



2017 CAHPS® 5.0H Member Survey

Child Medicaid – Children with Chronic Conditions

Prepared for:

12470 - UnitedHealthcare Community Plan (LA)

June 2017

Prepared by:

DSS Research



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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, 12470 - UnitedHealthcare Community Plan (LA) performed similar to the 2016 plan result among the General Population and performed significantly higher than the 2017 CCC Population results.

- About nine in 10 (90.07%) 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 significantly higher than the 2017 Gen. Pop. UHC Average.
- Almost nine in 10 (86.01%) of the CCC population gave a rating of 8, 9 or 10, which is similar to last year and similar to the 2017 CCC Pop. UHC 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)	87.70%	90.07%	86.47%	▲ ◆	84.19%	86.01%	84.37%	
Rating of Health Care (% 8, 9 or 10) (Q14)	88.04%	87.45%	87.61%		83.04%	84.95%	86.28%	
Rating of Personal Doctor (% 8, 9 or 10) (Q41)	88.76%	88.71%	89.45%		90.27%	88.50%	89.22%	
Rating of Specialist (% 8, 9 or 10) (Q48)	88.07%	92.98%	86.18%	▲ ◆	85.29%	86.27%	86.90%	
Customer Service (% Always or Usually)	92.38%	85.53%	87.73%		93.48%	90.41%	88.23%	
Getting Needed Care (% Always or Usually)	89.64%	87.85%	85.45%		88.34%	87.99%	87.97%	
Getting Care Quickly (% Always or Usually)	94.56%	89.46%	90.00%	↓	94.59%	92.07%	93.39%	
How Well Doctors Communicate (% Always or Usually)	94.10%	93.42%	93.69%		94.57%	93.76%	94.67%	
Shared Decision Making (% Yes)	79.58%	79.66%	79.38%		83.62%	84.11%	85.11%	
Health Promotion and Education (Q8) (% Yes)	69.50%	68.02%	70.64%		73.17%	75.05%	76.78%	▲
Coordination of Care (Q40) (% Always or Usually)	79.17%	83.01%	81.56%		81.91%	80.83%	82.64%	
Access to Prescription Medicine (% Always or Usually)	94.84%	90.33%	92.78%	↓	90.17%	89.43%	91.51%	
Access to Specialized Services (% Always or Usually)	69.92%	76.65%	77.62%		69.36%	74.79%	77.21%	
FCC: Personal Doctor Who Knows Child (% Yes)	86.05%	90.95%	90.00%	↑	90.44%	91.91%	90.62%	
FCC: Getting Needed Information (% Always or Usually)	88.53%	88.27%	88.95%		88.82%	90.10%	91.53%	
FCC: Coordination of Care (% Yes)	76.94%	77.03%	74.99%		77.76%	79.40%	78.43%	

↑ ↓ 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

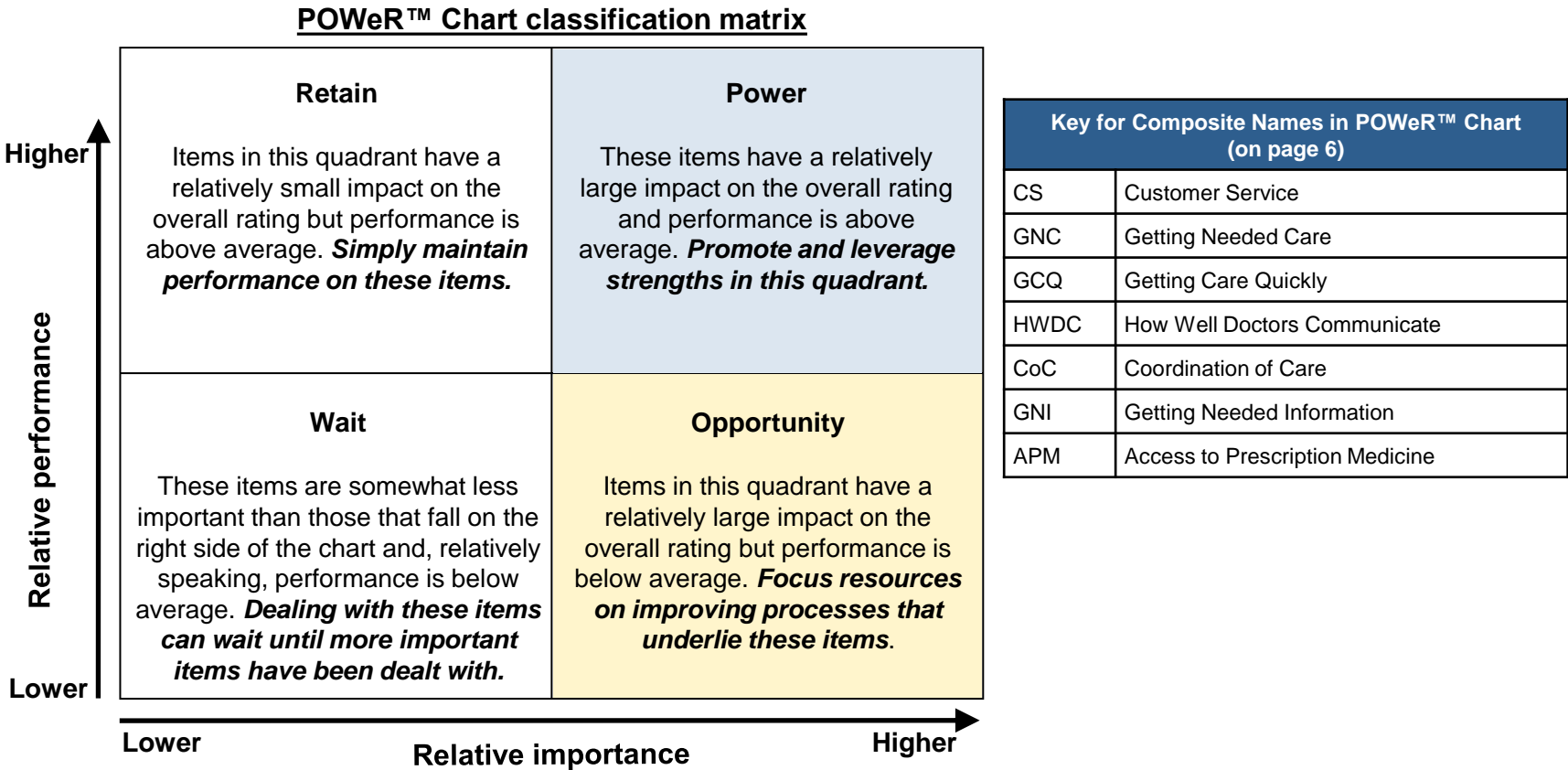
At the time of this report, AHRQ provided several resources to support health plans in their improvement efforts at the following link:
<https://cahps.ahrq.gov/surveys-guidance/hp/improve/index.html>

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.

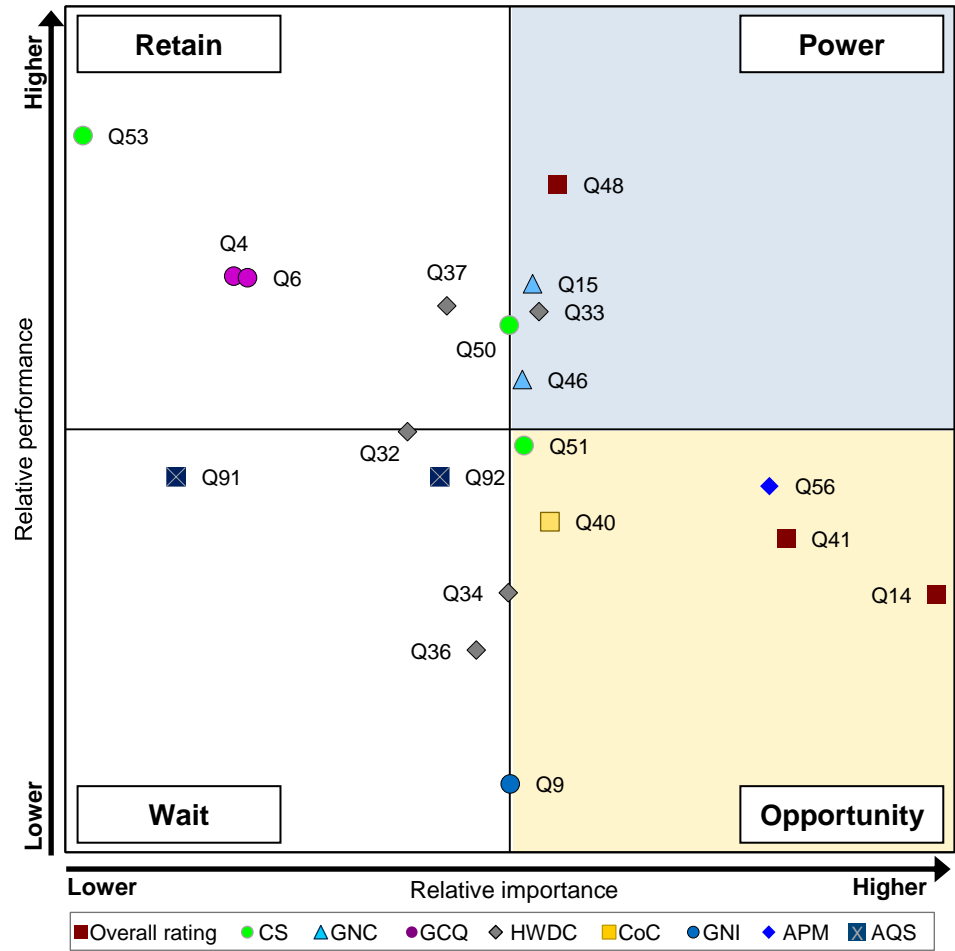


Executive summary

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 - 12470 - UHC CP LA



Survey Measure		Score	Estimated Percentile	Estimated Rating
Power				
Q48	Specialist overall*	88.46%	75th	4
Q33	Dr. listened carefully	95.15%	50th	3
Q15	Got care/tests/treatment	91.44%	67th	4
Q46	Got specialist appt.	82.14%	50th	3
Opportunity				
Q14	Health care overall*	86.69%	67th	4
Q41	Personal doctor overall*	89.21%	50th	3
Q56	Got prescriptions	90.70%	50th	3
Q40	Dr. informed about care	82.68%	50th	3
Q51	CS courtesy/respect	94.31%	67th	4
Q9	Dr. answered questions	88.90%	10th	2
Wait				
Q34	Dr. showed respect	95.65%	33rd	3
Q36	Dr. explained things for child	92.09%	---	---
Q92	MH services overall*	77.86%	---	---
Q32	Dr. explained things	94.14%	50th	3
Q91	CS helpful with MH services	46.76%	---	---
Retain				
Q50	CS provided info./help	83.13%	50th	3
Q37	Dr. spent enough time	90.25%	50th	3
Q6	Got routine care	90.26%	50th	3
Q4	Got urgent care	92.82%	50th	3
Q53	Easy to fill out forms	96.25%	67th	4

* 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	2.7234	90.12%	90th	2.8889	2.8889
Rating of Health Care	2.6872	89.16%	75th	1.2711	1.2711
Rating of Personal Doctor	2.7446	87.30%	75th	1.2711	1.2711
Rating of Specialist	2.7368	89.20%	75th	1.2711	1.2711
Composite mean scores					
Customer Service	2.5376	36.00%	25th	0.5778	0.5778
Getting Needed Care	2.5887	90.65%	90th	1.4444	1.4444
Getting Care Quickly	2.6790	70.42%	50th	0.9822	0.9822
How Well Doctors Communicate ⁶	2.7806	85.30%	75th	1.2711	---
Coordination of Care ⁶	2.5033	83.74%	75th	---	1.2711
Total points				10.9777	10.9777

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.

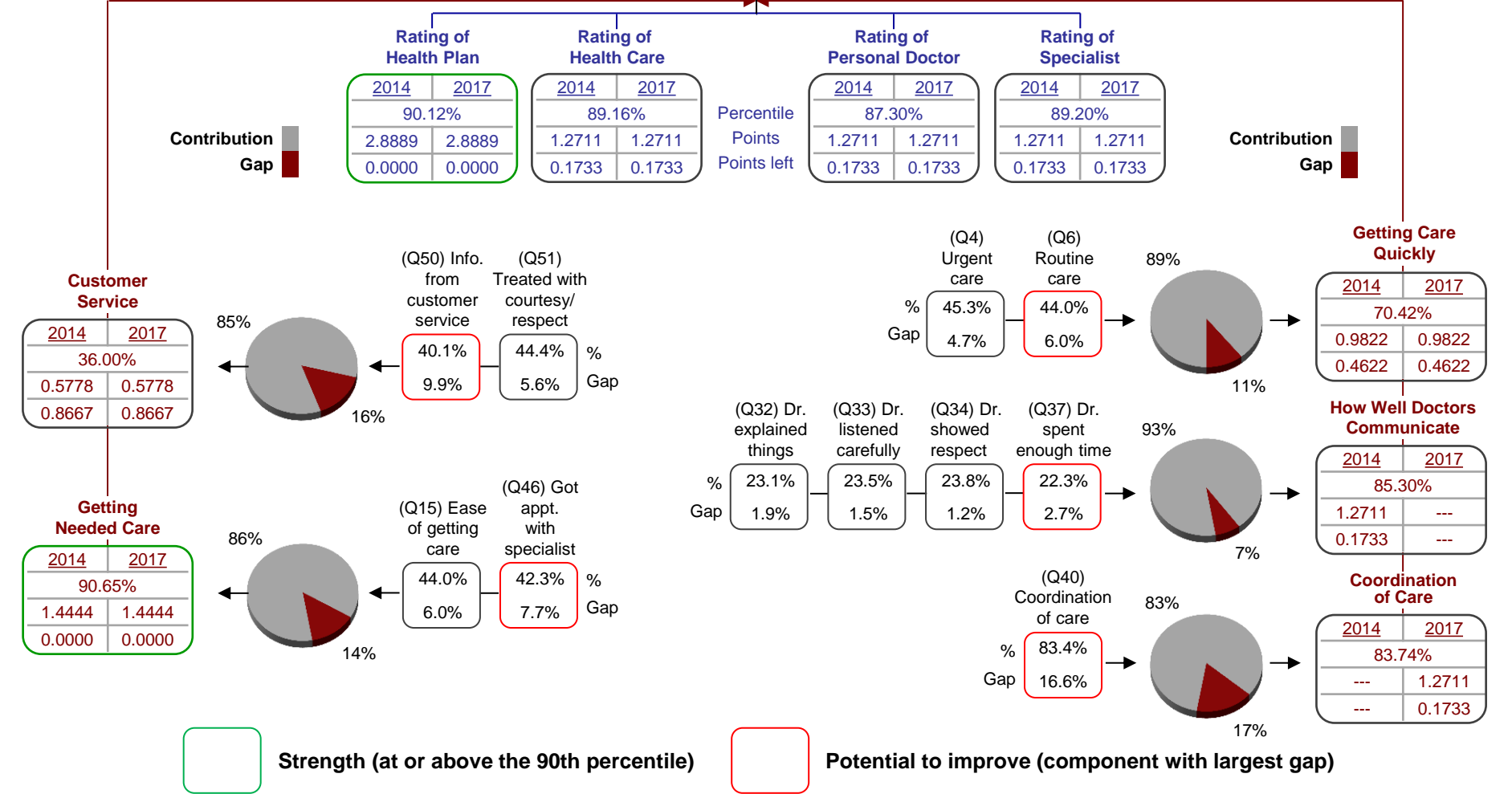
Estimated percentile, points, and points to achieve maximum score are shown for each composite score.

Accreditation Score (General population)

2014	2017
Standards	Standards
13.0000	13.0000
10.9777	10.9777
2.0223	2.0223

Max possible score
Estimated 2017 total points
Potential to improve

Estimated percentile, points, and points to achieve maximum score are shown for each composite score.

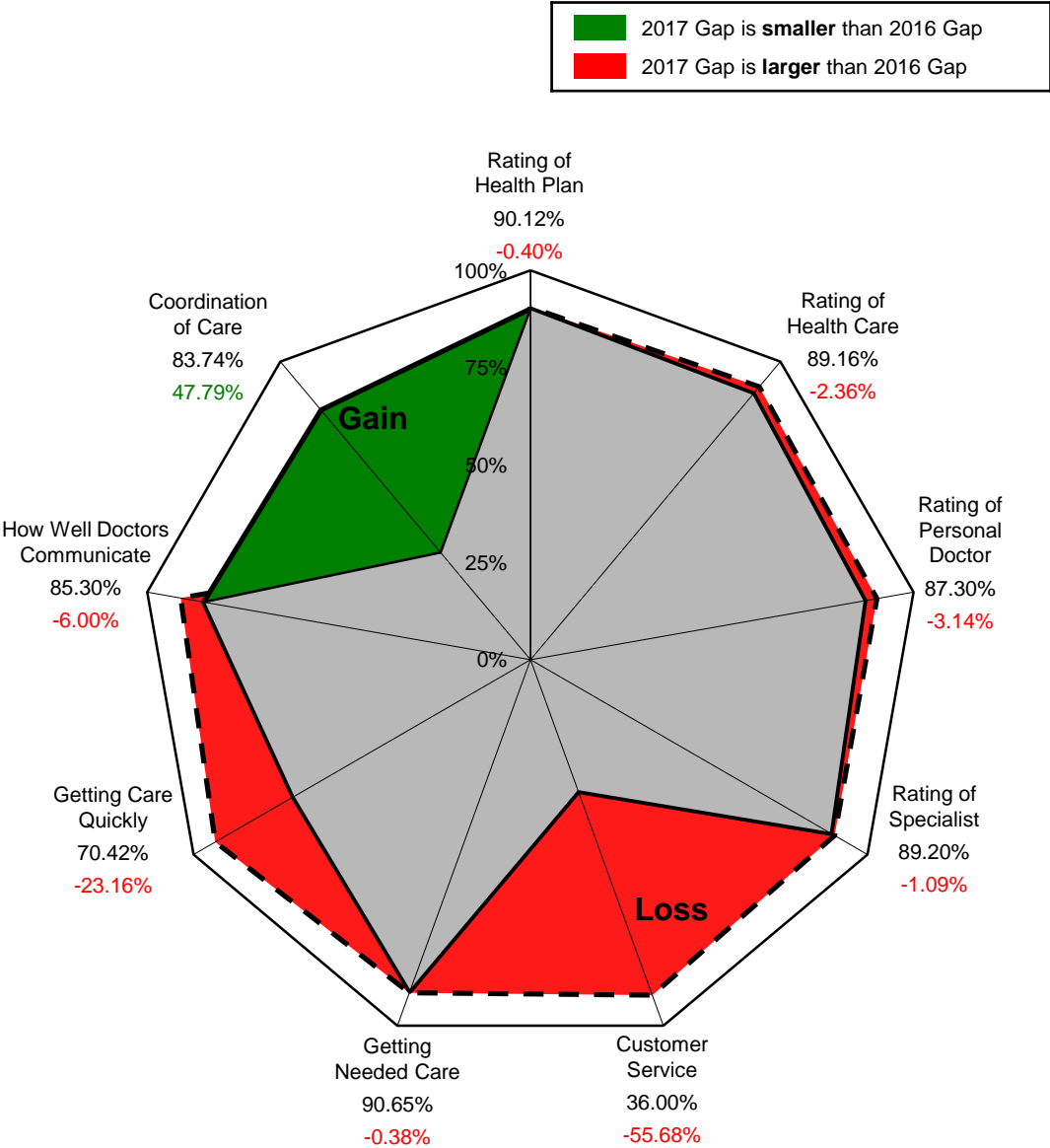


Executive summary

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 measure:
 - Coordination of Care
- However, the percentile gap increased on these measures:
 - Customer Service composite
 - Getting Care Quickly composite
 - How Well Doctors Communicate composite
 - Rating of Personal Doctor
 - Rating of Health Care
 - Rating of Specialist
 - Rating of Health Plan
 - Getting Needed Care composite



Executive summary

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			3.5
Getting Care			3.5
Getting care easily	87.85%	67th	4.0
Getting care quickly	89.46%	33rd	3.0
Satisfaction with physicians			4.0
Rating of doctor	81.19%	90th	5.0
Rating of specialists	78.07%	67th	4.0
Rating of care	75.96%	90th	5.0
Coordination of care	83.01%	33rd	3.0
Health promotion and education	68.02%	10th	2.0
Satisfaction with health plan services			3.5
Rating of health plan	77.48%	90th	5.0
Customer service	85.53%	10th	2.0

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	1/31/2017
First reminder postcard	4 - 10 days	2/7/2017
Second questionnaire mailing	35 days	3/7/2017
Second reminder postcard	39 - 45 days	3/14/2017
Initiate telephone interviewing	56 days	3/28/2017
Complete telephone interviewing	70 days	4/11/2017
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 1,287 members was obtained with an overall sampling error of +/- 2.7% at 95% confidence, using the most pessimistic assumption regarding variance ($p=0.5$).

Methodology

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

Item	General population			Total
	2015	2016	2017	2017
Total mailed	2,310	2,344	2,310	4,886
Total ineligible	35	38	11	27
Total completed surveys	554	586	582	1,287
Mail completes	174	241	289	645
Phone completes	380	345	293	642
Adjusted response rate	24.35%	25.41%	25.32%	26.49%
Overall sampling error	4.2%	+/- 4.0%	+/- 4.1%	+/- 2.7%

Number of CCC
qualified
respondents:
Total: 547
Mail: 297
Phone: 250

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

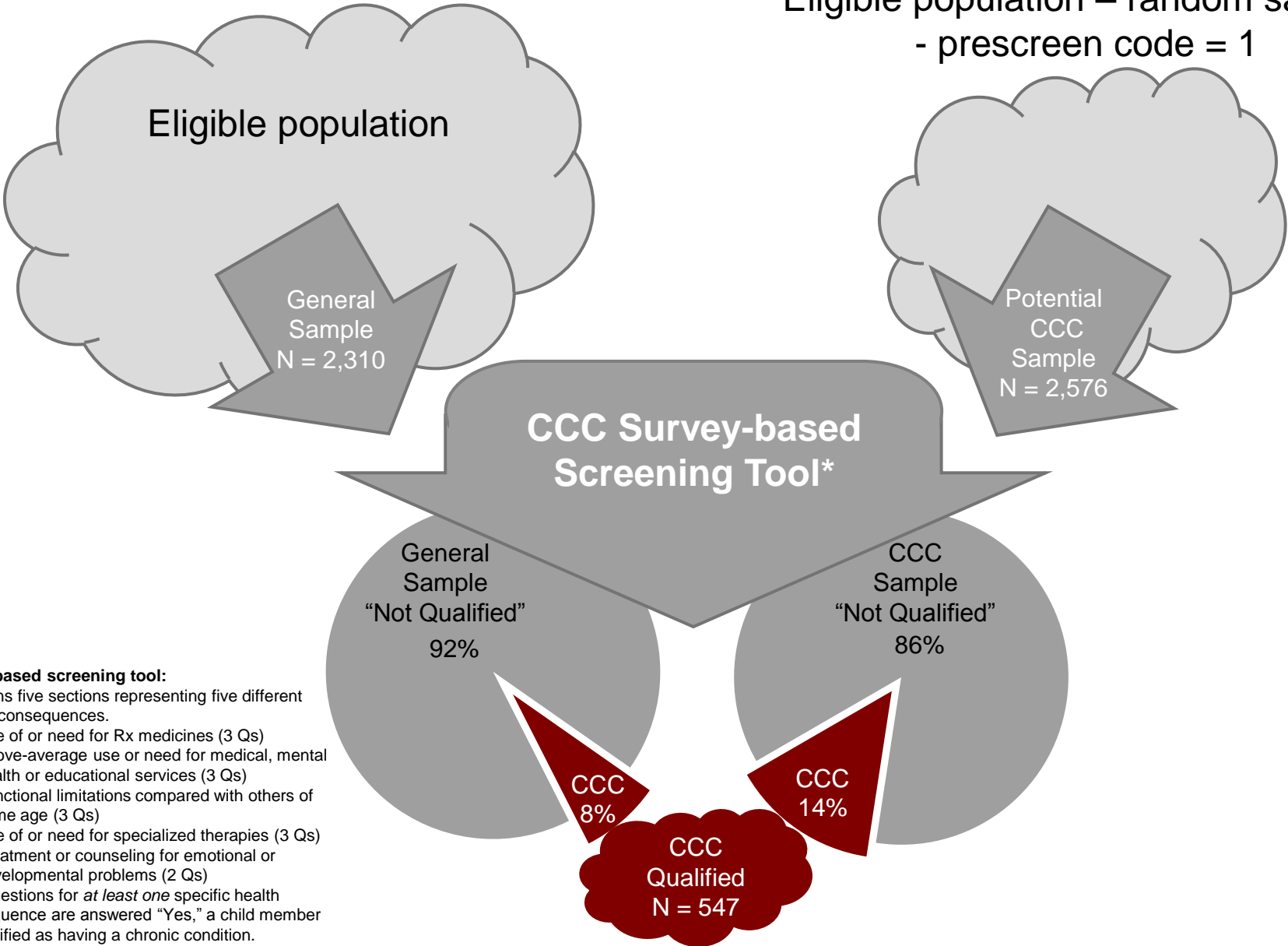
Comparison averages. Most measures are compared to the 2017 UHC Child Medicaid without CCC Average (2017 Gen. Pop. Avg.) and the 2017 UHC Child Medicaid with CCC Average (2017 CCC Pop. Avg.).

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 55 surveys completed in Spanish.

Methodology

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:

- None of the differences are significant.

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

- Health plan and specialist are significantly higher.

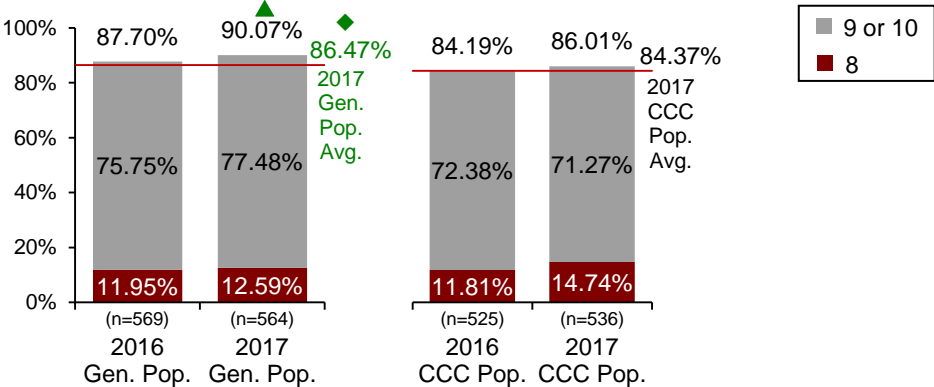
2017 Gen. Pop. compared to the 2017 Gen. Pop. UHC Average:

- Health plan and specialist are significantly higher.

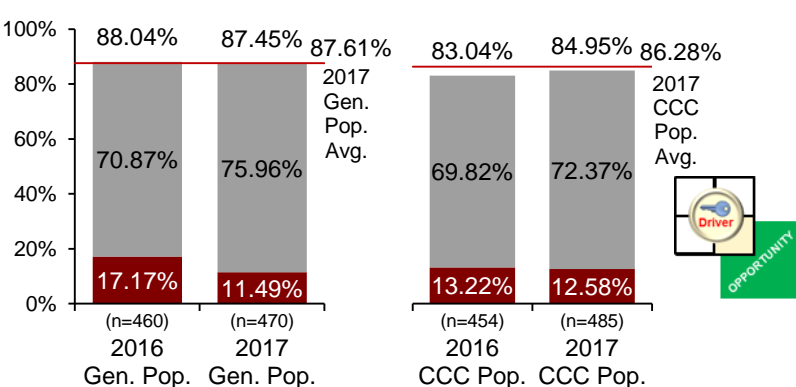
2017 CCC Pop. compared to the 2017 CCC Pop. UHC Average:

- None of the differences are significant.

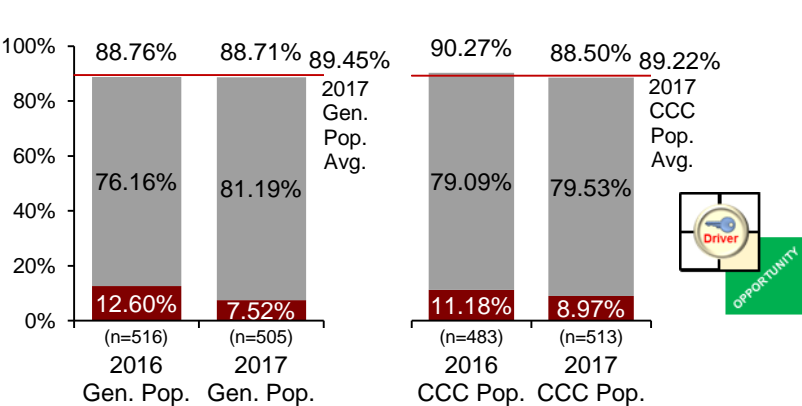
Q54. Rating of Health Plan



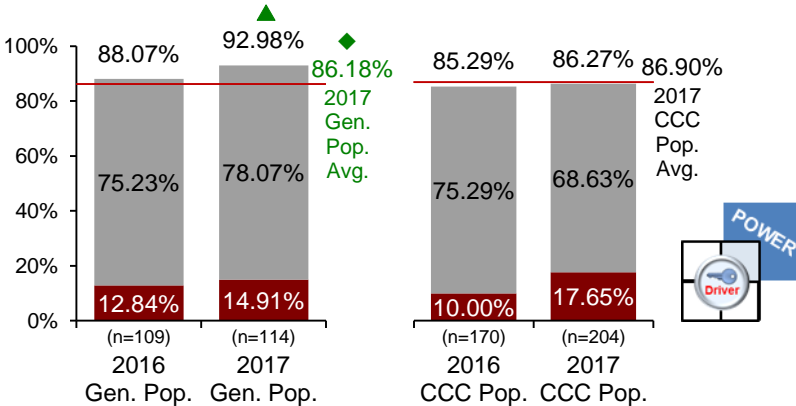
Q14. Rating of Health Care



Q41. Rating of Personal Doctor



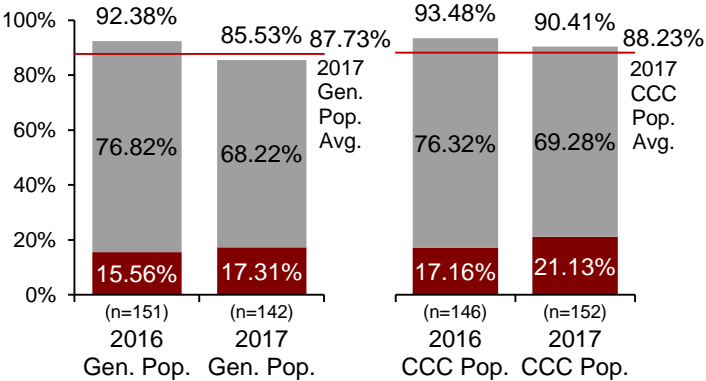
Q48. Rating of Specialist



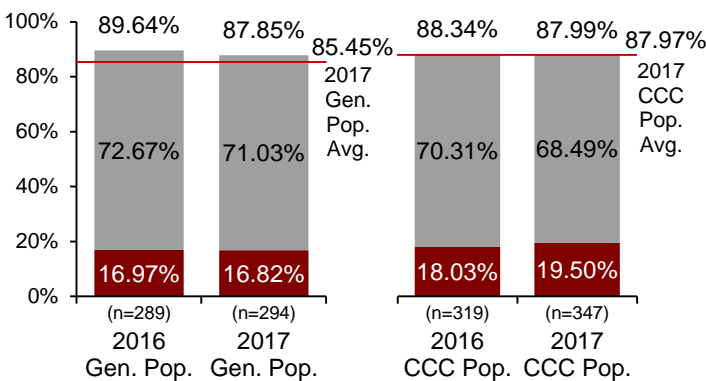
↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.
◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

Composite global proportions

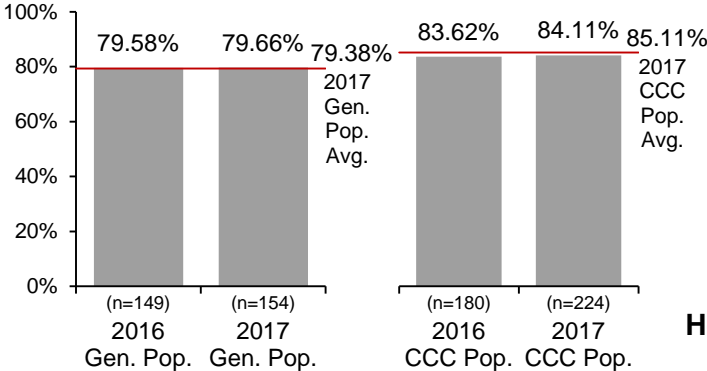
Customer Service



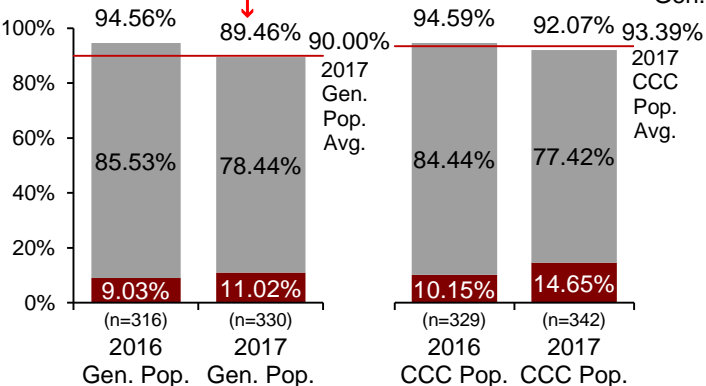
Getting Needed Care



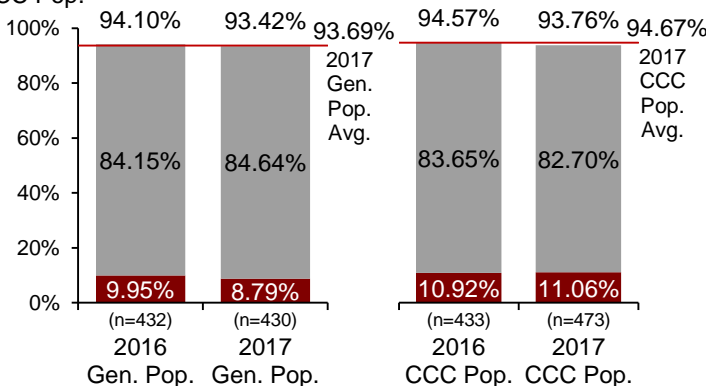
Shared Decision Making (% "Yes")



Getting Care Quickly



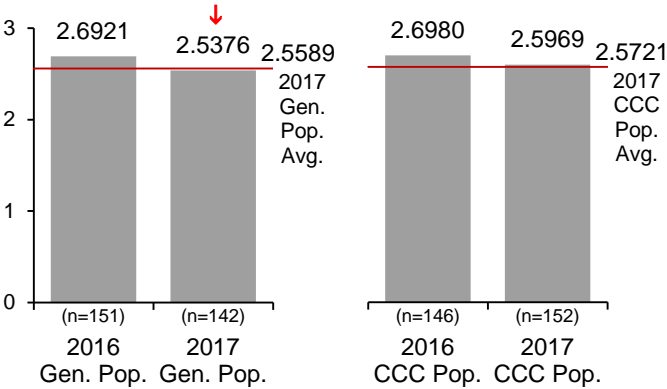
How Well Doctors Communicate



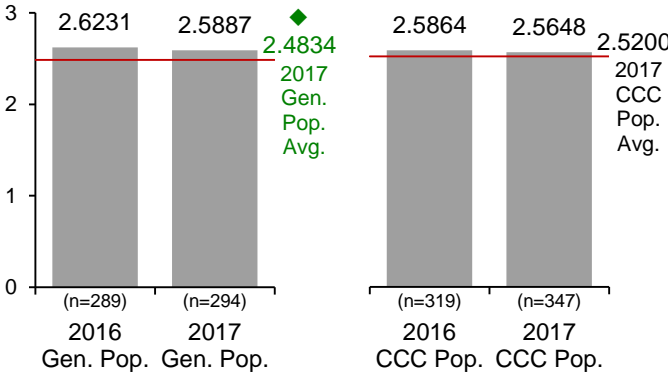
↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.
◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

Composite mean scores

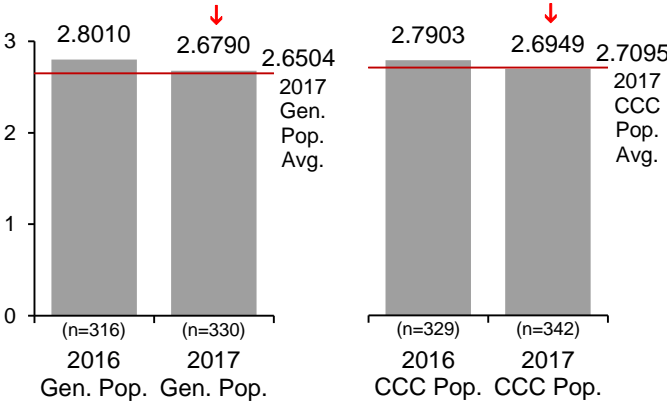
Customer Service



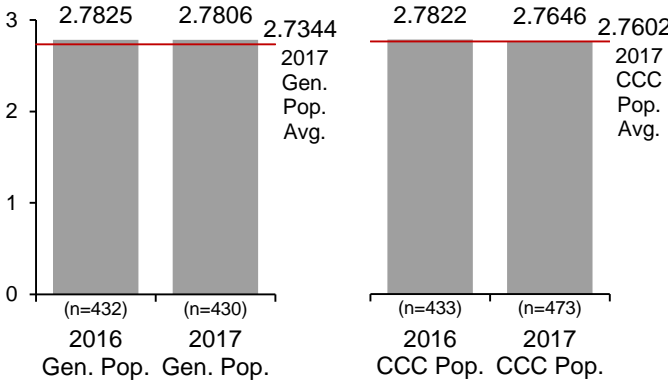
Getting Needed Care



Getting Care Quickly



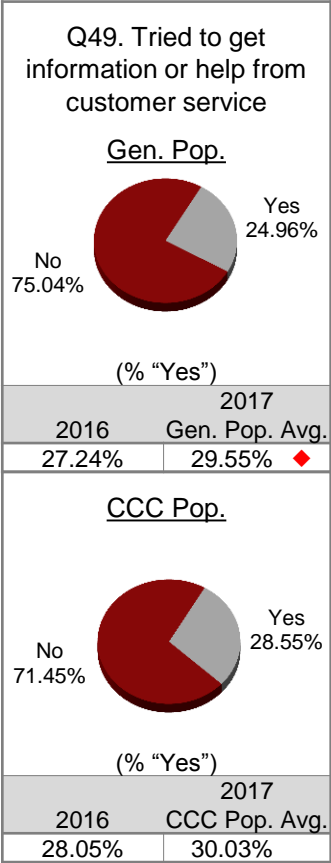
How Well Doctors Communicate



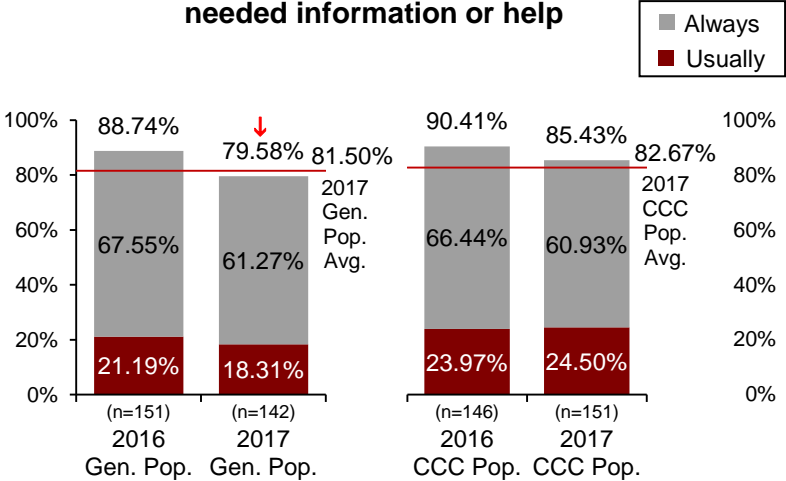
Customer Service

- Compared to the 2016 plan result:
- Information from customer service 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. UHC Average:
- None of the differences are significant.
- 2017 CCC Pop. compared to the 2017 CCC Pop. UHC Average:
- None of the differences are significant.

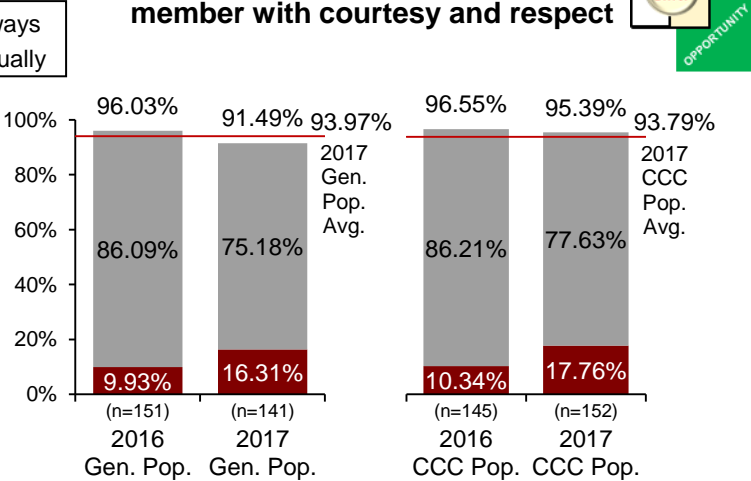
Customer Service Composite								
	2016	2017	2017		2016	2017	2017	
	Gen. Pop.	Gen. Pop.	Gen. Pop.	Gen. Pop.	CCC Pop.	CCC Pop.	CCC Pop.	CCC Pop.
			Avg.	Sig.			Avg.	Sig.
Global Proportion	92.38%	85.53%	87.73%		93.48%	90.41%	88.23%	
Mean Score	2.6921	2.5376	2.5589	↓	2.6980	2.5969	2.5721	



Q50. Customer service provided needed information or help



Q51. Customer service treated member with courtesy and respect



Compared to the 2016 plan result:

- The difference is not significant.

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

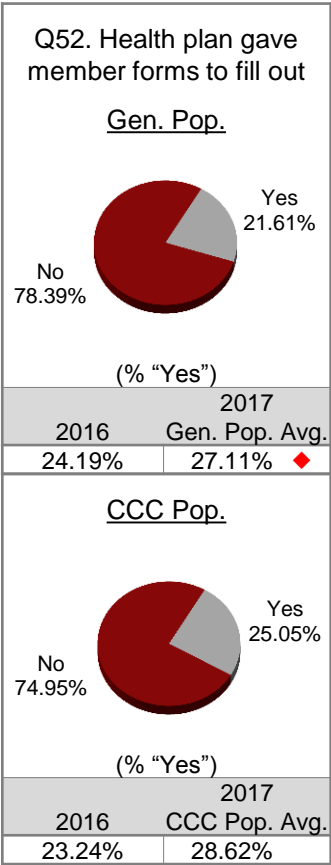
- The difference is not significant.

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

- The difference is not significant.

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

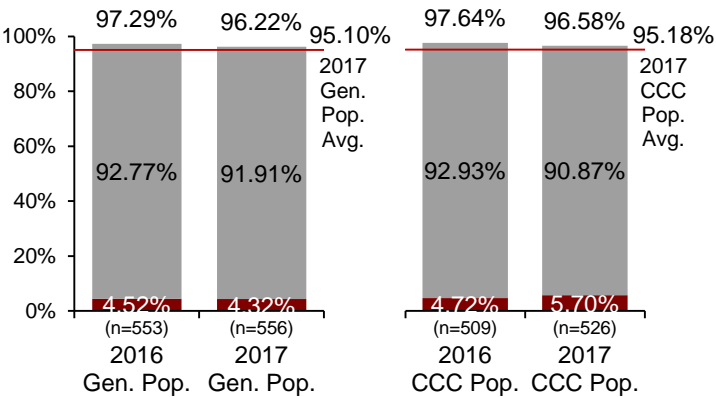
- The difference is not significant.



Q53. 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 Q52.



↑ ↓ 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 Needed Care

Compared to the 2016 plan result:

- Got care, tests or treatment is significantly lower for the general population.

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

- None of the differences are significant.

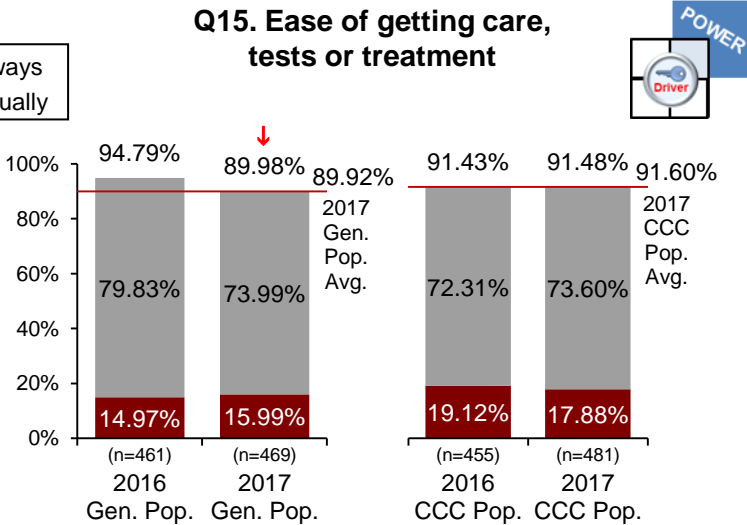
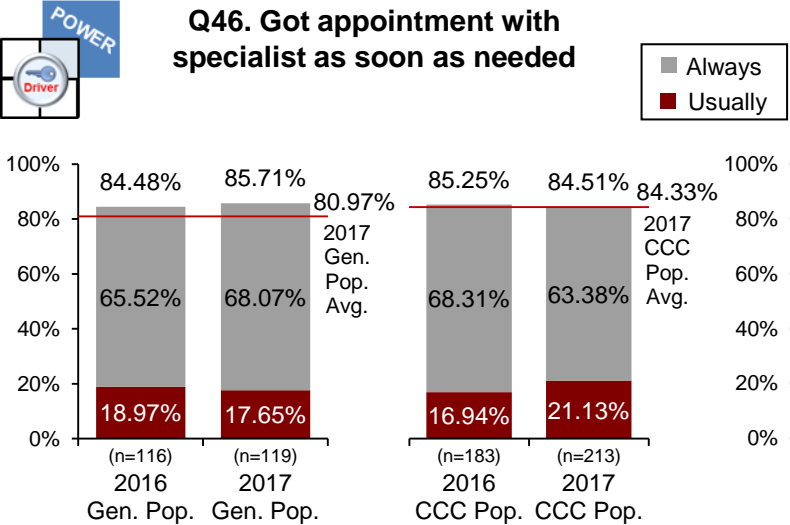
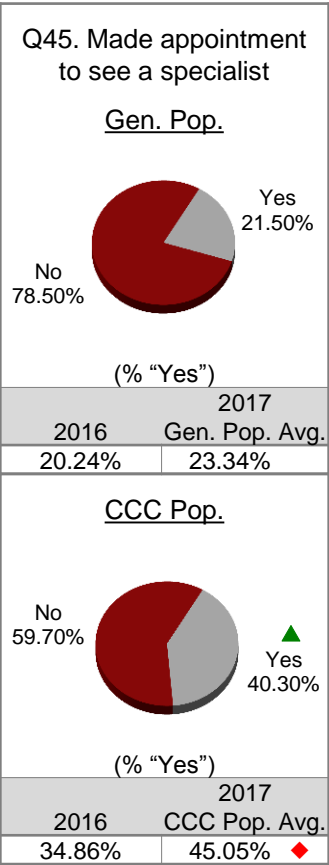
2017 Gen. Pop. compared to the 2017 Gen. Pop. UHC Average:

- None of the differences are significant.

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

- None of the differences are significant.

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	89.64%	87.85%	85.45%		88.34%	87.99%	87.97%	
Mean Score	2.6231	2.5887	2.4834	◆	2.5864	2.5648	2.5200	



↑ ↓ 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

Compared to the 2016 plan result:

- Got routine appointment is significantly lower for the general population.
- Got routine appointment is significantly lower for the CCC population.

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

- None of the differences are significant.

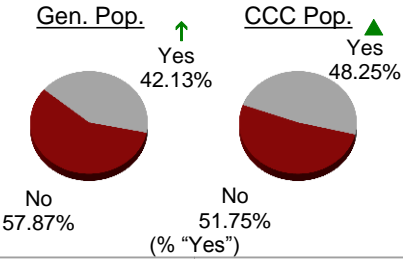
2017 Gen. Pop. compared to the 2017 Gen. Pop. UHC Average:

- None of the differences are significant.

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

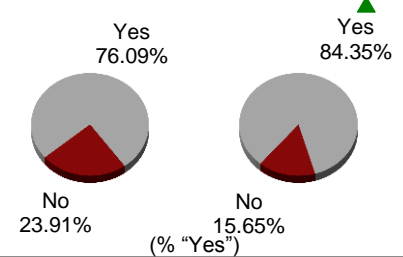
- None of the differences are significant.

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



2016	2017	2016	2017
Gen. Pop. Avg.	Gen. Pop. Avg.	CCC Pop. Avg.	CCC Pop. Avg.
36.03%	35.17% ◆	42.56%	48.51%

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

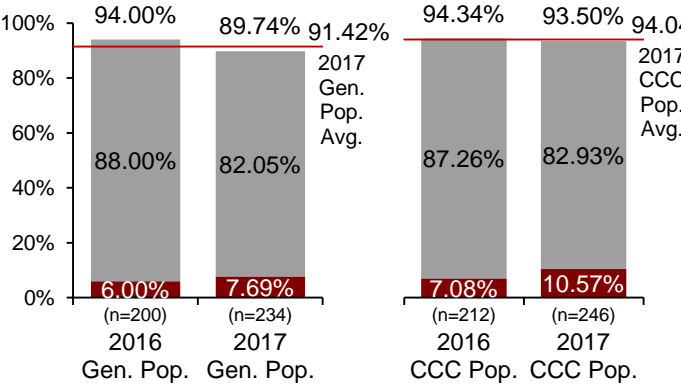


2016	2017	2016	2017
Gen. Pop. Avg.	Gen. Pop. Avg.	CCC Pop. Avg.	CCC Pop. Avg.
76.38%	72.19% ◆	86.69%	81.54%

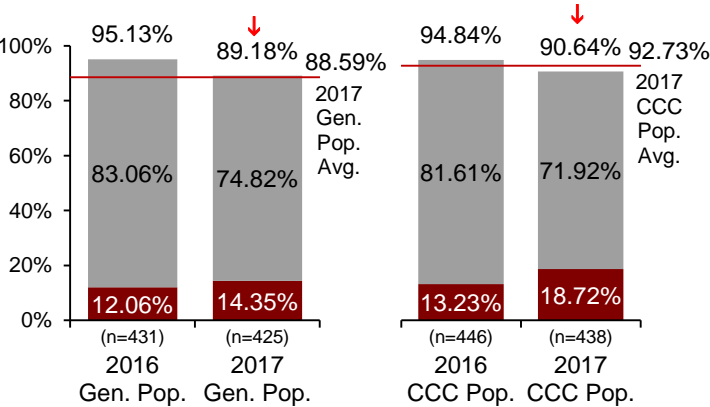
- ↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
- ▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.
- ◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

Getting Care Quickly Composite							
	2016 Gen. Pop.	2017 Gen. Pop.	2017 Gen. Pop. Avg.	Gen. Pop. Sig.	2016 CCC Pop.	2017 CCC Pop.	2017 CCC Pop. Avg.
Global Proportion	94.56%	89.46%	90.00%	↓	94.59%	92.07%	93.39%
Mean Score	2.8010	2.6790	2.6504	↓	2.7903	2.6949	2.7095

Q4. Got urgent care as soon as needed



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



Doctor or Specialist Visits

Compared to the 2016 plan result:

- Average number of specialists seen is significantly higher for the general population.
- Average number of specialists seen is significantly higher for the CCC population.

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

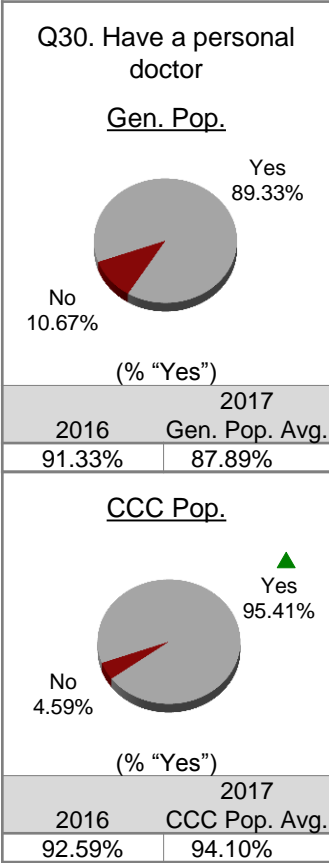
- Average number of office visits and average number of personal doctor visits are significantly lower.

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

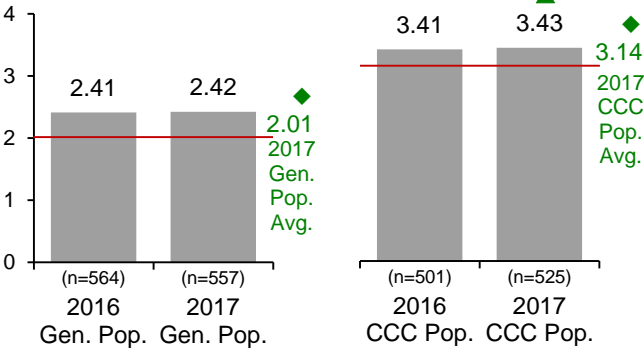
- Average number of office visits and average number of personal doctor visits are significantly higher.

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

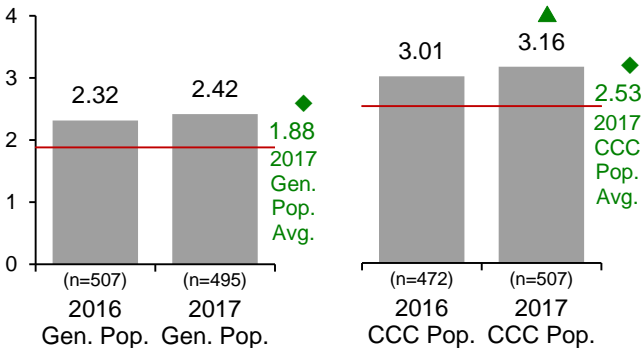
- Average number of office visits and average number of personal doctor visits are significantly higher.



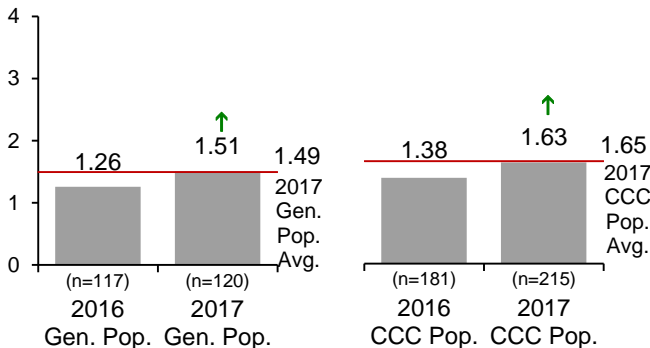
Q7. Average number of visits to doctor's office or clinic



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.:

- None of the differences are significant.

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

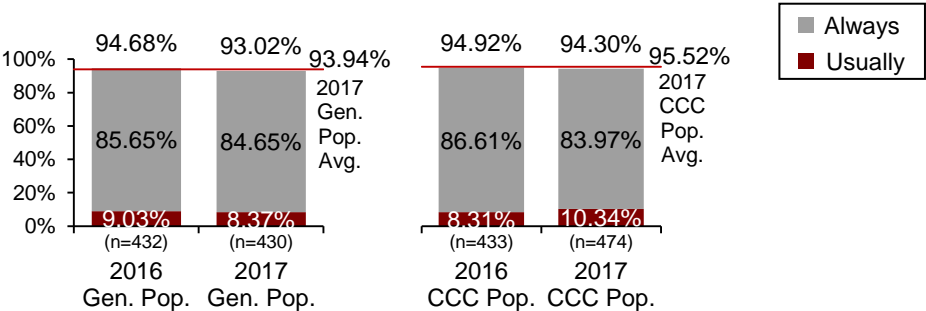
- None of the differences are significant.

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

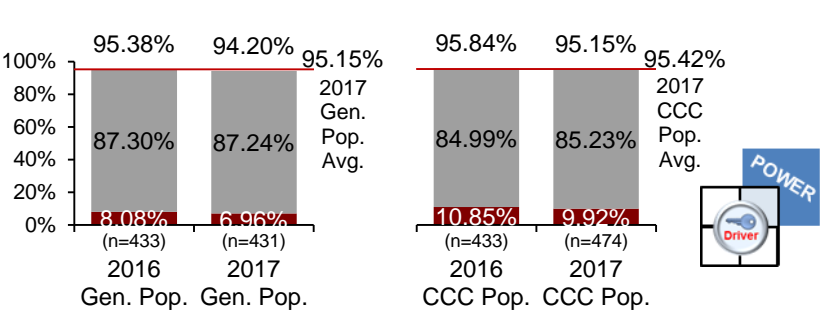
- None of the differences are significant.

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	94.10%	93.42%	93.69%		94.57%	93.76%	94.67%	
Mean Score	2.7825	2.7806	2.7344		2.7822	2.7646	2.7602	

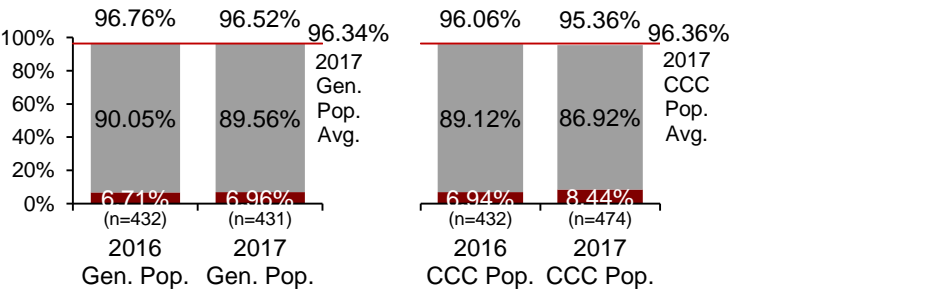
Q32. Personal doctor explained things



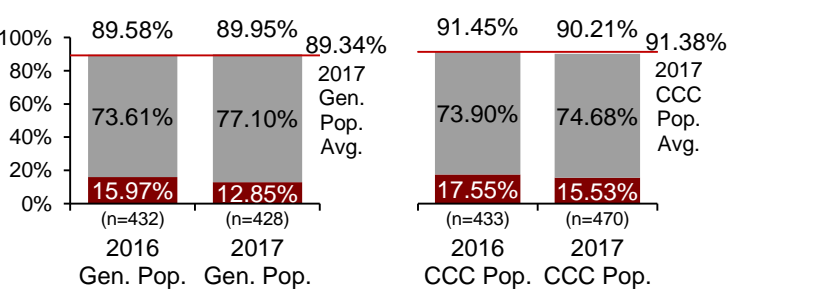
Q33. Personal doctor listened carefully



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.

How Well Doctors Communicate

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.

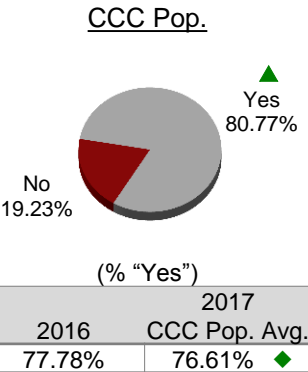
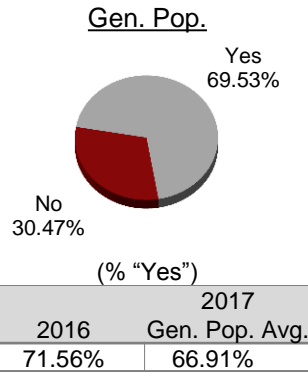
2017 Gen. Pop. compared to the 2017 Gen. Pop. UHC Average:

- The difference is not significant.

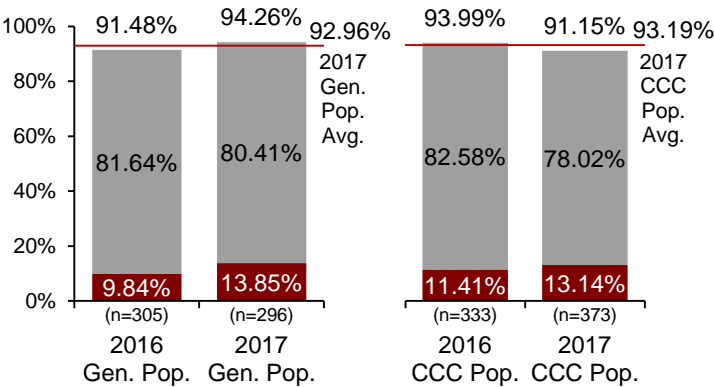
2017 CCC Pop. compared to the 2017 CCC Pop. UHC Average:

- 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.
▲ 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.

Shared Decision Making

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.

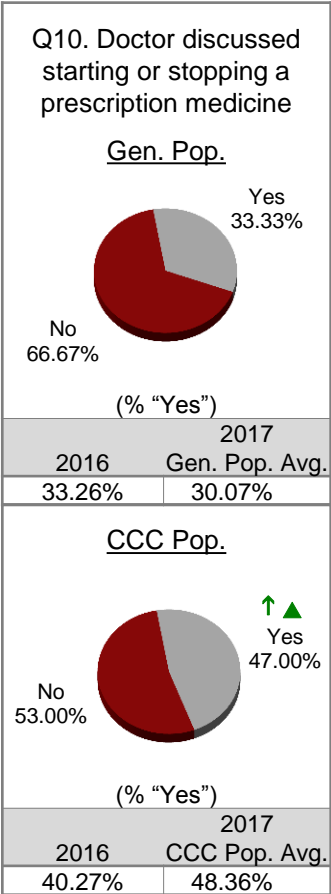
2017 Gen. Pop. compared to the 2017 Gen. Pop. UHC Average:

- None of the differences are significant.

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

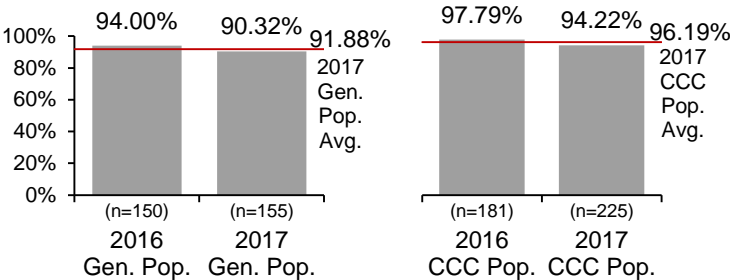
- None of the differences are significant.

Shared Decision Making 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	79.58%	79.66%	79.38%		83.62%	84.11%	85.11%	

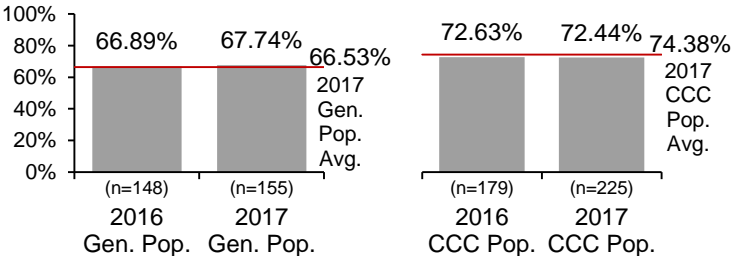


- ↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
- ▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.
- ◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

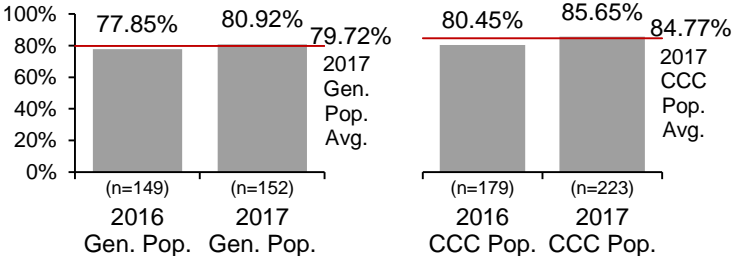
Q11. Doctor discussed reasons to take a medicine (% "Yes")



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



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



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.

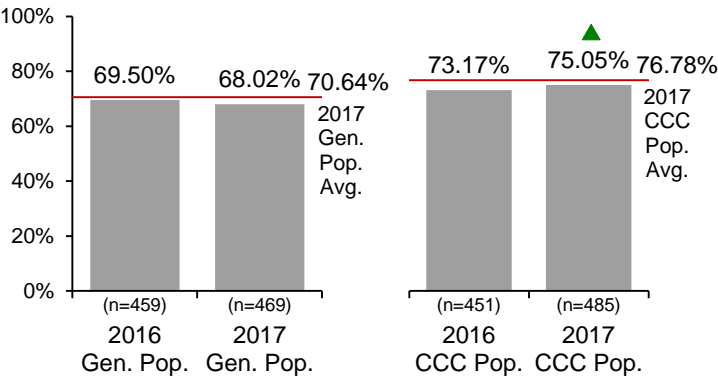
2017 Gen. Pop. compared to the 2017 Gen. Pop. UHC Average:

- The difference is not significant.

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

- The difference is not significant.

Q8. You and 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 Gen. Pop. result and the 2017 CCC Pop. result.
◆◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

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.

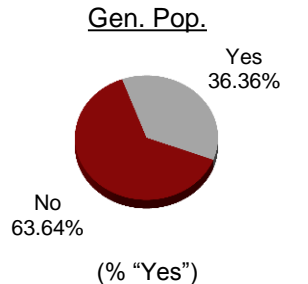
2017 Gen. Pop. compared to the 2017 Gen. Pop. UHC Average:

- The difference is not significant.

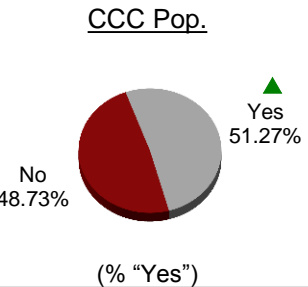
2017 CCC Pop. compared to the 2017 CCC Pop. UHC Average:

- The difference is not significant.

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

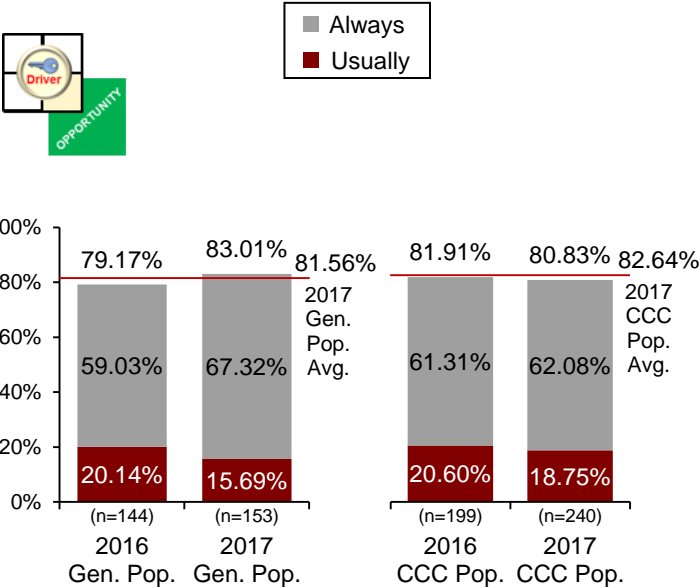


2016	2017 Gen. Pop. Avg.
34.03%	42.44% ◆



2016	2017 CCC Pop. Avg.
47.64%	58.57% ◆

Q40. Personal doctor seemed informed about care from other providers

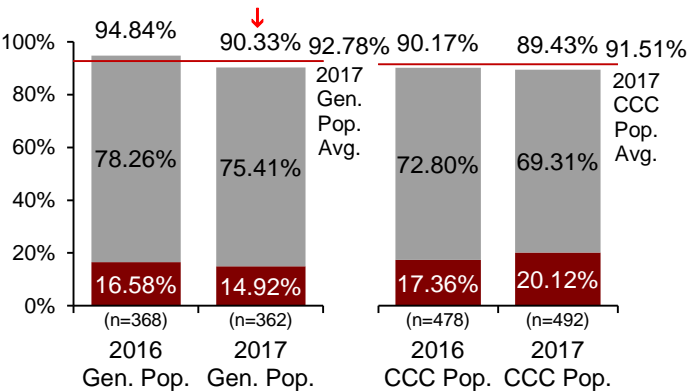


↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.
◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

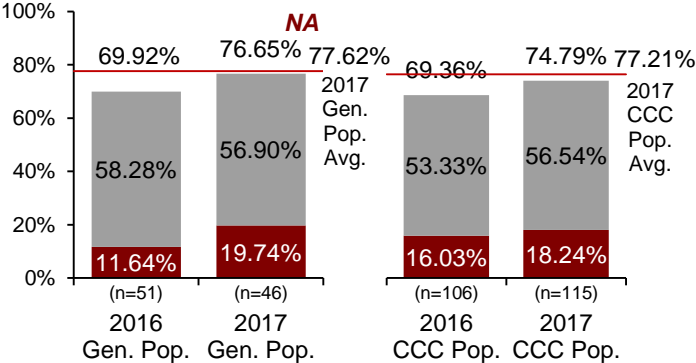
Children with Chronic Conditions

CCC composite global proportions

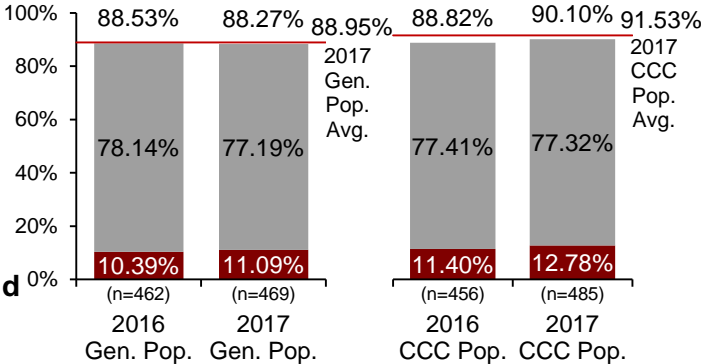
Access to Prescription Medicine



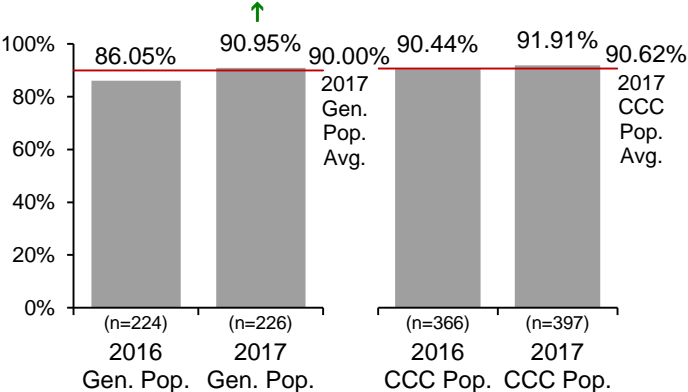
Access to Specialized Services



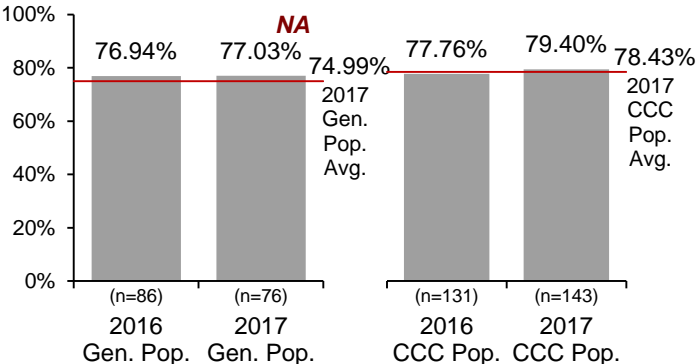
FCC: Getting Needed Information



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



FCC: Coordination of Care (% "Yes")

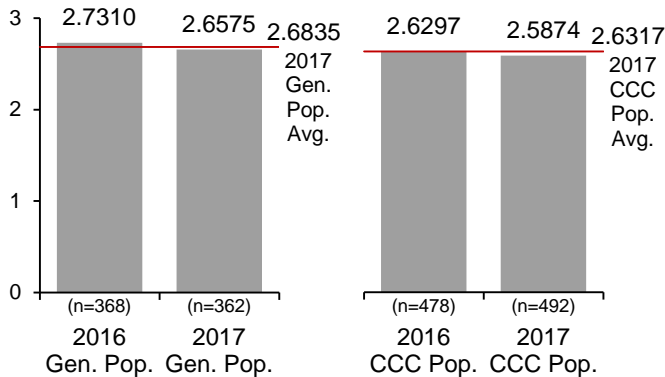


NA = NCQA will assign a measure result of NA for 2017 because the denominator (i.e., the average number of responses across all questions used to calculate the composite) is less than 100.

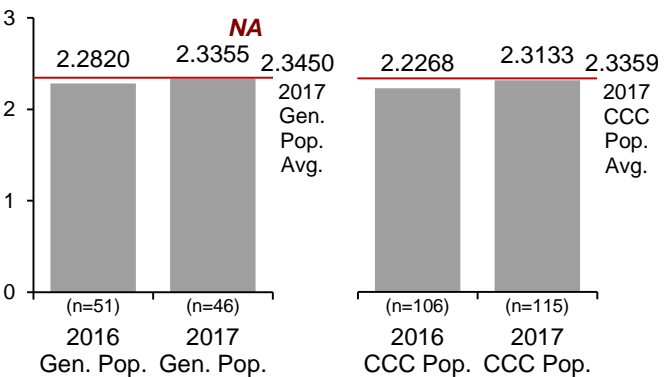
↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.
◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

CCC composite mean scores

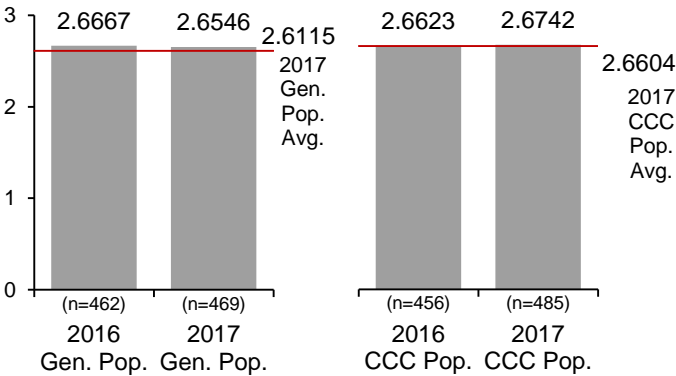
Access to Prescription Medicine



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.

Access to Prescription Medicine

Compared to the 2016 plan result:

- Easy to get prescription medicine is significantly lower for the general population.

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

- None of the differences are significant.

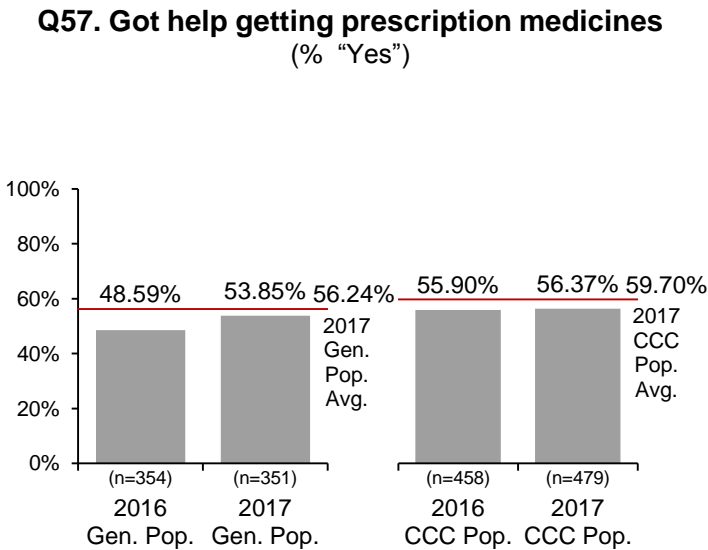
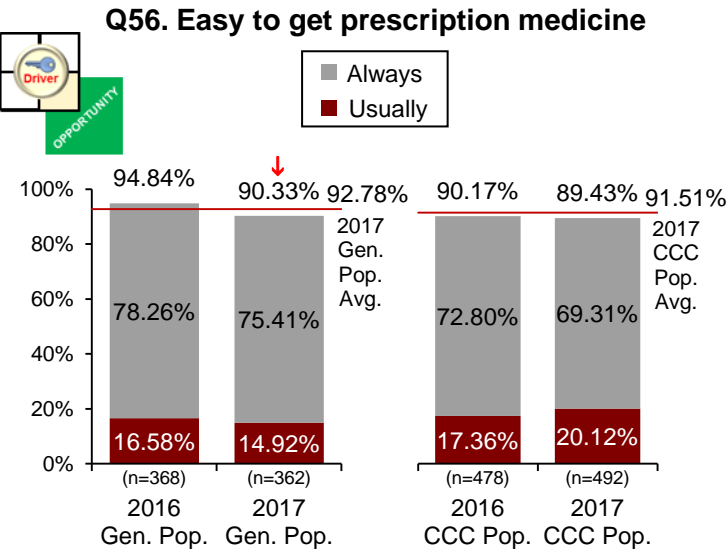
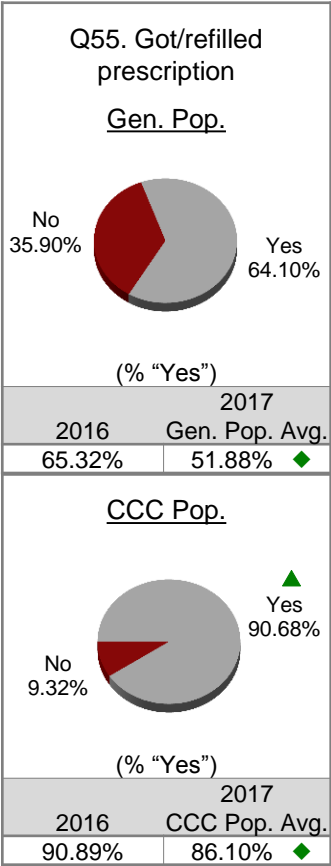
2017 Gen. Pop. compared to the 2017 Gen. Pop. UHC Average:

- None of the differences are significant.

2017 CCC Pop. compared to the 2017 CCC Pop. UHC 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.
			Avg.	Sig.			Avg.	Sig.
Global Proportion	94.84%	90.33%	92.78%	↓	90.17%	89.43%	91.51%	
Mean Score	2.7310	2.6575	2.6835		2.6297	2.5874	2.6317	



↑ ↓ 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 Prescription Medicine

	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")	39.69%	37.46%	29.52%	◆	86.63%	86.24%	81.89%	▲◆
Q61. Needs medication because of a medical, behavioral or other condition (% "Yes")	78.38%	77.88%	78.97%		97.81%	96.98%	97.38%	▲
Q62. Condition has lasted or is expected to last at least 12 months (% "Yes")	86.31%	84.91%	88.07%		98.65%	98.88%	98.57%	▲

↑ ↓ 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:

- None of the differences are significant.

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

- Easy to get special medical equipment is significantly higher.

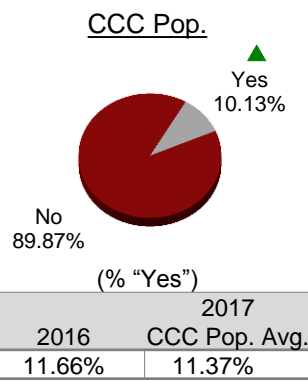
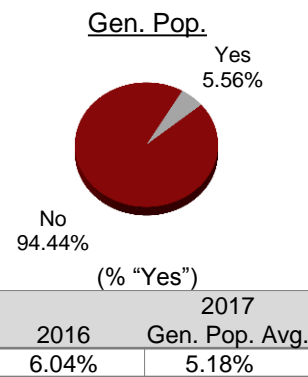
2017 Gen. Pop. compared to the 2017 Gen. Pop. UHC Average:

- None of the differences are significant.

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

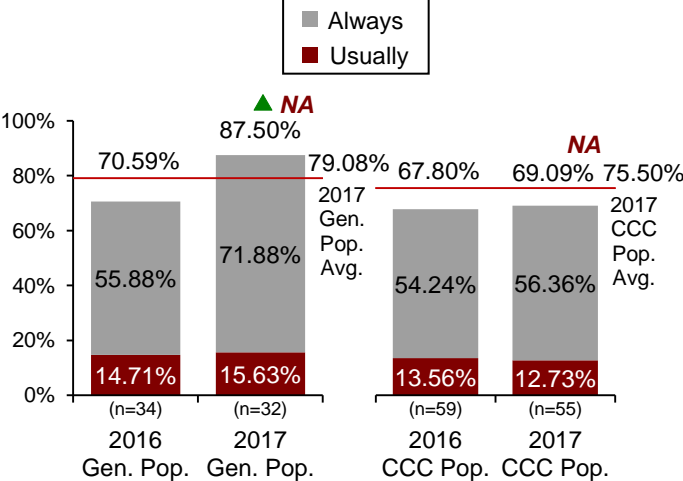
- None of the differences are significant.

Q19. Got special medical equipment/devices

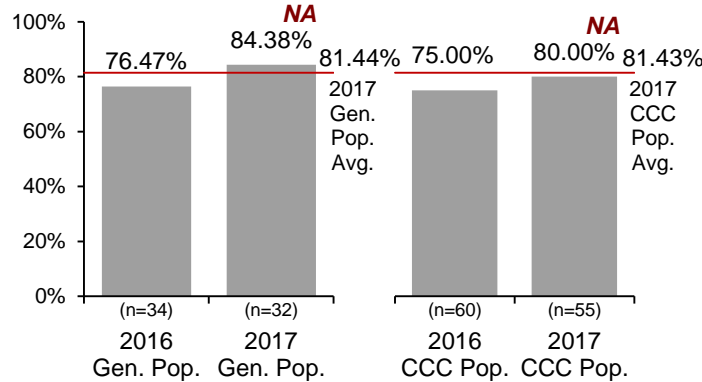


Access to Specialized Services Composite								
	2016	2017	2017		2016	2017	2017	
	Gen. Pop.	Gen. Pop.	Gen. Pop. Avg.		CCC Pop.	CCC Pop.	CCC Pop. Avg.	
Global Proportion	69.92%	76.65%	77.62%		69.36%	74.79%	77.21%	
Mean Score	2.2820	2.3355	2.3450		2.2268	2.3133	2.3359	
NCQA will assign a measure result 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.								

Q20. Easy to get special medical equipment



Q21. Got help getting special medical equipment (% "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.



Access to Specialized Services

Compared to the 2016 plan result:

- Got help getting special therapy is significantly higher for the general population.
- Got help getting special therapy is significantly higher for the CCC population.

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

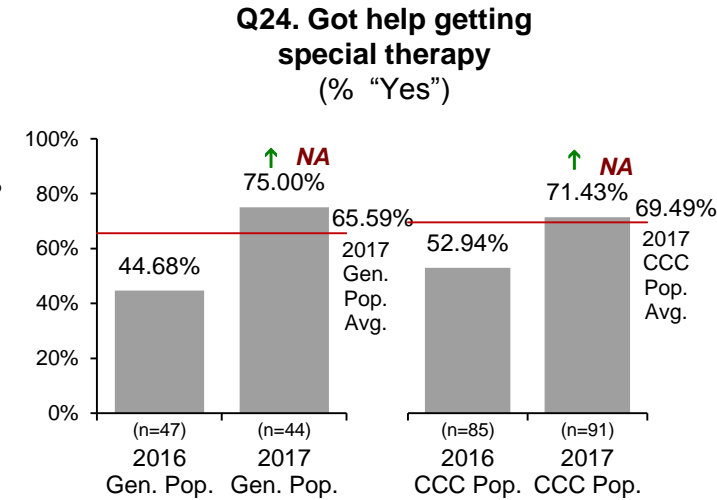
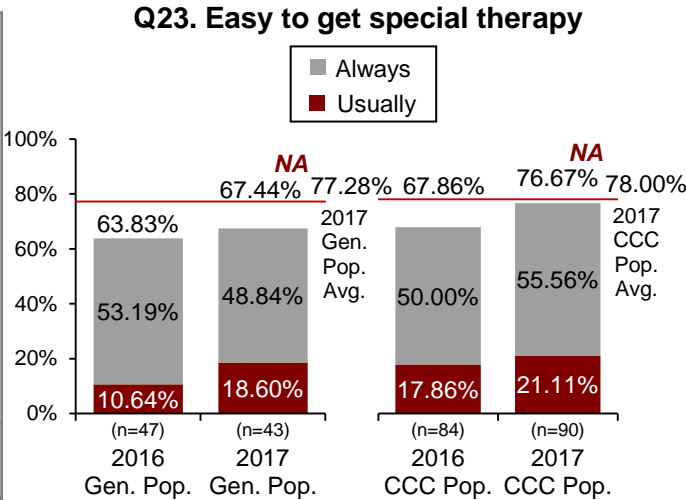
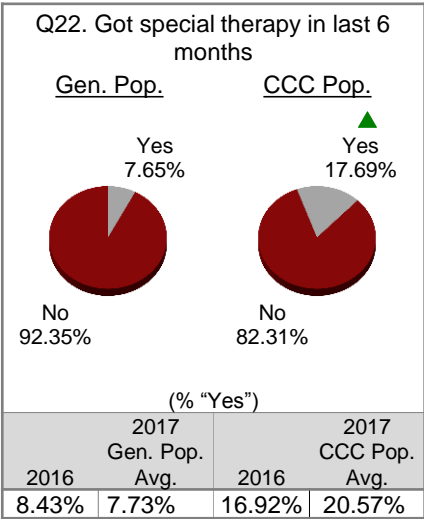
- None of the differences are significant.

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

- None of the differences are significant.

2017 CCC Pop. compared to the 2017 CCC Pop. UHC 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")	9.93%	8.93%	9.41%		25.67%	26.38%	28.06%	▲
Q70. Needs therapy because of a medical, behavioral or other condition (% "Yes")	69.23%	79.59%	68.91%		91.47%	85.21%	88.84%	
Q71. Condition has lasted or is expected to last at least 12 months (% "Yes")	100%	89.19%	91.88%	↓	96.55%	98.35%	97.59%	

- ↑ ↓ 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:

- None of the differences are significant.

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

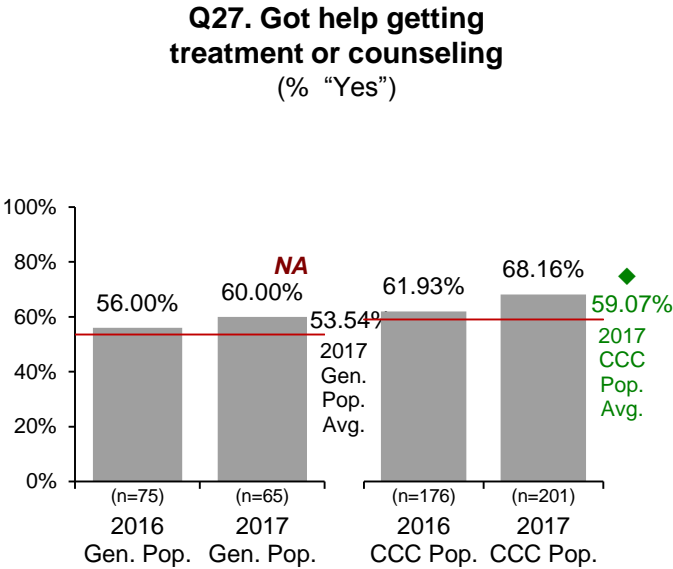
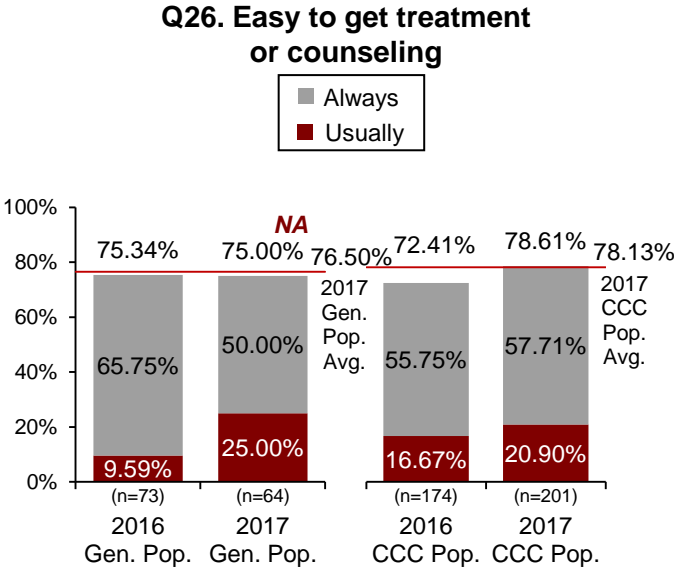
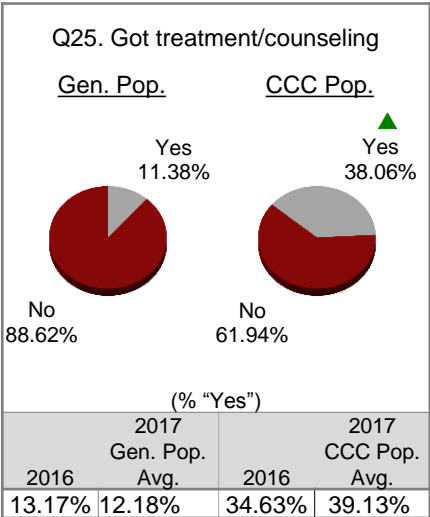
- None of the differences are significant.

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

- None of the differences are significant.

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

- Got help getting treatment or counseling is significantly higher.



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")	17.28%	16.13%	14.60%		48.29%	55.84%	53.27%	↑ ▲
Q73. Problem has lasted or is expected to last at least 12 months (% "Yes")	92.22%	92.94%	90.54%		95.58%	97.23%	97.46%	

↑ ↓ 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: Personal Doctor/Nurse Who Knows Child

Compared to the 2016 plan result:

- Doctor understands the effect of a chronic condition on the family is significantly higher 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. UHC Average:

- None of the differences are significant.

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

- None of the differences are significant.

Q42. Child has a chronic condition

Gen. Pop.



(% "Yes")

2016	2017 Gen. Pop. Avg.
25.00%	24.02%

CCC Pop.



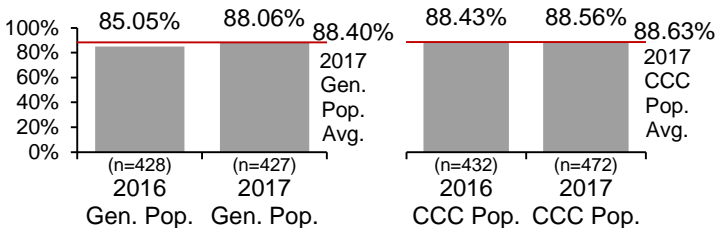
(% "Yes")

2016	2017 CCC Pop. Avg.
71.34%	74.05%

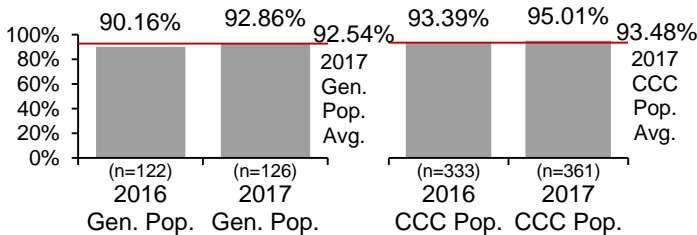
FCC: Personal Doctor/Nurse Who Knows Child Composite¹

Global Proportion	2016	2017	2017	2017	2016	2017	2017	2017
	Gen. Pop.	Gen. Pop.	Gen. Pop. Avg.	Gen. Pop. Sig.	CCC Pop.	CCC Pop.	CCC Pop. Avg.	CCC Pop. Sig.
	86.05%	90.95%	90.00%	↑	90.44%	91.91%	90.62%	

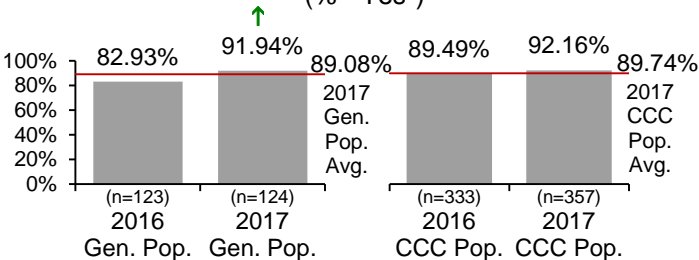
Q38. Doctor spoke with you about how child is feeling/growing/behaving
(% "Yes")



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.:

- The difference is not significant.

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

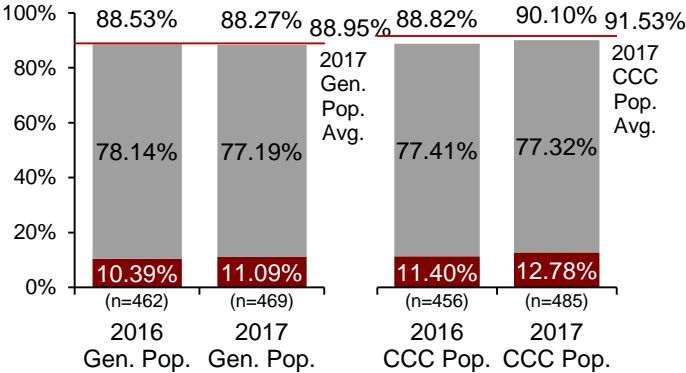
- The difference is not significant.

2017 CCC Pop. compared to the 2017 CCC Pop. UHC 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	88.53%	88.27%	88.95%		88.82%	90.10%	91.53%	
Mean Score	2.6667	2.6546	2.6115		2.6623	2.6742	2.6604	

**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.:

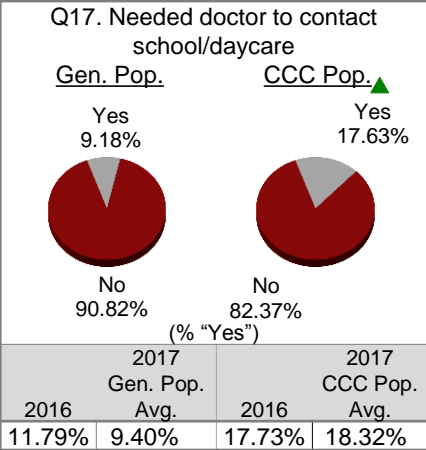
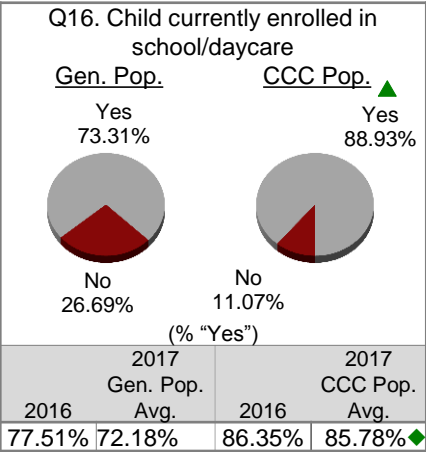
- The difference is not significant.

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

- The difference is not significant.

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

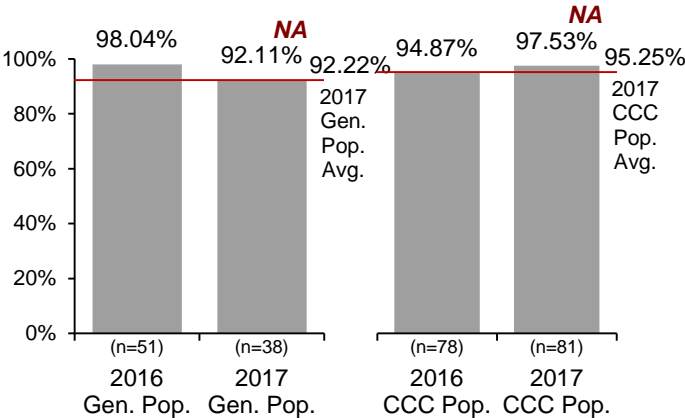
- The difference is not significant.



FCC: Coordination of Care Composite ¹								
	2016 Gen. Pop.	2017 Gen. Pop.	2017 Gen. Pop. Avg.	Sig.	2016 CCC Pop.	2017 CCC Pop.	2017 CCC Pop. Avg.	Sig.
Global Proportion	76.94%	77.03%	74.99%		77.76%	79.40%	78.43%	

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.

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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.

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

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. UHC Average:

- The difference is not significant.

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

- The difference is not significant.

Q28. Child received care from multiple providers or services

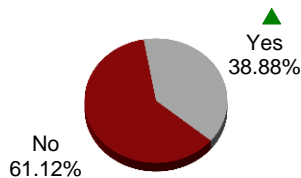
Gen. Pop.



(% "Yes")

2017	
2016	Gen. Pop. Avg.
21.47%	21.60%

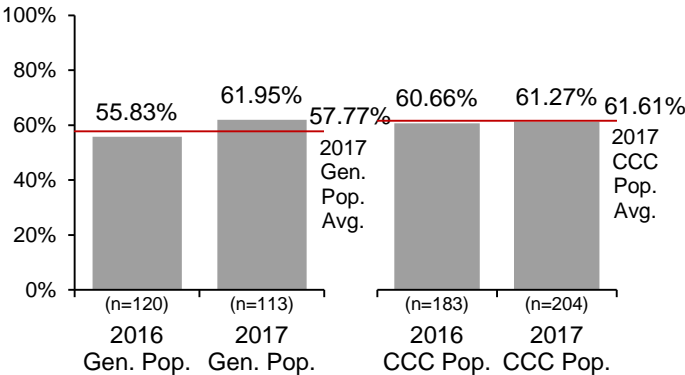
CCC Pop.



(% "Yes")

2017	
2016	CCC Pop. Avg.
36.08%	45.42%

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



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

Special Health Care Needs

	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”)	14.54%	15.30%	14.97%		47.67%	53.87%	54.18%	↑ ▲
Q64. Uses more because of medical, behavioral or other conditions (% “Yes”)	86.42%	88.24%	86.26%		95.10%	94.14%	94.77%	
Q65. Condition has lasted/is expected to last at least 12 months (% “Yes”)	98.53%	97.33%	94.12%		99.57%	98.15%	98.45%	
Q66. Child limited in ability (% “Yes”)	13.88%	14.36%	12.37%		35.05%	33.77%	33.77%	▲
Q67. Limited because of medical, behavioral or other condition (% “Yes”)	66.67%	68.42%	68.61%		92.35%	91.16%	94.23%	▲
Q68. Condition has lasted or is expected to last at least 12 months (% “Yes”)	98.00%	96.08%	95.13%		97.01%	100%	98.98%	↑ ◆

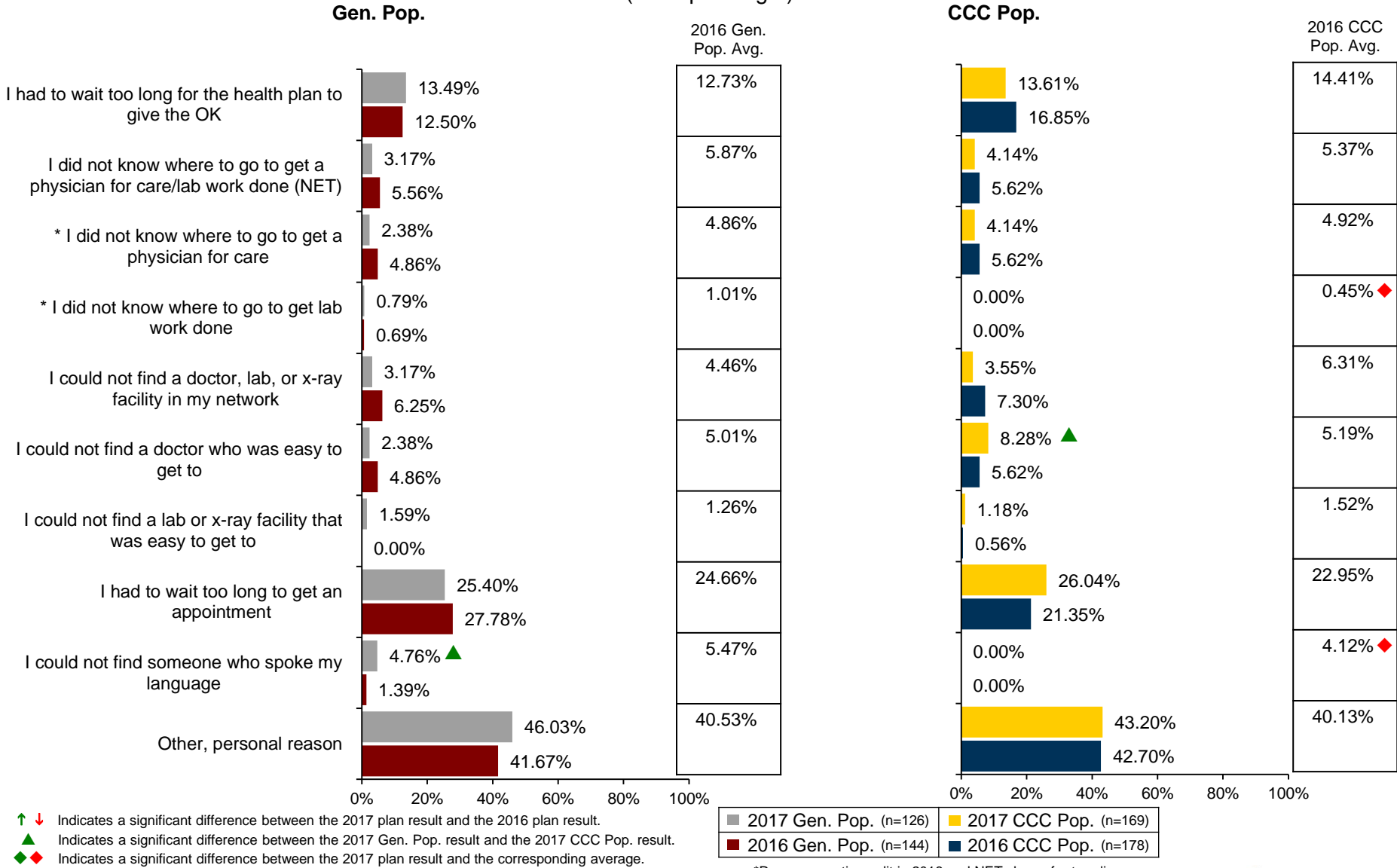
↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
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Additional questions

Getting needed care

Q84. Reasons not easy to get the care or tests needed

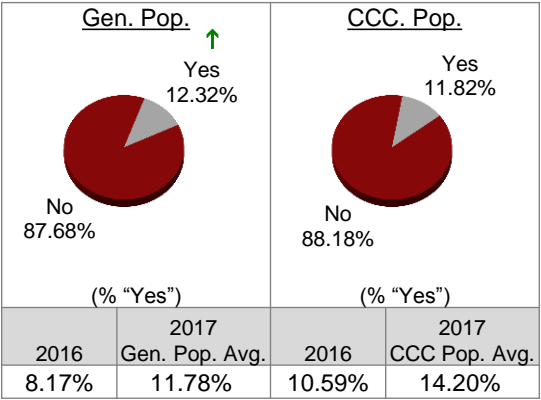
(% responding...)



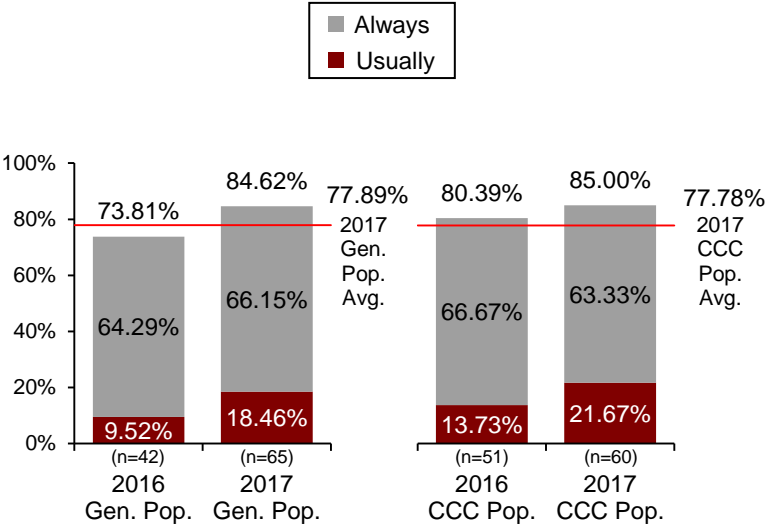
*Response option split in 2016 and NET shown for trending purposes.

Calling a doctor’s office or clinic after regular office hours

Q85. Called doctor after regular office hours
(% “Yes”)



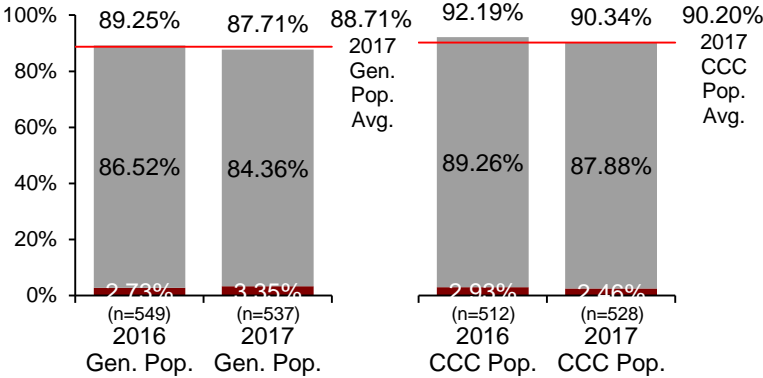
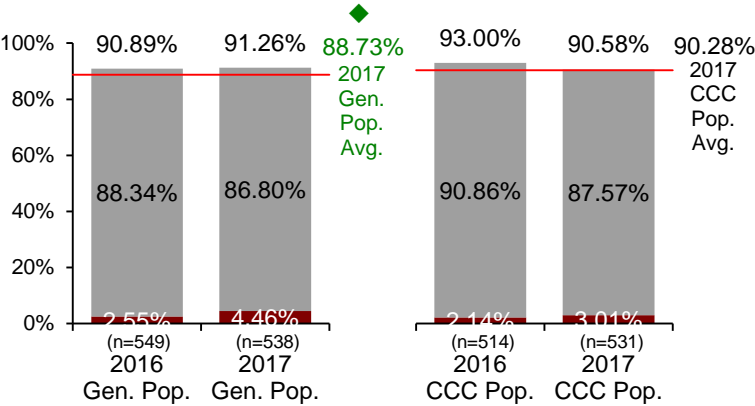
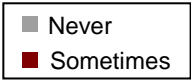
Q86. Got help you wanted



Language or cultural barriers

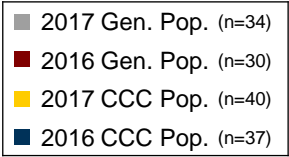
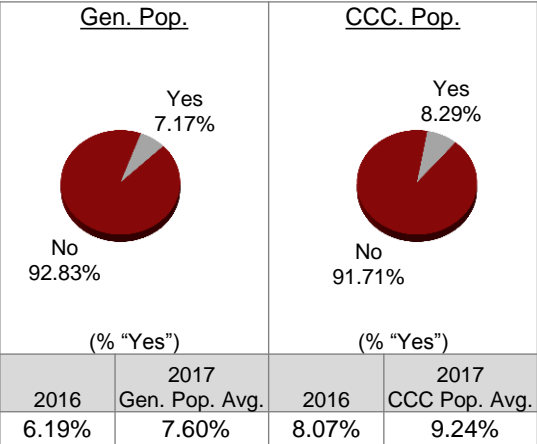
Q87. Hard to find a doctor who speaks your language

Q88. Hard to find a doctor who understands your culture

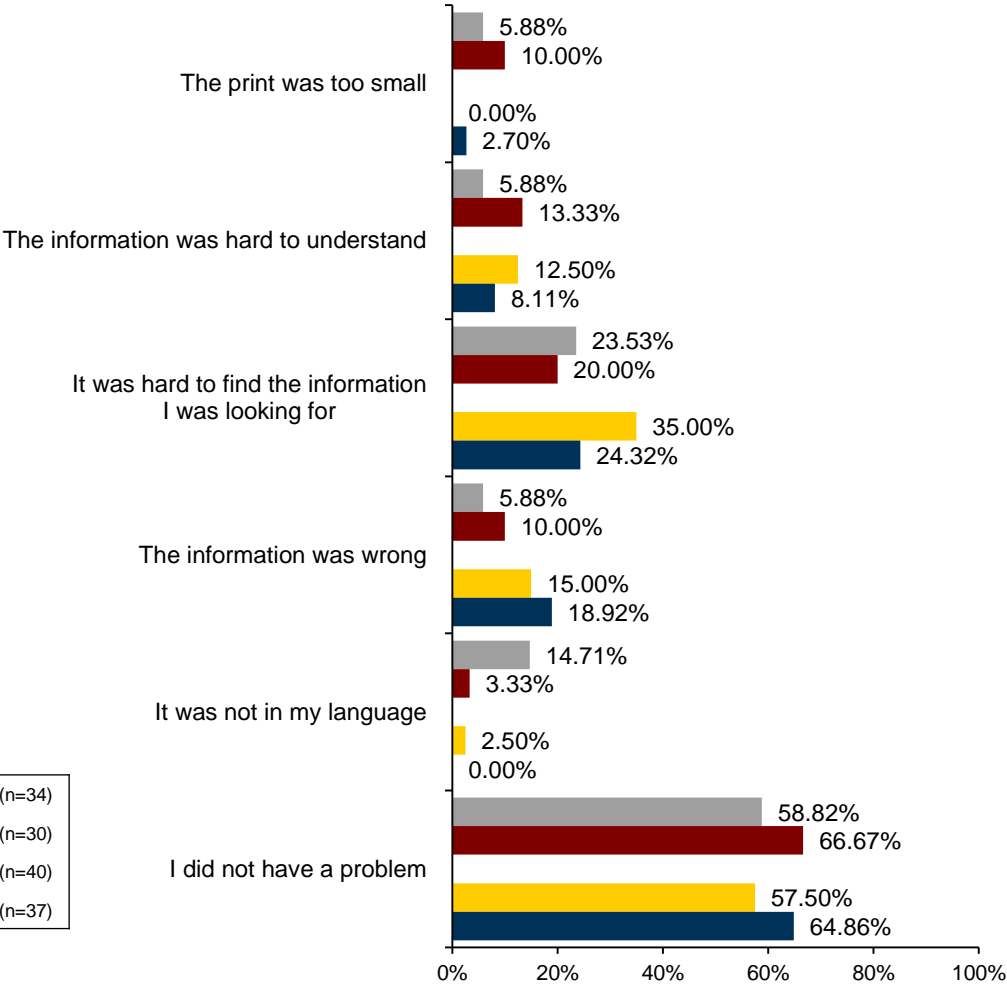


Website

Q89. Looked up information about doctor or hospital
(% "Yes")



Q90. Problems encountered when website was not useful in finding a doctor or hospital
(% responding...)

