	54.05%	58.10%	56.35%	48.62%	51.32%	52.81%	53.06%	52.17%	48.47%	65.19%	51.67%	51.08%	54.15%	54.89%	50.19%	41.94%	58.48%	0.0%
					D	E			H								Q							X		
Asian	24	17	18	845	11	9	8	97	7	4	2	7	3	7	0	8	7	4	4	3	4	5	6	4	7	0
	2.61%	2.12%	2.72%	6.08%	2.08%	2.09%	2.29%	2.94%	1.89%	1.22%	0.79%	3.87%	3.95%	1.57%	0.0%	2.17%	1.79%	2.96%	2.22%	2.16%	1.95%	1.88%	2.32%	2.15%	2.05%	0.0%
				E											O											
Native Hawaiian or other Pacific Islander	5	4	4	225	1	0	1	40	2	2	3	2	0	1	0	1	1	0	1	0	0	0	1	0	1	0
	0.54%	0.50%	0.61%	1.62%	0.19%	0.0%	0.29%	1.21%	0.54%	0.61%	1.19%	1.10%	0.0%	0.22%	0.0%	0.27%	0.26%	0.0%	0.56%	0.0%	0.0%	0.0%	0.39%	0.0%	0.29%	0.0%
				E																						
American Indian or Alaska Native	44	45	22	545	22	26	10	179	16	23	10	11	2	20	3	16	16	6	8	6	8	11	11	2	20	0
	4.78%	5.62%	3.33%	3.92%	4.17%	6.05%	2.86%	5.43%	4.32%	7.03%	3.97%	6.08%	2.63%	4.49%	6.12%	4.35%	4.08%	4.44%	4.44%	4.32%	3.90%	4.14%	4.25%	1.08%	5.85%	0.0%
		C				G																		X		
Other	94	69	35	2626	58	35	21	407	27	23	14	17	12	45	10	37	39	19	24	14	19	34	24	9	49	0
	10.22%	8.61%	5.30%	18.89%	10.98%	8.14%	6.00%	12.34%	7.30%	7.03%	5.56%	9.39%	15.79%	10.11%	20.41%	10.05%	9.95%	14.07%	13.33%	10.07%	9.27%	12.78%	9.27%	4.84%	14.33%	0.0%
	C	C		E	G			I																X		
Sigma	1121	975	845	17615	640	523	440	4055	432	392	285	232	92	534	63	442	462	166	227	158	235	313	310	201	439	0
	115.45%	114.30%	108.19%	115.52%	114.70%	114.44%	107.32%	117.64%	113.68%	117.01%	111.33%	117.17%	112.20%	115.58%	121.15%	115.40%	113.79%	118.57%	121.39%	110.49%	111.90%	115.07%	115.24%	105.79%	119.29%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

78. What is your age?

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Not Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	1	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%	0.13%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.39%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	40	40	117	476	22	18	61	59	8	7	3	15	2	13	3	13	10	1	3	1	4	3	5	1	21	0
	4.12%	4.69%	14.98% AB	3.12%	3.94%	3.94%	14.88% EF	1.71%	2.11%	2.09%	1.17%	7.58%	2.44%	2.81%	5.77%	3.39%	2.46%	0.71%	1.60%	0.70%	1.90%	1.10%	1.86%	0.53%	5.71% X	0.0%
BASE = Those who responded	931	813	663	14773	536	439	349	3388	372	328	252	183	80	449	49	370	396	139	184	142	206	269	264	189	347	0
	95.88% C	95.31% C	84.89%	96.88%	96.06% G	96.06% G	85.12%	98.29%	97.89%	97.91%	98.44%	92.42%	97.56%	97.19%	94.23%	96.61%	97.54%	99.29%	98.40%	99.30%	98.10%	98.90%	98.14%	99.47% Y	94.29%	0.0%
Under 18 (v 16)	57	52	58	923	32	32	28	222	24	19	21	13	4	28	5	17	19	13	2	10	18	14	17	32	0	0
	6.12%	6.40%	8.75%	6.25%	5.97%	7.29%	8.02%	6.55%	6.45%	5.79%	8.33%	7.10%	5.00%	6.24%	10.20%	4.59%	4.80%	9.35%	1.09%	7.04% S	8.74% S	5.20%	6.44%	16.93% Y	0.0%	0.0%
18 to 24 (v 21)	70	68	71	960	43	41	38	119	18	13	20	16	4	39	3	34	37	6	39	2	2	20	23	9	34	0
	7.52%	8.36%	10.71% A	6.50%	8.02% I	9.34%	10.89%	3.51%	4.84%	3.96%	7.94% J	8.74%	5.00%	8.69%	6.12%	9.19%	9.34% R	4.32%	21.20% TU	1.41%	0.97%	7.43%	8.71%	4.76% X	9.80% X	0.0%
25 to 34 (v 29.5)	307	297	212	4581	176	171	126	898	103	111	75	67	26	149	18	118	142	34	94	59	23	92	83	40	136	0
	32.98%	36.53%	31.98%	31.01%	32.84%	38.95% E	36.10%	26.51%	27.69%	33.84%	29.76%	36.61%	32.50%	33.18%	36.73%	31.89%	35.86% R	24.46%	51.09% U	41.55% U	11.17%	34.20%	31.44%	21.16%	39.19% X	0.0%
35 to 44 (v 39.5)	271	242	198	4504	161	129	89	1019	117	114	79	43	25	135	15	113	116	45	38	43	79	78	83	45	116	0
	29.11%	29.77%	29.86%	30.49%	30.04%	29.38%	25.50%	30.08%	31.45%	34.76%	31.35%	23.50%	31.25%	30.07%	30.61%	30.54%	29.29%	32.37%	20.65%	30.28% S	38.35% S	29.00%	31.44%	23.81% X	33.43% X	0.0%
45 to 54 (v 49.5)	143	98	67	2393	85	45	39	625	73	47	30	25	14	68	5	62	53	31	7	20	57	49	36	45	40	0
	15.36% BC	12.05%	10.11%	16.20%	15.86% FG	10.25%	11.17%	18.45%	19.62% K	14.33%	11.90%	13.66%	17.50%	15.14%	10.20%	16.76%	13.38%	22.30% Q	3.80%	14.08% S	27.67% ST	18.22%	13.64%	23.81% Y	11.53%	0.0%
55 to 64 (v 59.5)	57	38	34	957	27	12	15	348	27	18	14	14	4	23	2	20	18	9	4	5	18	12	15	12	15	0
	6.12%	4.67%	5.13%	6.48%	5.04%	2.73%	4.30%	10.27% I	7.26%	5.49%	5.56%	7.65%	5.00%	5.12%	4.08%	5.41%	4.55%	6.47%	2.17%	3.52% ST	8.74% ST	4.46%	5.68%	6.35%	4.32%	0.0%
65 to 74 (v 69.5)	23	16	18	377	11	9	12	136	9	5	11	4	2	7	1	5	10	1	0	2	9	4	7	5	6	0
	2.47%	1.97%	2.71%	2.55%	2.05%	2.05%	3.44%	4.01%	2.42%	1.52%	4.37%	2.19%	2.50%	1.56%	2.04%	1.35%	2.53%	0.72%	0.0%	1.41%	4.37% S	1.49%	2.65%	2.65%	1.73%	0.0%
75 or older (v 79.5)	3	2	5	78	1	0	2	21	1	1	2	1	1	0	0	1	1	0	0	1	0	0	0	1	0	0
	0.32%	0.25%	0.75%	0.53%	0.19%	0.0%	0.57%	0.62%	0.27%	0.30%	0.79%	0.55%	1.25%	0.0%	0.0%	0.27%	0.25%	0.0%	0.0%	0.70%	0.0%	0.0%	0.0%	0.53%	0.0%	0.0%
Average age	37.0032	35.6255	35.4178	37.6209	36.6129	34.3508	35.2278	40.0111	38.5672	37.1311	37.0258	36.3224	38.1500	36.1158	34.7449	36.8014	36.1641	37.7986	31.0299	36.2465	41.9757	36.6413	36.5265	37.1799	36.3040	0
	BC				F			I	E										S	ST						
Standard deviation	12.3905	11.7416	12.9381	12.5598	11.9327	11.1487	12.9578	13.4175	12.3991	11.3430	13.5253	12.9749	12.4661	11.6432	11.6759	11.6747	11.8970	11.9442	8.3898	11.2600	12.5919	11.3868	12.1739	14.3897	10.3389	0

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
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Children With Chronic Conditions

78. What is your age?

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Anthem Avg. Gen Pop	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Anthem Avg. CCC Pop	2017 CCC. Pop. Qual. Total	2016 CCC. Pop. Qual. Total	2015 CCC. Pop. Qual. Total	2017 CCC. Pop. Not Qual. Total		0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)		(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)
Sigma	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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79. Are you male or female?

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
													2017 CCC. Pop. Not Qual.													
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem CCC Pop (H)	2017 CCC. Pop. Qual. Total (I)	2016 CCC. Pop. Qual. Total (J)	2015 CCC. Pop. Qual. Total (K)	2017 CCC. Pop. Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	36	33	114	417	19	15	58	48	7	5	3	15	1	11	2	10	7	1	2	1	2	2	3	1	18	0
	3.71%	3.87%	14.60%	2.73%	3.41%	3.28%	14.15%	1.39%	1.84%	1.49%	1.17%	7.58%	1.22%	2.38%	3.85%	2.61%	1.72%	0.71%	1.07%	0.70%	0.95%	0.74%	1.12%	0.53%	4.89%	0.0%
			AB				EF																	X		
BASE = Those who responded	935	820	667	14832	539	442	352	3399	373	330	253	183	81	451	50	373	399	139	185	142	208	270	266	189	350	0
	96.29%	96.13%	85.40%	97.27%	96.59%	96.72%	85.85%	98.61%	98.16%	98.51%	98.83%	92.42%	98.78%	97.62%	96.15%	97.39%	98.28%	99.29%	98.93%	99.30%	99.05%	99.26%	98.88%	99.47%	95.11%	0.0%
	C	C			G	G																	Y			
Male	92	64	54	1951	46	29	23	364	28	19	17	28	6	40	6	27	36	10	14	9	21	29	17	16	30	0
	9.84%	7.80%	8.10%	13.15%	8.53%	6.56%	6.53%	10.71%	7.51%	5.76%	6.72%	15.30%	7.41%	8.87%	12.00%	7.24%	9.02%	7.19%	7.57%	6.34%	10.10%	10.74%	6.39%	8.47%	8.57%	0.0%
				E				I																		
Female	843	756	613	12881	493	413	329	3035	345	311	236	155	75	411	44	346	363	129	171	133	187	241	249	173	320	0
	90.16%	92.20%	91.90%	86.85%	91.47%	93.44%	93.47%	89.29%	92.49%	94.24%	93.28%	84.70%	92.59%	91.13%	88.00%	92.76%	90.98%	92.81%	92.43%	93.66%	89.90%	89.26%	93.61%	91.53%	91.43%	0.0%
					D			H																		
Sigma	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

2017 General Population Plan Results																										
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
													0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Anthem Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Not Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	971 100.00%	853 100.00%	781 100.00%	15249 100.00%	558 100.00%	457 100.00%	410 100.00%	3447 100.00%	380 100.00%	335 100.00%	256 100.00%	198 100.00%	82 100.00%	462 100.00%	52 100.00%	383 100.00%	406 100.00%	140 100.00%	187 100.00%	143 100.00%	210 100.00%	272 100.00%	269 100.00%	190 100.00%	368 100.00%	0 0.0%
No response	56 5.77%	48 5.63%	118 15.11% AB	682 4.47%	29 5.20%	22 4.81%	58 14.15% EF	91 2.64%	15 3.95% K	9 2.69%	3 1.17%	21 10.61%	3 3.66%	18 3.90%	3 5.77%	14 3.66%	13 3.20%	5 3.57%	3 1.60%	5 3.50%	7 3.33%	8 2.94%	7 2.60%	2 1.05%	27 7.34% X	0 0.0%
BASE = Those who responded	915 94.23% C	805 94.37% C	663 84.89%	14567 95.53%	529 94.80% G	435 95.19% G	352 85.85%	3356 97.36%	365 96.05%	326 97.31%	253 98.83% I	177 89.39%	79 96.34%	444 96.10%	49 94.23%	369 96.34%	393 96.80%	135 96.43%	184 98.40%	138 96.50%	203 96.67%	264 97.06%	262 97.40%	188 98.95% Y	341 92.66%	0 0.0%
High school or less (NET)	501 54.75%	450 55.90%	390 58.82%	7732 53.08%	294 55.58%	237 54.48%	202 57.39%	1577 46.99%	200 54.79% H	163 50.00%	138 54.55%	89 50.28%	44 55.70%	247 55.63%	31 63.27%	210 56.91%	208 52.93%	85 62.96% Q	100 54.35%	74 53.62%	118 58.13%	146 55.30%	146 55.73%	102 54.26%	192 56.30%	0 0.0%
8th grade or less	40 4.37%	38 4.72%	29 4.37%	1289 8.85% E	23 4.35%	21 4.83%	13 3.69%	161 4.80% I	10 2.74%	15 4.60%	8 3.16%	9 5.08%	3 3.80%	19 4.28%	2 4.08%	15 4.07%	18 4.58%	5 3.70%	8 4.35%	7 5.07%	7 3.45%	14 5.30%	9 3.44%	10 5.32%	13 3.81%	0 0.0%
Some high school, but did not graduate	131 14.32%	129 16.02%	121 18.25% A	1743 11.97%	78 14.74%	70 16.09%	67 19.03%	362 10.79%	49 13.42%	42 12.88%	49 19.37% J	27 15.25%	15 18.99%	63 14.19%	12 24.49%	49 13.28%	55 13.99%	23 17.04%	23 12.50%	25 18.12%	30 14.78%	37 14.02%	41 15.65%	22 11.70%	56 16.42%	0 0.0%
High school graduate or GED	330 36.07%	283 35.16%	240 36.20%	4700 32.26%	193 36.48% D	146 33.56%	122 34.66%	1054 31.41%	141 38.63% H	106 32.52%	81 32.02%	53 29.94%	26 32.91%	165 37.16%	17 34.69%	146 39.57%	135 34.35%	57 42.22%	69 37.50%	42 30.43%	81 39.90%	95 35.98%	96 36.64%	70 37.23%	123 36.07%	0 0.0%
Some college or more (NET)	414 45.25%	355 44.10%	273 41.18%	6835 46.92%	235 44.42%	198 45.52%	150 42.61%	1779 53.01% I	165 45.21%	163 50.00%	115 45.45%	88 49.72%	35 44.30%	197 44.37%	18 36.73%	159 43.09%	185 47.07% R	50 37.04%	84 45.65%	64 46.38%	85 41.87%	118 44.70%	116 44.27%	86 45.74%	149 43.70%	0 0.0%
Some college or 2-year degree	316 34.54%	270 33.54%	219 33.03%	4598 31.56%	177 33.46%	150 34.48%	121 34.38%	1267 37.75%	132 36.16%	123 37.73%	91 35.97%	61 34.46%	25 31.65%	149 33.56%	13 26.53%	124 33.60%	139 35.37%	38 28.15%	62 33.70%	53 38.41%	61 30.05%	88 33.33%	88 33.59%	66 35.11%	111 32.55%	0 0.0%
4-year college graduate	65 7.10%	50 6.21%	39 5.88%	1408 9.67%	42 7.94%	29 6.67%	21 5.97%	299 8.91%	25 6.85%	21 6.44%	13 5.14%	16 9.04%	9 11.39%	33 7.43%	4 8.16%	26 7.05%	30 7.63%	12 8.89%	17 9.24%	9 6.52%	16 7.88%	22 8.33%	20 7.63%	15 7.98%	27 7.92%	0 0.0%
More than 4-year college degree	33 3.61%	35 4.35% C	15 2.26%	829 5.69% E	16 3.02%	19 4.37%	8 2.27%	213 6.35% I	8 2.19%	19 5.83% I	11 4.35%	11 6.21%	1 1.27%	15 3.38%	1 2.04%	9 2.44%	16 4.07% R	0 0.0%	5 2.72%	2 1.45%	8 3.94%	8 3.03%	8 3.05%	5 2.66%	11 3.23%	0 0.0%
Sigma	971 100.00%	853 100.00%	781 100.00%	15249 100.00%	558 100.00%	457 100.00%	410 100.00%	3447 100.00%	380 100.00%	335 100.00%	256 100.00%	198 100.00%	82 100.00%	462 100.00%	52 100.00%	383 100.00%	406 100.00%	140 100.00%	187 100.00%	143 100.00%	210 100.00%	272 100.00%	269 100.00%	190 100.00%	368 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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81. How are you related to the child?

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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82. Did someone help you complete this survey?

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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83. How did that person help you?

														2017 General Population Plan Results													
														Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Not Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)		
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	
No response	8	4	4	155	4	4	1	14	4	2	0	3	1	3	0	1	4	0	2	1	1	4	0	4	0	0	
	0.82%	0.47%	0.51%	1.02%	0.72%	0.88%	0.24%	0.41%	1.05% K	0.60%	0.0%	1.52%	1.22%	0.65%	0.0%	0.26%	0.99% R	0.0%	1.07%	0.70%	0.48%	1.47% W	0.0%	2.11% Y	0.0%	0.0%	
Appropriately skipped	943	844	761	14675	541	451	401	3354	369	333	250	191	77	450	49	375	391	138	181	139	204	260	264	173	368	0	
	97.12%	98.94% AC	97.44%	96.24%	96.95%	98.69%	97.80%	97.30%	97.11%	99.40% I	97.66%	96.46%	93.90%	97.40%	94.23%	97.91%	96.31%	98.57%	96.79%	97.20%	97.14%	95.59%	98.14%	91.05%	100.00% X	0.0%	
BASE = Those who responded	20	5	16	419	13	2	8	79	7	0	6	4	4	9	3	7	11	2	4	3	5	8	5	13	0	0	
	2.06% B	0.59%	2.05% B	2.75%	2.33% F	0.44%	1.95% F	2.29%	1.84% J	0.0%	2.34% J	2.02%	4.88%	1.95%	5.77%	1.83%	2.71%	1.43%	2.14%	2.10%	2.38%	2.94%	1.86%	6.84% Y	0.0%	0.0%	
Read the questions to me	7	2	8	202	6	0	5	38	3	0	2	1	1	5	1	3	5	1	1	1	3	4	2	6	0	0	
	35.00%	40.00%	50.00%	48.21%	46.15%	0.0%	62.50%	48.10%	42.86%	0.0%	33.33%	25.00%	25.00%	55.56%	33.33%	42.86%	45.45%	50.00%	25.00%	33.33%	60.00%	50.00%	40.00%	46.15%	0.0%	0.0%	
Wrote down the answers I gave	3	1	2	113	2	0	1	23	2	0	1	0	2	0	1	1	1	1	1	0	1	1	1	2	0	0	
	15.00%	20.00%	12.50%	26.97%	15.38%	0.0%	12.50%	29.11%	28.57%	0.0%	16.67%	0.0%	50.00%	0.0%	33.33%	14.29%	9.09%	50.00%	25.00%	0.0%	20.00%	12.50%	20.00%	15.38%	0.0%	0.0%	
Answered the questions for me	4	0	3	71	2	0	2	8	0	0	2	2	2	0	1	0	2	0	1	0	1	2	0	2	0	0	
	20.00%	0.0%	18.75%	16.95%	15.38%	0.0%	25.00%	10.13%	0.0%	0.0%	33.33%	50.00%	50.00%	0.0%	33.33%	0.0%	18.18%	0.0%	25.00%	0.0%	20.00%	25.00%	0.0%	15.38%	0.0%	0.0%	
Translated the questions into my language	5	1	3	219	3	0	0	36	1	0	1	1	0	3	0	2	3	0	1	1	1	1	2	3	0	0	
	25.00%	20.00%	18.75%	52.27%	23.08%	0.0%	0.0%	45.57%	14.29%	0.0%	16.67%	25.00%	0.0%	33.33%	0.0%	28.57%	27.27%	0.0%	25.00%	33.33%	20.00%	12.50%	40.00%	23.08%	0.0%	0.0%	
Helped in some other way	2	2	3	46	1	2	2	12	1	0	1	0	0	1	0	1	1	0	0	1	0	1	0	1	0	0	
	10.00%	40.00%	18.75%	10.98%	7.69%	100.00%	25.00%	15.19%	14.29%	0.0%	16.67%	0.0%	0.0%	11.11%	0.0%	14.29%	9.09%	0.0%	0.0%	33.33%	0.0%	12.50%	0.0%	7.69%	0.0%	0.0%	
Sigma	972	854	784	15481	559	457	412	3485	380	335	257	198	83	462	52	383	407	140	187	143	211	273	269	191	368	0	
	100.10%	100.12%	100.38%	101.52%	100.18%	100.00%	100.49%	101.10%	100.00%	100.00%	100.39%	100.00%	101.22%	100.00%	100.00%	100.00%	100.25%	100.00%	100.00%	100.00%	100.48%	100.37%	100.00%	100.53%	100.00%	0.0%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Anthem Avg. Gen Pop	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Anthem Avg. CCC Pop	2017 CCC. Pop. Total	2016 CCC. Pop. Total	2015 CCC. Pop. Total	2017 CCC. Pop. Not Qual.	Overall Rating of Health Plan	Overall Rating of Health Care	Health Status	Age			Gender		Survey Type						
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	971	853	781	0	558	457	410	0	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	1	1	0	0	1	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.12%	0.13%	0.0%	0.0%	0.22%	0.24%	0.0%	0.0%	0.0%	0.39%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	93	69	141	0	59	35	73	0	31	15	14	22	7	44	4	37	39	9	12	13	20	16	29	8	51	0
	9.58%	8.09%	18.05%	0.0%	10.57%	7.66%	17.80%	0.0%	8.16%	4.48%	5.47%	11.11%	8.54%	9.52%	7.69%	9.66%	9.61%	6.43%	6.42%	9.09%	9.52%	5.88%	10.78%	4.21%	13.86%	0.0%
			AB				EF				J											V		X		
BASE = Those who responded	878	783	639	0	499	421	336	0	349	320	241	176	75	418	48	346	367	131	175	130	190	256	240	182	317	0
	90.42%	91.79%	81.82%	0.0%	89.43%	92.12%	81.95%	0.0%	91.84%	95.52%	94.14%	88.89%	91.46%	90.48%	92.31%	90.34%	90.39%	93.57%	93.58%	90.91%	90.48%	94.12%	89.22%	95.79%	86.14%	0.0%
	C	C			G	G				I											W		Y			
Yes	760	673	542	0	439	358	283	0	304	276	207	145	63	371	39	310	319	119	162	112	162	220	216	154	285	0
	86.56%	85.95%	84.82%	0.0%	87.98%	85.04%	84.23%	0.0%	87.11%	86.25%	85.89%	82.39%	84.00%	88.76%	81.25%	89.60%	86.92%	90.84%	92.57%	86.15%	85.26%	85.94%	90.00%	84.62%	89.91%	0.0%
																			U							
No	118	110	97	0	60	63	53	0	45	44	34	31	12	47	9	36	48	12	13	18	28	36	24	28	32	0
	13.44%	14.05%	15.18%	0.0%	12.02%	14.96%	15.77%	0.0%	12.89%	13.75%	14.11%	17.61%	16.00%	11.24%	18.75%	10.40%	13.08%	9.16%	7.43%	13.85%	14.74%	14.06%	10.00%	15.38%	10.09%	0.0%
																				S						
Sigma	971	853	781	0	558	457	410	0	380	335	256	198	82	462	52	383	406	140	187	143	210	272	269	190	368	0
	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
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Children With Chronic Conditions

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

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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Children With Chronic Conditions

Survey Language

													2017 General Population Plan Results																																																																																																																																																																																																																																																																																																																																																																																																				
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Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. 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AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

Customer Service Composite Score

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
													2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC. Pop. Qual. Total (I)	2016 CCC. Pop. Qual. Total (J)	2015 CCC. Pop. Qual. Total (K)	2017 CCC. Pop. Not Qual. Total (L)	0-7 (M)	8-10 (N)
Customer Service Composite Score (BASE)	270	257	204	4711 E	137	121	105	1068	133 E	96	95 J	53	18	119	16	103	97	39	49	35	49	66	68	34	103 X	0
NEVER/SOMETIMES COMPOSITE	9.44%	8.40%	6.92%	12.19%	9.85%	7.44%	6.24%	13.30%	9.40%	10.49%	6.84%	9.43%	16.67%	8.82%	21.88%	6.80%	8.76%	12.82%	13.27%	4.29%	10.20%	12.12%	7.35%	8.82%	10.19%	0.0%
USUALLY COMPOSITE	17.41%	13.28%	14.33%	19.27%	16.42%	16.12%	14.85%	20.73%	17.67%	14.68%	16.32%	16.98%	38.89%	13.03%	15.63%	15.05%	18.56%	11.54%	16.33%	27.14% U	9.18%	12.12%	19.85%	19.12%	15.53%	0.0%
ALWAYS COMPOSITE	73.15%	78.32%	78.74%	68.54%	73.72%	76.45%	78.91%	65.97%	72.93%	74.84%	76.84%	73.58%	44.44%	78.15%	62.50%	78.16%	72.68%	75.64%	70.41%	68.57%	80.61%	75.76%	72.79%	72.06%	74.27%	0.0%
CAHPS RATE	90.56%	91.60%	93.08%	87.81%	90.15%	92.56%	93.76%	86.70%	90.60%	89.51%	93.16%	90.57%	83.33%	91.18%	78.13%	93.20%	91.24%	87.18%	86.73%	95.71%	89.80%	87.88%	92.65%	91.18%	89.81%	0.0%
AVERAGE	2.6370	2.6992	2.7182	2.5635	2.6387	2.6901	2.7266	2.5266	2.6353	2.6435	2.7000	2.6415	2.2778	2.6933	2.4063	2.7136	2.6392	2.6282	2.5714	2.6429	2.7041	2.6364	2.6544	2.6324	2.6408	0
Standard deviation	0.6357	0.5952	0.5578	0.6702	0.6313	0.5844	0.5366	0.6931	0.6391	0.6519	0.5550	0.6381	0.7284	0.5901	0.8180	0.5486	0.6165	0.6712	0.7077	0.5347	0.5877	0.6740	0.5793	0.6211	0.6345	

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AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

Getting Needed Care Composite Score

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC. Pop. Qual. Total (I)	2016 CCC. Pop. Qual. Total (J)	2015 CCC. Pop. Qual. Total (K)	2017 CCC. Pop. Not Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Getting Needed Care Composite Score (BASE)	802 C	718 C	580	11546	444 DG	366 G	301	3057	349 HKE	303	220	158	65	371	52	383	319	117	155	114	163	219	213	152	292	0
NEVER/SOMETIMES COMPOSITE	13.98%	13.38%	12.12%	14.75%	13.59%	15.60%	13.42%	13.85%	13.80%	13.37%	11.18%	13.03%	27.82% N	10.93%	39.42% P	9.65%	9.85%	20.09% Q	15.45%	11.46%	12.53%	14.28%	12.08%	8.52%	16.94% X	0.0%
USUALLY COMPOSITE	15.68%	16.65%	16.89%	21.97% E	15.84%	15.25%	16.64%	24.45% I	17.53%	19.16%	17.64%	16.32%	27.16% N	13.66%	24.73%	15.26%	14.15%	20.51%	11.41%	18.60%	17.84%	15.55%	16.37%	15.94%	15.85%	0.0%
ALWAYS COMPOSITE	70.33%	69.97%	70.99%	63.28%	70.56% D	69.15%	69.94%	61.70%	68.66% H	67.47%	71.17%	70.66%	45.01%	75.41% M	35.85%	75.09% O	76.00% R	59.40%	73.14%	69.94%	69.63%	70.17%	71.55%	75.54%	67.21%	0.0%
CAHPS RATE	86.02%	86.62%	87.88%	85.25%	86.41%	84.40%	86.58%	86.15%	86.20%	86.63%	88.82%	86.97%	72.18%	89.07% M	60.58%	90.35% O	90.15% R	79.91%	84.55%	88.54%	87.47%	85.72%	87.92%	91.48% Y	83.06%	0.0%
AVERAGE	2.5635	2.5659	2.5886	2.4852	2.5697	2.5355	2.5652	2.4785	2.5486	2.5410	2.5999	2.5763	2.1719	2.6448	1.9643	2.6544	2.6615	2.3932	2.5768	2.5848	2.5710	2.5590	2.5947	2.6701	2.5027	0
Standard deviation	0.7087	0.7035	0.6916	0.7308	0.7033	0.7354	0.7037	0.7185	0.7065	0.7157	0.6808	0.6991	0.8158	0.6522	0.8603	0.6254	0.6303	0.7935	0.7232	0.6761	0.6878	0.7148	0.6778	0.6125	0.7466	0

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

Getting Care Quickly Composite Score

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC. Pop. Qual. Total (I)	2016 CCC. Pop. Qual. Total (J)	2015 CCC. Pop. Qual. Total (K)	2017 CCC. Pop. Not Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Getting Care Quickly Composite Score (BASE)	797 C	725 C	593	11730	453 DG	367 G	304	2919	337 HE	311 K	220	157	71	375	49	346	323	122 Q	165 TU	113	163	227	216	153	300	0
NEVER/SOMETIMES COMPOSITE	8.38%	7.52%	7.61%	10.45%	9.00%	6.92%	8.23%	7.74%	7.92%	9.21%	6.40%	8.20%	16.47%	7.56%	22.41% P	7.12%	6.81%	14.79% Q	8.43%	7.19%	11.50%	9.10%	9.05%	8.47%	9.40%	0.0%
USUALLY COMPOSITE	10.50%	11.01%	11.33%	14.20% E	10.98%	11.49%	8.95%	16.48% I	10.24%	11.51%	13.72%	9.17%	15.69%	10.21%	15.50%	9.49%	11.70%	9.34%	12.40%	9.60%	10.85%	11.07%	11.18%	14.68%	9.09%	0.0%
ALWAYS COMPOSITE	81.12%	81.47%	81.06%	75.35%	80.02% D	81.59%	82.83%	75.78%	81.84% H	79.28%	79.88%	82.63%	67.84%	82.23% M	62.10%	83.38% O	81.49%	75.86%	79.17%	83.21%	77.64%	79.83%	79.77%	76.85%	81.51%	0.0%
CAHPS RATE	91.62%	92.48%	92.39%	89.55%	91.00%	93.08%	91.77%	92.26%	92.08%	90.79%	93.60%	91.80%	83.53%	92.44%	77.59%	92.88% O	93.19% R	85.21%	91.57%	92.81%	88.50%	90.90%	90.95%	91.53%	90.60%	0.0%
AVERAGE	2.7274	2.7394	2.7345	2.6489	2.7102	2.7466	2.7460	2.6804	2.7392	2.7007	2.7348	2.7443	2.5138	2.7467	2.3969	2.7626	2.7468	2.6107	2.7074	2.7601	2.6614	2.7073	2.7071	2.6838	2.7211	0
Standard deviation	0.6032	0.5852	0.5885	0.6546	0.6173	0.5634	0.5931	0.6027	0.5895	0.6255	0.5681	0.5952	0.7588	0.5778	0.8283	0.5623	0.5659	0.7278	0.6127	0.5244	0.6729	0.6204	0.6190	0.6085	0.6225	0

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

How Well Doctors Communicate Composite Score

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. Gen Pop (H)	2017 CCC. Pop. Qual. Total (I)	2016 CCC. Pop. Qual. Total (J)	2015 CCC. Pop. Qual. Total (K)	2017 CCC. Pop. Not Qual. Total (L)		0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
How Well Doctors Communicate Composite Score (BASE)	718 C	656 C	508	10387	397 G	335 G	259	2661	311 HE	278	214	146	54	338	38	320	288	101	143	98	145	195	191	133	264	0
NEVER/SOMETIMES COMPOSITE	6.14%	6.27%	6.40%	6.44%	6.89%	6.74%	6.43%	5.51%	5.00%	7.21%	7.85%	5.82%	14.81%	5.50%	22.62% P	5.48%	6.20%	8.91%	7.76%	7.44%	5.34%	6.31%	7.22%	4.36%	8.16%	0.0%
USUALLY COMPOSITE	9.77%	10.70%	9.67%	13.80% E	9.60%	10.25%	8.09%	13.93% I	9.43%	11.54%	10.19%	10.45%	17.13%	8.54%	23.88% P	7.75%	8.63%	12.13%	10.54%	9.49%	8.10%	10.56%	8.40%	11.73%	8.54%	0.0%
ALWAYS COMPOSITE	84.09%	83.03%	83.93%	79.77%	83.50% D	83.01%	85.48%	80.55%	85.57% H	81.25%	81.96%	83.73%	68.06%	85.95% M	53.50%	86.77% O	85.17%	78.96%	81.70%	83.07%	86.55%	83.13%	84.37%	83.90%	83.30%	0.0%
CAHPS RATE	93.86%	93.73%	93.60%	93.56%	93.11%	93.26%	93.57%	94.49%	95.00%	92.79%	92.15%	94.18%	85.19%	94.50%	77.38%	94.52% O	93.80%	91.09%	92.24%	92.56%	94.66%	93.69%	92.78%	95.64%	91.84%	0.0%
AVERAGE	2.7795	2.7676	2.7753	2.7333	2.7661	2.7627	2.7905	2.7504	2.8057	2.7404	2.7412	2.7791	2.5324	2.8045	2.3089	2.8129	2.7896	2.7005	2.7394	2.7563	2.8121	2.7682	2.7715	2.7954	2.7515	0
Standard deviation	0.5247	0.5407	0.5385	0.5559	0.5382	0.5525	0.5280	0.5377	0.4929	0.5712	0.5814	0.5239	0.7249	0.4854	0.7870	0.4803	0.5148	0.5967	0.5451	0.5547	0.4954	0.5319	0.5380	0.4779	0.5652	0

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

Shared Decision Making Composite Score

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Anthem Avg. Gen Pop	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Anthem Avg. Gen Pop	2017 CCC. Pop. Qual. Total	2016 CCC. Pop. Qual. Total	2015 CCC. Pop. Qual. Total	2017 CCC. Pop. Qual. Total		0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)		(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)
Shared Decision Making Composite Score (BASE)	258	259 C	189	3456	132	115	93	1478 I	141 E	149 I	101	49	17	112	19	111	92	38	54	30	44	69	59	53	79	0
YES COMPOSITE	80.45%	81.52%	84.09%	79.27%	78.83%	80.52%	79.52%	86.28%	85.79%	85.36%	88.16%	75.69%	82.35%	78.62%	75.44%	79.65%	78.80%	79.66%	77.57%	80.92%	79.35%	81.51%	77.10%	83.02%	75.98%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

Access to Prescription Medicine Composite Score

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC. Pop. Qual. Total (I)	2016 CCC. Pop. Qual. Total (J)	2015 CCC. Pop. Qual. Total (K)	2017 CCC. Pop. Not Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Access to Prescription Medicine Composite Score (Base)	606	527	433	2623	318	252	209	2845	319	296	220	111	47	270	29	246	224	92	97	88	125	163	148	116	202	0
NEVER/SOMETIMES COMPOSITE	11.39%	12.33%	13.39%	9.87%	11.95%	11.90%	13.40%	9.91%	13.48%	15.88%	17.27%	9.91%	34.04% N	8.15%	10.34%	11.79%	11.61%	13.04%	13.40%	15.91%	8.80%	10.43%	14.19%	11.21%	12.38%	0.0%
USUALLY COMPOSITE	14.52%	18.03%	15.47%	17.99% E	11.64%	17.46%	13.88%	20.56% I	15.99%	20.27% K	13.64%	18.92%	23.40% N	9.63%	20.69%	11.38%	10.27%	15.22%	9.28%	15.91%	10.40%	11.04%	12.16%	11.21%	11.88%	0.0%
ALWAYS COMPOSITE	74.09%	69.64%	71.13%	72.13%	76.42%	70.63%	72.73%	69.53%	70.53%	63.85%	69.09%	71.17%	42.55% M	82.22%	68.97%	76.83%	78.13%	71.74%	77.32%	68.18%	80.80% T	78.53%	73.65%	77.59%	75.74%	0.0%
CAHPS RATE	88.61%	87.67%	86.61%	90.13%	88.05%	88.10%	86.60%	90.09%	86.52%	84.12%	82.73%	90.09%	65.96% M	91.85%	89.66%	88.21%	88.39%	86.96%	86.60%	84.09%	91.20%	89.57%	85.81%	88.79%	87.62%	0.0%
AVERAGE	2.6271	2.5731	2.5774	2.6226	2.6447	2.5873	2.5933	2.5961	2.5705	2.4797	2.5182	2.6126	2.0851	2.7407 M	2.5862	2.6504	2.6652	2.5870	2.6392	2.5227	2.7200 T	2.6810	2.5946	2.6638	2.6337	0
Standard deviation	0.6794	0.7010	0.7155	0.6576	0.6842	0.6932	0.7136	0.6626	0.7174	0.7531	0.7714	0.6599	0.8710	0.5958	0.6704	0.6806	0.6744	0.7094	0.7062	0.7534	0.6145	0.6526	0.7245	0.6688	0.6926	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

Access to Specialized Services Composite Score

2017 General Population Plan Results																										
	Overall Rating of Health Plan			Overall Rating of Health Care				Health Status		Age			Gender		Survey Type											
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop Total (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop Total (H)	2017 CCC. Pop. Qual. Total (I)	2016 CCC. Pop. Qual. Total (J)	2015 CCC. Pop. Qual. Total (K)	2017 CCC. Pop. Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Access to Specialized Services Composite Score (BASE)	292 C	233	196	1095	129 D	107	93	1907	206 E	162	134	48	25	103	20	96	77	51 Q	37	38	51	70	56	46	83	0
NEVER/SOMETIMES COMPOSITE	21.57%	30.99% A	22.77%	23.89%	24.52%	33.49% G	19.04%	22.71%	20.33%	35.80% IK	21.72%	25.71%	28.41%	23.67%	33.48%	22.06%	16.59%	36.71% Q	13.68%	27.70%	30.04%	20.39%	29.76%	21.99%	27.39%	0.0%
USUALLY COMPOSITE	20.09%	13.91%	15.77%	21.49%	21.07%	13.69%	14.31%	22.11%	21.71%	14.73%	16.52%	13.81%	29.21%	19.42%	30.55%	21.22%	21.85%	20.51%	27.84%	25.93%	13.31%	18.65%	24.96%	31.23%	16.11%	0.0%
ALWAYS COMPOSITE	58.34%	55.10%	61.46%	54.62%	54.41%	52.83%	66.65% F	55.18%	57.96%	49.47%	61.75% J	60.48%	42.38%	56.91%	35.97%	56.73%	61.56% R	42.78%	58.48%	46.37%	56.65%	60.95%	45.28%	46.78%	56.50%	0.0%
CAHPS RATE	78.43% B	69.01%	77.23%	76.11%	75.48%	66.51%	80.96% F	77.29%	79.67% J	64.20%	78.28% J	74.29%	71.59%	76.33%	66.52%	77.94%	83.41% R	63.29%	86.32%	72.30%	69.96%	79.61%	70.24%	78.01%	72.61%	0.0%
AVERAGE	2.3676	2.2411	2.3870	2.3073	2.2989	2.1934	2.4761	2.3246	2.3763	2.1367	2.4003	2.3476	2.1397	2.3324	2.0249	2.3467	2.4497	2.0607	2.4480	2.1867	2.2662	2.4056	2.1552	2.2479	2.2911	0
Standard deviation	0.8122	0.8924	0.8302	0.8288	0.8319	0.8998	0.7885	0.8205	0.7992	0.8950	0.8206	0.8585	0.8203	0.8299	0.7801	0.8049	0.7543	0.8856	0.6811	0.8251	0.8910	0.8031	0.8447	0.7178	0.8552	0

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

Family Centered Care: Personal Doctor Who Knows Child Composite Score

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC. Pop. Qual. Total (I)	2016 CCC. Pop. Qual. Total (J)	2015 CCC. Pop. Qual. Total (K)	2017 CCC. Pop. Qual. Total (L)		0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Family Centered Care: Personal Doctor or Nurse Who Knows Child Composite Score (BASE)	742 C	677 C	520	10475	408 DG	341 G	264	2957	331 E	298	227	147	57	346	38	325	294	105	144	101	150	199	197	136	272	0
YES COMPOSITE	89.52%	90.56%	89.32%	89.58% E	85.97%	87.72%	91.22% E	89.93%	90.11%	89.89%	90.37%	92.62%	75.15%	87.97% M	60.64%	89.65% O	87.05%	83.62%	87.03%	81.40%	86.99%	86.28%	83.87%	83.27%	87.72%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

Family Centered Care: Getting Needed Information Composite Score

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC. Pop. Qual. Total (I)	2016 CCC. Pop. Qual. Total (J)	2015 CCC. Pop. Qual. Total (K)	2017 CCC. Pop. Not Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Family Centered Care: Getting Needed Information Composite Score(Base)	783	702	573	4140	438	358	294	2912	339	295	211	152	63	367	50	382	315	115	156	111	159	217	209	148	290	0
NEVER/SOMETIMES COMPOSITE	10.60%	10.26%	10.65%	11.06%	12.10% I	10.89%	9.86%	8.48%	7.67%	9.83%	8.06%	10.53%	22.22% N	10.63%	28.00% P	9.69%	10.79%	16.52%	10.26%	14.41%	13.21%	13.82%	11.00%	12.84%	11.72%	0.0%
USUALLY COMPOSITE	12.64%	12.39%	9.42%	17.10% E	12.10%	10.61%	8.50%	16.86%	15.04%	14.58%	11.85%	9.21%	15.87%	11.17%	26.00% P	10.47%	10.48%	15.65%	9.62%	15.32%	11.95%	11.98%	11.96%	13.51%	11.38%	0.0%
ALWAYS COMPOSITE	76.76%	77.35%	79.93%	71.84%	75.80%	78.49%	81.63%	74.66%	77.29%	75.59%	80.09%	80.26%	61.90%	78.20% M	46.00%	79.84% O	78.73% R	67.83%	80.13%	70.27%	74.84%	74.19%	77.03%	73.65%	76.90%	0.0%
CAHPS RATE	89.40%	89.74%	89.35%	88.94%	87.90%	89.11%	90.14%	91.52%	92.33% E	90.17%	91.94%	89.47%	77.78%	89.37% M	72.00%	90.31% O	89.21%	83.48%	89.74%	85.59%	86.79%	86.18%	89.00%	87.16%	88.28%	0.0%
AVERAGE	2.6616	2.6709	2.6928	2.6077	2.6370	2.6760	2.7177	2.6617	2.6962	2.6576	2.7204	2.6974	2.3968	2.6757 M	2.1800	2.7016 O	2.6794 R	2.5130	2.6987	2.5586	2.6164	2.6037	2.6603	2.6081	2.6517	0
Standard deviation	0.6602	0.6526	0.6525	0.6780	0.6879	0.6610	0.6324	0.6273	0.6041	0.6494	0.6021	0.6493	0.8269	0.6570	0.8412	0.6349	0.6586	0.7618	0.6447	0.7313	0.7075	0.7182	0.6666	0.7036	0.6793	0

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
 Children With Chronic Conditions

Coordination of Care for Children for Chronic Conditions Composite Score

													2017 General Population Plan Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC Pop Qual. Total (I)	2016 CCC Pop Qual. Total (J)	2015 CCC Pop Qual. Total (K)	2017 CCC Pop Qual. Total (L)		0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Coordination of Care for Children for Chronic Conditions Composite Score (BASE)	254	235 C	182	1325	123 D	100	88	1647 I	158 E	153	103	44	19	102	21 P	90	84	38	38	36	47	64	57	43	80	0
YES COMPOSITE	78.27%	75.02%	76.60%	75.13%	78.16%	73.61%	71.77%	78.34%	78.93%	77.07%	82.10%	74.01%	73.53%	79.17%	71.88%	79.11%	77.08%	80.00%	83.82%	70.00%	77.38%	77.00%	78.43%	80.77%	76.56%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

1. Our records show that your child is now in Amerigroup Louisiana, Inc. Is that right?

													2017 CCC Population Plan Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC. Pop. Qual. Total (I)	2016 CCC. Pop. Qual. Total (J)	2015 CCC. Pop. Qual. Total (K)	2017 CCC. Pop. Not Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
BASE = Those who responded	971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Yes	971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
No	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sigma	971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

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?

													2017 CCC Population Plan Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
																								</		

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

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?

2017 CCC Population Plan Results - Qualified Respondents																										
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Not Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	18	15	57	360	12	8	30	92	7	6	7	3	0	6	0	4	3	4	2	2	3	5	2	3	4	0
	1.85%	1.76%	7.30%	2.36%	2.15%	1.75%	7.32%	2.67%	1.84%	1.79%	2.73%	1.52%	0.0%	1.89%	0.0%	1.40%	1.43%	2.37%	2.53%	1.90%	1.58%	2.36%	1.22%	1.95%	1.77%	0.0%
			AB				EF							M		O										
Appropriately skipped	563	477	422	9741	343	278	240	1813	193	150	129	112	29	162	21	142	116	76	23	57	110	106	83	75	118	0
	57.98%	55.92%	54.03%	63.88%	61.47%	60.83%	58.54%	52.60%	50.79%	44.78%	50.39%	56.57%	49.15%	51.10%	42.86%	49.65%	55.24%	44.97%	29.11%	54.29%	57.89%	50.00%	50.61%	48.70%	52.21%	0.0%
					I												R			S	S					
BASE = Those who responded	390	361	302	5148	203	171	140	1542	180	179	120	83	30	149	28	140	91	89	54	46	77	101	79	76	104	0
	40.16%	42.32%	38.67%	33.76%	36.38%	37.42%	34.15%	44.73%	47.37%	53.43%	46.88%	41.92%	50.85%	47.00%	57.14%	48.95%	43.33%	52.66%	68.35%	43.81%	40.53%	47.64%	48.17%	49.35%	46.02%	0.0%
								E											TU							
Never	2	4	7	41	2	1	5	5	1	4	1	0	1	0	1	0	0	1	0	0	1	0	1	1	0	0
	0.51%	1.11%	2.32%	0.80%	0.99%	0.58%	3.57%	0.32%	0.56%	2.23%	0.83%	0.0%	3.33%	0.0%	3.57%	0.0%	0.0%	1.12%	0.0%	0.0%	1.30%	0.0%	1.27%	1.32%	0.0%	0.0%
Sometimes	29	23	19	391	14	7	9	91	13	16	6	7	4	9	3	10	4	9	4	0	9	5	8	2	11	0
	7.44%	6.37%	6.29%	7.60%	6.90%	4.09%	6.43%	5.90%	7.22%	8.94%	5.00%	8.43%	13.33%	6.04%	10.71%	7.14%	4.40%	10.11%	7.41%	0.0%	11.69%	4.95%	10.13%	2.63%	10.58%	0.0%
																			T		T			X		
Bottom Two Box (%Never + %Sometimes)	31	27	26	432	16	8	14	96	14	20	7	7	5	9	4	10	4	10	4	0	10	5	9	3	11	0
	7.95%	7.48%	8.61%	8.39%	7.88%	4.68%	10.00%	6.23%	7.78%	11.17%	5.83%	8.43%	16.67%	6.04%	14.29%	7.14%	4.40%	11.24%	7.41%	0.0%	12.99%	4.95%	11.39%	3.95%	10.58%	0.0%
																			T		T					
Usually	29	32	34	544	15	15	11	176	9	19	18	8	2	7	2	7	6	3	4	2	3	2	7	2	7	0
	7.44%	8.86%	11.26%	10.57%	7.39%	8.77%	7.86%	11.41%	5.00%	10.61%	15.00%	9.64%	6.67%	4.70%	7.14%	5.00%	6.59%	3.37%	7.41%	4.35%	3.90%	1.98%	8.86%	2.63%	6.73%	0.0%
								I		I	I											V				
Always	330	302	242	4172	172	148	115	1270	157	140	95	68	23	133	22	123	81	76	46	44	64	94	63	71	86	0
	84.62%	83.66%	80.13%	81.04%	84.73%	86.55%	82.14%	82.36%	87.22%	78.21%	79.17%	81.93%	76.67%	89.26%	78.57%	87.86%	89.01%	85.39%	85.19%	95.65%	83.12%	93.07%	79.75%	93.42%	82.69%	0.0%
								J												U		W		Y		
CAHPS Rate (%Always + %Usually)	359	334	276	4716	187	163	126	1446	166	159	113	76	25	140	24	130	87	79	50	46	67	96	70	73	93	0
	92.05%	92.52%	91.39%	91.61%	92.12%	95.32%	90.00%	93.77%	92.22%	88.83%	94.17%	91.57%	83.33%	93.96%	85.71%	92.86%	95.60%	88.76%	92.59%	100.00%	87.01%	95.05%	88.61%	96.05%	89.42%	0.0%
																			SU							
3-point composite mean	2.7667	2.7618	2.7152	2.7265	2.7685	2.8187	2.7214	2.7613	2.7944	2.6704	2.7333	2.7349	2.6000	2.8322	2.6429	2.8071	2.8462	2.7416	2.7778	2.9565	2.7013	2.8812	2.6835	2.8947	2.7212	0
																				SU		W		Y		
4-point composite mean	3.7615	3.7507	3.6921	3.7185	3.7586	3.8129	3.6857	3.7581	3.7889	3.6480	3.7250	3.7349	3.5667	3.8322	3.6071	3.8071	3.8462	3.7303	3.7778	3.9565	3.6883	3.8812	3.6709	3.8816	3.7212	0
									J											SU		W				
Sigma	971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

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?

													2017 CCC Population Plan Results - Qualified Respondents														
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type			
													2017 CCC Pop. Not Qual.		Excel/Very Good		Good/Fair/Poor										
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop Total (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop Total (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Not Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/Very Good (Q)	Good/Fair/Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)		
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	
Multiple mark	0	1	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.12%	0.0%	0.0%	0.0%	0.22%	0.0%	0.0%	0.0%	0.30%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	16	8	39	207	4	5	20	36	3	0	2	10	0	3	0	3	3	0	1	1	1	1	2	0	3	0	
	1.65%	0.94%	4.99% AB	1.36%	0.72%	1.09%	4.88% EF	1.04%	0.79%	0.0%	0.78%	5.05%	0.0%	0.95%	0.0%	1.05%	1.43%	0.0%	1.27%	0.95%	0.53%	0.47%	1.22%	0.0%	1.33%	0.0%	
BASE = Those who responded	955	844	742	15042	554	451	390	3411	377	334	254	188	59	314	49	283	207	169	78	104	189	211	162	154	223	0	
	98.35% C	98.94% C	95.01%	98.64%	99.28% G	98.69% G	95.12%	98.96%	99.21%	99.70%	99.22%	94.95%	100.00%	99.05%	100.00%	98.95%	98.57%	100.00%	98.73%	99.05%	99.47%	99.53%	98.78%	100.00%	98.67%	0.0%	
Yes	734	672	573	10998	416	345	295	2738	320	291	212	141	51	266	43	251	168	152	68	92	155	182	134	129	191	0	
	76.86%	79.62%	77.22%	73.12%	75.09%	76.50%	75.64%	80.27%	84.88% HE	87.13%	83.46%	75.00%	86.44%	84.71%	87.76%	88.69%	81.16%	89.94% Q	87.18%	88.46%	82.01%	86.26%	82.72%	83.77%	85.65%	0.0%	
No	221	172	169	4044	138	106	95	673	57	43	42	47	8	48	6	32	39	17	10	12	34	29	28	25	32	0	
	23.14%	20.38%	22.78%	26.88%	24.91% I	23.50%	24.36%	19.73% I	15.12%	12.87%	16.54%	25.00%	13.56%	15.29%	12.24%	11.31%	18.84% R	10.06%	12.82%	11.54%	17.99%	13.74%	17.28%	16.23%	14.35%	0.0%	
Sigma	971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

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?

														2017 CCC Population Plan Results - Qualified Respondents													
														Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop. Total (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Not Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)		
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	35	20	68	538	15	13	36	125	13	2	13	13	1	12	3	9	11	2	2	4	7	8	4	9	4	0	
	3.60%	2.34%	8.71% AB	3.53%	2.69%	2.84%	8.78% EF	3.63%	3.42% J	0.60%	5.08% J	6.57%	1.69%	3.79%	6.12%	3.15%	5.24% R	1.18%	2.53%	3.81%	3.68%	3.77%	2.44%	5.84%	1.77%	0.0%	
Appropriately skipped	221	172	169	4044	138	106	95	673	57	43	42	47	8	48	6	32	39	17	10	12	34	29	28	25	32	0	
	22.76%	20.16%	21.64%	26.52%	24.73% I	23.19%	23.17%	19.52% I	15.00%	12.84%	16.41%	23.74%	13.56%	15.14%	12.24%	11.19%	18.57% R	10.06%	12.66%	11.43%	17.89%	13.68%	17.07%	16.23%	14.16%	0.0%	
BASE = Those who responded	715	661	544	10667	405	338	279	2649	310	290	201	138	50	257	40	245	160	150	67	89	149	175	132	120	190	0	
	73.64%	77.49% C	69.65%	69.95%	72.58%	73.96%	68.05%	76.85%	81.58% HE	86.57% K	78.52%	69.70%	84.75%	81.07%	81.63%	85.66%	76.19%	88.76% Q	84.81%	84.76%	78.42%	82.55%	80.49%	77.92%	84.07%	0.0%	
Never	4	5	3	112	2	2	2	14	1	2	1	2	1	0	0	1	0	1	0	0	1	1	0	0	1	0	
	0.56%	0.76%	0.55%	1.05%	0.49%	0.59%	0.72%	0.53%	0.32%	0.69%	0.50%	1.45%	2.00%	0.0%	0.0%	0.41%	0.0%	0.67%	0.0%	0.0%	0.67%	0.57%	0.0%	0.0%	0.53%	0.0%	
Sometimes	59	45	33	1223	39	29	16	231	24	19	13	9	6	18	8	14	8	16	2	4	18	15	9	8	16	0	
	8.25%	6.81%	6.07%	11.47%	9.63%	8.58%	5.73%	8.72%	7.74%	6.55%	6.47%	6.52%	12.00%	7.00%	20.00% P	5.71%	5.00%	10.67%	2.99%	4.49%	12.08% ST	8.57%	6.82%	6.67%	8.42%	0.0%	
Bottom Two Box (%Never + %Sometimes)	63	50	36	1335	41	31	18	245	25	21	14	11	7	18	8	15	8	17	2	4	19	16	9	8	17	0	
	8.81%	7.56%	6.62%	12.52%	10.12%	9.17%	6.45%	9.25%	8.06%	7.24%	6.97%	7.97%	14.00%	7.00%	20.00% P	6.12%	5.00%	11.33% Q	2.99%	4.49%	12.75% ST	9.14%	6.82%	6.67%	8.95%	0.0%	
Usually	97	87	62	1902	59	48	28	571	48	36	25	12	10	38	6	36	23	25	9	15	24	19	29	25	23	0	
	13.57%	13.16%	11.40%	17.83%	14.57%	14.20%	10.04%	21.56% I	15.48%	12.41%	12.44%	8.70%	20.00%	14.79%	15.00%	14.69%	14.38%	16.67%	13.43%	16.85%	16.11%	10.86%	21.97% V	20.83% Y	12.11%	0.0%	
Always	555	524	446	7430	305	259	233	1833	237	233	162	115	33	201	26	194	129	108	56	70	106	140	94	87	150	0	
	77.62%	79.27%	81.99%	69.65%	75.31% D	76.63%	83.51% EF	69.20%	76.45% H	80.34%	80.60%	83.33%	66.00%	78.21%	65.00%	79.18%	80.63%	72.00%	83.58% U	78.65%	71.14%	80.00%	71.21%	72.50%	78.95%	0.0%	
CAHPS Rate (%Always + %Usually)	652	611	508	9332	364	307	261	2404	285	269	187	127	43	239	32	230	152	133	65	85	130	159	123	112	173	0	
	91.19%	92.44%	93.38%	87.48%	89.88%	90.83%	93.55%	90.75%	91.94%	92.76%	93.03%	92.03%	86.00%	93.00%	80.00%	93.88% O	95.00% R	88.67%	97.01% U	95.51% U	87.25%	90.86%	93.18%	93.33%	91.05%	0.0%	
3-point composite mean	2.6881	2.7171	2.7537	2.5714	2.6519 D	2.6746	2.7706 EF	2.5995	2.6839 H	2.7310	2.7363	2.7536	2.5200	2.7121	2.4500	2.7306 O	2.7563 R	2.6067	2.8060 U	2.7416	2.5839	2.7086	2.6439	2.6583	2.7000	0	
4-point composite mean	3.6825	3.7095	3.7482	3.5609	3.6469 D	3.6686	3.7634 E	3.5942	3.6806 H	3.7241	3.7313	3.7391	3.5000	3.7121	3.4500	3.7265 O	3.7563 R	3.6000	3.8060 U	3.7416 U	3.5772	3.7029	3.6439	3.6583	3.6947	0	
Sigma	971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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Children With Chronic Conditions

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?

														2017 CCC Population Plan Results - Qualified Respondents													
														Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Not Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)		
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	
Multiple mark	0	1	2	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.12%	0.26%	0.0%	0.0%	0.0%	0.24%	0.0%	0.0%	0.30%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	37	25	65	614	22	12	38	116	12	10	6	9	3	8	0	0	9	3	4	3	5	6	6	2	10	0	
	3.81%	2.93%	8.32%	4.03%	3.94%	2.63%	9.27%	3.37%	3.16%	2.99%	2.34%	4.55%	5.08%	2.52%	0.0%	0.0%	4.29%	1.78%	5.06%	2.86%	2.63%	2.83%	3.66%	1.30%	4.42%	0.0%	
			AB				EF																				
BASE = Those who responded	934	827	714	14635	536	445	371	3331	368	324	250	189	56	309	49	286	201	166	75	102	185	206	158	152	216	0	
	96.19%	96.95%	91.42%	95.97%	96.06%	97.37%	90.49%	96.63%	96.84%	96.72%	97.66%	95.45%	94.92%	97.48%	100.00%	100.00%	95.71%	98.22%	94.94%	97.14%	97.37%	97.17%	96.34%	98.70%	95.58%	0.0%	
	C	C			G	G																					
None	143	122	120	3394	93	85	64	397	25	29	33	35	4	20	0	0	18	7	2	5	18	14	11	14	11	0	
	15.31%	14.75%	16.81%	23.19%	17.35%	19.10%	17.25%	11.92%	6.79%	8.95%	13.20%	18.52%	7.14%	6.47%	0.0%	0.0%	8.96%	4.22%	2.67%	4.90%	9.73%	6.80%	6.96%	9.21%	5.09%	0.0%	
				E	I			I												S							
1 time	180	151	147	3918	117	83	90	640	48	36	37	36	7	41	6	42	37	11	9	19	20	24	24	23	25	0	
	19.27%	18.26%	20.59%	26.77%	21.83%	18.65%	24.26%	19.21%	13.04%	11.11%	14.80%	19.05%	12.50%	13.27%	12.24%	14.69%	18.41%	6.63%	12.00%	18.63%	10.81%	11.65%	15.19%	15.13%	11.57%	0.0%	
				E	I			I									R										
2	240	212	162	3356	137	124	83	824	96	70	50	47	12	82	12	82	48	47	14	32	48	55	40	41	55	0	
	25.70%	25.63%	22.69%	22.93%	25.56%	27.87%	22.37%	24.74%	26.09%	21.60%	20.00%	24.87%	21.43%	26.54%	24.49%	28.67%	23.88%	28.31%	18.67%	31.37%	25.95%	26.70%	25.32%	26.97%	25.46%	0.0%	
																				S							
3	149	129	108	1812	78	57	50	540	74	55	51	31	15	59	11	60	40	34	23	12	39	46	28	29	45	0	
	15.95%	15.60%	15.13%	12.38%	14.55%	12.81%	13.48%	16.21%	20.11%	16.98%	20.40%	16.40%	26.79%	19.09%	22.45%	20.98%	19.90%	20.48%	30.67%	11.76%	21.08%	22.33%	17.72%	19.08%	20.83%	0.0%	
								E											T		T						
4	82	76	74	923	38	36	38	338	37	39	30	22	7	30	8	28	16	21	8	10	18	15	21	15	22	0	
	8.78%	9.19%	10.36%	6.31%	7.09%	8.09%	10.24%	10.15%	10.05%	12.04%	12.00%	11.64%	12.50%	9.71%	16.33%	9.79%	7.96%	12.65%	10.67%	9.80%	9.73%	7.28%	13.29%	9.87%	10.19%	0.0%	
5 to 9	106	115	72	939	52	53	35	413	69	78	35	14	10	59	10	58	32	37	13	18	36	40	27	23	46	0	
	11.35%	13.91%	10.08%	6.42%	9.70%	11.91%	9.43%	12.40%	18.75%	24.07%	14.00%	7.41%	17.86%	19.09%	20.41%	20.28%	15.92%	22.29%	17.33%	17.65%	19.46%	19.42%	17.09%	15.13%	21.30%	0.0%	
			C		D			HE	K																		
10 or more times	34	22	31	293	21	7	11	179	19	17	14	4	1	18	2	16	10	9	6	6	6	12	7	7	12	0	
	3.64%	2.66%	4.34%	2.00%	3.92%	1.57%	2.96%	5.37%	5.16%	5.25%	5.60%	2.12%	1.79%	5.83%	4.08%	5.59%	4.98%	5.42%	8.00%	5.88%	3.24%	5.83%	4.43%	4.61%	5.56%	0.0%	
					DF																						
Average number of times	2.7859	2.8368	2.7766	2.0494	2.6185	2.4820	2.5350	3.1187	3.6155	3.8750	3.3200	2.4286	3.3304	3.6893	3.8776	3.8601	3.3134	3.9910	4.0533	3.5294	3.4162	3.6990	3.4715	3.2928	3.8426	0	
					D				HE	K								Q									
Standard deviation	2.7475	2.6468	2.8546	2.3195	2.7756	2.4252	2.6112	3.0016	2.9623	3.0672	3.0482	2.3585	2.4170	3.0517	2.6602	2.9199	2.9664	2.9209	3.1460	3.0741	2.7445	3.0484	2.8514	2.8800	2.9982	0	
Sigma	971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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Children With Chronic Conditions

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?

													2017 CCC Population Plan Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Anthem Avg. Gen Pop	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Anthem Avg. CCC Pop	2017 CCC. Pop. Qual. Total	2016 CCC. Pop. Qual. Total	2015 CCC. Pop. Qual. Total	2017 CCC. Pop. Qual. Total	0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	46	33	79	755	27	17	45	147	15	12	10	12	3	11	0	1	10	5	5	4	6	9	6	4	11	0
	4.74%	3.87%	10.12%	4.95%	4.84%	3.72%	10.98%	4.26%	3.95%	3.58%	3.91%	6.06%	5.08%	3.47%	0.0%	0.35%	4.76%	2.96%	6.33%	3.81%	3.16%	4.25%	3.66%	2.60%	4.87%	0.0%
			AB				EF																			
Appropriately skipped	143	122	120	3394	93	85	64	397	25	29	33	35	4	20	0	0	18	7	2	5	18	14	11	14	11	0
	14.73%	14.30%	15.36%	22.26%	16.67%	18.60%	15.61%	11.52%	6.58%	8.66%	12.89%	17.68%	6.78%	6.31%	0.0%	0.0%	8.57%	4.14%	2.53%	4.76%	9.47%	6.60%	6.71%	9.09%	4.87%	0.0%
				E	I			I													S					
BASE = Those who responded	782	698	582	11100	438	355	301	2903	340	294	213	151	52	286	49	285	182	157	72	96	166	189	147	136	204	0
	80.54%	81.83%	74.52%	72.79%	78.49%	77.68%	73.41%	84.22%	89.47%	87.76%	83.20%	76.26%	88.14%	90.22%	100.00%	99.65%	86.67%	92.90%	91.14%	91.43%	87.37%	89.15%	89.63%	88.31%	90.27%	0.0%
	C	C			D			HKE										Q								
Yes	570	528	425	7925	311	273	217	2255	266	229	163	109	37	228	33	228	142	123	59	78	124	153	109	103	163	0
	72.89%	75.64%	73.02%	71.40%	71.00%	76.90%	72.09%	77.68%	78.24%	77.89%	76.53%	72.19%	71.15%	79.72%	67.35%	80.00%	78.02%	78.34%	81.94%	81.25%	74.70%	80.95%	74.15%	75.74%	79.90%	0.0%
									E																	
No	212	170	157	3175	127	82	84	648	74	65	50	42	15	58	16	57	40	34	13	18	42	36	38	33	41	0
	27.11%	24.36%	26.98%	28.60%	29.00%	23.10%	27.91%	22.32%	21.76%	22.11%	23.47%	27.81%	28.85%	20.28%	32.65%	20.00%	21.98%	21.66%	18.06%	18.75%	25.30%	19.05%	25.85%	24.26%	20.10%	0.0%
					I																					
3-point composite mean	2.4578	2.5129	2.4605	2.4279	2.4201	2.5380	2.4419	2.5536	2.5647	2.5578	2.5305	2.4437	2.4231	2.5944	2.3469	2.6000	2.5604	2.5669	2.6389	2.6250	2.4940	2.6190	2.4830	2.5147	2.5980	0
									E							O										
Sigma	971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

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

2017 CCC Population Plan Results - Qualified Respondents																										
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop Total (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop Total (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Not Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	971 100.00%	853 100.00%	781 100.00%	5665 100.00%	558 100.00%	457 100.00%	410 100.00%	3447 100.00%	380 100.00%	335 100.00%	256 100.00%	198 100.00%	59 100.00%	317 100.00%	49 100.00%	286 100.00%	210 100.00%	169 100.00%	79 100.00%	105 100.00%	190 100.00%	212 100.00%	164 100.00%	154 100.00%	226 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	45 4.63%	29 3.40%	88 11.27% AB	234 4.13%	27 4.84%	14 3.06%	52 12.68% EF	138 4.00%	16 4.21%	11 3.28%	12 4.69%	11 5.56%	3 5.08%	12 3.79%	1 2.04%	1 0.35%	10 4.76%	6 3.55%	5 6.33%	4 3.81%	7 3.68%	9 4.25%	7 4.27%	6 3.90%	10 4.42%	0 0.0%
Appropriately skipped	143 14.73%	122 14.30%	120 15.36%	1291 22.79% E	93 16.67% I	85 18.60%	64 15.61%	397 11.52% I	25 6.58%	29 8.66%	33 12.89% I	35 17.68%	4 6.78%	20 6.31%	0 0.0%	0 0.0%	18 8.57%	7 4.14%	2 2.53%	5 4.76%	18 9.47% S	14 6.60%	11 6.71%	14 9.09%	11 4.87%	0 0.0%
BASE = Those who responded	783 80.64% C	702 82.30% C	573 73.37%	4140 73.08%	438 78.49% DG	358 78.34% G	294 71.71%	2912 84.48%	339 89.21% HKE	295 88.06%	211 82.42%	152 76.77%	52 88.14%	285 89.91%	48 97.96%	285 99.65%	182 86.67%	156 92.31%	72 91.14%	96 91.43%	165 86.84%	189 89.15%	146 89.02%	134 87.01%	205 90.71%	0 0.0%
Never	23 2.94%	12 1.71%	12 2.09%	103 2.49%	19 4.34% G	7 1.96%	5 1.70%	39 1.34%	7 2.06%	4 1.36%	2 0.95%	3 1.97%	2 3.85%	5 1.75%	3 6.25%	4 1.40%	2 1.10%	5 3.21%	1 1.39%	1 1.04%	5 3.03%	4 2.12%	3 2.05%	5 3.73%	2 0.98%	0 0.0%
Sometimes	60 7.66%	60 8.55%	49 8.55%	355 8.57%	34 7.76%	32 8.94%	24 8.16%	208 7.14%	19 5.60%	25 8.47%	15 7.11%	13 8.55%	6 11.54%	13 4.56%	6 12.50%	13 4.56%	7 3.85%	12 7.69%	4 5.56%	5 5.21%	10 6.06%	13 6.88%	6 4.11%	6 4.48%	13 6.34%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	83 10.60%	72 10.26%	61 10.65%	458 11.06%	53 12.10% I	39 10.89%	29 9.86%	247 8.48%	26 7.67%	29 9.83%	17 8.06%	16 10.53%	8 15.38%	18 6.32%	9 18.75% P	17 5.96%	9 4.95%	17 10.90% Q	5 6.94%	6 6.25%	15 9.09%	17 8.99%	9 6.16%	11 8.21%	15 7.32%	0 0.0%
Usually	99 12.64%	87 12.39%	54 9.42%	708 17.10% E	53 12.10%	38 10.61%	25 8.50%	491 16.86%	51 15.04%	43 14.58%	25 11.85%	14 9.21%	11 21.15%	40 14.04%	13 27.08% P	35 12.28%	23 12.64%	27 17.31%	6 8.33%	16 16.67%	28 16.97% S	28 14.81%	23 15.75%	25 18.66%	26 12.68%	0 0.0%
Always	601 76.76%	543 77.35%	458 79.93%	2974 71.84%	332 75.80%	281 78.49%	240 81.63%	2174 74.66%	262 77.29%	223 75.59%	169 80.09%	122 80.26%	33 63.46%	227 79.65% M	26 54.17%	233 81.75% O	150 82.42% R	112 71.79%	61 84.72% U	74 77.08%	122 73.94%	144 76.19%	114 78.08%	98 73.13%	164 80.00%	0 0.0%
CAHPS Rate (%Always + %Usually)	700 89.40%	630 89.74%	512 89.35%	3682 88.94%	385 87.90%	319 89.11%	265 90.14%	2665 91.52%	313 92.33% E	266 90.17%	194 91.94%	136 89.47%	44 84.62%	267 93.68%	39 81.25%	268 94.04% O	173 95.05% R	139 89.10%	67 93.06%	90 93.75%	150 90.91%	172 91.01%	137 93.84%	123 91.79%	190 92.68%	0 0.0%
3-point composite mean	2.6616	2.6709	2.6928	2.6077	2.6370	2.6760	2.7177	2.6617	2.6962	2.6576	2.7204	2.6974	2.4808	2.7333 M	2.3542	2.7579 O	2.7747 R	2.6090	2.7778	2.7083	2.6485	2.6720	2.7192	2.6493	2.7268	0
4-point composite mean	3.6322	3.6538	3.6719	3.5829	3.5936	3.6564	3.7007	3.6484	3.6755	3.6441	3.7109	3.6776	3.4423	3.7158 M	3.2917	3.7439 O	3.7637 R	3.5769	3.7639	3.6979	3.6182	3.6508	3.6986	3.6119	3.7171	0
Sigma	971 100.00%	853 100.00%	781 100.00%	5665 100.00%	558 100.00%	457 100.00%	410 100.00%	3447 100.00%	380 100.00%	335 100.00%	256 100.00%	198 100.00%	59 100.00%	317 100.00%	49 100.00%	286 100.00%	210 100.00%	169 100.00%	79 100.00%	105 100.00%	190 100.00%	212 100.00%	164 100.00%	154 100.00%	226 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

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?

													2017 CCC Population Plan Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

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

2017 CCC Population Plan Results - Qualified Respondents																										
	Overall Rating of Health Plan			Overall Rating of Health Care			Health Status			Age			Gender		Survey Type											
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/Very Good (Q)	Good/Fair/Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	52	41	94	790	29	20	55	155	19	16	14	14	3	15	0	4	14	5	6	7	6	11	8	8	11	0
	5.36%	4.81%	12.04%	5.18%	5.20%	4.38%	13.41%	4.50%	5.00%	4.78%	5.47%	7.07%	5.08%	4.73%	0.0%	1.40%	6.67%	2.96%	7.59%	6.67%	3.16%	5.19%	4.88%	5.19%	4.87%	0.0%
			AB				EF									O										
Appropriately skipped	663	556	499	11020	398	322	263	1818	220	173	142	136	35	182	29	163	118	101	41	58	116	119	98	84	136	0
	68.28%	65.18%	63.89%	72.27%	71.33%	70.46%	64.15%	52.74%	57.89%	51.64%	55.47%	68.69%	59.32%	57.41%	59.18%	56.99%	56.19%	59.76%	51.90%	55.24%	61.05%	56.13%	59.76%	54.55%	60.18%	0.0%
					GI	G																				
BASE = Those who responded	256	256	188	3439	131	115	92	1474	141	146	100	48	21	120	20	119	78	63	32	40	68	82	58	62	79	0
	26.36%	30.01%	24.07%	22.55%	23.48%	25.16%	22.44%	42.76%	37.11%	43.58%	39.06%	24.24%	35.59%	37.85%	40.82%	41.61%	37.14%	37.28%	40.51%	38.10%	35.79%	38.68%	35.37%	40.26%	34.96%	0.0%
			C					I	E																	
Yes	236	236	176	3172	116	105	86	1431	136	139	95	44	21	115	20	114	74	62	31	39	65	80	55	61	75	0
	92.19%	92.19%	93.62%	92.24%	88.55%	91.30%	93.48%	97.08%	96.45%	95.21%	95.00%	91.67%	100.00%	95.83%	100.00%	95.80%	94.87%	98.41%	96.88%	97.50%	95.59%	97.56%	94.83%	98.39%	94.94%	0.0%
								E																		
No	20	20	12	267	15	10	6	43	5	7	5	4	0	5	0	5	4	1	1	1	3	2	3	1	4	0
	7.81%	7.81%	6.38%	7.76%	11.45%	8.70%	6.52%	2.92%	3.55%	4.79%	5.00%	8.33%	0.0%	4.17%	0.0%	4.20%	5.13%	1.59%	3.13%	2.50%	4.41%	2.44%	5.17%	1.61%	5.06%	0.0%
					I																					
Sigma	971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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Children With Chronic Conditions

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

													2017 CCC Population Plan Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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Children With Chronic Conditions

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?

													2017 CCC Population Plan Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

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?

														2017 CCC Population Plan Results - Qualified Respondents													
														Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop. Total (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop. Total (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Not Qual. Total (L)		0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	971	853	781	15249	558	457	410	3447	380	335	256	198		59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	4	2	0	0	2	1	0	0	0	0	0		0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.47% A	0.26%	0.0%	0.0%	0.44%	0.24%	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	53	30	92	753	30	14	53	147	20	13	10	11		4	15	0	0	12	8	7	4	8	12	8	9	11	0
	5.46% B	3.52%	11.78% AB	4.94%	5.38%	3.06%	12.93% EF	4.26%	5.26%	3.88%	3.91%	5.56%		6.78%	4.73%	0.0%	0.0%	5.71%	4.73%	8.86%	3.81%	4.21%	5.66%	4.88%	5.84%	4.87%	0.0%
Appropriately skipped	143	122	120	3394	93	85	64	397	25	29	33	35		4	20	0	0	18	7	2	5	18	14	11	14	11	0
	14.73%	14.30%	15.36%	22.26% E	16.67% I	18.60%	15.61%	11.52% I	6.58%	8.66%	12.89% I	17.68%		6.78%	6.31%	0.0%	0.0%	8.57%	4.14%	2.53%	4.76%	9.47% S	6.60%	6.71%	9.09%	4.87%	0.0%
BASE = Those who responded	775	697	567	11102	435	356	292	2903	335	293	213	152		51	282	49	286	180	154	70	96	164	186	145	131	204	0
	79.81% C	81.71% C	72.60%	72.80%	77.96% DG	77.90% G	71.22%	84.22%	88.16% HE	87.46%	83.20%	76.77%		86.44%	88.96%	100.00%	100.00%	85.71%	91.12%	88.61%	91.43%	86.32%	87.74%	88.41%	85.06%	90.27%	0.0%
10 - Best health care possible	472	399	324	5709	268	204	163	1412	197	155	126	91		13	182	0	197	115	81	46	53	97	114	81	74	123	0
	60.90%	57.25%	57.14%	51.42%	61.61% D	57.30%	55.82%	48.64%	58.81% H	52.90%	59.15%	59.87%		25.49%	64.54% M	0.0%	68.88% O	63.89% R	52.60%	65.71%	55.21%	59.15%	61.29%	55.86%	56.49%	60.29%	0.0%
9 -	98	88	74	2078	48	45	47	548	41	33	21	21		3	38	0	41	22	19	5	14	22	21	20	17	24	0
	12.65%	12.63%	13.05%	18.72% E	11.03%	12.64%	16.10%	18.88% I	12.24%	11.26%	9.86%	13.82%		5.88%	13.48%	0.0%	14.34% O	12.22%	12.34%	7.14%	14.58%	13.41%	11.29%	13.79%	12.98%	11.76%	0.0%
Top Two Box	570	487	398	7787	316	249	210	1960	238	188	147	112		16	220	0	238	137	100	51	67	119	135	101	91	147	0
	73.55%	69.87%	70.19%	70.14%	72.64%	69.94%	71.92%	67.52%	71.04%	64.16%	69.01%	73.68%		31.37%	78.01% M	0.0%	83.22% O	76.11% R	64.94%	72.86%	69.79%	72.56%	72.58%	69.66%	69.47%	72.06%	0.0%
8 -	115	105	98	1923	67	55	49	516	48	51	35	25		14	34	0	48	24	24	7	17	21	24	22	13	35	0
	14.84%	15.06%	17.28%	17.32%	15.40%	15.45%	16.78%	17.77%	14.33%	17.41%	16.43%	16.45%		27.45% N	12.06%	0.0%	16.78% O	13.33%	15.58%	10.00%	17.71%	12.80%	12.90%	15.17%	9.92%	17.16%	0.0%
CAHPS Rate (Top Three Box)	685	592	496	9710	383	304	259	2476	286	239	182	137		30	254	0	286	161	124	58	84	140	159	123	104	182	0
	88.39%	84.94%	87.48%	87.46%	88.05%	85.39%	88.70%	85.29%	85.37%	81.57%	85.45%	90.13%		58.82%	90.07% M	0.0%	100.00% O	89.44% R	80.52%	82.86%	87.50%	85.37%	85.48%	84.83%	79.39%	89.22% X	0.0%
7 -	39	46	30	680	23	19	15	201	21	24	14	7		8	13	21	0	9	12	8	5	7	12	9	12	9	0
	5.03%	6.60%	5.29%	6.13%	5.29%	5.34%	5.14%	6.92%	6.27%	8.19%	6.57%	4.61%		15.69% N	4.61%	42.86% P	5.00%	5.00%	7.79%	11.43%	5.21%	4.27%	6.45%	6.21%	9.16%	4.41%	0.0%
6 -	19	19	14	243	12	10	3	74	9	9	4	3		5	4	9	0	4	5	1	2	6	6	3	2	7	0
	2.45%	2.73%	2.47%	2.19%	2.76%	2.81%	1.03%	2.55%	2.69%	3.07%	1.88%	1.97%		9.80% N	1.42%	18.37% P	0.0%	2.22%	3.25%	1.43%	2.08%	3.66%	3.23%	2.07%	1.53%	3.43%	0.0%
5 -	19	26	12	280	10	17	7	105	13	11	6	1		4	9	13	0	4	9	3	3	7	7	6	9	4	0
	2.45%	3.73%	2.12%	2.52%	2.30%	4.78%	2.40%	3.62%	3.88%	3.75%	2.82%	0.66%		7.84%	3.19%	26.53% P	0.0%	2.22%	5.84%	4.29%	3.13%	4.27%	3.76%	4.14%	6.87% Y	1.96%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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Children With Chronic Conditions

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?

													2017 CCC Population Plan Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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Children With Chronic Conditions

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

2017 CCC Population Plan Results - Qualified Respondents																										
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop Total (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop Total (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Not Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	971 100.00%	853 100.00%	781 100.00%	15249 100.00%	558 100.00%	457 100.00%	410 100.00%	3447 100.00%	380 100.00%	335 100.00%	256 100.00%	198 100.00%	59 100.00%	317 100.00%	49 100.00%	286 100.00%	210 100.00%	169 100.00%	79 100.00%	105 100.00%	190 100.00%	212 100.00%	164 100.00%	154 100.00%	226 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	1 0.13%	0 0.0%	0 0.0%	0 0.0%	1 0.24%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	45 4.63%	29 3.40%	94 12.04% AB	741 4.86%	26 4.66%	14 3.06%	52 12.68% EF	141 4.09%	16 4.21%	12 3.58%	11 4.30%	11 5.56%	3 5.08%	12 3.79%	0 0.0%	0 0.0%	11 5.24%	5 2.96%	7 8.86%	4 3.81%	5 2.63%	10 4.72%	6 3.66%	6 3.90%	10 4.42%	0 0.0%
Appropriately skipped	143 14.73%	122 14.30%	120 15.36% E	3394 22.26% I	93 16.67% I	85 18.60%	64 15.61%	397 11.52% I	25 6.58%	29 8.66%	33 12.89% I	35 17.68%	4 6.78%	20 6.31%	0 0.0%	0 0.0%	18 8.57%	7 4.14%	2 2.53%	5 4.76%	18 9.47% S	14 6.60%	11 6.71%	14 9.09%	11 4.87%	0 0.0%
BASE = Those who responded	783 80.64% C	702 82.30% C	566 72.47%	11114 72.88%	439 78.67% DG	358 78.34% G	293 71.46%	2909 84.39%	339 89.21% HKE	294 87.76%	212 82.81%	152 76.77%	52 88.14%	285 89.91%	49 100.00%	286 100.00%	181 86.19%	157 92.90% Q	70 88.61%	96 91.43%	167 87.89%	188 88.68%	147 89.63%	134 87.01%	205 90.71%	0 0.0%
Never	10 1.28%	8 1.14%	8 1.41%	189 1.70%	4 0.91%	6 1.68%	3 1.02%	31 1.07%	2 0.59%	1 0.34%	2 0.94%	5 3.29%	2 3.85%	0 0.0%	1 2.04%	0 0.0%	0 0.0%	2 1.27%	0 0.0%	0 0.0%	2 1.20%	1 0.53%	1 0.68%	1 0.75%	1 0.49%	0 0.0%
Sometimes	51 6.51%	46 6.55%	46 8.13%	975 8.77%	30 6.83%	27 7.54%	25 8.53%	237 8.15%	22 6.49%	29 9.86%	23 10.85%	8 5.26%	10 19.23% N	12 4.21%	12 24.49% P	10 3.50%	6 3.31%	16 10.19% Q	3 4.29%	7 7.29%	12 7.19%	13 6.91%	9 6.12%	6 4.48%	16 7.80%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	61 7.79%	54 7.69%	54 9.54%	1164 10.47% E	34 7.74%	33 9.22%	28 9.56%	268 9.21%	24 7.08%	30 10.20%	25 11.79%	13 8.55%	12 23.08% N	12 4.21%	13 26.53% P	10 3.50%	6 3.31%	18 11.46% Q	3 4.29%	7 7.29%	14 8.38%	14 7.45%	10 6.80%	7 5.22%	17 8.29%	0 0.0%
Usually	128 16.35%	126 17.95%	88 15.55%	2427 21.84% E	70 15.95%	62 17.32%	36 12.29%	749 25.75% I	65 19.17%	64 21.77%	32 15.09%	23 15.13%	21 40.38% N	44 15.44%	17 34.69% P	46 16.08%	25 13.81%	39 24.84% Q	12 17.14%	18 18.75%	31 18.56%	32 17.02%	31 21.09%	31 23.13%	34 16.59%	0 0.0%
Always	594 75.86%	522 74.36%	424 74.91%	7523 67.69%	335 76.31% D	263 73.46%	229 78.16%	1892 65.04%	250 73.75% H	200 68.03%	155 73.11%	116 76.32%	19 36.54%	229 80.35% M	19 38.78%	230 80.42% O	150 82.87% R	100 63.69%	55 78.57%	71 73.96%	122 73.05%	142 75.53%	106 72.11%	96 71.64%	154 75.12%	0 0.0%
CAHPS Rate (%Always + %Usually)	722 92.21%	648 92.31%	512 90.46%	9950 89.53%	405 92.26% D	325 90.78%	265 90.44%	2641 90.79%	315 92.92%	264 89.80%	187 88.21%	139 91.45%	40 76.92%	273 95.79% M	36 73.47%	276 96.50% O	175 96.69% R	139 88.54%	67 95.71%	89 92.71%	153 91.62%	174 92.55%	137 93.20%	127 94.78%	188 91.71%	0 0.0%
3-point composite mean	2.6807	2.6667	2.6537	2.5722	2.6856 D	2.6425	2.6860	2.5583	2.6667 H	2.5782	2.6132	2.6776	2.1346	2.7614 M	2.1224	2.7692 O	2.7956 R	2.5223	2.7429	2.6667	2.6467	2.6809	2.6531	2.6642	2.6683	0
4-point composite mean	3.6679	3.6553	3.6396	3.5552	3.6765 D	3.6257	3.6758	3.5476	3.6608 H	3.5748	3.6038	3.6447	3.0962	3.7614 M	3.1020	3.7692 O	3.7956 R	3.5096	3.7429	3.6667	3.6347	3.6755	3.6463	3.6567	3.6634	0
Sigma	971 100.00%	853 100.00%	781 100.00%	15249 100.00%	558 100.00%	457 100.00%	410 100.00%	3447 100.00%	380 100.00%	335 100.00%	256 100.00%	198 100.00%	59 100.00%	317 100.00%	49 100.00%	286 100.00%	210 100.00%	169 100.00%	79 100.00%	105 100.00%	190 100.00%	212 100.00%	164 100.00%	154 100.00%	226 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

													2017 CCC Population Plan Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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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?

													2017 CCC Population Plan Results - Qualified Respondents																												
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type																	
													2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Gen. Pop. Total (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop. Total (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Not Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)			
Total													971	853	781	5665	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0			
													100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%			
Multiple mark													0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
													0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
No response													28	26	87	157	16	17	46	109	12	9	11	6	1	11	0	6	8	4	4	4	4	9	3	11	1	0	0		
													2.88%	3.05%	11.14% AB	2.77%	2.87%	3.72%	11.22% EF	3.16%	3.16%	2.69%	4.30%	3.03%	1.69%	3.47%	0.0%	2.10% O	3.81%	2.37%	5.06%	3.81%	2.11%	4.25%	1.83%	7.14% Y	0.44%	0.44%	0.44%	0.0%	
Appropriately skipped													232	219	192	1841	138	113	103	550	52	50	41	60	7	45	7	40	31	21	28	4	19	27	25	13	39	0			
													23.89%	25.67%	24.58%	32.50% E	24.73% I	24.73%	25.12%	15.96%	13.68%	14.93%	16.02%	30.30%	11.86%	14.20%	14.29%	13.99%	14.76%	12.43%	35.44% TU	3.81%	10.00% T	12.74%	15.24%	8.44%	17.26% X	17.26%	17.26%	17.26%	0.0%
BASE = Those who responded													711	608	502	3667	404	327	261	2788	316	276	204	132	51	261	42	240	171	144	47	97	167	176	136	130	186	0			
													73.22% C	71.28% C	64.28%	64.73%	72.40% DG	71.55% G	63.66%	80.88%	83.16% E	82.39%	79.69%	66.67%	86.44%	82.33%	85.71%	83.92%	81.43%	85.21%	59.49%	92.38% S	87.89% S	83.02%	82.93%	84.42%	82.30%	82.30%	82.30%	0.0%	
Yes													69	78	72	391	33	37	35	507	50	55	46	8	8	41	12	34	22	28	8	15	26	34	15	21	29	0			
													9.70%	12.83%	14.34% A	10.66%	8.17%	11.31%	13.41% E	18.19%	15.82% E	19.93%	22.55%	6.06%	15.69%	15.71%	28.57%	14.17%	12.87%	19.44%	17.02%	15.46%	15.57%	19.32% W	11.03% W	16.15%	15.59%	15.59%	15.59%	0.0%	
No													642	530	430	3276	371	290	226	2281	266	221	158	124	43	220	30	206	149	116	39	82	141	142	121	109	157	0			
													90.30% C	87.17%	85.66%	89.34%	91.83% GI	88.69%	86.59%	81.81%	84.18%	80.07%	77.45%	93.94%	84.31%	84.29%	71.43%	85.83%	87.13%	80.56%	82.98%	84.54%	84.43%	80.68%	88.97% V	83.85% V	84.41%	84.41%	84.41%	0.0%	
Sigma													971	853	781	5665	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0			
													100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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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?

													2017 CCC Population Plan Results - Qualified Respondents															
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type				
													0-7		0-7		Excel/		Good/									
													Very		Fair/													
													Good		Poor													
													(Q)		(R)													
													(S)		(T)													
													(U)		(V)													
													(W)		(X)													
													(Y)		(Z)													

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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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?

													2017 CCC Population Plan Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

2017 CCC Population Plan Results - Qualified Respondents																											
														Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC. Qual. Total (I)	2016 CCC. Qual. Total (J)	2015 CCC. Qual. Total (K)	2017 CCC. Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)		
Total	971	853	781	5665	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	13	14	82	66	8	7	42	53	9	5	8	1	1	8	0	8	5	4	2	3	4	4	5	6	3	0	
	1.34%	1.64%	10.50% AB	1.17%	1.43%	1.53%	10.24% EF	1.54%	2.37%	1.49%	3.13%	0.51%	1.69%	2.52%	0.0%	2.80% O	2.38%	2.37%	2.53%	2.86%	2.11%	1.89%	3.05%	3.90%	1.33%	0.0%	
Appropriately skipped	887	774	637	5326	518	416	337	3001	330	289	217	182	53	273	42	247	193	137	62	92	170	182	144	135	195	0	
	91.35% C	90.74% C	81.56%	94.02%	92.83% GI	91.03% G	82.20%	87.06%	86.84%	86.27%	84.77%	91.92%	89.83%	86.12%	85.71%	86.36%	91.90% R	81.07%	78.48%	87.62%	89.47% S	85.85%	87.80%	87.66%	86.28%	0.0%	
BASE = Those who responded	71	65	62	273	32	34	31	393	41	41	31	15	5	36	7	31	12	28	15	10	16	26	15	13	28	0	
	7.31%	7.62%	7.94%	4.82%	5.73%	7.44%	7.56%	11.40%	10.79% E	12.24%	12.11%	7.58%	8.47%	11.36%	14.29%	10.84%	5.71% Q	16.57% Q	18.99% U	9.52%	8.42%	12.26%	9.15%	8.44%	12.39%	0.0%	
Never	7	13	6	16	2	8	3	36	4	11	2	1	1	3	2	2	1	3	2	1	1	3	1	2	2	0	
	9.86%	20.00%	9.68%	5.86%	6.25%	23.53% E	9.68%	9.16%	9.76%	26.83% IK	6.45%	6.67%	20.00%	8.33%	28.57%	6.45%	8.33%	10.71%	13.33%	10.00%	6.25%	11.54%	6.67%	15.38%	7.14%	0.0%	
Sometimes	7	10	8	38	4	5	4	56	5	8	5	2	2	3	1	2	1	4	1	1	3	3	2	1	4	0	
	9.86%	15.38%	12.90%	13.92%	12.50%	14.71%	12.90%	14.25%	12.20%	19.51%	16.13%	13.33%	40.00%	8.33%	14.29%	6.45%	8.33%	14.29%	6.67%	10.00%	18.75%	11.54%	13.33%	7.69%	14.29%	0.0%	
Bottom Two Box (%Never + %Sometimes)	14	23	14	54	6	13	7	92	9	19	7	3	3	6	3	4	2	7	3	2	4	6	3	3	6	0	
	19.72%	35.38% A	22.58%	19.78%	18.75%	38.24%	22.58%	23.41%	21.95%	46.34% IK	22.58%	20.00%	60.00%	16.67%	42.86%	12.90%	16.67%	25.00%	20.00%	20.00%	25.00%	23.08%	20.00%	23.08%	21.43%	0.0%	
Usually	13	8	8	59	7	5	6	83	8	6	4	3	0	8	1	7	3	5	0	5	3	7	1	2	6	0	
	18.31%	12.31%	12.90%	21.61%	21.88%	14.71%	19.35%	21.12%	19.51%	14.63%	12.90%	20.00%	0.0%	22.22%	14.29%	22.58%	25.00%	17.86%	0.0%	50.00%	18.75%	26.92%	6.67%	15.38%	21.43%	0.0%	
Always	44	34	40	160	19	16	18	218	24	16	20	9	2	22	3	20	7	16	12	3	9	13	11	8	16	0	
	61.97%	52.31%	64.52%	58.61%	59.38%	47.06%	58.06%	55.47%	58.54%	39.02%	64.52% J	60.00%	40.00%	61.11%	42.86%	64.52%	58.33%	57.14%	80.00%	30.00%	56.25%	50.00%	73.33%	61.54%	57.14%	0.0%	
CAHPS Rate (%Always + %Usually)	57	42	48	219	26	21	24	301	32	22	24	12	2	30	4	27	10	21	12	8	12	20	12	10	22	0	
	80.28% B	64.62%	77.42%	80.22%	81.25%	61.76%	77.42%	76.59%	78.05% J	53.66%	77.42% J	80.00%	40.00%	83.33%	57.14%	87.10%	83.33%	75.00%	80.00%	80.00%	75.00%	76.92%	80.00%	76.92%	78.57%	0.0%	
3-point composite mean	2.4225	2.1692	2.4194	2.3883	2.4063	2.0882	2.3548	2.3206	2.3659 J	1.9268	2.4194 J	2.4000	1.8000	2.4444	2.0000	2.5161	2.4167	2.3214	2.6000	2.1000	2.3125	2.2692	2.5333	2.3846	2.3571	0	
4-point composite mean	3.3239	2.9692	3.3226	3.3297	3.3438	2.8529	3.2581	3.2290	3.2683 J	2.6585	3.3548 J	3.3333	2.6000	3.3611	2.7143	3.4516	3.3333	3.2143	3.4667	3.0000	3.2500	3.1538	3.4667	3.2308	3.2857	0	
Sigma	971	853	781	5665	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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Children With Chronic Conditions

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?

														2017 CCC Population Plan Results - Qualified Respondents													
														Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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Children With Chronic Conditions

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?