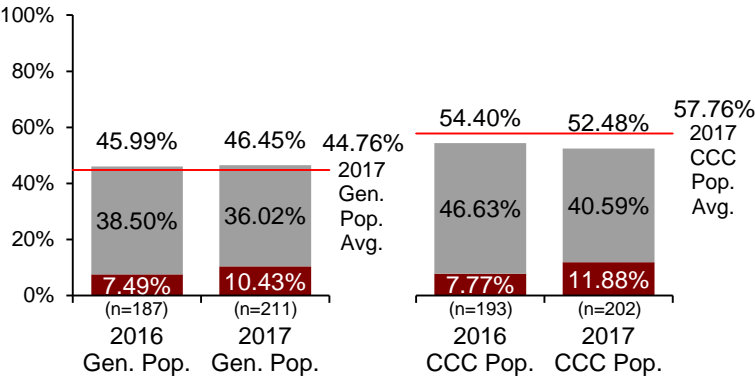


2017 Avg.	
Gen. Pop.	5.31%
CCC Pop.	6.40% ◆
Gen. Pop.	8.96%
CCC Pop.	10.92%
Gen. Pop.	21.41%
CCC Pop.	25.80%
Gen. Pop.	9.40%
CCC Pop.	13.94%
Gen. Pop.	10.62%
CCC Pop.	7.16%
Gen. Pop.	58.40%
CCC Pop.	54.61%

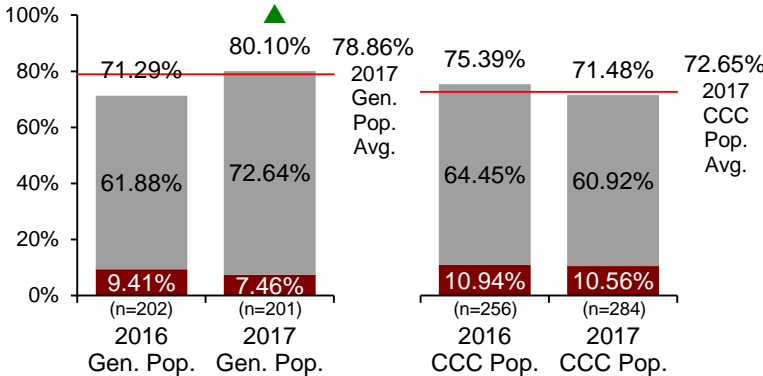
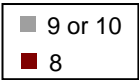
↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
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◆◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

Mental health services

Q91. Customer service staff was helpful and provided help needed



Q92. Mental health services overall

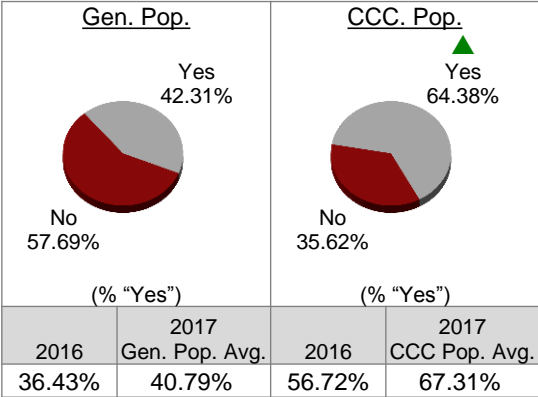


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Mental health or substance abuse services

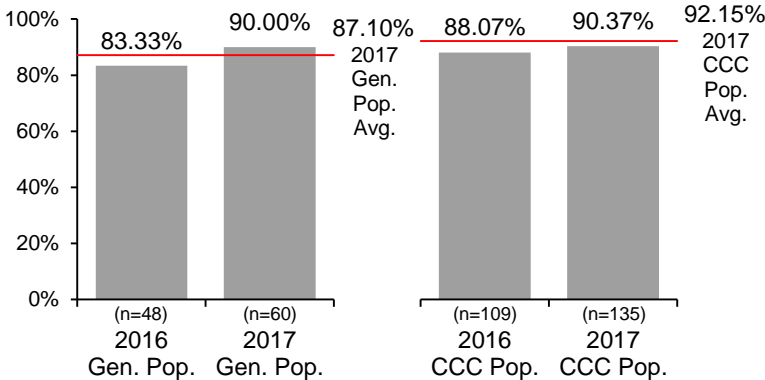
Q93. Accessed services

(% "Yes")

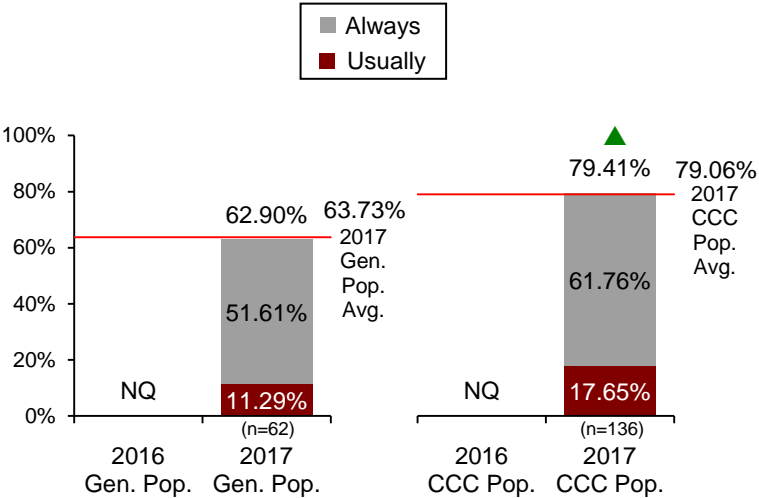


Q95. Provider was helpful

(% "Yes")



Q94. Easy to appointment



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NQ = New question in 2017.

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	77.74%	74.69%	75.53%	▲	57.58%	52.48%	56.42%	
Good	17.39%	19.33%	19.56%		28.41%	32.66%	31.15%	▲
Fair/poor	4.87%	5.98%	4.91%		14.02%	14.86%	12.43%	▲
Overall mental health (Q59)								
Excellent/very good	74.61%	72.76%	73.80%	▲	44.72%	41.47%	45.08%	
Good	16.35%	17.40%	18.45%		33.21%	28.07%	29.63%	▲
Fair/poor	9.04%	9.84%	7.75%		22.08%	30.46%	25.29%	↑ ▲ ◆
Gender (Q75)								
Male	50.88%	47.76%	52.07%	◆	62.36%	59.36%	59.73%	▲
Female	49.12%	52.24%	47.93%	▲ ◆	37.64%	40.64%	40.27%	
Age (Q74)								
Less than 1	1.42%	1.63%	2.00%		0.57%	0.93%	0.63%	
1-5	30.14%	33.15%	30.45%	▲	15.21%	13.43%	15.83%	
6-10	27.48%	26.27%	27.08%		34.41%	31.16%	31.37%	
11-15	30.14%	26.27%	27.09%		34.79%	37.69%	35.08%	▲
16 or older	10.82%	12.68%	13.37%		15.02%	16.79%	17.10%	
Race/ethnicity (Q76/Q77)								
White	52.04%	50.91%	64.34%	◆	53.17%	53.42%	69.29%	◆
Black or African-American	45.47%	43.43%	21.66%	◆	48.18%	45.82%	27.15%	◆
Hispanic or Latino	8.51%	14.00%	33.33%	↑ ▲ ◆	6.01%	6.21%	18.21%	◆
Asian	3.73%	4.01%	7.51%	▲ ◆	1.92%	1.90%	2.84%	
Native Hawaiian or other Pacific Islander	0.18%	1.46%	2.51%	↑ ◆	0.38%	0.57%	1.19%	
American Indian or Alaska Native	6.39%	5.29%	3.87%		5.76%	5.70%	4.60%	
Parent's/Respondent's profile								
Gender (Q79)								
Male	7.98%	9.34%	12.98%	◆	6.68%	7.09%	10.66%	◆
Female	92.02%	90.66%	87.02%	◆	93.32%	92.91%	89.34%	◆
Average age (Q78)	35.58	35.58	37.57	◆	37.39	37.63	40.33	▲ ◆
Education (Q80)								
High school or less	51.87%	51.55%	50.16%		51.82%	50.38%	44.40%	◆
Some college or more	48.13%	48.45%	49.84%		48.18%	49.62%	55.60%	◆
Relationship to child (Q81)								
Mother or Father	92.61%	91.03%	92.41%		88.48%	88.31%	86.53%	
Grandparent	5.23%	7.33%	5.21%		8.59%	9.39%	9.43%	
Other	2.16%	1.65%	2.38%		2.93%	2.30%	4.04%	◆

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



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)	87.70%	90.07%	86.47%	▲ ◆	84.19%	86.01%	84.37%	
Rating of Health Care (% 8, 9 or 10) (Q14)	88.04%	87.45%	87.61%		83.04%	84.95%	86.28%	
Rating of Personal Doctor (% 8, 9 or 10) (Q41)	88.76%	88.71%	89.45%		90.27%	88.50%	89.22%	
Rating of Specialist (% 8, 9 or 10) (Q48)	88.07%	92.98%	86.18%	▲ ◆	85.29%	86.27%	86.90%	
Customer Service (% Always or Usually)	92.38%	85.53%	87.73%		93.48%	90.41%	88.23%	
Q50. Got needed info. from customer service	88.74%	79.58%	81.50%	↓	90.41%	85.43%	82.67%	
Q51. Staff treated you with courtesy/respect	96.03%	91.49%	93.97%		96.55%	95.39%	93.79%	
Getting Needed Care (% Always or Usually)	89.64%	87.85%	85.45%		88.34%	87.99%	87.97%	
Q46. Easy to see a specialist	84.48%	85.71%	80.97%		85.25%	84.51%	84.33%	
Q15. Easy to get needed care/tests/treatment	94.79%	89.98%	89.92%	↓	91.43%	91.48%	91.60%	
Getting Care Quickly (% Always or Usually)	94.56%	89.46%	90.00%	↓	94.59%	92.07%	93.39%	
Q4. Got urgent care as soon as needed	94.00%	89.74%	91.42%		94.34%	93.50%	94.04%	
Q6. Got routine care as soon as needed	95.13%	89.18%	88.59%	↓	94.84%	90.64%	92.73%	↓
How Well Doctors Communicate (% Always or Usually)	94.10%	93.42%	93.69%		94.57%	93.76%	94.67%	
Q32. Doctor explained things	94.68%	93.02%	93.94%		94.92%	94.30%	95.52%	
Q33. Doctor listened carefully	95.38%	94.20%	95.15%		95.84%	95.15%	95.42%	
Q34. Doctor showed respect	96.76%	96.52%	96.34%		96.06%	95.36%	96.36%	
Q37. Doctor spent enough time	89.58%	89.95%	89.34%		91.45%	90.21%	91.38%	
Shared Decision Making (% Yes)	79.58%	79.66%	79.38%		83.62%	84.11%	85.11%	
Q11. Doctor discussed reasons to take medicine	94.00%	90.32%	91.88%		97.79%	94.22%	96.19%	
Q12. Doctor discussed reasons not to take medicine	66.89%	67.74%	66.53%		72.63%	72.44%	74.38%	
Q13. Doctor asked what you thought was best	77.85%	80.92%	79.72%		80.45%	85.65%	84.77%	
Health Promotion and Education (Q8) (% Yes)	69.50%	68.02%	70.64%		73.17%	75.05%	76.78%	▲
Coordination of Care (Q40) (% Always or Usually)	79.17%	83.01%	81.56%		81.91%	80.83%	82.64%	
Access to Prescription Medicine (% Always or Usually)	94.84%	90.33%	92.78%	↓	90.17%	89.43%	91.51%	
Access to Specialized Services (% Always or Usually)	69.92%	76.65%	77.62%		69.36%	74.79%	77.21%	
FCC: Personal Doctor Who Knows Child (% Yes)	86.05%	90.95%	90.00%	↑	90.44%	91.91%	90.62%	
FCC: Getting Needed Information (% Always or Usually)	88.53%	88.27%	88.95%		88.82%	90.10%	91.53%	
FCC: Coordination of Care (% Yes)	76.94%	77.03%	74.99%		77.76%	79.40%	78.43%	

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▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.
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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)	87.70%	90.07%	86.47%	▲ ◆	84.19%	86.01%	84.37%	
Rating of Health Care (Q14) (% 8, 9 or 10)	88.04%	87.45%	87.61%		83.04%	84.95%	86.28%	
Rating of Personal Doctor (Q41) (% 8, 9 or 10)	88.76%	88.71%	89.45%		90.27%	88.50%	89.22%	
Rating of Specialist (Q48) (% 8, 9 or 10)	88.07%	92.98%	86.18%	▲ ◆	85.29%	86.27%	86.90%	
Overall ratings and composite scores								
Rating of Health Plan (Q54) (% 9 or 10)	75.75%	77.48%	71.43%	▲ ◆	72.38%	71.27%	68.59%	
Rating of Health Care (Q14) (% 9 or 10)	70.87%	75.96%	70.14%	◆	69.82%	72.37%	68.25%	
Rating of Personal Doctor (Q41) (% 9 or 10)	76.16%	81.19%	76.49%	↑ ◆	79.09%	79.53%	77.49%	
Rating of Specialist (Q48) (% 9 or 10)	75.23%	78.07%	73.07%		75.29%	68.63%	72.60%	
Customer Service (% Always or Usually)	92.38%	85.53%	87.73%		93.48%	90.41%	88.23%	
Getting Needed Care (% Always or Usually)	89.64%	87.85%	85.45%		88.34%	87.99%	87.97%	
Getting Care Quickly (% Always or Usually)	94.56%	89.46%	90.00%	↓	94.59%	92.07%	93.39%	
How Well Doctors Communicate (% Always or Usually)	94.10%	93.42%	93.69%		94.57%	93.76%	94.67%	
Shared Decision Making (% Yes)	79.58%	79.66%	79.38%		83.62%	84.11%	85.11%	
Health Promotion and Education (Q8) (% Yes)	69.50%	68.02%	70.64%		73.17%	75.05%	76.78%	▲
Coordination of Care (Q40) (% Always or Usually)	79.17%	83.01%	81.56%		81.91%	80.83%	82.64%	
Access to Prescription Medicine (% Always or Usually)	94.84%	90.33%	92.78%	↓	90.17%	89.43%	91.51%	
Access to Specialized Services (% Always or Usually)	69.92%	76.65%	77.62%		69.36%	74.79%	77.21%	
FCC: Personal Doctor Who Knows Child (% Yes)	86.05%	90.95%	90.00%	↑	90.44%	91.91%	90.62%	
FCC: Getting Needed Information (% Always or Usually)	88.53%	88.27%	88.95%		88.82%	90.10%	91.53%	
FCC: Coordination of Care (% Yes)	76.94%	77.03%	74.99%		77.76%	79.40%	78.43%	

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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)	9.0791	9.2021	8.9517	▲ ◆	8.9067	8.9869	8.8340	◆
Rating of Health Care (Q14)	9.0348	9.0915	8.9607		8.9251	8.9402	8.8862	
Rating of Personal Doctor (Q41)	9.1260	9.2040	9.1225		9.2091	9.1520	9.1352	
Rating of Specialist (Q48)	9.0092	9.1491	8.9427		8.8059	8.8922	8.9684	
Overall ratings and composite scores: Three-point mean scores								
Rating of Health Plan (Q54)	2.6872	2.7234	2.6416	▲ ◆	2.6248	2.6474	2.6008	
Rating of Health Care (Q14)	2.6522	2.6872	2.6402		2.6123	2.6392	2.6124	
Rating of Personal Doctor (Q41)	2.7035	2.7446	2.7099		2.7308	2.7212	2.7153	
Rating of Specialist (Q48)	2.6697	2.7368	2.6535	▲	2.6412	2.5980	2.6508	
Customer Service	2.6921	2.5376	2.5589	↓	2.6980	2.5969	2.5721	
Getting Needed Care	2.6231	2.5887	2.4834	◆	2.5864	2.5648	2.5200	
Getting Care Quickly	2.8010	2.6790	2.6504	↓	2.7903	2.6949	2.7095	↓
How Well Doctors Communicate	2.7825	2.7806	2.7344		2.7822	2.7646	2.7602	
Coordination of Care (Q40)	2.3819	2.5033	2.3994		2.4322	2.4292	2.4161	
Access to Prescription Medicine	2.7310	2.6575	2.6835		2.6297	2.5874	2.6317	
Access to Specialized Services	2.2820	2.3355	2.3450		2.2268	2.3133	2.3359	
FCC: Getting Needed Information	2.6667	2.6546	2.6115		2.6623	2.6742	2.6604	

↑ ↓ 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 – 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)	90.07%	75th	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)	87.45%	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)	88.71%	50th	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)	92.98%	95th	78.95	79.65	83.33	84.35	86.24	87.83	88.14	89.47	90.71
Customer Service (% Always or Usually)	85.53%	10th	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	79.58%	10th	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	91.49%	10th	88.54	90.10	92.11	92.52	93.37	94.20	94.94	96.03	96.88
Getting Needed Care (% Always or Usually)	87.85%	75th	75.49	76.78	81.01	82.15	84.25	86.10	87.07	89.19	90.23
Q46. Easy to see a specialist	85.71%	90th	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	89.98%	50th	80.78	82.01	86.18	87.40	89.31	91.08	91.73	93.28	93.93
Getting Care Quickly (% Always or Usually)	89.46%	50th	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	89.74%	33rd	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	89.18%	50th	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)	93.42%	50th	89.20	90.83	91.94	92.28	93.26	94.37	94.78	95.67	96.28
Q32. Doctor explained things	93.02%	33rd	88.56	90.24	92.17	92.82	94.16	94.87	95.31	96.50	97.18
Q33. Doctor listened carefully	94.20%	33rd	91.49	92.52	93.62	94.17	94.90	95.82	96.18	97.17	97.82
Q34. Doctor showed respect	96.52%	50th	93.09	93.94	95.02	95.29	95.88	96.55	96.90	97.69	98.45
Q37. Doctor spent enough time	89.95%	50th	81.10	83.73	86.10	87.25	88.89	90.28	90.91	92.73	93.85
Shared Decision Making (% Yes)	79.66%	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	90.32%	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	67.74%	75th	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	80.92%	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)	68.02%	10th	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)	83.01%	50th	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)	96.22%	75th	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)	74.69%	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)	72.76%	25th	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)	86.01%	75th	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)	84.95%	50th	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)	88.50%	50th	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)	86.27%	50th	81.02	82.95	83.85	84.18	85.21	86.40	86.96	89.11	89.92
Customer Service (% Always or Usually)	90.41%	50th	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	85.43%	67th	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	95.39%	50th	91.13	91.61	93.28	93.45	94.81	96.03	96.55	97.67	97.93
Getting Needed Care (% Always or Usually)	87.99%	50th	79.42	80.07	83.33	85.33	87.13	88.22	88.72	90.18	90.83
Q46. Easy to see a specialist	84.51%	50th	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	91.48%	50th	85.26	85.95	88.38	89.68	90.51	92.29	92.56	93.20	94.30
Getting Care Quickly (% Always or Usually)	92.07%	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	93.50%	50th	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	90.64%	33rd	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)	93.76%	33rd	90.92	91.76	93.12	93.57	94.21	94.64	94.94	95.50	96.18
Q32. Doctor explained things	94.30%	10th	91.80	92.70	94.53	94.81	95.15	95.69	95.92	96.60	96.69
Q33. Doctor listened carefully	95.15%	50th	91.79	92.82	93.52	93.60	94.65	95.50	95.79	96.41	97.41
Q34. Doctor showed respect	95.36%	33rd	92.53	92.95	94.50	95.11	95.82	96.17	96.38	97.02	97.62
Q37. Doctor spent enough time	90.21%	25th	85.60	86.57	89.33	90.24	91.32	91.90	92.18	93.81	94.14
Shared Decision Making (% Yes)	84.11%	25th	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	94.22%	10th	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	72.44%	25th	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	85.65%	50th	78.47	80.21	81.45	82.21	84.93	85.91	86.47	89.34	90.32
Health Promotion and Education (Q8) (% Yes)	75.05%	25th	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)	80.83%	33rd	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)	89.43%	33rd	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)	56.37%	33rd	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)	74.79%	25th	66.37	69.36	72.78	76.87	78.86	79.57	80.96	82.39	83.04
Q23. Easy to get special therapy	76.67%	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	78.61%	33rd	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)	71.43%	75th	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)	68.16%	95th	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)	91.91%	75th	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	88.56%	33rd	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	95.01%	75th	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	92.16%	75th	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)	90.10%	25th	88.39	88.66	89.88	90.21	90.53	91.19	91.73	93.85	94.23
FCC: Coordination of Care (% Yes)	79.40%	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	61.27%	50th	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)	96.58%	75th	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)	52.48%	10th	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)	41.47%	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	425	144	192	145	215	266	291	289
Rating of Health Plan (% 8, 9 or 10) (Q54)	92.40% ^B	82.73%	93.58%	88.11%	89.05%	88.03%	91.96%	87.94%	92.20%
Rating of Health Care (% 8, 9 or 10) (Q14)	90.91% ^B	80.00%	91.98%	88.79%	85.39%	86.73%	89.54%	83.69%	91.14% ^H
Rating of Personal Doctor (% 8, 9 or 10) (Q41)	90.30%	85.60%	91.28%	83.61%	91.44% ^D	90.63%	87.69%	87.14%	90.15%
Rating of Specialist (% 8, 9 or 10) (Q48)	95.83%	87.80%	93.33%	85.71%	96.23%	92.16%	93.22%	91.53%	94.55%
Customer Service (% Always or Usually)	83.67%	89.48%	84.69%	86.54%	85.00%	88.28%	83.02%	86.61%	84.82%
Q50. Got needed info. from customer service	77.55%	83.72%	76.27%	80.77%	82.00%	81.25%	78.38%	78.57%	80.23%
Q51. Staff treated you with courtesy/respect	89.80%	95.24%	93.10%	92.31%	88.00%	95.31%	87.67%	94.64%	89.41%
Getting Needed Care (% Always or Usually)	87.77%	86.79%	89.54%	84.86%	88.55%	91.10%	85.85%	88.02%	87.55%
Q46. Easy to see a specialist	82.89%	90.24%	87.10%	80.00%	87.27%	92.16%	80.95%	87.30%	83.93%
Q15. Easy to get needed care/tests/treatment	92.65% ^B	83.33%	91.98%	89.72%	89.83%	90.05%	90.76%	88.74%	91.18%
Getting Care Quickly (% Always or Usually)	92.76% ^B	81.58%	92.18%	87.94%	89.20%	89.21%	89.78%	91.52%	87.48%
Q4. Got urgent care as soon as needed	92.99% ^B	82.61%	91.46%	87.76%	90.80%	87.62%	91.38%	91.13%	88.18%
Q6. Got routine care as soon as needed	92.53% ^B	80.56%	92.90%	88.12%	87.59%	90.81%	88.18%	91.92%	86.78%
How Well Doctors Communicate (% Always or Usually)	94.70%	89.67%	92.66%	94.44%	94.20%	94.44%	92.58%	93.45%	93.40%
Q32. Doctor explained things	93.99%	89.72%	93.51%	94.95%	91.82%	92.59%	92.92%	92.57%	93.42%
Q33. Doctor listened carefully	95.58%	89.72%	92.86%	94.95%	95.00%	94.71%	93.39%	94.09%	94.30%
Q34. Doctor showed respect	98.42% ^B	90.65%	96.10%	97.98%	96.25%	95.77%	96.92%	96.06%	96.93%
Q37. Doctor spent enough time	90.82%	88.57%	88.16%	89.90%	93.71%	94.68% ^G	87.11%	91.09%	88.94%
Shared Decision Making (% Yes)	79.66%	79.37%	77.89%	80.18%	82.31%	80.81%	79.17%	81.55%	78.32%
Q11. Doctor discussed reasons to take medicine	91.92%	88.46%	93.33%	94.59%	87.76%	90.54%	93.06%	95.31%	86.81%
Q12. Doctor discussed reasons not to take medicine	67.68%	67.31%	66.67%	64.86%	71.43%	71.62%	63.89%	70.31%	65.93%
Q13. Doctor asked what you thought was best	79.38%	82.35%	73.68%	81.08%	87.76%	80.28%	80.56%	79.03%	82.22%
Health Promotion and Education (Q8) (% Yes)	67.65%	69.17%	68.75%	71.96%	64.80%	67.94%	67.92%	69.40%	66.67%
Coordination of Care (Q40) (% Always or Usually)	85.42%	81.13%	94.00% ^D	72.22%	83.87%	83.58%	83.75%	84.62%	81.33%
Access to Prescription Medicine (% Always or Usually)	91.90%	86.73%	91.38%	84.88%	93.84% ^D	89.16%	92.35%	92.19%	88.24%
Access to Specialized Services (% Always or Usually)	75.86%	78.47%	70.67%	86.90%	71.39%	77.89%	74.75%	81.05%	73.53%
FCC: Personal Doctor Who Knows Child (% Yes)	93.58%	87.60%	90.85%	93.47%	90.07%	93.48%	88.16%	90.57%	91.29%
FCC: Getting Needed Information (% Always or Usually)	89.41%	85.83%	88.27%	87.74%	88.76%	88.10%	88.70%	89.18%	87.39%
FCC: Coordination of Care (% Yes)	77.37%	77.66%	72.50%	72.80%	82.41%	76.10%	78.24%	79.49%	74.81%

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	286	259	77	167	292	317	217	297	250
Rating of Health Plan (% 8, 9 or 10) (Q54)	90.04% ^B	81.50%	83.78%	83.54%	87.80%	87.10%	84.51%	84.72%	87.50%
Rating of Health Care (% 8, 9 or 10) (Q14)	92.34% ^B	77.02%	83.82%	89.12%	82.82%	85.17%	85.41%	80.90%	89.91% ^H
Rating of Personal Doctor (% 8, 9 or 10) (Q41)	89.63%	87.14%	86.67%	90.97%	88.24%	87.16%	90.20%	84.93%	92.53% ^H
Rating of Specialist (% 8, 9 or 10) (Q48)	89.89%	83.48%	87.80%	83.87%	87.00%	88.50%	84.27%	84.11%	88.66%
Customer Service (% Always or Usually)	87.97%	92.33%	91.01%	89.05%	90.55%	90.36%	90.16%	92.95%	88.22%
Q50. Got needed info. from customer service	81.82%	88.24%	85.71%	80.49%	87.34%	84.09%	86.89%	87.32%	83.75%
Q51. Staff treated you with courtesy/respect	94.12%	96.43%	96.30%	97.62%	93.75%	96.63%	93.44%	98.57%	92.68%
Getting Needed Care (% Always or Usually)	89.56%	86.33%	89.77%	87.05%	87.83%	86.85%	89.65%	87.89%	88.17%
Q46. Easy to see a specialist	84.78%	84.30%	88.37%	81.54%	84.62%	82.35%	88.04%	85.32%	83.65%
Q15. Easy to get needed care/tests/treatment	94.33% ^B	88.36%	91.18%	92.57%	91.05%	91.35%	91.26%	90.46%	92.69%
Getting Care Quickly (% Always or Usually)	95.32% ^B	88.79%	91.70%	93.35%	92.22%	92.23%	92.14%	91.89%	92.27%
Q4. Got urgent care as soon as needed	95.58%	91.60%	92.11%	94.67%	94.35%	94.03%	93.27%	93.70%	93.28%
Q6. Got routine care as soon as needed	95.07% ^B	85.98%	91.30%	92.03%	90.09%	90.44%	91.01%	90.09%	91.26%
How Well Doctors Communicate (% Always or Usually)	95.32%	92.06%	92.28%	95.27%	93.83%	93.87%	93.52%	92.48%	95.22%
Q32. Doctor explained things	95.85%	92.64%	97.10%	95.83%	93.23%	93.82%	94.71%	92.89%	95.93%
Q33. Doctor listened carefully	97.10% ^B	93.07%	94.20%	96.50%	94.84%	95.99%	93.68%	94.47%	95.93%
Q34. Doctor showed respect	96.68%	93.94%	92.75%	97.20%	95.24%	95.62%	94.74%	93.28%	97.74% ^H
Q37. Doctor spent enough time	91.67%	88.60%	85.07%	91.55%	92.03%	90.07%	90.96%	89.29%	91.28%
Shared Decision Making (% Yes)	83.41%	84.57%	80.69%	84.21%	84.86%	85.00%	83.33%	83.48%	84.80%
Q11. Doctor discussed reasons to take medicine	92.23%	95.87%	92.86%	93.42%	94.87%	95.52%	91.86%	97.44% ^I	90.74%
Q12. Doctor discussed reasons not to take medicine	70.87%	73.55%	71.43%	73.68%	72.65%	73.88%	72.09%	68.38%	76.85%
Q13. Doctor asked what you thought was best	87.13%	84.30%	77.78%	85.53%	87.07%	85.61%	86.05%	84.62%	86.79%
Health Promotion and Education (Q8) (% Yes)	72.69%	77.78%	83.58% ^E	79.59% ^E	69.96%	74.83%	75.68%	73.41%	77.06%
Coordination of Care (Q40) (% Always or Usually)	80.20%	81.16%	85.37%	81.54%	78.63%	76.26%	86.60% ^F	82.03%	79.46%
Access to Prescription Medicine (% Always or Usually)	92.80% ^B	85.83%	91.67%	87.34%	90.15%	88.19%	90.58%	91.24%	87.16%
Access to Specialized Services (% Always or Usually)	81.27%	72.02%	73.71%	76.19%	71.86%	72.35%	79.25%	79.67%	70.67%
FCC: Personal Doctor Who Knows Child (% Yes)	93.26%	90.49%	89.97%	93.86%	91.70%	91.77%	92.19%	91.12%	92.83%
FCC: Getting Needed Information (% Always or Usually)	91.13%	88.94%	91.18%	91.22%	88.89%	87.93%	92.97%	87.97%	92.69%
FCC: Coordination of Care (% Yes)	78.41%	80.29%	75.76%	80.36%	79.82%	77.81%	81.42%	78.64%	80.65%

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.

Background

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.

Methodology

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.

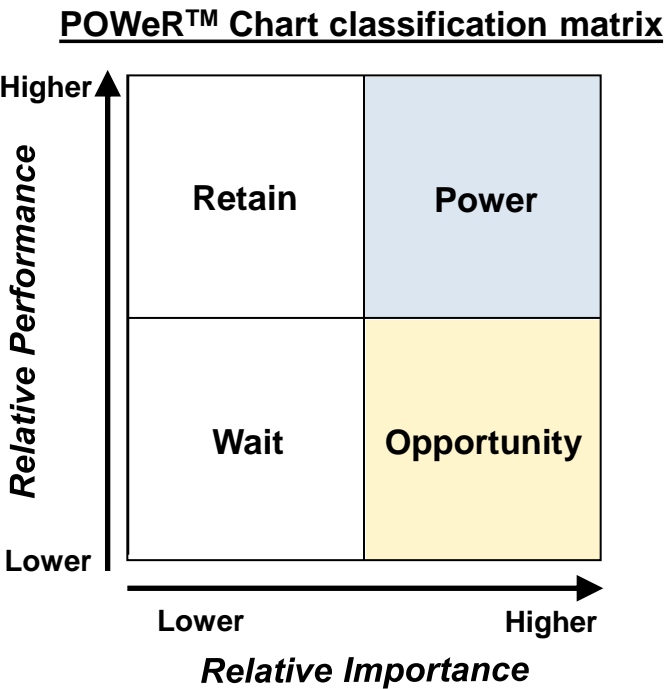
Regression Analysis. Regression analysis is then used to predict the overall rating of the health plan on the factors created in the previous step. As noted above, regression analysis is run in two steps. The first step is used to derive preliminary estimates of the importance of the various satisfaction 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)
<i>Dependent Variable</i>		
Q54	Rating of overall health plan	0 through 10, All other = missing
<i>Independent Variables</i>		
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	
Q91	CS helpful with MH services	
Q92	MH services overall	0 through 10, All other = missing

Factor analysis. Factor analysis reduced the 20 highly-correlated model variables to 9 orthogonal (uncorrelated) factors that explain 75.1% 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	8	9
Q33	Dr. listened carefully	0.846								
Q34	Dr. showed respect	0.837								
Q36	Dr. explained things for child	0.801								
Q32	Dr. explained things	0.745								
Q37	Dr. spent enough time	0.700								0.263
Q9	Dr. answered questions	0.464	0.264	0.406						-0.255
Q4	Got urgent care		0.809							
Q6	Got routine care		0.746							
Q15	Got care/tests/treatment		0.548	0.407	0.293					
Q14	Health care overall	0.273		0.812						
Q41	Personal doctor overall	0.517		0.653						0.269
Q51	CS courtesy/respect				0.850					
Q50	CS provided info./help				0.823					
Q48	Specialist overall			0.256		0.824				
Q46	Got specialist appt.					0.812				
Q91	CS helpful with MH services						0.919			
Q92	MH services overall			0.315			0.565	0.391		
Q56	Got prescriptions							0.922		
Q53	Easy to fill out forms								0.988	
Q40	Dr. informed about care	0.316								0.834

Results

Regression analysis. The 9 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 39.7% of the variation in the dependent variable ($R^2 = 0.397$).

Regression Coefficients

Variable	Unstandardized coefficients	Standardized (Beta) coefficients	Significance level
Constant	9.2684	0.0000	0.0000
Factor 1 -- Q33, Q34, Q36, Q32, Q37, Q9	0.2021	0.1752	0.0000
Factor 2 -- Q4, Q6, Q15	0.1091	0.0981	0.0000
Factor 3 -- Q14, Q41	0.5685	0.4473	0.0000
Factor 4 -- Q51, Q50	0.2116	0.1892	0.0000
Factor 5 -- Q48, Q46	0.2064	0.1823	0.0000
Factor 6 -- Q91, Q92	0.0656	0.0597	0.0087
Factor 7 -- Q56	0.3212	0.2757	0.0000
Factor 8 -- Q53	0.0309	0.0284	0.2114
Factor 9 -- Q40	0.1962	0.1735	0.0000

Results

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	31
Q41	Personal doctor overall	81	37
Q56	Got prescriptions	79	43
Q48	Specialist overall	55	79
Q40	Dr. informed about care	55	39
Q33	Dr. listened carefully	53	64
Q15	Got care/tests/treatment	53	67
Q51	CS courtesy/respect	52	48
Q46	Got specialist appt.	51	56
Q9	Dr. answered questions	50	8
Q50	CS provided info./help	50	62
Q34	Dr. showed respect	50	31
Q36	Dr. explained things for child	46	24
Q37	Dr. spent enough time	43	65
Q92	MH services overall	42	44
Q32	Dr. explained things	39	50
Q6	Got routine care	21	68
Q4	Got urgent care	19	68
Q91	CS helpful with MH services	12	44
Q53	Easy to fill out forms	0	85

Appendix D

Gap analysis

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

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.

Voice of the Member

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>

Voice of the Member

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>

Voice of the Member

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>

Voice of the Member

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>

Voice of the Member

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>

Voice of the Member

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>

Voice of the Member

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>

Voice of the Member

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.	I feel all questions I have asked were always fully answered, and he always made sure my daughter understood his answers to our questions.
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>

Voice of the Member

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.

Voice of the Member

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>

Voice of the Member

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 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



UnitedHealthcare®

Community Plan

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 UnitedHealthcare Community Plan. 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 a few more questions about the services your child's health plan provides.

84. In the last 6 months, if it was not easy to get the care, tests, or treatment you thought your child needed, what was the main reason for the difficulty? (Please mark **ONLY one)**

- ☐ I had to wait too long for the health plan to give the OK
- ☐ I did not know where to go to get a physician for care
- ☐ I did not know where to go to get lab work done
- ☐ I could not find a doctor, lab, or x-ray facility in my network
- ☐ I could not find a doctor who was easy to get to
- ☐ I could not find a lab or x-ray facility that was easy to get to
- ☐ I had to wait too long to get an appointment
- ☐ I could not find someone who spoke my language
- ☐ Other, personal reason
- ☐ I did not try to get any care, tests, or treatment for my child in the last 6 months

85. In the last 6 months, did you call a doctor's office or clinic after hours to get help for your child?

- ☐ Yes
- ☐ No → **If No, Go to Question 87**

86. In the last 6 months, when you called a doctor's office or clinic after hours, how often did you get the help you wanted for your child?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always
- ☐ I did not call after hours in the last 6 months

87. In the last 6 months, how often was it hard to find a personal doctor for your child who speaks your language?

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

88. In the last 6 months, how often was it hard to find a personal doctor for your child who understands your culture?

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

89. In the last 6 months, did you use the health plan website to look up information about a doctor or hospital for your child?

- ☐ Yes
- ☐ No → **If No, Go to Question 91**

90. In the last 6 months, if the health plan website was not useful in finding a doctor or hospital for your child, what was the problem? (Mark all that apply)

- ☐ The print was too small
- ☐ The information was hard to understand
- ☐ It was hard to find the information I was looking for
- ☐ The information was wrong
- ☐ It was not in my language
- ☐ I did not have a problem
- ☐ I did not use the site

91. In the last 6 months, if you called customer service regarding mental health services for your child, how often was the staff helpful and provided the help you needed?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always
- ☐ I did not call customer service for my child's mental health services in the last 6 months

92. Using any number from 0 to 10, where 0 is the worst mental health services possible and 10 is the best mental health services possible, what number would you use to rate all your child's mental health services in the last 6 months?

- ☐ 0 Worst mental health services possible
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10 Best mental health services possible
- ☐ My child did not receive mental health services in the last 6 months

→ Thank you. Please return the completed survey in the postage-paid envelope.

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

- ☐ Yes
- ☐ No **→ Thank you. Please return the completed survey in the postage-paid envelope.**
- ☐ My child did not need these services in the last 6 months **→ Thank you. Please return the completed survey in the postage-paid envelope.**

94. In the last 6 months, if your child needed to see a mental health specialist how often was it easy to get an appointment as soon as your child needed?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always
- ☐ My child did not see a mental health specialist in the last 6 months

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

- ☐ Yes
- ☐ No

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

Crosstabulations explanation

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 UHC 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

12470 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22615)
Children With Chronic Conditions

1. Our records show that your child is now in UnitedHealthcare Community Plan. Is that right?

													2017 General Population 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 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Pop. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 Gen. Pop. UHC Avg. Southeast															
(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	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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

12470 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22615)
 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 Results														
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type			
																	Excel/ Very Good		Good/ Fair/ Poor								
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	23	58	160	10	6	29	66	4	8	9	41	1	9	2	6	6	4	1	2	5	6	2	5	5	0	
	1.48%	1.86%	4.97%	1.28%	1.72%	1.02%	5.23%	1.03%	0.73%	1.50%	2.05%	1.30%	1.79%	1.77%	3.39%	1.46%	1.41%	2.78%	0.52%	1.38%	2.33%	2.26%	0.69%	1.73%	1.71%	0.0%	
			AB				EF																				
BASE = Those who responded	1268	1213	1109	12316	572	580	525	6322	543	524	430	3122	55	499	57	405	419	140	191	143	210	260	289	284	288	0	
	98.52%	98.14%	95.03%	98.72%	98.28%	98.98%	94.77%	98.97%	99.27%	98.50%	97.95%	98.70%	98.21%	98.23%	96.61%	98.54%	98.59%	97.22%	99.48%	98.62%	97.67%	97.74%	99.31%	98.27%	98.29%	0.0%	
	C	C			G	G																					
Yes	541	479	483	4331	241	209	206	3067	262	223	223	1305	20	212	30	188	162	71	83	50	91	106	122	131	110	0	
	42.67%	39.49%	43.55%	35.17%	42.13%	36.03%	39.24%	48.51%	48.25%	42.56%	51.86%	41.80%	36.36%	42.48%	52.63%	46.42%	38.66%	50.71%	43.46%	34.97%	43.33%	40.77%	42.21%	46.13%	38.19%	0.0%	
			B		DF				E		J							Q									
No	727	734	626	7985	331	371	319	3255	281	301	207	1817	35	287	27	217	257	69	108	93	119	154	167	153	178	0	
	57.33%	60.51%	56.45%	64.83%	57.87%	63.97%	60.76%	51.49%	51.75%	57.44%	48.14%	58.20%	63.64%	57.52%	47.37%	53.58%	61.34%	49.29%	56.54%	65.03%	56.67%	59.23%	57.79%	53.87%	61.81%	0.0%	
		C		E	I	E			K								R										
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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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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 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 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 Gen. UHC Avg.	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	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	42	78	320	17	15	39	213	20	19	16	97	1	16	2	12	11	6	2	3	9	7	8	12	5	0
	3.50%	3.40%	6.68%	2.56%	2.92%	2.56%	7.04%	3.33%	3.66%	3.57%	3.64%	3.07%	1.79%	3.15%	3.39%	2.92%	2.59%	4.17%	1.04%	2.07%	4.19%	2.63%	2.75%	4.15%	1.71%	0.0%
			AB				EF														S					
Appropriately skipped	727	734	626	7985	331	371	319	3255	281	301	207	1817	35	287	27	217	257	69	108	93	119	154	167	153	178	0
	56.49%	59.39%	53.64%	64.00%	56.87%	63.31%	57.58%	50.95%	51.37%	56.58%	47.15%	57.45%	62.50%	56.50%	45.76%	52.80%	60.47%	47.92%	56.25%	64.14%	55.35%	57.89%	57.39%	52.94%	60.75%	0.0%
			C				EG				K						R									
BASE = Those who responded	515	460	463	4171	234	200	196	2920	246	212	216	1249	20	205	30	182	157	69	82	49	87	105	116	124	110	0
	40.02%	37.22%	39.67%	33.43%	40.21%	34.13%	35.38%	45.71%	44.97%	39.85%	49.20%	39.49%	35.71%	40.35%	50.85%	44.28%	36.94%	47.92%	42.71%	33.79%	40.47%	39.47%	39.86%	42.91%	37.54%	0.0%
					DF						J							Q								
Never	1	4	7	43	1	1	2	17	1	3	3	9	0	1	0	0	0	1	1	0	0	0	1	0	1	0
	0.19%	0.87%	1.51%	1.03%	0.43%	0.50%	1.02%	0.58%	0.41%	1.42%	1.39%	0.72%	0.0%	0.49%	0.0%	0.0%	0.0%	1.45%	1.22%	0.0%	0.0%	0.0%	0.86%	0.0%	0.91%	0.0%
			A																							
Sometimes	36	22	21	315	23	11	6	157	15	9	7	83	3	18	8	14	11	11	6	6	8	13	9	11	12	0
	6.99%	4.78%	4.54%	7.55%	9.83%	5.50%	3.06%	5.38%	6.10%	4.25%	3.24%	6.65%	15.00%	8.78%	26.67%	7.69%	7.01%	15.94%	7.32%	12.24%	9.20%	12.38%	7.76%	8.87%	10.91%	0.0%
					G										P											
Bottom Two Box (%Never + %Sometimes)	37	26	28	358	24	12	8	174	16	12	10	92	3	19	8	14	11	12	7	6	8	13	10	11	13	0
	7.18%	5.65%	6.05%	8.58%	10.26%	6.00%	4.08%	5.96%	6.50%	5.66%	4.63%	7.37%	15.00%	9.27%	26.67%	7.69%	7.01%	17.39%	8.54%	12.24%	9.20%	12.38%	8.62%	8.87%	11.82%	0.0%
					G										P			Q								
Usually	47	36	50	484	18	12	23	334	26	15	24	104	3	15	6	11	11	7	6	3	8	9	9	11	7	0
	9.13%	7.83%	10.80%	11.60%	7.69%	6.00%	11.73%	11.44%	10.57%	7.08%	11.11%	8.33%	15.00%	7.32%	20.00%	6.04%	7.01%	10.14%	7.32%	6.12%	9.20%	8.57%	7.76%	8.87%	6.36%	0.0%
				E			F																			
Always	431	398	385	3329	192	176	165	2412	204	185	182	1053	14	171	16	157	135	50	69	40	71	83	97	102	90	0
	83.69%	86.52%	83.15%	79.81%	82.05%	88.00%	84.18%	82.60%	82.93%	87.26%	84.26%	84.31%	70.00%	83.41%	53.33%	86.26%	85.99%	72.46%	84.15%	81.63%	81.61%	79.05%	83.62%	82.26%	81.82%	0.0%
													O			R										
CAHPS Rate (%Always + %Usually)	478	434	435	3813	210	188	188	2746	230	200	206	1157	17	186	22	168	146	57	75	43	79	92	106	113	97	0
	92.82%	94.35%	93.95%	91.42%	89.74%	94.00%	95.92%	94.04%	93.50%	94.34%	95.37%	92.63%	85.00%	90.73%	73.33%	92.31%	92.99%	82.61%	91.46%	87.76%	90.80%	87.62%	91.38%	91.13%	88.18%	0.0%
							E									O	R									
3-point composite mean	2.7650	2.8087	2.7711	2.7123	2.7179	2.8200	2.8010	2.7664	2.7642	2.8160	2.7963	2.7694	2.5500	2.7415	2.2667	2.7857	2.7898	2.5507	2.7561	2.6939	2.7241	2.6667	2.7500	2.7339	2.7000	0
																O	R									
4-point composite mean	3.7631	3.8000	3.7559	3.7020	3.7137	3.8150	3.7908	3.7606	3.7602	3.8019	3.7824	3.7622	3.5500	3.7366	3.2667	3.7857	3.7898	3.5362	3.7439	3.6939	3.7241	3.6667	3.7414	3.7339	3.6909	0
																O	R									
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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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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 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.08%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	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	14	53	170	9	6	34	70	4	6	3	43	2	7	1	6	8	1	2	4	2	4	5	2	7	0
	1.55%	1.13%	4.54%	1.36%	1.55%	1.02%	6.14%	1.10%	0.73%	1.13%	0.68%	1.36%	3.57%	1.38%	1.69%	1.46%	1.88%	0.69%	1.04%	2.76%	0.93%	1.50%	1.72%	0.69%	2.39%	0.0%
			AB				EF																			
BASE = Those who responded	1267	1221	1114	12306	573	580	520	6318	543	526	436	3120	54	501	58	405	417	143	190	141	213	262	286	287	286	0
	98.45%	98.79%	95.46%	98.64%	98.45%	98.98%	93.86%	98.90%	99.27%	98.87%	99.32%	98.64%	96.43%	98.62%	98.31%	98.54%	98.12%	99.31%	98.96%	97.24%	99.07%	98.50%	98.28%	99.31%	97.61%	0.0%
	C	C			G	G																				
Yes	993	963	875	8884	436	443	390	5152	458	456	379	2218	39	385	43	343	315	112	157	103	152	191	225	209	227	0
	78.37%	78.87%	78.55%	72.19%	76.09%	76.38%	75.00%	81.54%	84.35%	86.69%	86.93%	71.09%	72.22%	76.85%	74.14%	84.69%	75.54%	78.32%	82.63%	73.05%	71.36%	72.90%	78.67%	72.82%	79.37%	0.0%
					D				E										TU							
No	274	258	239	3422	137	137	130	1166	85	70	57	902	15	116	15	62	102	31	33	38	61	71	61	78	59	0
	21.63%	21.13%	21.45%	27.81%	23.91%	23.62%	25.00%	18.46%	15.65%	13.31%	13.07%	28.91%	27.78%	23.15%	25.86%	15.31%	24.46%	21.68%	17.37%	26.95%	28.64%	27.10%	21.33%	27.18%	20.63%	0.0%
				E	I															S	S					
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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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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 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Qual. UHC Avg. (H)	2017 CCC Qual. Total (I)	2016 CCC Qual. Total (J)	2015 CCC Qual. Total (K)	2017 Gen. Pop. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	48	42	93	485	20	18	50	254	24	16	23	124	3	17	3	14	15	5	4	6	9	10	10	13	7	0
	3.73%	3.40%	7.97% AB	3.89%	3.44%	3.07%	9.03% EF	3.98%	4.39%	3.01%	5.24%	3.92%	5.36%	3.35%	5.08%	3.41%	3.53%	3.47%	2.08%	4.14%	4.19%	3.76%	3.44%	4.50%	2.39%	0.0%
Appropriately skipped	274	258	239	3422	137	137	130	1166	85	70	57	902	15	116	15	62	102	31	33	38	61	71	61	78	59	0
	21.29%	20.87%	20.48%	27.43% E	23.54% I	23.38%	23.47%	18.25%	15.54%	13.16%	12.98%	28.52%	26.79%	22.83%	25.42%	15.09%	24.00%	21.53%	17.19%	26.21% S	28.37% S	26.69%	20.96%	26.99%	20.14%	0.0%
BASE = Those who responded	965	936	835	8569	425	431	374	4968	438	446	359	2137	38	375	41	335	308	108	155	101	145	185	220	198	227	0
	74.98%	75.73% C	71.55%	68.68%	73.02% DG	73.55% G	67.51%	77.77%	80.07% E	83.83%	81.78%	67.56%	67.86%	73.82%	69.49%	81.51%	72.47%	75.00%	80.73% TU	69.66%	67.44%	69.55%	75.60%	68.51%	77.47% X	0.0%
Never	7	6	8	90	4	2	3	29	2	3	4	24	2	2	4	0	1	3	1	1	1	0	3	1	3	0
	0.73%	0.64%	0.96%	1.05%	0.94%	0.46%	0.80%	0.58%	0.46%	0.67%	1.11%	1.12%	5.26%	0.53%	9.76% P	0.0%	0.32%	2.78%	0.65%	0.99%	0.69%	0.0%	1.36%	0.51%	1.32%	0.0%
Sometimes	87	42	51	888	42	19	22	332	39	20	12	182	5	36	8	26	22	18	10	11	17	17	23	15	27	0
	9.02% BC	4.49%	6.11%	10.36%	9.88% FG	4.41%	5.88%	6.68%	8.90% JK	4.48%	3.34%	8.52%	13.16%	9.60%	19.51%	7.76%	7.14%	16.67% Q	6.45%	10.89%	11.72%	9.19%	10.45%	7.58%	11.89%	0.0%
Bottom Two Box (%Never + %Sometimes)	94	48	59	978	46	21	25	361	41	23	16	206	7	38	12	26	23	21	11	12	18	17	26	16	30	0
	9.74% BC	5.13%	7.07%	11.41%	10.82% FG	4.87%	6.68%	7.27%	9.36% JK	5.16%	4.46%	9.64%	18.42%	10.13%	29.27% P	7.76%	7.47%	19.44% Q	7.10%	11.88%	12.41%	9.19%	11.82%	8.08%	13.22%	0.0%
Usually	152	122	104	1570	61	52	37	1004	82	59	55	314	8	53	12	44	43	18	17	18	25	23	38	35	26	0
	15.75% C	13.03%	12.46%	18.32% E	14.35%	12.06%	9.89%	20.21%	18.72% J	13.23%	15.32%	14.69%	21.05%	14.13%	29.27% P	13.13%	13.96%	16.67%	10.97%	17.82%	17.24%	12.43%	17.27%	17.68%	11.45%	0.0%
Always	719	766	672	6021	318	358	312	3603	315	364	288	1617	23	284	17	265	242	69	127	71	102	145	156	147	171	0
	74.51%	81.84% A	80.48% A	70.26%	74.82% D	83.06% E	83.42% E	72.52%	71.92%	81.61% I	80.22% I	75.67%	60.53%	75.73%	41.46%	79.10% O	78.57% R	63.89%	81.94% TU	70.30%	70.34%	78.38%	70.91%	74.24%	75.33%	0.0%
CAHPS Rate (%Always + %Usually)	871	888	776	7591	379	410	349	4607	397	423	343	1931	31	337	29	309	285	87	144	89	127	168	194	182	197	0
	90.26%	94.87% A	92.93% A	88.59%	89.18%	95.13% E	93.32% E	92.73%	90.64%	94.84% I	95.54% I	90.36%	81.58%	89.87%	70.73%	92.24% O	92.53% R	80.56%	92.90%	88.12%	87.59%	90.81%	88.18%	91.92%	86.78%	0.0%
3-point composite mean	2.6477	2.7671 A	2.7341 A	2.5885	2.6400	2.7819 E	2.7674 E	2.6526	2.6256	2.7646 I	2.7577 I	2.6603	2.4211	2.6560	2.1220	2.7134 O	2.7110 R	2.4444	2.7484 TU	2.5842	2.5793	2.6919	2.5909	2.6616	2.6211	0
4-point composite mean	3.6404	3.7607 A	3.7246 A	3.5780	3.6306	3.7773 E	3.7594 E	3.6467	3.6210	3.7578 I	3.7465 I	3.6490	3.3684	3.6507	3.0244	3.7134 O	3.7078 R	3.4167	3.7419 U	3.5743	3.5724	3.6919	3.5773	3.6566	3.6079	0
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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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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 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	5	0	0	2	2	0	0	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.32% A	0.43% A	0.0%	0.0%	0.34%	0.36%	0.0%	0.0%	0.56%	0.68%	0.0%	0.0%	0.0%	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	56	58	104	461	25	20	55	221	22	28	14	120	3	21	0	0	14	10	10	9	5	7	16	5	20	0
	4.35%	4.69%	8.91% AB	3.70%	4.30%	3.41%	9.93% EF	3.46%	4.02%	5.26%	3.19%	3.79%	5.36%	4.13%	0.0%	0.0%	3.29%	6.94%	5.21%	6.21%	2.33%	2.63%	5.50%	1.73%	6.83% X	0.0%
BASE = Those who responded	1231	1174	1058	12015	557	564	497	6167	525	501	422	3043	53	487	59	411	411	134	182	136	210	259	275	284	273	0
	95.65% C	94.98% C	90.66%	96.30%	95.70% G	96.25% G	89.71%	96.54%	95.98%	94.17%	96.13%	96.21%	94.64%	95.87%	100.00%	100.00%	96.71%	93.06%	94.79%	93.79%	97.67%	97.37%	94.50%	98.27% Y	93.17%	0.0%
None	169	182	135	2899	84	100	75	729	36	41	23	658	14	66	0	0	68	13	20	29	29	47	35	49	35	0
	13.73%	15.50%	12.76%	24.13% E	15.08% I	17.73%	15.09%	11.82% I	6.86%	8.18%	5.45%	21.62%	26.42% N	13.55%	0.0%	0.0%	16.55% R	9.70%	10.99%	21.32% S	13.81%	18.15%	12.73%	17.25%	12.82%	0.0%
1 time	258	238	225	3097	135	135	130	1122	81	76	68	648	15	116	18	115	110	23	42	34	52	57	70	71	64	0
	20.96%	20.27%	21.27%	25.78%	24.24% I	23.94%	26.16%	18.19%	15.43%	15.17%	16.11%	21.29%	28.30%	23.82%	30.51%	27.98%	26.76% R	17.16%	23.08%	25.00%	24.76%	22.01%	25.45%	25.00%	23.44%	0.0%
2	310	287	268	2714	152	134	126	1480	125	119	111	759	9	140	21	131	116	34	53	29	62	74	72	80	72	0
	25.18%	24.45%	25.33%	22.59%	27.29% D	23.76%	25.35%	24.00%	23.81%	23.75%	26.30%	24.94%	16.98%	28.75% M	35.59%	31.87%	28.22%	25.37%	29.12%	21.32%	29.52%	28.57%	26.18%	28.17%	26.37%	0.0%
3	218	195	165	1538	73	92	73	1084	122	101	76	436	3	67	7	66	49	23	22	19	27	34	35	36	37	0
	17.71%	16.61%	15.60%	12.80%	13.11%	16.31%	14.69%	17.58%	23.24% HKE	20.16%	18.01%	14.33%	5.66%	13.76% M	11.86%	16.06%	11.92%	17.16%	12.09%	13.97%	12.86%	13.13%	12.73%	12.68%	13.55%	0.0%
4	112	106	102	793	57	39	36	612	55	60	44	247	6	49	7	49	39	16	25	13	17	21	34	24	33	0
	9.10%	9.03%	9.64%	6.60%	10.23% DF	6.91%	7.24%	9.92%	10.48%	11.98%	10.43%	8.12%	11.32%	10.06%	11.86%	11.92%	9.49%	11.94%	13.74%	9.56%	8.10%	8.11%	12.36%	8.45%	12.09%	0.0%
5 to 9	130	132	123	778	43	50	44	845	80	82	73	231	5	37	5	38	22	20	17	9	16	22	20	17	26	0
	10.56%	11.24%	11.63%	6.48%	7.72%	8.87%	8.85%	13.70%	15.24% E	16.37%	17.30%	7.59%	9.43%	7.60%	8.47%	9.25%	5.35% Q	14.93%	9.34%	6.62%	7.62%	8.49%	7.27%	5.99%	9.52%	0.0%
10 or more times	34	34	40	196	13	14	13	295	26	22	27	64	1	12	1	12	7	5	3	3	7	4	9	7	6	0
	2.76%	2.90%	3.78%	1.63%	2.33%	2.48%	2.62%	4.78%	4.95% E	4.39%	6.40%	2.10%	1.89%	2.46%	1.69%	2.92%	1.70%	3.73%	1.65%	2.21%	3.33%	1.54%	3.27%	2.46%	2.20%	0.0%
Average number of times	2.6929	2.7002	2.8592	2.0147	2.4228 D	2.4113	2.4457	3.1433	3.4324 HE	3.4052	3.6552	2.2606	2.1415	2.4682	2.6525	2.8881	2.1569	3.1828 Q	2.5852	2.2169	2.4976	2.2973	2.5727	2.2588	2.5934	0
Standard deviation	2.5505	2.6199	2.7570	2.2432	2.3896	2.4844	2.4900	2.9359	2.8806	2.8493	3.1008	2.3863	2.5035	2.3911	2.1118	2.3789	2.1493	2.7668	2.2695	2.3800	2.5660	2.2670	2.5463	2.3562	2.4121	0
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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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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 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	66	83	125	565	29	27	66	272	26	40	23	147	3	25	0	2	17	11	12	9	7	10	16	8	21	0
	5.13%	6.72%	10.71%	4.53%	4.98%	4.61%	11.91%	4.26%	4.75%	7.52%	5.24%	4.65%	5.36%	4.92%	0.0%	0.49%	4.00%	7.64%	6.25%	6.21%	3.26%	3.76%	5.50%	2.77%	7.17%	0.0%
			AB				EF																		X	
Appropriately skipped	169	182	135	2899	84	100	75	729	36	41	23	658	14	66	0	0	68	13	20	29	29	47	35	49	35	0
	13.13%	14.72%	11.57%	23.24%	14.43%	17.06%	13.54%	11.41%	6.58%	7.71%	5.24%	20.80%	25.00%	12.99%	0.0%	0.0%	16.00%	9.03%	10.42%	20.00%	13.49%	17.67%	12.03%	16.96%	11.95%	0.0%
			C		E	I		I					N				R			S						
BASE = Those who responded	1052	971	907	9012	469	459	413	5387	485	451	393	2358	39	417	59	409	340	120	160	107	179	209	240	232	237	0
	81.74%	78.56%	77.72%	72.23%	80.58%	78.33%	74.55%	84.33%	88.67%	84.77%	89.52%	74.55%	69.64%	82.09%	100.00%	99.51%	80.00%	83.33%	83.33%	73.79%	83.26%	78.57%	82.47%	80.28%	80.89%	0.0%
			BC		DG				HE		J								T		T					
Yes	757	698	669	6366	319	319	307	4136	364	330	308	1713	20	291	36	283	230	83	110	77	116	142	163	161	158	0
	71.96%	71.88%	73.76%	70.64%	68.02%	69.50%	74.33%	76.78%	75.05%	73.17%	78.37%	72.65%	51.28%	69.78%	61.02%	69.19%	67.65%	69.17%	68.75%	71.96%	64.80%	67.94%	67.92%	69.40%	66.67%	0.0%
							E		E					M												
No	295	273	238	2646	150	140	106	1251	121	121	85	645	19	126	23	126	110	37	50	30	63	67	77	71	79	0
	28.04%	28.12%	26.24%	29.36%	31.98%	30.50%	25.67%	23.22%	24.95%	26.83%	21.63%	27.35%	48.72%	30.22%	38.98%	30.81%	32.35%	30.83%	31.25%	28.04%	35.20%	32.06%	32.08%	30.60%	33.33%	0.0%
					GI								N													
3-point composite mean	2.4392	2.4377	2.4752	2.4128	2.3603	2.3900	2.4867	2.5355	2.5010	2.4634	2.5674	2.4529	2.0256	2.3957	2.2203	2.3839	2.3529	2.3833	2.3750	2.4393	2.2961	2.3589	2.3583	2.3879	2.3333	0
							E		E					M												
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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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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 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 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 Gen. Pop. UHC Avg. Southeast	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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	64	71	134	298	29	24	73	261	26	35	24	123	3	25	0	2	17	11	10	10	8	9	17	9	20	0	
	4.97%	5.74%	11.48%	3.80%	4.98%	4.10%	13.18%	4.09%	4.75%	6.58%	5.47%	4.25%	5.36%	4.92%	0.0%	0.49%	4.00%	7.64%	5.21%	6.90%	3.72%	3.38%	5.84%	3.11%	6.83%	0.0%	
			AB				EF																	X			
Appropriately skipped	169	182	135	1864	84	100	75	729	36	41	23	596	14	66	0	0	68	13	20	29	29	47	35	49	35	0	
	13.13%	14.72%	11.57%	23.77%	14.43%	17.06%	13.54%	11.41%	6.58%	7.71%	5.24%	20.59%	25.00%	12.99%	0.0%	0.0%	16.00%	9.03%	10.42%	20.00%	13.49%	17.67%	12.03%	16.96%	11.95%	0.0%	
			C	E	I			I					N				R		S								
BASE = Those who responded	1054	983	898	5681	469	462	406	5398	485	456	392	2175	39	417	59	409	340	120	162	106	178	210	239	231	238	0	
	81.90%	79.53%	76.95%	72.43%	80.58%	78.84%	73.29%	84.50%	88.67%	85.71%	89.29%	75.16%	69.64%	82.09%	100.00%	99.51%	80.00%	83.33%	84.38%	73.10%	82.79%	78.95%	82.13%	79.93%	81.23%	0.0%	
			C		DG	G			HE										T	T							
Never	25	31	25	146	17	18	14	83	11	11	8	49	3	14	5	12	15	1	4	5	8	5	12	9	8	0	
	2.37%	3.15%	2.78%	2.57%	3.62%	3.90%	3.45%	1.54%	2.27%	2.41%	2.04%	2.25%	7.69%	3.36%	8.47%	2.93%	4.41%	0.83%	2.47%	4.72%	4.49%	2.38%	5.02%	3.90%	3.36%	0.0%	
																	R										
Sometimes	92	78	67	482	38	35	27	374	37	40	33	170	9	28	18	20	21	16	15	8	12	20	15	16	22	0	
	8.73%	7.93%	7.46%	8.48%	8.10%	7.58%	6.65%	6.93%	7.63%	8.77%	8.42%	7.82%	23.08%	6.71%	30.51%	4.89%	6.18%	13.33%	9.26%	7.55%	6.74%	9.52%	6.28%	6.93%	9.24%	0.0%	
													N		P			Q									
Bottom Two Box (%Never + %Sometimes)	117	109	92	628	55	53	41	457	48	51	41	219	12	42	23	32	36	17	19	13	20	25	27	25	30	0	
	11.10%	11.09%	10.24%	11.05%	11.73%	11.47%	10.10%	8.47%	9.90%	11.18%	10.46%	10.07%	30.77%	10.07%	38.98%	7.82%	10.59%	14.17%	11.73%	12.26%	11.24%	11.90%	11.30%	10.82%	12.61%	0.0%	
													N		P												
Usually	127	109	90	951	52	48	36	919	62	52	41	313	9	41	16	36	32	20	19	11	22	30	21	34	18	0	
	12.05%	11.09%	10.02%	16.74%	11.09%	10.39%	8.87%	17.02%	12.78%	11.40%	10.46%	14.39%	23.08%	9.83%	27.12%	8.80%	9.41%	16.67%	11.73%	10.38%	12.36%	14.29%	8.79%	14.72%	7.56%	0.0%	
				E				I							P								Y				
Always	810	765	716	4102	362	361	329	4022	375	353	310	1643	18	334	20	341	272	83	124	82	136	155	191	172	190	0	
	76.85%	77.82%	79.73%	72.21%	77.19%	78.14%	81.03%	74.51%	77.32%	77.41%	79.08%	75.54%	46.15%	80.10%	33.90%	83.37%	80.00%	69.17%	76.54%	77.36%	76.40%	73.81%	79.92%	74.46%	79.83%	0.0%	
					D								M			O	R										
CAHPS Rate (%Always + %Usually)	937	874	806	5053	414	409	365	4941	437	405	351	1956	27	375	36	377	304	103	143	93	158	185	212	206	208	0	
	88.90%	88.91%	89.76%	88.95%	88.27%	88.53%	89.90%	91.53%	90.10%	88.82%	89.54%	89.93%	69.23%	89.93%	61.02%	92.18%	89.41%	85.83%	88.27%	87.74%	88.76%	88.10%	88.70%	89.18%	87.39%	0.0%	
														M		O											
3-point composite mean	2.6575	2.6673	2.6949	2.6115	2.6546	2.6667	2.7094	2.6604	2.6742	2.6623	2.6862	2.6547	2.1538	2.7002	1.9492	2.7555	2.6941	2.5500	2.6481	2.6509	2.6517	2.6190	2.6862	2.6364	2.6723	0	
														M		O	R										
4-point composite mean	3.6338	3.6358	3.6670	3.5858	3.6183	3.6277	3.6749	3.6451	3.6515	3.6382	3.6658	3.6322	3.0769	3.6667	2.8644	3.7262	3.6500	3.5417	3.6235	3.6038	3.6067	3.5952	3.6360	3.5974	3.6387	0	
														M		O											
Sigma	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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 (UH22615)
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 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 Gen. Pop. Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Pop. Qual. Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Southeast	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	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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%	0.08%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.19%	0.0%	0.0%	0.0%	0.0%	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	78	137	588	30	26	73	287	28	38	26	158	3	26	1	2	16	13	10	10	9	9	18	8	22	0
	5.28%	6.31%	11.74%	4.71%	5.15%	4.44%	13.18%	4.49%	5.12%	7.14%	5.92%	5.00%	5.36%	5.12%	1.69%	0.49%	3.76%	9.03%	5.21%	6.90%	4.19%	3.38%	6.19%	2.77%	7.51%	0.0%
			AB				EF										Q							X		
Appropriately skipped	169	182	135	2899	84	100	75	729	36	41	23	658	14	66	0	0	68	13	20	29	29	47	35	49	35	0
	13.13%	14.72%	11.57%	23.24%	14.43%	17.06%	13.54%	11.41%	6.58%	7.71%	5.24%	20.80%	25.00%	12.99%	0.0%	0.0%	16.00%	9.03%	10.42%	20.00%	13.49%	17.67%	12.03%	16.96%	11.95%	0.0%
			C	E	I			I					N				R		S							
BASE = Those who responded	1050	975	895	8989	468	460	406	5372	483	452	390	2347	39	416	58	409	341	118	162	106	177	210	238	232	236	0
	81.59%	78.88%	76.69%	72.05%	80.41%	78.50%	73.29%	84.10%	88.30%	84.96%	88.84%	74.20%	69.64%	81.89%	98.31%	99.51%	80.24%	81.94%	84.38%	73.10%	82.33%	78.95%	81.79%	80.28%	80.55%	0.0%
					DG	G			HE										T	T						
Yes	380	343	327	2703	156	153	131	2598	227	182	184	764	17	135	18	138	100	52	60	37	50	74	73	65	91	0
	36.19%	35.18%	36.54%	30.07%	33.33%	33.26%	32.27%	48.36%	47.00%	40.27%	47.18%	32.55%	43.59%	32.45%	31.03%	33.74%	29.33%	44.07%	37.04%	34.91%	28.25%	35.24%	30.67%	28.02%	38.56%	0.0%
								JE			J							Q						X		
No	670	632	568	6286	312	307	275	2774	256	270	206	1583	22	281	40	271	241	66	102	69	127	136	165	167	145	0
	63.81%	64.82%	63.46%	69.93%	66.67%	66.74%	67.73%	51.64%	53.00%	59.73%	52.82%	67.45%	56.41%	67.55%	68.97%	66.26%	70.67%	55.93%	62.96%	65.09%	71.75%	64.76%	69.33%	71.98%	61.44%	0.0%
					I					IK							R						Y			
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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 (UH22615)
 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 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 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 Gen. Pop. UHC Avg. Southeast	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	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	70	83	142	617	31	29	74	315	30	40	30	164	3	27	1	3	17	13	10	10	10	9	19	9	22	0
	5.44%	6.72%	12.17%	4.95%	5.33%	4.95%	13.36%	4.93%	5.48%	7.52%	6.83%	5.18%	5.36%	5.31%	1.69%	0.73%	4.00%	9.03%	5.21%	6.90%	4.65%	3.38%	6.53%	3.11%	7.51%	0.0%
			AB				EF																		X	
Appropriately skipped	839	814	703	9185	396	407	350	3503	292	311	229	2241	36	347	40	271	309	79	122	98	156	183	200	216	180	0
	65.19%	65.86%	60.24%	73.62%	68.04%	69.45%	63.18%	54.84%	53.38%	58.46%	52.16%	70.85%	64.29%	68.31%	67.80%	65.94%	72.71%	54.86%	63.54%	67.59%	72.56%	68.80%	68.73%	74.74%	61.43%	0.0%
	C	C		E	I	G				K							R						Y			
BASE = Those who responded	378	339	322	2674	155	150	130	2570	225	181	180	758	17	134	18	137	99	52	60	37	49	74	72	64	91	0
	29.37%	27.43%	27.59%	21.43%	26.63%	25.60%	23.47%	40.23%	41.13%	34.02%	41.00%	23.96%	30.36%	26.38%	30.51%	33.33%	23.29%	36.11%	31.25%	25.52%	22.79%	27.82%	24.74%	22.15%	31.06%	0.0%
					D				JE		J							Q							X	
Yes	347	318	296	2457	140	141	118	2472	212	177	168	708	14	123	15	125	91	46	56	35	43	67	67	61	79	0
	91.80%	93.81%	91.93%	91.88%	90.32%	94.00%	90.77%	96.19%	94.22%	97.79%	93.33%	93.40%	82.35%	91.79%	83.33%	91.24%	91.92%	88.46%	93.33%	94.59%	87.76%	90.54%	93.06%	95.31%	86.81%	0.0%
										K																
No	31	21	26	217	15	9	12	98	13	4	12	50	3	11	3	12	8	6	4	2	6	7	5	3	12	0
	8.20%	6.19%	8.07%	8.12%	9.68%	6.00%	9.23%	3.81%	5.78%	2.21%	6.67%	6.60%	17.65%	8.21%	16.67%	8.76%	8.08%	11.54%	6.67%	5.41%	12.24%	9.46%	6.94%	4.69%	13.19%	0.0%
											J															
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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 (UH22615)
 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 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	70	86	145	626	31	31	76	321	30	42	33	168	3	27	1	3	17	13	10	10	10	9	19	9	22	0
	5.44%	6.96%	12.43%	5.02%	5.33%	5.29%	13.72%	5.03%	5.48%	7.89%	7.52%	5.31%	5.36%	5.31%	1.69%	0.73%	4.00%	9.03%	5.21%	6.90%	4.65%	3.38%	6.53%	3.11%	7.51%	0.0%
			AB				EF																		X	
Appropriately skipped	839	814	703	9185	396	407	350	3503	292	311	229	2241	36	347	40	271	309	79	122	98	156	183	200	216	180	0
	65.19%	65.86%	60.24%	73.62%	68.04%	69.45%	63.18%	54.84%	53.38%	58.46%	52.16%	70.85%	64.29%	68.31%	67.80%	65.94%	72.71%	54.86%	63.54%	67.59%	72.56%	68.80%	68.73%	74.74%	61.43%	0.0%
	C	C		E	I	G				K							R						Y		X	
BASE = Those who responded	378	336	319	2665	155	148	128	2564	225	179	177	754	17	134	18	137	99	52	60	37	49	74	72	64	91	0
	29.37%	27.18%	27.34%	21.36%	26.63%	25.26%	23.10%	40.14%	41.13%	33.65%	40.32%	23.84%	30.36%	26.38%	30.51%	33.33%	23.29%	36.11%	31.25%	25.52%	22.79%	27.82%	24.74%	22.15%	31.06%	0.0%
					D				JE		J							Q							X	
Yes	263	221	223	1773	105	99	86	1907	163	130	132	502	12	90	11	94	67	35	40	24	35	53	46	45	60	0
	69.58%	65.77%	69.91%	66.53%	67.74%	66.89%	67.19%	74.38%	72.44%	72.63%	74.58%	66.58%	70.59%	67.16%	61.11%	68.61%	67.68%	67.31%	66.67%	64.86%	71.43%	71.62%	63.89%	70.31%	65.93%	0.0%
No	115	115	96	892	50	49	42	657	62	49	45	252	5	44	7	43	32	17	20	13	14	21	26	19	31	0
	30.42%	34.23%	30.09%	33.47%	32.26%	33.11%	32.81%	25.62%	27.56%	27.37%	25.42%	33.42%	29.41%	32.84%	38.89%	31.39%	32.32%	32.69%	33.33%	35.14%	28.57%	28.38%	36.11%	29.69%	34.07%	0.0%
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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 (UH22615)
 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 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 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 Gen. Pop. UHC Southeast	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	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	74	85	142	638	34	30	74	325	32	42	28	175	3	30	1	6	19	14	13	10	10	12	19	11	23	0
	5.75%	6.88%	12.17%	5.11%	5.84%	5.12%	13.36%	5.09%	5.85%	7.89%	6.38%	5.53%	5.36%	5.91%	1.69%	1.46%	4.47%	9.72%	6.77%	6.90%	4.65%	4.51%	6.53%	3.81%	7.85%	0.0%
			AB				EF											Q							X	
Appropriately skipped	839	814	703	9185	396	407	350	3503	292	311	229	2241	36	347	40	271	309	79	122	98	156	183	200	216	180	0
	65.19%	65.86%	60.24%	73.62%	68.04%	69.45%	63.18%	54.84%	53.38%	58.46%	52.16%	70.85%	64.29%	68.31%	67.80%	65.94%	72.71%	54.86%	63.54%	67.59%	72.56%	68.80%	68.73%	74.74%	61.43%	0.0%
	C	C		E	I	G				K							R						Y			
BASE = Those who responded	374	337	322	2653	152	149	130	2560	223	179	182	747	17	131	18	134	97	51	57	37	49	71	72	62	90	0
	29.06%	27.27%	27.59%	21.26%	26.12%	25.43%	23.47%	40.08%	40.77%	33.65%	41.46%	23.62%	30.36%	25.79%	30.51%	32.60%	22.82%	35.42%	29.69%	25.52%	22.79%	26.69%	24.74%	21.45%	30.72%	0.0%
					D				JE		J							Q							X	
Yes	308	255	255	2115	123	116	99	2170	191	144	151	595	13	106	10	113	77	42	42	30	43	57	58	49	74	0
	82.35%	75.67%	79.19%	79.72%	80.92%	77.85%	76.15%	84.77%	85.65%	80.45%	82.97%	79.65%	76.47%	80.92%	55.56%	84.33%	79.38%	82.35%	73.68%	81.08%	87.76%	80.28%	80.56%	79.03%	82.22%	0.0%
		B																								
No	66	82	67	538	29	33	31	390	32	35	31	152	4	25	8	21	20	9	15	7	6	14	14	13	16	0
	17.65%	24.33%	20.81%	20.28%	19.08%	22.15%	23.85%	15.23%	14.35%	19.55%	17.03%	20.35%	23.53%	19.08%	44.44%	15.67%	20.62%	17.65%	26.32%	18.92%	12.24%	19.72%	19.44%	20.97%	17.78%	0.0%
		A																								
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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 (UH22615)
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 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	0	1	0	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.08%	0.34%	0.0%	0.0%	0.0%	0.18%	0.0%	0.0%	0.19%	0.46%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
			A																							
No response	66	73	130	563	28	26	67	274	26	36	22	152	3	23	0	0	16	11	10	9	8	8	17	7	21	0
	5.13%	5.91%	11.14%	4.51%	4.81%	4.44%	12.09%	4.29%	4.75%	6.77%	5.01%	4.81%	5.36%	4.53%	0.0%	0.0%	3.76%	7.64%	5.21%	6.21%	3.72%	3.01%	5.84%	2.42%	7.17%	0.0%
			AB				EF																		X	
Appropriately skipped	169	182	135	2899	84	100	75	729	36	41	23	658	14	66	0	0	68	13	20	29	29	47	35	49	35	0
	13.13%	14.72%	11.57%	23.24%	14.43%	17.06%	13.54%	11.41%	6.58%	7.71%	5.24%	20.80%	25.00%	12.99%	0.0%	0.0%	16.00%	9.03%	10.42%	20.00%	13.49%	17.67%	12.03%	16.96%	11.95%	0.0%
			C		I			I					N				R			S						
BASE = Those who responded	1052	980	898	9014	470	460	411	5385	485	454	392	2353	39	419	59	411	341	120	162	107	178	211	239	233	237	0
	81.74%	79.29%	76.95%	72.25%	80.76%	78.50%	74.19%	84.30%	88.67%	85.34%	89.29%	74.39%	69.64%	82.48%	100.00%	100.00%	80.24%	83.33%	84.38%	73.79%	82.79%	79.32%	82.13%	80.62%	80.89%	0.0%
			C		DG				HE					M					T		T					
10 - Best health care possible	623	576	539	4740	291	272	249	2707	276	259	226	1328	10	274	0	291	221	66	102	65	113	127	156	137	154	0
	59.22%	58.78%	60.02%	52.58%	61.91%	59.13%	60.58%	50.27%	56.91%	57.05%	57.65%	56.44%	25.64%	65.39%	0.0%	70.80%	64.81%	55.00%	62.96%	60.75%	63.48%	60.19%	65.27%	58.80%	64.98%	0.0%
					D				H					M		O										
9 -	151	126	113	1582	66	54	55	968	75	58	49	368	4	62	0	66	52	13	25	16	22	32	29	32	34	0
	14.35%	12.86%	12.58%	17.55%	14.04%	11.74%	13.38%	17.98%	15.46%	12.78%	12.50%	15.64%	10.26%	14.80%	0.0%	16.06%	15.25%	10.83%	15.43%	14.95%	12.36%	15.17%	12.13%	13.73%	14.35%	0.0%
				E												O										
Top Two Box	774	702	652	6322	357	326	304	3675	351	317	275	1696	14	336	0	357	273	79	127	81	135	159	185	169	188	0
	73.57%	71.63%	72.61%	70.14%	75.96%	70.87%	73.97%	68.25%	72.37%	69.82%	70.15%	72.08%	35.90%	80.19%	0.0%	86.86%	80.06%	65.83%	78.40%	75.70%	75.84%	75.36%	77.41%	72.53%	79.32%	0.0%
					D									M		O	R									
8 -	138	139	134	1575	54	79	58	971	61	60	65	393	5	49	0	54	37	17	22	14	17	24	29	26	28	0
	13.12%	14.18%	14.92%	17.47%	11.49%	17.17%	14.11%	18.03%	12.58%	13.22%	16.58%	16.70%	12.82%	11.69%	0.0%	13.14%	10.85%	14.17%	13.58%	13.08%	9.55%	11.37%	12.13%	11.16%	11.81%	0.0%
				E		E		I								O										
CAHPS Rate (Top Three Box)	912	841	786	7897	411	405	362	4646	412	377	340	2089	19	385	0	411	310	96	149	95	152	183	214	195	216	0
	86.69%	85.82%	87.53%	87.61%	87.45%	88.04%	88.08%	86.28%	84.95%	83.04%	86.73%	88.78%	48.72%	91.89%	0.0%	100.00%	90.91%	80.00%	91.98%	88.79%	85.39%	86.73%	89.54%	83.69%	91.14%	0.0%
														M		O	R								X	
7 -	66	63	46	566	25	29	17	362	32	38	21	127	8	14	0	15	8	5	4	11	12	9	14	11	0	
	6.27%	6.43%	5.12%	6.28%	5.32%	6.30%	4.14%	6.72%	6.60%	8.37%	5.36%	5.40%	20.51%	3.34%	42.37%	0.0%	4.40%	6.67%	3.09%	3.74%	6.18%	5.69%	3.77%	6.01%	4.64%	0.0%
													N		P											
6 -	25	29	24	202	12	8	12	138	15	17	10	53	4	8	0	8	4	3	1	8	6	6	7	5	0	
	2.38%	2.96%	2.67%	2.24%	2.55%	1.74%	2.92%	2.56%	3.09%	3.74%	2.55%	2.25%	10.26%	1.91%	20.34%	0.0%	2.35%	3.33%	1.85%	0.93%	4.49%	2.84%	2.51%	3.00%	2.11%	0.0%
															P											
5 -	25	26	26	195	11	9	13	138	14	11	11	53	4	6	0	5	5	3	3	3	7	3	9	2	0	
	2.38%	2.65%	2.90%	2.16%	2.34%	1.96%	3.16%	2.56%	2.89%	2.42%	2.81%	2.25%	10.26%	1.43%	18.64%	0.0%	1.47%	4.17%	1.85%	2.80%	1.69%	3.32%	1.26%	3.86%	0.84%	0.0%
															P								Y			

Note: A text notation appearing beneath a column 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 General Population 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 Gen. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. UHC Avg. Southeast (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 -	9 0.86%	7 0.71%	5 0.56%	50 0.55%	6 1.28%	3 0.65%	2 0.49%	34 0.63%	4 0.82%	7 1.54%	5 1.28%	10 0.42%	3 7.69%	2 0.48%	6 10.17% P	0 0.0%	1 0.29%	4 3.33%	0 0.0%	2 1.87%	3 1.69%	1 0.47%	4 1.67%	5 2.15%	1 0.42%	0 0.0%
3 -	4 0.38%	6 0.61%	4 0.45%	33 0.37%	2 0.43%	1 0.22%	3 0.73%	26 0.48%	1 0.21%	2 0.44%	1 0.26%	12 0.51%	0 0.0%	2 0.48%	2 3.39%	0 0.0%	1 0.29%	1 0.83%	1 0.62%	0 0.0%	1 0.56%	0 0.0%	2 0.84%	1 0.43%	1 0.42%	0 0.0%
2 -	7 0.67% C	4 0.41%	1 0.11%	34 0.38%	2 0.43%	3 0.65%	0 0.0%	14 0.26%	5 1.03% K	1 0.22%	0 0.0%	6 0.25%	1 2.56%	1 0.24%	2 3.39%	0 0.0%	0 0.0%	2 1.67%	0 0.0%	2 1.87%	0 0.0%	2 0.95%	0 0.0%	2 0.86%	0 0.0%	0 0.0%
1 -	1 0.10%	3 0.31%	3 0.33%	18 0.20%	1 0.21%	1 0.22%	1 0.24%	8 0.15% I	0 0.0%	1 0.22%	2 0.51%	1 0.04%	0 0.0%	1 0.24%	1 1.69%	0 0.0%	1 0.29%	0 0.0%	1 0.62%	0 0.0%	0 0.0%	0 0.42%	1 0.0%	0 0.42%	1 0.0%	0 0.0%
0 - Worst health care possible	3 0.29%	1 0.10%	3 0.33%	19 0.21% E	0 0.0%	1 0.22%	1 0.24%	19 0.35%	2 0.41%	0 0.0%	2 0.51%	2 0.08%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Bottom Three Box	11 1.05%	8 0.82%	7 0.78%	71 0.79%	3 0.64%	5 1.09%	2 0.49%	41 0.76%	7 1.44%	2 0.44%	4 1.02%	9 0.38%	1 2.56%	2 0.48%	3 5.08%	0 0.0%	1 0.29%	2 1.67%	1 0.62%	2 1.87%	0 0.0%	2 0.95%	1 0.42%	2 0.86%	1 0.42%	0 0.0%
Bottom Two Box	4 0.38%	4 0.41%	6 0.67%	37 0.41%	1 0.21%	2 0.43%	2 0.49%	27 0.50%	2 0.41%	1 0.22%	4 1.02%	3 0.13%	0 0.0%	1 0.24%	1 1.69%	0 0.0%	1 0.29%	0 0.0%	1 0.62%	0 0.0%	0 0.0%	0 0.42%	1 0.0%	0 0.42%	1 0.0%	0 0.0%
Average rating	9.0238	8.9878	9.0334	8.9607	9.0915	9.0348	9.0584	8.8862	8.9402	8.9251	8.9490	9.0510	7.4359	9.2673 M	5.7119	9.5766 O	9.2669 R	8.6750	9.2160	9.0374	9.0955	9.0664	9.1632	8.9185	9.2616 X	0
Standard deviation	1.5926	1.5984	1.5797	1.5006	1.5361	1.5361	1.5541	1.5555	1.6778	1.5967	1.6683	1.4208	2.1219	1.3397	1.4850	0.7120	1.2937	1.9415	1.3865	1.6740	1.5054	1.5193	1.5206	1.7127	1.3181	0
3-point composite mean	2.6654	2.6388	2.6526	2.6402	2.6872	2.6522	2.6618	2.6124	2.6392	2.6123	2.6224	2.6626	2.0513	2.7542 M	1.4237	2.8686 O	2.7537 R	2.5250	2.7346	2.6822	2.6742	2.6777	2.7071	2.6223	2.7511 X	0
Sigma	1287 100.00%	1236 100.00%	1167 100.00%	12476 100.00%	582 100.00%	586 100.00%	554 100.00%	6388 100.00%	547 100.00%	532 100.00%	439 100.00%	3163 100.00%	56 100.00%	508 100.00%	59 100.00%	411 100.00%	425 100.00%	144 100.00%	192 100.00%	145 100.00%	215 100.00%	266 100.00%	291 100.00%	289 100.00%	293 100.00%	0 0.00%

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

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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 General Population 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 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Qual. UHC Avg.	2017 CCC Pop. Total	2016 CCC Pop. Total	2015 CCC Pop. Total	2017 Gen. UHC Avg. Southeast	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	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	67	73	132	579	29	25	69	277	30	36	24	149	3	25	0	2	17	11	10	9	9	8	18	9	20	0
	5.21%	5.91%	11.31%	4.64%	4.98%	4.27%	12.45%	4.34%	5.48%	6.77%	5.47%	4.71%	5.36%	4.92%	0.0%	0.49%	4.00%	7.64%	5.21%	6.21%	4.19%	3.01%	6.19%	3.11%	6.83%	0.0%
			AB				EF																		X	
Appropriately skipped	169	182	135	2899	84	100	75	729	36	41	23	658	14	66	0	0	68	13	20	29	29	47	35	49	35	0
	13.13%	14.72%	11.57%	23.24%	14.43%	17.06%	13.54%	11.41%	6.58%	7.71%	5.24%	20.80%	25.00%	12.99%	0.0%	0.0%	16.00%	9.03%	10.42%	20.00%	13.49%	17.67%	12.03%	16.96%	11.95%	0.0%
			C	E	I			I					N				R		S							
BASE = Those who responded	1051	981	900	8998	469	461	410	5382	481	455	392	2356	39	417	59	409	340	120	162	107	177	211	238	231	238	0
	81.66%	79.37%	77.12%	72.12%	80.58%	78.67%	74.01%	84.25%	87.93%	85.53%	89.29%	74.49%	69.64%	82.09%	100.00%	99.51%	80.00%	83.33%	84.38%	73.79%	82.33%	79.32%	81.79%	79.93%	81.23%	0.0%
					DG				HE										T							
Never	11	6	14	158	9	3	8	49	5	3	4	31	3	6	5	4	7	2	3	1	5	4	5	4	5	0
	1.05%	0.61%	1.56%	1.76%	1.92%	0.65%	1.95%	0.91%	1.04%	0.66%	1.02%	1.32%	7.69%	1.44%	8.47%	0.98%	2.06%	1.67%	1.85%	0.93%	2.82%	1.90%	2.10%	1.73%	2.10%	0.0%
															P											
Sometimes	79	62	45	749	38	21	22	403	36	36	25	158	13	23	21	17	18	18	10	10	13	17	17	22	16	0
	7.52%	6.32%	5.00%	8.32%	8.10%	4.56%	5.37%	7.49%	7.48%	7.91%	6.38%	6.71%	33.33%	5.52%	35.59%	4.16%	5.29%	15.00%	6.17%	9.35%	7.34%	8.06%	7.14%	9.52%	6.72%	0.0%
			C		F								N		P			Q								
Bottom Two Box (%Never + %Sometimes)	90	68	59	907	47	24	30	452	41	39	29	189	16	29	26	21	25	20	13	11	18	21	22	26	21	0
	8.56%	6.93%	6.56%	10.08%	10.02%	5.21%	7.32%	8.40%	8.52%	8.57%	7.40%	8.02%	41.03%	6.95%	44.07%	5.13%	7.35%	16.67%	8.02%	10.28%	10.17%	9.95%	9.24%	11.26%	8.82%	0.0%
					F								N		P			Q								
Usually	172	169	142	1982	75	69	58	1273	86	87	66	427	9	63	19	55	53	21	23	20	29	30	41	41	34	0
	16.37%	17.23%	15.78%	22.03%	15.99%	14.97%	14.15%	23.65%	17.88%	19.12%	16.84%	18.12%	23.08%	15.11%	32.20%	13.45%	15.59%	17.50%	14.20%	18.69%	16.38%	14.22%	17.23%	17.75%	14.29%	0.0%
				E				I						P												
Always	789	744	699	6109	347	368	322	3657	354	329	297	1740	14	325	14	333	262	79	126	76	130	160	175	164	183	0
	75.07%	75.84%	77.67%	67.89%	73.99%	79.83%	78.54%	67.95%	73.60%	72.31%	75.77%	73.85%	35.90%	77.94%	23.73%	81.42%	77.06%	65.83%	77.78%	71.03%	73.45%	75.83%	73.53%	71.00%	76.89%	0.0%
					D	E			H					M		O	R									
CAHPS Rate (%Always + %Usually)	961	913	841	8091	422	437	380	4930	440	416	363	2167	23	388	33	388	315	100	149	96	159	190	216	205	217	0
	91.44%	93.07%	93.44%	89.92%	89.98%	94.79%	92.68%	91.60%	91.48%	91.43%	92.60%	91.98%	58.97%	93.05%	55.93%	94.87%	92.65%	83.33%	91.98%	89.72%	89.83%	90.05%	90.76%	88.74%	91.18%	0.0%
					E									M		O	R									
3-point composite mean	2.6651	2.6891	2.7111	2.5781	2.6397	2.7462	2.7122	2.5955	2.6507	2.6374	2.6837	2.6583	1.9487	2.7098	1.7966	2.7628	2.6971	2.4917	2.6975	2.6075	2.6328	2.6588	2.6429	2.5974	2.6807	0
						E								M		O	R									
4-point composite mean	3.6546	3.6830	3.6956	3.5606	3.6205	3.7397	3.6927	3.5864	3.6403	3.6308	3.6735	3.6452	2.8718	3.6954	2.7119	3.7531	3.6765	3.4750	3.6790	3.5981	3.6045	3.6398	3.6218	3.5801	3.6597	0
						E								M		O	R									
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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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16. Is your child now enrolled in any kind of school or daycare?

													2017 General Population Results															
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type				
																	Excel/ Very Good		Good/ Fair/ Poor									
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. Southeast (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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0		
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	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%	0.16%	0.0%	0.0%	0.0%	0.17%	0.0%	0.0%	0.0%	0.19%	0.0%	0.0%	0.0%	0.0%	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	18	81	128	5	7	46	88	5	11	5	40	0	3	1	3	3	1	2	0	3	2	3	2	3	0		
	1.01%	1.46%	6.94% AB	1.63%	0.86%	1.19%	8.30% EF	1.38%	0.91%	2.07%	1.14%	1.38%	0.0%	0.59%	1.69%	0.73%	0.71%	0.69%	1.04%	0.0%	1.40%	0.75%	1.03%	0.69%	1.02%	0.0%		
BASE = Those who responded	1274	1216	1086	7715	577	578	508	6300	542	520	434	2854	56	505	58	408	422	143	190	145	212	264	288	287	290	0		
	98.99% C	98.38% C	93.06%	98.37%	99.14% G	98.63% G	91.70%	98.62%	99.09%	97.74%	98.86%	98.62%	100.00%	99.41%	98.31%	99.27%	99.29%	99.31%	98.96%	100.00%	98.60%	99.25%	98.97%	99.31%	98.98%	0.0%		
Yes	977	944	854	5569	423	448	393	5404	482	449	370	2154	39	372	41	301	299	114	89	134	179	188	217	210	213	0		
	76.69%	77.63%	78.64%	72.18%	73.31%	77.51%	77.36%	85.78%	88.93% HE	86.35%	85.25%	75.47%	69.64%	73.66%	70.69%	73.77%	70.85%	79.72% Q	46.84%	92.41% SU	84.43% S	71.21%	75.35%	73.17%	73.45%	0.0%		
No	297	272	232	2146	154	130	115	896	60	71	64	700	17	133	17	107	123	29	101	11	33	76	71	77	77	0		
	23.31%	22.37%	21.36%	27.82%	26.69% I	22.49%	22.64%	14.22% I	11.07%	13.65%	14.75%	24.53%	30.36%	26.34%	29.31%	26.23%	29.15% R	20.28%	53.16% TU	7.59%	15.57% T	28.79%	24.65%	26.83%	26.55%	0.0%		
Sigma	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0		
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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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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 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 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Qual. UHC Avg.	2017 CCC Pop. Total	2016 CCC Pop. Total	2015 CCC Pop. Total	2017 Gen. Pop. UHC Southeast	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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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%	0.08%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.19%	0.0%	0.0%	0.0%	0.0%	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	43	99	306	14	15	52	258	22	20	12	115	2	10	2	7	9	4	3	2	9	7	6	11	3	0	
	3.42%	3.48%	8.48%	3.90%	2.41%	2.56%	9.39%	4.04%	4.02%	3.76%	2.73%	3.97%	3.57%	1.97%	3.39%	1.70%	2.12%	2.78%	1.56%	1.38%	4.19%	2.63%	2.06%	3.81%	1.02%	0.0%	
			AB	E			EF																Y				
Appropriately skipped	297	272	232	2146	154	130	115	896	60	71	64	700	17	133	17	107	123	29	101	11	33	76	71	77	77	0	
	23.08%	22.01%	19.88%	27.36%	26.46%	22.18%	20.76%	14.03%	10.97%	13.35%	14.58%	24.19%	30.36%	26.18%	28.81%	26.03%	28.94%	20.14%	52.60%	7.59%	15.35%	28.57%	24.40%	26.64%	26.28%	0.0%	
					GI			I									R		TU		T						
BASE = Those who responded	946	920	836	5391	414	441	387	5234	465	440	363	2079	37	365	40	297	293	111	88	132	173	183	214	201	213	0	
	73.50%	74.43%	71.64%	68.74%	71.13%	75.26%	69.86%	81.93%	85.01%	82.71%	82.69%	71.84%	66.07%	71.85%	67.80%	72.26%	68.94%	77.08%	45.83%	91.03%	80.47%	68.80%	73.54%	69.55%	72.70%	0.0%	
						G			E										SU	S							
Yes	105	122	98	507	38	52	29	959	82	78	67	173	3	35	4	29	19	19	8	16	13	16	22	13	25	0	
	11.10%	13.26%	11.72%	9.40%	9.18%	11.79%	7.49%	18.32%	17.63%	17.73%	18.46%	8.32%	8.11%	9.59%	10.00%	9.76%	6.48%	17.12%	9.09%	12.12%	7.51%	8.74%	10.28%	6.47%	11.74%	0.0%	
						G			E								Q										
No	841	798	738	4884	376	389	358	4275	383	362	296	1906	34	330	36	268	274	92	80	116	160	167	192	188	188	0	
	88.90%	86.74%	88.28%	90.60%	90.82%	88.21%	92.51%	81.68%	82.37%	82.27%	81.54%	91.68%	91.89%	90.41%	90.00%	90.24%	93.52%	82.88%	90.91%	87.88%	92.49%	91.26%	89.72%	93.53%	88.26%	0.0%	
					I		F										R										
Sigma	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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 General Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Southeast (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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	47	100	312	14	16	52	270	23	21	13	116	2	10	2	7	9	4	3	2	9	7	6	11	3	0
	3.50%	3.80%	8.57% AB	3.98% E	2.41%	2.73%	9.39% EF	4.23%	4.20%	3.95%	2.96%	4.01%	3.57%	1.97%	3.39%	1.70%	2.12%	2.78%	1.56%	1.38%	4.19%	2.63%	2.06%	3.81% Y	1.02%	0.0%
Appropriately skipped	1138	1070	970	7030	530	519	473	5171	443	433	360	2606	51	463	53	375	397	121	181	127	193	243	263	265	265	0
	88.42% C	86.57% C	83.12%	89.63%	91.07% GI	88.57%	85.38%	80.95%	80.99%	81.39%	82.00%	90.05%	91.07%	91.14%	89.83%	91.24%	93.41% R	84.03%	94.27% T	87.59%	89.77%	91.35%	90.38%	91.70%	90.44%	0.0%
BASE = Those who responded	104	119	97	501	38	51	29	947	81	78	66	172	3	35	4	29	19	19	8	16	13	16	22	13	25	0
	8.08%	9.63%	8.31%	6.39%	6.53%	8.70% G	5.23%	14.82%	14.81% E	14.66%	15.03%	5.94%	5.36%	6.89%	6.78%	7.06%	4.47%	13.19% Q	4.17%	11.03% S	6.05%	6.02%	7.56%	4.50%	8.53% X	0.0%
Yes	100	114	92	462	35	50	27	902	79	74	63	157	2	33	3	28	18	17	6	15	13	14	21	12	23	0
	96.15%	95.80%	94.85%	92.22%	92.11%	98.04%	93.10%	95.25%	97.53%	94.87%	95.45%	91.28%	66.67%	94.29%	75.00%	96.55%	94.74%	89.47%	75.00%	93.75%	100.00%	87.50%	95.45%	92.31%	92.00%	0.0%
No	4	5	5	39	3	1	2	45	2	4	3	15	1	2	1	1	1	2	2	1	0	2	1	1	2	0
	3.85%	4.20%	5.15%	7.78%	7.89%	1.96%	6.90%	4.75%	2.47%	5.13%	4.55%	8.72%	33.33%	5.71%	25.00%	3.45%	5.26%	10.53%	25.00%	6.25%	0.0%	12.50%	4.55%	7.69%	8.00%	0.0%
Sigma	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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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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 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Southeast (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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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%	0.09%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.23%	0.0%	0.0%	0.0%	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	24	96	115	6	7	51	91	4	9	12	42	0	5	0	3	3	2	3	2	1	3	2	6	0	0
	1.09%	1.94%	8.23% AB	1.47%	1.03%	1.19%	9.21% EF	1.42%	0.73%	1.69%	2.73% I	1.45%	0.0%	0.98% M	0.0%	0.73%	0.71%	1.39%	1.56%	1.38%	0.47%	1.13%	0.69%	2.08% Y	0.0%	0.0%
BASE = Those who responded	1273	1212	1070	7728	576	579	503	6297	543	523	426	2852	56	503	59	408	422	142	189	143	214	263	289	283	293	0
	98.91% C	98.06% C	91.69%	98.53%	98.97% G	98.81% G	90.79%	98.58%	99.27% K	98.31%	97.04%	98.55%	100.00% N	99.02%	100.00%	99.27%	99.29%	98.61%	98.44%	98.62%	99.53%	98.87%	99.31%	97.92%	100.00% X	0.0%
Yes	93	92	79	400	32	35	17	716	55	61	51	154	2	28	2	28	15	16	15	7	9	21	11	17	15	0
	7.31%	7.59%	7.38%	5.18%	5.56%	6.04% G	3.38%	11.37%	10.13% E	11.66%	11.97%	5.40%	3.57%	5.57%	3.39%	6.86%	3.55%	11.27% Q	7.94%	4.90%	4.21%	7.98% W	3.81%	6.01%	5.12%	0.0%
No	1180	1120	991	7328	544	544	486	5581	488	462	375	2698	54	475	57	380	407	126	174	136	205	242	278	266	278	0
	92.69%	92.41%	92.62%	94.82%	94.44% I	93.96%	96.62% F	88.63%	89.87%	88.34%	88.03%	94.60%	96.43%	94.43%	96.61%	93.14%	96.45% R	88.73%	92.06%	95.10%	95.79%	92.02%	96.19% V	93.99%	94.88%	0.0%
Sigma	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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 (UH22615)
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 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Southeast (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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	26	103	123	6	8	52	105	4	11	18	47	0	5	0	3	3	2	3	2	1	3	2	6	0	0
	1.09%	2.10%	8.83%	1.57%	1.03%	1.37%	9.39%	1.64%	0.73%	2.07%	4.10%	1.62%	0.0%	0.98%	0.0%	0.73%	0.71%	1.39%	1.56%	1.38%	0.47%	1.13%	0.69%	2.08%	0.0%	0.0%
		A	AB				EF	I			I			M									Y			
Appropriately skipped	1180	1120	991	7328	544	544	486	5581	488	462	375	2698	54	475	57	380	407	126	174	136	205	242	278	266	278	0
	91.69%	90.61%	84.92%	93.43%	93.47%	92.83%	87.73%	87.37%	89.21%	86.84%	85.42%	93.23%	96.43%	93.50%	96.61%	92.46%	95.76%	87.50%	90.63%	93.79%	95.35%	90.98%	95.53%	92.04%	94.88%	0.0%
	C	C			GI	G											R					V				
BASE = Those who responded	93	90	73	392	32	34	16	702	55	59	46	149	2	28	2	28	15	16	15	7	9	21	11	17	15	0
	7.23%	7.28%	6.26%	5.00%	5.50%	5.80%	2.89%	10.99%	10.05%	11.09%	10.48%	5.15%	3.57%	5.51%	3.39%	6.81%	3.53%	11.11%	7.81%	4.83%	4.19%	7.89%	3.78%	5.88%	5.12%	0.0%
					G	G			E								Q					W				
Never	10	12	12	20	0	4	3	71	6	8	10	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	10.75%	13.33%	16.44%	5.10%	0.0%	11.76%	18.75%	10.11%	10.91%	13.56%	21.74%	4.70%	0.0%	0.0%	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		E			E																	
Sometimes	16	15	9	62	4	6	1	101	11	11	8	22	1	3	0	4	2	2	1	0	3	2	2	0	4	0
	17.20%	16.67%	12.33%	15.82%	12.50%	17.65%	6.25%	14.39%	20.00%	18.64%	17.39%	14.77%	50.00%	10.71%	0.0%	14.29%	13.33%	12.50%	6.67%	0.0%	33.33%	9.52%	18.18%	0.0%	26.67%	0.0%
Bottom Two Box (%Never + %Sometimes)	26	27	21	82	4	10	4	172	17	19	18	29	1	3	0	4	2	2	1	0	3	2	2	0	4	0
	27.96%	30.00%	28.77%	20.92%	12.50%	29.41%	25.00%	24.50%	30.91%	32.20%	39.13%	19.46%	50.00%	10.71%	0.0%	14.29%	13.33%	12.50%	6.67%	0.0%	33.33%	9.52%	18.18%	0.0%	26.67%	0.0%
									E																	
Usually	13	14	6	83	5	5	0	142	7	8	4	22	0	5	1	4	1	4	2	2	1	4	1	3	2	0
	13.98%	15.56%	8.22%	21.17%	15.63%	14.71%	0.0%	20.23%	12.73%	13.56%	8.70%	14.77%	0.0%	17.86%	50.00%	14.29%	6.67%	25.00%	13.33%	28.57%	11.11%	19.05%	9.09%	17.65%	13.33%	0.0%
Always	54	49	46	227	23	19	12	388	31	32	24	98	1	20	1	20	12	10	12	5	5	15	8	14	9	0
	58.06%	54.44%	63.01%	57.91%	71.88%	55.88%	75.00%	55.27%	56.36%	54.24%	52.17%	65.77%	50.00%	71.43%	50.00%	71.43%	80.00%	62.50%	80.00%	71.43%	55.56%	71.43%	72.73%	82.35%	60.00%	0.0%
CAHPS Rate (%Always + %Usually)	67	63	52	310	28	24	12	530	38	40	28	120	1	25	2	24	13	14	14	7	6	19	9	17	11	0
	72.04%	70.00%	71.23%	79.08%	87.50%	70.59%	75.00%	75.50%	69.09%	67.80%	60.87%	80.54%	50.00%	89.29%	100.00%	85.71%	86.67%	87.50%	93.33%	100.00%	66.67%	90.48%	81.82%	100.00%	73.33%	0.0%
					I																					
3-point composite mean	2.3011	2.2444	2.3425	2.3699	2.5938	2.2647	2.5000	2.3077	2.2545	2.2203	2.1304	2.4631	2.0000	2.6071	2.5000	2.5714	2.6667	2.5000	2.7333	2.7143	2.2222	2.6190	2.5455	2.8235	2.3333	0
4-point composite mean	3.1935	3.1111	3.1781	3.3189	3.5938	3.1471	3.3125	3.2066	3.1455	3.0847	2.9130	3.4161	3.0000	3.6071	3.5000	3.5714	3.6667	3.5000	3.7333	3.7143	3.2222	3.6190	3.5455	3.8235	3.3333	0
					DI																					
Sigma	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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 (UH22615)
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 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Southeast (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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	26	101	127	6	8	52	107	4	10	16	47	0	5	0	3	3	2	3	2	1	3	2	6	0	0
	1.09%	2.10%	8.65%	1.62%	1.03%	1.37%	9.39%	1.68%	0.73%	1.88%	3.64%	1.62%	0.0%	0.98%	0.0%	0.73%	0.71%	1.39%	1.56%	1.38%	0.47%	1.13%	0.69%	2.08%	0.0%	0.0%
		A	AB				EF	I			I			M									Y			
Appropriately skipped	1180	1120	991	7328	544	544	486	5581	488	462	375	2698	54	475	57	380	407	126	174	136	205	242	278	266	278	0
	91.69%	90.61%	84.92%	93.43%	93.47%	92.83%	87.73%	87.37%	89.21%	86.84%	85.42%	93.23%	96.43%	93.50%	96.61%	92.46%	95.76%	87.50%	90.63%	93.79%	95.35%	90.98%	95.53%	92.04%	94.88%	0.0%
	C	C			GI	G											R					V				
BASE = Those who responded	93	90	75	388	32	34	16	700	55	60	48	149	2	28	2	28	15	16	15	7	9	21	11	17	15	0
	7.23%	7.28%	6.43%	4.95%	5.50%	5.80%	2.89%	10.96%	10.05%	11.28%	10.93%	5.15%	3.57%	5.51%	3.39%	6.81%	3.53%	11.11%	7.81%	4.83%	4.19%	7.89%	3.78%	5.88%	5.12%	0.0%
					G	G			E								Q				W					
Yes	74	67	56	316	27	26	12	570	44	45	34	123	1	24	2	23	12	14	12	7	7	18	9	15	12	0
	79.57%	74.44%	74.67%	81.44%	84.38%	76.47%	75.00%	81.43%	80.00%	75.00%	70.83%	82.55%	50.00%	85.71%	100.00%	82.14%	80.00%	87.50%	80.00%	100.00%	77.78%	85.71%	81.82%	88.24%	80.00%	0.0%
No	19	23	19	72	5	8	4	130	11	15	14	26	1	4	0	5	3	2	3	0	2	3	2	2	3	0
	20.43%	25.56%	25.33%	18.56%	15.63%	23.53%	25.00%	18.57%	20.00%	25.00%	29.17%	17.45%	50.00%	14.29%	0.0%	17.86%	20.00%	12.50%	20.00%	0.0%	22.22%	14.29%	18.18%	11.76%	20.00%	0.0%
Sigma	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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

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 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Southeast (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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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%	0.17%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.23%	0.0%	0.0%	0.0%	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	99	111	7	5	56	102	10	12	10	42	0	6	1	4	1	5	1	3	3	4	3	6	1	0
	1.40%	1.78%	8.48% AB	1.42%	1.20%	0.85%	10.11% EF	1.60%	1.83%	2.26%	2.28%	1.45%	0.0%	1.18% M	1.69%	0.97%	0.24%	3.47% Q	0.52%	2.07%	1.40%	1.50%	1.03%	2.08%	0.34%	0.0%
BASE = Those who responded	1269	1214	1066	7732	575	581	498	6286	537	520	428	2852	56	502	58	407	424	139	191	142	212	262	288	283	292	0
	98.60% C	98.22% C	91.35%	98.58%	98.80% G	99.15% G	89.89%	98.40%	98.17%	97.74%	97.49%	98.55%	100.00% N	98.82%	98.31%	99.03%	99.76% R	96.53%	99.48%	97.93%	98.60%	98.50%	98.97%	97.92%	99.66%	0.0%
Yes	136	130	92	598	44	49	31	1293	95	88	71	211	3	41	7	31	26	18	14	8	20	22	21	17	27	0
	10.72%	10.71%	8.63%	7.73%	7.65%	8.43%	6.22%	20.57%	17.69% E	16.92%	16.59%	7.40%	5.36%	8.17%	12.07%	7.62%	6.13%	12.95% Q	7.33%	5.63%	9.43%	8.40%	7.29%	6.01%	9.25%	0.0%
No	1133	1084	974	7134	531	532	467	4993	442	432	357	2641	53	461	51	376	398	121	177	134	192	240	267	266	265	0
	89.28%	89.29%	91.37%	92.27%	92.35% I	91.57%	93.78%	79.43%	82.31%	83.08%	83.41%	92.60%	94.64%	91.83%	87.93%	92.38%	93.87% R	87.05%	92.67%	94.37%	90.57%	91.60%	92.71%	93.99%	90.75%	0.0%
Sigma	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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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23. In the last 6 months, how often was it easy to get this therapy for your child?

	2017 General Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Qual. UHC Avg. (H)	2017 CCC Pop. Total (I)	2016 CCC Pop. Total (J)	2015 CCC Pop. Total (K)	2017 Gen. Pop. UHC Avg. Southeast (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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	29	29	105	128	8	7	60	136	15	16	12	47	0	7	1	4	2	5	2	3	3	4	4	6	2	0
	2.25%	2.35%	9.00%	1.63%	1.37%	1.19%	10.83%	2.13%	2.74%	3.01%	2.73%	1.62%	0.0%	1.38%	1.69%	0.97%	0.47%	3.47%	1.04%	2.07%	1.40%	1.50%	1.37%	2.08%	0.6%	0.0%
			AB				EF							M												
Appropriately skipped	1133	1084	974	7134	531	532	467	4993	442	432	357	2641	53	461	51	376	398	121	177	134	192	240	267	266	265	0
	88.03%	87.70%	83.46%	90.96%	91.24%	90.78%	84.30%	78.16%	80.80%	81.20%	81.32%	91.26%	94.64%	90.75%	86.44%	91.48%	93.65%	84.03%	92.19%	92.41%	89.30%	90.23%	91.75%	92.04%	90.44%	0.0%
	C	C			GI	G											R									
BASE = Those who responded	125	123	88	581	43	47	27	1259	90	84	70	206	3	40	7	31	25	18	13	8	20	22	20	17	26	0
	9.71%	9.95%	7.54%	7.41%	7.39%	8.02%	4.87%	19.71%	16.45%	15.79%	15.95%	7.12%	5.36%	7.87%	11.86%	7.54%	5.88%	12.50%	6.77%	5.52%	9.30%	8.27%	6.87%	5.88%	8.87%	0.0%
			C			G			E									Q								
Never	15	20	14	50	6	12	5	105	9	12	13	12	2	4	4	2	3	3	2	0	3	2	4	3	3	0
	12.00%	16.26%	15.91%	8.61%	13.95%	25.53%	18.52%	8.34%	10.00%	14.29%	18.57%	5.83%	66.67%	10.00%	57.14%	6.45%	12.00%	16.67%	15.38%	0.0%	15.00%	9.09%	20.00%	17.65%	11.54%	0.0%
Sometimes	20	17	11	82	8	5	1	172	12	15	11	27	0	8	0	6	6	2	3	2	3	5	3	1	7	0
	16.00%	13.82%	12.50%	14.11%	18.60%	10.64%	3.70%	13.66%	13.33%	17.86%	15.71%	13.11%	0.0%	20.00%	0.0%	19.35%	24.00%	11.11%	23.08%	25.00%	15.00%	22.73%	15.00%	5.88%	26.92%	0.0%
Bottom Two Box (%Never + %Sometimes)	35	37	25	132	14	17	6	277	21	27	24	39	2	12	4	8	9	5	5	2	6	7	7	4	10	0
	28.00%	30.08%	28.41%	22.72%	32.56%	36.17%	22.22%	22.00%	23.33%	32.14%	34.29%	18.93%	66.67%	30.00%	57.14%	25.81%	36.00%	27.78%	38.46%	25.00%	30.00%	31.82%	35.00%	23.53%	38.46%	0.0%
Usually	19	19	11	107	8	5	4	258	19	15	9	31	0	8	3	4	1	7	3	1	4	2	6	4	4	0
	15.20%	15.45%	12.50%	18.42%	18.60%	10.64%	14.81%	20.49%	21.11%	17.86%	12.86%	15.05%	0.0%	20.00%	42.86%	12.90%	4.00%	38.89%	23.08%	12.50%	20.00%	9.09%	30.00%	23.53%	15.38%	0.0%
Always	71	67	52	342	21	25	17	724	50	42	37	136	1	20	0	19	15	6	5	5	10	13	7	9	12	0
	56.80%	54.47%	59.09%	58.86%	48.84%	53.19%	62.96%	57.51%	55.56%	50.00%	52.86%	66.02%	33.33%	50.00%	0.0%	61.29%	60.00%	33.33%	38.46%	62.50%	50.00%	59.09%	35.00%	52.94%	46.15%	0.0%
CAHPS Rate (%Always + %Usually)	90	86	63	449	29	30	21	982	69	57	46	167	1	28	3	23	16	13	8	6	14	15	13	13	16	0
	72.00%	69.92%	71.59%	77.28%	67.44%	63.83%	77.78%	78.00%	76.67%	67.86%	65.71%	81.07%	33.33%	70.00%	42.86%	74.19%	64.00%	72.22%	61.54%	75.00%	70.00%	68.18%	65.00%	76.47%	61.54%	0.0%
3-point composite mean	2.2880	2.2439	2.3068	2.3614	2.1628	2.1702	2.4074	2.3550	2.3222	2.1786	2.1857	2.4709	1.6667	2.2000	1.4286	2.3548	2.2400	2.0556	2.0000	2.3750	2.2000	2.2727	2.0000	2.2941	2.0769	0
4-point composite mean	3.1680	3.0813	3.1477	3.2754	3.0233	2.9149	3.2222	3.2716	3.2222	3.0357	3.0000	3.4126	2.0000	3.1000	1.8571	3.2903	3.1200	2.8889	2.8462	3.3750	3.0500	3.1818	2.8000	3.1176	2.9615	0
Sigma	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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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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 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 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 Gen. Pop. UHC Southeast	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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	24	27	107	122	7	7	61	130	14	15	13	44	0	6	1	4	1	5	1	3	3	4	3	6	1	0
	1.86%	2.18%	9.17%	1.56%	1.20%	1.19%	11.01%	2.04%	2.56%	2.82%	2.96%	1.52%	0.0%	1.18%	1.69%	0.97%	0.24%	3.47%	0.52%	2.07%	1.40%	1.50%	1.03%	2.08%	0.34%	0.0%
			AB				EF							M				Q								
Appropriately skipped	1133	1084	974	7134	531	532	467	4993	442	432	357	2641	53	461	51	376	398	121	177	134	192	240	267	266	265	0
	88.03%	87.70%	83.46%	90.96%	91.24%	90.78%	84.30%	78.16%	80.80%	81.20%	81.32%	91.26%	94.64%	90.75%	86.44%	91.48%	93.65%	84.03%	92.19%	92.41%	89.30%	90.23%	91.75%	92.04%	90.44%	0.0%
	C	C			GI	G											R									
BASE = Those who responded	130	125	86	587	44	47	26	1265	91	85	69	209	3	41	7	31	26	18	14	8	20	22	21	17	27	0
	10.10%	10.11%	7.37%	7.48%	7.56%	8.02%	4.69%	19.80%	16.64%	15.98%	15.72%	7.22%	5.36%	8.07%	11.86%	7.54%	6.12%	12.50%	7.29%	5.52%	9.30%	8.27%	7.22%	5.88%	9.22%	0.0%
		C			G	G			E									Q								
Yes	92	70	52	385	33	21	17	879	65	45	39	148	0	33	3	26	19	14	11	6	15	17	15	14	19	0
	70.77%	56.00%	60.47%	65.59%	75.00%	44.68%	65.38%	69.49%	71.43%	52.94%	56.52%	70.81%	0.0%	80.49%	42.86%	83.87%	73.08%	77.78%	78.57%	75.00%	75.00%	77.27%	71.43%	82.35%	70.37%	0.0%
		B			F				J																	
No	38	55	34	202	11	26	9	386	26	40	30	61	3	8	4	5	7	4	3	2	5	5	6	3	8	0
	29.23%	44.00%	39.53%	34.41%	25.00%	55.32%	34.62%	30.51%	28.57%	47.06%	43.48%	29.19%	100.00%	19.51%	57.14%	16.13%	26.92%	22.22%	21.43%	25.00%	25.00%	22.73%	28.57%	17.65%	29.63%	0.0%
		A				E				I																
Sigma	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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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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 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 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Pop. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 Gen. Pop. Southeast		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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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%	0.08%	0.0%	0.0%	0.0%	0.17%	0.0%	0.0%	0.0%	0.19%	0.0%	0.0%	0.0%	0.0%	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	25	103	108	11	8	61	94	11	17	9	42	4	6	3	4	5	5	4	3	3	6	4	10	1	0
	1.86%	2.02%	8.83%	1.38%	1.89%	1.37%	11.01%	1.47%	2.01%	3.20%	2.05%	1.45%	7.14%	1.18%	5.08%	0.97%	1.18%	3.47%	2.08%	2.07%	1.40%	2.26%	1.37%	3.46%	0.34%	0.0%
			AB				EF																	Y		
BASE = Those who responded	1263	1210	1064	7735	571	577	493	6294	536	514	430	2852	52	502	56	407	420	139	188	142	212	260	287	279	292	0
	98.14%	97.90%	91.17%	98.62%	98.11%	98.46%	88.99%	98.53%	97.99%	96.62%	97.95%	98.55%	92.86%	98.82%	94.92%	99.03%	98.82%	96.53%	97.92%	97.93%	98.60%	97.74%	98.63%	96.54%	99.66%	0.0%
	C	C			G	G																		X		
Yes	252	223	186	942	65	76	55	2463	204	178	149	353	8	55	9	48	27	37	7	15	40	32	32	37	28	0
	19.95%	18.43%	17.48%	12.18%	11.38%	13.17%	11.16%	39.13%	38.06%	34.63%	34.65%	12.38%	15.38%	10.96%	16.07%	11.79%	6.43%	26.62%	3.72%	10.56%	18.87%	12.31%	11.15%	13.26%	9.59%	0.0%
									E									Q		S	ST					
No	1011	987	878	6793	506	501	438	3831	332	336	281	2499	44	447	47	359	393	102	181	127	172	228	255	242	264	0
	80.05%	81.57%	82.52%	87.82%	88.62%	86.83%	88.84%	60.87%	61.94%	65.37%	65.35%	87.62%	84.62%	89.04%	83.93%	88.21%	93.57%	73.38%	96.28%	89.44%	81.13%	87.69%	88.85%	86.74%	90.41%	0.0%
					I												R		TU	U						
Sigma	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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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26. In the last 6 months, how often was it easy to get this treatment or counseling for your child?

	2017 General Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Southeast (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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	29	34	110	131	12	12	62	124	14	22	15	52	5	6	3	5	6	5	4	4	3	6	5	11	1	0
	2.25%	2.75%	9.43%	1.67%	2.06%	2.05%	11.19%	1.94%	2.56%	4.14%	3.42%	1.80%	8.93%	1.18%	5.08%	1.22%	1.41%	3.47%	2.08%	2.76%	1.40%	2.26%	1.72%	3.81%	0.34%	0.0%
			AB				EF						N										Y			
Appropriately skipped	1011	987	878	6793	506	501	438	3831	332	336	281	2499	44	447	47	359	393	102	181	127	172	228	255	242	264	0
	78.55%	79.85%	75.24%	86.61%	86.94%	85.49%	79.06%	59.97%	60.69%	63.16%	64.01%	86.35%	78.57%	87.99%	79.66%	87.35%	92.47%	70.83%	94.27%	87.59%	80.00%	85.71%	87.63%	83.74%	90.10%	0.0%
			C		GI	G											R		TU					X		
BASE = Those who responded	247	215	179	919	64	73	54	2433	201	174	143	343	7	55	9	47	26	37	7	14	40	32	31	36	28	0
	19.19%	17.39%	15.34%	11.72%	11.00%	12.46%	9.75%	38.09%	36.75%	32.71%	32.57%	11.85%	12.50%	10.83%	15.25%	11.44%	6.12%	25.69%	3.65%	9.66%	18.60%	12.03%	10.65%	12.46%	9.56%	0.0%
			C						E								Q		S	ST						
Never	24	27	18	86	6	10	7	187	21	21	18	39	1	5	2	3	4	2	3	0	2	3	3	5	1	0
	9.72%	12.56%	10.06%	9.36%	9.38%	13.70%	12.96%	7.69%	10.45%	12.07%	12.59%	11.37%	14.29%	9.09%	22.22%	6.38%	15.38%	5.41%	42.86%	0.0%	5.00%	9.38%	9.68%	13.89%	3.57%	0.0%
Sometimes	30	31	27	130	10	8	13	345	22	27	22	46	1	8	2	8	2	7	0	2	7	5	4	7	3	0
	12.15%	14.42%	15.08%	14.15%	15.63%	10.96%	24.07%	14.18%	10.95%	15.52%	15.38%	13.41%	14.29%	14.55%	22.22%	17.02%	7.69%	18.92%	0.0%	14.29%	17.50%	15.63%	12.90%	19.44%	10.71%	0.0%
Bottom Two Box (%Never + %Sometimes)	54	58	45	216	16	18	20	532	43	48	40	85	2	13	4	11	6	9	3	2	9	8	7	12	4	0
	21.86%	26.98%	25.14%	23.50%	25.00%	24.66%	37.04%	21.87%	21.39%	27.59%	27.97%	24.78%	28.57%	23.64%	44.44%	23.40%	23.08%	24.32%	42.86%	14.29%	22.50%	25.00%	22.58%	33.33%	14.29%	0.0%
Usually	52	34	26	208	16	7	8	530	42	29	21	70	0	16	2	12	9	7	3	5	7	9	7	9	7	0
	21.05%	15.81%	14.53%	22.63%	25.00%	9.59%	14.81%	21.78%	20.90%	16.67%	14.69%	20.41%	0.0%	29.09%	22.22%	25.53%	34.62%	18.92%	42.86%	35.71%	17.50%	28.13%	22.58%	25.00%	25.00%	0.0%
					F																					
Always	141	123	108	495	32	48	26	1371	116	97	82	188	5	26	3	24	11	21	1	7	24	15	17	15	17	0
	57.09%	57.21%	60.34%	53.86%	50.00%	65.75%	48.15%	56.35%	57.71%	55.75%	57.34%	54.81%	71.43%	47.27%	33.33%	51.06%	42.31%	56.76%	14.29%	50.00%	60.00%	46.88%	54.84%	41.67%	60.71%	0.0%
						G																				
CAHPS Rate (%Always + %Usually)	193	157	134	703	48	55	34	1901	158	126	103	258	5	42	5	36	20	28	4	12	31	24	24	24	24	0
	78.14%	73.02%	74.86%	76.50%	75.00%	75.34%	62.96%	78.13%	78.61%	72.41%	72.03%	75.22%	71.43%	76.36%	55.56%	76.60%	76.92%	75.68%	57.14%	85.71%	77.50%	75.00%	77.42%	66.67%	85.71%	0.0%
3-point composite mean	2.3522	2.3023	2.3520	2.3036	2.2500	2.4110	2.1111	2.3448	2.3632	2.2816	2.2937	2.3003	2.4286	2.2364	1.8889	2.2766	2.1923	2.3243	1.7143	2.3571	2.3750	2.2188	2.3226	2.0833	2.4643	0
4-point composite mean	3.2551	3.1767	3.2514	3.2100	3.1563	3.2740	2.9815	3.2680	3.2587	3.1609	3.1678	3.1866	3.2857	3.1455	2.6667	3.2128	3.0385	3.2703	2.2857	3.3571	3.3250	3.1250	3.2258	2.9444	3.4286	0
Sigma	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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 Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
													Excel/ Very Good		Good/ Fair/ Poor											
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Southeast (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	
Total	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	30	110	131	11	10	64	131	14	20	15	51	4	6	3	4	5	5	4	3	3	6	4	10	1	0
	2.18%	2.43%	9.43%	1.67%	1.89%	1.71%	11.55%	2.05%	2.56%	3.76%	3.42%	1.76%	7.14%	1.18%	5.08%	0.97%	1.18%	3.47%	2.08%	2.07%	1.40%	2.26%	1.37%	3.46%	0.34%	0.0%
			AB				EF																Y			
Appropriately skipped	1011	987	878	6793	506	501	438	3831	332	336	281	2499	44	447	47	359	393	102	181	127	172	228	255	242	264	0
	78.55%	79.85%	75.24%	86.61%	86.94%	85.49%	79.06%	59.97%	60.69%	63.16%	64.01%	86.35%	78.57%	87.99%	79.66%	87.35%	92.47%	70.83%	94.27%	87.59%	80.00%	85.71%	87.63%	83.74%	90.10%	0.0%
			C		GI	G											R		TU					X		
BASE = Those who responded	248	219	179	919	65	75	52	2426	201	176	143	344	8	55	9	48	27	37	7	15	40	32	32	37	28	0
	19.27%	17.72%	15.34%	11.72%	11.17%	12.80%	9.39%	37.98%	36.75%	33.08%	32.57%	11.89%	14.29%	10.83%	15.25%	11.68%	6.35%	25.69%	3.65%	10.34%	18.60%	12.03%	11.00%	12.80%	9.56%	0.0%
			C						E								Q		S	ST						
Yes	159	132	108	492	39	42	30	1433	137	109	87	194	3	35	4	30	16	23	3	9	26	20	18	16	23	0
	64.11%	60.27%	60.34%	53.54%	60.00%	56.00%	57.69%	59.07%	68.16%	61.93%	60.84%	56.40%	37.50%	63.64%	44.44%	62.50%	59.26%	62.16%	42.86%	60.00%	65.00%	62.50%	56.25%	43.24%	82.14%	0.0%
									H																	
No	89	87	71	427	26	33	22	993	64	67	56	150	5	20	5	18	11	14	4	6	14	12	14	21	5	0
	35.89%	39.73%	39.66%	46.46%	40.00%	44.00%	42.31%	40.93%	31.84%	38.07%	39.16%	43.60%	62.50%	36.36%	55.56%	37.50%	40.74%	37.84%	57.14%	40.00%	35.00%	37.50%	43.75%	56.76%	17.86%	0.0%
								I																		
Sigma	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. Southeast (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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	26	30	107	145	14	13	59	122	12	11	13	55	2	11	1	9	7	6	2	5	5	5	8	11	3	0
	2.02%	2.43%	9.17%	1.85%	2.41%	2.22%	10.65%	1.91%	2.19%	2.07%	2.96%	1.90%	3.57%	2.17%	1.69%	2.19%	1.65%	4.17%	1.04%	3.45%	2.33%	1.88%	2.75%	3.81%	1.02%	0.0%
			AB				EF																	Y		
BASE = Those who responded	1261	1206	1060	7698	568	573	495	6266	535	521	426	2839	54	497	58	402	418	138	190	140	210	261	283	278	290	0
	97.98%	97.57%	90.83%	98.15%	97.59%	97.78%	89.35%	98.09%	97.81%	97.93%	97.04%	98.10%	96.43%	97.83%	98.31%	97.81%	98.35%	95.83%	98.96%	96.55%	97.67%	98.12%	97.25%	96.19%	98.98%	0.0%
	C	C			G	G																		X		
Yes	325	292	257	1663	114	123	93	2846	208	188	169	659	12	100	17	89	71	41	31	27	54	51	60	55	59	0
	25.77%	24.21%	24.25%	21.60%	20.07%	21.47%	18.79%	45.42%	38.88%	36.08%	39.67%	23.21%	22.22%	20.12%	29.31%	22.14%	16.99%	29.71%	16.32%	19.29%	25.71%	19.54%	21.20%	19.78%	20.34%	0.0%
								I	E									Q		S						
No	936	914	803	6035	454	450	402	3420	327	333	257	2180	42	397	41	313	347	97	159	113	156	210	223	223	231	0
	74.23%	75.79%	75.75%	78.40%	79.93%	78.53%	81.21%	54.58%	61.12%	63.92%	60.33%	76.79%	77.78%	79.88%	70.69%	77.86%	83.01%	70.29%	83.68%	80.71%	74.29%	80.46%	78.80%	80.22%	79.66%	0.0%
					I				H								R		U							
Sigma	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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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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 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Southeast (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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	38	114	186	15	16	63	181	16	16	15	70	2	12	1	10	8	6	3	5	5	5	9	12	3	0
	2.64%	3.07%	9.77%	2.37%	2.58%	2.73%	11.37%	2.83%	2.93%	3.01%	3.42%	2.42%	3.57%	2.36%	1.69%	2.43%	1.88%	4.17%	1.56%	3.45%	2.33%	1.88%	3.09%	4.15%	1.02%	0.0%
			AB				EF																Y			
Appropriately skipped	936	914	803	6035	454	450	402	3420	327	333	257	2180	42	397	41	313	347	97	159	113	156	210	223	223	231	0
	72.73%	73.95%	68.81%	76.95%	78.01%	76.79%	72.56%	53.54%	59.78%	62.59%	58.54%	75.33%	75.00%	78.15%	69.49%	76.16%	81.65%	67.36%	82.81%	77.93%	72.56%	78.95%	76.63%	77.16%	78.84%	0.0%
	C	C			GI				H								R		U							
BASE = Those who responded	317	284	250	1622	113	120	89	2787	204	183	167	644	12	99	17	88	70	41	30	27	54	51	59	54	59	0
	24.63%	22.98%	21.42%	20.68%	19.42%	20.48%	16.06%	43.63%	37.29%	34.40%	38.04%	22.25%	21.43%	19.49%	28.81%	21.41%	16.47%	28.47%	15.63%	18.62%	25.12%	19.17%	20.27%	18.69%	20.14%	0.0%
								I	E								Q		S							
Yes	194	169	162	937	70	67	50	1717	125	111	115	367	6	64	8	56	42	27	21	14	35	33	36	36	34	0
	61.20%	59.51%	64.80%	57.77%	61.95%	55.83%	56.18%	61.61%	61.27%	60.66%	68.86%	56.99%	50.00%	64.65%	47.06%	63.64%	60.00%	65.85%	70.00%	51.85%	64.81%	64.71%	61.02%	66.67%	57.63%	0.0%
No	123	115	88	685	43	53	39	1070	79	72	52	277	6	35	9	32	28	14	9	13	19	18	23	18	25	0
	38.80%	40.49%	35.20%	42.23%	38.05%	44.17%	43.82%	38.39%	38.73%	39.34%	31.14%	43.01%	50.00%	35.35%	52.94%	36.36%	40.00%	34.15%	30.00%	48.15%	35.19%	35.29%	38.98%	33.33%	42.37%	0.0%
Sigma	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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 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 Gen. Pop. Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Pop. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 Gen. Pop. UHC Avg. Southeast		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	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	5	0	0	0	3	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.40%	0.0%	0.0%	0.0%	0.51%	0.0%	0.0%	0.0%	0.38%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	AC																									
No response	5	11	97	104	1	6	58	45	2	4	6	27	0	1	0	1	0	1	0	1	0	1	0	1	0	0
	0.39%	0.89%	8.31%	0.83%	0.17%	1.02%	10.47%	0.70%	0.37%	0.75%	1.37%	0.85%	0.0%	0.20%	0.0%	0.24%	0.0%	0.69%	0.0%	0.69%	0.0%	0.38%	0.0%	0.35%	0.0%	0.0%
	AB E EF																									
BASE = Those who responded	1282	1220	1070	12372	581	577	496	6343	545	526	433	3136	56	507	59	410	425	143	192	144	215	265	291	288	293	0
	99.61%	98.71%	91.69%	99.17%	99.83%	98.46%	89.53%	99.30%	99.63%	98.87%	98.63%	99.15%	100.00%	99.80%	100.00%	99.76%	100.00%	99.31%	100.00%	99.31%	100.00%	99.62%	100.00%	99.65%	100.00%	0.0%
	BC C DFG G																									
Yes	1174	1111	966	10874	519	527	439	5969	520	487	411	2773	45	460	52	378	381	129	174	125	194	231	267	250	269	0
	91.58%	91.07%	90.28%	87.89%	89.33%	91.33%	88.51%	94.10%	95.41%	92.59%	94.92%	88.42%	80.36%	90.73%	88.14%	92.20%	89.65%	90.21%	90.63%	86.81%	90.23%	87.17%	91.75%	86.81%	91.81%	0.0%
	E																									
No	108	109	104	1498	62	50	57	374	25	39	22	363	11	47	7	32	44	14	18	19	21	34	24	38	24	0
	8.42%	8.93%	9.72%	12.11%	10.67%	8.67%	11.49%	5.90%	4.59%	7.41%	5.08%	11.58%	19.64%	9.27%	11.86%	7.80%	10.35%	9.79%	9.38%	13.19%	9.77%	12.83%	8.25%	13.19%	8.19%	0.0%
	I																									
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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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31. In the last 6 months, how many times did your child visit his or her personal doctor for care?

	2017 General Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	0	0	0	4	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.32% A	0.17%	0.0%	0.0%	0.34%	0.0%	0.0%	0.0%	0.75% I	0.46%	0.0%	0.0%	0.0%	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	60	137	501	25	27	73	217	15	17	19	132	2	21	0	10	14	10	8	6	5	12	9	11	14	0
	4.04%	4.85%	11.74% AB	4.02%	4.30%	4.61%	13.18% EF	3.40%	2.74%	3.20%	4.33%	4.17%	3.57%	4.13%	0.0%	2.43% O	3.29%	6.94%	4.17%	4.14%	2.33%	4.51%	3.09%	3.81%	4.78%	0.0%
Appropriately skipped	108	109	104	1498	62	50	57	374	25	39	22	363	11	47	7	32	44	14	18	19	21	34	24	38	24	0
	8.39%	8.82%	8.91%	12.01%	10.65% I	8.53%	10.29%	5.85%	4.57%	7.33%	5.01%	11.48%	19.64%	9.25%	11.86%	7.79%	10.35%	9.72%	9.38%	13.10%	9.77%	12.78%	8.25%	13.15%	8.19%	0.0%
BASE = Those who responded	1127	1063	924	10477	495	507	424	5797	507	472	396	2668	43	440	52	369	367	120	166	120	189	220	258	240	255	0
	87.57% C	86.00% C	79.18%	83.98%	85.05% G	86.52% G	76.53%	90.75%	92.69% JE	88.72%	90.21%	84.35%	76.79%	86.61%	88.14%	89.78%	86.35%	83.33%	86.46%	82.76%	87.91%	82.71%	88.66% V	83.04%	87.03%	0.0%
None	133	135	100	2099	62	72	48	736	30	37	28	494	8	54	5	21	50	11	12	20	28	30	30	35	27	0
	11.80%	12.70%	10.82%	20.03% E	12.53% I	14.20%	11.32%	12.70% I	5.92%	7.84%	7.07%	18.52%	18.60%	12.27%	9.62%	5.69%	13.62%	9.17%	7.23%	16.67% S	14.81% S	13.64%	11.63%	14.58%	10.59%	0.0%
1 time	285	266	238	3399	143	144	134	1484	98	96	72	766	13	124	19	108	115	24	47	36	53	66	71	64	79	0
	25.29%	25.02%	25.76%	32.44%	28.89% I	28.40%	31.60%	25.60% I	19.33%	20.34%	18.18%	28.71%	30.23%	28.18%	36.54%	29.27%	31.34% R	20.00%	28.31%	30.00%	28.04%	30.00%	27.52%	26.67%	30.98%	0.0%
2	285	273	231	2437	131	128	102	1511	138	130	101	650	8	121	13	108	104	26	50	29	48	62	67	73	58	0
	25.29%	25.68%	25.00%	23.26%	26.46%	25.25%	24.06%	26.07%	27.22%	27.54%	25.51%	24.36%	18.60%	27.50%	25.00%	29.27%	28.34%	21.67%	30.12%	24.17%	25.40%	28.18%	25.97%	30.42%	22.75%	0.0%
3	187	170	138	1259	69	75	54	894	101	93	74	371	4	63	6	55	44	25	15	21	30	20	45	28	41	0
	16.59%	15.99%	14.94%	12.02%	13.94%	14.79%	12.74%	15.42%	19.92% HE	19.70%	18.69%	13.91%	9.30%	14.32%	11.54%	14.91%	11.99%	20.83% Q	9.04%	17.50% S	15.87% S	9.09%	17.44% V	11.67%	16.08%	0.0%
4	85	86	89	619	32	35	38	475	44	35	48	181	4	27	3	29	22	9	16	5	10	14	16	14	18	0
	7.54%	8.09%	9.63%	5.91%	6.46%	6.90%	8.96%	8.19%	8.68%	7.42%	12.12% J	6.78%	9.30%	6.14%	5.77%	7.86%	5.99%	7.50%	9.64%	4.17%	5.29%	6.36%	6.20%	5.83%	7.06%	0.0%
5 to 9	133	109	104	566	49	46	40	573	82	67	59	170	5	43	6	39	26	22	23	8	16	23	25	23	26	0
	11.80%	10.25%	11.26%	5.40%	9.90% D	9.07%	9.43%	9.88%	16.17% HE	14.19%	14.90%	6.37%	11.63%	9.77%	11.54%	10.57%	7.08%	18.33% Q	13.86% T	6.67%	8.47%	10.45%	9.69%	9.58%	10.20%	0.0%
10 or more times	19	24	24	98	9	7	8	124	14	14	14	36	1	8	0	9	6	3	3	1	4	5	4	3	6	0
	1.69%	2.26%	2.60%	0.94%	1.82%	1.38%	1.89%	2.14%	2.76%	2.97%	3.54%	1.35%	2.33%	1.82%	0.0%	2.44% O	1.63%	2.50%	1.81%	0.83%	2.12%	2.27%	1.55%	1.25%	2.35%	0.0%
Average	2.5949	2.5673	2.7035	1.8816	2.4152 D	2.3166	2.4340	2.5270	3.1598 HE	3.0064	3.2222	2.0776	2.4302	2.4182	2.2500	2.6843	2.1798	3.1542 Q	2.7380 T	2.0458	2.3333	2.4068	2.4380	2.2854	2.5373	0
Standard deviation	2.3765	2.4439	2.5314	1.9622	2.3441	2.2285	2.3463	2.4078	2.5921	2.6109	2.6954	2.1243	2.6072	2.3311	1.9795	2.4180	2.1816	2.6613	2.4413	1.9727	2.3626	2.4789	2.2589	2.2119	2.4558	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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31. In the last 6 months, how many times did your child visit his or her personal doctor for care?

													2017 General Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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

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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 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 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 Gen. UHC Avg. Southeast	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	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.17%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.46%	0.0%	0.0%	0.0%	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	56	69	144	542	28	32	75	230	18	23	23	141	2	23	1	12	15	12	8	7	7	13	11	14	14	0	
	4.35%	5.58%	12.34%	4.34%	4.81%	5.46%	13.54%	3.60%	3.29%	4.32%	5.24%	4.46%	3.57%	4.53%	1.69%	2.92%	3.53%	8.33%	4.17%	4.83%	3.26%	4.89%	3.78%	4.84%	4.78%	0.0%	
			AB				EF																				
Appropriately skipped	241	244	204	3597	124	122	105	1110	55	76	50	857	19	101	12	53	94	25	30	39	49	64	54	73	51	0	
	18.73%	19.74%	17.48%	28.83%	21.31%	20.82%	18.95%	17.38%	10.05%	14.29%	11.39%	27.09%	33.93%	19.88%	20.34%	12.90%	22.12%	17.36%	15.63%	26.90%	22.79%	24.06%	18.56%	25.26%	17.41%	0.0%	
				E	I			I		I			N							S				Y			
BASE = Those who responded	990	923	817	8337	430	432	374	5048	474	433	364	2165	35	384	46	346	316	107	154	99	159	189	226	202	228	0	
	76.92%	74.68%	70.01%	66.82%	73.88%	73.72%	67.51%	79.02%	86.65%	81.39%	82.92%	68.45%	62.50%	75.59%	77.97%	84.18%	74.35%	74.31%	80.21%	68.28%	73.95%	71.05%	77.66%	69.90%	77.82%	0.0%	
	C	C			DG	G			HJE										T					X			
Never	15	12	9	110	12	8	4	42	5	5	5	28	2	10	4	5	9	3	5	1	5	4	8	5	7	0	
	1.52%	1.30%	1.10%	1.32%	2.79%	1.85%	1.07%	0.83%	1.05%	1.15%	1.37%	1.29%	5.71%	2.60%	8.70%	1.45%	2.85%	2.80%	3.25%	1.01%	3.14%	2.12%	3.54%	2.48%	3.07%	0.0%	
Sometimes	43	32	31	395	18	15	16	184	22	17	11	91	5	13	10	7	10	8	5	4	8	10	8	10	8	0	
	4.34%	3.47%	3.79%	4.74%	4.19%	3.47%	4.28%	3.65%	4.64%	3.93%	3.02%	4.20%	14.29%	3.39%	21.74%	2.02%	3.16%	7.48%	3.25%	4.04%	5.03%	5.29%	3.54%	4.95%	3.51%	0.0%	
														P													
Bottom Two Box (%Never + %Sometimes)	58	44	40	505	30	23	20	226	27	22	16	119	7	23	14	12	19	11	10	5	13	14	16	15	15	0	
	5.86%	4.77%	4.90%	6.06%	6.98%	5.32%	5.35%	4.48%	5.70%	5.08%	4.40%	5.50%	20.00%	5.99%	30.43%	3.47%	6.01%	10.28%	6.49%	5.05%	8.18%	7.41%	7.08%	7.43%	6.58%	0.0%	
													N		P												
Usually	95	76	84	1061	36	39	34	614	49	36	39	207	5	31	11	25	25	11	14	11	9	13	19	19	17	0	
	9.60%	8.23%	10.28%	12.73%	8.37%	9.03%	9.09%	12.16%	10.34%	8.31%	10.71%	9.56%	14.29%	8.07%	23.91%	7.23%	7.91%	10.28%	9.09%	11.11%	5.66%	6.88%	8.41%	9.41%	7.46%	0.0%	
				E											P												
Always	837	803	693	6771	364	370	320	4208	398	375	309	1839	23	330	21	309	272	85	130	83	137	162	191	168	196	0	
	84.55%	87.00%	84.82%	81.22%	84.65%	85.65%	85.56%	83.36%	83.97%	86.61%	84.89%	84.94%	65.71%	85.94%	45.65%	89.31%	86.08%	79.44%	84.42%	83.84%	86.16%	85.71%	84.51%	83.17%	85.96%	0.0%	
													M		O												
CAHPS Rate (%Always + %Usually)	932	879	777	7832	400	409	354	4822	447	411	348	2046	28	361	32	334	297	96	144	94	146	175	210	187	213	0	
	94.14%	95.23%	95.10%	93.94%	93.02%	94.68%	94.65%	95.52%	94.30%	94.92%	95.60%	94.50%	80.00%	94.01%	69.57%	96.53%	93.99%	89.72%	93.51%	94.95%	91.82%	92.59%	92.92%	92.57%	93.42%	0.0%	
													M		O												
3-point composite mean	2.7869	2.8223	2.7993	2.7516	2.7767	2.8032	2.8021	2.7888	2.7827	2.8152	2.8049	2.7945	2.4571	2.7995	2.1522	2.8584	2.8006	2.6916	2.7792	2.7879	2.7799	2.7831	2.7743	2.7574	2.7939	0	
														M		O											
4-point composite mean	3.7717	3.8093	3.7882	3.7384	3.7488	3.7847	3.7914	3.7805	3.7722	3.8037	3.7912	3.7815	3.4000	3.7734	3.0652	3.8439	3.7722	3.6636	3.7468	3.7778	3.7484	3.7619	3.7389	3.7327	3.7632	0	
														M		O											
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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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33. In the last 6 months, how often did your child's personal doctor listen carefully to you?

	2017 General Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	57	68	143	548	27	31	75	232	18	23	22	147	2	22	1	11	14	12	8	7	6	13	10	13	14	0	
	4.43%	5.50%	12.25%	4.39%	4.64%	5.29%	13.54%	3.63%	3.29%	4.32%	5.01%	4.65%	3.57%	4.33%	1.69%	2.68%	3.29%	8.33%	4.17%	4.83%	2.79%	4.89%	3.44%	4.50%	4.78%	0.0%	
			AB				EF										Q										
Appropriately skipped	241	244	204	3597	124	122	105	1110	55	76	50	857	19	101	12	53	94	25	30	39	49	64	54	73	51	0	
	18.73%	19.74%	17.48%	28.83%	21.31%	20.82%	18.95%	17.38%	10.05%	14.29%	11.39%	27.09%	33.93%	19.88%	20.34%	12.90%	22.12%	17.36%	15.63%	26.90%	22.79%	24.06%	18.56%	25.26%	17.41%	0.0%	
				E	I			I		I			N						S					Y			
BASE = Those who responded	989	924	820	8331	431	433	374	5046	474	433	367	2159	35	385	46	347	317	107	154	99	160	189	227	203	228	0	
	76.85%	74.76%	70.27%	66.78%	74.05%	73.89%	67.51%	78.99%	86.65%	81.39%	83.60%	68.26%	62.50%	75.79%	77.97%	84.43%	74.59%	74.31%	80.21%	68.28%	74.42%	71.05%	78.01%	70.24%	77.82%	0.0%	
	C	C			DG	G			HJE					M					T					X			
Never	10	11	7	60	7	7	4	31	5	7	4	16	3	4	4	3	2	5	3	0	4	4	3	2	5	0	
	1.01%	1.19%	0.85%	0.72%	1.62%	1.62%	1.07%	0.61%	1.05%	1.62%	1.09%	0.74%	8.57%	1.04%	8.70%	0.86%	0.63%	4.67%	1.95%	0.0%	2.50%	2.12%	1.32%	0.99%	2.19%	0.0%	
																			T								
Sometimes	38	28	28	344	18	13	13	200	18	11	14	83	3	15	12	5	12	6	8	5	4	6	12	10	8	0	
	3.84%	3.03%	3.41%	4.13%	4.18%	3.00%	3.48%	3.96%	3.80%	2.54%	3.81%	3.84%	8.57%	3.90%	26.09%	1.44%	3.79%	5.61%	5.19%	5.05%	2.50%	3.17%	5.29%	4.93%	3.51%	0.0%	
														P													
Bottom Two Box (%Never + %Sometimes)	48	39	35	404	25	20	17	231	23	18	18	99	6	19	16	8	14	11	11	5	8	10	15	12	13	0	
	4.85%	4.22%	4.27%	4.85%	5.80%	4.62%	4.55%	4.58%	4.85%	4.16%	4.90%	4.59%	17.14%	4.94%	34.78%	2.31%	4.42%	10.28%	7.14%	5.05%	5.00%	5.29%	6.61%	5.91%	5.70%	0.0%	
														P													
Usually	87	84	65	1032	30	35	24	604	47	47	30	201	7	22	13	13	19	10	13	7	7	15	13	14	16	0	
	8.80%	9.09%	7.93%	12.39%	6.96%	8.08%	6.42%	11.97%	9.92%	10.85%	8.17%	9.31%	20.00%	5.71%	28.26%	3.75%	5.99%	9.35%	8.44%	7.07%	4.38%	7.94%	5.73%	6.90%	7.02%	0.0%	
				E									N		P												
Always	854	801	720	6895	376	378	333	4211	404	368	319	1859	22	344	17	326	284	86	130	87	145	164	199	177	199	0	
	86.35%	86.69%	87.80%	82.76%	87.24%	87.30%	89.04%	83.45%	85.23%	84.99%	86.92%	86.10%	62.86%	89.35%	36.96%	93.95%	89.59%	80.37%	84.42%	87.88%	90.63%	86.77%	87.67%	87.19%	87.28%	0.0%	
					D								M		O	R											
CAHPS Rate (%Always + %Usually)	941	885	785	7927	406	413	357	4815	451	415	349	2060	29	366	30	339	303	96	143	94	152	179	212	191	215	0	
	95.15%	95.78%	95.73%	95.15%	94.20%	95.38%	95.45%	95.42%	95.15%	95.84%	95.10%	95.41%	82.86%	95.06%	65.22%	97.69%	95.58%	89.72%	92.86%	94.95%	95.00%	94.71%	93.39%	94.09%	94.30%	0.0%	
															O												
3-point composite mean	2.8150	2.8247	2.8354	2.7791	2.8144	2.8268	2.8449	2.7887	2.8038	2.8083	2.8202	2.8152	2.4571	2.8442	2.0217	2.9164	2.8517	2.7009	2.7727	2.8283	2.8563	2.8148	2.8106	2.8128	2.8158	0	
													M		O	R											
4-point composite mean	3.8049	3.8128	3.8268	3.7719	3.7981	3.8106	3.8342	3.7826	3.7932	3.7921	3.8093	3.8078	3.3714	3.8338	2.9348	3.9078	3.8454	3.6542	3.7532	3.8283	3.8313	3.7937	3.7974	3.8030	3.7939	0	
													M		O	R											
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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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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 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	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	57	69	144	540	27	32	76	226	18	24	22	142	2	22	1	11	14	12	8	7	6	13	10	13	14	0
Appropriately skipped	241	244	204	3597	124	122	105	1110	55	76	50	857	19	101	12	53	94	25	30	39	49	64	54	73	51	0
BASE = Those who responded	989	923	819	8339	431	432	373	5052	474	432	367	2164	35	385	46	347	317	107	154	99	160	189	227	203	228	0
Never	7	7	5	55	5	4	4	32	4	4	2	16	1	4	2	3	2	3	2	0	3	3	2	1	4	0
Sometimes	36	24	21	250	10	10	10	152	18	13	11	57	3	7	7	3	3	7	4	2	3	5	5	7	3	0
Bottom Two Box (%Never + %Sometimes)	43	31	26	305	15	14	14	184	22	17	13	73	4	11	9	6	5	10	6	2	6	8	7	8	7	0
Usually	76	69	63	819	30	29	27	503	40	30	27	171	5	24	11	16	20	9	9	12	7	13	16	11	19	0
Always	870	823	730	7215	386	389	332	4365	412	385	327	1920	26	350	26	325	292	88	139	85	147	168	204	184	202	0
CAHPS Rate (%Always + %Usually)	946	892	793	8034	416	418	359	4868	452	415	354	2091	31	374	37	341	312	97	148	97	154	181	220	195	221	0
3-point composite mean	2.8362	2.8581	2.8596	2.8286	2.8608	2.8681	2.8525	2.8276	2.8228	2.8519	2.8556	2.8535	2.6286	2.8805	2.3696	2.9193	2.9054	2.7290	2.8636	2.8384	2.8813	2.8466	2.8678	2.8670	2.8553	0
4-point composite mean	3.8291	3.8505	3.8535	3.8220	3.8492	3.8588	3.8418	3.8213	3.8143	3.8426	3.8501	3.8461	3.6000	3.8701	3.3261	3.9107	3.8991	3.7009	3.8506	3.8384	3.8625	3.8307	3.8590	3.8621	3.8377	0
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	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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35. Is your child able to talk with doctors about his or her health care?

													2017 General Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Qual. UHC Avg. (H)	2017 CCC Qual. Total (I)	2016 CCC Qual. Total (J)	2015 CCC Qual. Total (K)	2017 Gen. Pop. UHC Avg. Southeast (L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	
Total	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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%	0.08%	0.0%	0.0%	0.0%	0.17%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	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	65	75	154	616	28	34	80	268	24	24	26	156	3	22	1	12	14	13	8	7	7	14	10	13	15	0
	5.05%	6.07%	13.20%	4.94%	4.81%	5.80%	14.44%	4.20%	4.39%	4.51%	5.92%	4.93%	5.36%	4.33%	1.69%	2.92%	3.29%	9.03%	4.17%	4.83%	3.26%	5.26%	3.44%	4.50%	5.12%	0.0%
			AB				EF											Q								
Appropriately skipped	241	244	204	3597	124	122	105	1110	55	76	50	857	19	101	12	53	94	25	30	39	49	64	54	73	51	0
	18.73%	19.74%	17.48%	28.83%	21.31%	20.82%	18.95%	17.38%	10.05%	14.29%	11.39%	27.09%	33.93%	19.88%	20.34%	12.90%	22.12%	17.36%	15.63%	26.90%	22.79%	24.06%	18.56%	25.26%	17.41%	0.0%
				E	I			I		I			N							S				Y		
BASE = Those who responded	981	916	809	8263	430	429	369	5010	468	432	363	2150	34	385	46	346	317	106	154	99	159	188	227	203	227	0
	76.22%	74.11%	69.32%	66.23%	73.88%	73.21%	66.61%	78.43%	85.56%	81.20%	82.69%	67.97%	60.71%	75.79%	77.97%	84.18%	74.59%	73.61%	80.21%	68.28%	73.95%	70.68%	78.01%	70.24%	77.47%	0.0%
	C	C			DG	G			HE					M					T			V		X		
Yes	689	660	588	5529	299	307	263	3838	378	336	281	1494	22	272	28	245	216	80	53	87	152	126	167	146	153	0
	70.23%	72.05%	72.68%	66.91%	69.53%	71.56%	71.27%	76.61%	80.77%	77.78%	77.41%	69.49%	64.71%	70.65%	60.87%	70.81%	68.14%	75.47%	34.42%	87.88%	95.60%	67.02%	73.57%	71.92%	67.40%	0.0%
									HE										S	ST						
No	292	256	221	2734	131	122	106	1172	90	96	82	656	12	113	18	101	101	26	101	12	7	62	60	57	74	0
	29.77%	27.95%	27.32%	33.09%	30.47%	28.44%	28.73%	23.39%	19.23%	22.22%	22.59%	30.51%	35.29%	29.35%	39.13%	29.19%	31.86%	24.53%	65.58%	12.12%	4.40%	32.98%	26.43%	28.08%	32.60%	0.0%
					I			I											TU	U						
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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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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 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 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 Gen. UHC Avg. Southeast	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	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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%	0.09%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.23%	0.0%	0.0%	0.0%	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	71	82	159	675	31	37	82	301	29	27	28	169	3	25	3	13	16	14	9	7	9	16	11	15	16	0
	5.52%	6.63%	13.62%	5.41%	5.33%	6.31%	14.80%	4.71%	5.30%	5.08%	6.38%	5.34%	5.36%	4.92%	5.08%	3.16%	3.76%	9.72%	4.69%	4.83%	4.19%	6.02%	3.78%	5.19%	5.46%	0.0%
			AB				EF											Q								
Appropriately skipped	533	500	425	6331	255	244	211	2282	145	172	132	1513	31	214	30	154	195	51	131	51	56	126	114	130	125	0
	41.41%	40.45%	36.42%	50.75%	43.81%	41.64%	38.09%	35.72%	26.51%	32.33%	30.07%	47.83%	55.36%	42.13%	50.85%	37.47%	45.88%	35.42%	68.23%	35.17%	26.05%	47.37%	39.18%	44.98%	42.66%	0.0%
	C	C		E	GI			I		I							R		TU							
BASE = Those who responded	683	654	582	5470	296	305	261	3805	373	333	278	1481	22	269	26	244	214	79	52	87	150	124	166	144	152	0
	53.07%	52.91%	49.87%	43.84%	50.86%	52.05%	47.11%	59.56%	68.19%	62.59%	63.33%	46.82%	39.29%	52.95%	44.07%	59.37%	50.35%	54.86%	27.08%	60.00%	69.77%	46.62%	57.04%	49.83%	51.88%	0.0%
					D				HE					M		O				S	S		V			
Never	12	10	10	66	7	4	4	40	8	3	7	15	1	6	3	3	4	3	3	1	3	3	4	2	5	0
	1.76%	1.53%	1.72%	1.21%	2.36%	1.31%	1.53%	1.05%	2.14%	0.90%	2.52%	1.01%	4.55%	2.23%	11.54%	1.23%	1.87%	3.80%	5.77%	1.15%	2.00%	2.42%	2.41%	1.39%	3.29%	0.0%
Sometimes	42	42	24	319	10	22	13	219	25	17	10	83	2	8	3	7	7	3	4	2	3	3	7	5	5	0
	6.15%	6.42%	4.12%	5.83%	3.38%	7.21%	4.98%	5.76%	6.70%	5.11%	3.60%	5.60%	9.09%	2.97%	11.54%	2.87%	3.27%	3.80%	7.69%	2.30%	2.00%	2.42%	4.22%	3.47%	3.29%	0.0%
				E		E			E																	
Bottom Two Box (%Never + %Sometimes)	54	52	34	385	17	26	17	259	33	20	17	98	3	14	6	10	11	6	7	3	6	6	11	7	10	0
	7.91%	7.95%	5.84%	7.04%	5.74%	8.52%	6.51%	6.81%	8.85%	6.01%	6.12%	6.62%	13.64%	5.20%	23.08%	4.10%	5.14%	7.59%	13.46%	3.45%	4.00%	4.84%	6.63%	4.86%	6.58%	0.0%
Usually	88	74	80	948	41	30	34	671	49	38	37	221	2	39	7	32	29	12	10	18	12	18	22	21	20	0
	12.88%	11.31%	13.75%	17.33%	13.85%	9.84%	13.03%	17.63%	13.14%	11.41%	13.31%	14.92%	9.09%	14.50%	26.92%	13.11%	13.55%	15.19%	19.23%	20.69%	8.00%	14.52%	13.25%	14.58%	13.16%	0.0%
				I															U							
Always	541	528	468	4137	238	249	210	2875	291	275	224	1162	17	216	13	202	174	61	35	66	132	100	133	116	122	0
	79.21%	80.73%	80.41%	75.63%	80.41%	81.64%	80.46%	75.56%	78.02%	82.58%	80.58%	78.46%	77.27%	80.30%	50.00%	82.79%	81.31%	77.22%	67.31%	75.86%	88.00%	80.65%	80.12%	80.56%	80.26%	0.0%
				D															ST							
CAHPS Rate (%Always + %Usually)	629	602	548	5085	279	279	244	3546	340	313	261	1383	19	255	20	234	203	73	45	84	144	118	155	137	142	0
	92.09%	92.05%	94.16%	92.96%	94.26%	91.48%	93.49%	93.19%	91.15%	93.99%	93.88%	93.38%	86.36%	94.80%	76.92%	95.90%	94.86%	92.41%	86.54%	96.55%	96.00%	95.16%	93.37%	95.14%	93.42%	0.0%
3-point composite mean	2.7130	2.7278	2.7457	2.6859	2.7466	2.7311	2.7395	2.6875	2.6917	2.7658	2.7446	2.7184	2.6364	2.7509	2.2692	2.7869	2.7617	2.6962	2.5385	2.7241	2.8400	2.7581	2.7349	2.7569	2.7368	0
																			S							
4-point composite mean	3.6955	3.7125	3.7285	3.6739	3.7230	3.7180	3.7241	3.6770	3.6702	3.7568	3.7194	3.7083	3.5909	3.7286	3.1538	3.7746	3.7430	3.6582	3.4808	3.7126	3.8200	3.7339	3.7108	3.7431	3.7039	0
																			S							
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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 (UH22615)
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 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 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Pop. UHC Avg.	2017 CCC Pop. Total	2016 CCC Pop. Total	2015 CCC Pop. Total	2017 Gen. Pop. UHC Avg. Southeast	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	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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%	0.08%	0.0%	0.0%	0.0%	0.17%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	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	61	70	155	578	30	31	79	246	22	23	26	149	3	23	1	13	15	14	10	7	7	14	12	14	16	0
	4.74%	5.66%	13.28%	4.63%	5.15%	5.29%	14.26%	3.85%	4.02%	4.32%	5.92%	4.71%	5.36%	4.53%	1.69%	3.16%	3.53%	9.72%	5.21%	4.83%	3.26%	5.26%	4.12%	4.84%	5.46%	0.0%
			AB				EF											Q								
Appropriately skipped	241	244	204	3597	124	122	105	1110	55	76	50	857	19	101	12	53	94	25	30	39	49	64	54	73	51	0
	18.73%	19.74%	17.48%	28.83%	21.31%	20.82%	18.95%	17.38%	10.05%	14.29%	11.39%	27.09%	33.93%	19.88%	20.34%	12.90%	22.12%	17.36%	15.63%	26.90%	22.79%	24.06%	18.56%	25.26%	17.41%	0.0%
				E	I			I		I			N							S				Y		
BASE = Those who responded	985	921	808	8301	428	432	370	5032	470	433	363	2157	34	384	46	345	316	105	152	99	159	188	225	202	226	0
	76.53%	74.51%	69.24%	66.54%	73.54%	73.72%	66.79%	78.77%	85.92%	81.39%	82.69%	68.19%	60.71%	75.59%	77.97%	83.94%	74.35%	72.92%	79.17%	68.28%	73.95%	70.68%	77.32%	69.90%	77.13%	0.0%
		C	C		DG	G			HJE					M					T						X	
Never	30	22	14	167	19	8	7	82	14	9	8	51	3	16	8	7	14	5	7	4	6	3	14	6	13	0
	3.05%	2.39%	1.73%	2.01%	4.44%	1.85%	1.89%	1.63%	2.98%	2.08%	2.20%	2.36%	8.82%	4.17%	17.39%	2.03%	4.43%	4.76%	4.61%	4.04%	3.77%	1.60%	6.22%	2.97%	5.75%	0.0%
					DFG										P							V				
Sometimes	66	65	67	718	24	37	35	352	32	28	30	155	4	18	13	10	15	7	11	6	4	7	15	12	12	0
	6.70%	7.06%	8.29%	8.65%	5.61%	8.56%	9.46%	7.00%	6.81%	6.47%	8.26%	7.19%	11.76%	4.69%	28.26%	2.90%	4.75%	6.67%	7.24%	6.06%	2.52%	3.72%	6.67%	5.94%	5.31%	0.0%
				E			E								P											
Bottom Two Box (%Never + %Sometimes)	96	87	81	885	43	45	42	434	46	37	38	206	7	34	21	17	29	12	18	10	10	10	29	18	25	0
	9.75%	9.45%	10.02%	10.66%	10.05%	10.42%	11.35%	8.62%	9.79%	8.55%	10.47%	9.55%	20.59%	8.85%	45.65%	4.93%	9.18%	11.43%	11.84%	10.10%	6.29%	5.32%	12.89%	8.91%	11.06%	0.0%
															P							V				
Usually	153	148	122	1732	55	69	49	965	73	76	56	377	8	47	11	42	38	17	22	10	20	28	24	27	28	0
	15.53%	16.07%	15.10%	20.86%	12.85%	15.97%	13.24%	19.18%	15.53%	17.55%	15.43%	17.48%	23.53%	12.24%	23.91%	12.17%	12.03%	16.19%	14.47%	10.10%	12.58%	14.89%	10.67%	13.37%	12.39%	0.0%
				E				I																		
Always	736	686	605	5684	330	318	279	3633	351	320	269	1574	19	303	14	286	249	76	112	79	129	150	172	157	173	0
	74.72%	74.48%	74.88%	68.47%	77.10%	73.61%	75.41%	72.20%	74.68%	73.90%	74.10%	72.97%	55.88%	78.91%	30.43%	82.90%	78.80%	72.38%	73.68%	79.80%	81.13%	79.79%	76.44%	77.72%	76.55%	0.0%
					D									M		O										
CAHPS Rate (%Always + %Usually)	889	834	727	7416	385	387	328	4598	424	396	325	1951	27	350	25	328	287	93	134	89	149	178	196	184	201	0
	90.25%	90.55%	89.98%	89.34%	89.95%	89.58%	88.65%	91.38%	90.21%	91.45%	89.53%	90.45%	79.41%	91.15%	54.35%	95.07%	90.82%	88.57%	88.16%	89.90%	93.71%	94.68%	87.11%	91.09%	88.94%	0.0%
																O						W				
3-point composite mean	2.6497	2.6504	2.6485	2.5781	2.6706	2.6319	2.6405	2.6357	2.6489	2.6536	2.6364	2.6342	2.3529	2.7005	1.8478	2.7797	2.6962	2.6095	2.6184	2.6970	2.7484	2.7447	2.6356	2.6881	2.6549	0
					D									M		O										
4-point composite mean	3.6193	3.6265	3.6312	3.5580	3.6262	3.6134	3.6216	3.6194	3.6191	3.6328	3.6143	3.6106	3.2647	3.6589	2.6739	3.7594	3.6519	3.5619	3.5724	3.6566	3.7107	3.7287	3.5733	3.6584	3.5973	0
														M		O						W				
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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

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 Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
													Excel/ Very Good		Good/ Fair/ Poor											
2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 Gen. Pop. UHC Southeast	0-7	8-10	0-7	8-10	2017 Gen. Pop. UHC Southeast	2017 Gen. Pop. UHC Southeast	2017 Gen. Pop. UHC Southeast	2017 Gen. Pop. UHC Southeast	2017 Gen. Pop. UHC Southeast	2017 Gen. Pop. UHC Southeast	2017 Gen. Pop. UHC Southeast	2017 Gen. Pop. UHC Southeast	2017 Gen. Pop. UHC Southeast	2017 Gen. Pop. UHC Southeast	2017 Gen. Pop. UHC Southeast
(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	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	0	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%	0.16%	0.0%	0.0%	0.0%	0.34%	0.0%	0.0%	0.0%	0.38%	0.0%	0.0%	0.0%	0.0%	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	63	70	162	589	31	34	79	249	20	22	25	157	2	24	1	15	16	14	11	8	6	16	11	13	18	0
	4.90%	5.66%	13.88%	4.72%	5.33%	5.80%	14.26%	3.90%	3.66%	4.14%	5.69%	4.96%	3.57%	4.72%	1.69%	3.65%	3.76%	9.72%	5.73%	5.52%	2.79%	6.02%	3.78%	4.50%	6.14%	0.0%
			AB				EF											Q								
Appropriately skipped	241	244	204	3597	124	122	105	1110	55	76	50	857	19	101	12	53	94	25	30	39	49	64	54	73	51	0
	18.73%	19.74%	17.48%	28.83%	21.31%	20.82%	18.95%	17.38%	10.05%	14.29%	11.39%	27.09%	33.93%	19.88%	20.34%	12.90%	22.12%	17.36%	15.63%	26.90%	22.79%	24.06%	18.56%	25.26%	17.41%	0.0%
				E	I			I		I			N							S			Y			
BASE = Those who responded	983	920	801	8290	427	428	370	5029	472	432	364	2149	35	383	46	343	315	105	151	98	160	186	226	203	224	0
	76.38%	74.43%	68.64%	66.45%	73.37%	73.04%	66.79%	78.73%	86.29%	81.20%	82.92%	67.94%	62.50%	75.39%	77.97%	83.45%	74.12%	72.92%	78.65%	67.59%	74.42%	69.92%	77.66%	70.24%	76.45%	0.0%
		C	C		DG	G			HJE										T			V				
Yes	857	794	686	7328	376	364	319	4457	418	382	322	1898	28	340	30	313	278	92	137	89	137	170	195	180	196	0
	87.18%	86.30%	85.64%	88.40%	88.06%	85.05%	86.22%	88.63%	88.56%	88.43%	88.46%	88.32%	80.00%	88.77%	65.22%	91.25%	88.25%	87.62%	90.73%	90.82%	85.63%	91.40%	86.28%	88.67%	87.50%	0.0%
													O													
No	126	126	115	962	51	64	51	572	54	50	42	251	7	43	16	30	37	13	14	9	23	16	31	23	28	0
	12.82%	13.70%	14.36%	11.60%	11.94%	14.95%	13.78%	11.37%	11.44%	11.57%	11.54%	11.68%	20.00%	11.23%	34.78%	8.75%	11.75%	12.38%	9.27%	9.18%	14.38%	8.60%	13.72%	11.33%	12.50%	0.0%
													P													
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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

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 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 Gen. Pop. Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Pop. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 Gen. UHC Avg. Southeast	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	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	58	76	167	595	29	32	85	257	18	32	28	159	2	24	1	11	15	13	8	9	6	14	11	14	15	0
	4.51%	6.15%	14.31%	4.77%	4.98%	5.46%	15.34%	4.02%	3.29%	6.02%	6.38%	5.03%	3.57%	4.72%	1.69%	2.68%	3.53%	9.03%	4.17%	6.21%	2.79%	5.26%	3.78%	4.84%	5.12%	0.0%
			AB				EF			I	I						Q									
Appropriately skipped	241	244	204	3597	124	122	105	1110	55	76	50	857	19	101	12	53	94	25	30	39	49	64	54	73	51	0
	18.73%	19.74%	17.48%	28.83%	21.31%	20.82%	18.95%	17.38%	10.05%	14.29%	11.39%	27.09%	33.93%	19.88%	20.34%	12.90%	22.12%	17.36%	15.63%	26.90%	22.79%	24.06%	18.56%	25.26%	17.41%	0.0%
				E	I			I		I			N							S				Y		
BASE = Those who responded	988	916	796	8284	429	432	364	5021	474	424	361	2147	35	383	46	347	316	106	154	97	160	188	226	202	227	0
	76.77%	74.11%	68.21%	66.40%	73.71%	73.72%	65.70%	78.60%	86.65%	79.70%	82.23%	67.88%	62.50%	75.39%	77.97%	84.43%	74.35%	73.61%	80.21%	66.90%	74.42%	70.68%	77.66%	69.90%	77.47%	0.0%
	C	C			DG	G			HJE										T					X		
Yes	417	361	343	3516	156	147	123	2941	243	202	203	879	14	136	20	127	99	53	50	37	64	68	82	79	77	0
	42.21%	39.41%	43.09%	42.44%	36.36%	34.03%	33.79%	58.57%	51.27%	47.64%	56.23%	40.94%	40.00%	35.51%	43.48%	36.60%	31.33%	50.00%	32.47%	38.14%	40.00%	36.17%	36.28%	39.11%	33.92%	0.0%
				E				I	E		J						Q									
No	571	555	453	4768	273	285	241	2080	231	222	158	1268	21	247	26	220	217	53	104	60	96	120	144	123	150	0
	57.79%	60.59%	56.91%	57.56%	63.64%	65.97%	66.21%	41.43%	48.73%	52.36%	43.77%	59.06%	60.00%	64.49%	56.52%	63.40%	68.67%	50.00%	67.53%	61.86%	60.00%	63.83%	63.72%	60.89%	66.08%	0.0%
					DI				H	K							R									
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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

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 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 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Qual. UHC Avg.	2017 CCC Qual. Total	2016 CCC Qual. Total	2015 CCC Qual. Total	2017 Gen. Pop. UHC Southeast	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	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	65	80	178	673	32	35	86	300	21	35	35	176	2	27	1	14	18	13	8	10	8	15	13	15	17	0
	5.05%	6.47%	15.25%	5.39%	5.50%	5.97%	15.52%	4.70%	3.84%	6.58%	7.97%	5.56%	3.57%	5.31%	1.69%	3.41%	4.24%	9.03%	4.17%	6.90%	3.72%	5.64%	4.47%	5.19%	5.80%	0.0%
			AB				EF			I	I															
Appropriately skipped	812	799	657	8365	397	407	346	3190	286	298	208	2125	40	348	38	273	311	78	134	99	145	184	198	196	201	0
	63.09%	64.64%	56.30%	67.05%	68.21%	69.45%	62.45%	49.94%	52.29%	56.02%	47.38%	67.18%	71.43%	68.50%	64.41%	66.42%	73.18%	54.17%	69.79%	68.28%	67.44%	69.17%	68.04%	67.82%	68.60%	0.0%
	C	C			GI	G				K							R									
BASE = Those who responded	410	357	332	3438	153	144	122	2898	240	199	196	862	14	133	20	124	96	53	50	36	62	67	80	78	75	0
	31.86%	28.88%	28.45%	27.56%	26.29%	24.57%	22.02%	45.37%	43.88%	37.41%	44.65%	27.25%	25.00%	26.18%	33.90%	30.17%	22.59%	36.81%	26.04%	24.83%	28.84%	25.19%	27.49%	26.99%	25.60%	0.0%
									JE		J						Q									
Never	30	24	18	217	15	14	8	172	21	14	7	64	5	9	3	11	7	7	1	4	9	7	7	6	9	0
	7.32%	6.72%	5.42%	6.31%	9.80%	9.72%	6.56%	5.94%	8.75%	7.04%	3.57%	7.42%	35.71%	6.77%	15.00%	8.87%	7.29%	13.21%	2.00%	11.11%	14.52%	10.45%	8.75%	7.69%	12.00%	0.0%
									K										S							
Sometimes	41	39	38	417	11	16	15	331	25	22	15	78	1	9	6	5	7	3	2	6	1	4	6	6	5	0
	10.00%	10.92%	11.45%	12.13%	7.19%	11.11%	12.30%	11.42%	10.42%	11.06%	7.65%	9.05%	7.14%	6.77%	30.00%	4.03%	7.29%	5.66%	4.00%	16.67%	1.61%	5.97%	7.50%	7.69%	6.67%	0.0%
				E															U							
Bottom Two Box (%Never + %Sometimes)	71	63	56	634	26	30	23	503	46	36	22	142	6	18	9	16	14	10	3	10	11	13	12	14	0	
	17.32%	17.65%	16.87%	18.44%	16.99%	20.83%	18.85%	17.36%	19.17%	18.09%	11.22%	16.47%	42.86%	13.53%	45.00%	12.90%	14.58%	18.87%	6.00%	27.78%	16.13%	16.42%	16.25%	15.38%	18.67%	0.0%
									K										S							
Usually	72	69	61	797	24	29	23	686	45	41	41	167	3	21	5	19	12	11	8	5	11	10	14	18	6	0
	17.56%	19.33%	18.37%	23.18%	15.69%	20.14%	18.85%	23.67%	18.75%	20.60%	20.92%	19.37%	21.43%	15.79%	25.00%	15.32%	12.50%	20.75%	16.00%	13.89%	17.74%	14.93%	17.50%	23.08%	8.00%	0.0%
				E																			Y			
Always	267	225	215	2007	103	85	76	1709	149	122	133	553	5	94	6	89	70	32	39	21	41	46	53	48	55	0
	65.12%	63.03%	64.76%	58.38%	67.32%	59.03%	62.30%	58.97%	62.08%	61.31%	67.86%	64.15%	35.71%	70.68%	30.00%	71.77%	72.92%	60.38%	78.00%	58.33%	66.13%	68.66%	66.25%	61.54%	73.33%	0.0%
				D																						
CAHPS Rate (%Always + %Usually)	339	294	276	2804	127	114	99	2395	194	163	174	720	8	115	11	108	82	43	47	26	52	56	67	66	61	0
	82.68%	82.35%	83.13%	81.56%	83.01%	79.17%	81.15%	82.64%	80.83%	81.91%	88.78%	83.53%	57.14%	86.47%	55.00%	87.10%	85.42%	81.13%	94.00%	72.22%	83.87%	83.58%	83.75%	84.62%	81.33%	0.0%
										I									T							
3-point composite mean	2.4780	2.4538	2.4789	2.3994	2.5033	2.3819	2.4344	2.4161	2.4292	2.4322	2.5663	2.4768	1.9286	2.5714	1.8500	2.5887	2.5833	2.4151	2.7200	2.3056	2.5000	2.5224	2.5000	2.4615	2.5467	0
																				T						
4-point composite mean	3.4049	3.3866	3.4247	3.3362	3.4052	3.2847	3.3689	3.3568	3.3417	3.3618	3.5306	3.4026	2.5714	3.5038	2.7000	3.5000	3.5104	3.2830	3.7000	3.1944	3.3548	3.4179	3.4125	3.3846	3.4267	0
											I									TU						
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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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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 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.09%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	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	30	37	131	363	15	20	70	162	9	10	17	97	2	11	0	9	10	5	2	4	7	8	7	10	5	0
	2.33%	2.99%	11.23%	2.91%	2.58%	3.41%	12.64%	2.54%	1.65%	1.88%	3.87%	3.07%	3.57%	2.17%	0.0%	2.19%	2.35%	3.47%	1.04%	2.76%	3.26%	3.01%	2.41%	3.46%	1.71%	0.0%
			AB				EF				I					O										
Appropriately skipped	108	109	104	1498	62	50	57	374	25	39	22	363	11	47	7	32	44	14	18	19	21	34	24	38	24	0
	8.39%	8.82%	8.91%	12.01%	10.65%	8.53%	10.29%	5.85%	4.57%	7.33%	5.01%	11.48%	19.64%	9.25%	11.86%	7.79%	10.35%	9.72%	9.38%	13.10%	9.77%	12.78%	8.25%	13.15%	8.19%	0.0%
					I																					
BASE = Those who responded	1149	1090	931	10615	505	516	427	5852	513	483	400	2703	43	450	52	370	371	125	172	122	187	224	260	241	264	0
	89.28%	88.19%	79.78%	85.08%	86.77%	88.05%	77.08%	91.61%	93.78%	90.79%	91.12%	85.46%	76.79%	88.58%	88.14%	90.02%	87.29%	86.81%	89.58%	84.14%	86.98%	84.21%	89.35%	83.39%	90.10%	0.0%
	C	C			G	G			HE					M											X	
10 - Best personal doctor possible	786	718	630	6319	349	326	286	3571	340	321	269	1697	18	325	12	286	266	79	126	77	135	154	184	156	193	0
	68.41%	65.87%	67.67%	59.53%	69.11%	63.18%	66.98%	61.02%	66.28%	66.46%	67.25%	62.78%	41.86%	72.22%	23.08%	77.30%	71.70%	63.20%	73.26%	63.11%	72.19%	68.75%	70.77%	64.73%	73.11%	0.0%
					DF				H					M		O									X	
9 -	138	135	104	1800	61	67	49	964	68	61	48	406	5	53	5	47	43	16	19	17	19	30	25	35	26	0
	12.01%	12.39%	11.17%	16.96%	12.08%	12.98%	11.48%	16.47%	13.26%	12.63%	12.00%	15.02%	11.63%	11.78%	9.62%	12.70%	11.59%	12.80%	11.05%	13.93%	10.16%	13.39%	9.62%	14.52%	9.85%	0.0%
				E				I																		
Top Two Box	924	853	734	8119	410	393	335	4535	408	382	317	2103	23	378	17	333	309	95	145	94	154	184	209	191	219	0
	80.42%	78.26%	78.84%	76.49%	81.19%	76.16%	78.45%	77.49%	79.53%	79.09%	79.25%	77.80%	53.49%	84.00%	32.69%	90.00%	83.29%	76.00%	84.30%	77.05%	82.35%	82.14%	80.38%	79.25%	82.95%	0.0%
					DF									M		O										
8 -	101	126	102	1376	38	65	46	686	46	54	40	315	6	31	7	21	26	12	12	8	17	19	19	19	19	0
	8.79%	11.56%	10.96%	12.96%	7.52%	12.60%	10.77%	11.72%	8.97%	11.18%	10.00%	11.65%	13.95%	6.89%	13.46%	5.68%	7.01%	9.60%	6.98%	6.56%	9.09%	8.48%	7.31%	7.88%	7.20%	0.0%
		A		E		E		I																		
CAHPS Rate (Top Three Box)	1025	979	836	9495	448	458	381	5221	454	436	357	2418	29	409	24	354	335	107	157	102	171	203	228	210	238	0
	89.21%	89.82%	89.80%	89.45%	88.71%	88.76%	89.23%	89.22%	88.50%	90.27%	89.25%	89.46%	67.44%	90.89%	46.15%	95.68%	90.30%	85.60%	91.28%	83.61%	91.44%	90.63%	87.69%	87.14%	90.15%	0.0%
														M		O					T					
7 -	51	47	41	537	23	28	18	282	21	18	20	129	4	17	8	9	16	5	4	10	6	8	12	12	11	0
	4.44%	4.31%	4.40%	5.06%	4.55%	5.43%	4.22%	4.82%	4.09%	3.73%	5.00%	4.77%	9.30%	3.78%	15.38%	2.43%	4.31%	4.00%	2.33%	8.20%	3.21%	3.57%	4.62%	4.98%	4.17%	0.0%
															P					S						
6 -	23	22	21	198	10	11	11	124	13	11	8	48	3	7	5	2	4	5	4	2	2	4	5	6	4	0
	2.00%	2.02%	2.26%	1.87%	1.98%	2.13%	2.58%	2.12%	2.53%	2.28%	2.00%	1.78%	6.98%	1.56%	9.62%	0.54%	1.08%	4.00%	2.33%	1.64%	1.07%	1.79%	1.92%	2.49%	1.52%	0.0%
															P											
5 -	23	17	16	212	13	7	10	119	11	8	9	58	4	9	9	2	8	5	5	5	3	6	7	9	4	0
	2.00%	1.56%	1.72%	2.00%	2.57%	1.36%	2.34%	2.03%	2.14%	1.66%	2.25%	2.15%	9.30%	2.00%	17.31%	0.54%	2.16%	4.00%	2.91%	4.10%	1.60%	2.68%	2.69%	3.73%	1.52%	0.0%
															P											
4 -	11	8	5	56	2	4	2	44	7	2	2	16	0	2	1	0	2	0	0	1	0	0	2	2	0	0
	0.96%	0.73%	0.54%	0.53%	0.40%	0.78%	0.47%	0.75%	1.36%	0.41%	0.50%	0.59%	0.0%	0.44%	1.92%	0.0%	0.54%	0.0%	0.0%	0.82%	0.0%	0.0%	0.77%	0.83%	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

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?

Note: A text notation appearing beneath a column 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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42. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?

2017 General Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Southeast (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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.16%	0.09%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.19%	0.0%	0.0%	0.0%	0.0%	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	47	145	240	15	24	76	165	12	14	19	97	1	14	0	10	9	6	1	4	8	9	6	15	0	0
	2.64%	3.80%	12.43%	3.06%	2.58%	4.10%	13.72%	2.58%	2.19%	2.63%	4.33%	3.35%	1.79%	2.76%	0.0%	2.43%	2.12%	4.17%	0.52%	2.76%	3.72%	3.38%	2.06%	5.19%	0.0%	0.0%
			AB				EF									O					S			Y		
Appropriately skipped	108	109	104	1008	62	50	57	374	25	39	22	341	11	47	7	32	44	14	18	19	21	34	24	38	24	0
	8.39%	8.82%	8.91%	12.85%	10.65%	8.53%	10.29%	5.85%	4.57%	7.33%	5.01%	11.78%	19.64%	9.25%	11.86%	7.79%	10.35%	9.72%	9.38%	13.10%	9.77%	12.78%	8.25%	13.15%	8.19%	0.0%
					I																					
BASE = Those who responded	1145	1078	917	6595	505	512	421	5849	510	478	398	2456	44	447	52	369	372	124	173	122	186	223	261	236	269	0
	88.97%	87.22%	78.58%	84.09%	86.77%	87.37%	75.99%	91.56%	93.24%	89.85%	90.66%	84.87%	78.57%	87.99%	88.14%	89.78%	87.53%	86.11%	90.10%	84.14%	86.51%	83.83%	89.69%	81.66%	91.81%	0.0%
	C	C			G	G			JE													V		X		
Yes	431	397	338	1584	128	128	103	4331	367	341	290	633	20	106	20	94	69	57	22	39	60	66	56	60	68	0
	37.64%	36.83%	36.86%	24.02%	25.35%	25.00%	24.47%	74.05%	71.96%	71.34%	72.86%	25.77%	45.45%	23.71%	38.46%	25.47%	18.55%	45.97%	12.72%	31.97%	32.26%	29.60%	21.46%	25.42%	25.28%	0.0%
								E					N					Q		S	S	W				
No	714	681	579	5011	377	384	318	1518	143	137	108	1823	24	341	32	275	303	67	151	83	126	157	205	176	201	0
	62.36%	63.17%	63.14%	75.98%	74.65%	75.00%	75.53%	25.95%	28.04%	28.66%	27.14%	74.23%	54.55%	76.29%	61.54%	74.53%	81.45%	54.03%	87.28%	68.03%	67.74%	70.40%	78.54%	74.58%	74.72%	0.0%
					I									M			R		TU			V				
Sigma	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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 General Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Total (I)	2016 CCC Pop. Total (J)	2015 CCC Pop. Total (K)	2017 Gen. Pop. UHC Avg. Southeast (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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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%	0.08%	0.0%	0.0%	0.0%	0.17%	0.0%	0.0%	0.0%	0.19%	0.0%	0.0%	0.0%	0.0%	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	41	59	154	270	17	29	80	229	18	22	26	108	1	16	0	11	11	6	1	4	9	10	7	16	1	0
	3.19%	4.77%	13.20%	3.44%	2.92%	4.95%	14.44%	3.58%	3.29%	4.14%	5.92%	3.73%	1.79%	3.15%	0.0%	2.68%	2.59%	4.17%	0.52%	2.76%	4.19%	3.76%	2.41%	5.54%	0.34%	0.0%
		A	AB				EF									O					S			Y		
Appropriately skipped	822	790	683	6019	439	434	375	1892	168	176	130	2164	35	388	39	307	347	81	169	102	147	191	229	214	225	0
	63.87%	63.92%	58.53%	76.74%	75.43%	74.06%	67.69%	29.62%	30.71%	33.08%	29.61%	74.78%	62.50%	76.38%	66.10%	74.70%	81.65%	56.25%	88.02%	70.34%	68.37%	71.80%	78.69%	74.05%	76.79%	0.0%
	C	C			GI	G								M			R		TU							
BASE = Those who responded	424	386	330	1554	126	122	99	4267	361	333	283	622	20	104	20	93	67	57	22	39	59	65	55	59	67	0
	32.94%	31.23%	28.28%	19.81%	21.65%	20.82%	17.87%	66.80%	66.00%	62.59%	64.46%	21.49%	35.71%	20.47%	33.90%	22.63%	15.76%	39.58%	11.46%	26.90%	27.44%	24.44%	18.90%	20.42%	22.87%	0.0%
	C								E				N					Q		S	S					
Yes	400	360	305	1438	117	110	91	3989	343	311	263	572	18	97	14	90	64	51	20	37	55	62	49	55	62	0
	94.34%	93.26%	92.42%	92.54%	92.86%	90.16%	91.92%	93.48%	95.01%	93.39%	92.93%	91.96%	90.00%	93.27%	70.00%	96.77%	95.52%	89.47%	90.91%	94.87%	93.22%	95.38%	89.09%	93.22%	92.54%	0.0%
No	24	26	25	116	9	12	8	278	18	22	20	50	2	7	6	3	3	6	2	2	4	3	6	4	5	0
	5.66%	6.74%	7.58%	7.46%	7.14%	9.84%	8.08%	6.52%	4.99%	6.61%	7.07%	8.04%	10.00%	6.73%	30.00%	3.23%	4.48%	10.53%	9.09%	5.13%	6.78%	4.62%	10.91%	6.78%	7.46%	0.0%
Sigma	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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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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 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Southeast (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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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%	0.08%	0.0%	0.0%	0.0%	0.17%	0.0%	0.0%	0.0%	0.19%	0.0%	0.0%	0.0%	0.0%	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	58	159	277	19	28	80	246	22	22	30	110	2	17	0	13	12	7	1	5	10	12	7	16	3	0
	3.57%	4.69%	13.62%	3.53%	3.26%	4.78%	14.44%	3.85%	4.02%	4.14%	6.83%	3.80%	3.57%	3.35%	0.0%	3.16%	2.82%	4.86%	0.52%	3.45%	4.65%	4.51%	2.41%	5.54%	1.02%	0.0%
			AB				EF									O					S			Y		
Appropriately skipped	822	790	683	6019	439	434	375	1892	168	176	130	2164	35	388	39	307	347	81	169	102	147	191	229	214	225	0
	63.87%	63.92%	58.53%	76.74%	75.43%	74.06%	67.69%	29.62%	30.71%	33.08%	29.61%	74.78%	62.50%	76.38%	66.10%	74.70%	81.65%	56.25%	88.02%	70.34%	68.37%	71.80%	78.69%	74.05%	76.79%	0.0%
	C	C			GI	G				M							R		TU							
BASE = Those who responded	419	387	325	1547	124	123	99	4250	357	333	279	620	19	103	20	91	66	56	22	38	58	63	55	59	65	0
	32.56%	31.31%	27.85%	19.72%	21.31%	20.99%	17.87%	66.53%	65.27%	62.59%	63.55%	21.42%	33.93%	20.28%	33.90%	22.14%	15.53%	38.89%	11.46%	26.21%	26.98%	23.68%	18.90%	20.42%	22.18%	0.0%
	C								E				N				Q		S	S						
Yes	383	347	294	1378	114	102	88	3814	329	298	253	556	16	97	14	87	64	48	20	36	53	59	49	53	61	0
	91.41%	89.66%	90.46%	89.08%	91.94%	82.93%	88.89%	89.74%	92.16%	89.49%	90.68%	89.68%	84.21%	94.17%	70.00%	95.60%	96.97%	85.71%	90.91%	94.74%	91.38%	93.65%	89.09%	89.83%	93.85%	0.0%
					F												R									
No	36	40	31	169	10	21	11	436	28	35	26	64	3	6	6	4	2	8	2	2	5	4	6	6	4	0
	8.59%	10.34%	9.54%	10.92%	8.06%	17.07%	11.11%	10.26%	7.84%	10.51%	9.32%	10.32%	15.79%	5.83%	30.00%	4.40%	3.03%	14.29%	9.09%	5.26%	8.62%	6.35%	10.91%	10.17%	6.15%	0.0%
						E											Q									
Sigma	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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 General Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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%	0.09%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.23%	0.0%	0.0%	0.0%	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	16	139	112	10	8	72	62	6	7	8	35	1	9	1	7	4	6	2	3	4	5	4	9	1	0
	1.24%	1.29%	11.91%	0.90%	1.72%	1.37%	13.00%	0.97%	1.10%	1.32%	1.82%	1.11%	1.79%	1.77%	1.69%	1.70%	0.94%	4.17%	1.04%	2.07%	1.86%	1.88%	1.37%	3.11%	0.34%	0.0%
			AB				EF																Y			
BASE = Those who responded	1271	1220	1027	12364	572	578	482	6326	541	525	430	3128	55	499	58	404	421	138	190	142	211	261	287	280	292	0
	98.76%	98.71%	88.00%	99.10%	98.28%	98.63%	87.00%	99.03%	98.90%	98.68%	97.95%	98.89%	98.21%	98.23%	98.31%	98.30%	99.06%	95.83%	98.96%	97.93%	98.14%	98.12%	98.63%	96.89%	99.66%	0.0%
	C	C			G	G																		X		
Yes	344	312	280	2886	123	117	96	2850	218	183	182	688	13	105	16	92	76	44	32	30	57	53	64	65	58	0
	27.07%	25.57%	27.26%	23.34%	21.50%	20.24%	19.92%	45.05%	40.30%	34.86%	42.33%	21.99%	23.64%	21.04%	27.59%	22.77%	18.05%	31.88%	16.84%	21.13%	27.01%	20.31%	22.30%	23.21%	19.86%	0.0%
								I	E		J							Q		S						
No	927	908	747	9478	449	461	386	3476	323	342	248	2440	42	394	42	312	345	94	158	112	154	208	223	215	234	0
	72.93%	74.43%	72.74%	76.66%	78.50%	79.76%	80.08%	54.95%	59.70%	65.14%	57.67%	78.01%	76.36%	78.96%	72.41%	77.23%	81.95%	68.12%	83.16%	78.87%	72.99%	79.69%	77.70%	76.79%	80.14%	0.0%
					I				H	K							R		U							
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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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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 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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%	0.09%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.23%	0.0%	0.0%	0.0%	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	19	144	160	14	9	74	91	11	7	10	50	1	12	1	10	4	9	3	3	6	7	5	11	3	0
	1.86%	1.54%	12.34%	1.28%	2.41%	1.54%	13.36%	1.42%	2.01%	1.32%	2.28%	1.58%	1.79%	2.36%	1.69%	2.43%	0.94%	6.25%	1.56%	2.07%	2.79%	2.63%	1.72%	3.81%	1.02%	0.0%
			AB				EF										Q						Y			
Appropriately skipped	927	908	747	9478	449	461	386	3476	323	342	248	2440	42	394	42	312	345	94	158	112	154	208	223	215	234	0
	72.03%	73.46%	64.01%	75.97%	77.15%	78.67%	69.68%	54.41%	59.05%	64.29%	56.49%	77.14%	75.00%	77.56%	71.19%	75.91%	81.18%	65.28%	82.29%	77.24%	71.63%	78.20%	76.63%	74.39%	79.86%	0.0%
	C	C			GI	G			H	K							R		U							
BASE = Those who responded	336	309	275	2838	119	116	94	2821	213	183	180	673	13	102	16	89	76	41	31	30	55	51	63	63	56	0
	26.11%	25.00%	23.56%	22.75%	20.45%	19.80%	16.97%	44.16%	38.94%	34.40%	41.00%	21.28%	23.21%	20.08%	27.12%	21.65%	17.88%	28.47%	16.15%	20.69%	25.58%	19.17%	21.65%	21.80%	19.11%	0.0%
								I	E		J							Q		S						
Never	15	4	16	98	4	1	7	94	9	3	9	22	1	2	1	2	3	1	1	1	2	0	4	1	3	0
	4.46%	1.29%	5.82%	3.45%	3.36%	0.86%	7.45%	3.33%	4.23%	1.64%	5.00%	3.27%	7.69%	1.96%	6.25%	2.25%	3.95%	2.44%	3.23%	3.33%	3.64%	0.0%	6.35%	1.59%	5.36%	0.0%
	B		B				F														V					
Sometimes	45	37	37	442	13	17	12	348	24	24	26	86	3	10	3	8	10	3	3	5	5	4	8	7	6	0
	13.39%	11.97%	13.45%	15.57%	10.92%	14.66%	12.77%	12.34%	11.27%	13.11%	14.44%	12.78%	23.08%	9.80%	18.75%	8.99%	13.16%	7.32%	9.68%	16.67%	9.09%	7.84%	12.70%	11.11%	10.71%	0.0%
Bottom Two Box (%Never + %Sometimes)	60	41	53	540	17	18	19	442	33	27	35	108	4	12	4	10	13	4	4	6	7	4	12	8	9	0
	17.86%	13.27%	19.27%	19.03%	14.29%	15.52%	20.21%	15.67%	15.49%	14.75%	19.44%	16.05%	30.77%	11.76%	25.00%	11.24%	17.11%	9.76%	12.90%	20.00%	12.73%	7.84%	19.05%	12.70%	16.07%	0.0%
Usually	62	53	34	655	21	22	13	683	45	31	24	127	4	17	4	14	11	10	3	6	12	10	11	13	8	0
	18.45%	17.15%	12.36%	23.08%	17.65%	18.97%	13.83%	24.21%	21.13%	16.94%	13.33%	18.87%	30.77%	16.67%	25.00%	15.73%	14.47%	24.39%	9.68%	20.00%	21.82%	19.61%	17.46%	20.63%	14.29%	0.0%
	C								K																	
Always	214	215	188	1643	81	76	62	1696	135	125	121	438	5	73	8	65	52	27	24	18	36	37	40	42	39	0
	63.69%	69.58%	68.36%	57.89%	68.07%	65.52%	65.96%	60.12%	63.38%	68.31%	67.22%	65.08%	38.46%	71.57%	50.00%	73.03%	68.42%	65.85%	77.42%	60.00%	65.45%	72.55%	63.49%	66.67%	69.64%	0.0%
CAHPS Rate (%Always + %Usually)	276	268	222	2298	102	98	75	2379	180	156	145	565	9	90	12	79	63	37	27	24	48	47	51	55	47	0
	82.14%	86.73%	80.73%	80.97%	85.71%	84.48%	79.79%	84.33%	84.51%	85.25%	80.56%	83.95%	69.23%	88.24%	75.00%	88.76%	82.89%	90.24%	87.10%	80.00%	87.27%	92.16%	80.95%	87.30%	83.93%	0.0%
3-point composite mean	2.4583	2.5631	2.4909	2.3887	2.5378	2.5000	2.4574	2.4445	2.4789	2.5355	2.4778	2.4903	2.0769	2.5980	2.2500	2.6180	2.5132	2.5610	2.6452	2.4000	2.5273	2.6471	2.4444	2.5397	2.5357	0
					D																					
4-point composite mean	3.4137	3.5502	3.4327	3.3541	3.5042	3.4914	3.3830	3.4112	3.4366	3.5191	3.4278	3.4577	3.0000	3.5784	3.1875	3.5955	3.4737	3.5366	3.6129	3.3667	3.4909	3.6471	3.3810	3.5238	3.4821	0
		A																								
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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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47. How many specialists has your child seen in the last 6 months?

	2017 General Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.16%	0.09%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.19%	0.23%	0.0%	0.0%	0.0%	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	20	145	167	13	8	74	93	9	8	10	52	1	11	1	10	5	7	2	4	5	6	4	11	2	0
	1.79%	1.62%	12.43%	1.34%	2.23%	1.37%	13.36%	1.46%	1.65%	1.50%	2.28%	1.64%	1.79%	2.17%	1.69%	2.43%	1.18%	4.86%	1.04%	2.76%	2.33%	2.26%	1.37%	3.81%	0.66%	0.0%
			AB				EF											Q					Y			
Appropriately skipped	927	908	747	9478	449	461	386	3476	323	342	248	2440	42	394	42	312	345	94	158	112	154	208	223	215	234	0
	72.03%	73.46%	64.01%	75.97%	77.15%	78.67%	69.68%	54.41%	59.05%	64.29%	56.49%	77.14%	75.00%	77.56%	71.19%	75.91%	81.18%	65.28%	82.29%	77.24%	71.63%	78.20%	76.63%	74.39%	79.86%	0.0%
	C	C			GI	G			H	K							R		U							
BASE = Those who responded	337	306	274	2831	120	117	94	2819	215	181	180	671	13	103	16	89	75	43	32	29	56	52	64	63	57	0
	26.18%	24.76%	23.48%	22.69%	20.62%	19.97%	16.97%	44.13%	39.31%	34.02%	41.00%	21.21%	23.21%	20.28%	27.12%	21.65%	17.65%	29.86%	16.67%	20.00%	26.05%	19.55%	21.90%	21.80%	19.45%	0.0%
								I	E		J							Q			S					
None (v 0)	18	16	21	135	4	7	6	104	8	10	14	40	0	3	0	3	3	1	1	1	2	0	4	2	2	0
	5.34%	5.23%	7.66%	4.77%	3.33%	5.98%	6.38%	3.69%	3.72%	5.52%	7.78%	5.96%	0.0%	2.91%	0.0%	3.37%	4.00%	2.33%	3.13%	3.45%	3.57%	0.0%	6.25%	3.17%	3.51%	0.0%
																						V				
Saw a specialist (NET)	319	290	253	2696	116	110	88	2715	207	171	166	631	13	100	16	86	72	42	31	28	54	52	60	61	55	0
	94.66%	94.77%	92.34%	95.23%	96.67%	94.02%	93.62%	96.31%	96.28%	94.48%	92.22%	94.04%	100.00%	97.09%	100.00%	96.63%	96.00%	97.67%	96.88%	96.55%	96.43%	100.00%	93.75%	96.83%	96.49%	0.0%
																						W				
1 specialist (v 1)	203	213	182	1788	80	85	69	1578	119	115	105	430	5	72	11	59	57	21	22	18	38	39	37	44	36	0
	60.24%	69.61%	66.42%	63.16%	66.67%	72.65%	73.40%	55.98%	55.35%	63.54%	58.33%	64.08%	38.46%	69.90%	68.75%	66.29%	76.00%	48.84%	68.75%	62.07%	67.86%	75.00%	57.81%	69.84%	63.16%	0.0%
		A			I												R				W					
2 (v 2)	76	57	48	583	20	19	14	706	56	44	41	129	6	14	4	15	10	10	0	10	10	7	13	12	8	0
	22.55%	18.63%	17.52%	20.59%	16.67%	16.24%	14.89%	25.04%	26.05%	24.31%	22.78%	19.23%	46.15%	13.59%	25.00%	16.85%	13.33%	23.26%	0.0%	34.48%	17.86%	13.46%	20.31%	19.05%	14.04%	0.0%
									E												S					
3 (v 3)	26	14	10	182	9	4	3	253	21	7	7	41	2	7	1	7	2	7	5	0	4	3	6	2	7	0
	7.72%	4.58%	3.65%	6.43%	7.50%	3.42%	3.19%	8.97%	9.77%	3.87%	3.89%	6.11%	15.38%	6.80%	6.25%	7.87%	2.67%	16.28%	15.63%	0.0%	7.14%	5.77%	9.38%	3.17%	12.28%	0.0%
									JK									Q								
4 (v 4)	7	2	8	65	4	0	2	83	5	2	8	16	0	4	0	4	2	2	3	0	0	2	2	2	2	0
	2.08%	0.65%	2.92%	2.30%	3.33%	0.0%	2.13%	2.94%	2.33%	1.10%	4.44%	2.38%	0.0%	3.88%	0.0%	4.49%	2.67%	4.65%	9.38%	0.0%	0.0%	3.85%	3.13%	3.17%	3.51%	0.0%
			B		F																					
5 or more specialists (v 6)	7	4	5	78	3	2	0	95	6	3	5	15	0	3	0	1	1	2	1	0	2	1	2	1	2	0
	2.08%	1.31%	1.82%	2.76%	2.50%	1.71%	0.0%	3.37%	2.79%	1.66%	2.78%	2.24%	0.0%	2.91%	0.0%	1.12%	1.33%	4.65%	3.13%	0.0%	3.57%	1.92%	3.13%	1.59%	3.51%	0.0%
Average	1.4926	1.3105	1.3504	1.4935	1.5083	1.2564	1.2128	1.6499	1.6279	1.3812	1.5000	1.4382	1.7692	1.5049	1.3750	1.4831	1.2933	1.9070	1.7188	1.3103	1.4643	1.4615	1.5781	1.3968	1.6316	0
	B				FG				J									Q								
Standard deviation	1.0252	0.8431	0.9970	1.0783	1.0801	0.8489	0.6976	1.1539	1.0959	0.9064	1.1426	1.0382	0.6966	1.1224	0.5995	0.9843	0.8760	1.2906	1.3284	0.5320	1.0850	0.9896	1.1700	0.9350	1.2086	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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47. How many specialists has your child seen in the last 6 months?

													2017 General Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Total (I)	2016 CCC Pop. Total (J)	2015 CCC Pop. Total (K)	2017 Gen. Pop. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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

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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 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Pop. Qual. UHC Avg. (H)	2017 Pop. Qual. Total (I)	2016 Pop. Qual. Total (J)	2015 Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	30	24	148	208	15	9	76	122	12	10	11	64	1	12	1	10	5	8	3	4	6	7	5	13	2	0
	2.33%	1.94%	12.68%	1.67%	2.58%	1.54%	13.72%	1.91%	2.19%	1.88%	2.51%	2.02%	1.79%	2.36%	1.69%	2.43%	1.18%	5.56%	1.56%	2.76%	2.79%	2.63%	1.72%	4.50%	0.68%	0.0%
			AB				EF										Q							Y		
Appropriately skipped	945	924	768	9613	453	468	392	3580	331	352	262	2480	42	397	42	315	348	95	159	113	156	208	227	217	236	0
	73.43%	74.76%	65.81%	77.05%	77.84%	79.86%	70.76%	56.04%	60.51%	66.17%	59.68%	78.41%	75.00%	78.15%	71.19%	76.64%	81.88%	65.97%	82.81%	77.93%	72.56%	78.20%	78.01%	75.09%	80.55%	0.0%
	C	C			GI	G		I	H	K							R	Q	U		S					
BASE = Those who responded	312	288	251	2655	114	109	86	2686	204	170	166	619	13	99	16	86	72	41	30	28	53	51	59	59	55	0
	24.24%	23.30%	21.51%	21.28%	19.59%	18.60%	15.52%	42.05%	37.29%	31.95%	37.81%	19.57%	23.21%	19.49%	27.12%	20.92%	16.94%	28.47%	15.63%	19.31%	24.65%	19.17%	20.27%	20.42%	18.77%	0.0%
								I	E									Q								
10 - Best specialist possible	194	174	158	1489	74	67	53	1523	121	99	105	369	4	69	9	57	46	27	18	21	32	35	37	36	38	0
	62.18%	60.42%	62.95%	56.08%	64.91%	61.47%	61.63%	56.70%	59.31%	58.24%	63.25%	59.61%	30.77%	69.70%	56.25%	66.28%	63.89%	65.85%	60.00%	75.00%	60.38%	68.63%	62.71%	61.02%	69.09%	0.0%
9 -	34	47	28	451	15	15	7	427	19	29	18	97	3	12	3	11	12	3	6	3	6	6	7	12	3	0
	10.90%	16.32%	11.16%	16.99%	13.16%	13.76%	8.14%	15.90%	9.31%	17.06%	10.84%	15.67%	23.08%	12.12%	18.75%	12.79%	16.67%	7.32%	20.00%	10.71%	11.32%	11.76%	11.86%	20.34%	5.45%	0.0%
								I	I														Y			
Top Two Box	228	221	186	1940	89	82	60	1950	140	128	123	466	7	81	12	68	58	30	24	24	38	41	44	48	41	0
	73.08%	76.74%	74.10%	73.07%	78.07%	75.23%	69.77%	72.60%	68.63%	75.29%	74.10%	75.28%	53.85%	81.82%	75.00%	79.07%	80.56%	73.17%	80.00%	85.71%	71.70%	80.39%	74.58%	81.36%	74.55%	0.0%
8 -	48	32	32	348	17	14	16	384	36	17	20	89	3	13	3	12	11	6	4	0	13	6	11	6	11	0
	15.38%	11.11%	12.75%	13.11%	14.91%	12.84%	18.60%	14.30%	17.65%	10.00%	12.05%	14.38%	23.08%	13.13%	18.75%	13.95%	15.28%	14.63%	13.33%	0.0%	24.53%	11.76%	18.64%	10.17%	20.00%	0.0%
								J																		
CAHPS Rate (Top Three Box)	276	253	218	2288	106	96	76	2334	176	145	143	555	10	94	15	80	69	36	28	24	51	47	55	54	52	0
	88.46%	87.85%	86.85%	86.18%	92.98%	88.07%	88.37%	86.90%	86.27%	85.29%	86.14%	89.66%	76.92%	94.95%	93.75%	93.02%	95.83%	87.80%	93.33%	85.71%	96.23%	92.16%	93.22%	91.53%	94.55%	0.0%
					DI																					
7 -	12	10	9	162	3	4	2	150	10	6	6	31	1	2	1	2	0	3	1	2	0	2	1	3	0	0
	3.85%	3.47%	3.59%	6.10%	2.63%	3.67%	2.33%	5.58%	4.90%	3.53%	3.61%	5.01%	7.69%	2.02%	6.25%	2.33%	0.0%	7.32%	3.33%	7.14%	0.0%	3.92%	1.69%	5.08%	0.0%	0.0%
				E																						
6 -	5	5	7	59	1	1	2	64	4	3	4	5	1	0	0	1	0	1	0	1	0	0	1	1	0	0
	1.60%	1.74%	2.79%	2.22%	0.88%	0.92%	2.33%	2.38%	1.96%	1.76%	2.41%	0.81%	7.69%	0.0%	0.0%	1.16%	0.0%	2.44%	0.0%	3.57%	0.0%	0.0%	1.69%	1.69%	0.0%	0.0%
5 -	8	9	6	71	0	5	2	73	6	6	5	13	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	2.55%	3.13%	2.39%	2.67%	0.0%	4.59%	2.33%	2.72%	2.94%	3.53%	3.01%	2.10%	0.0%	0.0%	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		E			E																	
4 -	5	2	3	18	1	0	1	17	3	2	3	5	0	1	0	1	0	1	1	0	0	1	0	1	0	0
	1.60%	0.69%	1.20%	0.68%	0.88%	0.0%	1.16%	0.63%	1.47%	1.18%	1.81%	0.81%	0.0%	1.01%	0.0%	1.16%	0.0%	2.44%	3.33%	0.0%	0.0%	1.96%	0.0%	1.69%	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

12470 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22615)
 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 General Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Southeast (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)
3 -	2 0.64%	1 0.35%	1 0.40%	16 0.60% E	0 0.0%	1 0.92%	1 1.16%	13 0.48%	2 0.98%	1 0.59%	1 0.60%	2 0.32%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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 0.32%	3 1.04%	2 0.80%	17 0.64% E	0 0.0%	1 0.92%	1 1.16%	14 0.52%	1 0.49%	3 1.76%	1 0.60%	3 0.48%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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 0.32%	4 1.39%	2 0.80%	13 0.49%	1 0.88%	1 0.92%	0 0.0%	10 0.37%	1 0.49%	3 1.76%	2 1.20%	2 0.32%	0 0.0%	1 1.01%	0 0.0%	1 1.16%	1 1.39%	0 0.0%	0 0.0%	0 0.0%	1 1.89%	0 0.0%	1 1.69%	0 0.0%	1 1.82%	0 0.0%
0 - Worst specialist possible	2 0.64%	1 0.35%	3 1.20%	11 0.41%	2 1.75%	0 0.0%	1 1.16%	11 0.41%	1 0.49%	1 0.59%	1 0.60%	3 0.48%	1 7.69%	1 1.01%	0 0.0%	1 1.16%	2 2.78%	0 0.0%	0 0.0%	1 3.57%	1 1.89%	1 1.96%	1 1.69%	0 0.0%	2 3.64%	0 0.0%
Bottom Three Box	4 1.28%	8 2.78%	7 2.79%	41 1.54%	3 2.63%	2 1.83%	2 2.33%	35 1.30%	3 1.47%	7 4.12%	4 2.41%	8 1.29%	1 7.69%	2 2.02%	0 0.0%	2 2.33%	3 4.17%	0 0.0%	0 0.0%	1 3.57%	2 3.77%	1 1.96%	2 3.39%	0 0.0%	3 5.45%	0 0.0%
Bottom Two Box	3 0.96%	5 1.74%	5 1.99%	24 0.90%	3 2.63%	1 0.92%	1 1.16%	21 0.78%	2 0.98%	4 2.35%	3 1.81%	5 0.81%	1 7.69%	2 2.02%	0 0.0%	2 2.33%	3 4.17%	0 0.0%	0 0.0%	1 3.57%	2 3.77%	1 1.96%	2 3.39%	0 0.0%	3 5.45%	0 0.0%
Average rating	9.0160	8.9757	8.9402	8.9427	9.1491	9.0092	8.9070	8.9684	8.8922	8.8059	8.9277	9.0808	8.0000	9.3030	9.2500	9.1860	9.1250	9.1707	9.2333	9.1786	9.0377	9.2157	9.0678	9.2712	9.0182	0
Standard deviation	1.7311	1.8679	1.9599	1.7058	1.7782	1.7531	1.9207	1.6551	1.8091	2.1180	1.9530	1.5804	2.6018	1.5920	0.9682	1.7153	1.9786	1.3776	1.2828	2.0538	1.8930	1.7299	1.8673	1.1908	2.2360	0
3-point composite mean	2.6538	2.6806	2.6454	2.6535	2.7368	2.6697	2.6047	2.6508	2.5980	2.6412	2.6386	2.6995	2.3846	2.7879	2.7500	2.7442	2.7639	2.6829	2.7667	2.7857	2.6792	2.7647	2.6949	2.7797	2.6909	0
Sigma	1287 100.00%	1236 100.00%	1167 100.00%	12476 100.00%	582 100.00%	586 100.00%	554 100.00%	6388 100.00%	547 100.00%	532 100.00%	439 100.00%	3163 100.00%	56 100.00%	508 100.00%	59 100.00%	411 100.00%	425 100.00%	144 100.00%	192 100.00%	145 100.00%	215 100.00%	266 100.00%	291 100.00%	289 100.00%	293 100.00%	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

12470 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22615)
 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 Results															
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type				
																	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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0		
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	0	0	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
	0.0%	0.16%	0.09%	0.0%	0.0%	0.17%	0.0%	0.0%	0.0%	0.38%	0.23%	0.0%	0.0%	0.0%	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	32	153	279	13	16	82	82	4	6	10	79	1	6	3	6	6	2	5	3	2	6	3	4	9	0		
	2.02%	2.59%	13.11%	2.24%	2.23%	2.73%	14.80%	1.28%	0.73%	1.13%	2.28%	2.50%	1.79%	1.18%	5.08%	1.46%	1.41%	1.39%	2.60%	2.07%	0.93%	2.26%	1.03%	1.38%	3.07%	0.0%		
			AB		I		EF																					
BASE = Those who responded	1261	1202	1013	12197	569	569	472	6306	543	524	428	3084	55	502	56	405	419	142	187	142	213	260	288	285	284	0		
	97.98%	97.25%	86.80%	97.76%	97.77%	97.10%	85.20%	98.72%	99.27%	98.50%	97.49%	97.50%	98.21%	98.82%	94.92%	98.54%	98.59%	98.61%	97.40%	97.93%	99.07%	97.74%	98.97%	98.62%	96.93%	0.0%		
	C	C			G	G			KE																			
Yes	340	331	289	3604	142	155	125	1894	155	147	152	817	13	127	20	100	98	43	59	26	50	64	74	56	86	0		
	26.96%	27.54%	28.53%	29.55%	24.96%	27.24%	26.48%	30.03%	28.55%	28.05%	35.51%	26.49%	23.64%	25.30%	35.71%	24.69%	23.39%	30.28%	31.55%	18.31%	23.47%	24.62%	25.69%	19.65%	30.28%	0.0%		
				E							IJ								T						X			
No	921	871	724	8593	427	414	347	4412	388	377	276	2267	42	375	36	305	321	99	128	116	163	196	214	229	198	0		
	73.04%	72.46%	71.47%	70.45%	75.04%	72.76%	73.52%	69.97%	71.45%	71.95%	64.49%	73.51%	76.36%	74.70%	64.29%	75.31%	76.61%	69.72%	68.45%	81.69%	76.53%	75.38%	74.31%	80.35%	69.72%	0.0%		
				D					K	K									S					Y				
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0		
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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

12470 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22615)
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 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 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 Gen. Pop. UHC Avg.	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	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	39	159	342	13	21	85	112	8	9	12	92	1	6	3	6	6	2	5	3	2	6	3	4	9	0
	2.64%	3.16%	13.62%	2.74%	2.23%	3.58%	15.34%	1.75%	1.46%	1.69%	2.73%	2.91%	1.79%	1.18%	5.08%	1.46%	1.41%	1.39%	2.60%	2.07%	0.93%	2.26%	1.03%	1.38%	3.07%	0.0%
			AB				EF																			
Appropriately skipped	921	871	724	8593	427	414	347	4412	388	377	276	2267	42	375	36	305	321	99	128	116	163	196	214	229	198	0
	71.56%	70.47%	62.04%	68.88%	73.37%	70.65%	62.64%	69.07%	70.93%	70.86%	62.87%	71.67%	75.00%	73.82%	61.02%	74.21%	75.53%	68.75%	66.67%	80.00%	75.81%	73.68%	73.54%	79.24%	67.58%	0.0%
	C	C			DG	G			K	K						O				S	S		Y			
BASE = Those who responded	332	326	284	3541	142	151	122	1864	151	146	151	804	13	127	20	100	98	43	59	26	50	64	74	56	86	0
	25.80%	26.38%	24.34%	28.38%	24.40%	25.77%	22.02%	29.18%	27.61%	27.44%	34.40%	25.42%	23.21%	25.00%	33.90%	24.33%	23.06%	29.86%	30.73%	17.93%	23.26%	24.06%	25.43%	19.38%	29.35%	0.0%
				E					IJ										T					X		
Never	7	5	11	102	4	3	5	61	3	2	6	18	3	1	3	1	3	1	2	0	2	3	1	2	2	0
	2.11%	1.53%	3.87%	2.88%	2.82%	1.99%	4.10%	3.27%	1.99%	1.37%	3.97%	2.24%	23.08%	0.79%	15.00%	1.00%	3.06%	2.33%	3.39%	0.0%	4.00%	4.69%	1.35%	3.57%	2.33%	0.0%
Sometimes	49	31	27	553	25	14	15	262	19	12	15	116	4	21	5	15	19	6	12	5	7	9	15	10	15	0
	14.76%	9.51%	9.51%	15.62%	17.61%	9.27%	12.30%	14.06%	12.58%	8.22%	9.93%	14.43%	30.77%	16.54%	25.00%	15.00%	19.39%	13.95%	20.34%	19.23%	14.00%	14.06%	20.27%	17.86%	17.44%	0.0%
	BC				F																					
Bottom Two Box (%Never + %Sometimes)	56	36	38	655	29	17	20	323	22	14	21	134	7	22	8	16	22	7	14	5	9	12	16	12	17	0
	16.87%	11.04%	13.38%	18.50%	20.42%	11.26%	16.39%	17.33%	14.57%	9.59%	13.91%	16.67%	53.85%	17.32%	40.00%	16.00%	22.45%	16.28%	23.73%	19.23%	18.00%	18.75%	21.62%	21.43%	19.77%	0.0%
	B				F																					
Usually	70	73	53	847	26	32	22	442	37	35	27	168	1	25	4	20	20	6	9	2	14	11	14	10	16	0
	21.08%	22.39%	18.66%	23.92%	18.31%	21.19%	18.03%	23.71%	24.50%	23.97%	17.88%	20.90%	7.69%	19.69%	20.00%	20.41%	13.95%	15.25%	7.69%	28.00%	17.19%	18.92%	17.86%	18.60%	0.0%	
Always	206	217	193	2039	87	102	80	1099	92	97	103	502	5	80	8	64	56	30	36	19	27	41	44	34	53	0
	62.05%	66.56%	67.96%	57.58%	61.27%	67.55%	65.57%	58.96%	60.93%	66.44%	68.21%	62.44%	38.46%	62.99%	40.00%	64.00%	57.14%	69.77%	61.02%	73.08%	54.00%	64.06%	59.46%	60.71%	61.63%	0.0%
CAHPS Rate (%Always + %Usually)	276	290	246	2886	113	134	102	1541	129	132	130	670	6	105	12	84	76	36	45	21	41	52	58	44	69	0
	83.13%	88.96%	86.62%	81.50%	79.58%	88.74%	83.61%	82.67%	85.43%	90.41%	86.09%	83.33%	46.15%	82.68%	60.00%	84.00%	77.55%	83.72%	76.27%	80.77%	82.00%	81.25%	78.38%	78.57%	80.23%	0.0%
	A				E																					
3-point composite mean	2.4518	2.5552	2.5458	2.3909	2.4085	2.5629	2.4918	2.4163	2.4636	2.5685	2.5430	2.4577	1.8462	2.4567	2.0000	2.4800	2.3469	2.5349	2.3729	2.5385	2.3600	2.4531	2.3784	2.3929	2.4186	0
4-point composite mean	3.4307	3.5399	3.5070	3.3620	3.3803	3.5430	3.4508	3.3836	3.4437	3.5548	3.5033	3.4353	2.6154	3.4488	2.8500	3.4700	3.3163	3.5116	3.3390	3.5385	3.3200	3.4063	3.3649	3.3571	3.3953	0
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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

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 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	32	42	162	353	14	21	86	109	7	10	14	97	2	6	3	6	6	3	6	3	2	6	4	4	10	0
	2.49%	3.40%	13.88%	2.83%	2.41%	3.58%	15.52%	1.71%	1.28%	1.88%	3.19%	3.07%	3.57%	1.18%	5.08%	1.46%	1.41%	2.08%	3.13%	2.07%	0.93%	2.26%	1.37%	1.38%	3.41%	0.0%
			AB				EF				I															
Appropriately skipped	921	871	724	8593	427	414	347	4412	388	377	276	2267	42	375	36	305	321	99	128	116	163	196	214	229	198	0
	71.56%	70.47%	62.04%	68.88%	73.37%	70.65%	62.64%	69.07%	70.93%	70.86%	62.87%	71.67%	75.00%	73.82%	61.02%	74.21%	75.53%	68.75%	66.67%	80.00%	75.81%	73.68%	73.54%	79.24%	67.58%	0.0%
	C	C			DG	G			K	K						O				S	S		Y			
BASE = Those who responded	334	323	281	3530	141	151	121	1867	152	145	149	799	12	127	20	100	98	42	58	26	50	64	73	56	85	0
	25.95%	26.13%	24.08%	28.29%	24.23%	25.77%	21.84%	29.23%	27.79%	27.26%	33.94%	25.26%	21.43%	25.00%	33.90%	24.33%	23.06%	29.17%	30.21%	17.93%	23.26%	24.06%	25.09%	19.38%	29.01%	0.0%
				E							IJ								T						X	
Never	3	2	7	46	2	2	3	22	0	1	4	9	1	1	1	0	2	0	2	0	0	1	1	0	2	0
	0.90%	0.62%	2.49%	1.30%	1.42%	1.32%	2.48%	1.18%	0.0%	0.69%	2.68%	1.13%	8.33%	0.79%	5.00%	0.0%	2.04%	0.0%	3.45%	0.0%	0.0%	1.56%	1.37%	0.0%	2.35%	0.0%
								I			I															
Sometimes	16	10	10	167	10	4	7	94	7	4	2	34	4	6	5	5	8	2	2	2	6	2	8	3	7	0
	4.79%	3.10%	3.56%	4.73%	7.09%	2.65%	5.79%	5.03%	4.61%	2.76%	1.34%	4.26%	33.33%	4.72%	25.00%	5.00%	8.16%	4.76%	3.45%	7.69%	12.00%	3.13%	10.96%	5.36%	8.24%	0.0%
Bottom Two Box (%Never + %Sometimes)	19	12	17	213	12	6	10	116	7	5	6	43	5	7	6	5	10	2	4	2	6	3	9	3	9	0
	5.69%	3.72%	6.05%	6.03%	8.51%	3.97%	8.26%	6.21%	4.61%	3.45%	4.03%	5.38%	41.67%	5.51%	30.00%	5.00%	10.20%	4.76%	6.90%	7.69%	12.00%	4.69%	12.33%	5.36%	10.59%	0.0%
Usually	52	33	27	538	23	15	12	276	27	15	14	114	1	22	3	14	16	7	13	5	5	13	10	11	12	0
	15.57%	10.22%	9.61%	15.24%	16.31%	9.93%	9.92%	14.78%	17.76%	10.34%	9.40%	14.27%	8.33%	17.32%	15.00%	14.00%	16.33%	16.67%	22.41%	19.23%	10.00%	20.31%	13.70%	19.64%	14.12%	0.0%
	BC								K																	
Always	263	278	237	2779	106	130	99	1475	118	125	129	642	6	98	11	81	72	33	41	19	39	48	54	42	64	0
	78.74%	86.07%	84.34%	78.73%	75.18%	86.09%	81.82%	79.00%	77.63%	86.21%	86.58%	80.35%	50.00%	77.17%	55.00%	81.00%	73.47%	78.57%	70.69%	73.08%	78.00%	75.00%	73.97%	75.00%	75.29%	0.0%
		A				E					I															
CAHPS Rate (%Always + %Usually)	315	311	264	3317	129	145	111	1751	145	140	143	756	7	120	14	95	88	40	54	24	44	61	64	53	76	0
	94.31%	96.28%	93.95%	93.97%	91.49%	96.03%	91.74%	93.79%	95.39%	96.55%	95.97%	94.62%	58.33%	94.49%	70.00%	95.00%	89.80%	95.24%	93.10%	92.31%	88.00%	95.31%	87.67%	94.64%	89.41%	0.0%
3-point composite mean	2.7305	2.8235	2.7829	2.7269	2.6667	2.8212	2.7355	2.7279	2.7303	2.8276	2.8255	2.7497	2.0833	2.7165	2.2500	2.7600	2.6327	2.7381	2.6379	2.6538	2.6600	2.7031	2.6164	2.6964	2.6471	0
		A				E																				
4-point composite mean	3.7216	3.8173	3.7580	3.7139	3.6525	3.8079	3.7107	3.7161	3.7303	3.8207	3.7987	3.7384	3.0000	3.7087	3.2000	3.7600	3.6122	3.7381	3.6034	3.6538	3.6600	3.6875	3.6027	3.6964	3.6235	0
		A				E																				
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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 Results															
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type				
																	Excel/ Very Good		Good/ Fair/ Poor									
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0		
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
	0.0%	0.08%	0.09%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.19%	0.0%	0.0%	0.0%	0.0%	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	62	171	421	22	28	83	152	16	19	17	107	2	13	4	9	13	3	6	5	5	8	8	7	15	0		
	3.89%	5.02%	14.65%	3.37%	3.78%	4.78%	14.98%	2.38%	2.93%	3.57%	3.87%	3.38%	3.57%	2.56%	6.78%	2.19%	3.06%	2.08%	3.13%	3.45%	2.33%	3.01%	2.75%	2.42%	5.12%	0.0%		
			AB				EF																					
BASE = Those who responded	1237	1173	995	12055	560	558	471	6236	531	512	422	3056	54	495	55	402	412	141	186	140	210	258	283	282	278	0		
	96.11%	94.90%	85.26%	96.63%	96.22%	95.22%	85.02%	97.62%	97.07%	96.24%	96.13%	96.62%	96.43%	97.44%	93.22%	97.81%	96.94%	97.92%	96.88%	96.55%	97.67%	96.99%	97.25%	97.58%	94.88%	0.0%		
	C	C			G	G																						
Yes	291	269	236	3268	121	135	97	1785	133	119	111	811	7	112	12	91	80	41	50	29	35	50	64	48	73	0		
	23.52%	22.93%	23.72%	27.11%	21.61%	24.19%	20.59%	28.62%	25.05%	23.24%	26.30%	26.54%	12.96%	22.63%	21.82%	22.64%	19.42%	29.08%	26.88%	20.71%	16.67%	19.38%	22.61%	17.02%	26.26%	0.0%		
				E														Q	U						X			
No	946	904	759	8787	439	423	374	4451	398	393	311	2245	47	383	43	311	332	100	136	111	175	208	219	234	205	0		
	76.48%	77.07%	76.28%	72.89%	78.39%	75.81%	79.41%	71.38%	74.95%	76.76%	73.70%	73.46%	87.04%	77.37%	78.18%	77.36%	80.58%	70.92%	73.12%	79.29%	83.33%	80.62%	77.39%	82.98%	73.74%	0.0%		
					D												R		S					Y				
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0		
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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

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

	2017 General Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.08%	0.09%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.19%	0.0%	0.0%	0.0%	0.0%	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	61	68	179	517	26	33	87	187	21	22	20	127	2	16	4	13	14	6	7	7	6	10	10	8	18	0
	4.74%	5.50%	15.34%	4.14%	4.47%	5.63%	15.70%	2.93%	3.84%	4.14%	4.56%	4.02%	3.57%	3.15%	6.78%	3.16%	3.29%	4.17%	3.65%	4.83%	2.79%	3.76%	3.44%	2.77%	6.14%	0.0%
			AB				EF																	X		
BASE = Those who responded	1226	1167	987	11959	556	553	467	6201	526	509	419	3036	54	492	55	398	411	138	185	138	209	256	281	281	275	0
	95.26%	94.42%	84.58%	95.86%	95.53%	94.37%	84.30%	97.07%	96.16%	95.68%	95.44%	95.98%	96.43%	96.85%	93.22%	96.84%	96.71%	95.83%	96.35%	95.17%	97.21%	96.24%	96.56%	97.23%	93.86%	0.0%
	C	C			G	G																	Y			
Never	13	9	8	100	6	5	4	47	4	3	3	30	0	6	2	3	3	3	4	0	1	3	2	1	5	0
	1.06%	0.77%	0.81%	0.84%	1.08%	0.90%	0.86%	0.76%	0.76%	0.59%	0.72%	0.99%	0.0%	1.22%	3.64%	0.75%	0.73%	2.17%	2.16%	0.0%	0.48%	1.17%	0.71%	0.36%	1.82%	0.0%
														M					T							
Sometimes	33	25	25	486	15	10	6	252	14	9	11	105	3	12	1	12	8	7	2	8	5	4	11	5	10	0
	2.69%	2.14%	2.53%	4.06%	2.70%	1.81%	1.28%	4.06%	2.66%	1.77%	2.63%	3.46%	5.56%	2.44%	1.82%	3.02%	1.95%	5.07%	1.08%	5.80%	2.39%	1.56%	3.91%	1.78%	3.64%	0.0%
																			S							
Bottom Two Box (%Never + %Sometimes)	46	34	33	586	21	15	10	299	18	12	14	135	3	18	3	15	11	10	6	8	6	7	13	6	15	0
	3.75%	2.91%	3.34%	4.90%	3.78%	2.71%	2.14%	4.82%	3.42%	2.36%	3.34%	4.45%	5.56%	3.66%	5.45%	3.77%	2.68%	7.25%	3.24%	5.80%	2.87%	2.73%	4.63%	2.14%	5.45%	0.0%
																								X		
Usually	61	53	50	905	24	25	20	559	30	24	26	214	3	21	3	16	15	9	14	3	7	14	10	12	12	0
	4.98%	4.54%	5.07%	7.57%	4.32%	4.52%	4.28%	9.01%	5.70%	4.72%	6.21%	7.05%	5.56%	4.27%	5.45%	4.02%	3.65%	6.52%	7.57%	2.17%	3.35%	5.47%	3.56%	4.27%	4.36%	0.0%
				E				I											T							
Always	173	176	145	1681	72	90	63	892	80	80	68	442	1	70	6	56	53	19	29	16	21	27	39	29	43	0
	14.11%	15.08%	14.69%	14.06%	12.95%	16.27%	13.49%	14.38%	15.21%	15.72%	16.23%	14.56%	1.85%	14.23%	10.91%	14.07%	12.90%	13.77%	15.68%	11.59%	10.05%	10.55%	13.88%	10.32%	15.64%	0.0%
														M												
Always - q52 = "No"	946	904	759	8787	439	423	374	4451	398	393	311	2245	47	383	43	311	332	100	136	111	175	208	219	234	205	0
	77.16%	77.46%	76.90%	73.48%	78.96%	76.49%	80.09%	71.78%	75.67%	77.21%	74.22%	73.95%	87.04%	77.85%	78.18%	78.14%	80.78%	72.46%	73.51%	80.43%	83.73%	81.25%	77.94%	83.27%	74.55%	0.0%
					D				H											S			Y			
Always (Net)	1119	1080	904	10468	511	513	437	5343	478	473	379	2687	48	453	49	367	385	119	165	127	196	235	258	263	248	0
	91.27%	92.54%	91.59%	87.53%	91.91%	92.77%	93.58%	86.16%	90.87%	92.93%	90.45%	88.50%	88.89%	92.07%	89.09%	92.21%	93.67%	86.23%	89.19%	92.03%	93.78%	91.80%	91.81%	93.59%	90.18%	0.0%
					D				H								R									
CAHPS Rate (%Always+%Usually)	1180	1133	954	11373	535	538	457	5902	508	497	405	2901	51	474	52	383	400	128	179	130	203	249	268	275	260	0
	96.25%	97.09%	96.66%	95.10%	96.22%	97.29%	97.86%	95.18%	96.58%	97.64%	96.66%	95.55%	94.44%	96.34%	94.55%	96.23%	97.32%	92.75%	96.76%	94.20%	97.13%	97.27%	95.37%	97.86%	94.55%	0.0%
																							Y			
3-point composite mean	2.8752	2.8963	2.8825	2.8263	2.8813	2.9005	2.9143	2.8134	2.8745	2.9057	2.8711	2.8406	2.8333	2.8841	2.8364	2.8844	2.9100	2.7899	2.8595	2.8623	2.9091	2.8906	2.8719	2.9146	2.8473	0
					D				H								R									

Note: A text notation appearing beneath a column 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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53. In the last 6 months, how often were the forms from your child's health plan easy to fill out?