													2017 CCC Population Plan Results - Qualified Respondents																	
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type						
													2017 CCC Pop. Not Qual.																	
2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Anthem Avg. Gen Pop	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Anthem Avg. CCC Pop	2017 CCC Pop. Total	2016 CCC Pop. Total	2015 CCC Pop. Total	2017 CCC Pop. Not Qual. Total		0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet				
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)		(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)				
Total	971	853	781	5665	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0				
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%				
Multiple mark	0	0	1	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%	0.13%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.39%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%				
No response	13	8	77	56	8	5	41	56	10	2	6	2	1	9	1	7	6	4	4	2	4	5	5	6	4	0				
	1.34%	0.94%	9.86% AB	0.99%	1.43%	1.09%	10.00% EF	1.62%	2.63% J	0.60%	2.34%	1.01%	1.69%	2.84%	2.04%	2.45%	2.86%	2.37%	5.06%	1.90%	2.11%	2.36%	3.05%	3.90%	1.77%	0.0%				
BASE = Those who responded	958	845	703	5609	550	452	369	3391	370	333	249	196	58	308	48	279	204	165	75	103	186	207	159	148	222	0				
	98.66% C	99.06% C	90.01%	99.01%	98.57% G	98.91% G	90.00%	98.38%	97.37%	99.40% I	97.27%	98.99%	98.31%	97.16%	97.96%	97.55%	97.14%	97.63%	94.94%	98.10%	97.89%	97.64%	96.95%	96.10%	98.23%	0.0%				
Yes	113	79	78	469	49	35	39	738	75	55	56	21	14	60	10	60	35	40	28	20	26	50	24	29	46	0				
	11.80%	9.35%	11.10%	8.36%	8.91%	7.74%	10.57%	21.76%	20.27% E	16.52%	22.49%	10.71%	24.14%	19.48%	20.83%	21.51%	17.16%	24.24%	37.33% TU	19.42%	13.98%	24.15% W	15.09%	19.59%	20.72%	0.0%				
No	845	766	625	5140	501	417	330	2653	295	278	193	175	44	248	38	219	169	125	47	83	160	157	135	119	176	0				
	88.20%	90.65%	88.90%	91.64%	91.09% I	92.26%	89.43%	78.24%	79.73%	83.48%	77.51%	89.29%	75.86%	80.52%	79.17%	78.49%	82.84%	75.76%	62.67%	80.58% S	86.02% S	75.85%	84.91% V	80.41%	79.28%	0.0%				
Sigma	971	853	781	5665	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0				
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%				

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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Children With Chronic Conditions

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

2017 CCC Population Plan Results - Qualified Respondents																											
														Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem CCC Pop Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Not Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	971 100.00%	853 100.00%	781 100.00%	5665 100.00%	558 100.00%	457 100.00%	410 100.00%	3447 100.00%	380 100.00%	335 100.00%	256 100.00%	198 100.00%	59 100.00%	317 100.00%	49 100.00%	286 100.00%	210 100.00%	169 100.00%	79 100.00%	105 100.00%	190 100.00%	212 100.00%	164 100.00%	154 100.00%	226 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	1 0.13%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.39%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
No response	15 1.54%	10 1.17%	81 10.37% AB	67 1.18%	9 1.61%	5 1.09%	42 10.24% EF	73 2.12%	11 2.89% J	2 0.60%	8 3.13% J	2 1.01%	2 3.39%	9 2.84%	2 4.08%	7 2.45%	6 2.86%	5 2.96%	4 5.06%	3 2.86%	4 2.11%	6 2.83%	5 3.05%	7 4.55%	4 1.77%	0 0.0%	
Appropriately skipped	845 87.02% C	766 89.80% C	625 80.03%	5140 90.73%	501 89.78% GI	417 91.25% G	330 80.49%	2653 76.97%	295 77.63%	278 82.99% K	193 75.39%	175 88.38%	44 74.58%	248 78.23%	38 77.55%	219 76.57%	169 80.48%	125 73.96%	47 59.49%	83 79.05% S	160 84.21% S	157 74.06%	135 82.32%	119 77.27%	176 77.88%	0 0.0%	
BASE = Those who responded	111 11.43%	77 9.03%	74 9.48%	458 8.08%	48 8.60%	35 7.66%	38 9.27%	721 20.92%	74 19.47% E	55 16.42%	54 21.09%	21 10.61%	13 22.03%	60 18.93%	9 18.37%	60 20.98%	35 16.67%	39 23.08%	28 35.44% TU	19 18.10%	26 13.68%	49 23.11% W	24 14.63%	28 18.18%	46 20.35%	0 0.0%	
Never	10 9.01%	15 19.48% AC	4 5.41%	44 9.61%	3 6.25%	6 17.14% G	0 0.0%	65 9.02%	5 6.76%	12 21.82% IK	3 5.56%	4 19.05%	2 15.38%	3 5.00%	1 11.11%	4 6.67%	2 5.71%	3 7.69%	2 7.14%	3 15.79%	0 0.0%	5 10.20%	0 0.0%	4 14.29%	1 2.17%	0 0.0%	
Sometimes	18 16.22%	11 14.29%	11 14.86%	75 16.38%	11 22.92%	8 22.86%	6 15.79%	103 14.29%	11 14.86%	9 16.36%	8 14.81%	2 9.52%	2 15.38%	9 15.00%	3 33.33%	7 11.67%	3 8.57%	8 20.51%	2 7.14%	2 10.53%	7 26.92%	7 14.29%	4 16.67%	4 14.29%	7 15.22%	0 0.0%	
Bottom Two Box (%Never + %Sometimes)	28 25.23%	26 33.77%	15 20.27%	119 25.98%	14 29.17%	14 40.00% G	6 15.79%	168 23.30%	16 21.62%	21 38.18% IK	11 20.37%	6 28.57%	4 30.77%	12 20.00%	4 44.44%	11 18.33%	5 14.29%	11 28.21%	4 14.29%	5 26.32%	7 26.92%	12 24.49%	4 16.67%	8 28.57%	8 17.39%	0 0.0%	
Usually	24 21.62% B	8 10.39%	12 16.22%	95 20.74%	10 20.83% F	2 5.71%	5 13.16%	160 22.19%	18 24.32% J	6 10.91%	9 16.67%	3 14.29%	6 46.15%	12 20.00%	4 44.44%	13 21.67%	10 28.57%	8 20.51%	9 32.14%	4 21.05%	5 19.23%	8 16.33%	10 41.67%	7 25.00%	11 23.91%	0 0.0%	
Always	59 53.15%	43 55.84%	47 63.51%	244 53.28%	24 50.00%	19 54.29%	27 71.05% E	393 54.51%	40 54.05%	28 50.91%	34 62.96%	12 57.14%	3 23.08%	36 60.00%	1 11.11%	36 60.00%	20 57.14%	20 51.28%	15 53.57%	10 52.63%	14 53.85%	29 59.18%	10 41.67%	13 46.43%	27 58.70%	0 0.0%	
CAHPS Rate (%Always + %Usually)	83 74.77%	51 66.23%	59 79.73%	339 74.02%	34 70.83%	21 60.00%	32 84.21% F	553 76.70%	58 78.38% J	34 61.82%	43 79.63% J	15 71.43%	9 69.23%	48 80.00%	5 55.56%	49 81.67%	30 85.71%	28 71.79%	24 85.71%	14 73.68%	19 73.08%	37 75.51%	20 83.33%	20 71.43%	38 82.61%	0 0.0%	
3-point composite mean	2.2793	2.2208	2.4324	2.2729	2.2083	2.1429	2.5526 F	2.3121	2.3243	2.1273	2.4259	2.2857	1.9231	2.4000	1.6667	2.4167	2.4286	2.2308	2.3929	2.2632	2.2692	2.3469	2.2500	2.1786	2.4130	0	
4-point composite mean	3.1892	3.0260	3.3784 B	3.1769	3.1458	2.9714	3.5526 EF	3.2219	3.2568	2.9091	3.3704 J	3.0952	2.7692	3.3500	2.5556	3.3500	3.3714	3.1538	3.3214	3.1053	3.2692	3.2449	3.2500	3.0357	3.3913	0	
Sigma	971 100.00%	853 100.00%	781 100.00%	5665 100.00%	558 100.00%	457 100.00%	410 100.00%	3447 100.00%	380 100.00%	335 100.00%	256 100.00%	198 100.00%	59 100.00%	317 100.00%	49 100.00%	286 100.00%	210 100.00%	169 100.00%	79 100.00%	105 100.00%	190 100.00%	212 100.00%	164 100.00%	154 100.00%	226 100.00%	0 0.0%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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Children With Chronic Conditions

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

													2017 CCC Population Plan Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Gen. Pop. Total (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Gen. Pop. CCC Pop (H)	2017 CCC. Pop. Qual. Total (I)	2016 CCC. Pop. Qual. Total (J)	2015 CCC. Pop. Qual. Total (K)	2017 CCC. Pop. Not Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	971	853	781	5665	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	17	9	80	69	10	5	42	70	11	3	7	3	2	9	2	7	6	5	4	3	4	6	5	7	4	0
	1.75%	1.06%	10.24% AB	1.22%	1.79%	1.09%	10.24% EF	2.03%	2.89% J	0.90%	2.73%	1.52%	3.39%	2.84%	4.08%	2.45%	2.86%	2.96%	5.06%	2.86%	2.11%	2.83%	3.05%	4.55%	1.77%	0.0%
Appropriately skipped	845	766	625	5140	501	417	330	2653	295	278	193	175	44	248	38	219	169	125	47	83	160	157	135	119	176	0
	87.02% C	89.80% C	80.03%	90.73%	89.78% GI	91.25% G	80.49%	76.97%	77.63%	82.99% K	75.39%	88.38%	74.58%	78.23%	77.55%	76.57%	80.48%	73.96%	59.49%	79.05% S	84.21% S	74.06%	82.32%	77.27%	77.88%	0.0%
BASE = Those who responded	109	78	76	456	47	35	38	724	74	54	56	20	13	60	9	60	35	39	28	19	26	49	24	28	46	0
	11.23%	9.14%	9.73%	8.05%	8.42%	7.66%	9.27%	21.00%	19.47% E	16.12%	21.88%	10.10%	22.03%	18.93%	18.37%	20.98%	16.67%	23.08%	35.44% TU	18.10%	13.68%	23.11% W	14.63%	18.18%	20.35%	0.0%
Yes	70	51	46	310	25	27	25	500	50	34	33	12	10	39	6	41	26	24	20	13	17	34	16	19	31	0
	64.22%	65.38%	60.53%	67.98%	53.19%	77.14% E	65.79%	69.06%	67.57%	62.96%	58.93%	60.00%	76.92%	65.00%	66.67%	68.33%	74.29%	61.54%	71.43%	68.42%	65.38%	69.39%	66.67%	67.86%	67.39%	0.0%
No	39	27	30	146	22	8	13	224	24	20	23	8	3	21	3	19	9	15	8	6	9	15	8	9	15	0
	35.78%	34.62%	39.47%	32.02%	46.81% F	22.86%	34.21%	30.94%	32.43%	37.04%	41.07%	40.00%	23.08%	35.00%	33.33%	31.67%	25.71%	38.46%	28.57%	31.58%	34.62%	30.61%	33.33%	32.14%	32.61%	0.0%
Sigma	971	853	781	5665	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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Children With Chronic Conditions

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?

													2017 CCC Population Plan Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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Children With Chronic Conditions

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

													2017 CCC Population Plan Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop Total (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop Total (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Not Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	971 100.00%	853 100.00%	781 100.00%	5665 100.00%	558 100.00%	457 100.00%	410 100.00%	3447 100.00%	380 100.00%	335 100.00%	256 100.00%	198 100.00%	59 100.00%	317 100.00%	49 100.00%	286 100.00%	210 100.00%	169 100.00%	79 100.00%	105 100.00%	190 100.00%	212 100.00%	164 100.00%	154 100.00%	226 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	14 1.44%	11 1.29%	84 10.76% AB	64 1.13%	8 1.43%	7 1.53%	43 10.49% EF	76 2.20%	6 1.58%	4 1.19%	11 4.30% J	4 2.02%	2 3.39%	3 0.95%	0 0.0%	2 0.70%	3 1.43%	3 1.78%	1 1.27%	1 0.95%	4 2.11%	1 0.47%	5 3.05%	4 2.60%	2 0.88%	0 0.0%
Appropriately skipped	775 79.81% C	695 81.48% C	587 75.16%	4945 87.29%	472 84.59% GI	387 84.68% G	319 77.80%	1985 57.59%	219 57.63%	213 63.58%	155 60.55%	180 90.91%	34 57.63%	183 57.73%	26 53.06%	168 58.74%	123 58.57%	95 56.21%	56 70.89% U	61 58.10%	98 51.58%	119 56.13%	99 60.37%	86 55.84%	133 58.85%	0 0.0%
BASE = Those who responded	182 18.74% C	147 17.23%	110 14.08%	656 11.58%	78 13.98%	63 13.79%	48 11.71%	1386 40.21%	155 40.79% E	118 35.22%	90 35.16%	14 7.07%	23 38.98%	131 41.32%	23 46.94%	116 40.56%	84 40.00%	71 42.01%	22 27.85%	43 40.95%	88 46.32% S	92 43.40%	60 36.59%	64 41.56%	91 40.27%	0 0.0%
Never	18 9.89%	16 10.88%	10 9.09%	64 9.76%	10 12.82%	6 9.52%	3 6.25%	105 7.58%	16 10.32%	13 11.02%	4 4.44%	1 7.14%	3 13.04%	13 9.92%	5 21.74%	8 6.90%	5 5.95%	11 15.49%	2 9.09%	9 20.93% U	5 5.68%	9 9.78%	7 11.67%	6 9.38%	10 10.99%	0 0.0%
Sometimes	18 9.89%	19 12.93%	18 16.36%	106 16.16%	10 12.82%	8 12.70%	6 12.50%	192 13.85% I	11 7.10%	14 11.86%	16 17.78% I	3 21.43%	3 13.04%	8 6.11%	4 17.39%	7 6.03%	4 4.76%	7 9.86%	2 9.09%	1 2.33%	8 9.09%	5 5.43%	5 8.33%	1 1.56%	10 10.99% X	0 0.0%
Bottom Two Box (%Never + %Sometimes)	36 19.78%	35 23.81%	28 25.45%	170 25.91%	20 25.64%	14 22.22%	9 18.75%	297 21.43%	27 17.42%	27 22.88%	20 22.22%	4 28.57%	6 26.09%	21 16.03%	9 39.13%	15 12.93%	9 10.71%	18 25.35% Q	4 18.18%	10 23.26%	13 14.77%	14 15.22%	12 20.00%	7 10.94%	20 21.98%	0 0.0%
Usually	37 20.33%	28 19.05%	20 18.18%	145 22.10%	16 20.51%	13 20.63%	5 10.42%	319 23.02%	33 21.29%	22 18.64%	18 20.00%	1 7.14%	7 30.43%	26 19.85%	6 26.09%	25 21.55%	14 16.67%	19 26.76%	5 22.73%	9 20.93%	18 20.45%	18 19.57%	14 23.33%	16 25.00%	17 18.68%	0 0.0%
Always	109 59.89%	84 57.14%	62 56.36%	341 51.98%	42 53.85%	36 57.14%	34 70.83%	770 55.56%	95 61.29%	69 58.47%	52 57.78%	9 64.29%	10 43.48%	84 64.12%	8 34.78%	76 65.52%	61 72.62% R	34 47.89%	13 59.09%	24 55.81%	57 64.77%	60 65.22%	34 56.67%	41 64.06%	54 59.34%	0 0.0%
CAHPS Rate (%Always + %Usually)	146 80.22%	112 76.19%	82 74.55%	486 74.09%	58 74.36%	49 77.78%	39 81.25%	1089 78.57%	128 82.58%	91 77.12%	70 77.78%	10 71.43%	17 73.91%	110 83.97%	14 60.87%	101 87.07%	75 89.29% R	53 74.65%	18 81.82%	33 76.74%	75 85.23%	78 84.78%	48 80.00%	57 89.06%	71 78.02%	0 0.0%
3-point composite mean	2.4011	2.3333	2.3091	2.2607	2.2821	2.3492	2.5208	2.3413	2.4387	2.3559	2.3556	2.3571	2.1739	2.4809	1.9565	2.5259	2.6190 R	2.2254	2.4091	2.3256	2.5000	2.5000	2.3667	2.5313	2.3736	0
4-point composite mean	3.3022	3.2245	3.2182	3.1631	3.1538	3.2540	3.4583	3.2655	3.3355	3.2458	3.3111	3.2857	3.0435	3.3817	2.7391	3.4569	3.5595 R	3.0704	3.3182	3.1163	3.4432	3.4022	3.2500	3.4375	3.2637	0
Sigma	971 100.00%	853 100.00%	781 100.00%	5665 100.00%	558 100.00%	457 100.00%	410 100.00%	3447 100.00%	380 100.00%	335 100.00%	256 100.00%	198 100.00%	59 100.00%	317 100.00%	49 100.00%	286 100.00%	210 100.00%	169 100.00%	79 100.00%	105 100.00%	190 100.00%	212 100.00%	164 100.00%	154 100.00%	226 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

													2017 CCC Population Plan Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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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?

													2017 CCC Population Plan Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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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?

													2017 CCC Population Plan Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC. Pop. Qual. Total (I)	2016 CCC. Pop. Qual. Total (J)	2015 CCC. Pop. Qual. Total (K)	2017 CCC. Pop. Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	971 100.00%	853 100.00%	781 100.00%	5665 100.00%	558 100.00%	457 100.00%	410 100.00%	3447 100.00%	380 100.00%	335 100.00%	256 100.00%	198 100.00%	59 100.00%	317 100.00%	49 100.00%	286 100.00%	210 100.00%	169 100.00%	79 100.00%	105 100.00%	190 100.00%	212 100.00%	164 100.00%	154 100.00%	226 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	19 1.96%	27 3.17%	87 11.14% AB	105 1.85%	14 2.51%	15 3.28%	47 11.46% EF	90 2.61%	9 2.37%	7 2.09%	11 4.30%	3 1.52%	2 3.39%	6 1.89%	1 2.04%	5 1.75%	6 2.86%	3 1.78%	1 1.27%	4 3.81%	4 2.11%	4 1.89%	5 3.05%	5 3.25%	4 1.77%	0 0.0%
Appropriately skipped	735 75.70% C	634 74.33%	550 70.42%	4488 79.22%	441 79.03% GI	361 78.99% G	296 72.20%	1934 56.11%	234 61.58% H	205 61.19%	163 63.67%	157 79.29%	37 62.71%	194 61.20%	26 53.06%	174 60.84%	133 63.33%	100 59.17%	49 62.03%	63 60.00%	119 62.63%	134 63.21%	98 59.76%	94 61.04%	140 61.95%	0 0.0%
BASE = Those who responded	217 22.35% C	192 22.51% C	144 18.44%	1072 18.92%	103 18.46%	81 17.72%	67 16.34%	1423 41.28% I	137 36.05% E	123 36.72%	82 32.03%	38 19.19%	20 33.90%	117 36.91%	22 44.90%	107 37.41%	71 33.81%	66 39.05%	29 36.71%	38 36.19%	67 35.26%	74 34.91%	61 37.20%	55 35.71%	82 36.28%	0 0.0%
Yes	129 59.45%	121 63.02%	91 63.19%	624 58.21%	58 56.31%	45 55.56%	41 61.19%	877 61.63%	82 59.85%	80 65.04%	58 70.73%	23 60.53%	9 45.00%	73 62.39%	13 59.09%	65 60.75%	45 63.38%	37 56.06%	21 72.41%	20 52.63%	38 56.72%	42 56.76%	38 62.30%	39 70.91% Y	43 52.44%	0 0.0%
No	88 40.55%	71 36.98%	53 36.81%	448 41.79%	45 43.69%	36 44.44%	26 38.81%	546 38.37%	55 40.15%	43 34.96%	24 29.27%	15 39.47%	11 55.00%	44 37.61%	9 40.91%	42 39.25%	26 36.62%	29 43.94%	8 27.59%	18 47.37%	29 43.28%	32 43.24%	23 37.70%	16 29.09%	39 47.56% X	0 0.0%
Sigma	971 100.00%	853 100.00%	781 100.00%	5665 100.00%	558 100.00%	457 100.00%	410 100.00%	3447 100.00%	380 100.00%	335 100.00%	256 100.00%	198 100.00%	59 100.00%	317 100.00%	49 100.00%	286 100.00%	210 100.00%	169 100.00%	79 100.00%	105 100.00%	190 100.00%	212 100.00%	164 100.00%	154 100.00%	226 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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30. A personal doctor is the one your child would see if he or she needs a checkup, has a health problem or gets sick or hurt. Does your child have a personal doctor?

													2017 CCC Population Plan Results - Qualified Respondents														
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type			

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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Children With Chronic Conditions

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

2017 CCC Population Plan Results - Qualified Respondents																										
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
													0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC. Pop. Qual. Total (I)	2016 CCC. Pop. Qual. Total (J)	2015 CCC. Pop. Qual. Total (K)	2017 CCC. Pop. Not Qual. Total (L)	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	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%	0.12%	0.13%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	45	23	100	645	26	11	51	131	21	10	16	9	6	15	4	8	10	11	6	5	10	13	8	11	10	0
	4.63% B	2.70%	12.80% AB	4.23%	4.66% F	2.41%	12.44% EF	3.80%	5.53%	2.99%	6.25%	4.55%	10.17%	4.73%	8.16%	2.80%	4.76%	6.51%	7.59%	4.76%	5.26%	6.13%	4.88%	7.14%	4.42%	0.0%
Appropriately skipped	106	79	90	1753	69	47	52	256	30	19	13	20	10	19	8	20	15	15	5	4	21	16	14	9	21	0
	10.92%	9.26%	11.52%	11.50%	12.37% I	10.28%	12.68%	7.43%	7.89%	5.67%	5.08%	10.10%	16.95% N	5.99%	16.33%	6.99%	7.14%	8.88%	6.33%	3.81%	11.05% T	7.55%	8.54%	5.84%	9.29%	0.0%
BASE = Those who responded	820	750	590	12851	463	399	307	3060	329	306	227	169	43	283	37	258	185	143	68	96	159	183	142	134	195	0
	84.45% C	87.92% AC	75.54%	84.27%	82.97% G	87.31% G	74.88%	88.77%	86.58%	91.34% I	88.67%	85.35%	72.88%	89.27% M	75.51%	90.21% O	88.10%	84.62%	86.08%	91.43% U	83.68%	86.32%	86.59%	87.01%	86.28%	0.0%
None	101	94	77	2440	66	64	47	394	18	28	13	22	3	14	1	3	12	6	0	6	12	10	8	9	9	0
	12.32%	12.53%	13.05%	18.99% E	14.25% I	16.04%	15.31%	12.88% I	5.47%	9.15%	5.73%	13.02%	6.98%	4.95%	2.70%	1.16%	6.49%	4.20%	0.0%	6.25% S	7.55% S	5.46%	5.63%	6.72%	4.62%	0.0%
1 time	203	172	145	4206	124	109	83	810	67	54	50	42	9	58	7	55	44	23	11	26	30	35	32	29	38	0
	24.76%	22.93%	24.58%	32.73% E	26.78% I	27.32%	27.04%	26.47% I	20.36%	17.65%	22.03%	24.85%	20.93%	20.49%	18.92%	21.32%	23.78%	16.08%	16.18%	27.08%	18.87%	19.13%	22.54%	21.64%	19.49%	0.0%
2	213	168	146	3068	119	91	78	776	87	57	58	41	10	76	9	69	53	33	23	23	38	55	31	34	53	0
	25.98%	22.40%	24.75%	23.87%	25.70%	22.81%	25.41%	25.36%	26.44% J	18.63%	25.55%	24.26%	23.26%	26.86%	24.32%	26.74%	28.65%	23.08%	33.82%	23.96%	23.90%	30.05%	21.83%	25.37%	27.18%	0.0%
3	121	112	81	1530	55	46	39	469	66	49	35	25	12	53	6	57	30	36	15	16	33	34	31	24	42	0
	14.76%	14.93%	13.73%	11.91%	11.88%	11.53%	12.70%	15.33%	20.06% HE	16.01%	15.42%	14.79%	27.91%	18.73%	16.22%	22.09%	16.22%	25.17% Q	22.06%	16.67%	20.75%	18.58%	21.83%	17.91%	21.54%	0.0%
4	66	78	51	736	41	39	27	250	31	34	24	13	5	26	6	23	14	17	6	10	15	18	13	14	17	0
	8.05%	10.40%	8.64%	5.73%	8.86% D	9.77%	8.79%	8.17%	9.42%	11.11%	10.57%	7.69%	11.63%	9.19%	16.22%	8.91%	7.57%	11.89%	8.82%	10.42%	9.43%	9.84%	9.15%	10.45%	8.72%	0.0%
5 to 9	93	108	74	706	46	48	30	283	49	72	39	21	4	45	7	41	27	22	12	9	27	25	22	22	27	0
	11.34%	14.40%	12.54%	5.49%	9.94% D	12.03%	9.77%	9.25%	14.89% HE	23.53% I	17.18%	12.43%	9.30%	15.90%	18.92%	15.89%	14.59%	15.38%	17.65%	9.38%	16.98%	13.66%	15.49%	16.42%	13.85%	0.0%
10 or more times	23	18	16	165	12	2	3	78	11	12	8	5	0	11	1	10	5	6	1	6	4	6	5	2	9	0
	2.80%	2.40%	2.71%	1.28%	2.59% F	0.50%	0.98%	2.55%	3.34%	3.92%	3.52%	2.96%	0.0%	3.89% M	2.70%	3.88%	2.70%	4.20%	1.47%	6.25%	2.52%	3.28%	3.52%	1.49%	4.62%	0.0%
Average	2.6762	2.8493	2.7153	1.9361	2.5119 D	2.3709	2.3176	2.5245	3.1717 HE	3.6111 I	3.2599	2.7249	2.6279	3.2703 M	3.4730	3.3643	2.9595	3.4545	3.2721	3.1042	3.1698	3.1093	3.2077	3.0149	3.2795	0

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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Children With Chronic Conditions

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

2017 CCC Population Plan Results - Qualified Respondents																										
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Anthem Avg. Gen Pop	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Anthem Avg. Gen Pop	2017 CCC. Pop. Qual. Total	2016 CCC. Pop. Qual. Total	2015 CCC. Pop. Qual. Total	2017 CCC. Pop. Not Qual. Total	Overall Rating of Health Plan	Overall Rating of Health Care	Health Status	Age			Gender		Survey Type						
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	(S)	(T)	(U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Standard deviation	2.5846	2.6116	2.6201	2.0542	2.5279	2.2008	2.1866	2.4713	2.6527	2.9593	2.7604	2.6585	1.7787	2.7576	2.5784	2.6874	2.5826	2.7225	2.2694	3.0198	2.5934	2.6055	2.7077	2.4087	2.8029	0
Sigma	971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

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?

2017 CCC Population Plan Results - Qualified Respondents																										
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop Total (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop Total (H)	2017 CCC. Pop. Qual. Total (I)	2016 CCC. Pop. Qual. Total (J)	2015 CCC. Pop. Qual. Total (K)	2017 CCC. Pop. Not Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	971 100.00%	853 100.00%	781 100.00%	15249 100.00%	558 100.00%	457 100.00%	410 100.00%	3447 100.00%	380 100.00%	335 100.00%	256 100.00%	198 100.00%	59 100.00%	317 100.00%	49 100.00%	286 100.00%	210 100.00%	169 100.00%	79 100.00%	105 100.00%	190 100.00%	212 100.00%	164 100.00%	154 100.00%	226 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	1 0.13%	0 0.0%	0 0.0%	0 0.0%	1 0.24%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	46 4.74%	26 3.05%	106 13.57% AB	705 4.62%	26 4.66%	12 2.63%	52 12.68% EF	143 4.15%	21 5.53%	11 3.28%	16 6.25%	10 5.05%	6 10.17%	15 4.73%	4 8.16%	8 2.80%	10 4.76%	11 6.51%	6 7.59%	5 4.76%	10 5.26%	13 6.13%	8 4.88%	11 7.14%	10 4.42%	0 0.0%
Appropriately skipped	207 21.32%	173 20.28%	167 21.38%	4193 27.50%	135 24.19% I	111 24.29%	99 24.15%	650 18.86% I	48 12.63%	47 14.03%	26 10.16%	42 21.21%	13 22.03% N	33 10.41%	9 18.37%	23 8.04%	27 12.86%	21 12.43%	5 6.33%	10 9.52%	33 17.37% ST	26 12.26%	22 13.41%	18 11.69%	30 13.27%	0 0.0%
BASE = Those who responded	718 73.94% C	654 76.67% C	507 64.92%	10351 67.88%	397 71.15% G	334 73.09% G	258 62.93%	2654 76.99%	311 81.84% HE	277 82.69%	214 83.59%	146 73.74%	40 67.80%	269 84.86% M	36 73.47%	255 89.16% O	173 82.38%	137 81.07%	68 86.08%	90 85.71%	147 77.37%	173 81.60%	134 81.71%	125 81.17%	186 82.30%	0 0.0%
Never	9 1.25%	10 1.53%	13 2.56%	102 0.99%	4 1.01%	6 1.80%	8 3.10%	22 0.83%	5 1.61%	4 1.44%	6 2.80%	4 2.74%	2 5.00%	3 1.12%	2 5.56%	2 0.78%	3 1.73%	2 1.46%	1 1.47%	2 2.22%	2 1.36%	3 1.73%	2 1.49%	2 1.60%	3 1.61%	0 0.0%
Sometimes	30 4.18%	30 4.59%	15 2.96%	529 5.11%	19 4.79%	15 4.49%	7 2.71%	96 3.62%	7 2.25%	12 4.33%	8 3.74%	5 3.42%	2 5.00%	5 1.86%	3 8.33%	4 1.57%	3 1.73%	4 2.92%	0 0.0%	4 4.44% S	3 2.04%	4 2.31%	3 2.24%	1 0.80%	6 3.23%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	39 5.43%	40 6.12%	28 5.52%	631 6.10%	23 5.79%	21 6.29%	15 5.81%	118 4.45%	12 3.86%	16 5.78%	14 6.54%	9 6.16%	4 10.00%	8 2.97%	5 13.89% P	6 2.35%	6 3.47%	6 4.38%	1 1.47%	6 6.67%	5 3.40%	7 4.05%	5 3.73%	3 2.40%	9 4.84%	0 0.0%
Usually	62 8.64%	64 9.79%	49 9.66%	1314 12.69% E	35 8.82%	30 8.98%	16 6.20%	355 13.38% I	29 9.32%	35 12.64%	23 10.75%	10 6.85%	5 12.50%	24 8.92%	4 11.11%	21 8.24%	14 8.09%	14 10.22%	6 8.82%	6 6.67%	16 10.88%	18 10.40%	10 7.46%	13 10.40%	16 8.60%	0 0.0%
Always	617 85.93%	550 84.10%	430 84.81%	8406 81.21%	339 85.39% D	283 84.73%	227 87.98%	2181 82.18%	270 86.82% H	226 81.59%	177 82.71%	127 86.99%	31 77.50%	237 88.10%	27 75.00%	228 89.41%	153 88.44%	117 85.40%	61 89.71%	78 86.67%	126 85.71%	148 85.55%	119 88.81%	109 87.20%	161 86.56%	0 0.0%
CAHPS Rate (%Always + %Usually)	679 94.57%	614 93.88%	479 94.48%	9720 93.90%	374 94.21%	313 93.71%	243 94.19%	2536 95.55%	299 96.14%	261 94.22%	200 93.46%	137 93.84%	36 90.00%	261 97.03%	31 86.11%	249 97.65% O	167 96.53%	131 95.62%	67 98.53%	84 93.33%	142 96.60%	166 95.95%	129 96.27%	122 97.60%	177 95.16%	0 0.0%
3-point composite mean	2.8050	2.7798	2.7929	2.7511	2.7960	2.7844	2.8217	2.7773	2.8296	2.7581	2.7617	2.8082	2.6750	2.8513	2.6111	2.8706 O	2.8497	2.8102	2.8824	2.8000	2.8231	2.8150	2.8507	2.8480	2.8172	0
4-point composite mean	3.7925	3.7645	3.7673	3.7413	3.7859	3.7665	3.7907	3.7690	3.8135	3.7437	3.7336	3.7808	3.6250	3.8401	3.5556	3.8627 O	3.8324	3.7956	3.8676	3.7778	3.8095	3.7977	3.8358	3.8320	3.8011	0
Sigma	971 100.00%	853 100.00%	781 100.00%	15249 100.00%	558 100.00%	457 100.00%	410 100.00%	3447 100.00%	380 100.00%	335 100.00%	256 100.00%	198 100.00%	59 100.00%	317 100.00%	49 100.00%	286 100.00%	210 100.00%	169 100.00%	79 100.00%	105 100.00%	190 100.00%	212 100.00%	164 100.00%	154 100.00%	226 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

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

2017 CCC Population Plan Results - Qualified Respondents																										
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop Total (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop Total (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Not Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	1	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%	0.13%	0.0%	0.0%	0.0%	0.24%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	46	24	108	711	26	11	53	141	21	10	16	10	6	15	4	8	10	11	6	5	10	13	8	11	10	0
	4.74%	2.81%	13.83%	4.66%	4.66%	2.41%	12.93%	4.09%	5.53%	2.99%	6.25%	5.05%	10.17%	4.73%	8.16%	2.80%	4.76%	6.51%	7.59%	4.76%	5.26%	6.13%	4.88%	7.14%	4.42%	0.0%
	B		AB		F		EF																			
Appropriately skipped	207	173	167	4193	135	111	99	650	48	47	26	42	13	33	9	23	27	21	5	10	33	26	22	18	30	0
	21.32%	20.28%	21.38%	27.50%	24.19%	24.29%	24.15%	18.86%	12.63%	14.03%	10.16%	21.21%	22.03%	10.41%	18.37%	8.04%	12.86%	12.43%	6.33%	9.52%	17.37%	12.26%	13.41%	11.69%	13.27%	0.0%
				I				I					N							ST						
BASE = Those who responded	718	656	505	10345	397	335	257	2656	311	278	214	146	40	269	36	255	173	137	68	90	147	173	134	125	186	0
	73.94%	76.91%	64.66%	67.84%	71.15%	73.30%	62.68%	77.05%	81.84%	82.99%	83.59%	73.74%	67.80%	84.86%	73.47%	89.16%	82.38%	81.07%	86.08%	85.71%	77.37%	81.60%	81.71%	81.17%	82.30%	0.0%
	C	C			G	G		HE						M		O										
Never	6	7	9	60	2	5	4	17	2	3	4	3	1	1	1	0	1	1	0	0	2	0	2	2	0	0
	0.84%	1.07%	1.78%	0.58%	0.50%	1.49%	1.56%	0.64%	0.64%	1.08%	1.87%	2.05%	2.50%	0.37%	2.78%	0.0%	0.58%	0.73%	0.0%	0.0%	1.36%	0.0%	1.49%	1.60%	0.0%	0.0%
Sometimes	20	22	18	455	12	12	8	114	9	14	12	2	3	6	4	5	5	4	0	4	5	6	3	2	7	0
	2.79%	3.35%	3.56%	4.40%	3.02%	3.58%	3.11%	4.29%	2.89%	5.04%	5.61%	1.37%	7.50%	2.23%	11.11%	1.96%	2.89%	2.92%	0.0%	4.44%	3.40%	3.47%	2.24%	1.60%	3.76%	0.0%
				S																S						
Bottom Two Box (%Never + %Sometimes)	26	29	27	515	14	17	12	131	11	17	16	5	4	7	5	5	6	5	0	4	7	6	5	4	7	0
	3.62%	4.42%	5.35%	4.98%	3.53%	5.07%	4.67%	4.93%	3.54%	6.12%	7.48%	3.42%	10.00%	2.60%	13.89%	1.96%	3.47%	3.65%	0.0%	4.44%	4.76%	3.47%	3.73%	3.20%	3.76%	0.0%
														P						S	S					
Usually	59	64	39	1270	32	32	17	343	24	27	18	14	3	21	10	14	15	9	5	8	10	14	10	10	14	0
	8.22%	9.76%	7.72%	12.28%	8.06%	9.55%	6.61%	12.91%	7.72%	9.71%	8.41%	9.59%	7.50%	7.81%	27.78%	5.49%	8.67%	6.57%	7.35%	8.89%	6.80%	8.09%	7.46%	8.00%	7.53%	0.0%
				E				I						P												
Always	633	563	439	8560	351	286	228	2182	276	234	180	127	33	241	21	236	152	123	63	78	130	153	119	111	165	0
	88.16%	85.82%	86.93%	82.75%	88.41%	85.37%	88.72%	82.15%	88.75%	84.17%	84.11%	86.99%	82.50%	89.59%	58.33%	92.55%	87.86%	89.78%	92.65%	86.67%	88.44%	88.44%	88.81%	88.80%	88.71%	0.0%
				D				H								O										
CAHPS Rate (%Always + %Usually)	692	627	478	9830	383	318	245	2525	300	261	198	141	36	262	31	250	167	132	68	86	140	167	129	121	179	0
	96.38%	95.58%	94.65%	95.02%	96.47%	94.93%	95.33%	95.07%	96.46%	93.88%	92.52%	96.58%	90.00%	97.40%	86.11%	98.04%	96.53%	96.35%	100.00%	95.56%	95.24%	96.53%	96.27%	96.80%	96.24%	0.0%
																O			TU							
3-point composite mean	2.8454	2.8140	2.8158	2.7777	2.8489	2.8030	2.8405	2.7722	2.8521	2.7806	2.7664	2.8356	2.7250	2.8699	2.4444	2.9059	2.8439	2.8613	2.9265	2.8222	2.8367	2.8497	2.8507	2.8560	2.8495	0
					D				H							O										
4-point composite mean	3.8370	3.8034	3.7980	3.7719	3.8438	3.7881	3.8249	3.7658	3.8457	3.7698	3.7477	3.8151	3.7000	3.8662	3.4167	3.9059	3.8382	3.8540	3.9265	3.8222	3.8231	3.8497	3.8358	3.8400	3.8495	0
					D				H							O										
Sigma	971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

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

2017 CCC Population Plan Results - Qualified Respondents																										
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC. Pop. Qual. Total (I)	2016 CCC. Pop. Qual. Total (J)	2015 CCC. Pop. Qual. Total (K)	2017 CCC. Pop. Not Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	971 100.00%	853 100.00%	781 100.00%	15249 100.00%	558 100.00%	457 100.00%	410 100.00%	3447 100.00%	380 100.00%	335 100.00%	256 100.00%	198 100.00%	59 100.00%	317 100.00%	49 100.00%	286 100.00%	210 100.00%	169 100.00%	79 100.00%	105 100.00%	190 100.00%	212 100.00%	164 100.00%	154 100.00%	226 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	2 0.26%	0 0.0%	0 0.0%	0 0.0%	2 0.49%	0 0.0%	0 0.0%	0 0.0%	1 0.39%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	47 4.84%	25 2.93%	108 13.83%	703 4.61%	27 4.84%	11 2.41%	53 12.93%	138 4.00%	21 5.53%	10 2.99%	16 6.25%	10 5.05%	6 10.17%	15 4.73%	4 8.16%	8 2.80%	10 4.76%	11 6.51%	6 7.59%	5 4.76%	10 5.26%	13 6.13%	8 4.88%	11 7.14%	10 4.42%	0 0.0%
Appropriately skipped	207 21.32%	173 20.28%	167 21.38%	4193 27.50%	135 24.19%	111 24.29%	99 24.15%	650 18.86%	48 12.63%	47 14.03%	26 10.16%	42 21.21%	13 22.03%	33 10.41%	9 18.37%	23 8.04%	27 12.86%	21 12.43%	5 6.33%	10 9.52%	33 17.37%	26 12.26%	22 13.41%	18 11.69%	30 13.27%	0 0.0%
BASE = Those who responded	717 73.84%	655 76.79%	504 64.53%	10353 67.89%	396 70.97%	335 73.30%	256 62.44%	2659 77.14%	311 81.84%	278 82.99%	213 83.20%	146 73.74%	40 67.80%	269 84.86%	36 73.47%	255 89.16%	173 82.38%	137 81.07%	68 86.08%	90 85.71%	147 77.37%	173 81.60%	134 81.71%	125 81.17%	186 82.30%	0 0.0%
Never	6 0.84%	4 0.61%	4 0.79%	57 0.55%	3 0.76%	2 0.60%	3 1.17%	13 0.49%	2 0.64%	2 0.72%	2 0.94%	2 1.37%	1 2.50%	1 0.37%	1 2.78%	0 0.0%	1 0.58%	1 0.73%	0 0.0%	0 0.0%	2 1.36%	0 0.0%	2 1.49%	2 1.60%	0 0.0%	0 0.0%
Sometimes	21 2.93%	25 3.82%	18 3.57%	323 3.12%	12 3.03%	14 4.18%	8 3.13%	98 3.69%	10 3.22%	14 5.04%	10 4.69%	3 2.05%	4 10.00%	6 2.23%	5 13.89%	5 1.96%	5 2.89%	5 3.65%	1 1.47%	2 2.22%	5 3.40%	7 4.05%	2 1.49%	3 2.40%	7 3.76%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	27 3.77%	29 4.43%	22 4.37%	380 3.67%	15 3.79%	16 4.78%	11 4.30%	111 4.17%	12 3.86%	16 5.76%	12 5.63%	5 3.42%	5 12.50%	7 2.60%	6 16.67%	5 1.96%	6 3.47%	6 4.38%	1 1.47%	2 2.22%	7 4.76%	7 4.05%	4 2.99%	5 4.00%	7 3.76%	0 0.0%
Usually	49 6.83%	47 7.18%	30 5.95%	1020 9.85%	28 7.07%	26 7.76%	13 5.08%	256 9.63%	14 4.50%	20 7.19%	13 6.10%	14 9.59%	1 2.50%	13 4.83%	4 11.11%	8 3.14%	6 3.47%	8 5.84%	2 2.94%	2 2.22%	9 6.12%	10 5.78%	4 2.99%	5 4.00%	9 4.84%	0 0.0%
Always	641 89.40%	579 88.40%	452 89.68%	8953 86.48%	353 89.14%	293 87.46%	232 90.63%	2292 86.20%	285 91.64%	242 87.05%	188 88.26%	127 86.99%	34 85.00%	249 92.57%	26 72.22%	242 94.90%	161 93.06%	123 89.78%	65 95.59%	86 95.56%	131 89.12%	156 90.17%	126 94.03%	115 92.00%	170 91.40%	0 0.0%
CAHPS Rate (%Always + %Usually)	690 96.23%	626 95.57%	482 95.63%	9973 96.33%	381 96.21%	319 95.22%	245 95.70%	2548 95.83%	299 96.14%	262 94.24%	201 94.37%	141 96.58%	35 87.50%	262 97.40%	30 83.33%	250 98.04%	167 96.53%	131 95.62%	67 98.53%	88 97.78%	140 95.24%	166 95.95%	130 97.01%	120 96.00%	179 96.24%	0 0.0%
3-point composite mean	2.8563	2.8397	2.8532	2.8281	2.8535	2.8269	2.8633	2.8202	2.8778	2.8129	2.8263	2.8356	2.7250	2.8996	2.5556	2.9294	2.8960	2.8540	2.9412	2.9333	2.8435	2.8613	2.9104	2.8800	2.8763	0
4-point composite mean	3.8480	3.8336	3.8452	3.8226	3.8460	3.8209	3.8516	3.8153	3.8714	3.8058	3.8169	3.8219	3.7000	3.8959	3.5278	3.9294	3.8902	3.8467	3.9412	3.9333	3.8299	3.8613	3.8955	3.8640	3.8763	0
Sigma	971 100.00%	853 100.00%	781 100.00%	15249 100.00%	558 100.00%	457 100.00%	410 100.00%	3447 100.00%	380 100.00%	335 100.00%	256 100.00%	198 100.00%	59 100.00%	317 100.00%	49 100.00%	286 100.00%	210 100.00%	169 100.00%	79 100.00%	105 100.00%	190 100.00%	212 100.00%	164 100.00%	154 100.00%	226 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

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

2017 CCC Population Plan Results - Qualified Respondents																										
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

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?

													2017 CCC Population Plan Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

2017 CCC Population Plan Results - Qualified Respondents																											
														Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Anthem Avg. Gen Pop	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Anthem Avg. CCC Pop	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Not Qual.	0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet		
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)		
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	
Multiple mark	0	0	2	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.26%	0.0%	0.0%	0.0%	0.24%	0.0%	0.0%	0.0%	0.39%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	49	27	110	743	29	13	54	148	23	11	16	10	6	17	5	8	12	11	7	6	10	15	8	13	10	0	
	5.05%	3.17%	14.08%	4.87%	5.20%	2.84%	13.17%	4.29%	6.05%	3.28%	6.25%	5.05%	10.17%	5.36%	10.20%	2.80%	5.71%	6.51%	8.86%	5.71%	5.26%	7.08%	4.88%	8.44%	4.42%	0.0%	
	B		AB				EF																				
Appropriately skipped	207	173	167	4193	135	111	99	650	48	47	26	42	13	33	9	23	27	21	5	10	33	26	22	18	30	0	
	21.32%	20.28%	21.38%	27.50%	24.19%	24.29%	24.15%	18.86%	12.63%	14.03%	10.16%	21.21%	22.03%	10.41%	18.37%	8.04%	12.86%	12.43%	6.33%	9.52%	17.37%	12.26%	13.41%	11.69%	13.27%	0.0%	
				I				I					N							ST							
BASE = Those who responded	715	653	502	10313	394	333	256	2649	309	277	213	146	40	267	35	255	171	137	67	89	147	171	134	123	186	0	
	73.64%	76.55%	64.28%	67.63%	70.61%	72.87%	62.44%	76.85%	81.32%	82.69%	83.20%	73.74%	67.80%	84.23%	71.43%	89.16%	81.43%	81.07%	84.81%	84.76%	77.37%	80.66%	81.71%	79.87%	82.30%	0.0%	
	C	C			G	G			HE					M		O											
Never	19	13	13	216	14	8	8	45	5	9	6	4	3	2	3	2	2	3	1	2	2	1	4	1	4	0	
	2.66%	1.99%	2.59%	2.09%	3.55%	2.40%	3.13%	1.70%	1.62%	3.25%	2.82%	2.74%	7.50%	0.75%	8.57%	0.78%	1.17%	2.19%	1.49%	2.25%	1.36%	0.58%	2.99%	0.81%	2.15%	0.0%	
Sometimes	65	53	39	919	43	28	20	180	22	22	19	11	3	19	6	14	11	11	8	4	9	13	7	7	15	0	
	9.09%	8.12%	7.77%	8.91%	10.91%	8.41%	7.81%	6.80%	7.12%	7.94%	8.92%	7.53%	7.50%	7.12%	17.14%	5.49%	6.43%	8.03%	11.94%	4.49%	6.12%	7.60%	5.22%	5.69%	8.06%	0.0%	
Bottom Two Box (%Never + %Sometimes)	84	66	52	1135	57	36	28	225	27	31	25	15	6	21	9	16	13	14	9	6	11	14	11	8	19	0	
	11.75%	10.11%	10.36%	11.01%	14.47%	10.81%	10.94%	8.49%	8.74%	11.19%	11.74%	10.27%	15.00%	7.87%	25.71%	6.27%	7.60%	10.22%	13.43%	6.74%	7.48%	8.19%	8.21%	6.50%	10.22%	0.0%	
				I										P													
Usually	110	105	77	2100	57	49	37	525	50	46	33	23	6	43	10	35	27	22	9	12	25	33	15	20	30	0	
	15.38%	16.08%	15.34%	20.36%	14.47%	14.71%	14.45%	19.82%	16.18%	16.61%	15.49%	15.75%	15.00%	16.10%	28.57%	13.73%	15.79%	16.06%	13.43%	13.48%	17.01%	19.30%	11.19%	16.26%	16.13%	0.0%	
				E																	W						
Always	521	482	373	7078	280	248	191	1899	232	200	155	108	28	203	16	204	131	101	49	71	111	124	108	95	137	0	
	72.87%	73.81%	74.30%	68.63%	71.07%	74.47%	74.61%	71.69%	75.08%	72.20%	72.77%	73.97%	70.00%	76.03%	45.71%	80.00%	76.61%	73.72%	73.13%	79.78%	75.51%	72.51%	80.60%	77.24%	73.66%	0.0%	
																O											
CAHPS Rate (%Always + %Usually)	631	587	450	9178	337	297	228	2424	282	246	188	131	34	246	26	239	158	123	58	83	136	157	123	115	167	0	
	88.25%	89.89%	89.64%	88.99%	85.53%	89.19%	89.06%	91.51%	91.26%	88.81%	88.26%	89.73%	85.00%	92.13%	74.29%	93.73%	92.40%	89.78%	86.57%	93.26%	92.52%	91.81%	91.79%	93.50%	89.78%	0.0%	
									E							O											
3-point composite mean	2.6112	2.6371	2.6394	2.5763	2.5660	2.6366	2.6367	2.6319	2.6634	2.6101	2.6103	2.6370	2.5500	2.6816	2.2000	2.7373	2.6901	2.6350	2.5970	2.7303	2.6803	2.6433	2.7239	2.7073	2.6344	0	
																O											
4-point composite mean	3.5846	3.6172	3.6135	3.5553	3.5305	3.6126	3.6055	3.6149	3.6472	3.5776	3.5822	3.6096	3.4750	3.6742	3.1143	3.7294	3.6784	3.6131	3.5821	3.7079	3.6667	3.6374	3.6940	3.6992	3.6129	0	
									E							O											
Sigma	971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

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

													2017 CCC Population Plan Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
													0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Anthem Avg. Gen Pop	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Anthem Avg. CCC Pop	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Not Qual. Total	0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	50	28	112	736	29	14	54	145	23	12	16	11	6	17	4	10	11	12	6	6	11	14	9	12	11	0
	5.15%	3.28%	14.34%	4.83%	5.20%	3.06%	13.17%	4.21%	6.05%	3.58%	6.25%	5.56%	10.17%	5.36%	8.16%	3.50%	5.24%	7.10%	7.59%	5.71%	5.79%	6.60%	5.49%	7.79%	4.87%	0.0%
	B		AB				EF																			
Appropriately skipped	207	173	167	4193	135	111	99	650	48	47	26	42	13	33	9	23	27	21	5	10	33	26	22	18	30	0
	21.32%	20.28%	21.38%	27.50%	24.19%	24.29%	24.15%	18.86%	12.63%	14.03%	10.16%	21.21%	22.03%	10.41%	18.37%	8.04%	12.86%	12.43%	6.33%	9.52%	17.37%	12.26%	13.41%	11.69%	13.27%	0.0%
				I			I						N							ST						
BASE = Those who responded	714	652	502	10320	394	332	257	2652	309	276	214	145	40	267	36	253	172	136	68	89	146	172	133	124	185	0
	73.53%	76.44%	64.28%	67.68%	70.61%	72.65%	62.68%	76.94%	81.32%	82.39%	83.59%	73.23%	67.80%	84.23%	73.47%	88.46%	81.90%	80.47%	86.08%	84.76%	76.84%	81.13%	81.10%	80.52%	81.86%	0.0%
	C	C			G	G		HE					M			O										
Yes	625	580	431	9181	336	289	224	2347	276	244	183	129	31	244	29	229	158	118	61	80	129	152	120	108	168	0
	87.54%	88.96%	85.86%	88.96%	85.28%	87.05%	87.16%	88.50%	89.32%	88.41%	85.51%	88.97%	77.50%	91.39%	80.56%	90.51%	91.86%	86.76%	89.71%	89.89%	88.36%	88.37%	90.23%	87.10%	90.81%	0.0%
				E									M													
No	89	72	71	1139	58	43	33	305	33	32	31	16	9	23	7	24	14	18	7	9	17	20	13	16	17	0
	12.46%	11.04%	14.14%	11.04%	14.72%	12.95%	12.84%	11.50%	10.68%	11.59%	14.49%	11.03%	22.50%	8.61%	19.44%	9.49%	8.14%	13.24%	10.29%	10.11%	11.64%	11.63%	9.77%	12.90%	9.19%	0.0%
				D									N													
Sigma	971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

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

2017 CCC Population Plan Results - Qualified Respondents																										
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Anthem Avg. Gen Pop	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Anthem Avg. CCC Pop	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Not Qual. Total	0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	1	1	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.12%	0.13%	0.0%	0.0%	0.0%	0.24%	0.0%	0.0%	0.0%	0.39%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	51	29	114	759	28	13	55	156	24	12	17	11	7	17	4	11	11	13	8	5	11	16	8	13	11	0
	5.25%	3.40%	14.60%	4.98%	5.02%	2.84%	13.41%	4.53%	6.32%	3.58%	6.64%	5.56%	11.86%	5.36%	8.16%	3.85%	5.24%	7.69%	10.13%	4.76%	5.79%	7.55%	4.88%	8.44%	4.87%	0.0%
			AB				EF																			
Appropriately skipped	207	173	167	4193	135	111	99	650	48	47	26	42	13	33	9	23	27	21	5	10	33	26	22	18	30	0
	21.32%	20.28%	21.38%	27.50%	24.19%	24.29%	24.15%	18.86%	12.63%	14.03%	10.16%	21.21%	22.03%	10.41%	18.37%	8.04%	12.86%	12.43%	6.33%	9.52%	17.37%	12.26%	13.41%	11.69%	13.27%	0.0%
				I				I					N							ST						
BASE = Those who responded	713	650	499	10297	395	333	255	2641	308	276	212	145	39	267	36	252	172	135	66	90	146	170	134	123	185	0
	73.43%	76.20%	63.89%	67.53%	70.79%	72.87%	62.20%	76.62%	81.05%	82.39%	82.81%	73.23%	66.10%	84.23%	73.47%	88.11%	81.90%	79.88%	83.54%	85.71%	76.84%	80.19%	81.71%	79.87%	81.86%	0.0%
					G	G			HE					M		O										
Yes	258	260	189	4271	124	125	83	1499	156	147	103	40	21	134	19	131	79	77	37	49	68	84	72	63	93	0
	36.19%	40.00%	37.88%	41.48%	31.39%	37.54%	32.55%	56.76%	50.65%	53.26%	48.58%	27.59%	53.85%	50.19%	52.78%	51.98%	45.93%	57.04%	56.06%	54.44%	46.58%	49.41%	53.73%	51.22%	50.27%	0.0%
				E				I	E																	
No	455	390	310	6026	271	208	172	1142	152	129	109	105	18	133	17	121	93	58	29	41	78	86	62	60	92	0
	63.81%	60.00%	62.12%	58.52%	68.61%	62.46%	67.45%	43.24%	49.35%	46.74%	51.42%	72.41%	46.15%	49.81%	47.22%	48.02%	54.07%	42.96%	43.94%	45.56%	53.42%	50.59%	46.27%	48.78%	49.73%	0.0%
				DI				H																		
Sigma	971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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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?

													2017 CCC Population Plan Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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Children With Chronic Conditions

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?

														2017 CCC Population Plan Results - Qualified Respondents													
														Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC. Qual. Total (I)	2016 CCC. Qual. Total (J)	2015 CCC. Qual. Total (K)	2017 CCC. Pop. Not Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)		
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	
Multiple mark	0	2	2	0	0	2	2	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.23%	0.26%	0.0%	0.0%	0.44%	0.49%	0.0%	0.0%	0.30%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	26	19	104	487	13	11	53	89	9	5	12	7	2	7	1	4	3	6	3	2	4	6	3	7	2	0	
	2.68%	2.23%	13.32%	3.19%	2.33%	2.41%	12.93%	2.58%	2.37%	1.49%	4.69%	3.54%	3.39%	2.21%	2.04%	1.40%	1.43%	3.55%	3.80%	1.90%	2.11%	2.83%	1.83%	4.55%	0.88%	0.0%	
			AB				EF				J													Y			
Appropriately skipped	106	79	90	1753	69	47	52	256	30	19	13	20	10	19	8	20	15	15	5	4	21	16	14	9	21	0	
	10.92%	9.26%	11.52%	11.50%	12.37%	10.28%	12.68%	7.43%	7.89%	5.67%	5.08%	10.10%	16.95%	5.99%	16.33%	6.99%	7.14%	8.88%	6.33%	3.81%	11.05%	7.55%	8.54%	5.84%	9.29%	0.0%	
				I								N								T							
BASE = Those who responded	839	753	585	13009	476	397	303	3102	341	310	231	171	47	291	40	262	192	148	71	99	165	190	147	138	203	0	
	86.41%	88.28%	74.90%	85.31%	85.30%	86.87%	73.90%	89.99%	89.74%	92.54%	90.23%	86.36%	79.66%	91.80%	81.63%	91.61%	91.43%	87.57%	89.87%	94.29%	86.84%	89.62%	89.63%	89.61%	89.82%	0.0%	
	C	C			G	G			E					M						U							
10 - Best personal doctor possible	576	489	390	7718	324	246	208	1846	233	200	147	122	24	207	18	192	135	97	53	64	114	131	99	98	135	0	
	68.65%	64.94%	66.67%	59.33%	68.07%	61.96%	68.65%	59.51%	68.33%	64.52%	63.64%	71.35%	51.06%	71.13%	45.00%	73.28%	70.31%	65.54%	74.65%	64.65%	69.09%	68.95%	67.35%	71.01%	66.50%	0.0%	
				D					H					M		O											
9 -	94	87	72	2134	53	54	34	504	47	27	26	15	9	38	4	37	27	20	8	18	19	27	19	14	33	0	
	11.20%	11.55%	12.31%	16.40%	11.13%	13.60%	11.22%	16.25%	13.78%	8.71%	11.26%	8.77%	19.15%	13.06%	10.00%	14.12%	14.06%	13.51%	11.27%	18.18%	11.52%	14.21%	12.93%	10.14%	16.26%	0.0%	
				E					J																		
Top Two Box	670	576	462	9852	377	300	242	2350	280	227	173	137	33	245	22	229	162	117	61	82	133	158	118	112	168	0	
	79.86%	76.49%	78.97%	75.73%	79.20%	75.57%	79.87%	75.76%	82.11%	73.23%	74.89%	80.12%	70.21%	84.19%	55.00%	87.40%	84.38%	79.05%	85.92%	82.83%	80.61%	83.16%	80.27%	81.16%	82.76%	0.0%	
									HJK					M		O											
8 -	89	98	63	1809	53	55	28	427	33	41	26	20	5	27	5	23	17	16	7	10	15	16	17	13	20	0	
	10.61%	13.01%	10.77%	13.91%	11.13%	13.85%	9.24%	13.77%	9.68%	13.23%	11.26%	11.70%	10.64%	9.28%	12.50%	8.78%	8.85%	10.81%	9.86%	10.10%	9.09%	8.42%	11.56%	9.42%	9.85%	0.0%	
									I																		
CAHPS Rate (Top Three Box)	759	674	525	11661	430	355	270	2777	313	268	199	157	38	272	27	252	179	133	68	92	148	174	135	125	188	0	
	90.46%	89.51%	89.74%	89.64%	90.34%	89.42%	89.11%	89.52%	91.79%	86.45%	86.15%	91.81%	80.85%	93.47%	67.50%	96.18%	93.23%	89.86%	95.77%	92.93%	89.70%	91.58%	91.84%	90.58%	92.61%	0.0%	
									JK					M		O											
7 -	38	29	25	601	19	11	14	145	12	12	14	10	2	10	2	9	8	4	1	4	7	8	4	3	9	0	
	4.53%	3.85%	4.27%	4.62%	3.99%	2.77%	4.62%	4.67%	3.52%	3.87%	6.06%	5.85%	4.26%	3.44%	5.00%	3.44%	4.17%	2.70%	1.41%	4.04%	4.24%	4.21%	2.72%	2.17%	4.43%	0.0%	
6 -	11	10	10	264	10	8	5	52	2	5	5	1	0	2	2	0	1	1	1	1	0	1	1	1	1	0	
	1.31%	1.33%	1.71%	2.03%	2.10%	2.02%	1.65%	1.68%	0.59%	1.61%	2.16%	0.58%	0.0%	0.69%	5.00%	0.0%	0.52%	0.68%	1.41%	1.01%	0.0%	0.53%	0.68%	0.72%	0.49%	0.0%	
									I																		
5 -	18	21	13	268	11	12	6	69	5	12	8	2	1	4	1	1	1	4	1	0	4	3	2	2	3	0	
	2.15%	2.79%	2.22%	2.06%	2.31%	3.02%	1.98%	2.22%	1.47%	3.87%	3.46%	1.17%	2.13%	1.37%	2.50%	0.38%	0.52%	2.70%	1.41%	0.0%	2.42%	1.58%	1.36%	1.45%	1.48%	0.0%	
																				T							
4 -	4	7	3	66	1	3	3	18	3	2	1	0	2	1	3	0	1	2	0	1	1	2	1	2	1	0	
	0.48%	0.93%	0.51%	0.51%	0.21%	0.76%	0.99%	0.58%	0.88%	0.65%	0.43%	0.0%	4.26%	0.34%	7.50%	0.0%	0.52%	1.35%	0.0%	1.01%	0.61%	1.05%	0.68%	1.45%	0.49%	0.0%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

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?

													2017 CCC Population Plan Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Anthem Avg. Gen Pop	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Anthem Avg. CCC Pop	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Not Qual. Total	0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)
3 -	3	4	5	48	1	3	2	17	3	3	2	0	3	0	3	0	1	2	0	1	2	1	2	2	1	0
	0.36%	0.53%	0.85%	0.37%	0.21%	0.76%	0.66%	0.55%	0.88%	0.97%	0.87%	0.0%	6.38%	0.0%	7.50%	0.0%	0.52%	1.35%	0.0%	1.01%	1.21%	0.53%	1.36%	1.45%	0.49%	0.0%
2 -	1	3	1	35	1	3	1	7	1	3	1	0	0	1	1	0	0	1	0	0	1	1	0	1	0	0
	0.12%	0.40%	0.17%	0.27%	0.21%	0.76%	0.33%	0.23%	0.29%	0.97%	0.43%	0.0%	0.0%	0.34%	2.50%	0.0%	0.0%	0.68%	0.0%	0.0%	0.61%	0.53%	0.0%	0.72%	0.0%	0.0%
1 -	2	4	2	35	1	1	1	9	0	4	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.24%	0.53%	0.34%	0.27%	0.21%	0.25%	0.33%	0.29% I	0.0%	1.29% I	0.43%	0.58%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
0 - Worst personal doctor possible	3	1	1	31	2	1	1	8	2	1	0	0	1	1	1	0	1	1	0	0	2	0	2	2	0	0
	0.36%	0.13%	0.17%	0.24%	0.42%	0.25%	0.33%	0.26%	0.59%	0.32%	0.0%	0.0%	2.13%	0.34%	2.50%	0.0%	0.52%	0.68%	0.0%	0.0%	1.21%	0.0%	1.36%	1.45%	0.0%	0.0%
Bottom Three Box	6	8	4	101	4	5	3	24	3	8	2	1	1	2	2	0	1	2	0	0	3	1	2	3	0	0
	0.72%	1.06%	0.68%	0.78%	0.84%	1.26%	0.99%	0.77%	0.88%	2.58%	0.87%	0.58%	2.13%	0.69%	5.00%	0.0%	0.52%	1.35%	0.0%	0.0%	1.82%	0.53%	1.36%	2.17%	0.0%	0.0%
Bottom Two Box	5	5	3	66	3	2	2	17	2	5	1	1	1	1	1	0	1	1	0	0	2	0	2	2	0	0
	0.60%	0.66%	0.51%	0.51%	0.63%	0.50%	0.66%	0.55%	0.59%	1.61%	0.43%	0.58%	2.13%	0.34%	2.50%	0.0%	0.52%	0.68%	0.0%	0.0%	1.21%	0.0%	1.36%	1.45%	0.0%	0.0%
Average rating	9.2598	9.1301	9.2017	9.1092	9.2416	9.0655	9.2046	9.1006	9.2698 HT	8.9419	9.0606	9.3684	8.4468	9.4021 M	7.7500	9.5611 O	9.3906	9.1081	9.5211	9.3232	9.1636	9.3211	9.1905	9.1522	9.3498	0
Standard deviation	1.4547	1.5965	1.5136	1.4745	1.4690	1.6511	1.5851	1.5046	1.5136	1.9402	1.6266	1.2420	2.4304	1.2627	2.8085	0.8392	1.2944	1.7481	0.9909	1.2295	1.7831	1.3600	1.7037	1.8916	1.1831	0
3-point composite mean	2.7485	2.6985	2.7299	2.6999	2.7353	2.6776	2.7360	2.6995	2.7742 HJK	2.6355	2.6710	2.7778	2.5532	2.8110 M	2.2750	2.8702 O	2.8177	2.7162	2.8310	2.7980	2.7455	2.7895	2.7483	2.7391	2.7980	0
Sigma	971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

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

2017 CCC Population Plan Results - Qualified Respondents																										
	Overall Rating of Health Plan			Overall Rating of Health Care				Health Status		Age			Gender		Survey Type											
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop. Total (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop. Total (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Not Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/Very Good (Q)	Good/Fair/Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	971	853	781	5665	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	1	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.12%	0.0%	0.0%	0.0%	0.22%	0.0%	0.0%	0.0%	0.30%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	28	25	105	133	16	17	53	91	12	7	12	6	2	10	1	5	6	6	3	2	7	8	4	6	6	0
	2.88%	2.93%	13.44%	2.35%	2.87%	3.72%	12.93%	2.64%	3.16%	2.09%	4.69%	3.03%	3.39%	3.15%	2.04%	1.75%	2.86%	3.55%	3.80%	1.90%	3.68%	3.77%	2.44%	3.90%	2.65%	0.0%
			AB				EF																			
Appropriately skipped	106	79	90	803	69	47	52	256	30	19	13	20	10	19	8	20	15	15	5	4	21	16	14	9	21	0
	10.92%	9.26%	11.52%	14.17%	12.37%	10.28%	12.68%	7.43%	7.89%	5.67%	5.08%	10.10%	16.95%	5.99%	16.33%	6.99%	7.14%	8.88%	6.33%	3.81%	11.05%	7.55%	8.54%	5.84%	9.29%	0.0%
					I								N								T					
BASE = Those who responded	837	748	586	4729	473	392	305	3100	338	308	231	172	47	288	40	261	189	148	71	99	162	188	146	139	199	0
	86.20%	87.69%	75.03%	83.48%	84.77%	85.78%	74.39%	89.93%	88.95%	91.94%	90.23%	86.87%	79.66%	90.85%	81.63%	91.26%	90.00%	87.57%	89.87%	94.29%	85.26%	88.68%	89.02%	90.26%	88.05%	0.0%
	C	C			G	G							M							U						
Yes	268	250	196	1046	119	95	77	2236	230	213	163	19	33	195	27	176	117	112	35	70	122	135	93	106	124	0
	32.02%	33.42%	33.45%	22.12%	25.16%	24.23%	25.25%	72.13%	68.05%	69.16%	70.56%	11.05%	70.21%	67.71%	67.50%	67.43%	61.90%	75.68%	49.30%	70.71%	75.31%	71.81%	63.70%	76.26%	62.31%	0.0%
								E										Q		S	S			Y		
No	569	498	390	3683	354	297	228	864	108	95	68	153	14	93	13	85	72	36	36	29	40	53	53	33	75	0
	67.98%	66.58%	66.55%	77.88%	74.84%	75.77%	74.75%	27.87%	31.95%	30.84%	29.44%	88.95%	29.79%	32.29%	32.50%	32.57%	38.10%	24.32%	50.70%	29.29%	24.69%	28.19%	36.30%	23.74%	37.69%	0.0%
				I													R		TU						X	
Sigma	971	853	781	5665	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

													2017 CCC Population Plan Results - Qualified Respondents															
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type				
													0-7		0-7		Excel/		Good/									
													8-10		8-10		Very		Fair/									
													Good		Good		Poor											
													(Q)		(Q)		(R)											
													(S)		(T)		(U)											
													(V)		(W)		(X)											
													(Y)		(Z)													

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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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?

													2017 CCC Population Plan Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC. Pop. Qual. Total (I)	2016 CCC. Pop. Qual. Total (J)	2015 CCC. Pop. Qual. Total (K)	2017 CCC. Pop. Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	971	853	781	5665	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	34	32	111	152	19	20	56	135	17	12	15	7	2	15	3	8	7	10	3	3	11	12	5	7	10	0
	3.50%	3.75%	14.21% AB	2.68%	3.41%	4.38%	13.66% EF	3.92%	4.47%	3.58%	5.86%	3.54%	3.39%	4.73%	6.12%	2.80%	3.33%	5.92%	3.80%	2.86%	5.79%	5.66%	3.05%	4.55%	4.42%	0.0%
Appropriately skipped	675	577	480	4486	423	344	280	1120	138	114	81	173	24	112	21	105	87	51	41	33	61	69	67	42	96	0
	69.52% C	67.64% C	61.46%	79.19%	75.81% GI	75.27% G	68.29%	32.49%	36.32%	34.03%	31.64%	87.37%	40.68%	35.33%	42.86%	36.71%	41.43% R	30.18%	51.90% TU	31.43%	32.11%	32.55%	40.85%	27.27%	42.48% X	0.0%
BASE = Those who responded	262	244	190	1027	116	93	74	2192	225	209	160	18	33	190	25	173	116	108	35	69	118	131	92	105	120	0
	26.98%	28.60% C	24.33%	18.13%	20.79%	20.35%	18.05%	63.59%	59.21% E	62.39%	62.50%	9.09%	55.93%	59.94%	51.02%	60.49%	55.24%	63.91%	44.30%	65.71% S	62.11% S	61.79%	56.10%	68.18% Y	53.10%	0.0%
Yes	234	221	171	913	98	81	69	1961	202	188	146	16	27	173	17	161	106	95	31	61	107	118	82	90	112	0
	89.31%	90.57%	90.00%	88.90%	84.48%	87.10%	93.24%	89.46%	89.78%	89.95%	91.25%	88.89%	81.82%	91.05%	68.00%	93.06%	91.38%	87.96%	88.57%	88.41%	90.68%	90.08%	89.13%	85.71%	93.33%	0.0%
No	28	23	19	114	18	12	5	231	23	21	14	2	6	17	8	12	10	13	4	8	11	13	10	15	8	0
	10.69%	9.43%	10.00%	11.10%	15.52%	12.90%	6.76%	10.54%	10.22%	10.05%	8.75%	11.11%	18.18%	8.95%	32.00%	6.94%	8.62%	12.04%	11.43%	11.59%	9.32%	9.92%	10.87%	14.29%	6.67%	0.0%
Sigma	971	853	781	5665	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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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 try to make any appointments for your child to see a specialist?

													2017 CCC Population Plan Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Anthem Avg. Gen Pop	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Anthem Avg. CCC Pop	2017 CCC. Pop. Qual. Total	2016 CCC. Pop. Qual. Total	2015 CCC. Pop. Qual. Total	2017 CCC. Pop. Qual. Total	2017 CCC. Pop. Qual. Total	0-7	8-10	0-7	8-10	Excel/Very Good	Good/Fair/Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	1	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%	0.12%	0.0%	0.0%	0.0%	0.22%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	10	6	99	130	5	3	51	30	4	2	1	3	1	3	0	3	3	1	2	1	1	1	3	2	2	0
	1.03%	0.70%	12.68%	0.85%	0.90%	0.66%	12.44%	0.87%	1.05%	0.60%	0.39%	1.52%	1.69%	0.95%	0.0%	1.05%	1.43%	0.59%	2.53%	0.95%	0.53%	0.47%	1.83%	1.30%	0.88%	0.0%
			AB				EF																			
BASE = Those who responded	961	846	682	15119	553	453	359	3417	376	333	255	195	58	314	49	283	207	168	77	104	189	211	161	152	224	0
	98.97%	99.18%	87.32%	99.15%	99.10%	99.12%	87.56%	99.13%	98.95%	99.40%	99.61%	98.48%	98.31%	99.05%	100.00%	98.95%	98.57%	99.41%	97.47%	99.05%	99.47%	99.53%	98.17%	98.70%	99.12%	0.0%
	C	C			G	G																				
Yes	236	221	171	3301	110	94	81	1425	153	135	104	40	22	130	24	116	73	80	37	43	71	83	70	74	79	0
	24.56%	26.12%	25.07%	21.83%	19.89%	20.75%	22.56%	41.70%	40.69%	40.54%	40.78%	20.51%	37.93%	41.40%	48.98%	40.99%	35.27%	47.62%	48.05%	41.35%	37.57%	39.34%	43.48%	48.68%	35.27%	0.0%
								E									Q						Y			
No	725	625	511	11818	443	359	278	1992	223	198	151	155	36	184	25	167	134	88	40	61	118	128	91	78	145	0
	75.44%	73.88%	74.93%	78.17%	80.11%	79.25%	77.44%	58.30%	59.31%	59.46%	59.22%	79.49%	62.07%	58.60%	51.02%	59.01%	64.73%	52.38%	51.95%	58.65%	62.43%	60.66%	56.52%	51.32%	64.73%	0.0%
					I												R							X		
Sigma	971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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Children With Chronic Conditions

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?

													2017 CCC Population Plan Results - Qualified Respondents																																																																																																																																																																																																																																																																																										
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type																																																																																																																																																																																																																																																																															
													2017 CCC. Pop. Not Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 Anthem Pop. Qual.	2017 CCC. Pop. Qual.	2016 CCC. Pop. Qual.	2015

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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Children With Chronic Conditions

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

													2017 CCC Population Plan Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC. Pop. Qual. Total (I)	2016 CCC. Pop. Qual. Total (J)	2015 CCC. Pop. Qual. Total (K)	2017 CCC. Pop. Not Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	15	13	101	196	9	6	52	43	7	4	1	3	1	6	0	5	4	3	3	1	3	3	4	5	2	0
	1.54%	1.52%	12.93% AB	1.29%	1.61%	1.31%	12.68% EF	1.25%	1.84%	1.19%	0.39%	1.52%	1.69%	1.89%	0.0%	1.75% O	1.90%	1.78%	3.80%	0.95%	1.58%	1.42%	2.44%	3.25%	0.88%	0.0%
Appropriately skipped	725	625	511	11818	443	359	278	1992	223	198	151	155	36	184	25	167	134	88	40	61	118	128	91	78	145	0
	74.67% C	73.27% C	65.43% C	77.50%	79.39% GI	78.56% G	67.80%	57.79%	58.68%	59.10%	58.98%	78.28%	61.02%	58.04%	51.02%	58.39%	63.81% R	52.07%	50.63%	58.10%	62.11%	60.38%	55.49%	50.65%	64.16% X	0.0%
BASE = Those who responded	231	215	169	3235	106	92	80	1412	150	133	104	40	22	127	24	114	72	78	36	43	69	81	69	71	79	0
	23.79%	25.21%	21.64%	21.21%	19.00%	20.13%	19.51%	40.96%	39.47% E	39.70%	40.63%	20.20%	37.29%	40.06%	48.98%	39.86%	34.29%	46.15% Q	45.57%	40.95%	36.32%	38.21%	42.07%	46.10% Y	34.96%	0.0%
None (v 0)	13	12	9	189	6	7	4	67	8	4	6	3	5	3	3	5	4	4	5	0	3	5	3	4	4	0
	5.63%	5.58%	5.33%	5.84%	5.66%	7.61%	5.00%	4.75%	5.33%	3.01%	5.77%	7.50%	22.73%	2.36%	12.50%	4.39%	5.56%	5.13%	13.89% T	0.0%	4.35%	6.17%	4.35%	5.63%	5.06%	0.0%
Saw a specialist (NET)	218	203	160	3046	100	85	76	1345	142	129	98	37	17	124	21	109	68	74	31	43	66	76	66	67	75	0
	94.37%	94.42%	94.67%	94.16%	94.34%	92.39%	95.00%	95.25%	94.67%	96.99%	94.23%	92.50%	77.27%	97.64%	87.50%	95.61%	94.44%	94.87%	86.11%	100.00% S	95.65%	93.83%	95.65%	94.37%	94.94%	0.0%
1 specialist (v 1)	142	136	103	2114	65	53	46	781	81	76	54	30	7	74	12	61	41	40	18	25	37	42	39	40	41	0
	61.47%	63.26%	60.95%	65.35%	61.32%	57.61%	57.50%	55.31%	54.00%	57.14%	51.92%	75.00%	31.82%	58.27%	50.00%	53.51%	56.94%	51.28%	50.00%	58.14%	53.62%	51.85%	56.52%	56.34%	51.90%	0.0%
2 (v 2)	55	46	45	632	23	22	23	348	42	34	34	6	7	35	7	32	24	18	11	10	21	20	22	18	24	0
	23.81%	21.40%	26.63%	19.54%	21.70%	23.91%	28.75%	24.65%	28.00%	25.56%	32.69%	15.00%	31.82%	27.56%	29.17%	28.07%	33.33%	23.08%	30.56%	23.26%	30.43%	24.69%	31.88%	25.35%	30.38%	0.0%
3 (v 3)	13	13	8	195	8	4	5	130	12	11	7	1	3	9	1	10	1	11	1	4	6	9	3	5	7	0
	5.63%	6.05%	4.73%	6.03%	7.55%	4.35%	6.25%	9.21%	8.00%	8.27%	6.73%	2.50%	13.64%	7.09%	4.17%	8.77%	1.39%	14.10% Q	2.78%	9.30%	8.70%	11.11%	4.35%	7.04%	8.86%	0.0%
4 (v 4)	5	5	2	60	2	5	0	42	5	5	1	0	0	5	1	4	1	4	1	2	2	4	1	3	2	0
	2.16%	2.33%	1.18%	1.85%	1.89%	5.43% G	0.0%	2.97%	3.33%	3.76%	0.96%	0.0%	0.0%	3.94%	4.17%	3.51%	1.39%	5.13%	2.78%	4.65%	2.90%	4.94%	1.45%	4.23%	2.53%	0.0%
5 or more specialists (v 6)	3	3	2	45	2	1	2	44	2	3	2	0	0	1	0	2	1	1	0	2	0	1	1	1	1	0
	1.30%	1.40%	1.18%	1.39%	1.89%	1.09%	2.50%	3.12%	1.33%	2.26%	1.92%	0.0%	0.0%	0.79%	0.0%	1.75%	1.39%	1.28%	0.0%	4.65%	0.0%	1.23%	1.45%	1.41%	1.27%	0.0%
Average	1.4242	1.4186	1.4024	1.3827	1.4623	1.4674	1.4875	1.6282	1.5533	1.6165	1.5288	1.1250	1.3636	1.5512	1.3750	1.6053	1.4167	1.6795	1.3056	1.7907 S	1.5217	1.6173	1.4783	1.5352	1.5696	0
Standard deviation	0.9268	0.9458	0.8656	0.9290	1.0016	1.0157	0.9873	1.1464	0.9902	1.0671	0.9703	0.5562	0.9791	0.9111	0.9043	1.0313	0.8620	1.0800	0.8439	1.2493	0.8272	1.0607	0.8946	1.0186	0.9637	0

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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Children With Chronic Conditions

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

													2017 CCC Population Plan Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Anthem Avg. Gen Pop	2017 Gen. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. CCC Pop	2017 CCC. Pop. Qual. Total	2016 CCC. Pop. Qual. Total	2015 CCC. Pop. Qual. Total	2017 CCC. Pop. Not Qual. Total		0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)		(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)
Sigma	971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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Children With Chronic Conditions

49. 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?

													2017 CCC Population Plan Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop. Total (H)	2017 CCC. Pop. Qual. Total (I)	2016 CCC. Pop. Qual. Total (J)	2015 CCC. Pop. Qual. Total (K)	2017 CCC. Pop. Not Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	17	16	102	231	10	7	53	48	7	5	1	4	1	6	0	5	4	3	3	1	3	3	4	5	2	0
	1.75%	1.88%	13.06%	1.51%	1.79%	1.53%	12.93%	1.39%	1.84%	1.49%	0.39%	2.02%	1.69%	1.89%	0.0%	1.75%	1.90%	1.78%	3.80%	0.95%	1.58%	1.42%	2.44%	3.25%	0.88%	0.0%
			AB				EF									O										
Appropriately skipped	738	637	520	12007	449	366	282	2059	231	202	157	158	41	187	28	172	138	92	45	61	121	133	94	82	149	0
	76.00%	74.68%	66.58%	78.74%	80.47%	80.09%	68.78%	59.73%	60.79%	60.30%	61.33%	79.80%	69.49%	58.99%	57.14%	60.14%	65.71%	54.44%	56.96%	58.10%	63.68%	62.74%	57.32%	53.25%	65.93%	0.0%
	C	C			GI	G											R							X		
BASE = Those who responded	216	200	159	3011	99	84	75	1340	142	128	98	36	17	124	21	109	68	74	31	43	66	76	66	67	75	0
	22.25%	23.45%	20.36%	19.75%	17.74%	18.38%	18.29%	38.87%	37.37%	38.21%	38.28%	18.18%	28.81%	39.12%	42.86%	38.11%	32.38%	43.79%	39.24%	40.95%	34.74%	35.85%	40.24%	43.51%	33.19%	0.0%
								E									Q						Y			
10 - Best specialist possible	150	124	106	1696	72	50	51	770	97	76	66	25	10	86	11	77	54	43	27	26	44	52	45	48	49	0
	69.44%	62.00%	66.67%	56.33%	72.73%	59.52%	68.00%	57.46%	68.31%	59.38%	67.35%	69.44%	58.82%	69.35%	52.38%	70.64%	79.41%	58.11%	87.10%	60.47%	66.67%	68.42%	68.18%	71.64%	65.33%	0.0%
					D				H								R		TU							
9 -	31	28	14	547	15	15	5	228	20	18	9	4	3	17	1	18	4	16	1	10	8	11	9	7	13	0
	14.35%	14.00%	8.81%	18.17%	15.15%	17.86%	6.67%	17.01%	14.08%	14.06%	9.18%	11.11%	17.65%	13.71%	4.76%	16.51%	5.88%	21.62%	3.23%	23.26%	12.12%	14.47%	13.64%	10.45%	17.33%	0.0%
						G												Q		S						
Top Two Box	181	152	120	2243	87	65	56	998	117	94	75	29	13	103	12	95	58	59	28	36	52	63	54	55	62	0
	83.80%	76.00%	75.47%	74.49%	87.88%	77.38%	74.67%	74.48%	82.39%	73.44%	76.53%	80.56%	76.47%	83.06%	57.14%	87.16%	85.29%	79.73%	90.32%	83.72%	78.79%	82.89%	81.82%	82.09%	82.67%	0.0%
	B				DG				H																	
8 -	12	20	18	382	3	8	7	165	8	13	10	2	1	7	1	6	3	5	1	4	3	5	3	3	5	0
	5.56%	10.00%	11.32%	12.69%	3.03%	9.52%	9.33%	12.31%	5.63%	10.16%	10.20%	5.56%	5.88%	5.65%	4.76%	5.50%	4.41%	6.76%	3.23%	9.30%	4.55%	6.58%	4.55%	4.48%	6.67%	0.0%
				E				I																		
CAHPS Rate (Top Three Box)	193	172	138	2625	90	73	63	1163	125	107	85	31	14	110	13	101	61	64	29	40	55	68	57	58	67	0
	89.35%	86.00%	86.79%	87.18%	90.91%	86.90%	84.00%	86.79%	88.03%	83.59%	86.73%	86.11%	82.35%	88.71%	61.90%	92.66%	89.71%	86.49%	93.55%	93.02%	83.33%	89.47%	86.36%	86.57%	89.33%	0.0%
7 -	7	8	9	159	2	3	4	69	7	6	6	0	1	6	2	5	3	4	1	1	5	4	3	2	5	0
	3.24%	4.00%	5.66%	5.28%	2.02%	3.57%	5.33%	5.15%	4.93%	4.69%	6.12%	0.0%	5.88%	4.84%	9.52%	4.59%	4.41%	5.41%	3.23%	2.33%	7.58%	5.26%	4.55%	2.99%	6.67%	0.0%
				E																						
6 -	6	6	3	72	4	3	2	38	5	4	1	1	0	5	2	3	3	2	0	2	3	2	3	3	2	0
	2.78%	3.00%	1.89%	2.39%	4.04%	3.57%	2.67%	2.84%	3.52%	3.13%	1.02%	2.78%	0.0%	4.03%	9.52%	2.75%	4.41%	2.70%	0.0%	4.65%	4.55%	2.63%	4.55%	4.48%	2.67%	0.0%
5 -	6	9	4	79	1	3	1	38	2	7	3	4	1	1	1	0	0	2	0	0	2	1	1	1	1	0
	2.78%	4.50%	2.52%	2.62%	1.01%	3.57%	1.33%	2.84%	1.41%	5.47%	3.06%	11.11%	5.88%	0.81%	4.76%	0.0%	0.0%	2.70%	0.0%	0.0%	3.03%	1.32%	1.52%	1.49%	1.33%	0.0%
4 -	0	1	1	19	0	0	1	9	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.50%	0.63%	0.63%	0.0%	0.0%	1.33%	0.67%	0.0%	0.78%	1.02%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
				E				I																		

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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Children With Chronic Conditions

49. 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?

													2017 CCC Population Plan Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
													0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Anthem Avg. Gen Pop	2017 Gen. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. CCC Pop	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Not Qual. Total		(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)
3 -	2 0.93%	0 0.0%	1 0.63%	12 0.40% E	0 0.0%	0 0.0%	1 1.33%	10 0.75%	2 1.41%	0 0.0%	1 1.02%	0 0.0%	0 0.0%	2 1.61%	2 9.52%	0 0.0%	1 1.47%	1 1.35%	1 3.23%	0 0.0%	0 0.0%	1 1.32%	1 1.52%	2 2.99%	0 0.0%	0 0.0%
2 -	1 0.46%	2 1.00%	0 0.0%	18 0.60%	1 1.01%	1 1.19%	0 0.0%	7 0.52% I	0 0.0%	2 1.56%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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 0.0%	0 0.0%	2 1.26%	8 0.27% E	0 0.0%	0 0.0%	2 2.67%	2 0.15%	0 0.0%	0 0.0%	1 1.02%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
0 - Worst specialist possible	1 0.46%	2 1.00%	1 0.63%	19 0.63%	1 1.01%	1 1.19%	1 1.33%	4 0.30%	1 0.70%	1 0.78%	0 0.0%	0 0.0%	1 5.88%	0 0.0%	1 4.76%	0 0.0%	0 0.0%	1 1.35%	0 0.0%	0 0.0%	1 1.52%	0 0.0%	1 1.52%	1 1.49%	0 0.0%	0 0.0%
Bottom Three Box	2 0.93%	4 2.00%	3 1.89%	45 1.49%	2 2.02%	2 2.38%	3 4.00%	13 0.97%	1 0.70%	3 2.34%	1 1.02%	0 0.0%	1 5.88%	0 0.0%	1 4.76%	0 0.0%	0 0.0%	1 1.35%	0 0.0%	0 0.0%	1 1.52%	0 0.0%	1 1.52%	1 1.49%	0 0.0%	0 0.0%
Bottom Two Box	1 0.46%	2 1.00%	3 1.89%	27 0.90%	1 1.01%	1 1.19%	3 4.00%	6 0.45%	1 0.70%	1 0.78%	1 1.02%	0 0.0%	1 5.88%	0 0.0%	1 4.76%	0 0.0%	0 0.0%	1 1.35%	0 0.0%	0 0.0%	1 1.52%	0 0.0%	1 1.52%	1 1.49%	0 0.0%	0 0.0%
Average rating	9.2500	8.9850	9.0566	8.9787	9.3333 D	8.9881	8.8667	8.9963	9.2183	8.8672	9.1020	9.1111	8.6471	9.2903	7.8095	9.4771	9.4412	9.0135	9.5806	9.3256	9.0758	9.3026	9.1212	9.1045	9.3200	0
Standard deviation	1.5642	1.8152	1.8093	1.6767	1.6018	1.8093	2.2410	1.6256	1.5839	1.9014	1.6933	1.6630	2.5424	1.3899	2.9052	0.9824	1.3216	1.7668	1.3625	1.0504	1.7694	1.3379	1.8217	1.9481	1.1565	0
3-point composite mean	2.7639	2.6600	2.6792	2.6695	2.8081 D	2.6786	2.6400	2.6642	2.7535	2.6172	2.6939	2.6667	2.6471	2.7661	2.2857	2.8440	2.7941	2.7162	2.8710	2.7907	2.6970	2.7763	2.7273	2.7164	2.7867	0
Sigma	971 100.00%	853 100.00%	781 100.00%	15249 100.00%	558 100.00%	457 100.00%	410 100.00%	3447 100.00%	380 100.00%	335 100.00%	256 100.00%	198 100.00%	59 100.00%	317 100.00%	49 100.00%	286 100.00%	210 100.00%	169 100.00%	79 100.00%	105 100.00%	190 100.00%	212 100.00%	164 100.00%	154 100.00%	226 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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Children With Chronic Conditions

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

													2017 CCC Population Plan Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
													0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Anthem Avg. Gen Pop	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Anthem Avg. CCC Pop	2017 CCC. Pop. Qual. Total	2016 CCC. Pop. Qual. Total	2015 CCC. Pop. Qual. Total	2017 CCC. Pop. Not Qual. Total	0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	3	0	0	0	1	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.35%	0.0%	0.0%	0.0%	0.22%	0.0%	0.0%	0.0%	0.60%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	15	17	112	297	8	10	55	40	4	3	6	5	0	4	0	4	2	2	0	1	3	2	2	2	2	0
	1.54%	1.99%	14.34%	1.95%	1.43%	2.19%	13.41%	1.16%	1.05%	0.90%	2.34%	2.53%	0.0%	1.26%	0.0%	1.40%	0.95%	1.18%	0.0%	0.95%	1.58%	0.94%	1.22%	1.30%	0.88%	0.0%
			AB				EF							M		O										
BASE = Those who responded	956	833	669	14952	550	446	355	3407	376	330	250	193	59	313	49	282	208	167	79	104	187	210	162	152	224	0
	98.46%	97.66%	85.66%	98.05%	98.57%	97.59%	86.59%	98.84%	98.95%	98.51%	97.66%	97.47%	100.00%	98.74%	100.00%	98.60%	99.05%	98.82%	100.00%	99.05%	98.42%	99.06%	98.78%	98.70%	99.12%	0.0%
	C	C			G	G							N		P											
Yes	273	258	207	4764	138	121	106	1084	136	97	95	53	14	121	19	107	69	67	28	41	65	75	59	47	89	0
	28.56%	30.97%	30.94%	31.86%	25.09%	27.13%	29.86%	31.82%	36.17%	29.39%	38.00%	27.46%	23.73%	38.66%	38.78%	37.94%	33.17%	40.12%	35.44%	39.42%	34.76%	35.71%	36.42%	30.92%	39.73%	0.0%
				E				E			J			M												
No	683	575	462	10188	412	325	249	2323	240	233	155	140	45	192	30	175	139	100	51	63	122	135	103	105	135	0
	71.44%	69.03%	69.06%	68.14%	74.91%	72.87%	70.14%	68.18%	63.83%	70.61%	62.00%	72.54%	76.27%	61.34%	61.22%	62.06%	66.83%	59.88%	64.56%	60.58%	65.24%	64.29%	63.58%	69.08%	60.27%	0.0%
				DI					K				N													
Sigma	971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

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?