													2017 General Population 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 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 Gen. Pop. UHC Avg. Southeast	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)														
4-point composite mean													3.8646	3.8886	3.8744	3.8180	3.8705	3.8915	3.9058	3.8058	3.8669	3.8998	3.8640	3.8307	3.8333	3.8720	3.8000	3.8769	3.9027	3.7681	3.8378	3.8623	3.9043	3.8789	3.8648	3.9110	3.8291	0	
													D				H				R				Y														
Sigma													1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0	
													100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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 General Population 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 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Qual. UHC Avg.	2017 CCC Pop. Total	2016 CCC Pop. Total	2015 CCC Pop. Total	2017 Gen. Pop. UHC Avg.	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	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	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%	0.08%	0.26%	0.0%	0.0%	0.0%	0.18%	0.0%	0.0%	0.0%	0.46%	0.0%	0.0%	0.0%	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	33	41	160	318	18	17	84	106	11	7	7	82	0	0	5	7	4	5	5	2	5	7	5	7	11	0
	2.56%	3.32%	13.71%	2.55%	3.09%	2.90%	15.16%	1.66%	2.01%	1.32%	1.59%	2.59%	0.0%	0.0%	8.47%	1.70%	0.94%	3.47%	2.60%	1.38%	2.33%	2.63%	1.72%	2.42%	3.75%	0.0%
			AB				EF																			
BASE = Those who responded	1254	1194	1004	12158	564	569	469	6282	536	525	430	3081	56	508	54	404	421	139	187	143	210	259	286	282	282	0
	97.44%	96.60%	86.03%	97.45%	96.91%	97.10%	84.66%	98.34%	97.99%	98.68%	97.95%	97.41%	100.00%	100.00%	91.53%	98.30%	99.06%	96.53%	97.40%	98.62%	97.67%	97.37%	98.28%	97.58%	96.25%	0.0%
	C	C			G	G																				
10 - Best health plan possible	799	726	609	6668	371	345	284	3209	311	294	239	1875	0	371	19	288	289	79	127	92	139	161	201	175	196	0
	63.72%	60.80%	60.66%	54.84%	65.78%	60.63%	60.55%	51.08%	58.02%	56.00%	55.56%	60.86%	0.0%	73.03%	35.19%	71.29%	68.65%	56.83%	67.91%	64.34%	66.19%	62.16%	70.28%	62.06%	69.50%	0.0%
					DI				H					M		O	R					V				
9 -	155	174	127	2016	66	86	58	1100	71	86	57	435	0	66	6	49	48	17	26	19	19	37	25	35	31	0
	12.36%	14.57%	12.65%	16.58%	11.70%	15.11%	12.37%	17.51%	13.25%	16.38%	13.26%	14.12%	0.0%	12.99%	11.11%	12.13%	11.40%	12.23%	13.90%	13.29%	9.05%	14.29%	8.74%	12.41%	10.99%	0.0%
				E				I						M							W					
Top Two Box	954	900	736	8684	437	431	342	4309	382	380	296	2310	0	437	25	337	337	96	153	111	158	198	226	210	227	0
	76.08%	75.38%	73.31%	71.43%	77.48%	75.75%	72.92%	68.59%	71.27%	72.38%	68.84%	74.98%	0.0%	86.02%	46.30%	83.42%	80.05%	69.06%	81.82%	77.62%	75.24%	76.45%	79.02%	74.47%	80.50%	0.0%
					DI									M		O	R									
8 -	157	137	123	1829	71	68	62	991	79	62	59	411	0	71	9	48	52	19	22	15	29	30	37	38	33	0
	12.52%	11.47%	12.25%	15.04%	12.59%	11.95%	13.22%	15.78%	14.74%	11.81%	13.72%	13.34%	0.0%	13.98%	16.67%	11.88%	12.35%	13.67%	11.76%	10.49%	13.81%	11.58%	12.94%	13.48%	11.70%	0.0%
														M												
CAHPS Rate (Top Three Box)	1111	1037	859	10513	508	499	404	5300	461	442	355	2721	0	508	34	385	389	115	175	126	187	228	263	248	260	0
	88.60%	86.85%	85.56%	86.47%	90.07%	87.70%	86.14%	84.37%	86.01%	84.19%	82.56%	88.32%	0.0%	100.00%	62.96%	95.30%	92.40%	82.73%	93.58%	88.11%	89.05%	88.03%	91.96%	87.94%	92.20%	0.0%
					DI									M		O	R									
7 -	69	63	63	762	27	30	23	447	40	31	29	170	27	0	7	11	18	9	7	7	11	13	13	16	11	0
	5.50%	5.28%	6.27%	6.27%	4.79%	5.27%	4.90%	7.12%	7.46%	5.90%	6.74%	5.52%	48.21%	0.0%	12.96%	2.72%	4.28%	6.47%	3.74%	4.90%	5.24%	5.02%	4.55%	5.67%	3.90%	0.0%
													N		P											
6 -	15	31	17	272	6	13	11	165	5	15	10	59	6	0	3	2	3	3	2	1	3	4	2	4	2	0
	1.20%	2.60%	1.69%	2.24%	1.06%	2.28%	2.35%	2.63%	0.93%	2.86%	2.33%	1.91%	10.71%	0.0%	5.56%	0.50%	0.71%	2.16%	1.07%	0.70%	1.43%	1.54%	0.70%	1.42%	0.71%	0.0%
		A		E				I		I			N													
5 -	35	43	34	358	13	18	18	218	19	27	15	80	13	0	4	3	8	5	3	5	4	9	4	8	5	0
	2.79%	3.60%	3.39%	2.94%	2.30%	3.16%	3.84%	3.47%	3.54%	5.14%	3.49%	2.60%	23.21%	0.0%	7.41%	0.74%	1.90%	3.60%	1.60%	3.50%	1.90%	3.47%	1.40%	2.84%	1.77%	0.0%
													N													
4 -	10	5	10	91	4	1	4	53	5	3	8	18	4	0	2	2	0	4	0	3	1	3	1	3	1	0
	0.80%	0.42%	1.00%	0.75%	0.71%	0.18%	0.85%	0.84%	0.93%	0.57%	1.86%	0.58%	7.14%	0.0%	3.70%	0.50%	0.0%	2.88%	0.0%	2.10%	0.48%	1.16%	0.35%	1.06%	0.35%	0.0%
													N				Q									
3 -	4	5	5	49	2	3	3	29	2	3	2	12	2	0	2	0	1	1	0	0	2	0	2	0	2	0
	0.32%	0.42%	0.50%	0.40%	0.35%	0.53%	0.64%	0.46%	0.37%	0.57%	0.47%	0.39%	3.57%	0.0%	3.70%	0.0%	0.24%	0.72%	0.0%	0.0%	0.95%	0.0%	0.70%	0.0%	0.71%	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 General Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Southeast (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)
2 -	5	5	8	43	3	3	3	24	2	1	5	10	3	0	2	0	1	2	0	1	1	1	1	2	1	0
	0.40%	0.42%	0.80%	0.35%	0.53%	0.53%	0.64%	0.38%	0.37%	0.19%	1.16%	0.32%	5.36%	0.0%	3.70%	0.0%	0.24%	1.44%	0.0%	0.70%	0.48%	0.39%	0.35%	0.71%	0.35%	0.0%
1 -	3	1	2	26	0	1	0	21	1	1	1	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.24%	0.08%	0.20%	0.21% E	0.0%	0.18%	0.0%	0.33%	0.19%	0.19%	0.23%	0.10%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
0 - Worst health plan possible	2	4	6	44	1	1	3	25	1	2	5	8	1	0	0	1	1	0	0	0	1	1	0	1	0	0
	0.16%	0.34%	0.60%	0.36%	0.18%	0.18%	0.64%	0.40%	0.19%	0.38%	1.16%	0.26%	1.79%	0.0%	0.0%	0.25%	0.24%	0.0%	0.0%	0.48%	0.39%	0.0%	0.35%	0.0%	0.0%	0.0%
0-7 (NET)	143	157	145	1645	56	70	65	982	75	83	75	360	56	0	20	19	32	24	12	17	23	31	23	34	22	0
	11.40%	13.15%	14.44% A	13.53% E	9.93%	12.30%	13.86%	15.63%	13.99% E	15.81%	17.44%	11.68%	100.00% N	0.0%	37.04% P	4.70%	7.60%	17.27% Q	6.42%	11.89%	10.95%	11.97%	8.04%	12.06%	7.80%	0.0%
Bottom Three Box	10	10	16	113	4	5	6	70	4	4	11	21	4	0	2	1	2	2	0	1	2	2	1	3	1	0
	0.80%	0.84%	1.59%	0.93%	0.71%	0.88%	1.28%	1.11%	0.75%	0.76%	2.56% IJ	0.68%	7.14% N	0.0%	3.70%	0.25%	0.48%	1.44%	0.0%	0.70%	0.95%	0.77%	0.35%	1.06%	0.35%	0.0%
Bottom Two Box	5	5	8	70	1	2	3	46	2	3	6	11	1	0	0	1	1	0	0	0	1	1	0	1	0	0
	0.40%	0.42%	0.80%	0.58% E	0.18%	0.35%	0.64%	0.73%	0.37%	0.57%	1.40%	0.36%	1.79%	0.0%	0.0%	0.25%	0.24%	0.0%	0.0%	0.48%	0.39%	0.0%	0.35%	0.0%	0.0%	0.0%
Average rating	9.1340 C	9.0536	8.9671	8.9517	9.2021 DGI	9.0791	8.9680	8.8340	8.9869 HK	8.9067	8.7488	9.0970	5.6786	9.5906 M	7.7963	9.4480 O	9.3278 R	8.8058	9.3904	9.1259	9.1429	9.1004	9.3217	9.0816	9.3227 X	0
Standard deviation	1.5201	1.5895	1.7617	1.5985	1.4519	1.5457	1.7416	1.6786	1.5805	1.6905	1.9900	1.5030	1.6487	0.7220	2.3124	1.1079	1.2791	1.8384	1.0710	1.5549	1.5822	1.5539	1.3068	1.5678	1.3150	0
3-point composite mean	2.7018 C	2.6750	2.6514	2.6416	2.7234 DGI	2.6872	2.6397	2.6008	2.6474	2.6248	2.5814	2.6881	1.4821	2.8602 M	2.2222	2.8144 O	2.7672 R	2.5827	2.7914	2.7063	2.6952	2.6950	2.7552	2.6809	2.7660	0
Sigma	1287 100.00%	1236 100.00%	1167 100.00%	12476 100.00%	582 100.00%	586 100.00%	554 100.00%	6388 100.00%	547 100.00%	532 100.00%	439 100.00%	3163 100.00%	56 100.00%	508 100.00%	59 100.00%	411 100.00%	425 100.00%	144 100.00%	192 100.00%	145 100.00%	215 100.00%	266 100.00%	291 100.00%	289 100.00%	293 100.00%	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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55. In the last 6 months, did you get or refill any prescription medicines for your child?

													2017 General Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. Southeast (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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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%	0.08%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.19%	0.0%	0.0%	0.0%	0.0%	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	33	151	127	11	15	81	26	0	4	2	49	0	3	4	4	0	2	2	0	1	1	2	3	8	0
	1.63%	2.67%	12.94% AB	1.62%	1.89% I	2.56%	14.62% EF	0.41% I	0.0%	0.75% I	0.46%	1.69%	0.0%	0.59%	6.78%	0.97%	0.0%	1.39%	1.04%	0.0%	0.47%	0.38%	0.69%	1.04%	2.73%	0.0%
BASE = Those who responded	1266	1202	1016	7716	571	571	473	6362	547	527	437	2845	56	505	55	407	425	142	190	145	214	265	289	286	285	0
	98.37% C	97.25% C	87.06%	98.38%	98.11% G	97.44% G	85.38%	99.59%	100.00% HJE	99.06%	99.54%	98.31%	100.00%	99.41%	93.22%	99.03%	100.00%	98.61%	98.96%	100.00%	99.53%	99.62%	99.31%	98.96%	97.27%	0.0%
Yes	894	864	702	4003	366	373	286	5478	496	479	390	1691	32	328	37	293	250	114	117	86	147	169	184	195	171	0
	70.62%	71.88%	69.09%	51.88%	64.10% D	65.32%	60.47%	86.10%	90.68% HE	90.89%	89.24%	59.44%	57.14%	64.95%	67.27%	71.99%	58.82%	80.28% Q	61.58%	59.31%	68.69%	63.77%	63.67%	68.18% Y	60.00%	0.0%
No	372	338	314	3713	205	198	187	884	51	48	47	1154	24	177	18	114	175	28	73	59	67	96	105	91	114	0
	29.38%	28.12%	30.91%	48.12% E	35.90% I	34.68%	39.53%	13.90% I	9.32%	9.11%	10.76%	40.56%	42.86%	35.05%	32.73%	28.01%	41.18% R	19.72%	38.42%	40.69%	31.31%	36.23%	36.33%	31.82%	40.00% X	0.0%
Sigma	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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 (UH22615)
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 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Southeast (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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	33	40	155	168	15	20	82	63	4	6	3	67	0	6	4	6	3	3	3	0	2	4	3	6	9	0
	2.56%	3.24%	13.28%	2.14%	2.58%	3.41%	14.80%	0.99%	0.73%	1.13%	0.68%	2.32%	0.0%	1.18%	6.78%	1.46%	0.71%	2.08%	1.56%	0.0%	0.93%	1.50%	1.03%	2.08%	3.07%	0.0%
			AB		I		EF							M												
Appropriately skipped	372	338	314	3713	205	198	187	884	51	48	47	1154	24	177	18	114	175	28	73	59	67	96	105	91	114	0
	28.90%	27.35%	26.91%	47.34%	35.22%	33.79%	33.75%	13.84%	9.32%	9.02%	10.71%	39.88%	42.86%	34.84%	30.51%	27.74%	41.18%	19.44%	38.02%	40.69%	31.16%	36.09%	36.08%	31.49%	38.91%	0.0%
				E	I			I									R									
BASE = Those who responded	882	858	698	3962	362	368	285	5441	492	478	389	1673	32	325	37	291	247	113	116	86	146	166	183	192	170	0
	68.53%	69.42%	59.81%	50.52%	62.20%	62.80%	51.44%	85.18%	89.95%	89.85%	88.61%	57.81%	57.14%	63.98%	62.71%	70.80%	58.12%	78.47%	60.42%	59.31%	67.91%	62.41%	62.89%	66.44%	58.02%	0.0%
	C	C			DG	G			HE								Q							Y		
Never	14	3	21	38	7	1	9	57	8	1	16	14	3	4	2	4	6	1	1	2	3	3	3	3	4	0
	1.59%	0.35%	3.01%	0.96%	1.93%	0.27%	3.16%	1.05%	1.63%	0.21%	4.11%	0.84%	9.38%	1.23%	5.41%	1.37%	2.43%	0.88%	0.86%	2.33%	2.05%	1.81%	1.64%	1.56%	2.35%	0.0%
	B		B		F		F		J		IJ															
Sometimes	68	67	59	248	28	18	19	405	44	46	44	91	8	20	8	14	14	14	9	11	6	15	11	12	16	0
	7.71%	7.81%	8.45%	6.26%	7.73%	4.89%	6.67%	7.44%	8.94%	9.62%	11.31%	5.44%	25.00%	6.15%	21.62%	4.81%	5.67%	12.39%	7.76%	12.79%	4.11%	9.04%	6.01%	6.25%	9.41%	0.0%
													N		P					U						
Bottom Two Box (%Never + %Sometimes)	82	70	80	286	35	19	28	462	52	47	60	105	11	24	10	18	20	15	10	13	9	18	14	15	20	0
	9.30%	8.16%	11.46%	7.22%	9.67%	5.16%	9.82%	8.49%	10.57%	9.83%	15.42%	6.28%	34.38%	7.38%	27.03%	6.19%	8.10%	13.27%	8.62%	15.12%	6.16%	10.84%	7.65%	7.81%	11.76%	0.0%
			B		F		F				IJ		N		P					U						
Usually	139	148	106	682	54	61	36	1080	99	83	68	245	10	44	7	43	31	23	15	17	19	25	26	33	21	0
	15.76%	17.25%	15.19%	17.21%	14.92%	16.58%	12.63%	19.85%	20.12%	17.36%	17.48%	14.64%	31.25%	13.54%	18.92%	14.78%	12.55%	20.35%	12.93%	19.77%	13.01%	15.06%	14.21%	17.19%	12.35%	0.0%
									E				N													
Always	661	640	512	2994	273	288	221	3899	341	348	261	1323	11	257	20	230	196	75	91	56	118	123	143	144	129	0
	74.94%	74.59%	73.35%	75.57%	75.41%	78.26%	77.54%	71.66%	69.31%	72.80%	67.10%	79.08%	34.38%	79.08%	54.05%	79.04%	79.35%	66.37%	78.45%	65.12%	80.82%	74.10%	78.14%	75.00%	75.88%	0.0%
					I									M		O	R		T		T					
CAHPS Rate (%Always + %Usually)	800	788	618	3676	327	349	257	4979	440	431	329	1568	21	301	27	273	227	98	106	73	137	148	169	177	150	0
	90.70%	91.84%	88.54%	92.78%	90.33%	94.84%	90.18%	91.51%	89.43%	90.17%	84.58%	93.72%	65.63%	92.62%	72.97%	93.81%	91.90%	86.73%	91.38%	84.88%	93.84%	89.16%	92.35%	92.19%	88.24%	0.0%
			C			EG			K	K				M		O					T					
3-point composite mean	2.6565	2.6643	2.6189	2.6835	2.6575	2.7310	2.6772	2.6317	2.5874	2.6297	2.5167	2.7280	2.0000	2.7169	2.2703	2.7285	2.7126	2.5310	2.6983	2.5000	2.7466	2.6325	2.7049	2.6719	2.6412	0
										K				M		O	R		T		T					
4-point composite mean	3.6406	3.6608	3.5888	3.6739	3.6381	3.7283	3.6456	3.6212	3.5711	3.6276	3.4756	3.7197	2.9063	3.7046	3.2162	3.7148	3.6883	3.5221	3.6897	3.4767	3.7260	3.6145	3.6885	3.6563	3.6176	0
		C								K				M		O	R		T		T					
Sigma	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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

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 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 Gen. Pop. Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Pop. Qual. Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 Gen. Pop. UHC Avg. Southeast	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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	55	75	168	234	26	34	84	137	17	26	8	99	2	16	4	14	9	7	4	3	7	8	9	13	13	0
	4.27%	6.07%	14.40%	2.98%	4.47%	5.80%	15.16%	2.14%	3.11%	4.89%	1.82%	3.42%	3.57%	3.15%	6.78%	3.41%	2.12%	4.86%	2.08%	2.07%	3.26%	3.01%	3.09%	4.50%	4.44%	0.0%
		A	AB				EF			K																
Appropriately skipped	372	338	314	3713	205	198	187	884	51	48	47	1154	24	177	18	114	175	28	73	59	67	96	105	91	114	0
	28.90%	27.35%	26.91%	47.34%	35.22%	33.79%	33.75%	13.84%	9.32%	9.02%	10.71%	39.88%	42.86%	34.84%	30.51%	27.74%	41.18%	19.44%	38.02%	40.69%	31.16%	36.09%	36.08%	31.49%	38.91%	0.0%
				E	I			I									R									
BASE = Those who responded	860	823	685	3896	351	354	283	5367	479	458	384	1641	30	315	37	283	241	109	115	83	141	162	177	185	166	0
	66.82%	66.59%	58.70%	49.67%	60.31%	60.41%	51.08%	84.02%	87.57%	86.09%	87.47%	56.70%	53.57%	62.01%	62.71%	68.86%	56.71%	75.69%	59.90%	57.24%	65.58%	60.90%	60.82%	64.01%	56.66%	0.0%
	C	C			DG	G			HE								Q									
Yes	464	430	363	2191	189	172	135	3204	270	256	218	892	12	173	20	153	130	58	61	48	74	84	100	90	99	0
	53.95%	52.25%	52.99%	56.24%	53.85%	48.59%	47.70%	59.70%	56.37%	55.90%	56.77%	54.36%	40.00%	54.92%	54.05%	54.06%	53.94%	53.21%	53.04%	57.83%	52.48%	51.85%	56.50%	48.65%	59.64%	0.0%
																								X		
No	396	393	322	1705	162	182	148	2163	209	202	166	749	18	142	17	130	111	51	54	35	67	78	77	95	67	0
	46.05%	47.75%	47.01%	43.76%	46.15%	51.41%	52.30%	40.30%	43.63%	44.10%	43.23%	45.64%	60.00%	45.08%	45.95%	45.94%	46.06%	46.79%	46.96%	42.17%	47.52%	48.15%	43.50%	51.35%	40.36%	0.0%
																							Y			
Sigma	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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 (UH22615)
Children With Chronic Conditions

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

	2017 General Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0		
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	5	0	0	0	1	0	0	2	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
	0.0%	0.16%	0.43%	A	0.0%	0.0%	0.18%	0.0%	0.0%	0.38%	0.91%	0.0%	0.0%	0.0%	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	28	148	218	13	11	76	32	2	2	2	47	0	4	4	5	0	0	2	2	2	4	2	6	7	0		
	1.94%	2.27%	12.68%	AB	1.75%	2.23%	13.72%	EF	0.50%	0.37%	0.38%	0.46%	1.49%	0.0%	0.79%	M	6.78%	1.22%	0.0%	0.0%	1.04%	1.38%	0.93%	1.50%	0.69%	2.08%	2.39%	0.0%
BASE = Those who responded	1262	1206	1014	12258	569	575	477	6356	545	528	433	3116	56	504	55	406	425	144	190	143	213	262	289	283	286	0		
	98.06%	97.57%	86.89%	C	98.25%	97.77%	86.10%	99.50%	99.63%	99.25%	98.63%	98.51%	100.00%	99.21%	93.22%	98.78%	100.00%	100.00%	98.96%	98.62%	99.07%	98.50%	99.31%	97.92%	97.61%	0.0%		
5 - Excellent	462	419	348	5016	243	233	200	1248	124	110	83	1276	15	225	12	168	243	0	101	54	76	105	132	120	123	0		
	36.61%	34.74%	34.32%	I	40.92%	42.71%	40.52%	19.63%	22.75%	20.83%	19.17%	40.95%	26.79%	44.64%	M	21.82%	41.38%	57.18%	0.0%	53.16%	37.76%	35.68%	40.08%	45.67%	42.40%	43.01%	0.0%	
4 - Very good	401	438	337	4242	182	214	168	2338	162	194	135	1096	17	164	19	142	182	0	56	45	78	82	96	89	93	0		
	31.77%	36.32%	33.23%	A	34.61%	31.99%	37.22%	36.78%	29.72%	36.74%	31.18%	35.17%	30.36%	32.54%	34.55%	34.98%	42.82%	R	0.0%	29.47%	31.47%	36.62%	31.30%	33.22%	31.45%	32.52%	0.0%	
CAHPS Rate (Top Two Box)	863	857	685	9258	425	447	368	3586	286	304	218	2372	32	389	31	310	425	0	157	99	154	187	228	209	216	0		
	68.38%	71.06%	67.55%	I	75.53%	74.69%	77.74%	56.42%	52.48%	57.58%	50.35%	76.12%	57.14%	77.18%	M	56.36%	76.35%	100.00%	0.0%	82.63%	69.23%	72.30%	71.37%	78.89%	73.85%	75.52%	0.0%	
3 - Good	298	255	235	2398	110	100	78	1980	178	150	139	595	19	88	20	72	0	110	25	37	41	58	46	65	45	0		
	23.61%	21.14%	23.18%	19.56%	19.33%	17.39%	16.35%	31.15%	32.66%	28.41%	32.10%	19.09%	33.93%	17.46%	36.36%	P	17.73%	0.0%	76.39%	13.16%	25.87%	19.25%	22.14%	15.92%	22.97%	15.73%	0.0%	
Top Three Box	1161	1112	920	11656	535	547	446	5566	464	454	357	2967	51	477	51	382	425	110	182	136	195	245	274	274	261	0		
	92.00%	92.21%	90.73%	I	95.09%	94.02%	93.50%	87.57%	85.14%	85.98%	82.45%	95.22%	91.07%	94.64%	92.73%	94.09%	100.00%	R	76.39%	95.79%	95.10%	91.55%	93.51%	94.81%	96.82%	91.26%	0.0%	
2 - Fair	95	83	80	562	32	27	26	716	76	64	63	135	4	26	4	23	0	32	7	7	17	16	14	9	23	0		
	7.53%	6.88%	7.89%	4.58%	5.62%	4.70%	5.45%	11.26%	13.94%	12.12%	14.55%	4.33%	7.14%	5.16%	7.27%	5.67%	0.0%	22.22%	3.68%	4.90%	7.98%	6.11%	4.84%	3.18%	8.04%	0.0%		
1 - Poor	6	11	14	40	2	1	5	74	5	10	13	14	1	1	0	1	0	2	1	0	1	1	1	0	2	0		
	0.48%	0.91%	1.38%	A	0.33%	0.35%	1.05%	1.16%	0.92%	1.89%	3.00%	0.45%	1.79%	0.20%	0.0%	0.25%	0.0%	1.39%	0.53%	0.0%	0.47%	0.38%	0.35%	0.0%	0.70%	0.0%		
Bottom Two Box	101	94	94	602	34	28	31	790	81	74	76	149	5	27	4	24	0	34	8	7	18	17	15	9	25	0		
	8.00%	7.79%	9.27%	4.91%	5.98%	4.87%	6.50%	12.43%	14.86%	14.02%	17.55%	4.78%	8.93%	5.36%	7.27%	5.91%	0.0%	23.61%	4.21%	4.90%	8.45%	6.49%	5.19%	3.18%	8.74%	0.0%		
Average rating	3.9651	3.9710	3.9122	4.1121	4.1107	4.1322	4.1153	3.6246	3.5945	3.6250	3.4896	4.1184	3.7321	4.1627	3.7091	4.1158	4.5718	2.7500	4.3105	4.0210	3.9906	4.0458	4.1903	4.1307	4.0909	0		
				I						K				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

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 Children With Chronic Conditions

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

2017 General Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Southeast (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	0.9721	0.9568	1.0035	0.8972	0.9299	0.8747	0.9391	0.9604	1.0149	1.0035	1.0509	0.8945	0.9909	0.9049	0.8877	0.9091	0.4948	0.4640	0.8726	0.9120	0.9543	0.9480	0.8970	0.8740	0.9817	0
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.00%

Note: A text notation appearing beneath a column 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 General Population 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 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 Gen. Pop. UHC Avg. Southeast	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	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	22	28	149	263	13	11	78	46	2	2	3	64	1	4	4	5	2	1	1	1	3	2	3	4	9	0
	1.71%	2.27%	12.77%	2.11%	2.23%	1.88%	14.08%	0.72%	0.37%	0.38%	0.68%	2.02%	1.79%	0.79%	6.78%	1.22%	0.47%	0.69%	0.52%	0.69%	1.40%	0.75%	1.03%	1.38%	3.07%	0.0%
			AB		I		EF																			
BASE = Those who responded	1265	1208	1018	12213	569	575	476	6342	545	530	436	3099	55	504	55	406	423	143	191	144	212	264	288	285	284	0
	98.28%	97.73%	87.23%	97.89%	97.77%	98.12%	85.92%	99.28%	99.63%	99.62%	99.32%	97.98%	98.21%	99.21%	93.22%	98.78%	99.53%	99.31%	99.48%	99.31%	98.60%	99.25%	98.97%	98.62%	96.93%	0.0%
	C	C			G	G			E																	
5 - Excellent	537	540	442	5886	287	308	248	1354	123	131	107	1515	18	266	15	215	265	19	127	63	85	122	156	142	145	0
	42.45%	44.70%	43.42%	48.19%	50.44%	53.57%	52.10%	21.35%	22.57%	24.72%	24.54%	48.89%	32.73%	52.78%	27.27%	52.96%	62.65%	13.29%	66.49%	43.75%	40.09%	46.21%	54.17%	49.82%	51.06%	0.0%
					I									M		O	R		TU							
4 - Very good	266	259	219	3127	127	121	106	1505	103	106	82	770	17	108	17	84	103	24	37	37	50	66	58	62	65	0
	21.03%	21.44%	21.51%	25.60%	22.32%	21.04%	22.27%	23.73%	18.90%	20.00%	18.81%	24.85%	30.91%	21.43%	30.91%	20.69%	24.35%	16.78%	19.37%	25.69%	23.58%	25.00%	20.14%	21.75%	22.89%	0.0%
					I												R									
CAHPS Rate (Top Two Box)	803	799	661	9013	414	429	354	2859	226	237	189	2285	35	374	32	299	368	43	164	100	135	188	214	204	210	0
	63.48%	66.14%	64.93%	73.80%	72.76%	74.61%	74.37%	45.08%	41.47%	44.72%	43.35%	73.73%	63.64%	74.21%	58.18%	73.65%	87.00%	30.07%	85.86%	69.44%	63.68%	71.21%	74.31%	71.58%	73.94%	0.0%
					I											O	R		TU							
3 - Good	269	268	215	2253	99	94	83	1879	153	176	123	554	11	84	16	72	39	60	22	29	44	47	49	51	48	0
	21.26%	22.19%	21.12%	18.45%	17.40%	16.35%	17.44%	29.63%	28.07%	33.21%	28.21%	17.88%	20.00%	16.67%	29.09%	17.73%	9.22%	41.96%	11.52%	20.14%	20.75%	17.80%	17.01%	17.89%	16.90%	0.0%
									E									Q		S	S					
Top Three Box	1072	1067	876	11266	513	523	437	4738	379	413	312	2839	46	458	48	371	407	103	186	129	179	235	263	255	258	0
	84.74%	88.33%	86.05%	92.25%	90.16%	90.96%	91.81%	74.71%	69.54%	77.92%	71.56%	91.61%	83.64%	90.87%	87.27%	91.38%	96.22%	72.03%	97.38%	89.58%	84.43%	89.02%	91.32%	89.47%	90.85%	0.0%
		A			I				I	IK							R		TU							
2 - Fair	155	114	110	800	42	40	30	1331	132	92	95	215	7	35	7	24	11	31	3	10	27	20	20	24	18	0
	12.25%	9.44%	10.81%	6.55%	7.38%	6.96%	6.30%	20.99%	24.22%	17.36%	21.79%	6.94%	12.73%	6.94%	12.73%	5.91%	2.60%	21.68%	1.57%	6.94%	12.74%	7.58%	6.94%	8.42%	6.34%	0.0%
		B							JE									Q		S	S					
1 - Poor	38	27	32	147	14	12	9	273	34	25	29	45	2	11	0	11	5	9	2	5	6	9	5	6	8	0
	3.00%	2.24%	3.14%	1.20%	2.46%	2.09%	1.89%	4.30%	6.24%	4.72%	6.65%	1.45%	3.64%	2.18%	0.0%	2.71%	1.18%	6.29%	1.05%	3.47%	2.83%	3.41%	1.74%	2.11%	2.82%	0.0%
									E							O		Q								
Bottom Two Box	193	141	142	947	56	52	39	1604	166	117	124	260	9	46	7	35	16	40	5	15	33	29	25	30	26	0
	15.26%	11.67%	13.95%	7.75%	9.84%	9.04%	8.19%	25.29%	30.46%	22.08%	28.44%	8.39%	16.36%	9.13%	12.73%	8.62%	3.78%	27.97%	2.62%	10.42%	15.57%	10.98%	8.68%	10.53%	9.15%	0.0%
	B								HJE		J							Q		S	S					
Average	3.8767	3.9694	3.9126	4.1304	4.1090	4.1704	4.1639	3.3683	3.2734	3.4264	3.3280	4.1278	3.7636	4.1567	3.7273	4.1527	4.4468	3.0909	4.4869	3.9931	3.8538	4.0303	4.1806	4.0877	4.1303	0
		A			I					I				M		O	R		TU							
Standard deviation	1.1758	1.1165	1.1631	1.0098	1.0878	1.0659	1.0444	1.1566	1.2283	1.1701	1.2434	1.0293	1.1436	1.0696	0.9992	1.0788	0.8541	1.0768	0.8367	1.1087	1.1624	1.1176	1.0551	1.0935	1.0815	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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59. In general, how would you rate your child's overall mental or emotional health?

													2017 General Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Total (I)	2016 CCC Pop. Total (J)	2015 CCC Pop. Total (K)	2017 Gen. Pop. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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

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

													2017 General Population 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 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Pop. UHC Avg.	2017 CCC Pop. Total	2016 CCC Pop. Total	2015 CCC Pop. Total	2017 Gen. Pop. Southeast															
(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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.16%	0.09%	0.0%	0.0%	0.17%	0.18%	0.0%	0.0%	0.19%	0.0%	0.0%	0.0%	0.0%	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	30	153	159	16	13	79	21	2	0	3	66	1	7	4	8	4	2	4	0	2	4	3	6	10	0
	1.86%	2.43%	13.11%	2.03%	2.75%	2.22%	14.26%	0.33%	0.37%	0.0%	0.68%	2.28%	1.79%	1.38%	6.78%	1.95%	0.94%	1.39%	2.08%	0.0%	0.93%	1.50%	1.03%	2.08%	3.41%	0.0%
			AB		I		EF												T							
BASE = Those who responded	1263	1204	1013	7684	566	572	474	6367	545	531	436	2828	55	501	55	403	421	142	188	145	213	262	288	283	283	0
	98.14%	97.41%	86.80%	97.97%	97.25%	97.61%	85.56%	99.67%	99.63%	99.81%	99.32%	97.72%	98.21%	98.62%	93.22%	98.05%	99.06%	98.61%	97.92%	100.00%	99.07%	98.50%	98.97%	97.92%	96.59%	0.0%
	C	C			G	G			E										S							
Yes	624	622	488	2268	212	227	163	5214	470	460	383	1003	21	186	21	168	136	75	53	51	98	94	110	112	100	0
	49.41%	51.66%	48.17%	29.52%	37.46%	39.69%	34.39%	81.89%	86.24%	86.63%	87.84%	35.47%	38.18%	37.13%	38.18%	41.69%	32.30%	52.82%	28.19%	35.17%	46.01%	35.88%	38.19%	39.58%	35.34%	0.0%
					D				HE								Q			ST						
No	639	582	525	5416	354	345	311	1153	75	71	53	1825	34	315	34	235	285	67	135	94	115	168	178	171	183	0
	50.59%	48.34%	51.83%	70.48%	62.54%	60.31%	65.61%	18.11%	13.76%	13.37%	12.16%	64.53%	61.82%	62.87%	61.82%	58.31%	67.70%	47.18%	71.81%	64.83%	53.99%	64.12%	61.81%	60.42%	64.66%	0.0%
				E	I			I									R		U	U						
Sigma	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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

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

2017 General Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Southeast (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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	42	44	164	211	20	19	85	53	9	4	4	89	2	10	5	10	7	3	5	0	3	7	3	8	12	0
	3.26%	3.56%	14.05%	2.69%	3.44%	3.24%	15.34%	0.83%	1.65%	0.75%	0.91%	3.08%	3.57%	1.97%	8.47%	2.43%	1.65%	2.08%	2.60%	0.0%	1.40%	2.63%	1.03%	2.77%	4.10%	0.0%
			AB				EF												T							
Appropriately skipped	639	582	525	5416	354	345	311	1153	75	71	53	1825	34	315	34	235	285	67	135	94	115	168	178	171	183	0
	49.65%	47.09%	44.99%	69.06%	60.82%	58.87%	56.14%	18.05%	13.71%	13.35%	12.07%	63.06%	60.71%	62.01%	57.63%	57.18%	67.06%	46.53%	70.31%	64.83%	53.49%	63.16%	61.17%	59.17%	62.46%	0.0%
	C			E	I			I									R		U	U						
BASE = Those who responded	606	610	478	2216	208	222	158	5182	463	457	382	980	20	183	20	166	133	74	52	51	97	91	110	110	98	0
	47.09%	49.35%	40.96%	28.25%	35.74%	37.88%	28.52%	81.12%	84.64%	85.90%	87.02%	33.86%	35.71%	36.02%	33.90%	40.39%	31.29%	51.39%	27.08%	35.17%	45.12%	34.21%	37.80%	38.06%	33.45%	0.0%
	C	C			DG	G			HE								Q		S		S					
Yes	504	503	400	1750	162	174	124	5046	449	447	368	775	15	142	13	131	97	64	33	42	79	75	81	79	83	0
	83.17%	82.46%	83.68%	78.97%	77.88%	78.38%	78.48%	97.38%	96.98%	97.81%	96.34%	79.08%	75.00%	77.60%	65.00%	78.92%	72.93%	86.49%	63.46%	82.35%	81.44%	82.42%	73.64%	71.82%	84.69%	0.0%
								E									Q		S	S	S				X	
No	102	107	78	466	46	48	34	136	14	10	14	205	5	41	7	35	36	10	19	9	18	16	29	31	15	0
	16.83%	17.54%	16.32%	21.03%	22.12%	21.62%	21.52%	2.62%	3.02%	2.19%	3.66%	20.92%	25.00%	22.40%	35.00%	21.08%	27.07%	13.51%	36.54%	17.65%	18.56%	17.58%	26.36%	28.18%	15.31%	0.0%
					I												R		TU					Y		
Sigma	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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

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

2017 General Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Southeast (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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.09%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	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	54	55	171	242	23	25	86	81	11	5	6	104	3	12	6	12	9	4	6	0	4	8	5	9	14	0
	4.20%	4.45%	14.65%	3.09%	3.95%	4.27%	15.52%	1.27%	2.01%	0.94%	1.37%	3.59%	5.36%	2.36%	10.17%	2.92%	2.12%	2.78%	3.13%	0.0%	1.86%	3.01%	1.72%	3.11%	4.78%	0.0%
			AB				EF												T		T					
Appropriately skipped	741	689	603	5882	400	393	345	1289	89	81	67	2030	39	356	41	270	321	77	154	103	133	184	207	202	198	0
	57.58%	55.74%	51.67%	75.00%	68.73%	67.06%	62.27%	20.18%	16.27%	15.23%	15.26%	70.15%	69.64%	70.08%	69.49%	65.69%	75.53%	53.47%	80.21%	71.03%	61.86%	69.17%	71.13%	69.90%	67.58%	0.0%
	C	C		E	GI			I									R		U							
BASE = Those who responded	492	492	392	1719	159	168	123	5018	447	446	366	760	14	140	12	129	95	63	32	42	78	74	79	78	81	0
	38.23%	39.81%	33.59%	21.92%	27.32%	28.67%	22.20%	78.55%	81.72%	83.83%	83.37%	26.26%	25.00%	27.56%	20.34%	31.39%	22.35%	43.75%	16.67%	28.97%	36.28%	27.82%	27.15%	26.99%	27.65%	0.0%
	C	C			DG	G			E								Q		S	S						
Yes	442	440	360	1514	135	145	113	4946	442	440	360	658	13	118	11	107	78	56	20	40	70	63	68	69	66	0
	89.84%	89.43%	91.84%	88.07%	84.91%	86.31%	91.87%	98.57%	98.88%	98.65%	98.36%	86.58%	92.86%	84.29%	91.67%	82.95%	82.11%	88.89%	62.50%	95.24%	89.74%	85.14%	86.08%	88.46%	81.48%	0.0%
								E											S	S						
No	50	52	32	205	24	23	10	72	5	6	6	102	1	22	1	22	17	7	12	2	8	11	11	9	15	0
	10.16%	10.57%	8.16%	11.93%	15.09%	13.69%	8.13%	1.43%	1.12%	1.35%	1.64%	13.42%	7.14%	15.71%	8.33%	17.05%	17.89%	11.11%	37.50%	4.76%	10.26%	14.86%	13.92%	11.54%	18.52%	0.0%
					I														TU							
Sigma	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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

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 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Southeast (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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.16%	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%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	33	54	164	228	20	29	83	116	5	14	12	94	2	10	6	9	3	7	3	2	4	4	5	6	14	0
	2.56%	4.37%	14.05%	2.91%	3.44%	4.95%	14.98%	1.82%	0.91%	2.63%	2.73%	3.25%	3.57%	1.97%	10.17%	2.19%	0.71%	4.86%	1.56%	1.38%	1.86%	1.50%	1.72%	2.08%	4.78%	0.0%
		A	AB		I		EF	I		I				P		Q										
BASE = Those who responded	1254	1180	1003	7615	562	557	471	6272	542	516	427	2800	54	498	53	402	422	137	189	143	211	262	286	283	279	0
	97.44%	95.47%	85.95%	97.09%	96.56%	95.05%	85.02%	98.18%	99.09%	96.99%	97.27%	96.75%	96.43%	98.03%	89.83%	97.81%	99.29%	95.14%	98.44%	98.62%	98.14%	98.50%	98.28%	97.92%	95.22%	0.0%
	BC	C		G	G			HJKE								O	R									
Yes	318	272	252	1140	86	81	75	3398	292	246	232	424	12	74	10	63	39	47	14	25	46	46	39	39	47	0
	25.36%	23.05%	25.12%	14.97%	15.30%	14.54%	15.92%	54.18%	53.87%	47.67%	54.33%	15.14%	22.22%	14.86%	18.87%	15.67%	9.24%	34.31%	7.41%	17.48%	21.80%	17.56%	13.64%	13.78%	16.85%	0.0%
								JE			J						Q		S	S						
No	936	908	751	6475	476	476	396	2874	250	270	195	2376	42	424	43	339	383	90	175	118	165	216	247	244	232	0
	74.64%	76.95%	74.88%	85.03%	84.70%	85.46%	84.08%	45.82%	46.13%	52.33%	45.67%	84.86%	77.78%	85.14%	81.13%	84.33%	90.76%	65.69%	92.59%	82.52%	78.20%	82.44%	86.36%	86.22%	83.15%	0.0%
					I				IK							R		TU								
Sigma	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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

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

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
													Excel/ Very Good		Good/ Fair/ Poor											
2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 Gen. Pop. UHC Southeast Avg.	0-7	8-10	0-7	8-10	425	144	192	145	215	266	291	289	293	0	
(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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	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	37	60	169	247	21	29	84	147	7	17	15	99	2	11	6	10	4	7	4	2	4	5	5	6	15	0
Appropriately skipped	936	908	751	6475	476	476	396	2874	250	270	195	2376	42	424	43	339	383	90	175	118	165	216	247	244	232	0
BASE = Those who responded	314	268	247	1121	85	81	74	3367	290	245	229	419	12	73	10	62	38	47	13	25	46	45	39	39	46	0
Yes	281	238	228	967	75	70	65	3191	273	233	224	370	10	65	9	54	34	41	10	22	42	43	31	35	40	0
No	33	30	19	154	10	11	9	176	17	12	5	49	2	8	1	8	4	6	3	3	4	2	8	4	6	0
Sigma	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	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

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

	2017 General Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Southeast (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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	41	63	170	262	21	31	84	176	9	18	15	101	2	11	6	10	4	7	4	2	4	5	5	6	15	0
	3.19%	5.10%	14.57%	3.34%	3.61%	5.29%	15.16%	2.76%	1.65%	3.38%	3.42%	3.49%	3.57%	2.17%	10.17%	2.43%	0.94%	4.86%	2.08%	1.38%	1.86%	1.88%	1.72%	2.08%	5.12%	0.0%
		A	AB		I		EF										Q							X		
Appropriately skipped	969	938	770	6629	486	487	405	3050	267	282	200	2425	44	432	44	347	387	96	178	121	169	218	255	248	238	0
	75.29%	75.89%	65.98%	84.52%	83.51%	83.11%	73.10%	47.75%	48.81%	53.01%	45.56%	83.79%	78.57%	85.04%	74.58%	84.43%	91.06%	66.67%	92.71%	83.45%	78.60%	81.95%	87.63%	85.81%	81.23%	0.0%
	C	C			GI	G				K							R		TU							
BASE = Those who responded	277	235	227	952	75	68	65	3162	271	232	224	368	10	65	9	54	34	41	10	22	42	43	31	35	40	0
	21.52%	19.01%	19.45%	12.14%	12.89%	11.60%	11.73%	49.50%	49.54%	43.61%	51.03%	12.72%	17.86%	12.80%	15.25%	13.14%	8.00%	28.47%	5.21%	15.17%	19.53%	16.17%	10.65%	12.11%	13.65%	0.0%
								E			J						Q		S	S						
Yes	266	231	223	896	73	67	62	3113	266	231	223	356	10	63	8	54	34	39	9	22	41	42	30	34	39	0
	96.03%	98.30%	98.24%	94.12%	97.33%	98.53%	95.38%	98.45%	98.15%	99.57%	99.55%	96.74%	100.00%	96.92%	88.89%	100.00%	100.00%	95.12%	90.00%	100.00%	97.62%	97.67%	96.77%	97.14%	97.50%	0.0%
No	11	4	4	56	2	1	3	49	5	1	1	12	0	2	1	0	0	2	1	0	1	1	1	1	1	0
	3.97%	1.70%	1.76%	5.88%	2.67%	1.47%	4.62%	1.55%	1.85%	0.43%	0.45%	3.26%	0.0%	3.08%	11.11%	0.0%	0.0%	4.88%	10.00%	0.0%	2.38%	2.33%	3.23%	2.86%	2.50%	0.0%
Sigma	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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

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 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Southeast (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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.08%	0.09%	0.0%	0.0%	0.17%	0.0%	0.0%	0.0%	0.19%	0.0%	0.0%	0.0%	0.0%	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	48	46	165	229	25	23	81	96	8	6	12	98	1	16	5	15	8	7	6	2	3	6	5	9	16	0
	3.73%	3.72%	14.14%	2.92%	4.30%	3.92%	14.62%	1.50%	1.46%	1.13%	2.73%	3.39%	1.79%	3.15%	8.47%	3.65%	1.88%	4.86%	3.13%	1.38%	1.40%	2.26%	1.72%	3.11%	5.46%	0.0%
			AB		I		EF																			
BASE = Those who responded	1239	1189	1001	7614	557	562	473	6292	539	525	427	2796	55	492	54	396	417	137	186	143	212	260	286	280	277	0
	96.27%	96.20%	85.78%	97.08%	95.70%	95.90%	85.38%	98.50%	98.54%	98.68%	97.27%	96.61%	98.21%	96.85%	91.53%	96.35%	98.12%	95.14%	96.88%	98.62%	98.60%	97.74%	98.28%	96.89%	94.54%	0.0%
	C	C			G	G			E																	
Yes	236	232	174	942	80	78	53	2125	182	184	143	386	8	70	13	55	33	47	23	19	37	42	37	32	48	0
	19.05%	19.51%	17.38%	12.37%	14.36%	13.88%	11.21%	33.77%	33.77%	35.05%	33.49%	13.81%	14.55%	14.23%	24.07%	13.89%	7.91%	34.31%	12.37%	13.29%	17.45%	16.15%	12.94%	11.43%	17.33%	0.0%
									E									Q							X	
No	1003	957	827	6672	477	484	420	4167	357	341	284	2410	47	422	41	341	384	90	163	124	175	218	249	248	229	0
	80.95%	80.49%	82.62%	87.63%	85.64%	86.12%	88.79%	66.23%	66.23%	64.95%	66.51%	86.19%	85.45%	85.77%	75.93%	86.11%	92.09%	65.69%	87.63%	86.71%	82.55%	83.85%	87.06%	88.57%	82.67%	0.0%
					I												R							Y		
Sigma	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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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67. Is this because of any medical, behavioral, or other health condition?

2017 General Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Southeast (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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	56	52	170	263	29	27	82	124	9	8	14	113	2	19	5	18	11	8	8	3	4	8	7	10	19	0
	4.35%	4.21%	14.57%	3.35%	4.98%	4.61%	14.80%	1.94%	1.65%	1.50%	3.19%	3.90%	3.57%	3.74%	8.47%	4.38%	2.59%	5.56%	4.17%	2.07%	1.86%	3.01%	2.41%	3.46%	6.48%	0.0%
			AB		I		EF																			
Appropriately skipped	1003	957	827	6672	477	484	420	4167	357	341	284	2410	47	422	41	341	384	90	163	124	175	218	249	248	229	0
	77.93%	77.43%	70.87%	85.07%	81.96%	82.59%	75.81%	65.23%	65.27%	64.10%	64.69%	83.28%	83.93%	83.07%	69.49%	82.97%	90.35%	62.50%	84.90%	85.52%	81.40%	81.95%	85.57%	85.81%	78.16%	0.0%
	C	C			GI	G										O	R							Y		
BASE = Those who responded	228	227	170	908	76	75	52	2097	181	183	141	371	7	67	13	52	30	46	21	18	36	40	35	31	45	0
	17.72%	18.37%	14.57%	11.58%	13.06%	12.80%	9.39%	32.83%	33.09%	34.40%	32.12%	12.82%	12.50%	13.19%	22.03%	12.65%	7.06%	31.94%	10.94%	12.41%	16.74%	15.04%	12.03%	10.73%	15.36%	0.0%
	C	C			G				E								Q									
Yes	170	173	134	623	52	50	36	1976	165	169	131	242	4	46	11	35	18	34	12	12	28	29	23	23	29	0
	74.56%	76.21%	78.82%	68.61%	68.42%	66.67%	69.23%	94.23%	91.16%	92.35%	92.91%	65.23%	57.14%	68.66%	84.62%	67.31%	60.00%	73.91%	57.14%	66.67%	77.78%	72.50%	65.71%	74.19%	64.44%	0.0%
									E																	
No	58	54	36	285	24	25	16	121	16	14	10	129	3	21	2	17	12	12	9	6	8	11	12	8	16	0
	25.44%	23.79%	21.18%	31.39%	31.58%	33.33%	30.77%	5.77%	8.84%	7.65%	7.09%	34.77%	42.86%	31.34%	15.38%	32.69%	40.00%	26.09%	42.86%	33.33%	22.22%	27.50%	34.29%	25.81%	35.56%	0.0%
					I																					
Sigma	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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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68. Is this a condition that has lasted or is expected to last for at least 12 months?

													2017 General Population 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 Gen. Pop. Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Pop. Qual. Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 Gen. Pop. Southeast Avg.	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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	60	54	171	270	30	27	82	134	11	10	15	115	3	19	6	18	11	9	8	3	5	8	8	10	20	0
	4.66%	4.37%	14.65%	3.44%	5.15%	4.61%	14.80%	2.10%	2.01%	1.88%	3.42%	3.97%	5.36%	3.74%	10.17%	4.38%	2.59%	6.25%	4.17%	2.07%	2.33%	3.01%	2.75%	3.46%	6.83%	0.0%
			AB		I		EF																			
Appropriately skipped	1061	1011	863	6957	501	509	436	4288	373	355	294	2539	50	443	43	358	396	102	172	130	183	229	261	256	245	0
	82.44%	81.80%	73.95%	88.70%	86.08%	86.86%	78.70%	67.13%	68.19%	66.73%	66.97%	87.73%	89.29%	87.20%	72.88%	87.10%	93.18%	70.83%	89.58%	89.66%	85.12%	86.09%	89.69%	88.58%	83.62%	0.0%
	C	C			GI	G										O	R									
BASE = Those who responded	166	171	133	616	51	50	36	1966	163	167	130	240	3	46	10	35	18	33	12	12	27	29	22	23	28	0
	12.90%	13.83%	11.40%	7.85%	8.76%	8.53%	6.50%	30.78%	29.80%	31.39%	29.61%	8.29%	5.36%	9.06%	16.95%	8.52%	4.24%	22.92%	6.25%	8.28%	12.56%	10.90%	7.56%	7.96%	9.56%	0.0%
									E									Q		S						
Yes	163	162	128	586	49	49	35	1946	163	162	128	234	3	44	9	34	18	31	12	11	26	28	21	22	27	0
	98.19%	94.74%	96.24%	95.13%	96.08%	98.00%	97.22%	98.98%	100.00%	97.01%	98.46%	97.50%	100.00%	95.65%	90.00%	97.14%	100.00%	93.94%	100.00%	91.67%	96.30%	96.55%	95.45%	95.65%	96.43%	0.0%
									HJ																	
No	3	9	5	30	2	1	1	20	0	5	2	6	0	2	1	1	0	2	0	1	1	1	1	1	1	0
	1.81%	5.26%	3.76%	4.87%	3.92%	2.00%	2.78%	1.02%	0.0%	2.99%	1.54%	2.50%	0.0%	4.35%	10.00%	2.86%	0.0%	6.06%	0.0%	8.33%	3.70%	3.45%	4.55%	4.35%	3.57%	0.0%
								I		I																
Sigma	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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

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

													2017 General Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. Southeast (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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	48	159	202	22	22	84	66	5	10	7	85	2	12	6	10	7	5	1	3	2	5	2	6	16	0
	3.11%	3.88%	13.62%	2.58%	3.78%	3.75%	15.16%	1.03%	0.91%	1.88%	1.59%	2.94%	3.57%	2.36%	10.17%	2.43%	1.65%	3.47%	0.52%	2.07%	0.93%	1.88%	0.69%	2.08%	5.46%	0.0%
			AB		I		EF																		X	
BASE = Those who responded	1247	1188	1008	7641	560	564	470	6322	542	522	432	2809	54	496	53	401	418	139	191	142	213	261	289	283	277	0
	96.89%	96.12%	86.38%	97.42%	96.22%	96.25%	84.84%	98.97%	99.09%	98.12%	98.41%	97.06%	96.43%	97.64%	89.83%	97.57%	98.35%	96.53%	99.48%	97.93%	99.07%	98.12%	99.31%	97.92%	94.54%	0.0%
	C	C			G	G			E															Y		
Yes	176	157	113	719	50	56	33	1774	143	134	92	237	6	44	6	36	26	24	16	10	24	33	17	21	29	0
	14.11%	13.22%	11.21%	9.41%	8.93%	9.93%	7.02%	28.06%	26.38%	25.67%	21.30%	8.44%	11.11%	8.87%	11.32%	8.98%	6.22%	17.27%	8.38%	7.04%	11.27%	12.64%	5.88%	7.42%	10.47%	0.0%
	C								E									Q				W				
No	1071	1031	895	6922	510	508	437	4548	399	388	340	2572	48	452	47	365	392	115	175	132	189	228	272	262	248	0
	85.89%	86.78%	88.79%	90.59%	91.07%	90.07%	92.98%	71.94%	73.62%	74.33%	78.70%	91.56%	88.89%	91.13%	88.68%	91.02%	93.78%	82.73%	91.62%	92.96%	88.73%	87.36%	94.12%	92.58%	89.53%	0.0%
			A		I												R					V				
Sigma	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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 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 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 Gen. Pop. UHC Southeast Avg.	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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	41	54	166	223	23	26	85	92	6	15	12	93	2	13	6	11	8	5	2	3	2	5	3	7	16	0
	3.19%	4.37%	14.22%	2.84%	3.95%	4.44%	15.34%	1.44%	1.10%	2.82%	2.73%	3.21%	3.57%	2.56%	10.17%	2.68%	1.88%	3.47%	1.04%	2.07%	0.93%	1.88%	1.03%	2.42%	5.46%	0.0%
			AB		I		EF			I																
Appropriately skipped	1071	1031	895	6922	510	508	437	4548	399	388	340	2572	48	452	47	365	392	115	175	132	189	228	272	262	248	0
	83.22%	83.41%	76.69%	88.26%	87.63%	86.69%	78.88%	71.20%	72.94%	72.93%	77.45%	88.87%	85.71%	88.98%	79.66%	88.81%	92.24%	79.86%	91.15%	91.03%	87.91%	85.71%	93.47%	90.66%	84.64%	0.0%
	C	C			GI	G											R					V	Y			
BASE = Those who responded	175	151	106	698	49	52	32	1748	142	129	87	229	6	43	6	35	25	24	15	10	24	33	16	20	29	0
	13.60%	12.22%	9.08%	8.90%	8.42%	8.87%	5.78%	27.36%	25.96%	24.25%	19.82%	7.91%	10.71%	8.46%	10.17%	8.52%	5.88%	16.67%	7.81%	6.90%	11.16%	12.41%	5.50%	6.92%	9.90%	0.0%
	C	C				G			KE									Q				W				
Yes	129	120	74	481	39	36	18	1553	121	118	73	160	2	37	5	28	19	20	9	7	23	26	13	16	23	0
	73.71%	79.47%	69.81%	68.91%	79.59%	69.23%	56.25%	88.84%	85.21%	91.47%	83.91%	69.87%	33.33%	86.05%	83.33%	80.00%	76.00%	83.33%	60.00%	70.00%	95.83%	78.79%	81.25%	80.00%	79.31%	0.0%
					G																					
No	46	31	32	217	10	16	14	195	21	11	14	69	4	6	1	7	6	4	6	3	1	7	3	4	6	0
	26.29%	20.53%	30.19%	31.09%	20.41%	30.77%	43.75%	11.16%	14.79%	8.53%	16.09%	30.13%	66.67%	13.95%	16.67%	20.00%	24.00%	16.67%	40.00%	30.00%	4.17%	21.21%	18.75%	20.00%	20.69%	0.0%
							E																			
Sigma	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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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71. Is this a condition that has lasted or is expected to last for at least 12 months?

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
													Excel/ Very Good		Good/ Fair/ Poor											
2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Gen. Pop. Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Pop. Qual. Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 Gen. Pop. UHC Southeast	0-7	8-10	0-7	8-10	2017 Plan Total	2016 Plan Total	2015 Plan Total	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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	43	56	166	236	25	26	85	109	6	17	12	95	3	14	7	11	9	6	3	3	3	6	4	7	18	0
	3.34%	4.53%	14.22%	3.01%	4.30%	4.44%	15.34%	1.71%	1.10%	3.20%	2.73%	3.28%	5.36%	2.76%	11.86%	2.68%	2.12%	4.17%	1.56%	2.07%	1.40%	2.26%	1.37%	2.42%	6.14%	0.0%
			AB		I		EF			I					P										X	
Appropriately skipped	1117	1062	927	7139	520	524	451	4743	420	399	354	2641	52	458	48	372	398	119	181	135	190	235	275	266	254	0
	86.79%	85.92%	79.43%	91.02%	89.35%	89.42%	81.41%	74.25%	76.78%	75.00%	80.64%	91.26%	92.86%	90.16%	81.36%	90.51%	93.65%	82.64%	94.27%	93.10%	88.37%	88.35%	94.50%	92.04%	86.69%	0.0%
	C	C			GI	G				J							R		U			V	Y			
BASE = Those who responded	127	118	74	468	37	36	18	1536	121	116	73	158	1	36	4	28	18	19	8	7	22	25	12	16	21	0
	9.87%	9.55%	6.34%	5.97%	6.36%	6.14%	3.25%	24.05%	22.12%	21.80%	16.63%	5.46%	1.79%	7.09%	6.78%	6.81%	4.24%	13.19%	4.17%	4.83%	10.23%	9.40%	4.12%	5.54%	7.17%	0.0%
	C	C			G	G			KE	K				M				Q			ST	W				
Yes	119	112	72	430	33	36	18	1499	119	112	72	149	1	32	4	24	16	17	6	7	20	22	11	16	17	0
	93.70%	94.92%	97.30%	91.88%	89.19%	100.00%	100.00%	97.59%	98.35%	96.55%	98.63%	94.30%	100.00%	88.89%	100.00%	85.71%	88.89%	89.47%	75.00%	100.00%	90.91%	88.00%	91.67%	100.00%	80.95%	0.0%
					E																					
No	8	6	2	38	4	0	0	37	2	4	1	9	0	4	0	4	2	2	2	0	2	3	1	0	4	0
	6.30%	5.08%	2.70%	8.12%	10.81%	0.0%	0.0%	2.41%	1.65%	3.45%	1.37%	5.70%	0.0%	11.11%	0.0%	14.29%	11.11%	10.53%	25.00%	0.0%	9.09%	12.00%	8.33%	0.0%	19.05%	0.0%
					F																					
Sigma	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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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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 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. Southeast (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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	43	46	158	232	24	19	81	80	8	6	5	95	1	15	6	13	8	6	1	3	3	2	5	5	19	0
	3.34%	3.72%	13.54%	2.96%	4.12%	3.24%	14.62%	1.25%	1.46%	1.13%	1.14%	3.28%	1.79%	2.95%	10.17%	3.16%	1.88%	4.17%	0.52%	2.07%	1.40%	0.75%	1.72%	1.73%	6.48%	0.0%
			AB		I		EF																		X	
BASE = Those who responded	1244	1190	1009	7611	558	567	473	6308	539	526	434	2799	55	493	53	398	417	138	191	142	212	264	286	284	274	0
	96.66%	96.28%	86.46%	97.04%	95.88%	96.76%	85.38%	98.75%	98.54%	98.87%	98.86%	96.72%	98.21%	97.05%	89.83%	96.84%	98.12%	95.83%	99.48%	97.93%	98.60%	99.25%	98.28%	98.27%	93.52%	0.0%
	C	C			G	G			E															Y		
Yes	323	270	230	1111	90	98	70	3360	301	254	218	415	12	77	11	65	38	51	11	23	54	50	39	47	43	0
	25.96%	22.69%	22.79%	14.60%	16.13%	17.28%	14.80%	53.27%	55.84%	48.29%	50.23%	14.83%	21.82%	15.62%	20.75%	16.33%	9.11%	36.96%	5.76%	16.20%	25.47%	18.94%	13.64%	16.55%	15.69%	0.0%
									JE									Q		S	ST					
No	921	920	779	6500	468	469	403	2948	238	272	216	2384	43	416	42	333	379	87	180	119	158	214	247	237	231	0
	74.04%	77.31%	77.21%	85.40%	83.87%	82.72%	85.20%	46.73%	44.16%	51.71%	49.77%	85.17%	78.18%	84.38%	79.25%	83.67%	90.89%	63.04%	94.24%	83.80%	74.53%	81.06%	86.36%	83.45%	84.31%	0.0%
					I					I							R		TU	U						
Sigma	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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 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 Gen. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Southeast (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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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%	0.09%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.23%	0.0%	0.0%	0.0%	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	61	58	166	286	29	27	85	167	20	11	10	117	1	20	6	16	10	9	2	4	5	4	7	7	22	0
	4.74%	4.69%	14.22%	3.65%	4.98%	4.61%	15.34%	2.61%	3.66%	2.07%	2.28%	4.04%	1.79%	3.94%	10.17%	3.89%	2.35%	6.25%	1.04%	2.76%	2.33%	1.50%	2.41%	2.42%	7.51%	0.0%
			AB				EF																		X	
Appropriately skipped	921	920	779	6500	468	469	403	2948	238	272	216	2384	43	416	42	333	379	87	180	119	158	214	247	237	231	0
	71.56%	74.43%	66.75%	82.88%	80.41%	80.03%	72.74%	46.15%	43.51%	51.13%	49.20%	82.38%	76.79%	81.89%	71.19%	81.02%	89.18%	60.42%	93.75%	82.07%	73.49%	80.45%	84.88%	82.01%	78.84%	0.0%
	C	C			GI	G				I							R		TU							
BASE = Those who responded	305	258	221	1057	85	90	66	3273	289	249	212	393	12	72	11	62	36	48	10	22	52	48	37	45	40	0
	23.70%	20.87%	18.94%	13.48%	14.60%	15.36%	11.91%	51.24%	52.83%	46.80%	48.29%	13.58%	21.43%	14.17%	18.64%	15.09%	8.47%	33.33%	5.21%	15.17%	24.19%	18.05%	12.71%	15.57%	13.65%	0.0%
	C								JE								Q		S	ST						
Yes	281	238	208	957	79	83	60	3190	281	238	208	375	12	66	10	58	33	45	10	21	48	46	33	40	39	0
	92.13%	92.25%	94.12%	90.54%	92.94%	92.22%	90.91%	97.46%	97.23%	95.58%	98.11%	95.42%	100.00%	91.67%	90.91%	93.55%	91.67%	93.75%	100.00%	95.45%	92.31%	95.83%	89.19%	88.89%	97.50%	0.0%
No	24	20	13	100	6	7	6	83	8	11	4	18	0	6	1	4	3	3	0	1	4	2	4	5	1	0
	7.87%	7.75%	5.88%	9.46%	7.06%	7.78%	9.09%	2.54%	2.77%	4.42%	1.89%	4.58%	0.0%	8.33%	9.09%	6.45%	8.33%	6.25%	0.0%	4.55%	7.69%	4.17%	10.81%	11.11%	2.50%	0.0%
Sigma	1287	1236	1167	7843	582	586	554	6388	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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

74. What is your child's age?

	2017 General Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	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	48	169	550	30	22	85	165	11	6	10	142	4	20	8	15	15	8	0	0	0	7	3	13	17	0
	3.96%	3.88%	14.48%	4.41%	5.15%	3.75%	15.34%	2.58%	2.01%	1.13%	2.28%	4.44%	7.14%	3.94%	13.56%	3.65%	3.53%	5.56%	0.0%	0.0%	0.0%	2.63%	1.03%	4.50%	5.80%	0.0%
			AB		I		EF								P											
BASE = Those who responded	1236	1188	998	11926	552	564	469	6223	536	526	429	3021	52	488	51	396	410	136	192	145	215	259	288	276	276	0
	96.04%	96.12%	85.52%	95.59%	94.85%	96.25%	84.66%	97.42%	97.99%	98.87%	97.72%	95.51%	92.86%	96.06%	86.44%	96.35%	96.47%	94.44%	100.0%	100.0%	100.0%	97.37%	98.97%	95.50%	94.20%	0.0%
	C	C			G	G			E							O										
Less than 1 year old	17	16	13	239	9	8	5	39	5	3	3	63	0	8	0	5	7	1	9	0	0	3	6	2	7	0
	1.38%	1.35%	1.30%	2.00%	1.63%	1.42%	1.07%	0.63%	0.93%	0.57%	0.70%	2.09%	0.0%	1.64%	0.0%	1.26%	1.71%	0.74%	4.69%	0.0%	0.0%	1.16%	2.08%	0.72%	2.54%	0.0%
														M		O			TU							
1 year or more (NET)	1219	1172	985	11687	543	556	464	6184	531	523	426	2958	52	480	51	391	403	135	183	145	215	256	282	274	269	0
	98.62%	98.65%	98.70%	98.00%	98.37%	98.58%	98.93%	99.37%	99.07%	99.43%	99.30%	97.91%	100.00%	98.36%	100.00%	98.74%	98.29%	99.26%	95.31%	100.00%	100.00%	98.84%	97.92%	99.28%	97.46%	0.0%
													N		P				S	S						
1 - 5 years old	361	327	286	3632	183	170	148	985	72	80	76	908	12	167	13	144	150	32	183	0	0	93	87	77	106	0
	29.21%	27.53%	28.66%	30.45%	33.15%	30.14%	31.56%	15.83%	13.43%	15.21%	17.72%	30.06%	23.08%	34.22%	25.49%	36.36%	36.59%	23.53%	95.31%	0.0%	0.0%	35.91%	30.21%	27.90%	38.41%	0.0%
					I												R		TU						X	
6 - 10 years old	335	336	288	3230	145	155	131	1952	167	181	146	856	17	126	12	95	99	44	0	145	0	60	84	76	69	0
	27.10%	28.28%	28.86%	27.08%	26.27%	27.48%	27.93%	31.37%	31.16%	34.41%	34.03%	28.33%	32.69%	25.82%	23.53%	23.99%	24.15%	32.35%	0.0%	100.00%	0.0%	23.17%	29.17%	27.54%	25.00%	0.0%
																			SU							
11 - 15 years old	350	362	274	3231	145	170	126	2183	202	183	138	777	16	125	19	102	104	39	0	0	145	70	74	80	65	0
	28.32%	30.47%	27.45%	27.09%	26.27%	30.14%	26.87%	35.08%	37.69%	34.79%	32.17%	25.72%	30.77%	25.61%	37.25%	25.76%	25.37%	28.68%	0.0%	0.0%	67.44%	27.03%	25.69%	28.99%	23.55%	0.0%
									E										ST							
Over 15 years old	173	147	137	1594	70	61	59	1064	90	79	66	417	7	62	7	50	50	20	0	0	70	33	37	41	29	0
	14.00%	12.37%	13.73%	13.37%	12.68%	10.82%	12.58%	17.10%	16.79%	15.02%	15.38%	13.80%	13.46%	12.70%	13.73%	12.63%	12.20%	14.71%	0.0%	0.0%	32.56%	12.74%	12.85%	14.86%	10.51%	0.0%
																			ST							
2 years or more (NET)	1151	1114	925	11056	515	532	433	6064	524	516	416	2815	50	454	49	365	377	133	155	145	215	244	268	262	253	0
	93.12%	93.77%	92.69%	92.71%	93.30%	94.33%	92.32%	97.44%	97.76%	98.10%	96.97%	93.18%	96.15%	93.03%	96.08%	92.17%	91.95%	97.79%	80.73%	100.00%	100.00%	94.21%	93.06%	94.93%	91.67%	0.0%
									E									Q		S	S					
Average age	9.0380	9.0699	9.0210	8.8139	8.6377	8.8599	8.7228	10.4986	10.6437	10.2947	10.0979	8.8117	9.5385	8.5451	9.7647	8.4394	8.3610	9.4926	2.9115	8.1103	14.1070	8.5521	8.7708	9.3152	7.9601	0
									E									Q		S	ST		Y			
Standard deviation	5.0934	5.0125	5.1185	5.1656	5.1315	4.9890	5.1044	4.5570	4.3634	4.4164	4.5833	5.1349	4.8653	5.1400	4.9925	5.1994	5.2141	4.7897	1.4533	1.4627	2.2126	5.2173	5.0404	5.0302	5.1424	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 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Total (I)	2016 CCC Pop. Total (J)	2015 CCC Pop. Total (K)	2017 Gen. Pop. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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: 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 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 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Pop. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 Gen. Pop. UHC Avg. Southeast		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	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	5	1	0	0	2	0	0	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.40%	0.09%	0.0%	0.0%	0.34%	0.0%	0.0%	0.0%	0.38%	0.23%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	A																									
No response	47	36	158	379	25	16	81	110	13	4	5	101	2	17	6	14	10	8	3	1	1	0	0	6	19	0
	3.65%	2.91%	13.54%	3.04%	4.30%	2.73%	14.62%	1.72%	2.38%	0.75%	1.14%	3.19%	3.57%	3.35%	10.17%	3.41%	2.35%	5.56%	1.56%	0.69%	0.47%	0.0%	0.0%	2.08%	6.48%	0.0%
	AB																									
BASE = Those who responded	1240	1195	1008	12097	557	568	473	6278	534	526	433	3062	54	491	53	397	415	136	189	144	214	266	291	283	274	0
	96.35%	96.68%	86.38%	96.96%	95.70%	96.93%	85.38%	98.28%	97.62%	98.87%	98.63%	96.81%	96.43%	96.65%	89.83%	96.59%	97.65%	94.44%	98.44%	99.31%	99.53%	100.00%	100.00%	97.92%	93.52%	0.0%
	C																									
Male	660	639	539	6299	266	289	238	3750	317	328	258	1566	31	228	28	183	187	75	96	60	103	266	0	142	124	0
	53.23%	53.47%	53.47%	52.07%	47.76%	50.88%	50.32%	59.73%	59.36%	62.36%	59.58%	51.14%	57.41%	46.44%	52.83%	46.10%	45.06%	55.15%	50.79%	41.67%	48.13%	100.00%	0.0%	50.18%	45.26%	0.0%
	E																									
Female	580	556	469	5798	291	279	235	2528	217	198	175	1496	23	263	25	214	228	61	93	84	111	0	291	141	150	0
	46.77%	46.53%	46.53%	47.93%	52.24%	49.12%	49.68%	40.27%	40.64%	37.64%	40.42%	48.86%	42.59%	53.56%	47.17%	53.90%	54.94%	44.85%	49.21%	58.33%	51.87%	0.0%	100.00%	49.82%	54.74%	0.0%
	DI																									
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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

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

													2017 General Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	70	54	176	542	32	22	89	170	16	16	15	157	4	21	8	17	14	11	5	2	6	6	6	6	26	0
	5.44%	4.37%	15.08%	4.34%	5.50%	3.75%	16.06%	2.66%	2.93%	3.01%	3.42%	4.96%	7.14%	4.13%	13.56%	4.14%	3.29%	7.64%	2.60%	1.38%	2.79%	2.26%	2.06%	2.08%	8.87%	0.0%
			AB		I		EF								P										X	
BASE = Those who responded	1217	1182	991	11934	550	564	465	6218	531	516	424	3006	52	487	51	394	411	133	187	143	209	260	285	283	267	0
	94.56%	95.63%	84.92%	95.66%	94.50%	96.25%	83.94%	97.34%	97.07%	96.99%	96.58%	95.04%	92.86%	95.87%	86.44%	95.86%	96.71%	92.36%	97.40%	98.62%	97.21%	97.74%	97.94%	97.92%	91.13%	0.0%
	C	C			G	G			E							O								Y		
Yes, Hispanic or Latino	159	99	82	3978	77	48	38	1132	33	31	22	487	5	69	4	54	58	18	39	22	15	31	45	22	55	0
	13.06%	8.38%	8.27%	33.33%	14.00%	8.51%	8.17%	18.21%	6.21%	6.01%	5.19%	16.20%	9.62%	14.17%	7.84%	13.71%	14.11%	13.53%	20.86%	15.38%	7.18%	11.92%	15.79%	7.77%	20.60%	0.0%
	BC			E	FGI			I											U	U					X	
No, not Hispanic or Latino	1058	1083	909	7956	473	516	427	5086	498	485	402	2519	47	418	47	340	353	115	148	121	194	229	240	261	212	0
	86.94%	91.62%	91.73%	66.67%	86.00%	91.49%	91.83%	81.79%	93.79%	93.99%	94.81%	83.80%	90.38%	85.83%	92.16%	86.29%	85.89%	86.47%	79.14%	84.62%	92.82%	88.08%	84.21%	92.23%	79.40%	0.0%
		A	A		D	E	E		HE											ST				Y		
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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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77. What is your child's race?

	2017 General Population 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 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 Gen. Pop. UHC Avg. Southeast	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	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	79	61	181	1100	34	23	92	260	21	11	16	178	5	23	9	17	16	10	5	4	6	8	7	6	28	0
	6.14%	4.94%	15.51%	8.82%	5.84%	3.92%	16.61%	4.07%	3.84%	2.07%	3.64%	5.63%	8.93%	4.53%	15.25%	4.14%	3.76%	6.94%	2.60%	2.76%	2.79%	3.01%	2.41%	2.08%	9.56%	0.0%
			AB	E			EF								P										X	
BASE = Those who responded	1208	1175	986	11376	548	563	462	6128	526	521	423	2985	51	485	50	394	409	134	187	141	209	258	284	283	265	0
	93.86%	95.06%	84.49%	91.18%	94.16%	96.08%	83.39%	95.93%	96.16%	97.93%	96.36%	94.37%	91.07%	95.47%	84.75%	95.86%	96.24%	93.06%	97.40%	97.24%	97.21%	96.99%	97.59%	97.92%	90.44%	0.0%
	C	C			DG	G										O								Y		
White	618	602	495	7319	279	293	217	4246	281	277	218	1780	25	248	25	201	226	50	99	73	102	136	141	147	132	0
	51.16%	51.23%	50.20%	64.34%	50.91%	52.04%	46.97%	69.29%	53.42%	53.17%	51.54%	59.63%	49.02%	51.13%	50.00%	51.02%	55.26%	37.31%	52.94%	51.77%	48.80%	52.71%	49.65%	51.94%	49.81%	0.0%
				E				I									R									
Black or African-American	535	551	485	2464	238	256	239	1664	241	251	211	1060	18	212	23	168	161	74	82	56	96	112	122	114	124	0
	44.29%	46.89%	49.19%	21.66%	43.43%	45.47%	51.73%	27.15%	45.82%	48.18%	49.88%	35.51%	35.29%	43.71%	46.00%	42.64%	39.36%	55.22%	43.85%	39.72%	45.93%	43.41%	42.96%	40.28%	46.79%	0.0%
			A		D		EF		H									Q								
Asian	43	38	22	854	22	21	13	174	10	10	5	99	4	17	3	15	16	6	4	13	5	10	12	12	10	0
	3.56%	3.23%	2.23%	7.51%	4.01%	3.73%	2.81%	2.84%	1.90%	1.92%	1.18%	3.32%	7.84%	3.51%	6.00%	3.81%	3.91%	4.48%	2.14%	9.22%	2.39%	3.88%	4.23%	4.24%	3.77%	0.0%
				E	I															SU						
Native Hawaiian or other Pacific Islander	11	4	6	286	8	1	3	73	3	2	2	15	1	7	4	3	5	3	3	4	0	3	5	3	5	0
	0.91%	0.34%	0.61%	2.51%	1.46%	0.18%	0.65%	1.19%	0.57%	0.38%	0.47%	0.50%	1.96%	1.44%	8.00%	0.76%	1.22%	2.24%	1.60%	2.84%	0.0%	1.16%	1.76%	1.06%	1.89%	0.0%
				E	F															U						
American Indian or Alaska Native	63	62	39	440	29	36	18	282	30	30	14	90	3	25	2	23	24	5	8	9	11	18	11	10	19	0
	5.22%	5.28%	3.96%	3.87%	5.29%	6.39%	3.90%	4.60%	5.70%	5.76%	3.31%	3.02%	5.88%	5.15%	4.00%	5.84%	5.87%	3.73%	4.28%	6.38%	5.26%	6.98%	3.87%	3.53%	7.17%	0.0%
Other	113	70	52	2031	63	33	29	684	27	23	20	316	5	57	1	45	48	15	32	17	13	29	33	18	45	0
	9.35%	5.96%	5.27%	17.85%	11.50%	5.86%	6.28%	11.16%	5.13%	4.41%	4.73%	10.59%	9.80%	11.75%	2.00%	11.42%	11.74%	11.19%	17.11%	12.06%	6.22%	11.24%	11.62%	6.36%	16.98%	0.0%
	BC			E	PGI			I								O			U						X	
Sigma	1462	1388	1280	14494	673	663	611	7383	613	604	486	3538	61	589	67	472	496	163	233	176	233	316	331	310	363	0
	113.60%	112.30%	109.68%	116.18%	115.64%	113.14%	110.29%	115.58%	112.07%	113.53%	110.71%	111.86%	108.93%	115.94%	113.56%	114.84%	116.71%	113.19%	121.35%	121.38%	108.37%	118.80%	113.75%	107.27%	123.89%	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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78. What is your age?

	2017 General Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	5	9	0	0	2	2	0	0	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.40%	0.77%	0.0%	0.0%	0.34%	0.36%	0.0%	0.0%	0.56%	0.68%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
		A	A																							
No response	54	47	168	454	32	19	86	132	14	9	10	133	5	19	9	19	16	9	4	2	7	4	8	4	28	0
	4.20%	3.80%	14.40%	3.64%	5.50%	3.24%	15.52%	2.07%	2.56%	1.69%	2.28%	4.20%	8.93%	3.74%	15.25%	4.62%	3.76%	6.25%	2.08%	1.38%	3.26%	1.50%	2.75%	1.38%	9.56%	0.0%
			AB		I		EF								P										X	
BASE = Those who responded	1233	1184	990	12022	550	565	466	6256	533	520	426	3030	51	489	50	392	409	135	188	143	208	262	283	285	265	0
	95.80%	95.79%	84.83%	96.36%	94.50%	96.42%	84.12%	97.93%	97.44%	97.74%	97.04%	95.80%	91.07%	96.26%	84.75%	95.38%	96.24%	93.75%	97.92%	98.62%	96.74%	98.50%	97.25%	98.62%	90.44%	0.0%
	C	C			G	G			E							O								Y		
Under 18 (v 16)	104	103	70	702	38	41	21	473	54	41	39	218	4	34	7	20	23	14	9	4	23	22	16	37	1	0
	8.43%	8.70%	7.07%	5.84%	6.91%	7.26%	4.51%	7.56%	10.13%	7.88%	9.15%	7.19%	7.84%	6.95%	14.00%	5.10%	5.62%	10.37%	4.79%	2.80%	11.06%	8.40%	5.65%	12.98%	0.38%	0.0%
																					ST			Y		
18 to 24 (v 21)	76	72	83	738	39	32	39	158	14	18	16	185	4	33	2	27	33	6	36	1	1	17	22	15	24	0
	6.16%	6.08%	8.38%	6.14%	7.09%	5.66%	8.37%	2.53%	2.63%	3.46%	3.76%	6.11%	7.84%	6.75%	4.00%	6.89%	8.07%	4.44%	19.15%	0.70%	0.48%	6.49%	7.77%	5.26%	9.06%	0.0%
			AB		I														TU							
25 to 34 (v 29.5)	427	401	337	3676	200	203	173	1477	151	160	131	969	14	181	15	148	160	38	105	67	24	96	102	83	117	0
	34.63%	33.87%	34.04%	30.58%	36.36%	35.93%	37.12%	23.61%	28.33%	30.77%	30.75%	31.98%	27.45%	37.01%	30.00%	37.76%	39.12%	28.15%	55.85%	46.85%	11.54%	36.64%	36.04%	29.12%	44.15%	0.0%
					DI				H								R		U	U				X		
35 to 44 (v 39.5)	376	396	284	3939	179	202	142	2021	188	184	128	940	21	156	16	125	118	59	30	46	101	86	91	93	86	0
	30.49%	33.45%	28.69%	32.76%	32.55%	35.75%	30.47%	32.30%	35.27%	35.38%	30.05%	31.02%	41.18%	31.90%	32.00%	31.89%	28.85%	43.70%	15.96%	32.17%	48.56%	32.82%	32.16%	32.63%	32.45%	0.0%
		C																Q	S	ST						
45 to 54 (v 49.5)	135	126	139	1944	56	54	60	1217	66	72	64	421	7	48	5	43	49	6	5	14	36	25	30	34	22	0
	10.95%	10.64%	14.04%	16.17%	10.18%	9.56%	12.88%	19.45%	12.38%	13.85%	15.02%	13.89%	13.73%	9.82%	10.00%	10.97%	11.98%	4.44%	2.66%	9.79%	17.31%	9.54%	10.60%	11.93%	8.30%	0.0%
			AB	E				I									R			S	ST					
55 to 64 (v 59.5)	79	49	55	702	25	21	23	596	44	28	33	188	1	24	5	18	16	9	2	6	16	10	15	15	10	0
	6.41%	4.14%	5.56%	5.84%	4.55%	3.72%	4.94%	9.53%	8.26%	5.38%	7.75%	6.20%	1.96%	4.91%	10.00%	4.59%	3.91%	6.67%	1.06%	4.20%	7.69%	3.82%	5.30%	5.26%	3.77%	0.0%
	B								E											S						
65 to 74 (v 69.5)	32	29	19	266	12	7	6	266	14	16	13	91	0	12	0	10	9	3	1	4	7	5	7	8	4	0
	2.60%	2.45%	1.92%	2.21%	2.18%	1.24%	1.29%	4.25%	2.63%	3.08%	3.05%	3.00%	0.0%	2.45%	0.0%	2.55%	2.20%	2.22%	0.53%	2.80%	3.37%	1.91%	2.47%	2.81%	1.51%	0.0%
								I						M		O				S						
75 or older (v 79.5)	4	8	3	55	1	5	2	48	2	1	2	18	0	1	0	1	1	0	0	1	0	1	0	0	1	0
	0.32%	0.68%	0.30%	0.46%	0.18%	0.88%	0.43%	0.77%	0.38%	0.19%	0.47%	0.59%	0.0%	0.20%	0.0%	0.26%	0.24%	0.0%	0.0%	0.70%	0.0%	0.38%	0.0%	0.0%	0.38%	0.0%
Average age	36.1991	35.8408	36.0955	37.5660	35.5827	35.5788	36.0129	40.3282	37.6276	37.3913	37.7336	37.2507	35.2255	35.6973	35.4700	36.1339	35.5122	35.8704	29.8856	36.9650	39.9375	35.1050	35.9912	35.6509	35.5094	0
				E				I	E										S	ST						
Standard deviation	12.5115	12.2223	12.1891	12.1184	11.5910	11.3906	11.3828	13.4694	12.8379	12.1600	13.1160	12.7592	10.0451	11.7836	12.4404	11.5996	11.5426	11.7714	8.1910	11.0093	12.3460	11.5756	11.6457	12.7382	10.2140	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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78. What is your age?

													2017 General Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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

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79. Are you male or female?

													2017 General Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.08%	0.09%	0.0%	0.0%	0.17%	0.0%	0.0%	0.0%	0.19%	0.23%	0.0%	0.0%	0.0%	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	48	162	401	25	21	84	129	11	7	6	119	5	14	8	14	10	8	2	2	2	2	4	3	22	0
	3.42%	3.88%	13.88%	3.21%	4.30%	3.58%	15.16%	2.02%	2.01%	1.32%	1.37%	3.76%	8.93%	2.76%	13.56%	3.41%	2.35%	5.56%	1.04%	1.38%	0.93%	0.75%	1.37%	1.04%	7.51%	0.0%
			AB		I		EF								P									X		
BASE = Those who responded	1243	1187	1004	12075	557	564	470	6259	536	524	432	3044	51	494	51	397	415	136	190	143	213	264	287	286	271	0
	96.58%	96.04%	86.03%	96.79%	95.70%	96.25%	84.84%	97.98%	97.99%	98.50%	98.41%	96.24%	91.07%	97.24%	86.44%	96.59%	97.65%	94.44%	98.96%	98.62%	99.07%	99.25%	98.63%	98.96%	92.49%	0.0%
	C	C			G	G			E							O							Y			
Male	104	80	73	1567	52	45	30	667	38	35	37	326	4	47	3	34	40	12	17	11	23	29	22	26	26	0
	8.37%	6.74%	7.27%	12.98%	9.34%	7.98%	6.38%	10.66%	7.09%	6.68%	8.56%	10.71%	7.84%	9.51%	5.88%	8.56%	9.64%	8.82%	8.95%	7.69%	10.80%	10.98%	7.67%	9.09%	9.59%	0.0%
				E				I																		
Female	1139	1107	931	10508	505	519	440	5592	498	489	395	2718	47	447	48	363	375	124	173	132	190	235	265	260	245	0
	91.63%	93.26%	92.73%	87.02%	90.66%	92.02%	93.62%	89.34%	92.91%	93.32%	91.44%	89.29%	92.16%	90.49%	94.12%	91.44%	90.36%	91.18%	91.05%	92.31%	89.20%	89.02%	92.33%	90.91%	90.41%	0.0%
					D				H																	
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	73	61	176	621	35	25	91	190	19	11	14	153	5	23	9	20	16	12	8	2	6	5	10	4	31	0
	5.67%	4.94%	15.08%	4.98%	6.01%	4.27%	16.43%	2.97%	3.47%	2.07%	3.19%	4.84%	8.93%	4.53%	15.25%	4.87%	3.76%	8.33%	4.17%	1.38%	2.79%	1.88%	3.44%	1.38%	10.58%	0.0%
			AB		I		EF								P										X	
BASE = Those who responded	1214	1175	991	11855	547	561	463	6198	528	521	425	3010	51	485	50	391	409	132	184	143	209	261	281	285	262	0
	94.33%	95.06%	84.92%	95.02%	93.99%	95.73%	83.57%	97.03%	96.53%	97.93%	96.81%	95.16%	91.07%	95.47%	84.75%	95.13%	96.24%	91.67%	95.83%	98.62%	97.21%	98.12%	96.56%	98.62%	89.42%	0.0%
	C	C			G	G			E							O								Y		
High school or less (NET)	645	617	530	5947	282	291	248	2752	266	270	212	1422	26	248	26	198	196	81	96	73	110	134	145	139	143	0
	53.13%	52.51%	53.48%	50.16%	51.55%	51.87%	53.56%	44.40%	50.38%	51.82%	49.88%	47.24%	50.98%	51.13%	52.00%	50.64%	47.92%	61.36%	52.17%	51.05%	52.63%	51.34%	51.60%	48.77%	54.58%	0.0%
									H									Q								
8th grade or less	77	41	40	885	35	19	19	251	22	19	16	178	5	27	3	22	21	13	13	10	11	20	15	19	16	0
	6.34%	3.49%	4.04%	7.47%	6.40%	3.39%	4.10%	4.05%	4.17%	3.65%	3.76%	5.91%	9.80%	5.57%	6.00%	5.63%	5.13%	9.85%	7.07%	6.99%	5.26%	7.66%	5.34%	6.67%	6.11%	0.0%
	BC				F																					
Some high school, but did not graduate	163	156	123	1290	69	67	55	614	69	71	59	289	4	64	6	49	43	26	23	15	31	40	29	24	45	0
	13.43%	13.28%	12.41%	10.88%	12.61%	11.94%	11.88%	9.91%	13.07%	13.63%	13.88%	9.60%	7.84%	13.20%	12.00%	12.53%	10.51%	19.70%	12.50%	10.49%	14.83%	15.33%	10.32%	8.42%	17.18%	0.0%
									H									Q							X	
High school graduate or GED	405	420	367	3772	178	205	174	1887	175	180	137	955	17	157	17	127	132	42	60	48	68	74	101	96	82	0
	33.36%	35.74%	37.03%	31.82%	32.54%	36.54%	37.58%	30.45%	33.14%	34.55%	32.24%	31.73%	33.33%	32.37%	34.00%	32.48%	32.27%	31.82%	32.61%	33.57%	32.54%	28.35%	35.94%	33.68%	31.30%	0.0%
Some college or more (NET)	569	558	461	5908	265	270	215	3446	262	251	213	1588	25	237	24	193	213	51	88	70	99	127	136	146	119	0
	46.87%	47.49%	46.52%	49.84%	48.45%	48.13%	46.44%	55.60%	49.62%	48.18%	50.12%	52.76%	49.02%	48.87%	48.00%	49.36%	52.08%	38.64%	47.83%	48.95%	47.37%	48.66%	48.40%	51.23%	45.42%	0.0%
								I									R									
Some college or 2-year degree	414	416	350	3924	183	202	165	2452	197	192	161	1093	17	165	13	139	151	32	66	45	68	82	100	92	91	0
	34.10%	35.40%	35.32%	33.10%	33.46%	36.01%	35.64%	39.56%	37.31%	36.85%	37.88%	36.31%	33.33%	34.02%	26.00%	35.55%	36.92%	24.24%	35.87%	31.47%	32.54%	31.42%	35.59%	32.28%	34.73%	0.0%
																	R									
4-year college graduate	92	84	80	1252	49	41	39	590	38	39	31	312	5	43	6	31	38	11	12	17	16	32	16	32	17	0
	7.58%	7.15%	8.07%	10.56%	8.96%	7.31%	8.42%	9.52%	7.20%	7.49%	7.29%	10.37%	9.80%	8.87%	12.00%	7.93%	9.29%	8.33%	6.52%	11.89%	7.66%	12.26%	5.69%	11.23%	6.49%	0.0%
																						W		Y		
More than 4-year college degree	63	58	31	732	33	27	11	404	27	20	21	183	3	29	5	23	24	8	10	8	15	13	20	22	11	0
	5.19%	4.94%	3.13%	6.17%	6.03%	4.81%	2.38%	6.52%	5.11%	3.84%	4.94%	6.08%	5.88%	5.98%	10.00%	5.88%	5.87%	6.06%	5.43%	5.59%	7.18%	4.98%	7.12%	7.72%	4.20%	0.0%
	C	C			G	G																				
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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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81. How are you related to the child?

	2017 General Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	17	19	0	0	12	4	0	0	11	13	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	1.38%	1.63%	0.0%	0.0%	2.05%	0.72%	0.0%	0.0%	2.07%	2.96%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
		A	A			E	E			I	I															
No response	68	50	162	603	36	19	84	321	25	9	7	180	7	23	12	20	15	14	5	4	8	5	11	12	24	0
	5.28%	4.05%	13.88%	4.83%	6.19%	3.24%	15.16%	5.03%	4.57%	1.69%	1.59%	5.69%	12.50%	4.53%	20.34%	4.87%	3.53%	9.72%	2.60%	2.76%	3.72%	1.88%	3.78%	4.15%	8.19%	0.0%
			AB		F		EF		JK						P			Q						X		
BASE = Those who responded	1219	1169	986	11873	546	555	466	6067	522	512	419	2983	49	485	47	391	410	130	187	141	207	261	280	277	269	0
	94.72%	94.58%	84.49%	95.17%	93.81%	94.71%	84.12%	94.97%	95.43%	96.24%	95.44%	94.31%	87.50%	95.47%	79.66%	95.13%	96.47%	90.28%	97.40%	97.24%	96.28%	98.12%	96.22%	95.85%	91.81%	0.0%
	C	C			G	G										O	R						Y			
Mother or father	1095	1058	895	10972	497	514	428	5250	461	453	365	2681	47	439	43	351	376	116	173	131	182	233	259	253	244	0
	89.83%	90.50%	90.77%	92.41%	91.03%	92.61%	91.85%	86.53%	88.31%	88.48%	87.11%	89.88%	95.92%	90.52%	91.49%	89.77%	91.71%	89.23%	92.51%	92.91%	87.92%	89.27%	92.50%	91.34%	90.71%	0.0%
Grandparent	92	82	64	619	40	29	27	572	49	44	37	225	1	38	4	33	26	13	11	9	20	24	16	20	20	0
	7.55%	7.01%	6.49%	5.21%	7.33%	5.23%	5.79%	9.43%	9.39%	8.59%	8.83%	7.54%	2.04%	7.84%	8.51%	8.44%	6.34%	10.00%	5.88%	6.38%	9.66%	9.20%	5.71%	7.22%	7.43%	0.0%
														M												
Other (NET)	32	29	27	282	9	12	11	245	12	15	17	77	1	8	0	7	8	1	3	1	5	4	5	4	5	0
	2.63%	2.48%	2.74%	2.38%	1.65%	2.16%	2.36%	4.04%	2.30%	2.93%	4.06%	2.58%	2.04%	1.65%	0.0%	1.79%	1.95%	0.77%	1.60%	0.71%	2.42%	1.53%	1.79%	1.44%	1.86%	0.0%
								I								O										
Aunt or uncle	5	6	6	82	1	3	0	64	0	1	5	20	0	1	0	1	1	0	0	0	1	1	0	0	1	0
	0.41%	0.51%	0.61%	0.69%	0.18%	0.54%	0.0%	1.05%	0.0%	0.20%	1.19%	0.67%	0.0%	0.21%	0.0%	0.26%	0.24%	0.0%	0.0%	0.0%	0.48%	0.38%	0.0%	0.0%	0.37%	0.0%
				E				I			I															
Older brother or sister	1	1	0	25	0	0	0	10	0	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.08%	0.09%	0.0%	0.21%	0.0%	0.0%	0.0%	0.16%	0.0%	0.0%	0.0%	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%
				E				I																		
Other relative	2	6	2	20	1	3	1	9	1	3	2	5	0	1	0	1	1	0	0	0	1	1	0	0	1	0
	0.16%	0.51%	0.20%	0.17%	0.18%	0.54%	0.21%	0.15%	0.19%	0.59%	0.48%	0.17%	0.0%	0.21%	0.0%	0.26%	0.24%	0.0%	0.0%	0.0%	0.48%	0.38%	0.0%	0.0%	0.37%	0.0%
Legal guardian	20	15	19	129	5	5	10	138	10	11	10	41	0	5	0	5	5	0	1	1	3	2	3	3	2	0
	1.64%	1.28%	1.93%	1.09%	0.92%	0.90%	2.15%	2.27%	1.92%	2.15%	2.39%	1.37%	0.0%	1.03%	0.0%	1.28%	1.22%	0.0%	0.53%	0.71%	1.45%	0.77%	1.07%	1.08%	0.74%	0.0%
														M		O	R									
Someone else	4	1	0	26	2	1	0	24	1	0	0	7	1	1	0	0	1	1	2	0	0	0	2	1	1	0
	0.33%	0.09%	0.0%	0.22%	0.37%	0.18%	0.0%	0.40%	0.19%	0.0%	0.0%	0.23%	2.04%	0.21%	0.0%	0.0%	0.24%	0.77%	1.07%	0.0%	0.0%	0.0%	0.71%	0.36%	0.37%	0.0%
	C																									
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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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82. Did someone help you complete this survey?

	2017 General Population 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 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Pop. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 Gen. Pop. Southeast Avg.	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	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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%	0.09%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.23%	0.0%	0.0%	0.0%	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	8	8	144	4	2	1	65	5	2	2	36	1	3	1	2	0	4	0	1	1	1	1	4	0	0
	0.78%	0.65%	0.69%	1.15%	0.69%	0.34%	0.18%	1.02%	0.91%	0.38%	0.46%	1.14%	1.79%	0.59%	1.69%	0.49%	0.0%	2.78% Q	0.0%	0.69%	0.47%	0.38%	0.34%	1.38% Y	0.0%	0.0%
Appropriately skipped	642	693	748	5749	293	345	380	2501	250	284	251	1474	22	260	21	216	216	70	113	69	94	124	150	0	293	0
	49.88%	56.07% A	64.10% AB	46.08%	50.34% D	58.87% E	68.59% EF	39.15%	45.70% H	53.38% I	57.18% I	46.60%	39.29%	51.18%	35.59%	52.55% O	50.82%	48.61%	58.85% TU	47.59%	43.72%	46.62%	51.55%	0.0%	100.00% X	0.0%
BASE = Those who responded	635	535	410	6583	285	239	173	3822	292	246	185	1653	33	245	37	193	209	70	79	75	120	141	140	285	0	0
	49.34% BC	43.28% C	35.13%	52.77%	48.97% FG	40.78% G	31.23%	59.83% I	53.38% JK	46.24%	42.14%	52.26%	58.93%	48.23%	62.71% P	46.96%	49.18%	48.61%	41.15%	51.72%	55.81% S	53.01%	48.11%	98.62% Y	0.0%	0.0%
Yes	32	17	14	324	14	8	8	127	6	6	5	82	3	9	2	7	8	4	6	3	5	7	7	14	0	0
	5.04%	3.18%	3.41%	4.92%	4.91%	3.35%	4.62%	3.32%	2.05%	2.44%	2.70%	4.96%	9.09%	3.67%	5.41%	3.63%	3.83%	5.71%	7.59%	4.00%	4.17%	4.96%	5.00%	4.91%	0.0%	0.0%
No	603	518	396	6259	271	231	165	3695	286	240	180	1571	30	236	35	186	201	66	73	72	115	134	133	271	0	0
	94.96%	96.82%	96.59%	95.08%	95.09%	96.65%	95.38%	96.68%	97.95%	97.56%	97.30%	95.04%	90.91%	96.33%	94.59%	96.37%	96.17%	94.29%	92.41%	96.00%	95.83%	95.04%	95.00%	95.09%	0.0%	0.0%
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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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83. How did that person help you?

													2017 General Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	10	9	9	150	4	2	1	69	5	2	3	38	1	3	1	2	0	4	0	1	1	1	1	4	0	0
	0.78%	0.73%	0.77%	1.20%	0.69%	0.34%	0.18%	1.08%	0.91%	0.38%	0.68%	1.20%	1.79%	0.59%	1.69%	0.49%	0.0%	2.78% Q	0.0%	0.69%	0.47%	0.38%	0.34%	1.38% Y	0.0%	0.0%
Appropriately skipped	1245	1211	1144	12008	564	576	545	6196	536	524	431	3045	52	496	56	402	417	136	186	141	209	258	283	271	293	0
	96.74%	97.98%	98.03% A	96.25%	96.91%	98.29%	98.38%	96.99%	97.99%	98.50%	98.18%	96.27%	92.86%	97.64%	94.92%	97.81%	98.12%	94.44%	96.88%	97.24%	97.21%	96.99%	97.25%	93.77%	100.00% X	0.0%
BASE = Those who responded	32	16	14	318	14	8	8	123	6	6	5	80	3	9	2	7	8	4	6	3	5	7	7	14	0	0
	2.49% BC	1.29%	1.20%	2.55%	2.41%	1.37%	1.44%	1.93%	1.10%	1.13%	1.14%	2.53%	5.36%	1.77%	3.39%	1.70%	1.88%	2.78%	3.13%	2.07%	2.33%	2.63%	2.41%	4.84% Y	0.0%	0.0%
Read the questions to me	16	8	7	160	7	3	3	67	3	5	3	38	1	5	2	4	3	2	3	2	2	4	3	7	0	0
	50.00%	50.00%	50.00%	50.31%	50.00%	37.50%	37.50%	54.47%	50.00%	83.33%	60.00%	47.50%	33.33%	55.56%	100.00%	57.14%	37.50%	50.00%	50.00%	66.67%	40.00%	57.14%	42.86%	50.00%	0.0%	0.0%
Wrote down the answers I gave	1	2	3	83	0	0	1	39	0	1	2	22	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	3.13%	12.50%	21.43%	26.10%	0.0%	0.0%	12.50%	31.71%	0.0%	16.67%	40.00%	27.50%	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%
Answered the questions for me	12	3	2	43	5	1	1	26	2	2	1	10	1	3	1	2	2	1	1	2	2	4	1	5	0	0
	37.50%	18.75%	14.29%	13.52%	35.71%	12.50%	12.50%	21.14%	33.33%	33.33%	20.00%	12.50%	33.33%	33.33%	50.00%	28.57%	25.00%	25.00%	16.67%	66.67%	40.00%	57.14%	14.29%	35.71%	0.0%	0.0%
Translated the questions into my language	10	6	4	147	3	3	3	34	2	0	0	42	1	2	0	2	1	1	1	1	1	0	3	3	0	0
	31.25%	37.50%	28.57%	46.23%	21.43%	37.50%	37.50%	27.64%	33.33%	0.0%	0.0%	52.50%	33.33%	22.22%	0.0%	28.57%	12.50%	25.00%	16.67%	33.33%	20.00%	0.0%	42.86%	21.43%	0.0%	0.0%
Helped in some other way	4	2	3	32	2	2	2	16	1	0	2	7	0	1	0	1	2	0	1	0	1	0	2	2	0	0
	12.50%	12.50%	21.43%	10.06%	14.29%	25.00%	25.00%	13.01%	16.67%	0.0%	40.00%	8.75%	0.0%	11.11%	0.0%	14.29%	25.00%	0.0%	16.67%	0.0%	20.00%	0.0%	28.57%	14.29%	0.0%	0.0%
Sigma	1298	1241	1172	12623	585	587	556	6447	549	534	442	3202	56	510	60	413	425	144	192	147	216	267	293	292	293	0
	100.85%	100.40%	100.43%	101.18%	100.52%	100.17%	100.36%	100.92%	100.37%	100.38%	100.68%	101.23%	100.00%	100.39%	101.69%	100.49%	100.00%	100.00%	100.00%	101.38%	100.47%	100.38%	100.69%	101.04%	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 (UH22615)
Children With Chronic Conditions

84. In the last 6 months, if it was not easy to get the care, tests, or treatment you thought your child needed, what was the main reason for the difficulty?

	2017 General Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	9	4	0	0	2	2	0	0	8	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.73% A	0.34% A	0.0%	0.0%	0.34%	0.36%	0.0%	0.0%	1.50% I	0.46%	0.0%	0.0%	0.0%	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	475	413	465	4459	206	208	219	2418	191	167	143	1149	17	179	18	146	142	56	73	45	67	91	94	68	138	0
	36.91%	33.41%	39.85% B	35.74%	35.40%	35.49%	39.53%	37.85%	34.92%	31.39%	32.57%	36.33%	30.36%	35.24%	30.51%	35.52%	33.41%	38.89%	38.02%	31.03%	31.16%	34.21%	32.30%	23.53%	47.10% X	0.0%
I did not try to get any care, tests, or treatment for my child in the last 6 months	505	479	448	4765	250	232	221	1735	187	179	149	1138	23	221	16	180	200	46	72	74	98	121	126	161	89	0
	39.24%	38.75%	38.39%	38.19%	42.96% DI	39.59%	39.89%	27.16%	34.19% H	33.65%	33.94%	35.98%	41.07%	43.50%	27.12%	43.80% O	47.06% R	31.94%	37.50%	51.03% S	45.58%	45.49%	43.30%	55.71% Y	30.38%	0.0%
BASE = Those who responded	307	335	250	3252	126	144	112	2235	169	178	145	876	16	108	25	85	83	42	47	26	50	54	71	60	66	0
	23.85%	27.10% C	21.42%	26.07% E	21.65%	24.57%	20.22%	34.99% I	30.90% E	33.46%	33.03%	27.70%	28.57%	21.26%	42.37% P	20.68%	19.53%	29.17% Q	24.48%	17.93%	23.26%	20.30%	24.40%	20.76%	22.53%	0.0%
I had to wait too long for the health plan to give the OK	40	48	43	414	17	18	19	322	23	30	30	84	3	13	3	11	10	6	7	2	8	10	6	6	11	0
	13.03%	14.33%	17.20%	12.73%	13.49%	12.50%	16.96%	14.41%	13.61%	16.85%	20.69%	9.59%	18.75%	12.04%	12.00%	12.94%	12.05%	14.29%	14.89%	7.69%	16.00%	18.52%	8.45%	10.00%	16.67%	0.0%
I did not know where to go to get a physician for care/lab work done (NET)	12	18	21	191	4	8	8	120	7	10	15	45	1	3	1	2	4	0	1	1	2	2	2	2	2	0
	3.91%	5.37%	8.40% A	5.87%	3.17%	5.56%	7.14%	5.37%	4.14%	5.62%	10.34% I	5.14%	6.25%	2.78%	4.00%	2.35%	4.82% R	0.0%	2.13%	3.85%	4.00%	3.70%	2.82%	3.33%	3.03%	0.0%
I did not know where to go to get a physician for care	11	17	0	158	3	7	0	110	7	10	0	39	0	3	0	2	3	0	1	0	2	2	1	2	1	0
	3.58% C	5.07% C	0.0%	4.86%	2.38%	4.86% G	0.0%	4.92%	4.14% K	5.62% K	0.0%	4.45%	0.0%	2.78%	0.0%	2.35%	3.61%	0.0%	2.13%	0.0%	4.00%	3.70%	1.41%	3.33%	1.52%	0.0%
I did not know where to go to get lab work done	1	1	0	33	1	1	0	10	0	0	0	6	1	0	1	0	1	0	0	1	0	0	1	0	1	0
	0.33%	0.30%	0.0%	1.01%	0.79%	0.69%	0.0%	0.45% I	0.0%	0.0%	0.0%	0.68%	6.25%	0.0%	4.00%	0.0%	1.20%	0.0%	0.0%	3.85%	0.0%	0.0%	1.41%	0.0%	1.52%	0.0%
I could not find a doctor, lab, or x-ray facility in my network	12	23	15	145	4	9	10	141	6	13	9	25	2	2	2	2	4	0	1	1	2	2	2	2	2	0
	3.91%	6.87%	6.00%	4.46%	3.17%	6.25%	8.93%	6.31%	3.55%	7.30%	6.21%	2.85%	12.50%	1.85%	8.00%	2.35%	4.82% R	0.0%	2.13%	3.85%	4.00%	3.70%	2.82%	3.33%	3.03%	0.0%
I could not find a doctor who was easy to get to	16	22	19	163	3	7	6	116	14	10	11	30	1	2	1	2	2	1	3	0	0	1	2	1	2	0
	5.21%	6.57%	7.60%	5.01%	2.38%	4.86%	5.36%	5.19%	8.28% E	5.62%	7.59%	3.42%	6.25%	1.85%	4.00%	2.35%	2.41%	2.38%	6.38%	0.0%	0.0%	1.85%	2.82%	1.67%	3.03%	0.0%
I could not find a lab or x-ray facility that was easy to get to	3	2	2	41	2	0	1	34	2	1	1	22	0	2	0	2	2	0	1	0	1	2	0	0	2	0
	0.98%	0.60%	0.80%	1.26%	1.59%	0.0%	0.89%	1.52%	1.18%	0.56%	0.69%	2.51%	0.0%	1.85%	0.0%	2.35%	2.41%	0.0%	2.13%	0.0%	2.00%	3.70%	0.0%	0.0%	3.03%	0.0%
I had to wait too long to get an appointment	76	73	51	802	32	40	23	513	44	38	28	155	5	27	9	22	22	10	14	8	9	11	21	15	17	0
	24.76%	21.79%	20.40%	24.66%	25.40%	27.78%	20.54%	22.95%	26.04%	21.35%	19.31%	17.69%	31.25%	25.00%	36.00%	25.88%	26.51%	23.81%	29.79%	30.77%	18.00%	20.37%	29.58%	25.00%	25.76%	0.0%
I could not find someone who spoke my language	12	5	2	178	6	2	0	92	0	0	0	60	1	4	1	3	3	3	3	1	2	2	4	1	5	0
	3.91% C	1.49%	0.80%	5.47%	4.76% GI	1.39%	0.0%	4.12% I	0.0%	0.0%	0.0%	6.85%	6.25%	3.70%	4.00%	3.53%	3.62%	7.14%	6.38%	3.85%	4.00%	3.70%	5.63%	1.67%	7.58%	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. In the last 6 months, if it was not easy to get the care, tests, or treatment you thought your child needed, what was the main reason for the difficulty?

													2017 General Population 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 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 Gen. Pop. UHC Avg. Southeast	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)	
Other, personal reason	136	144	97	1318	58	60	45	897	73	76	51	455	3	55	8	41	36	22	17	13	26	24	34	33	25	0
	44.30%	42.99%	38.80%	40.53%	46.03%	41.67%	40.18%	40.13%	43.20%	42.70%	35.17%	51.94%	18.75%	50.93%	32.00%	48.24%	43.37%	52.38%	36.17%	50.00%	52.00%	44.44%	47.89%	55.00%	37.88%	0.0%
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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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85. In the last 6 months, did you call a doctor's office or clinic after hours to get help for your child?

													2017 General Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Southeast (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	1287	1236	1167	12186	582	586	554	6075	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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%	0.08%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.19%	0.0%	0.0%	0.0%	0.0%	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	72	79	176	663	38	35	92	200	14	21	12	167	5	26	9	20	20	11	7	6	6	11	7	6	32	0
	5.59%	6.39%	15.08%	5.44%	6.53%	5.97%	16.61%	3.29%	2.56%	3.95%	2.73%	5.28%	8.93%	5.12%	15.25%	4.87%	4.71%	7.64%	3.65%	4.14%	2.79%	4.14%	2.41%	2.08%	10.92%	0.0%
			AB		I		EF								P										X	
BASE = Those who responded	1215	1156	991	11523	544	551	462	5875	533	510	427	2996	51	482	50	391	405	133	185	139	209	255	284	283	261	0
	94.41%	93.53%	84.92%	94.56%	93.47%	94.03%	83.39%	96.71%	97.44%	95.86%	97.27%	94.72%	91.07%	94.88%	84.75%	95.13%	95.29%	92.36%	96.35%	95.86%	97.21%	95.86%	97.59%	97.92%	89.08%	0.0%
	C	C		G	G				E							O								Y		
Yes	137	109	115	1357	67	45	41	834	63	54	65	315	7	57	5	52	49	17	39	11	13	28	39	28	39	0
	11.28%	9.43%	11.60%	11.78%	12.32%	8.17%	8.87%	14.20%	11.82%	10.59%	15.22%	10.51%	13.73%	11.83%	10.00%	13.30%	12.10%	12.78%	21.08%	7.91%	6.22%	10.98%	13.73%	9.89%	14.94%	0.0%
				F							J								TU							
No	1078	1047	876	10166	477	506	421	5041	470	456	362	2681	44	425	45	339	356	116	146	128	196	227	245	255	222	0
	88.72%	90.57%	88.40%	88.22%	87.68%	91.83%	91.13%	85.80%	88.18%	89.41%	84.78%	89.49%	86.27%	88.17%	90.00%	86.70%	87.90%	87.22%	78.92%	92.09%	93.78%	89.02%	86.27%	90.11%	85.06%	0.0%
					E					K									S	S						
Sigma	1287	1236	1167	12186	582	586	554	6075	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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

86. In the last 6 months, when you called a doctor's office or clinic after hours, how often did you get the help you wanted for your child?

	2017 General Population 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 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Qual. UHC Avg.	2017 CCC Pop. Total	2016 CCC Pop. Total	2015 CCC Pop. Total	2017 Gen. Pop. UHC Avg. Southeast	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	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	72	81	177	695	38	35	92	220	14	23	12	173	5	26	9	20	20	11	7	6	6	11	7	6	32	0
	5.59%	6.55%	15.17%	5.57%	6.53%	5.97%	16.61%	3.44%	2.56%	4.32%	2.73%	5.47%	8.93%	5.12%	15.25%	4.87%	4.71%	7.64%	3.65%	4.14%	2.79%	4.14%	2.41%	2.08%	10.92%	0.0%
			AB		I		EF								P										X	
I did not call after hours in the last 6 months	7	6	3	195	2	3	1	182	3	2	3	17	0	1	1	1	1	0	1	0	1	1	1	2	0	0
	0.54%	0.49%	0.26%	1.56%	0.34%	0.51%	0.18%	2.85%	0.55%	0.38%	0.68%	0.54%	0.0%	0.20%	1.69%	0.24%	0.24%	0.0%	0.52%	0.0%	0.47%	0.38%	0.34%	0.69%	0.0%	0.0%
				E				I																		
Appropriately skipped	1078	1047	876	10166	477	506	421	5041	470	456	362	2681	44	425	45	339	356	116	146	128	196	227	245	255	222	0
	83.76%	84.71%	75.06%	81.48%	81.96%	86.35%	75.99%	78.91%	85.92%	85.71%	82.46%	84.76%	78.57%	83.66%	76.27%	82.48%	83.76%	80.56%	76.04%	88.28%	91.16%	85.34%	84.19%	88.24%	75.77%	0.0%
	C	C			G	EG			H											S	S		Y			
BASE = Those who responded	130	102	111	1420	65	42	40	945	60	51	62	292	7	56	4	51	48	17	38	11	12	27	38	26	39	0
	10.10%	8.25%	9.51%	11.38%	11.17%	7.17%	7.22%	14.79%	10.97%	9.59%	14.12%	9.23%	12.50%	11.02%	6.78%	12.41%	11.29%	11.81%	19.79%	7.59%	5.58%	10.15%	13.06%	9.00%	13.31%	0.0%
					FG			I			J								TU							
Never	10	10	11	99	5	5	4	68	3	5	5	22	0	5	2	1	5	0	5	0	0	1	4	1	4	0
	7.69%	9.80%	9.91%	6.97%	7.69%	11.90%	10.00%	7.20%	5.00%	9.80%	8.06%	7.53%	0.0%	8.93%	50.00%	1.96%	10.42%	0.0%	13.16%	0.0%	0.0%	3.70%	10.53%	3.85%	10.26%	0.0%
Sometimes	9	12	11	215	5	6	5	142	6	5	5	34	1	4	1	3	3	2	2	1	2	3	2	3	2	0
	6.92%	11.76%	9.91%	15.14%	7.69%	14.29%	12.50%	15.03%	10.00%	9.80%	8.06%	11.64%	14.29%	7.14%	25.00%	5.88%	6.25%	11.76%	5.26%	9.09%	16.67%	11.11%	5.26%	11.54%	5.13%	0.0%
				E																						
Bottom Two Box (%Never + %Sometimes)	19	22	22	314	10	11	9	210	9	10	10	56	1	9	3	4	8	2	7	1	2	4	6	4	6	0
	14.62%	21.57%	19.82%	22.11%	15.38%	26.19%	22.50%	22.22%	15.00%	19.61%	16.13%	19.18%	14.29%	16.07%	75.00%	7.84%	16.67%	11.76%	18.42%	9.09%	16.67%	14.81%	15.79%	15.38%	15.38%	0.0%
Usually	25	13	18	259	12	4	8	175	13	7	12	50	2	9	0	9	8	4	5	3	3	7	5	5	7	0
	19.23%	12.75%	16.22%	18.24%	18.46%	9.52%	20.00%	18.52%	21.67%	13.73%	19.35%	17.12%	28.57%	16.07%	0.0%	17.65%	16.67%	23.53%	13.16%	27.27%	25.00%	25.93%	13.16%	19.23%	17.95%	0.0%
Always	86	67	71	847	43	27	23	560	38	34	40	186	4	38	1	38	32	11	26	7	7	16	27	17	26	0
	66.15%	65.65%	63.96%	59.65%	66.15%	64.29%	57.50%	59.26%	63.33%	66.67%	64.52%	63.70%	57.14%	67.86%	25.00%	74.51%	66.67%	64.71%	68.42%	63.64%	58.33%	59.26%	71.05%	65.38%	66.67%	0.0%
Top Two Box (%Always + %Usually)	111	80	89	1106	55	31	31	735	51	41	52	236	6	47	1	47	40	15	31	10	10	23	32	22	33	0
	85.38%	78.43%	80.18%	77.89%	84.62%	73.81%	77.50%	77.78%	85.00%	80.39%	83.87%	80.82%	85.71%	83.93%	25.00%	92.16%	83.33%	88.24%	81.58%	90.91%	83.33%	85.19%	84.21%	84.62%	84.62%	0.0%
4-point composite mean	3.4385	3.3431	3.3423	3.3056	3.4308	3.2619	3.2500	3.2984	3.4333	3.3725	3.4032	3.3699	3.4286	3.4286	2.0000	3.6471	3.3958	3.5294	3.3684	3.5455	3.4167	3.4074	3.4474	3.4615	3.4103	0
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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

12470 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22615)
Children With Chronic Conditions

87. In the last 6 months, how often was it hard to find a personal doctor for your child who speaks your language?

	2017 General Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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%	0.08%	0.09%	0.0%	0.0%	0.17%	0.18%	0.0%	0.0%	0.0%	0.23%	0.0%	0.0%	0.0%	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	80	81	186	837	44	36	99	244	16	18	19	185	6	30	8	24	24	13	9	8	7	14	10	7	37	0
	6.22%	6.55%	15.94%	6.71%	7.56%	6.14%	17.87%	3.82%	2.93%	3.38%	4.33%	5.85%	10.71%	5.91%	13.56%	5.84%	5.65%	9.03%	4.69%	5.52%	3.26%	5.26%	3.44%	2.42%	12.63%	0.0%
			AB		I		EF																		X	
BASE = Those who responded	1207	1154	980	11639	538	549	454	6144	531	514	419	2978	50	478	51	387	401	131	183	137	208	252	281	282	256	0
	93.78%	93.37%	83.98%	93.29%	92.44%	93.69%	81.95%	96.18%	97.07%	96.62%	95.44%	94.15%	89.29%	94.09%	86.44%	94.16%	94.35%	90.97%	95.31%	94.48%	96.74%	94.74%	96.56%	97.58%	87.37%	0.0%
	C	C		G	G				E														Y			
Never	1048	1035	844	9560	467	485	392	5272	465	467	362	2602	41	419	44	338	361	102	156	119	183	223	239	257	210	0
	86.83%	89.65%	86.12%	82.14%	86.80%	88.34%	86.34%	85.81%	87.57%	90.86%	86.40%	87.37%	82.00%	87.66%	86.27%	87.34%	90.02%	77.86%	85.25%	86.86%	87.98%	88.45%	85.05%	91.13%	82.03%	0.0%
		AC			D				K								R						Y			
Sometimes	47	24	31	767	24	14	12	275	16	11	16	125	4	18	6	13	15	7	9	6	8	16	8	11	13	0
	3.89%	2.08%	3.16%	6.59%	4.46%	2.55%	2.64%	4.48%	3.01%	2.14%	3.82%	4.20%	8.00%	3.77%	11.76%	3.36%	3.74%	5.34%	4.92%	4.38%	3.85%	6.35%	2.85%	3.90%	5.08%	0.0%
				E																						
Bottom Two Box (%Never + %Sometimes)	1095	1059	875	10327	491	499	404	5547	481	478	378	2727	45	437	50	351	376	109	165	125	191	239	247	268	223	0
	90.72%	91.77%	89.29%	88.73%	91.26%	90.89%	88.99%	90.28%	90.58%	93.00%	90.21%	91.57%	90.00%	91.42%	98.04%	90.70%	93.77%	83.21%	90.16%	91.24%	91.83%	94.84%	87.90%	95.04%	87.11%	0.0%
					D										P		R				W		Y			
Usually	19	19	16	367	8	11	10	118	6	6	6	52	1	7	0	5	4	4	5	1	2	3	5	2	6	0
	1.57%	1.65%	1.63%	3.15%	1.49%	2.00%	2.20%	1.92%	1.13%	1.17%	1.43%	1.75%	2.00%	1.46%	0.0%	1.29%	1.00%	3.05%	2.73%	0.73%	0.96%	1.19%	1.78%	0.71%	2.34%	0.0%
				E												O										
Always	93	76	89	945	39	39	40	479	44	30	35	199	4	34	1	31	21	18	13	11	15	10	29	12	27	0
	7.71%	6.59%	9.08%	8.12%	7.25%	7.10%	8.81%	7.80%	8.29%	5.84%	8.35%	6.68%	8.00%	7.11%	1.96%	8.01%	5.24%	13.74%	7.10%	8.03%	7.21%	3.97%	10.32%	4.26%	10.55%	0.0%
			B													O	Q					V		X		
Top Two Box (%Always + %Usually)	112	95	105	1312	47	50	50	597	50	36	41	251	5	41	1	36	25	22	18	12	17	13	34	14	33	0
	9.28%	8.23%	10.71%	11.27%	8.74%	9.11%	11.01%	9.72%	9.42%	7.00%	9.79%	8.43%	10.00%	8.58%	1.96%	9.30%	6.23%	16.79%	9.84%	8.76%	8.17%	5.16%	12.10%	4.96%	12.89%	0.0%
				E												O	Q					V		X		
4-point composite mean	1.3016	1.2513	1.3367	1.3725	1.2918	1.2787	1.3348	1.3171	1.3013	1.2198	1.3174	1.2774	1.3600	1.2803	1.1765	1.2997	1.2145	1.5267	1.3169	1.2993	1.2740	1.2063	1.3737	1.1809	1.4141	0
			B	E														Q				V		X		
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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

12470 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22615)
Children With Chronic Conditions

88. In the last 6 months, how often was it hard to find a personal doctor for your child who understands your culture?

	2017 General Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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%	0.08%	0.09%	0.0%	0.0%	0.0%	0.18%	0.0%	0.0%	0.0%	0.23%	0.0%	0.0%	0.0%	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	81	191	829	45	37	99	258	19	20	21	178	6	30	9	25	23	14	8	8	9	14	10	10	35	0
	6.68%	6.55%	16.37%	6.64%	7.73%	6.31%	17.87%	4.04%	3.47%	3.76%	4.78%	5.63%	10.71%	5.91%	15.25%	6.08%	5.41%	9.72%	4.17%	5.52%	4.19%	5.26%	3.44%	3.46%	11.95%	0.0%
			AB		I		EF																		X	
BASE = Those who responded	1201	1154	975	11647	537	549	454	6130	528	512	417	2985	50	478	50	386	402	130	184	137	206	252	281	279	258	0
	93.32%	93.37%	83.55%	93.36%	92.27%	93.69%	81.95%	95.96%	96.53%	96.24%	94.99%	94.37%	89.29%	94.09%	84.75%	93.92%	94.59%	90.28%	95.83%	94.48%	95.81%	94.74%	96.56%	96.54%	88.05%	0.0%
	C	C			G	G			E														Y			
Never	1037	1019	832	9526	453	475	386	5247	464	457	357	2583	38	408	43	329	347	101	154	115	175	214	236	249	204	0
	86.34%	88.38%	85.33%	81.79%	84.36%	86.52%	85.02%	85.60%	87.88%	89.26%	85.61%	86.53%	76.00%	85.36%	86.00%	85.23%	86.32%	77.69%	83.70%	83.94%	84.95%	84.92%	83.99%	89.25%	79.07%	0.0%
		C															R						Y			
Sometimes	38	26	33	806	18	15	18	282	13	15	13	128	3	14	3	12	10	8	8	3	7	10	7	7	11	0
	3.16%	2.25%	3.38%	6.92%	3.35%	2.73%	3.96%	4.60%	2.46%	2.93%	3.12%	4.29%	6.00%	2.93%	6.00%	3.11%	2.49%	6.15%	4.35%	2.19%	3.40%	3.97%	2.49%	2.51%	4.26%	0.0%
				E				I																		
Bottom Two Box (%Never + %Sometimes)	1075	1045	865	10332	471	490	404	5529	477	472	370	2711	41	422	46	341	357	109	162	118	182	224	243	256	215	0
	89.51%	90.55%	88.72%	88.71%	87.71%	89.25%	88.99%	90.20%	90.34%	92.19%	88.73%	90.82%	82.00%	88.28%	92.00%	88.34%	88.81%	83.85%	88.04%	86.13%	88.35%	88.89%	86.48%	91.76%	83.33%	0.0%
																							Y			
Usually	25	32	22	408	11	19	9	150	8	8	11	69	2	9	2	6	9	2	2	5	4	8	3	6	5	0
	2.08%	2.77%	2.26%	3.50%	2.05%	3.46%	1.98%	2.45%	1.52%	1.56%	2.64%	2.31%	4.00%	1.88%	4.00%	1.55%	2.24%	1.54%	1.09%	3.65%	1.94%	3.17%	1.07%	2.15%	1.94%	0.0%
				E																						
Always	101	77	88	907	55	40	41	451	43	32	36	205	7	47	2	39	36	19	20	14	20	20	35	17	38	0
	8.41%	6.67%	9.03%	7.79%	10.24%	7.29%	9.03%	7.36%	8.14%	6.25%	8.63%	6.87%	14.00%	9.83%	4.00%	10.10%	8.96%	14.62%	10.87%	10.22%	9.71%	7.94%	12.46%	6.09%	14.73%	0.0%
				B																				X		
Top Two Box (%Always + %Usually)	126	109	110	1315	66	59	50	601	51	40	47	274	9	56	4	45	45	21	22	19	24	28	38	23	43	0
	10.49%	9.45%	11.28%	11.29%	12.29%	10.75%	11.01%	9.80%	9.66%	7.81%	11.27%	9.18%	18.00%	11.72%	8.00%	11.66%	11.19%	16.15%	11.96%	13.87%	11.65%	11.11%	13.52%	8.24%	16.67%	0.0%
																								X		
4-point composite mean	1.3256	1.2782	1.3497	1.3729	1.3818	1.3151	1.3502	1.3157	1.2992	1.2480	1.3429	1.2951	1.5600	1.3619	1.2600	1.3653	1.3383	1.5308	1.3913	1.4015	1.3641	1.3413	1.4199	1.2509	1.5233	0
																								X		
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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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89. In the last 6 months, did you use the health plan website to look up information about a doctor or hospital for your child?

													2017 General Population 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 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Pop. UHC Avg.	2017 CCC Pop. Total	2016 CCC Pop. Total	2015 CCC Pop. Total	2017 Gen. Pop. Southeast	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	1287	1236	1167	10203	582	586	554	5476	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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%	0.08%	0.0%	0.0%	0.0%	0.17%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	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	73	81	175	521	38	36	95	175	16	24	11	145	5	26	8	20	21	10	7	6	5	10	8	5	33	0
	5.67%	6.55%	15.00%	5.11%	6.53%	6.14%	17.15%	3.20%	2.93%	4.51%	2.51%	5.01%	8.93%	5.12%	13.56%	4.87%	4.94%	6.94%	3.65%	4.14%	2.33%	3.76%	2.75%	1.73%	11.26%	0.0%
			AB		I		EF																		X	
BASE = Those who responded	1214	1154	992	9682	544	549	459	5301	531	508	428	2749	51	482	51	391	404	134	185	139	210	256	283	284	260	0
	94.33%	93.37%	85.00%	94.89%	93.47%	93.69%	82.85%	96.80%	97.07%	95.49%	97.49%	94.99%	91.07%	94.88%	86.44%	95.13%	95.06%	93.06%	96.35%	95.86%	97.67%	96.24%	97.25%	98.27%	88.74%	0.0%
	C	C			G	G			E															Y		
Yes	79	82	105	736	39	34	45	490	44	41	52	185	9	28	9	28	23	15	14	7	18	24	15	21	18	0
	6.51%	7.11%	10.58%	7.60%	7.17%	6.19%	9.80%	9.24%	8.29%	8.07%	12.15%	6.73%	17.65%	5.81%	17.65%	7.16%	5.69%	11.19%	7.57%	5.04%	8.57%	9.38%	5.30%	7.39%	6.92%	0.0%
			AB				F				J		N													
No	1135	1072	887	8946	505	515	414	4811	487	467	376	2564	42	454	42	363	381	119	171	132	192	232	268	263	242	0
	93.49%	92.89%	89.42%	92.40%	92.83%	93.81%	90.20%	90.76%	91.71%	91.93%	87.85%	93.27%	82.35%	94.19%	82.35%	92.84%	94.31%	88.81%	92.43%	94.96%	91.43%	90.63%	94.70%	92.61%	93.08%	0.0%
	C	C			G					K			M													
Sigma	1287	1236	1167	10203	582	586	554	5476	547	532	439	2894	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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

90. In the last 6 months, if the health plan website was not useful in finding a doctor or hospital for your child, what was the problem?

													2017 General Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Total (I)	2016 CCC Pop. Total (J)	2015 CCC Pop. Total (K)	2017 Gen. Pop. Southeast (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	1287	1236	1167	11477	582	586	554	5641	547	532	439	3149	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	79	94	186	850	42	41	98	281	19	28	18	236	6	29	9	23	24	11	9	6	7	13	9	6	36	0
	6.14%	7.61%	15.94% AB	7.41%	7.22% I	7.00%	17.69% EF	4.98%	3.47%	5.26%	4.10%	7.49%	10.71%	5.71%	15.25% P	5.60%	5.65%	7.64%	4.69%	4.14%	3.26%	4.89%	3.09%	2.08%	12.29% X	0.0%
I did not use the site	2	0	0	532	1	0	0	18	1	0	0	99	1	0	0	1	1	0	1	0	0	1	0	1	0	0
	0.16%	0.0%	0.0%	4.64% E	0.17%	0.0%	0.0%	0.32%	0.18%	0.0%	0.0%	3.14%	1.79%	0.0%	0.0%	0.24%	0.24%	0.0%	0.52%	0.0%	0.0%	0.38%	0.0%	0.35%	0.0%	0.0%
Appropriately skipped	1135	1072	887	8946	505	515	414	4811	487	467	376	2564	42	454	42	363	381	119	171	132	192	232	268	263	242	0
	88.19% C	86.73% C	76.01%	77.95%	86.77% DG	87.88% G	74.73%	85.29%	89.03% H	87.78%	85.65%	81.42%	75.00%	89.37% M	71.19%	88.32% O	89.65% R	82.64%	89.06%	91.03%	89.30%	87.22%	92.10%	91.00% Y	82.59%	0.0%
BASE = Those who responded	71	70	94	1149	34	30	42	531	40	37	45	250	7	25	8	24	19	14	11	7	16	20	14	19	15	0
	5.52%	5.66%	8.05% AB	10.01% E	5.84%	5.12%	7.58%	9.41%	7.31%	6.95%	10.25%	7.94%	12.50%	4.92%	13.56%	5.84%	4.47%	9.72% Q	5.73%	4.83%	7.44%	7.52%	4.81%	6.57%	5.12%	0.0%
The print was too small	2	5	2	61	2	3	2	34	0	1	0	9	0	2	0	2	2	0	1	0	1	0	2	0	2	0
	2.82%	7.14%	2.13%	5.31%	5.88%	10.00%	4.76%	6.40% I	0.0%	2.70%	0.0%	3.60%	0.0%	8.00%	0.0%	8.33%	10.53%	0.0%	9.09%	0.0%	6.25%	0.0%	14.29%	0.0%	13.33%	0.0%
The information was hard to understand	6	8	6	103	2	4	1	58	5	3	3	17	1	1	0	1	1	1	2	0	0	1	1	0	2	0
	8.45%	11.43%	6.38%	8.96%	5.88%	13.33%	2.38%	10.92%	12.50%	8.11%	6.67%	6.80%	14.29%	4.00%	0.0%	4.17%	5.26%	7.14%	18.18%	0.0%	0.0%	5.00%	7.14%	0.0%	13.33%	0.0%
It was hard to find the information I was looking for	19	14	15	246	8	6	10	137	14	9	9	39	3	4	3	4	3	4	4	1	3	6	2	4	4	0
	26.76%	20.00%	15.96%	21.41%	23.53%	20.00%	23.81%	25.80%	35.00%	24.32%	20.00%	15.60%	42.86%	16.00%	37.50%	16.67%	15.79%	28.57%	36.36%	14.29%	18.75%	30.00%	14.29%	21.05%	26.67%	0.0%
The information was wrong	8	9	6	108	2	3	1	74	6	7	5	22	1	1	0	1	1	1	1	0	1	0	2	1	1	0
	11.27%	12.86%	6.38%	9.40%	5.88%	10.00%	2.38%	13.94%	15.00%	18.92%	11.11%	8.80%	14.29%	4.00%	0.0%	4.17%	5.26%	7.14%	9.09%	0.0%	6.25%	0.0%	14.29%	5.26%	6.67%	0.0%
It was not in my language	5	3	5	122	5	1	2	38	1	0	0	22	2	3	1	2	2	3	3	1	1	3	2	2	3	0
	7.04%	4.29%	5.32%	10.62%	14.71%	3.33%	4.76%	7.16%	2.50%	0.0%	0.0%	8.80%	28.57%	12.00%	12.50%	8.33%	10.53%	21.43%	27.27%	14.29%	6.25%	15.00%	14.29%	10.53%	20.00%	0.0%
I did not have a problem	42	47	64	671	20	20	28	290	23	24	30	172	3	16	4	16	12	8	5	5	10	10	10	12	8	0
	59.15%	67.14%	68.09%	58.40%	58.82%	66.67%	66.67%	54.61%	57.50%	64.86%	66.67%	68.80%	42.86%	64.00%	50.00%	66.67%	63.16%	57.14%	45.45%	71.43%	62.50%	50.00%	71.43%	63.16%	53.33%	0.0%
Sigma	1298	1252	1171	11639	587	593	556	5741	556	539	441	3180	59	510	59	413	427	147	197	145	215	266	296	289	298	0
	100.85%	101.29%	100.34%	101.41%	100.86%	101.19%	100.36%	101.77%	101.65%	101.32%	100.46%	100.98%	105.36%	100.39%	100.00%	100.49%	100.47%	102.08%	102.60%	100.00%	100.00%	101.72%	100.00%	101.71%	101.71%	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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91. In the last 6 months, if you called customer service regarding mental health services for your child, how often was the staff helpful and provided the help you needed?

													2017 General Population 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 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 Gen. Pop. UHC Avg. Southeast	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	
Total	1287	1236	0	7268	582	586	0	3912	547	532	0	1822	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	0.0%	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%	0.0%
Multiple Mark	0	5	0	0	0	2	0	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.40%	0.0%	0.0%	0.0%	0.34%	0.0%	0.0%	0.0%	0.75%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
		A								I																
No response	102	94	0	509	56	46	0	184	24	27	0	134	7	42	12	32	34	15	12	14	10	23	13	13	43	0
	7.93%	7.61%	0.0%	7.00%	9.62%	7.85%	0.0%	4.70%	4.39%	5.08%	0.0%	7.35%	12.50%	8.27%	20.34%	7.79%	8.00%	10.42%	6.25%	9.66%	4.65%	8.65%	4.47%	4.50%	14.68%	0.0%
					DI										P						W			X		
I did not call customer service for my child's mental health services in the last 6 months	706	713	0	4366	315	351	0	2452	321	308	0	1090	28	280	28	239	246	64	95	85	130	149	165	217	98	0
	54.86%	57.69%	0.0%	60.07%	54.12%	59.90%	0.0%	62.68%	58.68%	57.89%	0.0%	59.82%	50.00%	55.12%	47.46%	58.15%	57.88%	44.44%	49.48%	58.62%	60.47%	56.02%	56.70%	75.09%	33.45%	0.0%
				E		E										R					S		Y			
BASE = Those who responded	479	424	0	2393	211	187	0	1276	202	193	0	598	21	186	19	140	145	65	85	46	75	94	113	59	152	0
	37.22%	34.30%	0.0%	32.93%	36.25%	31.91%	0.0%	32.62%	36.93%	36.28%	0.0%	32.82%	37.50%	36.61%	32.20%	34.06%	34.12%	45.14%	44.27%	31.72%	34.88%	35.34%	38.83%	20.42%	51.88%	0.0%
									H									Q	T					X		
Never	218	195	0	1129	98	93	0	408	78	77	0	277	10	87	10	57	73	25	34	25	37	41	55	33	65	0
	45.51%	45.99%	0.0%	47.18%	46.45%	49.73%	0.0%	31.97%	38.61%	39.90%	0.0%	46.32%	47.62%	46.77%	52.63%	40.71%	50.34%	38.46%	40.00%	54.35%	49.33%	43.62%	48.67%	55.93%	42.76%	0.0%
Sometimes	37	26	0	193	15	8	0	131	18	11	0	40	5	8	3	10	7	7	6	4	5	7	7	6	9	0
	7.72%	6.13%	0.0%	8.07%	7.11%	4.28%	0.0%	10.27%	8.91%	5.70%	0.0%	6.69%	23.81%	4.30%	15.79%	7.14%	4.83%	10.77%	7.06%	8.70%	6.67%	7.45%	6.19%	10.17%	5.92%	0.0%
Bottom Two Box (%Never + %Sometimes)	255	221	0	1322	113	101	0	539	96	88	0	317	15	95	13	67	80	32	40	29	42	48	62	39	74	0
	53.24%	52.12%	0.0%	55.24%	53.55%	54.01%	0.0%	42.24%	47.52%	45.60%	0.0%	53.01%	71.43%	51.08%	68.42%	47.86%	55.17%	49.23%	47.06%	63.04%	56.00%	51.06%	54.87%	66.10%	48.68%	0.0%
																							Y			
Usually	49	30	0	261	22	14	0	175	24	15	0	64	3	19	2	13	15	7	9	3	8	10	11	8	14	0
	10.23%	7.08%	0.0%	10.91%	10.43%	7.49%	0.0%	13.71%	11.88%	7.77%	0.0%	10.70%	14.29%	10.22%	10.53%	9.29%	10.34%	10.77%	10.59%	6.52%	10.67%	10.64%	9.73%	13.56%	9.21%	0.0%
Always	175	173	0	810	76	72	0	562	82	90	0	217	3	72	4	60	50	26	36	14	25	36	40	12	64	0
	36.53%	40.80%	0.0%	33.85%	36.02%	38.50%	0.0%	44.04%	40.59%	46.63%	0.0%	36.29%	14.29%	38.71%	21.05%	42.86%	34.48%	40.00%	42.35%	30.43%	33.33%	38.30%	35.40%	20.34%	42.11%	0.0%
																								X		
Top Two Box (%Always + %Usually)	224	203	0	1071	98	86	0	737	106	105	0	281	6	91	6	73	65	33	45	17	33	46	51	20	78	0
	46.76%	47.88%	0.0%	44.76%	46.45%	45.99%	0.0%	57.76%	52.48%	54.40%	0.0%	46.99%	28.57%	48.92%	31.58%	52.14%	44.83%	50.77%	52.94%	36.96%	44.00%	48.94%	45.13%	33.90%	51.32%	0.0%
																								X		
4-point composite mean	2.3779	2.4269	0	2.3142	2.3602	2.3476	0	2.6983	2.5446	2.6114	0	2.3696	1.9524	2.4086	2.0000	2.5429	2.2897	2.5231	2.5529	2.1304	2.2800	2.4362	2.3186	1.9831	2.5066	0
																								X		
Sigma	1287	1236	0	7268	582	586	0	3912	547	532	0	1822	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	0.0%	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%	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 (UH22615)
Children With Chronic Conditions

92. Using any number from 0 to 10, where 0 is the worst mental health services possible and 10 is the best mental health services possible, what number would you use to rate all your child's mental health services in the last 6 months?

													2017 General Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Southeast (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	1287	1236	0	7268	582	586	0	3912	547	532	0	1822	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	0.0%	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%	0.0%
Multiple mark	0	6	0	0	0	1	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.49%	0.0%	0.0%	0.0%	0.17%	0.0%	0.0%	0.0%	0.56%	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%
		A																								
No response	147	142	0	693	76	74	0	255	41	43	0	171	9	55	16	43	44	24	23	15	19	35	23	27	49	0
	11.42%	11.49%	0.0%	9.53%	13.06%	12.63%	0.0%	6.52%	7.50%	8.08%	0.0%	9.39%	16.07%	10.83%	27.12%	10.46%	10.35%	16.67%	11.98%	10.34%	8.84%	13.16%	7.90%	9.34%	16.72%	0.0%
					DI										P							W			X	
My child did not receive mental health services in the last 6 months	625	626	0	4219	305	309	0	1525	222	230	0	1053	22	278	24	218	253	48	96	86	116	143	159	208	97	0
	48.56%	50.65%	0.0%	58.05%	52.41%	52.73%	0.0%	38.98%	40.59%	43.23%	0.0%	57.79%	39.29%	54.72%	40.68%	53.04%	59.53%	33.33%	50.00%	59.31%	53.95%	53.76%	54.64%	71.97%	33.11%	0.0%
				E	I									M			R						Y			
BASE = Those who responded	515	462	0	2356	201	202	0	2132	284	256	0	598	25	175	19	150	128	72	73	44	80	88	109	54	147	0
	40.02%	37.38%	0.0%	32.42%	34.54%	34.47%	0.0%	54.50%	51.92%	48.12%	0.0%	32.82%	44.64%	34.45%	32.20%	36.50%	30.12%	50.00%	38.02%	30.34%	37.21%	33.08%	37.46%	18.69%	50.17%	0.0%
									E								Q							X		
10 - Best mental health services possible	293	260	0	1251	124	108	0	910	133	135	0	350	3	121	3	104	89	35	53	22	48	49	74	16	108	0
	56.89%	56.28%	0.0%	53.10%	61.69%	53.47%	0.0%	42.68%	46.83%	52.73%	0.0%	58.53%	12.00%	69.14%	15.79%	69.33%	69.53%	48.61%	72.60%	50.00%	60.00%	55.68%	67.89%	29.63%	73.47%	0.0%
					DI												R		T					X		
9 -	55	48	0	292	22	17	0	292	40	30	0	65	4	18	1	18	9	13	7	5	9	14	7	9	13	0
	10.68%	10.39%	0.0%	12.39%	10.95%	8.42%	0.0%	13.70%	14.08%	11.72%	0.0%	10.87%	16.00%	10.29%	5.26%	12.00%	7.03%	18.06%	9.59%	11.36%	11.25%	15.91%	6.42%	16.67%	8.84%	0.0%
																	Q					W				
Top Two Box	348	308	0	1543	146	125	0	1202	173	165	0	415	7	139	4	122	98	48	60	27	57	63	81	25	121	0
	67.57%	66.67%	0.0%	65.49%	72.64%	61.88%	0.0%	56.38%	60.92%	64.45%	0.0%	69.40%	28.00%	79.43%	21.05%	81.33%	76.56%	66.67%	82.19%	61.36%	71.25%	71.59%	74.31%	46.30%	82.31%	0.0%
					DFI														T					X		
8 -	53	46	0	315	15	19	0	347	30	28	0	54	3	12	2	10	10	5	5	4	6	9	6	3	12	0
	10.29%	9.96%	0.0%	13.37%	7.46%	9.41%	0.0%	16.28%	10.56%	10.94%	0.0%	9.03%	12.00%	6.86%	10.53%	6.67%	7.81%	6.94%	6.85%	9.09%	7.50%	10.23%	5.50%	5.56%	8.16%	0.0%
				E				I																		
Top Three Box	401	354	0	1858	161	144	0	1549	203	193	0	469	10	151	6	132	108	53	65	31	63	72	87	28	133	0
	77.86%	76.62%	0.0%	78.86%	80.10%	71.29%	0.0%	72.65%	71.48%	75.39%	0.0%	78.43%	40.00%	86.29%	31.58%	88.00%	84.38%	73.61%	89.04%	70.45%	78.75%	81.82%	79.82%	51.85%	90.48%	0.0%
					FI														T					X		
7 -	26	27	0	161	9	17	0	184	18	15	0	45	4	5	3	3	6	3	0	3	6	1	8	6	3	0
	5.05%	5.84%	0.0%	6.83%	4.48%	8.42%	0.0%	8.63%	6.34%	5.86%	0.0%	7.53%	16.00%	2.86%	15.79%	2.00%	4.69%	4.17%	0.0%	6.82%	7.50%	1.14%	7.34%	11.11%	2.04%	0.0%
																			S		Y					
6 -	24	8	0	67	6	3	0	105	19	6	0	14	3	3	1	4	2	4	2	2	2	4	2	5	1	0
	4.66%	1.73%	0.0%	2.84%	2.99%	1.49%	0.0%	4.92%	6.69%	2.34%	0.0%	2.34%	12.00%	1.71%	5.26%	2.67%	1.56%	5.56%	2.74%	4.55%	2.50%	4.55%	1.83%	9.26%	0.68%	0.0%
		B						J															Y			
5 -	23	22	0	107	8	6	0	125	16	13	0	29	2	6	4	0	3	5	3	2	3	5	3	5	3	0
	4.47%	4.76%	0.0%	4.54%	3.98%	2.97%	0.0%	5.86%	5.63%	5.08%	0.0%	4.85%	8.00%	3.43%	21.05%	0.0%	2.34%	6.94%	4.11%	4.55%	3.75%	5.68%	2.75%	9.26%	2.04%	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

92. Using any number from 0 to 10, where 0 is the worst mental health services possible and 10 is the best mental health services possible, what number would you use to rate all your child's mental health services in the last 6 months?

													2017 General Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Southeast (L)	0-7 (M)	8-10 (N)
4 -	12 2.33%	5 1.08%	0 0.0%	30 1.27%	6 2.99%	2 0.99%	0 0.0%	52 2.44%	10 3.52%	4 1.56%	0 0.0%	7 1.17%	3 12.00%	2 1.14%	2 10.53%	3 2.00%	2 1.56%	3 4.17%	1 1.37%	2 4.55%	2 2.50%	4 4.55%	1 0.92%	6 11.11% Y	0 0.0%	0 0.0%
3 -	4 0.78%	5 1.08%	0 0.0%	17 0.72%	2 1.00%	5 2.48%	0 0.0%	24 1.13%	3 1.06%	5 1.95%	0 0.0%	5 0.84%	1 4.00%	1 0.57%	1 5.26%	1 0.67%	0 0.0%	2 2.78%	0 0.0%	1 2.27%	0 0.0%	0 0.0%	1 0.92%	2 3.70%	0 0.0%	0 0.0%
2 -	7 1.36%	5 1.08%	0 0.0%	22 0.93%	3 1.49%	4 1.98%	0 0.0%	24 1.13%	6 2.11%	4 1.56%	0 0.0%	3 0.50%	0 0.0%	3 1.71%	0 0.0%	3 2.00%	2 1.56%	1 1.39%	0 0.0%	1 2.27%	2 2.50%	1 1.14%	2 1.83%	2 3.70%	1 0.68%	0 0.0%
1 -	2 0.39%	5 1.08%	0 0.0%	20 0.85% E	0 0.0%	3 1.49%	0 0.0%	16 0.75%	2 0.70%	2 0.78%	0 0.0%	6 1.00%	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 - Worst mental health services possible	16 3.11%	31 6.71% A	0 0.0%	74 3.14%	6 2.99%	18 8.91% E	0 0.0%	53 2.49%	7 2.46%	14 5.47%	0 0.0%	20 3.34%	2 8.00%	4 2.29%	2 10.53%	4 2.67%	5 3.91%	1 1.39%	2 2.74%	2 4.55%	2 2.50%	1 1.14%	5 4.59%	0 0.0%	6 4.08% X	0 0.0%
0-7 (NET)	114 22.14%	108 23.38%	0 0.0%	498 21.14%	40 19.90%	58 28.71% E	0 0.0%	583 27.35%	81 28.52% E	63 24.61%	0 0.0%	129 21.57%	15 60.00%	24 13.71%	13 68.42%	18 12.00%	20 15.63%	19 26.39%	8 10.96%	13 29.55% S	17 21.25%	16 18.18%	22 20.18%	26 48.15% Y	14 9.52%	0 0.0%
Bottom Three Box	25 4.85%	41 8.87% A	0 0.0%	116 4.92%	9 4.48%	25 12.38% E	0 0.0%	93 4.36%	15 5.28%	20 7.81%	0 0.0%	29 4.85%	2 8.00%	7 4.00%	2 10.53%	7 4.67%	7 5.47%	2 2.78%	2 2.74%	3 6.82%	4 5.00%	2 2.27%	7 6.42%	2 3.70%	7 4.76%	0 0.0%
Bottom Two Box	18 3.50%	36 7.79% A	0 0.0%	94 3.99%	6 2.99%	21 10.40% E	0 0.0%	69 3.24%	9 3.17%	16 6.25%	0 0.0%	26 4.35%	2 8.00%	4 2.29%	2 10.53%	4 2.67%	5 3.91%	1 1.39%	2 2.74%	2 4.55%	2 2.50%	1 1.14%	5 4.59%	0 0.0%	6 4.08% X	0 0.0%
Average rating	8.4777	8.2186	0	8.4707	8.6219 FI	7.8515	0	8.1571	8.1444	8.1680	0	8.5552	6.4400	8.9600	5.9474	8.9867	8.8438	8.2917	9.0959 T	8.0227	8.6250	8.6591	8.6697	7.3333	9.0952 X	0
Standard deviation	2.4552	2.9192	0	2.4007	2.4263	3.2454	0	2.3804	2.5183	2.8269	0	2.4405	2.7580	2.1814	2.9105	2.2271	2.4026	2.3830	2.0618	2.7919	2.3525	2.1261	2.5881	2.5019	2.2172	0
Sigma	1287 100.00%	1236 100.00%	0 0.0%	7268 100.00%	582 100.00%	586 100.00%	0 0.0%	3912 100.00%	547 100.00%	532 100.00%	0 0.0%	1822 100.00%	56 100.00%	508 100.00%	59 100.00%	411 100.00%	425 100.00%	144 100.00%	192 100.00%	145 100.00%	215 100.00%	266 100.00%	291 100.00%	289 100.00%	293 100.00%	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

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

													2017 General Population 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

94. In the last 6 months, if your child needed to see a mental health specialist how often was it easy to get an appointment as soon as your child needed?

													2017 General Population 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 Gen. Pop. Avg.	2017 Gen. Pop.	2016 Gen. Pop.	2015 Gen. Pop.	2017 CCC Pop. Qual.	2017 CCC Pop. Qual.	2016 CCC Pop. Qual.	2015 CCC Pop. Qual.	2017 Gen. UHC Avg.	2017 Gen. Southeast	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	190	0	0	1491	66	0	0	1270	141	0	0	447	6	59	5	52	37	28	16	14	35	32	33	16	50	0
	100.00%	0.0%	0.0%	100.00%	100.00%	0.0%	0.0%	100.00%	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%	0.0%
No response	2	0	0	154	1	0	0	26	2	0	0	37	0	1	0	0	1	0	0	0	0	0	1	1	0	0
	1.05%	0.0%	0.0%	10.33% E	1.52%	0.0%	0.0%	2.05%	1.42%	0.0%	0.0%	8.28%	0.0%	1.69%	0.0%	0.0%	2.70%	0.0%	0.0%	0.0%	0.0%	0.0%	3.03%	6.25%	0.0%	0.0%
My child did not see a mental health specialist in the last 6 months	7	0	0	394	3	0	0	98	3	0	0	138	0	3	0	2	2	1	1	1	1	0	3	0	3	0
	3.68%	0.0%	0.0%	26.43% E	4.55%	0.0%	0.0%	7.72% I	2.13%	0.0%	0.0%	30.87%	0.0%	5.08%	0.0%	3.85%	5.41%	3.57%	6.25%	7.14%	2.86%	0.0%	9.09%	0.0%	6.00%	0.0%
BASE = Those who responded	181	0	0	943	62	0	0	1146	136	0	0	272	6	55	5	50	34	27	15	13	34	32	29	15	47	0
	95.26%	0.0%	0.0%	63.25%	93.94% D	0.0%	0.0%	90.24%	96.45% H	0.0%	0.0%	60.85%	100.00%	93.22%	100.00%	96.15%	91.89%	96.43%	93.75%	92.86%	97.14%	100.00% W	87.88%	93.75%	94.00%	0.0%
Never	22	0	0	213	12	0	0	83	11	0	0	91	0	12	1	9	8	4	7	2	3	5	7	1	11	0
	12.15%	0.0%	0.0%	22.59%	19.35% I	0.0%	0.0%	7.24%	8.09%	0.0%	0.0%	33.46%	0.0%	21.82%	20.00%	18.00%	23.53%	14.81%	46.67%	15.38%	8.82%	15.63%	24.14%	6.67%	23.40%	0.0%
Sometimes	24	0	0	129	11	0	0	157	17	0	0	31	2	8	2	8	3	7	1	4	6	7	4	4	7	0
	13.26%	0.0%	0.0%	13.68%	17.74%	0.0%	0.0%	13.70%	12.50%	0.0%	0.0%	11.40%	33.33%	14.55%	40.00%	16.00%	8.82%	25.93%	6.67%	30.77%	17.65%	21.88%	13.79%	26.67%	14.89%	0.0%
Bottom Two Box (%Never + %Sometimes)	46	0	0	342	23	0	0	240	28	0	0	122	2	20	3	17	11	11	8	6	9	12	11	5	18	0
	25.41%	0.0%	0.0%	36.27%	37.10% I	0.0%	0.0%	20.94%	20.59%	0.0%	0.0%	44.85%	33.33%	36.36%	60.00%	34.00%	32.35%	40.74%	53.33%	46.15%	26.47%	37.50%	37.93%	33.33%	38.30%	0.0%
Usually	27	0	0	174	7	0	0	270	24	0	0	40	1	6	1	6	3	4	2	1	4	4	2	2	5	0
	14.92%	0.0%	0.0%	18.45%	11.29%	0.0%	0.0%	23.56%	17.65%	0.0%	0.0%	14.71%	16.67%	10.91%	20.00%	12.00%	8.82%	14.81%	13.33%	7.69%	11.76%	12.50%	6.90%	13.33%	10.64%	0.0%
Always	108	0	0	427	32	0	0	636	84	0	0	110	3	29	1	27	20	12	5	6	21	16	16	8	24	0
	59.67%	0.0%	0.0%	45.28%	51.61%	0.0%	0.0%	55.50%	61.76%	0.0%	0.0%	40.44%	50.00%	52.73%	20.00%	54.00%	58.82%	44.44%	33.33%	46.15%	61.76%	50.00%	55.17%	53.33%	51.06%	0.0%
Top Two Box (%Always + %Usually)	135	0	0	601	39	0	0	906	108	0	0	150	4	35	2	33	23	16	7	7	25	20	18	10	29	0
	74.59%	0.0%	0.0%	63.73%	62.90%	0.0%	0.0%	79.06%	79.41% E	0.0%	0.0%	55.15%	66.67%	63.64%	40.00%	66.00%	67.65%	59.26%	46.67%	53.85%	73.53%	62.50%	62.07%	66.67%	61.70%	0.0%
4-point composite mean	3.2210	0	0	2.8643	2.9516	0	0	3.2731	3.3309 E	0	0	2.6213	3.1667	2.9455	2.4000	3.0200	3.0294	2.8889	2.3333	2.8462	3.2647	2.9688	2.9310	3.1333	2.8936	0
Sigma	190	0	0	1491	66	0	0	1270	141	0	0	447	6	59	5	52	37	28	16	14	35	32	33	16	50	0
	100.00%	0.0%	0.0%	100.00%	100.00%	0.0%	0.0%	100.00%	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%	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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95. Was the mental health or substance abuse provider helpful to your child?

													2017 General Population 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 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Pop. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 Gen. Pop. UHC Avg. Southeast	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	190	148	0	618	66	51	0	1054	141	114	0	178	6	59	5	52	37	28	16	14	35	32	33	16	50	0
	100.00%	100.00%	0.0%	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%	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	12	0	52	6	3	0	47	6	5	0	22	0	6	0	5	5	1	2	2	2	3	3	2	4	0
	7.37%	8.11%	0.0%	8.41%	9.09%	5.88%	0.0%	4.46%	4.26%	4.39%	0.0%	12.36%	0.0%	10.17%	0.0%	9.62%	13.51%	3.57%	12.50%	14.29%	5.71%	9.38%	9.09%	12.50%	8.00%	0.0%
BASE = Those who responded	176	136	0	566	60	48	0	1007	135	109	0	156	6	53	5	47	32	27	14	12	33	29	30	14	46	0
	92.63%	91.89%	0.0%	91.59%	90.91%	94.12%	0.0%	95.54%	95.74%	95.61%	0.0%	87.64%	100.00%	89.83%	100.00%	90.38%	86.49%	96.43%	87.50%	85.71%	94.29%	90.63%	90.91%	87.50%	92.00%	0.0%
Yes	156	118	0	493	54	40	0	928	122	96	0	133	6	47	5	41	29	24	13	10	30	27	26	13	41	0
	88.64%	86.76%	0.0%	87.10%	90.00%	83.33%	0.0%	92.15%	90.37%	88.07%	0.0%	85.26%	100.00%	88.68%	100.00%	87.23%	90.63%	88.89%	92.86%	83.33%	90.91%	93.10%	86.67%	92.86%	89.13%	0.0%
No	20	18	0	73	6	8	0	79	13	13	0	23	0	6	0	6	3	3	1	2	3	2	4	1	5	0
	11.36%	13.24%	0.0%	12.90%	10.00%	16.67%	0.0%	7.85%	9.63%	11.93%	0.0%	14.74%	0.0%	11.32%	0.0%	12.77%	9.38%	11.11%	7.14%	16.67%	9.09%	6.90%	13.33%	7.14%	10.87%	0.0%
Sigma	190	148	0	618	66	51	0	1054	141	114	0	178	6	59	5	52	37	28	16	14	35	32	33	16	50	0
	100.00%	100.00%	0.0%	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%	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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Survey Language

													2017 General Population 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 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Pop. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 Gen. Pop. Southeast	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	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	1232	1211	1154	10690	559	577	549	5995	535	528	437	3007	54	489	59	393	413	133	177	139	213	258	277	289	270	0
	95.73%	97.98%	98.89%	85.68%	96.05%	98.46%	99.10%	93.85%	97.81%	99.25%	99.54%	95.07%	96.43%	96.26%	100.00%	95.62%	97.18%	92.36%	92.19%	95.86%	99.07%	96.99%	95.19%	100.00%	92.15%	0.0%
		A	A		D	E	E		H	I	I				P		R		S		S		Y			
Spanish	55	25	13	1786	23	9	5	393	12	4	2	156	2	19	0	18	12	11	15	6	2	8	14	0	23	0
	4.27%	2.02%	1.11%	14.32%	3.95%	1.54%	0.90%	6.15%	2.19%	0.75%	0.46%	4.93%	3.57%	3.74%	0.0%	4.38%	2.82%	7.64%	7.81%	4.14%	0.93%	3.01%	4.81%	0.0%	7.85%	0.0%
	BC			E	FG			I	JK							O		Q	U						X	
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	3163	56	508	59	411	425	144	192	145	215	266	291	289	293	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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

Customer Service Composite Score

													2017 General Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Southeast (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)	336	327	285	3555 E	142	152	122	1877	154	146	151 IJ	806	13	127	20	100	98	43	59 T	26	50	64	74	56	86 X	0
NEVER/SOMETIMES COMPOSITE	11.28%	7.38%	9.72%	12.27%	14.47%	7.62%	12.33%	11.77%	9.59%	6.52%	8.97%	11.02%	47.76%	11.42%	35.00%	10.50%	16.33%	10.52%	15.31%	13.46%	15.00%	11.72%	16.98%	13.39%	15.18%	0.0%
USUALLY COMPOSITE	18.33%	16.30%	14.14%	19.58%	17.31%	15.56%	13.98%	19.25%	21.13%	17.16%	13.64%	17.58%	8.01%	18.50%	17.50%	17.00%	18.37%	15.31%	18.83%	13.46%	19.00%	18.75%	16.31%	18.75%	16.36%	0.0%
ALWAYS COMPOSITE	70.40%	76.32%	76.15%	68.15%	68.22%	76.82%	73.70%	68.98%	69.28%	76.32%	77.39%	71.39%	44.23%	70.08%	47.50%	72.50%	65.31%	74.17%	65.85%	73.08%	66.00%	69.53%	66.72%	67.86%	68.46%	0.0%
CAHPS RATE	88.72%	92.62%	90.28%	87.73%	85.53%	92.38%	87.67%	88.23%	90.41%	93.48%	91.03%	88.98%	52.24%	88.58%	65.00%	89.50%	83.67%	89.48%	84.69%	86.54%	85.00%	88.28%	83.02%	86.61%	84.82%	0.0%
AVERAGE	2.5912	2.6894	2.6643	2.5589	2.5376	2.6921	2.6137	2.5721	2.5969	2.6980	2.6843	2.6037	1.9647	2.5866	2.1250	2.6200	2.4898	2.6365	2.5054	2.5962	2.5100	2.5781	2.4974	2.5446	2.5328	0
Standard deviation	0.6611	0.5763	0.6287	0.6724	0.7164	0.5811	0.6800	0.6678	0.6363	0.5606	0.5997	0.6530	0.9511	0.6654	0.8909	0.6431	0.7413	0.6475	0.7245	0.7061	0.7249	0.6696	0.7560	0.6906	0.7313	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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Getting Needed Care Composite Score

													2017 General Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Southeast (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)	1081 C	1020 C	925	9414	484 DG	475 G	422	5670	495 E	476	410 J	2451	41	429	59	410	350	124	169 T	110	182 T	215	248	237	247	0
NEVER/SOMETIMES COMPOSITE	13.21% B	10.10%	12.91%	14.55%	12.15%	10.36%	13.76%	12.03%	12.01%	11.66%	13.42%	12.03%	35.90% N	9.36%	34.53% P	8.19%	12.23%	13.21%	10.46%	15.14%	11.45%	8.90%	14.15%	11.98%	12.45%	0.0%
USUALLY COMPOSITE	17.41% C	17.19%	14.07%	22.55% E	16.82%	16.97%	13.99%	23.93% I	19.50%	18.03%	15.09%	18.50%	26.92%	15.89%	28.60% P	14.59%	15.03%	20.95%	11.94%	19.35%	19.10%	16.91%	17.34%	19.19%	14.29%	0.0%
ALWAYS COMPOSITE	69.38%	72.71%	73.02%	62.89%	71.03% D	72.67%	72.25%	64.03%	68.49% H	70.31%	71.49%	69.47%	37.18%	74.75% M	36.86%	77.23% O	72.74%	65.84%	77.60% T	65.51%	69.45%	74.19%	68.51%	68.83%	73.27%	0.0%
CAHPS RATE	86.79%	89.90% A	87.09%	85.45%	87.85%	89.64%	86.24%	87.97%	87.99%	88.34%	86.58%	87.97%	64.10%	90.64% M	65.47%	91.81% O	87.77%	86.79%	89.54%	84.86%	88.55%	91.10%	85.85%	88.02%	87.55%	0.0%
AVERAGE	2.5617	2.6261	2.6010	2.4834	2.5887	2.6231	2.5848	2.5200	2.5648	2.5864	2.5807	2.5743	2.0128	2.6539	2.0233	2.6904	2.6051	2.5263	2.6713	2.5037	2.5800	2.6529	2.5437	2.5685	2.6082	0
Standard deviation	0.7029	0.6546	0.6886	0.7268	0.6937	0.6452	0.7002	0.6940	0.6893	0.6860	0.7013	0.6882	0.8520	0.6386	0.8135	0.6057	0.6839	0.7140	0.6537	0.7332	0.6850	0.6359	0.7181	0.6956	0.6913	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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Getting Care Quickly Composite Score

													2017 General Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 Pop. Qual. Total (J)	2015 Pop. Qual. Total (K)	2017 Pop. UHC Avg. Southeast (L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	
Getting Care Quickly Composite Score (BASE)	1062 C	1021 C	906	9446	474 DG	472 G	411	5456	477 E	474	387	2451	43	418	49	368	345	119	167 U	115	168	211	242	225	249 X	0
NEVER/SOMETIMES COMPOSITE	8.46% B	5.39%	6.56%	10.00%	10.54% FG	5.44%	5.38%	6.61%	7.93% K	5.41%	4.54%	8.50%	16.71%	9.70%	27.97% P	7.73%	7.24%	18.42% Q	7.82%	12.06%	10.80%	10.79%	10.22%	8.48%	12.52%	0.0%
USUALLY COMPOSITE	12.44%	10.43%	11.63%	14.96% E	11.02%	9.03%	10.81%	15.82%	14.65% J	10.15%	13.22%	11.51%	18.03%	10.73%	24.63% P	9.59%	10.48%	13.41%	9.14%	11.97%	13.22%	10.50%	12.52%	13.27%	8.91%	0.0%
ALWAYS COMPOSITE	79.10%	84.18% A	81.82%	75.04%	78.44%	85.53% E	83.80% E	77.56%	77.42%	84.44% I	82.24%	79.99%	65.26%	79.57%	47.40%	82.68% O	82.28% R	68.18%	83.04%	75.96%	75.98%	78.71%	77.26%	78.25%	78.57%	0.0%
CAHPS RATE	91.54%	94.61% A	93.44%	90.00%	89.46%	94.56% E	94.62% E	93.39%	92.07%	94.59%	95.46% I	91.50%	83.29%	90.30%	72.03%	92.27% O	92.76% R	81.58%	92.18%	87.94%	89.20%	89.21%	89.78%	91.52%	87.48%	0.0%
AVERAGE	2.7064	2.7879	2.7526	2.6504	2.6790	2.8010	2.7842	2.7095	2.6949	2.7903	2.7770	2.7148	2.4855	2.6987	2.1943	2.7496	2.7504	2.4976	2.7522	2.6390	2.6517	2.6793	2.6705	2.6977	2.6606	0
Standard deviation	0.6096	0.5239	0.5628	0.6498	0.6535	0.5175	0.5248	0.5780	0.6031	0.5226	0.5135	0.6078	0.7612	0.6343	0.8429	0.5837	0.5745	0.7844	0.5853	0.6847	0.6604	0.6577	0.6457	0.6157	0.6875	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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How Well Doctors Communicate Composite Score

													2017 General Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Southeast (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)	991 C	927 C	821	8362	431 DG	434 G	374	5057	475 HJE	434	368	2168	35	385 M	46	347	317	107	154 T	99	160	189	227	203	228 X	0
NEVER/SOMETIMES COMPOSITE	6.20%	5.45%	5.59%	6.31%	6.58%	5.90%	6.25%	5.33%	6.24%	5.43%	5.83%	5.75%	17.29%	5.66%	32.61% P	3.11%	5.30%	10.33%	7.34%	5.56%	5.80%	5.56%	7.42%	6.55%	6.60%	0.0%
USUALLY COMPOSITE	10.40%	10.22%	10.25%	13.95% E	8.79%	9.95%	9.00%	13.32%	11.06%	10.92%	10.42%	11.06%	18.03%	8.07%	25.00% P	6.94%	8.06%	11.06%	9.46%	10.10%	6.75%	9.15%	7.96%	8.77%	8.80%	0.0%
ALWAYS COMPOSITE	83.40%	84.33%	84.16%	79.74%	84.64% D	84.15%	84.75%	81.35%	82.70%	83.65%	83.75%	83.19%	64.68%	86.28% M	42.39%	89.95% O	86.64%	78.61%	83.19%	84.34%	87.45%	85.29%	84.62%	84.68%	84.60%	0.0%
CAHPS RATE	93.80%	94.55%	94.41%	93.69%	93.42%	94.10%	93.75%	94.67%	93.76%	94.57%	94.17%	94.25%	82.71%	94.34%	67.39%	96.89% O	94.70%	89.67%	92.66%	94.44%	94.20%	94.44%	92.58%	93.45%	93.40%	0.0%
AVERAGE	2.7719	2.7889	2.7857	2.7344	2.7806	2.7825	2.7850	2.7602	2.7646	2.7822	2.7793	2.7743	2.4739	2.8062	2.0978	2.8685	2.8135	2.6828	2.7585	2.7879	2.8165	2.7973	2.7721	2.7813	2.7799	0
Standard deviation	0.5387	0.5125	0.5160	0.5534	0.5403	0.5218	0.5277	0.5285	0.5442	0.5183	0.5238	0.5260	0.7634	0.5085	0.8387	0.4092	0.4908	0.6487	0.5609	0.5183	0.5089	0.5196	0.5541	0.5409	0.5391	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

12470 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22615)
 Children With Chronic Conditions

Shared Decision Making Composite Score

													2017 General Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Total (I)	2016 CCC Pop. Total (J)	2015 CCC Pop. Total (K)	2017 Gen. Pop. UHC Avg. Southeast (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)													378	340	324	2689	155 D	151	131	2580	225 JE	181	182 J	760	17	134	18	137	99	52 Q	60	37	49	74	72	64	91 X	0
YES COMPOSITE													81.24%	78.42%	80.34%	79.38%	79.66%	79.58%	78.04%	85.11%	84.11%	83.62%	83.63%	79.88%	76.47%	79.96%	66.67%	81.39%	79.66%	79.37%	77.89%	80.18%	82.31%	80.81%	79.17%	81.55%	78.32%	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

12470 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22615)
 Children With Chronic Conditions

Access to Prescription Medicine Composite Score

													2017 General Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Southeast (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)	882	858	698	3962	362	368	285	5441	492	478	389	1673	32	325	37	291	247	113	116	86	146	166	183	192	170	0
NEVER/SOMETIMES COMPOSITE	9.30%	8.16%	11.46% B	7.22%	9.67% F	5.16%	9.82% F	8.49%	10.57%	9.83%	15.42% IJ	6.28%	34.38% N	7.38%	27.03% P	6.19%	8.10%	13.27%	8.62%	15.12% U	6.16%	10.84%	7.65%	7.81%	11.76%	0.0%
USUALLY COMPOSITE	15.76%	17.25%	15.19%	17.21%	14.92%	16.58%	12.63%	19.85%	20.12% E	17.36%	17.48%	14.64%	31.25% N	13.54%	18.92%	14.78%	12.55%	20.35%	12.93%	19.77%	13.01%	15.06%	14.21%	17.19%	12.35%	0.0%
ALWAYS COMPOSITE	74.94%	74.59%	73.35%	75.57%	75.41% I	78.26%	77.54%	71.66%	69.31%	72.80%	67.10%	79.08%	34.38%	79.08% M	54.05%	79.04% O	79.35% R	66.37%	78.45% T	65.12%	80.82% T	74.10%	78.14%	75.00%	75.88%	0.0%
CAHPS RATE	90.70%	91.84% C	88.54%	92.78%	90.33%	94.84% EG	90.18%	91.51%	89.43% K	90.17% K	84.58%	93.72%	65.63%	92.62% M	72.97%	93.81% O	91.90%	86.73%	91.38%	84.88%	93.84% T	89.16%	92.35%	92.19%	88.24%	0.0%
AVERAGE	2.6565	2.6643	2.6189	2.6835	2.6575	2.7310	2.6772	2.6317	2.5874	2.6297 K	2.5167	2.7280	2.0000	2.7169 M	2.2703	2.7285 O	2.7126 R	2.5310	2.6983 T	2.5000	2.7466 T	2.6325	2.7049	2.6719	2.6412	0
Standard deviation	0.6415	0.6214	0.6820	0.6006	0.6470	0.5476	0.6443	0.6344	0.6736	0.6556	0.7471	0.5688	0.8292	0.5921	0.8589	0.5670	0.6056	0.7173	0.6190	0.7432	0.5590	0.6703	0.6008	0.6138	0.6822	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

12470 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22615)
 Children With Chronic Conditions

Access to Specialized Services Composite Score

													2017 General Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Southeast (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)	379 C	348 C	276	1536	117 DG	129 G	84	3353	273 E	248	201	584	11	102	14	90	62	53 Q	28	26	59 ST	66 W	50	59	58	0
NEVER/SOMETIMES COMPOSITE	25.94%	29.02%	27.44%	22.38%	23.35%	30.08%	28.09%	22.79%	25.21%	30.64%	33.80% I	21.06%	48.41%	21.45%	33.86%	21.17%	24.14%	21.53%	29.33%	13.10%	28.61%	22.11%	25.25%	18.95%	26.47%	0.0%
USUALLY COMPOSITE	16.74%	15.61%	11.75%	20.74%	19.74% G	11.64%	9.88%	20.83%	18.24%	16.03%	12.08%	16.74%	0.0%	22.32%	38.36%	17.57%	15.09%	27.60%	26.42%	25.60%	16.20%	18.75%	20.56%	22.06%	17.91%	0.0%
ALWAYS COMPOSITE	57.32%	55.38%	60.81%	56.88%	56.90%	58.28%	62.04%	56.38%	56.54%	53.33%	54.12%	62.20%	51.59%	56.23%	27.78%	61.26%	60.77%	50.86%	44.25%	61.31%	55.19%	59.13%	54.19%	58.99%	55.62%	0.0%
CAHPS RATE	74.06%	70.98%	72.56%	77.62%	76.65%	69.92%	71.91%	77.21%	74.79% K	69.36%	66.20%	78.94%	51.59%	78.55%	66.14%	78.83%	75.86%	78.47%	70.67%	86.90%	71.39%	77.89%	74.75%	81.05%	73.53%	0.0%
AVERAGE	2.3138	2.2636	2.3337	2.3450	2.3355	2.2820	2.3395	2.3359	2.3133	2.2268	2.2033	2.4114	2.0317	2.3478	1.9392	2.4010	2.3663	2.2933	2.1492	2.4821	2.2657	2.3702	2.2893	2.4003	2.2915	0
Standard deviation	0.8559	0.8796	0.8778	0.8201	0.8058	0.8907	0.8701	0.8236	0.8461	0.8867	0.9124	0.8104	0.9488	0.7843	0.6233	0.8030	0.8115	0.7756	0.7168	0.6755	0.8718	0.7952	0.8124	0.6889	0.8390	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

12470 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22615)
 Children With Chronic Conditions

Family Centered Care: Personal Doctor Who Knows Child Composite Score

													2017 General Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Southeast (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)	1018 C	964 C	833	8517	441 DG	442 G	380	5603	496 HE	465	389	2235	37	395	49	350	325	109	155 T	100	167	195	230	207	234 X	0
YES COMPOSITE	90.98%	89.74%	89.51%	90.00%	90.95% F	86.05%	89.01%	90.62%	91.91%	90.44%	90.69%	89.99%	84.74%	92.07%	68.41%	94.54% O	93.58%	87.60%	90.85%	93.47%	90.07%	93.48%	88.16%	90.57%	91.29%	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

12470 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
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 Children With Chronic Conditions

Family Centered Care: Getting Needed Information Composite Score

													2017 General Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Total (I)	2016 CCC Pop. Total (J)	2015 CCC Pop. Total (K)	2017 Gen. Pop. UHC Avg. Southeast (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)	1054	983	898	5681	469	462	406	5398	485	456	392	2175	39	417	59	409	340	120	162	106	178	210	239	231	238	0
NEVER/SOMETIMES COMPOSITE	11.10%	11.09%	10.24%	11.05%	11.73%	11.47%	10.10%	8.47%	9.90%	11.18%	10.46%	10.07%	30.77% N	10.07%	38.98% P	7.82%	10.59%	14.17%	11.73%	12.26%	11.24%	11.90%	11.30%	10.82%	12.61%	0.0%
USUALLY COMPOSITE	12.05%	11.09%	10.02%	16.74% E	11.09%	10.39%	8.87%	17.02% I	12.78%	11.40%	10.46%	14.39%	23.08%	9.83%	27.12% P	8.80%	9.41%	16.67%	11.73%	10.38%	12.36%	14.29%	8.79%	14.72% Y	7.56%	0.0%
ALWAYS COMPOSITE	76.85%	77.82%	79.73%	72.21%	77.19% D	78.14%	81.03%	74.51%	77.32%	77.41%	79.08%	75.54%	46.15%	80.10% M	33.90%	83.37% O	80.00% R	69.17%	76.54%	77.36%	76.40%	73.81%	79.92%	74.46%	79.83%	0.0%
CAHPS RATE	88.90%	88.91%	89.76%	88.95%	88.27%	88.53%	89.90%	91.53%	90.10%	88.82%	89.54%	89.93%	69.23%	89.93% M	61.02%	92.18% O	89.41%	85.83%	88.27%	87.74%	88.76%	88.10%	88.70%	89.18%	87.39%	0.0%
AVERAGE	2.6575	2.6673	2.6949	2.6115	2.6546	2.6667	2.7094	2.6604	2.6742	2.6623	2.6862	2.6547	2.1538	2.7002 M	1.9492	2.7555 O	2.6941 R	2.5500	2.6481	2.6509	2.6517	2.6190	2.6862	2.6364	2.6723	0
Standard deviation	0.6687	0.6662	0.6457	0.6772	0.6787	0.6721	0.6389	0.6274	0.6462	0.6688	0.6515	0.6538	0.8635	0.6414	0.8522	0.5841	0.6512	0.7286	0.6802	0.6874	0.6721	0.6884	0.6643	0.6692	0.6873	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

12470 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
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 Children With Chronic Conditions

Coordination of Care for Children for Chronic Conditions Composite Score

													2017 General Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Southeast (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)	369	352	304	1911	134 D	149 G	106	3163 I	240 E	223	200	734	14	118	18	104	81	51 Q	34	37	60 S	59	72	59	75	0
YES COMPOSITE	78.68%	77.65%	79.82%	74.99%	77.03%	76.94%	74.64%	78.43%	79.40%	77.76%	82.16%	74.13%	58.33%	79.47%	61.03%	80.09%	77.37%	77.66%	72.50%	72.80%	82.41%	76.10%	78.24%	79.49%	74.81%	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 (UH22615)
 Children With Chronic Conditions

1. Our records show that your child is now in UnitedHealthcare Community Plan. Is that right?

													2017 CCC Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (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	1287 100.00%	1236 100.00%	1167 100.00%	12476 100.00%	582 100.00%	586 100.00%	554 100.00%	6388 100.00%	547 100.00%	532 100.00%	439 100.00%	2723 100.00%	75 100.00%	461 100.00%	73 100.00%	412 100.00%	286 100.00%	259 100.00%	77 100.00%	167 100.00%	292 100.00%	317 100.00%	217 100.00%	297 100.00%	250 100.00%	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	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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	1287 100.00%	1236 100.00%	1167 100.00%	12476 100.00%	582 100.00%	586 100.00%	554 100.00%	6388 100.00%	547 100.00%	532 100.00%	439 100.00%	2723 100.00%	75 100.00%	461 100.00%	73 100.00%	412 100.00%	286 100.00%	259 100.00%	77 100.00%	167 100.00%	292 100.00%	317 100.00%	217 100.00%	297 100.00%	250 100.00%	0 0.0%	
Yes	1287 100.00%	1236 100.00%	1167 100.00%	12476 100.00%	582 100.00%	586 100.00%	554 100.00%	6388 100.00%	547 100.00%	532 100.00%	439 100.00%	2723 100.00%	75 100.00%	461 100.00%	73 100.00%	412 100.00%	286 100.00%	259 100.00%	77 100.00%	167 100.00%	292 100.00%	317 100.00%	217 100.00%	297 100.00%	250 100.00%	0 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	1287 100.00%	1236 100.00%	1167 100.00%	12476 100.00%	582 100.00%	586 100.00%	554 100.00%	6388 100.00%	547 100.00%	532 100.00%	439 100.00%	2723 100.00%	75 100.00%	461 100.00%	73 100.00%	412 100.00%	286 100.00%	259 100.00%	77 100.00%	167 100.00%	292 100.00%	317 100.00%	217 100.00%	297 100.00%	250 100.00%	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

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 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

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 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	42	78	320	17	15	39	213	20	19	16	102	3	17	3	14	11	9	0	5	15	11	8	18	2	0
	3.50%	3.40%	6.68%	2.56%	2.92%	2.56%	7.04%	3.33%	3.66%	3.57%	3.64%	3.75%	4.00%	3.69%	4.11%	3.40%	3.85%	3.47%	0.0%	2.99%	5.14%	3.47%	3.69%	6.06%	0.80%	0.0%
			AB				EF													S	S			Y		
Appropriately skipped	727	734	626	7985	331	371	319	3255	281	301	207	1287	40	237	37	201	162	119	39	87	153	172	105	152	129	0
	56.49%	59.39%	53.64%	64.00%	56.87%	63.31%	57.58%	50.95%	51.37%	56.58%	47.15%	47.26%	53.33%	51.41%	50.68%	48.79%	56.64%	45.95%	50.65%	52.10%	52.40%	54.26%	48.39%	51.18%	51.60%	0.0%
			C	E		EG				K							R									
BASE = Those who responded	515	460	463	4171	234	200	196	2920	246	212	216	1334	32	207	33	197	113	131	38	75	124	134	104	127	119	0
	40.02%	37.22%	39.67%	33.43%	40.21%	34.13%	35.38%	45.71%	44.97%	39.85%	49.20%	48.99%	42.67%	44.90%	45.21%	47.82%	39.51%	50.58%	49.35%	44.91%	42.47%	42.27%	47.93%	42.76%	47.60%	0.0%
					DF					J							Q									
Never	1	4	7	43	1	1	2	17	1	3	3	6	0	1	0	0	0	1	1	0	0	0	1	0	1	0
	0.19%	0.87%	1.51%	1.03%	0.43%	0.50%	1.02%	0.58%	0.41%	1.42%	1.39%	0.45%	0.0%	0.48%	0.0%	0.0%	0.0%	0.76%	2.63%	0.0%	0.0%	0.0%	0.96%	0.0%	0.84%	0.0%
			A																							
Sometimes	36	22	21	315	23	11	6	157	15	9	7	61	1	13	4	9	5	10	2	4	7	8	6	8	7	0
	6.99%	4.78%	4.54%	7.55%	9.83%	5.50%	3.06%	5.38%	6.10%	4.25%	3.24%	4.57%	3.13%	6.28%	12.12%	4.57%	4.42%	7.63%	5.26%	5.33%	5.65%	5.97%	5.77%	6.30%	5.88%	0.0%
					G																					
Bottom Two Box (%Never + %Sometimes)	37	26	28	358	24	12	8	174	16	12	10	67	1	14	4	9	5	11	3	4	7	8	7	8	8	0
	7.18%	5.65%	6.05%	8.58%	10.26%	6.00%	4.08%	5.96%	6.50%	5.66%	4.63%	5.02%	3.13%	6.76%	12.12%	4.57%	4.42%	8.40%	7.89%	5.33%	5.65%	5.97%	6.73%	6.30%	6.72%	0.0%
					G																					
Usually	47	36	50	484	18	12	23	334	26	15	24	121	9	16	13	11	10	16	5	8	12	12	13	20	6	0
	9.13%	7.83%	10.80%	11.60%	7.69%	6.00%	11.73%	11.44%	10.57%	7.08%	11.11%	9.07%	28.13%	7.73%	39.39%	5.58%	8.85%	12.21%	13.16%	10.67%	9.68%	8.96%	12.50%	15.75%	5.04%	0.0%
				E			F						N		P									Y		
Always	431	398	385	3329	192	176	165	2412	204	185	182	1146	22	177	16	177	98	104	30	63	105	114	84	99	105	0
	83.69%	86.52%	83.15%	79.81%	82.05%	88.00%	84.18%	82.60%	82.93%	87.26%	84.26%	85.91%	68.75%	85.51%	48.48%	89.85%	86.73%	79.39%	78.95%	84.00%	84.68%	85.07%	80.77%	77.95%	88.24%	0.0%
													O											X		
CAHPS Rate (%Always + %Usually)	478	434	435	3813	210	188	188	2746	230	200	206	1267	31	193	29	188	108	120	35	71	117	126	97	119	111	0
	92.82%	94.35%	93.95%	91.42%	89.74%	94.00%	95.92%	94.04%	93.50%	94.34%	95.37%	94.98%	96.88%	93.24%	87.88%	95.43%	95.58%	91.60%	92.11%	94.67%	94.35%	94.03%	93.27%	93.70%	93.28%	0.0%
							E																			
3-point composite mean	2.7650	2.8087	2.7711	2.7123	2.7179	2.8200	2.8010	2.7664	2.7642	2.8160	2.7963	2.8088	2.6563	2.7874	2.3636	2.8528	2.8230	2.7099	2.7105	2.7867	2.7903	2.7910	2.7404	2.7165	2.8151	0
																O										
4-point composite mean	3.7631	3.8000	3.7559	3.7020	3.7137	3.8150	3.7908	3.7606	3.7602	3.8019	3.7824	3.8043	3.6563	3.7826	3.3636	3.8528	3.8230	3.7023	3.6842	3.7867	3.7903	3.7910	3.7308	3.7165	3.8067	0
																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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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 Results - Qualified Respondents														
												Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type			
												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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	286 (Q)	259 (R)	77 (S)	167 (T)	292 (U)	317 (V)	217 (W)	297 (X)	250 (Y)	0 (Z)	
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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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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 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.08%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	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	14	53	170	9	6	34	70	4	6	3	34	1	3	0	3	2	2	0	2	1	2	1	3	1	0
	1.55%	1.13%	4.54%	1.36%	1.55%	1.02%	6.14%	1.10%	0.73%	1.13%	0.68%	1.25%	1.33%	0.65%	0.0%	0.73%	0.70%	0.77%	0.0%	1.20%	0.34%	0.63%	0.46%	1.01%	0.40%	0.0%
			AB				EF																			
BASE = Those who responded	1267	1221	1114	12306	573	580	520	6318	543	526	436	2689	74	458	73	409	284	257	77	165	291	315	216	294	249	0
	98.45%	98.79%	95.46%	98.64%	98.45%	98.98%	93.86%	98.90%	99.27%	98.87%	99.32%	98.75%	98.67%	99.35%	100.00%	99.27%	99.30%	99.23%	100.00%	98.80%	99.66%	99.37%	99.54%	98.99%	99.60%	0.0%
	C	C			G	G																				
Yes	993	963	875	8884	436	443	390	5152	458	456	379	2222	61	390	60	363	229	228	69	140	240	265	184	252	206	0
	78.37%	78.87%	78.55%	72.19%	76.09%	76.38%	75.00%	81.54%	84.35%	86.69%	86.93%	82.63%	82.43%	85.15%	82.19%	88.75%	80.63%	88.72%	89.61%	84.85%	82.47%	84.13%	85.19%	85.71%	82.73%	0.0%
					D				E									Q								
No	274	258	239	3422	137	137	130	1166	85	70	57	467	13	68	13	46	55	29	8	25	51	50	32	42	43	0
	21.63%	21.13%	21.45%	27.81%	23.91%	23.62%	25.00%	18.46%	15.65%	13.31%	13.07%	17.37%	17.57%	14.85%	17.81%	11.25%	19.37%	11.28%	10.39%	15.15%	17.53%	15.87%	14.81%	14.29%	17.27%	0.0%
				E	I												R									
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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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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 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	48	42	93	485	20	18	50	254	24	16	23	130	5	19	5	17	8	16	0	4	19	16	7	23	1	0
	3.73%	3.40%	7.97%	3.89%	3.44%	3.07%	9.03%	3.98%	4.39%	3.01%	5.24%	4.77%	6.67%	4.12%	6.85%	4.13%	2.80%	6.18%	0.0%	2.40%	6.51%	5.05%	3.23%	7.74%	0.40%	0.0%
			AB				EF													S	ST		Y			
Appropriately skipped	274	258	239	3422	137	137	130	1166	85	70	57	467	13	68	13	46	55	29	8	25	51	50	32	42	43	0
	21.29%	20.87%	20.48%	27.43%	23.54%	23.38%	23.47%	18.25%	15.54%	13.16%	12.98%	17.15%	17.33%	14.75%	17.81%	11.17%	19.23%	11.20%	10.39%	14.97%	17.47%	15.77%	14.75%	14.14%	17.20%	0.0%
				E	I												R									
BASE = Those who responded	965	936	835	8569	425	431	374	4968	438	446	359	2126	57	374	55	349	223	214	69	138	222	251	178	232	206	0
	74.98%	75.73%	71.55%	68.68%	73.02%	73.55%	67.51%	77.77%	80.07%	83.83%	81.78%	78.08%	76.00%	81.13%	75.34%	84.71%	77.97%	82.63%	89.61%	82.63%	76.03%	79.18%	82.03%	78.11%	82.40%	0.0%
			C		DG		G		E										U							
Never	7	6	8	90	4	2	3	29	2	3	4	6	1	1	1	1	0	2	0	1	1	1	1	1	1	0
	0.73%	0.64%	0.96%	1.05%	0.94%	0.46%	0.80%	0.58%	0.46%	0.67%	1.11%	0.28%	1.75%	0.27%	1.82%	0.29%	0.0%	0.93%	0.0%	0.72%	0.45%	0.40%	0.56%	0.43%	0.49%	0.0%
Sometimes	87	42	51	888	42	19	22	332	39	20	12	118	8	30	11	24	11	28	6	10	21	23	15	22	17	0
	9.02%	4.49%	6.11%	10.36%	9.88%	4.41%	5.88%	6.68%	8.90%	4.48%	3.34%	5.55%	14.04%	8.02%	20.00%	6.88%	4.93%	13.08%	8.70%	7.25%	9.46%	9.16%	8.43%	9.48%	8.25%	0.0%
			BC		FG				JK						P			Q								
Bottom Two Box (%Never + %Sometimes)	94	48	59	978	46	21	25	361	41	23	16	124	9	31	12	25	11	30	6	11	22	24	16	23	18	0
	9.74%	5.13%	7.07%	11.41%	10.82%	4.87%	6.68%	7.27%	9.36%	5.16%	4.46%	5.83%	15.79%	8.29%	21.82%	7.16%	4.93%	14.02%	8.70%	7.97%	9.91%	9.56%	8.99%	9.91%	8.74%	0.0%
			BC		FG				JK						P			Q								
Usually	152	122	104	1570	61	52	37	1004	82	59	55	372	9	73	20	54	37	45	11	27	43	43	38	49	33	0
	15.75%	13.03%	12.46%	18.32%	14.35%	12.06%	9.89%	20.21%	18.72%	13.23%	15.32%	17.50%	15.79%	19.52%	36.36%	15.47%	16.59%	21.03%	15.94%	19.57%	19.37%	17.13%	21.35%	21.12%	16.02%	0.0%
			C		E				J						P											
Always	719	766	672	6021	318	358	312	3603	315	364	288	1630	39	270	23	270	175	139	52	100	157	184	124	160	155	0
	74.51%	81.84%	80.48%	70.26%	74.82%	83.06%	83.42%	72.52%	71.92%	81.61%	80.22%	76.67%	68.42%	72.19%	41.82%	77.36%	78.48%	64.95%	75.36%	72.46%	70.72%	73.31%	69.66%	68.97%	75.24%	0.0%
			A		D		E			I	I					O	R									
CAHPS Rate (%Always + %Usually)	871	888	776	7591	379	410	349	4607	397	423	343	2002	48	343	43	324	212	184	63	127	200	227	162	209	188	0
	90.26%	94.87%	92.93%	88.59%	89.18%	95.13%	93.32%	92.73%	90.64%	94.84%	95.54%	94.17%	84.21%	91.71%	78.18%	92.84%	95.07%	85.98%	91.30%	92.03%	90.09%	90.44%	91.01%	90.09%	91.26%	0.0%
			A		E		E			I	I					O	R									
3-point composite mean	2.6477	2.7671	2.7341	2.5885	2.6400	2.7819	2.7674	2.6526	2.6256	2.7646	2.7577	2.7084	2.5263	2.6390	2.2000	2.7020	2.7354	2.5093	2.6667	2.6449	2.6081	2.6375	2.6067	2.5905	2.6650	0
		A	A			E	E			I	I					O	R									
4-point composite mean	3.6404	3.7607	3.7246	3.5780	3.6306	3.7773	3.7594	3.6467	3.6210	3.7578	3.7465	3.7056	3.5088	3.6364	3.1818	3.6991	3.7354	3.5000	3.6667	3.6377	3.6036	3.6335	3.6011	3.5862	3.6602	0
		A	A			E	E			I	I					O	R									
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. UHC Southeast Avg. (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	5	0	0	2	2	0	0	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.32% A	0.43% A	0.0%	0.0%	0.34%	0.36%	0.0%	0.0%	0.56%	0.68%	0.0%	0.0%	0.0%	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	56	58	104	461	25	20	55	221	22	28	14	92	4	18	0	0	12	10	6	8	7	6	15	3	19	0
	4.35%	4.69%	8.91% AB	3.70%	4.30%	3.41%	9.93% EF	3.46%	4.02%	5.26%	3.19%	3.38%	5.33%	3.90%	0.0%	0.0%	4.20%	3.86%	7.79%	4.79%	2.40%	1.89%	6.91% V	1.01%	7.60% X	0.0%
BASE = Those who responded	1231	1174	1058	12015	557	564	497	6167	525	501	422	2631	71	443	73	412	274	249	71	159	285	311	202	294	231	0
	95.65% C	94.98% C	90.66%	96.30%	95.70% G	96.25% G	89.71%	96.54%	95.98%	94.17%	96.13%	96.62%	94.67%	96.10%	100.00%	100.00%	95.80%	96.14%	92.21%	95.21%	97.60%	98.11% W	93.09%	98.99% Y	92.40%	0.0%
None	169	182	135	2899	84	100	75	729	36	41	23	240	7	29	0	0	23	13	3	11	20	19	16	24	12	0
	13.73%	15.50%	12.76%	24.13% E	15.08% I	17.73%	15.09%	11.82% I	6.86%	8.18%	5.45%	9.12%	9.86%	6.55%	0.0%	0.0%	8.39%	5.22%	4.23%	6.92%	7.02%	6.11%	7.92%	8.16%	5.19%	0.0%
1 time	258	238	225	3097	135	135	130	1122	81	76	68	382	9	71	10	70	48	33	10	20	50	51	28	47	34	0
	20.96%	20.27%	21.27%	25.78%	24.24% I	23.94%	26.16%	18.19%	15.43%	15.17%	16.11%	14.52%	12.68%	16.03%	13.70%	16.99%	17.52%	13.25%	14.08%	12.58%	17.54%	16.40%	13.86%	15.99%	14.72%	0.0%
2	310	287	268	2714	152	134	126	1480	125	119	111	629	16	107	23	101	81	43	13	46	63	77	46	69	56	0
	25.18%	24.45%	25.33%	22.59%	27.29% D	23.76%	25.35%	24.00%	23.81%	23.75%	26.30%	23.91%	22.54%	24.15%	31.51%	24.51%	29.56% R	17.27%	18.31%	28.93%	22.11%	24.76%	22.77%	23.47%	24.24%	0.0%
3	218	195	165	1538	73	92	73	1084	122	101	76	530	15	102	15	107	55	67	18	39	62	80	39	71	51	0
	17.71%	16.61%	15.60%	12.80%	13.11%	16.31%	14.69%	17.58%	23.24% HKE	20.16%	18.01%	20.14%	21.13%	23.02%	20.55%	25.97%	20.07%	26.91%	25.35%	24.53%	21.75%	25.72%	19.31%	24.15%	22.08%	0.0%
4	112	106	102	793	57	39	36	612	55	60	44	295	9	43	8	46	24	30	10	15	30	25	29	31	24	0
	9.10%	9.03%	9.64%	6.60%	10.23% DF	6.91%	7.24%	9.92%	10.48%	11.98%	10.43%	11.21%	12.68%	9.71%	10.96%	11.17%	8.76%	12.05%	14.08%	9.43%	10.53%	8.04%	14.36% V	10.54%	10.39%	0.0%
5 to 9	130	132	123	778	43	50	44	845	80	82	73	420	10	70	14	65	33	47	12	19	48	49	29	43	37	0
	10.56%	11.24%	11.63%	6.48%	7.72%	8.87%	8.85%	13.70%	15.24% E	16.37%	17.30%	15.96%	14.08%	15.80%	19.18%	15.78%	12.04%	18.88% Q	16.90%	11.95%	16.84%	15.76%	14.36%	14.63%	16.02%	0.0%
10 or more times	34	34	40	196	13	14	13	295	26	22	27	135	5	21	3	23	10	16	5	9	12	10	15	9	17	0
	2.76%	2.90%	3.78%	1.63%	2.33%	2.48%	2.62%	4.78%	4.95% E	4.39%	6.40%	5.13%	7.04%	4.74%	4.11%	5.58%	3.65%	6.43%	7.04%	5.66%	4.21%	3.22%	7.43% V	3.06%	7.36% X	0.0%
Average number of times	2.6929	2.7002	2.8592	2.0147	2.4228 D	2.4113	2.4457	3.1433	3.4324 HE	3.4052	3.6552	3.4350	3.5845	3.4210	3.6781	3.6881	3.0182	3.8916 Q	3.8944	3.3616	3.3965	3.2572	3.6807	3.1820	3.7511 X	0
Standard deviation	2.5505	2.6199	2.7570	2.2432	2.3896	2.4844	2.4900	2.9359	2.8806	2.8493	3.1008	2.9578	3.1645	2.8632	2.7000	2.8505	2.6570	3.0525	3.0867	2.8981	2.8279	2.6250	3.1897	2.6046	3.1691	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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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 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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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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 Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
																	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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. Southeast Avg. (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	100.00% (Q)	100.00% (R)	100.00% (S)	100.00% (T)	100.00% (U)	100.00% (V)	100.00% (W)	100.00% (X)	100.00% (Y)	100.00% (Z)	
Total	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	66	83	125	565	29	27	66	272	26	40	23	117	4	22	0	2	14	12	7	9	9	8	16	6	20	0
	5.13%	6.72%	10.71% AB	4.53%	4.98%	4.61%	11.91% EF	4.26%	4.75%	7.52%	5.24%	4.30%	5.33%	4.77%	0.0%	0.49%	4.90%	4.63%	9.09%	5.39%	3.08%	2.52%	7.37% V	2.02%	8.00% X	0.0%
Appropriately skipped	169	182	135	2899	84	100	75	729	36	41	23	240	7	29	0	0	23	13	3	11	20	19	16	24	12	0
	13.13%	14.72% C	11.57%	23.24% E	14.43% I	17.06%	13.54%	11.41% I	6.58%	7.71%	5.24%	8.81%	9.33%	6.29%	0.0%	0.0%	8.04%	5.02%	3.90%	6.59%	6.85%	5.99%	7.37%	8.08%	4.80%	0.0%
BASE = Those who responded	1052	971	907	9012	469	459	413	5387	485	451	393	2366	64	410	73	410	249	234	67	147	263	290	185	267	218	0
	81.74% BC	78.56%	77.72%	72.23%	80.58% DG	78.33%	74.55%	84.33%	88.67% HE	84.77%	89.52% J	86.89%	85.33%	88.94%	100.00%	99.51%	87.06%	90.35%	87.01%	88.02%	90.07%	91.48% W	85.25%	89.90%	87.20%	0.0%
Yes	757	698	669	6366	319	319	307	4136	364	330	308	1835	47	308	45	317	181	182	56	117	184	217	140	196	168	0
	71.96%	71.88%	73.76%	70.64%	68.02%	69.50%	74.33% E	76.78%	75.05% E	73.17%	78.37%	77.56%	73.44%	75.12%	61.64%	77.32% O	72.69%	77.78%	83.58% U	79.59% U	69.96%	74.83%	75.68%	73.41%	77.06%	0.0%
No	295	273	238	2646	150	140	106	1251	121	121	85	531	17	102	28	93	68	52	11	30	79	73	45	71	50	0
	28.04%	28.12%	26.24%	29.36%	31.98% GI	30.50%	25.67%	23.22%	24.95%	26.83%	21.63%	22.44%	26.56%	24.88%	38.36% P	22.68%	27.31%	22.22%	16.42%	20.41%	30.04% ST	25.17%	24.32%	26.59%	22.94%	0.0%
3-point composite mean	2.4392	2.4377	2.4752	2.4128	2.3603	2.3900	2.4867 E	2.5355	2.5010 E	2.4634	2.5674	2.5511	2.4688	2.5024	2.2329	2.5463 O	2.4538	2.5556	2.6716 U	2.5918 U	2.3992	2.4966	2.5135	2.4682	2.5413	0
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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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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 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	64	71	134	298	29	24	73	261	26	35	24	112	4	22	0	2	15	11	6	8	11	8	16	7	19	0
	4.97%	5.74%	11.48%	3.80%	4.98%	4.10%	13.18%	4.09%	4.75%	6.58%	5.47%	4.11%	5.33%	4.77%	0.0%	0.49%	5.24%	4.25%	7.79%	4.79%	3.77%	2.52%	7.37%	2.36%	7.60%	0.0%
			AB				EF															V		X		
Appropriately skipped	169	182	135	1864	84	100	75	729	36	41	23	240	7	29	0	0	23	13	3	11	20	19	16	24	12	0
	13.13%	14.72%	11.57%	23.77%	14.43%	17.06%	13.54%	11.41%	6.58%	7.71%	5.24%	8.81%	9.33%	6.29%	0.0%	0.0%	8.04%	5.02%	3.90%	6.59%	6.85%	5.99%	7.37%	8.08%	4.80%	0.0%
			C			I		I																		
BASE = Those who responded	1054	983	898	5681	469	462	406	5398	485	456	392	2371	64	410	73	410	248	235	68	148	261	290	185	266	219	0
	81.90%	79.53%	76.95%	72.43%	80.58%	78.84%	73.29%	84.50%	88.67%	85.71%	89.29%	87.07%	85.33%	88.94%	100.00%	99.51%	86.71%	90.73%	88.31%	88.62%	89.38%	91.48%	85.25%	89.56%	87.60%	0.0%
						G		HE													W					
Never	25	31	25	146	17	18	14	83	11	11	8	40	4	7	4	7	7	4	2	3	6	6	5	10	1	0
	2.37%	3.15%	2.78%	2.57%	3.62%	3.90%	3.45%	1.54%	2.27%	2.41%	2.04%	1.69%	6.25%	1.71%	5.48%	1.71%	2.82%	1.70%	2.94%	2.03%	2.30%	2.07%	2.70%	3.76%	0.46%	0.0%
																							Y			
Sometimes	92	78	67	482	38	35	27	374	37	40	33	160	7	30	18	18	15	22	4	10	23	29	8	22	15	0
	8.73%	7.93%	7.46%	8.48%	8.10%	7.58%	6.65%	6.93%	7.63%	8.77%	8.42%	6.75%	10.94%	7.32%	24.66%	4.39%	6.05%	9.36%	5.88%	6.76%	8.81%	10.00%	4.32%	8.27%	6.85%	0.0%
															P							W				
Bottom Two Box (%Never + %Sometimes)	117	109	92	628	55	53	41	457	48	51	41	200	11	37	22	25	22	26	6	13	29	35	13	32	16	0
	11.10%	11.09%	10.24%	11.05%	11.73%	11.47%	10.10%	8.47%	9.90%	11.18%	10.46%	8.44%	17.19%	9.02%	30.14%	6.10%	8.87%	11.06%	8.82%	8.78%	11.11%	12.07%	7.03%	12.03%	7.31%	0.0%
															P											
Usually	127	109	90	951	52	48	36	919	62	52	41	325	15	45	21	41	25	37	13	13	35	43	17	35	27	0
	12.05%	11.09%	10.02%	16.74%	11.09%	10.39%	8.87%	17.02%	12.78%	11.40%	10.46%	13.71%	23.44%	10.98%	28.77%	10.00%	10.08%	15.74%	19.12%	8.78%	13.41%	14.83%	9.19%	13.16%	12.33%	0.0%
								I					N		P											
Always	810	765	716	4102	362	361	329	4022	375	353	310	1846	38	328	30	344	201	172	49	122	197	212	155	199	176	0
	76.85%	77.82%	79.73%	72.21%	77.19%	78.14%	81.03%	74.51%	77.32%	77.41%	79.08%	77.86%	59.38%	80.00%	41.10%	83.90%	81.05%	73.19%	72.06%	82.43%	75.48%	73.10%	83.78%	74.81%	80.37%	0.0%
						D							M			O	R					V				
CAHPS Rate (%Always + %Usually)	937	874	806	5053	414	409	365	4941	437	405	351	2171	53	373	51	385	226	209	62	135	232	255	172	234	203	0
	88.90%	88.91%	89.76%	88.95%	88.27%	88.53%	89.90%	91.53%	90.10%	88.82%	89.54%	91.56%	82.81%	90.98%	69.86%	93.90%	91.13%	88.94%	91.18%	91.22%	88.89%	87.93%	92.97%	87.97%	92.69%	0.0%
																O										
3-point composite mean	2.6575	2.6673	2.6949	2.6115	2.6546	2.6667	2.7094	2.6604	2.6742	2.6623	2.6862	2.6942	2.4219	2.7098	2.1096	2.7780	2.7218	2.6213	2.6324	2.7365	2.6437	2.6103	2.7676	2.6278	2.7306	0
														M		O						V				
4-point composite mean	3.6338	3.6358	3.6670	3.5858	3.6183	3.6277	3.6749	3.6451	3.6515	3.6382	3.6658	3.6774	3.3594	3.6927	3.0548	3.7610	3.6935	3.6043	3.6029	3.7162	3.6207	3.5897	3.7405	3.5902	3.7260	0
														M		O						V			X	

Note: A text notation appearing beneath a column 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

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 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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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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 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 Gen. Pop. Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Pop. Qual. Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. Southeast	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	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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%	0.08%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.19%	0.0%	0.0%	0.0%	0.0%	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	78	137	588	30	26	73	287	28	38	26	122	5	23	2	2	14	14	7	8	12	8	17	8	20	0
	5.28%	6.31%	11.74%	4.71%	5.15%	4.44%	13.18%	4.49%	5.12%	7.14%	5.92%	4.48%	6.67%	4.99%	2.74%	0.49%	4.90%	5.41%	9.09%	4.79%	4.11%	2.52%	7.83%	2.69%	8.00%	0.0%
			AB				EF														V		X			
Appropriately skipped	169	182	135	2899	84	100	75	729	36	41	23	240	7	29	0	0	23	13	3	11	20	19	16	24	12	0
	13.13%	14.72%	11.57%	23.24%	14.43%	17.06%	13.54%	11.41%	6.58%	7.71%	5.24%	8.81%	9.33%	6.29%	0.0%	0.0%	8.04%	5.02%	3.90%	6.59%	6.85%	5.99%	7.37%	8.08%	4.80%	0.0%
			C	E	I		I																			
BASE = Those who responded	1050	975	895	8989	468	460	406	5372	483	452	390	2361	63	409	71	410	249	232	67	148	260	290	184	265	218	0
	81.59%	78.88%	76.69%	72.05%	80.41%	78.50%	73.29%	84.10%	88.30%	84.96%	88.84%	86.71%	84.00%	88.72%	97.26%	99.51%	87.06%	89.58%	87.01%	88.62%	89.04%	91.48%	84.79%	89.23%	87.20%	0.0%
			C		DG	G		HE														W				
Yes	380	343	327	2703	156	153	131	2598	227	182	184	1143	41	182	33	194	105	121	28	76	119	135	87	119	108	0
	36.19%	35.18%	36.54%	30.07%	33.33%	33.26%	32.27%	48.36%	47.00%	40.27%	47.18%	48.41%	65.08%	44.50%	46.48%	47.32%	42.17%	52.16%	41.79%	51.35%	45.77%	46.55%	47.28%	44.91%	49.54%	0.0%
								JE			J		N					Q								
No	670	632	568	6286	312	307	275	2774	256	270	206	1218	22	227	38	216	144	111	39	72	141	155	97	146	110	0
	63.81%	64.82%	63.46%	69.93%	66.67%	66.74%	67.73%	51.64%	53.00%	59.73%	52.82%	51.59%	34.92%	55.50%	53.52%	52.68%	57.83%	47.84%	58.21%	48.65%	54.23%	53.45%	52.72%	55.09%	50.46%	0.0%
					I					IK			M				R									
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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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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 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Southeast Avg. (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	70	83	142	617	31	29	74	315	30	40	30	129	5	25	2	4	16	14	7	8	14	9	18	10	20	0
	5.44%	6.72%	12.17%	4.95%	5.33%	4.95%	13.36%	4.93%	5.48%	7.52%	6.83%	4.74%	6.67%	5.42%	2.74%	0.97%	5.59%	5.41%	9.09%	4.79%	4.79%	2.84%	8.29%	3.37%	8.00%	0.0%
			AB				EF															V		X		
Appropriately skipped	839	814	703	9185	396	407	350	3503	292	311	229	1458	29	256	38	216	167	124	42	83	161	174	113	170	122	0
	65.19%	65.86%	60.24%	73.62%	68.04%	69.45%	63.18%	54.84%	53.38%	58.46%	52.16%	53.54%	38.67%	55.53%	52.05%	52.43%	58.39%	47.88%	54.55%	49.70%	55.14%	54.89%	52.07%	57.24%	48.80%	0.0%
	C	C		E	I	G				K				M			R						Y			
BASE = Those who responded	378	339	322	2674	155	150	130	2570	225	181	180	1136	41	180	33	192	103	121	28	76	117	134	86	117	108	0
	29.37%	27.43%	27.59%	21.43%	26.63%	25.60%	23.47%	40.23%	41.13%	34.02%	41.00%	41.72%	54.67%	39.05%	45.21%	46.60%	36.01%	46.72%	36.36%	45.51%	40.07%	42.27%	39.63%	39.39%	43.20%	0.0%
					D				JE		J		N				Q									
Yes	347	318	296	2457	140	141	118	2472	212	177	168	1091	37	171	31	181	95	116	26	71	111	128	79	114	98	0
	91.80%	93.81%	91.93%	91.88%	90.32%	94.00%	90.77%	96.19%	94.22%	97.79%	93.33%	96.04%	90.24%	95.00%	93.94%	94.27%	92.23%	95.87%	92.86%	93.42%	94.87%	95.52%	91.86%	97.44%	90.74%	0.0%
										K													Y			
No	31	21	26	217	15	9	12	98	13	4	12	45	4	9	2	11	8	5	2	5	6	6	7	3	10	0
	8.20%	6.19%	8.07%	8.12%	9.68%	6.00%	9.23%	3.81%	5.78%	2.21%	6.67%	3.96%	9.76%	5.00%	6.06%	5.73%	7.77%	4.13%	7.14%	6.58%	5.13%	4.48%	8.14%	2.56%	9.26%	0.0%
										J														X		
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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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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 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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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 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	74	85	142	638	34	30	74	325	32	42	28	138	5	27	2	6	18	14	8	8	15	11	18	10	22	0
	5.75%	6.88%	12.17%	5.11%	5.84%	5.12%	13.36%	5.09%	5.85%	7.89%	6.38%	5.07%	6.67%	5.86%	2.74%	1.46%	6.29%	5.41%	10.39%	4.79%	5.14%	3.47%	8.29%	3.37%	8.80%	0.0%
			AB				EF															V		X		
Appropriately skipped	839	814	703	9185	396	407	350	3503	292	311	229	1458	29	256	38	216	167	124	42	83	161	174	113	170	122	0
	65.19%	65.86%	60.24%	73.62%	68.04%	69.45%	63.18%	54.84%	53.38%	58.46%	52.16%	53.54%	38.67%	55.53%	52.05%	52.43%	58.39%	47.88%	54.55%	49.70%	55.14%	54.89%	52.07%	57.24%	48.80%	0.0%
	C	C		E	I	G			K					M			R						Y			
BASE = Those who responded	374	337	322	2653	152	149	130	2560	223	179	182	1127	41	178	33	190	101	121	27	76	116	132	86	117	106	0
	29.06%	27.27%	27.59%	21.26%	26.12%	25.43%	23.47%	40.08%	40.77%	33.65%	41.46%	41.39%	54.67%	38.61%	45.21%	46.12%	35.31%	46.72%	35.06%	45.51%	39.73%	41.64%	39.63%	39.39%	42.40%	0.0%
				D					JE		J		N				Q									
Yes	308	255	255	2115	123	116	99	2170	191	144	151	949	32	157	23	168	88	102	21	65	101	113	74	99	92	0
	82.35%	75.67%	79.19%	79.72%	80.92%	77.85%	76.15%	84.77%	85.65%	80.45%	82.97%	84.21%	78.05%	88.20%	69.70%	88.42%	87.13%	84.30%	77.78%	85.53%	87.07%	85.61%	86.05%	84.62%	86.79%	0.0%
	B															O										
No	66	82	67	538	29	33	31	390	32	35	31	178	9	21	10	22	13	19	6	11	15	19	12	18	14	0
	17.65%	24.33%	20.81%	20.28%	19.08%	22.15%	23.85%	15.23%	14.35%	19.55%	17.03%	15.79%	21.95%	11.80%	30.30%	11.58%	12.87%	15.70%	22.22%	14.47%	12.93%	14.39%	13.95%	15.38%	13.21%	0.0%
		A													P											
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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

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 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0		
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	0	1	0	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
	0.0%	0.08%	0.34%	0.0%	0.0%	0.0%	0.18%	0.0%	0.0%	0.19%	0.46%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
			A																									
No response	66	73	130	563	28	26	67	274	26	36	22	110	4	22	0	0	15	11	6	9	10	8	16	6	20	0		
	5.13%	5.91%	11.14%	4.51%	4.81%	4.44%	12.09%	4.29%	4.75%	6.77%	5.01%	4.04%	5.33%	4.77%	0.0%	0.0%	5.24%	4.25%	7.79%	5.39%	3.42%	2.52%	7.37%	2.02%	8.00%	0.0%		
			AB				EF															V		X				
Appropriately skipped	169	182	135	2899	84	100	75	729	36	41	23	240	7	29	0	0	23	13	3	11	20	19	16	24	12	0		
	13.13%	14.72%	11.57%	23.24%	14.43%	17.06%	13.54%	11.41%	6.58%	7.71%	5.24%	8.81%	9.33%	6.29%	0.0%	0.0%	8.04%	5.02%	3.90%	6.59%	6.85%	5.99%	7.37%	8.08%	4.80%	0.0%		
			C				I																					
BASE = Those who responded	1052	980	898	9014	470	460	411	5385	485	454	392	2373	64	410	73	412	248	235	68	147	262	290	185	267	218	0		
	81.74%	79.29%	76.95%	72.25%	80.76%	78.50%	74.19%	84.30%	88.67%	85.34%	89.29%	87.15%	85.33%	88.94%	100.00%	100.00%	86.71%	90.73%	88.31%	88.02%	89.73%	91.48%	85.25%	89.90%	87.20%	0.0%		
			C				DG															W						
10 - Best health care possible	623	576	539	4740	291	272	249	2707	276	259	226	1307	14	256	0	276	159	115	33	87	154	165	109	142	134	0		
	59.22%	58.78%	60.02%	52.58%	61.91%	59.13%	60.58%	50.27%	56.91%	57.05%	57.65%	55.08%	21.88%	62.44%	0.0%	66.99%	64.11%	48.94%	48.53%	59.18%	58.78%	56.90%	58.92%	53.18%	61.47%	0.0%		
					D									M		O		R										
9 -	151	126	113	1582	66	54	55	968	75	58	49	385	7	67	0	75	37	38	10	24	38	51	21	43	32	0		
	14.35%	12.86%	12.58%	17.55%	14.04%	11.74%	13.38%	17.98%	15.46%	12.78%	12.50%	16.22%	10.94%	16.34%	0.0%	18.20%	14.92%	16.17%	14.71%	16.33%	14.50%	17.59%	11.35%	16.10%	14.68%	0.0%		
					E											O												
Top Two Box	774	702	652	6322	357	326	304	3675	351	317	275	1692	21	323	0	351	196	153	43	111	192	216	130	185	166	0		
	73.57%	71.63%	72.61%	70.14%	75.96%	70.87%	73.97%	68.25%	72.37%	69.82%	70.15%	71.30%	32.81%	78.78%	0.0%	85.19%	79.03%	65.11%	63.24%	75.51%	73.28%	74.48%	70.27%	69.29%	76.15%	0.0%		
					D									M		O		R										
8 -	138	139	134	1575	54	79	58	971	61	60	65	394	12	47	0	61	33	28	14	20	25	31	28	31	30	0		
	13.12%	14.18%	14.92%	17.47%	11.49%	17.17%	14.11%	18.03%	12.58%	13.22%	16.58%	16.60%	18.75%	11.46%	0.0%	14.81%	13.31%	11.91%	20.59%	13.61%	9.54%	10.69%	15.14%	11.61%	13.76%	0.0%		
					E											O			U									
CAHPS Rate (Top Three Box)	912	841	786	7897	411	405	362	4646	412	377	340	2086	33	370	0	412	229	181	57	131	217	247	158	216	196	0		
	86.69%	85.82%	87.53%	87.61%	87.45%	88.04%	88.08%	86.28%	84.95%	83.04%	86.73%	87.91%	51.56%	90.24%	0.0%	100.00%	92.34%	77.02%	83.82%	89.12%	82.82%	85.17%	85.41%	80.90%	89.91%	0.0%		
														M		O		R							X			
7 -	66	63	46	566	25	29	17	362	32	38	21	133	14	16	32	0	6	26	9	5	18	21	10	17	15	0		
	6.27%	6.43%	5.12%	6.28%	5.32%	6.30%	4.14%	6.72%	6.60%	8.37%	5.36%	5.60%	21.88%	3.90%	43.84%	0.0%	2.42%	11.06%	13.24%	3.40%	6.87%	7.24%	5.41%	6.37%	6.88%	0.0%		
													N		P			Q	T									
6 -	25	29	24	202	12	8	12	138	15	17	10	55	8	7	15	0	6	9	1	3	11	6	7	11	4	0		
	2.38%	2.96%	2.67%	2.24%	2.55%	1.74%	2.92%	2.56%	3.09%	3.74%	2.55%	2.32%	12.50%	1.71%	20.55%	0.0%	2.42%	3.83%	1.47%	2.04%	4.20%	2.07%	3.78%	4.12%	1.83%	0.0%		
													N		P													
5 -	25	26	26	195	11	9	13	138	14	11	11	63	5	9	14	0	3	11	1	5	7	8	6	14	0	0		
	2.38%	2.65%	2.90%	2.16%	2.34%	1.96%	3.16%	2.56%	2.89%	2.42%	2.81%	2.65%	7.81%	2.20%	19.18%	0.0%	1.21%	4.68%	1.47%	3.40%	2.67%	2.76%	3.24%	5.24%	0.0%	0.0%		
															P			Q					Y					

Note: A text notation appearing beneath a column 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 CCC Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (L)	0-7 (M)	8-10 (N)
4 -	9 0.86%	7 0.71%	5 0.56%	50 0.55%	6 1.28%	3 0.65%	2 0.49%	34 0.63%	4 0.82%	7 1.54%	5 1.28%	11 0.46%	2 3.13%	2 0.49%	4 5.48% P	0 0.0%	1 0.40%	3 1.28%	0 0.0%	1 0.68%	3 1.15%	1 0.34%	3 1.62%	3 1.12%	1 0.46%	0 0.0%
3 -	4 0.38%	6 0.61%	4 0.45%	33 0.37%	2 0.43%	1 0.22%	3 0.73%	26 0.48%	1 0.21%	2 0.44%	1 0.26%	9 0.38%	0 0.0%	1 0.24%	1 1.37%	0 0.0%	1 0.40%	0 0.0%	0 0.0%	1 0.68%	0 0.0%	1 0.34%	0 0.0%	1 0.37%	0 0.0%	0 0.0%
2 -	7 0.67% C	4 0.41%	1 0.11%	34 0.38%	2 0.43%	3 0.65%	0 0.0%	14 0.26%	5 1.03% K	1 0.22%	0 0.0%	7 0.29%	2 3.13%	3 0.73%	5 6.85% P	0 0.0%	1 0.40%	4 1.70%	0 0.0%	1 0.68%	4 1.53% S	4 1.38%	1 0.54%	4 1.50%	1 0.46%	0 0.0%
1 -	1 0.10%	3 0.31%	3 0.33%	18 0.20%	1 0.21%	1 0.22%	1 0.24%	8 0.15% I	0 0.0%	1 0.22%	2 0.51%	2 0.08%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 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 health care possible	3 0.29%	1 0.10%	3 0.33%	19 0.21% E	0 0.0%	1 0.22%	1 0.24%	19 0.35%	2 0.41%	0 0.0%	2 0.51%	7 0.29%	0 0.0%	2 0.49%	2 2.74%	0 0.0%	1 0.40%	1 0.43%	0 0.0%	0 0.0%	2 0.76%	2 0.69%	0 0.0%	1 0.37%	1 0.46%	0 0.0%
Bottom Three Box	11 1.05%	8 0.82%	7 0.78%	71 0.79%	3 0.64%	5 1.09%	2 0.49%	41 0.76%	7 1.44%	2 0.44%	4 1.02%	16 0.67%	2 3.13%	5 1.22%	7 9.59% P	0 0.0%	2 0.81%	5 2.13%	0 0.0%	1 0.68%	6 2.29% S	6 2.07%	1 0.54%	5 1.87%	2 0.92%	0 0.0%
Bottom Two Box	4 0.38%	4 0.41%	6 0.67%	37 0.41%	1 0.21%	2 0.43%	2 0.49%	27 0.50%	2 0.41%	1 0.22%	4 1.02%	9 0.38%	0 0.0%	2 0.49%	2 2.74%	0 0.0%	1 0.40%	1 0.43%	0 0.0%	0 0.0%	2 0.76%	2 0.69%	0 0.0%	1 0.37%	1 0.46%	0 0.0%
Average rating	9.0238	8.9878	9.0334	8.9607	9.0915	9.0348	9.0584	8.8862	8.9402	8.9251	8.9490	8.9971	7.5313	9.1585 M	5.6575	9.5218 O	9.2298 R	8.6255	8.9118	9.0680	8.8893	8.9483	8.9676	8.7378	9.1881 X	0
Standard deviation	1.5926	1.5984	1.5797	1.5006	1.5361	1.5361	1.5541	1.5555	1.6778	1.5967	1.6683	1.5047	1.9523	1.5291	1.7139	0.7387	1.4141	1.8715	1.2572	1.5282	1.8449	1.7422	1.5765	1.8700	1.3669	0
3-point composite mean	2.6654	2.6388	2.6526	2.6402	2.6872	2.6522	2.6618	2.6124	2.6392	2.6123	2.6224	2.6481	2.0625	2.7293 M	1.4384	2.8519 O	2.7379 R	2.5319	2.6029	2.6803	2.6298	2.6690	2.6108	2.5655	2.7294 X	0
Sigma	1287 100.00%	1236 100.00%	1167 100.00%	12476 100.00%	582 100.00%	586 100.00%	554 100.00%	6388 100.00%	547 100.00%	532 100.00%	439 100.00%	2723 100.00%	75 100.00%	461 100.00%	73 100.00%	412 100.00%	286 100.00%	259 100.00%	77 100.00%	167 100.00%	292 100.00%	317 100.00%	217 100.00%	297 100.00%	250 100.00%	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

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

	2017 CCC Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	67	73	132	579	29	25	69	277	30	36	24	117	4	26	1	5	16	14	6	8	15	9	18	11	19	0	
	5.21%	5.91%	11.31%	4.64%	4.98%	4.27%	12.45%	4.34%	5.48%	6.77%	5.47%	4.30%	5.33%	5.64%	1.37%	1.21%	5.59%	5.41%	7.79%	4.79%	5.14%	2.84%	8.29%	3.70%	7.60%	0.0%	
			AB				EF															V					
Appropriately skipped	169	182	135	2899	84	100	75	729	36	41	23	240	7	29	0	0	23	13	3	11	20	19	16	24	12	0	
	13.13%	14.72%	11.57%	23.24%	14.43%	17.06%	13.54%	11.41%	6.58%	7.71%	5.24%	8.81%	9.33%	6.29%	0.0%	0.0%	8.04%	5.02%	3.90%	6.59%	6.85%	5.99%	7.37%	8.08%	4.80%	0.0%	
			C		E		I		I																		
BASE = Those who responded	1051	981	900	8998	469	461	410	5382	481	455	392	2366	64	406	72	407	247	232	68	148	257	289	183	262	219	0	
	81.66%	79.37%	77.12%	72.12%	80.58%	78.67%	74.01%	84.25%	87.93%	85.53%	89.29%	86.89%	85.33%	88.07%	98.63%	98.79%	86.36%	89.58%	88.31%	88.62%	88.01%	91.17%	84.33%	88.22%	87.60%	0.0%	
					DG				HE													W					
Never	11	6	14	158	9	3	8	49	5	3	4	13	1	3	3	2	3	2	1	1	3	2	3	3	2	0	
	1.05%	0.61%	1.56%	1.76%	1.92%	0.65%	1.95%	0.91%	1.04%	0.66%	1.02%	0.55%	1.56%	0.74%	4.17%	0.49%	1.21%	0.86%	1.47%	0.68%	1.17%	0.69%	1.64%	1.15%	0.91%	0.0%	
Sometimes	79	62	45	749	38	21	22	403	36	36	25	147	14	21	25	11	11	25	5	10	20	23	13	22	14	0	
	7.52%	6.32%	5.00%	8.32%	8.10%	4.56%	5.37%	7.49%	7.48%	7.91%	6.38%	6.21%	21.88%	5.17%	34.72%	2.70%	4.45%	10.78%	7.35%	6.76%	7.78%	7.96%	7.10%	8.40%	6.39%	0.0%	
			C		F								N		P			Q									
Bottom Two Box (%Never + %Sometimes)	90	68	59	907	47	24	30	452	41	39	29	160	15	24	28	13	14	27	6	11	23	25	16	25	16	0	
	8.56%	6.93%	6.56%	10.08%	10.02%	5.21%	7.32%	8.40%	8.52%	8.57%	7.40%	6.76%	23.44%	5.91%	38.89%	3.19%	5.67%	11.64%	8.82%	7.43%	8.95%	8.65%	8.74%	9.54%	7.31%	0.0%	
					F								N		P		Q										
Usually	172	169	142	1982	75	69	58	1273	86	87	66	453	16	68	23	63	38	48	18	18	49	52	32	56	30	0	
	16.37%	17.23%	15.78%	22.03%	15.99%	14.97%	14.15%	23.65%	17.88%	19.12%	16.84%	19.15%	25.00%	16.75%	31.94%	15.48%	15.38%	20.69%	26.47%	12.16%	19.07%	17.99%	17.49%	21.37%	13.70%	0.0%	
				E				I							P				T				Y				
Always	789	744	699	6109	347	368	322	3657	354	329	297	1753	33	314	21	331	195	157	44	119	185	212	135	181	173	0	
	75.07%	75.84%	77.67%	67.89%	73.99%	79.83%	78.54%	67.95%	73.60%	72.31%	75.77%	74.09%	51.56%	77.34%	29.17%	81.33%	78.95%	67.67%	64.71%	80.41%	71.98%	73.36%	73.77%	69.08%	79.00%	0.0%	
				D	E				H					M		O	R			S				X			
CAHPS Rate (%Always + %Usually)	961	913	841	8091	422	437	380	4930	440	416	363	2206	49	382	44	394	233	205	62	137	234	264	167	237	203	0	
	91.44%	93.07%	93.44%	89.92%	89.98%	94.79%	92.68%	91.60%	91.48%	91.43%	92.60%	93.24%	76.56%	94.09%	61.11%	96.81%	94.33%	88.36%	91.18%	92.57%	91.05%	91.35%	91.26%	90.46%	92.69%	0.0%	
					E				M					M		O	R										
3-point composite mean	2.6651	2.6891	2.7111	2.5781	2.6397	2.7462	2.7122	2.5955	2.6507	2.6374	2.6837	2.6733	2.2813	2.7143	1.9028	2.7813	2.7328	2.5603	2.5588	2.7297	2.6304	2.6471	2.6503	2.5954	2.7169	0	
						E								M		O	R							X			
4-point composite mean	3.6546	3.6830	3.6956	3.5606	3.6205	3.7397	3.6927	3.5864	3.6403	3.6308	3.6735	3.6678	3.2656	3.7069	2.8611	3.7764	3.7206	3.5517	3.5441	3.7230	3.6187	3.6401	3.6339	3.5840	3.7078	0	
						E								M		O	R							X			
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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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16. Is your child now enrolled in any kind of school or daycare?