													2017 CCC Population Plan Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop Total (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop Total (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. Total (L)	2017 CCC Pop. Qual. Total (M)	0-7 (N)	8-10 (O)	0-7 (P)	8-10 (Q)	Excel/Very Good (R)	Good/Fair/Poor (S)	<5 (T)	6-10 (U)	11+ (V)	Male (W)	Female (X)	Mail (Y)	Phone (Z)	Internet (Z)
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	18	22	117	378	9	11	57	60	7	7	6	5	0	7	0	6	3	4	1	1	5	3	4	5	2	0
	1.85%	2.58%	14.98%	2.48%	1.61%	2.41%	13.90%	1.74%	1.84%	2.09%	2.34%	2.53%	0.0%	2.21%	0.0%	2.10%	1.43%	2.37%	1.27%	0.95%	2.63%	1.42%	2.44%	3.25%	0.88%	0.0%
			AB				EF							M		O										
Appropriately skipped	683	575	462	10188	412	325	249	2323	240	233	155	140	45	192	30	175	139	100	51	63	122	135	103	105	135	0
	70.34%	67.41%	59.15%	66.81%	73.84%	71.12%	60.73%	67.39%	63.16%	69.55%	60.55%	70.71%	76.27%	60.57%	61.22%	61.19%	66.19%	59.17%	64.56%	60.00%	64.21%	63.68%	62.80%	68.18%	59.73%	0.0%
	C	C		DGI		G			K				N													
BASE = Those who responded	270	256	202	4683	137	121	104	1064	133	95	95	53	14	118	19	105	68	65	27	41	63	74	57	44	89	0
	27.81%	30.01%	25.86%	30.71%	24.55%	26.48%	25.37%	30.87%	35.00%	28.36%	37.11%	26.77%	23.73%	37.22%	38.78%	36.71%	32.38%	38.46%	34.18%	39.05%	33.16%	34.91%	34.76%	28.57%	39.38%	0.0%
				E				E			J			M										X		
Never	7	1	2	111	2	1	0	36	4	0	1	2	3	1	3	1	2	2	0	2	2	1	3	2	2	0
	2.59%	0.39%	0.99%	2.37%	1.46%	0.83%	0.0%	3.38%	3.01%	0.0%	1.05%	3.77%	21.43%	0.85%	15.79%	0.95%	2.94%	3.08%	0.0%	4.88%	3.17%	1.35%	5.26%	4.55%	2.25%	0.0%
	B							J																		
Sometimes	26	30	20	753	17	12	11	172	11	13	10	4	2	9	1	9	4	7	5	1	4	6	4	2	9	0
	9.63%	11.72%	9.90%	16.08%	12.41%	9.92%	10.58%	16.17%	8.27%	13.68%	10.53%	7.55%	14.29%	7.63%	5.26%	8.57%	5.88%	10.77%	18.52%	2.44%	6.35%	8.11%	7.02%	4.55%	10.11%	0.0%
				I																						
Bottom Two Box (%Never + %Sometimes)	33	31	22	864	19	13	11	208	15	13	11	6	5	10	4	10	6	9	5	3	6	7	7	4	11	0
	12.22%	12.11%	10.89%	18.45%	13.87%	10.74%	10.58%	19.55%	11.28%	13.68%	11.58%	11.32%	35.71%	8.47%	21.05%	9.52%	8.82%	13.85%	18.52%	7.32%	9.52%	9.46%	12.28%	9.09%	12.36%	0.0%
				I																						
Usually	61	45	38	1108	31	25	20	258	31	17	20	12	4	27	5	22	16	15	5	14	12	14	16	12	19	0
	22.59%	17.58%	18.81%	23.66%	22.63%	20.66%	19.23%	24.25%	23.31%	17.89%	21.05%	22.64%	28.57%	22.88%	26.32%	20.95%	23.53%	23.08%	18.52%	34.15%	19.05%	18.92%	28.07%	27.27%	21.35%	0.0%
Always	176	180	142	2711	87	83	73	598	87	65	64	35	5	81	10	73	46	41	17	24	45	53	34	28	59	0
	65.19%	70.31%	70.30%	57.89%	63.50%	68.60%	70.19%	56.20%	65.41%	68.42%	67.37%	66.04%	35.71%	68.64%	52.63%	69.52%	67.65%	63.08%	62.96%	58.54%	71.43%	71.62%	59.65%	63.64%	66.29%	0.0%
				H																						
CAHPS Rate (%Always + %Usually)	237	225	180	3819	118	108	93	856	118	82	84	47	9	108	15	95	62	56	22	38	57	67	50	40	78	0
	87.78%	87.89%	89.11%	81.55%	86.13%	89.26%	89.42%	80.45%	88.72%	86.32%	88.42%	88.68%	64.29%	91.53%	78.95%	90.48%	91.18%	86.15%	81.48%	92.68%	90.48%	90.54%	87.72%	90.91%	87.64%	0.0%
				H																						
3-point composite mean	2.5296	2.5820	2.5941	2.3944	2.4964	2.5785	2.5962	2.3665	2.5414	2.5474	2.5579	2.5472	2.0000	2.6017	2.3158	2.6000	2.5882	2.4923	2.4444	2.5122	2.6190	2.6216	2.4737	2.5455	2.5393	0
									H																	
4-point composite mean	3.5037	3.5781	3.5842	3.3707	3.4818	3.5702	3.5962	3.3327	3.5113	3.5474	3.5474	3.5094	2.7857	3.5932	3.1579	3.5905	3.5588	3.4615	3.4444	3.4634	3.5873	3.6081	3.4211	3.5000	3.5169	0
									H																	
Sigma	971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

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

2017 CCC Population Plan Results - Qualified Respondents																										
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Anthem Avg. Gen Pop	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Anthem Avg. CCC Pop	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Not Qual. Total	0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	18	22	116	389	9	11	56	61	7	6	6	5	0	7	0	6	3	4	1	1	5	3	4	5	2	0
	1.85%	2.58%	14.85%	2.55%	1.61%	2.41%	13.66%	1.77%	1.84%	1.79%	2.34%	2.53%	0.0%	2.21%	0.0%	2.10%	1.43%	2.37%	1.27%	0.95%	2.63%	1.42%	2.44%	3.25%	0.88%	0.0%
			AB				EF							M		O										
Appropriately skipped	683	575	462	10188	412	325	249	2323	240	233	155	140	45	192	30	175	139	100	51	63	122	135	103	105	135	0
	70.34%	67.41%	59.15%	66.81%	73.84%	71.12%	60.73%	67.39%	63.16%	69.55%	60.55%	70.71%	76.27%	60.57%	61.22%	61.19%	66.19%	59.17%	64.56%	60.00%	64.21%	63.68%	62.80%	68.18%	59.73%	0.0%
	C	C		DGI	G					K			N													
BASE = Those who responded	270	256	203	4672	137	121	105	1063	133	96	95	53	14	118	19	105	68	65	27	41	63	74	57	44	89	0
	27.81%	30.01%	25.99%	30.64%	24.55%	26.48%	25.61%	30.84%	35.00%	28.66%	37.11%	26.77%	23.73%	37.22%	38.78%	36.71%	32.38%	38.46%	34.18%	39.05%	33.16%	34.91%	34.76%	28.57%	39.38%	0.0%
				E				E			J		M											X		
Never	5	1	0	60	2	1	0	16	2	0	0	2	2	0	2	0	1	1	0	0	2	0	2	1	1	0
	1.85%	0.39%	0.0%	1.28%	1.46%	0.83%	0.0%	1.51%	1.50%	0.0%	0.0%	3.77%	14.29%	0.0%	10.53%	0.0%	1.47%	1.54%	0.0%	0.0%	3.17%	0.0%	3.51%	2.27%	1.12%	0.0%
	C																									
Sometimes	13	11	6	217	6	4	2	59	8	7	2	2	1	7	1	6	4	4	3	4	1	4	4	1	7	0
	4.81%	4.30%	2.96%	4.64%	4.38%	3.31%	1.90%	5.55%	6.02%	7.29%	2.11%	3.77%	7.14%	5.93%	5.26%	5.71%	5.88%	6.15%	11.11%	9.76%	1.59%	5.41%	7.02%	2.27%	7.87%	0.0%
Bottom Two Box (%Never + %Sometimes)	18	12	6	277	8	5	2	75	10	7	2	4	3	7	3	6	5	5	3	4	3	4	6	2	8	0
	6.67%	4.69%	2.96%	5.93%	5.84%	4.13%	1.90%	7.06%	7.52%	7.29%	2.11%	7.55%	21.43%	5.93%	15.79%	5.71%	7.35%	7.69%	11.11%	9.76%	4.76%	5.41%	10.53%	4.55%	8.99%	0.0%
								K																		
Usually	33	23	20	695	14	14	11	183	16	11	11	6	3	13	4	11	7	9	4	6	5	11	4	6	10	0
	12.22%	8.98%	9.85%	14.88%	10.22%	11.57%	10.48%	17.22%	12.03%	11.46%	11.58%	11.32%	21.43%	11.02%	21.05%	10.48%	10.29%	13.85%	14.81%	14.63%	7.94%	14.86%	7.02%	13.64%	11.24%	0.0%
Always	219	221	177	3700	115	102	92	805	107	78	82	43	8	98	12	88	56	51	20	31	55	59	47	36	71	0
	81.11%	86.33%	87.19%	79.20%	83.94%	84.30%	87.62%	75.73%	80.45%	81.25%	86.32%	81.13%	57.14%	83.05%	63.16%	83.81%	82.35%	78.46%	74.07%	75.61%	87.30%	79.73%	82.46%	81.82%	79.78%	0.0%
CAHPS Rate (%Always + %Usually)	252	244	197	4395	129	116	103	988	123	89	93	49	11	111	16	99	63	60	24	37	60	70	51	42	81	0
	93.33%	95.31%	97.04%	94.07%	94.16%	95.87%	98.10%	92.94%	92.48%	92.71%	97.89%	92.45%	78.57%	94.07%	84.21%	94.29%	92.65%	92.31%	88.89%	90.24%	95.24%	94.59%	89.47%	95.45%	91.01%	0.0%
								I																		
3-point composite mean	2.7444	2.8164	2.8424	2.7327	2.7810	2.8017	2.8571	2.6867	2.7293	2.7396	2.8421	2.7358	2.3571	2.7712	2.4737	2.7810	2.7500	2.7077	2.6296	2.6585	2.8254	2.7432	2.7193	2.7727	2.7079	0
			A																							
4-point composite mean	3.7259	3.8125	3.8424	3.7198	3.7664	3.7934	3.8571	3.6717	3.7143	3.7396	3.8421	3.6981	3.2143	3.7712	3.3684	3.7810	3.7353	3.6923	3.6296	3.6585	3.7937	3.7432	3.6842	3.7500	3.6966	0
			A																							
Sigma	971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

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

													2017 CCC Population Plan Results - Qualified Respondents																	
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type						
													2017 CCC Pop. Not Qual.																	
2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Anthem Avg. Gen Pop	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Anthem Avg. CCC Pop	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Not Qual. Total		0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet				
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)		(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)				
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0				
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%				
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%				
No response	35	30	115	547	15	15	59	72	10	8	1	13	1	8	0	4	7	3	2	1	7	7	3	4	6	0				
	3.60%	3.52%	14.72%	3.59%	2.69%	3.28%	14.39%	2.09%	2.63%	2.39%	0.39%	6.57%	1.69%	2.52%	0.0%	1.40%	3.33%	1.78%	2.53%	0.95%	3.68%	3.30%	1.83%	2.60%	2.65%	0.0%				
			AB				EF		K	K						O														
BASE = Those who responded	936	823	666	14702	543	442	351	3375	370	327	255	185	58	309	49	282	203	166	77	104	183	205	161	150	220	0				
	96.40%	96.48%	85.28%	96.41%	97.31%	96.72%	85.61%	97.91%	97.37%	97.61%	99.61%	93.43%	98.31%	97.48%	100.00%	98.60%	96.67%	98.22%	97.47%	99.05%	96.32%	96.70%	98.17%	97.40%	97.35%	0.0%				
	C	C			G	G					IJ				P															
Yes	244	210	175	4241	133	114	97	1062	113	83	81	44	14	99	15	91	64	48	24	33	53	62	49	49	64	0				
	26.07%	25.52%	26.28%	28.85%	24.49%	25.79%	27.64%	31.47%	30.54%	25.38%	31.76%	23.78%	24.14%	32.04%	30.61%	32.27%	31.53%	28.92%	31.17%	31.73%	28.96%	30.24%	30.43%	32.67%	29.09%	0.0%				
				E					E																					
No	692	613	491	10461	410	328	254	2313	257	244	174	141	44	210	34	191	139	118	53	71	130	143	112	101	156	0				
	73.93%	74.48%	73.72%	71.15%	75.51%	74.21%	72.36%	68.53%	69.46%	74.62%	68.24%	76.22%	75.86%	67.96%	69.39%	67.73%	68.47%	71.08%	68.83%	68.27%	71.04%	69.76%	69.57%	67.33%	70.91%	0.0%				
				DI																										
Sigma	971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0				
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%				

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

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

2017 CCC Population Plan Results - Qualified Respondents																											
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type			
													0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet	
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop. Total (H)	2017 CCC. Pop. Qual. Total (I)	2016 CCC. Pop. Qual. Total (J)	2015 CCC. Pop. Qual. Total (K)	2017 CCC. Pop. Not Qual. Total (L)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226		0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	39	37	119	666	16	19	62	92	11	11	4	15	1	9	0	5	7	4	2	1	8	7	4	5	6		0
	4.02%	4.34%	15.24%	4.37%	2.87%	4.16%	15.12%	2.67%	2.89%	3.28%	1.56%	7.58%	1.69%	2.84%	0.0%	1.75%	3.33%	2.37%	2.53%	0.95%	4.21%	3.30%	2.44%	3.25%	2.65%		0.0%
			AB	E			EF									O											
BASE = Those who responded	932	816	662	14583	542	438	348	3355	369	324	252	183	58	308	49	281	203	165	77	104	182	205	160	149	220		0
	95.98%	95.66%	84.76%	95.63%	97.13%	95.84%	84.88%	97.33%	97.11%	96.72%	98.44%	92.42%	98.31%	97.16%	100.00%	98.25%	96.67%	97.63%	97.47%	99.05%	95.79%	96.70%	97.56%	96.75%	97.35%		0.0%
	C	C			DG	G									P												
Never	8	9	1	149	6	7	1	46	2	3	0	2	0	2	0	2	2	0	0	1	1	2	0	0	2		0
	0.86%	1.10%	0.15%	1.02%	1.11%	1.60%	0.29%	1.37%	0.54%	0.93%	0.0%	1.09%	0.0%	0.65%	0.0%	0.71%	0.99%	0.0%	0.0%	0.96%	0.55%	0.98%	0.0%	0.0%	0.91%		0.0%
	C	C				G																					
Sometimes	44	23	13	608	25	14	7	165	24	10	8	6	5	19	4	17	14	10	6	6	9	12	10	5	19		0
	4.72%	2.82%	1.96%	4.17%	4.61%	3.20%	2.01%	4.92%	6.50%	3.09%	3.17%	3.28%	8.62%	6.17%	8.16%	6.05%	6.90%	6.06%	7.79%	5.77%	4.95%	5.85%	6.25%	3.36%	8.64%		0.0%
					G				JK																X		
Bottom Two Box (%Never + %Sometimes)	52	32	14	757	31	21	8	211	26	13	8	8	5	21	4	19	16	10	6	7	10	14	10	5	21		0
	5.58%	3.92%	2.11%	5.19%	5.72%	4.79%	2.30%	6.29%	7.05%	4.01%	3.17%	4.37%	8.62%	6.82%	8.16%	6.76%	7.88%	6.06%	7.79%	6.73%	5.49%	6.83%	6.25%	3.36%	9.55%		0.0%
	C	C			G				K																X		
Usually	50	45	31	1102	24	25	12	307	25	24	13	13	7	18	7	15	11	14	4	9	12	14	11	14	11		0
	5.36%	5.51%	4.68%	7.56%	4.43%	5.71%	3.45%	9.15%	6.78%	7.41%	5.16%	7.10%	12.07%	5.84%	14.29%	5.34%	5.42%	8.48%	5.19%	8.65%	6.59%	6.83%	6.88%	9.40%	5.00%		0.0%
				E																							
Always	138	126	126	2263	77	64	74	524	61	43	57	21	2	59	4	56	37	23	14	17	30	34	27	29	32		0
	14.81%	15.44%	19.03%	15.52%	14.21%	14.61%	21.26%	15.62%	16.53%	13.27%	22.62%	11.48%	3.45%	19.16%	8.16%	19.93%	18.23%	13.94%	18.18%	16.35%	16.48%	16.59%	16.88%	19.46%	14.55%		0.0%
			A				EF				J			M		O											
Always - q52 = "No"	692	613	491	10461	410	328	254	2313	257	244	174	141	44	210	34	191	139	118	53	71	130	143	112	101	156		0
	74.25%	75.12%	74.17%	71.73%	75.65%	74.89%	72.99%	68.94%	69.65%	75.31%	69.05%	77.05%	75.86%	68.18%	69.39%	67.97%	68.47%	71.52%	68.83%	68.27%	71.43%	69.76%	70.00%	67.79%	70.91%		0.0%
					DI																						
Always (Net)	830	739	617	12724	487	392	328	2837	318	287	231	162	46	269	38	247	176	141	67	88	160	177	139	130	188		0
	89.06%	90.56%	93.20%	87.25%	89.85%	89.50%	94.25%	84.56%	86.18%	88.58%	91.67%	88.52%	79.31%	87.34%	77.55%	87.90%	86.70%	85.45%	87.01%	84.62%	87.91%	86.34%	86.88%	87.25%	85.45%		0.0%
			A		D		EF				I																
CAHPS Rate (%Always+%Usually)	880	784	648	13826	511	417	340	3144	343	311	244	175	53	287	45	262	187	155	71	97	172	191	150	144	199		0
	94.42%	96.08%	97.89%	94.81%	94.28%	95.21%	97.70%	93.71%	92.95%	95.99%	96.83%	95.63%	91.38%	93.18%	91.84%	93.24%	92.12%	93.94%	92.21%	93.27%	94.51%	93.17%	93.75%	96.64%	90.45%		0.0%
			AB				E				I												Y				
3-point composite mean	2.8348	2.8664	2.9109	2.8206	2.8413	2.8470	2.9195	2.7827	2.7913	2.8457	2.8849	2.8415	2.7069	2.8052	2.6939	2.8114	2.7882	2.7939	2.7922	2.7788	2.8242	2.7951	2.8063	2.8389	2.7591		0
			AB				EF				I																

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
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Children With Chronic Conditions

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

													2017 OCC Population Plan Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
													=====		=====		=====		=====			=====		=====		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 OCC. Pop. Qual. Total (I)	2016 OCC. Pop. Qual. Total (J)	2015 OCC. Pop. Qual. Total (K)	2017 OCC. Pop. Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
4-point composite mean	3.8262	3.8554	3.9094 AB	3.8104	3.8303	3.8311	3.9167 EF	3.7690	3.7859	3.8364	3.8849 I	3.8306	3.7069	3.7987	3.6939	3.8043	3.7783	3.7939	3.7922	3.7692	3.8187	3.7854	3.8063	3.8389	3.7500	0
Sigma	971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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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?

													2017 CCC Population Plan Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC. Pop. Qual. Total (I)	2016 CCC. Pop. Qual. Total (J)	2015 CCC. Pop. Qual. Total (K)	2017 CCC. Pop. Not Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	1	2	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%	0.12%	0.26%	0.0%	0.0%	0.22%	0.24%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	32	22	113	402	14	11	59	63	4	2	3	14	0	0	0	2	2	2	0	1	3	3	1	3	1	0
	3.30%	2.58%	14.47%	2.64%	2.51%	2.41%	14.39%	1.83%	1.05%	0.60%	1.17%	7.07%	0.0%	0.0%	0.0%	0.70%	0.95%	1.18%	0.0%	0.95%	1.58%	1.42%	0.61%	1.95%	0.44%	0.0%
			AB				EF																			
BASE = Those who responded	939	830	666	14847	544	445	350	3384	376	333	253	184	59	317	49	284	208	167	79	104	187	209	163	151	225	0
	96.70%	97.30%	85.28%	97.36%	97.49%	97.37%	85.37%	98.17%	98.95%	99.40%	98.83%	92.93%	100.00%	100.00%	100.00%	99.30%	99.05%	98.82%	100.00%	99.05%	98.42%	98.58%	99.39%	98.05%	99.56%	0.0%
	C	C			G	G																				
10 - Best health plan possible	584	490	386	7897	343	256	206	1655	221	169	140	117	0	221	14	183	127	93	46	52	119	123	96	87	134	0
	62.19%	59.04%	57.96%	53.19%	63.05%	57.53%	58.86%	48.91%	58.78%	50.75%	55.34%	63.59%	0.0%	69.72%	28.57%	64.44%	61.06%	55.69%	58.23%	50.00%	63.64%	58.85%	58.90%	57.62%	59.56%	0.0%
				D				HJ						M		O				T						
9 -	130	112	92	2449	75	59	49	579	50	47	31	23	0	50	1	44	32	18	8	13	29	29	21	18	32	0
	13.84%	13.49%	13.81%	16.49%	13.79%	13.26%	14.00%	17.11%	13.30%	14.11%	12.25%	12.50%	0.0%	15.77%	2.04%	15.49%	15.38%	10.78%	10.13%	12.50%	15.51%	13.88%	12.88%	11.92%	14.22%	0.0%
								I						M		O										
Top Two Box	714	602	478	10346	418	315	255	2234	271	216	171	140	0	271	15	227	159	111	54	65	148	152	117	105	166	0
	76.04%	72.53%	71.77%	69.68%	76.84%	70.79%	72.86%	66.02%	72.07%	64.86%	67.59%	76.09%	0.0%	85.49%	30.61%	79.93%	76.44%	66.47%	68.35%	62.50%	79.14%	72.73%	71.78%	69.54%	73.78%	0.0%
				DF				HJ						M		O	R				T					
8 -	100	94	88	2322	44	53	47	561	46	39	39	26	0	46	13	27	25	21	11	15	19	24	21	17	29	0
	10.65%	11.33%	13.21%	15.64%	8.09%	11.91%	13.43%	16.58%	12.23%	11.71%	15.42%	14.13%	0.0%	14.51%	26.53%	9.51%	12.02%	12.57%	13.92%	14.42%	10.16%	11.48%	12.88%	11.26%	12.89%	0.0%
				E		E	E	I	E					M	P											
CAHPS Rate (Top Three Box)	814	696	566	12668	462	368	302	2795	317	255	210	166	0	317	28	254	184	132	65	80	167	176	138	122	195	0
	86.69%	83.86%	84.98%	85.32%	84.93%	82.70%	86.29%	82.59%	84.31%	76.58%	83.00%	90.22%	0.0%	100.00%	57.14%	89.44%	88.46%	79.04%	82.28%	76.92%	89.30%	84.21%	84.66%	80.79%	86.67%	0.0%
								J						M		O	R				T					
7 -	57	47	36	965	40	29	12	242	25	27	11	7	25	8	13	8	8	17	7	9	8	15	9	7	18	0
	6.07%	5.66%	5.41%	6.50%	7.35%	6.52%	3.43%	7.15%	6.65%	8.11%	4.35%	3.80%	42.37%	16.33%	4.58%	3.85%	10.18%	8.86%	8.65%	4.28%	7.18%	5.52%	4.64%	8.00%	0.0%	
				G	G								N	P			Q									
6 -	25	29	20	403	15	17	11	114	12	18	9	5	12	0	2	8	4	8	3	6	3	7	5	10	2	0
	2.66%	3.49%	3.00%	2.71%	2.76%	3.82%	3.14%	3.37%	3.19%	5.41%	3.56%	2.72%	20.34%	0.0%	4.08%	2.82%	1.92%	4.79%	3.80%	5.77%	1.60%	3.35%	3.07%	6.62%	0.89%	0.0%
													N										Y			
5 -	32	37	22	485	20	19	11	137	16	21	11	4	16	0	8	6	9	7	3	6	7	8	8	7	9	0
	3.41%	4.46%	3.30%	3.27%	3.68%	4.27%	3.14%	4.05%	4.26%	6.31%	4.35%	2.17%	27.12%	0.0%	16.33%	2.11%	4.33%	4.19%	3.80%	5.77%	3.74%	3.83%	4.91%	4.64%	4.00%	0.0%
													N	P												
4 -	5	4	7	103	3	2	6	29	3	2	4	1	3	0	0	3	3	0	1	2	0	2	1	3	0	0
	0.53%	0.48%	1.05%	0.69%	0.55%	0.45%	1.71%	0.86%	0.80%	0.60%	1.58%	0.54%	5.08%	0.0%	0.0%	1.06%	1.44%	0.0%	1.27%	1.92%	0.0%	0.96%	0.61%	1.99%	0.0%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

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?

													2017 CCC Population Plan Results - Qualified Respondents																																																																																																																																																																																																																																																																																													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type																																																																																																																																																																																																																																																																																		
													2017 CCC. Pop. Total	2016 CCC. Pop. Total	2015 CCC. Pop. Total	2017 CCC. Pop. Total	2017 Anthem Avg. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Anthem Avg. Pop. Total	2016 CCC. Pop. Total	2015 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	2017 CCC. Pop. Total	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
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Children With Chronic Conditions

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

													2017 CCC Population Plan Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
													0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Anthem Avg. Gen Pop	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Anthem Avg. CCC Pop	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Not Qual. Total		(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)
Total	971	853	781	5665	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	17	17	107	87	8	9	57	6	0	1	0	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.75%	1.99%	13.70%	1.54%	1.43%	1.97%	13.90%	0.17%	0.0%	0.30%	0.0%	4.55%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
			AB		I		EF	I																		
BASE = Those who responded	954	836	674	5578	550	448	353	3441	380	334	256	189	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	98.25%	98.01%	86.30%	98.46%	98.57%	98.03%	86.10%	99.83%	100.00%	99.70%	100.00%	95.45%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
	C	C			G	G		HE																		
Yes	612	533	442	2646	323	254	212	2855	320	298	221	112	49	268	40	247	167	153	64	95	156	184	132	129	191	0
	64.15%	63.76%	65.58%	47.44%	58.73%	56.70%	60.06%	82.97%	84.21%	89.22%	86.33%	59.26%	83.05%	84.54%	81.63%	86.36%	79.52%	90.53%	81.01%	90.48%	82.11%	86.79%	80.49%	83.77%	84.51%	0.0%
				D				E	I								Q			U						
No	342	303	232	2932	227	194	141	586	60	36	35	77	10	49	9	39	43	16	15	10	34	28	32	25	35	0
	35.85%	36.24%	34.42%	52.56%	41.27%	43.30%	39.94%	17.03%	15.79%	10.78%	13.67%	40.74%	16.95%	15.46%	18.37%	13.64%	20.48%	9.47%	18.99%	9.52%	17.89%	13.21%	19.51%	16.23%	15.49%	0.0%
				E	I			J									R				T					
Sigma	971	853	781	5665	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

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

2017 CCC Population Plan Results - Qualified Respondents																										
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Not Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	971 100.00%	853 100.00%	781 100.00%	5665 100.00%	558 100.00%	457 100.00%	410 100.00%	3447 100.00%	380 100.00%	335 100.00%	256 100.00%	198 100.00%	59 100.00%	317 100.00%	49 100.00%	286 100.00%	210 100.00%	169 100.00%	79 100.00%	105 100.00%	190 100.00%	212 100.00%	164 100.00%	154 100.00%	226 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	3 0.38%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.39%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	23 2.37%	23 2.70%	113 14.47% AB	110 1.94%	13 2.33% I	11 2.41%	60 14.63% EF	16 0.46%	1 0.26%	3 0.90%	0 0.0%	10 5.05%	0 0.0%	1 0.32%	0 0.0%	1 0.35%	1 0.48%	0 0.0%	0 0.0%	0 0.0%	1 0.53%	1 0.47%	0 0.0%	1 0.65%	0 0.0%	0 0.0%
Appropriately skipped	342 35.22% C	303 35.52% C	232 29.71%	2932 51.76% E	227 40.68% GI	194 42.45% G	141 34.39%	586 17.00%	60 15.79% J	36 10.75%	35 13.67%	77 38.89%	10 16.95%	49 15.46%	9 18.37%	39 13.64%	43 20.48% R	16 9.47%	15 18.99%	10 9.52%	34 17.89% T	28 13.21%	32 19.51%	25 16.23%	35 15.49%	0 0.0%
BASE = Those who responded	606 62.41% C	527 61.78% C	433 55.44%	2623 46.30%	318 56.99% D	252 55.14%	209 50.98%	2845 82.54%	319 83.95% E	296 88.36%	220 85.94%	111 56.06%	49 83.05%	267 84.23%	40 81.63%	246 86.01%	166 79.05%	153 90.53% Q	64 81.01%	95 90.48% U	155 81.58%	183 86.32%	132 80.49%	128 83.12%	191 84.51%	0 0.0%
Never	5 0.83%	9 1.71%	4 0.92%	26 0.99%	2 0.63%	7 2.78%	2 0.96%	27 0.95%	3 0.94%	5 1.69%	2 0.91%	1 0.90%	2 4.08%	1 0.37%	3 7.50%	0 0.0%	2 1.20%	1 0.65%	0 0.0%	2 2.11%	1 0.65%	1 0.55%	2 1.52%	3 2.34%	0 0.0%	0 0.0%
Sometimes	64 10.56%	56 10.63%	54 12.47%	233 8.88%	36 11.32%	23 9.13%	26 12.44%	255 8.96%	40 12.54%	42 14.19%	36 16.36%	10 9.01%	17 34.69% N	23 8.61%	4 10.00%	31 12.60%	18 10.84%	22 14.38%	7 10.94%	14 14.74%	19 12.26%	22 12.02%	18 13.64%	19 14.84%	21 10.99%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	69 11.39%	65 12.33%	58 13.39%	259 9.87%	38 11.95%	30 11.90%	28 13.40%	282 9.91%	43 13.48%	47 15.88%	38 17.27%	11 9.91%	19 38.78% N	24 8.99%	7 17.50%	31 12.60%	20 12.05%	23 15.03%	7 10.94%	16 16.84%	20 12.90%	23 12.57%	20 15.15%	22 17.19%	21 10.99%	0 0.0%
Usually	88 14.52%	95 18.03%	67 15.47%	472 17.99% E	37 11.64%	44 17.46%	29 13.88%	585 20.56% I	51 15.99%	60 20.27% K	30 13.64%	21 18.92%	11 22.45%	39 14.61%	8 20.00%	39 15.85%	21 12.65%	30 19.61%	12 18.75%	18 18.95%	19 12.26%	32 17.49%	18 13.64%	21 16.41%	30 15.71%	0 0.0%
Always	449 74.09%	367 69.64%	308 71.13%	1892 72.13%	243 76.42%	178 70.63%	152 72.73%	1978 69.53%	225 70.53%	189 63.85%	152 69.09%	79 71.17%	19 38.78%	204 76.40% M	25 62.50%	176 71.54%	125 75.30%	100 65.36%	45 70.31%	61 64.21%	116 74.84%	128 69.95%	94 71.21%	85 66.41%	140 73.30%	0 0.0%
CAHPS Rate (%Always + %Usually)	537 88.61%	462 87.67%	375 86.61%	2364 90.13%	280 88.05%	222 88.10%	181 86.60%	2563 90.09%	276 86.52%	249 84.12%	182 82.73%	100 90.09%	30 61.22%	243 91.01% M	33 82.50%	215 87.40%	146 87.95%	130 84.97%	57 89.06%	79 83.16%	135 87.10%	160 87.43%	112 84.85%	106 82.81%	170 89.01%	0 0.0%
3-point composite mean	2.6271	2.5731	2.5774	2.6226	2.6447	2.5873	2.5933	2.5961	2.5705	2.4797	2.5182	2.6126	2.0000	2.6742 M	2.4500	2.5894	2.6325	2.5033	2.5938	2.4737	2.6194	2.5738	2.5606	2.4922	2.6230	0
4-point composite mean	3.6188	3.5560	3.5681	3.6127	3.6384	3.5595	3.5837	3.5866	3.5611	3.4628	3.5091	3.6036	2.9592	3.6704 M	3.3750	3.5894	3.6205	3.4967	3.5938	3.4526	3.6129	3.5683	3.5455	3.4688	3.6230	0
Sigma	971 100.00%	853 100.00%	781 100.00%	5665 100.00%	558 100.00%	457 100.00%	410 100.00%	3447 100.00%	380 100.00%	335 100.00%	256 100.00%	198 100.00%	59 100.00%	317 100.00%	49 100.00%	286 100.00%	210 100.00%	169 100.00%	79 100.00%	105 100.00%	190 100.00%	212 100.00%	164 100.00%	154 100.00%	226 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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Children With Chronic Conditions

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

													2017 CCC Population Plan Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

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

													2017 CCC Population Plan Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	1	4	0	0	1	2	0	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.12%	0.51% A	0.0%	0.0%	0.22%	0.49%	0.0%	0.0%	0.30%	0.78%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	26	19	105	249	12	9	55	21	1	0	2	13	0	1	0	1	0	0	0	0	1	0	1	1	0	0
	2.68%	2.23%	13.44% AB	1.63%	2.15% I	1.97%	13.41% EF	0.61%	0.26%	0.0%	0.78%	6.57%	0.0%	0.32%	0.0%	0.35%	0.0%	0.0%	0.0%	0.0%	0.53%	0.0%	0.61%	0.65%	0.0%	0.0%
BASE = Those who responded	945	833	672	15000	546	447	353	3426	379	334	252	185	59	316	49	285	210	169	79	105	189	212	163	153	226	0
	97.32% C	97.66% C	86.04%	98.37%	97.85% G	97.81% G	86.10%	99.39%	99.74% E	99.70%	98.44%	93.43%	100.00%	99.68%	100.00%	99.65%	100.00%	100.00%	100.00%	100.00%	99.47%	100.00%	99.39%	99.35%	100.00%	0.0%
5 - Excellent	350	308	245	6134	219	190	148	674	83	55	56	80	7	74	5	63	83	0	18	25	40	51	31	32	51	0
	37.04%	36.97%	36.46%	40.89%	40.11% I	42.51%	41.93%	19.67%	21.90%	16.47%	22.22%	43.24%	11.86%	23.42% M	10.20%	22.11% O	39.52% R	0.0%	22.78%	23.81%	21.16%	24.06%	19.02%	20.92%	22.57%	0.0%
4 - Very good	325	273	209	5266	187	140	110	1315	127	123	73	68	17	110	14	98	127	0	30	35	60	60	65	52	75	0
	34.39%	32.77%	31.10%	35.11%	34.25%	31.32%	31.16%	38.38%	33.51%	36.83% K	28.97%	36.76%	28.81%	34.81%	28.57%	34.39%	60.48% R	0.0%	37.97%	33.33%	31.75%	28.30%	39.88% V	33.99%	33.19%	0.0%
CAHPS Rate (Top Two Box)	675	581	454	11400	406	330	258	1989	210	178	129	148	24	184	19	161	210	0	48	60	100	111	96	84	126	0
	71.43%	69.75%	67.56%	76.00%	74.36% I	73.83%	73.09%	58.06%	55.41%	53.29%	51.19%	80.00%	40.68%	58.23% M	38.78%	56.49% O	100.00% R	0.0%	60.76%	57.14%	52.91%	52.36%	58.90%	54.90%	55.75%	0.0%
3 - Good	194	177	157	2895	102	79	70	1045	109	99	73	32	25	82	18	79	0	109	21	29	57	65	44	50	59	0
	20.53%	21.25%	23.36%	19.30%	18.68%	17.67%	19.83%	30.50%	28.76% E	29.64%	28.97%	17.30%	42.37% N	25.95%	36.73%	27.72%	0.0%	64.50% Q	26.58%	27.62%	30.16%	30.66%	26.99%	32.68%	26.11%	0.0%
Top Three Box	869	758	611	14295	508	409	328	3034	319	277	202	180	49	266	37	240	210	109	69	89	157	176	140	134	185	0
	91.96%	91.00%	90.92%	95.30% E	93.04% I	91.50%	92.92%	88.56% I	84.17%	82.93%	80.16%	97.30%	83.05%	84.18%	75.51%	84.21%	100.00% R	64.50% R	87.34%	84.76%	83.07%	83.02%	85.89%	87.58%	81.86%	0.0%
2 - Fair	71	68	57	654	36	35	25	355	55	51	46	5	9	46	10	42	0	55	9	14	31	34	20	16	39	0
	7.51%	8.16%	8.48%	4.36%	6.59% D	7.83%	7.08%	10.36%	14.51% HE	15.27%	18.25%	2.70%	15.25%	14.56%	20.41%	14.74%	0.0%	32.54% Q	11.39%	13.33%	16.40%	16.04%	12.27%	10.46%	17.26%	0.0%
1 - Poor	5	7	4	51	2	3	0	37	5	6	4	0	1	4	2	3	0	5	1	2	1	2	3	3	2	0
	0.53%	0.84%	0.60%	0.34%	0.37%	0.67%	0.0%	1.08%	1.32%	1.80%	1.59%	0.0%	1.69%	1.27%	4.08%	1.05%	0.0%	2.96% Q	1.27%	1.90%	0.53%	0.94%	1.84%	1.96%	0.88%	0.0%
Bottom Two Box	76	75	61	705	38	38	25	392	60	57	50	5	10	50	12	45	0	60	10	16	32	36	23	19	41	0
	8.04%	9.00%	9.08%	4.70%	6.96% D	8.50%	7.08%	11.44%	15.83% HE	17.07%	19.84%	2.70%	16.95%	15.82%	24.49%	15.79%	0.0%	35.50% Q	12.66%	15.24%	16.93%	16.98%	14.11%	12.42%	18.14%	0.0%
Average rating	3.9989	3.9688	3.9435	4.1185	4.0714 I	4.0716	4.0793	3.6521	3.6016	3.5090	3.5198	4.2054	3.3390	3.6456 M	3.2041	3.6175 O	4.3952 R	2.6154	3.6962	3.6381	3.5661	3.5849	3.6196	3.6144	3.5929	0

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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Children With Chronic Conditions

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

2017 CCC Population Plan Results - Qualified Respondents																																							
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type															
2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Anthem Avg. Gen Pop	2017 Gen. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Gen Pop	2017 CCC Pop Qual. Total	2016 CCC Pop Qual. Total	2015 CCC Pop Qual. Total	2017 CCC Pop Qual. Total	0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet														
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)														
Standard deviation													0.9611	0.9917	0.9939	0.8904	0.9378	0.9850	0.9458	0.9447	1.0233	0.9962	1.0744	0.8193	0.9317	1.0316	1.0097	1.0179	0.4889	0.5439	0.9854	1.0431	1.0142	1.0494	0.9858	0.9910	1.0445	0	
Sigma													971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0	
													100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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Children With Chronic Conditions

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

													2017 CCC Population Plan Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop. Total (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Not Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	3	2	0	0	2	0	0	0	3	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.35%	0.26%	0.0%	0.0%	0.44%	0.0%	0.0%	0.0%	0.90%	0.39%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	27	20	107	276	14	8	54	19	3	3	1	12	0	2	0	1	2	1	1	0	2	2	1	2	1	0
	2.78%	2.34%	13.70%	1.81%	2.51%	1.75%	13.17%	0.55%	0.79%	0.90%	0.39%	6.06%	0.0%	0.63%	0.0%	0.35%	0.95%	0.59%	1.27%	0.0%	1.05%	0.94%	0.61%	1.30%	0.44%	0.0%
			AB		I		EF																			
BASE = Those who responded	944	830	672	14973	544	447	356	3428	377	329	254	186	59	315	49	285	208	168	78	105	188	210	163	152	225	0
	97.22%	97.30%	86.04%	98.19%	97.49%	97.81%	86.83%	99.45%	99.21%	98.21%	99.22%	93.94%	100.00%	99.37%	100.00%	99.65%	99.05%	99.41%	98.73%	100.00%	98.95%	99.06%	99.39%	98.70%	99.56%	0.0%
	C	C			G	G			E																	
5 - Excellent	392	377	316	7277	239	224	189	682	77	87	65	108	7	70	5	67	61	16	25	24	27	33	42	32	45	0
	41.53%	45.42%	47.02%	48.60%	43.93%	50.11%	53.09%	19.89%	20.42%	26.44%	25.59%	58.06%	11.86%	22.22%	10.20%	23.51%	29.33%	9.52%	32.05%	22.86%	14.36%	15.71%	25.77%	21.05%	20.00%	0.0%
			A	E	I		E							M		O	R		U			V				
4 - Very good	214	179	137	3809	127	96	66	826	70	75	42	47	11	59	8	52	55	15	14	19	36	40	30	27	43	0
	22.67%	21.57%	20.39%	25.44%	23.35%	21.48%	18.54%	24.10%	18.57%	22.80%	16.54%	25.27%	18.64%	18.73%	16.33%	18.25%	26.44%	8.93%	17.95%	18.10%	19.15%	19.05%	18.40%	17.76%	19.11%	0.0%
					I			I									R									
CAHPS Rate (Top Two Box)	606	556	453	11086	366	320	255	1508	147	162	107	155	18	129	13	119	116	31	39	43	63	73	72	59	88	0
	64.19%	66.99%	67.41%	74.04%	67.28%	71.59%	71.63%	43.99%	38.99%	49.24%	42.13%	83.33%	30.51%	40.95%	26.53%	41.75%	55.77%	18.45%	50.00%	40.95%	33.51%	34.76%	44.17%	38.82%	39.11%	0.0%
				E	I				I							O	R		U							
3 - Good	205	176	135	2702	109	85	62	1043	119	91	77	28	22	94	14	89	54	65	27	33	56	84	34	45	74	0
	21.72%	21.20%	20.09%	18.05%	20.04%	19.02%	17.42%	30.43%	31.56%	27.66%	30.31%	15.05%	37.29%	29.84%	28.57%	31.23%	25.96%	38.69%	34.62%	31.43%	29.79%	40.00%	20.86%	29.61%	32.89%	0.0%
					E			E									Q					W				
Top Three Box	811	732	588	13788	475	405	317	2551	266	253	184	183	40	223	27	208	170	96	66	76	119	157	106	104	162	0
	85.91%	88.19%	87.50%	92.09%	87.32%	90.60%	89.04%	74.42%	70.56%	76.90%	72.44%	98.39%	67.80%	70.79%	55.10%	72.98%	81.73%	57.14%	84.62%	72.38%	63.30%	74.76%	65.03%	68.42%	72.00%	0.0%
				E	I											O	R		TU			W				
2 - Fair	106	76	65	979	56	33	31	713	84	57	54	3	16	68	16	57	31	52	10	19	54	36	47	38	46	0
	11.23%	9.16%	9.67%	6.54%	10.29%	7.38%	8.71%	20.80%	22.28%	17.33%	21.26%	1.61%	27.12%	21.59%	32.65%	20.00%	14.90%	30.95%	12.82%	18.10%	28.72%	17.14%	28.83%	25.00%	20.44%	0.0%
				D				E	E								Q			ST		V				
1 - Poor	27	22	19	206	13	9	8	164	27	19	16	0	3	24	6	20	7	20	2	10	15	17	10	10	17	0
	2.86%	2.65%	2.83%	1.38%	2.39%	2.01%	2.25%	4.78%	7.16%	5.78%	6.30%	0.0%	5.08%	7.62%	12.24%	7.02%	3.37%	11.90%	2.56%	9.52%	7.98%	8.10%	6.13%	6.58%	7.56%	0.0%
					E			E	E								Q		S	S						
Bottom Two Box	133	98	84	1185	69	42	39	877	111	76	70	3	19	92	22	77	38	72	12	29	69	53	57	48	63	0
	14.09%	11.81%	12.50%	7.91%	12.68%	9.40%	10.96%	25.58%	29.44%	23.10%	27.56%	1.61%	32.20%	29.21%	44.90%	27.02%	18.27%	42.86%	15.38%	27.62%	36.70%	25.24%	34.97%	31.58%	28.00%	0.0%
				D				E	E						P		Q		S	S		V				
Average	3.8877	3.9795	3.9911	4.1335	3.9614	4.1029	4.1152	3.3352	3.2281	3.4681	3.3386	4.3978	3.0508	3.2635	2.7959	3.3123	3.6346	2.7321	3.6410	3.2667	3.0319	3.1714	3.2883	3.2171	3.2356	0
				E	I	E	E			I						O	R		TU							

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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Children With Chronic Conditions

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

2017 CCC Population Plan Results - Qualified Respondents																																							
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type															
2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Anthem Avg. Gen Pop	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Anthem Avg. Gen Pop	2017 CCC. Pop. Qual. Total	2016 CCC. Pop. Qual. Total	2015 CCC. Pop. Qual. Total	2017 CCC. Pop. Qual. Total	0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet														
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)														
Standard deviation													1.1517	1.1272	1.1456	1.0169	1.1247	1.0757	1.1146	1.1506	1.2083	1.2128	1.2405	0.7984	1.0644	1.2359	1.1602	1.2272	1.1482	1.0882	1.1320	1.2594	1.1710	1.1335	1.2905	1.2189	1.2010	0	
Sigma													971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0	
													100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

													2017 CCC Population Plan Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC. Pop. Qual. Total (I)	2016 CCC. Pop. Qual. Total (J)	2015 CCC. Pop. Qual. Total (K)	2017 CCC. Pop. Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	971	853	781	5665	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	1	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.12%	0.0%	0.0%	0.0%	0.22%	0.0%	0.0%	0.0%	0.30%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	26	21	110	113	15	10	55	5	0	1	1	11	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	2.68%	2.46%	14.08%	1.99%	2.69%	2.19%	13.41%	0.15%	0.0%	0.30%	0.39%	5.56%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
			AB		I		EF	I																		
BASE = Those who responded	945	831	671	5552	543	446	355	3442	380	333	255	187	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	97.32%	97.42%	85.92%	98.01%	97.31%	97.59%	86.59%	99.85%	100.00%	99.40%	99.61%	94.44%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
	C	C			G	G		HE																		
Yes	397	376	310	1498	185	157	140	2702	304	295	217	42	48	253	40	232	165	139	57	88	154	180	121	126	178	0
	42.01%	45.25%	46.20%	26.98%	34.07%	35.20%	39.44%	78.50%	80.00%	88.59%	85.10%	22.46%	81.36%	79.81%	81.63%	81.12%	78.57%	82.25%	72.15%	83.81%	81.05%	84.91%	73.78%	81.82%	78.76%	0.0%
					D			E	I												W					
No	548	455	361	4054	358	289	215	740	76	38	38	145	11	64	9	54	45	30	22	17	36	32	43	28	48	0
	57.99%	54.75%	53.80%	73.02%	65.93%	64.80%	60.56%	21.50%	20.00%	11.41%	14.90%	77.54%	18.64%	20.19%	18.37%	18.88%	21.43%	17.75%	27.85%	16.19%	18.95%	15.09%	26.22%	18.18%	21.24%	0.0%
				E	I			J														V				
Sigma	971	853	781	5665	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

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

													2017 CCC Population Plan Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

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

													2017 CCC Population Plan Results - Qualified Respondents																															
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type																				
													2017 CCC. Pop. Not Qual.	2016 CCC. Pop. Qual.	2015 CCC. Pop. Qual.	2017 CCC. Pop. Avg.	2017 Anthem Pop. Avg.	2015 Gen. Pop. Total	2016 Gen. Pop. Total	2017 Gen. Pop. Total	2017 Anthem Pop. Total	2017 CCC. Pop. Total	2016 CCC. Pop. Total	2015 CCC. Pop. Total																				
													(L)	(K)	(J)	(I)	(H)	(G)	(F)	(E)	(D)	(C)	(B)	(A)	(Z)	(Y)	(X)	(W)	(V)	(U)	(T)	(S)	(R)	(Q)	(P)	(O)	(N)	(M)						
													198	256	335	380	3447	410	457	558	5665	781	853	971	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
													100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
													0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
													0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
													19	3	5	4	37	57	18	24	166	123	38	46	0	3	0	3	3	1	1	1	2	1	3	0	4	0	4	0	4	0	0	0
													9.60%	1.17%	1.49%	1.05%	1.07%	13.90%	3.94%	4.30%	2.93%	15.75%	4.45%	4.74%	0.0%	0.95%	0.0%	1.05%	1.43%	0.59%	1.27%	0.95%	1.05%	0.47%	1.83%	0.0%	1.77%	0.0%	1.77%	0.0%	1.77%	0.0%	1.77%	0.0%
													84.34%	17.58%	23.43%	23.16%	23.64%	61.22%	67.40%	70.25%	77.11%	54.55%	58.97%	63.03%	22.03%	23.34%	22.45%	22.38%	23.81%	21.89%	35.44%	17.14%	21.05%	18.40%	29.27%	21.43%	24.34%	0	55	24.34%	24.34%	0.0%		
													81.25%	85.07%	75.79%	75.9%	75.79%	25.45%	28.67%	25.45%	19.96%	29.71%	36.58%	32.23%	81.25%	75.71%	77.55%	76.57%	74.76%	77.51%	63.29%	81.90%	77.89%	81.13%	68.90%	78.57%	73.89%	167	121	73.89%	73.89%	0.0%		
													0	204	283	278	2542	88	118	125	971	204	283	278	0	231	36	211	155	123	47	84	143	166	109	120	158	0	158	120	158	0	0	
													0.0%	98.08%	99.30%	96.53%	97.96%	86.27%	90.08%	88.03%	85.85%	87.93%	90.71%	88.82%	97.83%	96.25%	94.74%	96.35%	98.73%	93.89%	94.00%	97.67%	96.62%	96.51%	96.46%	99.17%	94.61%	0	94.61%	94.61%	94.61%	0.0%		
													12	4	2	10	53	14	13	17	160	28	29	35	1	9	2	8	2	8	3	2	5	6	4	1	9	0	9	1	9	0	0	
													100.00%	1.92%	0.70%	3.47%	2.04%	13.73%	9.92%	11.97%	14.15%	12.07%	9.29%	11.18%	2.17%	3.75%	5.26%	3.65%	1.27%	6.11%	6.00%	2.33%	3.38%	3.49%	3.54%	0.83%	5.39%	0	5.39%	5.39%	5.39%	0.0%		
													12	4	2	10	53	14	13	17	160	28	29	35	1	9	2	8	2	8	3	2	5	6	4	1	9	0	9	1	9	0	0	
													100.00%	1.92%	0.70%	3.47%	2.04%	13.73%	9.92%	11.97%	14.15%	12.07%	9.29%	11.18%	2.17%	3.75%	5.26%	3.65%	1.27%	6.11%	6.00%	2.33%	3.38%	3.49%	3.54%	0.83%	5.39%	0	5.39%	5.39%	5.39%	0.0%		
													198	256	335	380	3447	410	457	558	5665	781	853	971	59	317	49	286	210	169	79	105	190	212	164	154	226	0	226	226	226	0	0	
													100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

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?

													2017 CCC Population Plan Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
													0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Anthem Avg. Gen Pop	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Anthem Avg. CCC Pop	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Not Qual. Total	0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	
Total	971	853	781	5665	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	1	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.13%	0.0%	0.0%	0.0%	0.24%	0.0%	0.0%	0.0%	0.39%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	38	35	119	160	19	16	61	70	12	8	7	12	3	8	2	7	6	6	1	2	8	5	6	2	10	0
	3.91%	4.10%	15.24%	2.82%	3.41%	3.50%	14.88%	2.03%	3.16%	2.39%	2.73%	6.06%	5.08%	2.52%	4.08%	2.45%	2.86%	3.55%	1.27%	1.90%	4.21%	2.36%	3.66%	1.30%	4.42%	0.0%
			AB				EF																			
BASE = Those who responded	933	818	661	5505	539	441	348	3377	368	327	248	186	56	309	47	279	204	163	78	103	182	207	158	152	216	0
	96.09%	95.90%	84.64%	97.18%	96.59%	96.50%	84.88%	97.97%	96.84%	97.61%	96.88%	93.94%	94.92%	97.48%	95.92%	97.55%	97.14%	96.45%	98.73%	98.10%	95.79%	97.64%	96.34%	98.70%	95.58%	0.0%
	C	C			G	G																				
Yes	219	193	154	794	104	78	69	1826	200	168	135	6	39	160	35	145	93	107	39	56	103	118	82	84	116	0
	23.47%	23.59%	23.30%	14.42%	19.29%	17.69%	19.83%	54.07%	54.35%	51.38%	54.44%	3.23%	69.64%	51.78%	74.47%	51.97%	45.59%	65.64%	50.00%	54.37%	56.59%	57.00%	51.90%	55.26%	53.70%	0.0%
					D				E				N		P		Q									
No	714	625	507	4711	435	363	279	1551	168	159	113	180	17	149	12	134	111	56	39	47	79	89	76	68	100	0
	76.53%	76.41%	76.70%	85.58%	80.71%	82.31%	80.17%	45.93%	45.65%	48.62%	45.56%	96.77%	30.36%	48.22%	25.53%	48.03%	54.41%	34.36%	50.00%	45.63%	43.41%	43.00%	48.10%	44.74%	46.30%	0.0%
				E	I								M			O	R									
Sigma	971	853	781	5665	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

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

													2017 CCC Population Plan Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

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

2017 CCC Population Plan Results - Qualified Respondents																										
	Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age		Gender		Survey Type															
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC. Pop. Qual. Total (I)	2016 CCC. Pop. Qual. Total (J)	2015 CCC. Pop. Qual. Total (K)	2017 CCC. Pop. Not Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	971	853	781	5665	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	45	41	128	186	22	19	63	104	15	9	11	14	3	11	2	8	7	8	3	2	9	6	8	2	13	0
	4.63%	4.81%	16.39%	3.28%	3.94%	4.16%	15.37%	3.02%	3.95%	2.69%	4.30%	7.07%	5.08%	3.47%	4.08%	2.80%	3.33%	4.73%	3.80%	1.90%	4.74%	2.83%	4.88%	1.30%	5.75%	0.0%
			AB				EF																		X	
Appropriately skipped	738	649	531	4833	448	376	291	1640	178	168	125	184	20	156	14	142	114	63	43	49	83	93	82	69	109	0
	76.00%	76.08%	67.99%	85.31%	80.29%	82.28%	70.98%	47.58%	46.84%	50.15%	48.83%	92.93%	33.90%	49.21%	28.57%	49.65%	54.29%	37.28%	54.43%	46.67%	43.68%	43.87%	50.00%	44.81%	48.23%	0.0%
	C	C		E	GI	G								M		O	R									
BASE = Those who responded	188	163	122	646	88	62	56	1703	187	158	120	0	36	150	33	136	89	98	33	54	98	113	74	83	104	0
	19.36%	19.11%	15.62%	11.40%	15.77%	13.57%	13.66%	49.41%	49.21%	47.16%	46.88%	0.0%	61.02%	47.32%	67.35%	47.55%	42.38%	57.99%	41.77%	51.43%	51.58%	53.30%	45.12%	53.90%	46.02%	0.0%
	C				D				E				N		P		Q									
Yes	186	156	119	611	87	60	54	1681	186	156	119	0	36	149	32	136	88	98	33	54	97	112	74	82	104	0
	98.94%	95.71%	97.54%	94.58%	98.86%	96.77%	96.43%	98.71%	99.47%	98.73%	99.17%	0.0%	100.00%	99.33%	96.97%	100.00%	98.88%	100.00%	100.00%	100.00%	98.98%	99.12%	100.00%	98.80%	100.00%	0.0%
					D																					
No	2	7	3	35	1	2	2	22	1	2	1	0	0	1	1	0	1	0	0	0	1	1	0	1	0	0
	1.06%	4.29%	2.46%	5.42%	1.14%	3.23%	3.57%	1.29%	0.53%	1.27%	0.83%	0.0%	0.0%	0.67%	3.03%	0.0%	1.12%	0.0%	0.0%	0.0%	1.02%	0.88%	0.0%	1.20%	0.0%	0.0%
				E																						
Sigma	971	853	781	5665	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

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?

													2017 CCC Population Plan Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC. Pop. Qual. Total (I)	2016 CCC. Pop. Qual. Total (J)	2015 CCC. Pop. Qual. Total (K)	2017 CCC. Pop. Qual. Not (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	971	853	781	5665	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	2	1	0	0	1	1	0	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.23%	0.13%	0.0%	0.0%	0.22%	0.24%	0.0%	0.0%	0.60%	0.39%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	36	30	116	159	17	14	61	63	7	5	4	16	1	6	0	5	4	3	2	1	3	3	3	3	4	0
	3.71%	3.52%	14.85%	2.81%	3.05%	3.06%	14.88%	1.83%	1.84%	1.49%	1.56%	8.08%	1.69%	1.89%	0.0%	1.75%	1.90%	1.78%	2.53%	0.95%	1.58%	1.42%	1.83%	1.95%	1.77%	0.0%
			AB				EF									O										
BASE = Those who responded	935	821	664	5506	541	442	348	3384	373	328	251	182	58	311	49	281	206	166	77	104	187	209	161	151	222	0
	96.29%	96.25%	85.02%	97.19%	96.95%	96.72%	84.88%	98.17%	98.16%	97.91%	98.05%	91.92%	98.31%	98.11%	100.00%	98.25%	98.10%	98.22%	97.47%	99.05%	98.42%	98.58%	98.17%	98.05%	98.23%	0.0%
	C	C			G	G							P													
Yes	198	156	126	714	100	84	53	1163	139	108	94	20	24	114	22	107	59	80	28	42	68	81	56	50	89	0
	21.18%	19.00%	18.98%	12.97%	18.48%	19.00%	15.23%	34.37%	37.27%	32.93%	37.45%	10.99%	41.38%	36.66%	44.90%	38.08%	28.64%	48.19%	36.36%	40.38%	36.36%	38.76%	34.78%	33.11%	40.09%	0.0%
					D			E									Q									
No	737	665	538	4792	441	358	295	2221	234	220	157	162	34	197	27	174	147	86	49	62	119	128	105	101	133	0
	78.82%	81.00%	81.02%	87.03%	81.52%	81.00%	84.77%	65.63%	62.73%	67.07%	62.55%	89.01%	58.62%	63.34%	55.10%	61.92%	71.36%	51.81%	63.64%	59.62%	63.64%	61.24%	65.22%	66.89%	59.91%	0.0%
				E	I												R									
Sigma	971	853	781	5665	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

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

													2017 CCC Population Plan Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
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Children With Chronic Conditions

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

													2017 CCC Population Plan Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

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

													2017 CCC Population Plan Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

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

													2017 CCC Population Plan Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

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

													2017 CCC Population Plan Results - Qualified Respondents																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																					
													2017 CCC Pop. Not Qual.		Excel/ Very Good		Good/ Fair/ Poor																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																												
													2017 CCC Pop. Total		2016 CCC Pop. Total		2015 CCC Pop. Total		2017 Anthem Avg. Gen. Pop. Total			2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. Gen. Pop. Total		2017 CCC Pop. Total		2016 CCC Pop. Total		2015 CCC Pop. Total		2017 CCC Pop. Not Qual.																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																											
													(L)		(K)		(J)		(I)		(H)		(G)		(F)		(E)		(D)		(C)		(B)		(A)		(Z)		(Y)		(X)		(W)		(V)		(U)		(T)		(S)		(R)		(Q)		(P)		(O)		(N)		(M)																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																														
													198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198	256	335	380	3447	410	457	558	5665	781	853	971	198

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

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

													2017 CCC Population Plan Results - Qualified Respondents																																							
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type																												
													0-7		8-10		Excel/ Very Good		Good/ Fair/ Poor		<5			6-10		11+		Male		Female		Mail		Phone		Internet																
													(M)		(N)		(O)		(P)		(Q)		(R)		(S)			(T)		(U)		(V)		(W)		(X)		(Y)		(Z)												
													(A)		(B)		(C)		(D)		(E)		(F)		(G)		(H)		(I)		(J)		(K)		(L)																	
													2017 Plan Total		2016 Plan Total		2015 Plan Total		2017 Anthem Avg. Gen Pop		2017 Gen. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Anthem Avg. CCC Pop		2017 CCC Pop. Qual. Total		2016 CCC Pop. Qual. Total		2015 CCC Pop. Qual. Total		2017 CCC Pop. Not Qual. Total																	
Total	971		853		781		5665		558		457		410		3447		380		335		256		198		59		317		49		286		210		169		79		105		190		212		164		154		226		0	
	100.00%		100.00%		100.00%		100.00%		100.00%		100.00%		100.00%		100.00%		100.00%		100.00%		100.00%		100.00%		100.00%		100.00%		100.00%		100.00%		100.00%		100.00%		100.00%		100.00%		100.00%		100.00%		0.0%							
Multiple mark	0		0		1		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%		0.13%		0.0%		0.0%		0.0%		0.24%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%							
No response	31		33		111		148		16		15		57		35		3		5		1		14		1		2		0		3		1		2		0		0		1		1		0		0		3		0	
	3.19%		3.87%		14.21%		2.61%		2.87%		3.28%		13.90%		1.02%		0.79%		1.49%		0.39%		7.07%		1.69%		0.63%		0.0%		1.05%		0.48%		1.18%		0.0%		0.0%		0.53%		0.47%		0.0%		0.0%		1.33%		0.0%	
					AB				I				EF																																							
BASE = Those who responded	940		820		669		5517		542		442		352		3412		377		330		255		184		58		315		49		283		209		167		79		105		189		211		164		154		223		0	
	96.81%		96.13%		85.66%		97.39%		97.13%		96.72%		85.85%		98.98%		99.21%		98.51%		99.61%		92.93%		98.31%		99.37%		100.00%		98.95%		99.52%		98.82%		100.00%		100.00%		99.47%		99.53%		100.00%		100.00%		98.67%		0.0%	
	C		C						G		G				E																																					
Yes	229		167		146		766		97		71		59		1872		208		155		139		6		32		174		32		152		113		94		32		57		117		120		86		84		124		0	
	24.36%		20.37%		21.82%		13.88%		17.90%		16.06%		16.76%		54.87%		55.17%		46.97%		54.51%		3.26%		55.17%		55.24%		65.31%		53.71%		54.07%		56.29%		40.51%		54.29%		61.90%		56.87%		52.44%		54.55%		55.61%		0.0%	
	B								D						JE																																					
No	711		653		523		4751		445		371		293		1540		169		175		116		178		26		141		17		131		96		73		47		48		72		91		78		70		99		0	
	75.64%		79.63%		78.18%		86.12%		82.10%		83.94%		83.24%		45.13%		44.83%		53.03%		45.49%		96.74%		44.83%		44.76%		34.69%		46.29%		45.93%		43.71%		59.49%		45.71%		38.10%		43.13%		47.56%		45.45%		44.39%		0.0%	
			A				E		I								I																																			
Sigma	971		853		781		5665		558		457		410		3447		380		335		256		198		59		317		49		286		210		169		79		105		190		212		164		154		226		0	
	100.00%		100.00%		100.00%		100.00%		100.00%		100.00%		100.00%		100.00%		100.00%		100.00%		100.00%		100.00%		100.00%		100.00%		100.00%		100.00%		100.00%		100.00%		100.00%		100.00%		100.00%		100.00%		100.00%		100.00%		0.0%			

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

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

													2017 CCC Population Plan Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop Total (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop Total (H)	2017 CCC. Pop. Qual. Total (I)	2016 CCC. Pop. Qual. Total (J)	2015 CCC. Pop. Qual. Total (K)	2017 CCC. Pop. Not Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	971	853	781	5665	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	44	41	116	186	24	19	58	67	8	7	3	15	2	6	2	5	3	5	2	0	4	4	2	1	7	0
	4.53%	4.81%	14.85% AB	3.28%	4.30%	4.16%	14.15% EF	1.94%	2.11%	2.09%	1.17%	7.58%	3.39%	1.89%	4.08%	1.75%	1.43%	2.96%	2.53%	0.0%	2.11% T	1.89%	1.22%	0.65%	3.10%	0.0%
Appropriately skipped	711	653	523	4751	445	371	293	1540	169	175	116	178	26	141	17	131	96	73	47	48	72	91	78	70	99	0
	73.22% C	76.55% C	66.97% E	83.87% GI	79.75% G	81.18% G	71.46% I	44.68% I	44.47% I	52.24% I	45.31% I	89.90% I	44.07% I	44.48% I	34.69% I	45.80% I	45.71% I	43.20% I	59.49% U	45.71% U	37.89% U	42.92% U	47.56% U	45.45% U	43.81% U	0.0%
BASE = Those who responded	216	159	142	728	89	67	59	1840	203	153	137	5	31	170	30	150	111	91	30	57	114	117	84	83	120	0
	22.25% C	18.64% C	18.18% C	12.85% C	15.95% C	14.66% C	14.39% C	53.38% JE	53.42% JE	45.67% JE	53.52% JE	2.53% JE	52.54% JE	53.63% JE	61.22% JE	52.45% JE	52.86% JE	53.85% JE	37.97% S	54.29% S	60.00% S	55.19% S	51.22% S	53.90% S	53.10% S	0.0%
Yes	200	149	135	662	80	61	56	1797	200	149	135	0	30	168	29	149	109	90	30	56	112	114	84	83	117	0
	92.59% E	93.71% E	95.07% E	90.93% E	89.89% E	91.04% E	94.92% E	97.66% E	98.52% E	97.39% E	98.54% E	0.0% E	96.77% E	98.82% E	96.67% E	99.33% E	98.20% E	98.90% E	100.00% E	98.25% E	98.25% E	97.44% E	100.00% E	100.00% E	97.50% E	0.0%
No	16	10	7	66	9	6	3	43	3	4	2	5	1	2	1	1	2	1	0	1	2	3	0	0	3	0
	7.41% I	6.29% I	4.93% I	9.07% I	10.11% I	8.96% I	5.08% I	2.34% I	1.48% I	2.61% I	1.46% I	100.00% I	3.23% I	1.18% I	3.33% I	0.67% I	1.80% I	1.10% I	0.0% I	1.75% I	1.75% I	2.56% I	0.0% I	0.0% I	2.50% I	0.0%
Sigma	971	853	781	5665	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

74. What is your child's age?

													2017 CCC Population Plan Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC. Pop. Qual. Total (I)	2016 CCC. Pop. Qual. Total (J)	2015 CCC. Pop. Qual. Total (K)	2017 CCC. Pop. Not Qual. Total (L)		0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	36	34	119	530	18	19	61	59	6	3	4	15	1	5	1	4	2	4	0	0	0	3	0	3	3	0
	3.71%	3.99%	15.24% AB	3.48%	3.23%	4.16%	14.88% EF	1.71%	1.58%	0.90%	1.56%	7.58%	1.69%	1.58%	2.04%	1.40%	0.95%	2.37%	0.0%	0.0%	0.0%	1.42%	0.0%	1.95%	1.33%	0.0%
BASE = Those who responded	935	819	662	14719	540	438	349	3388	374	332	252	183	58	312	48	282	208	165	79	105	190	209	164	151	223	0
	96.29% C	96.01% C	84.76%	96.52%	96.77% G	95.84% G	85.12%	98.29%	98.42%	99.10%	98.44%	92.42%	98.31%	98.42%	97.96%	98.60%	99.05%	97.63%	100.00%	100.00%	100.00%	98.58%	100.00%	98.05%	98.67%	0.0%
Less than 1 year old	37	32	15	428	24	16	9	27	4	4	0	10	0	4	0	3	2	2	4	0	0	2	2	1	3	0
	3.96% C	3.91%	2.27%	2.91%	4.44% I	3.65%	2.58%	0.80%	1.07% K	1.20% K	0.0%	5.46%	0.0%	1.28% M	0.0%	1.06%	0.96%	1.21%	5.06% TU	0.0%	0.0%	0.96%	1.22%	0.66%	1.35%	0.0%
1 year or more (NET)	898	787	647	14291	516	422	340	3361	370	328	252	173	58	308	48	279	206	163	75	105	190	207	162	150	220	0
	96.04%	96.09%	97.73% A	97.09%	95.56%	96.35%	97.42%	99.20%	98.93% E	98.80%	100.00% IJ	94.54%	100.00% N	98.72%	100.00%	98.94%	99.04%	98.79%	94.94%	100.00% S	100.00% S	99.04%	98.78%	99.34%	98.65%	0.0%
1 - 5 years old	269	239	209	4401	163	132	118	693	75	62	49	64	14	61	12	55	46	29	75	0	0	42	33	26	49	0
	28.77%	29.18%	31.57%	29.90%	30.19% I	30.14%	33.81%	20.45%	20.05%	18.67%	19.44%	34.97%	24.14%	19.55%	25.00%	19.50%	22.12%	17.58%	94.94% TU	0.0%	0.0%	20.10%	20.12%	17.22%	21.97%	0.0%
6 - 10 years old	228	215	149	4075	143	120	82	1016	105	110	72	33	24	80	12	84	60	45	0	105	0	59	45	43	62	0
	24.39%	26.25%	22.51%	27.69%	26.48%	27.40%	23.50%	29.99%	28.07%	33.13%	28.57%	18.03%	41.38% N	25.64%	25.00%	29.79%	28.85%	27.27%	0.0%	100.00% SU	0.0%	28.23%	27.44%	28.48%	27.80%	0.0%
11 - 15 years old	280	207	177	4065	150	107	89	1154	137	95	74	49	18	118	17	101	76	61	0	0	137	82	55	59	78	0
	29.95% B	25.27%	26.74%	27.62%	27.78%	24.43%	25.50%	34.06%	36.63% JE	28.61%	29.37%	26.78%	31.03%	37.82%	35.42%	35.82%	36.54%	36.97%	0.0%	0.0%	72.11% ST	39.23%	33.54%	39.07%	34.98%	0.0%
Over 15 years old	121	126	112	1750	60	63	51	498	53	61	57	27	2	49	7	39	24	28	0	0	53	24	29	22	31	0
	12.94%	15.38%	16.92% A	11.89%	11.11%	14.38%	14.61%	14.70%	14.17%	18.37%	22.62% I	14.75%	3.45%	15.71% M	14.58%	13.83%	11.54%	16.97%	0.0%	0.0%	27.89% ST	11.48%	17.68%	14.57%	13.90%	0.0%
2 years or more (NET)	845	724	587	13420	482	392	306	3282	357	315	242	163	57	296	47	271	200	156	62	105	190	198	158	145	212	0
	90.37%	88.40%	88.67%	91.17%	89.26%	89.50%	87.68%	96.87%	95.45% E	94.88%	96.03%	89.07%	98.28%	94.87%	97.92%	96.10%	96.15%	94.55%	78.48%	100.00% S	100.00% S	94.74%	96.34%	96.03%	95.07%	0.0%
Average age	8.8267	8.6593	8.8761	8.6775	8.4056	8.5023	8.4613	9.9835	10.0401 E	9.9608	10.3968	8.4044	8.8103	10.2244 M	9.8750	9.9823	9.7163	10.4121	2.7975	8.2000 S	14.0684 ST	9.9569	10.1646	10.4172	9.7848	0
Standard deviation	5.3472	5.4394	5.5214	5.1611	5.3087	5.3060	5.4137	4.7408	4.8618	4.9047	4.9938	5.5830	4.0448	4.9602	4.8547	4.7947	4.7739	4.9359	1.4702	1.4435	2.1375	4.7445	5.0137	4.6626	4.9760	0

Note: The Medicaid Average does not provide the full distribution of responses for this question so the results can not be displayed on this question.

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
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Children With Chronic Conditions

74. What is your child's age?

													2017 CCC Population Plan Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Anthem Avg. Gen Pop	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Anthem Avg. CCC Pop	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Not Qual. Total		0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)		(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)
Sigma	971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Medicaid Average does not provide the full distribution of responses for this question so the results can not be displayed on this question.

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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Children With Chronic Conditions

75. Is your child male or female?

2017 CCC Population Plan Results - Qualified Respondents																										
	Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type														
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop. Total (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop. Total (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Not Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	6	1	0	0	2	1	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.70%	0.13%	0.0%	0.0%	0.44%	0.24%	0.0%	0.0%	0.60%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	32	29	110	377	17	14	56	47	4	2	2	14	1	3	0	4	3	1	0	1	0	0	0	0	4	0
	3.30%	3.40%	14.08%	2.47%	3.05%	3.06%	13.66%	1.36%	1.05%	0.60%	0.78%	7.07%	1.69%	0.95%	0.0%	1.40%	1.43%	0.59%	0.0%	0.95%	0.0%	0.0%	0.0%	0.0%	1.77%	0.0%
			AB		I		EF									O									X	
BASE = Those who responded	939	818	670	14872	541	441	353	3400	376	331	254	184	58	314	49	282	207	168	79	104	190	212	164	154	222	0
	96.70%	95.90%	85.79%	97.53%	96.95%	96.50%	86.10%	98.64%	98.95%	98.81%	99.22%	92.93%	98.31%	99.05%	100.00%	98.60%	98.57%	99.41%	100.00%	99.05%	100.00%	100.00%	100.00%	100.00%	98.23%	0.0%
	C	C			G	G			E					P										Y		
Male	504	421	359	7699	272	217	182	1987	212	189	154	112	33	176	27	159	111	101	44	59	106	212	0	84	128	0
	53.67%	51.47%	53.58%	51.77%	50.28%	49.21%	51.56%	58.44%	56.38%	57.10%	60.63%	60.87%	56.90%	56.05%	55.10%	56.38%	53.62%	60.12%	55.70%	56.73%	55.79%	100.00%	0.0%	54.55%	57.66%	0.0%
																						W				
Female	435	397	311	7173	269	224	171	1413	164	142	100	72	25	138	22	123	96	67	35	45	84	0	164	70	94	0
	46.33%	48.53%	46.42%	48.23%	49.72%	50.79%	48.44%	41.56%	43.62%	42.90%	39.37%	39.13%	43.10%	43.95%	44.90%	43.62%	46.38%	39.88%	44.30%	43.27%	44.21%	0.0%	100.00%	45.45%	42.34%	0.0%
																						V				
Sigma	971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

76. Is your child of Hispanic or Latino origin or descent?

													2017 CCC Population Plan Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
													0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Anthem Avg. Gen Pop	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Anthem Avg. CCC Pop	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Not Qual. Total	0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	47	52	116	641	25	22	55	85	13	10	5	18	1	11	2	11	6	7	1	2	7	8	2	7	6	0
	4.84%	6.10%	14.85%	4.20%	4.48%	4.81%	13.41%	2.47%	3.42%	2.99%	1.95%	9.09%	1.69%	3.47%	4.08%	3.85%	2.86%	4.14%	1.27%	1.90%	3.68%	3.77%	1.22%	4.55%	2.65%	0.0%
				AB				EF																		
BASE = Those who responded	924	801	665	14608	533	435	355	3362	367	325	251	180	58	306	47	275	204	162	78	103	183	204	162	147	220	0
	95.16%	93.90%	85.15%	95.80%	95.52%	95.19%	86.59%	97.53%	96.58%	97.01%	98.05%	90.91%	98.31%	96.53%	95.92%	96.15%	97.14%	95.86%	98.73%	98.10%	96.32%	96.23%	98.78%	95.45%	97.35%	0.0%
	C	C			G	G																				
Yes, Hispanic or Latino	105	75	50	4826	70	43	28	652	26	22	17	19	5	21	6	16	16	10	6	6	13	15	11	8	18	0
	11.36%	9.36%	7.52%	33.04%	13.13%	9.89%	7.89%	19.39%	7.08%	6.77%	6.77%	10.56%	8.62%	6.86%	12.77%	5.82%	7.84%	6.17%	7.69%	5.83%	7.10%	7.35%	6.79%	5.44%	8.18%	0.0%
	C			E	GI			I																		
No, not Hispanic or Latino	819	726	615	9782	463	392	327	2710	341	303	234	161	53	285	41	259	188	152	72	97	170	189	151	139	202	0
	88.64%	90.64%	92.48%	66.96%	86.87%	90.11%	92.11%	80.61%	92.92%	93.23%	93.23%	89.44%	91.38%	93.14%	87.23%	94.18%	92.16%	93.83%	92.31%	94.17%	92.90%	92.65%	93.21%	94.56%	91.82%	0.0%
				A	D		E	HE																		
Sigma	971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
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Children With Chronic Conditions

77. What is your child's race?

													2017 CCC Population Plan Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
													0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Anthem Avg. Gen Pop	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Anthem Avg. CCC Pop	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Not Qual. Total		(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
No response	51	52	120	1346	30	27	60	149	10	8	4	17	1	9	1	6	7	3	4	1	2	4	3	2	8	0
	5.25%	6.10%	15.36%	8.83%	5.38%	5.91%	14.63%	4.32%	2.63%	2.39%	1.56%	8.59%	1.69%	2.84%	2.04%	2.10%	3.33%	1.78%	5.06%	0.95%	1.05%	1.89%	1.83%	1.30%	3.54%	0.0%
			AB	E	I		EF																			
BASE = Those who responded	920	801	661	13903	528	430	350	3298	370	327	252	181	58	308	48	280	203	166	75	104	188	208	161	152	218	0
	94.75%	93.90%	84.64%	91.17%	94.62%	94.09%	85.37%	95.68%	97.37%	97.61%	98.44%	91.41%	98.31%	97.16%	97.96%	97.90%	96.67%	98.22%	94.94%	99.05%	98.95%	98.11%	98.17%	98.70%	96.46%	0.0%
	C	C			DG	G			E																	
White	428	340	286	8584	240	171	146	2307	170	142	110	90	25	144	18	135	110	59	31	51	86	82	88	87	83	0
	46.52%	42.45%	43.27%	61.74%	45.45%	39.77%	41.71%	69.95%	45.95%	43.43%	43.65%	49.72%	43.10%	46.75%	37.50%	48.21%	54.19%	35.54%	41.33%	49.04%	45.74%	39.42%	54.66%	57.24%	38.07%	0.0%
				E				I									R					V	Y			
Black or African-American	475	448	360	3444	278	255	194	876	200	190	142	88	28	169	27	150	90	110	47	52	100	125	74	64	136	0
	51.63%	55.93%	54.46%	24.77%	52.65%	59.30%	55.43%	26.56%	54.05%	58.10%	56.35%	48.62%	48.28%	54.87%	56.25%	53.57%	44.33%	66.27%	62.67%	50.00%	53.19%	60.10%	45.96%	42.11%	62.39%	0.0%
					D	E			H									Q				W		X		
Asian	24	17	18	845	11	9	8	97	7	4	2	7	2	5	1	6	4	3	5	0	2	6	1	2	5	0
	2.61%	2.12%	2.72%	6.08%	2.08%	2.09%	2.29%	2.94%	1.89%	1.22%	0.79%	3.87%	3.45%	1.62%	2.08%	2.14%	1.97%	1.81%	6.67%	0.0%	1.06%	2.88%	0.62%	1.32%	2.29%	0.0%
				E															T							
Native Hawaiian or other Pacific Islander	5	4	4	225	1	0	1	40	2	2	3	2	0	2	0	2	0	2	0	1	1	2	0	0	2	0
	0.54%	0.50%	0.61%	1.62%	0.19%	0.0%	0.29%	1.21%	0.54%	0.61%	1.19%	1.10%	0.0%	0.65%	0.0%	0.71%	0.0%	1.20%	0.0%	0.96%	0.53%	0.96%	0.0%	0.0%	0.92%	0.0%
				E																						
American Indian or Alaska Native	44	45	22	545	22	26	10	179	16	23	10	11	3	13	3	11	10	6	2	3	11	8	8	3	13	0
	4.78%	5.62%	3.33%	3.92%	4.17%	6.05%	2.86%	5.43%	4.32%	7.03%	3.97%	6.08%	5.17%	4.22%	6.25%	3.93%	4.93%	3.61%	2.67%	2.88%	5.85%	3.85%	4.97%	1.97%	5.96%	0.0%
		C				G																		X		
Other	94	69	35	2626	58	35	21	407	27	23	14	17	9	18	5	21	12	15	4	6	16	15	12	5	22	0
	10.22%	8.61%	5.30%	18.89%	10.98%	8.14%	6.00%	12.34%	7.30%	7.03%	5.56%	9.39%	15.52%	5.84%	10.42%	7.50%	5.91%	9.04%	5.33%	5.77%	8.51%	7.21%	7.45%	3.29%	10.09%	0.0%
	C	C		E	G			I																X		
Sigma	1121	975	845	17615	640	523	440	4055	432	392	285	232	68	360	55	331	233	198	93	114	218	242	186	163	269	0
	115.45%	114.30%	108.19%	115.52%	114.70%	114.44%	107.32%	117.64%	113.68%	117.01%	111.33%	117.17%	115.25%	113.56%	112.24%	115.73%	110.95%	117.16%	117.72%	108.57%	114.74%	114.15%	113.41%	105.84%	119.03%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
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Children With Chronic Conditions

78. What is your age?

													2017 CCC Population Plan Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
																						</				

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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Children With Chronic Conditions

78. What is your age?

													2017 CCC Population Plan Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Anthem Avg. Gen Pop	2017 Gen. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Gen Pop	2017 CCC Pop. Qual.	2016 CCC Pop. Qual.	2015 CCC Pop. Qual.	2017 CCC Pop. Not Qual.		0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)		(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)
Sigma	971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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79. Are you male or female?

													2017 CCC Population Plan Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
													2017 CCC Pop. Not Qual.		Excel/ Very Good		Good/ Fair/ Poor									
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Not Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	36	33	114	417	19	15	58	48	7	5	3	15	1	6	0	5	5	2	2	1	1	1	3	2	5	0
	3.71%	3.87%	14.60%	2.73%	3.41%	3.28%	14.15%	1.39%	1.84%	1.49%	1.17%	7.58%	1.69%	1.89%	0.0%	1.75%	2.38%	1.18%	2.53%	0.95%	0.53%	0.47%	1.83%	1.30%	2.21%	0.0%
			AB				EF									O										
BASE = Those who responded	935	820	667	14832	539	442	352	3399	373	330	253	183	58	311	49	281	205	167	77	104	189	211	161	152	221	0
	96.29%	96.13%	85.40%	97.27%	96.59%	96.72%	85.85%	98.61%	98.16%	98.51%	98.83%	92.42%	98.31%	98.11%	100.00%	98.25%	97.62%	98.82%	97.47%	99.05%	99.47%	99.53%	98.17%	98.70%	97.79%	0.0%
	C	C			G	G								P												
Male	92	64	54	1951	46	29	23	364	28	19	17	28	8	19	7	16	17	11	6	2	20	16	12	14	14	0
	9.84%	7.80%	8.10%	13.15%	8.53%	6.56%	6.53%	10.71%	7.51%	5.76%	6.72%	15.30%	13.79%	6.11%	14.29%	5.69%	8.29%	6.59%	7.79%	1.92%	10.58%	7.58%	7.45%	9.21%	6.33%	0.0%
				E				I												T						
Female	843	756	613	12881	493	413	329	3035	345	311	236	155	50	292	42	265	188	156	71	102	169	195	149	138	207	0
	90.16%	92.20%	91.90%	86.85%	91.47%	93.44%	93.47%	89.29%	92.49%	94.24%	93.28%	84.70%	86.21%	93.89%	85.71%	94.31%	91.71%	93.41%	92.21%	98.08%	89.42%	92.42%	92.55%	90.79%	93.67%	0.0%
					D			H												U						
Sigma	971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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Children With Chronic Conditions

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

													2017 CCC Population Plan Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Not Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/Very Good (Q)	Good/Fair/Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
No response	56	48	118	682	29	22	58	91	15	9	3	21	3	12	1	11	10	5	2	2	8	3	9	6	9	0
	5.77%	5.63%	15.11%	4.47%	5.20%	4.81%	14.15%	2.64%	3.95%	2.69%	1.17%	10.61%	5.08%	3.79%	2.04%	3.85%	4.76%	2.96%	2.53%	1.90%	4.21%	1.42%	5.49%	3.90%	3.98%	0.0%
			AB				EF		K													V				
BASE = Those who responded	915	805	663	14567	529	435	352	3356	365	326	253	177	56	305	48	275	200	164	77	103	182	209	155	148	217	0
	94.23%	94.37%	84.89%	95.53%	94.80%	95.19%	85.85%	97.36%	96.05%	97.31%	98.83%	89.39%	94.92%	96.21%	97.96%	96.15%	95.24%	97.04%	97.47%	98.10%	95.79%	98.58%	94.51%	96.10%	96.02%	0.0%
	C	C			G	G					I											W				
High school or less (NET)	501	450	390	7732	294	237	202	1577	200	163	138	89	27	170	26	154	113	86	46	52	100	115	84	75	125	0
	54.75%	55.90%	58.82%	53.08%	55.58%	54.48%	57.39%	46.99%	54.79%	50.00%	54.55%	50.28%	48.21%	55.74%	54.17%	56.00%	56.50%	52.44%	59.74%	50.49%	54.95%	55.02%	54.19%	50.68%	57.60%	0.0%
								H																		
8th grade or less	40	38	29	1289	23	21	13	161	10	15	8	9	3	7	2	7	6	4	3	1	6	8	2	6	4	0
	4.37%	4.72%	4.37%	8.85%	4.35%	4.83%	3.69%	4.80%	2.74%	4.60%	3.16%	5.08%	5.36%	2.30%	4.17%	2.55%	3.00%	2.44%	3.90%	0.97%	3.30%	3.83%	1.29%	4.05%	1.84%	0.0%
				E				I																		
Some high school, but did not graduate	131	129	121	1743	78	70	67	362	49	42	49	27	5	44	9	36	28	21	10	12	26	31	18	11	38	0
	14.32%	16.02%	18.25%	11.97%	14.74%	16.09%	19.03%	10.79%	13.42%	12.88%	19.37%	15.25%	8.93%	14.43%	18.75%	13.09%	14.00%	12.80%	12.99%	11.65%	14.29%	14.83%	11.61%	7.43%	17.51%	0.0%
			A					J																	X	
High school graduate or GED	330	283	240	4700	193	146	122	1054	141	106	81	53	19	119	15	111	79	61	33	39	68	76	64	58	83	0
	36.07%	35.16%	36.20%	32.26%	36.48%	33.56%	34.66%	31.41%	38.63%	32.52%	32.02%	29.94%	33.93%	39.02%	31.25%	40.36%	39.50%	37.20%	42.86%	37.86%	37.36%	36.36%	41.29%	39.19%	38.25%	0.0%
					D			H																		
Some college or more (NET)	414	355	273	6835	235	198	150	1779	165	163	115	88	29	135	22	121	87	78	31	51	82	94	71	73	92	0
	45.25%	44.10%	41.18%	46.92%	44.42%	45.52%	42.61%	53.01%	45.21%	50.00%	45.45%	49.72%	51.79%	44.26%	45.83%	44.00%	43.50%	47.56%	40.26%	49.51%	45.05%	44.98%	45.81%	49.32%	42.40%	0.0%
								I																		
Some college or 2-year degree	316	270	219	4598	177	150	121	1267	132	123	91	61	19	112	16	98	69	63	25	40	66	78	54	58	74	0
	34.54%	33.54%	33.03%	31.56%	33.46%	34.48%	34.38%	37.75%	36.16%	37.73%	35.97%	34.46%	33.93%	36.72%	33.33%	35.64%	34.50%	38.41%	32.47%	38.83%	36.26%	37.32%	34.84%	39.19%	34.10%	0.0%
4-year college graduate	65	50	39	1408	42	29	21	299	25	21	13	16	7	18	3	19	12	13	5	9	11	12	13	12	13	0
	7.10%	6.21%	5.88%	9.67%	7.94%	6.67%	5.97%	8.91%	6.85%	6.44%	5.14%	9.04%	12.50%	5.90%	6.25%	6.91%	6.00%	7.93%	6.49%	8.74%	6.04%	5.74%	8.39%	8.11%	5.99%	0.0%
More than 4-year college degree	33	35	15	829	16	19	8	213	8	19	11	11	3	5	3	4	6	2	1	2	5	4	4	3	5	0
	3.61%	4.35%	2.26%	5.69%	3.02%	4.37%	2.27%	6.35%	2.19%	5.83%	4.35%	6.21%	5.36%	1.64%	6.25%	1.45%	3.00%	1.22%	1.30%	1.94%	2.75%	1.91%	2.58%	2.03%	2.30%	0.0%
		C		E				I		I																
Sigma	971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
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Children With Chronic Conditions

81. How are you related to the child?

													2017 CCC Population Plan Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop Total (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop Total (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Not Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	8	8	0	0	6	5	0	0	3	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.94% A	1.02% A	0.0%	0.0%	1.31% E	1.22% E	0.0%	0.0%	0.90%	1.95% I	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	58	36	114	732	28	16	57	168	21	5	3	17	4	16	3	16	13	8	2	7	8	6	12	14	7	0
	5.97%	4.22%	14.60% AB	4.80%	5.02%	3.50%	13.90% EF	4.87%	5.53% JK	1.49%	1.17%	8.59%	6.78%	5.05%	6.12%	5.59%	6.19%	4.73%	2.53%	6.67%	4.21%	2.83%	7.32%	9.09% Y	3.10%	0.0%
BASE = Those who responded	913	809	659	14517	530	435	348	3279	359	327	248	181	55	301	46	270	197	161	77	98	182	206	152	140	219	0
	94.03% C	94.84% C	84.38%	95.20%	94.98% G	95.19% G	84.88%	95.13%	94.47%	97.61% I	96.88%	91.41%	93.22%	94.95%	93.88%	94.41%	93.81%	95.27%	97.47%	93.33%	95.79%	97.17%	92.68%	90.91%	96.90% X	0.0%
Mother or father	786	723	589	13230	460	396	313	2771	304	295	212	151	46	255	40	230	166	138	70	80	152	177	126	117	187	0
	86.09%	89.37% A	89.38% A	91.13% E	86.79%	91.03% E	89.94%	84.51%	84.68%	90.21% I	85.48%	83.43%	83.64%	84.72%	86.96%	85.19%	84.26%	85.71%	90.91%	81.63%	83.52%	85.92%	82.89%	83.57%	85.39%	0.0%
Grandparent	80	69	44	826	45	31	21	325	27	28	22	20	4	23	4	21	14	12	2	11	14	16	11	13	14	0
	8.76%	8.53%	6.68%	5.69%	8.49% D	7.13%	6.03%	9.91%	7.52%	8.56%	8.87%	11.05%	7.27%	7.64%	8.70%	7.78%	7.11%	7.45%	2.60%	11.22% S	7.69%	7.77%	7.24%	9.29%	6.39%	0.0%
Other (NET)	47	17	26	461	25	8	14	183	28	4	14	10	5	23	2	19	17	11	5	7	16	13	15	10	18	0
	5.15% B	2.10%	3.95% B	3.18%	4.72% F	1.84%	4.02%	5.58%	7.80% J	1.22%	5.65% J	5.52%	9.09%	7.64%	4.35%	7.04%	8.63%	6.83%	6.49%	7.14%	8.79%	6.31%	9.87%	7.14%	8.22%	0.0%
Aunt or uncle	11	1	8	120	6	0	5	41	7	0	3	3	0	7	0	5	6	1	2	1	4	4	3	1	6	0
	1.20% B	0.12%	1.21% B	0.83%	1.13% F	0.0%	1.44% F	1.25%	1.95% J	0.0%	1.21%	1.66%	0.0%	2.33% M	0.0%	1.85% O	3.05%	0.62%	2.60%	1.02%	2.20%	1.94%	1.97%	0.71%	2.74%	0.0%
Older brother or sister	4	2	1	33	1	0	0	9	2	0	1	2	0	2	0	1	0	2	0	0	2	1	1	0	2	0
	0.44%	0.25%	0.15%	0.23%	0.19%	0.0%	0.0%	0.27%	0.56%	0.0%	0.40%	1.10%	0.0%	0.66%	0.0%	0.37%	0.0%	1.24%	0.0%	0.0%	1.10%	0.49%	0.66%	0.0%	0.91%	0.0%
Other relative	2	1	1	27	1	1	1	12	2	0	0	0	2	0	0	2	1	1	1	1	0	2	0	1	1	0
	0.22%	0.12%	0.15%	0.19%	0.19%	0.23%	0.29%	0.37%	0.56%	0.0%	0.0%	0.0%	3.64%	0.0%	0.0%	0.74%	0.51%	0.62%	1.30%	1.02%	0.0%	0.97%	0.0%	0.71%	0.46%	0.0%
Legal guardian	25	10	12	228	15	5	5	91	14	3	8	4	3	11	2	9	7	7	2	4	8	6	8	8	6	0
	2.74% B	1.24%	1.82%	1.57%	2.83%	1.15%	1.44%	2.78%	3.90% J	0.92%	3.23%	2.21%	5.45%	3.65%	4.35%	3.33%	3.55%	4.35%	2.60%	4.08%	4.40%	2.91%	5.26%	5.71%	2.74%	0.0%
Someone else	5	3	4	53	2	2	3	30	3	1	2	1	0	3	0	2	3	0	0	1	2	0	3	0	3	0
	0.55%	0.37%	0.61%	0.37%	0.38%	0.46%	0.86%	0.91%	0.84%	0.31%	0.81%	0.55%	0.0%	1.00%	0.0%	0.74%	1.52%	0.0%	0.0%	1.02%	1.10%	0.0%	1.97%	0.0%	1.37%	0.0%
Sigma	971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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Children With Chronic Conditions

82. Did someone help you complete this survey?

													2017 CCC Population Plan Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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83. How did that person help you?

													2017 CCC Population Plan Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Anthem Avg. Gen Pop	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Anthem Avg. CCC Pop	2017 CCC. Pop. Qual. Total	2016 CCC. Pop. Qual. Total	2015 CCC. Pop. Qual. Total	2017 CCC. Pop. Not Qual. Total	0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
No response	8	4	4	155	4	4	1	14	4	2	0	3	1	3	0	1	3	1	2	1	1	3	1	4	0	0
	0.82%	0.47%	0.51%	1.02%	0.72%	0.88%	0.24%	0.41%	1.05% K	0.60%	0.0%	1.52%	1.69%	0.95%	0.0%	0.35%	1.43%	0.59%	2.53%	0.95%	0.53%	1.42%	0.61%	2.60% Y	0.0%	0.0%
Appropriately skipped	943	844	761	14675	541	451	401	3354	369	333	250	191	56	309	47	280	203	165	76	102	185	205	160	143	226	0
	97.12%	98.94% AC	97.44%	96.24%	96.95%	98.69%	97.80%	97.30%	97.11%	99.40% I	97.66%	96.46%	94.92%	97.48%	95.92%	97.90%	96.67%	97.63%	96.20%	97.14%	97.37%	96.70%	97.56%	92.86%	100.00% X	0.0%
BASE = Those who responded	20	5	16	419	13	2	8	79	7	0	6	4	2	5	2	5	4	3	1	2	4	4	3	7	0	0
	2.06% B	0.59%	2.05% B	2.75%	2.33% F	0.44%	1.95% F	2.29%	1.84% J	0.0%	2.34% J	2.02%	3.39%	1.58%	4.08%	1.75%	1.90%	1.78%	1.27%	1.90%	2.11%	1.89%	1.83%	4.55% Y	0.0%	0.0%
Read the questions to me	7	2	8	202	6	0	5	38	3	0	2	1	0	3	1	2	2	1	1	1	1	1	2	3	0	0
	35.00%	40.00%	50.00%	48.21%	46.15%	0.0%	62.50%	48.10%	42.86%	0.0%	33.33%	25.00%	0.0%	60.00%	50.00%	40.00%	50.00%	33.33%	100.00%	50.00%	25.00%	25.00%	66.67%	42.86%	0.0%	0.0%
Wrote down the answers I gave	3	1	2	113	2	0	1	23	2	0	1	0	2	0	1	1	1	1	0	0	2	1	1	2	0	0
	15.00%	20.00%	12.50%	26.97%	15.38%	0.0%	12.50%	29.11%	28.57%	0.0%	16.67%	0.0%	100.00%	0.0%	50.00%	20.00%	25.00%	33.33%	0.0%	0.0%	50.00%	25.00%	33.33%	28.57%	0.0%	0.0%
Answered the questions for me	4	0	3	71	2	0	2	8	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	20.00%	0.0%	18.75%	16.95%	15.38%	0.0%	25.00%	10.13%	0.0%	0.0%	33.33%	50.00%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Translated the questions into my language	5	1	3	219	3	0	0	36	1	0	1	1	0	1	0	1	0	1	0	0	1	1	0	1	0	0
	25.00%	20.00%	18.75%	52.27%	23.08%	0.0%	0.0%	45.57%	14.29%	0.0%	16.67%	25.00%	0.0%	20.00%	0.0%	20.00%	0.0%	33.33%	0.0%	0.0%	25.00%	25.00%	0.0%	14.29%	0.0%	0.0%
Helped in some other way	2	2	3	46	1	2	2	12	1	0	1	0	0	1	0	1	1	0	0	1	0	1	0	1	0	0
	10.00%	40.00%	18.75%	10.98%	7.69%	100.00%	25.00%	15.19%	14.29%	0.0%	16.67%	0.0%	0.0%	20.00%	0.0%	20.00%	25.00%	0.0%	0.0%	50.00%	0.0%	25.00%	0.0%	14.29%	0.0%	0.0%
Sigma	972	854	784	15481	559	457	412	3485	380	335	257	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.10%	100.12%	100.38%	101.52%	100.18%	100.00%	100.49%	101.10%	100.00%	100.00%	100.39%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

2017 CCC Population Plan Results - Qualified Respondents																										
													Overall Rating of Health Plan	Overall Rating of Health Care	Health Status		Age			Gender		Survey Type				
2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Anthem Avg. Gen Pop Total	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Anthem Avg. CCC Pop Total	2017 CCC. Pop. Qual. Total	2016 CCC. Pop. Qual. Total	2015 CCC. Pop. Qual. Total	2017 CCC. Pop. Qual. Total	2017 CCC. Pop. Qual. Total	0-7	8-10	0-7	8-10	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5	6-10	11+	Male	Female	Mail	Phone	Internet
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)
Total	971	853	781	0	558	457	410	0	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	1	1	0	0	1	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.12%	0.13%	0.0%	0.0%	0.22%	0.24%	0.0%	0.0%	0.0%	0.39%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	93	69	141	0	59	35	73	0	31	15	14	22	7	24	2	21	22	9	4	9	15	12	16	5	26	0
	9.58%	8.09%	18.05%	0.0%	10.57%	7.66%	17.80%	0.0%	8.16%	4.48%	5.47%	11.11%	11.86%	7.57%	4.08%	7.34%	10.48%	5.33%	5.06%	8.57%	7.89%	5.66%	9.76%	3.25%	11.50%	0.0%
			AB				EF				J													X		
BASE = Those who responded	878	783	639	0	499	421	336	0	349	320	241	176	52	293	47	265	188	160	75	96	175	200	148	149	200	0
	90.42%	91.79%	81.82%	0.0%	89.43%	92.12%	81.95%	0.0%	91.84%	95.52%	94.14%	88.89%	88.14%	92.43%	95.92%	92.66%	89.52%	94.67%	94.94%	91.43%	92.11%	94.34%	90.24%	96.75%	88.50%	0.0%
	C	C			G	G				I													Y			
Yes	760	673	542	0	439	358	283	0	304	276	207	145	42	259	41	235	161	142	64	84	153	171	132	121	183	0
	86.56%	85.95%	84.82%	0.0%	87.98%	85.04%	84.23%	0.0%	87.11%	86.25%	85.89%	82.39%	80.77%	88.40%	87.23%	88.68%	85.64%	88.75%	85.33%	87.50%	87.43%	85.50%	89.19%	81.21%	91.50%	0.0%
																								X		
No	118	110	97	0	60	63	53	0	45	44	34	31	10	34	6	30	27	18	11	12	22	29	16	28	17	0
	13.44%	14.05%	15.18%	0.0%	12.02%	14.96%	15.77%	0.0%	12.89%	13.75%	14.11%	17.61%	19.23%	11.60%	12.77%	11.32%	14.36%	11.25%	14.67%	12.50%	12.57%	14.50%	10.81%	18.79%	8.50%	0.0%
																							Y			
Sigma	971	853	781	0	558	457	410	0	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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Children With Chronic Conditions

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

2017 CCC Population Plan Results - Qualified Respondents																										
	Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age		Gender		Survey Type															
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Not Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	971	853	781	0	558	457	410	0	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	68	54	125	0	46	27	64	0	19	10	9	18	4	15	1	14	14	5	2	5	9	6	10	4	15	0
	7.00%	6.33%	16.01%	0.0%	8.24%	5.91%	15.61%	0.0%	5.00%	2.99%	3.52%	9.09%	6.78%	4.73%	2.04%	4.90%	6.67%	2.96%	2.53%	4.76%	4.74%	2.83%	6.10%	2.60%	6.64%	0.0%
			AB		I		EF																			
My child did not need an appointment for shots or drops	37	0	0	0	22	0	0	0	14	0	0	10	3	10	5	6	7	7	3	5	6	8	6	14	0	0
	3.81%	0.0%	0.0%	0.0%	3.94%	0.0%	0.0%	0.0%	3.68%	0.0%	0.0%	5.05%	5.08%	3.15%	10.20%	2.10%	3.33%	4.14%	3.80%	4.76%	3.16%	3.77%	3.66%	9.09%	0.0%	0.0%
			BC		FG				JK															Y		
BASE = Those who responded	866	799	656	0	490	430	346	0	347	325	247	170	52	292	43	266	189	157	74	95	175	198	148	136	211	0
	89.19%	93.67%	83.99%	0.0%	87.81%	94.09%	84.39%	0.0%	91.32%	97.01%	96.48%	85.86%	88.14%	92.11%	87.76%	93.01%	90.00%	92.90%	93.67%	90.48%	92.11%	93.40%	90.24%	88.31%	93.36%	0.0%
			AC		EG				I		I															
Yes	817	751	615	0	466	403	325	0	329	303	234	156	46	280	40	253	180	148	70	91	165	188	140	125	204	0
	94.34%	93.99%	93.75%	0.0%	95.10%	93.72%	93.93%	0.0%	94.81%	93.23%	94.74%	91.76%	88.46%	95.89%	93.02%	95.11%	95.24%	94.27%	94.59%	95.79%	94.29%	94.95%	94.59%	91.91%	96.68%	0.0%
No	49	48	41	0	24	27	21	0	18	22	13	14	6	12	3	13	9	9	4	4	10	10	8	11	7	0
	5.66%	6.01%	6.25%	0.0%	4.90%	6.28%	6.07%	0.0%	5.19%	6.77%	5.26%	8.24%	11.54%	4.11%	6.98%	4.89%	4.76%	5.73%	5.41%	4.21%	5.71%	5.05%	5.41%	8.09%	3.32%	0.0%
Sigma	971	853	781	0	558	457	410	0	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

Survey Language

													2017 CCC Population Plan Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Anthem Avg. Gen Pop	2017 Gen. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Gen Pop	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. Total		0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)		(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)
Total	971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
No response	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
BASE = Those who responded	971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
English	933	824	781	12952	533	438	410	3232	374	331	256	189	57	313	48	281	206	167	77	103	188	208	162	154	220	0
	96.09%	96.60%	100.00%	84.94% AB	95.52% D	95.84%	100.00%	93.76% EF	98.42% HE	98.81%	100.00% IJ	95.45%	96.61%	98.74%	97.96%	98.25%	98.10%	98.82%	97.47%	98.10%	98.95%	98.11%	98.78%	100.00% Y	97.35%	0.0%
Spanish	38	29	0	2297	25	19	0	215	6	4	0	9	2	4	1	5	4	2	2	2	2	4	2	0	6	0
	3.91% C	3.40% C	0.0%	15.06% E	4.48% GI	4.16% G	0.0%	6.24% I	1.58% K	1.19% K	0.0%	4.55%	3.39%	1.26%	2.04%	1.75%	1.90%	1.18%	2.53%	1.90%	1.05%	1.89%	1.22%	0.0%	2.65% X	0.0%
Sigma	971	853	781	15249	558	457	410	3447	380	335	256	198	59	317	49	286	210	169	79	105	190	212	164	154	226	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

Customer Service Composite Score

													2017 CCC Population Plan Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Not Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Customer Service Composite Score (BASE)	270	257	204	4711 E	137	121	105	1068	133 E	96	95 J	53	14	118 M	19	105	68	65	27	41	63	74	57	44	89 X	0
NEVER/SOMETIMES COMPOSITE	9.44%	8.40%	6.92%	12.19%	9.85%	7.44%	6.24%	13.30%	9.40%	10.49%	6.84%	9.43%	28.57%	7.20%	18.42%	7.62%	8.09%	10.77%	14.81%	8.54%	7.14%	7.43%	11.40%	6.82%	10.67%	0.0%
USUALLY COMPOSITE	17.41%	13.28%	14.33%	19.27%	16.42%	16.12%	14.85%	20.73%	17.67%	14.68%	16.32%	16.98%	25.00%	16.95%	23.68%	15.71%	16.91%	18.46%	16.67%	24.39%	13.49%	16.89%	17.54%	20.45%	16.29%	0.0%
ALWAYS COMPOSITE	73.15%	78.32%	78.74%	68.54%	73.72%	76.45%	78.91%	65.97%	72.93%	74.84%	76.84%	73.58%	46.43%	75.85%	57.89%	76.67%	75.00%	70.77%	68.52%	67.07%	79.37%	75.68%	71.05%	72.73%	73.03%	0.0%
CAHPS RATE	90.56%	91.60%	93.08%	87.81%	90.15%	92.56%	93.76%	86.70%	90.60%	89.51%	93.16%	90.57%	71.43%	92.80%	81.58%	92.38%	91.91%	89.23%	85.19%	91.46%	92.86%	92.57%	88.60%	93.18%	89.33%	0.0%
AVERAGE	2.6370	2.6992	2.7182	2.5635	2.6387	2.6901	2.7266	2.5266	2.6353	2.6435	2.7000	2.6415	2.1786	2.6864	2.3947	2.6905	2.6691	2.6000	2.5370	2.5854	2.7222	2.6824	2.5965	2.6591	2.6236	0
Standard deviation	0.6357	0.5952	0.5578	0.6702	0.6313	0.5844	0.5366	0.6931	0.6391	0.6519	0.5550	0.6381	0.8282	0.5914	0.7750	0.5951	0.6127	0.6632	0.7303	0.6388	0.5711	0.5991	0.6729	0.5859	0.6629	0

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

Getting Needed Care Composite Score

													2017 CCC Population Plan Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Anthem Avg. Gen Pop	2017 Gen. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 Anthem Avg. Gen Pop	2017 CCC. Pop. Qual. Total	2016 CCC. Pop. Qual. Total	2015 CCC. Pop. Qual. Total	2017 CCC. Pop. Not Qual. Total		0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)		(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)
Getting Needed Care Composite Score (BASE)	802 C	718 C	580	11546	444 DG	366 G	301	3057	349 HKE	303	220	158	53	294	49	286	188	160	74	98	171	194	151	139	210	0
NEVER/SOMETIMES COMPOSITE	13.98%	13.38%	12.12%	14.75%	13.59%	15.60%	13.42%	13.85%	13.80%	13.37%	11.18%	13.03%	34.27% N	10.31%	34.10% P	9.14%	9.30%	18.39% Q	16.03%	10.62%	14.19%	15.92%	11.37%	14.42%	13.01%	0.0%
USUALLY COMPOSITE	15.68%	16.65%	16.89%	21.97% E	15.84%	15.25%	16.64%	24.45% I	17.53%	19.16%	17.64%	16.32%	29.28% N	15.53%	21.51%	17.61%	14.54%	20.65%	11.35%	21.00%	17.85%	15.83%	19.24%	17.12%	18.42%	0.0%
ALWAYS COMPOSITE	70.33%	69.97%	70.99%	63.28%	70.56% D	69.15%	69.94%	61.70%	68.66% H	67.47%	71.17%	70.66%	36.45%	74.16% M	44.39%	73.25% O	76.16% R	60.96%	72.62%	68.37%	67.96%	68.25%	69.39%	68.46%	68.57%	0.0%
CAHPS RATE	86.02%	86.62%	87.88%	85.25%	86.41%	84.40%	86.58%	86.15%	86.20%	86.63%	88.82%	86.97%	65.73%	89.69% M	65.90%	90.86% O	90.70% R	81.61%	83.97%	89.38%	85.81%	84.08%	88.63%	85.58%	86.99%	0.0%
AVERAGE	2.5635	2.5659	2.5886	2.4852	2.5697	2.5355	2.5652	2.4785	2.5486	2.5410	2.5999	2.5763	2.0219	2.6385	2.1029	2.6411	2.6686	2.4257	2.5659	2.5775	2.5376	2.5234	2.5802	2.5404	2.5557	0
Standard deviation	0.7087	0.7035	0.6916	0.7308	0.7033	0.7354	0.7037	0.7185	0.7065	0.7157	0.6808	0.6991	0.8301	0.6379	0.8763	0.6180	0.6113	0.7723	0.7083	0.6670	0.7162	0.7268	0.6782	0.7090	0.6989	0

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

Getting Care Quickly Composite Score

													2017 CCC Population Plan Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age		Gender		Survey Type			
													2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC. Pop. Qual. Total (I)	2016 CCC. Pop. Qual. Total (J)	2015 CCC. Pop. Qual. Total (K)	2017 CCC. Pop. Not Qual. Total (L)	0-7 (M)	8-10 (N)
Getting Care Quickly Composite Score (BASE)	797 C	725 C	593	11730	453 DG	367 G	304	2919	337 HE	311 K	220	157	55	279	47	263	174	163 Q	75 U	95	161	189	145	130	207 X	0
NEVER/SOMETIMES COMPOSITE	8.38%	7.52%	7.61%	10.45%	9.00%	6.92%	8.23%	7.74%	7.92%	9.21%	6.40%	8.20%	15.33%	6.52%	17.14%	6.63%	4.70%	11.28% Q	5.20%	2.25%	12.87% ST	7.05%	9.11%	5.31%	9.76%	0.0%
USUALLY COMPOSITE	10.50%	11.01%	11.33%	14.20% E	10.98%	11.49%	8.95%	16.48% I	10.24%	11.51%	13.72%	9.17%	13.33%	9.74%	11.07%	9.85%	10.48%	10.02%	10.42%	10.60%	10.00%	6.42%	15.42% V	11.73%	9.42%	0.0%
ALWAYS COMPOSITE	81.12%	81.47%	81.06%	75.35%	80.02% D	81.59%	82.83%	75.78%	81.84% H	79.28%	79.88%	82.63%	71.33%	83.74%	71.79%	83.52%	84.82%	78.70%	84.38%	87.15% U	77.13%	86.53% W	75.48%	82.96%	80.82%	0.0%
CAHPS RATE	91.62%	92.48%	92.39%	89.55%	91.00%	93.08%	91.77%	92.26%	92.08%	90.79%	93.60%	91.80%	84.67%	93.48%	82.86%	93.37%	95.30% R	88.72%	94.80% U	97.75% U	87.13%	92.95%	90.89%	94.69%	90.24%	0.0%
AVERAGE	2.7274	2.7394	2.7345	2.6489	2.7102	2.7466	2.7460	2.6804	2.7392	2.7007	2.7348	2.7443	2.5600	2.7721	2.5464	2.7689	2.8012	2.6741	2.7919	2.8490	2.6426	2.7949	2.6637	2.7765	2.7106	0
Standard deviation	0.6032	0.5852	0.5885	0.6546	0.6173	0.5634	0.5931	0.6027	0.5895	0.6255	0.5681	0.5952	0.7425	0.5489	0.7613	0.5557	0.5001	0.6637	0.5157	0.3673	0.6953	0.5377	0.6356	0.5073	0.6330	0

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

How Well Doctors Communicate Composite Score

													2017 CCC Population Plan Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC. Pop. Qual. Total (I)	2016 CCC. Pop. Qual. Total (J)	2015 CCC. Pop. Qual. Total (K)	2017 CCC. Pop. Not Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
How Well Doctors Communicate Composite Score (BASE)	718 C	656 C	508	10387	397 G	335 G	259	2661	311 HE	278	214	146	40	269 M	36	255 O	173	137	68	90	147	173	134	125	186	0
NEVER/SOMETIMES COMPOSITE	6.14%	6.27%	6.40%	6.44%	6.89%	6.74%	6.43%	5.51%	5.00%	7.21%	7.85%	5.82%	11.88%	4.01%	17.54% P	3.14%	4.50%	5.66%	4.09%	5.02%	5.10%	4.94%	4.66%	4.03%	5.65%	0.0%
USUALLY COMPOSITE	9.77%	10.70%	9.67%	13.80% E	9.60%	10.25%	8.09%	13.93% I	9.43%	11.54%	10.19%	10.45%	9.38%	9.42%	19.64%	7.65%	9.01%	9.67%	8.14%	7.82%	10.20%	10.89%	7.28%	9.67%	9.27%	0.0%
ALWAYS COMPOSITE	84.09%	83.03%	83.93%	79.77%	83.50% D	83.01%	85.48%	80.55%	85.57% H	81.25%	81.96%	83.73%	78.75%	86.57%	62.82%	89.22% O	86.49%	84.67%	87.77%	87.17%	84.69%	84.17%	88.06%	86.31%	85.08%	0.0%
CAHPS RATE	93.86%	93.73%	93.60%	93.56%	93.11%	93.26%	93.57%	94.49%	95.00%	92.79%	92.15%	94.18%	88.13%	95.99%	82.46%	96.86% O	95.50%	94.34%	95.91%	94.98%	94.90%	95.06%	95.34%	95.97%	94.35%	0.0%
AVERAGE	2.7795	2.7676	2.7753	2.7333	2.7661	2.7627	2.7905	2.7504	2.8057	2.7404	2.7412	2.7791	2.6688	2.8256	2.4528	2.8608	2.8199	2.7901	2.8368	2.8215	2.7959	2.7923	2.8340	2.8228	2.7944	0
Standard deviation	0.5247	0.5407	0.5385	0.5559	0.5382	0.5525	0.5280	0.5377	0.4929	0.5712	0.5814	0.5239	0.6725	0.4567	0.7563	0.4103	0.4751	0.5128	0.4077	0.4823	0.5066	0.5000	0.4693	0.4662	0.5090	0

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

Shared Decision Making Composite Score

													2017 CCC Population Plan Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC. Pop. Qual. Total (I)	2016 CCC. Pop. Qual. Total (J)	2015 CCC. Pop. Qual. Total (K)	2017 CCC. Pop. Not Qual. Total (L)		0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Shared Decision Making Composite Score (BASE)	258	259 C	189	3456	132	115	93	1478 I	141 E	149 I	101	49	21	120	20	119	78	63	32	40	68	82	58	62	79	0
YES COMPOSITE	80.45%	81.52%	84.09%	79.27%	78.83%	80.52%	79.52%	86.28%	85.79%	85.36%	88.16%	75.69%	84.13%	86.08%	80.00%	87.09%	86.75%	84.58%	85.42%	88.33%	84.73%	86.14%	85.63%	87.63%	84.33%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

Access to Prescription Medicine Composite Score

													2017 CCC Population Plan Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC. Pop. Qual. Total (I)	2016 CCC. Pop. Qual. Total (J)	2015 CCC. Pop. Qual. Total (K)	2017 CCC. Pop. Not Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Access to Prescription Medicine Composite Score (Base)	606	527	433	2623	318	252	209	2845	319	296	220	111	49	267	40	246	166	153	64	95	155	183	132	128	191	0
NEVER/SOMETIMES COMPOSITE	11.39%	12.33%	13.39%	9.87%	11.95%	11.90%	13.40%	9.91%	13.48%	15.88%	17.27%	9.91%	38.78% N	8.99%	17.50%	12.60%	12.05%	15.03%	10.94%	16.84%	12.90%	12.57%	15.15%	17.19%	10.99%	0.0%
USUALLY COMPOSITE	14.52%	18.03%	15.47%	17.99% E	11.64%	17.46%	13.88%	20.56% I	15.99%	20.27% K	13.64%	18.92%	22.45%	14.61%	20.00%	15.85%	12.65%	19.61%	18.75%	18.95%	12.26%	17.49%	13.64%	16.41%	15.71%	0.0%
ALWAYS COMPOSITE	74.09%	69.64%	71.13%	72.13%	76.42%	70.63%	72.73%	69.53%	70.53%	63.85%	69.09%	71.17%	38.78%	76.40% M	62.50%	71.54%	75.30%	65.36%	70.31%	64.21%	74.84%	69.95%	71.21%	66.41%	73.30%	0.0%
CAHPS RATE	88.61%	87.67%	86.61%	90.13%	88.05%	88.10%	86.60%	90.09%	86.52%	84.12%	82.73%	90.09%	61.22%	91.01% M	82.50%	87.40%	87.95%	84.97%	89.06%	83.16%	87.10%	87.43%	84.85%	82.81%	89.01%	0.0%
AVERAGE	2.6271	2.5731	2.5774	2.6226	2.6447	2.5873	2.5933	2.5961	2.5705	2.4797	2.5182	2.6126	2.0000	2.6742 M	2.4500	2.5894	2.6325	2.5033	2.5938	2.4737	2.6194	2.5738	2.5606	2.4922	2.6230	0
Standard deviation	0.6794	0.7010	0.7155	0.6576	0.6842	0.6932	0.7136	0.6626	0.7174	0.7531	0.7714	0.6599	0.8806	0.6320	0.7730	0.7029	0.6880	0.7421	0.6782	0.7656	0.7027	0.7042	0.7412	0.7705	0.6744	0

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

Access to Specialized Services Composite Score

													2017 CCC Population Plan Results - Qualified Respondents														
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type			
													2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop Total (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC. Pop. Qual. Total (I)	2016 CCC. Pop. Qual. Total (J)	2015 CCC. Pop. Qual. Total (K)	2017 CCC. Pop. Not Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)
Access to Specialized Services Composite Score (BASE)	292 C	233	196	1095	129 D	107	93	1907	206 E	162	134	48	30	174	28	157	105	100	45	54	105	127 W	76	81	125	0	
NEVER/SOMETIMES COMPOSITE	21.57%	30.99% A	22.77%	23.89%	24.52%	33.49% G	19.04%	22.71%	20.33%	35.80% IK	21.72%	25.71%	38.95% N	17.57%	42.14%	14.72%	13.89%	26.19% Q	17.49%	23.19%	22.23%	20.93%	18.89%	20.86%	20.27%	0.0%	
USUALLY COMPOSITE	20.09%	13.91%	15.77%	21.49%	21.07%	13.69%	14.31%	22.11%	21.71%	14.73%	16.52%	13.81%	25.53%	20.69%	28.27%	21.93%	23.41%	21.71%	18.29%	30.66%	19.48%	20.94%	23.89%	21.79%	21.34%	0.0%	
ALWAYS COMPOSITE	58.34%	55.10%	61.46%	54.62%	54.41%	52.83%	66.65% F	55.18%	57.96%	49.47%	61.75% J	60.48%	35.52%	61.74% M	29.58%	63.34%	62.70%	52.10%	64.22%	46.15%	58.29%	58.13%	57.22%	57.34%	58.39%	0.0%	
CAHPS RATE	78.43% B	69.01%	77.23%	76.11%	75.48%	66.51%	80.96% F	77.29%	79.67% J	64.20%	78.28% J	74.29%	61.05%	82.43% M	57.86%	85.28%	86.11% R	73.81%	82.51%	76.81%	77.77%	79.07%	81.11%	79.14%	79.73%	0.0%	
AVERAGE	2.3676	2.2411	2.3870	2.3073	2.2989	2.1934	2.4761	2.3246	2.3763	2.1367	2.4003	2.3476	1.9657	2.4418	1.8744	2.4862	2.4881	2.2592	2.4673	2.2296	2.3606	2.3721	2.3833	2.3648	2.3813	0	
Standard deviation	0.8122	0.8924	0.8302	0.8288	0.8319	0.8998	0.7885	0.8205	0.7992	0.8950	0.8206	0.8585	0.8418	0.7723	0.8170	0.7354	0.7195	0.8447	0.7674	0.7920	0.8138	0.8008	0.7741	0.7890	0.8001	0	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

Family Centered Care: Personal Doctor Who Knows Child Composite Score

													2017 CCC Population Plan Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC. Pop. Qual. Total (I)	2016 CCC. Pop. Qual. Total (J)	2015 CCC. Pop. Qual. Total (K)	2017 CCC. Pop. Not Qual. Total (L)		0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Family Centered Care: Personal Doctor or Nurse Who Knows Child Composite Score (BASE)	742 C	677 C	520	10475	408 DG	341 G	264	2957	331 E	298	227	147	45	283 M	39	262 O	183	147	71	96 U	158	185	142	136	195	0
YES COMPOSITE	89.52%	90.56%	89.32%	89.58% E	85.97%	87.72%	91.22% E	89.93%	90.11%	89.89%	90.37%	92.62%	82.40%	91.38%	73.88%	92.81% O	91.83%	88.27%	88.00%	89.87%	90.53%	90.08%	89.86%	86.49%	93.09%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

Family Centered Care: Getting Needed Information Composite Score

													2017 CCC Population Plan Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop (H)	2017 CCC. Pop. Qual. Total (I)	2016 CCC. Pop. Qual. Total (J)	2015 CCC. Pop. Qual. Total (K)	2017 CCC. Pop. Not Qual. Total (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Family Centered Care: Getting Needed Information Composite Score(Base)	783	702	573	4140	438	358	294	2912	339	295	211	152	52	285	48	285	182	156	72	96	165	189	146	134	205	0
NEVER/SOMETIMES COMPOSITE	10.60%	10.26%	10.65%	11.06%	12.10% I	10.89%	9.86%	8.48%	7.67%	9.83%	8.06%	10.53%	15.38%	6.32%	18.75% P	5.96%	4.95%	10.90% Q	6.94%	6.25%	9.09%	8.99%	6.16%	8.21%	7.32%	0.0%
USUALLY COMPOSITE	12.64%	12.39%	9.42%	17.10% E	12.10%	10.61%	8.50%	16.86%	15.04%	14.58%	11.85%	9.21%	21.15%	14.04%	27.08% P	12.28%	12.64%	17.31%	8.33%	16.67%	16.97% S	14.81%	15.75%	18.66%	12.68%	0.0%
ALWAYS COMPOSITE	76.76%	77.35%	79.93%	71.84%	75.80%	78.49%	81.63%	74.66%	77.29%	75.59%	80.09%	80.26%	63.46%	79.65% M	54.17%	81.75% O	82.42% R	71.79%	84.72% U	77.08%	73.94%	76.19%	78.08%	73.13%	80.00%	0.0%
CAHPS RATE	89.40%	89.74%	89.35%	88.94%	87.90%	89.11%	90.14%	91.52%	92.33% E	90.17%	91.94%	89.47%	84.62%	93.68%	81.25%	94.04% O	95.05% R	89.10%	93.06%	93.75%	90.91%	91.01%	93.84%	91.79%	92.68%	0.0%
AVERAGE	2.6616	2.6709	2.6928	2.6077	2.6370	2.6760	2.7177	2.6617	2.6962	2.6576	2.7204	2.6974	2.4808	2.7333 M	2.3542	2.7579 O	2.7747 R	2.6090	2.7778	2.7083	2.6485	2.6720	2.7192	2.6493	2.7268	0
Standard deviation	0.6602	0.6526	0.6525	0.6780	0.6879	0.6610	0.6324	0.6273	0.6041	0.6494	0.6021	0.6493	0.7465	0.5673	0.7770	0.5503	0.5229	0.6753	0.5583	0.5758	0.6401	0.6327	0.5703	0.6260	0.5873	0

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANIM22461)
Children With Chronic Conditions

Coordination of Care for Children for Chronic Conditions Composite Score

													2017 CCC Population Plan Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Anthem Avg. Gen Pop Total (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Anthem Avg. CCC Pop Total (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Not Qual. Total (L)		0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Coordination of Care for Children for Chronic Conditions Composite Score (BASE)	254	235 C	182	1325	123 D	100	88	1647 I	158 E	153	103	44	24	133	28 P	119	80	78	35	46	74	92	64	64	94	0
YES COMPOSITE	78.27%	75.02%	76.60%	75.13%	78.16%	73.61%	71.77%	78.34%	78.93%	77.07%	82.10%	74.01%	66.25%	81.20%	75.38%	80.37%	81.69%	76.24%	86.21%	72.98%	78.36%	76.91%	81.15%	83.07%	76.22%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

2017 CAHPS® 5.0H Member Survey

Adult Medicaid – HMO

Prepared for:
Amerigroup Louisiana
June 2017

Prepared by:
DSS Research



Looking Beyond the Expected

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Background and objectives

Background. DSS has conducted the CAHPS® member survey since 1995. For participating plans (those who submit their data to NCQA) this information can be disclosed to the public and provides a direct comparison to other participating plans. The 2017 CAHPS 5.0H survey accurately captures customer feedback and expands the scope of information gathered relative to quality of care issues.

Objectives. Specific objectives of the 2017 CAHPS 5.0H member satisfaction survey include:

Determination of member ratings of:

- Health Plan Overall
- Health Care Overall
- Personal Doctor Overall
- Specialist Overall

Assessment of member perceptions related to:

- Customer Service (CS)
- Getting Needed Care (GNC)
- Getting Care Quickly (GCQ)
- How Well Doctors Communicate (HWDC)
- Shared Decision Making (SDM)
- Coordination of Care (CoC)
- Health Promotion and Education (HPE)

Evaluation of assistance with smoking and tobacco use cessation measures.

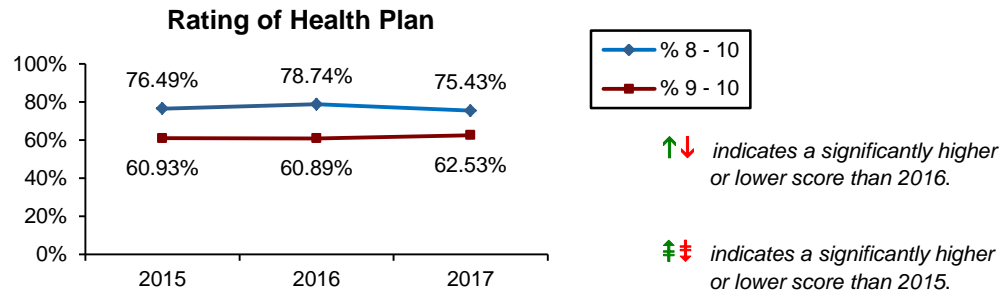
Assessment of aspirin use for the primary prevention of cardiovascular disease.

Measurement of the percent of members who receive flu shots or sprays.

Standard measurement of all areas mentioned to facilitate meaningful comparisons among participating health plans.

Amerigroup Louisiana performed similar to last year on the overall health plan rating and performed similar to two years ago.

- About three-quarters (75.43%) gave their health plan an overall rating of 8, 9 or 10 on a 0 to 10 scale, which is not significantly different from last year and not significantly different from two years ago.
- More than six in 10 (62.53%) gave a rating of 9 or 10, which is not significantly different from last year and not significantly different from two years ago.



No significant improvements were seen on the overall ratings or composite scores compared to last year or two years ago.

Significant changes	2016 vs. 2015	2017 vs. 2016	2017 vs. 2015
Overall ratings			
Rating of Health Plan (% 8, 9 or 10) (Q35)			
Rating of Health Care (% 8, 9 or 10) (Q13)			
Rating of Personal Doctor (% 8, 9 or 10) (Q23)			
Rating of Specialist (% 8, 9 or 10) (Q27)			
Composite global proportions			
Customer Service (% Always or Usually)			
Getting Needed Care (% Always or Usually)			
Getting Care Quickly (% Always or Usually)			
How Well Doctors Communicate (% Always or Usually)			
Shared Decision Making (% Yes)			
Health Promotion and Education (% Yes) (Q8)			
Coordination of Care (% Always or Usually) (Q22)			

Green shading indicates a significantly higher score than the corresponding previous year.
Red shading indicates a significantly lower score than the corresponding previous year.
No shading indicates no significant changes.

Resources for improvement

AHRQ best practices

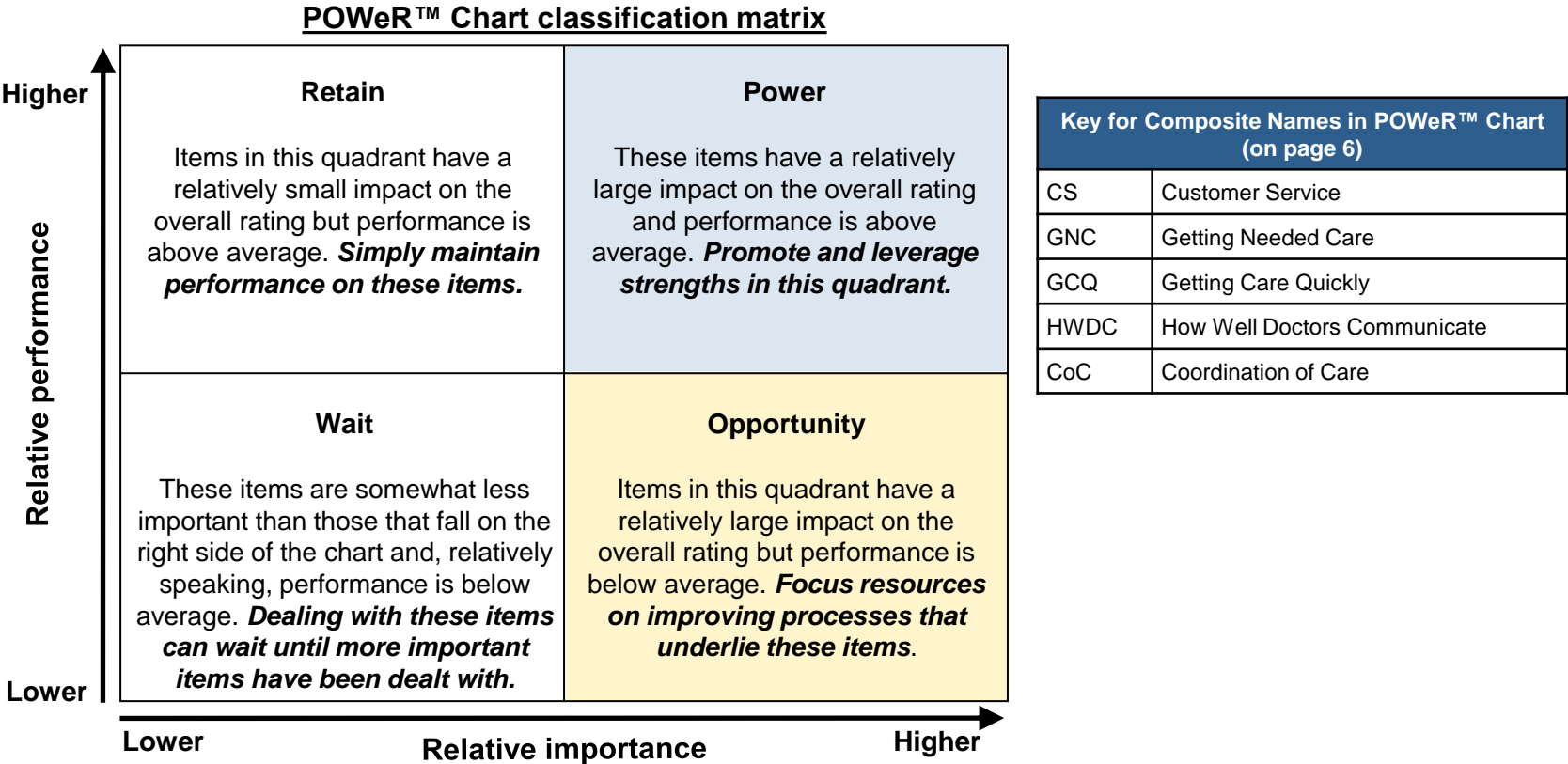
At the time of this report, AHRQ provided several resources to support health plans in their improvement efforts at the following link:
<https://cahps.ahrq.gov/surveys-guidance/hp/improve/index.html>

Voice of the Member

DSS also provides feedback from adult consumers with health insurance coverage across the country. See [Appendix E](#).

Key drivers of the overall health plan rating

The SatisAction™ key driver statistical model was used to identify the key drivers of the overall health plan rating and the results are presented in the POWeR™ Chart classification matrix on the following page.



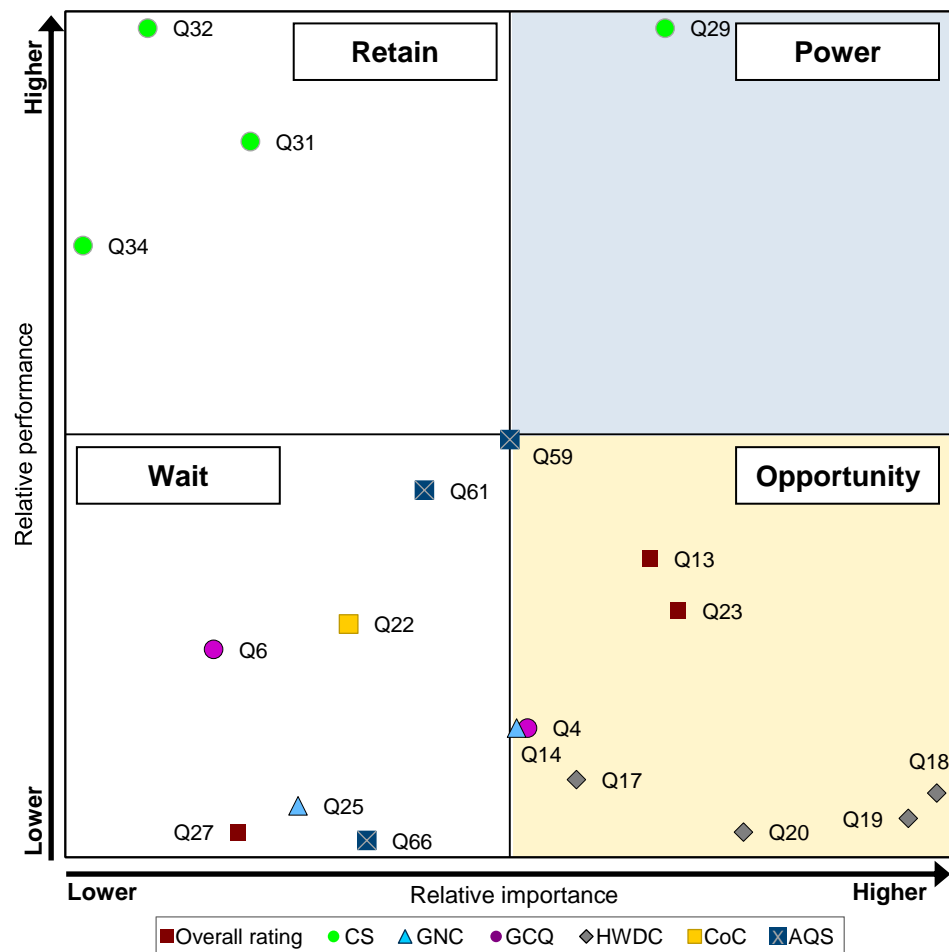
Executive summary

Key drivers, estimated percentiles and estimated ratings

The key drivers of the overall health plan rating are presented in the POWER™ Chart classification matrix below. The table assesses the key drivers and each measure is ranked by importance within each quadrant. Focus resources on improving processes that underlie the most important items and look for a significant improvement in the overall health plan rating (see [Appendix C](#) for more details).

POWER™ Chart classification matrix

Amerigroup LA



Survey Measure		Score	Estimated Percentile	Estimated Rating
Power				
Q29	Info. provided in materials	79.13%	95th	5
Opportunity				
Q18	Dr. listened carefully	88.08%	10th	2
Q19	Dr. showed respect	88.76%	5th	1
Q20	Dr. spent enough time	83.01%	<5th	1
Q23	Personal doctor overall*	80.20%	33rd	3
Q13	Health care overall*	73.50%	33rd	3
Q17	Dr. explained things	88.37%	10th	2
Q4	Got urgent care	79.78%	10th	2
Q14	Got care/tests/treatment	80.31%	25th	2
Q59	Dr. had scarce appts.	83.33%	---	---
Wait				
Q61	Got help/advice-office hours	76.73%	---	---
Q66	Got appt. with specialist	59.53%	---	---
Q22	Dr. informed about care	80.74%	33rd	3
Q25	Got specialist appt.	70.39%	<5th	1
Q27	Specialist overall*	73.33%	<5th	1
Q6	Got routine care	76.33%	25th	2
Retain				
Q31	CS provided info./help	86.49%	75th	4
Q32	CS courtesy/respect	98.64%	95th	5
Q34	Easy to fill out forms	95.96%	75th	4

* Overall ratings are top 3 scores (% 8, 9 and 10).

Executive summary

Estimated accreditation score

The CAHPS 5.0H portion of the HEDIS® accreditation score is determined by comparing plan results to the NCQA Benchmarks and Thresholds. Points are assigned to the overall ratings and composite scores according to accreditation year and percentile range in which the score falls.

Survey measure	Mean score ¹	Estimated Percentile ²	Percentile Threshold ²	Points ³	
				2014 Standards ⁴	2017 Standards ⁴
Overall mean ratings					
Rating of Health Plan ⁵	2.4690	69.50%	50th	1.9644	1.9644
Rating of Health Care	2.3596	41.50%	25th	0.5778	0.5778
Rating of Personal Doctor	2.5083	39.15%	25th	0.5778	0.5778
Rating of Specialist	2.4815	24.64%	<25th	0.2889	0.2889
Composite mean scores					
Customer Service	2.7158	91.88%	90th	1.4444	1.4444
Getting Needed Care	2.2810	25.36%	25th	0.5778	0.5778
Getting Care Quickly	2.3855	44.82%	25th	0.5778	0.5778
How Well Doctors Communicate ⁶	2.6261	30.08%	25th	0.5778	---
Coordination of Care ⁶	2.4074	58.70%	50th	---	0.9822
Total points				6.5867	6.9911

Points are assigned by percentile threshold as follows (if all measures are valid – denominator of at least 100)³:

Percentile Threshold	Percentile	Points ⁴
90th	Greater than or equal to 90 th percentile	1.4444
75th	Greater than or equal to 75 th percentile but less than 90 th percentile	1.2711
50th	Greater than or equal to 50 th percentile but less than 75 th percentile	0.9822
25th	Greater than or equal to 25 th percentile but less than 50 th percentile	0.5778
<25th	Less than 25 th percentile	0.2889
	Maximum number of points	13.0000

Notes:

¹ Overall ratings and composite measures are converted to a mean score using a 1 to 3 scale in the accreditation score calculation according to NCQA-defined guidelines.

² The percentiles and percentile thresholds shown here are estimates and may change when the mid-year update is released, usually in September.

³ NCQA will assign a measure result of NA and not assign accreditation points to overall ratings or composites with a denominator (i.e., the average number of responses across all questions used to calculate the composite) less than 100. The measure is removed for scoring purposes and the points are redistributed among the remaining measures.

⁴ A health plan's standard year is based on when they submit documentation to NCQA. The 2014 standards cover submissions between July 1, 2014, and June 30, 2015, and the 2017 standards cover submissions between July 1, 2017, and June 30, 2018. For plans accredited under the 2015 and 2016 standards, NCQA will calculate scores based on the current reporting year (2017 standards) until July 1, 2018. At that time, all plans will move to the 2018 standards.

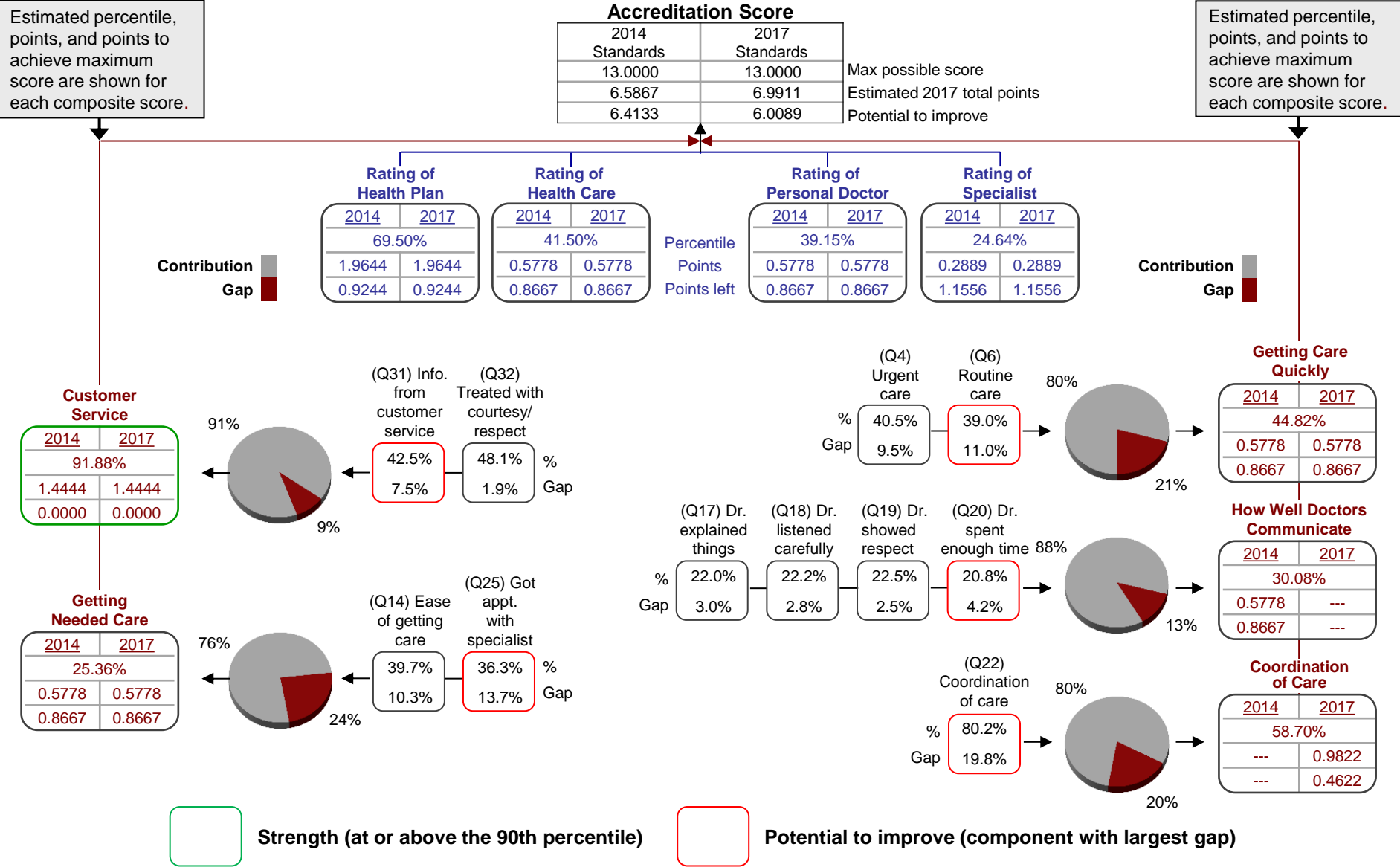
⁵ Rating of Health Plan is worth twice the points in each percentile band, i.e., 2.8889, 2.5422, 1.9644, 1.1556 and 0.5778, respectively.

⁶ The How Well Doctors Communicate composite was removed from accreditation scoring in 2015 and the Coordination of Care measure was added in 2016.

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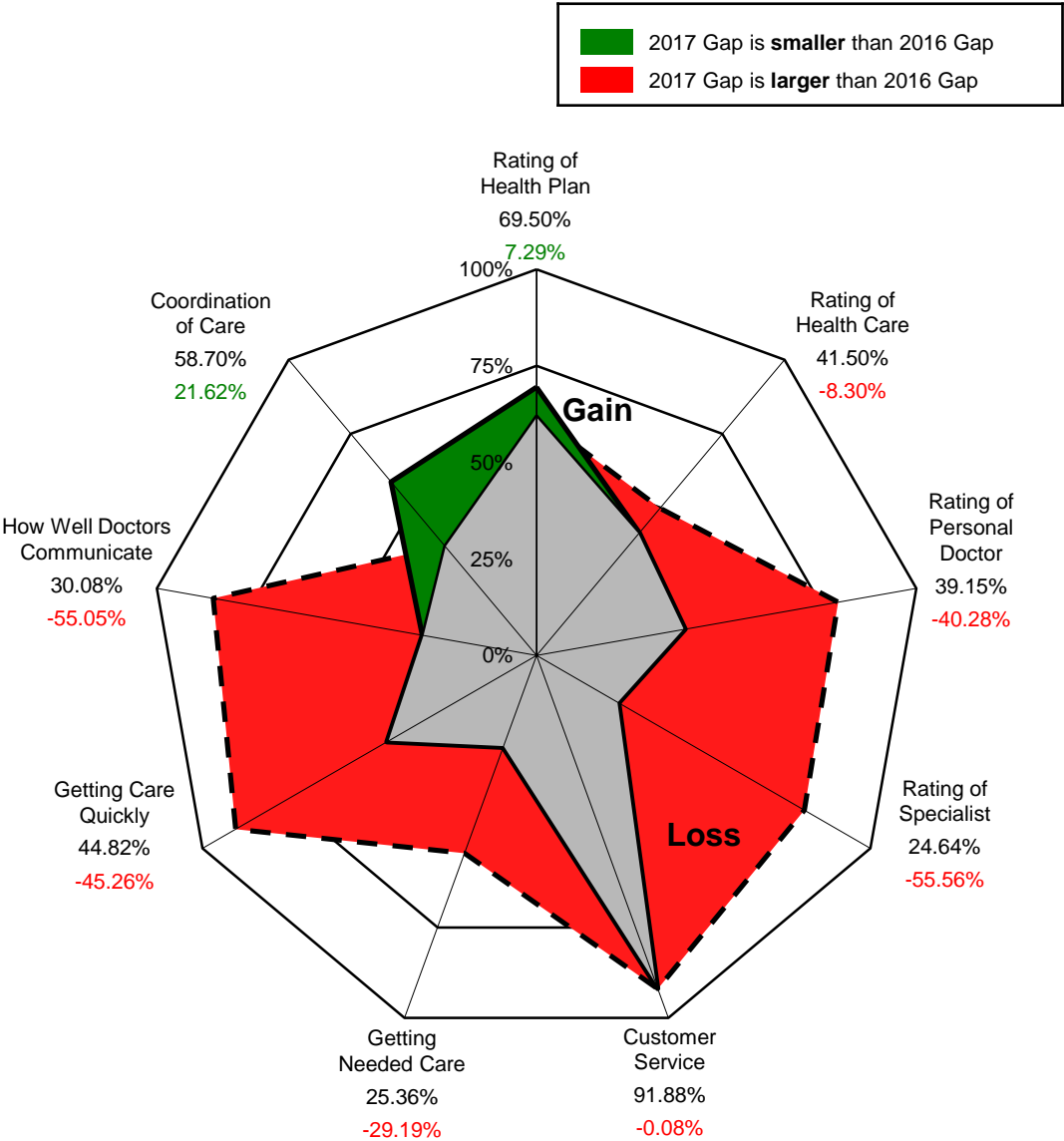
Executive summary

The flowchart below shows how the items used in the calculation of the plan’s 2017 estimated accreditation score perform relative to each other. See Appendix D for more details.



Percentile gap analysis. The percentile gap is the difference between the maximum possible percentile (100) and the estimated percentile achieved.

- The percentile gap was closed compared to last year on the following measures:
 - Coordination of Care
 - Rating of Health Plan
- However, the percentile gap increased on these measures:
 - Rating of Specialist
 - How Well Doctors Communicate composite
 - Getting Care Quickly composite
 - Rating of Personal Doctor
 - Getting Needed Care composite
 - Rating of Health Care
 - Customer Service composite



NCQA Health Insurance Plan Ratings

- Beginning in 2015, NCQA replaced its ranking methodology with a rating methodology.
- Health plans are now rated in three categories: clinical quality (includes prevention and treatment), consumer satisfaction and NCQA’s review of health quality processes.
- Plans are classified based on their national percentile (10th, 33.33rd, 66.67th and 90th) into scores ranging from 1 to 5 (in increments of 0.5), where 5 is the highest score and 1 is the lowest.
- The consumer satisfaction category of the rating comes from the CAHPS survey and is summarized in the table below. Percentiles and ratings are **estimated** based on the 2016 Quality Compass® data since the 2017 data were not available at the time of this report.

	Score*	Percentile	Rating
Consumer Satisfaction			3.0
Getting Care			2.0
Getting care easily	75.35%	10th	2.0
Getting care quickly	78.05%	10th	2.0
Satisfaction with physicians			3.0
Rating of doctor	65.02%	33rd	3.0
Rating of specialists	65.19%	33rd	3.0
Rating of care	52.68%	33rd	3.0
Coordination of care	80.74%	33rd	3.0
Health promotion and education	70.53%	33rd	3.0
Satisfaction with health plan services			4.5
Rating of health plan	62.53%	67th	4.0
Customer service	92.56%	90th	5.0

Quality Compass® is a registered trademark of the National Committee for Quality Assurance (NCQA).

* Scores are top 2 ratings (% Always or Usually or % 9 or 10) for the consumer satisfaction category.

NOTE: NCQA will assign a measure result of NA to overall ratings or composites with a denominator (i.e., the average number of responses across all questions used to calculate the composite) less than 100.

Methodology

Questionnaire. The CAHPS 5.0H survey was used. DSS designed the survey instrument using health plan colors. An attractively formatted booklet with a cover letter explaining the importance of completing the survey was mailed to the sampled members using first class postage. A return business reply envelope addressed to DSS was included with each booklet. A copy of the survey is provided in Appendix F.

Data collection. The methodology detailed in *HEDIS® 2017 Volume 3: Specifications for Survey Measures* was used. A synopsis is outlined below.

Survey Protocol	Timeframe	Date
First questionnaire mailing	0 days	1/17/2017
First reminder postcard	4 - 10 days	1/24/2017
Second questionnaire mailing	35 days	2/21/2017
Second reminder postcard	39 - 45 days	2/28/2017
Initiate telephone interviewing	56 days	3/14/2017
Complete telephone interviewing	70 days	3/28/2017
Last day to accept completed surveys	Minimum of 81 days	5/20/2017
Data submission to NCQA		5/25/2017

Staffing of the toll-free help line. DSS staffed a toll-free phone line for members to call if they had any questions.

Sample design.

- **Qualified respondents.** Members eligible for the survey were those 18 years and older (as of December 31 of the measurement year) who had been continuously enrolled in the plan for at least five of the last six months of the measurement year.
- **Sample type.** A simple random sample of the required sample size for the population was drawn. To reduce possible confusion and respondent burden, the sample was processed to remove duplicates so that only one adult per household was included in the sample.
- **Sample size and sampling error.** A sample of 420 members was obtained with an overall sampling error of +/- 4.8% at 95% confidence, using the most pessimistic assumption regarding variance (p=0.5).

- **Response rate.** The return volume and response rate information is summarized below:

Item	2017
Total mailed	1,755
Required sample	1,350
Oversample	405
Total ineligible	34
Total completed surveys	420
Mail completes	219
Phone completes	201
Adjusted response rate	24.40%
Overall sampling error	+/- 4.8%

The 2016 national average response rate for adult Medicaid was 23.7%.

Data processing and analysis. DSS processed all completed surveys and analyzed the results.

Comparison averages. Most measures are compared to the 2017 Anthem Average (2017 ANM Avg.) and the 2017 DSS Adult Medicaid Book of Business (2017 DSS Avg.). The DSS Adult Medicaid Book of Business is made up of 69 adult Medicaid plans with a total of 26,909 respondents.

Spanish surveys. Respondents were given the option of completing the survey in Spanish. A telephone number was provided on the survey cover letter for members to call if they would like to complete the survey in Spanish. There was 1 survey completed in Spanish.

Overall ratings

Compared to the 2016 plan result:

- Specialist is significantly lower.

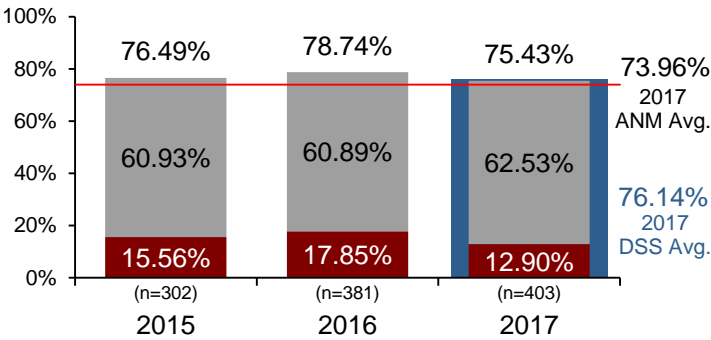
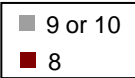
Compared to the 2017 ANM Average:

- None of the differences are significant.

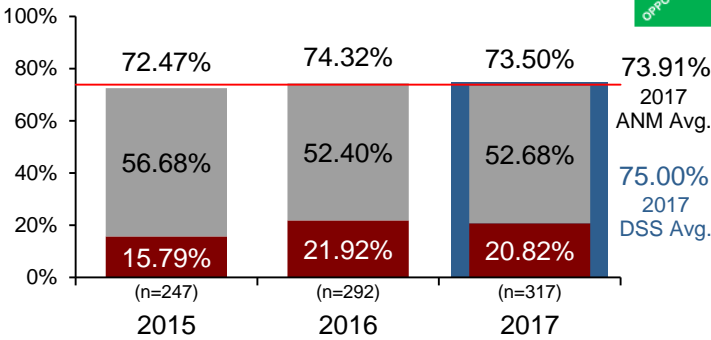
Compared to the 2017 DSS Average:

- Specialist is significantly lower.

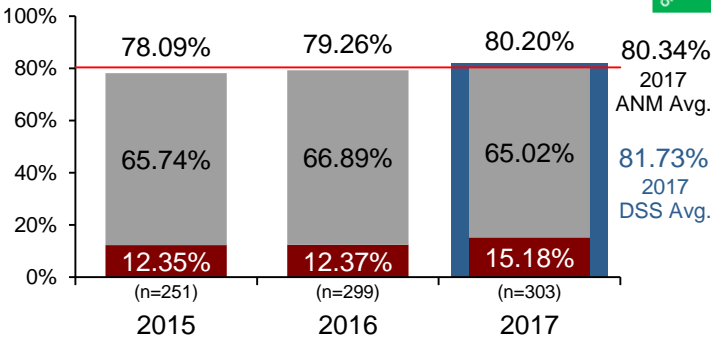
Q35. Rating of Health Plan



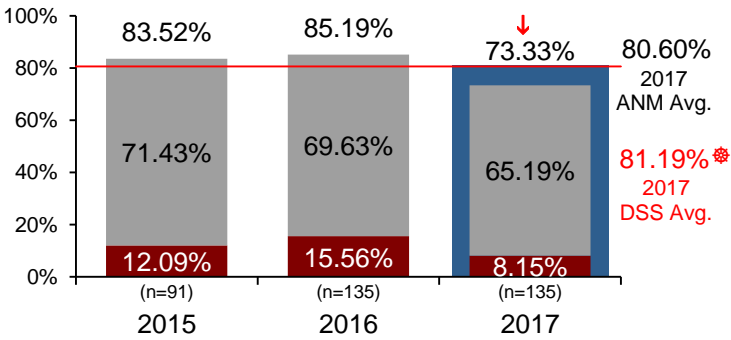
Q13. Rating of Health Care



Q23. Rating of Personal Doctor



Q27. Rating of Specialist

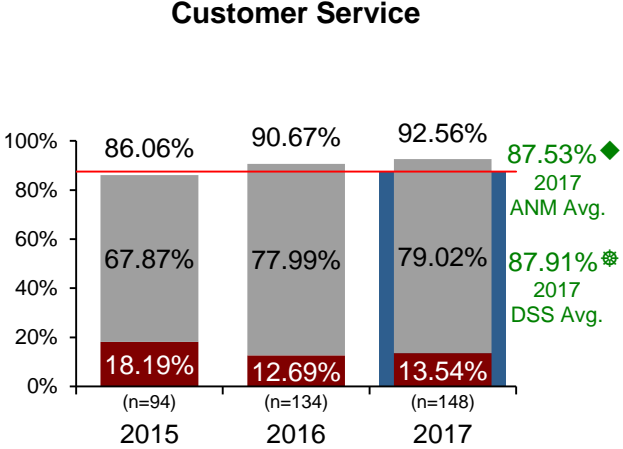


↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
◆ ◆ Indicates a significant difference between the 2017 plan result and the 2017 ANM Average.
✱ ✱ Indicates a significant difference between the 2017 plan result and the 2017 DSS Average.

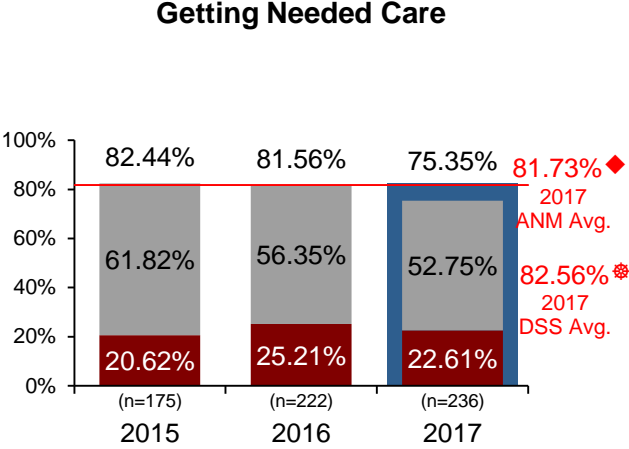
Note: The DSS Average is the 2017 DSS Adult Medicaid Book of Business.

Composite global proportions

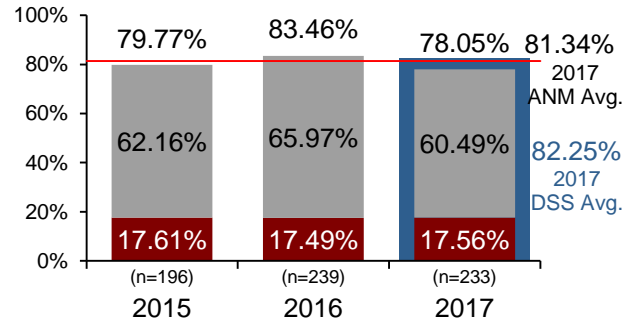
Customer Service



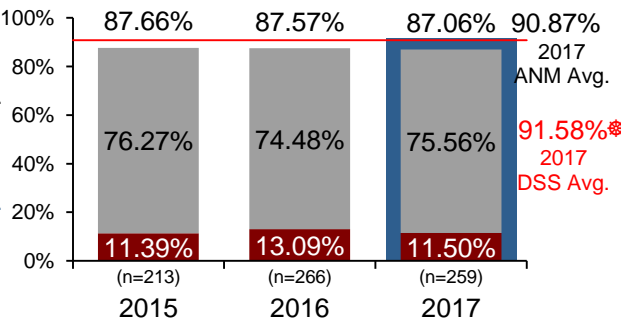
Getting Needed Care



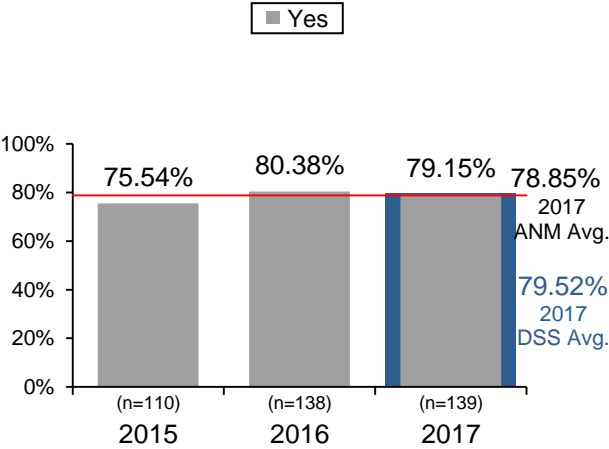
Getting Care Quickly



How Well Doctors Communicate



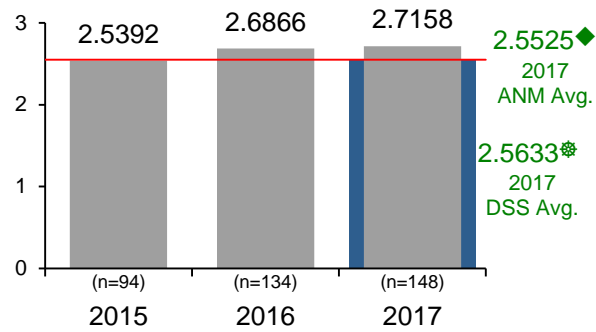
Shared Decision Making



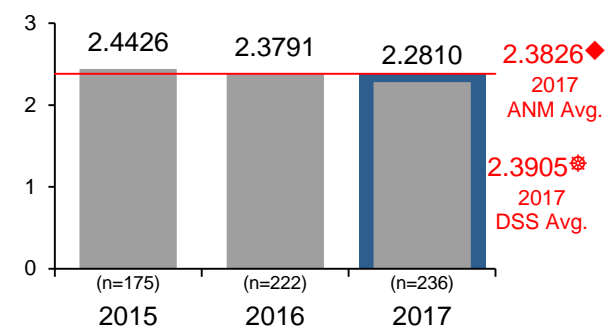
↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
♦ ♦ Indicates a significant difference between the 2017 plan result and the 2017 ANM Average.
* * Indicates a significant difference between the 2017 plan result and the 2017 DSS Average.

Note: The DSS Average is the 2017 DSS Adult Medicaid Book of Business.

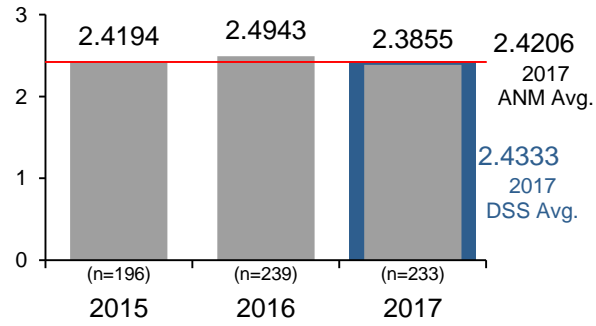
Customer Service



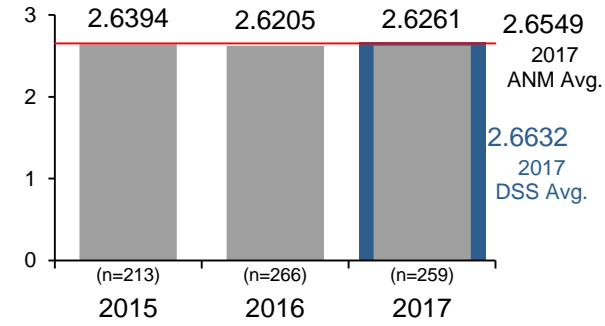
Getting Needed Care



Getting Care Quickly



How Well Doctors Communicate

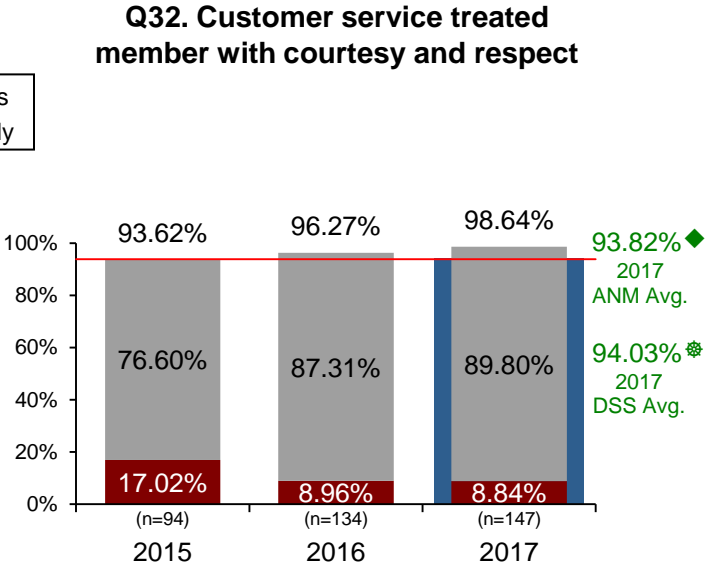
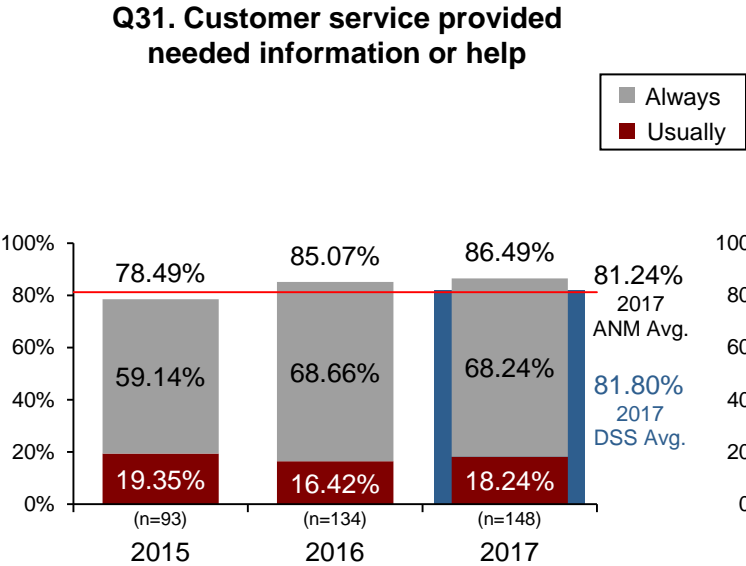
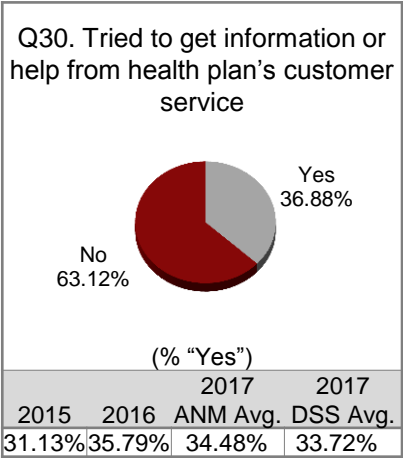


↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
◆ ◆ Indicates a significant difference between the 2017 plan result and the 2017 ANM Average.
★ ★ Indicates a significant difference between the 2017 plan result and the 2017 DSS Average.

Note: The DSS Average is the 2017 DSS Adult Medicaid Book of Business.

- Compared to the 2016 plan result:**
- None of the differences are significant.
- Compared to the 2017 ANM Average:**
- Courteous and respectful treatment from customer service is significantly higher.
- Compared to the 2017 DSS Average:**
- Courteous and respectful treatment from customer service is significantly higher.

Customer Service composite					
	2015	2016	2017	2017 ANM Avg.	2017 DSS Avg.
Global proportion	86.06%	90.67%	92.56%	87.53% ◆	87.91% ✿
Mean score	2.5392	2.6866	2.7158	2.5525 ◆	2.5633 ✿



↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
◆ ✿ Indicates a significant difference between the 2017 plan result and the 2017 ANM Average.
✿ ✿ Indicates a significant difference between the 2017 plan result and the 2017 DSS Average.

Note: The DSS Average is the 2017 DSS Adult Medicaid Book of Business.

Compared to the 2016 plan result:

- Ease of filling out forms is significantly higher.

Compared to the 2017 ANM Average:

- Information in written materials is significantly higher.

Compared to the 2017 DSS Average:

- Information in written materials is significantly higher.

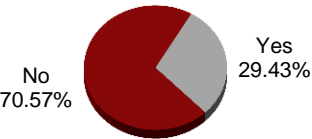
Q28. Looked for information in written materials/on the Internet



(% "Yes")

2015	2016	2017 ANM Avg.	2017 DSS Avg.
20.39%	28.46%	22.42%	21.47%

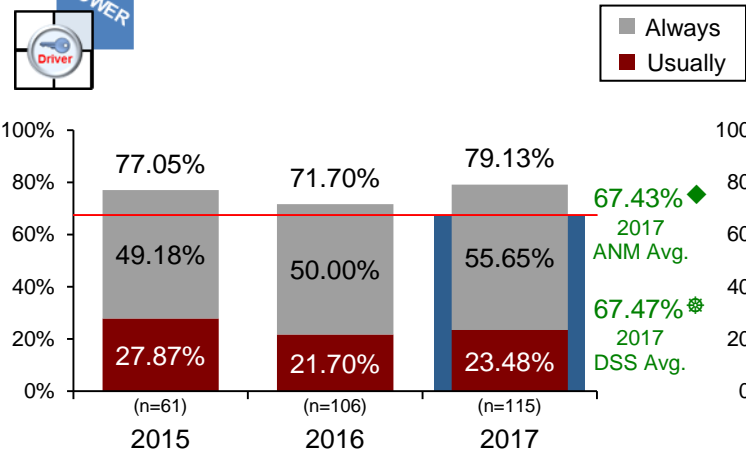
Q33. Health plan gave member forms to fill out



(% "Yes")

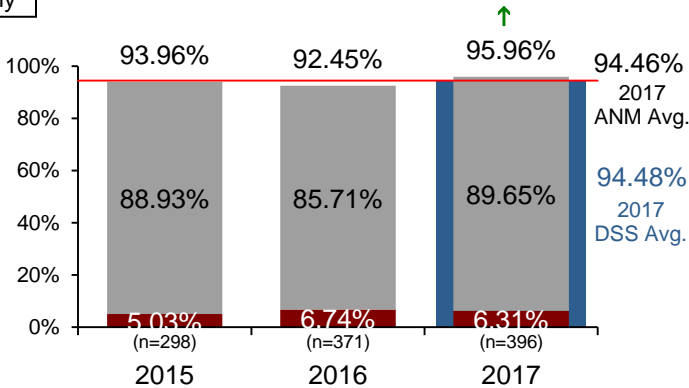
2015	2016	2017 ANM Avg.	2017 DSS Avg.
27.72%	30.93%	28.28%	27.63%

Q29. Written materials or Internet provided needed information



Q34. Health plan forms were easy to fill out

Note: The rate for this question is calculated using the responses to this question and "No" responses to Q33.



↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
◆ ♦ Indicates a significant difference between the 2017 plan result and the 2017 ANM Average.
✱ ✱ Indicates a significant difference between the 2017 plan result and the 2017 DSS Average.

Note: The DSS Average is the 2017 DSS Adult Medicaid Book of Business.

Compared to the 2016 plan result:

- Got appointment with specialist is significantly lower.

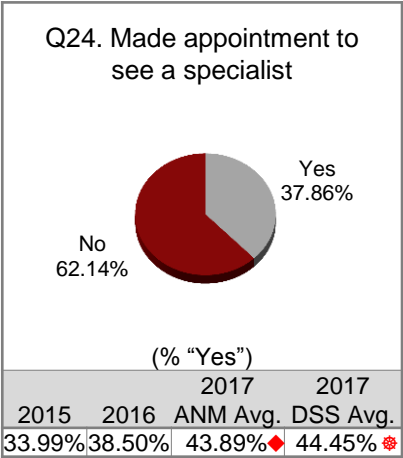
Compared to the 2017 ANM Average:

- Got appointment with specialist is significantly lower.

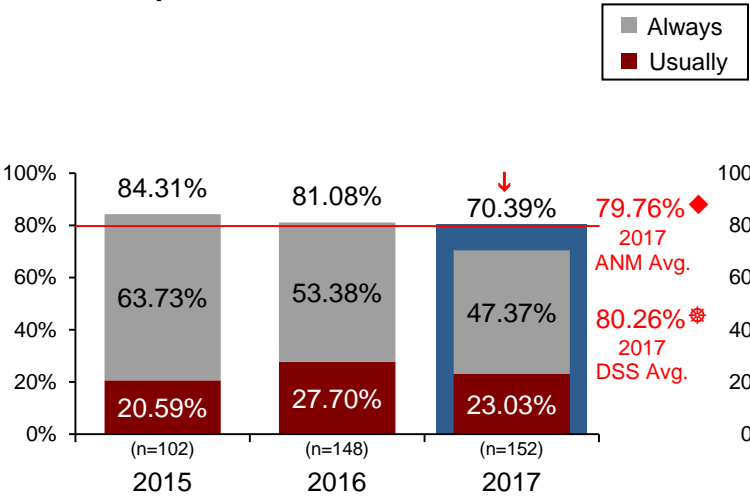
Compared to the 2017 DSS Average:

- Got appointment with specialist and got care, tests or treatment are significantly lower.

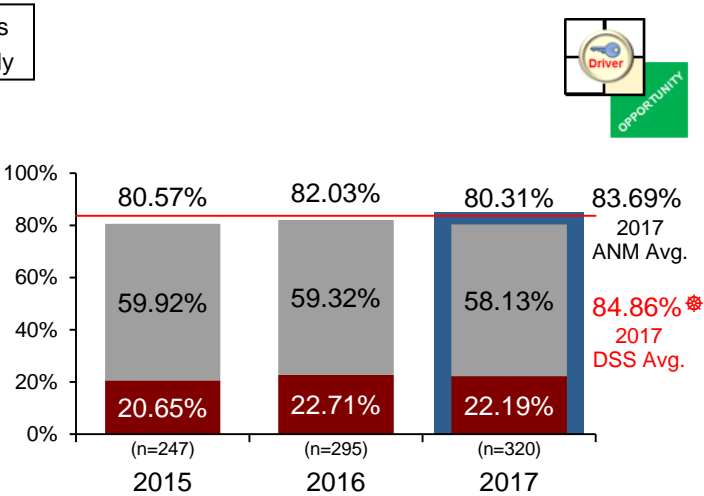
Getting Needed Care composite					
	2015	2016	2017	2017 ANM Avg.	2017 DSS Avg.
Global proportion	82.44%	81.56%	75.35%	81.73% ♦	82.56% *✱
Mean score	2.4426	2.3791	2.2810	2.3826 ♦	2.3905 *✱



Q25. Got appointment with specialist as soon as needed



Q14. Ease of getting care, tests or treatment



↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
♦ ♦ Indicates a significant difference between the 2017 plan result and the 2017 ANM Average.
* ✱ Indicates a significant difference between the 2017 plan result and the 2017 DSS Average.

Note: The DSS Average is the 2017 DSS Adult Medicaid Book of Business.

Compared to the 2016 plan result:

- Got urgent care is significantly lower.

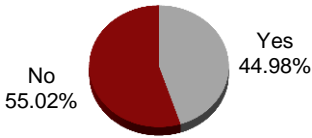
Compared to the 2017 ANM Average:

- None of the differences are significant.

Compared to the 2017 DSS Average:

- None of the differences are significant.

Q3. Had illness/injury/condition that needed care right away



(% "Yes")

2015	2016	2017 ANM Avg.	2017 DSS Avg.
46.55%	51.17%	43.01%	42.22%

Q5. Made appointments for health care at doctor's office or clinic



(% "Yes")

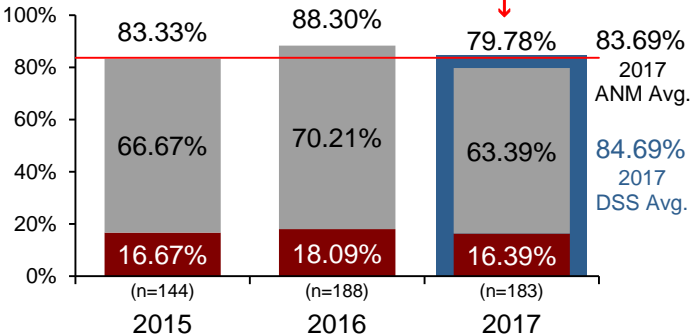
2015	2016	2017 ANM Avg.	2017 DSS Avg.
77.44%	77.98%	71.83%	72.87%

- ↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
- ◆ ♦ Indicates a significant difference between the 2017 plan result and the 2017 ANM Average.
- ◆ ♦ Indicates a significant difference between the 2017 plan result and the 2017 DSS Average.

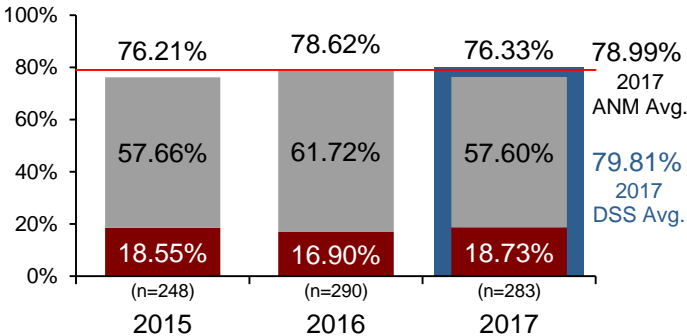
Getting Care Quickly composite

	2015	2016	2017	2017 ANM Avg.	2017 DSS Avg.
Global proportion	79.77%	83.46%	78.05%	81.34%	82.25%
Mean score	2.4194	2.4943	2.3855	2.4206	2.4333

Q4. Got urgent care as soon as needed



Q6. Got check-up or routine appointment as soon as needed



Note: The DSS Average is the 2017 DSS Adult Medicaid Book of Business.

Doctor or Specialist Visits

Compared to the 2016 plan result:

- None of the differences are significant.

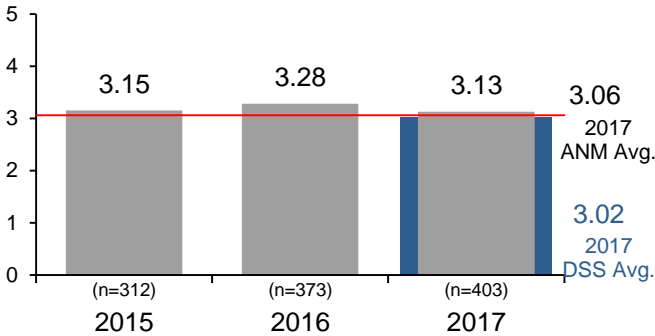
Compared to the 2017 ANM Average:

- Average number of personal doctor visits is significantly higher.

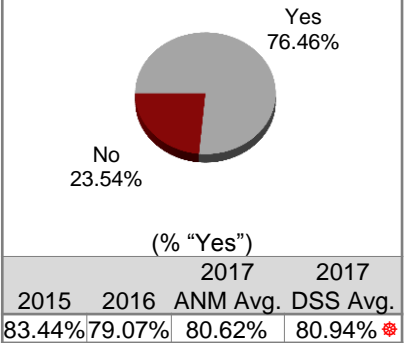
Compared to the 2017 DSS Average:

- Average number of personal doctor visits is significantly higher.
- Average number of specialists seen is significantly lower.

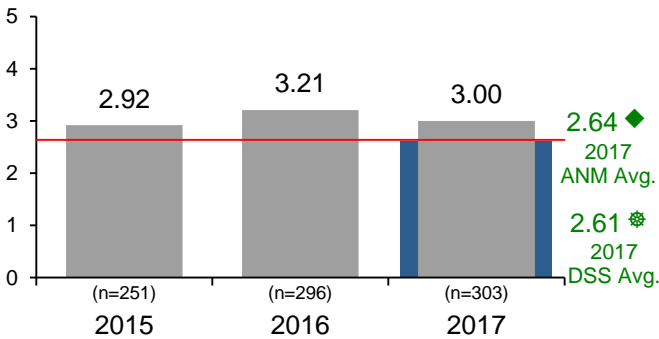
Q7. Average number of visits to doctor's office or clinic



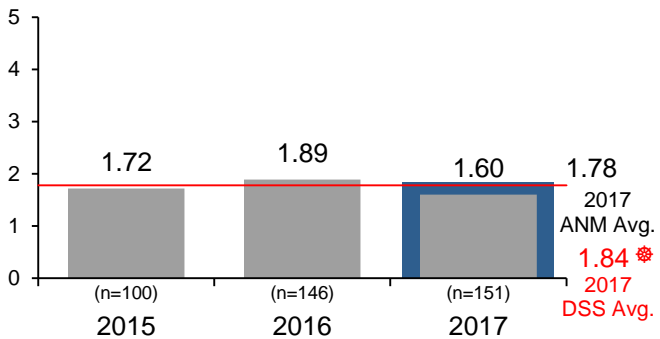
Q15. Have a personal doctor



Q16. Average number of visits to personal doctor



Q26. Average number of specialists seen



↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
◆ ♦ Indicates a significant difference between the 2017 plan result and the 2017 ANM Average.
✱ ✱ Indicates a significant difference between the 2017 plan result and the 2017 DSS Average.

Note: The DSS Average is the 2017 DSS Adult Medicaid Book of Business.

How Well Doctors Communicate

Compared to the 2016 plan result:

- None of the differences are significant.

Compared to the 2017 ANM Average:

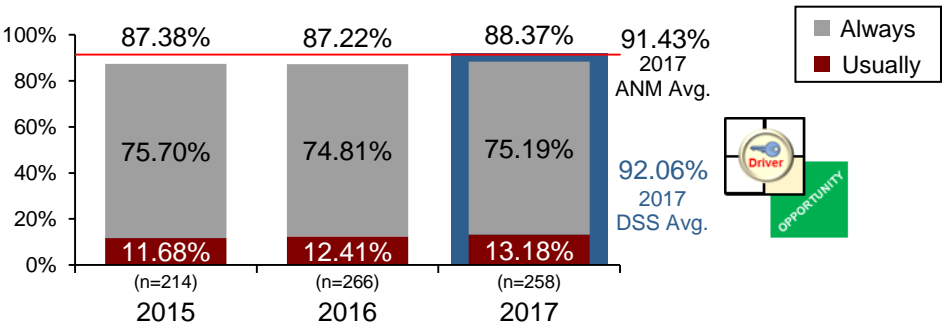
- Doctor spent enough time is significantly lower.

Compared to the 2017 DSS Average:

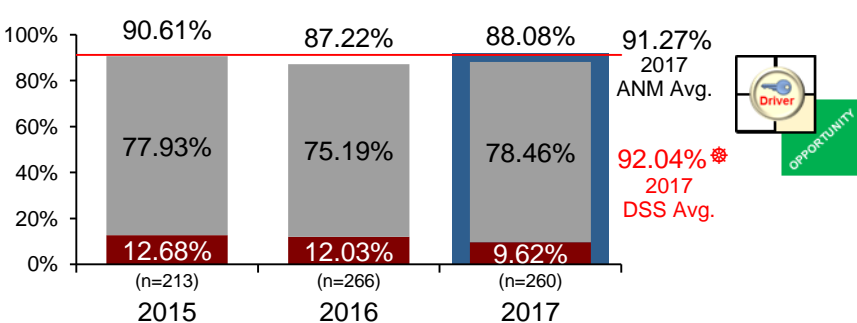
- Doctor listened carefully, doctor showed respect and doctor spent enough time are significantly lower.

How Well Doctors Communicate composite					
	2015	2016	2017	2017 ANM Avg.	2017 DSS Avg.
Global proportion	87.66%	87.57%	87.06%	90.87%	91.58%
Mean score	2.6394	2.6205	2.6261	2.6549	2.6632

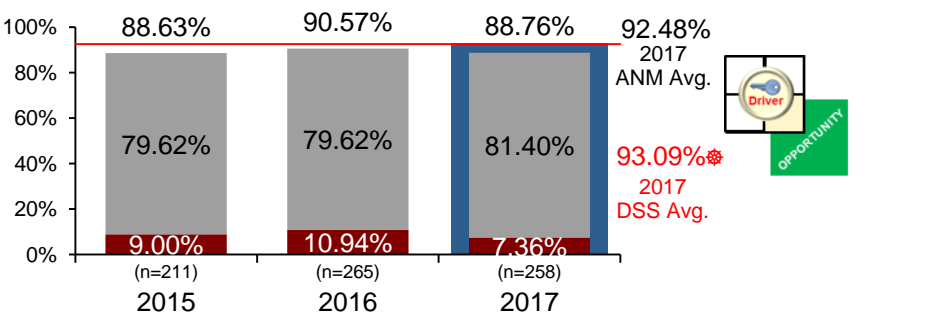
Q17. Personal doctor explained things



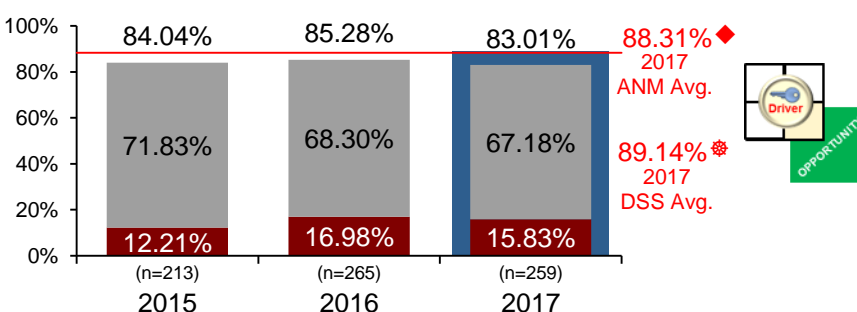
Q18. Personal doctor listened carefully



Q19. Personal doctor showed respect



Q20. Personal doctor spent enough time



Indicates a significant difference between the 2017 plan result and the 2016 plan result.
 Indicates a significant difference between the 2017 plan result and the 2017 ANM Average.
 Indicates a significant difference between the 2017 plan result and the 2017 DSS Average.

Note: The DSS Average is the 2017 DSS Adult Medicaid Book of Business.

Shared Decision Making

Compared to the 2016 plan result:

- None of the differences are significant.

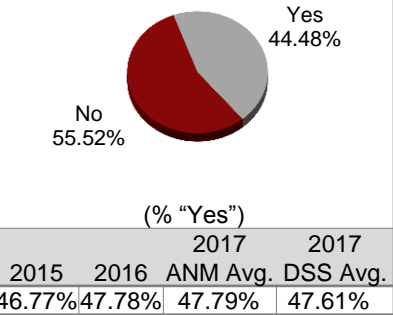
Compared to the 2017 ANM Average:

- None of the differences are significant.

Compared to the 2017 DSS Average:

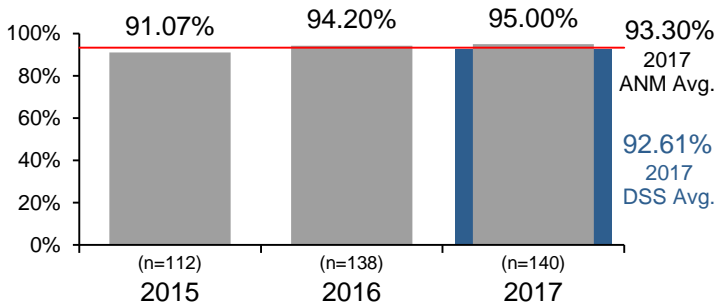
- None of the differences are significant.

Q9. Doctor discussed starting or stopping a prescription medicine

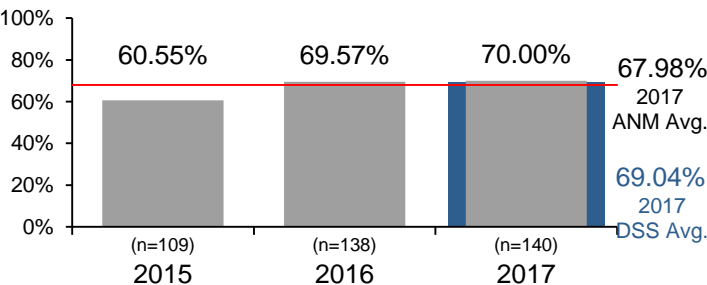


Shared Decision Making composite					
	2015	2016	2017	2017 ANM Avg.	2017 DSS Avg.
Global proportion	75.54%	80.38%	79.15%	78.85%	79.52%

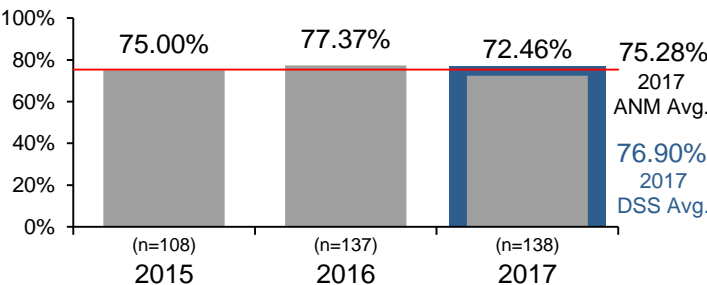
Q10. Doctor discussed reasons to take a medicine (% "Yes")



Q11. Doctor discussed reasons not to take a medicine (% "Yes")



Q12. Doctor asked what you thought was best (% "Yes")



↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
◆ ◆ Indicates a significant difference between the 2017 plan result and the 2017 ANM Average.
✱ ✱ Indicates a significant difference between the 2017 plan result and the 2017 DSS Average.

Note: The DSS Average is the 2017 DSS Adult Medicaid Book of Business.

Compared to the 2016 plan result:

- The difference is not significant.

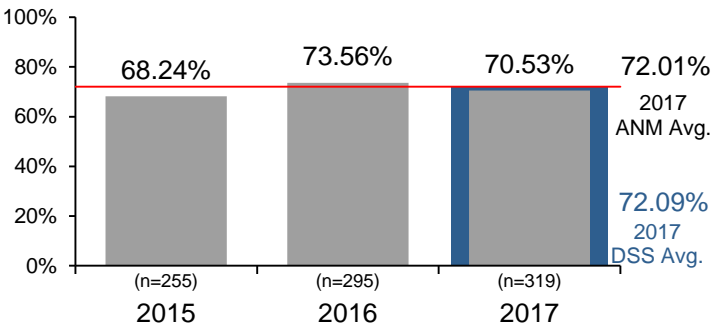
Compared to the 2017 ANM Average:

- The difference is not significant.

Compared to the 2017 DSS Average:

- The difference is not significant.

Q8. Doctor discussed ways to prevent illness
(% “Yes”)



↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
◆ ◆ Indicates a significant difference between the 2017 plan result and the 2017 ANM Average.
⚙ ⚙ Indicates a significant difference between the 2017 plan result and the 2017 DSS Average.

Note: The DSS Average is the 2017 DSS Adult Medicaid Book of Business.

Compared to the 2016 plan result:

- The difference is not significant.

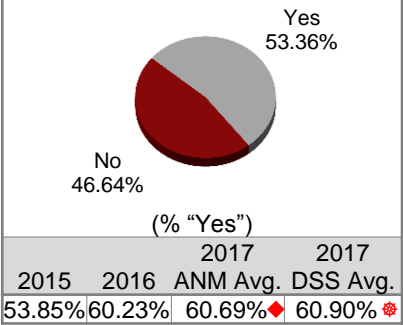
Compared to the 2017 ANM Average:

- The difference is not significant.

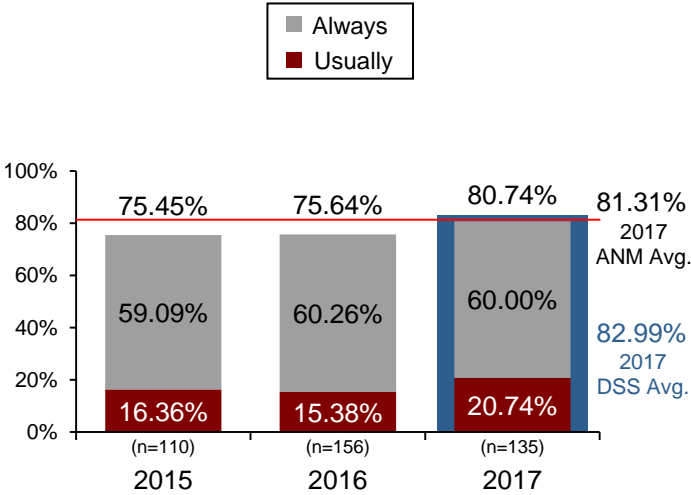
Compared to the 2017 DSS Average:

- The difference is not significant.

Q21. Received care from doctor or health provider besides personal doctor



Q22. Personal doctor seemed informed about care from other providers



↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
◆ ♦ Indicates a significant difference between the 2017 plan result and the 2017 ANM Average.
✱ ✱ Indicates a significant difference between the 2017 plan result and the 2017 DSS Average.

Note: The DSS Average is the 2017 DSS Adult Medicaid Book of Business.

Compared to the 2016 plan result:

- Flu shot is significantly lower.

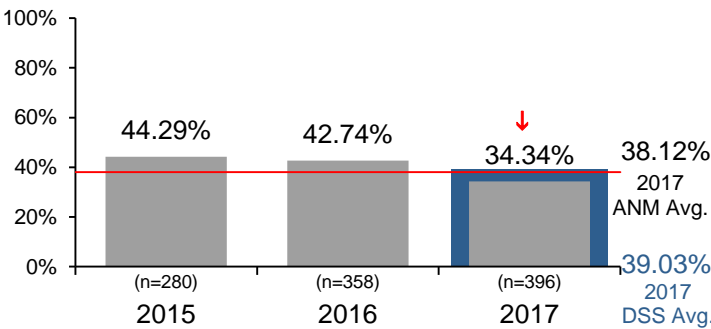
Compared to the 2017 ANM Average:

- The difference is not significant.

Compared to the 2017 DSS Average:

- The difference is not significant.

Q38. Received a flu shot or spray since July 1
(of previous year)
(% “Yes”)



↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
◆ ◆ Indicates a significant difference between the 2017 plan result and the 2017 ANM Average.
⚙ ⚙ Indicates a significant difference between the 2017 plan result and the 2017 DSS Average.

Note: The DSS Average is the 2017 DSS Adult Medicaid Book of Business.

Medical Assistance With Smoking and Tobacco Use Cessation

Compared to the 2016 plan result:

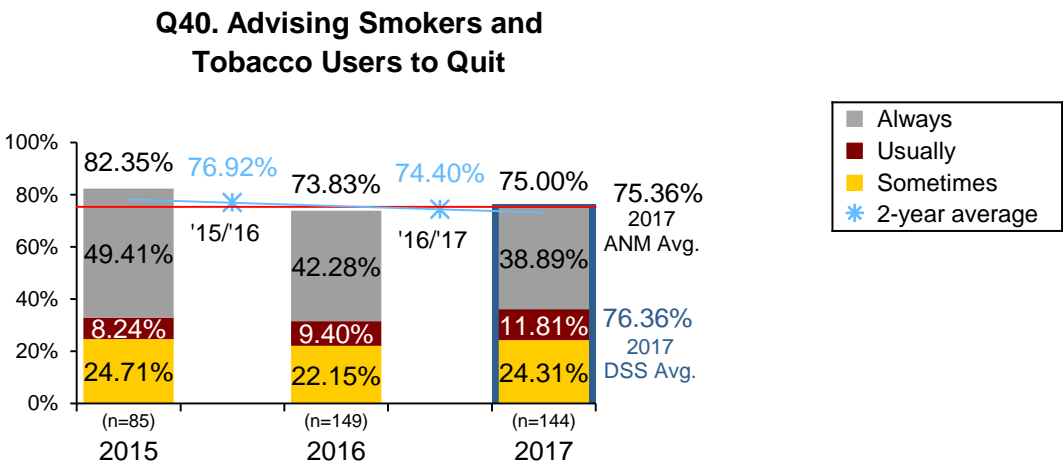
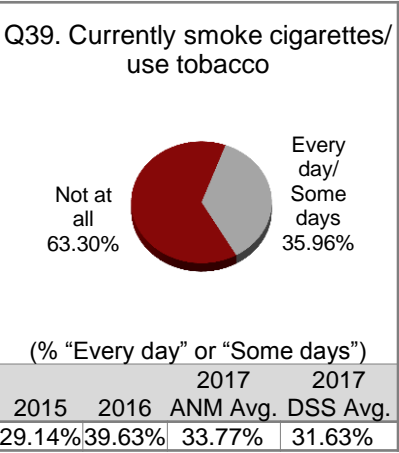
- None of the differences are significant.