													2017 CCC Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. Southeast (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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	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%	0.16%	0.0%	0.0%	0.0%	0.17%	0.0%	0.0%	0.0%	0.19%	0.0%	0.0%	0.0%	0.0%	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	18	81	128	5	7	46	88	5	11	5	32	0	4	1	3	4	1	1	0	4	2	3	3	2	0
	1.01%	1.46%	6.94% AB	1.63%	0.86%	1.19%	8.30% EF	1.38%	0.91%	2.07%	1.14%	1.18%	0.0%	0.87% M	1.37%	0.73%	1.40%	0.39%	1.30%	0.0%	1.37% T	0.63%	1.38%	1.01%	0.80%	0.0%
BASE = Those who responded	1274	1216	1086	7715	577	578	508	6300	542	520	434	2691	75	457	72	409	282	258	76	167	288	315	214	294	248	0
	98.99% C	98.38% C	93.06%	98.37%	99.14% G	98.63% G	91.70%	98.62%	99.09%	97.74%	98.86%	98.82%	100.00% N	99.13%	98.63%	99.27%	98.60%	99.61%	98.70%	100.00% U	98.63%	99.37%	98.62%	98.99%	99.20%	0.0%
Yes	977	944	854	5569	423	448	393	5404	482	449	370	2346	66	406	66	366	251	229	45	160	266	285	184	261	221	0
	76.69%	77.63%	78.64%	72.18%	73.31%	77.51%	77.36%	85.78%	88.93% HE	86.35%	85.25%	87.18%	88.00%	88.84%	91.67%	89.49%	89.01%	88.76%	59.21%	95.81% S	92.36% S	90.48%	85.98%	88.78%	89.11%	0.0%
No	297	272	232	2146	154	130	115	896	60	71	64	345	9	51	6	43	31	29	31	7	22	30	30	33	27	0
	23.31%	22.37%	21.36%	27.82%	26.69% I	22.49%	22.64%	14.22% I	11.07%	13.65%	14.75%	12.82%	12.00%	11.16%	8.33%	10.51%	10.99%	11.24%	40.79% TU	4.19%	7.64%	9.52%	14.02%	11.22%	10.89%	0.0%
Sigma	1287	1236	1167	7843	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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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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 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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%	0.08%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.19%	0.0%	0.0%	0.0%	0.0%	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	43	99	306	14	15	52	258	22	20	12	113	1	20	3	14	12	10	3	1	18	13	8	19	3	0
	3.42%	3.48%	8.48%	3.90%	2.41%	2.56%	9.39%	4.04%	4.02%	3.76%	2.73%	4.15%	1.33%	4.34%	4.11%	3.40%	4.20%	3.86%	3.90%	0.60%	6.16%	4.10%	3.69%	6.40%	1.20%	0.0%
			AB	E			EF														T			Y		
Appropriately skipped	297	272	232	2146	154	130	115	896	60	71	64	345	9	51	6	43	31	29	31	7	22	30	30	33	27	0
	23.08%	22.01%	19.88%	27.36%	26.46%	22.18%	20.76%	14.03%	10.97%	13.35%	14.58%	12.67%	12.00%	11.06%	8.22%	10.44%	10.84%	11.20%	40.26%	4.19%	7.53%	9.46%	13.82%	11.11%	10.80%	0.0%
					GI			I											TU							
BASE = Those who responded	946	920	836	5391	414	441	387	5234	465	440	363	2265	65	390	64	355	243	220	43	159	252	274	179	245	220	0
	73.50%	74.43%	71.64%	68.74%	71.13%	75.26%	69.86%	81.93%	85.01%	82.71%	82.69%	83.18%	86.67%	84.60%	87.67%	86.17%	84.97%	84.94%	55.84%	95.21%	86.30%	86.44%	82.49%	82.49%	88.00%	0.0%
						G		E											SU	S						
Yes	105	122	98	507	38	52	29	959	82	78	67	381	14	67	12	64	28	54	11	32	38	50	29	39	43	0
	11.10%	13.26%	11.72%	9.40%	9.18%	11.79%	7.49%	18.32%	17.63%	17.73%	18.46%	16.82%	21.54%	17.18%	18.75%	18.03%	11.52%	24.55%	25.58%	20.13%	15.08%	18.25%	16.20%	15.92%	19.55%	0.0%
						G		E									Q									
No	841	798	738	4884	376	389	358	4275	383	362	296	1884	51	323	52	291	215	166	32	127	214	224	150	206	177	0
	88.90%	86.74%	88.28%	90.60%	90.82%	88.21%	92.51%	81.68%	82.37%	82.27%	81.54%	83.18%	78.46%	82.82%	81.25%	81.97%	88.48%	75.45%	74.42%	79.87%	84.92%	81.75%	83.80%	84.08%	80.45%	0.0%
					I		F										R									
Sigma	1287	1236	1167	7843	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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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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 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. UHC Avg. Southeast (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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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%	0.09%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.23%	0.0%	0.0%	0.0%	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	24	96	115	6	7	51	91	4	9	12	28	0	3	0	3	4	0	0	1	3	3	1	4	0	0
	1.09%	1.94%	8.23% AB	1.47%	1.03%	1.19%	9.21% EF	1.42%	0.73%	1.69%	2.73% I	1.03%	0.0%	0.65%	0.0%	0.73%	1.40% R	0.0%	0.0%	0.60%	1.03%	0.95%	0.46%	1.35% Y	0.0%	0.0%
BASE = Those who responded	1273	1212	1070	7728	576	579	503	6297	543	523	426	2695	75	458	73	409	282	259	77	166	289	314	216	293	250	0
	98.91% C	98.06% C	91.69%	98.53%	98.97% G	98.81% G	90.79%	98.58%	99.27% K	98.31%	97.04%	98.97%	100.00%	99.35%	100.00%	99.27%	98.60%	100.00% Q	100.00%	99.40%	98.97%	99.05%	99.54%	98.65%	100.00% X	0.0%
Yes	93	92	79	400	32	35	17	716	55	61	51	288	9	44	11	41	13	41	11	24	20	35	20	25	30	0
	7.31%	7.59%	7.38%	5.18%	5.56%	6.04% G	3.38%	11.37%	10.13% E	11.66%	11.97%	10.69%	12.00%	9.61%	15.07%	10.02%	4.61%	15.83% Q	14.29%	14.46% U	6.92%	11.15%	9.26%	8.53%	12.00%	0.0%
No	1180	1120	991	7328	544	544	486	5581	488	462	375	2407	66	414	62	368	269	218	66	142	269	279	196	268	220	0
	92.69%	92.41%	92.62%	94.82%	94.44% I	93.96%	96.62% F	88.63%	89.87%	88.34%	88.03%	89.31%	88.00%	90.39%	84.93%	89.98%	95.39% R	84.17%	85.71%	85.54%	93.08% T	88.85%	90.74%	91.47%	88.00%	0.0%
Sigma	1287	1236	1167	7843	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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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20. In the last 6 months, how often was it easy to get special medical equipment or devices for your child?

	2017 CCC Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	26	103	123	6	8	52	105	4	11	18	33	0	3	0	3	4	0	0	1	3	3	1	4	0	0
	1.09%	2.10%	8.83%	1.57%	1.03%	1.37%	9.39%	1.64%	0.73%	2.07%	4.10%	1.21%	0.0%	0.65%	0.0%	0.73%	1.40%	0.0%	0.0%	0.60%	1.03%	0.95%	0.46%	1.35%	0.0%	0.0%
		A	AB				EF	I			I						R							Y		
Appropriately skipped	1180	1120	991	7328	544	544	486	5581	488	462	375	2407	66	414	62	368	269	218	66	142	269	279	196	268	220	0
	91.69%	90.61%	84.92%	93.43%	93.47%	92.83%	87.73%	87.37%	89.21%	86.84%	85.42%	88.40%	88.00%	89.80%	84.93%	89.32%	94.06%	84.17%	85.71%	85.03%	92.12%	88.01%	90.32%	90.24%	88.00%	0.0%
	C	C			GI	G											R			U	T					
BASE = Those who responded	93	90	73	392	32	34	16	702	55	59	46	283	9	44	11	41	13	41	11	24	20	35	20	25	30	0
	7.23%	7.28%	6.26%	5.00%	5.50%	5.80%	2.89%	10.99%	10.05%	11.09%	10.48%	10.39%	12.00%	9.54%	15.07%	9.95%	4.55%	15.83%	14.29%	14.37%	6.85%	11.04%	9.22%	8.42%	12.00%	0.0%
					G	G			E									Q								
Never	10	12	12	20	0	4	3	71	6	8	10	25	2	4	3	3	0	6	1	3	2	6	0	2	4	0
	10.75%	13.33%	16.44%	5.10%	0.0%	11.76%	18.75%	10.11%	10.91%	13.56%	21.74%	8.83%	22.22%	9.09%	27.27%	7.32%	0.0%	14.63%	9.09%	12.50%	10.00%	17.14%	0.0%	8.00%	13.33%	0.0%
				E		E			E																	
Sometimes	16	15	9	62	4	6	1	101	11	11	8	36	4	7	5	5	2	9	1	4	6	5	3	8	0	
	17.20%	16.67%	12.33%	15.82%	12.50%	17.65%	6.25%	14.39%	20.00%	18.64%	17.39%	12.72%	44.44%	15.91%	45.45%	12.20%	15.38%	21.95%	9.09%	16.67%	30.00%	17.14%	25.00%	12.00%	26.67%	0.0%
Bottom Two Box (%Never + %Sometimes)	26	27	21	82	4	10	4	172	17	19	18	61	6	11	8	8	2	15	2	7	8	12	5	5	12	0
	27.96%	30.00%	28.77%	20.92%	12.50%	29.41%	25.00%	24.50%	30.91%	32.20%	39.13%	21.55%	66.67%	25.00%	72.73%	19.51%	15.38%	36.59%	18.18%	29.17%	40.00%	34.29%	25.00%	20.00%	40.00%	0.0%
									E																	
Usually	13	14	6	83	5	5	0	142	7	8	4	48	1	6	2	5	2	5	2	3	2	6	1	4	3	0
	13.98%	15.56%	8.22%	21.17%	15.63%	14.71%	0.0%	20.23%	12.73%	13.56%	8.70%	16.96%	11.11%	13.64%	18.18%	12.20%	15.38%	12.20%	18.18%	12.50%	10.00%	17.14%	5.00%	16.00%	10.00%	0.0%
Always	54	49	46	227	23	19	12	388	31	32	24	174	2	27	1	28	9	21	7	14	10	17	14	16	15	0
	58.06%	54.44%	63.01%	57.91%	71.88%	55.88%	75.00%	55.27%	56.36%	54.24%	52.17%	61.48%	22.22%	61.36%	9.09%	68.29%	69.23%	51.22%	63.64%	58.33%	50.00%	48.57%	70.00%	64.00%	50.00%	0.0%
CAHPS Rate (%Always + %Usually)	67	63	52	310	28	24	12	530	38	40	28	222	3	33	3	33	11	26	9	17	12	23	15	20	18	0
	72.04%	70.00%	71.23%	79.08%	87.50%	70.59%	75.00%	75.50%	69.09%	67.80%	60.87%	78.45%	33.33%	75.00%	27.27%	80.49%	84.62%	63.41%	81.82%	70.83%	60.00%	65.71%	75.00%	80.00%	60.00%	0.0%
				I																						
3-point composite mean	2.3011	2.2444	2.3425	2.3699	2.5938	2.2647	2.5000	2.3077	2.2545	2.2203	2.1304	2.3993	1.5556	2.3636	1.3636	2.4878	2.5385	2.1463	2.4545	2.2917	2.1000	2.1429	2.4500	2.4400	2.1000	0
4-point composite mean	3.1935	3.1111	3.1781	3.3189	3.5938	3.1471	3.3125	3.2066	3.1455	3.0847	2.9130	3.3110	2.3333	3.2727	2.0909	3.4146	3.5385	3.0000	3.3636	3.1667	3.0000	2.9714	3.4500	3.3600	2.9667	0
				DI																						
Sigma	1287	1236	1167	7843	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. UHC Avg. Southeast (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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	26	101	127	6	8	52	107	4	10	16	34	0	3	0	3	4	0	0	1	3	3	1	4	0	0
	1.09%	2.10%	8.65%	1.62%	1.03%	1.37%	9.39%	1.68%	0.73%	1.88%	3.64%	1.25%	0.0%	0.65%	0.0%	0.73%	1.40%	0.0%	0.0%	0.60%	1.03%	0.95%	0.46%	1.35%	0.0%	0.0%
		A	AB				EF	I			I						R						Y			
Appropriately skipped	1180	1120	991	7328	544	544	486	5581	488	462	375	2407	66	414	62	368	269	218	66	142	269	279	196	268	220	0
	91.69%	90.61%	84.92%	93.43%	93.47%	92.83%	87.73%	87.37%	89.21%	86.84%	85.42%	88.40%	88.00%	89.80%	84.93%	89.32%	94.06%	84.17%	85.71%	85.03%	92.12%	88.01%	90.32%	90.24%	88.00%	0.0%
	C	C			GI	G											R			U	T					
BASE = Those who responded	93	90	75	388	32	34	16	700	55	60	48	282	9	44	11	41	13	41	11	24	20	35	20	25	30	0
	7.23%	7.28%	6.43%	4.95%	5.50%	5.80%	2.89%	10.96%	10.05%	11.28%	10.93%	10.36%	12.00%	9.54%	15.07%	9.95%	4.55%	15.83%	14.29%	14.37%	6.85%	11.04%	9.22%	8.42%	12.00%	0.0%
					G	G			E								Q									
Yes	74	67	56	316	27	26	12	570	44	45	34	224	6	36	8	33	11	32	10	17	17	28	16	23	21	0
	79.57%	74.44%	74.67%	81.44%	84.38%	76.47%	75.00%	81.43%	80.00%	75.00%	70.83%	79.43%	66.67%	81.82%	72.73%	80.49%	84.62%	78.05%	90.91%	70.83%	85.00%	80.00%	80.00%	92.00%	70.00%	0.0%
No	19	23	19	72	5	8	4	130	11	15	14	58	3	8	3	8	2	9	1	7	3	7	4	2	9	0
	20.43%	25.56%	25.33%	18.56%	15.63%	23.53%	25.00%	18.57%	20.00%	25.00%	29.17%	20.57%	33.33%	18.18%	27.27%	19.51%	15.38%	21.95%	9.09%	29.17%	15.00%	20.00%	20.00%	8.00%	30.00%	0.0%
Sigma	1287	1236	1167	7843	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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

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 Results - Qualified Respondents														
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type			
													2017 CCC Pop. Qual. UHC Avg. Southeast	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 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg. Southeast	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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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%	0.17%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.23%	0.0%	0.0%	0.0%	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	99	111	7	5	56	102	10	12	10	45	1	9	1	8	3	7	0	2	7	6	3	9	1	0	
	1.40%	1.78%	8.48%	1.42%	1.20%	0.85%	10.11%	1.60%	1.83%	2.26%	2.28%	1.65%	1.33%	1.95%	1.37%	1.94%	1.05%	2.70%	0.0%	1.20%	2.40%	1.89%	1.38%	3.03%	0.40%	0.0%	
			AB				EF													S			Y				
BASE = Those who responded	1269	1214	1066	7732	575	581	498	6286	537	520	428	2678	74	452	72	404	283	252	77	165	285	311	214	288	249	0	
	98.60%	98.22%	91.35%	98.58%	98.80%	99.15%	89.89%	98.40%	98.17%	97.74%	97.49%	98.35%	98.67%	98.05%	98.63%	98.06%	98.95%	97.30%	100.00%	98.80%	97.60%	98.11%	98.62%	96.97%	99.60%	0.0%	
	C	C			G	G													U					X			
Yes	136	130	92	598	44	49	31	1293	95	88	71	479	16	78	15	71	40	55	30	28	35	57	36	46	49	0	
	10.72%	10.71%	8.63%	7.73%	7.65%	8.43%	6.22%	20.57%	17.69%	16.92%	16.59%	17.89%	21.62%	17.26%	20.83%	17.57%	14.13%	21.83%	38.96%	16.97%	12.28%	18.33%	16.82%	15.97%	19.68%	0.0%	
									E									Q	TU								
No	1133	1084	974	7134	531	532	467	4993	442	432	357	2199	58	374	57	333	243	197	47	137	250	254	178	242	200	0	
	89.28%	89.29%	91.37%	92.27%	92.35%	91.57%	93.78%	79.43%	82.31%	83.08%	83.41%	82.11%	78.38%	82.74%	79.17%	82.43%	85.87%	78.17%	61.04%	83.03%	87.72%	81.67%	83.18%	84.03%	80.32%	0.0%	
					I												R		S	S							
Sigma	1287	1236	1167	7843	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. Southeast Avg. (L)	0-7 (M)	8-10 (N)	0-7 (O)
Total	1287	1236	1167	7843	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	29	29	105	128	8	7	60	136	15	16	12	61	2	12	2	11	6	9	1	4	9	9	5	10	5	0	
	2.25%	2.35%	9.00%	1.63%	1.37%	1.19%	10.83%	2.13%	2.74%	3.01%	2.73%	2.24%	2.67%	2.60%	2.74%	2.67%	2.10%	3.47%	1.30%	2.40%	3.08%	2.84%	2.30%	3.37%	2.00%	0.0%	0.0%
			AB				EF																				
Appropriately skipped	1133	1084	974	7134	531	532	467	4993	442	432	357	2199	58	374	57	333	243	197	47	137	250	254	178	242	200	0	
	88.03%	87.70%	83.46%	90.96%	91.24%	90.78%	84.30%	78.16%	80.80%	81.20%	81.32%	80.76%	77.33%	81.13%	78.08%	80.83%	84.97%	76.06%	61.04%	82.04%	85.62%	80.13%	82.03%	81.48%	80.00%	0.0%	0.0%
	C	C			GI	G											R			S	S						
BASE = Those who responded	125	123	88	581	43	47	27	1259	90	84	70	463	15	75	14	68	37	53	29	26	33	54	34	45	45	0	
	9.71%	9.95%	7.54%	7.41%	7.39%	8.02%	4.87%	19.71%	16.45%	15.79%	15.95%	17.00%	20.00%	16.27%	19.18%	16.50%	12.94%	20.46%	37.66%	15.57%	11.30%	17.03%	15.67%	15.15%	18.00%	0.0%	0.0%
			C			G			E								Q	TU									
Never	15	20	14	50	6	12	5	105	9	12	13	34	3	6	5	4	6	3	3	2	3	4	4	4	5	0	
	12.00%	16.26%	15.91%	8.61%	13.95%	25.53%	18.52%	8.34%	10.00%	14.29%	18.57%	7.34%	20.00%	8.00%	35.71%	5.88%	16.22%	5.66%	10.34%	7.69%	9.09%	7.41%	11.76%	8.89%	11.11%	0.0%	0.0%
Sometimes	20	17	11	82	8	5	1	172	12	15	11	53	4	8	3	8	1	11	3	4	5	9	3	4	8	0	
	16.00%	13.82%	12.50%	14.11%	18.60%	10.64%	3.70%	13.66%	13.33%	17.86%	15.71%	11.45%	26.67%	10.67%	21.43%	11.76%	2.70%	20.75%	10.34%	15.38%	15.15%	16.67%	8.82%	8.89%	17.78%	0.0%	0.0%
																		Q									
Bottom Two Box (%Never + %Sometimes)	35	37	25	132	14	17	6	277	21	27	24	87	7	14	8	12	7	14	6	6	8	13	7	8	13	0	
	28.00%	30.08%	28.41%	22.72%	32.56%	36.17%	22.22%	22.00%	23.33%	32.14%	34.29%	18.79%	46.67%	18.67%	57.14%	17.65%	18.92%	26.42%	20.69%	23.08%	24.24%	24.07%	20.59%	17.78%	28.89%	0.0%	0.0%
Usually	19	19	11	107	8	5	4	258	19	15	9	101	2	17	4	13	6	13	7	3	9	6	13	10	9	0	
	15.20%	15.45%	12.50%	18.42%	18.60%	10.64%	14.81%	20.49%	21.11%	17.86%	12.86%	21.81%	13.33%	22.67%	28.57%	19.12%	16.22%	24.53%	24.14%	11.54%	27.27%	11.11%	38.24%	22.22%	20.00%	0.0%	0.0%
																						V					
Always	71	67	52	342	21	25	17	724	50	42	37	275	6	44	2	43	24	26	16	17	16	35	14	27	23	0	
	56.80%	54.47%	59.09%	58.86%	48.84%	53.19%	62.96%	57.51%	55.56%	50.00%	52.86%	59.40%	40.00%	58.67%	14.29%	63.24%	64.86%	49.06%	55.17%	65.38%	48.48%	64.81%	41.18%	60.00%	51.11%	0.0%	0.0%
																					W						
CAHPS Rate (%Always + %Usually)	90	86	63	449	29	30	21	982	69	57	46	376	8	61	6	56	30	39	23	20	25	41	27	37	32	0	
	72.00%	69.92%	71.59%	77.28%	67.44%	63.83%	77.78%	78.00%	76.67%	67.86%	65.71%	81.21%	53.33%	81.33%	42.86%	82.35%	81.08%	73.58%	79.31%	76.92%	75.76%	75.93%	79.41%	82.22%	71.11%	0.0%	0.0%
3-point composite mean	2.2880	2.2439	2.3068	2.3614	2.1628	2.1702	2.4074	2.3550	2.3222	2.1786	2.1857	2.4060	1.9333	2.4000	1.5714	2.4559	2.4595	2.2264	2.3448	2.4231	2.2424	2.4074	2.2059	2.4222	2.2222	0	
4-point composite mean	3.1680	3.0813	3.1477	3.2754	3.0233	2.9149	3.2222	3.2716	3.2222	3.0357	3.0000	3.3326	2.7333	3.3200	2.2143	3.3971	3.2973	3.1698	3.2414	3.3462	3.1515	3.3333	3.0882	3.3333	3.1111	0	
Sigma	1287	1236	1167	7843	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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

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?

Note: A text notation appearing beneath a column 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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26. In the last 6 months, how often was it easy to get this treatment or counseling for your child?

													2017 CCC Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	29	34	110	131	12	12	62	124	14	22	15	52	6	8	2	8	6	8	1	5	8	5	9	10	4	0	
	2.25%	2.75%	9.43% AB	1.67%	2.06%	2.05%	11.19% EF	1.94%	2.56%	4.14%	3.42%	1.91%	8.00%	1.74%	2.74%	1.94%	2.10%	3.09%	1.30%	2.99%	2.74%	1.58%	4.15%	3.37%	1.60%	0.0%	
Appropriately skipped	1011	987	878	6793	506	501	438	3831	332	336	281	1681	41	284	40	255	184	146	61	89	175	186	136	175	157	0	
	78.55%	79.85% C	75.24%	86.61%	86.94% GI	85.49% G	79.06%	59.97%	60.69%	63.16%	64.01%	61.73%	54.67%	61.61%	54.79%	61.89%	64.34%	56.37%	79.22% TU	53.29%	59.93%	58.68%	62.67%	58.92%	62.80%	0.0%	
BASE = Those who responded	247	215	179	919	64	73	54	2433	201	174	143	990	28	169	31	149	96	105	15	73	109	126	72	112	89	0	
	19.19% C	17.39%	15.34%	11.72%	11.00%	12.46%	9.75%	38.09%	36.75% E	32.71%	32.57%	36.36%	37.33%	36.66%	42.47%	36.17%	33.57%	40.54%	19.48%	43.71% S	37.33% S	39.75%	33.18%	37.71%	35.60%	0.0%	
Never	24	27	18	86	6	10	7	187	21	21	18	83	6	13	8	11	12	9	5	7	8	13	8	14	7	0	
	9.72%	12.56%	10.06%	9.36%	9.38%	13.70%	12.96%	7.69%	10.45%	12.07%	12.59%	8.38%	21.43%	7.69%	25.81% P	7.38%	12.50%	8.57%	33.33%	9.59%	7.34%	10.32%	11.11%	12.50%	7.87%	0.0%	
Sometimes	30	31	27	130	10	8	13	345	22	27	22	123	3	18	3	18	9	13	1	7	14	18	4	12	10	0	
	12.15%	14.42%	15.08%	14.15%	15.63%	10.96%	24.07%	14.18%	10.95%	15.52%	15.38%	12.42%	10.71%	10.65%	9.68%	12.08%	9.38%	12.38%	6.67%	9.59%	12.84%	14.29% W	5.56%	10.71%	11.24%	0.0%	
Bottom Two Box (%Never + %Sometimes)	54	58	45	216	16	18	20	532	43	48	40	206	9	31	11	29	21	22	6	14	22	31	12	26	17	0	
	21.86%	26.98%	25.14%	23.50%	25.00%	24.66%	37.04%	21.87%	21.39%	27.59%	27.97%	20.81%	32.14%	18.34%	35.48%	19.46%	21.88%	20.95%	40.00%	19.18%	20.18%	24.60%	16.67%	23.21%	19.10%	0.0%	
Usually	52	34	26	208	16	7	8	530	42	29	21	196	6	36	9	29	18	24	3	17	21	21	20	24	18	0	
	21.05%	15.81%	14.53%	22.63%	25.00% F	9.59%	14.81%	21.78%	20.90%	16.67%	14.69%	19.80%	21.43%	21.30%	29.03%	19.46%	18.75%	22.86%	20.00%	23.29%	19.27%	16.67%	27.78%	21.43%	20.22%	0.0%	
Always	141	123	108	495	32	48	26	1371	116	97	82	588	13	102	11	91	57	59	6	42	66	74	40	62	54	0	
	57.09%	57.21%	60.34%	53.86%	50.00%	65.75% G	48.15%	56.35%	57.71%	55.75%	57.34%	59.39%	46.43%	60.36%	35.48%	61.07% O	59.38%	56.19%	40.00%	57.53%	60.55%	58.73%	55.56%	55.36%	60.67%	0.0%	
CAHPS Rate (%Always + %Usually)	193	157	134	703	48	55	34	1901	158	126	103	784	19	138	20	120	75	83	9	59	87	95	60	86	72	0	
	78.14%	73.02%	74.86%	76.50%	75.00%	75.34%	62.96%	78.13%	78.61%	72.41%	72.03%	79.19%	67.86%	81.66%	64.52%	80.54%	78.13%	79.05%	60.00%	80.82%	79.82%	75.40%	83.33%	76.79%	80.90%	0.0%	
3-point composite mean	2.3522	2.3023	2.3520	2.3036	2.2500	2.4110	2.1111	2.3448	2.3632	2.2816	2.2937	2.3859	2.1429	2.4201	2.0000	2.4161 O	2.3750	2.3524	2.0000	2.3836	2.4037	2.3413	2.3889	2.3214	2.4157	0	
4-point composite mean	3.2551	3.1767	3.2514	3.2100	3.1563	3.2740	2.9815	3.2680	3.2587	3.1609	3.1678	3.3020	2.9286	3.3432	2.7419	3.3423 O	3.2500	3.2667	2.6667	3.2877	3.3303	3.2381	3.2778	3.1964	3.3371	0	
Sigma	1287	1236	1167	7843	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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 CCC Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	30	110	131	11	10	64	131	14	20	15	56	5	9	3	6	7	7	1	4	9	5	9	9	5	0
	2.18%	2.43%	9.43% AB	1.67%	1.89%	1.71%	11.55% EF	2.05%	2.56%	3.76%	3.42%	2.06%	6.67%	1.95%	4.11%	1.46%	2.45%	2.70%	1.30%	2.40%	3.08%	1.58%	4.15%	3.03%	2.00%	0.0%
Appropriately skipped	1011	987	878	6793	506	501	438	3831	332	336	281	1681	41	284	40	255	184	146	61	89	175	186	136	175	157	0
	78.55%	79.85%	75.24% C	86.61%	86.94% GI	85.49% G	79.06%	59.97%	60.69%	63.16%	64.01%	61.73%	54.67%	61.61%	54.79%	61.89%	64.34%	56.37%	79.22% TU	53.29%	59.93%	58.68%	62.67%	58.92%	62.80%	0.0%
BASE = Those who responded	248	219	179	919	65	75	52	2426	201	176	143	986	29	168	30	151	95	106	15	74	108	126	72	113	88	0
	19.27% C	17.72%	15.34%	11.72%	11.17%	12.80%	9.39%	37.98%	36.75% E	33.08%	32.57%	36.21%	38.67%	36.44%	41.10%	36.65%	33.22%	40.93%	19.48%	44.31% S	36.99% S	39.75%	33.18%	38.05%	35.20%	0.0%
Yes	159	132	108	492	39	42	30	1433	137	109	87	635	15	120	14	112	65	72	10	49	76	89	45	71	66	0
	64.11%	60.27%	60.34%	53.54%	60.00%	56.00%	57.69%	59.07%	68.16% H	61.93%	60.84%	64.40%	51.72%	71.43%	46.67%	74.17% O	68.42%	67.92%	66.67%	66.22%	70.37%	70.63%	62.50%	62.83%	75.00%	0.0%
No	89	87	71	427	26	33	22	993	64	67	56	351	14	48	16	39	30	34	5	25	32	37	27	42	22	0
	35.89%	39.73%	39.66%	46.46%	40.00%	44.00%	42.31%	40.93% I	31.84%	38.07%	39.16%	35.60%	48.28%	28.57%	53.33% P	25.83%	31.58%	32.08%	33.33%	33.78%	29.63%	29.37%	37.50%	37.17%	25.00%	0.0%
Sigma	1287	1236	1167	7843	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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 CCC Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. Southeast (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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	26	30	107	145	14	13	59	122	12	11	13	53	1	11	1	9	7	5	0	5	7	6	6	7	5	0
	2.02%	2.43%	9.17%	1.85%	2.41%	2.22%	10.65%	1.91%	2.19%	2.07%	2.96%	1.95%	1.33%	2.39%	1.37%	2.18%	2.45%	1.93%	0.0%	2.99%	2.40%	1.89%	2.76%	2.36%	2.00%	0.0%
			AB				EF													S	S					
BASE = Those who responded	1261	1206	1060	7698	568	573	495	6266	535	521	426	2670	74	450	72	403	279	254	77	162	285	311	211	290	245	0
	97.98%	97.57%	90.83%	98.15%	97.59%	97.78%	89.35%	98.09%	97.81%	97.93%	97.04%	98.05%	98.67%	97.61%	98.63%	97.82%	97.55%	98.07%	100.00%	97.01%	97.60%	98.11%	97.24%	97.64%	98.00%	0.0%
	C	C			G	G													TU							
Yes	325	292	257	1663	114	123	93	2846	208	188	169	1199	32	172	37	160	90	117	33	56	117	114	89	114	94	0
	25.77%	24.21%	24.25%	21.60%	20.07%	21.47%	18.79%	45.42%	38.88%	36.08%	39.67%	44.91%	43.24%	38.22%	51.39%	39.70%	32.26%	46.06%	42.86%	34.57%	41.05%	36.66%	42.18%	39.31%	38.37%	0.0%
								I	E								Q									
No	936	914	803	6035	454	450	402	3420	327	333	257	1471	42	278	35	243	189	137	44	106	168	197	122	176	151	0
	74.23%	75.79%	75.75%	78.40%	79.93%	78.53%	81.21%	54.58%	61.12%	63.92%	60.33%	55.09%	56.76%	61.78%	48.61%	60.30%	67.74%	53.94%	57.14%	65.43%	58.95%	63.34%	57.82%	60.69%	61.63%	0.0%
					I				H								R									
Sigma	1287	1236	1167	7843	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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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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 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. UHC Avg. Southeast (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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	38	114	186	15	16	63	181	16	16	15	79	2	14	1	13	9	7	0	5	10	9	6	11	5	0
	2.64%	3.07%	9.77%	2.37%	2.58%	2.73%	11.37%	2.83%	2.93%	3.01%	3.42%	2.90%	2.67%	3.04%	1.37%	3.16%	3.15%	2.70%	0.0%	2.99%	3.42%	2.84%	2.76%	3.70%	2.00%	0.0%
			AB				EF													S	S					
Appropriately skipped	936	914	803	6035	454	450	402	3420	327	333	257	1471	42	278	35	243	189	137	44	106	168	197	122	176	151	0
	72.73%	73.95%	68.81%	76.95%	78.01%	76.79%	72.56%	53.54%	59.78%	62.59%	58.54%	54.02%	56.00%	60.30%	47.95%	58.98%	66.08%	52.90%	57.14%	63.47%	57.53%	62.15%	56.22%	59.26%	60.40%	0.0%
	C	C			GI			I	H						P		R	Q								
BASE = Those who responded	317	284	250	1622	113	120	89	2787	204	183	167	1173	31	169	37	156	88	115	33	56	114	111	89	110	94	0
	24.63%	22.98%	21.42%	20.68%	19.42%	20.48%	16.06%	43.63%	37.29%	34.40%	38.04%	43.08%	41.33%	36.66%	50.68%	37.86%	30.77%	44.40%	42.86%	33.53%	39.04%	35.02%	41.01%	37.04%	37.60%	0.0%
									E																	
Yes	194	169	162	937	70	67	50	1717	125	111	115	727	21	101	20	98	50	74	23	34	68	64	59	63	62	0
	61.20%	59.51%	64.80%	57.77%	61.95%	55.83%	56.18%	61.61%	61.27%	60.66%	68.86%	61.98%	67.74%	59.76%	54.05%	62.82%	56.82%	64.35%	69.70%	60.71%	59.65%	57.66%	66.29%	57.27%	65.96%	0.0%
No	123	115	88	685	43	53	39	1070	79	72	52	446	10	68	17	58	38	41	10	22	46	47	30	47	32	0
	38.80%	40.49%	35.20%	42.23%	38.05%	44.17%	43.82%	38.39%	38.73%	39.34%	31.14%	38.02%	32.26%	40.24%	45.95%	37.18%	43.18%	35.65%	30.30%	39.29%	40.35%	42.34%	33.71%	42.73%	34.04%	0.0%
Sigma	1287	1236	1167	7843	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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

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 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 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Gen. Pop. Qual. UHC Avg.	2017 CCC Gen. Pop. Qual. Total	2016 CCC Gen. Pop. Qual. Total	2015 CCC Gen. Pop. Qual. Total	2017 CCC Gen. Pop. Qual. Southeast	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	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	5	0	0	0	3	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.40%	0.0%	0.0%	0.0%	0.51%	0.0%	0.0%	0.0%	0.38%	0.0%	0.0%	0.0%	0.0%	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	11	97	104	1	6	58	45	2	4	6	12	0	2	0	2	1	1	0	2	0	2	0	2	0	0
	0.39%	0.89%	8.31%	0.83%	0.17%	1.02%	10.47%	0.70%	0.37%	0.75%	1.37%	0.44%	0.0%	0.43%	0.0%	0.49%	0.35%	0.39%	0.0%	1.20%	0.0%	0.63%	0.0%	0.67%	0.0%	0.0%
			AB	E			EF																			
BASE = Those who responded	1282	1220	1070	12372	581	577	496	6343	545	526	433	2711	75	459	73	410	285	258	77	165	292	315	217	295	250	0
	99.61%	98.71%	91.69%	99.17%	99.83%	98.46%	89.53%	99.30%	99.63%	98.87%	98.63%	99.56%	100.00%	99.57%	100.00%	99.51%	99.65%	99.61%	100.00%	98.80%	100.00%	99.37%	100.00%	99.33%	100.00%	0.0%
	BC	C		DFG		G																				
Yes	1174	1111	966	10874	519	527	439	5969	520	487	411	2549	68	441	70	394	270	248	75	157	277	300	207	279	241	0
	91.58%	91.07%	90.28%	87.89%	89.33%	91.33%	88.51%	94.10%	95.41%	92.59%	94.92%	94.02%	90.67%	96.08%	95.89%	96.10%	94.74%	96.12%	97.40%	95.15%	94.86%	95.24%	95.39%	94.58%	96.40%	0.0%
									E																	
No	108	109	104	1498	62	50	57	374	25	39	22	162	7	18	3	16	15	10	2	8	15	15	10	16	9	0
	8.42%	8.93%	9.72%	12.11%	10.67%	8.67%	11.49%	5.90%	4.59%	7.41%	5.08%	5.98%	9.33%	3.92%	4.11%	3.90%	5.26%	3.88%	2.60%	4.85%	5.14%	4.76%	4.61%	5.42%	3.60%	0.0%
					I																					
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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

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

													2017 CCC Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
Multiple mark	0	4	2	0	0	2	0	0	0	4	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.32%	0.17%	0.0%	0.0%	0.34%	0.0%	0.0%	0.0%	0.75%	0.46%	0.0%	0.0%	0.0%	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	60	137	501	25	27	73	217	15	17	19	84	0	15	1	7	7	8	1	7	6	8	5	8	7	0
	4.04%	4.85%	11.74%	4.02%	4.30%	4.61%	13.18%	3.40%	2.74%	3.20%	4.33%	3.08%	0.0%	3.25%	1.37%	1.70%	2.45%	3.09%	1.30%	4.19%	2.05%	2.52%	2.30%	2.69%	2.80%	0.0%
Appropriately skipped	108	109	104	1498	62	50	57	374	25	39	22	162	7	18	3	16	15	10	2	8	15	15	10	16	9	0
	8.39%	8.82%	8.91%	12.01%	10.65%	8.53%	10.29%	5.85%	4.57%	7.33%	5.01%	5.95%	9.33%	3.90%	4.11%	3.88%	5.24%	3.86%	2.60%	4.79%	5.14%	4.73%	4.61%	5.39%	3.60%	0.0%
BASE = Those who responded	1127	1063	924	10477	495	507	424	5797	507	472	396	2477	68	428	69	389	264	241	74	152	271	294	202	273	234	0
	87.57%	86.00%	79.18%	83.98%	85.05%	86.52%	76.53%	90.75%	92.69%	88.72%	90.21%	90.97%	90.67%	92.84%	94.52%	94.42%	92.31%	93.05%	96.10%	91.02%	92.81%	92.74%	93.09%	91.92%	93.60%	0.0%
None	133	135	100	2099	62	72	48	736	30	37	28	245	4	26	3	9	22	8	5	7	18	18	11	17	13	0
	11.80%	12.70%	10.82%	20.03%	12.53%	14.20%	11.32%	12.70%	5.92%	7.84%	7.07%	9.89%	5.88%	6.07%	4.35%	2.31%	8.33%	3.32%	6.76%	4.61%	6.64%	6.12%	5.45%	6.23%	5.56%	0.0%
1 time	285	266	238	3399	143	144	134	1484	98	96	72	520	11	84	16	75	50	48	10	31	55	60	37	55	43	0
	25.29%	25.02%	25.76%	32.44%	28.89%	28.40%	31.60%	25.60%	19.33%	20.34%	18.18%	20.99%	16.18%	19.63%	23.19%	19.28%	18.94%	19.92%	13.51%	20.39%	20.30%	20.41%	18.32%	20.15%	18.38%	0.0%
2	285	273	231	2437	131	128	102	1511	138	130	101	679	20	117	18	110	89	48	18	46	71	89	47	80	58	0
	25.29%	25.68%	25.00%	23.26%	26.46%	25.25%	24.06%	26.07%	27.22%	27.54%	25.51%	27.41%	29.41%	27.34%	26.09%	28.28%	33.71%	19.92%	24.32%	30.26%	26.20%	30.27%	23.27%	29.30%	24.79%	0.0%
3	187	170	138	1259	69	75	54	894	101	93	74	409	15	81	14	79	45	56	11	27	59	56	40	55	46	0
	16.59%	15.99%	14.94%	12.02%	13.94%	14.79%	12.74%	15.42%	19.92%	19.70%	18.69%	16.51%	22.06%	18.93%	20.29%	20.31%	17.05%	23.24%	14.86%	17.76%	21.77%	19.05%	19.80%	20.15%	19.66%	0.0%
4	85	86	89	619	32	35	38	475	44	35	48	243	7	36	2	42	22	21	9	18	16	23	20	23	21	0
	7.54%	8.09%	9.63%	5.91%	6.46%	6.90%	8.96%	8.19%	8.68%	7.42%	12.12%	9.81%	10.29%	8.41%	2.90%	10.80%	8.33%	8.71%	12.16%	11.84%	5.90%	7.82%	9.90%	8.42%	8.97%	0.0%
5 to 9	133	109	104	566	49	46	40	573	82	67	59	311	9	72	15	62	31	51	15	21	46	42	39	42	40	0
	11.80%	10.25%	11.26%	5.40%	9.90%	9.07%	9.43%	9.88%	16.17%	14.19%	14.90%	12.56%	13.24%	16.82%	21.74%	15.94%	11.74%	21.16%	20.27%	13.82%	16.97%	14.29%	19.31%	15.38%	17.09%	0.0%
10 or more times	19	24	24	98	9	7	8	124	14	14	14	70	2	12	1	12	5	9	6	2	6	6	8	1	13	0
	1.69%	2.26%	2.60%	0.94%	1.82%	1.38%	1.89%	2.14%	2.76%	2.97%	3.54%	2.83%	2.94%	2.80%	1.45%	3.08%	1.89%	3.73%	8.11%	1.32%	2.21%	2.04%	3.96%	0.37%	5.56%	0.0%
Average	2.5949	2.5673	2.7035	1.8816	2.4152	2.3166	2.4340	2.5270	3.1598	3.0064	3.2222	2.8781	3.1176	3.1752	3.1812	3.3008	2.7670	3.5913	3.9865	2.9474	3.0812	2.9490	3.4851	2.8516	3.5192	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 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Gen. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (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	2.3765	2.4439	2.5314	1.9622	2.3441	2.2285	2.3463	2.4078	2.5921	2.6109	2.6954	2.5781	2.5163	2.6231	2.5223	2.5718	2.3371	2.7908	3.3318	2.2465	2.5373	2.4235	2.8253	2.1245	3.0087	0
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.00%

Note: A text notation appearing beneath a column 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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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 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.17%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.46%	0.0%	0.0%	0.0%	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	56	69	144	542	28	32	75	230	18	23	23	91	0	17	2	9	8	10	1	8	8	9	7	11	7	0
	4.35%	5.58%	12.34%	4.34%	4.81%	5.46%	13.54%	3.60%	3.29%	4.32%	5.24%	3.34%	0.0%	3.69%	2.74%	2.18%	2.80%	3.86%	1.30%	4.79%	2.74%	2.84%	3.23%	3.70%	2.80%	0.0%
			AB				EF							M												
Appropriately skipped	241	244	204	3597	124	122	105	1110	55	76	50	407	11	44	6	25	37	18	7	15	33	33	21	33	22	0
	18.73%	19.74%	17.48%	28.83%	21.31%	20.82%	18.95%	17.38%	10.05%	14.29%	11.39%	14.95%	14.67%	9.54%	8.22%	6.07%	12.94%	6.95%	9.09%	8.98%	11.30%	10.41%	9.68%	11.11%	8.80%	0.0%
				E	I			I		I							R									
BASE = Those who responded	990	923	817	8337	430	432	374	5048	474	433	364	2225	64	400	65	378	241	231	69	144	251	275	189	253	221	0
	76.92%	74.68%	70.01%	66.82%	73.88%	73.72%	67.51%	79.02%	86.65%	81.39%	82.92%	81.71%	85.33%	86.77%	89.04%	91.75%	84.27%	89.19%	89.61%	86.23%	85.96%	86.75%	87.10%	85.19%	88.40%	0.0%
					DG	G			HJE																	
Never	15	12	9	110	12	8	4	42	5	5	5	13	0	5	2	2	3	2	0	0	4	2	3	3	2	0
	1.52%	1.30%	1.10%	1.32%	2.79%	1.85%	1.07%	0.83%	1.05%	1.15%	1.37%	0.58%	0.0%	1.25%	3.08%	0.53%	1.24%	0.87%	0.0%	0.0%	1.59%	0.73%	1.59%	1.19%	0.90%	0.0%
									M					M							ST					
Sometimes	43	32	31	395	18	15	16	184	22	17	11	79	4	18	13	9	7	15	2	6	13	15	7	15	7	0
	4.34%	3.47%	3.79%	4.74%	4.19%	3.47%	4.28%	3.65%	4.64%	3.93%	3.02%	3.55%	6.25%	4.50%	20.00%	2.38%	2.90%	6.49%	2.90%	4.17%	5.18%	5.45%	3.70%	5.93%	3.17%	0.0%
															P											
Bottom Two Box (%Never + %Sometimes)	58	44	40	505	30	23	20	226	27	22	16	92	4	23	15	11	10	17	2	6	17	17	10	18	9	0
	5.86%	4.77%	4.90%	6.06%	6.98%	5.32%	5.35%	4.48%	5.70%	5.08%	4.40%	4.13%	6.25%	5.75%	23.08%	2.91%	4.15%	7.36%	2.90%	4.17%	6.77%	6.18%	5.29%	7.11%	4.07%	0.0%
															P											
Usually	95	76	84	1061	36	39	34	614	49	36	39	220	17	32	19	26	20	29	10	11	25	26	20	25	24	0
	9.60%	8.23%	10.28%	12.73%	8.37%	9.03%	9.09%	12.16%	10.34%	8.31%	10.71%	9.89%	26.56%	8.00%	29.23%	6.88%	8.30%	12.55%	14.49%	7.64%	9.96%	9.45%	10.58%	9.88%	10.86%	0.0%
				E					N					N	P											
Always	837	803	693	6771	364	370	320	4208	398	375	309	1913	43	345	31	341	211	185	57	127	209	232	159	210	188	0
	84.55%	87.00%	84.82%	81.22%	84.65%	85.65%	85.56%	83.36%	83.97%	86.61%	84.89%	85.98%	67.19%	86.25%	47.69%	90.21%	87.55%	80.09%	82.61%	88.19%	83.27%	84.36%	84.13%	83.00%	85.07%	0.0%
									M					M		O	R									
CAHPS Rate (%Always + %Usually)	932	879	777	7832	400	409	354	4822	447	411	348	2133	60	377	50	367	231	214	67	138	234	258	179	235	212	0
	94.14%	95.23%	95.10%	93.94%	93.02%	94.68%	94.65%	95.52%	94.30%	94.92%	95.60%	95.87%	93.75%	94.25%	76.92%	97.09%	95.85%	92.64%	97.10%	95.83%	93.23%	93.82%	94.71%	92.89%	95.93%	0.0%
															O											
3-point composite mean	2.7869	2.8223	2.7993	2.7516	2.7767	2.8032	2.8021	2.7888	2.7827	2.8152	2.8049	2.8184	2.6094	2.8050	2.2462	2.8730	2.8340	2.7273	2.7971	2.8403	2.7649	2.7818	2.7884	2.7589	2.8100	0
														M		O	R									
4-point composite mean	3.7717	3.8093	3.7882	3.7384	3.7488	3.7847	3.7914	3.7805	3.7722	3.8037	3.7912	3.8126	3.6094	3.7925	3.2154	3.8677	3.8216	3.7186	3.7971	3.8403	3.7490	3.7745	3.7725	3.7470	3.8009	0
														M		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

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 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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

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

													2017 CCC Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	57	68	143	548	27	31	75	232	18	23	22	93	0	17	2	9	8	10	1	9	7	10	6	11	7	0
	4.43%	5.50%	12.25%	4.39%	4.64%	5.29%	13.54%	3.63%	3.29%	4.32%	5.01%	3.42%	0.0%	3.69%	2.74%	2.18%	2.80%	3.86%	1.30%	5.39%	2.40%	3.15%	2.76%	3.70%	2.80%	0.0%
			AB				EF							M												
Appropriately skipped	241	244	204	3597	124	122	105	1110	55	76	50	407	11	44	6	25	37	18	7	15	33	33	21	33	22	0
	18.73%	19.74%	17.48%	28.83%	21.31%	20.82%	18.95%	17.38%	10.05%	14.29%	11.39%	14.95%	14.67%	9.54%	8.22%	6.07%	12.94%	6.95%	9.09%	8.98%	11.30%	10.41%	9.68%	11.11%	8.80%	0.0%
				E	I			I		I							R									
BASE = Those who responded	989	924	820	8331	431	433	374	5046	474	433	367	2223	64	400	65	378	241	231	69	143	252	274	190	253	221	0
	76.85%	74.76%	70.27%	66.78%	74.05%	73.89%	67.51%	78.99%	86.65%	81.39%	83.60%	81.64%	85.33%	86.77%	89.04%	91.75%	84.27%	89.19%	89.61%	85.63%	86.30%	86.44%	87.56%	85.19%	88.40%	0.0%
					DG	G		HJE																		
Never	10	11	7	60	7	7	4	31	5	7	4	10	1	4	3	2	2	3	0	0	5	2	3	2	3	0
	1.01%	1.19%	0.85%	0.72%	1.62%	1.62%	1.07%	0.61%	1.05%	1.62%	1.09%	0.45%	1.56%	1.00%	4.62%	0.53%	0.83%	1.30%	0.0%	0.0%	1.98%	0.73%	1.58%	0.79%	1.36%	0.0%
																				ST						
Sometimes	38	28	28	344	18	13	13	200	18	11	14	76	4	14	12	5	5	13	4	5	8	9	9	12	6	0
	3.84%	3.03%	3.41%	4.13%	4.18%	3.00%	3.48%	3.96%	3.80%	2.54%	3.81%	3.42%	6.25%	3.50%	18.46%	1.32%	2.07%	5.63%	5.80%	3.50%	3.17%	3.28%	4.74%	4.74%	2.71%	0.0%
															P		Q									
Bottom Two Box (%Never + %Sometimes)	48	39	35	404	25	20	17	231	23	18	18	86	5	18	15	7	7	16	4	5	13	11	12	14	9	0
	4.85%	4.22%	4.27%	4.85%	5.80%	4.62%	4.55%	4.58%	4.85%	4.16%	4.90%	3.87%	7.81%	4.50%	23.08%	1.85%	2.90%	6.93%	5.80%	3.50%	5.16%	4.01%	6.32%	5.53%	4.07%	0.0%
															P		Q									
Usually	87	84	65	1032	30	35	24	604	47	47	30	214	18	29	19	24	17	30	11	12	21	30	15	30	17	0
	8.80%	9.09%	7.93%	12.39%	6.96%	8.08%	6.42%	11.97%	9.92%	10.85%	8.17%	9.63%	28.13%	7.25%	29.23%	6.35%	7.05%	12.99%	15.94%	8.39%	8.33%	10.95%	7.89%	11.86%	7.69%	0.0%
				E									N		P		Q									
Always	854	801	720	6895	376	378	333	4211	404	368	319	1923	41	353	31	347	217	185	54	126	218	233	163	209	195	0
	86.35%	86.69%	87.80%	82.76%	87.24%	87.30%	89.04%	83.45%	85.23%	84.99%	86.92%	86.50%	64.06%	88.25%	47.69%	91.80%	90.04%	80.09%	78.26%	88.11%	86.51%	85.04%	85.79%	82.61%	88.24%	0.0%
				D										M		O	R									
CAHPS Rate (%Always + %Usually)	941	885	785	7927	406	413	357	4815	451	415	349	2137	59	382	50	371	234	215	65	138	239	263	178	239	212	0
	95.15%	95.78%	95.73%	95.15%	94.20%	95.38%	95.45%	95.42%	95.15%	95.84%	95.10%	96.13%	92.19%	95.50%	76.92%	98.15%	97.10%	93.07%	94.20%	96.50%	94.84%	95.99%	93.68%	94.47%	95.93%	0.0%
																O	R									
3-point composite mean	2.8150	2.8247	2.8354	2.7791	2.8144	2.8268	2.8449	2.7887	2.8038	2.8083	2.8202	2.8264	2.5625	2.8375	2.2462	2.8995	2.8714	2.7316	2.7246	2.8462	2.8135	2.8102	2.7947	2.7708	2.8416	0
														M		O	R									
4-point composite mean	3.8049	3.8128	3.8268	3.7719	3.7981	3.8106	3.8342	3.7826	3.7932	3.7921	3.8093	3.8219	3.5469	3.8275	3.2000	3.8942	3.8631	3.7186	3.7246	3.8462	3.7937	3.8029	3.7789	3.7628	3.8281	0
														M		O	R									

Note: A text notation appearing beneath a column 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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33. In the last 6 months, how often did your child's personal doctor listen carefully to you?

													2017 CCC Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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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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 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	57	69	144	540	27	32	76	226	18	24	22	90	0	16	2	9	8	10	1	9	7	10	6	11	7	0
	4.43%	5.58%	12.34%	4.33%	4.64%	5.46%	13.72%	3.54%	3.29%	4.51%	5.01%	3.31%	0.0%	3.47%	2.74%	2.18%	2.80%	3.86%	1.30%	5.39%	2.40%	3.15%	2.76%	3.70%	2.80%	0.0%
			AB				EF							M												
Appropriately skipped	241	244	204	3597	124	122	105	1110	55	76	50	407	11	44	6	25	37	18	7	15	33	33	21	33	22	0
	18.73%	19.74%	17.48%	28.83%	21.31%	20.82%	18.95%	17.38%	10.05%	14.29%	11.39%	14.95%	14.67%	9.54%	8.22%	6.07%	12.94%	6.95%	9.09%	8.98%	11.30%	10.41%	9.68%	11.11%	8.80%	0.0%
				E	I			I		I							R									
BASE = Those who responded	989	923	819	8339	431	432	373	5052	474	432	367	2226	64	401	65	378	241	231	69	143	252	274	190	253	221	0
	76.85%	74.68%	70.18%	66.84%	74.05%	73.72%	67.33%	79.09%	86.65%	81.20%	83.60%	81.75%	85.33%	86.98%	89.04%	91.75%	84.27%	89.19%	89.61%	85.63%	86.30%	86.44%	87.56%	85.19%	88.40%	0.0%
			C		DG	G			HJE																	
Never	7	7	5	55	5	4	4	32	4	4	2	11	0	4	2	2	2	2	0	0	4	2	2	2	2	0
	0.71%	0.76%	0.61%	0.66%	1.16%	0.93%	1.07%	0.63%	0.84%	0.93%	0.54%	0.49%	0.0%	1.00%	3.08%	0.53%	0.83%	0.87%	0.0%	0.0%	1.59%	0.73%	1.05%	0.79%	0.90%	0.0%
														M							ST					
Sometimes	36	24	21	250	10	10	10	152	18	13	11	66	6	12	11	6	6	12	5	4	8	10	8	15	3	0
	3.64%	2.60%	2.56%	3.00%	2.32%	2.31%	2.68%	3.01%	3.80%	3.01%	3.00%	2.96%	9.38%	2.99%	16.92%	1.59%	2.49%	5.19%	7.25%	2.80%	3.17%	3.65%	4.21%	5.93%	1.36%	0.0%
															P									Y		
Bottom Two Box (%Never + %Sometimes)	43	31	26	305	15	14	14	184	22	17	13	77	6	16	13	8	8	14	5	4	12	12	10	17	5	0
	4.35%	3.36%	3.17%	3.66%	3.48%	3.24%	3.75%	3.64%	4.64%	3.94%	3.54%	3.46%	9.38%	3.99%	20.00%	2.12%	3.32%	6.06%	7.25%	2.80%	4.76%	4.38%	5.26%	6.72%	2.26%	0.0%
															P									Y		
Usually	76	69	63	819	30	29	27	503	40	30	27	191	14	26	17	19	14	26	7	13	17	23	15	26	14	0
	7.68%	7.48%	7.69%	9.82%	6.96%	6.71%	7.24%	9.96%	8.44%	6.94%	7.36%	8.58%	21.88%	6.48%	26.15%	5.03%	5.81%	11.26%	10.14%	9.09%	6.75%	8.39%	7.89%	10.28%	6.33%	0.0%
				E									N		P			Q								
Always	870	823	730	7215	386	389	332	4365	412	385	327	1958	44	359	35	351	219	191	57	126	223	239	165	210	202	0
	87.97%	89.17%	89.13%	86.52%	89.56%	90.05%	89.01%	86.40%	86.92%	89.12%	89.10%	87.96%	68.75%	89.53%	53.85%	92.86%	90.87%	82.68%	82.61%	88.11%	88.49%	87.23%	86.84%	83.00%	91.40%	0.0%
				D										M		O	R							X		
CAHPS Rate (%Always + %Usually)	946	892	793	8034	416	418	359	4868	452	415	354	2149	58	385	52	370	233	217	64	139	240	262	180	236	216	0
	95.65%	96.64%	96.83%	96.34%	96.52%	96.76%	96.25%	96.36%	95.36%	96.06%	96.46%	96.54%	90.63%	96.01%	80.00%	97.88%	96.68%	93.94%	92.75%	97.20%	95.24%	95.62%	94.74%	93.28%	97.74%	0.0%
																O								X		
3-point composite mean	2.8362	2.8581	2.8596	2.8286	2.8608	2.8681	2.8525	2.8276	2.8228	2.8519	2.8556	2.8450	2.5938	2.8554	2.3385	2.9074	2.8755	2.7662	2.7536	2.8531	2.8373	2.8285	2.8158	2.7628	2.8914	0
														M		O	R							X		
4-point composite mean	3.8291	3.8505	3.8535	3.8220	3.8492	3.8588	3.8418	3.8213	3.8143	3.8426	3.8501	3.8401	3.5938	3.8454	3.3077	3.9021	3.8672	3.7576	3.7536	3.8531	3.8214	3.8212	3.8053	3.7549	3.8824	0
														M		O	R							X		

Note: A text notation appearing beneath a column 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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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 Results - Qualified Respondents														
												Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type			
												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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	286 (Q)	259 (R)	77 (S)	167 (T)	292 (U)	317 (V)	217 (W)	297 (X)	250 (Y)	0 (Z)	
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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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35. Is your child able to talk with doctors about his or her health care?

													2017 CCC Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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%	0.08%	0.0%	0.0%	0.0%	0.17%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	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	65	75	154	616	28	34	80	268	24	24	26	112	2	19	4	13	10	14	4	9	9	11	10	13	11	0
	5.05%	6.07%	13.20%	4.94%	4.81%	5.80%	14.44%	4.20%	4.39%	4.51%	5.92%	4.11%	2.67%	4.12%	5.48%	3.16%	3.50%	5.41%	5.19%	5.39%	3.08%	3.47%	4.61%	4.38%	4.40%	0.0%
			AB				EF																			
Appropriately skipped	241	244	204	3597	124	122	105	1110	55	76	50	407	11	44	6	25	37	18	7	15	33	33	21	33	22	0
	18.73%	19.74%	17.48%	28.83%	21.31%	20.82%	18.95%	17.38%	10.05%	14.29%	11.39%	14.95%	14.67%	9.54%	8.22%	6.07%	12.94%	6.95%	9.09%	8.98%	11.30%	10.41%	9.68%	11.11%	8.80%	0.0%
				E	I			I		I							R									
BASE = Those who responded	981	916	809	8263	430	429	369	5010	468	432	363	2204	62	398	63	374	239	227	66	143	250	273	186	251	217	0
	76.22%	74.11%	69.32%	66.23%	73.88%	73.21%	66.61%	78.43%	85.56%	81.20%	82.69%	80.94%	82.67%	86.33%	86.30%	90.78%	83.57%	87.64%	85.71%	85.63%	85.62%	86.12%	85.71%	84.51%	86.80%	0.0%
					DG	G			HE																	
Yes	689	660	588	5529	299	307	263	3838	378	336	281	1782	50	322	48	308	197	179	22	120	230	216	155	208	170	0
	70.23%	72.05%	72.68%	66.91%	69.53%	71.56%	71.27%	76.61%	80.77%	77.78%	77.41%	80.85%	80.65%	80.90%	76.19%	82.35%	82.43%	78.85%	33.33%	83.92%	92.00%	79.12%	83.33%	82.87%	78.34%	0.0%
									HE											S	ST					
No	292	256	221	2734	131	122	106	1172	90	96	82	422	12	76	15	66	42	48	44	23	20	57	31	43	47	0
	29.77%	27.95%	27.32%	33.09%	30.47%	28.44%	28.73%	23.39%	19.23%	22.22%	22.59%	19.15%	19.35%	19.10%	23.81%	17.65%	17.57%	21.15%	66.67%	16.08%	8.00%	20.88%	16.67%	17.13%	21.66%	0.0%
					I			I											TU	U						
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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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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 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Gen. Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (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	1287 100.00%	1236 100.00%	1167 100.00%	12476 100.00%	582 100.00%	586 100.00%	554 100.00%	6388 100.00%	547 100.00%	532 100.00%	439 100.00%	2723 100.00%	75 100.00%	461 100.00%	73 100.00%	412 100.00%	286 100.00%	259 100.00%	77 100.00%	167 100.00%	292 100.00%	317 100.00%	217 100.00%	297 100.00%	250 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	1 0.09%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.23%	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%
No response	71 5.52%	82 6.63%	159 13.62% AB	675 5.41%	31 5.33%	37 6.31%	82 14.80% EF	301 4.71%	29 5.30%	27 5.08%	28 6.38%	132 4.85%	2 2.67%	24 5.21%	6 8.22%	16 3.88%	13 4.55%	16 6.18%	4 5.19%	10 5.99%	13 4.45%	15 4.73%	11 5.07%	17 5.72%	12 4.80%	0 0.0%
Appropriately skipped	533 41.41% C	500 40.45% C	425 36.42%	6331 50.75% E	255 43.81% GI	244 41.64%	211 38.09%	2282 35.72% I	145 26.51%	172 32.33% I	132 30.07%	829 30.44%	23 30.67%	120 26.03%	21 28.77%	91 22.09%	79 27.62%	66 25.48%	51 66.23% TU	38 22.75%	53 18.15%	90 28.39%	52 23.96%	76 25.59%	69 27.60%	0 0.0%
BASE = Those who responded	683 53.07%	654 52.91%	582 49.87%	5470 43.84%	296 50.86% D	305 52.05%	261 47.11%	3805 59.56%	373 68.19% HE	333 62.59%	278 63.33%	1762 64.71%	50 66.67%	317 68.76%	46 63.01%	305 74.03%	194 67.83%	177 68.34%	22 28.57% S	119 71.26% S	226 77.40% S	212 66.88%	154 70.97%	204 68.69%	169 67.60%	0 0.0%
Never	12 1.76%	10 1.53%	10 1.72%	66 1.21%	7 2.36%	4 1.31%	4 1.53%	40 1.05%	8 2.14%	3 0.90%	7 2.52%	16 0.91%	0 0.0%	8 2.52% M	2 4.35%	6 1.97%	4 2.06%	4 2.26%	0 0.0%	4 3.36%	4 1.77%	5 2.36%	3 1.95%	3 1.47%	5 2.96%	0 0.0%
Sometimes	42 6.15%	42 6.42%	24 4.12%	319 5.83% E	10 3.38%	22 7.21% E	13 4.98%	219 5.76%	25 6.70% E	17 5.11%	10 3.60%	98 5.56%	8 16.00% N	17 5.36%	9 19.57% P	16 5.25%	11 5.67%	14 7.91%	5 22.73%	8 6.72%	11 4.87%	15 7.08%	10 6.49%	13 6.37%	12 7.10%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	54 7.91%	52 7.95%	34 5.84%	385 7.04%	17 5.74%	26 8.52%	17 6.51%	259 6.81%	33 8.85%	20 6.01%	17 6.12%	114 6.47%	8 16.00%	25 7.89%	11 23.91% P	22 7.21%	15 7.73%	18 10.17%	5 22.73%	12 10.08%	15 6.64%	20 9.43%	13 8.44%	16 7.84%	17 10.06%	0 0.0%
Usually	88 12.88%	74 11.31%	80 13.75%	948 17.33%	41 13.85%	30 9.84%	34 13.03%	671 17.63% I	49 13.14%	38 11.41%	37 13.31%	285 16.17%	8 16.00%	39 12.30%	10 21.74%	37 12.13%	24 12.37%	25 14.12%	4 18.18%	20 16.81%	23 10.18%	28 13.21%	18 11.69%	24 11.76%	25 14.79%	0 0.0%
Always	541 79.21%	528 80.73%	468 80.41%	4137 75.63%	238 80.41% D	249 81.64%	210 80.46%	2875 75.56%	291 78.02%	275 82.58%	224 80.58%	1363 77.36%	34 68.00%	253 79.81%	25 54.35%	246 80.66% O	155 79.90%	134 75.71%	13 59.09%	87 73.11%	188 83.19% T	164 77.36%	123 79.87%	164 80.39%	127 75.15%	0 0.0%
CAHPS Rate (%Always + %Usually)	629 92.09%	602 92.05%	548 94.16%	5085 92.96%	279 94.26%	279 91.48%	244 93.49%	3546 93.19%	340 91.15%	313 93.99%	261 93.88%	1648 93.53%	42 84.00%	292 92.11%	35 76.09%	283 92.79% O	179 92.27%	159 89.83%	17 77.27%	107 89.92%	211 93.36%	192 90.57%	141 91.56%	188 92.16%	152 89.94%	0 0.0%
3-point composite mean	2.7130	2.7278	2.7457	2.6859	2.7466	2.7311	2.7395	2.6875	2.6917	2.7658	2.7446	2.7089	2.5200	2.7192	2.3043	2.7344 O	2.7216	2.6554	2.3636	2.6303	2.7655	2.6792	2.7143	2.7255	2.6509	0
4-point composite mean	3.6955	3.7125	3.7285	3.6739	3.7230	3.7180	3.7241	3.6770	3.6702	3.7568	3.7194	3.6998	3.5200	3.6940	3.2609	3.7148 O	3.7010	3.6328	3.3636	3.5966	3.7478	3.6557	3.6948	3.7108	3.6213	0
Sigma	1287 100.00%	1236 100.00%	1167 100.00%	12476 100.00%	582 100.00%	586 100.00%	554 100.00%	6388 100.00%	547 100.00%	532 100.00%	439 100.00%	2723 100.00%	75 100.00%	461 100.00%	73 100.00%	412 100.00%	286 100.00%	259 100.00%	77 100.00%	167 100.00%	292 100.00%	317 100.00%	217 100.00%	297 100.00%	250 100.00%	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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37. In the last 6 months, how often did your child's personal doctor spend enough time with your child?

													2017 CCC Population 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 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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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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 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	0	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%	0.16%	0.0%	0.0%	0.0%	0.34%	0.0%	0.0%	0.0%	0.38%	0.0%	0.0%	0.0%	0.0%	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	63	70	162	589	31	34	79	249	20	22	25	99	0	18	2	11	8	12	2	9	8	12	6	10	10	0
	4.90%	5.66%	13.88%	4.72%	5.33%	5.80%	14.26%	3.90%	3.66%	4.14%	5.69%	3.64%	0.0%	3.90%	2.74%	2.67%	2.80%	4.63%	2.60%	5.39%	2.74%	3.79%	2.76%	3.37%	4.00%	0.0%
			AB				EF							M												
Appropriately skipped	241	244	204	3597	124	122	105	1110	55	76	50	407	11	44	6	25	37	18	7	15	33	33	21	33	22	0
	18.73%	19.74%	17.48%	28.83%	21.31%	20.82%	18.95%	17.38%	10.05%	14.29%	11.39%	14.95%	14.67%	9.54%	8.22%	6.07%	12.94%	6.95%	9.09%	8.98%	11.30%	10.41%	9.68%	11.11%	8.80%	0.0%
				E	I			I		I							R									
BASE = Those who responded	983	920	801	8290	427	428	370	5029	472	432	364	2217	64	399	65	376	241	229	68	143	251	272	190	254	218	0
	76.38%	74.43%	68.64%	66.45%	73.37%	73.04%	66.79%	78.73%	86.29%	81.20%	82.92%	81.42%	85.33%	86.55%	89.04%	91.26%	84.27%	88.42%	88.31%	85.63%	85.96%	85.80%	87.56%	85.52%	87.20%	0.0%
			C		DG	G			HJE																	
Yes	857	794	686	7328	376	364	319	4457	418	382	322	1973	49	361	45	347	214	202	62	132	217	244	166	219	199	0
	87.18%	86.30%	85.64%	88.40%	88.06%	85.05%	86.22%	88.63%	88.56%	88.43%	88.46%	88.99%	76.56%	90.48%	69.23%	92.29%	88.80%	88.21%	91.18%	92.31%	86.45%	89.71%	87.37%	86.22%	91.28%	0.0%
													M			O										
No	126	126	115	962	51	64	51	572	54	50	42	244	15	38	20	29	27	27	6	11	34	28	24	35	19	0
	12.82%	13.70%	14.36%	11.60%	11.94%	14.95%	13.78%	11.37%	11.44%	11.57%	11.54%	11.01%	23.44%	9.52%	30.77%	7.71%	11.20%	11.79%	8.82%	7.69%	13.55%	10.29%	12.63%	13.78%	8.72%	0.0%
													N		P											
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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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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 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	58	76	167	595	29	32	85	257	18	32	28	97	0	17	2	8	8	10	1	9	7	9	7	10	8	0
	4.51%	6.15%	14.31%	4.77%	4.98%	5.46%	15.34%	4.02%	3.29%	6.02%	6.38%	3.56%	0.0%	3.69%	2.74%	1.94%	2.80%	3.86%	1.30%	5.39%	2.40%	2.84%	3.23%	3.37%	3.20%	0.0%
			AB				EF			I	I			M												
Appropriately skipped	241	244	204	3597	124	122	105	1110	55	76	50	407	11	44	6	25	37	18	7	15	33	33	21	33	22	0
	18.73%	19.74%	17.48%	28.83%	21.31%	20.82%	18.95%	17.38%	10.05%	14.29%	11.39%	14.95%	14.67%	9.54%	8.22%	6.07%	12.94%	6.95%	9.09%	8.98%	11.30%	10.41%	9.68%	11.11%	8.80%	0.0%
				E	I			I		I							R									
BASE = Those who responded	988	916	796	8284	429	432	364	5021	474	424	361	2219	64	400	65	379	241	231	69	143	252	275	189	254	220	0
	76.77%	74.11%	68.21%	66.40%	73.71%	73.72%	65.70%	78.60%	86.65%	79.70%	82.23%	81.49%	85.33%	86.77%	89.04%	91.99%	84.27%	89.19%	89.61%	85.63%	86.30%	86.75%	87.10%	85.52%	88.00%	0.0%
					DG	G		HJE																		
Yes	417	361	343	3516	156	147	123	2941	243	202	203	1236	34	204	36	192	103	139	41	65	134	141	98	130	113	0
	42.21%	39.41%	43.09%	42.44%	36.36%	34.03%	33.79%	58.57%	51.27%	47.64%	56.23%	55.70%	53.13%	51.00%	55.38%	50.66%	42.74%	60.17%	59.42%	45.45%	53.17%	51.27%	51.85%	51.18%	51.36%	0.0%
				E				I	E		J							Q								
No	571	555	453	4768	273	285	241	2080	231	222	158	983	30	196	29	187	138	92	28	78	118	134	91	124	107	0
	57.79%	60.59%	56.91%	57.56%	63.64%	65.97%	66.21%	41.43%	48.73%	52.36%	43.77%	44.30%	46.88%	49.00%	44.62%	49.34%	57.26%	39.83%	40.58%	54.55%	46.83%	48.73%	48.15%	48.82%	48.64%	0.0%
					DI				H	K							R									
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	65	80	178	673	32	35	86	300	21	35	35	115	0	20	2	11	10	11	1	9	10	11	8	12	9	0
	5.05%	6.47%	15.25%	5.39%	5.50%	5.97%	15.52%	4.70%	3.84%	6.58%	7.97%	4.22%	0.0%	4.34%	2.74%	2.67%	3.50%	4.25%	1.30%	5.39%	3.42%	3.47%	3.69%	4.04%	3.60%	0.0%
			AB				EF			I	I			M												
Appropriately skipped	812	799	657	8365	397	407	346	3190	286	298	208	1390	41	240	35	212	175	110	35	93	151	167	112	157	129	0
	63.09%	64.64%	56.30%	67.05%	68.21%	69.45%	62.45%	49.94%	52.29%	56.02%	47.38%	51.05%	54.67%	52.06%	47.95%	51.46%	61.19%	42.47%	45.45%	55.69%	51.71%	52.68%	51.61%	52.86%	51.60%	0.0%
	C	C			GI	G				K						R										
BASE = Those who responded	410	357	332	3438	153	144	122	2898	240	199	196	1218	34	201	36	189	101	138	41	65	131	139	97	128	112	0
	31.86%	28.88%	28.45%	27.56%	26.29%	24.57%	22.02%	45.37%	43.88%	37.41%	44.65%	44.73%	45.33%	43.60%	49.32%	45.87%	35.31%	53.28%	53.25%	38.92%	44.86%	43.85%	44.70%	43.10%	44.80%	0.0%
									JE	J							Q	T								
Never	30	24	18	217	15	14	8	172	21	14	7	76	7	14	6	14	10	11	2	3	16	14	7	13	8	0
	7.32%	6.72%	5.42%	6.31%	9.80%	9.72%	6.56%	5.94%	8.75%	7.04%	3.57%	6.24%	20.59%	6.97%	16.67%	7.41%	9.90%	7.97%	4.88%	4.62%	12.21%	10.07%	7.22%	10.16%	7.14%	0.0%
									K																	
Sometimes	41	39	38	417	11	16	15	331	25	22	15	125	8	16	8	17	10	15	4	9	12	19	6	10	15	0
	10.00%	10.92%	11.45%	12.13%	7.19%	11.11%	12.30%	11.42%	10.42%	11.06%	7.65%	10.26%	23.53%	7.96%	22.22%	8.99%	9.90%	10.87%	9.76%	13.85%	9.16%	13.67%	6.19%	7.81%	13.39%	0.0%
				E									N													
Bottom Two Box (%Never + %Sometimes)	71	63	56	634	26	30	23	503	46	36	22	201	15	30	14	31	20	26	6	12	28	33	13	23	23	0
	17.32%	17.65%	16.87%	18.44%	16.99%	20.83%	18.85%	17.36%	19.17%	18.09%	11.22%	16.50%	44.12%	14.93%	38.89%	16.40%	19.80%	18.84%	14.63%	18.46%	21.37%	23.74%	13.40%	17.97%	20.54%	0.0%
									K				N		P						W					
Usually	72	69	61	797	24	29	23	686	45	41	41	269	8	36	8	33	17	27	8	13	23	23	21	29	16	0
	17.56%	19.33%	18.37%	23.18%	15.69%	20.14%	18.85%	23.67%	18.75%	20.60%	20.92%	22.09%	23.53%	17.91%	22.22%	17.46%	16.83%	19.57%	19.51%	20.00%	17.56%	16.55%	21.65%	22.66%	14.29%	0.0%
				E																						
Always	267	225	215	2007	103	85	76	1709	149	122	133	748	11	135	14	125	64	85	27	40	80	83	63	76	73	0
	65.12%	63.03%	64.76%	58.38%	67.32%	59.03%	62.30%	58.97%	62.08%	61.31%	67.86%	61.41%	32.35%	67.16%	38.89%	66.14%	63.37%	61.59%	65.85%	61.54%	61.07%	59.71%	64.95%	59.38%	65.18%	0.0%
				D										M		O										
CAHPS Rate (%Always + %Usually)	339	294	276	2804	127	114	99	2395	194	163	174	1017	19	171	22	158	81	112	35	53	103	106	84	105	89	0
	82.68%	82.35%	83.13%	81.56%	83.01%	79.17%	81.15%	82.64%	80.83%	81.91%	88.78%	83.50%	55.88%	85.07%	61.11%	83.60%	80.20%	81.16%	85.37%	81.54%	78.63%	76.26%	86.60%	82.03%	79.46%	0.0%
										I				M		O						V				
3-point composite mean	2.4780	2.4538	2.4789	2.3994	2.5033	2.3819	2.4344	2.4161	2.4292	2.4322	2.5663	2.4491	1.8824	2.5224	2.0000	2.4974	2.4356	2.4275	2.5122	2.4308	2.3969	2.3597	2.5155	2.4141	2.4464	0
														M		O										
4-point composite mean	3.4049	3.3866	3.4247	3.3362	3.4052	3.2847	3.3689	3.3568	3.3417	3.3618	3.5306	3.3867	2.6765	3.4527	2.8333	3.4233	3.3366	3.3478	3.4634	3.3846	3.2748	3.2590	3.4433	3.3125	3.3750	0
											I			M		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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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 Results - Qualified Respondents														
												Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type			
												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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	286 (Q)	259 (R)	77 (S)	167 (T)	292 (U)	317 (V)	217 (W)	297 (X)	250 (Y)	0 (Z)	
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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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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 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 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. Southeast	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	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.09%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	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	30	37	131	363	15	20	70	162	9	10	17	56	0	9	1	6	1	8	0	4	5	6	3	9	0	0
	2.33%	2.99%	11.23%	2.91%	2.58%	3.41%	12.64%	2.54%	1.65%	1.88%	3.87%	2.06%	0.0%	1.95%	1.37%	1.46%	0.35%	3.09%	0.0%	2.40%	1.71%	1.89%	1.38%	3.03%	0.0%	0.0%
			AB				EF				I			M				Q		S	S			Y		
Appropriately skipped	108	109	104	1498	62	50	57	374	25	39	22	162	7	18	3	16	15	10	2	8	15	15	10	16	9	0
	8.39%	8.82%	8.91%	12.01%	10.65%	8.53%	10.29%	5.85%	4.57%	7.33%	5.01%	5.95%	9.33%	3.90%	4.11%	3.88%	5.24%	3.86%	2.60%	4.79%	5.14%	4.73%	4.61%	5.39%	3.60%	0.0%
					I																					
BASE = Those who responded	1149	1090	931	10615	505	516	427	5852	513	483	400	2505	68	434	69	390	270	241	75	155	272	296	204	272	241	0
	89.28%	88.19%	79.78%	85.08%	86.77%	88.05%	77.08%	91.61%	93.78%	90.79%	91.12%	91.99%	90.67%	94.14%	94.52%	94.66%	94.41%	93.05%	97.40%	92.81%	93.15%	93.38%	94.01%	91.58%	96.40%	0.0%
	C	C			G	G			HE															X		
10 - Best personal doctor possible	786	718	630	6319	349	326	286	3571	340	321	269	1629	28	306	22	286	188	151	45	106	184	194	137	167	173	0
	68.41%	65.87%	67.67%	59.53%	69.11%	63.18%	66.98%	61.02%	66.28%	66.46%	67.25%	65.03%	41.18%	70.51%	31.88%	73.33%	69.63%	62.66%	60.00%	68.39%	67.65%	65.54%	67.16%	61.40%	71.78%	0.0%
					DF				H					M		O								X		
9 -	138	135	104	1800	61	67	49	964	68	61	48	375	8	56	3	56	36	31	13	22	31	40	26	41	27	0
	12.01%	12.39%	11.17%	16.96%	12.08%	12.98%	11.48%	16.47%	13.26%	12.63%	12.00%	14.97%	11.76%	12.90%	4.35%	14.36%	13.33%	12.86%	17.33%	14.19%	11.40%	13.51%	12.75%	15.07%	11.20%	0.0%
				E				I								O										
Top Two Box	924	853	734	8119	410	393	335	4535	408	382	317	2004	36	362	25	342	224	182	58	128	215	234	163	208	200	0
	80.42%	78.26%	78.84%	76.49%	81.19%	76.16%	78.45%	77.49%	79.53%	79.09%	79.25%	80.00%	52.94%	83.41%	36.23%	87.69%	82.96%	75.52%	77.33%	82.58%	79.04%	79.05%	79.90%	76.47%	82.99%	0.0%
					DF									M		O		R								
8 -	101	126	102	1376	38	65	46	686	46	54	40	265	9	36	12	30	18	28	7	13	25	24	21	23	23	0
	8.79%	11.56%	10.96%	12.96%	7.52%	12.60%	10.77%	11.72%	8.97%	11.18%	10.00%	10.58%	13.24%	8.29%	17.39%	7.69%	6.67%	11.62%	9.33%	8.39%	9.19%	8.11%	10.29%	8.46%	9.54%	0.0%
		A		E		E		I						P												
CAHPS Rate (Top Three Box)	1025	979	836	9495	448	458	381	5221	454	436	357	2269	45	398	37	372	242	210	65	141	240	258	184	231	223	0
	89.21%	89.82%	89.80%	89.45%	88.71%	88.76%	89.23%	89.22%	88.50%	90.27%	89.25%	90.58%	66.18%	91.71%	53.62%	95.38%	89.63%	87.14%	86.67%	90.97%	88.24%	87.16%	90.20%	84.93%	92.53%	0.0%
									M						O									X		
7 -	51	47	41	537	23	28	18	282	21	18	20	92	6	15	9	11	12	9	6	6	9	15	6	11	10	0
	4.44%	4.31%	4.40%	5.06%	4.55%	5.43%	4.22%	4.82%	4.09%	3.73%	5.00%	3.67%	8.82%	3.46%	13.04%	2.82%	4.44%	3.73%	8.00%	3.87%	3.31%	5.07%	2.94%	4.04%	4.15%	0.0%
															P											
6 -	23	22	21	198	10	11	11	124	13	11	8	48	6	7	7	2	2	11	1	2	9	10	3	11	2	0
	2.00%	2.02%	2.26%	1.87%	1.98%	2.13%	2.58%	2.12%	2.53%	2.28%	2.00%	1.92%	8.82%	1.61%	10.14%	0.51%	0.74%	4.56%	1.33%	1.29%	3.31%	3.38%	1.47%	4.04%	0.83%	0.0%
									N				N		P		Q						Y			
5 -	23	17	16	212	13	7	10	119	11	8	9	45	6	5	9	1	4	7	3	3	5	5	6	8	3	0
	2.00%	1.56%	1.72%	2.00%	2.57%	1.36%	2.34%	2.03%	2.14%	1.66%	2.25%	1.80%	8.82%	1.15%	13.04%	0.26%	1.48%	2.90%	4.00%	1.94%	1.84%	1.69%	2.94%	1.24%	0.0%	
									N				N		P											

Note: A text notation appearing beneath a column 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 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (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 -	11 0.96%	8 0.73%	5 0.54%	56 0.53%	2 0.40%	4 0.78%	2 0.47%	44 0.75%	7 1.36%	2 0.41%	2 0.50%	17 0.68%	4 5.88%	3 0.69%	2 2.90%	2 0.51%	6 2.22%	1 0.41%	0 0.0%	1 0.65%	4 1.47% S	2 0.68%	4 1.96%	6 2.21%	1 0.41%	0 0.0%
3 -	3 0.26%	8 0.73% C	1 0.11%	41 0.39%	2 0.40%	2 0.39%	0 0.0%	19 0.32%	1 0.19%	4 0.83% K	0 0.0%	11 0.44%	0 0.0%	1 0.23%	1 1.45%	0 0.0%	0 0.0%	1 0.41%	0 0.0%	1 0.65%	0 0.0%	1 0.34%	0 0.0%	1 0.37%	0 0.0%	0 0.0%
2 -	2 0.17%	5 0.46%	3 0.32%	31 0.29% E	0 0.0%	2 0.39%	3 0.70%	13 0.22%	1 0.19%	2 0.41%	2 0.50%	8 0.32%	0 0.0%	1 0.23%	1 1.45%	0 0.0%	0 0.0%	1 0.41%	0 0.0%	0 0.0%	1 0.37%	1 0.34%	0 0.0%	1 0.37%	0 0.0%	0 0.0%
1 -	6 0.52%	3 0.28%	3 0.32%	21 0.20%	5 0.99% G	3 0.58%	0 0.0%	13 0.22%	2 0.39%	1 0.21%	0 0.0%	6 0.24%	1 1.47%	1 0.23%	2 2.90%	0 0.0%	2 0.74%	0 0.0%	0 0.0%	1 0.65%	1 0.37%	1 0.34%	1 0.49%	2 0.74%	0 0.0%	0 0.0%
0 - Worst personal doctor possible	5 0.44%	1 0.09%	5 0.54%	24 0.23%	2 0.40%	1 0.19%	2 0.47%	17 0.29%	3 0.58%	1 0.21%	2 0.50%	9 0.36%	0 0.0%	3 0.69%	1 1.45%	2 0.51%	2 0.74%	1 0.41%	0 0.0%	0 0.0%	3 1.10%	3 1.01%	0 0.0%	1 0.37%	2 0.83%	0 0.0%
Bottom Three Box	13 1.13%	9 0.83%	11 1.18%	76 0.72%	7 1.39%	6 1.16%	5 1.17%	43 0.73%	6 1.17%	4 0.83%	4 1.00%	23 0.92%	1 1.47%	5 1.15%	4 5.80%	2 0.51%	4 1.48%	2 0.83%	0 0.0%	1 0.65%	5 1.84% S	5 1.69%	1 0.49%	4 1.47%	2 0.83%	0 0.0%
Bottom Two Box	11 0.96%	4 0.37%	8 0.86%	45 0.42%	7 1.39%	4 0.78%	2 0.47%	30 0.51%	5 0.97%	2 0.41%	2 0.50%	15 0.60%	1 1.47%	4 0.92%	3 4.35%	2 0.51%	4 1.48%	1 0.41%	0 0.0%	1 0.65%	4 1.47% S	4 1.35%	1 0.49%	3 1.10%	2 0.83%	0 0.0%
Average rating	9.2106	9.1908	9.2127	9.1225	9.2040	9.1260	9.1920	9.1352	9.1520	9.2091	9.2175	9.2076	8.0735	9.3134 M	7.3623	9.5026 O	9.2222	9.0705	9.1467	9.2839	9.1176	9.1081	9.2108	8.9596	9.3693 X	0
Standard deviation	1.5846	1.5048	1.5386	1.4572	1.6411	1.5557	1.5351	1.4863	1.6414	1.5022	1.4967	1.4994	2.1579	1.4945	2.5136	1.1407	1.6807	1.5985	1.3236	1.4402	1.7763	1.7306	1.5015	1.8236	1.3757	0
3-point composite mean	2.7406	2.7239	2.7304	2.7099	2.7446	2.7035	2.7190	2.7153	2.7212	2.7308	2.7350	2.7425	2.2794	2.7857 M	2.0290	2.8590 O	2.7704 R	2.6639	2.7200	2.7742	2.7059	2.7128	2.7304	2.6544	2.7967 X	0
Sigma	1287 100.00%	1236 100.00%	1167 100.00%	12476 100.00%	582 100.00%	586 100.00%	554 100.00%	6388 100.00%	547 100.00%	532 100.00%	439 100.00%	2723 100.00%	75 100.00%	461 100.00%	73 100.00%	412 100.00%	286 100.00%	259 100.00%	77 100.00%	167 100.00%	292 100.00%	317 100.00%	217 100.00%	297 100.00%	250 100.00%	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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42. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?

													2017 CCC Population 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 Gen. Pop. Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. Southeast Avg. (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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.16%	0.09%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.19%	0.0%	0.0%	0.0%	0.0%	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	47	145	240	15	24	76	165	12	14	19	63	1	11	1	9	3	9	0	3	9	9	3	12	0	0
	2.64%	3.80%	12.43%	3.06%	2.58%	4.10%	13.72%	2.58%	2.19%	2.63%	4.33%	2.31%	1.33%	2.39%	1.37%	2.18%	1.05%	3.47%	0.0%	1.80%	3.08%	2.84%	1.38%	4.04%	0.0%	0.0%
			AB				EF														S		Y			
Appropriately skipped	108	109	104	1008	62	50	57	374	25	39	22	162	7	18	3	16	15	10	2	8	15	15	10	16	9	0
	8.39%	8.82%	8.91%	12.85%	10.65%	8.53%	10.29%	5.85%	4.57%	7.33%	5.01%	5.95%	9.33%	3.90%	4.11%	3.88%	5.24%	3.86%	2.60%	4.79%	5.14%	4.73%	4.61%	5.39%	3.60%	0.0%
					I																					
BASE = Those who responded	1145	1078	917	6595	505	512	421	5849	510	478	398	2498	67	432	69	387	268	240	75	156	268	293	204	269	241	0
	88.97%	87.22%	78.58%	84.09%	86.77%	87.37%	75.99%	91.56%	93.24%	89.85%	90.66%	91.74%	89.33%	93.71%	94.52%	93.93%	93.71%	92.66%	97.40%	93.41%	91.78%	92.43%	94.01%	90.57%	96.40%	0.0%
	C	C			G	G		JE											U					X		
Yes	431	397	338	1584	128	128	103	4331	367	341	290	1844	52	308	54	285	182	183	47	125	187	227	132	199	168	0
	37.64%	36.83%	36.86%	24.02%	25.35%	25.00%	24.47%	74.05%	71.96%	71.34%	72.86%	73.82%	77.61%	71.30%	78.26%	73.64%	67.91%	76.25%	62.67%	80.13%	69.78%	77.47%	64.71%	73.98%	69.71%	0.0%
								E									Q		SU		W					
No	714	681	579	5011	377	384	318	1518	143	137	108	654	15	124	15	102	86	57	28	31	81	66	72	70	73	0
	62.36%	63.17%	63.14%	75.98%	74.65%	75.00%	75.53%	25.95%	28.04%	28.66%	27.14%	26.18%	22.39%	28.70%	21.74%	26.36%	32.09%	23.75%	37.33%	19.87%	30.22%	22.53%	35.29%	26.02%	30.29%	0.0%
				I													R		T		T		V			
Sigma	1287	1236	1167	7843	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. UHC Avg. Southeast (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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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%	0.08%	0.0%	0.0%	0.0%	0.17%	0.0%	0.0%	0.0%	0.19%	0.0%	0.0%	0.0%	0.0%	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	41	59	154	270	17	29	80	229	18	22	26	83	4	14	1	14	7	11	0	5	11	11	6	16	2	0
	3.19%	4.77%	13.20%	3.44%	2.92%	4.95%	14.44%	3.58%	3.29%	4.14%	5.92%	3.05%	5.33%	3.04%	1.37%	3.40%	2.45%	4.25%	0.0%	2.99%	3.77%	3.47%	2.76%	5.39%	0.80%	0.0%
		A	AB				EF													S	S			Y		
Appropriately skipped	822	790	683	6019	439	434	375	1892	168	176	130	816	22	142	18	118	101	67	30	39	96	81	82	86	82	0
	63.87%	63.92%	58.53%	76.74%	75.43%	74.06%	67.69%	29.62%	30.71%	33.08%	29.61%	29.97%	29.33%	30.80%	24.66%	28.64%	35.31%	25.87%	38.96%	23.35%	32.88%	25.55%	37.79%	28.96%	32.80%	0.0%
	C	C			GI	G											R		T		T		V			
BASE = Those who responded	424	386	330	1554	126	122	99	4267	361	333	283	1824	49	305	54	280	178	181	47	123	185	225	129	195	166	0
	32.94%	31.23%	28.28%	19.81%	21.65%	20.82%	17.87%	66.80%	66.00%	62.59%	64.46%	66.98%	65.33%	66.16%	73.97%	67.96%	62.24%	69.88%	61.04%	73.65%	63.36%	70.98%	59.45%	65.66%	66.40%	0.0%
	C							E											U		W					
Yes	400	360	305	1438	117	110	91	3989	343	311	263	1729	45	291	43	274	172	169	42	118	178	213	123	186	157	0
	94.34%	93.26%	92.42%	92.54%	92.86%	90.16%	91.92%	93.48%	95.01%	93.39%	92.93%	94.79%	91.84%	95.41%	79.63%	97.86%	96.63%	93.37%	89.36%	95.93%	96.22%	94.67%	95.35%	95.38%	94.58%	0.0%
												O														
No	24	26	25	116	9	12	8	278	18	22	20	95	4	14	11	6	6	12	5	5	7	12	6	9	9	0
	5.66%	6.74%	7.58%	7.46%	7.14%	9.84%	8.08%	6.52%	4.99%	6.61%	7.07%	5.21%	8.16%	4.59%	20.37%	2.14%	3.37%	6.63%	10.64%	4.07%	3.78%	5.33%	4.65%	4.62%	5.42%	0.0%
															P											
Sigma	1287	1236	1167	7843	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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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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 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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%	0.08%	0.0%	0.0%	0.0%	0.17%	0.0%	0.0%	0.0%	0.19%	0.0%	0.0%	0.0%	0.0%	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	58	159	277	19	28	80	246	22	22	30	94	5	17	1	18	8	14	0	8	11	15	5	17	5	0
	3.57%	4.69%	13.62%	3.53%	3.26%	4.78%	14.44%	3.85%	4.02%	4.14%	6.83%	3.45%	6.67%	3.69%	1.37%	4.37%	2.80%	5.41%	0.0%	4.79%	3.77%	4.73%	2.30%	5.72%	2.00%	0.0%
			AB				EF													S	S			Y		
Appropriately skipped	822	790	683	6019	439	434	375	1892	168	176	130	816	22	142	18	118	101	67	30	39	96	81	82	86	82	0
	63.87%	63.92%	58.53%	76.74%	75.43%	74.06%	67.69%	29.62%	30.71%	33.08%	29.61%	29.97%	29.33%	30.80%	24.66%	28.64%	35.31%	25.87%	38.96%	23.35%	32.88%	25.55%	37.79%	28.96%	32.80%	0.0%
	C	C			GI	G											R		T		T		V			
BASE = Those who responded	419	387	325	1547	124	123	99	4250	357	333	279	1813	48	302	54	276	177	178	47	120	185	221	130	194	163	0
	32.56%	31.31%	27.85%	19.72%	21.31%	20.99%	17.87%	66.53%	65.27%	62.59%	63.55%	66.58%	64.00%	65.51%	73.97%	66.99%	61.89%	68.73%	61.04%	71.86%	63.36%	69.72%	59.91%	65.32%	65.20%	0.0%
	C							E													W					
Yes	383	347	294	1378	114	102	88	3814	329	298	253	1657	42	281	39	265	167	160	42	112	171	201	122	178	151	0
	91.41%	89.66%	90.46%	89.08%	91.94%	82.93%	88.89%	89.74%	92.16%	89.49%	90.68%	91.40%	87.50%	93.05%	72.22%	96.01%	94.35%	89.89%	89.36%	93.33%	92.43%	90.95%	93.85%	91.75%	92.64%	0.0%
					F											O										
No	36	40	31	169	10	21	11	436	28	35	26	156	6	21	15	11	10	18	5	8	14	20	8	16	12	0
	8.59%	10.34%	9.54%	10.92%	8.06%	17.07%	11.11%	10.26%	7.84%	10.51%	9.32%	8.60%	12.50%	6.95%	27.78%	3.99%	5.65%	10.11%	10.64%	6.67%	7.57%	9.05%	6.15%	8.25%	7.36%	0.0%
					E										P											
Sigma	1287	1236	1167	7843	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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%	0.09%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.23%	0.0%	0.0%	0.0%	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	16	139	112	10	8	72	62	6	7	8	23	1	5	1	3	1	5	0	3	3	4	2	5	1	0
	1.24%	1.29%	11.91%	0.90%	1.72%	1.37%	13.00%	0.97%	1.10%	1.32%	1.82%	0.84%	1.33%	1.08%	1.37%	0.73%	0.35%	1.93%	0.0%	1.80%	1.03%	1.26%	0.92%	1.68%	0.40%	0.0%
			AB				EF																			
BASE = Those who responded	1271	1220	1027	12364	572	578	482	6326	541	525	430	2700	74	456	72	409	285	254	77	164	289	313	215	292	249	0
	98.76%	98.71%	88.00%	99.10%	98.28%	98.63%	87.00%	99.03%	98.90%	98.68%	97.95%	99.16%	98.67%	98.92%	98.63%	99.27%	99.65%	98.07%	100.00%	98.20%	98.97%	98.74%	99.08%	98.32%	99.60%	0.0%
	C	C			G	G																				
Yes	344	312	280	2886	123	117	96	2850	218	183	182	1157	32	182	35	170	92	126	44	66	107	124	92	114	104	0
	27.07%	25.57%	27.26%	23.34%	21.50%	20.24%	19.92%	45.05%	40.30%	34.86%	42.33%	42.85%	43.24%	39.91%	48.61%	41.56%	32.28%	49.61%	57.14%	40.24%	37.02%	39.62%	42.79%	39.04%	41.77%	0.0%
								I	E		J							Q	TU							
No	927	908	747	9478	449	461	386	3476	323	342	248	1543	42	274	37	239	193	128	33	98	182	189	123	178	145	0
	72.93%	74.43%	72.74%	76.66%	78.50%	79.76%	80.08%	54.95%	59.70%	65.14%	57.67%	57.15%	56.76%	60.09%	51.39%	58.44%	67.72%	50.39%	42.86%	59.76%	62.98%	60.38%	57.21%	60.96%	58.23%	0.0%
					I				H	K							R		S	S						
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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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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 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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%	0.09%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.23%	0.0%	0.0%	0.0%	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	19	144	160	14	9	74	91	11	7	10	35	1	10	1	7	1	10	1	4	6	9	2	10	1	0
	1.86%	1.54%	12.34%	1.28%	2.41%	1.54%	13.36%	1.42%	2.01%	1.32%	2.28%	1.29%	1.33%	2.17%	1.37%	1.70%	0.35%	3.86%	1.30%	2.40%	2.05%	2.84%	0.92%	3.37%	0.40%	0.0%
			AB				EF											Q						Y		
Appropriately skipped	927	908	747	9478	449	461	386	3476	323	342	248	1543	42	274	37	239	193	128	33	98	182	189	123	178	145	0
	72.03%	73.46%	64.01%	75.97%	77.15%	78.67%	69.68%	54.41%	59.05%	64.29%	56.49%	56.67%	56.00%	59.44%	50.68%	58.01%	67.48%	49.42%	42.86%	58.68%	62.33%	59.62%	56.68%	59.93%	58.00%	0.0%
	C	C			GI	G		I	H	K							R			S	S					
BASE = Those who responded	336	309	275	2838	119	116	94	2821	213	183	180	1145	32	177	35	166	92	121	43	65	104	119	92	109	104	0
	26.11%	25.00%	23.56%	22.75%	20.45%	19.80%	16.97%	44.16%	38.94%	34.40%	41.00%	42.05%	42.67%	38.39%	47.95%	40.29%	32.17%	46.72%	55.84%	38.92%	35.62%	37.54%	42.40%	36.70%	41.60%	0.0%
									E		J							Q	TU							
Never	15	4	16	98	4	1	7	94	9	3	9	31	1	8	4	5	3	6	1	3	5	7	2	4	5	0
	4.46%	1.29%	5.82%	3.45%	3.36%	0.86%	7.45%	3.33%	4.23%	1.64%	5.00%	2.71%	3.13%	4.52%	11.43%	3.01%	3.26%	4.96%	2.33%	4.62%	4.81%	5.88%	2.17%	3.67%	4.81%	0.0%
	B		B				F																			
Sometimes	45	37	37	442	13	17	12	348	24	24	26	125	11	13	7	14	11	13	4	9	11	14	9	12	12	0
	13.39%	11.97%	13.45%	15.57%	10.92%	14.66%	12.77%	12.34%	11.27%	13.11%	14.44%	10.92%	34.38%	7.34%	20.00%	8.43%	11.96%	10.74%	9.30%	13.85%	10.58%	11.76%	9.78%	11.01%	11.54%	0.0%
													N													
Bottom Two Box (%Never + %Sometimes)	60	41	53	540	17	18	19	442	33	27	35	156	12	21	11	19	14	19	5	12	16	21	11	16	17	0
	17.86%	13.27%	19.27%	19.03%	14.29%	15.52%	20.21%	15.67%	15.49%	14.75%	19.44%	13.62%	37.50%	11.86%	31.43%	11.45%	15.22%	15.70%	11.63%	18.46%	15.38%	17.65%	11.96%	14.68%	16.35%	0.0%
													N		P											
Usually	62	53	34	655	21	22	13	683	45	31	24	242	9	36	12	29	19	26	9	11	25	22	23	32	13	0
	18.45%	17.15%	12.36%	23.08%	17.65%	18.97%	13.83%	24.21%	21.13%	16.94%	13.33%	21.14%	28.13%	20.34%	34.29%	17.47%	20.65%	21.49%	20.93%	16.92%	24.04%	18.49%	25.00%	29.36%	12.50%	0.0%
	C								K															Y		
Always	214	215	188	1643	81	76	62	1696	135	125	121	747	11	120	12	118	59	76	29	42	63	76	58	61	74	0
	63.69%	69.58%	68.36%	57.89%	68.07%	65.52%	65.96%	60.12%	63.38%	68.31%	67.22%	65.24%	34.38%	67.80%	34.29%	71.08%	64.13%	62.81%	67.44%	64.62%	60.58%	63.87%	63.04%	55.96%	71.15%	0.0%
					D									M		O									X	
CAHPS Rate (%Always + %Usually)	276	268	222	2298	102	98	75	2379	180	156	145	989	20	156	24	147	78	102	38	53	88	98	81	93	87	0
	82.14%	86.73%	80.73%	80.97%	85.71%	84.48%	79.79%	84.33%	84.51%	85.25%	80.56%	86.38%	62.50%	88.14%	68.57%	88.55%	84.78%	84.30%	88.37%	81.54%	84.62%	82.35%	88.04%	85.32%	83.65%	0.0%
													M			O										
3-point composite mean	2.4583	2.5631	2.4909	2.3887	2.5378	2.5000	2.4574	2.4445	2.4789	2.5355	2.4778	2.5162	1.9688	2.5593	2.0286	2.5964	2.4891	2.4711	2.5581	2.4615	2.4519	2.4622	2.5109	2.4128	2.5481	0
					D									M		O										
4-point composite mean	3.4137	3.5502	3.4327	3.3541	3.5042	3.4914	3.3830	3.4112	3.4366	3.5191	3.4278	3.4891	2.9375	3.5141	2.9143	3.5663	3.4565	3.4215	3.5349	3.4154	3.4038	3.4034	3.4891	3.3761	3.5000	0
		A												M		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

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 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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

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

													2017 CCC Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	
Total	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.16%	0.09%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.19%	0.23%	0.0%	0.0%	0.0%	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	20	145	167	13	8	74	93	9	8	10	37	1	8	1	6	1	8	1	3	5	7	2	8	1	0
	1.79%	1.62%	12.43% AB	1.34%	2.23%	1.37%	13.36% EF	1.46%	1.65%	1.50%	2.28%	1.36%	1.33%	1.74%	1.37%	1.46%	0.35%	3.09% Q	1.30%	1.80%	1.71%	2.21%	0.92%	2.69% Y	0.40%	0.0%
Appropriately skipped	927	908	747	9478	449	461	386	3476	323	342	248	1543	42	274	37	239	193	128	33	98	182	189	123	178	145	0
	72.03% C	73.46% C	64.01%	75.97%	77.15% GI	78.67% G	69.68%	54.41%	59.05% H	64.29% K	56.49%	56.67%	56.00%	59.44%	50.68%	58.01%	67.48% R	49.42%	42.86%	58.68% S	62.33% S	59.62%	56.68%	59.93%	58.00%	0.0%
BASE = Those who responded	337	306	274	2831	120	117	94	2819	215	181	180	1143	32	179	35	167	92	123	43	66	105	121	92	111	104	0
	26.18%	24.76%	23.48%	22.69%	20.62%	19.97%	16.97%	44.13% I	39.31% E	34.02%	41.00% J	41.98%	42.67%	38.83%	47.95%	40.53%	32.17%	47.49% Q	55.84% TU	39.52%	35.96%	38.17%	42.40%	37.37%	41.60%	0.0%
None (v 0)	18	16	21	135	4	7	6	104	8	10	14	43	1	7	2	6	2	6	1	3	4	5	3	2	6	0
	5.34%	5.23%	7.66%	4.77%	3.33%	5.98%	6.38%	3.69%	3.72%	5.52%	7.78%	3.76%	3.13%	3.91%	5.71%	3.59%	2.17%	4.88%	2.33%	4.55%	3.81%	4.13%	3.26%	1.80%	5.77%	0.0%
Saw a specialist (NET)	319	290	253	2696	116	110	88	2715	207	171	166	1100	31	172	33	161	90	117	42	63	101	116	89	109	98	0
	94.66%	94.77%	92.34%	95.23%	96.67%	94.02%	93.62%	96.31%	96.28%	94.48%	92.22%	96.24%	96.88%	96.09%	94.29%	96.41%	97.83%	95.12%	97.67%	95.45%	96.19%	95.87%	96.74%	98.20%	94.23%	0.0%
1 specialist (v 1)	203	213	182	1788	80	85	69	1578	119	115	105	638	15	102	16	93	61	58	19	38	62	71	48	65	54	0
	60.24%	69.61% A	66.42%	63.16%	66.67% I	72.65%	73.40%	55.98%	55.35%	63.54%	58.33%	55.82%	46.88%	56.98%	45.71%	55.69%	66.30% R	47.15%	44.19%	57.58%	59.05%	58.68%	52.17%	58.56%	51.92%	0.0%
2 (v 2)	76	57	48	583	20	19	14	706	56	44	41	296	11	43	12	44	21	35	11	20	24	29	26	28	28	0
	22.55%	18.63%	17.52%	20.59%	16.67%	16.24%	14.89%	25.04%	26.05% E	24.31%	22.78%	25.90%	34.38%	24.02%	34.29%	26.35%	22.83%	28.46%	25.58%	30.30%	22.86%	23.97%	28.26%	25.23%	26.92%	0.0%
3 (v 3)	26	14	10	182	9	4	3	253	21	7	7	94	5	16	5	15	4	17	8	3	10	10	10	10	11	0
	7.72% C	4.58%	3.65%	6.43%	7.50%	3.42%	3.19%	8.97%	9.77% JK	3.87%	3.89%	8.22%	15.63%	8.94%	14.29%	8.98%	4.35%	13.82% Q	18.60% T	4.55%	9.52%	8.26%	10.87%	9.01%	10.58%	0.0%
4 (v 4)	7	2	8	65	4	0	2	83	5	2	8	33	0	5	0	5	2	3	3	0	2	3	2	4	1	0
	2.08%	0.65%	2.92% B	2.30%	3.33% F	0.0%	2.13%	2.94%	2.33%	1.10%	4.44%	2.89%	0.0%	2.79% M	0.0%	2.99% O	2.17%	2.44%	6.98%	0.0%	1.90%	2.48%	2.17%	3.60%	0.96%	0.0%
5 or more specialists (v 6)	7	4	5	78	3	2	0	95	6	3	5	39	0	6	0	4	2	4	1	2	3	3	3	2	4	0
	2.08%	1.31%	1.82%	2.76%	2.50%	1.71%	0.0%	3.37%	2.79%	1.66%	2.78%	3.41%	0.0%	3.35% M	0.0%	2.40% O	2.17%	3.25%	2.33%	3.03%	2.86%	2.48%	3.26%	1.80%	3.85%	0.0%
Average	1.4926 B	1.3105	1.3504	1.4935	1.5083 FG	1.2564	1.2128	1.6499	1.6279 J	1.3812	1.5000	1.6430	1.6250	1.6313	1.5714	1.6168	1.4674	1.7480	1.9302 T	1.5000	1.5810	1.5620	1.6957	1.6126	1.6442	0
Standard deviation	1.0252	0.8431	0.9970	1.0783	1.0801	0.8489	0.6976	1.1539	1.0959	0.9064	1.1426	1.1510	0.7806	1.1523	0.8031	1.0708	0.9719	1.1659	1.1693	1.0188	1.0935	1.0671	1.1300	1.0149	1.1760	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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47. How many specialists has your child seen in the last 6 months?

													2017 CCC Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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

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 CCC Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	30	24	148	208	15	9	76	122	12	10	11	45	2	10	1	8	2	10	2	4	6	10	2	10	2	0
	2.33%	1.94%	12.68%	1.67%	2.58%	1.54%	13.72%	1.91%	2.19%	1.88%	2.51%	1.65%	2.67%	2.17%	1.37%	1.94%	0.70%	3.86%	2.60%	2.40%	2.05%	3.15%	0.92%	3.37%	0.80%	0.0%
			AB				EF										Q						Y			
Appropriately skipped	945	924	768	9613	453	468	392	3580	331	352	262	1586	43	281	39	245	195	134	34	101	186	194	126	180	151	0
	73.43%	74.76%	65.81%	77.05%	77.84%	79.86%	70.76%	56.04%	60.51%	66.17%	59.68%	58.24%	57.33%	60.95%	53.42%	59.47%	68.18%	51.74%	44.16%	60.48%	63.70%	61.20%	58.06%	60.61%	60.40%	0.0%
	C	C			GI	G			H	K							R		S	S						
BASE = Those who responded	312	288	251	2655	114	109	86	2686	204	170	166	1092	30	170	33	159	89	115	41	62	100	113	89	107	97	0
	24.24%	23.30%	21.51%	21.28%	19.59%	18.60%	15.52%	42.05%	37.29%	31.95%	37.81%	40.10%	40.00%	36.88%	45.21%	38.59%	31.12%	44.40%	53.25%	37.13%	34.25%	35.65%	41.01%	36.03%	38.80%	0.0%
								I	E									Q	TU							
10 - Best specialist possible	194	174	158	1489	74	67	53	1523	121	99	105	665	7	111	12	102	55	66	25	43	53	71	50	57	64	0
	62.18%	60.42%	62.95%	56.08%	64.91%	61.47%	61.63%	56.70%	59.31%	58.24%	63.25%	60.90%	23.33%	65.29%	36.36%	64.15%	61.80%	57.39%	60.98%	69.35%	53.00%	62.83%	56.18%	53.27%	65.98%	0.0%
														M		O				U						
9 -	34	47	28	451	15	15	7	427	19	29	18	160	6	13	4	14	10	9	4	5	9	12	6	15	4	0
	10.90%	16.32%	11.16%	16.99%	13.16%	13.76%	8.14%	15.90%	9.31%	17.06%	10.84%	14.65%	20.00%	7.65%	12.12%	8.81%	11.24%	7.83%	9.76%	8.06%	9.00%	10.62%	6.74%	14.02%	4.12%	0.0%
								I		I													Y			
Top Two Box	228	221	186	1940	89	82	60	1950	140	128	123	825	13	124	16	116	65	75	29	48	62	83	56	72	68	0
	73.08%	76.74%	74.10%	73.07%	78.07%	75.23%	69.77%	72.60%	68.63%	75.29%	74.10%	75.55%	43.33%	72.94%	48.48%	72.96%	73.03%	65.22%	70.73%	77.42%	62.00%	73.45%	62.92%	67.29%	70.10%	0.0%
									M							O				U						
8 -	48	32	32	348	17	14	16	384	36	17	20	142	6	29	4	29	15	21	7	4	25	17	19	18	18	0
	15.38%	11.11%	12.75%	13.11%	14.91%	12.84%	18.60%	14.30%	17.65%	10.00%	12.05%	13.00%	20.00%	17.06%	12.12%	18.24%	16.85%	18.26%	17.07%	6.45%	25.00%	15.04%	21.35%	16.82%	18.56%	0.0%
								J												T						
CAHPS Rate (Top Three Box)	276	253	218	2288	106	96	76	2334	176	145	143	967	19	153	20	145	80	96	36	52	87	100	75	90	86	0
	88.46%	87.85%	86.85%	86.18%	92.98%	88.07%	88.37%	86.90%	86.27%	85.29%	86.14%	88.55%	63.33%	90.00%	60.61%	91.19%	89.89%	83.48%	87.80%	83.87%	87.00%	88.50%	84.27%	84.11%	88.66%	0.0%
					DI										M	O										
7 -	12	10	9	162	3	4	2	150	10	6	6	46	3	7	6	4	0	10	1	4	5	4	6	7	3	0
	3.85%	3.47%	3.59%	6.10%	2.63%	3.67%	2.33%	5.58%	4.90%	3.53%	3.61%	4.21%	10.00%	4.12%	18.18%	2.52%	0.0%	8.70%	2.44%	6.45%	5.00%	3.54%	6.74%	6.54%	3.09%	0.0%
				E											P			Q								
6 -	5	5	7	59	1	1	2	64	4	3	4	22	2	2	1	3	1	3	1	2	1	1	2	3	1	0
	1.60%	1.74%	2.79%	2.22%	0.88%	0.92%	2.33%	2.38%	1.96%	1.76%	2.41%	2.01%	6.67%	1.18%	3.03%	1.89%	1.12%	2.61%	2.44%	3.23%	1.00%	0.88%	2.25%	2.80%	1.03%	0.0%
5 -	8	9	6	71	0	5	2	73	6	6	5	31	2	4	2	4	4	2	1	2	3	4	2	4	2	0
	2.56%	3.13%	2.39%	2.67%	0.0%	4.59%	2.33%	2.72%	2.94%	3.53%	3.01%	2.84%	6.67%	2.35%	6.06%	2.52%	4.49%	1.74%	2.44%	3.23%	3.00%	3.54%	2.25%	3.74%	2.06%	0.0%
				E		E			E																	

Note: A text notation appearing beneath a column 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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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 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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49. In the last 6 months, did you get information or help from customer service at your child's health plan?