Compared to the 2017 ANM Average:

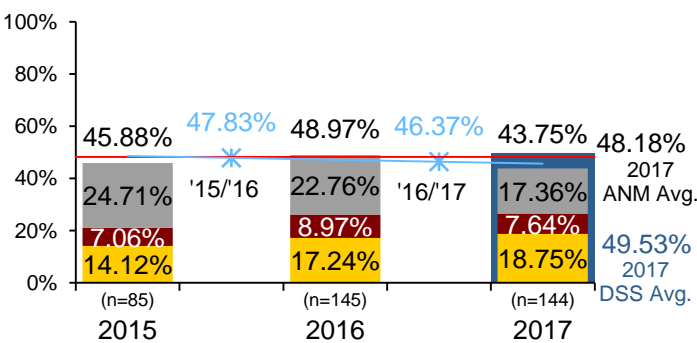
- None of the differences are significant.

Compared to the 2017 DSS Average:

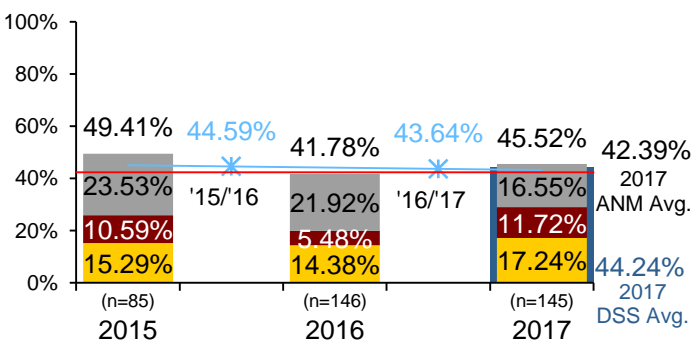
- None of the differences are significant.



Q41. Discussing Cessation Medications



Q42. Discussing Cessation Strategies



↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
◆ ◆ Indicates a significant difference between the 2017 plan result and the 2017 ANM Average.
✱ ✱ Indicates a significant difference between the 2017 plan result and the 2017 DSS Average.

Percentages lower than 5% are not labeled in charts where space does not permit.

Note: The DSS Average is the 2017 DSS Adult Medicaid Book of Business.

Compared to the 2016 plan result:

- None of the differences are significant.

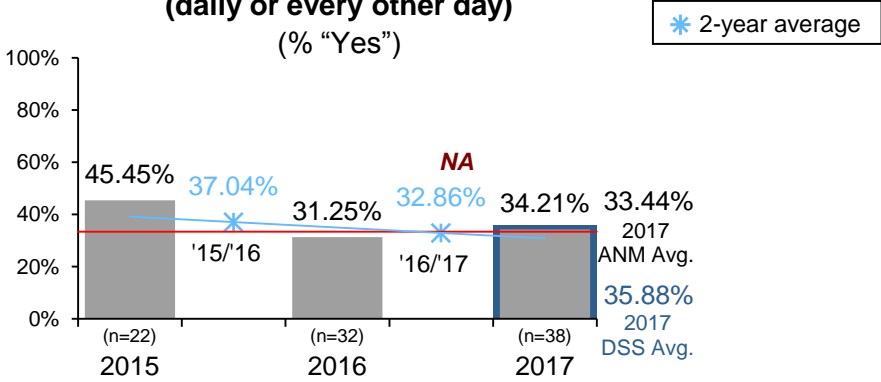
Compared to the 2017 ANM Average:

- None of the differences are significant.

Compared to the 2017 DSS Average:

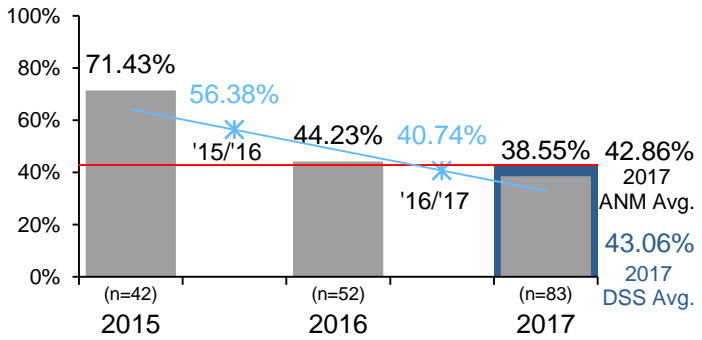
- None of the differences are significant.

Q43. Aspirin Use
(daily or every other day)
(% “Yes”)



NA = NCQA will assign a measure result of NA for 2017 because the denominator is less than 100 for the current 2-year average.

Q45. Discussing Aspirin Risks and Benefits
(% “Yes”)



NCQA only reports this measure for the following members:

Those who do not have a health problem or take medication that makes taking aspirin unsafe (Q44 = “No”), do not have an exclusion (any response to Q47) and who are:

1. Women age 56-79 with at least two risk factors
2. Men age 46-65 with at least one risk factor
3. Men age 66-79

Risk factors include:

Q39 = Smoke/use tobacco “every day” or “some days”

Q46 = Have “high cholesterol”

Q46 = Have “high blood pressure”

Q46 = Have “parent or sibling with heart attack before the age of 60”

NCQA only reports this measure for the following members:

Those who do not have an exclusion (any response to Q47) and who are:

1. Women age 56-79
2. Men age 46-79

Q47 exclusions include:

- A heart attack
- Angina or coronary heart disease
- A stroke
- Any kind of diabetes or high blood sugar

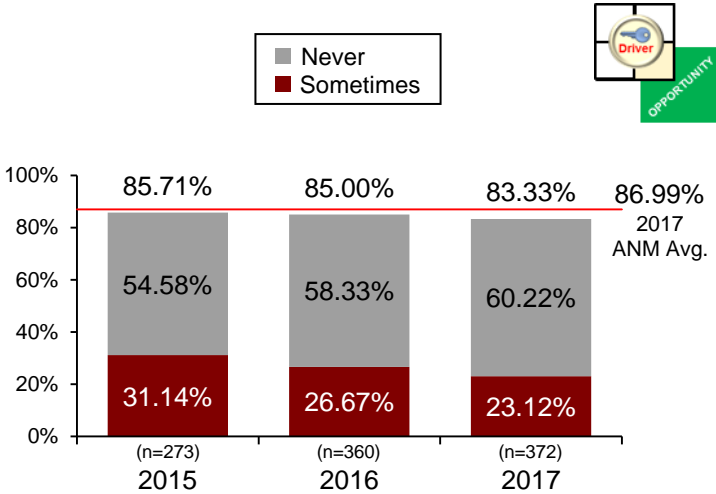
↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
◆ ◆ Indicates a significant difference between the 2017 plan result and the 2017 ANM Average.
✱ ✱ Indicates a significant difference between the 2017 plan result and the 2017 DSS Average.

Note: The DSS Average is the 2017 DSS Adult Medicaid Book of Business.

Additional questions

Appointments with providers

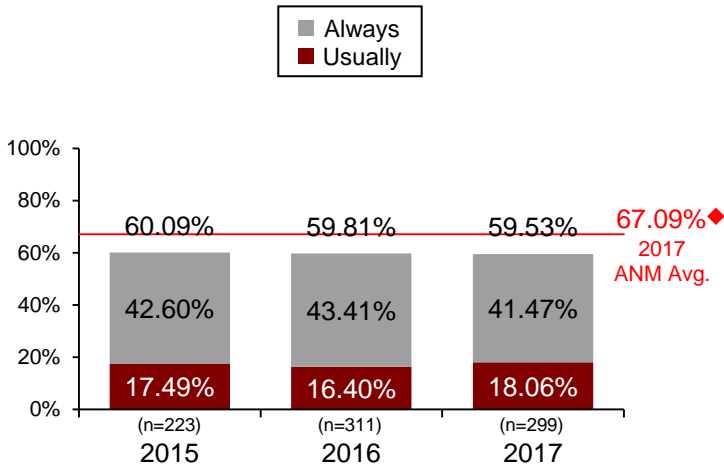
Q59. Wait was due to limited work hours
or scarce appointments



↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
◆ ◆ Indicates a significant difference between the 2017 plan result and the 2017 ANM Average.

Appointments with specialists

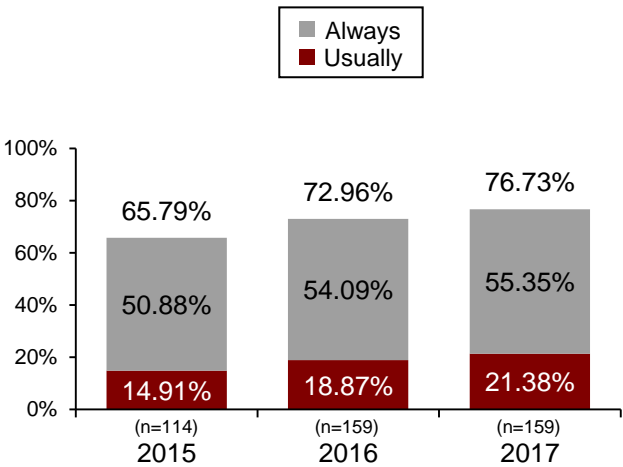
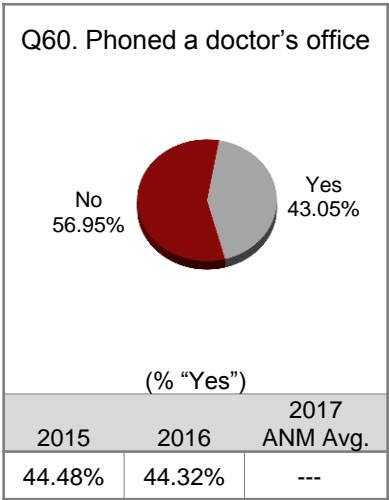
Q66. Easy to get appointments



↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
◆ Indicates a significant difference between the 2017 plan result and the 2017 ANM Average.

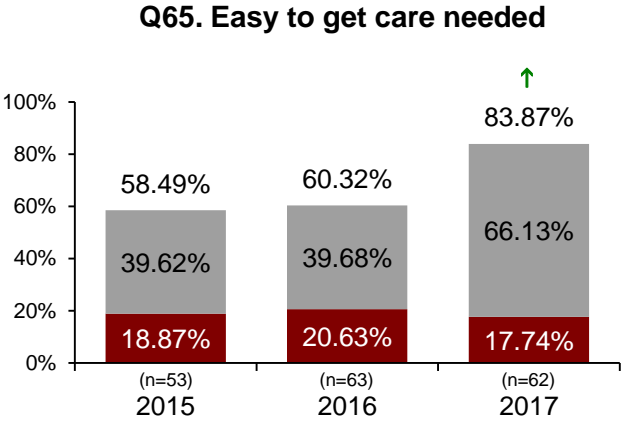
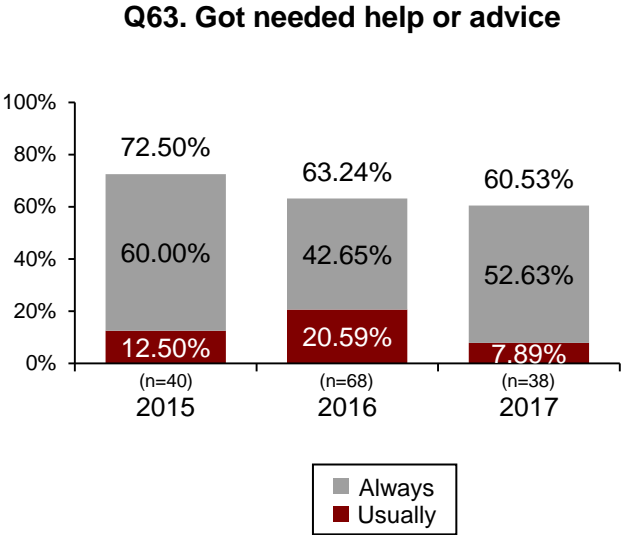
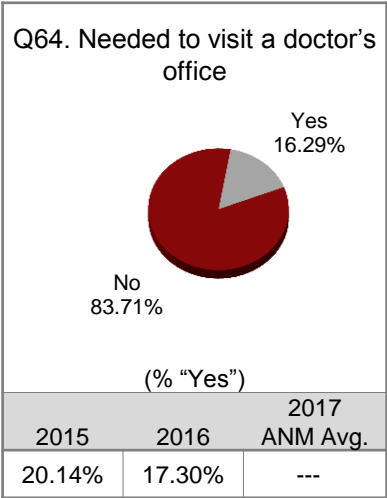
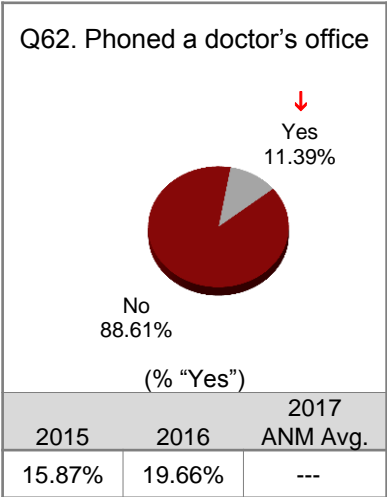
Calling a doctor’s office or clinic during regular hours

Q61. Got needed help or advice



↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.

Calling or visiting a doctor's office or clinic after regular office hours



Appendix A
















Member profile







	2015	2016	2017	2017 ANM Avg.	2017 DSS Avg.
Member health					
Overall health (Q36)					
Excellent/Very good	24.84%	28.23%	32.52%	32.24%	32.01%
Good	32.68%	29.02%	33.01%	32.54%	32.98%
Fair/Poor	42.48%	42.74%	34.47% ↓	35.23%	35.02%
Overall mental/emotional health (Q37)					
Excellent/Very good	35.97%	34.03%	43.66% ↑	42.28%	41.85%
Good	31.68%	27.01%	29.02%	28.20%	29.08%
Fair/Poor	32.34%	38.96%	27.32% ↓	29.51%	29.07%
Aspirin use and discussion					
Aspirin Use (Q43) – All respondents	27.12%	28.65%	29.88%	24.80% ◆	26.64%
Aspirin Use (Q43) – Qualified respondents	45.45%	31.25%	34.21%	33.44%	35.88%
Have a health problem/take medication that makes taking aspirin unsafe (Q44)	13.88%	13.39%	9.84%	11.15%	11.16%
Discussing Aspirin Risks and Benefits (Q45) – All respondents	43.85%	44.21%	41.71%	40.36%	41.42%
Discussing Aspirin Risks and Benefits (Q45) – Qualified respondents	71.43%	44.23%	38.55%	42.86%	43.06%
Aware of having of any of the following conditions (Q46):					
High cholesterol	24.04%	30.61%	25.95%	26.53%	28.30%
High blood pressure	40.44%	41.84%	42.38%	36.88% ◆	37.83%
Parent or sibling with heart attack before the age of 60	16.67%	23.98%	24.29%	20.20%	19.12% ⚙
Doctor has told you that you have the following conditions (Q47):					
Heart attack	5.19%	7.14%	5.48%	5.29%	5.66%
Angina or coronary heart disease	4.92%	8.93%	5.00% ↓	5.32%	5.55%
Stroke	6.28%	6.89%	4.29%	5.08%	5.46%
Any kind of diabetes or high blood sugar	20.49%	22.70%	19.76%	20.98%	21.82%
Got health care 3 or more times for the same condition or problem in the last 6 months (Q48)					
Condition or problem has lasted for at least 3 months (not including pregnancy or menopause) (Q49)	36.24%	43.01%	39.36%	34.65%	34.23% ⚙
Now need or take medicine prescribed by a doctor (not including birth control) (Q50)	71.72%	76.25%	86.08% ↑	83.95%	84.11%
Medicine is to treat a condition that has lasted for at least 3 months (not including pregnancy or menopause) (Q51)	65.76%	68.09%	62.53%	64.48%	66.38%
	86.41%	91.63%	89.96%	91.98%	92.06%

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⚙ ⚙ Indicates a significant difference between the 2017 plan result and the 2017 DSS Average.

Note: The DSS Average is the 2017 DSS Adult Medicaid Book of Business.

Member profile

	2015	2016	2017	2017 ANM Avg.	2017 DSS Avg.
Member demographics					
Age (Q52)					
18-34	34.78%	37.11%	34.15%	31.78%	27.49% 
35-44	13.04%	17.37%	13.02%	14.98%	13.99%
45-54	22.74%	19.47%	20.64%	20.36%	20.28%
55 or older	29.43%	26.05%	32.19%	32.88%	38.24% 
Gender (Q53)					
Male	26.75%	33.01%	33.33%	38.06%	38.71% 
Female	73.25%	66.99%	66.67%	61.94%	61.29% 
Education (Q54)					
High school or less	74.23%	70.98%	66.08%	63.60%	61.72%
Some college	19.24%	24.80%	26.68%	27.15%	28.03%
College graduate or more	6.53%	4.22%	7.23%	9.25%	10.25% 
Race/ethnicity (Q55/Q56)					
White	41.92%	42.44%	44.53%	64.92% 	65.30% 
Hispanic or Latino	3.87%	3.89%	5.81%	13.77% 	17.08% 
Black or African-American	58.08%	55.44%	52.99%	24.90% 	22.12% 
Asian	0.34%	2.12%	1.00%	4.85% 	5.73% 
Native Hawaiian or other Pacific Islander	0.34%	0.27%	1.24%	1.03%	2.00%
American Indian or Alaska Native	1.72%	7.43%	4.23%	5.29%	4.96%
Other	1.72%	6.63%	6.22%	10.67% 	11.34% 

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Note: The DSS Average is the 2017 DSS Adult Medicaid Book of Business.

Appendix B

Overall ratings and composite score summary tables

Key measures – global proportions and summary rates

	2015	2016	2017	2017 Num.	2017 Den.	2017 ANM Avg.	2017 DSS Avg.
Rating of Health Plan (Q35) (% 8, 9 or 10)	76.49%	78.74%	75.43%	304	403	73.96%	76.14%
Rating of Health Care (Q13) (% 8, 9 or 10)	72.47%	74.32%	73.50%	233	317	73.91%	75.00%
Rating of Personal Doctor (Q23) (% 8, 9 or 10)	78.09%	79.26%	80.20%	243	303	80.34%	81.73%
Rating of Specialist (Q27) (% 8, 9 or 10)	83.52%	85.19%	73.33% ↓	99	135	80.60%	81.19% 🌸
Customer Service (% Always or Usually)	86.06%	90.67%	92.56%	---	148	87.53% ◆	87.91% 🌸
Q31. Got needed information from customer service	78.49%	85.07%	86.49%	128	148	81.24%	81.80%
Q32. Staff treated you with courtesy and respect	93.62%	96.27%	98.64%	145	147	93.82% ◆	94.03% 🌸
Getting Needed Care (% Always or Usually)	82.44%	81.56%	75.35%	---	236	81.73% ◆	82.56% 🌸
Q25. Got appointment with specialist as soon as needed	84.31%	81.08%	70.39% ↓	107	152	79.76% ◆	80.26% 🌸
Q14. Ease of getting needed care, tests or treatment	80.57%	82.03%	80.31%	257	320	83.69%	84.86% 🌸
Getting Care Quickly (% Always or Usually)	79.77%	83.46%	78.05%	---	233	81.34%	82.25%
Q4. Got urgent care as soon as needed	83.33%	88.30%	79.78% ↓	146	183	83.69%	84.69%
Q6. Got routine appointment as soon as needed	76.21%	78.62%	76.33%	216	283	78.99%	79.81%
How Well Doctors Communicate (% Always or Usually)	87.66%	87.57%	87.06%	---	259	90.87%	91.58% 🌸
Q17. Personal doctor explained things	87.38%	87.22%	88.37%	228	258	91.43%	92.06%
Q18. Personal doctor listened carefully	90.61%	87.22%	88.08%	229	260	91.27%	92.04% 🌸
Q19. Personal doctor showed respect	88.63%	90.57%	88.76%	229	258	92.48%	93.09% 🌸
Q20. Personal doctor spent enough time	84.04%	85.28%	83.01%	215	259	88.31% ◆	89.14% 🌸
Shared Decision Making (% Yes)	75.54%	80.38%	79.15%	---	139	78.85%	79.52%
Q10. Doctor discussed reasons to take medicines	91.07%	94.20%	95.00%	133	140	93.30%	92.61%
Q11. Doctor discussed reasons to not take medicines	60.55%	69.57%	70.00%	98	140	67.98%	69.04%
Q12. Doctor asked what you thought was best	75.00%	77.37%	72.46%	100	138	75.28%	76.90%
Health Promotion and Education (Q8) (% Yes)	68.24%	73.56%	70.53%	225	319	72.01%	72.09%
Coordination of Care (Q22) (% Always or Usually)	75.45%	75.64%	80.74%	109	135	81.31%	82.99%
Flu Vaccinations for Adults Ages 18-64 (Q38) (% Yes)	44.29%	42.74%	34.34% ↓	136	396	38.12%	39.03%
Medical Assistance With Smoking and Tobacco Use Cessation							
(% Always, Usually or Sometimes) (Two-year average)	2015/2016		2016/2017				
Q40. Advising Smokers and Tobacco Users to Quit	---	76.92%	74.40%	218	293	75.36%	76.36%
Q41. Discussing Cessation Medications	---	47.83%	46.37%	134	289	48.18%	49.53%
Q42. Discussing Cessation Strategies	---	44.59%	43.64%	127	291	42.39%	44.24%
Aspirin Use and Discussion (Two-year average)							
Q43. Aspirin Use – Qualified respondents	---	37.04%	32.86%	23	70	33.44%	35.88%
Q45. Discussing Aspirin Risks and Benefits – Qualified respondents	---	56.38%	40.74%	55	135	42.86%	43.06%

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 🌸 🌸 Indicates a significant difference between the 2017 plan result and the 2017 DSS Average.

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Overall ratings and composites – global proportions and summary rates







	2015	2016	2017	2017 ANM Avg.	2017 DSS Avg.
Overall ratings					
Rating of Health Plan (Q35) (% 8, 9 or 10)	76.49%	78.74%	75.43%	73.96%	76.14%
Rating of Health Care (Q13) (% 8, 9 or 10)	72.47%	74.32%	73.50%	73.91%	75.00%
Rating of Personal Doctor (Q23) (% 8, 9 or 10)	78.09%	79.26%	80.20%	80.34%	81.73%
Rating of Specialist (Q27) (% 8, 9 or 10)	83.52%	85.19%	73.33% ↓	80.60%	81.19% 🌸
Overall ratings and composite scores					
Rating of Health Plan (Q35) (% 9 or 10)	60.93%	60.89%	62.53%	56.62% ◆	59.24%
Rating of Health Care (Q13) (% 9 or 10)	56.68%	52.40%	52.68%	53.88%	55.54%
Rating of Personal Doctor (Q23) (% 9 or 10)	65.74%	66.89%	65.02%	65.08%	66.90%
Rating of Specialist (Q27) (% 9 or 10)	71.43%	69.63%	65.19%	66.39%	66.85%
Customer Service (% Always or Usually)	86.06%	90.67%	92.56%	87.53% ◆	87.91% 🌸
Getting Needed Care (% Always or Usually)	82.44%	81.56%	75.35%	81.73% ◆	82.56% 🌸
Getting Care Quickly (% Always or Usually)	79.77%	83.46%	78.05%	81.34%	82.25%
How Well Doctors Communicate (% Always or Usually)	87.66%	87.57%	87.06%	90.87%	91.58% 🌸
Shared Decision Making (% Yes)	75.54%	80.38%	79.15%	78.85%	79.52%
Health Promotion and Education (Q8) (% Yes)	68.24%	73.56%	70.53%	72.01%	72.09%
Coordination of Care (Q22) (% Always or Usually)	75.45%	75.64%	80.74%	81.31%	82.99%

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🌸 🌸 Indicates a significant difference between the 2017 plan result and the 2017 DSS Average.

Note: The DSS Average is the 2017 DSS Adult Medicaid Book of Business.

Overall ratings and composites – mean scores

	2015	2016	2017	2017 ANM Avg.	2017 DSS Avg.
Overall mean ratings: 0 - 10 scale					
Rating of Health Plan (Q35)	8.4073	8.5092	8.5037	8.3215	8.4218
Rating of Health Care (Q13)	8.2632	8.2158	8.2240	8.2927	8.3415
Rating of Personal Doctor (Q23)	8.4502	8.5351	8.5446	8.6029	8.6764
Rating of Specialist (Q27)	8.8571	8.7111	8.3852	8.6282	8.6442
Overall ratings and composite scores: Three-point mean scores					
Rating of Health Plan (Q35)	2.4702	2.4593	2.4690	2.4053	2.4447
Rating of Health Care (Q13)	2.4008	2.3596	2.3596	2.3845	2.4072
Rating of Personal Doctor (Q23)	2.5139	2.5418	2.5083	2.5238	2.5518
Rating of Specialist (Q27)	2.6154	2.5704	2.4815	2.5416	2.5483
Customer Service	2.5392	2.6866	2.7158	2.5525 	2.5633 
Getting Needed Care	2.4426	2.3791	2.2810	2.3826 	2.3905 
Getting Care Quickly	2.4194	2.4943	2.3855	2.4206	2.4333
How Well Doctors Communicate	2.6394	2.6205	2.6261	2.6549	2.6632
Health Promotion and Education (Q8)	2.3647	2.4712	2.4107	2.4402	2.4418
Coordination of Care (Q22)	2.3455	2.3590	2.4074	2.3825	2.4097

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Note: The DSS Average is the 2017 DSS Adult Medicaid Book of Business.

Overall ratings and composites – percentiles

	2017 Plan		National Percentiles from 2016 Quality Compass (Adult Medicaid)								
	Score	Percentile	5 th	10 th	25 th	33 rd	50 th	67 th	75 th	90 th	95 th
Rating of Health Plan (Q35) (% 8, 9 or 10)	75.43%	33rd	65.94	68.10	71.67	72.73	75.70	77.72	78.78	81.37	83.10
Rating of Health Care (Q13) (% 8, 9 or 10)	73.50%	33rd	65.25	67.51	70.83	71.88	74.06	75.64	76.47	78.91	79.82
Rating of Personal Doctor (Q23) (% 8, 9 or 10)	80.20%	33rd	74.09	75.55	77.88	79.06	80.58	81.74	82.48	84.80	85.61
Rating of Specialist (Q27) (% 8, 9 or 10)	73.33%	<5th	74.61	75.62	78.10	79.17	80.75	82.02	82.78	84.81	86.40
Customer Service (% Always or Usually)	92.56%	95th	82.42	84.07	85.45	86.56	87.45	88.94	89.80	91.04	91.88
Q31. Got needed information from customer service	86.49%	75th	74.84	75.73	78.23	79.43	81.56	82.79	83.74	87.00	88.19
Q32. Staff treated you with courtesy and respect	98.64%	95th	89.62	91.13	92.56	93.04	93.94	94.78	95.21	96.52	97.06
Getting Needed Care (% Always or Usually)	75.35%	10th	73.09	75.07	78.23	79.23	81.11	82.57	83.36	85.67	86.45
Q25. Got appointment with specialist as soon as needed	70.39%	<5th	70.63	72.79	75.76	76.97	78.72	80.79	81.57	84.21	85.47
Q14. Ease of getting care, tests or treatment	80.31%	25th	75.77	77.08	79.93	81.25	83.22	85.07	86.26	88.29	88.94
Getting Care Quickly (% Always or Usually)	78.05%	25th	70.47	74.32	77.74	78.84	80.52	82.55	83.36	85.67	86.05
Q4. Got urgent care as soon as needed	79.78%	10th	76.35	77.85	80.53	81.41	83.17	85.11	86.15	88.11	88.82
Q6. Got routine appointment as soon as needed	76.33%	25th	66.82	70.55	74.54	76.40	78.82	80.60	81.86	83.81	84.98
How Well Doctors Communicate (% Always or Usually)	87.06%	5th	86.78	87.82	89.48	89.93	90.96	91.75	92.37	93.47	94.29
Q17. Personal doctor explained things	88.37%	10th	86.54	87.75	89.38	90.27	91.09	92.15	92.53	94.31	94.87
Q18. Personal doctor listened carefully	88.08%	10th	86.80	87.64	89.66	90.10	91.35	92.61	92.95	93.93	94.78
Q19. Personal doctor showed respect	88.76%	5th	88.54	89.90	91.30	91.71	92.71	93.47	93.94	95.18	95.73
Q20. Personal doctor spent enough time	83.01%	<5th	83.33	84.24	86.59	87.36	88.58	89.74	90.24	91.85	93.07
Shared Decision Making (% Yes)	79.15%	33rd	73.31	74.73	77.37	78.31	79.70	80.57	81.24	82.80	83.65
Q10. Doctor discussed reasons to take medicines	95.00%	75th	87.45	88.97	90.72	91.52	92.59	93.88	94.30	95.52	96.43
Q11. Doctor discussed reasons to not take medicines	70.00%	50th	57.98	61.74	65.32	66.00	67.92	70.07	71.07	74.78	76.07
Q12. Doctor asked what you thought was best	72.46%	10th	70.23	71.54	74.53	75.86	77.42	79.10	80.18	82.22	83.72
Health Promotion and Education (Q8) (% Yes)	70.53%	33rd	64.18	66.37	69.40	70.27	72.01	74.08	75.10	77.29	80.28
Coordination of Care (Q22) (% Always or Usually)	80.74%	33rd	74.80	75.84	79.65	80.17	81.57	83.80	84.62	86.61	87.80
Flu Vaccinations for Adults Ages 18-64 (Q38) (% Yes)	34.34%	25th	25.44	28.7	33.79	35.06	38.03	41.87	43.54	48.01	51.30
Medical Assistance With Smoking and Tobacco Use Cessation (% Always, Usually or Sometimes) (Two-year average)											
Q40. Advising Smokers and Tobacco Users to Quit	74.40%	25th	64.56	67.83	73.14	74.65	76.59	78.48	79.36	81.85	83.89
Q41. Discussing Cessation Medications	46.37%	33rd	33.54	36.67	43.01	45.16	48.31	51.75	53.85	58.39	60.42
Q42. Discussing Cessation Strategies	43.64%	33rd	31.46	34.00	38.86	40.67	43.82	46.36	47.83	51.75	54.43
Other reported measures											
Q29. Written materials or Internet provided needed information (% Always or Usually)	79.13%	95th	60.78	62.00	65.45	66.04	67.78	70.87	71.88	74.64	75.47
Q34. Health plan forms were easy to fill out (% Always or Usually)	95.96%	75th	90.68	92.06	93.12	93.54	94.52	95.14	95.46	96.09	96.64
Q36. Rating of overall health (% Excellent or Very good)	32.52%	33rd	21.02	22.92	28.63	30.26	33.41	36.92	39.31	45.03	47.54
Q37. Rating of overall mental/emotional health (% Excellent or Very good)	43.66%	33rd	28.96	33.45	37.80	40.69	44.59	48.66	50.33	55.81	59.01

Overall ratings and composites – demographic analysis

	Health Status		Age				Gender		Education		Survey Type	
	Excellent or Very good (A)	Good, Fair or Poor (B)	18-34 (C)	35-44 (D)	45-54 (E)	55+ (F)	Male (G)	Female (H)	High school or less (I)	Some college or more (J)	Mail (K)	Phone (L)
Total respondents	133	276	139	53	84	131	108	216	265	136	219	201
Rating of Health Plan (Q35) (% 8, 9 or 10)	81.54% ^B	72.86%	77.94%	67.92%	73.42%	78.29%	77.67%	72.99%	77.04%	73.88%	74.64%	76.29%
Rating of Health Care (Q13) (% 8, 9 or 10)	84.21% ^B	69.12%	74.75%	61.11%	79.17%	73.08%	65.88%	72.53%	72.64%	76.42%	71.91%	75.54%
Rating of Personal Doctor (Q23) (% 8, 9 or 10)	81.37%	79.38%	78.49%	71.79%	85.48%	81.19%	82.28%	78.92%	80.20%	79.35%	78.66%	82.01%
Rating of Specialist (Q27) (% 8, 9 or 10)	80.00%	71.84%	63.33%	73.33%	79.31%	75.86%	70.45%	75.34%	71.76%	76.09%	68.12%	78.79%
Customer Service (% Always or Usually)	94.90%	90.91%	89.22%	89.13%	96.43%	95.45%	94.05%	90.79%	92.85%	91.67%	95.06%	90.26%
Q31. Got needed information from customer service	91.53%	82.95%	82.35%	78.26%	92.86%	90.91%	90.48%	81.58%	86.81%	85.19%	91.55%	81.82%
Q32. Staff treated you with courtesy and respect	98.28%	98.86%	96.08%	100%	100%	100%	97.62%	100%	98.89%	98.15%	98.57%	98.70%
Getting Needed Care (% Always or Usually)	80.45%	73.65%	73.33%	67.25%	78.25%	78.54%	75.58%	74.98%	75.89%	75.90%	76.39%	73.99%
Q25. Got appointment with specialist as soon as needed	72.73%	69.83%	66.67%	58.82%	78.13%	71.64%	71.15%	67.90%	71.58%	68.63%	70.00%	70.83%
Q14. Ease of getting care, tests or treatment	88.17% ^B	77.48%	80.00%	75.68%	78.38%	85.44%	80.00%	82.07%	80.20%	83.18%	82.78%	77.14%
Getting Care Quickly (% Always or Usually)	80.45%	77.19%	79.93%	77.70%	76.79%	78.77%	76.10%	81.25%	77.87%	80.49%	79.17%	76.68%
Q4. Got urgent care as soon as needed	85.00%	77.70%	80.85%	77.27%	77.78%	82.54%	80.77%	80.95%	78.33%	85.71%	78.22%	81.71%
Q6. Got routine appointment as soon as needed	75.90%	76.68%	79.01%	78.13%	75.81%	75.00%	71.43%	81.55%	77.40%	75.27%	80.13%	71.65%
How Well Doctors Communicate (% Always or Usually)	91.14%	85.04%	87.99%	87.18%	86.76%	86.60%	87.14%	87.06%	86.18%	88.82%	89.62%	83.55%
Q17. Personal doctor explained things	91.14%	86.71%	87.14%	84.38%	92.31%	88.66%	90.00%	87.84%	88.82%	88.16%	90.54%	85.45%
Q18. Personal doctor listened carefully	96.20% ^B	84.00%	91.30%	91.18%	83.02%	87.63%	90.00%	86.67%	87.13%	89.47%	90.00%	85.45%
Q19. Personal doctor showed respect	91.14%	87.86%	89.71%	87.88%	84.91%	90.72%	88.57%	89.19%	88.17%	89.47%	91.28%	85.32%
Q20. Personal doctor spent enough time	86.08%	81.61%	83.82%	85.29%	86.79%	79.38%	80.00%	84.56%	80.59%	88.16%	86.67%	77.98%
Shared Decision Making (% Yes)	81.11%	78.61%	85.00%	75.56%	82.83%	73.63%	78.95%	79.94%	78.63%	80.21%	79.39%	78.90%
Q10. Doctor discussed reasons to take medicine	96.67%	94.55%	95.00%	93.33%	96.97%	93.88%	97.37%	96.43%	95.00%	94.64%	96.05%	93.75%
Q11. Doctor discussed reasons to not take medicine	66.67%	70.91%	70.00%	66.67%	78.79%	65.31%	71.05%	71.43%	68.75%	71.43%	71.05%	68.75%
Q12. Doctor asked what you thought was best	80.00%	70.37%	90.00% ^F	66.67%	72.73%	61.70%	68.42%	71.95%	72.15%	74.55%	71.05%	74.19%
Health Promotion and Education (Q8) (% Yes)	69.15%	71.36%	72.00%	72.22%	78.08% ^F	64.42%	69.41%	74.86%	67.33%	77.36%	71.27%	69.57%
Coordination of Care (Q22) (% Always or Usually)	81.25%	80.81%	89.66%	85.00%	96.77% ^F	64.00%	90.24% ^H	73.75%	82.42%	80.56%	78.48%	83.93%
Flu Vaccinations for Adults Ages 18-64 (Q38) (% Yes)	25.40%	38.81% ^A	22.66%	36.54%	39.02% ^C	41.41% ^C	35.29%	37.02%	31.08%	39.10%	33.50%	35.26%
Medical Assistance With Smoking and Tobacco Use Cessation (% Always, Usually or Sometimes)												
Q40. Advising Smokers and Tobacco Users to Quit	62.86%	78.70%	57.14%	75.00%	87.88% ^C	82.35% ^C	80.00%	80.00%	79.28%	60.71%	76.25%	73.44%
Q41. Discussing Cessation Medications	34.29%	47.22%	35.71%	37.50%	42.42%	54.00%	45.45%	50.67%	43.64%	50.00%	42.50%	45.31%
Q42. Discussing Cessation Strategies	42.86%	46.79%	35.71%	35.29%	45.45%	58.00% ^C	51.11%	51.35%	45.95%	46.43%	46.84%	43.94%
Aspirin Use and Discussion												
Q43. Aspirin Use – Qualified respondents	NR	35.71%	NR	NR	36.36%	33.33%	31.58%	33.33%	34.62%	36.36%	31.82%	37.50%
Q45. Discussing Aspirin Risks and Benefits – Qualified respondents	15.00%	46.77%	NR	NR	31.25%	40.30%	35.48%	44.74%	38.18%	38.46%	31.25%	48.57%

A capital letter and green font indicates that result is significantly higher than the corresponding column.

NR = Not reportable. Base size < 11.

Appendix C

SatisAction™ key driver statistical model

POWeR™ Chart shown in the executive summary on page 6.

Instructions to access trAction™ Decision (Impact Analysis) Tool:

1. Log on to <https://client.dssresearch.com> using your current User Name and Password.
2. Contact DSS Research at 1-800-989-5150 if you do not have a User Name and Password.
3. Once on the portal, select Reporting and then Tools.
4. Select the trAction™ Decision Tool for access to the Impact Analysis Tool and to run “what if” scenarios.

Overview. The SatisAction™ key driver statistical model is a powerful, proprietary statistical methodology used to identify the key drivers of the overall health plan rating and provide actionable direction for satisfaction improvement programs. This methodology is the result of a number of years of development and testing using health care satisfaction data. DSS Research has been successfully using this approach since 1997.

The model provides the following:

- Identification of the elements that are important in driving the overall rating of the health plan.
- Measurement of the relative importance of each of these elements.
- Measurement of how well members think the plan performed on those important elements.
- Presentation of the importance/performance results in a matrix that provides clear direction for member satisfaction improvement efforts by the plan.

Importance analysis. The importance analysis involves a multi-step process:

- Factor analysis is used to summarize the predictor set into a more manageable number of composite variables.
- Regression Model I is used to make preliminary estimates and identify leverage points and outliers.
- Leverage points and outliers are eliminated.
- Regression Model II is run on the remaining data to derive final estimates of the importance of the various satisfaction elements.

Factor Analysis. Factor analysis is used to reduce the number of items in the predictor set to a smaller set of underlying constructs or factors. It is necessary to go through this process because of the high degree of collinearity in the original data. This is a problem for the regression analysis to follow because regression assumes non-collinearity between predictor variables.

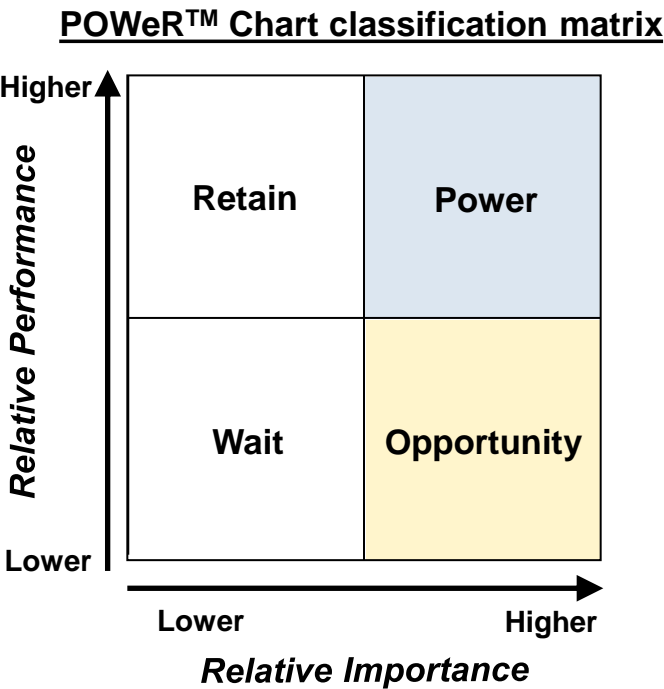
Regression Analysis. Regression analysis is then used to predict the overall rating of the health plan on the factors created in the previous step. As noted above, regression analysis is run in two steps. The first step is used to derive preliminary estimates of the importance of the various satisfaction elements and to identify outliers and leverage points. Those outliers and leverage points are eliminated before running the second regression model which produces final estimates of the importance of each satisfaction element.

Derived Importance. The relative importance of each survey item is derived from the combined results of the factor and regression analyses. The correlations of each question with each factor are squared and then multiplied by the standardized (beta) regression coefficients associated with each of those factors. This sum is then rescaled so that the largest value (most important item) is 100 points, the smallest value is 0 points and the median value is 50 points.

Performance analysis. To develop the performance scores, raw performance ratings for the plan are compared to the DSS Adult Medicaid Book of Business and a relative percentile for each item in the model is computed for the plan.

Classification matrix. Results of the modeling are presented in a classification matrix. The importance and performance results for each item in the model are plotted in a matrix like the one shown below. This matrix provides a quick summary of what is most important to your members and how your plan is doing on those items. The matrix is divided into four quadrants. The quadrants are defined by the point where the medians of the importance and performance scales intersect. The four quadrants can be interpreted as follows:

- *Power.* These items have a relatively large impact on the overall rating of the health plan and your performance levels on these items are high. Promote and leverage strengths in this quadrant.
- *Opportunity.* Items in this quadrant also have a relatively large impact on the overall rating of the health plan but your performance is below average. Focus resources on improving processes that underlie these items and look for a significant improvement in the overall health plan rating.
- *Wait.* Though these items still impact the overall rating of the health plan, they are somewhat less important than those that fall on the right hand side of the chart. Relatively speaking, your performance is low on these items. Dealing with these items can wait until more important items have been dealt with.
- *Retain.* Items in this quadrant also have a relatively small impact on the overall rating of the health plan but your performance is above average. Simply maintain performance on these items.



Variables in the model

Variables from the CAHPS 5.0H survey that are important in determining member satisfaction are summarized below. This table also identifies the dependent variable (Q35 – overall rating of health plan) and the independent or predictor variables. Finally, it shows how the variables are coded for the importance and the performance analyses.

Variables Used in the Model		Coding for Regression (Importance)
Dependent Variable		
Q35	Rating of overall health plan	0 through 10, All other = missing
Independent Variables		
Q4	Got urgent care	Always = 4, Usually = 3, Sometimes = 2, Never = 1, All other = missing
Q6	Got routine care	
Q13	Health care overall	0 through 10, All other = missing
Q14	Got care/tests/treatment	Always = 4, Usually = 3, Sometimes = 2, Never = 1, All other = missing
Q17	Dr. explained things	
Q18	Dr. listened carefully	
Q19	Dr. showed respect	
Q20	Dr. spent enough time	
Q22	Dr. informed about care	
Q23	Personal doctor overall	0 through 10, All other = missing
Q25	Got specialist appt.	Always = 4, Usually = 3, Sometimes = 2, Never = 1, All other = missing
Q27	Specialist overall	0 through 10, All other = missing
Q29	Info. provided in materials	Always = 4, Usually = 3, Sometimes = 2, Never = 1, All other = missing
Q31	CS provided info./help	
Q32	CS courtesy/respect	
Q34	Easy to fill out forms	
Q59	Dr. had scarce appts.	
Q61	Got help/advice-office hours	
Q66	Got appt. with specialist	

Factor analysis. Factor analysis reduced the 19 highly-correlated model variables to 8 orthogonal (uncorrelated) factors that explain 76.2% of the variation in the original variables. This is necessary due to the strong relationships or correlation between certain variables. The table below shows the factor correlations or loadings. For readability, only those variables with correlations greater than 0.250 are displayed.

Factor Correlations with Survey Variables

Question	Survey items	Factors							
		1	2	3	4	5	6	7	8
Q18	Dr. listened carefully	0.893							
Q19	Dr. showed respect	0.880							
Q20	Dr. spent enough time	0.834							
Q17	Dr. explained things	0.749							
Q23	Personal doctor overall	0.737	0.336						
Q22	Dr. informed about care	0.608					0.583		
Q59	Dr. had scarce appts.		0.771						
Q14	Got care/tests/treatment	0.263	0.616	0.362	0.308				
Q13	Health care overall	0.440	0.540		0.392				
Q61	Got help/advice-office hours	0.480	0.515						
Q66	Got appt. with specialist			0.856					
Q25	Got specialist appt.			0.718				0.461	
Q29	Info. provided in materials				0.808				
Q04	Got urgent care	0.285			0.705		0.463		
Q32	CS courtesy/respect					0.846			
Q31	CS provided info./help	0.270		0.353	0.260	0.709			
Q06	Got routine care		0.327	0.260			0.764		
Q27	Specialist overall							0.903	
Q34	Easy to fill out forms								0.987

Regression analysis. The 8 factors identified in the previous step were used as predictors in a regression model with Q35, overall health plan rating, as the dependent variable. Regression was first run to test the model and identify any observations that have a high degree of leverage on the regression coefficients (disproportionately high degree of influence relative to others) as well as observations that can be considered outliers because of inconsistent responses.

The high leverage cases and outliers were removed and the regression model was rerun. The regression coefficients for each factor provide the second set of inputs necessary to determine the key drivers of the overall health plan rating. These coefficients provide estimates of the relative importance of each factor in determining the overall health plan rating. The table below shows the raw regression coefficients, beta coefficients (standardized regression coefficients) and the statistical significance of those coefficients. This model explains 40.8% of the variation in the dependent variable ($R^2 = 0.408$).

Regression Coefficients

Variable	Unstandardized coefficients	Standardized (Beta) coefficients	Significance level
Constant	8.7059	0.0000	0.0000
Factor 1 -- Q18, Q19, Q20, Q17, Q23, Q22	0.6078	0.3611	0.0000
Factor 2 -- Q59, Q14, Q13, Q61	0.5923	0.3442	0.0000
Factor 3 -- Q66, Q25	0.2992	0.1828	0.0000
Factor 4 -- Q29, Q4	0.5956	0.3575	0.0000
Factor 5 -- Q32, Q31	0.0938	0.0531	0.1910
Factor 6 -- Q6	0.0289	0.0176	0.6595
Factor 7 -- Q27	0.1801	0.1025	0.0117
Factor 8 -- Q34	0.0323	0.0198	0.6204

Derived importance. The relative importance of each survey item is derived from the combined results of the factor and regression analyses. The correlations of each question with each factor were squared and then multiplied by the standardized (beta) regression coefficients associated with each of those factors. This sum was then rescaled so that the largest value (most important item) is 100 points, the smallest value is 0 points and the median value is 50 points.

Plan performance. To develop the performance scores, raw performance ratings for the plan are compared to the DSS Adult Medicaid Book of Business and a relative percentile for each item in the model is computed for the plan.

Question	Survey items	Importance	Performance
Q18	Dr. listened carefully	100	8
Q19	Dr. showed respect	95	5
Q20	Dr. spent enough time	76	3
Q23	Personal doctor overall	69	29
Q29	Info. provided in materials	67	100
Q13	Health care overall	66	35
Q17	Dr. explained things	57	9
Q04	Got urgent care	52	15
Q14	Got care/tests/treatment	51	15
Q59	Dr. had scarce appts.	50	49
Q61	Got help/advice-office hours	40	43
Q66	Got appt. with specialist	34	0
Q22	Dr. informed about care	32	28
Q25	Got specialist appt.	26	6
Q31	CS provided info./help	21	85
Q27	Specialist overall	19	3
Q06	Got routine care	17	25
Q32	CS courtesy/respect	9	100
Q34	Easy to fill out forms	0	72

Appendix D

Gap analysis

The flowchart on [page 8](#) shows how the items used in the calculation of the plan's 2017 estimated accreditation score perform relative to each other. When considering the flowchart, the following points should be noted:

- Overall ratings are shown in **blue text**.
- Composite scores are shown in **red text**.
- Estimated percentiles are shown first.
- Estimated accreditation points are shown in the middle.
- Potential points remaining to receive the maximum accreditation points for each measure are shown third.
- A **green box** around an overall rating or composite indicates performance at or above the 90th percentile, receiving all accreditation points.
- Composite score components are shown in the black and red flowchart boxes.
- For each flowchart box:
 - The actual percent contributing is shown first. This is the percentage that a given question is actually contributing to the composite mean score. Each question in composite scores with two component questions can contribute a maximum of 50.0% to the composite mean score. Similarly, each question in composite scores with four component questions can contribute a maximum of 25.0% to the composite mean score.
 - The gap between the percent actually contributing and the maximum possible contribution percentage is shown second.
- A **red box** is around the component with the largest gap indicating the most potential to improve that composite. This displays what to focus on to increase a given composite mean score and, in turn, increase the plan's accreditation score.

Appendix E

Voice of the Member

Voice of the Member feedback is based on qualitative findings from DSS-funded online research communities consisting of adult consumers from across the country with Medicaid coverage. Please note that these Voice of the Member comments are not from your specific plan member population. This general qualitative feedback was collected to provide deeper insight about how to give members what they feel may be lacking.

We offer the following actions to focus improvement efforts on items in the area(s) listed below.

Q4. Got urgent care as soon as needed	
Member poll	Response summary
PRIMARY CARE DOCTOR VISIT	
How long do members expect to wait for an URGENT CARE appointment to see a primary care doctor?	Most expect to see a primary care doctor within three days for an urgent care issue.
SPECIALIST VISIT	
How long do members expect to wait for an URGENT CARE appointment to see a specialist?	Most expect to see a specialist within one to two days for an urgent care issue, but would wait up to a week for an appointment.
Q6. Got check-up or routine appointment as soon as needed	
Member poll	Response summary
PRIMARY CARE DOCTOR VISIT	
How long do members expect to wait for a ROUTINE CARE appointment to see a primary care doctor?	Most expect to wait two to four weeks for a routine care appointment with a primary care doctor.
SPECIALIST VISIT	
How long do members expect to wait for a ROUTINE CARE appointment to see a specialist?	Most expect to see a specialist within six to eight weeks for a routine care appointment, but would wait up to six months for an appointment.

Q10. Doctor discussed reasons to take a medicine

Q11. Doctor discussed reasons not to take a medicine

Improvement action	Member comments
Discuss potential side effects.	<p>The doctor could discuss the side effects, the cost and how long I would have to take it.</p> <p>I need to know what will happen if I do or don't take the medicine. I need my doctor to sit down with me to tell me about the pros and cons of my medication. My doctor always tells me to do what makes me feel comfortable. She never makes me take something if I did not feel right about it, and that is what helps me feel comfortable.</p> <p>It is extremely important to me that they discuss it with me. It not only makes me aware of what may help, but also the possible reactions and side effects.</p>
Involve the patient in the treatment plan.	<p>My doctor suggests treatment plans to me and we decide together what we think is best. I love that she includes me in the discussion and that it is a decision made together.</p> <p>It's important to collaborate on what's best for the patient. After weighing the pros and cons, you and your doctor can come to a reasonable solution.</p>
Discuss alternatives to medications with the patient.	<p>I like that my PCP is very familiar with the medications he prescribes and does explain the pros and cons. This familiarity with the drugs and the alternative options is a sign of deep knowledge about them and makes me comfortable that I'm not being over medicated.</p> <p>Discussion could lead to an interest in an alternate medication or the possibilities of none at all.</p>

Q12. Doctor asked what you thought was best

Improvement action	Member comments
Invite the patient's input on prescriptions.	<p>My doctors seem interested in my input and discuss my options. I like this routine.</p> <p>I would love if my doctor asked me for my opinion before he prescribed me medication. I never had a doctor ask me what I thought was best.</p> <p>I talked to my doctor about a medicine that was making me sick. She always asks me if I think it is best to stop taking it. She says it's up to me and she will do whatever I want. I feel like she really cares and only wants what is best for me. She lets me make my own decision.</p> <p>My doctor has asked me every time for my opinion on medication, especially considering allergies and reactions that I have had to others. It is great that they pay attention to the needs of patients.</p>
Engage the patient in a discussion about medications.	<p>She does not want to just prescribe a medication and send me on my way, but rather would speak with me about it first.</p> <p>I'd love to have a provider include me in decisions about my own pharmaceutical health, rather than dictate to me what it will/will not be. Fosters relationship of trust and partnership, which is essential to feeling safe.</p>

Q13. Rating of Health Care

Improvement action	Member comments
Ensure that the formulary includes needed medications.	<p>They do not cover a lot of medications, especially brand names. I am in pain 24 hours a day and need medication. Now I started a generic but it is giving me too many side effects.</p> <p>In the past couple of years, I have probably had over 20 medications denied by my insurance, so it makes it hard for my doctors to figure out a new plan for me when what they had in mind won't get approved.</p>
Ensure that the network includes an adequate selection of doctors.	<p>The insurer that I have chosen doesn't have as large of a selection of doctors as I'd like them to have. Just as an example, where I live, they allow me to see basically any doctors at a local hospital by me, but if you haven't had the greatest experiences with that place, there really aren't any other choices for me. Just the other day, I was told to go see a Pain Management doctor, and the receptionist told me that they literally take every insurance plan through Medicaid except mine.</p> <p>It's Medicaid, so it's free and prescription costs are minimal, but they have very few doctors that take the insurance. The optometrist before last didn't give me the right glasses prescription. I hate my dentist; it took over 10 years to get my second wisdom tooth out.</p>
Maintain an up-to-date list of in-network providers.	<p>There are inconsistencies with in-network provider listings not being accurate as compared to when calling the doctor directly.</p>
Offer dental and vision coverage.	<p>My plan originally included limited optical and dental coverage. After discovering that they were not required to offer it by Obamacare, the provider cut it from my plan.</p> <p>This health plan covers a lot of expenses. It covers routine doctor visits, my medication, yearly eye exams and glasses or contacts. However, there is no coverage for dental exams or cleanings.</p> <p>The plan is great and covers many necessities, such as prescriptions and eye exams, and cuts costs on other visits and expenses. However, there is no coverage for adult dental, etc., which is not fully necessary but would still be helpful.</p>
Show personal concern for the patient.	<p>I received medical treatment. I have yet to receive care.</p> <p>My doctors are doing a good job keeping me healthy by reminding me to have routine check-ups.</p> <p>I have not had anyone outside of friends and family care so much about my well-being. I am glad I have found them!</p>
Provide effective treatments.	<p>I have had a good six months with my primary doctor. I have been able to lower my blood pressure and lose some weight.</p>

Q14. Ease of getting care, tests or treatment	
Improvement action	Member comments
Conduct a thorough assessment of the patient's needs.	<p>I recently changed my primary doctor and she seemed to genuinely care about my health issues. She added a pain medication and talked to me about my two medical conditions for a while, which surprised me, as my previous primary talked very little and was not thorough at all.</p> <p>This office has also sent me for multiple MRI's and recently a sleep study. Unlike other offices who send you on your way to get approval for these types of things on your own, the people who work here advocate for me and get everything approved, which is a tremendous help for anyone who is sickly.</p>
Treat patients with urgent issues promptly.	<p>When I wasn't feeling well, I called my primary care physician's office. The receptionist was not there and the doctor answered the phone. I told him my problem and he told me to come in right away.</p> <p>I had a terrible sinus infection and my primary care physician referred me to an ENT. Every ENT in my town had a waiting list of several months. I called my PCP and they were able to schedule an appointment for me with an ENT the next day.</p> <p>She said I needed to have surgery right away. I was scared and asked her how long I would have to wait for an appointment. She told me we could do it right then. I had been in pain for years and I never knew why. This woman did everything she could to save me.</p>
Provide care and services quickly.	I had a throat problem one time and I was able to get right in and get the tests I needed. The doctors and nurses were very kind.
Minimize wait times and communicate reasons for delays.	I've had a couple of experiences in an ER, where I had to wait a long time just to get seen. I wish at those times, I would have seen someone who told me what was going on and assured me I would be seen soon.
Q17. Personal doctor explained things	
Improvement action	Member comments
Explain concepts in simple terms.	<p>My doctor always communicates to me in a way I understand. If he uses medical terms, he explains the meaning.</p> <p>My doctor tries to use words that I understand. Even if she uses the medical terms for things, I ask when I don't understand. I like to know exactly what is going on with myself or my child's health.</p> <p>My doctor made it easy for me to understand. She showed me a picture of my ultrasound to let me know everything was okay. When she broke it down for me and showed me everything was okay, it made me feel better.</p>
Educate patients about relevant health issues.	<p>My eye doctor, on my annual exam, told me all about the risk to your vision, caused by diabetes. This is the importance of an annual visit.</p> <p>He told me what I needed to do in order to reach my health care goals, and answered my questions, so that I understood what was happening to me and what steps I needed to take.</p>

Q17. Personal doctor explained things	
Improvement action	Member comments
Ensure that all questions and concerns are addressed.	<p>They communicate with me like I am a relative of theirs that they really care about. They speak plainly about my conditions and explain what may come down the road or what side effects I may have on certain medications. The first time I met with her for a good hour. She just listened to my whole story so she could get a grasp on my illnesses and how she could help me.</p> <p>My doctor explained that she was checking for cancer, told me when the results would be in and explained what our next option would be for surgery. We also discussed recovery time. My doctor was very thorough and answered any questions that I had.</p>
Address language barriers.	My doctor doesn't exactly have a mastery of the English language.
Q18. Personal doctor listened carefully	
Improvement action	Member comments
Make eye contact and use non-verbal cues to indicate attention.	<p>They can look you in the eyes and respond to your questions. If you have a question, they need to clarify it.</p> <p>They should stop everything they are doing and make eye contact.</p> <p>I can always tell if a doctor is listening to what I say if they are looking directly at me and nod whenever they hear something I've said.</p> <p>Nod and use verbal cues such as "okay" or "uh-huh" in a genuine tone. Doctors should avoid silences and long pauses. Don't be unresponsive or disengaging with patients.</p> <p>Doctors can make good eye contact while interacting to help me to know they are actively listening to me. Make some facial expressions while I am talking. That is another form of non-verbal communication that would show me that they are actively listening to me.</p>
Avoid multitasking.	<p>They need to avoid doing other things while you are talking to them, such as talking to the nurse in the room with you.</p> <p>They should avoid writing something down or talking to someone else.</p> <p>Doctors should avoid looking at their computers and typing while I am talking to them. And should never just leave the room and expect the nurses to explain the course of treatment or whatever needs to be done.</p> <p>Sometimes they are so busy on their tablets or laptops, taking notes, that I wonder if they hear what I am really saying/asking.</p>
Ensure that all questions and concerns are addressed.	<p>They should respond with an answer to your question.</p> <p>They can answer all your questions with clear and complete answers.</p> <p>They can show active listening by actually answering the questions I ask.</p>

Q18. Personal doctor listened carefully	
Improvement action	Member comments
Take thorough notes.	My doctor types in my chart as I am talking. I like that she types as I talk because it seems like she is taking notes. I want her to be able to look back into her notes to see when and if things are reoccurring with me.
Address the patient by name.	Call me by name so they know that they have the correct patient.
Repeat the patient's concerns to ensure understanding.	Rephrase and repeat what I've just said in your own words to confirm we are on the same page of understanding. They can ask questions or maybe repeat what I have said, so we know that they understand perfectly.
Q19. Personal doctor showed respect	
Improvement action	Member comments
Show empathy and interest in the patient's opinion.	They should listen to you and answer your questions without making you feel that you are stupid or ignorant. My doctor shows me respect by asking my opinion. I like knowing that my opinion matters to her and her decision on what we need to do. Show genuine interest in the patient's complaints or symptoms. Explain that you are understanding and sympathizing with them. Let them know you want to help and ask for their opinions during an exam.
Q20. Personal doctor spent enough time	
Improvement action	Member comments
Avoid rushing the visit.	When I had my yearly physical last year with the nurse practitioner, she spent five minutes with me, which was terrible, as a yearly physical should take 20-25 minutes at least and cover a lot more than she did. My doctor has always been good with sitting down and talking through everything with me.
Schedule appointments with sufficient time.	There shouldn't be a limit to how much time doctors can spend with you. It should just be however long you need. Unfortunately, these days, doctors are booked every 15 minutes. I think a lot of the Medicaid doctors have taken on too many patients and just don't have the time to spend what they want with every patient.
Q22. Personal doctor seemed informed about care from other providers	
Improvement action	Member comments
Use technology to transfer/share medical records.	I had to make a trip the ER one night. I was having breathing problems and didn't want to mess around with that. I thought that the hospital would add the visit to my chart, since they are associated. I was mistaken. At my next appointment, I thought we were going to discuss the hospital visit. I asked her about it and she had no record of me going to the ER.

Q22. Personal doctor seemed informed about care from other providers

Improvement action	Member comments
Encourage communication between specialists and PCPs.	<p>I am part of a hospital health care network. Everything is coordinated and in the system. My specialists (eye doctor, Oncologist, Plastic surgeon, etc.) are all keeping my PCP on top of things. When we meet he tells me of my specialist visits.</p> <p>My doctor always seems to have gotten the correct information about any tests/labs he's ordered in a timely manner. He is prepared to discuss the results with me during our follow-up visits. Even though his preferred physician's network affiliates are not usually in my plan, he is still able to work with any of the providers in my area that are included in my coverage.</p>

Q23. Rating of Personal Doctor

Improvement action	Member comments
Ensure that providers are informed about the patient's relevant medical and personal background.	<p>My new doctor knew of my medical conditions and asked me if my current medications were working.</p> <p>It always impresses me when they are already familiar with why I am there and not have to ask me each time. My PCP reviews my charts in advance, so I don't have to watch him read it in front of me.</p> <p>My nurse practitioner has been so thorough and listens to me so well, that when I come in, she barely has to read over my information to remember things. She'll ask me how certain medications are working out for me, if I am still attempting yoga at home, if my conditions have improved, etc. So it makes me feel good when she can remember all of this offhand and take her time with me.</p> <p>A new doctor began working at our clinic. When I entered her office, she had already learned what she could about me, including allergies, conditions, reactions, and when my last visit was. She was kind and inquisitive as to how I was doing and whether the previous doctor's care helped me. She knew all she could find out and it made her better able to understand and help me. It made me feel like she really cared.</p>
Remain up-to-date on medical advancements.	<p>When I asked him about taking fish oil supplements, he said I should take them for my triglycerides. He also stated that the latest findings show that fish oil helps with inflammation and arthritis. This indicated to me that he was up-to-date with the latest findings.</p>
Connect with the patient on a personal level.	<p>It would be nice if the doctor's office would call me if my medications need authorization or if she changes my medications, which she recently did.</p> <p>He takes an absolute interest in my health and all I have to say. He genuinely cares and I mean it.</p> <p>He knows me very well. He calls me by phone to follow up on procedures, makes sure I get recommended tests, and will perform minor surgeries in his office. He is an old-fashioned doctor who truly cares for his patients.</p> <p>My primary doctor is a really sweet doctor who truly cares for her patients. She is dedicated and keeps up to date on all new procedures and everything else.</p>

Q23. Rating of Personal Doctor

Improvement action	Member comments
Use technology to provide efficient care.	They have a health portal site where I can send the doctors messages and they can send me messages back regarding my problems. If I need a quick referral or need to ask a quick question, they answer me back that way and I don't always have to get an appointment just to ask something.
Reduce wait times in the office.	The wait times are horrible at every doctor I ever go to, current PCP included. I basically have to blow a half day every appointment. Most of the time is spent in the exam room, alone, waiting. It's like they are quick to take you back, but then let you linger forever.
Offer alternate treatment options and consider all symptoms.	If I feel the need to spend extra time talking to them about my care, I am able to. My doctor gives me information on health issues I should be aware of, so that I can think about what steps I might want to take, and then follows through with me on what I want to do.

Q27. Rating of Specialist

Improvement action	Member comments
Listen to the patient's concerns and spend adequate time with them.	<p>She didn't take the time to sit down and talk to me. I wasn't having any problems, though, and didn't have any questions, but I felt she was rushed and in a hurry to leave. Also, she didn't examine me.</p> <p>When I went to the orthodontist's office, the doctor spent a total of five minutes with me. It was a horrible experience, and I will never go back there.</p> <p>I wish they would sit down and really hear and listen. They seem to just want to be in and out quickly. They don't take the time to really listen and seem to be more worried about the numbers of people that they see. Just moving them in and back out.</p>
Engage the patient in a discussion about medications.	Sometimes, I wish my rheumatologist would ask me if there were any medications that I had heard about that I might want more information about, but it doesn't happen.
Avoid using medical jargon and technical language.	My rheumatologist, although great at his job, does sometimes speak to me as if I went to medical school. I know he does not do it on purpose, but at times it can be hard to interpret what my results were or why he wants to put me on a certain medication.

Q29. Written materials or Internet provided needed information

Improvement action	Member comments
Provide information about the network.	<p>I really have not received very much about network size and what is covered or not covered. They assigned me a doctor (who I never saw) and at first I ended up with a geriatric nurse practitioner.</p> <p>I expect to find a list, broken down by category, showing what providers are in my health care network. Also, participating hospitals and drugstores.</p>
Provide formulary information.	I also expected more information about prescriptions, but I was only able to find that some are partially covered, giving me limited information.

Q29. Written materials or Internet provided needed information

Improvement action	Member comments
Provide information about the coverage guidelines.	<p>I expect to find what is covered. Are prescriptions covered and are there any copays? What hospitals and doctors are covered? Are preventive exams paid for (mammograms and pap smears)?</p> <p>It is incredibly important for me to know which services require a referral and which services require a prior authorization. The same thing goes for medications.</p>
Leverage multiple channels to provide information.	<p>I did not find anything in the booklet but when I went online I found out all the information. It was very easy to find online.</p> <p>The booklet I received in the mail was super helpful to me, but I have found that going online to the insurer's website gives me the additional information that the book doesn't provide.</p> <p>The written materials were just a starting place for me; they pointed me to online information that went into the specifics I needed to know, in order to get started with my new health plan.</p>
Explain concepts in layman's terms.	<p>Information written in accessible language so that an individual with a high school diploma could easily read and understand, no hidden loopholes, no legal or medical terms, no gray areas, no confusing or vague statements, no conflicting statements.</p>
Include provider ratings on the website.	<p>I think not only should everything in my provider's health book be available, but also ratings of the individual doctors or health care providers, as I think these would be up for constant updating.</p> <p>I search for each doctor on Google and look to see their ratings on Healthgrades.com or something similar. It would be a lot easier if the website just gave you reviews/ratings of the doctors.</p>
Ensure that claims information is accurate.	<p>One of the biggest things for me is that I hope to be able to see my claims and make sure they are being processed.</p> <p>Seeing your claims is an excellent benefit for a provider's website. My provider has that function on their website and it comes in very handy.</p>
Ensure that information on the website is current.	<p>The only negative I have found is that sometimes the doctors they have listed are no longer at said practice or actually do not accept my insurance when I call up to inquire about making an appointment.</p> <p>The same info that I would expect to find in a written handbook and expanded to include the most up-to-date information.</p>
Provide detailed cost information.	<p>On the Internet, I would expect to find how much this plan's premiums are and out-of-pocket costs are.</p>

Q31. Customer service provided needed information or help.

Improvement action	Member comments
Ensure that representatives are friendly and polite.	<p>I needed a new doctor and they told me which doctors accept Medicaid. Now I have a much better doctor. They were polite and friendly on the phone. One man I spoke to had the same medical problem I have and we discussed this.</p> <p>The person I got was friendly and easy to understand. I just had one question before I took myself and my kids to a clinic, to double-check if they were covered as well. I was assured that we were covered and it eased my mind a lot.</p>
Resolve issues completely and follow up with members.	<p>When I went for my annual gynecological exam, the receptionist told me that my insurance was no longer accepted there. I went home and called the insurance company and they helped me find another gynecologist nearby that participated. They were very helpful.</p> <p>Although it was a simple question, they answered it thoroughly and helped me in finding other discount plans or providers with a sliding-scale payment method in order to meet my need. They were kind and courteous, and I felt as though I did matter as a customer, even though I am young and new to health plans.</p>
Ensure that callers can reach a representative quickly.	The agent was nice and courteous, but all she did was give me the number to an exchange that has you on hold for over an hour and makes you give up.

Q32. Customer service treated member with courtesy and respect

Improvement action	Member comments
Ensure that representatives are courteous and empathetic.	<p>I just feel that they don't understand how big of an issue small things can turn into when you are on Medicaid and fear not having enough money to pay for things if you screw up and go out of network or get notices saying they won't pay your doctors. To them, you are just another caller, but to us, it feels like the end of the world. I just think they need some training on empathy and how to see things from a customer's viewpoint.</p> <p>Every customer service representative I have spoken with was very knowledgeable and courteous. I feel they went beyond what I expected. I felt very comfortable asking my questions and also answering their questions when they called me.</p> <p>I contacted them regarding a prescription, and they were would not prescribe it to me at first. They made me wait about one month to get it, even though I was in extreme pain.</p>
Ensure that representatives listen carefully and avoid interrupting.	A lot of the time, they hurry you through your call, as if they don't have the time for you. You can hear them sigh in annoyance when you ask them questions. Or they interrupt you.
Call back when requested or promised.	I've called repeatedly, trying to find a provider for my diabetic supplies. I've been told that I'll get a call back but I never do.

Q34. Health plan forms were easy to fill out

Improvement action	Member comments
Make forms short, simple and straightforward.	<p>I would suggest making the forms shorter. I think there are too many pages that you don't even need to fill out.</p> <p>I just think it is such a pain when they list so many possible ailments that you might have, and you have to go through them all.</p>
Avoid redundancies.	<p>Because I have Medicaid, they want to know information about me and anyone else that lives with me, even though they do not have anything to do with me and my insurance. It seems that the information they want never changes, and I'm answering the same questions over and over again.</p>
Provide an online option for paperwork and forms.	<p>I would prefer to be able to complete everything and track the process online. Basically, I want a "dashboard" or similar view that shows what needs to be completed, when it needs to be done by, any items that may require more info, items that have been reviewed/received correctly and are complete, and specifically what it is about any of the items that is incomplete and needs to be addressed.</p> <p>I can't really see how they can improve these experiences unless if they could allow people to complete all the paperwork online.</p> <p>I like the idea of having an online form available, but they shouldn't do away with paper forms. Having both options would be great.</p>
Use simple language.	<p>Write the forms and the information related to it in plain, accessible language. What that means is that someone who has the equivalent of a high school education or reads Twitter can pick it up, read it and have a reasonable expectation of understanding the material. That is NOT how they are set up now.</p>

Appendix F

Questionnaire



Amerigroup
RealSolutions®
in healthcare

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:

☒ Yes ➔ **If Yes, Go to Question 1**
☐ No

Personally identifiable information will not be made public and will only be released in accordance with federal laws and regulations.

You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get. You may notice a number on the back 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 1.888.797.3605, ext. 4190.

1. Our records show that you are now in Amerigroup Louisiana, Inc. Is that right?

☐ Yes ➔ **If Yes, Go to Question 3**
☐ 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?

☐ Yes
☐ 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?

☐ Never
☐ Sometimes
☐ Usually
☐ 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?

☐ Yes
☐ 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?

☐ Never
☐ Sometimes
☐ Usually
☐ 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?

- ☐ None → *If None, Go to Question 15*
☐ 1 time
☐ 2
☐ 3
☐ 4
☐ 5 to 9
☐ 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?

- ☐ Yes
☐ No

9. In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?

- ☐ Yes
☐ 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?

- ☐ Yes
☐ No

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

- ☐ Yes
☐ 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?

- ☐ Yes
☐ 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 Worst health care possible
☐ 1
☐ 2
☐ 3
☐ 4
☐ 5
☐ 6
☐ 7
☐ 8
☐ 9
☐ 10 Best health care possible

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

- ☐ Never
☐ Sometimes
☐ Usually
☐ 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?

- ☐ Yes
☐ 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?

- ☐ None → *If None, Go to Question 23*
☐ 1 time
☐ 2
☐ 3
☐ 4
☐ 5 to 9
☐ 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?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

18. In the last 6 months, how often did your personal doctor listen carefully to you?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

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

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

20. In the last 6 months, how often did your personal doctor spend enough time with you?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

21. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?

- ☐ Yes
- ☐ 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?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ 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 Worst personal doctor possible
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10 Best personal doctor possible

GETTING HEALTH CARE FROM SPECIALISTS

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

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

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

- ☐ Yes
- ☐ 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?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

26. How many specialists have you seen in the last 6 months?

- ☐ None → *If None, Go to Question 28*
- ☐ 1 specialist
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 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 Worst specialist possible
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10 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?

- ☐ Yes
- ☐ 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?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

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

- ☐ Yes
- ☐ 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?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

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

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

33. In the last 6 months, did your health plan give you any forms to fill out?

- ☐ Yes
- ☐ 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?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ 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 Worst health plan possible
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10 Best health plan possible

ABOUT YOU

36. In general, how would you rate your overall health?

- ☐ Excellent
- ☐ Very good
- ☐ Good
- ☐ Fair
- ☐ Poor

37. In general, how would you rate your overall mental or emotional health?

- ☐ Excellent
- ☐ Very good
- ☐ Good
- ☐ Fair
- ☐ Poor

38. Have you had either a flu shot or flu spray in the nose since July 1, 2016?

- ☐ Yes
- ☐ No
- ☐ Don't know

39. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?

- ☐ Every day
- ☐ Some days
- ☐ Not at all → *If Not at all, Go to Question 43*
- ☐ 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?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ 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.*

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ 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.*

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

43. Do you take aspirin daily or every other day?

- ☐ Yes
- ☐ No
- ☐ Don't know

44. Do you have a health problem or take medication that makes taking aspirin unsafe for you?

- ☐ Yes
- ☐ No
- ☐ 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?

- ☐ Yes
- ☐ No

46. Are you aware that you have any of the following conditions? *Mark one or more*

- ☐ High cholesterol
- ☐ High blood pressure
- ☐ 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 heart attack
- ☐ Angina or coronary heart disease
- ☐ A stroke
- ☐ 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?

- ☐ Yes
- ☐ 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.

- ☐ Yes
- ☐ No

50. Do you now need or take medicine prescribed by a doctor? Do not include birth control.

- ☐ Yes
- ☐ 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.

- ☐ Yes
- ☐ No

52. What is your age?

- ☐ 18 to 24
- ☐ 25 to 34
- ☐ 35 to 44
- ☐ 45 to 54
- ☐ 55 to 64
- ☐ 65 to 74
- ☐ 75 or older

53. Are you male or female?

- ☐ Male
- ☐ Female

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

- ☐ 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

55. Are you of Hispanic or Latino origin or descent?

- ☐ Yes, Hispanic or Latino
- ☐ No, Not Hispanic or Latino

56. What is your race? *Mark one or more*

- ☐ White
- ☐ Black or African-American
- ☐ Asian
- ☐ Native Hawaiian or other Pacific Islander
- ☐ American Indian or Alaska Native
- ☐ Other

57. Did someone help you complete this survey?

- ☐ Yes → *If Yes, Go to Question 58*
☐ No → *If No, Go to Question 59*

58. How did that person help you?

Mark one or more

- ☐ Read the questions to me
☐ Wrote down the answers I gave
☐ Answered the questions for me
☐ Translated the questions into my language
☐ Helped in some other way

ADDITIONAL QUESTIONS

Now we would like to ask you a few more questions. These questions provide additional information on important topics.

59. In the last 6 months, how often did you have to wait for an appointment because the health provider you wanted to see worked limited hours or had few available appointments?

- ☐ Never
☐ Sometimes
☐ Usually
☐ Always
☐ I did not make an appointment to see a health provider in the last 6 months

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

- ☐ Yes
☐ No → *If No, Go to Question 62*
☐ I do not have a personal doctor
→ *Go to Question 64*

61. In the last 6 months, when you phoned during regular office hours, how often did you get the help or advice you needed?

- ☐ Never
☐ Sometimes
☐ Usually
☐ Always
☐ I did not phone for help or advice during regular office hours in the last 6 months

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

- ☐ Yes
☐ No → *If No, Go to Question 64*
☐ I do not have a personal doctor
→ *Go to Question 64*

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

- ☐ Never
☐ Sometimes
☐ Usually
☐ Always
☐ I did not phone for help or advice during regular office hours in the last 6 months

64. After hours care is health care when your usual doctor's office or clinic is closed. In the last 6 months, did you need to visit a doctor's office or clinic for after hours care?

- ☐ Yes
☐ No → *If No, Go to Question 66*

65. In the last 6 months, how often was it easy to get the after hours care you thought you needed?

- ☐ Never
☐ Sometimes
☐ Usually
☐ Always
☐ I did not need after hours care in the last 6 months

66. In the last 6 months, how often was it easy to get appointments with specialists?

- ☐ Never
 - ☐ Sometimes
 - ☐ Usually
 - ☐ Always
 - ☐ No experience
-

Thank You

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

DSS Research • P.O. Box 985009

Ft. Worth, TX 76185-5009

**If you have any questions,
please call 1.888.797.3605, ext. 4190.**

Appendix G

Crosstabulations

The following tables show detailed results for each question in your survey. Crosstabulations or “crosstabs” let you compare the results across different groups (i.e., males versus females). The following instructions are provided to aid you in analyzing the data in these tables:

Across the top of the table are column headers indicating the different categories by which the data are being compared. The first group of columns are the health plan’s total results for the current year and up to two prior years. This allows you to see how you are performing over time. The Anthem Average and the DSS Average are also provided in the first group of columns. These averages give you national benchmarks for comparison to your results. Following the plan total columns are other demographic categories such as years with the plan, current health status, age, gender and education level.

Listed down the left side of the table are row labels. First, there is a “Total” row which represents the total number of respondents who are eligible to answer that question. Next, there are labels for “Multiple Mark” and “No response.” Respondents who give multiple answers or no answer are removed from the base. Then, the “Base” row gives the number of respondents who responded appropriately to that question. Finally, there are labels for the relevant responses to that question. For example, “Always”, “Usually”, “Sometimes” and “Never” are possible responses to the question, “In the last 6 months, how often did your personal doctor listen carefully to you?”

Among the possible responses down the left side may be items such as “Top Two Box” and “Top Three Box.” These are summary scores of either the top two responses or top three responses. For example, on a 0 to 10 scale, the “Top Two Box” indicates how many respondents gave a “9” or “10” on the question. In addition, there are some tables with the row label “CAHPS Rate.” This designates which response or group of responses are reported by NCQA for that question. For example, “CAHPS Rate (% Always + % Usually)” indicates that this is a question where NCQA reports the percentage of respondents who gave either “Always” or “Usually” as the response to that question.

Significance between groups is indicated by an upper-case letter beneath a column percentage. If a letter is present under a percentage, that percentage is significantly higher than the percentage (on the same row) in the corresponding column. In calculating significance, a Z-test is conducted at the 95% confidence level.

An example is provided on the following page.

- ¹ For this example, results for males versus females are being compared.
- ² The total number of respondents eligible for this question is 159 -- 51 are males and 106 are females. You will notice the sum of the number of males and females does not add up to the total (159). This indicates that two respondents did not report their gender on the survey.
- ³ The total number of respondents that gave valid answers to this question is 139 (8 males and 12 females either did not answer this question or replied that they don't know).
- ⁴ NCQA reports the percent responding "Always" or "Usually" to this question.
- ⁵ Significantly more females than males gave the response "Always" or "Usually" to this question. The letter "B" below the percentage indicates 97.9% is significantly higher than the percentage in column B (74.4%) at the 95% confidence level.

18. In the last 6 months, how often did your personal doctor listen carefully to you?

	2017 Plan Total (A)	===== GENDER ¹ =====	
		Male (B)	Female (C)
Total	159 ² 100%	51 100%	106 100%
Multiple Mark	*	*	*
No response	2 0.6%	0 0.0%	2 0.9%
Don't know	18 11.3%	8 15.7%	10 9.4%
BASE = Those who responded	139 ³ 87.4%	43 84.3%	94 88.7%
Never	6 4.3%	5 11.6% C	1 1.1%
Sometimes	7 5.0%	6 14.0% C	1 1.1%
Usually	53 38.1%	23 53.5% C	30 31.9%
Always	73 52.5%	9 20.9%	62 66.0% B
CAHPS Rate (%Always + %Usually) ⁴	126 90.6%	32 74.4%	92 97.9% B ⁵

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Medicaid Satisfaction Survey (ANIM22460)

1. Our records show that you are now in Amerigroup Louisiana, Inc. Is that right?

2017 Plan Results																						
					Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)	
Total	420	9921	26909	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
BASE = Those who responded	420	9921	26909	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Yes	420	9921	26909	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
No	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sigma	420	9921	26909	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Medicaid Satisfaction Survey (ANIM22460)

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?

2017 Plan Results																						
					Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)	
Total	420	9921	26909	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	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%	0.26%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	2	155	438	8	33	0	1	0	1	0	1	0	0	1	0	1	0	1	0	1	1	0
	0.48%	1.56% A	1.63% A	2.04% A	9.02% ABCD	0.0%	0.33%	0.0%	0.43%	0.0%	0.36%	0.0%	0.0%	1.19%	0.0%	0.93%	0.0%	0.38%	0.0%	0.46%	0.50%	0.0%
BASE = Those who responded	418	9766	26471	383	333	99	303	84	232	133	275	139	53	83	131	107	216	264	136	218	200	0
	99.52% BCDE	98.44% E	98.37% E	97.70% E	90.98%	100.00%	99.67%	100.00%	99.57%	100.00%	99.64%	100.00%	100.00%	98.81%	100.00%	99.07%	100.00%	99.62%	100.00%	99.54%	99.50%	0.0%
Yes	188	4200	11177	196	155	37	144	43	119	41	142	49	23	45	64	54	107	123	56	104	84	0
	44.98%	43.01%	42.22%	51.17% BC	46.55%	37.37%	47.52%	51.19%	51.29%	30.83%	51.64% J	35.25%	43.40%	54.22% L	48.85% L	50.47%	49.54%	46.59%	41.18%	47.71%	42.00%	0.0%
No	230	5566	15294	187	178	62	159	41	113	92	133	90	30	38	67	53	109	141	80	114	116	0
	55.02%	56.99% D	57.78% D	48.83%	53.45%	62.63%	52.48%	48.81%	48.71%	69.17% K	48.36%	64.75% NO	56.60%	45.78%	51.15%	49.53%	50.46%	53.41%	58.82%	52.29%	58.00%	0.0%
Sigma	420	9921	26909	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Medicaid Satisfaction Survey (ANIM22460)

4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?

	2017 Plan Results																						
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)	
Total	420 100.00%	9921 100.00%	26909 100.00%	392 100.00%	366 100.00%	99 100.00%	304 100.00%	84 100.00%	233 100.00%	133 100.00%	276 100.00%	139 100.00%	53 100.00%	84 100.00%	131 100.00%	108 100.00%	216 100.00%	265 100.00%	136 100.00%	219 100.00%	201 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
No response	7 1.67%	352 3.55%	1024 3.81%	17 4.34%	44 12.02%	0 0.0%	5 1.64%	1 1.19%	4 1.72%	1 0.75%	4 1.45%	2 1.44%	1 1.89%	1 1.19%	1 0.76%	3 2.78%	2 0.93%	4 1.51%	0 0.0%	4 1.83%	3 1.49%	0 0.0%	
Appropriately skipped	230 54.76%	5566 56.10%	15294 56.84%	187 47.70%	178 48.63%	62 62.63%	159 52.30%	41 48.81%	113 48.50%	92 69.17%	133 48.19%	90 64.75%	30 56.60%	38 45.24%	67 51.15%	53 49.07%	109 50.46%	141 53.21%	80 58.82%	114 52.05%	116 57.71%	0 0.0%	
BASE = Those who responded	183 43.57%	4003 40.35%	10591 39.36%	188 47.96%	144 39.34%	37 37.37%	140 46.05%	42 50.00%	116 49.79%	40 30.08%	139 50.36%	47 33.81%	22 41.51%	45 53.57%	63 48.09%	52 48.15%	105 48.61%	120 45.28%	56 41.18%	101 46.12%	82 40.80%	0 0.0%	
Never	4 2.19%	78 1.95%	217 2.05%	5 2.66%	4 2.78%	4 10.81%	0 0.0%	3 7.14%	0 0.0%	0 0.0%	4 2.88%	1 2.13%	0 0.0%	1 2.22%	1 1.59%	1 1.92%	1 0.95%	1 0.83%	1 1.79%	2 1.98%	2 2.44%	0 0.0%	
Sometimes	33 18.03%	575 14.36%	1404 13.26%	17 9.04%	20 13.89%	11 29.73%	21 15.00%	14 33.33%	15 12.93%	6 15.00%	27 19.42%	8 17.02%	5 22.73%	9 20.00%	10 15.87%	9 17.31%	19 18.10%	25 20.83%	7 12.50%	20 19.80%	13 15.85%	0 0.0%	
Bottom Two Box (%Never + %Sometimes)	37 20.22%	653 16.31%	1621 15.31%	22 11.70%	24 16.67%	15 40.54%	21 15.00%	17 40.48%	15 12.93%	6 15.00%	31 22.30%	9 19.15%	5 22.73%	10 22.22%	11 17.46%	10 19.23%	20 19.05%	26 21.67%	8 14.29%	22 21.78%	15 18.29%	0 0.0%	
Usually	30 16.39%	783 19.56%	2094 19.77%	34 18.09%	24 16.67%	8 21.62%	20 14.29%	9 21.43%	18 15.52%	3 7.50%	25 17.99%	5 10.64%	1 4.55%	13 28.89%	9 14.29%	9 17.31%	17 16.19%	20 16.67%	8 14.29%	20 19.80%	10 12.20%	0 0.0%	
Always	116 63.39%	2567 64.13%	6876 64.92%	132 70.21%	96 66.67%	14 37.84%	99 70.71%	16 38.10%	83 71.55%	31 77.50%	83 59.71%	33 70.21%	16 72.73%	22 48.89%	43 68.25%	33 63.46%	68 64.76%	74 61.67%	40 71.43%	59 58.42%	57 69.51%	0 0.0%	
CAHPS Rate (%Always + %Usually)	146 79.78%	3350 83.69%	8970 84.69%	166 88.30%	120 83.33%	22 59.46%	119 85.00%	25 59.52%	101 87.07%	34 85.00%	108 77.70%	38 80.85%	17 77.27%	35 77.78%	52 82.54%	42 80.77%	85 80.95%	94 78.33%	48 85.71%	79 78.22%	67 81.71%	0 0.0%	
3-point composite mean	2.4317	2.4781	2.4962	2.5851 AB	2.5000	1.9730	2.5571 F	1.9762	2.5862 H	2.6250	2.3741	2.5106	2.5000	2.2667	2.5079	2.4423	2.4571	2.4000	2.5714	2.3663	2.5122	0	
4-point composite mean	3.4098	3.4587	3.4757	3.5585	3.4722	2.8649	3.5571 F	2.9048	3.5862 H	3.6250	3.3453	3.4894	3.5000	3.2444	3.4921	3.4231	3.4476	3.3917	3.5536	3.3465	3.4878	0	
Sigma	420 100.00%	9921 100.00%	26909 100.00%	392 100.00%	366 100.00%	99 100.00%	304 100.00%	84 100.00%	233 100.00%	133 100.00%	276 100.00%	139 100.00%	53 100.00%	84 100.00%	131 100.00%	108 100.00%	216 100.00%	265 100.00%	136 100.00%	219 100.00%	201 100.00%	0 0.0%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Medicaid Satisfaction Survey (ANIM22460)

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?

2017 Plan Results																						
					Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)	
Total	420	9921	26909	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	6	170	429	6	38	1	4	2	3	2	3	2	1	1	1	1	3	4	1	4	2	0
	1.43%	1.71%	1.59%	1.53%	10.38% ABCD	1.01%	1.32%	2.38%	1.29%	1.50%	1.09%	1.44%	1.89%	1.19%	0.76%	0.93%	1.39%	1.51%	0.74%	1.83%	1.00%	0.0%
BASE = Those who responded	414	9751	26480	386	328	98	300	82	230	131	273	137	52	83	130	107	213	261	135	215	199	0
	98.57% E	98.29% E	98.41% E	98.47% E	89.62%	98.99%	98.68%	97.62%	98.71%	98.50%	98.91%	98.56%	98.11%	98.81%	99.24%	99.07%	98.61%	98.49%	99.26%	98.17%	99.00%	0.0%
Yes	294	7004	19296	301	254	64	222	65	196	85	202	83	33	65	105	76	173	185	96	166	128	0
	71.01%	71.83%	72.87% B	77.98% ABC	77.44% ABC	65.31%	74.00%	79.27%	85.22%	64.89%	73.99%	60.58%	63.46%	78.31% L	80.77% LM	71.03%	81.22% P	70.88%	71.11%	77.21% U	64.32%	0.0%
No	120	2747	7184	85	74	34	78	17	34	46	71	54	19	18	25	31	40	76	39	49	71	0
	28.99% DE	28.17% CDE	27.13% DE	22.02%	22.56%	34.69%	26.00%	20.73%	14.78%	35.11%	26.01%	39.42% NO	36.54% O	21.69%	19.23%	28.97% Q	18.78%	29.12%	28.89%	22.79%	35.68% T	0.0%
Sigma	420	9921	26909	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Medicaid Satisfaction Survey (AN1M22460)

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?

2017 Plan Results																						
	2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
						0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	420 100.00%	9921 100.00%	26909 100.00%	392 100.00%	366 100.00%	99 100.00%	304 100.00%	84 100.00%	233 100.00%	133 100.00%	276 100.00%	139 100.00%	53 100.00%	84 100.00%	131 100.00%	108 100.00%	216 100.00%	265 100.00%	136 100.00%	219 100.00%	201 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	17 4.05%	491 4.95%	1384 5.14%	17 4.34%	44 12.02%	5 5.05%	10 3.29%	4 4.76%	11 4.72%	4 3.01%	12 4.35%	4 2.88%	2 3.77%	4 4.76%	6 4.58%	7 6.48%	8 3.70%	12 4.53%	4 2.94%	14 6.39%	3 1.49%	0 0.0%
Appropriately skipped	120 28.57%	2747 27.69%	7184 26.70%	85 21.68%	74 20.22%	34 34.34%	78 25.66%	17 20.24%	34 14.59%	46 34.59%	71 25.72%	54 38.85%	19 35.85%	18 21.43%	25 19.08%	31 28.70%	40 18.52%	76 28.68%	39 28.68%	49 22.37%	71 35.32%	0 0.0%
BASE = Those who responded	283 67.38%	6683 67.36%	18341 68.16%	290 73.98%	248 67.76%	60 60.61%	216 71.05%	63 75.00%	188 80.69%	83 62.41%	193 69.93%	81 58.27%	32 60.38%	62 73.81%	100 76.34%	70 64.81%	168 77.78%	177 66.79%	93 68.38%	156 71.23%	127 63.18%	0 0.0%
Never	9 3.18%	128 1.92%	398 2.17%	4 1.38%	6 2.42%	6 10.00%	3 1.39%	5 7.94%	1 0.53%	0 0.0%	9 4.66%	1 1.23%	2 6.25%	1 1.61%	5 5.00%	2 2.86%	6 3.57%	4 2.26%	4 4.30%	4 2.56%	5 3.94%	0 0.0%
Sometimes	58 20.49%	1276 19.09%	3305 18.02%	58 20.00%	53 21.37%	15 25.00%	43 19.91%	20 31.75%	28 14.89%	20 24.10%	36 18.65%	16 19.75%	5 15.63%	14 22.58%	20 20.00%	18 25.71%	25 14.88%	36 20.34%	19 20.43%	27 17.31%	31 24.41%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	67 23.67%	1404 21.01%	3703 20.19%	62 21.38%	59 23.79%	21 35.00%	46 21.30%	25 39.68%	29 15.43%	20 24.10%	45 23.32%	17 20.99%	7 21.88%	15 24.19%	25 25.00%	20 28.57%	31 18.45%	40 22.60%	23 24.73%	31 19.87%	36 28.35%	0 0.0%
Usually	53 18.73%	1449 21.68%	4140 22.57%	49 16.90%	46 18.55%	16 26.67%	34 15.74%	16 25.40%	31 16.49%	12 14.46%	38 19.69%	17 20.99%	7 21.88%	8 12.90%	17 17.00%	8 11.43%	36 21.43%	26 14.69%	22 23.66%	29 18.59%	24 18.90%	0 0.0%
Always	163 57.60%	3830 57.31%	10498 57.24%	179 61.72%	143 57.66%	23 38.33%	136 62.96%	22 34.92%	128 68.09%	51 61.45%	110 56.99%	47 58.02%	18 56.25%	39 62.90%	58 58.00%	42 60.00%	101 60.12%	111 62.71%	48 51.61%	96 61.54%	67 52.76%	0 0.0%
CAHPS Rate (%Always + %Usually)	216 76.33%	5279 78.99%	14638 79.81%	228 78.62%	189 76.21%	39 65.00%	170 78.70%	38 60.32%	159 84.57%	63 75.90%	148 76.68%	64 79.01%	25 78.13%	47 75.81%	75 75.00%	50 71.43%	137 81.55%	137 77.40%	70 75.27%	125 80.13%	91 71.65%	0 0.0%
3-point composite mean	2.3392	2.3630	2.3705	2.4034	2.3387	2.0333	2.4167	1.9524	2.5266	2.3735	2.3368	2.3704	2.3438	2.3871	2.3300	2.3143	2.4167	2.4011	2.2688	2.4167	2.2441	0
4-point composite mean	3.3074	3.3439	3.3488	3.3897	3.3145	2.9333	3.4028	2.8730	3.5213	3.3735	3.2902	3.3580	3.2813	3.3710	3.2800	3.2857	3.3810	3.3785	3.2258	3.3910	3.2047	0
Sigma	420 100.00%	9921 100.00%	26909 100.00%	392 100.00%	366 100.00%	99 100.00%	304 100.00%	84 100.00%	233 100.00%	133 100.00%	276 100.00%	139 100.00%	53 100.00%	84 100.00%	131 100.00%	108 100.00%	216 100.00%	265 100.00%	136 100.00%	219 100.00%	201 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Medicaid Satisfaction Survey (ANIM22460)

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?

	2017 Plan Results																						
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)	
Total	420 100.00%	9921 100.00%	26909 100.00%	392 100.00%	366 100.00%	99 100.00%	304 100.00%	84 100.00%	233 100.00%	133 100.00%	276 100.00%	139 100.00%	53 100.00%	84 100.00%	131 100.00%	108 100.00%	216 100.00%	265 100.00%	136 100.00%	219 100.00%	201 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	2 0.51%	2 0.55%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
No response	17 4.05%	399 4.02%	1045 3.88%	17 4.34%	52 14.21% ABCD	1 1.01%	11 3.62%	0 0.0%	0 0.0%	1 0.75%	11 3.99% J	2 1.44%	1 1.89%	2 2.38%	6 4.58%	2 1.85%	5 2.31%	8 3.02%	2 1.47%	3 1.37%	14 6.97% T	0 0.0%	
BASE = Those who responded	403 95.95% E	9522 95.98% E	25864 96.12% E	373 95.15% E	312 85.25% E	98 98.99%	293 96.38%	84 100.00%	233 100.00%	132 99.25% K	265 96.01%	137 98.56%	52 98.11%	82 97.62%	125 95.42%	106 98.15%	211 97.69%	257 96.98%	134 98.53%	216 98.63% U	187 93.03%	0 0.0%	
None (v 0)	81 20.10%	2178 22.87% E	5924 22.90% E	77 20.64%	50 16.03%	25 25.51%	52 17.75%	0 0.0%	0 0.0%	37 28.03% K	43 16.23%	37 27.01% NO	15 28.85% N	8 9.76%	20 16.00%	20 18.87%	26 12.32%	53 20.62%	27 20.15%	34 15.74%	47 25.13% T	0 0.0%	
1 time (v 1)	55 13.65%	1493 15.68%	4288 16.58% BD	46 12.33%	54 17.31%	12 12.24%	42 14.33%	17 20.24%	38 16.31%	24 18.18%	31 11.70%	26 18.98% M	3 5.77%	10 12.20%	16 12.80%	17 16.04%	26 12.32%	36 14.01%	19 14.18%	27 12.50%	28 14.97%	0 0.0%	
2 (v 2)	88 21.84%	1753 18.41%	4751 18.37%	73 19.57%	65 20.83%	23 23.47%	64 21.84%	20 23.81%	67 28.76%	21 15.91%	65 24.53% J	24 17.52%	11 21.15%	20 24.39%	32 25.60%	26 24.53%	45 21.33%	54 21.01%	32 23.88%	48 22.22%	40 21.39%	0 0.0%	
3 (v 3)	67 16.63%	1279 13.43%	3412 13.19%	48 12.87%	55 17.63% C	13 13.27%	51 17.41%	19 22.62%	46 19.74%	20 15.15%	44 16.60%	24 17.52%	9 17.31%	12 14.63%	20 16.00%	18 16.98%	39 18.48%	40 15.56%	24 17.91%	38 17.59%	29 15.51%	0 0.0%	
4 (v 4)	31 7.69%	848 8.91%	2313 8.94%	47 12.60% ABCE	25 8.01%	5 5.10%	25 8.53%	10 11.90%	21 9.01%	8 6.06%	23 8.68%	4 2.92%	6 11.54%	8 9.76%	12 9.60% L	5 4.72%	25 11.85% P	22 8.56%	8 5.97%	22 10.19% U	9 4.81%	0 0.0%	
5 to 9 (v 7)	56 13.90%	1398 14.68%	3627 14.02%	59 15.82%	46 14.74%	15 15.31%	40 13.65%	15 17.86%	41 17.60%	12 9.09%	44 16.60% J	15 10.95%	6 11.54%	15 18.29%	18 14.40%	16 15.09%	32 15.17%	37 14.40%	15 11.19%	32 14.81%	24 12.83%	0 0.0%	
10 or more (v 12.5)	25 6.20%	573 6.02%	1549 5.99%	23 6.17%	17 5.45%	5 5.10%	19 6.48%	3 3.57%	20 8.58%	10 7.58%	15 5.66%	7 5.11%	2 3.85%	9 10.98%	7 5.60%	4 3.77%	18 8.53%	15 5.84%	9 6.72%	15 6.94%	10 5.35%	0 0.0%	
Average	3.1278	3.0641	3.0169	3.2828	3.1522	2.9031	3.2099	3.5298	3.9957	2.7803	3.3226	2.5876	2.7500	4.0915 IM	3.2120	2.8774	3.7062 P	3.1070	3.0187	3.4097	2.8021	0	
Standard deviation	3.2335	3.2764	3.2629	3.2694	3.1107	3.1805	3.2353	2.6394	3.2559	3.4224	3.1498	3.0963	2.8998	3.6535	3.1011	2.9048	3.4001	3.2049	3.2452	3.2727	3.1565	0	
Sigma	420 100.00%	9921 100.00%	26909 100.00%	392 100.00%	366 100.00%	99 100.00%	304 100.00%	84 100.00%	233 100.00%	133 100.00%	276 100.00%	139 100.00%	53 100.00%	84 100.00%	131 100.00%	108 100.00%	216 100.00%	265 100.00%	136 100.00%	219 100.00%	201 100.00%	0 0.0%	

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2017 CAHPS 5.0H Medicaid Satisfaction Survey (ANIM22460)

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?

	2017 Plan Results																					
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	420 100.00%	9921 100.00%	26909 100.00%	392 100.00%	366 100.00%	99 100.00%	304 100.00%	84 100.00%	233 100.00%	133 100.00%	276 100.00%	139 100.00%	53 100.00%	84 100.00%	131 100.00%	108 100.00%	216 100.00%	265 100.00%	136 100.00%	219 100.00%	201 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.27%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	20 4.76%	497 5.01%	1324 4.92%	20 5.10%	60 16.39% ABCD	2 2.02%	13 4.28%	1 1.19%	2 0.86%	2 1.50%	13 4.71%	2 1.44%	2 3.77%	3 3.57%	7 5.34%	3 2.78%	7 3.24%	10 3.77%	3 2.21%	4 1.83%	16 7.96% T	0 0.0%
Appropriately skipped	81 19.29% E	2178 21.95% E	5924 22.01% E	77 19.64% E	50 13.66%	25 25.25%	52 17.11%	0 0.0%	0 0.0%	37 27.82% K	43 15.58%	37 26.62% NO	15 28.30% N	8 9.52%	20 15.27%	20 18.52%	26 12.04%	53 20.00%	27 19.85%	34 15.53%	47 23.38% T	0 0.0%
BASE = Those who responded	319 75.95% E	7246 73.04%	19661 73.06%	295 75.26%	255 69.67%	72 72.73%	239 78.62%	83 98.81%	231 99.14%	94 70.68%	220 79.71%	100 71.94%	36 67.92%	73 86.90% IM	104 79.39%	85 78.70%	183 84.72%	202 76.23%	106 77.94%	181 82.65% U	138 68.66%	0 0.0%
Yes	225 70.53%	5218 72.01%	14174 72.09%	217 73.56%	174 68.24%	42 58.33%	179 74.90% F	47 56.63%	174 75.32% H	65 69.15%	157 71.36%	72 72.00%	26 72.22%	57 78.08% O	67 64.42%	59 69.41%	137 74.86%	136 67.33%	82 77.36%	129 71.27%	96 69.57%	0 0.0%
No	94 29.47%	2028 27.99%	5487 27.91%	78 26.44%	81 31.76%	30 41.67% G	60 25.10%	36 43.37% I	57 24.68%	29 30.85%	63 28.64%	28 28.00%	10 27.78%	16 21.92%	37 35.58% N	26 30.59%	46 25.14%	66 32.67%	24 22.64%	52 28.73%	42 30.43%	0 0.0%
3-point composite mean	2.4107	2.4402	2.4418	2.4712	2.3647	2.1667	2.4979 F	2.1325	2.5065 H	2.3830	2.4273	2.4400	2.4444	2.5616 O	2.2885	2.3882	2.4973	2.3465	2.5472	2.4254	2.3913	0
Sigma	420 100.00%	9921 100.00%	26909 100.00%	392 100.00%	366 100.00%	99 100.00%	304 100.00%	84 100.00%	233 100.00%	133 100.00%	276 100.00%	139 100.00%	53 100.00%	84 100.00%	131 100.00%	108 100.00%	216 100.00%	265 100.00%	136 100.00%	219 100.00%	201 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Medicaid Satisfaction Survey (ANIM22460)

9. In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?

2017 Plan Results																						
					Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)	
Total	420	9921	26909	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	22	514	1388	22	68	1	14	1	4	2	15	3	2	4	7	3	9	12	3	7	15	0
	5.24%	5.18%	5.16%	5.61%	18.58% ABCD	1.01%	4.61% F	1.19%	1.72%	1.50%	5.43% J	2.16%	3.77%	4.76%	5.34%	2.78%	4.17%	4.53%	2.21%	3.20%	7.46%	0.0%
Appropriately skipped	81	2178	5924	77	50	25	52	0	0	37	43	37	15	8	20	20	26	53	27	34	47	0
	19.29% E	21.95% E	22.01% E	19.64% E	13.66% E	25.25% E	17.11% E	0.0% E	0.0% E	27.82% K	15.58% K	26.62% NO	28.30% N	9.52% N	15.27% N	18.52% N	12.04% N	20.00% N	19.85% N	15.53% N	23.38% T	0.0%
BASE = Those who responded	317	7229	19597	293	248	73	238	83	229	94	218	99	36	72	104	85	181	200	106	178	139	0
	75.48% E	72.87% E	72.83% E	74.74% E	67.76% E	73.74% E	78.29% E	98.81% E	98.28% E	70.68% E	78.99% E	71.22% E	67.92% E	85.71% IM	79.39% E	78.70% E	83.80% E	75.47% E	77.94% E	81.28% U	69.15% U	0.0%
Yes	141	3455	9330	140	116	36	103	38	101	30	111	40	15	33	50	39	84	81	56	77	64	0
	44.48% J	47.79% J	47.61% J	47.78% J	46.77% J	49.32% J	43.28% J	45.78% J	44.10% J	31.91% J	50.92% J	40.40% J	41.67% J	45.83% J	48.08% J	45.88% J	46.41% J	40.50% R	52.83% R	43.26% R	46.04% R	0.0%
No	176	3774	10267	153	132	37	135	45	128	64	107	59	21	39	54	46	97	119	50	101	75	0
	55.52% K	52.21% K	52.39% K	52.22% K	53.23% K	50.68% K	56.72% K	54.22% K	55.90% K	68.09% K	49.08% K	59.60% K	58.33% K	54.17% K	51.92% K	54.12% K	53.59% K	59.50% S	47.17% S	56.74% S	53.96% S	0.0%
Sigma	420	9921	26909	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Medicaid Satisfaction Survey (ANIM22460)

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

2017 Plan Results																						
					Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)	
Total	420	9921	26909	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	23	550	1504	24	72	2	14	1	5	2	16	3	2	4	8	4	9	13	3	8	15	0
	5.48%	5.54%	5.59%	6.12%	19.67% ABCD	2.02%	4.61%	1.19%	2.15%	1.50%	5.80% J	2.16%	3.77%	4.76%	6.11%	3.70%	4.17%	4.91%	2.21%	3.65%	7.46%	0.0%
Appropriately skipped	257	5952	16191	230	182	62	187	45	128	101	150	96	36	47	74	66	123	172	77	135	122	0
	61.19% E	59.99% E	60.17% E	58.67% E	49.73%	62.63%	61.51%	53.57%	54.94%	75.94% K	54.35%	69.06% O	67.92%	55.95%	56.49%	61.11%	56.94%	64.91%	56.62%	61.64%	60.70%	0.0%
BASE = Those who responded	140	3419	9214	138	112	35	103	38	100	30	110	40	15	33	49	38	84	80	56	76	64	0
	33.33%	34.46%	34.24%	35.20%	30.60%	35.35%	33.88%	45.24%	42.92%	22.56%	39.86% J	28.78%	28.30%	39.29%	37.40%	35.19%	38.89%	30.19%	41.18% R	34.70%	31.84%	0.0%
Yes	133	3190	8533	130	102	33	98	38	93	29	104	38	14	32	46	37	81	76	53	73	60	0
	95.00%	93.30%	92.61%	94.20%	91.07%	94.29%	95.15%	100.00% I	93.00%	96.67%	94.55%	95.00%	93.33%	96.97%	93.88%	97.37%	96.43%	95.00%	94.64%	96.05%	93.75%	0.0%
No	7	229	681	8	10	2	5	0	7	1	6	2	1	1	3	1	3	4	3	3	4	0
	5.00%	6.70%	7.39%	5.80%	8.93%	5.71%	4.85%	0.0%	7.00% H	3.33%	5.45%	5.00%	6.67%	3.03%	6.12%	2.63%	3.57%	5.00%	5.36%	3.95%	6.25%	0.0%
Sigma	420	9921	26909	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Medicaid Satisfaction Survey (ANIM22460)

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

2017 Plan Results																						
					Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)	
Total	420	9921	26909	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	23	546	1525	24	75	2	14	1	5	2	16	3	2	4	8	4	9	13	3	8	15	0
	5.48%	5.50%	5.67%	6.12%	20.49%	2.02%	4.61%	1.19%	2.15%	1.50%	5.80%	2.16%	3.77%	4.76%	6.11%	3.70%	4.17%	4.91%	2.21%	3.65%	7.46%	0.0%
					ABCD					J												
Appropriately skipped	257	5952	16191	230	182	62	187	45	128	101	150	96	36	47	74	66	123	172	77	135	122	0
	61.19%	59.99%	60.17%	58.67%	49.73%	62.63%	61.51%	53.57%	54.94%	75.94%	54.35%	69.06%	67.92%	55.95%	56.49%	61.11%	56.94%	64.91%	56.62%	61.64%	60.70%	0.0%
	E	E	E	E					K			O										
BASE = Those who responded	140	3423	9193	138	109	35	103	38	100	30	110	40	15	33	49	38	84	80	56	76	64	0
	33.33%	34.50%	34.16%	35.20%	29.78%	35.35%	33.88%	45.24%	42.92%	22.56%	39.86%	28.78%	28.30%	39.29%	37.40%	35.19%	38.89%	30.19%	41.18%	34.70%	31.84%	0.0%
										J									R			
Yes	98	2327	6347	96	66	25	72	26	71	20	78	28	10	26	32	27	60	55	40	54	44	0
	70.00%	67.98%	69.04%	69.57%	60.55%	71.43%	69.90%	68.42%	71.00%	66.67%	70.91%	70.00%	66.67%	78.79%	65.31%	71.05%	71.43%	68.75%	71.43%	71.05%	68.75%	0.0%
No	42	1096	2846	42	43	10	31	12	29	10	32	12	5	7	17	11	24	25	16	22	20	0
	30.00%	32.02%	30.96%	30.43%	39.45%	28.57%	30.10%	31.58%	29.00%	33.33%	29.09%	30.00%	33.33%	21.21%	34.69%	28.95%	28.57%	31.25%	28.57%	28.95%	31.25%	0.0%
Sigma	420	9921	26909	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

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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?

2017 Plan Results																						
					Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)	
Total	420	9921	26909	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	25	571	1581	25	76	2	16	1	7	2	18	3	2	4	10	4	11	14	4	8	17	0
	5.95%	5.76%	5.88%	6.38%	20.77%	2.02%	5.26%	1.19%	3.00%	1.50%	6.52%	2.16%	3.77%	4.76%	7.63%	3.70%	5.09%	5.28%	2.94%	3.65%	8.46%	0.0%
					ABCD					J					L					T		
Appropriately skipped	257	5952	16191	230	182	62	187	45	128	101	150	96	36	47	74	66	123	172	77	135	122	0
	61.19%	59.99%	60.17%	58.67%	49.73%	62.63%	61.51%	53.57%	54.94%	75.94%	54.35%	69.06%	67.92%	55.95%	56.49%	61.11%	56.94%	64.91%	56.62%	61.64%	60.70%	0.0%
	E	E	E	E					K		O											
BASE = Those who responded	138	3398	9137	137	108	35	101	38	98	30	108	40	15	33	47	38	82	79	55	76	62	0
	32.86%	34.25%	33.96%	34.95%	29.51%	35.35%	33.22%	45.24%	42.06%	22.56%	39.13%	28.78%	28.30%	39.29%	35.88%	35.19%	37.96%	29.81%	40.44%	34.70%	30.85%	0.0%
										J								R				
Yes	100	2558	7026	106	81	21	77	22	76	24	76	36	10	24	29	26	59	57	41	54	46	0
	72.46%	75.28%	76.90%	77.37%	75.00%	60.00%	76.24%	57.89%	77.55%	80.00%	70.37%	90.00%	66.67%	72.73%	61.70%	68.42%	71.95%	72.15%	74.55%	71.05%	74.19%	0.0%
									H			O										
No	38	840	2111	31	27	14	24	16	22	6	32	4	5	9	18	12	23	22	14	22	16	0
	27.54%	24.72%	23.10%	22.63%	25.00%	40.00%	23.76%	42.11%	22.45%	20.00%	29.63%	10.00%	33.33%	27.27%	38.30%	31.58%	28.05%	27.85%	25.45%	28.95%	25.81%	0.0%
								I							L							
Sigma	420	9921	26909	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

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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?

	2017 Plan Results																					
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	420	9921	26909	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	3	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.77%	0.27%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	22	521	1347	20	68	1	16	0	0	1	16	3	2	4	7	3	8	11	3	7	15	0
	5.24%	5.25%	5.01%	5.10%	18.58% ABCD	1.01%	5.26% F	0.0%	0.0%	0.75%	5.80% J	2.16%	3.77%	4.76%	5.34%	2.78%	3.70%	4.15%	2.21%	3.20%	7.46%	0.0%
Appropriately skipped	81	2178	5924	77	50	25	52	0	0	37	43	37	15	8	20	20	26	53	27	34	47	0
	19.29% E	21.95% E	22.01% E	19.64% E	13.66% E	25.25% E	17.11% E	0.0%	0.0%	27.82% K	15.58% K	26.62% NO	28.30% N	9.52% N	15.27% N	18.52% N	12.04% N	20.00% N	19.85% N	15.53% T	23.38% T	0.0%
BASE = Those who responded	317	7222	19638	292	247	73	236	84	233	95	217	99	36	72	104	85	182	201	106	178	139	0
	75.48% E	72.80% E	72.98% E	74.49% E	67.49% E	73.74% E	77.63% E	100.00% E	100.00% E	71.43% E	78.62% E	71.22% E	67.92% E	85.71% LM	79.39% E	78.70% E	84.26% E	75.85% E	77.94% E	81.28% U	69.15% U	0.0%
10 - Best health care possible	130	2855	7913	116	112	9	115	0	130	51	77	41	11	36	42	36	73	89	40	77	53	0
	41.01%	39.53%	40.29%	39.73%	45.34%	12.33%	48.73% F	0.0%	55.79% H	53.68% K	35.48% K	41.41% K	30.56% M	50.00% M	40.38% M	42.35% M	40.11% M	44.28% M	37.74% M	43.26% M	38.13% M	0.0%
9 -	37	1036	2993	37	28	4	32	0	37	14	22	12	4	8	11	10	19	20	16	21	16	0
	11.67%	14.35%	15.24%	12.67%	11.34%	5.48%	13.56% F	0.0%	15.88% H	14.74% H	10.14% H	12.12% H	11.11% H	11.11% H	10.58% H	11.76% H	10.44% H	9.95% H	15.09% H	11.80% H	11.51% H	0.0%
Top Two Box	167	3891	10906	153	140	13	147	0	167	65	99	53	15	44	53	46	92	109	56	98	69	0
	52.68%	53.88%	55.54% B	52.40% B	56.68% B	17.81% B	62.29% F	0.0%	71.67% H	68.42% K	45.62% K	53.54% K	41.67% K	61.11% K	50.96% K	54.12% K	50.55% K	54.23% K	52.83% K	55.06% K	49.64% K	0.0%
8 -	66	1447	3823	64	39	12	54	0	66	15	51	21	7	13	23	10	40	37	25	30	36	0
	20.82%	20.04%	19.47%	21.92%	15.79%	16.44%	22.88% H	0.0%	28.33% H	15.79% H	23.50% H	21.21% H	19.44% H	18.06% H	22.12% H	11.76% H	21.98% P	18.41% P	23.58% P	16.85% P	25.90% P	0.0%
CAHPS Rate (Top Three Box)	233	5338	14729	217	179	25	201	0	233	80	150	74	22	57	76	56	132	146	81	128	105	0
	73.50%	73.91%	75.00%	74.32%	72.47%	34.25%	85.17% F	0.0%	100.00% H	84.21% K	69.12% K	74.75% K	61.11% K	79.17% K	73.08% K	65.88% K	72.53% K	72.64% K	76.42% K	71.91% K	75.54% K	0.0%
7 -	31	770	1999	27	27	15	15	31	0	6	25	12	5	6	8	14	15	18	12	16	15	0
	9.78%	10.66%	10.18%	9.25%	10.93%	20.55% G	6.36% G	36.90% I	0.0%	6.32% I	11.52% I	12.12% I	13.89% I	8.33% I	7.69% I	16.47% I	8.24% I	8.96% I	11.32% I	8.99% I	10.79% I	0.0%
6 -	19	355	892	15	8	12	7	19	0	4	14	5	3	3	7	7	11	11	7	13	6	0
	5.99%	4.92%	4.54%	5.14%	3.24%	16.44% G	2.97% G	22.62% I	0.0%	4.21% I	6.45% I	5.05% I	8.33% I	4.17% I	6.73% I	8.24% I	6.04% I	5.47% I	6.60% I	7.30% I	4.32% I	0.0%
5 -	13	402	1085	16	19	9	4	13	0	2	10	5	2	3	3	3	9	10	3	7	6	0
	4.10%	5.57%	5.53%	5.48%	7.69%	12.33% G	1.69% G	15.48% I	0.0%	2.11% I	4.61% I	5.05% I	5.56% I	4.17% I	2.88% I	3.53% I	4.95% I	4.98% I	2.83% I	3.93% I	4.32% I	0.0%
4 -	7	130	326	6	2	5	2	7	0	2	5	1	3	1	2	0	7	5	2	4	3	0
	2.21%	1.80%	1.66%	2.05%	0.81%	6.85% G	0.85% G	8.33% I	0.0%	2.11% I	2.30% I	1.01% I	8.33% I	1.39% I	1.92% I	0.0%	3.85% P	2.49% P	1.89% P	2.25% P	2.16% P	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

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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?

2017 Plan Results																						
					Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
2017 Plan Total	2017 Anthem Avg.	2017 DSS Book of Bus.	2016 Plan Total	2015 Plan Total	0-7	8-10	0-7	8-10	Excel./ Very Good	Good/ Fair/ Poor	18-34	35-44	45-54	55+	Male	Female	High School or Less	Some College or More	Mail	Phone	Internet	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	
3 -	3 0.95%	81 1.12% D	227 1.16% D	0 0.0%	5 2.02% D	1 1.37%	2 0.85%	3 3.57%	0 0.0%	0 0.0%	3 1.38%	0 0.0%	1 2.78%	0 0.0%	2 1.92%	1 1.18%	2 1.10%	3 1.49%	0 0.0%	2 1.12%	1 0.72%	0 0.0%
2 -	5 1.58% E	60 0.83% E	157 0.80% E	4 1.37% E	0 0.0%	2 2.74%	3 1.27%	5 5.95% I	0 0.0%	1 1.05%	4 1.84%	1 1.01%	0 0.0%	1 1.39%	3 2.88%	2 2.35%	3 1.65%	5 2.49% S	0 0.0%	5 2.81% U	0 0.0%	0 0.0%
1 -	3 0.95%	27 0.37%	90 0.46%	3 1.03%	2 0.81%	1 1.37%	2 0.85%	3 3.57%	0 0.0%	0 0.0%	3 1.38%	0 0.0%	0 0.0%	1 1.39%	2 1.92%	1 1.18%	2 1.10%	2 1.00%	1 0.94%	1 0.56%	2 1.44%	0 0.0%
0 - Worst health care possible	3 0.95%	59 0.82%	133 0.68%	4 1.37%	5 2.02%	3 4.11%	0 0.0%	3 3.57%	0 0.0%	0 0.0%	3 1.38%	1 1.01%	0 0.0%	0 0.0%	1 0.96%	1 1.18%	1 0.55%	1 0.50%	0 0.0%	2 1.12%	1 0.72%	0 0.0%
0-7 (NET)	84 26.50%	1884 26.09%	4909 25.00%	75 25.68%	68 27.53%	48 65.75% G	35 14.83%	84 100.00% I	0 0.0%	15 15.79%	67 30.88% J	25 25.25%	14 38.89%	15 20.83%	28 26.92%	29 34.12%	50 27.47%	55 27.36%	25 23.58%	50 28.09%	34 24.46%	0 0.0%
Bottom Three Box	11 3.47%	146 2.02%	380 1.94%	11 3.77%	7 2.83%	6 8.22%	5 2.12%	11 13.10% I	0 0.0%	1 1.05%	10 4.61% J	2 2.02%	0 0.0%	2 2.78%	6 5.77% M	4 4.71%	6 3.30%	8 3.98%	1 0.94%	8 4.49%	3 2.16%	0 0.0%
Bottom Two Box	6 1.89%	86 1.19%	223 1.14%	7 2.40%	7 2.83%	4 5.48%	2 0.85%	6 7.14% I	0 0.0%	0 0.0%	6 2.76% J	1 1.01%	0 0.0%	1 1.39%	3 2.88%	2 2.35%	3 1.65%	3 1.49%	1 0.94%	3 1.69%	3 2.16%	0 0.0%
Average	8.2240	8.2927	8.3415	8.2158	8.2632	6.4658	8.7246 F	5.3095	9.2747 H	8.8632 K	7.9493	8.3939	7.7778	8.5833 M	8.0577	8.1529	8.1264	8.2040	8.4340	8.1854	8.2734	0
Standard deviation	2.1542	2.0042	1.9821	2.1592	2.2621	2.4275	1.7649	1.9577	0.8751	1.6391	2.2905	1.8900	2.0698	1.9490	2.3892	2.2518	2.1990	2.2490	1.6936	2.2795	1.9812	0
3-point composite mean	2.3596	2.3845	2.4072 B	2.3596	2.4008	1.7260	2.5381 F	1.3690	2.7167 H	2.5895 K	2.2627	2.4040	2.1667	2.4861 M	2.3173	2.3647	2.3132	2.3582	2.4057	2.3596	2.3597	0
Sigma	420 100.00%	9921 100.00%	26909 100.00%	392 100.00%	366 100.00%	99 100.00%	304 100.00%	84 100.00%	233 100.00%	133 100.00%	276 100.00%	139 100.00%	53 100.00%	84 100.00%	131 100.00%	108 100.00%	216 100.00%	265 100.00%	136 100.00%	219 100.00%	201 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

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

	2017 Plan Results																						
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)	
Total	420 100.00%	9921 100.00%	26909 100.00%	392 100.00%	366 100.00%	99 100.00%	304 100.00%	84 100.00%	233 100.00%	133 100.00%	276 100.00%	139 100.00%	53 100.00%	84 100.00%	131 100.00%	108 100.00%	216 100.00%	265 100.00%	136 100.00%	219 100.00%	201 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
No response	19 4.52%	500 5.04%	1328 4.94%	20 5.10%	69 18.85% ABCD	1 1.01%	13 4.28% F	0 0.0%	2 0.86%	3 2.26%	11 3.99%	2 1.44%	1 1.89%	2 2.38%	8 6.11% L	3 2.78%	6 2.78%	10 3.77%	2 1.47%	5 2.28%	14 6.97% T	0 0.0%	
Appropriately skipped	81 19.29% E	2178 21.95% E	5924 22.01% E	77 19.64% E	50 13.66% E	25 25.25% E	52 17.11% F	0 0.0%	0 0.0%	37 27.82% K	43 15.58% K	37 26.62% NO	15 28.30% N	8 9.52%	20 15.27%	20 18.52%	26 12.04%	53 20.00%	27 19.85%	34 15.53%	47 23.38% T	0 0.0%	
BASE = Those who responded	320 76.19% E	7243 73.01% E	19657 73.05% E	295 75.26% E	247 67.49% E	73 73.74%	239 78.62%	84 100.00%	231 99.14%	93 69.92%	222 80.43% J	100 71.94%	37 69.81%	74 88.10% IM	103 78.63%	85 78.70%	184 85.19%	202 76.23%	107 78.68%	180 82.19% U	140 69.65%	0 0.0%	
Never	14 4.38% C	179 2.47% C	401 2.04%	5 1.69%	5 2.02%	7 9.59% G	6 2.51%	9 10.71% I	4 1.73%	3 3.23%	10 4.50%	2 2.00%	4 10.81%	3 4.05%	3 2.91%	4 4.71%	6 3.26%	10 4.95%	2 1.87%	7 3.89%	7 5.00%	0 0.0%	
Sometimes	49 15.31%	1002 13.83%	2575 13.10%	48 16.27%	43 17.41%	24 32.88% G	24 10.04%	32 38.10% I	16 6.93%	8 8.60%	40 18.02% J	18 18.00%	5 13.51%	13 17.57%	12 11.65%	13 15.29%	27 14.67%	30 14.85%	16 14.95%	24 13.33%	25 17.86%	0 0.0%	
Bottom Two Box (%Never + %Sometimes)	63 19.69% C	1181 16.31% C	2976 15.14%	53 17.97%	48 19.43%	31 42.47% G	30 12.55%	41 48.81% I	20 8.66%	11 11.83%	50 22.52% J	20 20.00%	9 24.32%	16 21.62%	15 14.56%	17 20.00%	33 17.93%	40 19.80%	18 16.82%	31 17.22%	32 22.86%	0 0.0%	
Usually	71 22.19%	1919 26.49% E	5284 26.88% AE	67 22.71%	51 20.65%	25 34.25% G	44 18.41%	28 33.33% I	42 18.18%	19 20.43%	51 22.97%	25 25.00% N	11 29.73% N	8 10.81%	26 25.24% N	19 22.35%	43 23.37%	35 17.33%	33 30.84% R	46 25.56%	25 17.86%	0 0.0%	
Always	186 58.13%	4143 57.20%	11397 57.98%	175 59.32%	148 59.92%	17 23.29%	165 69.04% F	15 17.86%	169 73.16% H	63 67.74% K	121 54.50%	55 55.00%	17 45.95%	50 67.57% M	62 60.19%	49 57.65%	108 58.70%	127 62.87%	56 52.34%	103 57.22%	83 59.29%	0 0.0%	
CAHPS Rate (%Always + %Usually)	257 80.31%	6062 83.69%	16681 84.86% AB	242 82.03%	199 80.57%	42 57.53%	209 87.45% F	43 51.19%	211 91.34% H	82 88.17% K	172 77.48%	80 80.00%	28 75.68%	58 78.38%	88 85.44%	68 80.00%	151 82.07%	162 80.20%	89 83.18%	149 82.78%	108 77.14%	0 0.0%	
3-point composite mean	2.3844	2.4089	2.4284	2.4136	2.4049	1.8082	2.5649 F	1.6905	2.6450 H	2.5591 K	2.3198	2.3500	2.2162	2.4595	2.4563	2.3765	2.4076	2.4307	2.3551	2.4000	2.3643	0	
4-point composite mean	3.3406	3.3842	3.4080 B	3.3966	3.3846	2.7123	3.5397 F	2.5833	3.6277 H	3.5269 K	3.2748	3.3300	3.1081	3.4189	3.4272	3.3294	3.3750	3.3812	3.3364	3.3611	3.3143	0	
Sigma	420 100.00%	9921 100.00%	26909 100.00%	392 100.00%	366 100.00%	99 100.00%	304 100.00%	84 100.00%	233 100.00%	133 100.00%	276 100.00%	139 100.00%	53 100.00%	84 100.00%	131 100.00%	108 100.00%	216 100.00%	265 100.00%	136 100.00%	219 100.00%	201 100.00%	0 0.0%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

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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?

2017 Plan Results																						
					Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)	
Total	420 100.00%	9921 100.00%	26909 100.00%	392 100.00%	366 100.00%	99 100.00%	304 100.00%	84 100.00%	233 100.00%	133 100.00%	276 100.00%	139 100.00%	53 100.00%	84 100.00%	131 100.00%	108 100.00%	216 100.00%	265 100.00%	136 100.00%	219 100.00%	201 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	8 1.90%	204 2.06%	485 1.80%	5 1.28%	52 14.21% ABCD	2 2.02%	4 1.32%	1 1.19%	2 0.86%	3 2.26%	5 1.81%	1 0.72%	1 1.89%	2 2.38%	4 3.05%	1 0.93%	6 2.78%	5 1.89%	3 2.21%	6 2.74%	2 1.00%	0 0.0%
BASE = Those who responded																						
	412 98.10% E	9717 97.94% E	26424 98.20% E	387 98.72% E	314 85.79%	97 97.98%	300 98.68%	83 98.81%	231 99.14%	130 97.74%	271 98.19%	138 99.28%	52 98.11%	82 97.62%	127 96.95%	107 99.07%	210 97.22%	260 98.11%	133 97.79%	213 97.26%	199 99.00%	0 0.0%
Yes	315 76.46%	7834 80.62%	21388 80.94% A	306 79.07%	262 83.44% A	71 73.20%	234 78.00%	64 77.11%	192 83.12%	104 80.00%	203 74.91%	96 69.57%	40 76.92%	64 78.05%	106 83.46% L	83 77.57%	172 81.90%	204 78.46%	96 72.18%	173 81.22% U	142 71.36%	0 0.0%
No	97 23.54% CE	1883 19.38%	5036 19.06%	81 20.93%	52 16.56%	26 26.80%	66 22.00%	19 22.89%	39 16.88%	26 20.00%	68 25.09%	42 30.43% O	12 23.08%	18 21.95%	21 16.54%	24 22.43%	38 18.10%	56 21.54%	37 27.82%	40 18.78%	57 28.64% T	0 0.0%
Sigma	420 100.00%	9921 100.00%	26909 100.00%	392 100.00%	366 100.00%	99 100.00%	304 100.00%	84 100.00%	233 100.00%	133 100.00%	276 100.00%	139 100.00%	53 100.00%	84 100.00%	131 100.00%	108 100.00%	216 100.00%	265 100.00%	136 100.00%	219 100.00%	201 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

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16. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?

	2017 Plan Results																						
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)	
Total	420 100.00%	9921 100.00%	26909 100.00%	392 100.00%	366 100.00%	99 100.00%	304 100.00%	84 100.00%	233 100.00%	133 100.00%	276 100.00%	139 100.00%	53 100.00%	84 100.00%	131 100.00%	108 100.00%	216 100.00%	265 100.00%	136 100.00%	219 100.00%	201 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	1 0.26%	2 0.55%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
No response	20 4.76%	494 4.98%	1353 5.03%	14 3.57%	61 16.67% ABCD	3 3.03%	13 4.28%	2 2.38%	8 3.43%	5 3.76%	13 4.71%	2 1.44%	1 1.89%	5 5.95%	10 7.63% L	4 3.70%	12 5.56%	12 4.53%	6 4.41%	11 5.02%	9 4.48%	0 0.0%	
Appropriately skipped	97 23.10% BCE	1883 18.98% E	5036 18.71% E	81 20.66% E	52 14.21% E	26 26.26%	66 21.71%	19 22.62%	39 16.74%	26 19.55%	68 24.64%	42 30.22% O	12 22.64%	18 21.43%	21 16.03%	24 22.22%	38 17.59%	56 21.13%	37 27.21%	40 18.26%	57 28.36% T	0 0.0%	
BASE = Those who responded	303 72.14% E	7544 76.04% E	20520 76.26% E	296 75.51% E	251 68.58% E	70 70.71%	225 74.01%	63 75.00%	186 79.83%	102 76.69%	195 70.65%	95 68.35%	40 75.47%	61 72.62%	100 76.34%	80 74.07%	166 76.85%	197 74.34%	93 68.38%	168 76.71% U	135 67.16%	0 0.0%	
None (v 0)	41 13.53%	1295 17.17% D	3375 16.45% D	29 9.80%	37 14.74%	13 18.57%	27 12.00%	4 6.35%	12 6.45%	22 21.57% K	19 9.74%	25 26.32% MNO	5 12.50%	8 13.11% O	3 3.00%	10 12.50%	14 8.43%	25 12.69%	16 17.20%	16 9.52%	25 18.52% T	0 0.0%	
1 time (v 1)	59 19.47%	1739 23.05%	4946 24.10% A	61 20.61%	49 19.52%	11 15.71%	47 20.89%	15 23.81%	32 17.20%	17 16.67%	42 21.54%	21 22.11%	6 15.00%	9 14.75%	23 23.00%	19 23.75%	33 19.88%	41 20.81%	16 17.20%	35 20.83%	24 17.78%	0 0.0%	
2 (v 2)	77 25.41%	1690 22.40%	4709 22.95%	73 24.66%	58 23.11%	20 28.57%	57 25.33%	15 23.81%	54 29.03%	20 19.61%	56 28.72%	24 25.26%	11 27.50%	11 18.03%	31 31.00%	19 23.75%	43 25.90%	47 23.86%	28 30.11%	46 27.38%	31 22.96%	0 0.0%	
3 (v 3)	41 13.53%	1088 14.42%	2847 13.87%	36 12.16%	50 19.92% ABCD	10 14.29%	29 12.89%	11 17.46%	27 14.52%	14 13.73%	25 12.82%	8 8.42%	6 15.00%	7 11.48%	18 18.00% L	11 13.75%	25 15.06%	26 13.20%	13 13.98%	23 13.69%	18 13.33%	0 0.0%	
4 (v 4)	31 10.23%	607 8.05%	1726 8.41%	42 14.19% BCE	19 7.57%	4 5.71%	27 12.00%	7 11.11%	22 11.83%	11 10.78%	19 9.74%	5 5.26%	8 20.00% L	6 9.84%	11 11.00%	10 12.50%	18 10.84%	24 12.18%	6 6.45%	18 10.71%	13 9.63%	0 0.0%	
5 to 9 (v 7)	41 13.53%	904 11.98%	2304 11.23%	40 13.51%	24 9.56%	10 14.29%	28 12.44%	10 15.87%	29 15.59%	12 11.76%	27 13.85%	8 8.42%	3 7.50%	15 24.59% LMO	11 11.00%	9 11.25%	24 14.46%	24 12.18%	11 11.83%	24 14.29%	17 12.59%	0 0.0%	
10 or more (v 12.5)	13 4.29%	221 2.93%	613 2.99%	15 5.07%	14 5.58%	2 2.86%	10 4.44%	1 1.59%	10 5.38%	6 5.88%	7 3.59%	4 4.21%	1 2.50%	5 8.20%	3 3.00%	2 2.50%	9 5.42%	10 5.08%	3 3.23%	6 3.57%	7 5.19%	0 0.0%	
Average	3.0017 BC	2.6381	2.6121	3.2111 BC	2.9243	2.7429	3.0089	2.9921	3.4247	2.9608	2.9821	2.3053	2.7875	3.9918 LMO	2.9750	2.7250	3.2922	3.0558	2.6828	3.0417	2.9519	0	
Standard deviation	2.8966	2.6836	2.6646	2.9641	2.9954	2.7278	2.8794	2.4177	2.9739	3.1783	2.7528	2.8675	2.3688	3.5210	2.4651	2.5334	3.0071	2.9770	2.7028	2.7529	3.0653	0	
Sigma	420 100.00%	9921 100.00%	26909 100.00%	392 100.00%	366 100.00%	99 100.00%	304 100.00%	84 100.00%	233 100.00%	133 100.00%	276 100.00%	139 100.00%	53 100.00%	84 100.00%	131 100.00%	108 100.00%	216 100.00%	265 100.00%	136 100.00%	219 100.00%	201 100.00%	0 0.0%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

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

	2017 Plan Results																					
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	420 100.00%	9921 100.00%	26909 100.00%	392 100.00%	366 100.00%	99 100.00%	304 100.00%	84 100.00%	233 100.00%	133 100.00%	276 100.00%	139 100.00%	53 100.00%	84 100.00%	131 100.00%	108 100.00%	216 100.00%	265 100.00%	136 100.00%	219 100.00%	201 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	24 5.71%	538 5.42%	1464 5.44%	16 4.08%	63 17.21% ABCD	3 3.03%	17 5.59%	2 2.38%	11 4.72%	6 4.51%	16 5.80%	2 1.44%	4 7.55%	6 7.14%	10 7.63% L	4 3.70%	16 7.41%	14 5.28%	7 5.15%	15 6.85%	9 4.48%	0 0.0%
Appropriately skipped	138 32.86% E	3178 32.03% E	8411 31.26% E	110 28.06%	89 24.32%	39 39.39%	93 30.59%	23 27.38%	51 21.89%	48 36.09%	87 31.52%	67 48.20% MNO	17 32.08%	26 30.95% O	24 18.32%	34 31.48%	52 24.07%	81 30.57%	53 38.97%	56 25.57%	82 40.80% T	0 0.0%
BASE = Those who responded	258 61.43%	6205 62.54%	17034 63.30%	266 67.86% BE	214 58.47%	57 57.58%	194 63.82%	59 70.24%	171 73.39%	79 59.40%	173 62.68%	70 50.36%	32 60.38%	52 61.90%	97 74.05% L	70 64.81%	148 68.52%	170 64.15%	76 55.88%	148 67.58% U	110 54.73%	0 0.0%
Never	8 3.10%	97 1.56%	250 1.47%	8 3.01%	8 3.74%	6 10.53% G	2 1.03%	8 13.56% I	0 0.0%	1 1.27%	7 4.05%	2 2.86%	1 3.13%	1 1.92%	3 3.09%	3 4.29%	4 2.70%	5 2.94%	2 2.63%	3 2.03%	5 4.55%	0 0.0%
Sometimes	22 8.53%	435 7.01%	1103 6.48%	26 9.77%	19 8.88%	8 14.04%	13 6.70%	12 20.34% I	6 3.51%	6 7.59%	16 9.25%	7 10.00%	4 12.50%	3 5.77%	8 8.25%	4 5.71%	14 9.46%	14 8.24%	7 9.21%	11 7.43%	11 10.00%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	30 11.63%	532 8.57%	1353 7.94%	34 12.78% BC	27 12.62% C	14 24.56% G	15 7.73%	20 33.90% I	6 3.51%	7 8.86%	23 13.29%	9 12.86%	5 15.63%	4 7.69%	11 11.34%	7 10.00%	18 12.16%	19 11.18%	9 11.84%	14 9.46%	16 14.55%	0 0.0%
Usually	34 13.18%	1013 16.33% E	2920 17.14% DE	33 12.41%	25 11.68%	10 17.54%	23 11.86%	8 13.56%	22 12.87%	10 12.66%	23 13.29%	8 11.43%	4 12.50%	7 13.46%	13 13.40%	9 12.86%	21 14.19%	24 14.12%	7 9.21%	24 16.22%	10 9.09%	0 0.0%
Always	194 75.19%	4660 75.10%	12761 74.91%	199 74.81%	162 75.70%	33 57.89%	156 80.41% F	31 52.54%	143 83.63% H	62 78.48%	127 73.41%	53 75.71%	23 71.88%	41 78.85%	73 75.26%	54 77.14%	109 73.65%	127 74.71%	60 78.95%	110 74.32%	84 76.36%	0 0.0%
CAHPS Rate (%Always + %Usually)	228 88.37%	5673 91.43% D	15681 92.06% DE	232 87.22%	187 87.38%	43 75.44%	179 92.27% F	39 66.10%	165 96.49% H	72 91.14%	150 86.71%	61 87.14%	27 84.38%	48 92.31%	86 88.66%	63 90.00%	130 87.84%	151 88.82%	67 88.16%	134 90.54%	94 85.45%	0 0.0%
3-point composite mean	2.6357	2.6653	2.6697	2.6203	2.6308	2.3333	2.7268 F	2.1864	2.8012 H	2.6962	2.6012	2.6286	2.5625	2.7115	2.6392	2.6714	2.6149	2.6353	2.6711	2.6486	2.6182	0
4-point composite mean	3.6047	3.6496	3.6550	3.5902	3.5935	3.2281	3.7165 F	3.0508	3.8012 H	3.6835	3.5607	3.6000	3.5313	3.6923	3.6082	3.6286	3.5878	3.6059	3.6447	3.6284	3.5727	0
Sigma	420 100.00%	9921 100.00%	26909 100.00%	392 100.00%	366 100.00%	99 100.00%	304 100.00%	84 100.00%	233 100.00%	133 100.00%	276 100.00%	139 100.00%	53 100.00%	84 100.00%	131 100.00%	108 100.00%	216 100.00%	265 100.00%	136 100.00%	219 100.00%	201 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

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18. In the last 6 months, how often did your personal doctor listen carefully to you?

	2017 Plan Results																						
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2017 Plan Total	2017 Anthem Avg.	2017 DSS Book of Bus.	2016 Plan Total	2015 Plan Total	0-7	8-10	0-7	8-10	Excel./ Very Good	Good/ Fair/ Poor	18-34	35-44	45-54	55+	Male	Female	High School or Less	Some College or More	Mail	Phone	Internet	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	
Total	420 100.00%	9921 100.00%	26909 100.00%	392 100.00%	366 100.00%	99 100.00%	304 100.00%	84 100.00%	233 100.00%	133 100.00%	276 100.00%	139 100.00%	53 100.00%	84 100.00%	131 100.00%	108 100.00%	216 100.00%	265 100.00%	136 100.00%	219 100.00%	201 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
No response	22 5.24%	538 5.42%	1481 5.50%	16 4.08%	64 17.49% ABCD	3 3.03%	15 4.93%	2 2.38%	10 4.29%	6 4.51%	14 5.07%	3 2.16%	2 3.77%	5 5.95%	10 7.63% L	4 3.70%	14 6.48%	13 4.91%	7 5.15%	13 5.94%	9 4.48%	0 0.0%	
Appropriately skipped	138 32.86% E	3178 32.03% E	8411 31.26% E	110 28.06%	89 24.32%	39 39.39%	93 30.59%	23 27.38%	51 21.89%	48 36.09%	87 31.52%	67 48.20% MNO	17 32.08%	26 30.95% O	24 18.32%	34 31.48%	52 24.07%	81 30.57%	53 38.97%	56 25.57%	82 40.80% T	0 0.0%	
BASE = Those who responded	260 61.90%	6205 62.54%	17017 63.24%	266 67.86% BE	213 58.20%	57 57.58%	196 64.47%	59 70.24%	172 73.82%	79 59.40%	175 63.41%	69 49.64%	34 64.15%	53 63.10% L	97 74.05% L	70 64.81%	150 69.44%	171 64.53%	76 55.88%	150 68.49% U	110 54.73%	0 0.0%	
Never	11 4.23% BC	94 1.51%	235 1.38%	8 3.01%	7 3.29%	7 12.28% G	4 2.04%	9 15.25% I	2 1.16%	1 1.27%	10 5.71% J	4 5.80%	2 5.88%	2 3.77%	2 2.06%	2 2.86%	7 4.67%	9 5.26%	1 1.32%	3 2.00%	8 7.27%	0 0.0%	
Sometimes	20 7.69%	448 7.22%	1120 6.58%	26 9.77%	13 6.10%	9 15.79% G	11 5.61%	12 20.34% I	7 4.07%	2 2.53%	18 10.29% J	2 2.90%	1 2.94%	7 13.21% L	10 10.31% L	5 7.14%	13 8.67%	13 7.60%	7 9.21%	12 8.00%	8 7.27%	0 0.0%	
Bottom Two Box (%Never + %Sometimes)	31 11.92% C	542 8.73%	1355 7.96%	34 12.78% C	20 9.39%	16 28.07% G	15 7.65%	21 35.59% I	9 5.23%	3 3.80%	28 16.00% J	6 8.70%	3 8.82%	9 16.98%	12 12.37%	7 10.00%	20 13.33%	22 12.87%	8 10.53%	15 10.00%	16 14.55%	0 0.0%	
Usually	25 9.62%	998 16.08% AD	2745 16.13% AD	32 12.03%	27 12.68%	9 15.79%	16 8.16%	7 11.86%	16 9.30%	6 7.59%	19 10.86%	3 4.35%	8 23.53% L	5 9.43%	9 9.28%	10 14.29%	14 9.33%	11 6.43%	12 15.79% R	18 12.00%	7 6.36%	0 0.0%	
Always	204 78.46%	4665 75.18%	12917 75.91%	200 75.19%	166 77.93%	32 56.14%	165 84.18% F	31 52.54%	147 85.47% H	70 88.61% K	128 73.14%	60 86.96% M	23 67.65%	39 73.58%	76 78.35%	53 75.71%	116 77.33%	138 80.70%	56 73.68%	117 78.00%	87 79.09%	0 0.0%	
CAHPS Rate (%Always + %Usually)	229 88.08%	5663 91.27%	15662 92.04% AD	232 87.22%	193 90.61%	41 71.93%	181 92.35% F	38 64.41%	163 94.77% H	76 96.20% K	147 84.00%	63 91.30%	31 91.18%	44 83.02%	85 87.63%	63 90.00%	130 86.67%	149 87.13%	68 89.47%	135 90.00%	94 85.45%	0 0.0%	
3-point composite mean	2.6654	2.6645	2.6794	2.6241	2.6854	2.2807	2.7653 F	2.1695	2.8023 H	2.8481 K	2.5714	2.7826	2.5882	2.5660	2.6598	2.6571	2.6400	2.6784	2.6316	2.6800	2.6455	0	
4-point composite mean	3.6231	3.6493	3.6656	3.5940	3.6526	3.1579	3.7449 F	3.0169	3.7907 H	3.8354 K	3.5143	3.7246	3.5294	3.5283	3.6392	3.6286	3.5933	3.6257	3.6184	3.6600	3.5727	0	
Sigma	420 100.00%	9921 100.00%	26909 100.00%	392 100.00%	366 100.00%	99 100.00%	304 100.00%	84 100.00%	233 100.00%	133 100.00%	276 100.00%	139 100.00%	53 100.00%	84 100.00%	131 100.00%	108 100.00%	216 100.00%	265 100.00%	136 100.00%	219 100.00%	201 100.00%	0 0.0%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

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

	2017 Plan Results																						
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)	
Total	420 100.00%	9921 100.00%	26909 100.00%	392 100.00%	366 100.00%	99 100.00%	304 100.00%	84 100.00%	233 100.00%	133 100.00%	276 100.00%	139 100.00%	53 100.00%	84 100.00%	131 100.00%	108 100.00%	216 100.00%	265 100.00%	136 100.00%	219 100.00%	201 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
No response	24 5.71%	537 5.41%	1458 5.42%	17 4.34%	66 18.03% ABCD	3 3.03%	17 5.59%	3 3.57%	11 4.72%	6 4.51%	16 5.80%	4 2.88%	3 5.66%	5 5.95%	10 7.63%	4 3.70%	16 7.41%	15 5.66%	7 5.15%	14 6.39%	10 4.98%	0 0.0%	
Appropriately skipped	138 32.86% E	3178 32.03% E	8411 31.26% E	110 28.06%	89 24.32%	39 39.39%	93 30.59%	23 27.38%	51 21.89%	48 36.09%	87 31.52%	67 48.20% MNO	17 32.08%	26 30.95% O	24 18.32%	34 31.48%	52 24.07%	81 30.57%	53 38.97%	56 25.57%	82 40.80% T	0 0.0%	
BASE = Those who responded	258 61.43%	6206 62.55%	17040 63.32% E	265 67.60% BE	211 57.65%	57 57.58%	194 63.82%	58 69.05%	171 73.39%	79 59.40%	173 62.68%	68 48.92%	33 62.26%	53 63.10% L	97 74.05% L	70 64.81%	148 68.52%	169 63.77%	76 55.88%	149 68.04% U	109 54.23%	0 0.0%	
Never	6 2.33%	85 1.37%	221 1.30%	6 2.26%	7 3.32%	5 8.77% G	1 0.52%	5 8.62% I	1 0.58%	1 1.27%	5 2.89%	1 1.47%	1 3.03%	2 3.77%	1 1.03%	1 1.43%	4 2.70%	4 2.37%	1 1.32%	2 1.34%	4 3.67%	0 0.0%	
Sometimes	23 8.91%	382 6.16%	957 5.62%	19 7.17%	17 8.06%	12 21.05% G	11 5.67%	13 22.41% I	8 4.68%	6 7.59%	16 9.25%	6 8.82%	3 9.09%	6 11.32%	8 8.25%	7 10.00%	12 8.11%	16 9.47%	7 9.21%	11 7.38%	12 11.01%	0 0.0%	
Bottom Two Box (%Never + %Sometimes)	29 11.24% C	467 7.52%	1178 6.91%	25 9.43%	24 11.37% C	17 29.82% G	12 6.19%	18 31.03% I	9 5.26%	7 8.86%	21 12.14%	7 10.29%	4 12.12%	8 15.09%	9 9.28%	8 11.43%	16 10.81%	20 11.83%	8 10.53%	13 8.72%	16 14.68%	0 0.0%	
Usually	19 7.36%	814 13.12% AE	2271 13.33% AE	29 10.94%	19 9.00%	5 8.77%	14 7.22%	6 10.34%	11 6.43%	3 3.80%	16 9.25%	3 4.41%	1 3.03%	5 9.43%	10 10.31%	5 7.14%	14 9.46%	12 7.10%	6 7.89%	15 10.07% U	4 3.67%	0 0.0%	
Always	210 81.40%	4925 79.36%	13591 79.76%	211 79.62%	168 79.62%	35 61.40%	168 86.60% F	34 58.62%	151 88.30% H	69 87.34%	136 78.61%	58 85.29%	28 84.85%	40 75.47%	78 80.41%	57 81.43%	118 79.73%	137 81.07%	62 81.58%	121 81.21%	89 81.65%	0 0.0%	
CAHPS Rate (%Always + %Usually)	229 88.76%	5739 92.48%	15862 93.09% AE	240 90.57%	187 88.63%	40 70.18%	182 93.81% F	40 68.97%	162 94.74% H	72 91.14%	152 87.86%	61 89.71%	29 87.88%	45 84.91%	88 90.72%	62 88.57%	132 89.19%	149 88.17%	68 89.47%	136 91.28%	93 85.32%	0 0.0%	
3-point composite mean	2.7016	2.7183	2.7285	2.7019	2.6825	2.3158	2.8041 F	2.2759	2.8304 H	2.7848	2.6647	2.7500	2.7273	2.6038	2.7113	2.7000	2.6892	2.6923	2.7105	2.7248	2.6697	0	
4-point composite mean	3.6783	3.7046	3.7155	3.6792	3.6493	3.2281	3.7990 F	3.1897	3.8246 H	3.7722	3.6358	3.7353	3.6970	3.5660	3.7010	3.6857	3.6622	3.6686	3.6974	3.7114	3.6330	0	
Sigma	420 100.00%	9921 100.00%	26909 100.00%	392 100.00%	366 100.00%	99 100.00%	304 100.00%	84 100.00%	233 100.00%	133 100.00%	276 100.00%	139 100.00%	53 100.00%	84 100.00%	131 100.00%	108 100.00%	216 100.00%	265 100.00%	136 100.00%	219 100.00%	201 100.00%	0 0.0%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

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20. In the last 6 months, how often did your personal doctor spend enough time with you?

	2017 Plan Results																						
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)	
Total	420 100.00%	9921 100.00%	26909 100.00%	392 100.00%	366 100.00%	99 100.00%	304 100.00%	84 100.00%	233 100.00%	133 100.00%	276 100.00%	139 100.00%	53 100.00%	84 100.00%	131 100.00%	108 100.00%	216 100.00%	265 100.00%	136 100.00%	219 100.00%	201 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
No response	23 5.48%	541 5.45%	1462 5.43%	17 4.34%	64 17.49% ABCD	3 3.03%	16 5.26%	3 3.57%	10 4.29%	6 4.51%	15 5.43%	4 2.88%	2 3.77%	5 5.95%	10 7.63%	4 3.70%	15 6.94%	14 5.28%	7 5.15%	13 5.94%	10 4.98%	0 0.0%	
Appropriately skipped	138 32.86% E	3178 32.03% E	8411 31.26% E	110 28.06%	89 24.32%	39 39.39%	93 30.59%	23 27.38%	51 21.89%	48 36.09%	87 31.52%	67 48.20% MNO	17 32.08%	26 30.95% O	24 18.32%	34 31.48%	52 24.07%	81 30.57%	53 38.97%	56 25.57%	82 40.80% T	0 0.0%	
BASE = Those who responded	259 61.67%	6202 62.51%	17036 63.31% E	265 67.60% BE	213 58.20%	57 57.58%	195 64.14%	58 69.05%	172 73.82%	79 59.40%	174 63.04%	68 48.92%	34 64.15%	53 63.10% L	97 74.05% L	70 64.81%	149 68.98%	170 64.15%	76 55.88%	150 68.49% U	109 54.23%	0 0.0%	
Never	16 6.18% BC	143 2.31%	334 1.96%	10 3.77%	9 4.23%	10 17.54% G	6 3.08%	11 18.97% I	4 2.33%	6 7.59%	10 5.75%	5 7.35%	3 8.82%	2 3.77%	5 5.15%	5 7.14%	8 5.37%	11 6.47%	4 5.26%	7 4.67%	9 8.26%	0 0.0%	
Sometimes	28 10.81%	582 9.38%	1516 8.90%	29 10.94%	25 11.74%	12 21.05% G	16 8.21%	13 22.41% I	13 7.56%	5 6.33%	22 12.64%	6 8.82%	2 5.88%	5 9.43%	15 15.46%	9 12.86%	15 10.07%	22 12.94%	5 6.58%	13 8.67%	15 13.76%	0 0.0%	
Bottom Two Box (%Never + %Sometimes)	44 16.99% BC	725 11.69%	1850 10.86%	39 14.72%	34 15.96% C	22 38.60% G	22 11.28%	24 41.38% I	17 9.88%	11 13.92%	32 18.39%	11 16.18%	5 14.71%	7 13.21%	20 20.62%	14 20.00%	23 15.44%	33 19.41%	9 11.84%	20 13.33%	24 22.02%	0 0.0%	
Usually	41 15.83%	1208 19.48% E	3537 20.76% ABE	45 16.98%	26 12.21%	12 21.05%	29 14.87%	8 13.79%	25 14.53%	6 7.59%	35 20.11% J	9 13.24%	5 14.71%	9 16.98%	18 18.56%	11 15.71%	26 17.45%	25 14.71%	11 14.47%	31 20.67% U	10 9.17%	0 0.0%	
Always	174 67.18%	4269 68.83%	11649 68.38%	181 68.30%	153 71.83%	23 40.35%	144 73.85% F	26 44.83%	130 75.58% H	62 78.48% K	107 61.49%	48 70.59%	24 70.59%	37 69.81%	59 60.82%	45 64.29%	100 67.11%	112 65.88%	56 73.68%	99 66.00%	75 68.81%	0 0.0%	
CAHPS Rate (%Always + %Usually)	215 83.01%	5477 88.31% A	15186 89.14% AE	226 85.28%	179 84.04%	35 61.40%	173 88.72% F	34 58.62%	155 90.12% H	68 86.08%	142 81.61%	57 83.82%	29 85.29%	46 86.79%	77 79.38%	56 80.00%	126 84.56%	137 80.59%	67 88.16%	130 86.67%	85 77.98%	0 0.0%	
3-point composite mean	2.5019	2.5714	2.5752	2.5358	2.5587	2.0175	2.6256 F	2.0345	2.6570 H	2.6456 K	2.4310	2.5441	2.5588	2.5660	2.4021	2.4429	2.5168	2.4647	2.6184	2.5267	2.4679	0	
4-point composite mean	3.4402	3.5484	3.5556 A	3.4981	3.5164	2.8421	3.5949 F	2.8448	3.6337 H	3.5696	3.3736	3.4706	3.4706	3.5283	3.3505	3.3714	3.4631	3.4000	3.5658	3.4800	3.3853	0	
Sigma	420 100.00%	9921 100.00%	26909 100.00%	392 100.00%	366 100.00%	99 100.00%	304 100.00%	84 100.00%	233 100.00%	133 100.00%	276 100.00%	139 100.00%	53 100.00%	84 100.00%	131 100.00%	108 100.00%	216 100.00%	265 100.00%	136 100.00%	219 100.00%	201 100.00%	0 0.0%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

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21. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?

2017 Plan Results																						
					Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)	
Total	420	9921	26909	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	29	599	1589	18	69	4	20	4	13	8	18	5	3	6	13	4	20	18	8	18	11	0
	6.90%	6.04%	5.91%	4.59%	18.85%	4.04%	6.58%	4.76%	5.58%	6.02%	6.52%	3.60%	5.66%	7.14%	9.92% L	3.70%	9.26% P	6.79%	5.88%	8.22%	5.47%	0.0%
Appropriately skipped	138	3178	8411	110	89	39	93	23	51	48	87	67	17	26	24	34	52	81	53	56	82	0
	32.86% E	32.03% E	31.26% E	28.06%	24.32%	39.39%	30.59%	27.38%	21.89%	36.09%	31.52%	48.20% MNO	32.08%	30.95% O	18.32%	31.48%	24.07%	30.57%	38.97%	25.57%	40.80% T	0.0%
BASE = Those who responded	253	6144	16909	264	208	56	191	57	169	77	171	67	33	52	94	70	144	166	75	145	108	0
	60.24%	61.93%	62.84% E	67.35% ABE	56.83%	56.57%	62.83%	67.86%	72.53%	57.89%	61.96%	48.20%	62.26%	61.90% L	71.76% L	64.81%	66.67%	62.64%	55.15%	66.21% U	53.73%	0.0%
Yes	135	3729	10298	159	112	32	99	29	95	32	99	29	20	31	50	41	80	91	36	79	56	0
	53.36%	60.69% A	60.90% AE	60.23%	53.85%	57.14%	51.83%	50.88%	56.21%	41.56%	57.89% J	43.28%	60.61%	59.62%	53.19%	58.57%	55.56%	54.82%	48.00%	54.48%	51.85%	0.0%
No	118	2415	6611	105	96	24	92	28	74	45	72	38	13	21	44	29	64	75	39	66	52	0
	46.64% BC	39.31%	39.10%	39.77%	46.15% C	42.86%	48.17%	49.12%	43.79%	58.44% K	42.11%	56.72%	39.39%	40.38%	46.81%	41.43%	44.44%	45.18%	52.00%	45.52%	48.15%	0.0%
Sigma	420	9921	26909	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

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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?

	2017 Plan Results																					
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	420 100.00%	9921 100.00%	26909 100.00%	392 100.00%	366 100.00%	99 100.00%	304 100.00%	84 100.00%	233 100.00%	133 100.00%	276 100.00%	139 100.00%	53 100.00%	84 100.00%	131 100.00%	108 100.00%	216 100.00%	265 100.00%	136 100.00%	219 100.00%	201 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	29 6.90%	663 6.68%	1788 6.64%	21 5.36%	71 19.40% ABCD	4 4.04%	20 6.58%	4 4.76%	13 5.58%	8 6.02%	18 6.52%	5 3.60%	3 5.66%	6 7.14%	13 9.92% L	4 3.70%	20 9.26% P	18 6.79%	8 5.88%	18 8.22%	11 5.47%	0 0.0%
Appropriately skipped	256 60.95% CE	5593 56.38% E	15022 55.83% E	215 54.85%	185 50.55%	63 63.64%	185 60.86%	51 60.71%	125 53.65%	93 69.92% K	159 57.61%	105 75.54% MNO	30 56.60%	47 55.95%	68 51.91%	63 58.33%	116 53.70%	156 58.87%	92 67.65%	122 55.71%	134 66.67% T	0 0.0%
BASE = Those who responded	135 32.14%	3665 36.94% AE	10099 37.53% AE	156 39.80% AE	110 30.05%	32 32.32%	99 32.57%	29 34.52%	95 40.77%	32 24.06%	99 35.87% J	29 20.86%	20 37.74% L	31 36.90% L	50 38.17% L	41 37.96%	80 37.04%	91 34.34%	36 26.47%	79 36.07%	56 27.86%	0 0.0%
Never	10 7.41%	216 5.89%	520 5.15%	16 10.26% C	10 9.09%	6 18.75% G	4 4.04%	8 27.59%	2 2.11%	2 6.25%	8 8.08%	1 3.45%	1 5.00%	1 3.23%	7 14.00%	1 2.44%	9 11.25% P	7 7.69%	2 5.56%	5 6.33%	5 8.93%	0 0.0%
Sometimes	16 11.85%	469 12.80%	1198 11.86%	22 14.10%	17 15.45%	7 21.88%	8 8.08%	4 13.79%	11 11.58%	4 12.50%	11 11.11%	2 6.90%	2 10.00%	0 0.0%	11 22.00% N	3 7.32%	12 15.00%	9 9.89%	5 13.89%	12 15.19%	4 7.14%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	26 19.26%	685 18.69% C	1718 17.01%	38 24.36% C	27 24.55%	13 40.63% G	12 12.12%	12 41.38%	13 13.68%	6 18.75%	19 19.19%	3 10.34%	3 15.00%	1 3.23%	18 36.00% N	4 9.76%	21 26.25% P	16 17.58%	7 19.44%	17 21.52%	9 16.07%	0 0.0%
Usually	28 20.74%	893 24.37% DE	2525 25.00% DE	24 15.38%	18 16.36%	6 18.75%	22 22.22%	5 17.24%	21 22.11%	6 18.75%	22 22.22%	7 24.14%	4 20.00%	9 29.03%	7 14.00%	9 21.95%	17 21.25%	19 20.88%	7 19.44%	15 18.99%	13 23.21%	0 0.0%
Always	81 60.00%	2087 56.94%	5856 57.99%	94 60.26%	65 59.09%	13 40.63%	65 65.66% F	12 41.38%	61 64.21%	20 62.50%	58 58.59%	19 65.52%	13 65.00%	21 67.74%	25 50.00%	28 68.29%	42 52.50%	56 61.54%	22 61.11%	47 59.49%	34 60.71%	0 0.0%
CAHPS Rate (%Always + %Usually)	109 80.74%	2980 81.31%	8381 82.99% BD	118 75.64%	83 75.45%	19 59.38%	87 87.88% F	17 58.62%	82 86.32%	26 81.25%	80 80.81%	26 89.66%	17 85.00%	30 96.77% O	32 64.00%	37 90.24% Q	59 73.75%	75 82.42%	29 80.56%	62 78.48%	47 83.93%	0 0.0%
3-point composite mean	2.4074	2.3825	2.4097	2.3590	2.3455	2.0000	2.5354 F	2.0000	2.5053	2.4375	2.3939	2.5517	2.5000	2.6452 O	2.1400	2.5854 Q	2.2625	2.4396	2.4167	2.3797	2.4464	0
4-point composite mean	3.3333	3.3236	3.3583 B	3.2564	3.2545	2.8125	3.4949 F	2.7241	3.4842	3.3750	3.3131	3.5172	3.4500	3.6129 O	3.0000	3.5610 Q	3.1500	3.3626	3.3611	3.3165	3.3571	0
Sigma	420 100.00%	9921 100.00%	26909 100.00%	392 100.00%	366 100.00%	99 100.00%	304 100.00%	84 100.00%	233 100.00%	133 100.00%	276 100.00%	139 100.00%	53 100.00%	84 100.00%	131 100.00%	108 100.00%	216 100.00%	265 100.00%	136 100.00%	219 100.00%	201 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

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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?

2017 Plan Results																						
	2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
						0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	420 100.00%	9921 100.00%	26909 100.00%	392 100.00%	366 100.00%	99 100.00%	304 100.00%	84 100.00%	233 100.00%	133 100.00%	276 100.00%	139 100.00%	53 100.00%	84 100.00%	131 100.00%	108 100.00%	216 100.00%	265 100.00%	136 100.00%	219 100.00%	201 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.27%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	20 4.76%	486 4.90%	1275 4.74%	12 3.06%	62 16.94%	5 5.05%	12 3.95%	2 2.38%	6 2.58%	5 3.76%	14 5.07%	4 2.88%	2 3.77%	4 4.76%	9 6.87%	5 4.63%	12 5.56%	12 4.53%	7 5.15%	15 6.85%	5 2.49%	0 0.0%
Appropriately skipped	97 23.10%	1883 18.98%	5036 18.71%	81 20.66%	52 14.21%	26 26.26%	66 21.71%	19 22.62%	39 16.74%	26 19.55%	68 24.64%	42 30.22%	12 22.64%	18 21.43%	21 16.03%	24 22.22%	38 17.59%	56 21.13%	37 27.21%	40 18.26%	57 28.36%	0 0.0%
BASE = Those who responded	303 72.14%	7552 76.12%	20598 76.55%	299 76.28%	251 68.58%	68 68.69%	226 74.34%	63 75.00%	188 80.69%	102 76.69%	194 70.29%	93 66.91%	39 73.58%	62 73.81%	101 77.10%	79 73.15%	166 76.85%	197 74.34%	92 67.65%	164 74.89%	139 69.15%	0 0.0%
10 - Best personal doctor possible	159 52.48%	3835 50.78%	10635 51.63%	160 53.51%	139 55.38%	15 22.06%	137 60.62%	14 22.22%	120 63.83%	62 60.78%	93 47.94%	51 54.84%	16 41.03%	35 56.45%	52 51.49%	40 50.63%	83 50.00%	103 52.28%	49 53.26%	81 49.39%	78 56.12%	0 0.0%
9 -	38 12.54%	1080 14.30%	3146 15.27%	40 13.38%	26 10.36%	8 11.76%	30 13.27%	7 11.11%	26 13.83%	11 10.78%	26 13.40%	10 10.75%	5 12.82%	12 19.35%	11 10.89%	9 11.39%	26 15.66%	29 14.72%	9 9.78%	26 15.85%	12 8.63%	0 0.0%
Top Two Box	197 65.02%	4915 65.08%	13781 66.90%	200 66.89%	165 65.74%	23 33.82%	167 73.89%	21 33.33%	146 77.66%	73 71.57%	119 61.34%	61 65.59%	21 53.85%	47 75.81%	63 62.38%	49 62.03%	109 65.66%	132 67.01%	58 63.04%	107 65.24%	90 64.75%	0 0.0%
8 -	46 15.18%	1152 15.25%	3054 14.83%	37 12.37%	31 12.35%	14 20.59%	31 13.72%	10 15.87%	26 13.83%	10 9.80%	35 18.04%	12 12.90%	7 17.95%	6 9.68%	19 18.81%	16 20.25%	22 13.25%	26 13.20%	15 16.30%	22 13.41%	24 17.27%	0 0.0%
CAHPS Rate (Top Three Box)	243 80.20%	6067 80.34%	16835 81.73%	237 79.26%	196 78.09%	37 54.41%	198 87.61%	31 49.21%	172 91.49%	83 81.37%	154 79.38%	73 78.49%	28 71.79%	53 85.48%	82 81.19%	65 82.28%	131 78.92%	158 80.20%	73 79.35%	129 78.66%	114 82.01%	0 0.0%
7 -	17 5.61%	526 6.97%	1347 6.54%	24 8.03%	19 7.57%	6 8.82%	11 4.87%	5 7.94%	7 3.72%	8 7.84%	9 4.64%	4 4.30%	4 10.26%	1 1.61%	8 7.92%	5 6.33%	9 5.42%	9 4.57%	8 8.70%	12 7.32%	5 3.60%	0 0.0%
6 -	10 3.30%	233 3.09%	636 3.09%	7 2.34%	6 2.39%	8 11.76%	2 0.88%	6 9.52%	1 0.53%	3 2.94%	7 3.61%	2 2.15%	3 7.69%	1 1.61%	4 3.96%	2 2.53%	6 3.61%	7 3.55%	3 3.26%	5 3.05%	5 3.60%	0 0.0%
5 -	15 4.95%	361 4.78%	856 4.16%	10 3.34%	9 3.59%	6 8.82%	9 3.98%	9 14.29%	3 1.60%	3 2.94%	11 5.67%	7 7.53%	2 5.13%	4 6.45%	2 1.98%	3 3.80%	8 4.82%	11 5.58%	4 4.35%	8 4.88%	7 5.04%	0 0.0%
4 -	4 1.32%	103 1.36%	256 1.24%	4 1.34%	4 1.59%	2 2.94%	2 0.88%	2 3.17%	2 1.06%	2 1.96%	2 1.03%	1 1.08%	2 5.13%	0 0.0%	1 0.99%	1 1.27%	3 1.81%	4 2.03%	0 0.0%	2 1.22%	2 1.44%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

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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?

		2017 Plan Results																						
		Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type								
								0-7	8-10	0-7	8-10	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34	35-44	45-54	55+	Male	Female	High School or Less (R)	Some College or More (S)	Mail	Phone	Internet
2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)			
3 -	2 0.66%	69 0.91%	206 1.00%	4 1.34%	4 1.59%	2 2.94%	0 0.0%	1 1.59%	1 0.53%	0 0.0%	2 1.03%	1 1.08%	0 0.0%	0 0.0%	1 0.99%	0 0.0%	2 1.20%	1 0.51%	0 0.0%	2 1.22%	0 0.0%	0 0.0%		
2 -	6 1.98%	65 0.86%	162 0.79%	3 1.00%	2 0.80%	3 4.41%	3 1.33%	5 7.94% I	1 0.53%	1 0.98%	5 2.58%	2 2.15%	0 0.0%	3 4.84%	1 0.99%	2 2.53%	4 2.41%	4 2.03%	2 2.17%	4 2.44%	2 1.44%	0 0.0%		
1 -	1 0.33%	49 0.65%	130 0.63%	2 0.67%	3 1.20%	1 1.47%	0 0.0%	1 1.59%	0 0.0%	0 0.0%	1 0.52%	0 0.0%	0 0.0%	0 0.0%	1 0.99%	0 0.0%	1 0.60%	1 0.51%	0 0.0%	0 0.0%	1 0.72%	0 0.0%		
0 - Worst personal doctor possible	5 1.65%	79 1.05%	170 0.83%	8 2.68% C	8 3.19% C	3 4.41%	1 0.44%	3 4.76%	1 0.53%	2 1.96%	3 1.55%	3 3.23%	0 0.0%	0 0.0%	1 0.99%	1 1.27%	2 1.20%	2 1.02%	2 2.17%	2 1.22%	3 2.16%	0 0.0%		
0-7 (NET)	60 19.80%	1485 19.66% C	3763 18.27%	62 20.74%	55 21.91%	31 45.59% G	28 12.39%	32 50.79% I	16 8.51%	19 18.63%	40 20.62%	20 21.51%	11 28.21%	9 14.52%	19 18.81%	14 17.72%	35 21.08%	39 19.80%	19 20.65%	35 21.34%	25 17.99%	0 0.0%		
Bottom Three Box	12 3.96%	193 2.56%	462 2.24%	13 4.35%	13 5.18% C	7 10.29% G	4 1.77%	9 14.29% I	2 1.06%	3 2.94%	9 4.64%	5 5.38% M	0 0.0%	3 4.84%	3 2.97%	3 3.80%	7 4.22%	7 3.55%	4 4.35%	6 3.66%	6 4.32%	0 0.0%		
Bottom Two Box	6 1.98%	128 1.69%	300 1.46%	10 3.34%	11 4.38% BC	4 5.88%	1 0.44%	4 6.35%	1 0.53%	2 1.96%	4 2.06%	3 3.23%	0 0.0%	0 0.0%	2 1.98%	1 1.27%	3 1.81%	3 1.52%	2 2.17%	2 1.22%	4 2.88%	0 0.0%		
Average	8.5446	8.6029	8.6764 B	8.5351	8.4502	6.9853	9.0088 F	6.6825	9.1755 H	8.8039	8.3969	8.4086	8.3333	8.7903	8.6238	8.5949	8.4699	8.5635	8.5761	8.5122	8.5827	0		
Standard deviation	2.2065	2.0440	1.9730	2.3265	2.4851	2.7680	1.6985	2.9322	1.5319	2.0677	2.2777	2.4940	1.8304	2.0568	2.0190	2.0532	2.2566	2.1663	2.1631	2.1597	2.2597	0		
3-point composite mean	2.5083	2.5238	2.5518 B	2.5418	2.5139	1.9706	2.6637 F	1.9048	2.7287 H	2.6078	2.4536	2.4839	2.3590	2.6290	2.5149	2.5063	2.5000	2.5178	2.5109	2.5122	2.5036	0		
Sigma	420 100.00%	9921 100.00%	26909 100.00%	392 100.00%	366 100.00%	99 100.00%	304 100.00%	84 100.00%	233 100.00%	133 100.00%	276 100.00%	139 100.00%	53 100.00%	84 100.00%	131 100.00%	108 100.00%	216 100.00%	265 100.00%	136 100.00%	219 100.00%	201 100.00%	0 0.0%		

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

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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?

2017 Plan Results																						
					Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)	
Total	420 100.00%	9921 100.00%	26909 100.00%	392 100.00%	366 100.00%	99 100.00%	304 100.00%	84 100.00%	233 100.00%	133 100.00%	276 100.00%	139 100.00%	53 100.00%	84 100.00%	131 100.00%	108 100.00%	216 100.00%	265 100.00%	136 100.00%	219 100.00%	201 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	8 1.90%	182 1.83%	463 1.72%	5 1.28%	63 17.21% ABCD	3 3.03%	5 1.64%	2 2.38%	2 0.86%	0 0.0%	8 2.90% J	0 0.0%	0 0.0%	1 1.19%	7 5.34% IM	0 0.0%	7 3.24% P	4 1.51%	4 2.94%	6 2.74%	2 1.00%	0 0.0%
BASE = Those who responded	412 98.10% E	9739 98.17% E	26446 98.28% E	387 98.72% E	303 82.79%	96 96.97%	299 98.36%	82 97.62%	231 99.14%	133 100.00% K	268 97.10%	139 100.00% O	53 100.00% O	83 98.81%	124 94.66% Q	108 100.00%	209 96.76%	261 98.49%	132 97.06%	213 97.26%	199 99.00%	0 0.0%
Yes	156 37.86%	4274 43.89% ADE	11754 44.45% ADE	149 38.50%	103 33.99%	41 42.71%	109 36.45%	43 52.44%	95 41.13%	33 24.81%	118 44.03% J	33 23.74%	17 32.08%	33 39.76% L	68 54.84% LMN	53 49.07%	82 39.23%	95 36.40%	53 40.15%	82 38.50%	74 37.19%	0 0.0%
No	256 62.14% BC	5465 56.11%	14692 55.55%	238 61.50% BC	200 66.01% BC	55 57.29%	190 63.55%	39 47.56%	136 58.87%	100 75.19% K	150 55.97%	106 76.26% NO	36 67.92% O	50 60.24% O	56 45.16%	55 50.93%	127 60.77%	166 63.60%	79 59.85%	131 61.50%	125 62.81%	0 0.0%
Sigma	420 100.00%	9921 100.00%	26909 100.00%	392 100.00%	366 100.00%	99 100.00%	304 100.00%	84 100.00%	233 100.00%	133 100.00%	276 100.00%	139 100.00%	53 100.00%	84 100.00%	131 100.00%	108 100.00%	216 100.00%	265 100.00%	136 100.00%	219 100.00%	201 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

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

	2017 Plan Results																					
			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type					
	2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	420 100.00%	9921 100.00%	26909 100.00%	392 100.00%	366 100.00%	99 100.00%	304 100.00%	84 100.00%	233 100.00%	133 100.00%	276 100.00%	139 100.00%	53 100.00%	84 100.00%	131 100.00%	108 100.00%	216 100.00%	265 100.00%	136 100.00%	219 100.00%	201 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	12 2.86%	282 2.84%	710 2.64%	6 1.53%	64 17.49% ABCD	4 4.04%	6 1.97%	3 3.57%	2 0.86%	0 0.0%	10 3.62% J	0 0.0%	0 0.0%	2 2.38%	8 6.11% IM	1 0.93%	8 3.70%	4 1.51%	6 4.41%	8 3.65%	4 1.99%	0 0.0%
Appropriately skipped	256 60.95% BC	5465 55.09%	14692 54.60%	238 60.71% BC	200 54.64%	55 55.56%	190 62.50%	39 46.43%	136 58.37%	100 75.19% K	150 54.35%	106 76.26% NO	36 67.92% O	50 59.52% O	56 42.75%	55 50.93%	127 58.80%	166 62.64%	79 58.09%	131 59.82%	125 62.19%	0 0.0%
BASE = Those who responded	152 36.19% E	4174 42.07% AE	11507 42.76% ADE	148 37.76% E	102 27.87%	40 40.40%	108 35.53%	42 50.00%	95 40.77%	33 24.81%	116 42.03% J	33 23.74%	17 32.08%	32 38.10% L	67 51.15% IM	52 48.15%	81 37.50%	95 35.85%	51 37.50%	80 36.53%	72 35.82%	0 0.0%
Never	12 7.89%	176 4.22%	451 3.92%	6 4.05%	3 2.94%	7 17.50% G	4 3.70%	5 11.90%	5 5.26%	2 6.06%	9 7.76%	1 3.03%	2 11.76%	2 6.25%	6 8.96%	4 7.69%	6 7.41%	8 8.42%	3 5.88%	7 8.75%	5 6.94%	0 0.0%
Sometimes	33 21.71%	669 16.03%	1820 15.82%	22 14.86%	13 12.75%	12 30.00%	21 19.44%	17 40.48% I	14 14.74%	7 21.21%	26 22.41%	10 30.30%	5 29.41%	5 15.63%	13 19.40%	11 21.15%	20 24.69%	19 20.00%	13 25.49%	17 21.25%	16 22.22%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	45 29.61% BCDE	845 20.24%	2271 19.74%	28 18.92%	16 15.69%	19 47.50% G	25 23.15%	22 52.38% I	19 20.00%	9 27.27%	35 30.17%	11 33.33%	7 41.18%	7 21.88%	19 28.36%	15 28.85%	26 32.10%	27 28.42%	16 31.37%	24 30.00%	21 29.17%	0 0.0%
Usually	35 23.03%	997 23.89%	2908 25.27%	41 27.70%	21 20.59%	7 17.50%	25 23.15%	10 23.81%	23 24.21%	7 21.21%	27 23.28%	8 24.24%	6 35.29%	7 21.88%	13 19.40%	9 17.31%	22 27.16%	22 23.16%	12 23.53%	19 23.75%	16 22.22%	0 0.0%
Always	72 47.37%	2332 55.87% A	6328 54.99%	79 53.38%	65 63.73% A	14 35.00%	58 53.70% F	10 23.81%	53 55.79% H	17 51.52%	54 46.55%	14 42.42%	4 23.53%	18 56.25%	35 52.24%	28 53.85%	33 40.74%	46 48.42%	23 45.10%	37 46.25%	35 48.61%	0 0.0%
CAHPS Rate (%Always + %Usually)	107 70.39% A	3329 79.76% A	9236 80.26% A	120 81.08% A	86 84.31% A	21 52.50%	83 76.85% F	20 47.62%	76 80.00% H	24 72.73%	81 69.83%	22 66.67%	10 58.82%	25 78.13%	48 71.64%	37 71.15%	55 67.90%	68 71.58%	35 68.63%	56 70.00%	51 70.83%	0 0.0%
3-point composite mean	2.1776	2.3563 A	2.3526 A	2.3446	2.4804 A	1.8750	2.3056 F	1.7143	2.3579 H	2.2424	2.1638	2.0909	1.8235	2.3438	2.2388	2.2500	2.0864	2.2000	2.1373	2.1625	2.1944	0
4-point composite mean	3.0987	3.3141 A	3.3134 A	3.3041	3.4510 A	2.7000	3.2685 F	2.5952	3.3053 H	3.1818	3.0862	3.0606	2.7059	3.2813	3.1493	3.1731	3.0123	3.1158	3.0784	3.0750	3.1250	0
Sigma	420 100.00%	9921 100.00%	26909 100.00%	392 100.00%	366 100.00%	99 100.00%	304 100.00%	84 100.00%	233 100.00%	133 100.00%	276 100.00%	139 100.00%	53 100.00%	84 100.00%	131 100.00%	108 100.00%	216 100.00%	265 100.00%	136 100.00%	219 100.00%	201 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

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26. How many specialists have you seen in the last 6 months?

	2017 Plan Results																						
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
						0-7	8-10	0-7	8-10	Excel./ Very Good	Good/ Fair/ Poor	18-34	35-44	45-54	55+	Male	Female	High School or Less	Some College or More	Mail	Phone	Internet	
	2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	
Total	420	9921	26909	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	13	291	754	8	66	4	7	3	4	0	11	0	0	2	10	1	10	5	7	10	3	0	
	3.10%	2.93%	2.80%	2.04%	18.03% ABCD	4.04%	2.30%	3.57%	1.72%	0.0%	3.99% J	0.0%	0.0%	2.38%	7.63% IM	0.93%	4.63% P	1.89%	5.15%	4.57%	1.49%	0.0%	
Appropriately skipped	256	5465	14692	238	200	55	190	39	136	100	150	106	36	50	56	55	127	166	79	131	125	0	
	60.95% BC	55.09%	54.60%	60.71% BC	54.64%	55.56%	62.50%	46.43%	58.37%	75.19% K	54.35%	76.26% NO	67.92% O	59.52% O	42.75%	50.93%	58.80%	62.64%	58.09%	59.82%	62.19%	0.0%	
BASE = Those who responded	151	4165	11463	146	100	40	107	42	93	33	115	33	17	32	65	52	79	94	50	78	73	0	
	35.95% E	41.98% AE	42.60% ADE	37.24% E	27.32%	40.40%	35.20%	50.00%	39.91%	24.81%	41.67% J	23.74%	32.08%	38.10% L	49.62% IM	48.15% Q	36.57%	35.47%	36.76%	35.62%	36.32%	0.0%	
None (v 0)	14	192	491	10	5	6	8	6	6	3	11	3	2	2	7	8	5	8	4	8	6	0	
	9.27% C	4.61%	4.28%	6.85%	5.00%	15.00%	7.48%	14.29%	6.45%	9.09%	9.57%	9.09%	11.76%	6.25%	10.77%	15.38%	6.33%	8.51%	8.00%	10.26%	8.22%	0.0%	
Saw a specialist (NET)	137	3973	10972	136	95	34	99	36	87	30	104	30	15	30	58	44	74	86	46	70	67	0	
	90.73%	95.39%	95.72% A	93.15%	95.00%	85.00%	92.52%	85.71%	93.55%	90.91%	90.43%	90.91%	88.24%	93.75%	89.23%	84.62%	93.67%	91.49%	92.00%	89.74%	91.78%	0.0%	
1 specialist (v 1)	78	1985	5345	63	52	17	59	21	47	18	58	21	10	14	31	26	39	51	25	41	37	0	
	51.66%	47.66%	46.63%	43.15%	52.00%	42.50%	55.14%	50.00%	50.54%	54.55%	50.43%	63.64%	58.82%	43.75%	47.69%	50.00%	49.37%	54.26%	50.00%	52.56%	50.68%	0.0%	
2 (v 2)	32	1169	3152	39	23	7	24	9	22	8	23	5	3	8	15	8	21	20	11	13	19	0	
	21.19%	28.07% A	27.50%	26.71%	23.00%	17.50%	22.43%	21.43%	23.66%	24.24%	20.00%	15.15%	17.65%	25.00%	23.08%	15.38%	26.58%	21.28%	22.00%	16.67%	26.03%	0.0%	
3 (v 3)	17	494	1453	19	14	6	10	4	10	2	15	3	2	5	7	7	8	9	8	8	9	0	
	11.26%	11.86%	12.68%	13.01%	14.00%	15.00%	9.35%	9.52%	10.75%	6.06%	13.04%	9.09%	11.76%	15.63%	10.77%	13.46%	10.13%	9.57%	16.00%	10.26%	12.33%	0.0%	
4 (v 4)	6	179	546	6	2	3	3	0	6	2	4	1	0	2	2	1	4	4	1	5	1	0	
	3.97%	4.30%	4.76%	4.11%	2.00%	7.50%	2.80%	0.0%	6.45% H	6.06%	3.48%	3.03%	0.0%	6.25%	3.08%	1.92%	5.06%	4.26%	2.00%	6.41%	1.37%	0.0%	
5 or more specialists (v 6)	4	146	476	9	4	1	3	2	2	0	4	0	0	1	3	2	2	2	1	3	1	0	
	2.65%	3.51%	4.15%	6.16%	4.00%	2.50%	2.80%	4.76%	2.15%	0.0%	3.48% J	0.0%	0.0%	3.13%	4.62%	3.85%	2.53%	2.13%	2.00%	3.85%	1.37%	0.0%	
Average	1.5960	1.7760	1.8362 AB	1.8904	1.7200	1.6750	1.5607	1.5000	1.6882	1.4545	1.6435	1.3333	1.2941	1.8438	1.6615	1.5192	1.6835	1.5532	1.6200	1.6538	1.5342	0	
Standard deviation	1.1915	1.2092	1.2619	1.4051	1.2254	1.3302	1.1453	1.2956	1.1730	0.9563	1.2593	0.8762	0.8235	1.2527	1.3275	1.3081	1.1643	1.1357	1.1116	1.3381	1.0079	0	
Sigma	420	9921	26909	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

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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?

	2017 Plan Results																						
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2017 Plan Total	2017 Anthem Avg.	2017 DSS Book of Bus.	2016 Plan Total	2015 Plan Total	0-7	8-10	0-7	8-10	Excel./ Very Good	Good/ Fair/ Poor	18-34	35-44	45-54	55+	Male	Female	High School or Less	Some College or More	Mail	Phone	Internet	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	
Total	420 100.00%	9921 100.00%	26909 100.00%	392 100.00%	366 100.00%	99 100.00%	304 100.00%	84 100.00%	233 100.00%	133 100.00%	276 100.00%	139 100.00%	53 100.00%	84 100.00%	131 100.00%	108 100.00%	216 100.00%	265 100.00%	136 100.00%	219 100.00%	201 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 0.55%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
No response	15 3.57%	337 3.40%	874 3.25%	9 2.30%	68 18.58% ABCD	5 5.05%	7 2.30%	3 3.57%	5 2.15%	0 0.0%	12 4.35% J	0 0.0%	0 0.0%	3 3.57%	10 7.63% IM	1 0.93%	11 5.09% P	6 2.26%	7 5.15%	11 5.02%	4 1.99%	0 0.0%	
Appropriately skipped	270 64.29% BCE	5657 57.02%	15183 56.42%	248 63.27% BCE	205 56.01%	61 61.62%	198 65.13%	45 53.57%	142 60.94%	103 77.44% K	161 58.33%	109 78.42% NO	38 71.70% O	52 61.90% O	63 48.09%	63 58.33%	132 61.11%	174 65.66%	83 61.03%	139 63.47%	131 65.17%	0 0.0%	
BASE = Those who responded	135 32.14% E	3927 39.58% ADE	10852 40.33% ADE	135 34.44% E	91 24.86%	33 33.33%	99 32.57%	36 42.86%	86 36.91%	30 22.56%	103 37.32% J	30 21.58%	15 28.30%	29 34.52% L	58 44.27% IM	44 40.74%	73 33.80%	85 32.08%	46 33.82%	69 31.51%	66 32.84%	0 0.0%	
10 - Best specialist possible	70 51.85%	1964 50.01%	5407 49.82%	73 54.07%	55 60.44% BC	10 30.30%	58 58.59% F	14 38.89%	51 59.30% H	18 60.00%	51 49.51%	12 40.00%	8 53.33%	16 55.17%	33 56.90%	23 52.27%	37 50.68%	44 51.76%	24 52.17%	33 47.83%	37 56.06%	0 0.0%	
9 -	18 13.33%	643 16.37%	1848 17.03%	21 15.56%	10 10.99%	7 21.21%	11 11.11%	3 8.33%	14 16.28%	5 16.67%	13 12.62%	6 20.00%	1 6.67%	5 17.24%	5 8.62%	4 9.09%	12 16.44%	11 12.94%	6 13.04%	10 14.49%	8 12.12%	0 0.0%	
Top Two Box	88 65.19%	2607 66.39%	7255 66.85%	94 69.63%	65 71.43%	17 51.52%	69 69.70%	17 47.22%	65 75.58% H	23 76.67%	64 62.14%	18 60.00%	9 60.00%	21 72.41%	38 65.52%	27 61.36%	49 67.12%	55 64.71%	30 65.22%	43 62.32%	45 68.18%	0 0.0%	
8 -	11 8.15%	558 14.21% A	1556 14.34% A	21 15.56%	11 12.09%	2 6.06%	9 9.09%	2 5.56%	7 8.14%	1 3.33%	10 9.71%	1 3.33%	2 13.33%	2 6.90%	6 10.34%	4 9.09%	6 8.22%	6 7.06%	5 10.87%	4 5.80%	7 10.61%	0 0.0%	
CAHPS Rate (Top Three Box)	99 73.33%	3165 80.60%	8811 81.19% A	115 85.19% A	76 83.52%	19 57.58%	78 78.79% F	19 52.78%	72 83.72% H	24 80.00%	74 71.84%	19 63.33%	11 73.33%	23 79.31%	44 75.86%	31 70.45%	55 75.34%	61 71.76%	35 76.09%	47 68.12%	52 78.79%	0 0.0%	
7 -	13 9.63% D	282 7.18% D	736 6.78% D	3 2.22%	6 6.59%	6 18.18%	7 7.07%	4 11.11%	7 8.14%	1 3.33%	12 11.65%	5 16.67%	3 20.00%	1 3.45%	4 6.90%	4 9.09%	5 6.85%	8 9.41%	5 10.87%	6 8.70%	7 10.61%	0 0.0%	
6 -	6 4.44%	122 3.11%	334 3.08%	5 3.70%	3 3.30%	2 6.06%	4 4.04%	5 13.89% I	1 1.16%	2 6.67%	4 3.88%	3 10.00%	0 0.0%	1 3.45%	2 3.45%	2 4.55%	4 5.48%	5 5.88%	1 2.17%	3 4.35%	3 4.55%	0 0.0%	
5 -	8 5.93%	161 4.10%	452 4.17%	5 3.70%	2 2.20%	2 6.06%	6 6.06%	5 13.89%	3 3.49%	1 3.33%	7 6.80%	1 3.33%	0 0.0%	4 13.79%	3 5.17%	4 9.09%	4 5.48%	5 5.88%	3 6.52%	6 8.70%	2 3.03%	0 0.0%	
4 -	2 1.48%	60 1.53%	151 1.39%	1 0.74%	2 2.20%	1 3.03%	1 1.01%	1 2.78%	1 1.16%	0 0.0%	2 1.94%	0 0.0%	1 6.67%	0 0.0%	1 1.72%	0 0.0%	2 2.74%	2 2.35%	0 0.0%	2 2.90%	0 0.0%	0 0.0%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

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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?