													2017 CCC Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	0	0	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.16%	0.09%	0.0%	0.0%	0.17%	0.0%	0.0%	0.0%	0.38%	0.23%	0.0%	0.0%	0.0%	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	32	153	279	13	16	82	82	4	6	10	39	1	2	1	3	2	2	2	0	2	4	0	0	4	0
	2.02%	2.59%	13.11%	2.24%	2.23%	2.73%	14.80%	1.28%	0.73%	1.13%	2.28%	1.43%	1.33%	0.43%	1.37%	0.73%	0.70%	0.77%	2.60%	0.0%	0.68%	1.26%	0.0%	0.0%	1.60%	0.0%
			AB		I		EF														W			X		
BASE = Those who responded	1261	1202	1013	12197	569	569	472	6306	543	524	428	2684	74	459	72	409	284	257	75	167	290	313	217	297	246	0
	97.98%	97.25%	86.80%	97.76%	97.77%	97.10%	85.20%	98.72%	99.27%	98.50%	97.49%	98.57%	98.67%	99.57%	98.63%	99.27%	99.30%	99.23%	97.40%	100.00%	99.32%	98.74%	100.00%	100.00%	98.40%	0.0%
	C	C			G	G			KE												V		Y			
Yes	340	331	289	3604	142	155	125	1894	155	147	152	791	15	135	21	119	68	87	29	43	80	89	64	72	83	0
	26.96%	27.54%	28.53%	29.55%	24.96%	27.24%	26.48%	30.03%	28.55%	28.05%	35.51%	29.47%	20.27%	29.41%	29.17%	29.10%	23.94%	33.85%	38.67%	25.75%	27.59%	28.43%	29.49%	24.24%	33.74%	0.0%
				E						IJ							Q							X		
No	921	871	724	8593	427	414	347	4412	388	377	276	1893	59	324	51	290	216	170	46	124	210	224	153	225	163	0
	73.04%	72.46%	71.47%	70.45%	75.04%	72.76%	73.52%	69.97%	71.45%	71.95%	64.49%	70.53%	79.73%	70.59%	70.83%	70.90%	76.06%	66.15%	61.33%	74.25%	72.41%	71.57%	70.51%	75.76%	66.26%	0.0%
				D					K	K							R						Y			
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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 (UH22615)
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 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0		
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	39	159	342	13	21	85	112	8	9	12	54	3	3	3	3	4	4	3	2	3	5	3	1	7	0		
	2.64%	3.16%	13.62%	2.74%	2.23%	3.58%	15.34%	1.75%	1.46%	1.69%	2.73%	1.98%	4.00%	0.65%	4.11%	0.73%	1.40%	1.54%	3.90%	1.20%	1.03%	1.58%	1.38%	0.34%	2.80%	0.0%		
			AB				EF																	X				
Appropriately skipped	921	871	724	8593	427	414	347	4412	388	377	276	1893	59	324	51	290	216	170	46	124	210	224	153	225	163	0		
	71.56%	70.47%	62.04%	68.88%	73.37%	70.65%	62.64%	69.07%	70.93%	70.86%	62.87%	69.52%	78.67%	70.28%	69.86%	70.39%	75.52%	65.64%	59.74%	74.25%	71.92%	70.66%	70.51%	75.76%	65.20%	0.0%		
	C	C			DG	G			K	K							R			S	S			Y				
BASE = Those who responded	332	326	284	3541	142	151	122	1864	151	146	151	776	13	134	19	119	66	85	28	41	79	88	61	71	80	0		
	25.80%	26.38%	24.34%	28.38%	24.40%	25.77%	22.02%	29.18%	27.61%	27.44%	34.40%	28.50%	17.33%	29.07%	26.03%	28.88%	23.08%	32.82%	36.36%	24.55%	27.05%	27.76%	28.11%	23.91%	32.00%	0.0%		
				E					IJ					M			Q							X				
Never	7	5	11	102	4	3	5	61	3	2	6	23	2	1	1	2	1	2	0	1	2	2	1	1	2	0		
	2.11%	1.53%	3.87%	2.88%	2.82%	1.99%	4.10%	3.27%	1.99%	1.37%	3.97%	2.96%	15.38%	0.75%	5.26%	1.68%	1.52%	2.35%	0.0%	2.44%	2.53%	2.27%	1.64%	1.41%	2.50%	0.0%		
Sometimes	49	31	27	553	25	14	15	262	19	12	15	88	6	13	3	15	11	8	4	7	8	12	7	8	11	0		
	14.76%	9.51%	9.51%	15.62%	17.61%	9.27%	12.30%	14.06%	12.58%	8.22%	9.93%	11.34%	46.15%	9.70%	15.79%	12.61%	16.67%	9.41%	14.29%	17.07%	10.13%	13.64%	11.48%	11.27%	13.75%	0.0%		
					F																							
Bottom Two Box (%Never + %Sometimes)	56	36	38	655	29	17	20	323	22	14	21	111	8	14	4	17	12	10	4	8	10	14	8	9	13	0		
	16.87%	11.04%	13.38%	18.50%	20.42%	11.26%	16.39%	17.33%	14.57%	9.59%	13.91%	14.30%	61.54%	10.45%	21.05%	14.29%	18.18%	11.76%	14.29%	19.51%	12.66%	15.91%	13.11%	12.68%	16.25%	0.0%		
	B				F																							
Usually	70	73	53	847	26	32	22	442	37	35	27	167	2	34	9	25	11	26	7	6	23	20	16	20	17	0		
	21.08%	22.39%	18.66%	23.92%	18.31%	21.19%	18.03%	23.71%	24.50%	23.97%	17.88%	21.52%	15.38%	25.37%	47.37%	21.01%	16.67%	30.59%	25.00%	14.63%	29.11%	22.73%	26.23%	28.17%	21.25%	0.0%		
																		Q										
Always	206	217	193	2039	87	102	80	1099	92	97	103	498	3	86	6	77	43	49	17	27	46	54	37	42	50	0		
	62.05%	66.56%	67.96%	57.58%	61.27%	67.55%	65.57%	58.96%	60.93%	66.44%	68.21%	64.18%	23.08%	64.18%	31.58%	64.71%	65.15%	57.65%	60.71%	65.85%	58.23%	61.36%	60.66%	59.15%	62.50%	0.0%		
CAHPS Rate (%Always + %Usually)	276	290	246	2886	113	134	102	1541	129	132	130	665	5	120	15	102	54	75	24	33	69	74	53	62	67	0		
	83.13%	88.96%	86.62%	81.50%	79.58%	88.74%	83.61%	82.67%	85.43%	90.41%	86.09%	85.70%	38.46%	89.55%	78.95%	85.71%	81.82%	88.24%	85.71%	80.49%	87.34%	84.09%	86.89%	87.32%	83.75%	0.0%		
		A			E																							
3-point composite mean	2.4518	2.5552	2.5458	2.3909	2.4085	2.5629	2.4918	2.4163	2.4636	2.5685	2.5430	2.4987	1.6154	2.5373	2.1053	2.5042	2.4697	2.4588	2.4643	2.4634	2.4557	2.4545	2.4754	2.4648	2.4625	0		
4-point composite mean	3.4307	3.5399	3.5070	3.3620	3.3803	3.5430	3.4508	3.3836	3.4437	3.5548	3.5033	3.4691	2.4615	3.5299	3.0526	3.4874	3.4545	3.4353	3.4643	3.4390	3.4304	3.4318	3.4590	3.4507	3.4375	0		
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0		
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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

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 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. Southeast Avg. (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	32	42	162	353	14	21	86	109	7	10	14	54	3	3	2	4	2	5	4	1	2	4	3	2	5	0
	2.49%	3.40%	13.88%	2.83%	2.41%	3.58%	15.52%	1.71%	1.28%	1.88%	3.19%	1.98%	4.00%	0.65%	2.74%	0.97%	0.70%	1.93%	5.19%	0.60%	0.68%	1.26%	1.38%	0.67%	2.00%	0.0%
	AB				EF				I																	
Appropriately skipped	921	871	724	8593	427	414	347	4412	388	377	276	1893	59	324	51	290	216	170	46	124	210	224	153	225	163	0
	71.56%	70.47%	62.04%	68.88%	73.37%	70.65%	62.64%	69.07%	70.93%	70.86%	62.87%	69.52%	78.67%	70.28%	69.86%	70.39%	75.52%	65.64%	59.74%	74.25%	71.92%	70.66%	70.51%	75.76%	65.20%	0.0%
	C				DG				K																Y	
BASE = Those who responded	334	323	281	3530	141	151	121	1867	152	145	149	776	13	134	20	118	68	84	27	42	80	89	61	70	82	0
	25.95%	26.13%	24.08%	28.29%	24.23%	25.77%	21.84%	29.23%	27.79%	27.26%	33.94%	28.50%	17.33%	29.07%	27.40%	28.64%	23.78%	32.43%	35.06%	25.15%	27.40%	28.08%	28.11%	23.57%	32.80%	0.0%
	E				I																Q				X	
Never	3	2	7	46	2	2	3	22	0	1	4	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.90%	0.62%	2.49%	1.30%	1.42%	1.32%	2.48%	1.18%	0.0%	0.69%	2.68%	1.29%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	I				I																					
Sometimes	16	10	10	167	10	4	7	94	7	4	2	33	4	3	4	2	4	3	1	1	5	3	4	1	6	0
	4.79%	3.10%	3.56%	4.73%	7.09%	2.65%	5.79%	5.03%	4.61%	2.76%	1.34%	4.25%	30.77%	2.24%	20.00%	1.69%	5.88%	3.57%	3.70%	2.38%	6.25%	3.37%	6.56%	1.43%	7.32%	0.0%
Bottom Two Box (%Never + %Sometimes)	19	12	17	213	12	6	10	116	7	5	6	43	4	3	4	2	4	3	1	1	5	3	4	1	6	0
	5.69%	3.72%	6.05%	6.03%	8.51%	3.97%	8.26%	6.21%	4.61%	3.45%	4.03%	5.54%	30.77%	2.24%	20.00%	1.69%	5.88%	3.57%	3.70%	2.38%	6.25%	3.37%	6.56%	1.43%	7.32%	0.0%
Usually	52	33	27	538	23	15	12	276	27	15	14	96	1	25	7	15	10	17	6	9	12	15	12	17	10	0
	15.57%	10.22%	9.61%	15.24%	16.31%	9.93%	9.92%	14.78%	17.76%	10.34%	9.40%	12.37%	7.69%	18.66%	35.00%	12.71%	14.71%	20.24%	22.22%	21.43%	15.00%	16.85%	19.67%	24.29%	12.20%	0.0%
	BC				K																					
Always	263	278	237	2779	106	130	99	1475	118	125	129	637	8	106	9	101	54	64	20	32	63	71	45	52	66	0
	78.74%	86.07%	84.34%	78.73%	75.18%	86.09%	81.82%	79.00%	77.63%	86.21%	86.58%	82.09%	61.54%	79.10%	45.00%	85.59%	79.41%	76.19%	74.07%	76.19%	78.75%	79.78%	73.77%	74.29%	80.49%	0.0%
	A				E																					
CAHPS Rate (%Always + %Usually)	315	311	264	3317	129	145	111	1751	145	140	143	733	9	131	16	116	64	81	26	41	75	86	57	69	76	0
	94.31%	96.28%	93.95%	93.97%	91.49%	96.03%	91.74%	93.79%	95.39%	96.55%	95.97%	94.46%	69.23%	97.76%	80.00%	98.31%	94.12%	96.43%	96.30%	97.62%	93.75%	96.63%	93.44%	98.57%	92.68%	0.0%
3-point composite mean	2.7305	2.8235	2.7829	2.7269	2.6667	2.8212	2.7355	2.7279	2.7303	2.8276	2.8255	2.7655	2.3077	2.7687	2.2500	2.8390	2.7353	2.7262	2.7037	2.7381	2.7250	2.7640	2.6721	2.7286	2.7317	0
	A				E																					
4-point composite mean	3.7216	3.8173	3.7580	3.7139	3.6525	3.8079	3.7107	3.7161	3.7303	3.8207	3.7987	3.7526	3.3077	3.7687	3.2500	3.8390	3.7353	3.7262	3.7037	3.7381	3.7250	3.7640	3.6721	3.7286	3.7317	0
	A				E																					
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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 CCC Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	
Total	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.08%	0.09%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.19%	0.0%	0.0%	0.0%	0.0%	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	62	171	421	22	28	83	152	16	19	17	73	2	12	3	8	11	5	4	4	7	9	7	7	9	0
	3.89%	5.02%	14.65%	3.37%	3.78%	4.78%	14.98%	2.38%	2.93%	3.57%	3.87%	2.68%	2.67%	2.60%	4.11%	1.94%	3.85%	1.93%	5.19%	2.40%	2.40%	2.84%	3.23%	2.36%	3.60%	0.0%
			AB				EF																			
BASE = Those who responded	1237	1173	995	12055	560	558	471	6236	531	512	422	2650	73	449	70	404	275	254	73	163	285	308	210	290	241	0
	96.11%	94.90%	85.26%	96.63%	96.22%	95.22%	85.02%	97.62%	97.07%	96.24%	96.13%	97.32%	97.33%	97.40%	95.89%	98.06%	96.15%	98.07%	94.81%	97.60%	97.60%	97.16%	96.77%	97.64%	96.40%	0.0%
	C	C			G	G																				
Yes	291	269	236	3268	121	135	97	1785	133	119	111	768	13	118	13	103	61	72	23	37	67	76	51	56	77	0
	23.52%	22.93%	23.72%	27.11%	21.61%	24.19%	20.59%	28.62%	25.05%	23.24%	26.30%	28.98%	17.81%	26.28%	18.57%	25.50%	22.18%	28.35%	31.51%	22.70%	23.51%	24.68%	24.29%	19.31%	31.95%	0.0%
				E																				X		
No	946	904	759	8787	439	423	374	4451	398	393	311	1882	60	331	57	301	214	182	50	126	218	232	159	234	164	0
	76.48%	77.07%	76.28%	72.89%	78.39%	75.81%	79.41%	71.38%	74.95%	76.76%	73.70%	71.02%	82.19%	73.72%	81.43%	74.50%	77.82%	71.65%	68.49%	77.30%	76.49%	75.32%	75.71%	80.69%	68.05%	0.0%
					D																		Y			
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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

12470 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22615)
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 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. (E)	2016 Gen. Pop. (F)	2015 Gen. Pop. (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. (I)	2016 CCC Pop. Qual. (J)	2015 CCC Pop. Qual. (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.08%	0.09%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.19%	0.0%	0.0%	0.0%	0.0%	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	61	68	179	517	26	33	87	187	21	22	20	91	3	15	3	13	11	10	5	5	9	12	8	9	12	0
	4.74%	5.50%	15.34%	4.14%	4.47%	5.63%	15.70%	2.93%	3.84%	4.14%	4.56%	3.34%	4.00%	3.25%	4.11%	3.16%	3.85%	3.86%	6.49%	2.99%	3.08%	3.79%	3.69%	3.03%	4.80%	0.0%
			AB				EF																			
BASE = Those who responded	1226	1167	987	11959	556	553	467	6201	526	509	419	2632	72	446	70	399	275	249	72	162	283	305	209	288	238	0
	95.26%	94.42%	84.58%	95.86%	95.53%	94.37%	84.30%	97.07%	96.16%	95.68%	95.44%	96.66%	96.00%	96.75%	95.89%	96.84%	96.15%	96.14%	93.51%	97.01%	96.92%	96.21%	96.31%	96.97%	95.20%	0.0%
	C	C			G	G																				
Never	13	9	8	100	6	5	4	47	4	3	3	27	0	4	0	3	2	2	0	1	3	2	2	0	4	0
	1.06%	0.77%	0.81%	0.84%	1.08%	0.90%	0.86%	0.76%	0.76%	0.59%	0.72%	1.03%	0.0%	0.90%	0.0%	0.75%	0.73%	0.80%	0.0%	0.62%	1.06%	0.66%	0.96%	0.0%	1.68%	0.0%
														M										X		
Sometimes	33	25	25	486	15	10	6	252	14	9	11	105	3	11	2	11	4	10	1	6	7	11	3	4	10	0
	2.69%	2.14%	2.53%	4.06%	2.70%	1.81%	1.28%	4.06%	2.66%	1.77%	2.63%	3.99%	4.17%	2.47%	2.86%	2.76%	1.45%	4.02%	1.39%	3.70%	2.47%	3.61%	1.44%	1.39%	4.20%	0.0%
Bottom Two Box (%Never + %Sometimes)	46	34	33	586	21	15	10	299	18	12	14	132	3	15	2	14	6	12	1	7	10	13	5	4	14	0
	3.75%	2.91%	3.34%	4.90%	3.78%	2.71%	2.14%	4.82%	3.42%	2.36%	3.34%	5.02%	4.17%	3.36%	2.86%	3.51%	2.18%	4.82%	1.39%	4.32%	3.53%	4.26%	2.39%	1.39%	5.88%	0.0%
																								X		
Usually	61	53	50	905	24	25	20	559	30	24	26	207	5	25	4	20	15	15	9	6	15	18	12	12	18	0
	4.98%	4.54%	5.07%	7.57%	4.32%	4.52%	4.28%	9.01%	5.70%	4.72%	6.21%	7.86%	6.94%	5.61%	5.71%	5.01%	5.45%	6.02%	12.50%	3.70%	5.30%	5.90%	5.74%	4.17%	7.56%	0.0%
				E				I											T							
Always	173	176	145	1681	72	90	63	892	80	80	68	411	4	75	7	64	40	40	12	23	40	42	33	38	42	0
	14.11%	15.08%	14.69%	14.06%	12.95%	16.27%	13.49%	14.38%	15.21%	15.72%	16.23%	15.62%	5.56%	16.82%	10.00%	16.04%	14.55%	16.06%	16.67%	14.20%	14.13%	13.77%	15.79%	13.19%	17.65%	0.0%
														M												
Always - q52 = "No"	946	904	759	8787	439	423	374	4451	398	393	311	1882	60	331	57	301	214	182	50	126	218	232	159	234	164	0
	77.16%	77.46%	76.90%	73.48%	78.96%	76.49%	80.09%	71.78%	75.67%	77.21%	74.22%	71.50%	83.33%	74.22%	81.43%	75.44%	77.82%	73.09%	69.44%	77.78%	77.03%	76.07%	76.08%	81.25%	68.91%	0.0%
				D					H														Y			
Always (Net)	1119	1080	904	10468	511	513	437	5343	478	473	379	2293	64	406	64	365	254	222	62	149	258	274	192	272	206	0
	91.27%	92.54%	91.59%	87.53%	91.91%	92.77%	93.58%	86.16%	90.87%	92.93%	90.45%	87.12%	88.89%	91.03%	91.43%	91.48%	92.36%	89.16%	86.11%	91.98%	91.17%	89.84%	91.87%	94.44%	86.55%	0.0%
					D				H														Y			
CAHPS Rate (%Always+%Usually)	1180	1133	954	11373	535	538	457	5902	508	497	405	2500	69	431	68	385	269	237	71	155	273	292	204	284	224	0
	96.25%	97.09%	96.66%	95.10%	96.22%	97.29%	97.86%	95.18%	96.58%	97.64%	96.66%	94.98%	95.83%	96.64%	97.14%	96.49%	97.82%	95.18%	98.61%	95.68%	96.47%	95.74%	97.61%	98.61%	94.12%	0.0%
																							Y			
3-point composite mean	2.8752	2.8963	2.8825	2.8263	2.8813	2.9005	2.9143	2.8134	2.8745	2.9057	2.8711	2.8210	2.8472	2.8767	2.8857	2.8797	2.9018	2.8434	2.8472	2.8765	2.8763	2.8557	2.8947	2.9306	2.8067	0
					D				H														Y			

Note: A text notation appearing beneath a column 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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53. In the last 6 months, how often were the forms from your child's health plan easy to fill out?

												2017 CCC Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (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												3.8646	3.8886	3.8744	3.8180	3.8705 D	3.8915	3.9058	3.8058	3.8669 H	3.8998	3.8640	3.8108	3.8472	3.8677	3.8857	3.8722	3.8945	3.8353	3.8472	3.8704	3.8657	3.8492	3.8852	3.9306 Y	3.7899	0	
Sigma												1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0	
												100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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 Results - Qualified Respondents																																																																																																																																																																																																																																																																																																																																																				
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type																																																																																																																																																																																																																																																																																																																																									
													2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual

Note: A text notation appearing beneath a column 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

12470 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22615)
 Children With Chronic Conditions

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

													2017 CCC Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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%	0.08%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.19%	0.0%	0.0%	0.0%	0.0%	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	33	151	127	11	15	81	26	0	4	2	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.63%	2.67%	12.94%	1.62%	1.89%	2.56%	14.62%	0.41%	0.0%	0.75%	0.46%	0.33%	0.0%	0.0%	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		I																
BASE = Those who responded	1266	1202	1016	7716	571	571	473	6362	547	527	437	2714	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	98.37%	97.25%	87.06%	98.38%	98.11%	97.44%	85.38%	99.59%	100.00%	99.06%	99.54%	99.67%	100.00%	100.00%	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			HJE																	
Yes	894	864	702	4003	366	373	286	5478	496	479	390	2457	65	421	65	384	253	241	61	158	266	290	193	277	219	0
	70.62%	71.88%	69.09%	51.88%	64.10%	65.32%	60.47%	86.10%	90.68%	90.89%	89.24%	90.53%	86.67%	91.32%	89.04%	93.20%	88.46%	93.05%	79.22%	94.61%	91.10%	91.48%	88.94%	93.27%	87.60%	0.0%
					D				HE											S	S		Y			
No	372	338	314	3713	205	198	187	884	51	48	47	257	10	40	8	28	33	18	16	9	26	27	24	20	31	0
	29.38%	28.12%	30.91%	48.12%	35.90%	34.68%	39.53%	13.90%	9.32%	9.11%	10.76%	9.47%	13.33%	8.68%	10.96%	6.80%	11.54%	6.95%	20.78%	5.39%	8.90%	8.52%	11.06%	6.73%	12.40%	0.0%
				E	I			I											TU					X		
Sigma	1287	1236	1167	7843	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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

12470 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22615)
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 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	33	40	155	168	15	20	82	63	4	6	3	22	0	3	0	3	3	1	1	0	2	2	2	3	1	0
	2.56%	3.24%	13.28%	2.14%	2.58%	3.41%	14.80%	0.99%	0.73%	1.13%	0.68%	0.81%	0.0%	0.65%	0.0%	0.73%	1.05%	0.39%	1.30%	0.0%	0.68%	0.63%	0.92%	1.01%	0.40%	0.0%
			AB		I		EF																			
Appropriately skipped	372	338	314	3713	205	198	187	884	51	48	47	257	10	40	8	28	33	18	16	9	26	27	24	20	31	0
	28.90%	27.35%	26.91%	47.34%	35.22%	33.79%	33.75%	13.84%	9.32%	9.02%	10.71%	9.44%	13.33%	8.68%	10.96%	6.80%	11.54%	6.95%	20.78%	5.39%	8.90%	8.52%	11.06%	6.73%	12.40%	0.0%
				E	I			I											TU						X	
BASE = Those who responded	882	858	698	3962	362	368	285	5441	492	478	389	2444	65	418	65	381	250	240	60	158	264	288	191	274	218	0
	68.53%	69.42%	59.81%	50.52%	62.20%	62.80%	51.44%	85.18%	89.95%	89.85%	88.61%	89.75%	86.67%	90.67%	89.04%	92.48%	87.41%	92.66%	77.92%	94.61%	90.41%	90.85%	88.02%	92.26%	87.20%	0.0%
	C	C			DG	G			HE									Q	S	S						
Never	14	3	21	38	7	1	9	57	8	1	16	26	6	1	4	3	5	3	1	2	5	4	4	4	4	0
	1.59%	0.35%	3.01%	0.96%	1.93%	0.27%	3.16%	1.05%	1.63%	0.21%	4.11%	1.06%	9.23%	0.24%	6.15%	0.79%	2.00%	1.25%	1.67%	1.27%	1.89%	1.39%	2.09%	1.46%	1.83%	0.0%
	B		B		F		F		J		IJ		N													
Sometimes	68	67	59	248	28	18	19	405	44	46	44	154	13	30	10	28	13	31	4	18	21	30	14	20	24	0
	7.71%	7.81%	8.45%	6.26%	7.73%	4.89%	6.67%	7.44%	8.94%	9.62%	11.31%	6.30%	20.00%	7.18%	15.38%	7.35%	5.20%	12.92%	6.67%	11.39%	7.95%	10.42%	7.33%	7.30%	11.01%	0.0%
													N					Q								
Bottom Two Box (%Never + %Sometimes)	82	70	80	286	35	19	28	462	52	47	60	180	19	31	14	31	18	34	5	20	26	34	18	24	28	0
	9.30%	8.16%	11.46%	7.22%	9.67%	5.16%	9.82%	8.49%	10.57%	9.83%	15.42%	7.36%	29.23%	7.42%	21.54%	8.14%	7.20%	14.17%	8.33%	12.66%	9.85%	11.81%	9.42%	8.76%	12.84%	0.0%
			B		F		F				IJ		N		P		Q									
Usually	139	148	106	682	54	61	36	1080	99	83	68	410	24	71	19	73	51	48	14	33	50	59	36	67	32	0
	15.76%	17.25%	15.19%	17.21%	14.92%	16.58%	12.63%	19.85%	20.12%	17.36%	17.48%	16.78%	36.92%	16.99%	29.23%	19.16%	20.40%	20.00%	23.33%	20.89%	18.94%	20.49%	18.85%	24.45%	14.68%	0.0%
									E				N										Y			
Always	661	640	512	2994	273	288	221	3899	341	348	261	1854	22	316	32	277	181	158	41	105	188	195	137	183	158	0
	74.94%	74.59%	73.35%	75.57%	75.41%	78.26%	77.54%	71.66%	69.31%	72.80%	67.10%	75.86%	33.85%	75.60%	49.23%	72.70%	72.40%	65.83%	68.33%	66.46%	71.21%	67.71%	71.73%	66.79%	72.48%	0.0%
					I									M		O										
CAHPS Rate (%Always + %Usually)	800	788	618	3676	327	349	257	4979	440	431	329	2264	46	387	51	350	232	206	55	138	238	254	173	250	190	0
	90.70%	91.84%	88.54%	92.78%	90.33%	94.84%	90.18%	91.51%	89.43%	90.17%	84.58%	92.64%	70.77%	92.58%	78.46%	91.86%	92.80%	85.83%	91.67%	87.34%	90.15%	88.19%	90.58%	91.24%	87.16%	0.0%
			C			EG			K	K				M		O	R									
3-point composite mean	2.6565	2.6643	2.6189	2.6835	2.6575	2.7310	2.6772	2.6317	2.5874	2.6297	2.5167	2.6849	2.0462	2.6818	2.2769	2.6457	2.6520	2.5167	2.6000	2.5380	2.6136	2.5590	2.6230	2.5803	2.5963	0
										K				M		O	R									
4-point composite mean	3.6406	3.6608	3.5888	3.6739	3.6381	3.7283	3.6456	3.6212	3.5711	3.6276	3.4756	3.6743	2.9538	3.6794	3.2154	3.6378	3.6320	3.5042	3.5833	3.5253	3.5947	3.5451	3.6021	3.5657	3.5780	0
		C								K				M		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

12470 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22615)
 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 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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

12470 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22615)
 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 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	55	75	168	234	26	34	84	137	17	26	8	59	3	13	2	12	8	8	0	2	13	10	6	13	4	0
	4.27%	6.07%	14.40%	2.98%	4.47%	5.80%	15.16%	2.14%	3.11%	4.89%	1.82%	2.17%	4.00%	2.82%	2.74%	2.91%	2.80%	3.09%	0.0%	1.20%	4.45%	3.15%	2.76%	4.38%	1.60%	0.0%
		A	AB				EF			K										ST						
Appropriately skipped	372	338	314	3713	205	198	187	884	51	48	47	257	10	40	8	28	33	18	16	9	26	27	24	20	31	0
	28.90%	27.35%	26.91%	47.34%	35.22%	33.79%	33.75%	13.84%	9.32%	9.02%	10.71%	9.44%	13.33%	8.68%	10.96%	6.80%	11.54%	6.95%	20.78%	5.39%	8.90%	8.52%	11.06%	6.73%	12.40%	0.0%
				E	I			I											TU					X		
BASE = Those who responded	860	823	685	3896	351	354	283	5367	479	458	384	2407	62	408	63	372	245	233	61	156	253	280	187	264	215	0
	66.82%	66.59%	58.70%	49.67%	60.31%	60.41%	51.08%	84.02%	87.57%	86.09%	87.47%	88.40%	82.67%	88.50%	86.30%	90.29%	85.66%	89.96%	79.22%	93.41%	86.64%	88.33%	86.18%	88.89%	86.00%	0.0%
	C	C			DG	G			HE										SU							
Yes	464	430	363	2191	189	172	135	3204	270	256	218	1422	33	230	37	210	132	137	43	90	132	160	105	143	127	0
	53.95%	52.25%	52.99%	56.24%	53.85%	48.59%	47.70%	59.70%	56.37%	55.90%	56.77%	59.08%	53.23%	56.37%	58.73%	56.45%	53.88%	58.80%	70.49%	57.69%	52.17%	57.14%	56.15%	54.17%	59.07%	0.0%
																			U							
No	396	393	322	1705	162	182	148	2163	209	202	166	985	29	178	26	162	113	96	18	66	121	120	82	121	88	0
	46.05%	47.75%	47.01%	43.76%	46.15%	51.41%	52.30%	40.30%	43.63%	44.10%	43.23%	40.92%	46.77%	43.63%	41.27%	43.55%	46.12%	41.20%	29.51%	42.31%	47.83%	42.86%	43.85%	45.83%	40.93%	0.0%
																			S							
Sigma	1287	1236	1167	7843	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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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58. In general, how would you rate your child's overall health?

	2017 CCC Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	5	0	0	0	1	0	0	2	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.16%	0.43% A	0.0%	0.0%	0.0%	0.18%	0.0%	0.0%	0.38%	0.91% 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	25	28	148	218	13	11	76	32	2	2	2	10	0	1	0	2	0	0	0	1	1	2	0	2	0	0
	1.94%	2.27%	12.68% AB	1.75%	2.23% I	1.88%	13.72% EF	0.50%	0.37%	0.38%	0.46%	0.37%	0.0%	0.22%	0.0%	0.49%	0.0%	0.0%	0.0%	0.60%	0.34%	0.63%	0.0%	0.67%	0.0%	0.0%
BASE = Those who responded	1262	1206	1014	12258	569	575	477	6356	545	528	433	2713	75	460	73	410	286	259	77	166	291	315	217	295	250	0
	98.06% C	97.57% C	86.89%	98.25%	97.77% G	98.12% G	86.10%	99.50%	99.63% E	99.25%	98.63%	99.63%	100.00%	99.78%	100.00%	99.51%	100.00%	100.00%	100.00%	99.40%	99.66%	99.37%	100.00%	99.33%	100.00%	0.0%
5 - Excellent	462	419	348	5016	243	233	200	1248	124	110	83	523	8	116	6	96	124	0	18	31	72	64	55	69	55	0
	36.61%	34.74%	34.32%	40.92%	42.71% I	40.52%	41.93%	19.63%	22.75%	20.83%	19.17%	19.28%	10.67%	25.22% M	8.22%	23.41%	43.36% O R	0.0%	23.38%	18.67%	24.74%	20.32%	25.35%	23.39%	22.00%	0.0%
4 - Very good	401	438	337	4242	182	214	168	2338	162	194	135	995	20	137	13	133	162	0	21	63	77	96	65	86	76	0
	31.77%	36.32% A	33.23%	34.61%	31.99%	37.22%	35.22%	36.78% I	29.72%	36.74% I	31.18%	36.68%	26.67%	29.78%	17.81%	32.44% O	56.64% R	0.0%	27.27%	37.95% U	26.46%	30.48%	29.95%	29.15%	30.40%	0.0%
CAHPS Rate (Top Two Box)	863	857	685	9258	425	447	368	3586	286	304	218	1518	28	253	19	229	286	0	39	94	149	160	120	155	131	0
	68.38%	71.06%	67.55%	75.53%	74.69% I	77.74%	77.15%	56.42%	52.48%	57.58% K	50.35%	55.95%	37.33%	55.00% M	26.03%	55.85% O	100.00% R	0.0%	50.65%	56.63%	51.20%	50.79%	55.30%	52.54%	52.40%	0.0%
3 - Good	298	255	235	2398	110	100	78	1980	178	150	139	836	33	142	33	127	0	178	25	51	99	109	67	105	73	0
	23.61%	21.14%	23.18%	19.56%	19.33%	17.39%	16.35%	31.15%	32.66% E	28.41%	32.10%	30.81%	44.00% N	30.87%	45.21% P	30.98%	0.0%	68.73% Q	32.47%	30.72%	34.02%	34.60%	30.88%	35.59%	29.20%	0.0%
Top Three Box	1161	1112	920	11656	535	547	446	5566	464	454	357	2354	61	395	52	356	286	178	64	145	248	269	187	260	204	0
	92.00%	92.21%	90.73%	95.09%	94.02% I	95.13%	93.50%	87.57%	85.14%	85.98%	82.45%	86.77%	81.33%	85.87%	71.23%	86.83% O	100.00% R	68.73%	83.12%	87.35%	85.22%	85.40%	86.18%	88.14% Y	81.60%	0.0%
2 - Fair	95	83	80	562	32	27	26	716	76	64	63	319	13	61	18	53	0	76	12	21	39	45	27	33	43	0
	7.53%	6.88%	7.89%	4.58%	5.62%	4.70%	5.45%	11.26%	13.94% E	12.12%	14.55%	11.76%	17.33%	13.26%	24.66% P	12.93%	0.0%	29.34% Q	15.58%	12.65%	13.40%	14.29%	12.44%	11.19%	17.20% X	0.0%
1 - Poor	6	11	14	40	2	1	5	74	5	10	13	40	1	4	3	1	0	5	1	0	4	1	3	2	3	0
	0.48%	0.91%	1.38% A	0.33%	0.35%	0.17%	1.05%	1.16%	0.92%	1.89%	3.00% I	1.47%	1.33%	0.87%	4.11%	0.24%	0.0%	1.93% Q	1.30%	0.0%	1.37% T	0.32%	1.38%	0.68%	1.20%	0.0%
Bottom Two Box	101	94	94	602	34	28	31	790	81	74	76	359	14	65	21	54	0	81	13	21	43	46	30	35	46	0
	8.00%	7.79%	9.27%	4.91%	5.98%	4.87%	6.50%	12.43%	14.86% E	14.02%	17.55%	13.23%	18.67%	14.13%	28.77% P	13.17%	0.0%	31.27% Q	16.88%	12.65%	14.78%	14.60%	13.82%	11.86%	18.40% X	0.0%
Average rating	3.9651	3.9710	3.9122	4.1121	4.1107 I	4.1322	4.1153	3.6246	3.5945	3.6250 K	3.4896	3.6052	3.2800	3.6522 M	3.0137	3.6585 O	4.4336 R	2.6680	3.5584	3.6265	3.5979	3.5619	3.6544	3.6339	3.5480	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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58. In general, how would you rate your child's overall health?

												2017 CCC Population 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 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. UHC Avg. Southeast	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												0.9721	0.9568	1.0035	0.8972	0.9299	0.8747	0.9391	0.9604	1.0149	1.0035	1.0509	0.9737	0.9174	1.0240	0.9579	0.9830	0.4956	0.5103	1.0506	0.9276	1.0420	0.9784	1.0319	0.9820	1.0506	0		
Sigma												1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	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%	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

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

												2017 CCC Population Results - Qualified Respondents														
												Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type			
												Exceol/ 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. UHC Avg. Southeast (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	
Standard deviation	1.1758	1.1165	1.1631	1.0098	1.0878	1.0659	1.0444	1.1566	1.2283	1.1701	1.2434	1.1686	1.2194	1.2218	1.1664	1.2211	1.1364	1.1484	1.2355	1.1629	1.2316	1.2014	1.2546	1.1982	1.2519	0
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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 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 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Pop. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. Southeast	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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.16%	0.09%	0.0%	0.0%	0.17%	0.18%	0.0%	0.0%	0.19%	0.0%	0.0%	0.0%	0.0%	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	30	153	159	16	13	79	21	2	0	3	7	0	2	0	2	0	1	0	0	2	1	1	2	0	0
	1.86%	2.43%	13.11%	2.03%	2.75%	2.22%	14.26%	0.33%	0.37%	0.0%	0.68%	0.26%	0.0%	0.43%	0.0%	0.49%	0.0%	0.39%	0.0%	0.0%	0.68%	0.32%	0.46%	0.67%	0.0%	0.0%
			AB			I	EF																			
BASE = Those who responded	1263	1204	1013	7684	566	572	474	6367	545	531	436	2716	75	459	73	410	286	258	77	167	290	316	216	295	250	0
	98.14%	97.41%	86.80%	97.97%	97.25%	97.61%	85.56%	99.67%	99.63%	99.81%	99.32%	99.74%	100.00%	99.57%	100.00%	99.51%	100.00%	99.61%	100.00%	100.00%	99.32%	99.68%	99.54%	99.33%	100.00%	0.0%
	C	C			G	G			E																	
Yes	624	622	488	2268	212	227	163	5214	470	460	383	2353	63	396	64	360	243	226	54	153	252	274	183	263	207	0
	49.41%	51.66%	48.17%	29.52%	37.46%	39.69%	34.39%	81.89%	86.24%	86.63%	87.84%	86.63%	84.00%	86.27%	87.67%	87.80%	84.97%	87.60%	70.13%	91.62%	86.90%	86.71%	84.72%	89.15%	82.80%	0.0%
					D				HE											S	S		Y			
No	639	582	525	5416	354	345	311	1153	75	71	53	363	12	63	9	50	43	32	23	14	38	42	33	32	43	0
	50.59%	48.34%	51.83%	70.48%	62.54%	60.31%	65.61%	18.11%	13.76%	13.37%	12.16%	13.37%	16.00%	13.73%	12.33%	12.20%	15.03%	12.40%	29.87%	8.38%	13.10%	13.29%	15.28%	10.85%	17.20%	0.0%
				E	I			I											TU					X		
Sigma	1287	1236	1167	7843	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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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61. Is this because of any medical, behavioral, or other health condition?

													2017 CCC Population Results - Qualified Respondents															
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type				
													2017 CCC Pop. Qual. UHC Avg. Southeast	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg. Total	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total								
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0		
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	42	44	164	211	20	19	85	53	9	4	4	23	1	8	0	8	6	2	1	1	7	4	5	7	2	0		
	3.26%	3.56%	14.05%	2.69%	3.44%	3.24%	15.34%	0.83%	1.65%	0.75%	0.91%	0.84%	1.33%	1.74%	0.0%	1.94%	2.10%	0.77%	1.30%	0.60%	2.40%	1.26%	2.30%	2.36%	0.80%	0.0%		
			AB				EF									O												
Appropriately skipped	639	582	525	5416	354	345	311	1153	75	71	53	363	12	63	9	50	43	32	23	14	38	42	33	32	43	0		
	49.65%	47.09%	44.99%	69.06%	60.82%	58.87%	56.14%	18.05%	13.71%	13.35%	12.07%	13.33%	16.00%	13.67%	12.33%	12.14%	15.03%	12.36%	29.87%	8.38%	13.01%	13.25%	15.21%	10.77%	17.20%	0.0%		
	C			E	I			I											TU					X				
BASE = Those who responded	606	610	478	2216	208	222	158	5182	463	457	382	2337	62	390	64	354	237	225	53	152	247	271	179	258	205	0		
	47.09%	49.35%	40.96%	28.25%	35.74%	37.88%	28.52%	81.12%	84.64%	85.90%	87.02%	85.82%	82.67%	84.60%	87.67%	85.92%	82.87%	86.87%	68.83%	91.02%	84.59%	85.49%	82.49%	86.87%	82.00%	0.0%		
	C	C			DG	G			HE										SU	S								
Yes	504	503	400	1750	162	174	124	5046	449	447	368	2274	60	378	59	346	230	218	49	146	243	262	174	249	200	0		
	83.17%	82.46%	83.68%	78.97%	77.88%	78.38%	78.48%	97.38%	96.98%	97.81%	96.34%	97.30%	96.77%	96.92%	92.19%	97.74%	97.05%	96.89%	92.45%	96.05%	98.38%	96.68%	97.21%	96.51%	97.56%	0.0%		
								E																				
No	102	107	78	466	46	48	34	136	14	10	14	63	2	12	5	8	7	7	4	6	4	9	5	9	5	0		
	16.83%	17.54%	16.32%	21.03%	22.12%	21.62%	21.52%	2.62%	3.02%	2.19%	3.66%	2.70%	3.23%	3.08%	7.81%	2.26%	2.95%	3.11%	7.55%	3.95%	1.62%	3.32%	2.79%	3.49%	2.44%	0.0%		
					I																							
Sigma	1287	1236	1167	7843	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0		
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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

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

													2017 CCC Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.09%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	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	54	55	171	242	23	25	86	81	11	5	6	32	1	9	1	9	8	2	2	1	8	5	6	8	3	0
	4.20%	4.45%	14.65%	3.09%	3.95%	4.27%	15.52%	1.27%	2.01%	0.94%	1.37%	1.18%	1.33%	1.95%	1.37%	2.18%	2.80%	0.77%	2.60%	0.60%	2.74%	1.58%	2.76%	2.69%	1.20%	0.0%
			AB				EF																			
Appropriately skipped	741	689	603	5882	400	393	345	1289	89	81	67	426	14	75	14	58	50	39	27	20	42	51	38	41	48	0
	57.58%	55.74%	51.67%	75.00%	68.73%	67.06%	62.27%	20.18%	16.27%	15.23%	15.26%	15.64%	18.67%	16.27%	19.18%	14.08%	17.48%	15.06%	35.06%	11.98%	14.38%	16.09%	17.51%	13.80%	19.20%	0.0%
	C	C		E	GI			I											TU							
BASE = Those who responded	492	492	392	1719	159	168	123	5018	447	446	366	2265	60	377	58	345	228	218	48	146	242	261	173	248	199	0
	38.23%	39.81%	33.59%	21.92%	27.32%	28.67%	22.20%	78.55%	81.72%	83.83%	83.37%	83.18%	80.00%	81.78%	79.45%	83.74%	79.72%	84.17%	62.34%	87.43%	82.88%	82.33%	79.72%	83.50%	79.60%	0.0%
	C	C		DG	G				E										S	S						
Yes	442	440	360	1514	135	145	113	4946	442	440	360	2240	60	372	58	341	227	214	48	145	239	257	173	246	196	0
	89.84%	89.43%	91.84%	88.07%	84.91%	86.31%	91.87%	98.57%	98.88%	98.65%	98.36%	98.90%	100.00%	98.67%	100.00%	98.84%	99.56%	98.17%	100.00%	99.32%	98.76%	98.47%	100.00%	99.19%	98.49%	0.0%
									E				N		P							V				
No	50	52	32	205	24	23	10	72	5	6	6	25	0	5	0	4	1	4	0	1	3	4	0	2	3	0
	10.16%	10.57%	8.16%	11.93%	15.09%	13.69%	8.13%	1.43%	1.12%	1.35%	1.64%	1.10%	0.0%	1.33%	0.0%	1.16%	0.44%	1.83%	0.0%	0.68%	1.24%	1.53%	0.81%	1.51%	0.0%	
				I									M		O						W					
Sigma	1287	1236	1167	7843	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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 (UH22615)
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 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 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Pop. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. Southeast	CCC Avg.	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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.16%	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%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	33	54	164	228	20	29	83	116	5	14	12	52	1	4	0	4	1	3	1	1	3	3	2	1	4	0
	2.56%	4.37%	14.05%	2.91%	3.44%	4.95%	14.98%	1.82%	0.91%	2.63%	2.73%	1.91%	1.33%	0.87%	0.0%	0.97%	0.35%	1.16%	1.30%	0.60%	1.03%	0.95%	0.92%	0.34%	1.60%	0.0%
		A	AB		I		EF	I		I	I					O										
BASE = Those who responded	1254	1180	1003	7615	562	557	471	6272	542	516	427	2671	74	457	73	408	285	256	76	166	289	314	215	296	246	0
	97.44%	95.47%	85.95%	97.09%	96.56%	95.05%	85.02%	98.18%	99.09%	96.99%	97.27%	98.09%	98.67%	99.13%	100.00%	99.03%	99.65%	98.84%	98.70%	99.40%	98.97%	99.05%	99.08%	99.66%	98.40%	0.0%
	BC	C			G	G		HJKE							P											
Yes	318	272	252	1140	86	81	75	3398	292	246	232	1359	46	241	41	221	134	158	35	91	162	180	106	154	138	0
	25.36%	23.05%	25.12%	14.97%	15.30%	14.54%	15.92%	54.18%	53.87%	47.67%	54.33%	50.88%	62.16%	52.74%	56.16%	54.17%	47.02%	61.72%	46.05%	54.82%	56.06%	57.32%	49.30%	52.03%	56.10%	0.0%
								JE			J						Q									
No	936	908	751	6475	476	476	396	2874	250	270	195	1312	28	216	32	187	151	98	41	75	127	134	109	142	108	0
	74.64%	76.95%	74.88%	85.03%	84.70%	85.46%	84.08%	45.82%	46.13%	52.33%	45.67%	49.12%	37.84%	47.26%	43.84%	45.83%	52.98%	38.28%	53.95%	45.18%	43.94%	42.68%	50.70%	47.97%	43.90%	0.0%
					I					IK							R									
Sigma	1287	1236	1167	7843	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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

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

													2017 CCC Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	37	60	169	247	21	29	84	147	7	17	15	67	1	6	0	5	2	4	1	1	5	4	3	2	5	0
	2.87%	4.85%	14.48%	3.15%	3.61%	4.95%	15.16%	2.30%	1.28%	3.20%	3.42%	2.46%	1.33%	1.30%	0.0%	1.21%	0.70%	1.54%	1.30%	0.60%	1.71%	1.26%	1.38%	0.67%	2.00%	0.0%
		A	AB		I		EF	I		I	I					O										
Appropriately skipped	936	908	751	6475	476	476	396	2874	250	270	195	1312	28	216	32	187	151	98	41	75	127	134	109	142	108	0
	72.73%	73.46%	64.35%	82.56%	81.79%	81.23%	71.48%	44.99%	45.70%	50.75%	44.42%	48.18%	37.33%	46.85%	43.84%	45.39%	52.80%	37.84%	53.25%	44.91%	43.49%	42.27%	50.23%	47.81%	43.20%	0.0%
	C	C			GI	G				K							R									
BASE = Those who responded	314	268	247	1121	85	81	74	3367	290	245	229	1344	46	239	41	220	133	157	35	91	160	179	105	153	137	0
	24.40%	21.68%	21.17%	14.29%	14.60%	13.82%	13.36%	52.71%	53.02%	46.05%	52.16%	49.36%	61.33%	51.84%	56.16%	53.40%	46.50%	60.62%	45.45%	54.49%	54.79%	56.47%	48.39%	51.52%	54.80%	0.0%
								JE									Q									
Yes	281	238	228	967	75	70	65	3191	273	233	224	1283	43	225	40	210	126	147	31	88	150	171	96	142	131	0
	89.49%	88.81%	92.31%	86.26%	88.24%	86.42%	87.84%	94.77%	94.14%	95.10%	97.82%	95.46%	93.48%	94.14%	97.56%	95.45%	94.74%	93.63%	88.57%	96.70%	93.75%	95.53%	91.43%	92.81%	95.62%	0.0%
										I																
No	33	30	19	154	10	11	9	176	17	12	5	61	3	14	1	10	7	10	4	3	10	8	9	11	6	0
	10.51%	11.19%	7.69%	13.74%	11.76%	13.58%	12.16%	5.23%	5.86%	4.90%	2.18%	4.54%	6.52%	5.86%	2.44%	4.55%	5.26%	6.37%	11.43%	3.30%	6.25%	4.47%	8.57%	7.19%	4.38%	0.0%
								K																		
Sigma	1287	1236	1167	7843	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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

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

													2017 CCC Population 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

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 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. UHC Avg. Southeast (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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.08%	0.09%	0.0%	0.0%	0.17%	0.0%	0.0%	0.0%	0.19%	0.0%	0.0%	0.0%	0.0%	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	48	46	165	229	25	23	81	96	8	6	12	45	0	8	2	5	5	3	1	2	4	7	0	7	1	0
	3.73%	3.72%	14.14%	2.92%	4.30%	3.92%	14.62%	1.50%	1.46%	1.13%	2.73%	1.65%	0.0%	1.74%	2.74%	1.21%	1.75%	1.16%	1.30%	1.20%	1.37%	2.21%	0.0%	2.36%	0.40%	0.0%
			AB		I		EF							M							W		Y			
BASE = Those who responded	1239	1189	1001	7614	557	562	473	6292	539	525	427	2678	75	453	71	407	281	256	76	165	288	310	217	290	249	0
	96.27%	96.20%	85.78%	97.08%	95.70%	95.90%	85.38%	98.50%	98.54%	98.68%	97.27%	98.35%	100.00%	98.26%	97.26%	98.79%	98.25%	98.84%	98.70%	98.80%	98.63%	97.79%	100.00%	97.64%	99.60%	0.0%
	C	C			G	G			E				N								V		X			
Yes	236	232	174	942	80	78	53	2125	182	184	143	834	28	150	32	134	65	117	37	49	91	107	69	89	93	0
	19.05%	19.51%	17.38%	12.37%	14.36%	13.88%	11.21%	33.77%	33.77%	35.05%	33.49%	31.14%	37.33%	33.11%	45.07%	32.92%	23.13%	45.70%	48.68%	29.70%	31.60%	34.52%	31.80%	30.69%	37.35%	0.0%
									E								Q	TU								
No	1003	957	827	6672	477	484	420	4167	357	341	284	1844	47	303	39	273	216	139	39	116	197	203	148	201	156	0
	80.95%	80.49%	82.62%	87.63%	85.64%	86.12%	88.79%	66.23%	66.23%	64.95%	66.51%	68.86%	62.67%	66.89%	54.93%	67.08%	76.87%	54.30%	51.32%	70.30%	68.40%	65.48%	68.20%	69.31%	62.65%	0.0%
					I												R	S	S							
Sigma	1287	1236	1167	7843	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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

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

													2017 CCC Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	56	52	170	263	29	27	82	124	9	8	14	55	0	9	2	5	5	4	1	2	5	7	1	8	1	0
	4.35%	4.21%	14.57%	3.35%	4.98%	4.61%	14.80%	1.94%	1.65%	1.50%	3.19%	2.02%	0.0%	1.95%	2.74%	1.21%	1.75%	1.54%	1.30%	1.20%	1.71%	2.21%	0.46%	2.69%	0.40%	0.0%
			AB		I		EF							M									Y			
Appropriately skipped	1003	957	827	6672	477	484	420	4167	357	341	284	1844	47	303	39	273	216	139	39	116	197	203	148	201	156	0
	77.93%	77.43%	70.87%	85.07%	81.96%	82.59%	75.81%	65.23%	65.27%	64.10%	64.69%	67.72%	62.67%	65.73%	53.42%	66.26%	75.52%	53.67%	50.65%	69.46%	67.47%	64.04%	68.20%	67.68%	62.40%	0.0%
	C	C			GI	G			E						O		R			S	S					
BASE = Those who responded	228	227	170	908	76	75	52	2097	181	183	141	824	28	149	32	134	65	116	37	49	90	107	68	88	93	0
	17.72%	18.37%	14.57%	11.58%	13.06%	12.80%	9.39%	32.83%	33.09%	34.40%	32.12%	30.26%	37.33%	32.32%	43.84%	32.52%	22.73%	44.79%	48.05%	29.34%	30.82%	33.75%	31.34%	29.63%	37.20%	0.0%
	C	C			G				E								Q		TU							
Yes	170	173	134	623	52	50	36	1976	165	169	131	767	27	134	31	121	56	109	34	45	83	100	61	83	82	0
	74.56%	76.21%	78.82%	68.61%	68.42%	66.67%	69.23%	94.23%	91.16%	92.35%	92.91%	93.08%	96.43%	89.93%	96.88%	90.30%	86.15%	93.97%	91.89%	91.84%	92.22%	93.46%	89.71%	94.32%	88.17%	0.0%
									E																	
No	58	54	36	285	24	25	16	121	16	14	10	57	1	15	1	13	9	7	3	4	7	7	7	5	11	0
	25.44%	23.79%	21.18%	31.39%	31.58%	33.33%	30.77%	5.77%	8.84%	7.65%	7.09%	6.92%	3.57%	10.07%	3.13%	9.70%	13.85%	6.03%	8.11%	8.16%	7.78%	6.54%	10.29%	5.68%	11.83%	0.0%
					I																					
Sigma	1287	1236	1167	7843	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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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68. Is this a condition that has lasted or is expected to last for at least 12 months?

													2017 CCC Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	60	54	171	270	30	27	82	134	11	10	15	60	0	11	2	7	5	6	1	3	6	8	2	9	2	0
	4.66%	4.37%	14.65% AB	3.44%	5.15% I	4.61%	14.80% EF	2.10%	2.01%	1.88%	3.42%	2.20%	0.0%	2.39% M	2.74%	1.70%	1.75%	2.32%	1.30%	1.80%	2.05%	2.52%	0.92%	3.03%	0.80%	0.0%
Appropriately skipped	1061	1011	863	6957	501	509	436	4288	373	355	294	1901	48	318	40	286	225	146	42	120	204	210	155	206	167	0
	82.44% C	81.80% C	73.95%	88.70%	86.08% GI	86.86% G	78.70%	67.13%	68.19%	66.73%	66.97%	69.81%	64.00%	68.98%	54.79%	69.42% O	78.67% R	56.37%	54.55%	71.86% S	69.86% S	66.25%	71.43%	69.36%	66.80%	0.0%
BASE = Those who responded	166	171	133	616	51	50	36	1966	163	167	130	762	27	132	31	119	56	107	34	44	82	99	60	82	81	0
	12.90%	13.83%	11.40%	7.85%	8.76%	8.53%	6.50%	30.78%	29.80% E	31.39%	29.61%	27.98%	36.00%	28.63%	42.47% P	28.88%	19.58%	41.31% Q	44.16% TU	26.35%	28.08%	31.23%	27.65%	27.61%	32.40%	0.0%
Yes	163	162	128	586	49	49	35	1946	163	162	128	762	27	132	31	119	56	107	34	44	82	99	60	82	81	0
	98.19%	94.74%	96.24%	95.13%	96.08%	98.00%	97.22%	98.98%	100.00% HT	97.01%	98.46%	100.00%	100.00%	100.00%	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	3	9	5	30	2	1	1	20	0	5	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.81%	5.26%	3.76%	4.87%	3.92%	2.00%	2.78%	1.02% I	0.0%	2.99% I	1.54%	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%
Sigma	1287	1236	1167	7843	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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

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

													2017 CCC Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	48	159	202	22	22	84	66	5	10	7	30	0	5	0	4	4	1	0	3	0	3	0	2	3	0
	3.11%	3.88%	13.62%	2.58%	3.78%	3.75%	15.16%	1.03%	0.91%	1.88%	1.59%	1.10%	0.0%	1.08%	0.0%	0.97%	1.40%	0.39%	0.0%	1.80%	0.0%	0.95%	0.0%	0.67%	1.20%	0.0%
			AB		I		EF							M		O										
BASE = Those who responded	1247	1188	1008	7641	560	564	470	6322	542	522	432	2693	75	456	73	408	282	258	77	164	292	314	217	295	247	0
	96.89%	96.12%	86.38%	97.42%	96.22%	96.25%	84.84%	98.97%	99.09%	98.12%	98.41%	98.90%	100.00%	98.92%	100.00%	99.03%	98.60%	99.61%	100.00%	98.20%	100.00%	99.05%	100.00%	99.33%	98.80%	0.0%
	C	C			G	G			E				N		P											
Yes	176	157	113	719	50	56	33	1774	143	134	92	643	23	118	21	107	63	80	36	43	62	90	50	75	68	0
	14.11%	13.22%	11.21%	9.41%	8.93%	9.93%	7.02%	28.06%	26.38%	25.67%	21.30%	23.88%	30.67%	25.88%	28.77%	26.23%	22.34%	31.01%	46.75%	26.22%	21.23%	28.66%	23.04%	25.42%	27.53%	0.0%
	C								E								Q	TU								
No	1071	1031	895	6922	510	508	437	4548	399	388	340	2050	52	338	52	301	219	178	41	121	230	224	167	220	179	0
	85.89%	86.78%	88.79%	90.59%	91.07%	90.07%	92.98%	71.94%	73.62%	74.33%	78.70%	76.12%	69.33%	74.12%	71.23%	73.77%	77.66%	68.99%	53.25%	73.78%	78.77%	71.34%	76.96%	74.58%	72.47%	0.0%
			A		I												R		S	S						
Sigma	1287	1236	1167	7843	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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

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

													2017 CCC Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	41	54	166	223	23	26	85	92	6	15	12	35	0	6	0	5	5	1	1	3	0	3	1	3	3	0
	3.19%	4.37%	14.22%	2.84%	3.95%	4.44%	15.34%	1.44%	1.10%	2.82%	2.73%	1.29%	0.0%	1.30%	0.0%	1.21%	1.75%	0.39%	1.30%	1.80%	0.0%	0.95%	0.46%	1.01%	1.20%	0.0%
			AB		I		EF			I				M		O										
Appropriately skipped	1071	1031	895	6922	510	508	437	4548	399	388	340	2050	52	338	52	301	219	178	41	121	230	224	167	220	179	0
	83.22%	83.41%	76.69%	88.26%	87.63%	86.69%	78.88%	71.20%	72.94%	72.93%	77.45%	75.28%	69.33%	73.32%	71.23%	73.06%	76.57%	68.73%	53.25%	72.46%	78.77%	70.66%	76.96%	74.07%	71.60%	0.0%
	C	C			GI	G											R			S	S					
BASE = Those who responded	175	151	106	698	49	52	32	1748	142	129	87	638	23	117	21	106	62	80	35	43	62	90	49	74	68	0
	13.60%	12.22%	9.08%	8.90%	8.42%	8.87%	5.78%	27.36%	25.96%	24.25%	19.82%	23.43%	30.67%	25.38%	28.77%	25.73%	21.68%	30.89%	45.45%	25.75%	21.23%	28.39%	22.58%	24.92%	27.20%	0.0%
	C	C			G				KE								Q		TU							
Yes	129	120	74	481	39	36	18	1553	121	118	73	551	18	101	19	92	50	71	27	37	55	74	44	63	58	0
	73.71%	79.47%	69.81%	68.91%	79.59%	69.23%	56.25%	88.84%	85.21%	91.47%	83.91%	86.36%	78.26%	86.32%	90.48%	86.79%	80.65%	88.75%	77.14%	86.05%	88.71%	82.22%	89.80%	85.14%	85.29%	0.0%
					G																					
No	46	31	32	217	10	16	14	195	21	11	14	87	5	16	2	14	12	9	8	6	7	16	5	11	10	0
	26.29%	20.53%	30.19%	31.09%	20.41%	30.77%	43.75%	11.16%	14.79%	8.53%	16.09%	13.64%	21.74%	13.68%	9.52%	13.21%	19.35%	11.25%	22.86%	13.95%	11.29%	17.78%	10.20%	14.86%	14.71%	0.0%
					E																					
Sigma	1287	1236	1167	7843	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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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71. Is this a condition that has lasted or is expected to last for at least 12 months?

													2017 CCC Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	43	56	166	236	25	26	85	109	6	17	12	39	0	6	0	5	5	1	1	3	0	3	1	3	3	0
	3.34%	4.53%	14.22%	3.01%	4.30%	4.44%	15.34%	1.71%	1.10%	3.20%	2.73%	1.43%	0.0%	1.30%	0.0%	1.21%	1.75%	0.39%	1.30%	1.80%	0.0%	0.95%	0.46%	1.01%	1.20%	0.0%
			AB		I		EF			I				M		O										
Appropriately skipped	1117	1062	927	7139	520	524	451	4743	420	399	354	2137	57	354	54	315	231	187	49	127	237	240	172	231	189	0
	86.79%	85.92%	79.43%	91.02%	89.35%	89.42%	81.41%	74.25%	76.78%	75.00%	80.64%	78.48%	76.00%	76.79%	73.97%	76.46%	80.77%	72.20%	63.64%	76.05%	81.16%	75.71%	79.26%	77.78%	75.60%	0.0%
	C	C			GI	G				K	J					R				S						
BASE = Those who responded	127	118	74	468	37	36	18	1536	121	116	73	547	18	101	19	92	50	71	27	37	55	74	44	63	58	0
	9.87%	9.55%	6.34%	5.97%	6.36%	6.14%	3.25%	24.05%	22.12%	21.80%	16.63%	20.09%	24.00%	21.91%	26.03%	22.33%	17.48%	27.41%	35.06%	22.16%	18.84%	23.34%	20.28%	21.21%	23.20%	0.0%
	C	C			G	G			KE	K							Q	TU								
Yes	119	112	72	430	33	36	18	1499	119	112	72	536	18	99	19	90	49	70	26	37	54	74	42	63	56	0
	93.70%	94.92%	97.30%	91.88%	89.19%	100.00%	100.00%	97.59%	98.35%	96.55%	98.63%	97.99%	100.00%	98.02%	100.00%	97.83%	98.00%	98.59%	96.30%	100.00%	98.18%	100.00%	95.45%	100.00%	96.55%	0.0%
						E																				
No	8	6	2	38	4	0	0	37	2	4	1	11	0	2	0	2	1	1	1	0	1	0	2	0	2	0
	6.30%	5.08%	2.70%	8.12%	10.81%	0.0%	0.0%	2.41%	1.65%	3.45%	1.37%	2.01%	0.0%	1.98%	0.0%	2.17%	2.00%	1.41%	3.70%	0.0%	1.82%	0.0%	4.55%	0.0%	3.45%	0.0%
					F																					
Sigma	1287	1236	1167	7843	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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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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 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	43	46	158	232	24	19	81	80	8	6	5	36	0	8	0	7	7	1	0	1	4	2	3	2	6	0
	3.34%	3.72%	13.54%	2.96%	4.12%	3.24%	14.62%	1.25%	1.46%	1.13%	1.14%	1.32%	0.0%	1.74%	0.0%	1.70%	2.45%	0.39%	0.0%	0.60%	1.37%	0.63%	1.38%	0.67%	2.40%	0.0%
			AB		I		EF							M		O	R			S						
BASE = Those who responded	1244	1190	1009	7611	558	567	473	6308	539	526	434	2687	75	453	73	405	279	258	77	166	288	315	214	295	244	0
	96.66%	96.28%	86.46%	97.04%	95.88%	96.76%	85.38%	98.75%	98.54%	98.87%	98.86%	98.68%	100.00%	98.26%	100.00%	98.30%	97.55%	99.61%	100.00%	99.40%	98.63%	99.37%	98.62%	99.33%	97.60%	0.0%
	C	C			G	G			E			N		P			Q	U								
Yes	323	270	230	1111	90	98	70	3360	301	254	218	1331	45	250	42	224	144	156	32	94	170	187	109	172	129	0
	25.96%	22.69%	22.79%	14.60%	16.13%	17.28%	14.80%	53.27%	55.84%	48.29%	50.23%	49.53%	60.00%	55.19%	57.53%	55.31%	51.61%	60.47%	41.56%	56.63%	59.03%	59.37%	50.93%	58.31%	52.87%	0.0%
									JE								Q	S		S						
No	921	920	779	6500	468	469	403	2948	238	272	216	1356	30	203	31	181	135	102	45	72	118	128	105	123	115	0
	74.04%	77.31%	77.21%	85.40%	83.87%	82.72%	85.20%	46.73%	44.16%	51.71%	49.77%	50.47%	40.00%	44.81%	42.47%	44.69%	48.39%	39.53%	58.44%	43.37%	40.97%	40.63%	49.07%	41.69%	47.13%	0.0%
					I					I							R	TU								
Sigma	1287	1236	1167	7843	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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 CCC Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (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	1287	1236	1167	7843	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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%	0.09%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.23%	0.0%	0.0%	0.0%	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	61	58	166	286	29	27	85	167	20	11	10	74	2	18	0	16	11	9	1	2	10	7	6	11	9	0
	4.74%	4.69%	14.22%	3.65%	4.98%	4.61%	15.34%	2.61%	3.66%	2.07%	2.28%	2.72%	2.67%	3.90%	0.0%	3.88%	3.85%	3.47%	1.30%	1.20%	3.42%	2.21%	2.76%	3.70%	3.60%	0.0%
			AB				EF									O										
Appropriately skipped	921	920	779	6500	468	469	403	2948	238	272	216	1356	30	203	31	181	135	102	45	72	118	128	105	123	115	0
	71.56%	74.43%	66.75%	82.88%	80.41%	80.03%	72.74%	46.15%	43.51%	51.13%	49.20%	49.80%	40.00%	44.03%	42.47%	43.93%	47.20%	39.38%	58.44%	43.11%	40.41%	40.38%	48.39%	41.41%	46.00%	0.0%
	C	C			GI	G				I									TU							
BASE = Those who responded	305	258	221	1057	85	90	66	3273	289	249	212	1293	43	240	42	215	140	148	31	93	164	182	106	163	126	0
	23.70%	20.87%	18.94%	13.48%	14.60%	15.36%	11.91%	51.24%	52.83%	46.80%	48.29%	47.48%	57.33%	52.06%	57.53%	52.18%	48.95%	57.14%	40.26%	55.69%	56.16%	57.41%	48.85%	54.88%	50.40%	0.0%
	C							JE											S	S						
Yes	281	238	208	957	79	83	60	3190	281	238	208	1261	42	233	39	211	137	143	30	91	160	178	102	157	124	0
	92.13%	92.25%	94.12%	90.54%	92.94%	92.22%	90.91%	97.46%	97.23%	95.58%	98.11%	97.53%	97.67%	97.08%	92.86%	98.14%	97.86%	96.62%	96.77%	97.85%	97.56%	97.80%	96.23%	96.32%	98.41%	0.0%
No	24	20	13	100	6	7	6	83	8	11	4	32	1	7	3	4	3	5	1	2	4	4	4	6	2	0
	7.87%	7.75%	5.88%	9.46%	7.06%	7.78%	9.09%	2.54%	2.77%	4.42%	1.89%	2.47%	2.33%	2.92%	7.14%	1.86%	2.14%	3.38%	3.23%	2.15%	2.44%	2.20%	3.77%	3.68%	1.59%	0.0%
Sigma	1287	1236	1167	7843	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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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74. What is your child's age?

													2017 CCC Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	51	48	169	550	30	22	85	165	11	6	10	61	1	10	1	7	4	7	0	0	0	0	2	8	3	0
	3.96%	3.88%	14.48% AB	4.41%	5.15% I	3.75%	15.34% EF	2.58%	2.01%	1.13%	2.28%	2.24%	1.33%	2.17%	1.37%	1.70%	1.40%	2.70%	0.0%	0.0%	0.0%	0.0%	0.92%	2.69%	1.20%	0.0%
BASE = Those who responded	1236	1188	998	11926	552	564	469	6223	536	526	429	2662	74	451	72	405	282	252	77	167	292	317	215	289	247	0
	96.04% C	96.12% C	85.52%	95.59%	94.85% G	96.25% G	84.66%	97.42%	97.99% E	98.87%	97.72%	97.76%	98.67%	97.83%	98.63%	98.30%	98.60%	97.30%	100.00%	100.00%	100.00%	100.00%	99.08%	97.31%	98.80%	0.0%
Less than 1 year old	17	16	13	239	9	8	5	39	5	3	3	20	0	5	0	4	3	2	5	0	0	2	3	2	3	0
	1.38%	1.35%	1.30%	2.00%	1.63%	1.42%	1.07%	0.63%	0.93%	0.57%	0.70%	0.75%	0.0%	1.11% M	0.0%	0.99% O	1.06%	0.79%	6.49% TU	0.0%	0.0%	0.63%	1.40%	0.69%	1.21%	0.0%
1 year or more (NET)	1219	1172	985	11687	543	556	464	6184	531	523	426	2642	74	446	72	401	279	250	72	167	292	315	212	287	244	0
	98.62%	98.65%	98.70%	98.00%	98.37%	98.58%	98.93%	99.37%	99.07%	99.43%	99.30%	99.25%	100.00% N	98.89%	100.00% P	99.01%	98.94%	99.21%	93.51% TU	100.00% S	100.00% S	99.37%	98.60%	99.31%	98.79%	0.0%
1 - 5 years old	361	327	286	3632	183	170	148	985	72	80	76	394	12	57	11	53	36	36	72	0	0	44	28	27	45	0
	29.21%	27.53%	28.66%	30.45%	33.15% I	30.14%	31.56%	15.83%	13.43%	15.21%	17.72%	14.80%	16.22%	12.64%	15.28%	13.09%	12.77%	14.29%	93.51% TU	0.0%	0.0%	13.88%	13.02%	9.34%	18.22% X	0.0%
6 - 10 years old	335	336	288	3230	145	155	131	1952	167	181	146	873	27	137	16	131	94	72	0	167	0	111	55	90	77	0
	27.10%	28.28%	28.86%	27.08%	26.27%	27.48%	27.93%	31.37%	31.16%	34.41%	34.03%	32.79%	36.49%	30.38%	22.22%	32.35%	33.33%	28.57%	0.0%	100.00% SU	0.0%	35.02% W	25.58%	31.14%	31.17%	0.0%
11 - 15 years old	350	362	274	3231	145	170	126	2183	202	183	138	921	22	176	28	158	101	100	0	0	202	111	88	121	81	0
	28.32%	30.47%	27.45%	27.09%	26.27%	30.14%	26.87%	35.08%	37.69% E	34.79%	32.17%	34.60%	29.73%	39.02%	38.89%	39.01%	35.82%	39.68%	0.0%	0.0%	69.18% ST	35.02%	40.93%	41.87% Y	32.79%	0.0%
Over 15 years old	173	147	137	1594	70	61	59	1064	90	79	66	454	13	76	17	59	48	42	0	0	90	49	41	49	41	0
	14.00%	12.37%	13.73%	13.37%	12.68%	10.82%	12.58%	17.10%	16.79%	15.02%	15.38%	17.05%	17.57%	16.85%	23.61%	14.57%	17.02%	16.67%	0.0%	0.0%	30.82% ST	15.46%	19.07%	16.96%	16.60%	0.0%
2 years or more (NET)	1151	1114	925	11056	515	532	433	6064	524	516	416	2602	73	440	72	394	276	246	65	167	292	313	207	284	240	0
	93.12%	93.77%	92.69%	92.71%	93.30%	94.33%	92.32%	97.44%	97.76% E	98.10%	96.97%	97.75%	98.65%	97.56%	100.00% P	97.28%	97.87%	97.62%	84.42%	100.00% S	100.00% S	98.74%	96.28%	98.27%	97.17%	0.0%
Average age	9.0380	9.0699	9.0210	8.8139	8.6377	8.8599	8.7228	10.4986	10.6437 E	10.2947	10.0979	10.5026	10.3514	10.7118	11.1806	10.4988	10.6277	10.6587	3.2078	8.3473 S	13.9178 ST	10.3943	11.0000	11.0311 Y	10.1903	0
Standard deviation	5.0934	5.0125	5.1185	5.1656	5.1315	4.9890	5.1044	4.5570	4.3634	4.4164	4.5833	4.4730	4.5095	4.3425	4.3885	4.3163	4.3336	4.4126	1.5403	1.4598	2.1881	4.2514	4.5279	4.1322	4.5777	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 CCC Population Results - Qualified Respondents														
												Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type			
												Exceel/ 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. UHC Avg. Southeast (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	286 (Q)	259 (R)	77 (S)	167 (T)	292 (U)	317 (V)	217 (W)	297 (X)	250 (Y)	0 (Z)	
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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 CCC Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Gen. Pop. Qual. UHC Avg. (H)	2017 CCC Gen. Pop. Qual. Total (I)	2016 CCC Gen. Pop. Qual. Total (J)	2015 CCC Gen. Pop. Qual. Total (K)	2017 CCC Gen. Pop. Qual. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	5	1	0	0	2	0	0	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.40%	0.09%	0.0%	0.0%	0.34%	0.0%	0.0%	0.0%	0.38%	0.23%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
	A																										
No response	47	36	158	379	25	16	81	110	13	4	5	46	2	11	3	7	6	7	0	1	3	0	0	10	3	0	
	3.65%	2.91%	13.54%	3.04%	4.30%	2.73%	14.62%	1.72%	2.38%	0.75%	1.14%	1.69%	2.67%	2.39%	4.11%	1.70%	2.10%	2.70%	0.0%	0.60%	1.03%	0.0%	0.0%	3.37%	1.20%	0.0%	
	AB											EF															
BASE = Those who responded	1240	1195	1008	12097	557	568	473	6278	534	526	433	2677	73	450	70	405	280	252	77	166	289	317	217	287	247	0	
	96.35%	96.68%	86.38%	96.96%	95.70%	96.93%	85.38%	98.28%	97.62%	98.87%	98.63%	98.31%	97.33%	97.61%	95.89%	98.30%	97.90%	97.30%	100.00%	99.40%	98.97%	100.00%	100.00%	96.63%	98.80%	0.0%	
	C											G															
Male	660	639	539	6299	266	289	238	3750	317	328	258	1595	40	270	43	247	160	155	46	111	160	317	0	177	140	0	
	53.23%	53.47%	53.47%	52.07%	47.76%	50.88%	50.32%	59.73%	59.36%	62.36%	59.58%	59.58%	54.79%	60.00%	61.43%	60.99%	57.14%	61.51%	59.74%	66.87%	55.36%	100.00%	0.0%	61.67%	56.68%	0.0%	
	E											E															
Female	580	556	469	5798	291	279	235	2528	217	198	175	1082	33	180	27	158	120	97	31	55	129	0	217	110	107	0	
	46.77%	46.53%	46.53%	47.93%	52.24%	49.12%	49.68%	40.27%	40.64%	37.64%	40.42%	40.42%	45.21%	40.00%	38.57%	39.01%	42.86%	38.49%	40.26%	33.13%	44.64%	0.0%	100.00%	38.33%	43.32%	0.0%	
	DI											T															
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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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76. Is your child of Hispanic or Latino origin or descent?

													2017 CCC Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (L)	75 (M)	461 (N)	73 (O)	412 (P)	286 (Q)	259 (R)	77 (S)	167 (T)	292 (U)	317 (V)	217 (W)	297 (X)	250 (Y)	0 (Z)	
Total	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	70	54	176	542	32	22	89	170	16	16	15	75	3	13	2	11	6	10	1	3	4	5	2	9	7	0
	5.44%	4.37%	15.08%	4.34%	5.50%	3.75%	16.06%	2.66%	2.93%	3.01%	3.42%	2.75%	4.00%	2.82%	2.74%	2.67%	2.10%	3.86%	1.30%	1.80%	1.37%	1.58%	0.92%	3.03%	2.80%	0.0%
			AB		I		EF																			
BASE = Those who responded	1217	1182	991	11934	550	564	465	6218	531	516	424	2648	72	448	71	401	280	249	76	164	288	312	215	288	243	0
	94.56%	95.63%	84.92%	95.66%	94.50%	96.25%	83.94%	97.34%	97.07%	96.99%	96.58%	97.25%	96.00%	97.18%	97.26%	97.33%	97.90%	96.14%	98.70%	98.20%	98.63%	98.42%	99.08%	96.97%	97.20%	0.0%
	C	C			G	G			E																	
Yes, Hispanic or Latino	159	99	82	3978	77	48	38	1132	33	31	22	181	3	28	4	23	16	17	11	8	14	22	11	11	22	0
	13.06%	8.38%	8.27%	33.33%	14.00%	8.51%	8.17%	18.21%	6.21%	6.01%	5.19%	6.84%	4.17%	6.25%	5.63%	5.74%	5.71%	6.83%	14.47%	4.88%	4.86%	7.05%	5.12%	3.82%	9.05%	0.0%
	BC			E	FGI			I											TU					X		
No, not Hispanic or Latino	1058	1083	909	7956	473	516	427	5086	498	485	402	2467	69	420	67	378	264	232	65	156	274	290	204	277	221	0
	86.94%	91.62%	91.73%	66.67%	86.00%	91.49%	91.83%	81.79%	93.79%	93.99%	94.81%	93.16%	95.83%	93.75%	94.37%	94.26%	94.29%	93.17%	85.53%	95.12%	95.14%	92.95%	94.88%	96.18%	90.95%	0.0%
		A	A		D	E	E		HE										S	S			Y			
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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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77. What is your child's race?

													2017 CCC Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	79	61	181	1100	34	23	92	260	21	11	16	69	2	19	2	14	10	11	2	4	7	9	3	9	12	0
	6.14%	4.94%	15.51%	8.82%	5.84%	3.92%	16.61%	4.07%	3.84%	2.07%	3.64%	2.53%	2.67%	4.12%	2.74%	3.40%	3.50%	4.25%	2.60%	2.40%	2.40%	2.84%	1.38%	3.03%	4.80%	0.0%
			AB	E			EF																			
BASE = Those who responded	1208	1175	986	11376	548	563	462	6128	526	521	423	2654	73	442	71	398	276	248	75	163	285	308	214	288	238	0
	93.86%	95.06%	84.49%	91.18%	94.16%	96.08%	83.39%	95.93%	96.16%	97.93%	96.36%	97.47%	97.33%	95.88%	97.26%	96.60%	96.50%	95.75%	97.40%	97.60%	97.60%	97.16%	98.62%	96.97%	95.20%	0.0%
	C	C			DG	G																				
White	618	602	495	7319	279	293	217	4246	281	277	218	1678	36	239	40	212	167	112	31	86	164	163	116	165	116	0
	51.16%	51.23%	50.20%	64.34%	50.91%	52.04%	46.97%	69.29%	53.42%	53.17%	51.54%	63.23%	49.32%	54.07%	56.34%	53.27%	60.51%	45.16%	41.33%	52.76%	57.54%	52.92%	54.21%	57.29%	48.74%	0.0%
				E				I									R			S						
Black or African-American	535	551	485	2464	238	256	239	1664	241	251	211	976	35	201	31	181	112	128	42	80	117	140	99	118	123	0
	44.29%	46.89%	49.19%	21.66%	43.43%	45.47%	51.73%	27.15%	45.82%	48.18%	49.88%	36.77%	47.95%	45.48%	43.66%	45.48%	40.58%	51.61%	56.00%	49.08%	41.05%	45.45%	46.26%	40.97%	51.68%	0.0%
			A		D		EF		H								Q	U							X	
Asian	43	38	22	854	22	21	13	174	10	10	5	38	0	10	1	7	5	5	2	3	5	6	4	5	5	0
	3.56%	3.23%	2.23%	7.51%	4.01%	3.73%	2.81%	2.84%	1.90%	1.92%	1.18%	1.43%	0.0%	2.26%	1.41%	1.76%	1.81%	2.02%	2.67%	1.84%	1.75%	1.95%	1.87%	1.74%	2.10%	0.0%
				E	I									M												
Native Hawaiian or other Pacific Islander	11	4	6	286	8	1	3	73	3	2	2	15	0	3	1	2	2	1	0	1	1	1	2	1	2	0
	0.91%	0.34%	0.61%	2.51%	1.46%	0.18%	0.65%	1.19%	0.57%	0.38%	0.47%	0.57%	0.0%	0.68%	1.41%	0.50%	0.72%	0.40%	0.0%	0.61%	0.35%	0.32%	0.93%	0.35%	0.84%	0.0%
				E	F																					
American Indian or Alaska Native	63	62	39	440	29	36	18	282	30	30	14	97	5	23	3	25	17	13	3	10	17	20	10	9	21	0
	5.22%	5.28%	3.96%	3.87%	5.29%	6.39%	3.90%	4.60%	5.70%	5.76%	3.31%	3.65%	6.85%	5.20%	4.23%	6.28%	6.16%	5.24%	4.00%	6.13%	5.96%	6.49%	4.67%	3.13%	8.82%	0.0%
																									X	
Other	113	70	52	2031	63	33	29	684	27	23	20	161	2	23	3	20	12	15	8	5	14	20	7	7	20	0
	9.35%	5.96%	5.27%	17.85%	11.50%	5.86%	6.28%	11.16%	5.13%	4.41%	4.73%	6.07%	2.74%	5.20%	4.23%	5.03%	4.35%	6.05%	10.67%	3.07%	4.91%	6.49%	3.27%	2.43%	8.40%	0.0%
	BC			E	FGI			I											T						X	
Sigma	1462	1388	1280	14494	673	663	611	7383	613	604	486	3034	80	518	81	461	325	285	88	189	325	359	241	314	299	0
	113.60%	112.30%	109.68%	116.18%	115.64%	113.14%	110.29%	115.58%	112.07%	113.53%	110.71%	111.42%	106.67%	112.36%	110.96%	111.89%	113.64%	110.04%	114.29%	113.17%	111.30%	113.25%	111.06%	105.72%	119.60%	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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78. What is your age?

	2017 CCC Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	5	9	0	0	2	2	0	0	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.40% A	0.77% A	0.0%	0.0%	0.34%	0.36%	0.0%	0.0%	0.56%	0.68%	0.0%	0.0%	0.0%	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	54	47	168	454	32	19	86	132	14	9	10	49	1	13	2	10	6	8	1	1	4	4	1	8	6	0
	4.20%	3.80%	14.40% AB	3.64%	5.50% I	3.24%	15.52% EF	2.07%	2.56%	1.69%	2.28%	1.80%	1.33%	2.82%	2.74%	2.43%	2.10%	3.09%	1.30%	0.60%	1.37%	1.26%	0.46%	2.69%	2.40%	0.0%
BASE = Those who responded	1233	1184	990	12022	550	565	466	6256	533	520	426	2674	74	448	71	402	280	251	76	166	288	313	216	289	244	0
	95.80% C	95.79% C	84.83%	96.36%	94.50% G	96.42% G	84.12%	97.93%	97.44% E	97.74%	97.04%	98.20%	98.67%	97.18%	97.26%	97.57%	97.90%	96.91%	98.70%	99.40%	98.63%	98.74%	99.54%	97.31%	97.60%	0.0%
Under 18 (v 16)	104	103	70	702	38	41	21	473	54	41	39	221	7	47	12	33	22	32	3	12	38	31	23	54	0	0
	8.43%	8.70%	7.07%	5.84%	6.91%	7.26%	4.51%	7.56%	10.13%	7.88%	9.15%	8.26%	9.46%	10.49%	16.90%	8.21%	7.86%	12.75%	3.95%	7.23%	13.19% ST	9.90%	10.65%	18.69% Y	0.0%	0.0%
18 to 24 (v 21)	76	72	83	738	39	32	39	158	14	18	16	77	3	11	2	8	7	7	10	2	2	8	6	5	9	0
	6.16%	6.08%	8.38% AB	6.14%	7.09% I	5.66%	8.37%	2.53%	2.63%	3.46%	3.76%	2.88%	4.05%	2.46%	2.82%	1.99%	2.50%	2.79%	13.16% TU	1.20%	0.69%	2.56%	2.78%	1.73%	3.69%	0.0%
25 to 34 (v 29.5)	427	401	337	3676	200	203	173	1477	151	160	131	651	24	124	20	116	89	62	41	70	39	93	56	63	88	0
	34.63%	33.87%	34.04%	30.58%	36.36% DI	35.93%	37.12%	23.61%	28.33% H	30.77%	30.75%	24.35%	32.43%	27.68%	28.17%	28.86%	31.79%	24.70%	53.95% U	42.17% U	13.54%	29.71%	25.93%	21.80%	36.07% X	0.0%
35 to 44 (v 39.5)	376	396	284	3939	179	202	142	2021	188	184	128	886	23	162	20	147	95	92	17	46	125	100	86	91	97	0
	30.49%	33.45% C	28.69%	32.76%	32.55%	35.75%	30.47%	32.30%	35.27%	35.38%	30.05%	33.13%	31.08%	36.16%	28.17%	36.57%	33.93%	36.65%	22.37%	27.71%	43.40% ST	31.95%	39.81%	31.49%	39.75% X	0.0%
45 to 54 (v 49.5)	135	126	139	1944	56	54	60	1217	66	72	64	467	12	51	9	52	35	30	3	16	47	38	28	39	27	0
	10.95%	10.64%	14.04% AB	16.17% E	10.18%	9.56%	12.88%	19.45% I	12.38%	13.85%	15.02%	17.46%	16.22%	11.38%	12.68%	12.94%	12.50%	11.95%	3.95%	9.64%	16.32% ST	12.14%	12.96%	13.49%	11.07%	0.0%
55 to 64 (v 59.5)	79	49	55	702	25	21	23	596	44	28	33	244	5	38	6	33	21	23	0	16	27	33	11	25	19	0
	6.41% B	4.14%	5.56%	5.84%	4.55%	3.72%	4.94%	9.53%	8.26% E	5.38%	7.75%	9.12%	6.76%	8.48%	8.45%	8.21%	7.50%	9.16%	0.0%	9.64% S	9.38% S	10.54% W	5.09%	8.65%	7.79%	0.0%
65 to 74 (v 69.5)	32	29	19	266	12	7	6	266	14	16	13	115	0	13	2	11	11	3	2	4	8	9	5	11	3	0
	2.60%	2.45%	1.92%	2.21%	2.18%	1.24%	1.29%	4.25% I	2.63%	3.08%	3.05%	4.30%	0.0%	2.90% M	2.82%	2.74%	3.93% R	1.20%	2.63%	2.41%	2.78%	2.88%	2.31%	3.81%	1.23%	0.0%
75 or older (v 79.5)	4	8	3	55	1	5	2	48	2	1	2	13	0	2	0	2	0	2	0	0	2	1	1	1	1	0
	0.32%	0.68%	0.30%	0.46%	0.18%	0.88%	0.43%	0.77%	0.38%	0.19%	0.47%	0.49%	0.0%	0.45%	0.0%	0.50%	0.0%	0.80%	0.0%	0.0%	0.69%	0.32%	0.46%	0.35%	0.41%	0.0%
Average age	36.1991	35.8408	36.0955	37.5660	35.5827	35.5788	36.0129	40.3282	37.6276	37.3913	37.7336	39.6466	36.2568	37.6964	35.9930	38.2724	37.9411	37.2231	31.9276	36.9759	39.5347	38.0415	37.0856	36.9689	38.4078	0
				E				I	E											S	ST					

Note: A text notation appearing beneath a column 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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78. What is your age?

												2017 CCC Population 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 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. UHC Avg. Southeast	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												12.5115	12.2223	12.1891	12.1184	11.5910	11.3906	11.3828	13.4694	12.8379	12.1600	13.1160	13.4265	11.4574	13.0130	13.8087	12.5639	12.6159	13.0988	9.5431	12.2361	13.3684	13.2790	12.2467	14.5737	10.3601	0	
Sigma												1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	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%	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 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.08%	0.09%	0.0%	0.0%	0.17%	0.0%	0.0%	0.0%	0.19%	0.23%	0.0%	0.0%	0.0%	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	48	162	401	25	21	84	129	11	7	6	46	1	10	0	9	5	6	0	1	2	2	1	7	4	0
	3.42%	3.88%	13.88%	3.21%	4.30%	3.58%	15.16%	2.02%	2.01%	1.32%	1.37%	1.69%	1.33%	2.17%	0.0%	2.18%	1.75%	2.32%	0.0%	0.60%	0.68%	0.63%	0.46%	2.36%	1.60%	0.0%
			AB		I		EF									O										
BASE = Those who responded	1243	1187	1004	12075	557	564	470	6259	536	524	432	2677	74	451	73	403	281	253	77	166	290	315	216	290	246	0
	96.58%	96.04%	86.03%	96.79%	95.70%	96.25%	84.84%	97.98%	97.99%	98.50%	98.41%	98.31%	98.67%	97.83%	100.00%	97.82%	98.25%	97.68%	100.00%	99.40%	99.32%	99.37%	99.54%	97.64%	98.40%	0.0%
	C	C			G	G			E						P											
Male	104	80	73	1567	52	45	30	667	38	35	37	254	2	35	5	29	18	20	8	4	26	25	12	21	17	0
	8.37%	6.74%	7.27%	12.98%	9.34%	7.98%	6.38%	10.66%	7.09%	6.68%	8.56%	9.49%	2.70%	7.76%	6.85%	7.20%	6.41%	7.91%	10.39%	2.41%	8.97%	7.94%	5.56%	7.24%	6.91%	0.0%
				E				I						M					T		T					
Female	1139	1107	931	10508	505	519	440	5592	498	489	395	2423	72	416	68	374	263	233	69	162	264	290	204	269	229	0
	91.63%	93.26%	92.73%	87.02%	90.66%	92.02%	93.62%	89.34%	92.91%	93.32%	91.44%	90.51%	97.30%	92.24%	93.15%	92.80%	93.59%	92.09%	89.61%	97.59%	91.03%	92.06%	94.44%	92.76%	93.09%	0.0%
					D				H				N						SU							
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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 CCC Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Gen. Pop. Qual. UHC Avg. (H)	2017 CCC Gen. Pop. Qual. Total (I)	2016 CCC Gen. Pop. Qual. Total (J)	2015 CCC Gen. Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (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													1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0	
													100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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													73	61	176	621	35	25	91	190	19	11	14	69	4	15	2	12	8	11	1	3	7	6	4	7	12	0	
													5.67%	4.94%	15.08%	4.98%	6.01%	4.27%	16.43%	2.97%	3.47%	2.07%	3.19%	2.53%	5.33%	3.25%	2.74%	2.91%	2.80%	4.25%	1.30%	1.80%	2.40%	1.89%	1.84%	2.36%	4.80%	0.0%	
BASE = Those who responded													1214	1175	991	11855	547	561	463	6198	528	521	425	2654	71	446	71	400	278	248	76	164	285	311	213	290	238	0	
													94.33%	95.06%	84.92%	95.02%	93.99%	95.73%	83.57%	97.03%	96.53%	97.93%	96.81%	97.47%	94.67%	96.75%	97.26%	97.09%	97.20%	95.75%	98.70%	98.20%	97.60%	98.11%	98.16%	97.64%	95.20%	0.0%	
													C	C			G	G			E																		
High school or less (NET)													645	617	530	5947	282	291	248	2752	266	270	212	1214	31	231	38	199	122	143	36	81	148	157	106	149	117	0	
													53.13%	52.51%	53.48%	50.16%	51.55%	51.87%	53.56%	44.40%	50.38%	51.82%	49.88%	45.74%	43.66%	51.79%	53.52%	49.75%	43.88%	57.66%	47.37%	49.39%	51.93%	50.48%	49.77%	51.38%	49.16%	0.0%	
8th grade or less													77	41	40	885	35	19	19	251	22	19	16	87	3	18	5	14	7	15	3	7	12	20	2	14	8	0	
													6.34%	3.49%	4.04%	7.47%	6.40%	3.39%	4.10%	4.05%	4.17%	3.65%	3.76%	3.28%	4.23%	4.04%	7.04%	3.50%	2.52%	6.05%	3.95%	4.27%	4.21%	6.43%	0.94%	4.83%	3.36%	0.0%	
													BC				F																						
Some high school, but did not graduate													163	156	123	1290	69	67	55	614	69	71	59	275	9	60	14	49	28	41	8	20	41	44	25	39	30	0	
													13.43%	13.28%	12.41%	10.88%	12.61%	11.94%	11.88%	9.91%	13.07%	13.63%	13.88%	10.36%	12.68%	13.45%	19.72%	12.25%	10.07%	16.53%	10.53%	12.20%	14.39%	14.15%	11.74%	13.45%	12.61%	0.0%	
High school graduate or GED													405	420	367	3772	178	205	174	1887	175	180	137	852	19	153	19	136	87	87	25	54	95	93	79	96	79	0	
													33.36%	35.74%	37.03%	31.82%	32.54%	36.54%	37.58%	30.45%	33.14%	34.55%	32.24%	32.10%	26.76%	34.30%	26.76%	34.00%	31.29%	35.08%	32.89%	32.93%	33.33%	29.90%	37.09%	33.10%	33.19%	0.0%	
Some college or more (NET)													569	558	461	5908	265	270	215	3446	262	251	213	1440	40	215	33	201	156	105	40	83	137	154	107	141	121	0	
													46.87%	47.49%	46.52%	49.84%	48.45%	48.13%	46.44%	55.60%	49.62%	48.18%	50.12%	54.26%	56.34%	48.21%	46.48%	50.25%	56.12%	42.34%	52.63%	50.61%	48.07%	49.52%	50.23%	48.62%	50.84%	0.0%	
Some college or 2-year degree													414	416	350	3924	183	202	165	2452	197	192	161	1053	25	168	18	159	123	74	27	62	107	115	81	106	91	0	
													34.10%	35.40%	35.32%	33.10%	33.46%	36.01%	35.64%	39.56%	37.31%	36.85%	37.88%	39.68%	35.21%	37.67%	25.35%	39.75%	44.24%	29.84%	35.53%	37.80%	37.54%	36.98%	38.03%	36.55%	38.24%	0.0%	
4-year college graduate													92	84	80	1252	49	41	39	590	38	39	31	227	9	28	8	26	22	16	9	11	17	22	16	20	18	0	
													7.58%	7.15%	8.07%	10.56%	8.96%	7.31%	8.42%	9.52%	7.20%	7.49%	7.29%	8.55%	12.68%	6.28%	11.27%	6.50%	7.91%	6.45%	11.84%	6.71%	5.96%	7.07%	7.51%	6.90%	7.56%	0.0%	
More than 4-year college degree													63	58	31	732	33	27	11	404	27	20	21	160	6	19	7	16	11	15	4	10	13	17	10	15	12	0	
													5.19%	4.94%	3.13%	6.17%	6.03%	4.81%	2.38%	6.52%	5.11%	3.84%	4.94%	6.03%	8.45%	4.26%	9.86%	4.00%	3.96%	6.05%	5.26%	6.10%	4.56%	5.47%	4.69%	5.17%	5.04%	0.0%	
													C	C			G	G																					
Sigma													1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0	
													100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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

81. How are you related to the child?

													2017 CCC Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	17	19	0	0	12	4	0	0	11	13	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	1.38%	1.63%	0.0%	0.0%	2.05%	0.72%	0.0%	0.0%	2.07%	2.96%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
		A	A			E	E			I	I															
No response	68	50	162	603	36	19	84	321	25	9	7	133	6	19	3	19	11	14	1	7	9	13	4	20	5	0
	5.28%	4.05%	13.88%	4.83%	6.19%	3.24%	15.16%	5.03%	4.57%	1.69%	1.59%	4.88%	8.00%	4.12%	4.11%	4.61%	3.85%	5.41%	1.30%	4.19%	3.08%	4.10%	1.84%	6.73%	2.00%	0.0%
			AB		F		EF		JK														Y			
BASE = Those who responded	1219	1169	986	11873	546	555	466	6067	522	512	419	2590	69	442	70	393	275	245	76	160	283	304	213	277	245	0
	94.72%	94.58%	84.49%	95.17%	93.81%	94.71%	84.12%	94.97%	95.43%	96.24%	95.44%	95.12%	92.00%	95.88%	95.89%	95.39%	96.15%	94.59%	98.70%	95.81%	96.92%	95.90%	98.16%	93.27%	98.00%	0.0%
	C	C			G	G																		X		
Mother or father	1095	1058	895	10972	497	514	428	5250	461	453	365	2224	61	389	59	350	246	213	70	143	245	259	197	243	218	0
	89.83%	90.50%	90.77%	92.41%	91.03%	92.61%	91.85%	86.53%	88.31%	88.48%	87.11%	85.87%	88.41%	88.01%	84.29%	89.06%	89.45%	86.94%	92.11%	89.38%	86.57%	85.20%	92.49%	87.73%	88.98%	0.0%
																						V				
Grandparent	92	82	64	619	40	29	27	572	49	44	37	271	7	42	11	35	24	25	4	13	32	36	13	28	21	0
	7.55%	7.01%	6.49%	5.21%	7.33%	5.23%	5.79%	9.43%	9.39%	8.59%	8.83%	10.46%	10.14%	9.50%	15.71%	8.91%	8.73%	10.20%	5.26%	8.13%	11.31%	11.84%	6.10%	10.11%	8.57%	0.0%
																					W					
Other (NET)	32	29	27	282	9	12	11	245	12	15	17	95	1	11	0	8	5	7	2	4	6	9	3	6	6	0
	2.63%	2.48%	2.74%	2.38%	1.65%	2.16%	2.36%	4.04%	2.30%	2.93%	4.06%	3.67%	1.45%	2.49%	0.0%	2.04%	1.82%	2.86%	2.63%	2.50%	2.12%	2.96%	1.41%	2.17%	2.45%	0.0%
								I								O										
Aunt or uncle	5	6	6	82	1	3	0	64	0	1	5	28	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.41%	0.51%	0.61%	0.69%	0.18%	0.54%	0.0%	1.05%	0.0%	0.20%	1.19%	1.08%	0.0%	0.0%	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			I															
Older brother or sister	1	1	0	25	0	0	0	10	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.08%	0.09%	0.0%	0.21%	0.0%	0.0%	0.0%	0.16%	0.0%	0.0%	0.0%	0.08%	0.0%	0.0%	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																		
Other relative	2	6	2	20	1	3	1	9	1	3	2	3	0	1	0	1	1	0	0	0	1	1	0	0	1	0
	0.16%	0.51%	0.20%	0.17%	0.18%	0.54%	0.21%	0.15%	0.19%	0.59%	0.48%	0.12%	0.0%	0.23%	0.0%	0.25%	0.36%	0.0%	0.0%	0.0%	0.35%	0.33%	0.0%	0.0%	0.41%	0.0%
Legal guardian	20	15	19	129	5	5	10	138	10	11	10	54	0	10	0	7	4	6	1	4	5	8	2	6	4	0
	1.64%	1.28%	1.93%	1.09%	0.92%	0.90%	2.15%	2.27%	1.92%	2.15%	2.39%	2.08%	0.0%	2.26%	0.0%	1.78%	1.45%	2.45%	1.32%	2.50%	1.77%	2.63%	0.94%	2.17%	1.63%	0.0%
														M		O										
Someone else	4	1	0	26	2	1	0	24	1	0	0	8	1	0	0	0	0	1	1	0	0	0	1	0	1	0
	0.33%	0.09%	0.0%	0.22%	0.37%	0.18%	0.0%	0.40%	0.19%	0.0%	0.0%	0.31%	1.45%	0.0%	0.0%	0.0%	0.0%	0.41%	1.32%	0.0%	0.0%	0.0%	0.47%	0.0%	0.41%	0.0%
	C																									
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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%	0.09%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.23%	0.0%	0.0%	0.0%	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	8	8	144	4	2	1	65	5	2	2	28	1	4	0	4	0	5	0	0	0	0	0	5	0	0
	0.78%	0.65%	0.69%	1.15%	0.69%	0.34%	0.18%	1.02%	0.91%	0.38%	0.46%	1.03%	1.33%	0.87%	0.0%	0.97% O	0.0%	1.93% Q	0.0%	0.0%	0.0%	0.0%	0.0%	1.68% Y	0.0%	0.0%
Appropriately skipped	642	693	748	5749	293	345	380	2501	250	284	251	1141	31	217	22	196	131	119	48	77	122	140	107	0	250	0
	49.88%	56.07%	64.10%	46.08%	50.34%	58.87%	68.59%	39.15%	45.70%	53.38%	57.18%	41.90%	41.33%	47.07%	30.14%	47.57% O	45.80%	45.95%	62.34% TU	46.11%	41.78%	44.16%	49.31%	0.0%	100.00% X	0.0%
BASE = Those who responded	635	535	410	6583	285	239	173	3822	292	246	185	1554	43	240	51	212	155	135	29	90	170	177	110	292	0	0
	49.34% BC	43.28% C	35.13%	52.77%	48.97% FG	40.78% G	31.23%	59.83% I	53.38% JK	46.24%	42.14%	57.07%	57.33%	52.06%	69.86% P	51.46%	54.20%	52.12%	37.66%	53.89% S	58.22% S	55.84%	50.69%	98.32% Y	0.0%	0.0%
Yes	32	17	14	324	14	8	8	127	6	6	5	51	0	6	2	4	1	5	1	1	4	5	1	6	0	0
	5.04%	3.18%	3.41%	4.92%	4.91%	3.35%	4.62%	3.32%	2.05%	2.44%	2.70%	3.28%	0.0%	2.50% M	3.92%	1.89%	0.65%	3.70%	3.45%	1.11%	2.35%	2.82%	0.91%	2.05%	0.0%	0.0%
No	603	518	396	6259	271	231	165	3695	286	240	180	1503	43	234	49	208	154	130	28	89	166	172	109	286	0	0
	94.96%	96.82%	96.59%	95.08%	95.09%	96.65%	95.38%	96.68%	97.95%	97.56%	97.30%	96.72%	100.00% N	97.50%	96.08%	98.11%	99.35%	96.30%	96.55%	98.89%	97.65%	97.18%	99.09%	97.95%	0.0%	0.0%
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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

83. How did that person help you?

													2017 CCC Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	10	9	9	150	4	2	1	69	5	2	3	30	1	4	0	4	0	5	0	0	0	0	0	5	0	0
	0.78%	0.73%	0.77%	1.20%	0.69%	0.34%	0.18%	1.08%	0.91%	0.38%	0.68%	1.10%	1.33%	0.87%	0.0%	0.97% O	0.0%	1.93% Q	0.0%	0.0%	0.0%	0.0%	0.0%	1.68% Y	0.0%	0.0%
Appropriately skipped	1245	1211	1144	12008	564	576	545	6196	536	524	431	2644	74	451	71	404	285	249	76	166	288	312	216	286	250	0
	96.74%	97.98%	98.03% A	96.25%	96.91%	98.29%	98.38%	96.99%	97.99%	98.50%	98.18%	97.10%	98.67%	97.83%	97.26%	98.06%	99.65% R	96.14%	98.70%	99.40%	98.63%	98.42%	99.54%	96.30%	100.00% X	0.0%
BASE = Those who responded	32	16	14	318	14	8	8	123	6	6	5	49	0	6	2	4	1	5	1	1	4	5	1	6	0	0
	2.49% BC	1.29%	1.20%	2.55%	2.41%	1.37%	1.44%	1.93%	1.10%	1.13%	1.14%	1.80%	0.0%	1.30% M	2.74%	0.97%	0.35%	1.93%	1.30%	0.60%	1.37%	1.58%	0.46%	2.02% Y	0.0%	0.0%
Read the questions to me	16	8	7	160	7	3	3	67	3	5	3	28	0	3	2	1	0	3	0	1	2	3	0	3	0	0
	50.00%	50.00%	50.00%	50.31%	50.00%	37.50%	37.50%	54.47%	50.00%	83.33%	60.00%	57.14%	0.0%	50.00%	100.00%	25.00%	0.0%	60.00%	0.0%	100.00%	50.00%	60.00%	0.0%	50.00%	0.0%	0.0%
Wrote down the answers I gave	1	2	3	83	0	0	1	39	0	1	2	16	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	3.13%	12.50%	21.43%	26.10%	0.0%	0.0%	12.50%	31.71%	0.0%	16.67%	40.00%	32.65%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Answered the questions for me	12	3	2	43	5	1	1	26	2	2	1	10	0	2	0	2	0	2	1	0	1	1	1	2	0	0
	37.50%	18.75%	14.29%	13.52%	35.71%	12.50%	12.50%	21.14%	33.33%	33.33%	20.00%	20.41%	0.0%	33.33%	0.0%	50.00%	0.0%	40.00%	100.00%	0.0%	25.00%	20.00%	100.00%	33.33%	0.0%	0.0%
Translated the questions into my language	10	6	4	147	3	3	3	34	2	0	0	11	0	2	0	2	0	2	0	2	2	0	2	0	0	0
	31.25%	37.50%	28.57%	46.23%	21.43%	37.50%	37.50%	27.64%	33.33%	0.0%	0.0%	22.45%	0.0%	33.33%	0.0%	50.00%	0.0%	40.00%	0.0%	0.0%	50.00%	40.00%	0.0%	33.33%	0.0%	0.0%
Helped in some other way	4	2	3	32	2	2	2	16	1	0	2	6	0	1	0	1	1	0	0	0	1	1	0	1	0	0
	12.50%	12.50%	21.43%	10.06%	14.29%	25.00%	25.00%	13.01%	16.67%	0.0%	40.00%	12.24%	0.0%	16.67%	0.0%	25.00%	100.00%	0.0%	0.0%	0.0%	25.00%	20.00%	0.0%	16.67%	0.0%	0.0%
Sigma	1298	1241	1172	12623	585	587	556	6447	549	534	442	2745	75	463	73	414	286	261	77	167	294	319	217	299	250	0
	100.85%	100.40%	100.43%	101.18%	100.52%	100.17%	100.36%	100.92%	100.37%	100.38%	100.68%	100.81%	100.00%	100.43%	100.00%	100.49%	100.00%	100.77%	100.00%	100.00%	100.68%	100.63%	100.00%	100.67%	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

84. In the last 6 months, if it was not easy to get the care, tests, or treatment you thought your child needed, what was the main reason for the difficulty?

	2017 CCC Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	9	4	0	0	2	2	0	0	8	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.73%	0.34%	0.0%	0.0%	0.34%	0.36%	0.0%	0.0%	1.50%	0.46%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
		A	A							I																	
No response	475	413	465	4459	206	208	219	2418	191	167	143	1025	18	169	18	152	94	97	22	68	93	105	77	97	94	0	
	36.91%	33.41%	39.85%	35.74%	35.40%	35.49%	39.53%	37.85%	34.92%	31.39%	32.57%	37.64%	24.00%	36.66%	24.66%	36.89%	32.87%	37.45%	28.57%	40.72%	31.85%	33.12%	35.48%	32.66%	37.60%	0.0%	
			B							M						O											
I did not try to get any care, tests, or treatment for my child in the last 6 months	505	479	448	4765	250	232	221	1735	187	179	149	692	17	166	11	151	116	69	27	54	105	113	72	118	69	0	
	39.24%	38.75%	38.39%	38.19%	42.96%	39.59%	39.89%	27.16%	34.19%	33.65%	33.94%	25.41%	22.67%	36.01%	15.07%	36.65%	40.56%	26.64%	35.06%	32.34%	35.96%	35.65%	33.18%	39.73%	27.60%	0.0%	
				DI					H					M		O	R							Y			
BASE = Those who responded	307	335	250	3252	126	144	112	2235	169	178	145	1006	40	126	44	109	76	93	28	45	94	99	68	82	87	0	
	23.85%	27.10%	21.42%	26.07%	21.65%	24.57%	20.22%	34.99%	30.90%	33.46%	33.03%	36.94%	53.33%	27.33%	60.27%	26.46%	26.57%	35.91%	36.36%	26.95%	32.19%	31.23%	31.34%	27.61%	34.80%	0.0%	
		C		E				I	E				N		P		Q										
I had to wait too long for the health plan to give the OK	40	48	43	414	17	18	19	322	23	30	30	120	9	14	11	10	10	13	5	8	10	15	7	10	13	0	
	13.03%	14.33%	17.20%	12.73%	13.49%	12.50%	16.96%	14.41%	13.61%	16.85%	20.69%	11.93%	22.50%	11.11%	25.00%	9.17%	13.16%	13.98%	17.86%	17.78%	10.64%	15.15%	10.29%	12.20%	14.94%	0.0%	
															P												
I did not know where to go to get a physician for care/lab work done (NET)	12	18	21	191	4	8	8	120	7	10	15	48	2	5	2	5	5	2	0	0	7	1	6	2	5	0	
	3.91%	5.37%	8.40%	5.87%	3.17%	5.56%	7.14%	5.37%	4.14%	5.62%	10.34%	4.77%	5.00%	3.97%	4.55%	4.59%	6.58%	2.15%	0.0%	0.0%	7.45%	1.01%	8.82%	2.44%	5.75%	0.0%	
			A								I										T		V				
I did not know where to go to get a physician for care	11	17	0	158	3	7	0	110	7	10	0	46	2	5	2	5	5	2	0	0	7	1	6	2	5	0	
	3.58%	5.07%	0.0%	4.86%	2.38%	4.86%	0.0%	4.92%	4.14%	5.62%	0.0%	4.57%	5.00%	3.97%	4.55%	4.59%	6.58%	2.15%	0.0%	0.0%	7.45%	1.01%	8.82%	2.44%	5.75%	0.0%	
		C	C			G			K	K											T		V				
I did not know where to go to get lab work done	1	1	0	33	1	1	0	10	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.33%	0.30%	0.0%	1.01%	0.79%	0.69%	0.0%	0.45%	0.0%	0.0%	0.0%	0.20%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
								I																			
I could not find a doctor, lab, or x-ray facility in my network	12	23	15	145	4	9	10	141	6	13	9	44	1	4	3	3	2	4	1	0	5	3	3	2	4	0	
	3.91%	6.87%	6.00%	4.46%	3.17%	6.25%	8.93%	6.31%	3.55%	7.30%	6.21%	4.37%	2.50%	3.17%	6.82%	2.75%	2.63%	4.30%	3.57%	0.0%	5.32%	3.03%	4.41%	2.44%	4.60%	0.0%	
																					T						
I could not find a doctor who was easy to get to	16	22	19	163	3	7	6	116	14	10	11	46	5	9	5	6	7	7	3	2	9	8	6	8	6	0	
	5.21%	6.57%	7.60%	5.01%	2.38%	4.86%	5.36%	5.19%	8.28%	5.62%	7.59%	4.57%	12.50%	7.14%	11.36%	5.50%	9.21%	7.53%	10.71%	4.44%	9.57%	8.08%	8.82%	9.76%	6.90%	0.0%	
								E																			
I could not find a lab or x-ray facility that was easy to get to	3	2	2	41	2	0	1	34	2	1	1	27	0	2	0	2	1	1	0	0	2	2	0	0	2	0	
	0.98%	0.60%	0.80%	1.26%	1.59%	0.0%	0.89%	1.52%	1.18%	0.56%	0.69%	2.68%	0.0%	1.59%	0.0%	1.83%	1.32%	1.08%	0.0%	0.0%	2.13%	2.02%	0.0%	0.0%	2.30%	0.0%	
I had to wait too long to get an appointment	76	73	51	802	32	40	23	513	44	38	28	179	10	32	11	31	20	24	10	11	22	21	23	24	20	0	
	24.76%	21.79%	20.40%	24.66%	25.40%	27.78%	20.54%	22.95%	26.04%	21.35%	19.31%	17.79%	25.00%	25.40%	25.00%	28.44%	26.32%	25.81%	35.71%	24.44%	23.40%	21.21%	33.82%	29.27%	22.99%	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

84. In the last 6 months, if it was not easy to get the care, tests, or treatment you thought your child needed, what was the main reason for the difficulty?