		2017 Plan Results																						
							Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
		2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)																		
							0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)	
3 -		2 1.48%	48 1.22% E	128 1.18% E	1 0.74%	0 0.0%	1 3.03%	1 1.01%	1 2.78%	0 0.0%	0 0.0%	2 1.94%	1 3.33%	0 0.0%	0 0.0%	1 1.72%	1 2.27%	1 1.37%	1 1.18%	1 2.17%	1 1.45%	1 1.52%	0 0.0%	
2 -		0 0.0%	38 0.97% AE	96 0.88% AE	3 2.22%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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 0.74%	21 0.53% DE	61 0.56% DE	0 0.0%	0 0.0%	0 0.0%	1 1.01%	0 0.0%	0 0.0%	1 3.33%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.72%	1 2.27%	0 0.0%	0 0.0%	1 2.17%	1 1.45%	0 0.0%		
0 - Worst specialist possible		4 2.96%	30 0.76%	83 0.76%	2 1.48%	2 2.20%	2 6.06%	1 1.01%	1 2.78%	2 2.33%	1 3.33%	2 1.94%	1 3.33%	0 0.0%	0 0.0%	2 3.45%	1 2.27%	2 2.74%	3 3.53%	0 0.0%	3 4.35%	1 1.52%	0 0.0%	
0-7 (NET)		36 26.67% CD	762 19.40%	2041 18.81%	20 14.81%	15 16.48%	14 42.42% G	21 21.21%	17 47.22% I	14 20.00%	29 28.16%	11 36.67%	4 26.67%	6 20.69%	14 24.14%	13 29.55%	18 24.66%	24 28.24%	11 23.91%	22 31.88%	14 21.21%	0 0.0%		
Bottom Three Box		5 3.70%	89 2.27%	240 2.21%	5 3.70%	2 2.20%	2 6.06%	2 2.02%	1 2.78%	2 2.33%	2 6.67%	2 1.94%	1 3.33%	0 0.0%	0 0.0%	3 5.17%	2 4.55%	2 2.74%	3 3.53%	1 2.17%	4 5.80%	1 1.52%	0 0.0%	
Bottom Two Box		5 3.70%	51 1.30%	144 1.33%	2 1.48%	2 2.20%	2 6.06%	2 2.02%	1 2.78%	2 2.33%	2 6.67%	2 1.94%	1 3.33%	0 0.0%	0 0.0%	3 5.17%	2 4.55%	2 2.74%	3 3.53%	1 2.17%	4 5.80%	1 1.52%	0 0.0%	
Average		8.3852	8.6282	8.6442	8.7111	8.8571	7.5758	8.7071 F	7.5833	8.9070 H	8.6000	8.3883	8.1000	8.6667	8.7586	8.3793	8.2273	8.4384	8.3412	8.5652	8.0290	8.7576	0	
Standard deviation		2.3944	1.9960	1.9786	2.0901	1.9866	2.7084	2.0707	2.5097	1.9567	2.5639	2.2087	2.3714	1.7385	1.7938	2.5786	2.5214	2.3054	2.4232	2.0710	2.7239	1.9232	0	
3-point composite mean		2.4815	2.5416	2.5483	2.5704	2.6154	2.2727	2.5556	2.1111	2.6744 H	2.6000	2.4563	2.4000	2.5333	2.5517	2.4828	2.4091	2.4932	2.4588	2.5217	2.3913	2.5758	0	
Sigma		420 100.00%	9921 100.00%	26909 100.00%	392 100.00%	366 100.00%	99 100.00%	304 100.00%	84 100.00%	233 100.00%	133 100.00%	276 100.00%	139 100.00%	53 100.00%	84 100.00%	131 100.00%	108 100.00%	216 100.00%	265 100.00%	136 100.00%	219 100.00%	201 100.00%	0 0.0%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

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2017 CAHPS 5.0H Medicaid Satisfaction Survey (ANIM22460)

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?

2017 Plan Results																						
					Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)	
Total	420	9921	26909	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	12	195	529	9	57	3	3	1	8	2	5	1	0	3	4	0	7	6	2	6	6	0
	2.86%	1.97%	1.97%	2.30%	15.57% ABCD	3.03%	0.99%	1.19%	3.43%	1.50%	1.81%	0.72%	0.0%	3.57%	3.05% M	0.0%	3.24% P	2.26%	1.47%	2.74%	2.99%	0.0%
BASE = Those who responded	408	9726	26380	383	309	96	301	83	225	131	271	138	53	81	127	108	209	259	134	213	195	0
	97.14% E	98.03% E	98.03% E	97.70% E	84.43%	96.97%	99.01%	98.81%	96.57%	98.50%	98.19%	99.28%	100.00% O	96.43%	96.95%	100.00% Q	96.76%	97.74%	98.53%	97.26%	97.01%	0.0%
Yes	117	2181	5663	109	63	30	84	24	73	42	74	44	21	17	32	30	62	62	50	57	60	0
	28.68% BCE	22.42%	21.47%	28.46% BCE	20.39%	31.25%	27.91%	28.92%	32.44%	32.06%	27.31%	31.88%	39.62% N	20.99%	25.20%	27.78%	29.67%	23.94%	37.31% R	26.76%	30.77%	0.0%
No	291	7545	20717	274	246	66	217	59	152	89	197	94	32	64	95	78	147	197	84	156	135	0
	71.32%	77.58% AD	78.53% AD	71.54%	79.61% AD	68.75%	72.09%	71.08%	67.56%	67.94%	72.69%	68.12%	60.38%	79.01% M	74.80%	72.22%	70.33%	76.06% S	62.69%	73.24%	69.23%	0.0%
Sigma	420	9921	26909	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

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2017 CAHPS 5.0H Medicaid Satisfaction Survey (AN1M22460)

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?

	2017 Plan Results																					
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	420	9921	26909	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	14	233	646	12	59	3	4	1	9	3	6	2	1	3	4	1	8	6	4	8	6	0
	3.33%	2.35%	2.40%	3.06%	16.12% ABCD	3.03%	1.32%	1.19%	3.86%	2.26%	2.17%	1.44%	1.89%	3.57%	3.05%	0.93%	3.70%	2.26%	2.94%	3.65%	2.99%	0.0%
Appropriately skipped	291	7545	20717	274	246	66	217	59	152	89	197	94	32	64	95	78	147	197	84	156	135	0
	69.29%	76.05% ADE	76.99% ADE	69.90%	67.21%	66.67%	71.38%	70.24%	65.24%	66.92%	71.38%	67.63%	60.38%	76.19%	72.52%	72.22%	68.06%	74.34% S	61.76%	71.23%	67.16%	0.0%
BASE = Those who responded	115	2143	5546	106	61	30	83	24	72	41	73	43	20	17	32	29	61	62	48	55	60	0
	27.38% BCE	21.60% CE	20.61% E	27.04% BCE	16.67%	30.30%	27.30%	28.57%	30.90%	30.83%	26.45%	30.94%	37.74% N	20.24%	24.43%	26.85%	28.24%	23.40%	35.29% R	25.11%	29.85%	0.0%
Never	4	109	310	7	2	1	3	0	3	1	3	0	1	1	2	2	2	4	0	3	1	0
	3.48%	5.09%	5.59%	6.60%	3.28%	3.33%	3.61%	0.0%	4.17%	2.44%	4.11%	0.0%	5.00%	5.88%	6.25%	6.90%	3.28%	6.45% S	0.0%	5.45%	1.67%	0.0%
Sometimes	20	589	1494	23	12	11	7	8	7	5	14	3	6	3	5	3	13	4	13	9	11	0
	17.39%	27.48% A	26.94% A	21.70%	19.67%	36.67% G	8.43%	33.33%	9.72%	12.20%	19.18%	6.98%	30.00%	17.65%	15.63%	10.34%	21.31%	6.45%	27.08% R	16.36%	18.33%	0.0%
Bottom Two Box (%Never + %Sometimes)	24	698	1804	30	14	12	10	8	10	6	17	3	7	4	7	5	15	8	13	12	12	0
	20.87%	32.57% A	32.53% A	28.30%	22.95%	40.00% G	12.05%	33.33%	13.89%	14.63%	23.29%	6.98%	35.00%	23.53%	21.88%	17.24%	24.59%	12.90%	27.08%	21.82%	20.00%	0.0%
Usually	27	689	1802	23	17	11	16	8	16	10	17	12	6	4	5	9	14	15	11	16	11	0
	23.48%	32.15% AD	32.49% AD	21.70%	27.87%	36.67%	19.28%	33.33%	22.22%	24.39%	23.29%	27.91%	30.00%	23.53%	15.63%	31.03%	22.95%	24.19%	22.92%	29.09%	18.33%	0.0%
Always	64	756	1940	53	30	7	57	8	46	25	39	28	7	9	20	15	32	39	24	27	37	0
	55.65% BC	35.28%	34.98%	50.00% BC	49.18% BC	23.33%	68.67% F	33.33%	63.89%	60.98%	53.42%	65.12%	35.00%	52.94%	62.50%	51.72%	52.46%	62.90%	50.00%	49.09%	61.67%	0.0%
CAHPS Rate (%Always + %Usually)	91	1445	3742	76	47	18	73	16	62	35	56	40	13	13	25	24	46	54	35	43	48	0
	79.13% BC	67.43%	67.47%	71.70%	77.05%	60.00%	87.95% F	66.67%	86.11%	85.37%	76.71%	93.02%	65.00%	76.47%	78.13%	82.76%	75.41%	87.10%	72.92%	78.18%	80.00%	0.0%
3-point composite mean	2.3478 BC	2.0271	2.0245	2.2170 BC	2.2623 BC	1.8333	2.5663 F	2.0000	2.5000	2.4634	2.3014	2.5814	2.0000	2.2941	2.4063	2.3448	2.2787	2.5000	2.2292	2.2727	2.4167	0
4-point composite mean	3.3130 BC	2.9762	2.9686	3.1509 C	3.2295 BC	2.8000	3.5301 F	3.0000	3.4583	3.4390	3.2603	3.5814	2.9500	3.2353	3.3438	3.2759	3.2459	3.4355	3.2292	3.2182	3.4000	0
Sigma	420	9921	26909	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Medicaid Satisfaction Survey (ANIM22460)

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

2017 Plan Results																						
	2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
						0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	420 100.00%	9921 100.00%	26909 100.00%	392 100.00%	366 100.00%	99 100.00%	304 100.00%	84 100.00%	233 100.00%	133 100.00%	276 100.00%	139 100.00%	53 100.00%	84 100.00%	131 100.00%	108 100.00%	216 100.00%	265 100.00%	136 100.00%	219 100.00%	201 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	16 3.81%	316 3.19%	826 3.07%	12 3.06%	64 17.49% ABCD	5 5.05%	4 1.32%	3 3.57%	8 3.43%	1 0.75%	9 3.26%	2 1.44%	0 0.0%	2 2.38%	7 5.34% M	1 0.93%	10 4.63% P	6 2.26%	4 2.94%	9 4.11%	7 3.48%	0 0.0%
BASE = Those who responded	404 96.19% E	9605 96.81% E	26083 96.93% E	380 96.94% E	302 82.51%	94 94.95%	300 98.68%	81 96.43%	225 96.57%	132 99.25%	267 96.74%	137 98.56%	53 100.00% O	82 97.62%	124 94.66%	107 99.07% Q	206 95.37%	259 97.74%	132 97.06%	210 95.89%	194 96.52%	0 0.0%
Yes	149 36.88%	3312 34.48%	8795 33.72%	136 35.79%	94 31.13%	28 29.79%	121 40.33%	28 34.57%	91 40.44%	59 44.70% K	89 33.33%	51 37.23%	23 43.40%	28 34.15%	45 36.29%	43 40.19%	76 36.89%	92 35.52%	54 40.91%	72 34.29%	77 39.69%	0 0.0%
No	255 63.12%	6293 65.52%	17288 66.28%	244 64.21%	208 68.87%	66 70.21%	179 59.67%	53 65.43%	134 59.56%	73 55.30%	178 66.67% J	86 62.77%	30 56.60%	54 65.85%	79 63.71%	64 59.81%	130 63.11%	167 64.48%	78 59.09%	138 65.71%	117 60.31%	0 0.0%
Sigma	420 100.00%	9921 100.00%	26909 100.00%	392 100.00%	366 100.00%	99 100.00%	304 100.00%	84 100.00%	233 100.00%	133 100.00%	276 100.00%	139 100.00%	53 100.00%	84 100.00%	131 100.00%	108 100.00%	216 100.00%	265 100.00%	136 100.00%	219 100.00%	201 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Medicaid Satisfaction Survey (ANM22460)

31. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?

	2017 Plan Results																					
			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type					
	2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	420 100.00%	9921 100.00%	26909 100.00%	392 100.00%	366 100.00%	99 100.00%	304 100.00%	84 100.00%	233 100.00%	133 100.00%	276 100.00%	139 100.00%	53 100.00%	84 100.00%	131 100.00%	108 100.00%	216 100.00%	265 100.00%	136 100.00%	219 100.00%	201 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	17 4.05%	365 3.68%	991 3.68%	14 3.57%	65 17.76% ABCD	5 5.05%	5 1.64%	3 3.57%	9 3.86%	1 0.75%	10 3.62% J	2 1.44%	0 0.0%	2 2.38%	8 6.11% IM	2 1.85%	10 4.63%	7 2.64%	4 2.94%	10 4.57%	7 3.48%	0 0.0%
Appropriately skipped	255 60.71%	6293 63.43% E	17288 64.25% E	244 62.24%	208 56.83%	66 66.67%	179 58.88%	53 63.10%	134 57.51%	73 54.89%	178 64.49%	86 61.87%	30 56.60%	54 64.29%	79 60.31%	64 59.26%	130 60.19%	167 63.02%	78 57.35%	138 63.01%	117 58.21%	0 0.0%
BASE = Those who responded	148 35.24% E	3263 32.89% E	8630 32.07% E	134 34.18% E	93 25.41% E	28 28.28%	120 39.47% F	28 33.33%	90 38.63%	59 44.36% K	88 31.88%	51 36.69%	23 43.40%	28 33.33%	44 33.59%	42 38.89%	76 35.19%	91 34.34%	54 39.71%	71 32.42%	77 38.31%	0 0.0%
Never	2 1.35%	87 2.67% D	214 2.48% D	1 0.75%	5 5.38%	2 7.14%	0 0.0%	1 3.57%	0 0.0%	0 0.0%	2 2.27%	1 1.96%	1 4.35%	0 0.0%	0 0.0%	1 2.38%	0 0.0%	2 2.20%	0 0.0%	1 1.41%	1 1.30%	0 0.0%
Sometimes	18 12.16%	525 16.09%	1357 15.72%	19 14.18%	15 16.13%	8 28.57%	10 8.33%	4 14.29%	9 10.00%	5 8.47%	13 14.77%	8 15.69%	4 17.39%	2 7.14%	4 9.09%	3 7.14%	14 18.42%	10 10.99%	8 14.81%	5 7.04%	13 16.88%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	20 13.51%	612 18.76%	1571 18.20%	20 14.93%	20 21.51%	10 35.71%	10 8.33%	5 17.86%	9 10.00%	5 8.47%	15 17.05%	9 17.65%	5 21.74%	2 7.14%	4 9.09%	4 9.52%	14 18.42%	12 13.19%	8 14.81%	6 8.45%	14 18.18%	0 0.0%
Usually	27 18.24%	795 24.36% D	2086 24.17% D	22 16.42%	18 19.35%	8 28.57%	19 15.83%	8 28.57%	15 16.67%	10 16.95%	17 19.32%	8 15.69%	8 34.78%	3 10.71%	7 15.91%	6 14.29%	15 19.74%	13 14.29%	13 24.07%	14 19.72%	13 16.88%	0 0.0%
Always	101 68.24% BC	1856 56.88%	4973 57.62%	92 68.66% BC	55 59.14%	10 35.71%	91 75.83%	15 53.57%	66 73.33%	44 74.58%	56 63.64%	34 66.67%	10 43.48%	23 82.14%	33 75.00%	32 76.19%	47 61.84%	66 72.53%	33 61.11%	51 71.83%	50 64.94%	0 0.0%
CAHPS Rate (%Always + %Usually)	128 86.49%	2651 81.24%	7059 81.80%	114 85.07%	73 78.49%	18 64.29%	110 91.67%	23 82.14%	81 90.00%	54 91.53%	73 82.95%	42 82.35%	18 78.26%	26 92.86%	40 90.91%	38 90.48%	62 81.58%	79 86.81%	46 85.19%	65 91.55%	63 81.82%	0 0.0%
3-point composite mean	2.5473 BC	2.3812	2.3942	2.5373 BC	2.3763	2.0000	2.6750	2.3571	2.6333	2.6610	2.4659	2.4902	2.2174	2.7500	2.6591	2.6667	2.4342	2.5934	2.4630	2.6338	2.4675	0
4-point composite mean	3.5338 BC	3.3546	3.3694	3.5299 BC	3.3226	2.9286	3.6750	3.3214	3.6333	3.6610	3.4432	3.4706	3.1739	3.7500	3.6591	3.6429	3.4342	3.5714	3.4630	3.6197	3.4545	0
Sigma	420 100.00%	9921 100.00%	26909 100.00%	392 100.00%	366 100.00%	99 100.00%	304 100.00%	84 100.00%	233 100.00%	133 100.00%	276 100.00%	139 100.00%	53 100.00%	84 100.00%	131 100.00%	108 100.00%	216 100.00%	265 100.00%	136 100.00%	219 100.00%	201 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Medicaid Satisfaction Survey (ANIM22460)

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

	2017 Plan Results																					
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	420 100.00%	9921 100.00%	26909 100.00%	392 100.00%	366 100.00%	99 100.00%	304 100.00%	84 100.00%	233 100.00%	133 100.00%	276 100.00%	139 100.00%	53 100.00%	84 100.00%	131 100.00%	108 100.00%	216 100.00%	265 100.00%	136 100.00%	219 100.00%	201 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	18 4.29%	377 3.80%	1013 3.76%	14 3.57%	64 17.49% ABCD	5 5.05%	6 1.97%	3 3.57%	10 4.29%	2 1.50%	10 3.62%	2 1.44%	0 0.0%	3 3.57%	8 6.11% IM	2 1.85%	11 5.09%	8 3.02%	4 2.94%	11 5.02%	7 3.48%	0 0.0%
Appropriately skipped	255 60.71%	6293 63.43%	17288 64.25% E	244 62.24% E	208 56.83%	66 66.67%	179 58.88%	53 63.10%	134 57.51%	73 54.89%	178 64.49%	86 61.87%	30 56.60%	54 64.29%	79 60.31%	64 59.26%	130 60.19%	167 63.02%	78 57.35%	138 63.01%	117 58.21%	0 0.0%
BASE = Those who responded	147 35.00% E	3251 32.77% E	8608 31.99% E	134 34.18% E	94 25.68%	28 28.28%	119 39.14% F	28 33.33%	89 38.20%	58 43.61% K	88 31.88%	51 36.69%	23 43.40%	27 32.14%	44 33.59%	42 38.89%	75 34.72%	90 33.96%	54 39.71%	70 31.96%	77 38.31%	0 0.0%
Never	0 0.0%	34 1.05% A	86 1.00% A	2 1.49%	1 1.06%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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	2 1.36%	167 5.14% AD	428 4.97% AD	3 2.24%	5 5.32%	1 3.57%	1 0.84%	1 3.57%	1 1.12%	1 1.72%	1 1.14%	2 3.92%	0 0.0%	0 0.0%	0 0.0%	1 2.38%	0 0.0%	1 1.11%	1 1.85%	1 1.43%	1 1.30%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	2 1.36%	201 6.18% A	514 5.97% A	5 3.73%	6 6.38%	1 3.57%	1 0.84%	1 3.57%	1 1.12%	1 1.72%	1 1.14%	2 3.92%	0 0.0%	0 0.0%	0 0.0%	1 2.38%	0 0.0%	1 1.11%	1 1.85%	1 1.43%	1 1.30%	0 0.0%
Usually	13 8.84%	496 15.26% AD	1275 14.81% AD	12 8.96%	16 17.02%	5 17.86%	8 6.72%	3 10.71%	6 6.74%	3 5.17%	10 11.36%	3 5.88%	6 26.09%	1 3.70%	3 6.82%	1 2.38%	12 16.00% P	8 8.89%	5 9.26%	7 10.00%	6 7.79%	0 0.0%
Always	132 89.80% BCE	2554 78.56%	6819 79.22%	117 87.31% BCE	72 76.60%	22 78.57%	110 92.44%	24 85.71%	82 92.13%	54 93.10%	77 87.50%	46 90.20%	17 73.91%	26 96.30%	41 93.18%	40 95.24% Q	63 84.00%	81 90.00%	48 88.89%	62 88.57%	70 90.91%	0 0.0%
CAHPS Rate (%Always + %Usually)	145 98.64% BC	3050 93.82%	8094 94.03%	129 96.27%	88 93.62%	27 96.43%	118 99.16%	27 96.43%	88 98.88%	57 98.28%	87 98.86%	49 96.08%	23 100.00%	27 100.00%	44 100.00%	41 97.62%	75 100.00%	89 98.89%	53 98.15%	69 98.57%	76 98.70%	0 0.0%
3-point composite mean	2.8844 BCE	2.7238	2.7325	2.8358 BC	2.7021	2.7500	2.9160	2.8214	2.9101	2.9138	2.8636	2.8627	2.7391	2.9630	2.9318	2.9286	2.8400	2.8889	2.8704	2.8714	2.8961	0
4-point composite mean	3.8844 BCE	3.7133	3.7225	3.8209 BC	3.6915	3.7500	3.9160	3.8214	3.9101	3.9138	3.8636	3.8627	3.7391	3.9630	3.9318	3.9286	3.8400	3.8889	3.8704	3.8714	3.8961	0
Sigma	420 100.00%	9921 100.00%	26909 100.00%	392 100.00%	366 100.00%	99 100.00%	304 100.00%	84 100.00%	233 100.00%	133 100.00%	276 100.00%	139 100.00%	53 100.00%	84 100.00%	131 100.00%	108 100.00%	216 100.00%	265 100.00%	136 100.00%	219 100.00%	201 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Medicaid Satisfaction Survey (ANIM22460)

33. In the last 6 months, did your health plan give you any forms to fill out?

2017 Plan Results																						
					Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)	
Total	420	9921	26909	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	19	430	1158	17	63	3	8	1	11	3	9	3	0	3	7	3	10	9	4	8	11	0
	4.52%	4.33%	4.30%	4.34%	17.21% ABCD	3.03%	2.63%	1.19%	4.72%	2.26%	3.26%	2.16%	0.0%	3.57%	5.34% M	2.78%	4.63%	3.40%	2.94%	3.65%	5.47%	0.0%
BASE = Those who responded	401	9491	25751	375	303	96	296	83	222	130	267	136	53	81	124	105	206	256	132	211	190	0
	95.48% E	95.67% E	95.70% E	95.66% E	82.79%	96.97%	97.37%	98.81%	95.28%	97.74%	96.74%	97.84%	100.00% O	96.43%	94.66%	97.22%	95.37%	96.60%	97.06%	96.35%	94.53%	0.0%
Yes	118	2684	7115	116	84	25	92	26	68	33	84	39	18	27	34	39	53	71	46	51	67	0
	29.43%	28.28%	27.63%	30.93%	27.72%	26.04%	31.08%	31.33%	30.63%	25.38%	31.46%	28.68%	33.96%	33.33%	27.42%	37.14% Q	25.73%	27.73%	34.85%	24.17%	35.26% T	0.0%
No	283	6807	18636	259	219	71	204	57	154	97	183	97	35	54	90	66	153	185	86	160	123	0
	70.57%	71.72%	72.37%	69.07%	72.28%	73.96%	68.92%	68.67%	69.37%	74.62%	68.54%	71.32%	66.04%	66.67%	72.58%	62.86%	74.27% P	72.27%	65.15%	75.83% U	64.74%	0.0%
Sigma	420	9921	26909	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Medicaid Satisfaction Survey (ANIM22460)

34. In the last 6 months, how often were the forms from your health plan easy to fill out?

	2017 Plan Results																						
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)	
Total	420	9921	26909	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	24	536	1408	21	68	3	13	3	12	3	13	3	0	5	10	4	13	12	6	10	14	0	
	5.71%	5.40%	5.23%	5.36%	18.58%	3.03%	4.28%	3.57%	5.15%	2.26%	4.71%	2.16%	0.0%	5.95%	7.63%	3.70%	6.02%	4.53%	4.41%	4.57%	6.97%	0.0%	
					ABCD									M	LM								
BASE = Those who responded	396	9385	25501	371	298	96	291	81	221	130	263	136	53	79	121	104	203	253	130	209	187	0	
	94.29%	94.60%	94.77%	94.64%	81.42%	96.97%	95.72%	96.43%	94.85%	97.74%	95.29%	97.84%	100.00%	94.05%	92.37%	96.30%	93.98%	95.47%	95.59%	95.43%	93.03%	0.0%	
	E	E	E	E								O	NO										
Never	3	113	254	7	4	1	2	1	0	0	3	0	0	1	2	1	1	3	0	0	3	0	
	0.76%	1.20%	1.00%	1.89%	1.34%	1.04%	0.69%	1.23%	0.0%	0.0%	1.14%	0.0%	0.0%	1.27%	1.65%	0.96%	0.49%	1.19%	0.0%	0.0%	1.60%	0.0%	
Sometimes	13	407	1153	21	14	7	6	4	8	2	11	4	2	5	2	3	6	10	3	3	10	0	
	3.28%	4.34%	4.52%	5.66%	4.70%	7.29%	2.06%	4.94%	3.62%	1.54%	4.18%	2.94%	3.77%	6.33%	1.65%	2.88%	2.96%	3.95%	2.31%	1.44%	5.35%	0.0%	
																				T			
Bottom Two Box (%Never + %Sometimes)	16	520	1407	28	18	8	8	5	8	2	14	4	2	6	4	4	7	13	3	3	13	0	
	4.04%	5.54%	5.52%	7.55%	6.04%	8.33%	2.75%	6.17%	3.62%	1.54%	5.32%	2.94%	3.77%	7.59%	3.31%	3.85%	3.45%	5.14%	2.31%	1.44%	6.95%	0.0%	
				A							J									T			
Usually	25	827	2146	25	15	7	18	6	13	2	23	7	8	2	8	12	11	16	9	13	12	0	
	6.31%	8.81%	8.42%	6.74%	5.03%	7.29%	6.19%	7.41%	5.88%	1.54%	8.75%	5.15%	15.09%	2.53%	6.61%	11.54%	5.42%	6.32%	6.92%	6.22%	6.42%	0.0%	
		AE	E								J		N										
Always	72	1231	3312	59	46	10	61	13	46	29	43	28	8	17	19	22	32	39	32	33	39	0	
	18.18%	13.12%	12.99%	15.90%	15.44%	10.42%	20.96%	16.05%	20.81%	22.31%	16.35%	20.59%	15.09%	21.52%	15.70%	21.15%	15.76%	15.42%	24.62%	15.79%	20.86%	0.0%	
		BC					F												R				
Always - q33 = "No"	283	6807	18636	259	219	71	204	57	154	97	183	97	35	54	90	66	153	185	86	160	123	0	
	71.46%	72.53%	73.08%	69.81%	73.49%	73.96%	70.10%	70.37%	69.68%	74.62%	69.58%	71.32%	66.04%	68.35%	74.38%	63.46%	75.37%	73.12%	66.15%	76.56%	65.78%	0.0%	
																	P		U				
Always (Net)	355	8038	21948	318	265	81	265	70	200	126	226	125	43	71	109	88	185	224	118	193	162	0	
	89.65%	85.65%	86.07%	85.71%	88.93%	84.38%	91.07%	86.42%	90.50%	96.92%	85.93%	91.91%	81.13%	89.87%	90.08%	84.62%	91.13%	88.54%	90.77%	92.34%	86.63%	0.0%	
		BC								K													
CAHPS Rate (%Always+%Usually)	380	8865	24094	343	280	88	283	76	213	128	249	132	51	73	117	100	196	240	127	206	174	0	
	95.96%	94.46%	94.48%	92.45%	93.96%	91.67%	97.25%	93.83%	96.38%	98.46%	94.68%	97.06%	96.23%	92.41%	96.69%	96.15%	96.55%	94.86%	97.69%	98.56%	93.05%	0.0%	
		D								K									U				
3-point composite mean	2.8561	2.8011	2.8055	2.7817	2.8289	2.7604	2.8832	2.8025	2.8688	2.9538	2.8061	2.8897	2.7736	2.8228	2.8678	2.8077	2.8768	2.8340	2.8846	2.9091	2.7968	0	
	BCD									K										U			
4-point composite mean	3.8485	3.7890	3.7955	3.7628	3.8154	3.7500	3.8763	3.7901	3.8688	3.9538	3.7947	3.8897	3.7736	3.8101	3.8512	3.7981	3.8719	3.8221	3.8846	3.9091	3.7807	0	
	BCD									K										U			

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Medicaid Satisfaction Survey (ANIM22460)

34. In the last 6 months, how often were the forms from your health plan easy to fill out?

2017 Plan Results																						
					Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)	
Sigma	420	9921	26909	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.00%

Sigma

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Medicaid Satisfaction Survey (AN1M22460)

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?

	2017 Plan Results																						
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)	
Total	420	9921	26909	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	
Multiple mark	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%	0.26%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	17	365	1001	10	64	0	0	1	7	3	7	3	0	5	2	5	5	8	2	10	7	0	
	4.05%	3.68%	3.72%	2.55%	17.49% ABCD	0.0%	0.0%	1.19%	3.00%	2.26%	2.54%	2.16%	0.0%	5.95% M	1.53%	4.63%	2.31%	3.02%	1.47%	4.57%	3.48%	0.0%	
BASE = Those who responded	403	9556	25908	381	302	99	304	83	226	130	269	136	53	79	129	103	211	257	134	209	194	0	
	95.95% E	96.32% E	96.28% E	97.19% E	82.51% E	100.00%	100.00%	98.81%	97.00%	97.74%	97.46%	97.84%	100.00% N	94.05%	98.47%	95.37%	97.69%	96.98%	98.53%	95.43%	96.52%	0.0%	
10 - Best health plan possible	199	4047	11439	188	143	0	199	17	135	78	119	70	21	38	67	51	103	139	56	107	92	0	
	49.38% BC	42.35% BC	44.15% B	49.34% BC	47.35% BC	0.0%	65.46% F	20.48%	59.73% H	60.00% K	44.24%	51.47%	39.62%	48.10%	51.94%	49.51%	48.82%	54.09% S	41.79%	51.20%	47.42%	0.0%	
9 -	53	1364	3908	44	41	0	53	10	32	14	39	21	3	10	19	13	31	30	20	28	25	0	
	13.15%	14.27%	15.08% D	11.55%	13.58%	0.0%	17.43% F	12.05%	14.16%	10.77%	14.50%	15.44% M	5.66%	12.66%	14.73% M	12.62%	14.69%	11.67%	14.93%	13.40%	12.89%	0.0%	
Top Two Box	252	5411	15347	232	184	0	252	27	167	92	158	91	24	48	86	64	134	169	76	135	117	0	
	62.53% B	56.62% B	59.24% B	60.89%	60.93%	0.0%	82.89% F	32.53%	73.89% H	70.77% K	58.74%	66.91% M	45.28%	60.76%	66.67% M	62.14%	63.51%	65.76%	56.72%	64.59%	60.31%	0.0%	
8 -	52	1657	4379	68	47	0	52	8	34	14	38	15	12	10	15	16	20	29	23	21	31	0	
	12.90%	17.34% A	16.90% A	17.85%	15.56%	0.0%	17.11% F	9.64%	15.04%	10.77%	14.13%	11.03%	22.64%	12.66%	11.63%	15.53%	9.48%	11.28%	17.16%	10.05%	15.98%	0.0%	
CAHPS Rate (Top Three Box)	304	7068	19726	300	231	0	304	35	201	106	196	106	36	58	101	80	154	198	99	156	148	0	
	75.43%	73.96%	76.14% B	78.74% B	76.49%	0.0%	100.00% F	42.17%	88.94% H	81.54% K	72.86%	77.94%	67.92%	73.42%	78.29%	77.67%	72.99%	77.04%	73.88%	74.64%	76.29%	0.0%	
7 -	36	950	2355	24	29	36	0	12	10	9	27	11	8	9	8	8	20	22	14	19	17	0	
	8.93%	9.94% CD	9.09% D	6.30%	9.60%	36.36% G	0.0%	14.46% I	4.42%	6.92%	10.04%	8.09%	15.09%	11.39%	6.20%	7.77%	9.48%	8.56%	10.45%	9.09%	8.76%	0.0%	
6 -	22	461	1129	19	8	22	0	11	6	9	13	10	1	4	6	5	14	11	10	11	11	0	
	5.46%	4.82% E	4.36%	4.99%	2.65%	22.22% G	0.0%	13.25% I	2.65%	6.92%	4.83%	7.35%	1.89%	5.06%	4.65%	4.85%	6.64%	4.28%	7.46%	5.26%	5.67%	0.0%	
5 -	22	606	1538	19	13	22	0	12	6	3	18	6	2	6	7	5	11	13	8	9	13	0	
	5.46%	6.34%	5.94%	4.99%	4.30%	22.22% G	0.0%	14.46% I	2.65%	2.31%	6.69% J	4.41%	3.77%	7.59%	5.43%	4.85%	5.21%	5.06%	5.97%	4.31%	6.70%	0.0%	
4 -	9	133	337	6	8	9	0	7	1	2	6	2	4	0	3	2	7	7	2	9	0	0	
	2.23%	1.39%	1.30%	1.57%	2.65%	9.09% G	0.0%	8.43% I	0.44%	1.54%	2.23%	1.47%	7.55% N	0.0%	2.33%	1.94%	3.32%	2.72%	1.49%	4.31% U	0.0%	0.0%	
3 -	3	111	277	4	5	3	0	2	0	1	2	0	0	2	1	0	2	1	1	1	2	0	
	0.74%	1.16%	1.07%	1.05%	1.66%	3.03%	0.0%	2.41%	0.0%	0.77%	0.74%	0.0%	0.0%	2.53%	0.78%	0.0%	0.95%	0.39%	0.75%	0.48%	1.03%	0.0%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Medicaid Satisfaction Survey (ANIM22460)

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?

2017 Plan Results																								
					Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type					
2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)			
2 -	2 0.50%	78 0.82% E	170 0.66% E	4 1.05% E	0	2 2.02%	0	1 1.20%	0	0	2 0.74%	0	2 3.77%	0	2 1.94%	0	2 0.78%	0	0	1 0.48%	1 0.52%	0		
1 -	1 0.25%	51 0.53%	131 0.51%	1 0.26%	1 0.33%	1 1.01%	0	0	1 0.44%	0	1 0.37%	0	0	0	1 0.78%	0	1 0.47%	0	0	0 0.0%	1 0.52%	0		
0 - Worst health plan possible	4 0.99%	98 1.03%	245 0.95%	4 1.05%	7 2.32%	4 4.04% G	0	3 3.61%	1 0.44%	0	4 1.49% J	1 0.74%	0	0	2 1.55%	1 0.97%	2 0.95%	3 1.17%	0	3 1.44%	1 0.52%	0		
0-7 (NET)	99 24.57%	2488 26.04% CD	6182 23.86%	81 21.26%	71 23.51%	99 100.00% G	0	48 57.83% I	25 11.06%	24 18.46%	73 27.14% J	30 22.06%	17 32.08%	21 26.58%	28 21.71%	23 22.33%	57 27.01%	59 22.96%	35 26.12%	53 25.36%	46 23.71%	0		
Bottom Three Box	7 1.74%	227 2.38%	546 2.11%	9 2.36%	8 2.65%	7 7.07% G	0	4 4.82%	2 0.88%	0	7 2.60% J	1 0.74%	2 3.77%	0	3 2.33%	3 2.91%	3 1.42%	5 1.95% S	0	4 1.91%	3 1.55%	0		
Bottom Two Box	5 1.24%	149 1.56%	376 1.45%	5 1.31%	8 2.65%	5 5.05% G	0	3 3.61%	2 0.88%	0	5 1.86% J	1 0.74%	0	0	3 2.33%	1 0.97%	3 1.42%	3 1.17%	0	3 1.44%	2 1.03%	0		
Average	8.5037	8.3215	8.4218 B	8.5092	8.4073	5.4949	9.4836 F	6.8675	9.0752 H	8.9308 K	8.3160	8.7059 M	8.0189	8.5190	8.5581	8.5243	8.4502	8.6070	8.4552	8.4928	8.5155	0		
Standard deviation	2.0325	2.0788	2.0256	2.0577	2.2219	1.7313	0.7693	2.5163	1.5281	1.6229	2.1575	1.7869	2.1848	1.8478	2.1419	2.0425	2.0815	2.0455	1.7261	2.1278	1.9244	0		
3-point composite mean	2.4690	2.4053	2.4447 B	2.4593	2.4702	1.3636	2.8289 F	1.8916	2.6726 H	2.5923 K	2.4164	2.5294 M	2.2830	2.4557	2.5116	2.4757	2.4597	2.5136	2.4104	2.4833	2.4536	0		
Sigma	420 100.00%	9921 100.00%	26909 100.00%	392 100.00%	366 100.00%	99 100.00%	304 100.00%	84 100.00%	233 100.00%	133 100.00%	276 100.00%	139 100.00%	53 100.00%	84 100.00%	131 100.00%	108 100.00%	216 100.00%	265 100.00%	136 100.00%	219 100.00%	201 100.00%	0		

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Medicaid Satisfaction Survey (AN1M22460)

36. In general, how would you rate your overall health?

2017 Plan Results																								
					Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type					
	2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)		
Total	420	9921	26909	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0		
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%		
Multiple mark	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%	1.02% ABCE	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
No response	11	221	644	9	60	2	2	2	3	0	0	1	0	2	1	1	2	4	0	2	9	0		
	2.62%	2.23%	2.39%	2.30%	16.39% ABCD	2.02%	0.66%	2.38%	1.29%	0.0%	0.0%	0.72%	0.0%	2.38%	0.76%	0.93%	0.93%	1.51% S	0.0%	0.91%	4.48% T	0.0%		
BASE = Those who responded	409	9700	26265	379	306	97	302	82	230	133	276	138	53	82	130	107	214	261	136	217	192	0		
	97.38% E	97.77% E	97.61% E	96.68% E	83.61% E	97.98%	99.34%	97.62%	98.71%	100.00%	100.00%	99.28%	100.00%	97.62%	99.24%	99.07%	99.07%	98.49%	100.00% R	99.09% U	95.52%	0.0%		
5 - Excellent	64	1061	2791	43	28	8	53	4	41	64	0	43	4	7	9	12	31	39	25	37	27	0		
	15.65% BCE	10.94%	10.63%	11.35%	9.15%	8.25%	17.55% F	4.88%	17.83% H	48.12% K	0.0%	31.16% MNO	7.55%	8.54%	6.92%	11.21%	14.49%	14.94%	18.38%	17.05%	14.06%	0.0%		
4 - Very good	69	2066	5616	64	48	16	53	11	39	69	0	32	6	16	13	17	29	38	28	29	40	0		
	16.87%	21.30% ADE	21.38% ADE	16.89%	15.69%	16.49%	17.55%	13.41%	16.96%	51.88% K	0.0%	23.19% MO	11.32%	19.51%	10.00%	15.89%	13.55%	14.56%	20.59%	13.36%	20.83% T	0.0%		
CAHPS Rate (Top Two Box)	133	3127	8407	107	76	24	106	15	80	133	0	75	10	23	22	29	60	77	53	66	67	0		
	32.52% E	32.24% E	32.01% E	28.23%	24.84%	24.74%	35.10% F	18.29%	34.78% H	100.00% K	0.0%	54.35% MNO	18.87%	28.05%	16.92%	27.10%	28.04%	29.50%	38.97%	30.41%	34.90%	0.0%		
3 - Good	135	3156	8661	110	100	35	96	29	65	0	135	38	27	28	39	36	69	79	49	74	61	0		
	33.01%	32.54%	32.98%	29.02%	32.68%	36.08%	31.79%	35.37%	28.26%	0.0%	48.91% J	27.54%	50.94% LO	34.15%	30.00%	33.64%	32.24%	30.27%	36.03%	34.10%	31.77%	0.0%		
2 - Fair	105	2482	6780	110	87	26	76	29	65	0	105	22	11	22	50	31	62	80	24	60	45	0		
	25.67%	25.59%	25.81%	29.02%	28.43%	26.80%	25.17%	35.37%	28.26%	0.0%	38.04% J	15.94%	20.75%	26.83%	38.46% IM	28.97%	28.97%	30.65% S	17.65%	27.65%	23.44%	0.0%		
1 - Poor	36	935	2417	52	43	12	24	9	20	0	36	3	5	9	19	11	23	25	10	17	19	0		
	8.80%	9.64%	9.20%	13.72% ABC	14.05% ABC	12.37%	7.95%	10.98%	8.70%	0.0%	13.04% J	2.17%	9.43%	10.98% L	14.62% L	10.28%	10.75%	9.58%	7.35%	7.83%	9.90%	0.0%		
Bottom Two Box	141	3417	9197	162	130	38	100	38	85	0	141	25	16	31	69	42	85	105	34	77	64	0		
	34.47%	35.23%	35.02%	42.74% ABC	42.48% ABC	39.18%	33.11%	46.34%	36.96%	0.0%	51.09% J	18.12%	30.19%	37.80% L	53.08% IMN	39.25%	39.72%	40.23% S	25.00%	35.48%	33.33%	0.0%		
Average	3.0489 DE	2.9831 DE	2.9842 DE	2.8311	2.7745	2.8144	3.1159 F	2.6585	3.0696 H	4.4812 K	2.3587	3.6522 MNO	2.8679	2.8780 O	2.5615	2.8879	2.9206	2.9464	3.2500 R	3.0415	3.0573	0		
Standard deviation	1.1837	1.1365	1.1247	1.1972	1.1482	1.1060	1.1973	1.0027	1.2281	0.4996	0.7006	1.1399	0.9912	1.1086	1.0742	1.1383	1.1951	1.1959	1.1616	1.1848	1.1823	0		
Sigma	420	9921	26909	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0		
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%		

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Medicaid Satisfaction Survey (ANIM22460)

37. In general, how would you rate your overall mental or emotional health?

	2017 Plan Results																						
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)	
Total	420 100.00%	9921 100.00%	26909 100.00%	392 100.00%	366 100.00%	99 100.00%	304 100.00%	84 100.00%	233 100.00%	133 100.00%	276 100.00%	139 100.00%	53 100.00%	84 100.00%	131 100.00%	108 100.00%	216 100.00%	265 100.00%	136 100.00%	219 100.00%	201 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
No response	10 2.38%	234 2.36%	649 2.41%	7 1.79%	63 17.21% ABCD	1 1.01%	2 0.66%	1 1.19%	4 1.72%	1 0.75%	0 0.0%	0 0.0%	0 0.0%	3 3.57%	0 0.0%	1 0.93%	2 0.93%	3 1.13%	0 0.0%	2 0.91%	8 3.98% T	0 0.0%	
BASE = Those who responded	410 97.62% E	9687 97.64% E	26260 97.59% E	385 98.21% E	303 82.79%	98 98.99%	302 99.34%	83 98.81%	229 98.28%	132 99.25%	276 100.00%	139 100.00%	53 100.00%	81 96.43%	131 100.00%	107 99.07%	214 99.07%	262 98.87%	136 100.00%	217 99.09% U	193 96.02%	0 0.0%	
5 - Excellent	98 23.90% BCD	1903 19.64%	4981 18.97%	64 16.62%	58 19.14%	18 18.37%	78 25.83%	9 10.84%	61 26.64% H	63 47.73% K	35 12.68%	60 43.17% MNO	9 16.98%	16 19.75%	13 9.92%	22 20.56%	43 20.09%	59 22.52%	39 28.68%	52 23.96%	46 23.83%	0 0.0%	
4 - Very good	81 19.76%	2193 22.64% DE	6009 22.88% DE	67 17.40%	51 16.83%	18 18.37%	63 20.86%	19 22.89%	39 17.03%	40 30.30% K	41 14.86%	22 15.83%	11 20.75%	19 23.46%	28 21.37%	13 12.15%	52 24.30% P	46 17.56%	34 25.00%	39 17.97%	42 21.76%	0 0.0%	
CAHPS Rate (Top Two Box)	179 43.66% DE	4096 42.28% DE	10990 41.85% DE	131 34.03%	109 35.97%	36 36.73%	141 46.69%	28 33.73%	100 43.67%	103 78.03% K	76 27.54%	82 58.99% MNO	20 37.74%	35 43.21%	41 31.30%	35 32.71%	95 44.39% P	105 40.08%	73 53.68% R	91 41.94%	88 45.60%	0 0.0%	
3 - Good	119 29.02%	2732 28.20%	7637 29.08%	104 27.01%	96 31.68%	30 30.61%	84 27.81%	28 33.73%	59 25.76%	19 14.39%	100 36.23% J	30 21.58%	19 35.85%	18 22.22%	49 37.40% IN	44 41.12% Q	50 23.36%	76 29.01%	36 26.47%	61 28.11%	58 30.05%	0 0.0%	
2 - Fair	81 19.76%	2132 22.01%	5673 21.60%	100 25.97% A	72 23.76%	23 23.47%	56 18.54%	18 21.69%	52 22.71%	7 5.30%	73 26.45% J	18 12.95%	10 18.87%	21 25.93% L	31 23.66% L	24 22.43%	46 21.50%	64 24.43% S	15 11.03%	46 21.20%	35 18.13%	0 0.0%	
1 - Poor	31 7.56%	727 7.50%	1960 7.46%	50 12.99% ABC	26 8.58%	9 9.18%	21 6.95%	9 10.84%	18 7.86%	3 2.27%	27 9.78% J	9 6.47%	4 7.55%	7 8.64%	10 7.63%	4 3.74%	23 10.75% P	17 6.49%	12 8.82%	19 8.76%	12 6.22%	0 0.0%	
Bottom Two Box	112 27.32%	2859 29.51%	7633 29.07%	150 38.96% ABC	98 32.34%	32 32.65%	77 25.50%	27 32.53%	70 30.57%	10 7.58%	100 36.23% J	27 19.42%	14 26.42%	28 34.57% L	41 31.30% L	28 26.17%	69 32.24%	81 30.92% S	27 19.85%	65 29.95%	47 24.35%	0 0.0%	
Average	3.3268 DE	3.2491 D	3.2429 D	2.9870	3.1419	3.1327	3.4007	3.0120	3.3188	4.1591 K	2.9420	3.7626 MNO	3.2075	3.1975	3.0229	3.2336	3.2150	3.2519	3.5368 R	3.2719	3.3886	0	
Standard deviation	1.2437	1.2126	1.2013	1.2720	1.2226	1.2259	1.2429	1.1459	1.2945	1.0063	1.1438	1.3007	1.1551	1.2612	1.0734	1.1239	1.2827	1.2315	1.2539	1.2754	1.2042	0	
Sigma	420 100.00%	9921 100.00%	26909 100.00%	392 100.00%	366 100.00%	99 100.00%	304 100.00%	84 100.00%	233 100.00%	133 100.00%	276 100.00%	139 100.00%	53 100.00%	84 100.00%	131 100.00%	108 100.00%	216 100.00%	265 100.00%	136 100.00%	219 100.00%	201 100.00%	0 0.0%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Medicaid Satisfaction Survey (ANIM22460)

38. Have you had either a flu shot or flu spray in the nose since July 1, 2016?

2017 Plan Results																						
					Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)	
Total	420	9921	26909	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	9	177	514	11	60	1	1	2	2	0	1	0	0	1	1	1	1	2	0	2	7	0
	2.14%	1.78%	1.91%	2.81%	16.39%	1.01%	0.33%	2.38%	0.86%	0.0%	0.36%	0.0%	0.0%	1.19%	0.76%	0.93%	0.46%	0.75%	0.0%	0.91%	3.48%	0.0%
					ABCD																	
Don't know	7	244	714	12	13	3	4	2	4	1	6	4	1	1	1	1	6	4	3	7	0	0
	1.67%	2.46%	2.65%	3.06%	3.55%	3.03%	1.32%	2.38%	1.72%	0.75%	2.17%	2.88%	1.89%	1.19%	0.76%	0.93%	2.78%	1.51%	2.21%	3.20%	0.0%	0.0%
																			U			
BASE = Those who responded	404	9500	25681	369	293	95	299	80	227	132	269	135	52	82	129	106	209	259	133	210	194	0
	96.19%	95.76%	95.44%	94.13%	80.05%	95.96%	98.36%	95.24%	97.42%	99.25%	97.46%	97.12%	98.11%	97.62%	98.47%	98.15%	96.76%	97.74%	97.79%	95.89%	96.52%	0.0%
	E	E	E	E																		
Yes	139	3717	10614	157	127	29	107	28	90	34	104	31	19	32	54	37	77	81	52	70	69	0
	34.41%	39.13%	41.33%	42.55%	43.34%	30.53%	35.79%	35.00%	39.65%	25.76%	38.66%	22.96%	36.54%	39.02%	41.86%	34.91%	36.84%	31.27%	39.10%	33.33%	35.57%	0.0%
			AB	A	A					J				L	L							
No	265	5783	15067	212	166	66	192	52	137	98	165	104	33	50	75	69	132	178	81	140	125	0
	65.59%	60.87%	58.67%	57.45%	56.66%	69.47%	64.21%	65.00%	60.35%	74.24%	61.34%	77.04%	63.46%	60.98%	58.14%	65.09%	63.16%	68.73%	60.90%	66.67%	64.43%	0.0%
	CDE	C								K		NO										
Sigma	420	9921	26909	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Medicaid Satisfaction Survey (ANIM22460)

38. Have you had either a flu shot or flu spray in the nose since July 1, 2016?
(THOSE RESPONDENTS FLAGGED AS 18-64 IN THE SAMPLE)

2017 Plan Results																						
					Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)	
Total	410	9248	24131	378	348	98	297	84	229	127	275	132	53	84	130	104	215	257	136	215	195	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	7	166	445	10	56	1	1	2	2	0	1	0	0	1	1	1	1	2	0	2	5	0
	1.71%	1.79%	1.84%	2.65%	16.09%	1.02%	0.34%	2.38%	0.87%	0.0%	0.36%	0.0%	0.0%	1.19%	0.77%	0.96%	0.47%	0.78%	0.0%	0.93%	2.56%	0.0%
					ABCD																	
Don't know	7	213	622	10	12	3	4	2	4	1	6	4	1	1	1	1	6	4	3	7	0	0
	1.71%	2.30%	2.58%	2.65%	3.45%	3.06%	1.35%	2.38%	1.75%	0.79%	2.18%	3.03%	1.89%	1.19%	0.77%	0.96%	2.79%	1.56%	2.21%	3.26%	0.0%	0.0%
																				U		
BASE = Those who responded	396	8869	23064	358	280	94	292	80	223	126	268	128	52	82	128	102	208	251	133	206	190	0
	96.59%	95.90%	95.58%	94.71%	80.46%	95.92%	98.32%	95.24%	97.38%	99.21%	97.45%	96.97%	98.11%	97.62%	98.46%	98.08%	96.74%	97.67%	97.79%	95.81%	97.44%	0.0%
	E	E	E	E																		
Yes	136	3381	9002	153	124	29	104	28	88	32	104	29	19	32	53	36	77	78	52	69	67	0
	34.34%	38.12%	39.03%	42.74%	44.29%	30.85%	35.62%	35.00%	39.46%	25.40%	38.81%	22.66%	36.54%	39.02%	41.41%	35.29%	37.02%	31.08%	39.10%	33.50%	35.26%	0.0%
				A	AB						J			L	L							
No	260	5488	14062	205	156	65	188	52	135	94	164	99	33	50	75	66	131	173	81	137	123	0
	65.66%	61.88%	60.97%	57.26%	55.71%	69.15%	64.38%	65.00%	60.54%	74.60%	61.19%	77.34%	63.46%	60.98%	58.59%	64.71%	62.98%	68.92%	60.90%	66.50%	64.74%	0.0%
	DE	E								K		NO										
Sigma	410	9248	24131	378	348	98	297	84	229	127	275	132	53	84	130	104	215	257	136	215	195	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Medicaid Satisfaction Survey (ANIM22460)

39. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?

2017 Plan Results																						
					Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)	
Total	420	9921	26909	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.26%	0.27%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	14	239	645	15	63	3	3	1	8	1	5	2	0	2	3	2	5	5	2	7	7	0
	3.33%	2.41%	2.40%	3.83%	17.21% ABCD	3.03%	0.99%	1.19%	3.43%	0.75%	1.81%	1.44%	0.0%	2.38%	2.29%	1.85%	2.31%	1.89%	1.47%	3.20%	3.48%	0.0%
BASE = Those who responded	406	9682	26264	376	302	96	301	83	225	132	271	137	53	82	128	106	211	260	134	212	194	0
	96.67% E	97.59% E	97.60% E	95.92% E	82.51%	96.97%	99.01%	98.81%	96.57%	99.25%	98.19%	98.56%	100.00%	97.62%	97.71%	98.15%	97.69%	98.11%	98.53%	96.80%	96.52%	0.0%
Every day	90	2053	5184	89	48	25	63	24	45	19	70	26	12	24	26	31	44	74	14	55	35	0
	22.17% E	21.20% CE	19.74%	23.67% E	15.89%	26.04%	20.93%	28.92%	20.00%	14.39%	25.83% J	18.98%	22.64%	29.27%	20.31%	29.25%	20.85%	28.46% S	10.45%	25.94%	18.04%	0.0%
Some days	56	1217	3122	60	40	13	42	13	31	16	40	16	5	9	25	14	31	38	14	25	31	0
	13.79%	12.57%	11.89%	15.96% C	13.25%	13.54%	13.95%	15.66%	13.78%	12.12%	14.76%	11.68%	9.43%	10.98%	19.53%	13.21%	14.69%	14.62%	10.45%	11.79%	15.98%	0.0%
Every day + Some days (NET)	146	3270	8306	149	88	38	105	37	76	35	110	42	17	33	51	45	75	112	28	80	66	0
	35.96%	33.77% C	31.63%	39.63% BCE	29.14%	39.58%	34.88%	44.58%	33.78%	26.52%	40.59% J	30.66%	32.08%	40.24%	39.84%	42.45%	35.55%	43.08% S	20.90%	37.74%	34.02%	0.0%
Not at all	257	6357	17818	226	212	57	195	46	147	95	160	94	35	48	77	60	134	147	104	129	128	0
	63.30%	65.66% D	67.84% BD	60.11%	70.20% D	59.38%	64.78%	55.42%	65.33%	71.97% K	59.04%	68.61%	66.04%	58.54%	60.16%	56.60%	63.51%	56.54%	77.61% R	60.85%	65.98%	0.0%
Don't know	3	55	140	1	2	1	1	0	2	2	1	1	1	1	0	1	2	1	2	3	0	0
	0.74%	0.57%	0.53%	0.27%	0.66%	1.04%	0.33%	0.0%	0.89%	1.52%	0.37%	0.73%	1.89%	1.22%	0.0%	0.94%	0.95%	0.38%	1.49%	1.42%	0.0%	0.0%
Sigma	420	9921	26909	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Medicaid Satisfaction Survey (ANM22460)

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?

	2017 Plan Results																						
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)	
Total	420 100.00%	9921 100.00%	26909 100.00%	392 100.00%	366 100.00%	99 100.00%	304 100.00%	84 100.00%	233 100.00%	133 100.00%	276 100.00%	139 100.00%	53 100.00%	84 100.00%	131 100.00%	108 100.00%	216 100.00%	265 100.00%	136 100.00%	219 100.00%	201 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
No response	16 3.81%	282 2.84%	760 2.82%	16 4.08%	67 18.31% ABCD	3 3.03%	4 1.32%	1 1.19%	8 3.43%	1 0.75%	7 2.54%	2 1.44%	1 1.89%	2 2.38%	3 2.29%	2 1.85%	5 2.31%	6 2.26%	2 1.47%	7 3.20%	9 4.48%	0 0.0%	
Appropriately skipped	260 61.90%	6412 64.63% DE	17958 66.74% ABDE	227 57.91%	214 58.47%	58 58.59%	196 64.47%	46 54.76%	149 63.95%	97 72.93% K	161 58.33%	95 68.35%	36 67.92%	49 58.33%	77 58.78%	61 56.48%	136 62.96%	148 55.85%	106 77.94% R	132 60.27%	128 63.68%	0 0.0%	
BASE = Those who responded	144 34.29% E	3227 32.53% CE	8191 30.44% E	149 38.01% BCE	85 23.22%	38 38.38%	104 34.21%	37 44.05%	76 32.62%	35 26.32%	108 39.13% J	42 30.22%	16 30.19%	33 39.29%	51 38.93%	45 41.67%	75 34.72%	111 41.89% S	28 20.59%	80 36.53%	64 31.84%	0 0.0%	
Never	36 25.00%	795 24.64%	1936 23.64%	39 26.17%	15 17.65%	15 39.47% G	20 19.23%	6 16.22%	14 18.42%	13 37.14%	23 21.30%	18 42.86% NO	4 25.00%	4 12.12%	9 17.65%	9 20.00%	15 20.00%	23 20.72%	11 39.29%	19 23.75%	17 26.56%	0 0.0%	
Sometimes	35 24.31%	705 21.85%	1777 21.69%	33 22.15%	21 24.71%	10 26.32%	25 24.04%	13 35.14%	16 21.05%	6 17.14%	28 25.93%	6 14.29%	5 31.25%	13 39.39% L	10 19.61%	10 22.22%	22 29.33%	28 25.23%	4 14.29%	23 28.75%	12 18.75%	0 0.0%	
Bottom Two Box (%Never + %Sometimes)	71 49.31%	1500 46.48%	3713 45.33%	72 48.32%	36 42.35%	25 65.79% G	45 43.27%	19 51.35%	30 39.47%	19 54.29%	51 47.22%	24 57.14%	9 56.25%	17 51.52%	19 37.25%	19 42.22%	37 49.33%	51 45.95%	15 53.57%	42 52.50%	29 45.31%	0 0.0%	
Usually	17 11.81%	514 15.93% DE	1305 15.93% DE	14 9.40%	7 8.24%	6 15.79%	11 10.58%	7 18.92%	8 10.53%	2 5.71%	15 13.89%	2 4.76%	1 6.25%	5 15.15%	9 17.65% L	9 20.00%	7 9.33%	16 14.41%	1 3.57%	10 12.50%	7 10.94%	0 0.0%	
Always	56 38.89%	1213 37.59%	3173 38.74%	63 42.28%	42 49.41% B	7 18.42%	48 46.15% F	11 29.73%	38 50.00% H	14 40.00%	42 38.89%	16 38.10%	6 37.50%	11 33.33%	23 45.10%	17 37.78%	31 41.33%	44 39.64%	12 42.86%	28 35.00%	28 43.75%	0 0.0%	
CAHPS Rate (%Always + %Usually + %Sometimes)	108 75.00%	2432 75.36%	6255 76.36%	110 73.83%	70 82.35%	23 60.53% F	84 80.77% F	31 83.78%	62 81.58%	22 62.86%	85 78.70%	24 57.14%	12 75.00%	29 87.88% L	42 82.35% L	36 80.00%	60 80.00%	88 79.28%	17 60.71%	61 76.25%	47 73.44%	0 0.0%	
3-point composite mean	1.8958	1.9111	1.9341	1.9396	2.0706	1.5263	2.0288 F	1.7838	2.1053	1.8571	1.9167	1.8095	1.8125	1.8182	2.0784	1.9556	1.9200	1.9369	1.8929	1.8250	1.9844	0	
4-point composite mean	2.6458	2.6647	2.6977	2.6779	2.8941	2.1316	2.8365 F	2.6216	2.9211	2.4857	2.7037	2.3810	2.5625	2.6970	2.9020 L	2.7556	2.7200	2.7297	2.5000	2.5875	2.7188	0	
Sigma	420 100.00%	9921 100.00%	26909 100.00%	392 100.00%	366 100.00%	99 100.00%	304 100.00%	84 100.00%	233 100.00%	133 100.00%	276 100.00%	139 100.00%	53 100.00%	84 100.00%	131 100.00%	108 100.00%	216 100.00%	265 100.00%	136 100.00%	219 100.00%	201 100.00%	0 0.0%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Medicaid Satisfaction Survey (AN1M22460)

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?

				Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2017/ 2016 Plan Total	2017 Anthem Avg.	2017 DSS Book of Bus.	0-7	8-10	0-7	8-10	Excel./ Very Good	Good/ Fair/ Poor	18-34	35-44	45-54	55+	Male	Female	High School or Less	Some College or More	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Total	812 100.00%	9921 100.00%	26909 100.00%	180 100.00%	604 100.00%	159 100.00%	450 100.00%	240 100.00%	548 100.00%	280 100.00%	119 100.00%	158 100.00%	230 100.00%	210 100.00%	423 100.00%	534 100.00%	246 100.00%	416 100.00%	396 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	32 3.94%	282 2.84%	760 2.82%	4 2.22%	14 2.32%	3 1.89%	17 3.78%	1 0.42%	16 2.92% H	4 1.43%	1 0.84%	7 4.43%	6 2.61%	5 2.38%	12 2.84%	15 2.81%	3 1.22%	16 3.85%	16 4.04%	0 0.0%
Appropriately skipped	487 59.98%	6412 64.63% A	17958 66.74% AB	102 56.67%	375 62.09%	82 51.57%	271 60.22%	171 71.25% I	309 56.39%	197 70.36% KLM	69 57.98%	82 51.90%	134 58.26%	115 54.76%	260 61.47%	303 56.74%	175 71.14% P	247 59.38%	240 60.61%	0 0.0%
BASE = Those who responded	293 36.08% BC	3227 32.53% C	8191 30.44%	74 41.11%	215 35.60%	74 46.54% G	162 36.00%	68 28.33%	223 40.69% H	79 28.21% J	49 41.18% J	69 43.67% J	90 39.13% J	90 42.86%	151 35.70%	216 40.45% Q	68 27.64%	153 36.78%	140 35.35%	0 0.0%
Never	75 25.60%	795 24.64%	1936 23.64%	26 35.14% E	48 22.33%	15 20.27%	34 20.99%	26 38.24% I	49 21.97%	36 45.57% KLM	11 22.45%	11 15.94%	16 17.78%	23 25.56%	33 21.85%	50 23.15%	23 33.82%	37 24.18%	38 27.14%	0 0.0%
Sometimes	68 23.21%	705 21.85%	1777 21.69%	14 18.92%	54 25.12%	26 35.14% G	31 19.14%	13 19.12%	54 24.22%	14 17.72%	12 24.49%	19 27.54%	18 20.00%	18 20.00%	36 23.84%	49 22.69%	12 17.65%	39 25.49%	29 20.71%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	143 48.81%	1500 46.48%	3713 45.33%	40 54.05%	102 47.44%	41 55.41% G	65 40.12%	39 57.35%	103 46.19%	50 63.29% IM	23 46.94%	30 43.48%	34 37.78%	41 45.56%	69 45.70%	99 45.83%	35 51.47%	76 49.67%	67 47.86%	0 0.0%
Usually	31 10.58%	514 15.93% A	1305 15.93% A	11 14.86%	20 9.30%	9 12.16%	17 10.49%	3 4.41%	27 12.11% H	4 5.06%	6 12.24%	7 10.14%	14 15.56% J	13 14.44%	15 9.93%	25 11.57%	6 8.82%	19 12.42%	12 8.57%	0 0.0%
Always	119 40.61%	1213 37.59%	3173 38.74%	23 31.08%	93 43.26%	24 32.43%	80 49.38% F	26 38.24%	93 41.70%	25 31.65%	20 40.82%	32 46.38%	42 46.67% J	36 40.00%	67 44.37%	92 42.59%	27 39.71%	58 37.91%	61 43.57%	0 0.0%
CAHPS Rate (%Always + %Usually + %Sometimes)	218 74.40%	2432 75.36%	6255 76.36%	48 64.86%	167 77.67% D	59 79.73%	128 79.01%	42 61.76%	174 78.03% H	43 54.43%	38 77.55% J	58 84.06% J	74 82.22% J	67 74.44%	118 78.15%	166 76.85%	45 66.18%	116 75.82%	102 72.86%	0 0.0%
3-point composite mean	1.9181	1.9111	1.9341	1.7703	1.9581	1.7703	2.0926 F	1.8088	1.9552	1.6835	1.9388	2.0290 J	2.0889 J	1.9444	1.9868	1.9676	1.8824	1.8824	1.9571	0
4-point composite mean	2.6621	2.6647	2.6977	2.4189	2.7349	2.5676	2.8827	2.4265	2.7354	2.2278	2.7143 J	2.8696 J	2.9111 J	2.6889	2.7682	2.7361	2.5441	2.6405	2.6857	0
Sigma	812 100.00%	9921 100.00%	26909 100.00%	180 100.00%	604 100.00%	159 100.00%	450 100.00%	240 100.00%	548 100.00%	280 100.00%	119 100.00%	158 100.00%	230 100.00%	210 100.00%	423 100.00%	534 100.00%	246 100.00%	416 100.00%	396 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, F/G, H/I, J/K/L/M, N/O, P/Q, R/S/T

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Medicaid Satisfaction Survey (ANIM22460)

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?

	Overall Rating of Plan			Overall Rating of Health Car		Health Status		Age				Gender		Education		Survey Type		
	2016/ 2015 Plan Total (A)	0-7 (B)	8-10 (C)	0-7 (D)	8-10 (E)	Excel. Very Good (F)	Good/ Fair/ Poor (G)	18-34 (H)	35-44 (I)	45-54 (J)	55+ (K)	Male (L)	Female (M)	High School or Less (N)	Some College or More (O)	Mail (P)	Phone (Q)	Internet (R)
Total	758 100.00%	152 100.00%	531 100.00%	143 100.00%	396 100.00%	183 100.00%	502 100.00%	245 100.00%	105 100.00%	142 100.00%	187 100.00%	167 100.00%	385 100.00%	485 100.00%	185 100.00%	362 100.00%	396 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	83 10.95%	3 1.97%	19 3.58%	7 4.90%	22 5.56%	1 0.55%	19 3.78% F	3 1.22%	1 0.95%	8 5.63% HI	7 3.74%	5 2.99%	13 3.38%	16 3.30%	3 1.62%	20 5.52%	63 15.91% P	0 0.0%
Appropriately skipped	441 58.18%	84 55.26%	347 65.35% B	74 51.75% D	251 63.38% D	131 71.58% G	303 60.36% G	184 75.10% LJK	59 56.19%	74 52.11%	116 62.03%	93 55.69%	247 64.16%	295 60.82%	131 70.81% N	219 60.50%	222 56.06%	0 0.0%
BASE = Those who responded	234 30.87%	65 42.76% C	165 31.07%	62 43.36% E	123 31.06%	51 27.87%	180 35.86% F	58 23.67%	45 42.86% H	60 42.25% H	64 34.22% H	69 41.32% M	125 32.47%	174 35.88% O	51 27.57%	123 33.98%	111 28.03%	0 0.0%
Never	54 23.08%	15 23.08%	39 23.64%	15 24.19%	22 17.89%	19 37.25% G	34 18.89%	22 37.93% K	10 22.22%	13 21.67%	9 14.06%	17 24.64%	29 23.20%	38 21.84%	16 31.37%	28 22.76%	26 23.42%	0 0.0%
Sometimes	54 23.08%	11 16.92%	43 26.06%	21 33.87% E	23 18.70%	11 21.57%	43 23.89%	16 27.59%	11 24.44%	11 18.33%	12 18.75%	14 20.29%	27 21.60%	34 19.54%	14 27.45%	29 23.58%	25 22.52%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	108 46.15%	26 40.00%	82 49.70%	36 58.06% E	45 36.59%	30 58.82% G	77 42.78%	38 65.52% JK	21 46.67%	24 40.00%	21 32.81%	31 44.93%	56 44.80%	72 41.38%	30 58.82% N	57 46.34%	51 45.95%	0 0.0%
Usually	21 8.97%	9 13.85%	12 7.27%	4 6.45%	12 9.76%	3 5.88%	17 9.44%	3 5.17%	6 13.33%	5 8.33%	7 10.94%	8 11.59%	11 8.80%	16 9.20%	5 9.80%	13 10.57%	8 7.21%	0 0.0%
Always	105 44.87%	30 46.15%	71 43.03%	22 35.48%	66 53.66% D	18 35.29%	86 47.78%	17 29.31%	18 40.00%	31 51.67% H	36 56.25% H	30 43.48%	58 46.40%	86 49.43% O	16 31.37%	53 43.09%	52 46.85%	0 0.0%
CAHPS Rate (%Always + %Usually + %Sometimes)	180 76.92%	50 76.92%	126 76.36%	47 75.81%	101 82.11%	32 62.75%	146 81.11% F	36 62.07%	35 77.78%	47 78.33%	55 85.94% H	52 75.36%	96 76.80%	136 78.16%	35 68.63%	95 77.24%	85 76.58%	0 0.0%
3-point composite mean	1.9872	2.0615	1.9333	1.7742	2.1707 D	1.7647	2.0500	1.6379	1.9333	2.1167 H	2.2344 H	1.9855	2.0160	2.0805 O	1.7255	1.9675	2.0090	0
4-point composite mean	2.7564	2.8308	2.6970	2.5323	2.9919 D	2.3922	2.8611 F	2.2586	2.7111	2.9000 H	3.0938 H	2.7391	2.7840	2.8621 O	2.4118	2.7398	2.7748	0
Sigma	758 100.00%	152 100.00%	531 100.00%	143 100.00%	396 100.00%	183 100.00%	502 100.00%	245 100.00%	105 100.00%	142 100.00%	187 100.00%	167 100.00%	385 100.00%	485 100.00%	185 100.00%	362 100.00%	396 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. B/C, D/E, F/G, H/I/J/K, L/M, N/O, P/Q/R

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Medicaid Satisfaction Survey (ANIM22460)

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.

	2017 Plan Results																					
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	420 100.00%	9921 100.00%	26909 100.00%	392 100.00%	366 100.00%	99 100.00%	304 100.00%	84 100.00%	233 100.00%	133 100.00%	276 100.00%	139 100.00%	53 100.00%	84 100.00%	131 100.00%	108 100.00%	216 100.00%	265 100.00%	136 100.00%	219 100.00%	201 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	16 3.81%	296 2.98%	799 2.97%	20 5.10%	67 18.31% ABCD	3 3.03%	5 1.64%	1 1.19%	9 3.86%	1 0.75%	7 2.54%	2 1.44%	1 1.89%	2 2.38%	4 3.05%	3 2.78%	5 2.31%	7 2.64%	2 1.47%	7 3.20%	9 4.48%	0 0.0%
Appropriately skipped	260 61.90%	6412 64.63% DE	17958 66.74% ABDE	227 57.91%	214 58.47%	58 58.59%	196 64.47%	46 54.76%	149 63.95%	97 72.93% K	161 58.33%	95 68.35%	36 67.92%	49 58.33%	77 58.78%	61 56.48%	136 62.96%	148 55.85%	106 77.94% R	132 60.27%	128 63.68%	0 0.0%
BASE = Those who responded	144 34.29% E	3213 32.39% CE	8152 30.29% E	145 36.99% CE	85 23.22%	38 38.38%	103 33.88%	37 44.05%	75 32.19%	35 26.32%	108 39.13% J	42 30.22%	16 30.19%	33 39.29%	50 38.17%	44 40.74%	75 34.72%	110 41.51% S	28 20.59%	80 36.53%	64 31.84%	0 0.0%
Never	81 56.25%	1665 51.82%	4114 50.47%	74 51.03%	46 54.12%	25 65.79%	54 52.43%	20 54.05%	35 46.67%	23 65.71%	57 52.78%	27 64.29%	10 62.50%	19 57.58%	23 46.00%	24 54.55%	37 49.33%	62 56.36%	14 50.00%	46 57.50%	35 54.69%	0 0.0%
Sometimes	27 18.75%	648 20.17%	1627 19.96%	25 17.24%	12 14.12%	9 23.68%	18 17.48%	13 35.14%	13 17.33%	5 14.29%	22 20.37%	4 9.52%	3 18.75%	7 21.21%	12 24.00%	10 22.73%	16 21.33%	23 20.91%	3 10.71%	15 18.75%	12 18.75%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	108 75.00%	2313 71.99%	5741 70.42%	99 68.28%	58 68.24%	34 89.47% G	72 69.90%	33 89.19% I	48 64.00%	28 80.00%	79 73.15%	31 73.81%	13 81.25%	26 78.79%	35 70.00%	34 77.27%	53 70.67%	85 77.27%	17 60.71%	61 76.25%	47 73.44%	0 0.0%
Usually	11 7.64%	334 10.40%	937 11.49%	13 8.97%	6 7.06%	3 7.89%	8 7.77%	1 2.70%	8 10.67%	1 2.86%	10 9.26%	5 11.90%	0 0.0%	2 6.06%	4 8.00%	5 11.36%	5 6.67%	11 10.00%	0 0.0%	6 7.50%	5 7.81%	0 0.0%
Always	25 17.36%	566 17.62%	1474 18.08%	33 22.76%	21 24.71%	1 2.63%	23 22.33% F	3 8.11%	19 25.33% H	6 17.14%	19 17.59%	6 14.29%	3 18.75%	5 15.15%	11 22.00%	5 11.36%	17 22.67%	14 12.73%	11 39.29%	13 16.25%	12 18.75%	0 0.0%
CAHPS Rate (%Always + %Usually + %Sometimes)	63 43.75%	1548 48.18%	4038 49.53%	71 48.97%	39 45.88%	13 34.21%	49 47.57%	17 45.95%	40 53.33%	12 34.29%	51 47.22%	15 35.71%	6 37.50%	14 42.42%	27 54.00%	20 45.45%	38 50.67%	48 43.64%	14 50.00%	34 42.50%	29 45.31%	0 0.0%
3-point composite mean	1.4236	1.4563	1.4766	1.5448	1.5647	1.1316	1.5243 F	1.1892	1.6133 H	1.3714	1.4444	1.4048	1.3750	1.3636	1.5200	1.3409	1.5200	1.3545	1.7857	1.4000	1.4531	0
4-point composite mean	1.8611	1.9381	1.9719	2.0345	2.0235	1.4737	2.0000 F	1.6486	2.1467 H	1.7143	1.9167	1.7619	1.7500	1.7879	2.0600	1.7955	2.0267	1.7909	2.2857	1.8250	1.9063	0
Sigma	420 100.00%	9921 100.00%	26909 100.00%	392 100.00%	366 100.00%	99 100.00%	304 100.00%	84 100.00%	233 100.00%	133 100.00%	276 100.00%	139 100.00%	53 100.00%	84 100.00%	131 100.00%	108 100.00%	216 100.00%	265 100.00%	136 100.00%	219 100.00%	201 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Medicaid Satisfaction Survey (AN1M22460)

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.

				Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2017/ 2016 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	0-7 (D)	8-10 (E)	0-7 (F)	8-10 (G)	Excel./ Very Good (H)	Good/ Fair/ Poor (I)	18-34 (J)	35-44 (K)	45-54 (L)	55+ (M)	Male (N)	Female (O)	High School or Less (P)	Some College or More (Q)	Mail (R)	Phone (S)	Internet (T)
Total	812 100.00%	9921 100.00%	26909 100.00%	180 100.00%	604 100.00%	159 100.00%	450 100.00%	240 100.00%	548 100.00%	280 100.00%	119 100.00%	158 100.00%	230 100.00%	210 100.00%	423 100.00%	534 100.00%	246 100.00%	416 100.00%	396 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	36 4.43% C	296 2.98%	799 2.97%	4 2.22%	19 3.15%	4 2.52%	20 4.44%	2 0.83%	19 3.47% H	5 1.79%	1 0.84%	7 4.43%	9 3.91% K	6 2.86%	14 3.31%	18 3.37%	4 1.63%	16 3.85%	20 5.05%	0 0.0%
Appropriately skipped	487 59.98%	6412 64.63% A	17958 66.74% AB	102 56.67%	375 62.09%	82 51.57%	271 60.22%	171 71.25% I	309 56.39%	197 70.36% KLM	69 57.98%	82 51.90%	134 58.26%	115 54.76%	260 61.47%	303 56.74%	175 71.14% P	247 59.38%	240 60.61%	0 0.0%
BASE = Those who responded	289 35.59% C	3213 32.39% C	8152 30.29%	74 41.11%	210 34.77%	73 45.91% G	159 35.33%	67 27.92%	220 40.15% H	78 27.86%	49 41.18% J	69 43.67% J	87 37.83% J	89 42.38%	149 35.22%	213 39.89% Q	67 27.24%	153 36.78%	136 34.34%	0 0.0%
Never	155 53.63%	1665 51.82%	4114 50.47%	46 62.16%	106 50.48%	39 53.42%	73 45.91%	37 55.22%	116 52.73%	57 73.08% IM	28 57.14%	31 44.93%	35 40.23%	44 49.44%	75 50.34%	109 51.17%	39 58.21%	85 55.56%	70 51.47%	0 0.0%
Sometimes	52 17.99%	648 20.17%	1627 19.96%	13 17.57%	39 18.57%	20 27.40%	28 17.61%	11 16.42%	41 18.64%	7 8.97%	8 16.33%	14 20.29%	21 24.14% J	19 21.35%	28 18.79%	41 19.25%	9 13.43%	27 17.65%	25 18.38%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	207 71.63%	2313 71.99%	5741 70.42%	59 79.73%	145 69.05%	59 80.82% G	101 63.52%	48 71.64%	157 71.36%	64 82.05% IM	36 73.47%	45 65.22%	56 64.37%	63 70.79%	103 69.13%	150 70.42%	48 71.64%	112 73.20%	95 69.85%	0 0.0%
Usually	24 8.30%	334 10.40%	937 11.49%	6 8.11%	18 8.57%	6 8.22%	14 8.81%	2 2.99%	22 10.00% H	5 6.41%	5 10.20%	4 5.80%	10 11.49%	9 10.11%	12 8.05%	22 10.33% Q	2 2.99%	11 7.19%	13 9.56%	0 0.0%
Always	58 20.07%	566 17.62%	1474 18.08%	9 12.16%	47 22.38% D	8 10.96%	44 27.67% F	17 25.37%	41 18.64%	9 11.54%	8 16.33%	20 28.99% J	21 24.14% J	17 19.10%	34 22.82%	41 19.25%	17 25.37%	30 19.61%	28 20.59%	0 0.0%
CAHPS Rate (%Always + %Usually + %Sometimes)	134 46.37%	1548 48.18%	4038 49.53%	28 37.84%	104 49.52%	34 46.58%	86 54.09%	30 44.78%	104 47.27%	21 26.92%	21 42.86%	38 55.07% J	52 59.77% J	45 50.56%	74 49.66%	104 48.83%	28 41.79%	68 44.44%	66 48.53%	0 0.0%
3-point composite mean	1.4844	1.4563	1.4766	1.3243	1.5333 D	1.3014	1.6415 F	1.5373	1.4727	1.2949	1.4286	1.6377 J	1.5977 J	1.4831	1.5369	1.4883	1.5373	1.4641	1.5074	0
4-point composite mean	1.9481	1.9381	1.9719	1.7027	2.0286 D	1.7671	2.1824 F	1.9851	1.9455	1.5641	1.8571	2.1884 J	2.1954 J	1.9888	2.0336	1.9765	1.9552	1.9085	1.9926	0
Sigma	812 100.00%	9921 100.00%	26909 100.00%	180 100.00%	604 100.00%	159 100.00%	450 100.00%	240 100.00%	548 100.00%	280 100.00%	119 100.00%	158 100.00%	230 100.00%	210 100.00%	423 100.00%	534 100.00%	246 100.00%	416 100.00%	396 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, F/G, H/I, J/K/L/M, N/O, P/Q, R/S/T

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Medicaid Satisfaction Survey (ANIM22460)

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.

	Overall Rating of Plan			Overall Rating of Health Care			Health Status		Age				Gender		Education		Survey Type		
	2016/ 2015 Plan Total (A)	0-7 (B)	8-10 (C)	0-7 (D)	8-10 (E)	Excel./ Very Good (F)	Good/ Fair/ Poor (G)	18-34 (H)	35-44 (I)	45-54 (J)	55+ (K)	Male (L)	Female (M)	High School or Less (N)	Some College or More (O)	Mail (P)	Phone (Q)	Internet (R)	
Total	758 100.00%	152 100.00%	531 100.00%	143 100.00%	396 100.00%	183 100.00%	502 100.00%	245 100.00%	105 100.00%	142 100.00%	187 100.00%	167 100.00%	385 100.00%	485 100.00%	185 100.00%	362 100.00%	396 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
No response	87 11.48%	4 2.63%	22 4.14%	8 5.59%	24 6.06%	3 1.64%	21 4.18%	5 2.04%	1 0.95%	7 4.93%	9 4.81% I	6 3.59%	13 3.38%	19 3.92%	3 1.62%	19 5.25%	68 17.17% P	0 0.0%	
Appropriately skipped	441 58.18%	84 55.26%	347 65.35% B	74 51.75%	251 63.38% D	131 71.58% G	303 60.36%	184 75.10% LJK	59 56.19%	74 52.11%	116 62.03%	93 55.69%	247 64.16%	295 60.82%	131 70.81% N	219 60.50%	222 56.06%	0 0.0%	
BASE = Those who responded	230 30.34%	64 42.11% C	162 30.51%	61 42.66% E	121 30.56%	49 26.78%	178 35.46% F	56 22.86%	45 42.86% H	61 42.96% H	62 33.16% H	68 40.72%	125 32.47%	171 35.26%	51 27.57%	124 34.25% Q	106 26.77%	0 0.0%	
Never	120 52.17%	35 54.69%	83 51.23%	34 55.74%	55 45.45%	22 44.90%	96 53.93%	42 75.00% LJK	25 55.56%	26 42.62%	23 37.10%	30 44.12%	68 54.40%	82 47.95%	33 64.71% N	69 55.65%	51 48.11%	0 0.0%	
Sometimes	37 16.09%	10 15.63%	27 16.67%	11 18.03%	21 17.36%	9 18.37%	28 15.73%	6 10.71%	7 15.56%	10 16.39%	13 20.97%	15 22.06%	16 12.80%	26 15.20%	9 17.65%	17 13.71%	20 18.87%	0 0.0%	
Bottom Two Box (%Never + %Sometimes)	157 68.26%	45 70.31%	110 67.90%	45 73.77%	76 62.81%	31 63.27%	124 69.66%	48 85.71% JK	32 71.11%	36 59.02%	36 58.06%	45 66.18%	84 67.20%	108 63.16%	42 82.35% N	86 69.35%	71 66.98%	0 0.0%	
Usually	19 8.26%	6 9.38%	12 7.41%	7 11.48%	9 7.44%	2 4.08%	17 9.55%	2 3.57%	5 11.11%	4 6.56%	8 12.90%	6 8.82%	11 8.80%	17 9.94%	2 3.92%	10 8.06%	9 8.49%	0 0.0%	
Always	54 23.48%	13 20.31%	40 24.69%	9 14.75%	36 29.75% D	16 32.65%	37 20.79%	6 10.71%	8 17.78%	21 34.43% HI	18 29.03% H	17 25.00%	30 24.00%	46 26.90% O	7 13.73%	28 22.58%	26 24.53%	0 0.0%	
CAHPS Rate (%Always + %Usually + %Sometimes)	110 47.83%	29 45.31%	79 48.77%	27 44.26%	66 54.55%	27 55.10%	82 46.07%	14 25.00%	20 44.44% H	35 57.38% H	39 62.90% H	38 55.88%	57 45.60%	89 52.05% O	18 35.29%	55 44.35%	55 51.89%	0 0.0%	
3-point composite mean	1.5522	1.5000	1.5679	1.4098	1.6694 D	1.6939	1.5112	1.2500	1.4667	1.7541 H	1.7097 H	1.5882	1.5680	1.6374 O	1.3137	1.5323	1.5755	0	
4-point composite mean	2.0304	1.9531	2.0556	1.8525	2.2149	2.2449	1.9719	1.5000	1.9111	2.3279 H	2.3387 H	2.1471	2.0240	2.1579 O	1.6667	1.9758	2.0943	0	
Sigma	758 100.00%	152 100.00%	531 100.00%	143 100.00%	396 100.00%	183 100.00%	502 100.00%	245 100.00%	105 100.00%	142 100.00%	187 100.00%	167 100.00%	385 100.00%	485 100.00%	185 100.00%	362 100.00%	396 100.00%	0 0.0%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. B/C, D/E, F/G, H/I/J/K, L/M, N/O, P/Q/R

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Medicaid Satisfaction Survey (ANIM22460)

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.

	2017 Plan Results																					
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2017 Plan Total (A)	2017 Anthem Avg. (B)	DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	420 100.00%	9921 100.00%	26909 100.00%	392 100.00%	366 100.00%	99 100.00%	304 100.00%	84 100.00%	233 100.00%	133 100.00%	276 100.00%	139 100.00%	53 100.00%	84 100.00%	131 100.00%	108 100.00%	216 100.00%	265 100.00%	136 100.00%	219 100.00%	201 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	15 3.57%	301 3.03%	827 3.07%	19 4.85%	67 18.31% ABCD	3 3.03%	4 1.32%	1 1.19%	8 3.43%	1 0.75%	6 2.17%	2 1.44%	0 0.0%	2 2.38%	4 3.05% M	2 1.85%	6 2.78%	6 2.26%	2 1.47%	8 3.65%	7 3.48%	0 0.0%
Appropriately skipped	260 61.90%	6412 64.63% DE	17958 66.74% ABDE	227 57.91%	214 58.47%	58 58.59%	196 64.47%	46 54.76%	149 63.95%	97 72.93% K	161 58.33%	95 68.35%	36 67.92%	49 58.33%	77 58.78%	61 56.48%	136 62.96%	148 55.85%	106 77.94% R	132 60.27%	128 63.68%	0 0.0%
BASE = Those who responded	145 34.52% E	3208 32.34% CE	8124 30.19% E	146 37.24% BCE	85 23.22%	38 38.38%	104 34.21%	37 44.05%	76 32.62%	35 26.32%	109 39.49% J	42 30.22%	17 32.08%	33 39.29%	50 38.17%	45 41.67%	74 34.26%	111 41.89% S	28 20.59%	79 36.07%	66 32.84%	0 0.0%
Never	79 54.48%	1848 57.61%	4530 55.76%	85 58.22%	43 50.59%	24 63.16%	53 50.96%	22 59.46%	32 42.11%	20 57.14%	58 53.21%	27 64.29% O	11 64.71%	18 54.55%	21 42.00%	22 48.89%	36 48.65%	60 54.05%	15 53.57%	42 53.16%	37 56.06%	0 0.0%
Sometimes	25 17.24%	595 18.55%	1578 19.42%	21 14.38%	13 15.29%	7 18.42%	17 16.35%	6 16.22%	16 21.05%	6 17.14%	19 17.43%	4 9.52%	2 11.76%	6 18.18%	12 24.00%	8 17.78%	15 20.27%	20 18.02%	3 10.71%	14 17.72%	11 16.67%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	104 71.72% E	2443 76.15%	6108 75.18%	106 72.60%	56 65.88%	31 81.58%	70 67.31%	28 75.68%	48 63.16%	26 74.29%	77 70.64%	31 73.81%	13 76.47%	24 72.73%	33 66.00%	30 66.67%	51 68.92%	80 72.07%	18 64.29%	56 70.89%	48 72.73%	0 0.0%
Usually	17 11.72%	306 9.54% D	852 10.49% D	8 5.48%	9 10.59%	5 13.16%	12 11.54%	6 16.22%	8 10.53%	2 5.71%	15 13.76%	6 14.29%	0 0.0%	5 15.15%	6 12.00%	8 17.78%	9 12.16%	14 12.61%	3 10.71%	11 13.92%	6 9.09%	0 0.0%
Always	24 16.55%	459 14.31%	1164 14.33%	32 21.92% BC	20 23.53% BC	2 5.26%	22 21.15% F	3 8.11%	20 26.32% H	7 20.00%	17 15.60%	5 11.90%	4 23.53%	4 12.12%	11 22.00%	7 15.56%	14 18.92%	17 15.32%	7 25.00%	12 15.19%	12 18.18%	0 0.0%
CAHPS Rate (%Always + %Usually + %Sometimes)	66 45.52%	1360 42.39%	3594 44.24%	61 41.78%	42 49.41%	14 36.84%	51 49.04%	15 40.54%	44 57.89%	15 42.86%	51 46.79%	15 35.71%	6 35.29%	15 45.45%	29 58.00% L	23 51.11%	38 51.35%	51 45.95%	13 46.43%	37 46.84%	29 43.94%	0 0.0%
3-point composite mean	1.4483	1.3815	1.3914	1.4932	1.5765 BC	1.2368	1.5385 F	1.3243	1.6316 H	1.4571	1.4495	1.3810	1.4706	1.3939	1.5600	1.4889	1.5000	1.4324	1.6071	1.4430	1.4545	0
4-point composite mean	1.9034	1.8055	1.8338	1.9110	2.0706	1.6053	2.0288 F	1.7297	2.2105 H	1.8857	1.9174	1.7381	1.8235	1.8485	2.1400	2.0000	2.0135	1.8919	2.0714	1.9114	1.8939	0
Sigma	420 100.00%	9921 100.00%	26909 100.00%	392 100.00%	366 100.00%	99 100.00%	304 100.00%	84 100.00%	233 100.00%	133 100.00%	276 100.00%	139 100.00%	53 100.00%	84 100.00%	131 100.00%	108 100.00%	216 100.00%	265 100.00%	136 100.00%	219 100.00%	201 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

AMERIGROUP LOUISIANA
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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.

				Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2017/ 2016 Plan	2017 Anthem	2017 DSS Book																	
	Total (A)	Avg. (B)	of Bus. (C)	0-7 (D)	8-10 (E)	0-7 (F)	8-10 (G)	Excel./ Very Good (H)	Good/ Fair/ Poor (I)	18-34 (J)	35-44 (K)	45-54 (L)	55+ (M)	Male (N)	Female (O)	High School or Less (P)	Some College or More (Q)	Mail (R)	Phone (S)	Internet (T)
Total	812 100.00%	9921 100.00%	26909 100.00%	180 100.00%	604 100.00%	159 100.00%	450 100.00%	240 100.00%	548 100.00%	280 100.00%	119 100.00%	158 100.00%	230 100.00%	210 100.00%	423 100.00%	534 100.00%	246 100.00%	416 100.00%	396 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	34 4.19%	301 3.03%	827 3.07%	4 2.22%	17 2.81%	3 1.89%	18 4.00%	2 0.83%	17 3.10%	4 1.43%	0 0.0%	7 4.43%	8 3.48%	6 2.86%	13 3.07%	16 3.00%	3 1.22%	17 4.09%	17 4.29%	0 0.0%
Appropriately skipped	487 59.98%	6412 64.63%	17958 66.74%	102 56.67%	375 62.09%	82 51.57%	271 60.22%	171 71.25%	309 56.39%	197 70.36%	69 57.98%	82 51.90%	134 58.26%	115 54.76%	260 61.47%	303 56.74%	175 71.14%	247 59.38%	240 60.61%	0 0.0%
BASE = Those who responded	291 35.84%	3208 32.34%	8124 30.19%	74 41.11%	212 35.10%	74 46.54%	161 35.78%	67 27.92%	222 40.51%	79 28.21%	50 42.02%	69 43.67%	88 38.26%	89 42.38%	150 35.46%	215 40.26%	68 27.64%	152 36.54%	139 35.10%	0 0.0%
Never	164 56.36%	1848 57.61%	4530 55.76%	47 63.51%	114 53.77%	45 60.81%	78 48.45%	40 59.70%	123 55.41%	59 74.68%	29 58.00%	35 50.72%	39 44.32%	42 47.19%	82 54.67%	115 53.49%	45 66.18%	84 55.26%	80 57.55%	0 0.0%
Sometimes	46 15.81%	595 18.55%	1578 19.42%	9 12.16%	35 16.51%	10 13.51%	30 18.63%	8 11.94%	37 16.67%	5 6.33%	7 14.00%	9 13.04%	22 25.00%	15 16.85%	25 16.67%	37 17.21%	5 7.35%	24 15.79%	22 15.83%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	210 72.16%	2443 76.15%	6108 75.18%	56 75.68%	149 70.28%	55 74.32%	108 67.08%	48 71.64%	160 72.07%	64 81.01%	36 72.00%	44 63.77%	61 69.32%	57 64.04%	107 71.33%	152 70.70%	50 73.53%	108 71.05%	102 73.38%	0 0.0%
Usually	25 8.59%	306 9.54%	852 10.49%	6 8.11%	19 8.96%	7 9.46%	14 8.70%	4 5.97%	21 9.46%	6 7.59%	4 8.00%	8 11.59%	7 7.95%	10 11.24%	14 9.33%	21 9.77%	4 5.88%	13 8.55%	12 8.63%	0 0.0%
Always	56 19.24%	459 14.31%	1164 14.33%	12 16.22%	44 20.75%	12 16.22%	39 24.22%	15 22.39%	41 18.47%	9 11.39%	10 20.00%	17 24.64%	20 22.73%	22 24.72%	29 19.33%	42 19.53%	14 20.59%	31 20.39%	25 17.99%	0 0.0%
CAHPS Rate (%Always + %Usually + %Sometimes)	127 43.64%	1360 42.39%	3594 44.24%	27 36.49%	98 46.23%	29 39.19%	83 51.55%	27 40.30%	99 44.59%	20 25.32%	21 42.00%	34 49.28%	49 55.68%	47 52.81%	68 45.33%	100 46.51%	23 33.82%	68 44.74%	59 42.45%	0 0.0%
3-point composite mean	1.4708	1.3815	1.3914	1.4054	1.5047	1.4189	1.5714	1.5075	1.4640	1.3038	1.4800	1.6087	1.5341	1.6067	1.4800	1.4884	1.4706	1.4934	1.4460	0
4-point composite mean	1.9072	1.8055	1.8338	1.7703	1.9670	1.8108	2.0870	1.9104	1.9099	1.5570	1.9000	2.1014	2.0909	2.1348	1.9333	1.9535	1.8088	1.9408	1.8705	0
Sigma	812 100.00%	9921 100.00%	26909 100.00%	180 100.00%	604 100.00%	159 100.00%	450 100.00%	240 100.00%	548 100.00%	280 100.00%	119 100.00%	158 100.00%	230 100.00%	210 100.00%	423 100.00%	534 100.00%	246 100.00%	416 100.00%	396 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, F/G, H/I, J/K/L/M, N/O, P/Q, R/S/T

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Medicaid Satisfaction Survey (ANIM22460)

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.

	Overall Rating of Plan			Overall Rating of Health Car			Health Status		Age				Gender		Education		Survey Type		
	2016/ 2015 Plan						Excel./ Very Good	Good/ Fair/ Poor							High School or Less	Some College or More			
Total	(A)	0-7 (B)	8-10 (C)	0-7 (D)	8-10 (E)		(F)	(G)	18-34 (H)	35-44 (I)	45-54 (J)	55+ (K)	Male (L)	Female (M)	(N)	(O)	Mail (P)	Phone (Q)	Internet (R)
Total	758 100.00%	152 100.00%	531 100.00%	143 100.00%	396 100.00%		183 100.00%	502 100.00%	245 100.00%	105 100.00%	142 100.00%	187 100.00%	167 100.00%	385 100.00%	485 100.00%	185 100.00%	362 100.00%	396 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	86 11.35%	3 1.97%	22 4.14%	7 4.90%	22 5.56%		2 1.09%	20 3.98% F	3 1.22%	1 0.95%	9 6.34% HI	7 3.74%	6 3.59%	13 3.38%	18 3.71% O	2 1.08%	21 5.80%	65 16.41% P	0 0.0%
Appropriately skipped	441 58.18%	84 55.26%	347 65.35% B	74 51.75%	251 63.38% D		131 71.58% G	303 60.36%	184 75.10% IJK	59 56.19%	74 52.11%	116 62.03%	93 55.69%	247 64.16%	295 60.82%	131 70.81% N	219 60.50%	222 56.06%	0 0.0%
BASE = Those who responded	231 30.47%	65 42.76% C	162 30.51%	62 43.36% E	123 31.06%		50 27.32%	179 35.66% F	58 23.67%	45 42.86% H	59 41.55% H	64 34.22% H	68 40.72%	125 32.47%	172 35.46%	52 28.11%	122 33.70%	109 27.53%	0 0.0%
Never	128 55.41%	39 60.00%	87 53.70%	39 62.90%	60 48.78%		27 54.00%	101 56.42%	43 74.14% JK	25 55.56%	29 49.15%	29 45.31%	31 45.59%	73 58.40%	87 50.58%	39 75.00% N	70 57.38%	58 53.21%	0 0.0%
Sometimes	34 14.72%	7 10.77%	26 16.05%	8 12.90%	20 16.26%		7 14.00%	26 14.53%	5 8.62%	8 17.78%	7 11.86%	12 18.75%	9 13.24%	18 14.40%	27 15.70%	4 7.69%	15 12.30%	19 17.43%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	162 70.13%	46 70.77%	113 69.75%	47 75.81%	80 65.04%		34 68.00%	127 70.95%	48 82.76% JK	33 73.33%	36 61.02%	41 64.06%	40 58.82%	91 72.80%	114 66.28%	43 82.69% N	85 69.67%	77 70.64%	0 0.0%
Usually	17 7.36%	4 6.15%	12 7.41%	3 4.84%	10 8.13%		2 4.00%	15 8.38%	1 1.72%	4 8.89%	5 8.47%	7 10.94% H	7 10.29%	8 6.40%	15 8.72% O	1 1.92%	8 6.56%	9 8.26%	0 0.0%
Always	52 22.51%	15 23.08%	37 22.84%	12 19.35%	33 26.83%		14 28.00%	37 20.67%	9 15.52%	8 17.78%	18 30.51%	16 25.00%	21 30.88%	26 20.80%	43 25.00%	8 15.38%	29 23.77%	23 21.10%	0 0.0%
CAHPS Rate (%Always + %Usually + %Sometimes)	103 44.59%	26 40.00%	75 46.30%	23 37.10%	63 51.22%		23 46.00%	78 43.58%	15 25.86%	20 44.44%	30 50.85% H	35 54.69% H	37 54.41%	52 41.60%	85 49.42% O	13 25.00%	52 42.62%	51 46.79%	0 0.0%
3-point composite mean	1.5238	1.5231	1.5309	1.4355	1.6179		1.6000	1.4972	1.3276	1.4444	1.6949 H	1.6094	1.7206	1.4800	1.5872 O	1.3269	1.5410	1.5046	0
4-point composite mean	1.9697	1.9231	1.9938	1.8065	2.1301		2.0600	1.9330	1.5862	1.8889	2.2034 H	2.1563 H	2.2647	1.8960	2.0814 O	1.5769	1.9672	1.9725	0
Sigma	758 100.00%	152 100.00%	531 100.00%	143 100.00%	396 100.00%		183 100.00%	502 100.00%	245 100.00%	105 100.00%	142 100.00%	187 100.00%	167 100.00%	385 100.00%	485 100.00%	185 100.00%	362 100.00%	396 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. B/C, D/E, F/G, H/I/J/K, L/M, N/O, P/Q/R

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Medicaid Satisfaction Survey (ANIM22460)

43. Do you take aspirin daily or every other day? - All respondents

2017 Plan Results																						
					Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)	
Total	420	9921	26909	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	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%	0.27%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	14	243	646	13	62	1	5	1	6	4	3	2	0	1	3	3	3	5	0	5	9	0
	3.33%	2.45%	2.40%	3.32%	16.94%	1.01%	1.64%	1.19%	2.58%	3.01%	1.09%	1.44%	0.0%	1.19%	2.29%	2.78%	1.39%	1.89%	0.0%	2.28%	4.48%	0.0%
					ABCD													S				
Don't know	1	109	288	2	8	0	1	0	1	0	1	0	0	0	1	1	0	0	0	1	0	0
	0.24%	1.10%	1.07%	0.51%	2.19%	0.0%	0.33%	0.0%	0.43%	0.0%	0.36%	0.0%	0.0%	0.0%	0.76%	0.93%	0.0%	0.0%	0.0%	0.46%	0.0%	0.0%
		A	A		AD																	
BASE = Those who responded	405	9569	25975	377	295	98	298	83	226	129	272	137	53	83	127	104	213	260	136	213	192	0
	96.43%	96.45%	96.53%	96.17%	80.60%	98.99%	98.03%	98.81%	97.00%	96.99%	98.55%	98.56%	100.00%	98.81%	96.95%	96.30%	98.61%	98.11%	100.00%	97.26%	95.52%	0.0%
	E	E	E	E									O					R				
Yes	121	2373	6919	108	80	34	85	25	72	28	91	23	11	36	49	40	59	82	36	56	65	0
	29.88%	24.80%	26.64%	28.65%	27.12%	34.69%	28.52%	30.12%	31.86%	21.71%	33.46%	16.79%	20.75%	43.37%	38.58%	38.46%	27.70%	31.54%	26.47%	26.29%	33.85%	0.0%
	B		B							J				IM	IM							
No	284	7196	19056	269	215	64	213	58	154	101	181	114	42	47	78	64	154	178	100	157	127	0
	70.12%	75.20%	73.36%	71.35%	72.88%	65.31%	71.48%	69.88%	68.14%	78.29%	66.54%	83.21%	79.25%	56.63%	61.42%	61.54%	72.30%	68.46%	73.53%	73.71%	66.15%	0.0%
		AC								K		NO	NO									
Sigma	420	9921	26909	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Medicaid Satisfaction Survey (ANIM22460)

43. Do you take aspirin daily or every other day? - Aspirin use qualified

2017 Plan Results																						
					Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)	
Total	38	936	2840	32	22	10	28	6	23	10	28	0	0	11	27	19	12	26	11	22	16	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
BASE = Those who responded	38	936	2840	32	22	10	28	6	23	10	28	0	0	11	27	19	12	26	11	22	16	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Yes	13	313	1019	10	10	5	8	1	7	3	10	0	0	4	9	6	4	9	4	7	6	0
	34.21%	33.44%	35.88%	31.25%	45.45%	50.00%	28.57%	16.67%	30.43%	30.00%	35.71%	0.0%	0.0%	36.36%	33.33%	31.58%	33.33%	34.62%	36.36%	31.82%	37.50%	0.0%
No	25	623	1821	22	12	5	20	5	16	7	18	0	0	7	18	13	8	17	7	15	10	0
	65.79%	66.56%	64.12%	68.75%	54.55%	50.00%	71.43%	83.33%	69.57%	70.00%	64.29%	0.0%	0.0%	63.64%	66.67%	68.42%	66.67%	65.38%	63.64%	68.18%	62.50%	0.0%
Sigma	38	936	2840	32	22	10	28	6	23	10	28	0	0	11	27	19	12	26	11	22	16	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Medicaid Satisfaction Survey (ANIM22460)

43. Do you take aspirin daily or every other day? - Aspirin use qualified

				Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2017/ 2016 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	0-7 (D)	8-10 (E)	0-7 (F)	8-10 (G)	Excel./ Very Good (H)	Good/ Fair/ Poor (I)	18-34 (J)	35-44 (K)	45-54 (L)	55+ (M)	Male (N)	Female (O)	High School or Less (P)	Some College or More (Q)	Mail (R)	Phone (S)	Internet (T)
Total	70 100.00%	936 100.00%	2840 100.00%	16 100.00%	54 100.00%	13 100.00%	40 100.00%	16 100.00%	53 100.00%	0 0.0%	0 0.0%	26 100.00%	44 100.00%	40 100.00%	20 100.00%	53 100.00%	16 100.00%	42 100.00%	28 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Don't know	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
BASE = Those who responded	70 100.00%	936 100.00%	2840 100.00%	16 100.00%	54 100.00%	13 100.00%	40 100.00%	16 100.00%	53 100.00%	0 0.0%	0 0.0%	26 100.00%	44 100.00%	40 100.00%	20 100.00%	53 100.00%	16 100.00%	42 100.00%	28 100.00%	0 0.0%
Yes	23 32.86%	313 33.44%	1019 35.88%	7 43.75%	16 29.63%	4 30.77%	12 30.00%	5 31.25%	17 32.08%	0 0.0%	0 0.0%	7 26.92%	16 36.36%	12 30.00%	8 40.00%	17 32.08%	6 37.50%	14 33.33%	9 32.14%	0 0.0%
No	47 67.14%	623 66.56%	1821 64.12%	9 56.25%	38 70.37%	9 69.23%	28 70.00%	11 68.75%	36 67.92%	0 0.0%	0 0.0%	19 73.08%	28 63.64%	28 70.00%	12 60.00%	36 67.92%	10 62.50%	28 66.67%	19 67.86%	0 0.0%
Sigma	70 100.00%	936 100.00%	2840 100.00%	16 100.00%	54 100.00%	13 100.00%	40 100.00%	16 100.00%	53 100.00%	0 0.0%	0 0.0%	26 100.00%	44 100.00%	40 100.00%	20 100.00%	53 100.00%	16 100.00%	42 100.00%	28 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, F/G, H/I, J/K/L/M, N/O, P/Q, R/S/T

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Medicaid Satisfaction Survey (ANIM22460)

43. Do you take aspirin daily or every other day? - Aspirin use qualified

	Overall Rating of Plan			Overall Rating of Health Car			Health Status		Age				Gender		Education			Survey Type		
2016/ 2015 Plan							Excel. / Very Good								High School or Less					
Total	0-7	8-10		0-7	8-10		Good	Fair/ Poor	18-34	35-44	45-54	55+	Male	Female		Some College	Mail	Phone	Internet	
(A)	(B)	(C)		(D)	(E)		(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total	54	8	45	10	31		7	45	0	0	19	35	31	20	42	11	36	18	0	
	100.00%	100.00%	100.00%	100.00%	100.00%		100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	
Multiple mark	0	0	0	0	0		0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	0	0	0	0	0		0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Don't know	0	0	0	0	0		0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
BASE = Those who responded	54	8	45	10	31		7	45	0	0	19	35	31	20	42	11	36	18	0	
	100.00%	100.00%	100.00%	100.00%	100.00%		100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	
Yes	20	2	17	5	11		2	16	0	0	4	16	10	10	13	7	14	6	0	
	37.04%	25.00%	37.78%	50.00%	35.48%		28.57%	35.56%	0.0%	0.0%	21.05%	45.71%	32.26%	50.00%	30.95%	63.64%	38.89%	33.33%	0.0%	
No	34	6	28	5	20		5	29	0	0	15	19	21	10	29	4	22	12	0	
	62.96%	75.00%	62.22%	50.00%	64.52%		71.43%	64.44%	0.0%	0.0%	78.95%	54.29%	67.74%	50.00%	69.05%	36.36%	61.11%	66.67%	0.0%	
Sigma	54	8	45	10	31		7	45	0	0	19	35	31	20	42	11	36	18	0	
	100.00%	100.00%	100.00%	100.00%	100.00%		100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. B/C, D/E, F/G, H/I/J/K, L/M, N/O, P/Q/R

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Medicaid Satisfaction Survey (ANIM22460)

44. Do you have a health problem or take medication that makes taking aspirin unsafe for you?

2017 Plan Results																						
	2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
						0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	420 100.00%	9921 100.00%	26909 100.00%	392 100.00%	366 100.00%	99 100.00%	304 100.00%	84 100.00%	233 100.00%	133 100.00%	276 100.00%	139 100.00%	53 100.00%	84 100.00%	131 100.00%	108 100.00%	216 100.00%	265 100.00%	136 100.00%	219 100.00%	201 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	2 0.51%	1 0.27%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	11 2.62%	232 2.34%	650 2.42%	11 2.81%	62 16.94%	1 1.01%	2 0.66%	2 2.38%	2 0.86%	1 0.75%	3 1.09%	2 1.44%	0 0.0%	0 0.0%	1 0.76%	3 2.78%	0 0.0%	3 1.13%	0 0.0%	3 1.37%	8 3.98%	0 0.0%
Don't know	23 5.48%	663 6.68%	2044 7.60%	28 7.14%	22 6.01%	6 6.06%	14 4.61%	6 7.14%	13 5.58%	3 2.26%	19 6.88%	1 0.72%	5 9.43%	6 7.14%	11 8.40%	7 6.48%	16 7.41%	15 5.66%	5 3.68%	22 10.05%	1 0.50%	0 0.0%
BASE = Those who responded	386 91.90%	9026 90.98%	24215 89.99%	351 89.54%	281 76.78%	92 92.93%	288 94.74%	76 90.48%	218 93.56%	129 96.99%	254 92.03%	136 97.84%	48 90.57%	78 92.86%	119 90.84%	98 90.74%	200 92.59%	247 93.21%	131 96.32%	194 88.58%	192 95.52%	0 0.0%
Yes	38 9.84%	1006 11.15%	2703 11.16%	47 13.39%	39 13.88%	9 9.78%	29 10.07%	10 13.16%	23 10.55%	2 1.55%	36 14.17%	4 2.94%	2 4.17%	9 11.54%	23 19.33%	7 7.14%	29 14.50%	26 10.53%	12 9.16%	21 10.82%	17 8.85%	0 0.0%
No	348 90.16%	8020 88.85%	21512 88.84%	304 86.61%	242 86.12%	83 90.22%	259 89.93%	66 86.84%	195 89.45%	127 98.45%	218 85.83%	132 97.06%	46 95.83%	69 88.46%	96 80.67%	91 92.86%	171 85.50%	221 89.47%	119 90.84%	173 89.18%	175 91.15%	0 0.0%
Sigma	420 100.00%	9921 100.00%	26909 100.00%	392 100.00%	366 100.00%	99 100.00%	304 100.00%	84 100.00%	233 100.00%	133 100.00%	276 100.00%	139 100.00%	53 100.00%	84 100.00%	131 100.00%	108 100.00%	216 100.00%	265 100.00%	136 100.00%	219 100.00%	201 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Medicaid Satisfaction Survey (ANIM22460)

45. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke? - All respondents

2017 Plan Results																						
					Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)	
Total	420	9921	26909	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	10	263	717	12	65	2	0	1	3	2	1	1	0	0	0	1	0	1	0	1	9	0
	2.38%	2.65%	2.66%	3.06%	17.76% ABCD	2.02%	0.0%	1.19%	1.29%	1.50%	0.36%	0.72%	0.0%	0.0%	0.0%	0.93%	0.0%	0.38%	0.0%	0.46%	4.48% T	0.0%
BASE = Those who responded	410	9658	26192	380	301	97	304	83	230	131	275	138	53	84	131	107	216	264	136	218	192	0
	97.62% E	97.35% E	97.34% E	96.94% E	82.24%	97.98%	100.00%	98.81%	98.71%	98.50%	99.64%	99.28%	100.00%	100.00%	100.00%	99.07%	100.00%	99.62%	100.00%	99.54% U	95.52%	0.0%
Yes	171	3898	10848	168	132	35	134	27	113	33	137	38	20	44	69	47	93	109	58	90	81	0
	41.71%	40.36%	41.42%	44.21%	43.85%	36.08%	44.08%	32.53%	49.13% H	25.19%	49.82% J	27.54%	37.74%	52.38% L	52.67% L	43.93%	43.06%	41.29%	42.65%	41.28%	42.19%	0.0%
No	239	5760	15344	212	169	62	170	56	117	98	138	100	33	40	62	60	123	155	78	128	111	0
	58.29%	59.64%	58.58%	55.79%	56.15%	63.92%	55.92%	67.47% I	50.87%	74.81% K	50.18%	72.46% NO	62.26%	47.62%	47.33%	56.07%	56.94%	58.71%	57.35%	58.72%	57.81%	0.0%
Sigma	420	9921	26909	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Medicaid Satisfaction Survey (ANIM22460)

45. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke? - Discussing aspirin risks and benefits qualified

2017 Plan Results																						
					Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)	
Total	83 100.00%	1990 100.00%	6049 100.00%	52 100.00%	42 100.00%	21 100.00%	61 100.00%	15 100.00%	49 100.00%	20 100.00%	62 100.00%	0 0.0%	0 0.0%	16 100.00%	67 100.00%	31 100.00%	38 100.00%	55 100.00%	26 100.00%	48 100.00%	35 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
BASE = Those who responded	83 100.00%	1990 100.00%	6049 100.00%	52 100.00%	42 100.00%	21 100.00%	61 100.00%	15 100.00%	49 100.00%	20 100.00%	62 100.00%	0 0.0%	0 0.0%	16 100.00%	67 100.00%	31 100.00%	38 100.00%	55 100.00%	26 100.00%	48 100.00%	35 100.00%	0 0.0%
Yes	32 38.55%	853 42.86%	2605 43.06%	23 44.23%	30 71.43%	9 42.86%	23 37.70%	4 26.67%	24 48.98%	3 15.00%	29 46.77%	0 0.0%	0 0.0%	5 31.25%	27 40.30%	11 35.48%	17 44.74%	21 38.18%	10 38.46%	15 31.25%	17 48.57%	0 0.0%
	ABCD																					
No	51 61.45% E	1137 57.14% E	3444 56.94% E	29 55.77% E	12 28.57%	12 57.14%	38 62.30%	11 73.33%	25 51.02%	17 85.00%	33 53.23%	0 0.0%	0 0.0%	11 68.75%	40 59.70%	20 64.52%	21 55.26%	34 61.82%	16 61.54%	33 68.75%	18 51.43%	0 0.0%
Sigma	83 100.00%	1990 100.00%	6049 100.00%	52 100.00%	42 100.00%	21 100.00%	61 100.00%	15 100.00%	49 100.00%	20 100.00%	62 100.00%	0 0.0%	0 0.0%	16 100.00%	67 100.00%	31 100.00%	38 100.00%	55 100.00%	26 100.00%	48 100.00%	35 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Medicaid Satisfaction Survey (ANIM22460)

45. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke? - Discussing aspirin risks and benefits qualified

				Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2017/ 2016 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	0-7 (D)	8-10 (E)	0-7 (F)	8-10 (G)	Excel./ Very Good (H)	Good/ Fair/ Poor (I)	18-34 (J)	35-44 (K)	45-54 (L)	55+ (M)	Male (N)	Female (O)	High School or Less (P)	Some College or More (Q)	Mail (R)	Phone (S)	Internet (T)
Total	135 100.00%	1990 100.00%	6049 100.00%	29 100.00%	103 100.00%	23 100.00%	81 100.00%	30 100.00%	101 100.00%	0 0.0%	0 0.0%	35 100.00%	99 100.00%	58 100.00%	59 100.00%	97 100.00%	35 100.00%	81 100.00%	54 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
BASE = Those who responded	135 100.00%	1990 100.00%	6049 100.00%	29 100.00%	103 100.00%	23 100.00%	81 100.00%	30 100.00%	101 100.00%	0 0.0%	0 0.0%	35 100.00%	99 100.00%	58 100.00%	59 100.00%	97 100.00%	35 100.00%	81 100.00%	54 100.00%	0 0.0%
Yes	55 40.74%	853 42.86%	2605 43.06%	13 44.83%	41 39.81%	10 43.48%	37 45.68%	7 23.33%	45 44.55% H	0 0.0%	0 0.0%	13 37.14%	42 42.42%	24 41.38%	25 42.37%	42 43.30%	12 34.29%	28 34.57%	27 50.00%	0 0.0%
No	80 59.26%	1137 57.14%	3444 56.94%	16 55.17%	62 60.19%	13 56.52%	44 54.32%	23 76.67% I	56 55.45%	0 0.0%	0 0.0%	22 62.86%	57 57.58%	34 58.62%	34 57.63%	55 56.70%	23 65.71%	53 65.43%	27 50.00%	0 0.0%
Sigma	135 100.00%	1990 100.00%	6049 100.00%	29 100.00%	103 100.00%	23 100.00%	81 100.00%	30 100.00%	101 100.00%	0 0.0%	0 0.0%	35 100.00%	99 100.00%	58 100.00%	59 100.00%	97 100.00%	35 100.00%	81 100.00%	54 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, F/G, H/I, J/K/L/M, N/O, P/Q, R/S/T

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Medicaid Satisfaction Survey (ANIM22460)

45. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke? - Discussing aspirin risks and benefits qualified

	Overall Rating of Plan			Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	=====			=====		=====		=====				=====		=====		=====		
2016/ 2015 Plan						Excel./ Good/ Very Fair/ Good Poor								High School or Less or More				
Total	0-7	8-10		0-7	8-10			18-34	35-44	45-54	55+	Male	Female			Mail	Phone	Internet
(A)	(B)	(C)		(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	94	16	75	16	59	14	76	0	0	27	64	44	43	72	17	61	33	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
BASE = Those who responded	94	16	75	16	59	14	76	0	0	27	64	44	43	72	17	61	33	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Yes	53	9	42	12	32	4	45	0	0	12	40	23	26	42	9	33	20	0
	56.38%	56.25%	56.00%	75.00%	54.24%	28.57%	59.21%	0.0%	0.0%	44.44%	62.50%	52.27%	60.47%	58.33%	52.94%	54.10%	60.61%	0.0%
No	41	7	33	4	27	10	31	0	0	15	24	21	17	30	8	28	13	0
	43.62%	43.75%	44.00%	25.00%	45.76%	71.43%	40.79%	0.0%	0.0%	55.56%	37.50%	47.73%	39.53%	41.67%	47.06%	45.90%	39.39%	0.0%
Sigma	94	16	75	16	59	14	76	0	0	27	64	44	43	72	17	61	33	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. B/C, D/E, F/G, H/I/J/K, L/M, N/O, P/Q/R

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Medicaid Satisfaction Survey (ANIM22460)

46. Are you aware that you have any of the following conditions?

2017 Plan Results																						
	2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
						0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	420	9921	26909	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
BASE = Those who responded	420	9921	26909	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
High cholesterol	109	2632	7616	120	88	24	82	26	68	20	87	5	14	34	55	38	66	75	30	60	49	0
	25.95%	26.53%	28.30%	30.61%	24.04%	24.24%	26.97%	30.95%	29.18%	15.04%	31.52%	3.60%	26.42%	40.48%	41.98%	35.19%	30.56%	28.30%	22.06%	27.40%	24.38%	0.0%
			B	E							J		L	L	IM							
High blood pressure	178	3659	10179	164	148	39	135	43	106	29	148	24	16	46	90	61	104	127	46	106	72	0
	42.38%	36.88%	37.83%	41.84%	40.44%	39.39%	44.41%	51.19%	45.49%	21.80%	53.62%	17.27%	30.19%	54.76%	68.70%	56.48%	48.15%	47.92%	33.82%	48.40%	35.82%	0.0%
			B								J			IM	LMN			S		U		
Parent or sibling with heart attack before the age of 60	102	2004	5146	94	61	26	76	26	59	11	89	25	14	31	32	36	54	76	24	51	51	0
	24.29%	20.20%	19.12%	23.98%	16.67%	26.26%	25.00%	30.95%	25.32%	8.27%	32.25%	17.99%	26.42%	36.90%	24.43%	33.33%	25.00%	28.68%	17.65%	23.29%	25.37%	0.0%
		CE	C	CE							J			L				S				
None/no response	184	4530	11981	152	179	46	125	23	96	89	86	98	25	25	25	29	81	95	77	80	104	0
	43.81%	45.66%	44.52%	38.78%	48.91%	46.46%	41.12%	27.38%	41.20%	66.92%	31.16%	70.50%	47.17%	29.76%	19.08%	26.85%	37.50%	35.85%	56.62%	36.53%	51.74%	0.0%
		D	D		D				H	K		MNO	NO				P		R		T	
Sigma	573	12825	34922	530	476	135	418	118	329	149	410	152	69	136	202	164	305	373	177	297	276	0
	136.43%	129.27%	129.78%	135.20%	130.05%	136.36%	137.50%	140.48%	141.20%	112.03%	148.55%	109.35%	130.19%	161.90%	154.20%	151.85%	141.20%	140.75%	130.15%	135.62%	137.31%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Medicaid Satisfaction Survey (ANIM22460)

47. Has a doctor ever told you that you have any of the following conditions?

2017 Plan Results																						
					Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)	
Total	420	9921	26909	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
BASE = Those who responded	420	9921	26909	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
A heart attack	23	525	1522	28	19	1	22	3	15	2	21	1	0	6	16	12	10	20	2	14	9	0
	5.48%	5.29%	5.66%	7.14%	5.19%	1.01%	7.24% F	3.57%	6.44%	1.50%	7.61% J	0.72%	0.0%	7.14% IM	12.21% IM	11.11%	4.63%	7.55% S	1.47%	6.39%	4.48%	0.0%
Angina or coronary heart disease	21	528	1493	35	18	2	19	3	15	2	19	1	0	5	15	11	9	18	3	10	11	0
	5.00%	5.32%	5.55%	8.93% ABCE	4.92%	2.02%	6.25% F	3.57%	6.44%	1.50%	6.88% J	0.72%	0.0%	5.95% M	11.45% IM	10.19%	4.17%	6.79% S	2.21%	4.57%	5.47%	0.0%
A stroke	18	504	1468	27	23	0	16	2	8	2	16	3	0	6	9	6	10	15	3	12	6	0
	4.29%	5.08%	5.46%	6.89%	6.28%	0.0%	5.26% F	2.38%	3.43%	1.50%	5.80% J	2.16%	0.0%	7.14% M	6.87% M	5.56%	4.63%	5.66%	2.21%	5.48%	2.99%	0.0%
Any kind of diabetes or high blood sugar	83	2081	5872	89	75	17	63	20	49	13	69	7	13	26	37	32	49	58	24	52	31	0
	19.76%	20.98%	21.82%	22.70%	20.49%	17.17%	20.72%	23.81%	21.03%	9.77%	25.00% J	5.04%	24.53% L	30.95% L	28.24% L	29.63%	22.69%	21.89%	17.65%	23.74% U	15.42%	0.0%
None/no response	308	7150	18951	267	265	80	215	59	166	117	181	129	40	49	77	63	153	182	109	147	161	0
	73.33%	72.07% C	70.43%	68.11%	72.40%	80.81% G	70.72%	70.24%	71.24%	87.97% K	65.58%	92.81% MNO	75.47% NO	58.33%	58.78%	58.33%	70.83% P	68.68%	80.15% R	67.12%	80.10% T	0.0%
Sigma	453	10788	29306	446	400	100	335	87	253	136	306	141	53	92	154	124	231	293	141	235	218	0
	107.86%	108.74%	108.91%	113.78%	109.29%	101.01%	110.20%	103.57%	108.58%	102.26%	110.87%	101.44%	100.00%	109.52%	117.56%	114.81%	106.94%	110.57%	103.68%	107.31%	108.46%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Medicaid Satisfaction Survey (ANIM22460)

48. In the last 6 months, did you get health care 3 or more times for the same condition or problem?

2017 Plan Results																						
					Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)	
Total	420	9921	26909	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	16	432	1151	13	79	4	5	4	5	3	6	1	0	1	3	1	4	4	1	4	12	0
	3.81%	4.35%	4.28%	3.32%	21.58% ABCD	4.04%	1.64%	4.76%	2.15%	2.26%	2.17%	0.72%	0.0%	1.19%	2.29%	0.93%	1.85%	1.51%	0.74%	1.83%	5.97% T	0.0%
BASE = Those who responded	404	9489	25758	379	287	95	299	80	228	130	270	138	53	83	128	107	212	261	135	215	189	0
	96.19% E	95.65% E	95.72% E	96.68% E	78.42%	95.96%	98.36%	95.24%	97.85%	97.74%	97.83%	99.28%	100.00%	98.81%	97.71%	99.07%	98.15%	98.49%	99.26%	98.17% U	94.03%	0.0%
Yes	159	3288	8818	163	104	39	118	37	104	30	126	29	26	42	62	46	101	102	53	85	74	0
	39.36% C	34.65%	34.23%	43.01% BC	36.24%	41.05%	39.46%	46.25%	45.61%	23.08%	46.67% J	21.01%	49.06% L	50.60% L	48.44% L	42.99%	47.64%	39.08%	39.26%	39.53%	39.15%	0.0%
No	245	6201	16940	216	183	56	181	43	124	100	144	109	27	41	66	61	111	159	82	130	115	0
	60.64% D	65.35% D	65.77% AD	56.99%	63.76%	58.95%	60.54%	53.75%	54.39%	76.92% K	53.33%	78.99% MNO	50.94%	49.40%	51.56%	57.01%	52.36%	60.92%	60.74%	60.47%	60.85%	0.0%
Sigma	420	9921	26909	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Medicaid Satisfaction Survey (ANIM22460)

49. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.

2017 Plan Results																						
					Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)	
Total	420	9921	26909	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	17	530	1430	16	84	5	5	4	6	3	7	1	0	2	3	1	5	5	1	5	12	0
	4.05%	5.34%	5.31%	4.08%	22.95% ABCD	5.05%	1.64%	4.76%	2.58%	2.26%	2.54%	0.72%	0.0%	2.38%	2.29%	0.93%	2.31%	1.89%	0.74%	2.28%	5.97%	0.0%
Appropriately skipped	245	6201	16940	216	183	56	181	43	124	100	144	109	27	41	66	61	111	159	82	130	115	0
	58.33% E	62.50% DE	62.95% DE	55.10%	50.00%	56.57%	59.54%	51.19%	53.22%	75.19% K	52.17%	78.42% MNO	50.94%	48.81%	50.38%	56.48%	51.39%	60.00%	60.29%	59.36%	57.21%	0.0%
BASE = Those who responded	158	3190	8539	160	99	38	118	37	103	30	125	29	26	41	62	46	100	101	53	84	74	0
	37.62% BCE	32.15% E	31.73% E	40.82% BCE	27.05%	38.38%	38.82%	44.05%	44.21%	22.56%	45.29% J	20.86%	49.06% L	48.81% L	47.33% L	42.59%	46.30%	38.11%	38.97%	38.36%	36.82%	0.0%
Yes	136	2678	7182	122	71	33	102	35	87	24	110	21	23	37	55	39	88	88	45	68	68	0
	86.08% DE	83.95% DE	84.11% DE	76.25%	71.72%	86.84%	86.44%	94.59%	84.47%	80.00%	88.00%	72.41%	88.46%	90.24%	88.71%	84.78%	88.00%	87.13%	84.91%	80.95%	91.89% T	0.0%
No	22	512	1357	38	28	5	16	2	16	6	15	8	3	4	7	7	12	13	8	16	6	0
	13.92%	16.05%	15.89%	23.75% ABC	28.28% ABC	13.16%	13.56%	5.41%	15.53%	20.00%	12.00%	27.59%	11.54%	9.76%	11.29%	15.22%	12.00%	12.87%	15.09%	19.05% U	8.11%	0.0%
Sigma	420	9921	26909	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

50. Do you now need or take medicine prescribed by a doctor? Do not include birth control.

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

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51. Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.

2017 Plan Results																						
					Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)	
Total	420	9921	26909	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	20	482	1438	21	81	5	8	4	7	3	9	2	1	1	3	2	5	4	4	7	13	0
	4.76%	4.86%	5.34%	5.36%	22.13%	5.05%	2.63%	4.76%	3.00%	2.26%	3.26%	1.44%	1.89%	1.19%	2.29%	1.85%	2.31%	1.51%	2.94%	3.20%	6.47%	0.0%
					ABCD																	
Appropriately skipped	151	3402	8725	120	101	24	122	13	78	77	74	87	20	22	22	20	48	95	55	68	83	0
	35.95%	34.29%	32.42%	30.61%	27.60%	24.24%	40.13%	15.48%	33.48%	57.89%	26.81%	62.59%	37.74%	26.19%	16.79%	18.52%	22.22%	35.85%	40.44%	31.05%	41.29%	0.0%
	E	CE	E				F		H	K		MNO	O							T		
BASE = Those who responded	249	6037	16746	251	184	70	174	67	148	53	193	50	32	61	106	86	163	166	77	144	105	0
	59.29%	60.85%	62.23%	64.03%	50.27%	70.71%	57.24%	79.76%	63.52%	39.85%	69.93%	35.97%	60.38%	72.62%	80.92%	79.63%	75.46%	62.64%	56.62%	65.75%	52.24%	0.0%
	E	E	BE	E		G		I		J		L	L	L	IM					U		
Yes	224	5553	15417	230	159	61	158	62	132	45	177	43	29	53	99	78	146	149	70	132	92	0
	89.96%	91.98%	92.06%	91.63%	86.41%	87.14%	90.80%	92.54%	89.19%	84.91%	91.71%	86.00%	90.63%	86.89%	93.40%	90.70%	89.57%	89.76%	90.91%	91.67%	87.62%	0.0%
		E	E																			
No	25	484	1329	21	25	9	16	5	16	8	16	7	3	8	7	8	17	17	7	12	13	0
	10.04%	8.02%	7.94%	8.37%	13.59%	12.86%	9.20%	7.46%	10.81%	15.09%	8.29%	14.00%	9.38%	13.11%	6.60%	9.30%	10.43%	10.24%	9.09%	8.33%	12.38%	0.0%
Sigma	420	9921	26909	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

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52. What is your age?

	2017 Plan Results																						
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2017 Plan Total	2017 Anthem Avg.	2017 DSS Book of Bus.	2016 Plan Total	2015 Plan Total																		
	(A)	(B)	(C)	(D)	(E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)	
Total	420	9921	26909	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	13	276	797	12	67	3	3	2	4	3	3	0	0	0	0	0	1	0	1	1	12	0	
	3.10%	2.78%	2.96%	3.06%	18.31% ABCD	3.03%	0.99%	2.38%	1.72%	2.26%	1.09%	0.0%	0.0%	0.0%	0.0%	0.0%	0.46%	0.0%	0.74%	0.46%	5.97% T	0.0%	
BASE = Those who responded	407	9645	26112	380	299	96	301	82	229	130	273	139	53	84	131	108	215	265	135	218	189	0	
	96.90% E	97.22% E	97.04% E	96.94% E	81.69%	96.97%	99.01%	97.62%	98.28%	97.74%	98.91%	100.00%	100.00%	100.00%	100.00%	100.00%	99.54%	100.00%	99.26%	99.54% U	94.03%	0.0%	
18-34 (NET)	139	3065	7178	141	104	30	106	25	74	75	63	139	0	0	0	23	63	82	56	57	82	0	
	34.15% C	31.78% C	27.49%	37.11% BC	34.78% C	31.25%	35.22%	30.49%	32.31%	57.69% K	23.08%	100.00% MNO	0.0%	0.0%	0.0%	21.30%	29.30%	30.94%	41.48% R	26.15%	43.39% T	0.0%	
18 to 24 (v 21)	67	1325	3019	57	45	13	53	10	37	37	30	67	0	0	0	14	24	41	26	27	40	0	
	16.46% C	13.74% C	11.56%	15.00%	15.05%	13.54%	17.61%	12.20%	16.16%	28.46% K	10.99%	48.20% MNO	0.0%	0.0%	0.0%	12.96%	11.16%	15.47%	19.26%	12.39%	21.16% T	0.0%	
25 to 34 (v 29.5)	72	1740	4159	84	59	17	53	15	37	38	33	72	0	0	0	9	39	41	30	30	42	0	
	17.69%	18.04% C	15.93%	22.11% C	19.73%	17.71%	17.61%	18.29%	16.16%	29.23% K	12.09%	51.80% MNO	0.0%	0.0%	0.0%	8.33%	18.14% P	15.47%	22.22%	13.76%	22.22% T	0.0%	
35 to 44 (v 39.5)	53	1445	3654	66	39	17	36	14	22	10	43	0	53	0	0	12	29	27	24	26	27	0	
	13.02%	14.98% C	13.99%	17.37%	13.04%	17.71%	11.96%	17.07%	9.61%	7.69%	15.75% J	0.0%	100.00% INO	0.0%	0.0%	11.11%	13.49%	10.19%	17.78% R	11.93%	14.29%	0.0%	
45 to 54 (v 49.5)	84	1964	5296	74	68	21	58	15	57	23	59	0	0	84	0	26	48	64	20	50	34	0	
	20.64%	20.36%	20.28%	19.47%	22.74%	21.88%	19.27%	18.29%	24.89%	17.69%	21.61%	0.0%	0.0%	100.00% IMO	0.0%	24.07%	22.33%	24.15% S	14.81%	22.94%	17.99%	0.0%	
55 or older (NET)	131	3171	9984	99	88	28	101	28	76	22	108	0	0	0	131	47	75	92	35	85	46	0	
	32.19%	32.88% D	38.24% ABDE	26.05%	29.43%	29.17%	33.55%	34.15%	33.19%	16.92%	39.56% J	0.0%	0.0%	0.0%	100.00% IMN	43.52%	34.88%	34.72%	25.93%	38.99% U	24.34%	0.0%	
55 to 64 (v 59.5)	127	2700	7490	94	86	27	98	28	75	22	105	0	0	0	127	47	73	88	35	83	44	0	
	31.20% D	27.99%	28.68%	24.74%	28.76%	28.13%	32.56%	34.15%	32.75%	16.92%	38.46% J	0.0%	0.0%	0.0%	96.95% IMN	43.52%	33.95%	33.21%	25.93%	38.07% U	23.28%	0.0%	
65 to 74 (v 69.5)	3	309	1391	4	2	1	2	0	1	0	3	0	0	0	3	0	2	3	0	2	1	0	
	0.74%	3.20% ADE	5.33% ABDE	1.05%	0.67%	1.04%	0.66%	0.0%	0.44%	0.0%	1.10%	0.0%	0.0%	0.0%	2.29%	0.0%	0.93%	1.13%	0.0%	0.92%	0.53%	0.0%	
75 or older (v 79.5)	1	162	1103	1	0	0	1	0	0	0	0	0	0	0	1	0	0	1	0	0	1	0	
	0.25%	1.68% ADE	4.22% ABDE	0.26%	0.0%	0.0%	0.33%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.76%	0.0%	0.0%	0.38%	0.0%	0.0%	0.53%	0.0%	
Average	43.3096	44.4225	46.8211	41.8303	42.9699	43.3490	43.2525	44.0732	44.0655	36.4654	46.4414	25.4029	39.5000	49.5000	59.8817	47.3796	44.9233	44.6377	40.3815	46.0161	40.1878	0	
		D	ABDE								J				L			S		U			

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

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52. What is your age?

2017 Plan Results																						
					Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)	
Standard deviation	14.6812	15.1285	15.8886	14.1463	14.2483	13.8921	14.9862	13.9282	14.5064	14.2414	13.6698	4.2472	0	0	2.2799	13.7389	13.9084	14.6709	14.3485	14.0420	14.7825	0
Sigma	420	9921	26909	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

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53. Are you male or female?

2017 Plan Results																						
					Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)	
Total	420	9921	26909	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	96	1763	4250	83	123	19	70	5	45	44	44	53	12	10	9	0	0	49	34	0	96	0
	22.86% BC	17.77% C	15.79%	21.17% C	33.61% ABCD	19.19%	23.03%	5.95%	19.31% H	33.08% K	15.94%	38.13% MNO	22.64% O	11.90%	6.87%	0.0%	0.0%	18.49%	25.00%	0.0%	47.76% T	0.0%
BASE = Those who responded	324	8158	22659	309	243	80	234	79	188	89	232	86	41	74	122	108	216	216	102	219	105	0
	77.14% E	82.23% AE	84.21% ADEE	78.83% E	66.39%	80.81%	76.97%	94.05% I	80.69%	66.92%	84.06% J	61.87%	77.36% L	88.10% L	93.13% LM	100.00%	100.00%	81.51%	75.00%	100.00% U	52.24%	0.0%
Male	108	3105	8772	102	65	23	80	29	56	29	78	23	12	26	47	108	0	82	24	70	38	0
	33.33%	38.06% E	38.71% ADEE	33.01%	26.75%	28.75%	34.19%	36.71%	29.79%	32.58%	33.62%	26.74%	29.27%	35.14%	38.52%	100.00% Q	0.0%	37.96% S	23.53%	31.96%	36.19%	0.0%
Female	216	5053	13887	207	178	57	154	50	132	60	154	63	29	48	75	0	216	134	78	149	67	0
	66.67% C	61.94%	61.29%	66.99% C	73.25% BC	71.25%	65.81%	63.29%	70.21%	67.42%	66.38%	73.26%	70.73%	64.86%	61.48%	0.0%	100.00% P	62.04%	76.47% R	68.04%	63.81%	0.0%
Sigma	420	9921	26909	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

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

	2017 Plan Results																						
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)	
Total	420 100.00%	9921 100.00%	26909 100.00%	392 100.00%	366 100.00%	99 100.00%	304 100.00%	84 100.00%	233 100.00%	133 100.00%	276 100.00%	139 100.00%	53 100.00%	84 100.00%	131 100.00%	108 100.00%	216 100.00%	265 100.00%	136 100.00%	219 100.00%	201 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
No response	19 4.52%	429 4.32%	1312 4.88% B	13 3.32%	75 20.49% ABCD	5 5.05%	7 2.30%	4 4.76%	6 2.58%	3 2.26%	9 3.26%	1 0.72%	2 3.77%	0 0.0%	4 3.05% N	2 1.85%	4 1.85%	0 0.0%	0 0.0%	4 1.83%	15 7.46% T	0 0.0%	
BASE = Those who responded	401 95.48% E	9492 95.68% CE	25597 95.12% E	379 96.68% E	291 79.51%	94 94.95%	297 97.70%	80 95.24%	227 97.42%	130 97.74%	267 96.74%	138 99.28%	51 96.23%	84 100.00% O	127 96.95%	106 98.15%	212 98.15%	265 100.00%	136 100.00%	215 98.17% U	186 92.54%	0 0.0%	
High school or less (NET)	265 66.08%	6037 63.60% C	15799 61.72%	269 70.98% BC	216 74.23% ABC	59 62.77%	198 66.67%	55 68.75%	146 64.32%	77 59.23%	184 68.91%	82 59.42%	27 52.94%	64 76.19% IM	92 72.44% IM	82 77.36% Q	134 63.21%	265 100.00% S	0 0.0%	147 68.37%	118 63.44%	0 0.0%	
8th grade or less	30 7.48%	609 6.42%	1961 7.66% B	38 10.03% B	25 8.59%	7 7.45%	21 7.07%	8 10.00%	16 7.05%	6 4.62%	24 8.99%	6 4.35%	2 3.92%	2 2.38%	20 15.75% IMN	13 12.26%	17 8.02%	30 11.32% S	0 0.0%	17 7.91%	13 6.99%	0 0.0%	
Some high school, but did not graduate	88 21.95% BC	1626 17.13% C	4067 15.89%	101 26.65% BC	75 25.77% BC	18 19.15%	68 22.90%	16 20.00%	56 24.67%	26 20.00%	61 22.85%	21 15.22%	9 17.65%	25 29.76% L	33 25.98% L	29 27.36%	41 19.34%	88 33.21% S	0 0.0%	52 24.19%	36 19.35%	0 0.0%	
High school graduate or GED	147 36.66%	3802 40.05% CD	9771 38.17%	130 34.30%	116 39.86%	34 36.17%	109 36.70%	31 38.75%	74 32.60%	45 34.62%	99 37.08%	55 39.86%	16 31.37%	37 44.05%	39 30.71%	40 37.74%	76 35.85%	147 55.47% S	0 0.0%	78 36.28%	69 37.10%	0 0.0%	
Some college or 2-year degree	107 26.68% E	2577 27.15% E	7175 28.03% E	94 24.80%	56 19.24%	28 29.79%	77 25.93%	21 26.25%	63 27.75%	35 26.92%	72 26.97%	45 32.61% N	16 31.37%	15 17.86%	30 23.62%	20 18.87%	63 29.72% P	0 0.0%	107 78.68% R	56 26.05%	51 27.42%	0 0.0%	
College graduate or more (NET)	29 7.23%	878 9.25% D	2623 10.25% ABDE	16 4.22%	19 6.53%	7 7.45%	22 7.41%	4 5.00%	18 7.93%	18 13.85% K	11 4.12%	11 7.97%	8 15.69% O	5 5.95%	5 3.94%	4 3.77%	15 7.08%	0 0.0%	29 21.32% R	12 5.58%	17 9.14%	0 0.0%	
4-year college graduate	21 5.24%	586 6.17% D	1682 6.57% D	10 2.64%	13 4.47%	5 5.32%	16 5.39%	2 2.50%	14 6.17%	14 10.77% K	7 2.62%	10 7.25% O	6 11.76% O	4 4.76%	1 0.79%	3 2.83%	10 4.72%	0 0.0%	21 15.44% R	7 3.26%	14 7.53%	0 0.0%	
More than 4-year college degree	8 2.00%	292 3.08% D	941 3.68% ABD	6 1.58%	6 2.06%	2 2.13%	6 2.02%	2 2.50%	4 1.76%	4 3.08%	4 1.50%	1 0.72%	2 3.92%	1 1.19%	4 3.15%	1 0.94%	5 2.36%	0 0.0%	8 5.88% R	5 2.33%	3 1.61%	0 0.0%	
Sigma	420 100.00%	9921 100.00%	26909 100.00%	392 100.00%	366 100.00%	99 100.00%	304 100.00%	84 100.00%	233 100.00%	133 100.00%	276 100.00%	139 100.00%	53 100.00%	84 100.00%	131 100.00%	108 100.00%	216 100.00%	265 100.00%	136 100.00%	219 100.00%	201 100.00%	0 0.0%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

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55. Are you of Hispanic or Latino origin or descent?

2017 Plan Results																						
					Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)	
Total	420	9921	26909	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	24	597	1728	32	82	6	10	6	7	6	11	4	1	0	7	3	8	9	1	10	14	0
	5.71%	6.02%	6.42%	8.16%	22.40%	6.06%	3.29%	7.14%	3.00%	4.51%	3.99%	2.88%	1.89%	0.0%	5.34%	2.78%	3.70%	3.40%	0.74%	4.57%	6.97%	0.0%
					ABCD							N			N		S					
BASE = Those who responded	396	9324	25181	360	284	93	294	78	226	127	265	135	52	84	124	105	208	256	135	209	187	0
	94.29%	93.98%	93.58%	91.84%	77.60%	93.94%	96.71%	92.86%	97.00%	95.49%	96.01%	97.12%	98.11%	100.00%	94.66%	97.22%	96.30%	96.60%	99.26%	95.43%	93.03%	0.0%
	E	E	E	E								LO						R				
Yes, Hispanic or Latino	23	1284	4302	14	11	6	17	4	10	10	12	9	6	2	6	5	11	15	8	9	14	0
	5.81%	13.77%	17.08%	3.89%	3.87%	6.45%	5.78%	5.13%	4.42%	7.87%	4.53%	6.67%	11.54%	2.38%	4.84%	4.76%	5.29%	5.86%	5.93%	4.31%	7.49%	0.0%
		ADE	AEDE																			
No, not Hispanic or Latino	373	8040	20879	346	273	87	277	74	216	117	253	126	46	82	118	100	197	241	127	200	173	0
	94.19%	86.23%	82.92%	96.11%	96.13%	93.55%	94.22%	94.87%	95.58%	92.13%	95.47%	93.33%	88.46%	97.62%	95.16%	95.24%	94.71%	94.14%	94.07%	95.69%	92.51%	0.0%
	BC	C		BC	BC																	
Sigma	420	9921	26909	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

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56. What is your race?

2017 Plan Results																						
					Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)	
Total	420	9921	26909	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
No response	18	595	1823	15	75	4	7	4	6	4	7	2	1	1	2	1	2	4	1	2	16	0
	4.29%	6.00%	6.77%	3.83%	20.49%	4.04%	2.30%	4.76%	2.58%	3.01%	2.54%	1.44%	1.89%	1.19%	1.53%	0.93%	0.93%	1.51%	0.74%	0.91%	7.96%	0.0%
		D	ABD		ABCD															T		
BASE = Those who responded	402	9326	25086	377	291	95	297	80	227	129	269	137	52	83	129	107	214	261	135	217	185	0
	95.71%	94.00%	93.23%	96.17%	79.51%	95.96%	97.70%	95.24%	97.42%	96.99%	97.46%	98.56%	98.11%	98.81%	98.47%	99.07%	99.07%	98.49%	99.26%	99.09%	92.04%	0.0%
	CE	CE	E	BCE																U		
White	179	6054	16381	160	122	51	125	39	96	53	124	58	26	37	58	57	93	112	64	104	75	0
	44.53%	64.92%	65.30%	42.44%	41.92%	53.68%	42.09%	48.75%	42.29%	41.09%	46.10%	42.34%	50.00%	44.58%	44.96%	53.27%	43.46%	42.91%	47.41%	47.93%	40.54%	0.0%
		ADE	ADE			G																
Black or African-American	213	2322	5550	209	169	42	164	41	125	67	144	75	24	45	68	48	117	141	69	106	107	0
	52.99%	24.90%	22.12%	55.44%	58.08%	44.21%	55.22%	51.25%	55.07%	51.94%	53.53%	54.74%	46.15%	54.22%	52.71%	44.86%	54.67%	54.02%	51.11%	48.85%	57.84%	0.0%
	BC	C		BC	BC																	
Asian	4	452	1438	8	1	2	2	2	0	2	2	1	0	0	3	1	2	2	2	2	2	0
	1.00%	4.85%	5.73%	2.12%	0.34%	2.11%	0.67%	2.50%	0.0%	1.55%	0.74%	0.73%	0.0%	0.0%	2.33%	0.93%	0.93%	0.77%	1.48%	0.92%	1.08%	0.0%
		ADE	ABDE	E																		
Native Hawaiian or other Pacific Islander	5	96	502	1	1	2	3	0	2	1	4	1	1	0	3	0	2	4	1	1	4	0
	1.24%	1.03%	2.00%	0.27%	0.34%	2.11%	1.01%	0.0%	0.88%	0.78%	1.49%	0.73%	1.92%	0.0%	2.33%	0.0%	0.93%	1.53%	0.74%	0.46%	2.16%	0.0%
		D	BDE																			
American Indian or Alaska Native	17	493	1244	28	5	5	12	1	13	7	10	7	2	6	2	3	7	11	6	4	13	0
	4.23%	5.29%	4.96%	7.43%	1.72%	5.26%	4.04%	1.25%	5.73%	5.43%	3.72%	5.11%	3.85%	7.23%	1.55%	2.80%	3.27%	4.21%	4.44%	1.84%	7.03%	0.0%
	E	E	E	E					H												T	
Other	25	995	2845	25	5	5	20	3	16	8	17	9	5	3	8	5	12	13	12	6	19	0
	6.22%	10.67%	11.34%	6.63%	1.72%	5.26%	6.73%	3.75%	7.05%	6.20%	6.32%	6.57%	9.62%	3.61%	6.20%	4.67%	5.61%	4.98%	8.89%	2.76%	10.27%	0.0%
	E	ADE	ADE	E																	T	
Sigma	461	11007	29783	446	378	111	333	90	258	142	308	153	59	92	144	115	235	287	155	225	236	0
	109.76%	110.95%	110.68%	113.78%	103.28%	112.12%	109.54%	107.14%	110.73%	106.77%	111.59%	110.07%	111.32%	109.52%	109.92%	106.48%	108.80%	108.30%	113.97%	102.74%	117.41%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

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2017 CAHPS 5.0H Medicaid Satisfaction Survey (ANIM22460)

57. Did someone help you complete this survey?

2017 Plan Results																						
					Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	420	9921	26909	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	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%	0.26%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	8	154	561	7	8	2	3	3	5	1	6	2	0	3	3	2	6	5	2	8	0	0
	1.90%	1.55%	2.08%	1.79%	2.19%	2.02%	0.99%	3.57%	2.15%	0.75%	2.17%	1.44%	0.0%	3.57%	2.29%	1.85%	2.78%	1.89%	1.47%	3.65%	0.0%	0.0%
			B																U			
Appropriately skipped	201	3657	8946	195	201	46	148	34	105	67	125	82	27	34	46	38	67	118	68	0	201	0
	47.86%	36.86%	33.25%	49.74%	54.92%	46.46%	48.68%	40.48%	45.06%	50.38%	45.29%	58.99%	50.94%	40.48%	35.11%	35.19%	31.02%	44.53%	50.00%	0.0%	100.00%	0.0%
	BC	C		BC	ABC							NO								T		
BASE = Those who responded	211	6110	17402	189	157	51	153	47	123	65	145	55	26	47	82	68	143	142	66	211	0	0
	50.24%	61.59%	64.67%	48.21%	42.90%	51.52%	50.33%	55.95%	52.79%	48.87%	52.54%	39.57%	49.06%	55.95%	62.60%	62.96%	66.20%	53.58%	48.53%	96.35%	0.0%	0.0%
	E	ADE	AEDE											L	L					U		
Yes	30	1004	3031	45	26	7	22	7	19	9	21	7	2	7	14	18	12	26	2	30	0	0
	14.22%	16.43%	17.42%	23.81%	16.56%	13.73%	14.38%	14.89%	15.45%	13.85%	14.48%	12.73%	7.69%	14.89%	17.07%	26.47%	8.39%	18.31%	3.03%	14.22%	0.0%	0.0%
				ABC												Q		S				
No	181	5106	14371	144	131	44	131	40	104	56	124	48	24	40	68	50	131	116	64	181	0	0
	85.78%	83.57%	82.58%	76.19%	83.44%	86.27%	85.62%	85.11%	84.55%	86.15%	85.52%	87.27%	92.31%	85.11%	82.93%	73.53%	91.61%	81.69%	96.97%	85.78%	0.0%	0.0%
	D	D	D													P		R				
Sigma	420	9921	26909	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

AMERIGROUP LOUISIANA
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58. How did that person help you?

	2017 Plan Results																						
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)	
Total	420	9921	26909	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0	
No response	8	180	629	8	8	2	3	3	5	1	6	2	0	3	3	2	6	5	2	8	0	0	
Appropriately skipped	382	8763	23317	339	332	90	279	74	209	123	249	130	51	74	114	88	198	234	132	181	201	0	
BASE = Those who responded	30	978	2963	45	26	7	22	7	19	9	21	7	2	7	14	18	12	26	2	30	0	0	
Read the questions to me	19	473	1417	21	17	4	14	4	13	7	12	3	1	4	11	10	9	17	2	19	0	0	
Wrote down the answers I gave	12	330	988	14	7	1	10	2	10	2	10	1	1	3	7	6	6	10	1	12	0	0	
Answered the questions for me	5	294	946	14	6	1	4	1	3	2	3	3	0	1	1	3	2	5	0	5	0	0	
Translated the questions into my language	2	124	421	1	0	1	1	0	1	1	1	0	0	0	2	0	2	2	0	2	0	0	
Helped in some other way	3	119	314	4	2	1	2	2	1	0	3	2	1	0	0	3	0	2	0	3	0	0	
Sigma	431	10283	28032	401	372	100	313	86	242	136	284	141	54	85	138	112	223	275	137	230	201	0	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Medicaid Satisfaction Survey (AN1M22460)

59. In the last 6 months, how often did you have to wait for an appointment because the health provider you wanted to see worked limited hours or had few available appointments?

2017 Plan Results																							
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)	
Total	420 100.00%	1789 100.00%	0 0.0%	392 100.00%	366 100.00%	99 100.00%	304 100.00%	84 100.00%	233 100.00%	133 100.00%	276 100.00%	139 100.00%	53 100.00%	84 100.00%	131 100.00%	108 100.00%	216 100.00%	265 100.00%	136 100.00%	219 100.00%	201 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
No response	24 5.71%	83 4.64%	0 0.0%	20 5.10%	78 21.31% ABD	5 5.05%	11 3.62%	4 4.76%	8 3.43%	4 3.01%	13 4.71%	5 3.60% N	2 3.77%	0 0.0%	5 3.82% N	5 4.63%	4 1.85%	9 3.40% S	1 0.74%	7 3.20%	17 8.46% T	0 0.0%	
I did not make an appointment to see a health provider in the last 6 months	24 5.71%	115 6.43% DE	0 0.0%	12 3.06%	15 4.10%	7 7.07%	15 4.93%	1 1.19%	6 2.58%	12 9.02%	12 4.35%	13 9.35% MN	1 1.89%	1 1.19%	9 6.87% N	9 8.33%	13 6.02%	19 7.17%	5 3.68%	21 9.59% U	3 1.49%	0 0.0%	
BASE = Those who responded	372 88.57% E	1591 88.93% E	0 0.0%	360 91.84% E	273 74.59%	87 87.88%	278 91.45%	79 94.05%	219 93.99%	117 87.97%	251 90.94%	121 87.05%	50 94.34%	83 98.81% LO	117 89.31%	94 87.04%	199 92.13%	237 89.43%	130 95.59% R	191 87.21%	181 90.05%	0 0.0%	
Never	224 60.22%	951 59.77%	0 0.0%	210 58.33%	149 54.58%	44 50.57%	173 62.23%	36 45.57%	142 64.84% H	86 73.50% K	136 54.18%	73 60.33% M	20 40.00%	57 68.67% M	73 62.39% M	56 59.57%	124 62.31%	145 61.18%	77 59.23%	121 63.35%	103 56.91%	0 0.0%	
Sometimes	86 23.12%	433 27.22%	0 0.0%	96 26.67%	85 31.14% A	24 27.59%	62 22.30%	20 25.32%	49 22.37%	16 13.68% J	68 27.09%	31 25.62% N	17 34.00% N	14 16.87%	24 20.51%	15 15.96%	46 23.12%	52 21.94%	31 23.85%	37 19.37%	49 27.07%	0 0.0%	
Bottom Two Box (%Never + %Sometimes)	310 83.33%	1384 86.99%	0 0.0%	306 85.00%	234 85.71%	68 78.16%	235 84.53%	56 70.89%	191 87.21% H	102 87.18%	204 81.27%	104 85.95%	37 74.00%	71 85.54%	97 82.91%	71 75.53%	170 85.43%	197 83.12%	108 83.08%	158 82.72%	152 83.98%	0 0.0%	
Usually	29 7.80%	119 7.48%	0 0.0%	26 7.22%	17 6.23%	7 8.05%	22 7.91%	9 11.39%	15 6.85%	10 8.55%	19 7.57%	11 9.09%	4 8.00%	5 6.02%	9 7.69%	8 8.51%	17 8.54%	14 5.91%	15 11.54%	17 8.90%	12 6.63%	0 0.0%	
Always	33 8.87% B	88 5.53%	0 0.0%	28 7.78%	22 8.06%	12 13.79%	21 7.55%	14 17.72% I	13 5.94%	5 4.27%	28 11.16% J	6 4.96%	9 18.00% L	7 8.43%	11 9.40%	15 15.96% Q	12 6.03%	26 10.97% S	7 5.38%	16 8.38%	17 9.39%	0 0.0%	
Top Two Box (%Always + %Usually)	62 16.67%	207 13.01%	0 0.0%	54 15.00%	39 14.29%	19 21.84%	43 15.47%	23 29.11% I	28 12.79%	15 12.82%	47 18.73%	17 14.05%	13 26.00%	12 14.46%	20 17.09%	23 24.47%	29 14.57%	40 16.88%	22 16.92%	33 17.28%	29 16.02%	0 0.0%	
4-point composite mean	1.6532	1.5877	0	1.6444	1.6777	1.8506	1.6079	2.0127 I	1.5388	1.4359	1.7570 J	1.5868	2.0400 INO	1.5422	1.6410	1.8085	1.5829	1.6667	1.6308	1.6230	1.6851	0	
Sigma	420 100.00%	1789 100.00%	0 0.0%	392 100.00%	366 100.00%	99 100.00%	304 100.00%	84 100.00%	233 100.00%	133 100.00%	276 100.00%	139 100.00%	53 100.00%	84 100.00%	131 100.00%	108 100.00%	216 100.00%	265 100.00%	136 100.00%	219 100.00%	201 100.00%	0 0.0%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Medicaid Satisfaction Survey (ANIM22460)

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

2017 Plan Results																						
					Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)	
Total	420	0	0	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0
	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.51%	0.27%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	23	0	0	20	72	7	7	4	9	3	12	4	1	2	4	2	6	9	1	7	16	0
	5.48%	0.0%	0.0%	5.10%	19.67% AD	7.07%	2.30%	4.76%	3.86%	2.26%	4.35%	2.88%	1.89%	2.38%	3.05%	1.85%	2.78%	3.40% S	0.74%	3.20%	7.96% T	0.0%
I do not have a personal doctor	23	0	0	9	12	3	18	4	7	7	16	10	2	4	7	9	12	13	10	20	3	0
	5.48% D	0.0%	0.0%	2.30%	3.28%	3.03%	5.92%	4.76%	3.00%	5.26%	5.80%	7.19%	3.77%	4.76%	5.34%	8.33%	5.56%	4.91%	7.35%	9.13% U	1.49%	0.0%
BASE = Those who responded	374	0	0	361	281	89	279	76	217	123	248	125	50	78	120	97	198	243	125	192	182	0
	89.05% E	0.0%	0.0%	92.09% E	76.78%	89.90%	91.78%	90.48%	93.13%	92.48%	89.86%	89.93%	94.34%	92.86%	91.60%	89.81%	91.67%	91.70%	91.91%	87.67%	90.55%	0.0%
Yes	161	0	0	160	125	38	123	39	100	34	125	42	27	37	55	43	93	104	52	81	80	0
	43.05%	0.0%	0.0%	44.32%	44.48%	42.70%	44.09%	51.32%	46.08%	27.64% J	50.40% J	33.60%	54.00% L	47.44%	45.83% L	44.33%	46.97%	42.80%	41.60%	42.19%	43.96%	0.0%
No	213	0	0	201	156	51	156	37	117	89	123	83	23	41	65	54	105	139	73	111	102	0
	56.95%	0.0%	0.0%	55.68%	55.52%	57.30%	55.91%	48.68%	53.92%	72.36% K	49.60%	66.40% MO	46.00%	52.56%	54.17%	55.67%	53.03%	57.20%	58.40%	57.81%	56.04%	0.0%
Sigma	420	0	0	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0
	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Medicaid Satisfaction Survey (ANIM22460)

61. In the last 6 months, when you phoned during regular office hours, how often did you get the help or advice you needed?

	2017 Plan Results																						
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education			Survey Type		
	2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)	
Total	420	0	0	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0	
	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	25	0	0	23	84	8	8	6	9	3	14	4	2	2	5	2	8	11	1	9	16	0	
	5.95%	0.0%	0.0%	5.87%	22.95% AD	8.08%	2.63%	7.14%	3.86%	2.26%	5.07%	2.88%	3.77%	2.38%	3.82%	1.85%	3.70%	4.15% S	0.74%	4.11%	7.96%	0.0%	
I did not phone for help or advice during regular office hours in the last 6 months	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appropriately skipped	236	0	0	210	168	54	174	41	124	96	139	93	25	45	72	63	117	152	83	131	105	0	
	56.19% E	0.0%	0.0%	53.57% E	45.90%	54.55%	57.24%	48.81%	53.22%	72.18% K	50.36%	66.91% MNO	47.17%	53.57%	54.96%	58.33%	54.17%	57.36%	61.03%	59.82%	52.24%	0.0%	
BASE = Those who responded	159	0	0	159	114	37	122	37	100	34	123	42	26	37	54	43	91	102	52	79	80	0	
	37.86% E	0.0%	0.0%	40.56% E	31.15%	37.37%	40.13%	44.05%	42.92%	25.56%	44.57% J	30.22%	49.06% L	44.05% L	41.22%	39.81%	42.13%	38.49%	38.24%	36.07%	39.80%	0.0%	
Never	7	0	0	8	7	3	4	2	2	1	6	1	2	2	2	0	3	4	3	2	5	0	
	4.40%	0.0%	0.0%	5.03%	6.14%	8.11%	3.28%	5.41%	2.00%	2.94%	4.88%	2.38%	7.69%	5.41%	3.70%	0.0%	3.30%	3.92%	5.77%	2.53%	6.25%	0.0%	
Sometimes	30	0	0	35	32	14	16	12	15	6	23	9	4	8	9	8	20	22	8	17	13	0	
	18.87%	0.0%	0.0%	22.01%	28.07%	37.84% G	13.11%	32.43% I	15.00%	17.65%	18.70%	21.43%	15.38%	21.62%	16.67%	18.60%	21.98%	21.57%	15.38%	21.52%	16.25%	0.0%	
Bottom Two Box (%Never + %Sometimes)	37	0	0	43	39	17	20	14	17	7	29	10	6	10	11	8	23	26	11	19	18	0	
	23.27%	0.0%	0.0%	27.04%	34.21%	45.95% G	16.39%	37.84% I	17.00%	20.59%	23.58%	23.81%	23.08%	27.03%	20.37%	18.60%	25.27%	25.49%	21.15%	24.05%	22.50%	0.0%	
Usually	34	0	0	30	17	7	27	14	15	4	29	9	8	5	12	10	22	18	15	16	18	0	
	21.38%	0.0%	0.0%	18.87%	14.91%	18.92%	22.13%	37.84% I	15.00%	11.76%	23.58%	21.43%	30.77%	13.51%	22.22%	23.26%	24.18%	17.65%	28.85%	20.25%	22.50%	0.0%	
Always	88	0	0	86	58	13	75	9	68	23	65	23	12	22	31	25	46	58	26	44	44	0	
	55.35%	0.0%	0.0%	54.09%	50.88%	35.14%	61.48% F	24.32%	68.00% H	67.65%	52.85%	54.76%	46.15%	59.46%	57.41%	58.14%	50.55%	56.86%	50.00%	55.70%	55.00%	0.0%	
Top Two Box (%Always + %Usually)	122	0	0	116	75	20	102	23	83	27	94	32	20	27	43	35	68	76	41	60	62	0	
	76.73%	0.0%	0.0%	72.96%	65.79%	54.05%	83.61% F	62.16%	83.00% H	79.41%	76.42%	76.19%	76.92%	72.97%	79.63%	81.40%	74.73%	74.51%	78.85%	75.95%	77.50%	0.0%	
4-point composite mean	3.2767	0	0	3.2201	3.1053	2.8108	3.4180 F	2.8108	3.4900 H	3.4412	3.2439	3.2857	3.1538	3.2703	3.3333	3.3953	3.2198	3.2745	3.2308	3.2911	3.2625	0	
Sigma	420	0	0	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0	
	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Medicaid Satisfaction Survey (ANIM22460)

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

2017 Plan Results																						
					Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	420 100.00%	0 0.0%	0 0.0%	392 100.00%	366 100.00%	99 100.00%	304 100.00%	84 100.00%	233 100.00%	133 100.00%	276 100.00%	139 100.00%	53 100.00%	84 100.00%	131 100.00%	108 100.00%	216 100.00%	265 100.00%	136 100.00%	219 100.00%	201 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	31 7.38%	0 0.0%	0 0.0%	32 8.16%	83 22.68% AD	8 8.08%	14 4.61%	4 4.76%	16 6.87%	4 3.01%	19 6.88%	4 2.88%	1 1.89%	7 8.33%	7 5.34%	4 3.70%	12 5.56%	15 5.66%	3 2.21%	15 6.85%	16 7.96%	0 0.0%
I do not have a personal doctor	6 1.43% DE	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.01%	3 0.99%	0 0.0%	4 1.72% H	1 0.75%	5 1.81%	0 0.0%	2 3.77%	2 2.38%	2 1.53%	3 2.78%	3 1.39%	6 2.26% S	0 0.0%	6 2.74% U	0 0.0%	0 0.0%
Appropriately skipped	23 5.48% D	0 0.0%	0 0.0%	9 2.30%	12 3.28%	3 3.03%	18 5.92%	4 4.76%	7 3.00%	7 5.26%	16 5.80%	10 7.19%	2 3.77%	4 4.76%	7 5.34%	9 8.33%	12 5.56%	13 4.91%	10 7.35%	20 9.13% U	3 1.49%	0 0.0%
BASE = Those who responded	360 85.71% E	0 0.0%	0 0.0%	351 89.54% E	271 74.04%	87 87.88%	269 88.49%	76 90.48%	206 88.41%	121 90.98%	236 85.51%	125 89.93%	48 90.57%	71 84.52%	115 87.79%	92 85.19%	189 87.50%	231 87.17%	123 90.44%	178 81.28%	182 90.55% T	0 0.0%
Yes	41 11.39%	0 0.0%	0 0.0%	69 19.66% A	43 15.87%	10 11.49%	31 11.52%	10 13.16%	26 12.62%	13 10.74%	27 11.44%	13 10.40%	6 12.50%	9 12.68%	13 11.30%	12 13.04%	17 8.99%	29 12.55%	11 8.94%	14 7.87%	27 14.84% T	0 0.0%
No	319 88.61% D	0 0.0%	0 0.0%	282 80.34%	228 84.13%	77 88.51%	238 88.48%	66 86.84%	180 87.38%	108 89.26%	209 88.56%	112 89.60%	42 87.50%	62 87.32%	102 88.70%	80 86.96%	172 91.01%	202 87.45%	112 91.06%	164 92.13% U	155 85.16%	0 0.0%
Sigma	420 100.00%	0 0.0%	0 0.0%	392 100.00%	366 100.00%	99 100.00%	304 100.00%	84 100.00%	233 100.00%	133 100.00%	276 100.00%	139 100.00%	53 100.00%	84 100.00%	131 100.00%	108 100.00%	216 100.00%	265 100.00%	136 100.00%	219 100.00%	201 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Medicaid Satisfaction Survey (ANIM22460)

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

2017 Plan Results																						
	2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
						0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	420 100.00%	0 0.0%	0 0.0%	392 100.00%	366 100.00%	99 100.00%	304 100.00%	84 100.00%	233 100.00%	133 100.00%	276 100.00%	139 100.00%	53 100.00%	84 100.00%	131 100.00%	108 100.00%	216 100.00%	265 100.00%	136 100.00%	219 100.00%	201 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	32 7.62%	0 0.0%	0 0.0%	33 8.42%	86 23.50% AD	8 8.08%	15 4.93%	4 4.76%	16 6.87%	4 3.01%	20 7.25% J	4 2.88%	1 1.89%	7 8.33%	8 6.11%	4 3.70%	13 6.02%	16 6.04% S	3 2.21%	15 6.85%	17 8.46%	0 0.0%
I did not phone for help or advice after regular office hours in the last 6 months	2 0.48%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 0.66%	0 0.0%	1 0.43%	0 0.0%	2 0.72%	0 0.0%	1 1.89%	1 1.19%	0 0.0%	0 0.0%	2 0.93%	2 0.75%	0 0.0%	0 0.0%	2 1.00%	0 0.0%
Appropriately skipped	348 82.86% DE	0 0.0%	0 0.0%	291 74.23% E	240 65.57%	81 81.82%	259 85.20%	70 83.33%	191 81.97%	116 87.22%	230 83.33%	122 87.77%	46 86.79%	68 80.95%	111 84.73%	92 85.19%	187 86.57%	221 83.40%	122 89.71%	190 86.76% U	158 78.61%	0 0.0%
BASE = Those who responded	38 9.05%	0 0.0%	0 0.0%	68 17.35% AE	40 10.93%	10 10.10%	28 9.21%	10 11.90%	25 10.73%	13 9.77%	24 8.70%	13 9.35%	5 9.43%	8 9.52%	12 9.16%	12 11.11%	14 6.48%	26 9.81%	11 8.09%	14 6.39%	24 11.94% T	0 0.0%
Never	5 13.16%	0 0.0%	0 0.0%	11 16.18%	6 15.00%	2 20.00%	3 10.71%	2 20.00%	2 8.00%	2 15.38%	2 8.33%	2 15.38%	2 40.00%	1 12.50%	0 0.0%	0 0.0%	3 21.43%	3 11.54%	2 18.18%	2 14.29%	3 12.50%	0 0.0%
Sometimes	10 26.32%	0 0.0%	0 0.0%	14 20.59%	5 12.50%	5 50.00%	5 17.86%	4 40.00%	5 20.00%	0 0.0%	10 41.67%	1 7.69%	1 20.00%	3 37.50%	5 41.67%	4 33.33%	4 28.57%	8 30.77%	2 18.18%	5 35.71%	5 20.83%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	15 39.47%	0 0.0%	0 0.0%	25 36.76%	11 27.50%	7 70.00%	8 28.57%	6 60.00%	7 28.00%	2 15.38%	12 50.00%	3 23.08%	3 60.00%	4 50.00%	5 41.67%	4 33.33%	7 50.00%	11 42.31%	4 36.36%	7 50.00%	8 33.33%	0 0.0%
Usually	3 7.89%	0 0.0%	0 0.0%	14 20.59%	5 12.50%	0 0.0%	3 10.71%	1 10.00%	2 8.00%	0 0.0%	3 12.50%	1 7.69%	2 40.00%	0 0.0%	0 0.0%	1 8.33%	1 7.14%	1 3.85%	2 18.18%	1 7.14%	2 8.33%	0 0.0%
Always	20 52.63%	0 0.0%	0 0.0%	29 42.65%	24 60.00%	3 30.00%	17 60.71%	3 30.00%	16 64.00%	11 84.62%	9 37.50%	9 69.23%	0 0.0%	4 50.00%	7 58.33%	7 58.33%	6 42.86%	14 53.85%	5 45.45%	6 42.86%	14 58.33%	0 0.0%
Top Two Box (%Always + %Usually)	23 60.53%	0 0.0%	0 0.0%	43 63.24%	29 72.50%	3 30.00%	20 71.43%	4 40.00%	18 72.00%	11 84.62%	12 50.00%	10 76.92%	2 40.00%	4 50.00%	7 58.33%	8 66.67%	7 50.00%	15 57.69%	7 63.64%	7 50.00%	16 66.67%	0 0.0%
4-point composite mean	3.0000	0	0	2.8971	3.1750	2.4000	3.2143	2.5000	3.2800	3.5385	2.7917	3.3077	2.0000	2.8750	3.1667	3.2500	2.7143	3.0000	2.9091	2.7857	3.1250	0
Sigma	420 100.00%	0 0.0%	0 0.0%	392 100.00%	366 100.00%	99 100.00%	304 100.00%	84 100.00%	233 100.00%	133 100.00%	276 100.00%	139 100.00%	53 100.00%	84 100.00%	131 100.00%	108 100.00%	216 100.00%	265 100.00%	136 100.00%	219 100.00%	201 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Medicaid Satisfaction Survey (ANIM22460)

64. After hours care is health care when your usual doctor's office or clinic is closed. In the last 6 months, did you need to visit a doctor's office or clinic for after hours care?

2017 Plan Results																						
					Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)	
Total	420	0	0	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0
	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	21	0	0	22	78	5	7	4	9	2	11	2	1	4	2	1	5	8	1	3	18	0
	5.00%	0.0%	0.0%	5.61%	21.31% AD	5.05%	2.30%	4.76%	3.86%	1.50%	3.99%	1.44%	1.89%	4.76%	1.53%	0.93%	2.31%	3.02%	0.74%	1.37%	8.96% T	0.0%
BASE = Those who responded	399	0	0	370	288	94	297	80	224	131	265	137	52	80	129	107	211	257	135	216	183	0
	95.00%	0.0%	0.0%	94.39% E	78.69%	94.95%	97.70%	95.24%	96.14%	98.50%	96.01%	98.56%	98.11%	95.24%	98.47%	99.07%	97.69%	96.98%	99.26%	98.63% U	91.04%	0.0%
Yes	65	0	0	64	58	17	48	14	38	16	47	19	13	14	19	17	39	42	22	34	31	0
	16.29%	0.0%	0.0%	17.30%	20.14%	18.09%	16.16%	17.50%	16.96%	12.21%	17.74%	13.87%	25.00%	17.50%	14.73%	15.89%	18.48%	16.34%	16.30%	15.74%	16.94%	0.0%
No	334	0	0	306	230	77	249	66	186	115	218	118	39	66	110	90	172	215	113	182	152	0
	83.71%	0.0%	0.0%	82.70%	79.86%	81.91%	83.84%	82.50%	83.04%	87.79%	82.26%	86.13%	75.00%	82.50%	85.27%	84.11%	81.52%	83.66%	83.70%	84.26%	83.06%	0.0%
Sigma	420	0	0	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0
	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Medicaid Satisfaction Survey (ANIM22460)

65. In the last 6 months, how often was it easy to get the after hours care you thought you needed?

	2017 Plan Results																					
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	420 100.00%	0 0.0%	0 0.0%	392 100.00%	366 100.00%	99 100.00%	304 100.00%	84 100.00%	233 100.00%	133 100.00%	276 100.00%	139 100.00%	53 100.00%	84 100.00%	131 100.00%	108 100.00%	216 100.00%	265 100.00%	136 100.00%	219 100.00%	201 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
No response	23 5.48%	0 0.0%	0 0.0%	23 5.87%	83 22.68% AD	7 7.07%	7 2.30%	4 4.76%	10 4.29%	2 1.50%	13 4.71%	3 2.16%	1 1.89%	5 5.95%	2 1.53%	1 0.93%	7 3.24%	10 3.77% S	1 0.74%	5 2.28%	18 8.96% T	0 0.0%
I did not need after hours care in the last 6 months	1 0.24%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.33%	0 0.0%	1 0.43%	0 0.0%	1 0.36%	0 0.0%	0 0.0%	1 1.19%	0 0.0%	0 0.0%	1 0.46%	1 0.38%	0 0.0%	1 0.46%	0 0.0%	
Appropriately skipped	334 79.52% E	0 0.0%	0 0.0%	306 78.06% E	230 62.84% E	77 77.78%	249 81.91%	66 78.57%	186 79.83%	115 86.47%	218 78.99%	118 84.89%	39 73.58%	66 78.57%	110 83.97%	90 83.33%	172 79.63%	215 81.13%	113 83.09%	182 83.11%	152 75.62%	0 0.0%
BASE = Those who responded	62 14.76%	0 0.0%	0 0.0%	63 16.07%	53 14.48%	15 15.15%	47 15.46%	14 16.67%	36 15.45%	16 12.03%	44 15.94%	18 12.95%	13 24.53%	12 14.29%	19 14.50%	17 15.74%	36 16.67%	39 14.72%	22 16.18%	31 14.16%	31 15.42%	0 0.0%
Never	4 6.45%	0 0.0%	0 0.0%	10 15.87%	12 22.64% A	1 6.67%	3 6.38%	1 7.14%	1 2.78%	1 6.25%	2 4.55%	0 0.0%	1 7.69%	0 0.0%	3 15.79%	1 5.88%	1 2.78%	2 5.13%	2 9.09%	1 3.23%	3 9.68%	0 0.0%
Sometimes	6 9.68%	0 0.0%	0 0.0%	15 23.81% A	10 18.87%	5 33.33%	1 2.13%	4 28.57%	0 0.0%	0 0.0%	5 11.36%	3 16.67%	1 7.69%	1 8.33%	1 5.26%	2 11.76%	4 11.11%	4 10.26%	2 9.09%	5 16.13%	1 3.23%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	10 16.13%	0 0.0%	0 0.0%	25 39.68% A	22 41.51% A	6 40.00%	4 8.51%	5 35.71%	1 2.78%	1 6.25%	7 15.91%	3 16.67%	2 15.38%	1 8.33%	4 21.05%	3 17.65%	5 13.89%	6 15.38%	4 18.18%	6 19.35%	4 12.90%	0 0.0%
Usually	11 17.74%	0 0.0%	0 0.0%	13 20.63%	10 18.87%	3 20.00%	8 17.02%	3 21.43%	5 13.89%	1 6.25%	10 22.73%	3 16.67%	3 23.08%	1 8.33%	4 21.05%	3 17.65%	7 19.44%	6 15.38%	5 22.73%	6 19.35%	5 16.13%	0 0.0%
Always	41 66.13% DE	0 0.0%	0 0.0%	25 39.68%	21 39.62%	6 40.00%	35 74.47%	6 42.86%	30 83.33%	14 87.50%	27 61.36%	12 66.67%	8 61.54%	10 83.33%	11 57.89%	11 64.71%	24 66.67%	27 69.23%	13 59.09%	19 61.29%	22 70.97%	0 0.0%
Top Two Box (%Always + %Usually)	52 83.87% DE	0 0.0%	0 0.0%	38 60.32%	31 58.49%	9 60.00%	43 91.49%	9 64.29%	35 97.22%	15 93.75%	37 84.09%	15 83.33%	11 84.62%	11 91.67%	15 78.95%	14 82.35%	31 86.11%	33 84.62%	18 81.82%	25 80.65%	27 87.10%	0 0.0%
4-point composite mean	3.4355 DE	0	0	2.8413	2.7547	2.9333	3.5957	3.0000	3.7778	3.7500	3.4091	3.5000	3.3846	3.7500	3.2105	3.4118	3.5000	3.4872	3.3182	3.3871	3.4839	0
Sigma	420 100.00%	0 0.0%	0 0.0%	392 100.00%	366 100.00%	99 100.00%	304 100.00%	84 100.00%	233 100.00%	133 100.00%	276 100.00%	139 100.00%	53 100.00%	84 100.00%	131 100.00%	108 100.00%	216 100.00%	265 100.00%	136 100.00%	219 100.00%	201 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Medicaid Satisfaction Survey (ANIM22460)

66. In the last 6 months, how often was it easy to get appointments with specialists?

	2017 Plan Results																					
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	420 100.00%	1737 100.00%	0 0.0%	392 100.00%	366 100.00%	99 100.00%	304 100.00%	84 100.00%	233 100.00%	133 100.00%	276 100.00%	139 100.00%	53 100.00%	84 100.00%	131 100.00%	108 100.00%	216 100.00%	265 100.00%	136 100.00%	219 100.00%	201 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	29 6.90%	108 6.22%	0 0.0%	25 6.38%	75 20.49% ABD	8 8.08%	13 4.28%	4 4.76%	11 4.72%	6 4.51%	16 5.80%	8 5.76% N	1 1.89%	1 1.19%	7 5.34%	5 4.63%	6 2.78%	15 5.66% S	2 1.47%	8 3.65%	21 10.45% T	0 0.0%
No experience	92 21.90% D	383 22.05% D	0 0.0%	56 14.29%	68 18.58%	18 18.18%	69 22.70%	15 17.86%	46 19.74%	36 27.07%	56 20.29%	37 26.62%	10 18.87%	16 19.05%	29 22.14%	23 21.30%	60 27.78%	58 21.89%	33 24.26%	79 36.07% U	13 6.47%	0 0.0%
BASE = Those who responded	299 71.19% E	1246 71.73% E	0 0.0%	311 79.34% ABE	223 60.93%	73 73.74%	222 73.03%	65 77.38%	176 75.54%	91 68.42%	204 73.91%	94 67.63%	42 79.25%	67 79.76% L	95 72.52%	80 74.07%	150 69.44%	192 72.45%	101 74.26%	132 60.27%	167 83.08% T	0 0.0%
Never	72 24.08% B	201 16.13%	0 0.0%	62 19.94%	47 21.08%	29 39.73% G	42 18.92%	24 36.92% I	26 14.77%	23 25.27%	47 23.04%	26 27.66% O	13 30.95%	18 26.87%	15 15.79%	17 21.25%	28 18.67%	50 26.04%	19 18.81%	25 18.94%	47 28.14%	0 0.0%
Sometimes	49 16.39%	209 16.77%	0 0.0%	63 20.26%	42 18.83%	15 20.55%	34 15.32%	15 23.08%	24 13.64%	10 10.99%	39 19.12%	17 18.09%	13 30.95% NO	6 8.96%	13 13.68%	10 12.50%	24 16.00%	25 13.02%	22 21.78%	20 15.15%	29 17.37%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	121 40.47% B	410 32.91%	0 0.0%	125 40.19% B	89 39.91% B	44 60.27% G	76 34.23%	39 60.00% I	50 28.41%	33 36.26%	86 42.16%	43 45.74% O	26 61.90% NO	24 35.82%	28 29.47%	27 33.75%	52 34.67%	75 39.06%	41 40.59%	45 34.09%	76 45.51% T	0 0.0%
Usually	54 18.06%	268 21.51% D	0 0.0%	51 16.40%	39 17.49%	13 17.81%	40 18.02%	13 20.00%	37 21.02%	14 15.38%	40 19.61%	15 15.96%	6 14.29%	11 16.42%	22 23.16%	20 25.00%	33 22.00%	32 16.67%	22 21.78%	29 21.97%	25 14.97%	0 0.0%
Always	124 41.47%	568 45.59%	0 0.0%	135 43.41%	95 42.60%	16 21.92%	106 47.75% F	13 20.00%	89 50.57% H	44 48.35%	78 38.24%	36 38.30%	10 23.81%	32 47.76% M	45 47.37% M	33 41.25%	65 43.33%	85 44.27%	38 37.62%	58 43.94%	66 39.52%	0 0.0%
Top Two Box (%Always + %Usually)	178 59.53%	836 67.09% ADE	0 0.0%	186 59.81%	134 60.09%	29 39.73%	146 65.77% F	26 40.00%	126 71.59% H	58 63.74%	118 57.84%	51 54.26%	16 38.10%	43 64.18% M	67 70.53% IM	53 66.25%	98 65.33%	117 60.94%	60 59.41%	87 65.91% U	91 54.49%	0 0.0%
4-point composite mean	2.7692	2.9655 A	0	2.8328	2.8161	2.2192	2.9459 F	2.2308	3.0739 H	2.8681	2.7304	2.6489	2.3095	2.8507 M	3.0211 IM	2.8625	2.9000	2.7917	2.7822	2.9091	2.6587	0
Sigma	420 100.00%	1737 100.00%	0 0.0%	392 100.00%	366 100.00%	99 100.00%	304 100.00%	84 100.00%	233 100.00%	133 100.00%	276 100.00%	139 100.00%	53 100.00%	84 100.00%	131 100.00%	108 100.00%	216 100.00%	265 100.00%	136 100.00%	219 100.00%	201 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Medicaid Satisfaction Survey (ANIM22460)

Survey Language

2017 Plan Results																						
					Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)	
Total	420	9921	26909	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
No response	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
BASE = Those who responded	420	9921	26908	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
English	419	9525	25621	390	366	99	303	84	233	133	276	139	53	84	130	108	216	264	136	219	200	0
	99.76% BC	96.01% C	95.22%	99.49% BC	100.00% BC	100.00%	99.67%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.24%	100.00%	100.00%	99.62%	100.00%	100.00%	99.50%	0.0%
Spanish	1	396	1287	2	0	0	1	0	0	0	0	0	0	0	1	0	0	1	0	0	1	0
	0.24%	3.99% ADE	4.78% ABDE	0.51%	0.0%	0.0%	0.33%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.76%	0.0%	0.0%	0.38%	0.0%	0.0%	0.50%	0.0%
Sigma	420	9921	26909	392	366	99	304	84	233	133	276	139	53	84	131	108	216	265	136	219	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Medicaid Satisfaction Survey (ANIM22460)

Customer Service Composite Score

2017 Plan Results																						
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)	
Customer Service Composite Score (BASE)																						
	148	3276	8676	134	94	28	120	28	90	59	88	51	23	28	44	42	76	91	54	71	77	0
NEVER/SOMETIMES COMPOSITE																						
	7.44%	12.47% A	12.09% A	9.33%	13.94%	19.64%	4.59%	10.71%	5.56%	5.10%	9.09%	10.78%	10.87%	3.57%	4.55%	5.95%	9.21%	7.15%	8.33%	4.94%	9.74%	0.0%
USUALLY COMPOSITE																						
	13.54%	19.81% AD	19.49% AD	12.69%	18.19%	23.21%	11.28%	19.64%	11.70%	11.06%	15.34%	10.78%	30.43%	7.21%	11.36%	8.33%	17.87%	11.59%	16.67%	14.86%	12.34%	0.0%
ALWAYS COMPOSITE																						
	79.02% BC	67.72%	68.42%	77.99% BC	67.87%	57.14%	84.14%	69.64%	82.73%	83.84%	75.57%	78.43%	58.70%	89.22%	84.09%	85.71%	72.92%	81.26%	75.00%	80.20%	77.92%	0.0%
CAHPS RATE																						
	92.56% BC	87.53%	87.91%	90.67%	86.06%	80.36%	95.41%	89.29%	94.44%	94.90%	90.91%	89.22%	89.13%	96.43%	95.45%	94.05%	90.79%	92.85%	91.67%	95.06%	90.26%	0.0%
AVERAGE																						
	2.7158	2.5525	2.5633	2.6866	2.5392	2.3750	2.7955	2.5893	2.7717	2.7874	2.6648	2.6765	2.4783	2.8565	2.7955	2.7976	2.6371	2.7411	2.6667	2.7526	2.6818	0
Standard deviation																						
	0.5398	0.6753	0.6690	0.6000	0.6979	0.6770	0.4638	0.6165	0.4902	0.4819	0.5714	0.6101	0.6084	0.3818	0.4448	0.4900	0.5751	0.5292	0.5627	0.5042	0.5639	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Medicaid Satisfaction Survey (ANIM22460)

Getting Needed Care Composite Score

2017 Plan Results																						
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)	
Getting Needed Care Composite Score (BASE)																						
	334 E	7646 E	20804 E	310 E	253	74	251	84	232	97	230 J	103	40	76 IM	108	88	188	209	113	183 U	151	0
NEVER/SOMETIMES COMPOSITE																						
	24.65% BCE	18.27%	17.44%	18.44%	17.56%	44.98% G	17.85%	50.60% I	14.33%	19.55%	26.35%	26.67%	32.75%	21.75%	21.46%	24.42%	25.02%	24.11%	24.10%	23.61%	26.01%	0.0%
USUALLY COMPOSITE																						
	22.61%	25.19%	26.08% E	25.21%	20.62%	25.87%	20.78%	28.57%	21.20%	20.82%	23.12%	24.62%	32.51%	16.34%	22.32%	19.83%	25.27%	20.24%	27.19%	24.65%	20.04%	0.0%
ALWAYS COMPOSITE																						
	52.75%	56.53%	56.49%	56.35%	61.82% A	29.14%	61.37% F	20.83%	64.47% H	59.63%	50.53%	48.71%	34.74%	61.91% M	56.22% M	55.75%	49.72%	55.65%	48.72%	51.74%	53.95%	0.0%
CAHPS RATE																						
	75.35%	81.73% A	82.56% A	81.56%	82.44% A	55.02%	82.15% F	49.40%	85.67% H	80.45%	73.65%	73.33%	67.25%	78.25%	78.54%	75.58%	74.98%	75.89%	75.90%	76.39%	73.99%	0.0%
AVERAGE																						
	2.2810	2.3826	2.3905	2.3791	2.4426	1.8416	2.4352	1.7024	2.5015	2.4008	2.2418	2.2205	2.0199	2.4016	2.3476	2.3132	2.2470	2.3153	2.2462	2.2813	2.2794	0
Standard deviation																						
	0.8266	0.7750	0.7647	0.7766	0.7720	0.8438	0.7633	0.7902	0.7139	0.7745	0.8389	0.8289	0.7974	0.8197	0.7999	0.8355	0.8119	0.8271	0.8078	0.8112	0.8451	0

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Medicaid Satisfaction Survey (ANIM22460)

Getting Care Quickly Composite Score

2017 Plan Results																						
					Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)	
Getting Care Quickly Composite Score (BASE)	315	7416	20208	313	273	69	238	68	204	91	217	93	38	70	105	81	183	195	106	172	143	0
NEVER/SOMETIMES COMPOSITE	21.95%	18.66%	17.75%	16.54%	20.23%	37.77% G	18.15%	40.08% I	14.18%	19.55%	22.81%	20.07%	22.30%	23.21%	21.23%	23.90%	18.75%	22.13%	19.51%	20.83%	23.32%	0.0%
USUALLY COMPOSITE	17.56%	20.62%	21.17%	17.49%	17.61%	24.14%	15.01%	23.41%	16.00%	10.98%	18.84%	15.81%	13.21%	20.90%	15.64%	14.37%	18.81%	15.68%	18.97%	19.20%	15.55%	0.0%
ALWAYS COMPOSITE	60.49%	60.72%	61.08%	65.97%	62.16%	38.09%	66.84% F	36.51% H	69.82%	69.47%	58.35%	64.12%	64.49%	55.90%	63.13%	61.73%	62.44%	62.19%	61.52%	59.98%	61.13%	0.0%
CAHPS RATE	78.05%	81.34%	82.25%	83.46%	79.77%	62.23%	81.85% F	59.92% H	85.82%	80.45%	77.19%	79.93%	77.70%	76.79%	78.77%	76.10%	81.25%	77.87%	80.49%	79.17%	76.68%	0.0%
AVERAGE	2.3855	2.4206	2.4333	2.4943	2.4194	2.0032	2.4869	1.9643	2.5564	2.4992	2.3554	2.4405	2.4219	2.3269	2.4190	2.3783	2.4369	2.4006	2.4201	2.3915	2.3781	0
Standard deviation	0.8206	0.7829	0.7719	0.7540	0.8001	0.8703	0.7787	0.8743	0.7274	0.7886	0.8276	0.8018	0.8268	0.8246	0.8116	0.8408	0.7878	0.8263	0.7799	0.8087	0.8258	

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AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Medicaid Satisfaction Survey (ANIM22460)

How Well Doctors Communicate Composite Score

2017 Plan Results																						
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)	
How Well Doctors Communicate Composite Score (BASE)	261	6228	17102	266	214	57	197	59	173	79	176	70	34	53	97	70	151	172	76	151	110	0
NEVER/SOMETIMES COMPOSITE	12.94% C	9.13%	8.42%	12.43% C	12.34%	30.26% G	8.21%	35.48% I	5.97%	8.86%	14.96%	12.01%	12.82%	13.24%	13.40%	12.86%	12.94%	13.82%	11.18%	10.38%	16.45%	0.0%
USUALLY COMPOSITE	11.50%	16.25% AE	16.84% AE	13.09%	11.39%	15.79%	10.53%	12.39%	10.78%	7.91%	13.38%	8.36%	13.44%	12.33%	12.89%	12.50%	12.61%	10.59%	11.84%	14.74% U	7.07%	0.0%
ALWAYS COMPOSITE	75.56%	74.62%	74.74%	74.48%	76.27%	53.95%	81.26% F	52.13%	83.24% H	83.23% K	71.67%	79.64%	73.74%	74.43%	73.71%	74.64%	74.46%	75.59%	76.97%	74.88%	76.48%	0.0%
CAHPS RATE	87.06%	90.87%	91.58% AD	87.57%	87.66%	69.74%	91.79% F	64.52%	94.03% H	91.14%	85.04%	87.99%	87.18%	86.76%	86.60%	87.14%	87.06%	86.18%	88.82%	89.62%	83.55%	0.0%
AVERAGE	2.6261	2.6549	2.6632	2.6205	2.6394	2.2368	2.7305	2.1666	2.7727	2.7437	2.5671	2.6763	2.6092	2.6118	2.6031	2.6179	2.6152	2.6177	2.6579	2.6450	2.6003	0
Standard deviation	0.6968	0.6361	0.6224	0.6922	0.6876	0.8770	0.5949	0.9170	0.5346	0.5941	0.7320	0.6676	0.6984	0.7035	0.6991	0.6918	0.7003	0.7082	0.6687	0.6555	0.7486	

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AMERIGROUP LOUISIANA
2017 CAHPS 5.0H Medicaid Satisfaction Survey (ANIM22460)

Shared Decision Making Composite Score

					2017 Plan Results																	
					Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
2017 Plan Total (A)	2017 Anthem Avg. (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)	
Shared Decision Making Composite Score (BASE)	140	3437	9252	138	112	35	103	38	100	30	110 J	40	15	33	49	38	84	80	56 R	76	64	0
YES COMPOSITE	79.15%	78.85%	79.52%	80.38%	75.54%	75.24%	80.43%	75.44%	80.52%	81.11%	78.61%	85.00%	75.56%	82.83%	73.63%	78.95%	79.94%	78.63%	80.21%	79.39%	78.90%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V