													2017 CCC Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. (E)	2016 Gen. Pop. (F)	2015 Gen. Pop. (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. (I)	2016 CCC Pop. Qual. (J)	2015 CCC Pop. Qual. (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (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)	
I could not find someone who spoke my language	12 3.91% C	5 1.49%	2 0.80%	178 5.47%	6 4.76% GI	2 1.39%	0 0.0%	92 4.12% I	0 0.0%	0 0.0%	0 0.0%	55 5.47%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
Other, personal reason	136 44.30%	144 42.99%	97 38.80%	1318 40.53%	58 46.03%	60 41.67%	45 40.18%	897 40.13%	73 43.20%	76 42.70%	51 35.17%	487 48.41%	13 32.50%	60 47.62%	12 27.27%	52 47.71% O	31 40.79%	42 45.16%	9 32.14%	24 53.33%	39 41.49%	49 49.49% W	23 33.82%	36 43.90%	37 42.53%	0 0.0%
Sigma	1287 100.00%	1236 100.00%	1167 100.00%	12476 100.00%	582 100.00%	586 100.00%	554 100.00%	6388 100.00%	547 100.00%	532 100.00%	439 100.00%	2723 100.00%	75 100.00%	461 100.00%	73 100.00%	412 100.00%	286 100.00%	259 100.00%	77 100.00%	167 100.00%	292 100.00%	317 100.00%	217 100.00%	297 100.00%	250 100.00%	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

85. In the last 6 months, did you call a doctor's office or clinic after hours to get help for your child?

													2017 CCC Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (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	1287	1236	1167	12186	582	586	554	6075	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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%	0.08%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.19%	0.0%	0.0%	0.0%	0.0%	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	72	79	176	663	38	35	92	200	14	21	12	74	1	13	2	10	6	8	0	4	3	5	1	8	6	0
	5.59%	6.39%	15.08%	5.44%	6.53%	5.97%	16.61%	3.29%	2.56%	3.95%	2.73%	2.72%	1.33%	2.82%	2.74%	2.43%	2.10%	3.09%	0.0%	2.40%	1.03%	1.58%	0.46%	2.69%	2.40%	0.0%
			AB		I		EF												S							
BASE = Those who responded	1215	1156	991	11523	544	551	462	5875	533	510	427	2649	74	448	71	402	280	251	77	163	289	312	216	289	244	0
	94.41%	93.53%	84.92%	94.56%	93.47%	94.03%	83.39%	96.71%	97.44%	95.86%	97.27%	97.28%	98.67%	97.18%	97.26%	97.57%	97.90%	96.91%	100.00%	97.60%	98.97%	98.42%	99.54%	97.31%	97.60%	0.0%
	C	C			G	G			E										T							
Yes	137	109	115	1357	67	45	41	834	63	54	65	340	13	48	8	49	26	37	19	16	27	37	26	27	36	0
	11.28%	9.43%	11.60%	11.78%	12.32%	8.17%	8.87%	14.20%	11.82%	10.59%	15.22%	12.84%	17.57%	10.71%	11.27%	12.19%	9.29%	14.74%	24.68%	9.82%	9.34%	11.86%	12.04%	9.34%	14.75%	0.0%
					F		J												TU							
No	1078	1047	876	10166	477	506	421	5041	470	456	362	2309	61	400	63	353	254	214	58	147	262	275	190	262	208	0
	88.72%	90.57%	88.40%	88.22%	87.68%	91.83%	91.13%	85.80%	88.18%	89.41%	84.78%	87.16%	82.43%	89.29%	88.73%	87.81%	90.71%	85.26%	75.32%	90.18%	90.66%	88.14%	87.96%	90.66%	85.25%	0.0%
						E			K										S	S						
Sigma	1287	1236	1167	12186	582	586	554	6075	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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

86. In the last 6 months, when you called a doctor's office or clinic after hours, how often did you get the help you wanted for your child?

	2017 CCC Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	72	81	177	695	38	35	92	220	14	23	12	78	1	13	2	10	6	8	0	4	3	5	1	8	6	0
	5.59%	6.55%	15.17%	5.57%	6.53%	5.97%	16.61%	3.44%	2.56%	4.32%	2.73%	2.86%	1.33%	2.82%	2.74%	2.43%	2.10%	3.09%	0.0%	2.40%	1.03%	1.58%	0.46%	2.69%	2.40%	0.0%
			AB		I		EF													S						
I did not call after hours in the last 6 months	7	6	3	195	2	3	1	182	3	2	3	20	1	2	0	3	2	1	0	1	2	3	0	3	0	0
	0.54%	0.49%	0.26%	1.56%	0.34%	0.51%	0.18%	2.85%	0.55%	0.38%	0.68%	0.73%	1.33%	0.43%	0.0%	0.73%	0.70%	0.39%	0.0%	0.60%	0.68%	0.95%	0.0%	1.01%	0.0%	0.0%
				E				I																		
Appropriately skipped	1078	1047	876	10166	477	506	421	5041	470	456	362	2309	61	400	63	353	254	214	58	147	262	275	190	262	208	0
	83.76%	84.71%	75.06%	81.48%	81.96%	86.35%	75.99%	78.91%	85.92%	85.71%	82.46%	84.80%	81.33%	86.77%	86.30%	85.68%	88.81%	82.63%	75.32%	88.02%	89.73%	86.75%	87.56%	88.22%	83.20%	0.0%
	C	C			G	EG			H								R			S	S					
BASE = Those who responded	130	102	111	1420	65	42	40	945	60	51	62	316	12	46	8	46	24	36	19	15	25	34	26	24	36	0
	10.10%	8.25%	9.51%	11.38%	11.17%	7.17%	7.22%	14.79%	10.97%	9.59%	14.12%	11.60%	16.00%	9.98%	10.96%	11.17%	8.39%	13.90%	24.68%	8.98%	8.56%	10.73%	11.98%	8.08%	14.40%	0.0%
				FG				I			J							Q	TU					X		
Never	10	10	11	99	5	5	4	68	3	5	5	24	1	2	2	1	0	3	2	0	1	2	1	0	3	0
	7.69%	9.80%	9.91%	6.97%	7.69%	11.90%	10.00%	7.20%	5.00%	9.80%	8.06%	7.59%	8.33%	4.35%	25.00%	2.17%	0.0%	8.33%	10.53%	0.0%	4.00%	5.88%	3.85%	0.0%	8.33%	0.0%
Sometimes	9	12	11	215	5	6	5	142	6	5	5	44	4	2	2	3	2	4	0	1	5	5	1	3	3	0
	6.92%	11.76%	9.91%	15.14%	7.69%	14.29%	12.50%	15.03%	10.00%	9.80%	8.06%	13.92%	33.33%	4.35%	25.00%	6.52%	8.33%	11.11%	0.0%	6.67%	20.00%	14.71%	3.85%	12.50%	8.33%	0.0%
				E																						
Bottom Two Box (%Never + %Sometimes)	19	22	22	314	10	11	9	210	9	10	10	68	5	4	4	4	2	7	2	1	6	7	2	3	6	0
	14.62%	21.57%	19.82%	22.11%	15.38%	26.19%	22.50%	22.22%	15.00%	19.61%	16.13%	21.52%	41.67%	8.70%	50.00%	8.70%	8.33%	19.44%	10.53%	6.67%	24.00%	20.59%	7.69%	12.50%	16.67%	0.0%
Usually	25	13	18	259	12	4	8	175	13	7	12	54	3	9	1	10	6	7	4	5	4	11	2	5	8	0
	19.23%	12.75%	16.22%	18.24%	18.46%	9.52%	20.00%	18.52%	21.67%	13.73%	19.35%	17.09%	25.00%	19.57%	12.50%	21.74%	25.00%	19.44%	21.05%	33.33%	16.00%	32.35%	7.69%	20.83%	22.22%	0.0%
Always	86	67	71	847	43	27	23	560	38	34	40	194	4	33	3	32	16	22	13	9	15	16	22	16	22	0
	66.15%	65.69%	63.96%	59.65%	66.15%	64.29%	57.50%	59.26%	63.33%	66.67%	64.52%	61.39%	33.33%	71.74%	37.50%	69.57%	66.67%	61.11%	68.42%	60.00%	60.00%	47.06%	84.62%	66.67%	61.11%	0.0%
Top Two Box (%Always + %Usually)	111	80	89	1106	55	31	31	735	51	41	52	248	7	42	4	42	22	29	17	14	19	27	24	21	30	0
	85.38%	78.43%	80.18%	77.89%	84.62%	73.81%	77.50%	77.78%	85.00%	80.39%	83.87%	78.48%	58.33%	91.30%	50.00%	91.30%	91.67%	80.56%	89.47%	93.33%	76.00%	79.41%	92.31%	87.50%	83.33%	0.0%
4-point composite mean	3.4385	3.3431	3.3423	3.3056	3.4308	3.2619	3.2500	3.2984	3.4333	3.3725	3.4032	3.3228	2.8333	3.5870	2.6250	3.5870	3.5833	3.3333	3.4737	3.5333	3.3200	3.2059	3.7308	3.5417	3.3611	0
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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

87. In the last 6 months, how often was it hard to find a personal doctor for your child who speaks your language?

													2017 CCC Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. UHC Avg. Southeast (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	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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%	0.08%	0.09%	0.0%	0.0%	0.17%	0.18%	0.0%	0.0%	0.0%	0.23%	0.0%	0.0%	0.0%	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	80	81	186	837	44	36	99	244	16	18	19	79	2	13	0	14	6	10	2	4	3	8	1	8	8	0
	6.22%	6.55%	15.94%	6.71%	7.56%	6.14%	17.87%	3.82%	2.93%	3.38%	4.33%	2.90%	2.67%	2.82%	0.0%	3.40%	2.10%	3.86%	2.60%	2.40%	1.03%	2.52%	0.46%	2.69%	3.20%	0.0%
			AB		I		EF									O						W				
BASE = Those who responded	1207	1154	980	11639	538	549	454	6144	531	514	419	2644	73	448	73	398	280	249	75	163	289	309	216	289	242	0
	93.78%	93.37%	83.98%	93.29%	92.44%	93.69%	81.95%	96.18%	97.07%	96.62%	95.44%	97.10%	97.33%	97.18%	100.00%	96.60%	97.90%	96.14%	97.40%	97.60%	98.97%	97.48%	99.54%	97.31%	96.80%	0.0%
	C	C			G	G			E						P							V				
Never	1048	1035	844	9560	467	485	392	5272	465	467	362	2360	60	397	64	350	253	210	61	143	257	270	189	261	204	0
	86.83%	89.69%	86.12%	82.14%	86.80%	88.34%	86.34%	85.81%	87.57%	90.86%	86.40%	89.26%	82.19%	88.62%	87.67%	87.94%	90.36%	84.34%	81.33%	87.73%	88.93%	87.38%	87.50%	90.31%	84.30%	0.0%
		AC			D				K							R							Y			
Sometimes	47	24	31	767	24	14	12	275	16	11	16	74	3	12	1	14	8	8	2	4	10	14	2	12	4	0
	3.89%	2.08%	3.16%	6.59%	4.46%	2.55%	2.64%	4.48%	3.01%	2.14%	3.82%	2.80%	4.11%	2.68%	1.37%	3.52%	2.86%	3.21%	2.67%	2.45%	3.46%	4.53%	0.93%	4.15%	1.65%	0.0%
	B			E																	W					
Bottom Two Box (%Never + %Sometimes)	1095	1059	875	10327	491	499	404	5547	481	478	378	2434	63	409	65	364	261	218	63	147	267	284	191	273	208	0
	90.72%	91.77%	89.29%	88.73%	91.26%	90.89%	88.99%	90.28%	90.58%	93.00%	90.21%	92.06%	86.30%	91.29%	89.04%	91.46%	93.21%	87.55%	84.00%	90.18%	92.39%	91.91%	88.43%	94.46%	85.95%	0.0%
					D												R						Y			
Usually	19	19	16	367	8	11	10	118	6	6	6	27	3	3	2	2	0	6	2	1	3	2	4	0	6	0
	1.57%	1.65%	1.63%	3.15%	1.49%	2.00%	2.20%	1.92%	1.13%	1.17%	1.43%	1.02%	4.11%	0.67%	2.74%	0.50%	0.0%	2.41%	2.67%	0.61%	1.04%	0.65%	1.85%	0.0%	2.48%	0.0%
				E													Q							X		
Always	93	76	89	945	39	39	40	479	44	30	35	183	7	36	6	32	19	25	10	15	19	23	21	16	28	0
	7.71%	6.59%	9.08%	8.12%	7.25%	7.10%	8.81%	7.80%	8.29%	5.84%	8.35%	6.92%	9.59%	8.04%	8.22%	8.04%	6.79%	10.04%	13.33%	9.20%	6.57%	7.44%	9.72%	5.54%	11.57%	0.0%
				B																				X		
Top Two Box (%Always + %Usually)	112	95	105	1312	47	50	50	597	50	36	41	210	10	39	8	34	19	31	12	16	22	25	25	16	34	0
	9.28%	8.23%	10.71%	11.27%	8.74%	9.11%	11.01%	9.72%	9.42%	7.00%	9.79%	7.94%	13.70%	8.71%	10.96%	8.54%	6.79%	12.45%	16.00%	9.82%	7.61%	8.09%	11.57%	5.54%	14.05%	0.0%
				E														Q						X		
4-point composite mean	1.3016	1.2513	1.3367	1.3725	1.2918	1.2787	1.3348	1.3171	1.3013	1.2198	1.3174	1.2561	1.4110	1.2813	1.3151	1.2864	1.2321	1.3815	1.4800	1.3129	1.2526	1.2816	1.3380	1.2076	1.4132	0
			B	E														Q						X		
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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

88. In the last 6 months, how often was it hard to find a personal doctor for your child who understands your culture?

													2017 CCC Population Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
													Excel/ Very Good		Good/ Fair/ Poor											
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. UHC Southeast (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Good (Q)	Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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%	0.08%	0.09%	0.0%	0.0%	0.0%	0.18%	0.0%	0.0%	0.0%	0.23%	0.0%	0.0%	0.0%	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	81	191	829	45	37	99	258	19	20	21	85	1	17	2	14	8	11	1	6	5	10	2	10	9	0
	6.68%	6.55%	16.37% AB	6.64%	7.73% I	6.31%	17.87% EF	4.04%	3.47%	3.76%	4.78%	3.12%	1.33%	3.69%	2.74%	3.40%	2.80%	4.25%	1.30%	3.59%	1.71%	3.15%	0.92%	3.37%	3.60%	0.0%
BASE = Those who responded	1201	1154	975	11647	537	549	454	6130	528	512	417	2638	74	444	71	398	278	248	76	161	287	307	215	287	241	0
	93.32% C	93.37% C	83.55%	93.36%	92.27% G	93.69% G	81.95%	95.96%	96.53% E	96.24%	94.99%	96.88%	98.67%	96.31%	97.26%	96.60%	97.20%	95.75%	98.70%	96.41%	98.29%	96.85%	99.08%	96.63%	96.40%	0.0%
Never	1037	1019	832	9526	453	475	386	5247	464	457	357	2340	58	397	60	352	253	209	60	145	255	270	188	264	200	0
	86.34%	88.30% C	85.33%	81.79%	84.36%	86.52%	85.02%	85.60%	87.88%	89.26%	85.61%	88.70%	78.38%	89.41% M	84.51%	88.44%	91.01% R	84.27%	78.95%	90.06% S	88.85% S	87.95%	87.44%	91.99% Y	82.99%	0.0%
Sometimes	38	26	33	806	18	15	18	282	13	15	13	83	5	8	3	9	3	10	3	2	8	9	4	7	6	0
	3.16%	2.25%	3.38%	6.92% E	3.35%	2.73%	3.96%	4.60% I	2.46%	2.93%	3.12%	3.15%	6.76%	1.80%	4.23%	2.26%	1.08%	4.03% Q	3.95%	1.24%	2.79%	2.93%	1.86%	2.44%	2.49%	0.0%
Bottom Two Box (%Never + %Sometimes)	1075	1045	865	10332	471	490	404	5529	477	472	370	2423	63	405	63	361	256	219	63	147	263	279	192	271	206	0
	89.51%	90.55%	88.72%	88.71%	87.71%	89.25%	88.99%	90.20%	90.34%	92.19%	88.73%	91.85%	85.14%	91.22%	88.73%	90.70%	92.09%	88.31%	82.89%	91.30%	91.64%	90.88%	89.30%	94.43% Y	85.48%	0.0%
Usually	25	32	22	408	11	19	9	150	8	8	11	39	2	6	2	6	3	5	1	3	4	8	0	4	4	0
	2.08%	2.77%	2.26%	3.50% E	2.05%	3.46%	1.98%	2.45%	1.52%	1.56%	2.64%	1.48%	2.70%	1.35%	2.82%	1.51%	1.08%	2.02%	1.32%	1.86%	1.39%	2.61% W	0.0%	1.39%	1.66%	0.0%
Always	101	77	88	907	55	40	41	451	43	32	36	176	9	33	6	31	19	24	12	11	20	20	23	12	31	0
	8.41%	6.67%	9.03% B	7.79%	10.24%	7.29%	9.03%	7.36%	8.14%	6.25%	8.63%	6.67%	12.16%	7.43%	8.45%	7.79%	6.83%	9.68%	15.79% U	6.83%	6.97%	6.51%	10.70%	4.18%	12.86% X	0.0%
Top Two Box (%Always + %Usually)	126	109	110	1315	66	59	50	601	51	40	47	215	11	39	8	37	22	29	13	14	24	28	23	16	35	0
	10.49%	9.45%	11.28%	11.29%	12.29%	10.75%	11.01%	9.80%	9.66%	7.81%	11.27%	8.15%	14.86%	8.78%	11.27%	9.30%	7.91%	11.69%	17.11%	8.70%	8.36%	9.12%	10.70%	5.57%	14.52% X	0.0%
4-point composite mean	1.3256	1.2782	1.3497	1.3729	1.3818	1.3151	1.3502	1.3157	1.2992	1.2480	1.3429	1.2612	1.4865	1.2680	1.3521	1.2864	1.2374	1.3710	1.5395 TU	1.2547	1.2648	1.2769	1.3395	1.1777	1.4440 X	0
Sigma	1287	1236	1167	12476	582	586	554	6388	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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

89. In the last 6 months, did you use the health plan website to look up information about a doctor or hospital for your child?

													2017 CCC Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	
Total	1287	1236	1167	10203	582	586	554	5476	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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%	0.08%	0.0%	0.0%	0.0%	0.17%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	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	73	81	175	521	38	36	95	175	16	24	11	86	1	12	0	13	9	7	1	4	3	6	3	10	6	0
	5.67%	6.55%	15.00%	5.11%	6.53%	6.14%	17.15%	3.20%	2.93%	4.51%	2.51%	3.16%	1.33%	2.60%	0.0%	3.16%	3.15%	2.70%	1.30%	2.40%	1.03%	1.89%	1.38%	3.37%	2.40%	0.0%
			AB		I		EF									O										
BASE = Those who responded	1214	1154	992	9682	544	549	459	5301	531	508	428	2637	74	449	73	399	277	252	76	163	289	311	214	287	244	0
	94.33%	93.37%	85.00%	94.89%	93.47%	93.69%	82.85%	96.80%	97.07%	95.49%	97.49%	96.84%	98.67%	97.40%	100.00%	96.84%	96.85%	97.30%	98.70%	97.60%	98.97%	98.11%	98.62%	96.63%	97.60%	0.0%
	C	C			G	G			E						P											
Yes	79	82	105	736	39	34	45	490	44	41	52	228	12	30	14	27	15	29	10	9	25	25	19	19	25	0
	6.51%	7.11%	10.58%	7.60%	7.17%	6.19%	9.80%	9.24%	8.29%	8.07%	12.15%	8.65%	16.22%	6.68%	19.18%	6.77%	5.42%	11.51%	13.16%	5.52%	8.65%	8.04%	8.88%	6.62%	10.25%	0.0%
			AB				F				J		N		P			Q								
No	1135	1072	887	8946	505	515	414	4811	487	467	376	2409	62	419	59	372	262	223	66	154	264	286	195	268	219	0
	93.49%	92.89%	89.42%	92.40%	92.83%	93.81%	90.20%	90.76%	91.71%	91.93%	87.85%	91.35%	83.78%	93.32%	80.82%	93.23%	94.58%	88.49%	86.84%	94.48%	91.35%	91.96%	91.12%	93.38%	89.75%	0.0%
	C	C				G				K				M		O	R									
Sigma	1287	1236	1167	10203	582	586	554	5476	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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 (UH22615)
 Children With Chronic Conditions

90. In the last 6 months, if the health plan website was not useful in finding a doctor or hospital for your child, what was the problem?

													2017 CCC Population Results - Qualified Respondents																		
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type							
													2017 CCC Pop. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. Southeast	0-7	8-10	0-7	8-10	Excel/Very Good	Good/Fair/Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
													(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)				
													-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Total		1287	1236	1167	11477	582	586	554	5641	547	532	439	2723	75	461	73	412	286	259	77	167	292	317	217	297	250	0				
		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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		79	94	186	850	42	41	98	281	19	28	18	112	1	15	0	16	10	9	1	6	4	8	4	10	9	0				
		6.14%	7.61%	15.94%	7.41%	7.22%	7.00%	17.69%	4.98%	3.47%	5.26%	4.10%	4.11%	1.33%	3.25%	0.0%	3.88%	3.50%	3.47%	1.30%	3.59%	1.37%	2.52%	1.84%	3.37%	3.60%	0.0%				
				AB		I		EF									O														
I did not use the site		2	0	0	532	1	0	0	18	1	0	0	7	0	1	0	1	0	1	0	0	1	0	1	1	0	0				
		0.16%	0.0%	0.0%	4.64%	0.17%	0.0%	0.0%	0.32%	0.18%	0.0%	0.0%	0.26%	0.0%	0.22%	0.0%	0.24%	0.0%	0.39%	0.0%	0.0%	0.34%	0.0%	0.46%	0.34%	0.0%	0.0%				
					E																										
Appropriately skipped		1135	1072	887	8946	505	515	414	4811	487	467	376	2409	62	419	59	372	262	223	66	154	264	286	195	268	219	0				
		88.19%	86.73%	76.01%	77.95%	86.77%	87.88%	74.73%	85.29%	89.03%	87.78%	85.65%	88.47%	82.67%	90.89%	80.82%	90.29%	91.61%	86.10%	85.71%	92.22%	90.41%	90.22%	89.86%	90.24%	87.60%	0.0%				
		C	C			DG	G			H								R													
BASE = Those who responded		71	70	94	1149	34	30	42	531	40	37	45	195	12	26	14	23	14	26	10	7	23	23	17	18	22	0				
		5.52%	5.66%	8.05%	10.01%	5.84%	5.12%	7.58%	9.41%	7.31%	6.95%	10.25%	7.16%	16.00%	5.64%	19.18%	5.58%	4.90%	10.04%	12.99%	4.19%	7.88%	7.26%	7.83%	6.06%	8.80%	0.0%				
				AB	E									N		P		Q	T												
The print was too small		2	5	2	61	2	3	2	34	0	1	0	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
		2.82%	7.14%	2.13%	5.31%	5.88%	10.00%	4.76%	6.40%	0.0%	2.70%	0.0%	3.59%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%				
									I																						
The information was hard to understand		6	8	6	103	2	4	1	58	5	3	3	20	4	1	2	1	2	3	1	0	4	1	4	1	4	0				
		8.45%	11.43%	6.38%	8.96%	5.88%	13.33%	2.38%	10.92%	12.50%	8.11%	6.67%	10.26%	33.33%	3.85%	14.29%	4.35%	14.29%	11.54%	10.00%	0.0%	17.39%	4.35%	23.53%	5.56%	18.18%	0.0%				
It was hard to find the information I was looking for		19	14	15	246	8	6	10	137	14	9	9	55	7	7	6	5	3	11	1	3	10	8	6	6	8	0				
		26.76%	20.00%	15.96%	21.41%	23.53%	20.00%	23.81%	25.80%	35.00%	24.32%	20.00%	28.21%	58.33%	26.92%	42.86%	21.74%	21.43%	42.31%	10.00%	42.86%	43.48%	34.78%	35.29%	33.33%	36.36%	0.0%				
The information was wrong		8	9	6	108	2	3	1	74	6	7	5	30	2	3	3	2	2	4	2	0	4	2	4	2	4	0				
		11.27%	12.86%	6.38%	9.40%	5.88%	10.00%	2.38%	13.94%	15.00%	18.92%	11.11%	15.38%	16.67%	11.54%	21.43%	8.70%	14.29%	15.38%	20.00%	0.0%	17.39%	8.70%	23.53%	11.11%	18.18%	0.0%				
It was not in my language		5	3	5	122	5	1	2	38	1	0	0	7	1	0	0	0	0	1	1	0	0	0	1	0	1	0				
		7.04%	4.29%	5.32%	10.62%	14.71%	3.33%	4.76%	7.16%	2.50%	0.0%	0.0%	3.59%	8.33%	0.0%	0.0%	0.0%	0.0%	3.85%	10.00%	0.0%	0.0%	0.0%	5.88%	0.0%	4.55%	0.0%				
I did not have a problem		42	47	64	671	20	20	28	290	23	24	30	113	5	17	6	17	9	14	8	4	11	15	8	11	12	0				
		59.15%	67.14%	68.09%	58.40%	58.82%	66.67%	66.67%	54.61%	57.50%	64.86%	66.67%	57.95%	41.67%	65.38%	42.86%	73.91%	64.29%	53.85%	80.00%	57.14%	47.83%	65.22%	47.06%	61.11%	54.55%	0.0%				
Sigma		1298	1252	1171	11639	587	593	556	5741	556	539	441	2760	82	463	76	414	288	266	80	167	298	320	223	299	257	0				
		100.85%	101.29%	100.34%	101.41%	100.86%	101.19%	100.36%	101.77%	101.65%	101.32%	100.46%	101.36%	109.33%	100.43%	104.11%	100.49%	100.70%	102.70%	103.90%	100.00%	102.05%	100.95%	102.76%	100.67%	102.80%	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 (UH22615)
Children With Chronic Conditions

91. In the last 6 months, if you called customer service regarding mental health services for your child, how often was the staff helpful and provided the help you needed?

													2017 CCC Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)		
Total	1287	1236	0	7268	582	586	0	3912	547	532	0	1598	75	461	73	412	286	259	77	167	292	317	217	297	250	0	
	100.00%	100.00%	0.0%	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%	0.0%	
Multiple Mark	0	5	0	0	0	2	0	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.40% A	0.0%	0.0%	0.0%	0.34%	0.0%	0.0%	0.0%	0.75% 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%	0.0%	
No response	102	94	0	509	56	46	0	184	24	27	0	70	2	19	1	19	11	13	1	9	7	13	4	13	11	0	
	7.93%	7.61%	0.0%	7.00%	9.62% DI	7.85%	0.0%	4.70%	4.39%	5.08%	0.0%	4.38%	2.67%	4.12%	1.37%	4.61%	3.85%	5.02%	1.30%	5.39%	2.40%	4.10%	1.84%	4.38%	4.40%	0.0%	
I did not call customer service for my child's mental health services in the last 6 months	706	713	0	4366	315	351	0	2452	321	308	0	1019	46	269	50	243	182	137	38	101	181	187	132	223	98	0	
	54.86%	57.69%	0.0%	60.07% E	54.12%	59.90% E	0.0%	62.68%	58.68%	57.89%	0.0%	63.77%	61.33%	58.35%	68.49%	58.98%	63.64% R	52.90%	49.35%	60.48%	61.99% S	58.99%	60.83%	75.08% Y	39.20%	0.0%	
BASE = Those who responded	479	424	0	2393	211	187	0	1276	202	193	0	509	27	173	22	150	93	109	38	57	104	117	81	61	141	0	
	37.22%	34.30%	0.0%	32.93%	36.25%	31.91%	0.0%	32.62%	36.93% H	36.28%	0.0%	31.85%	36.00%	37.53%	30.14%	36.41%	32.52%	42.08% Q	49.35% TU	34.13%	35.62%	36.91%	37.33%	20.54%	56.40% X	0.0%	
Never	218	195	0	1129	98	93	0	408	78	77	0	179	10	66	10	56	37	41	12	24	42	46	30	27	51	0	
	45.51%	45.99%	0.0%	47.18%	46.45%	49.73%	0.0%	31.97%	38.61%	39.90%	0.0%	35.17%	37.04%	38.15%	45.45%	37.33%	39.78%	37.61%	31.58%	42.11%	40.38%	39.32%	37.04%	44.26%	36.17%	0.0%	
Sometimes	37	26	0	193	15	8	0	131	18	11	0	42	7	11	3	13	8	10	4	5	9	14	4	6	12	0	
	7.72%	6.13%	0.0%	8.07%	7.11%	4.28%	0.0%	10.27%	8.91%	5.70%	0.0%	8.25%	25.93%	6.36%	13.64%	8.67%	8.60%	9.17%	10.53%	8.77%	8.65%	11.97%	4.94%	9.84%	8.51%	0.0%	
Bottom Two Box (%Never + %Sometimes)	255	221	0	1322	113	101	0	539	96	88	0	221	17	77	13	69	45	51	16	29	51	60	34	33	63	0	
	53.24%	52.12%	0.0%	55.24%	53.55%	54.01%	0.0%	42.24%	47.52%	45.60%	0.0%	43.42%	62.96%	44.51%	59.09%	46.00%	48.39%	46.79%	42.11%	50.88%	49.04%	51.28%	41.98%	54.10%	44.68%	0.0%	
Usually	49	30	0	261	22	14	0	175	24	15	0	69	5	19	2	14	9	15	5	6	11	12	11	13	11	0	
	10.23%	7.08%	0.0%	10.91%	10.43%	7.49%	0.0%	13.71%	11.88%	7.77%	0.0%	13.56%	18.52%	10.98%	9.09%	9.33%	9.68%	13.76%	13.16%	10.53%	10.58%	10.26%	13.58%	21.31% Y	7.80%	0.0%	
Always	175	173	0	810	76	72	0	562	82	90	0	219	5	77	7	67	39	43	17	22	42	45	36	15	67	0	
	36.53%	40.80%	0.0%	33.85%	36.02%	38.50%	0.0%	44.04%	40.59%	46.63%	0.0%	43.03%	18.52%	44.51%	31.82%	44.67%	41.94%	39.45%	44.74%	38.60%	40.38%	38.46%	44.44%	24.59%	47.52% X	0.0%	
Top Two Box (%Always + %Usually)	224	203	0	1071	98	86	0	737	106	105	0	288	10	96	9	81	48	58	22	28	53	57	47	28	78	0	
	46.76%	47.88%	0.0%	44.76%	46.45%	45.99%	0.0%	57.76%	52.48%	54.40%	0.0%	56.58%	37.04%	55.49%	40.91%	54.00%	51.61%	53.21%	57.89%	49.12%	50.96%	48.72%	58.02%	45.90%	55.32%	0.0%	
4-point composite mean	2.3779	2.4269	0	2.3142	2.3602	2.3476	0	2.6983	2.5446	2.6114	0	2.6444	2.1852	2.6185	2.2727	2.6133	2.5376	2.5505	2.7105	2.4561	2.5096	2.4786	2.6543	2.2623	2.6667	0	
Sigma	1287	1236	0	7268	582	586	0	3912	547	532	0	1598	75	461	73	412	286	259	77	167	292	317	217	297	250	0	
	100.00%	100.00%	0.0%	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%	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

92. Using any number from 0 to 10, where 0 is the worst mental health services possible and 10 is the best mental health services possible, what number would you use to rate all your child's mental health services in the last 6 months?

													2017 CCC Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (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	1287	1236	0	7268	582	586	0	3912	547	532	0	1598	75	461	73	412	286	259	77	167	292	317	217	297	250	0
	100.00%	100.00%	0.0%	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%	0.0%
Multiple mark	0	6	0	0	0	1	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.49% A	0.0%	0.0%	0.0%	0.17%	0.0%	0.0%	0.0%	0.56%	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%
No response	147	142	0	693	76	74	0	255	41	43	0	105	4	35	6	28	17	24	3	16	19	24	14	22	19	0
	11.42%	11.49%	0.0%	9.53%	13.06% DI	12.63%	0.0%	6.52%	7.50%	8.08%	0.0%	6.57%	5.33%	7.59%	8.22%	6.80%	5.94%	9.27%	3.90%	9.58%	6.51%	7.57%	6.45%	7.41%	7.60%	0.0%
My child did not receive mental health services in the last 6 months	625	626	0	4219	305	309	0	1525	222	230	0	702	30	185	37	163	130	90	37	61	121	127	90	154	68	0
	48.56%	50.65%	0.0%	58.05% E	52.41% I	52.73%	0.0%	38.98%	40.59%	43.23%	0.0%	43.93%	40.00%	40.13%	50.68%	39.56%	45.45% R	34.75%	48.05%	36.53%	41.44%	40.06%	41.47%	51.85% Y	27.20%	0.0%
BASE = Those who responded	515	462	0	2356	201	202	0	2132	284	256	0	791	41	241	30	221	139	145	37	90	152	166	113	121	163	0
	40.02%	37.38%	0.0%	32.42%	34.54%	34.47%	0.0%	54.50%	51.92% E	48.12%	0.0%	49.50%	54.67%	52.28%	41.10%	53.64% O	48.60%	55.98%	48.05%	53.89%	52.05%	52.37%	52.07%	40.74%	65.20% X	0.0%
10 - Best mental health services possible	293	260	0	1251	124	108	0	910	133	135	0	367	6	127	4	115	73	60	16	40	74	80	51	44	89	0
	56.89%	56.28%	0.0%	53.10%	61.69% DI	53.47%	0.0%	42.68%	46.83%	52.73%	0.0%	46.40%	14.63%	52.70% M	13.33%	52.04% O	52.52%	41.38%	43.24%	44.44%	48.68%	48.19%	45.13%	36.36% X	54.60%	0.0%
9 -	55	48	0	292	22	17	0	292	40	30	0	105	6	34	2	35	19	21	11	13	15	26	13	18	22	0
	10.68%	10.39%	0.0%	12.39%	10.95%	8.42%	0.0%	13.70%	14.08%	11.72%	0.0%	13.27%	14.63%	14.11%	6.67%	15.84%	13.67%	14.48%	29.73% U	14.44%	9.87%	15.66%	11.50%	14.88%	13.50%	0.0%
Top Two Box	348	308	0	1543	146	125	0	1202	173	165	0	472	12	161	6	150	92	81	27	53	89	106	64	62	111	0
	67.57%	66.67%	0.0%	65.49%	72.64% DFI	61.88%	0.0%	56.38%	60.92%	64.45%	0.0%	59.67%	29.27%	66.80% M	20.00%	67.87% O	66.19%	55.86%	72.97%	58.89%	58.55%	63.86%	56.64%	51.24%	68.10% X	0.0%
8 -	53	46	0	315	15	19	0	347	30	28	0	93	4	26	4	22	16	14	1	13	16	17	13	9	21	0
	10.29%	9.96%	0.0%	13.37% E	7.46%	9.41%	0.0%	16.28% I	10.56%	10.94%	0.0%	11.76%	9.76%	10.79%	13.33%	9.95%	11.51%	9.66%	2.70%	14.44% S	10.53% S	10.24%	11.50%	7.44%	12.88%	0.0%
Top Three Box	401	354	0	1858	161	144	0	1549	203	193	0	565	16	187	10	172	108	95	28	66	105	123	77	71	132	0
	77.86%	76.62%	0.0%	78.86%	80.10% FI	71.29%	0.0%	72.65%	71.48%	75.39%	0.0%	71.43%	39.02%	77.59% M	33.33%	77.83% O	77.70% R	65.52%	75.68%	73.33%	69.08%	74.10%	68.14%	58.68%	80.98% X	0.0%
7 -	26	27	0	161	9	17	0	184	18	15	0	68	5	13	6	10	9	9	2	8	8	9	9	11	7	0
	5.05%	5.84%	0.0%	6.83%	4.48%	8.42%	0.0%	8.63%	6.34%	5.86%	0.0%	8.60%	12.20%	5.39%	20.00% P	4.52%	6.47%	6.21%	5.41%	8.89%	5.26%	5.42%	7.96%	9.09%	4.29%	0.0%
6 -	24	8	0	67	6	3	0	105	19	6	0	38	6	13	3	13	6	13	3	4	12	12	6	12	7	0
	4.66% B	1.73%	0.0%	2.84%	2.99%	1.49%	0.0%	4.92%	6.69% J	2.34%	0.0%	4.80%	14.63%	5.39%	10.00%	5.88%	4.32%	8.97%	8.11%	4.44%	7.89%	7.23%	5.31%	9.92%	4.29%	0.0%
5 -	23	22	0	107	8	6	0	125	16	13	0	54	5	10	6	7	4	12	1	3	12	9	7	10	6	0
	4.47%	4.76%	0.0%	4.54%	3.98%	2.97%	0.0%	5.86%	5.63%	5.08%	0.0%	6.83%	12.20%	4.15%	20.00% P	3.17%	2.88%	8.28% O	2.70%	3.33%	7.89%	5.42%	6.19%	8.26%	3.68%	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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92. Using any number from 0 to 10, where 0 is the worst mental health services possible and 10 is the best mental health services possible, what number would you use to rate all your child's mental health services in the last 6 months?

													2017 CCC Population Results - Qualified Respondents																									
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type														
													2017 CCC Pop. UHC Avg. Southeast (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)											
													2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. UHC Avg. Southeast (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 -													12 2.33%	5 1.08%	0 0.0%	30 1.27%	6 2.99%	2 0.99%	0 0.0%	52 2.44%	10 3.52%	4 1.56%	0 0.0%	18 2.28%	4 9.76%	6 2.49%	0 0.0%	7 3.17%	6 4.32%	4 2.76%	1 2.70%	2 2.22%	6 3.95%	5 3.01%	4 3.54%	6 4.96%	4 2.45%	0 0.0%
3 -													4 0.78%	5 1.08%	0 0.0%	17 0.72%	2 1.00%	5 2.48%	0 0.0%	24 1.13%	3 1.06%	5 1.95%	0 0.0%	8 1.01%	0 0.0%	3 1.24%	0 0.0%	3 1.36%	1 0.72%	2 1.38%	0 0.0%	2 2.22%	1 0.66%	1 0.60%	2 1.77%	2 1.65%	1 0.61%	0 0.0%
2 -													7 1.36%	5 1.08%	0 0.0%	22 0.93%	3 1.49%	4 1.98%	0 0.0%	24 1.13%	6 2.11%	4 1.56%	0 0.0%	8 1.01%	2 4.88%	4 1.66%	2 6.67%	3 1.36%	2 1.44%	4 2.76%	0 0.0%	1 1.11%	5 3.29%	2 1.20%	4 3.54%	5 4.13%	1 0.61%	0 0.0%
1 -													2 0.39%	5 1.08%	0 0.0%	20 0.85%	0 0.0%	3 1.49%	0 0.0%	16 0.75%	2 0.70%	2 0.78%	0 0.0%	6 0.76%	1 2.44%	1 0.41%	1 3.33%	1 0.45%	0 0.0%	2 1.38%	0 0.0%	1 1.11%	1 0.66%	1 0.60%	1 0.88%	1 0.83%	1 0.61%	0 0.0%
0 - Worst mental health services possible													16 3.11%	31 6.71%	0 0.0%	74 3.14%	6 2.99%	18 8.91%	0 0.0%	53 2.49%	7 2.46%	14 5.47%	0 0.0%	26 3.29%	2 4.88%	4 1.66%	2 6.67%	5 2.26%	3 2.16%	4 2.76%	2 5.41%	3 3.33%	2 1.32%	4 2.41%	3 2.65%	3 2.48%	4 2.45%	0 0.0%
0-7 (NET)													114 22.14%	108 23.38%	0 0.0%	498 21.14%	40 19.90%	58 28.71%	0 0.0%	583 27.35%	81 28.52%	63 24.61%	0 0.0%	226 28.57%	25 60.98%	54 22.41%	20 66.67%	49 22.17%	31 22.30%	50 34.48%	9 24.32%	24 26.67%	47 30.92%	43 25.90%	36 31.86%	50 41.32%	31 19.02%	0 0.0%
Bottom Three Box													25 4.85%	41 8.87%	0 0.0%	116 4.92%	9 4.48%	25 12.38%	0 0.0%	93 4.36%	15 5.28%	20 7.81%	0 0.0%	40 5.06%	5 12.20%	9 3.73%	5 16.67%	9 4.07%	5 3.60%	10 6.90%	2 5.41%	5 5.56%	8 5.26%	7 4.22%	8 7.08%	9 7.44%	6 3.68%	0 0.0%
Bottom Two Box													18 3.50%	36 7.79%	0 0.0%	94 3.99%	6 2.99%	21 10.40%	0 0.0%	69 3.24%	9 3.17%	16 6.25%	0 0.0%	32 4.05%	3 7.32%	5 2.07%	3 10.00%	6 2.71%	3 2.16%	6 4.14%	2 5.41%	4 4.44%	3 1.97%	5 3.01%	4 3.54%	4 3.31%	5 3.07%	0 0.0%
Average rating													8.4777	8.2186	0	8.4707	8.6219	7.8515	0	8.1571	8.1444	8.1680	0	8.1555	6.4146	8.4855	6.1667	8.4525	8.4820	7.8207	8.3243	8.1444	8.0855	8.3012	7.9292	7.5537	8.5828	0
Standard deviation													2.4552	2.9192	0	2.4007	2.4263	3.2454	0	2.3804	2.5183	2.8269	0	2.5126	2.7672	2.2867	2.8176	2.3675	2.2959	2.6747	2.5368	2.5410	2.5025	2.3934	2.6797	2.7058	2.2723	0
Sigma													1287 100.00%	1236 100.00%	0 0.0%	7268 100.00%	582 100.00%	586 100.00%	0 0.0%	3912 100.00%	547 100.00%	532 100.00%	0 0.0%	1598 100.00%	75 100.00%	461 100.00%	73 100.00%	412 100.00%	286 100.00%	259 100.00%	77 100.00%	167 100.00%	292 100.00%	317 100.00%	217 100.00%	297 100.00%	250 100.00%	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, 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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93. In the last 6 months, if you needed mental health or substance abuse services for your child, did you access them?

												2017 CCC Population Results - Qualified Respondents														
												Overall Rating of Health Plan	Overall Rating of Health Care	Health Status		Age			Gender		Survey Type					
														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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	100.00% (Q)	100.00% (R)	100.00% (S)	100.00% (T)	100.00% (U)	100.00% (V)	100.00% (W)	100.00% (X)	100.00% (Y)	100.00% (Z)	
Total	662 100.00%	462 100.00%	0 0.0%	2642 100.00%	277 100.00%	202 100.00%	0 0.0%	2235 100.00%	325 100.00%	256 100.00%	0 0.0%	896 100.00%	45 100.00%	276 100.00%	36 100.00%	249 100.00%	156 100.00%	169 100.00%	40 100.00%	106 100.00%	171 100.00%	190 100.00%	127 100.00%	143 100.00%	182 100.00%	0 0.0%
Multiple mark	0 0.0%	9 1.95% A	0 0.0%	0 0.0%	0 0.0%	4 1.98% E	0 0.0%	0 0.0%	0 0.0%	3 1.17%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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	176 26.59% B	15 3.25%	0 0.0%	729 27.59%	87 31.41% FI	5 2.48%	0 0.0%	355 15.88%	62 19.08% J	9 3.52%	0 0.0%	147 16.41%	8 17.78%	52 18.84%	9 25.00%	41 16.47%	24 15.38%	38 22.49%	3 7.50%	25 23.58% S	29 16.96%	34 17.89%	23 18.11%	41 28.67% Y	21 11.54%	0 0.0%
My child did not need these services in the last 6 months	91 13.75%	103 22.29% A	0 0.0%	398 15.06%	34 12.27%	53 26.24% E	0 0.0%	314 14.05%	44 13.54%	43 16.80%	0 0.0%	141 15.74%	5 11.11%	39 14.13%	5 13.89%	34 13.65%	21 13.46%	23 13.61%	8 20.00%	11 10.38%	24 14.04%	31 16.32% W	11 8.66%	24 16.78%	20 10.99%	0 0.0%
BASE = Those who responded	395 59.67%	335 72.51% A	0 0.0%	1515 57.34%	156 56.32%	140 69.31% E	0 0.0%	1566 70.07%	219 67.38% E	201 78.52% I	0 0.0%	608 67.86%	32 71.11%	185 67.03%	22 61.11%	174 69.88%	111 71.15%	108 63.91%	29 72.50%	70 66.04%	118 69.01%	125 65.79%	93 73.23%	78 54.55%	141 77.47% X	0 0.0%
Yes	190 48.10%	148 44.18%	0 0.0%	618 40.79%	66 42.31%	51 36.43%	0 0.0%	1054 67.31%	141 64.38% E	114 56.72%	0 0.0%	383 62.99%	24 75.00%	116 62.70%	14 63.64%	110 63.22%	71 63.96%	70 64.81%	18 62.07%	45 64.29%	76 64.41%	81 64.80%	59 63.44%	55 70.51%	86 60.99%	0 0.0%
No	205 51.90%	187 55.82%	0 0.0%	897 59.21%	90 57.69%	89 63.57% I	0 0.0%	512 32.69%	78 35.62%	87 43.28%	0 0.0%	225 37.01%	8 25.00%	69 37.30%	8 36.36%	64 36.78%	40 36.04%	38 35.19%	11 37.93%	25 35.71%	42 35.59%	44 35.20%	34 36.56%	23 29.49%	55 39.01%	0 0.0%
Sigma	662 100.00%	462 100.00%	0 0.0%	2642 100.00%	277 100.00%	202 100.00%	0 0.0%	2235 100.00%	325 100.00%	256 100.00%	0 0.0%	896 100.00%	45 100.00%	276 100.00%	36 100.00%	249 100.00%	156 100.00%	169 100.00%	40 100.00%	106 100.00%	171 100.00%	190 100.00%	127 100.00%	143 100.00%	182 100.00%	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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94. In the last 6 months, if your child needed to see a mental health specialist how often was it easy to get an appointment as soon as your child needed?

													2017 CCC Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. Southeast (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													190	0	0	1491	66	0	0	1270	141	0	0	383	24	116	14	110	71	70	18	45	76	81	59	55	86	0	
													100.00%	0.0%	0.0%	100.00%	100.00%	0.0%	0.0%	100.00%	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%	0.0%		
No response													2	0	0	154	1	0	0	26	2	0	0	7	0	2	0	1	2	0	0	0	1	1	1	2	0	0	
													1.05%	0.0%	0.0%	10.33%	1.52%	0.0%	0.0%	2.05%	1.42%	0.0%	0.0%	1.83%	0.0%	1.72%	0.0%	0.91%	2.82%	0.0%	0.0%	0.0%	1.32%	1.23%	1.69%	3.64%	0.0%	0.0%	
My child did not see a mental health specialist in the last 6 months													7	0	0	394	3	0	0	98	3	0	0	14	0	3	0	3	1	2	0	2	1	1	2	1	2	0	
													3.68%	0.0%	0.0%	26.43%	4.55%	0.0%	0.0%	7.72%	2.13%	0.0%	0.0%	3.66%	0.0%	2.59%	0.0%	2.73%	1.41%	2.86%	0.0%	4.44%	1.32%	1.23%	3.39%	1.82%	2.33%	0.0%	
BASE = Those who responded													181	0	0	943	62	0	0	1146	136	0	0	362	24	111	14	106	68	68	18	43	74	79	56	52	84	0	
													95.26%	0.0%	0.0%	63.25%	93.94%	0.0%	0.0%	90.24%	96.45%	0.0%	0.0%	94.52%	100.00%	95.69%	100.00%	96.36%	95.77%	97.14%	100.00%	95.56%	97.37%	97.53%	94.92%	94.55%	97.67%	0.0%	
Never													22	0	0	213	12	0	0	83	11	0	0	27	3	7	2	8	4	7	4	2	5	7	4	2	9	0	
													12.15%	0.0%	0.0%	22.59%	19.35%	0.0%	0.0%	7.24%	8.09%	0.0%	0.0%	7.46%	12.50%	6.31%	14.29%	7.55%	5.88%	10.29%	22.22%	4.65%	6.76%	8.86%	7.14%	3.85%	10.71%	0.0%	
Sometimes													24	0	0	129	11	0	0	157	17	0	0	44	4	13	2	13	6	11	1	4	12	9	8	5	12	0	
													13.26%	0.0%	0.0%	13.68%	17.74%	0.0%	0.0%	13.70%	12.50%	0.0%	0.0%	12.15%	16.67%	11.71%	14.29%	12.26%	8.82%	16.18%	5.56%	9.30%	16.22%	11.39%	14.29%	9.62%	14.29%	0.0%	
Bottom Two Box (%Never + %Sometimes)													46	0	0	342	23	0	0	240	28	0	0	71	7	20	4	21	10	18	5	6	17	16	12	7	21	0	
													25.41%	0.0%	0.0%	36.27%	37.10%	0.0%	0.0%	20.94%	20.59%	0.0%	0.0%	19.61%	29.17%	18.02%	28.57%	19.81%	14.71%	26.47%	27.78%	13.95%	22.97%	20.25%	21.43%	13.46%	25.00%	0.0%	
Usually													27	0	0	174	7	0	0	270	24	0	0	79	8	16	5	15	14	10	1	8	15	14	10	14	10	0	
													14.92%	0.0%	0.0%	18.45%	11.29%	0.0%	0.0%	23.56%	17.65%	0.0%	0.0%	21.82%	33.33%	14.41%	35.71%	14.15%	20.59%	14.71%	5.56%	18.60%	20.27%	17.72%	17.86%	26.92%	11.90%	0.0%	
Always													108	0	0	427	32	0	0	636	84	0	0	212	9	75	5	70	44	40	12	29	42	49	34	31	53	0	
													59.67%	0.0%	0.0%	45.28%	51.61%	0.0%	0.0%	55.50%	61.76%	0.0%	0.0%	58.56%	37.50%	67.57%	35.71%	66.04%	64.71%	58.82%	66.67%	67.44%	56.76%	62.03%	60.71%	59.62%	63.10%	0.0%	
Top Two Box (%Always + %Usually)													135	0	0	601	39	0	0	906	108	0	0	291	17	91	10	85	58	50	13	37	57	63	44	45	63	0	
													74.59%	0.0%	0.0%	63.73%	62.90%	0.0%	0.0%	79.06%	79.41%	0.0%	0.0%	80.39%	70.83%	81.98%	71.43%	80.19%	85.29%	73.53%	72.22%	86.05%	77.03%	79.75%	78.57%	86.54%	75.00%	0.0%	
4-point composite mean													3.2210	0	0	2.8643	2.9516	0	0	3.2731	3.3309	0	0	3.3149	2.9583	3.4324	2.9286	3.3868	3.4412	3.2206	3.1667	3.4884	3.2703	3.3291	3.3214	3.4231	3.2738	0	
Sigma													190	0	0	1491	66	0	0	1270	141	0	0	383	24	116	14	110	71	70	18	45	76	81	59	55	86	0	
													100.00%	0.0%	0.0%	100.00%	100.00%	0.0%	0.0%	100.00%	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%	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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95. Was the mental health or substance abuse provider helpful to your child?

													2017 CCC Population 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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Survey Language

													2017 CCC Population 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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Customer Service Composite Score

													2017 CCC Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Gen. Pop. Qual. UHC Avg. (H)	2017 CCC Gen. Pop. Qual. Total (I)	2016 CCC Gen. Pop. Qual. Total (J)	2015 CCC Gen. Pop. Qual. Total (K)	2017 CCC Gen. Pop. Qual. UHC Avg. Southeast (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)	336	327	285	3555 E	142	152	122	1877	154	146	151 IJ	782	15	134	20	119	68	86 Q	29	42	80	89	63	71	83 X	0
NEVER/SOMETIMES COMPOSITE	11.28%	7.38%	9.72%	12.27%	14.47%	7.62%	12.33%	11.77%	9.59%	6.52%	8.97%	9.92%	46.15%	6.34%	20.53%	7.99%	12.03%	7.67%	8.99%	10.95%	9.45%	9.64%	9.84%	7.05%	11.78%	0.0%
USUALLY COMPOSITE	18.33%	16.30%	14.14%	19.58%	17.31%	15.56%	13.98%	19.25%	21.13%	17.16%	13.64%	16.95%	11.54%	22.01%	41.18%	16.86%	15.69%	25.41%	23.61%	18.03%	22.06%	19.79%	22.95%	26.23%	16.72%	0.0%
ALWAYS COMPOSITE	70.40%	76.32%	76.15%	68.15%	68.22%	76.82%	73.70%	68.98%	69.28%	76.32%	77.39%	73.13%	42.31%	71.64%	38.29%	75.15%	72.28%	66.92%	67.39%	71.02%	68.49%	70.57%	67.21%	66.72%	71.49%	0.0%
CAHPS RATE	88.72%	92.62%	90.28%	87.73%	85.53%	92.38%	87.67%	88.23%	90.41%	93.48%	91.03%	90.08%	53.85%	93.66%	79.47%	92.01%	87.97%	92.33%	91.01%	89.05%	90.55%	90.36%	90.16%	92.95%	88.22%	0.0%
AVERAGE	2.5912	2.6894	2.6643	2.5589	2.5376	2.6921	2.6137	2.5721	2.5969	2.6980	2.6843	2.6321	1.9615	2.6530	2.1776	2.6716	2.6025	2.5925	2.5840	2.6008	2.5903	2.6093	2.5738	2.5967	2.5971	0
Standard deviation	0.6611	0.5763	0.6287	0.6724	0.7164	0.5811	0.6800	0.6678	0.6363	0.5606	0.5997	0.6355	0.8729	0.5741	0.7421	0.5715	0.6708	0.6076	0.6313	0.6451	0.6387	0.6250	0.6541	0.5922	0.6714	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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Getting Needed Care Composite Score

													2017 CCC Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Gen. Pop. Qual. UHC Avg. (H)	2017 CCC Gen. Pop. Qual. Total (I)	2016 CCC Gen. Pop. Qual. Total (J)	2015 CCC Gen. Pop. Qual. Total (K)	2017 CCC Pop. UHC Avg. Southeast (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)	1081 C	1020 C	925	9414	484 DG	475 G	422	5670	495 E	476	410 J	2460	66	418	72	409	253	240	73	151	263	293	193	268	227	0
NEVER/SOMETIMES COMPOSITE	13.21% B	10.10%	12.91%	14.55%	12.15%	10.36%	13.76%	12.03%	12.01%	11.66%	13.42%	10.19%	30.47% N	8.89%	35.16% P	7.32%	10.44%	13.67%	10.23%	12.95%	12.17%	13.15%	10.35%	12.11%	11.83%	0.0%
USUALLY COMPOSITE	17.41% C	17.19%	14.07%	22.55% E	16.82%	16.97%	13.99%	23.93% I	19.50%	18.03%	15.09%	20.14%	26.56%	18.54%	33.12% P	16.47%	18.02%	21.09%	23.70%	14.54%	21.55%	18.24%	21.24%	25.37% Y	13.10%	0.0%
ALWAYS COMPOSITE	69.38%	72.71%	73.02%	62.89%	71.03% D	72.67%	72.25%	64.03%	68.49% H	70.31%	71.49%	69.67%	42.97%	72.57% M	31.73%	76.21% O	71.54%	65.24%	66.07%	72.51%	66.28%	68.61%	68.41%	62.52%	75.07% X	0.0%
CAHPS RATE	86.79%	89.90% A	87.09%	85.45%	87.85%	89.64%	86.24%	87.97%	87.99%	88.34%	86.58%	89.81%	69.53%	91.11% M	64.84%	92.68% O	89.56%	86.33%	89.77%	87.05%	87.83%	86.85%	89.65%	87.89%	88.17%	0.0%
AVERAGE	2.5617	2.6261	2.6010	2.4834	2.5887	2.6231	2.5848	2.5200	2.5648	2.5864	2.5807	2.5947	2.1250	2.6368	1.9657	2.6889	2.6110	2.5157	2.5585	2.5956	2.5411	2.5546	2.5806	2.5041	2.6325	0
Standard deviation	0.7029	0.6546	0.6886	0.7268	0.6937	0.6452	0.7002	0.6940	0.6893	0.6860	0.7013	0.6593	0.8331	0.6316	0.8147	0.5849	0.6502	0.7213	0.6713	0.6870	0.6936	0.7046	0.6668	0.6946	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

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Getting Care Quickly Composite Score

													2017 CCC Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. UHC Avg. Southeast (L)	0-7 (M)	8-10 (N)
Getting Care Quickly Composite Score (BASE)	1062 C	1021 C	906	9446	474 DG	472 G	411	5456	477 E	474	387	2364	60	408	62	380	249	226	73 U	148	246	276	191	251	226 X	0
NEVER/SOMETIMES COMPOSITE	8.46% B	5.39%	6.56%	10.00%	10.54% FG	5.44%	5.38%	6.61%	7.93% K	5.41%	4.54%	5.43%	9.46%	7.53%	16.97% P	5.87%	4.68%	11.21% Q	8.30%	6.65%	7.78%	7.77%	7.86%	8.11%	7.73%	0.0%
USUALLY COMPOSITE	12.44%	10.43%	11.63%	14.96% E	11.02%	9.03%	10.81%	15.82%	14.65% J	10.15%	13.22%	13.28%	21.96%	13.62%	37.88% P	10.53%	12.72%	16.62%	14.55%	15.12%	14.52%	13.04%	16.92%	18.43% Y	10.53%	0.0%
ALWAYS COMPOSITE	79.10%	84.18% A	81.82%	75.04%	78.44%	85.53% E	83.80% E	77.56%	77.42%	84.44% I	82.24%	81.29%	68.59%	78.85%	45.15%	83.61% O	82.60% R	72.17%	77.15%	78.23%	77.70%	79.19%	75.22%	73.46%	81.74% X	0.0%
CAHPS RATE	91.54%	94.61% A	93.44%	90.00%	89.46%	94.56% E	94.62% E	93.39%	92.07%	94.59%	95.46% I	94.57%	90.54%	92.47%	83.03%	94.13% O	95.32% R	88.79%	91.70%	93.35%	92.22%	92.23%	92.14%	91.89%	92.27%	0.0%
AVERAGE	2.7064	2.7879	2.7526	2.6504	2.6790	2.8010	2.7842	2.7095	2.6949	2.7903	2.7770	2.7586	2.5913	2.7132	2.2818	2.7774	2.7792	2.6096	2.6886	2.7158	2.6992	2.7142	2.6736	2.6535	2.7401	0
Standard deviation	0.6096	0.5239	0.5628	0.6498	0.6535	0.5175	0.5248	0.5780	0.6031	0.5226	0.5135	0.5368	0.6442	0.5899	0.7303	0.5297	0.5127	0.6698	0.6162	0.5736	0.5943	0.5917	0.6093	0.6185	0.5822	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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How Well Doctors Communicate Composite Score

													2017 CCC Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Gen. Pop. Qual. UHC Avg. (H)	2017 CCC Gen. Pop. Qual. Total (I)	2016 CCC Gen. Pop. Qual. Total (J)	2015 CCC Gen. Pop. Qual. Total (K)	2017 CCC Gen. Pop. Qual. UHC Avg. Southeast (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)	991 C	927 C	821	8362	431 DG	434 G	374	5057	475 HJE	434	368	2230	64	401	65	379	242	231	69	144	252	275	190	254	221	0
NEVER/SOMETIMES COMPOSITE	6.20%	5.45%	5.59%	6.31%	6.58%	5.90%	6.25%	5.33%	6.24%	5.43%	5.83%	4.91%	11.02%	5.63%	23.85% P	3.39%	4.68%	7.94%	7.72%	4.73%	6.17%	6.13%	6.48%	7.52%	4.78%	0.0%
USUALLY COMPOSITE	10.40%	10.22%	10.25%	13.95% E	8.79%	9.95%	9.00%	13.32%	11.06%	10.92%	10.42%	11.25%	25.09% N	9.01%	28.85% P	7.90%	8.73%	13.59%	16.12%	9.45%	9.95%	11.24%	10.05%	11.77%	10.24%	0.0%
ALWAYS COMPOSITE	83.40%	84.33%	84.16%	79.74%	84.64% D	84.15%	84.75%	81.35%	82.70%	83.65%	83.75%	83.84%	63.89%	85.35% M	47.31%	88.72% O	86.60% R	78.48%	76.17%	85.82%	83.89%	82.63%	83.47%	80.71%	84.98%	0.0%
CAHPS RATE	93.80%	94.55%	94.41%	93.69%	93.42%	94.10%	93.75%	94.67%	93.76%	94.57%	94.17%	95.09%	88.98%	94.37%	76.15%	96.61% O	95.32%	92.06%	92.28%	95.27%	93.83%	93.87%	93.52%	92.48%	95.22%	0.0%
AVERAGE	2.7719	2.7889	2.7857	2.7344	2.7806	2.7825	2.7850	2.7602	2.7646	2.7822	2.7793	2.7893	2.5287	2.7972	2.2346	2.8533	2.8192	2.7054	2.6845	2.8110	2.7772	2.7651	2.7699	2.7319	2.8020	0
Standard deviation	0.5387	0.5125	0.5160	0.5534	0.5403	0.5218	0.5277	0.5285	0.5442	0.5183	0.5238	0.5048	0.6729	0.5160	0.8059	0.4243	0.4792	0.5998	0.5863	0.4884	0.5394	0.5401	0.5492	0.5839	0.4889	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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Shared Decision Making Composite Score

													2017 CCC Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. (E)	2016 Gen. Pop. (F)	2015 Gen. Pop. (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. (I)	2016 CCC Pop. Qual. (J)	2015 CCC Pop. Qual. (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (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)	378	340	324	2689	155 D	151	131	2580	225 JE	181	182 J	1138	41 N	180	33	192	103	121 Q	28	76	117	134	86	117	108	0
YES COMPOSITE	81.24%	78.42%	80.34%	79.38%	79.66%	79.58%	78.04%	85.11%	84.11%	83.62%	83.63%	84.72%	78.86%	85.51%	79.80%	84.86%	83.41%	84.57%	80.69%	84.21%	84.86%	85.00%	83.33%	83.48%	84.80%	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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Access to Prescription Medicine Composite Score

													2017 CCC Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (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)
Access to Prescription Medicine Composite Score (Base)	882	858	698	3962	362	368	285	5441	492	478	389	2444	65	418	65	381	250	240	60	158	264	288	191	274	218	0
NEVER/SOMETIMES COMPOSITE	9.30%	8.16%	11.46% B	7.22%	9.67% F	5.16%	9.82% F	8.49%	10.57%	9.83%	15.42% IJ	7.36%	29.23% N	7.42%	21.54% P	8.14%	7.20%	14.17% Q	8.33%	12.66%	9.85%	11.81%	9.42%	8.76%	12.84%	0.0%
USUALLY COMPOSITE	15.76%	17.25%	15.19%	17.21%	14.92%	16.58%	12.63%	19.85%	20.12% E	17.36%	17.48%	16.78%	36.92% N	16.99%	29.23%	19.16%	20.40%	20.00%	23.33%	20.89%	18.94%	20.49%	18.85%	24.45% Y	14.68%	0.0%
ALWAYS COMPOSITE	74.94%	74.59%	73.35%	75.57%	75.41% I	78.26%	77.54%	71.66%	69.31%	72.80%	67.10%	75.86%	33.85%	75.60% M	49.23%	72.70% O	72.40%	65.83%	68.33%	66.46%	71.21%	67.71%	71.73%	66.79%	72.48%	0.0%
CAHPS RATE	90.70%	91.84% C	88.54%	92.78%	90.33%	94.84% EG	90.18%	91.51%	89.43% K	90.17% K	84.58%	92.64%	70.77%	92.58% M	78.46%	91.86% O	92.80% R	85.83%	91.67%	87.34%	90.15%	88.19%	90.58%	91.24%	87.16%	0.0%
AVERAGE	2.6565	2.6643	2.6189	2.6835	2.6575	2.7310	2.6772	2.6317	2.5874	2.6297 K	2.5167	2.6849	2.0462	2.6818 M	2.2769	2.6457 O	2.6520 R	2.5167	2.6000	2.5380	2.6136	2.5590	2.6230	2.5803	2.5963	0
Standard deviation	0.6415	0.6214	0.6820	0.6006	0.6470	0.5476	0.6443	0.6344	0.6736	0.6556	0.7471	0.6026	0.7929	0.6044	0.7944	0.6257	0.6090	0.7301	0.6377	0.7083	0.6588	0.6947	0.6506	0.6471	0.7054	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

12470 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22615)
 Children With Chronic Conditions

Access to Specialized Services Composite Score

													2017 CCC Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Gen. Pop. Qual. UHC Avg. (H)	2017 CCC Gen. Pop. Qual. Total (I)	2016 CCC Gen. Pop. Qual. Total (J)	2015 CCC Gen. Pop. Qual. Total (K)	2017 CCC Gen. Pop. Qual. UHC Avg. Southeast (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)	379 C	348 C	276	1536	117 DG	129 G	84	3353	273 E	248	201	1370	39	229	44	202	126	146 Q	35	95	139	168	101	144	129	0
NEVER/SOMETIMES COMPOSITE	25.94%	29.02%	27.44%	22.38%	23.35%	30.08%	28.09%	22.79%	25.21%	30.64%	33.80% I	20.38%	48.49% N	20.67%	55.12% P	18.87%	18.73%	27.98%	26.29%	23.81%	28.14%	27.65%	20.75%	20.33%	29.33%	0.0%
USUALLY COMPOSITE	16.74%	15.61%	11.75%	20.74%	19.74% G	11.64%	9.88%	20.83%	18.24%	16.03%	12.08%	19.52%	15.29%	19.20%	25.26%	16.93%	16.78%	19.86%	20.77%	15.78%	18.85%	14.97%	23.67%	19.88%	16.74%	0.0%
ALWAYS COMPOSITE	57.32%	55.38%	60.81%	56.88%	56.90%	58.28%	62.04%	56.38%	56.54%	53.33%	54.12%	60.09%	36.22%	60.13% M	19.62%	64.20% O	64.49% R	52.16%	52.94%	60.42%	53.01%	57.37%	55.58%	59.79%	53.93%	0.0%
CAHPS RATE	74.06%	70.98%	72.56%	77.62%	76.65%	69.92%	71.91%	77.21%	74.79% K	69.36%	66.20%	79.62%	51.51%	79.33% M	44.88%	81.13% O	81.27%	72.02%	73.71%	76.19%	71.86%	72.35%	79.25%	79.67%	70.67%	0.0%
AVERAGE	2.3138	2.2636	2.3337	2.3450	2.3355	2.2820	2.3395	2.3359	2.3133	2.2268	2.2033	2.3971	1.8772	2.3946	1.6450	2.4533	2.4576	2.2417	2.2665	2.3661	2.2487	2.2972	2.3483	2.3946	2.2460	0
Standard deviation	0.8559	0.8796	0.8778	0.8201	0.8058	0.8907	0.8701	0.8236	0.8461	0.8867	0.9124	0.8043	0.8783	0.8066	0.7379	0.7901	0.7857	0.8563	0.8254	0.8387	0.8546	0.8653	0.7929	0.8014	0.8668	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

12470 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22615)
 Children With Chronic Conditions

Family Centered Care: Personal Doctor Who Knows Child Composite Score

													2017 CCC Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. (E)	2016 Gen. Pop. (F)	2015 Gen. Pop. (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (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)	1018 C	964 C	833	8517	441 DG	442 G	380	5603	496 HE	465	389	2413	65	422	67	387	259	235	72	152	262	288	198	265	231	0
YES COMPOSITE	90.98%	89.74%	89.51%	90.00%	90.95% F	86.05%	89.01%	90.62%	91.91%	90.44%	90.69%	91.73%	85.30%	92.98%	73.69%	95.39% O	93.26%	90.49%	89.97%	93.86%	91.70%	91.77%	92.19%	91.12%	92.83%	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

12470 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22615)
 Children With Chronic Conditions

Family Centered Care: Getting Needed Information Composite Score

													2017 CCC Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (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)	1054	983	898	5681	469	462	406	5398	485	456	392	2371	64	410	73	410	248	235	68	148	261	290	185	266	219	0
NEVER/SOMETIMES COMPOSITE	11.10%	11.09%	10.24%	11.05%	11.73%	11.47%	10.10%	8.47%	9.90%	11.18%	10.46%	8.44%	17.19%	9.02%	30.14% P	6.10%	8.87%	11.06%	8.82%	8.78%	11.11%	12.07%	7.03%	12.03%	7.31%	0.0%
USUALLY COMPOSITE	12.05%	11.09%	10.02%	16.74% E	11.09%	10.39%	8.87%	17.02% I	12.78%	11.40%	10.46%	13.71%	23.44% N	10.98%	28.77% P	10.00%	10.08%	15.74%	19.12%	8.78%	13.41%	14.83%	9.19%	13.16%	12.33%	0.0%
ALWAYS COMPOSITE	76.85%	77.82%	79.73%	72.21%	77.19% D	78.14%	81.03%	74.51%	77.32%	77.41%	79.08%	77.86%	59.38%	80.00% M	41.10%	83.90% O	81.05% R	73.19%	72.06%	82.43%	75.48%	73.10%	83.78% V	74.81%	80.37%	0.0%
CAHPS RATE	88.90%	88.91%	89.76%	88.95%	88.27%	88.53%	89.90%	91.53%	90.10%	88.82%	89.54%	91.56%	82.81%	90.98%	69.86%	93.90% O	91.13%	88.94%	91.18%	91.22%	88.89%	87.93%	92.97%	87.97%	92.69%	0.0%
AVERAGE	2.6575	2.6673	2.6949	2.6115	2.6546	2.6667	2.7094	2.6604	2.6742	2.6623	2.6862	2.6942	2.4219	2.7098 M	2.1096	2.7780 O	2.7218	2.6213	2.6324	2.7365	2.6437	2.6103	2.7676 V	2.6278	2.7306	0
Standard deviation	0.6687	0.6662	0.6457	0.6772	0.6787	0.6721	0.6389	0.6274	0.6462	0.6688	0.6515	0.6172	0.7666	0.6217	0.8369	0.5428	0.6150	0.6757	0.6395	0.6081	0.6720	0.6922	0.5648	0.6887	0.5856	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

12470 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22615)
 Children With Chronic Conditions

Coordination of Care for Children for Chronic Conditions Composite Score

													2017 CCC Population 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 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Southeast (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)	369	352	304	1911	134 D	149 G	106	3163 I	240 E	223	200	1320	35	201	39	185	101	138 Q	37	71	130	133	102	125	115	0
YES COMPOSITE	78.68%	77.65%	79.82%	74.99%	77.03%	76.94%	74.64%	78.43%	79.40%	77.76%	82.16%	78.73%	80.02%	79.14%	72.86%	81.41%	78.41%	80.29%	75.76%	80.36%	79.82%	77.81%	81.42%	78.64%	80.65%	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:

12430 - UnitedHealthcare Community Plan (LA)

June 2017

Prepared by:

DSS Research



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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.

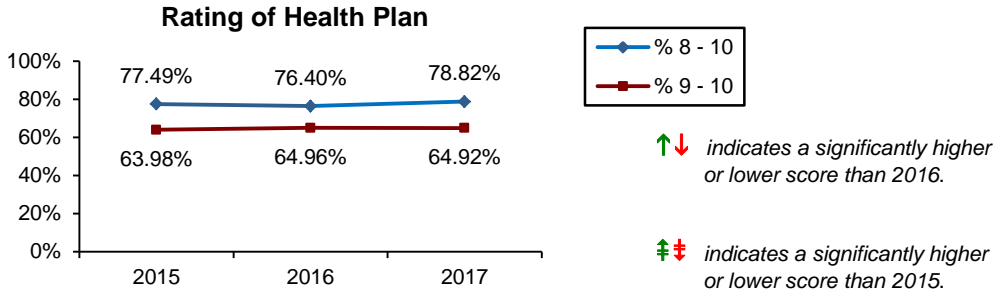
Measurement of the percent of members who receive flu shots or sprays.

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

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Executive summary

- 12430 - UnitedHealthcare Community Plan (LA) performed similar to last year on the overall health plan rating and performed similar to two years ago.
- Almost eight in 10 (78.82%) 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 (64.92%) 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.

Executive summary

Resources for improvement

AHRQ best practices

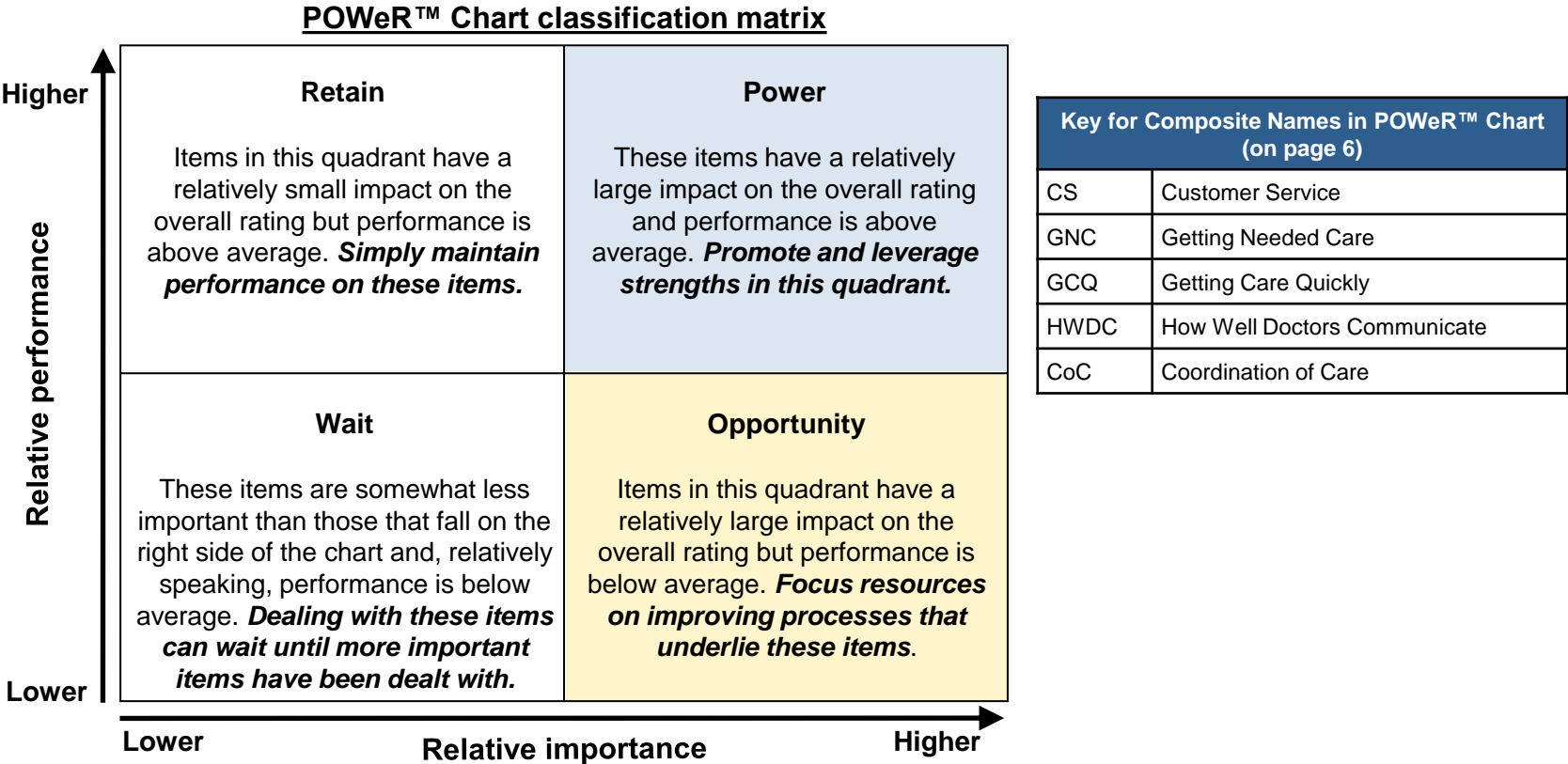
At the time of this report, AHRQ provided several resources to support health plans in their improvement efforts at the following link:
<https://cahps.ahrq.gov/surveys-guidance/hp/improve/index.html>

Voice of the Member

DSS also provides feedback from adult consumers 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.

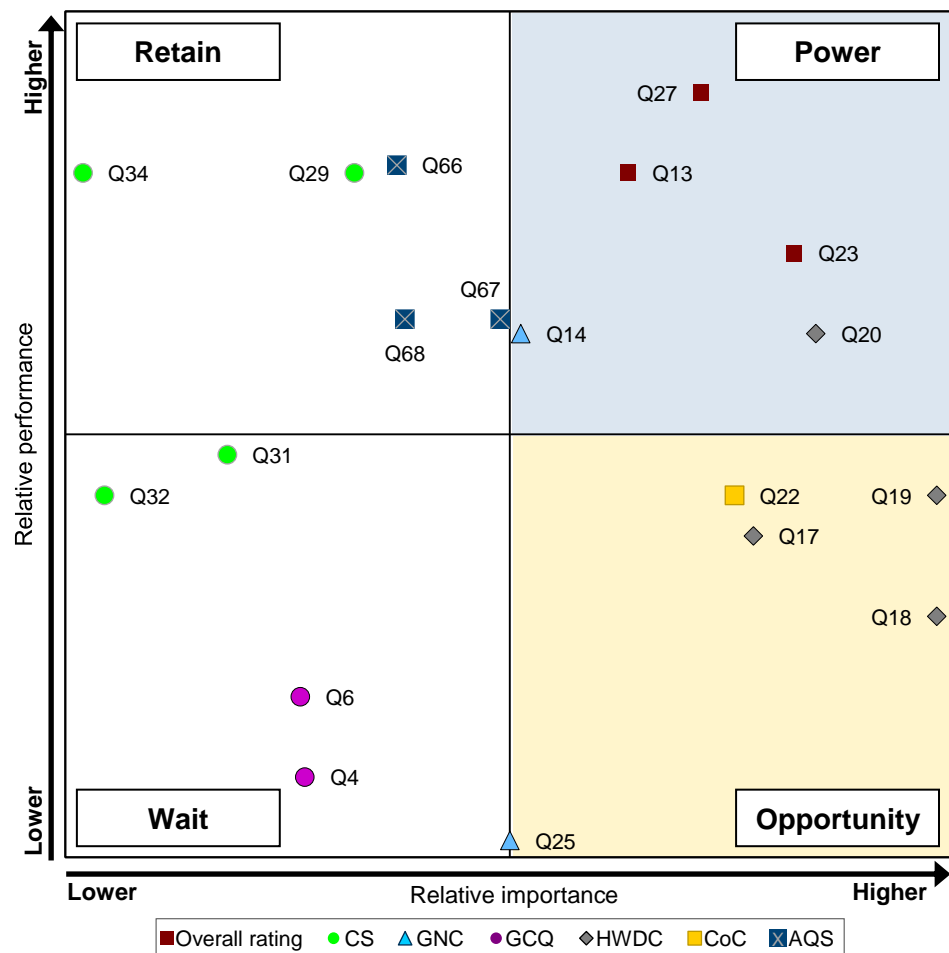


Executive summary

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 - 12430 - UHC CP LA



Survey Measure		Score	Estimated Percentile	Estimated Rating
Power				
Q20	Dr. spent enough time	90.36%	75th	4
Q23	Personal doctor overall*	83.80%	75th	4
Q27	Specialist overall*	85.16%	90th	5
Q13	Health care overall*	78.17%	75th	4
Q14	Got care/tests/treatment	86.76%	75th	4
Opportunity				
Q18	Dr. listened carefully	91.04%	33rd	3
Q19	Dr. showed respect	93.17%	50th	3
Q17	Dr. explained things	91.40%	50th	3
Q22	Dr. informed about care	82.35%	50th	3
Q25	Got specialist appt.	72.89%	10th	2
Wait				
Q4	Got urgent care	79.17%	10th	2
Q6	Got routine care	79.43%	50th	3
Q31	CS provided info./help	81.70%	50th	3
Q32	CS courtesy/respect	94.19%	50th	3
Retain				
Q67	Mental health services overall*	68.00%	---	---
Q68	Got MH appt.	60.75%	---	---
Q66	CS helpful with mental health services	49.46%	---	---
Q29	Info. provided in materials	74.07%	75th	4
Q34	Easy to fill out forms	96.69%	95th	5

* 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	2.5034	82.02%	75th	2.5422	2.5422
Rating of Health Care	2.4956	90.66%	90th	1.4444	1.4444
Rating of Personal Doctor	2.6106	87.18%	75th	1.2711	1.2711
Rating of Specialist	2.7226	92.50%	90th	1.4444	1.4444
Composite mean scores					
Customer Service	2.6059	72.95%	50th	0.9822	0.9822
Getting Needed Care	2.3916	67.33%	50th	0.9822	0.9822
Getting Care Quickly	2.4067	53.35%	50th	0.9822	0.9822
How Well Doctors Communicate ⁶	2.7152	88.20%	75th	1.2711	---
Coordination of Care ⁶	2.4444	76.10%	75th	---	1.2711
Total points				10.9198	10.9198

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

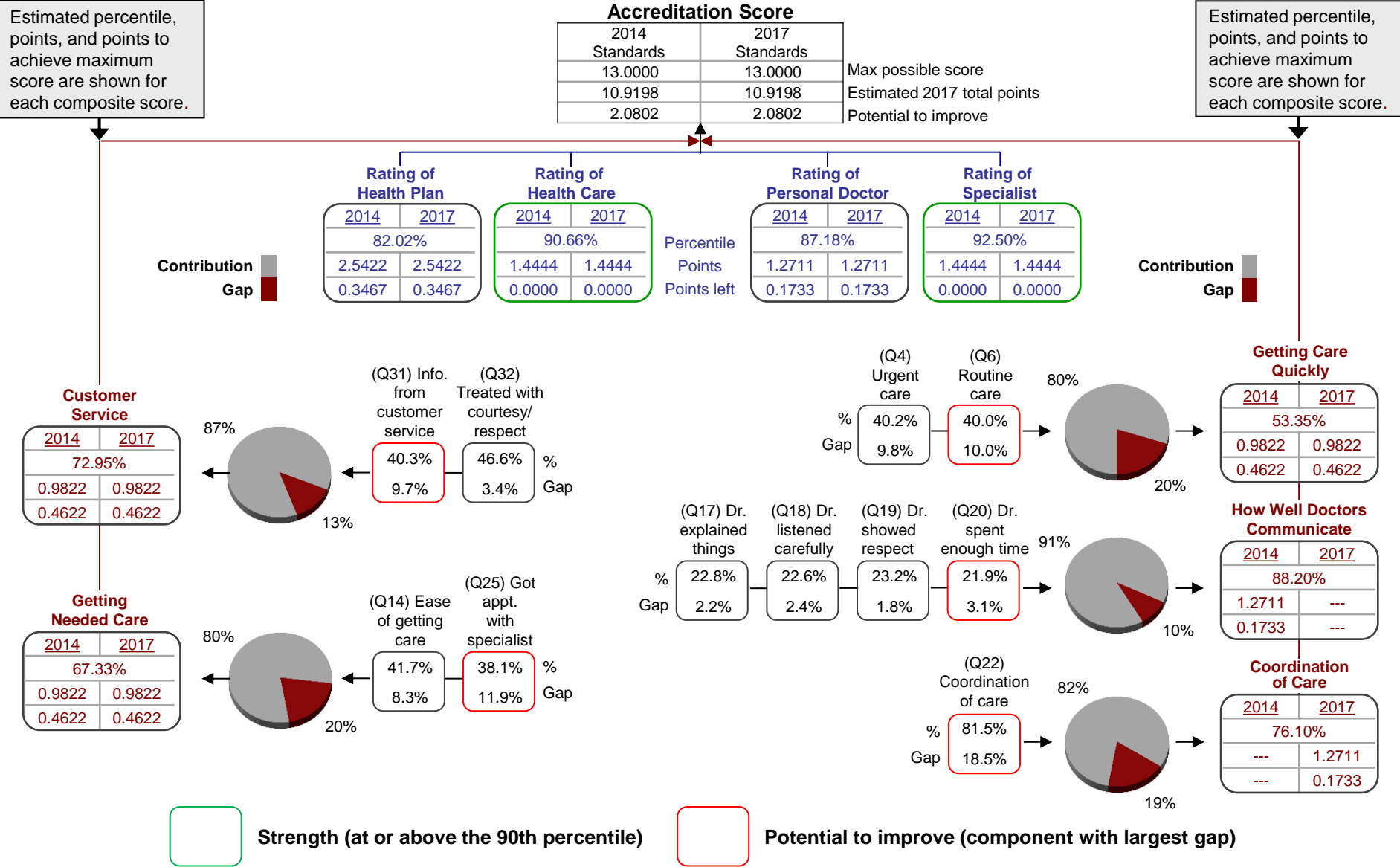
Notes:

- 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

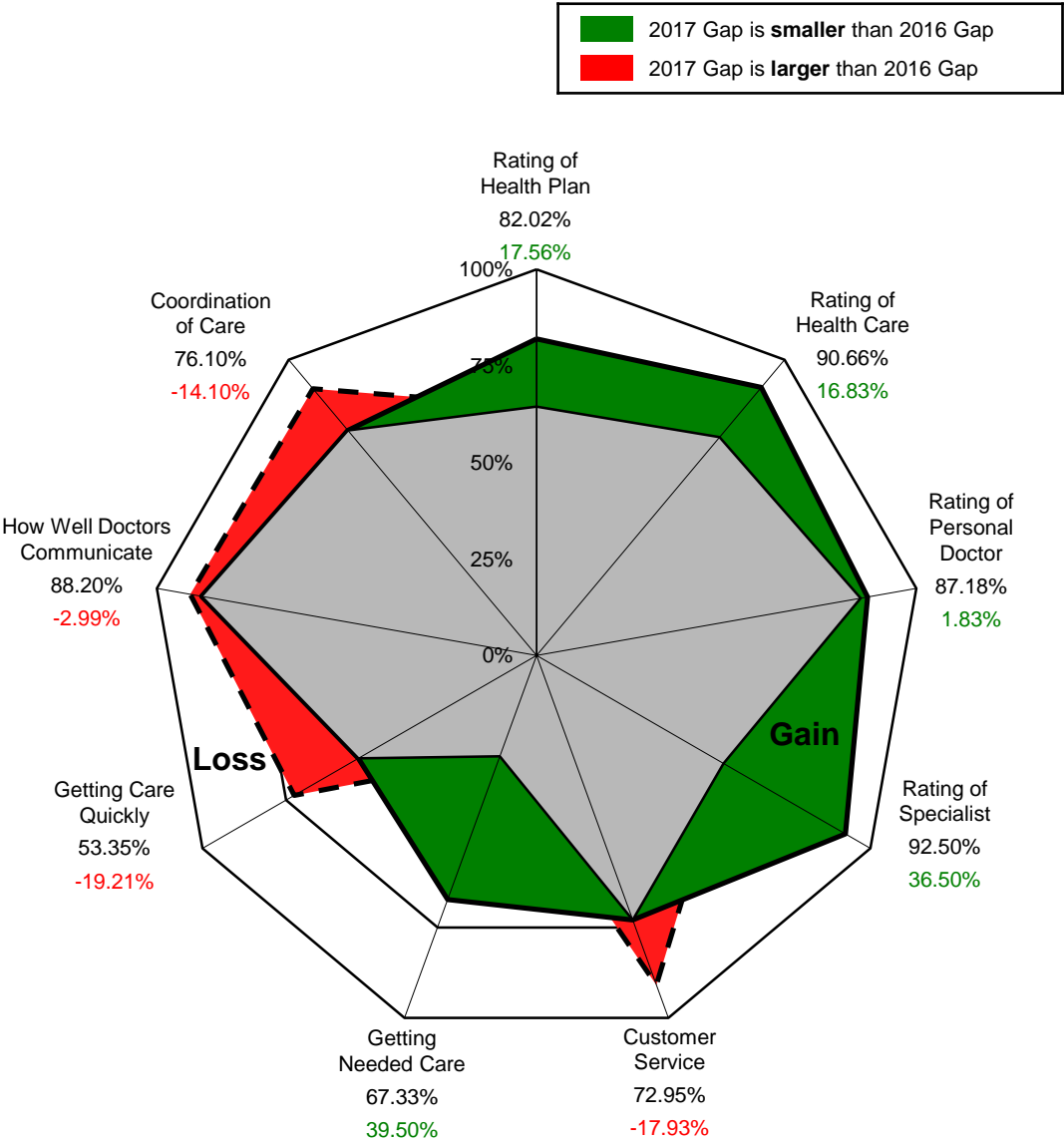
The flowchart below shows how the items used in the calculation of the plan's 2017 estimated accreditation score perform relative to each other. See [Appendix D](#) for more details.



Executive summary

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:
 - Getting Needed Care composite
 - Rating of Specialist
 - Rating of Health Plan
 - Rating of Health Care
 - Rating of Personal Doctor
- However, the percentile gap increased on these measures:
 - Getting Care Quickly composite
 - Customer Service composite
 - Coordination of Care
 - How Well Doctors Communicate composite



Executive summary

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			3.5
Getting Care			3.0
Getting care easily	79.83%	33rd	3.0
Getting care quickly	79.30%	33rd	3.0
Satisfaction with physicians			4.0
Rating of doctor	72.27%	90th	5.0
Rating of specialists	81.94%	90th	5.0
Rating of care	61.36%	90th	5.0
Coordination of care	82.35%	33rd	3.0
Health promotion and education	70.00%	10th	2.0
Satisfaction with health plan services			3.5
Rating of health plan	64.92%	67th	4.0
Customer service	87.95%	33rd	3.0

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	1/31/2017
First reminder postcard	4 - 10 days	2/7/2017
Second questionnaire mailing	35 days	3/7/2017
Second reminder postcard	39 - 45 days	3/14/2017
Initiate telephone interviewing	56 days	3/28/2017
Complete telephone interviewing	70 days	4/11/2017
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 452 members was obtained with an overall sampling error of +/- 4.6% at 95% confidence, using the most pessimistic assumption regarding variance (p=0.5).

Methodology

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

Item	2015	2016	2017
Total mailed	1,890	1,902	1,890
Required sample	1,350	1,350	1,350
Oversample	540	552	540
Total ineligible	41	29	29
Total completed surveys	493	428	452
Mail completes	233	232	259
Phone completes	260	196	193
Adjusted response rate	26.66%	22.85%	24.29%
Overall sampling error	+/- 4.4%	+/- 4.7%	+/- 4.6%

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

Comparison averages. Most measures are compared to the 2016 Quality Compass Average (2016 QC Avg.) and the 2017 UHC Adult Medicaid Average (2017 UHC 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 no surveys completed in Spanish.

Overall ratings

Compared to the 2016 plan result:

- None of the differences are significant.

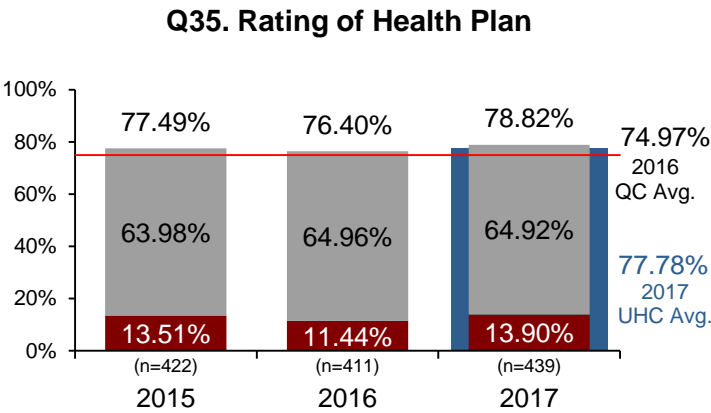
Compared to the 2016 QC Average:

- Health care is significantly higher.

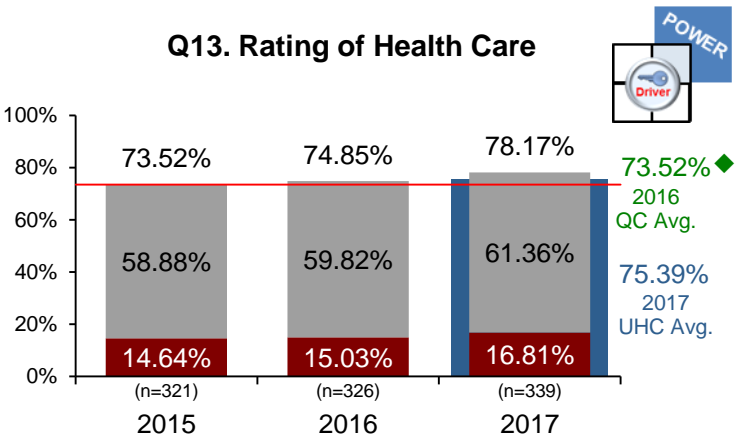
Compared to the 2017 UHC Average:

- None of the differences are significant.

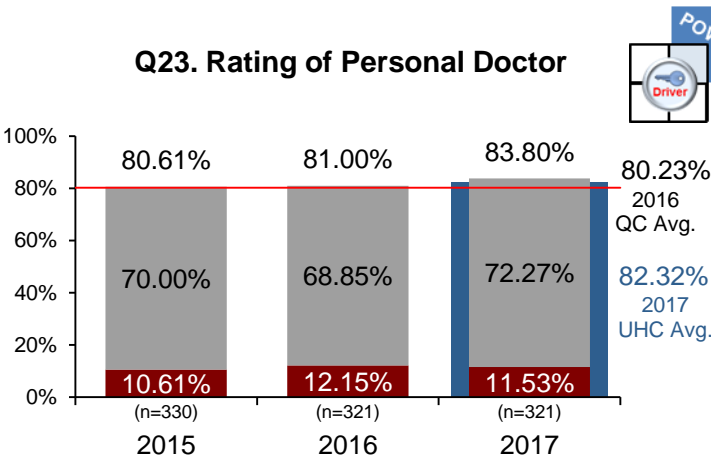
Q35. Rating of Health Plan



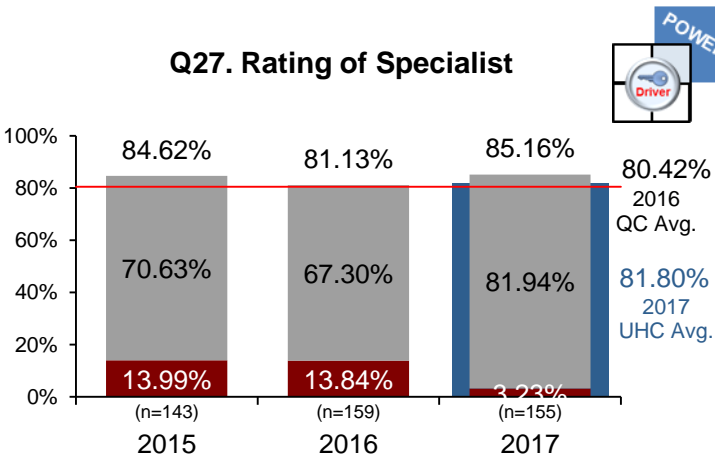
Q13. Rating of Health Care



Q23. Rating of Personal Doctor



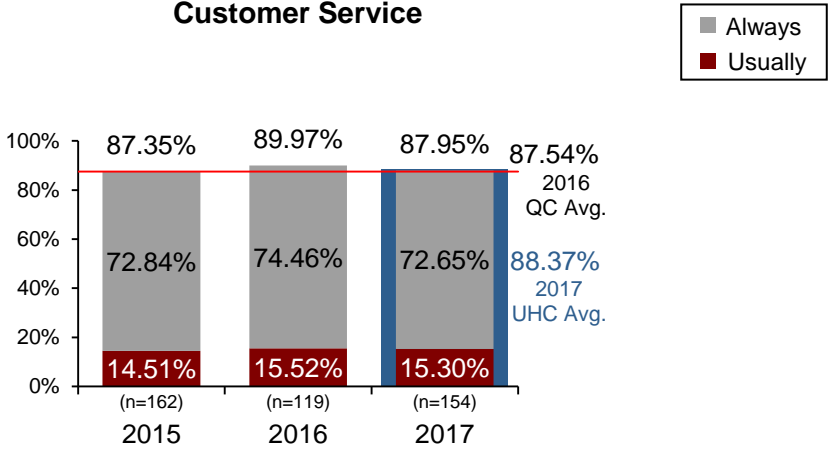
Q27. Rating of Specialist



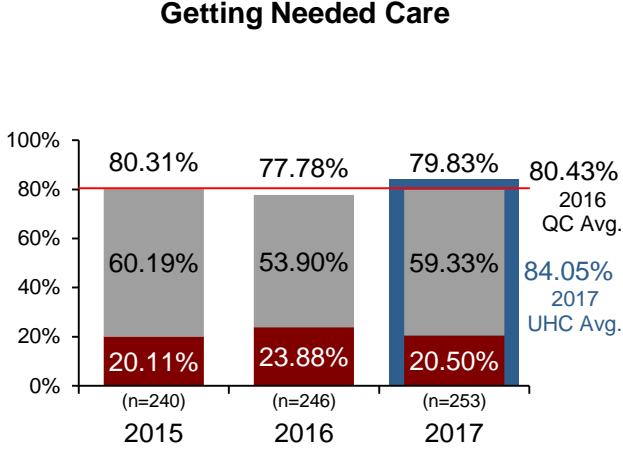
↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
◆ ◆ Indicates a significant difference between the 2017 plan result and the 2016 QC Average.
◆ ◆ Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.

Composite global proportions

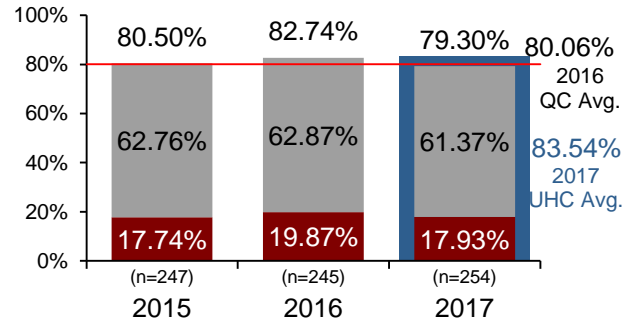
Customer Service



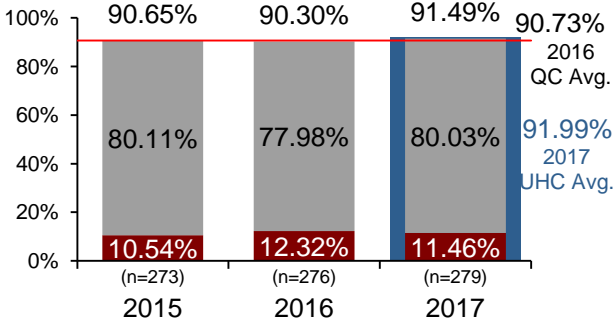
Getting Needed Care



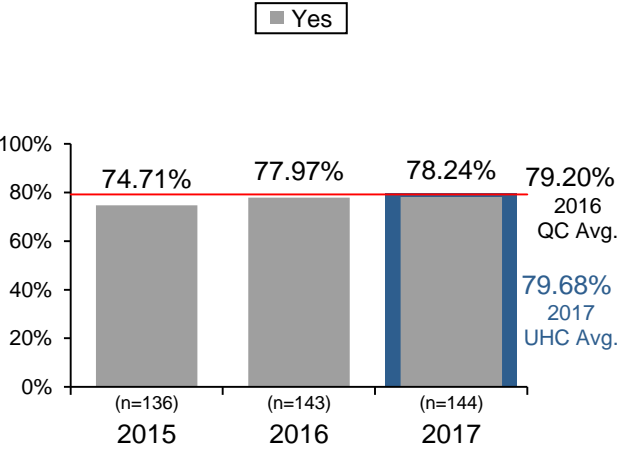
Getting Care Quickly



How Well Doctors Communicate



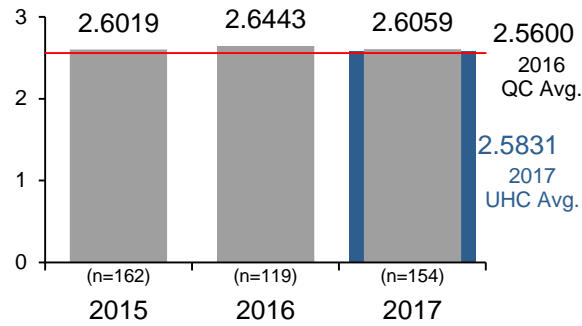
Shared Decision Making



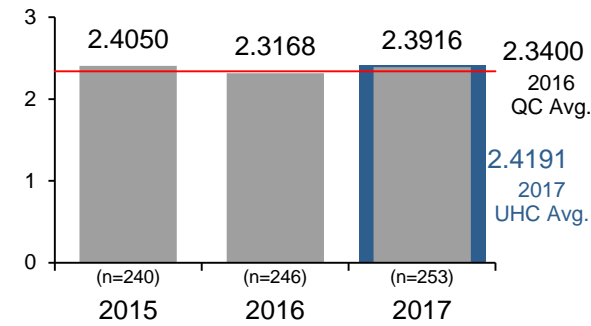
↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
◆ ◆ Indicates a significant difference between the 2017 plan result and the 2016 QC Average.
✱ ✱ Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.

Composite mean scores

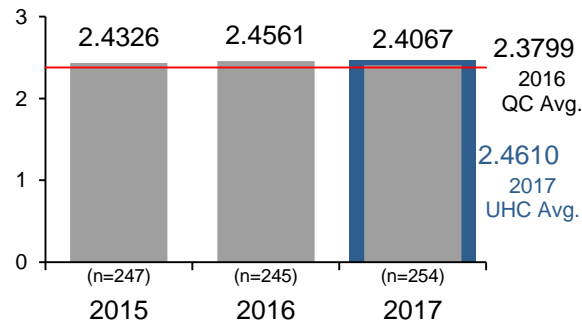
Customer Service



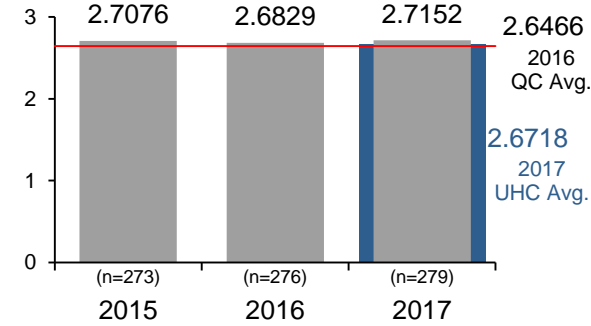
Getting Needed Care



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 2016 QC Average.
⚙ ⚙ Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.

Customer Service

Compared to the 2016 plan result:

- None of the differences are significant.

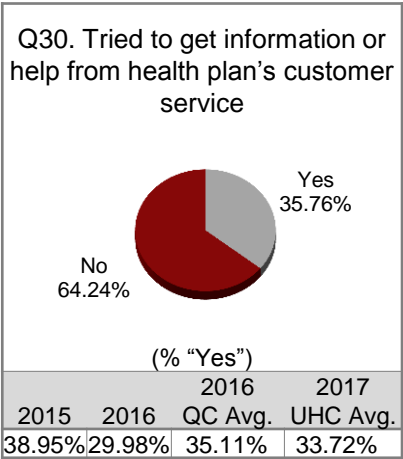
Compared to the 2016 QC Average:

- None of the differences are significant.

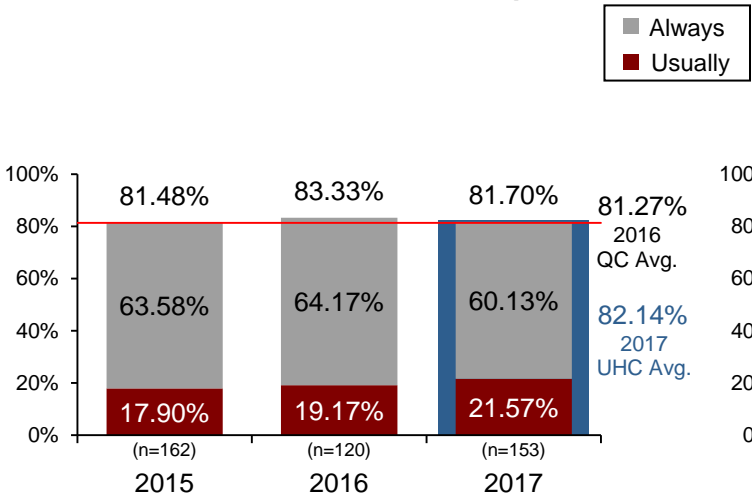
Compared to the 2017 UHC Average:

- None of the differences are significant.

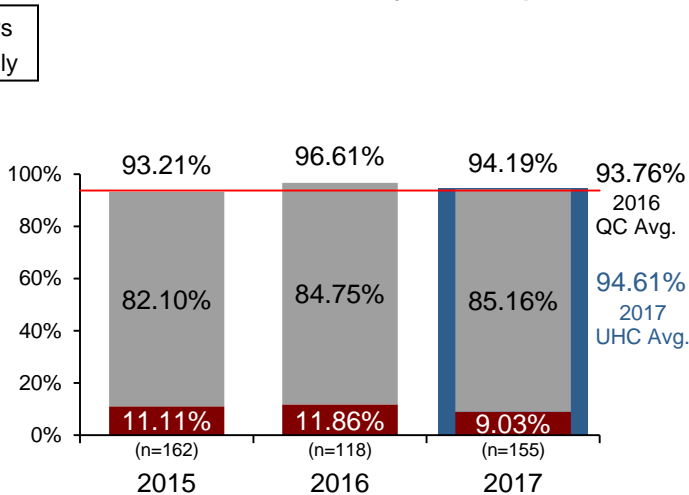
Customer Service composite					
	2015	2016	2017	2016 QC Avg.	2017 UHC Avg.
Global proportion	87.35%	89.97%	87.95%	87.54%	88.37%
Mean score	2.6019	2.6443	2.6059	2.5600	2.5831



Q31. Customer service provided needed information or help



Q32. Customer service treated member with courtesy and respect



↑ ↓ 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 2016 QC Average.
✱ ✱ Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.

Compared to the 2016 plan result:

- None of the differences are significant.

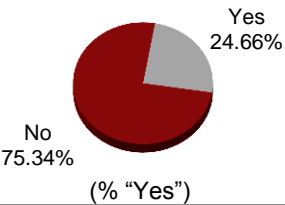
Compared to the 2016 QC Average:

- Ease of filling out forms is significantly higher.

Compared to the 2017 UHC Average:

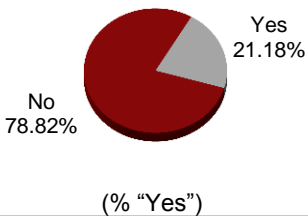
- Ease of filling out forms is significantly higher.

Q28. Looked for information in written materials/on the Internet



2015	2016	2016 QC Avg.	2017 UHC Avg.
21.41%	24.16%	21.89%	21.64%

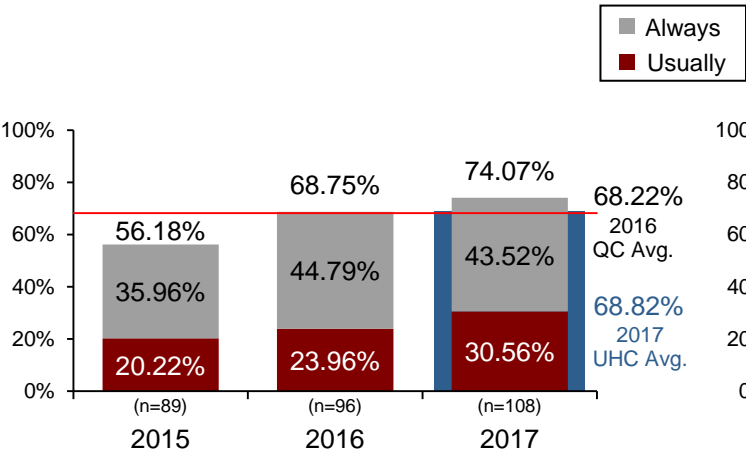
Q33. Health plan gave member forms to fill out



2015	2016	2016 QC Avg.	2017 UHC Avg.
23.81%	21.70%	28.86% ♦	26.75% ✱

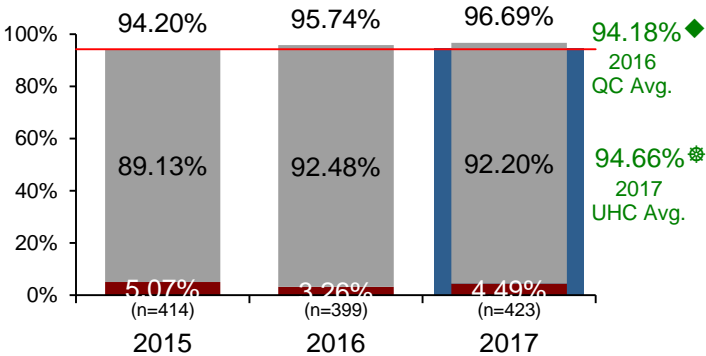
- ↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
- ♦ Indicates a significant difference between the 2017 plan result and the 2016 QC Average.
- ✱ ✱ Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.

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.



Getting Needed Care

Compared to the 2016 plan result:

- Got care, tests or treatment is significantly higher.

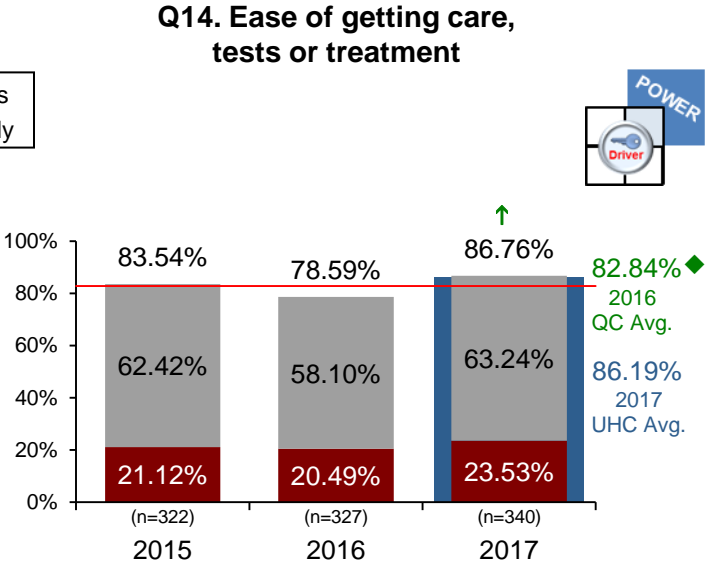
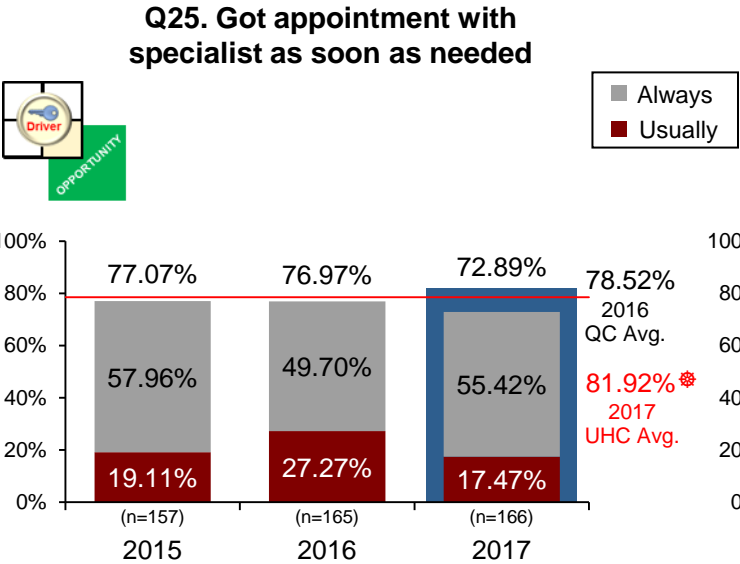
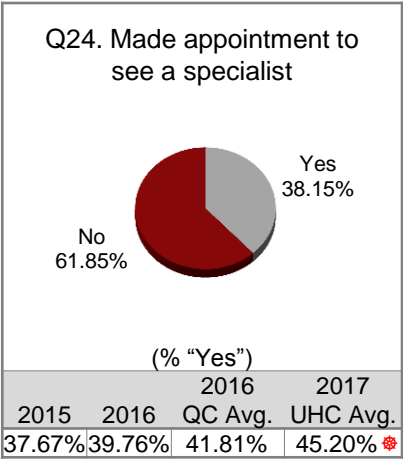
Compared to the 2016 QC Average:

- Got care, tests or treatment is significantly higher.

Compared to the 2017 UHC Average:

- Got appointment with specialist is significantly lower.

Getting Needed Care composite					
	2015	2016	2017	2016 QC Avg.	2017 UHC Avg.
Global proportion	80.31%	77.78%	79.83%	80.43%	84.05%
Mean score	2.4050	2.3168	2.3916	2.3400	2.4191



↑ ↓ 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 2016 QC Average.
✱ ✱ Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.

Getting Care Quickly

Compared to the 2016 plan result:

- None of the differences are significant.

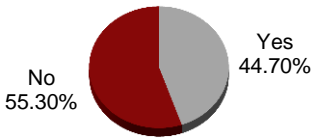
Compared to the 2016 QC Average:

- None of the differences are significant.

Compared to the 2017 UHC Average:

- Got urgent care is significantly lower.

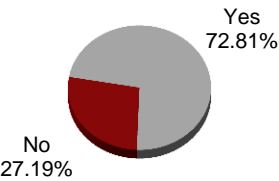
Q3. Had illness/injury/condition that needed care right away



(% "Yes")

2015	2016	2016 QC Avg.	2017 UHC Avg.
42.12%	45.95%	41.76%	43.60%

Q5. Made appointments for health care at doctor's office or clinic



(% "Yes")

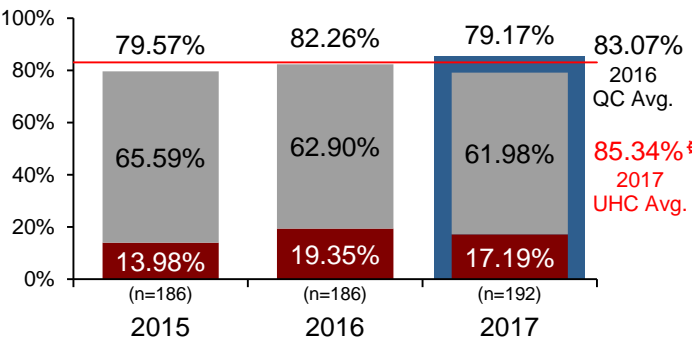
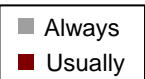
2015	2016	2016 QC Avg.	2017 UHC Avg.
70.24%	74.70%	71.97%	73.87%

- ↑ ↓ 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 2016 QC Average.
- ✱ ✱ Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.

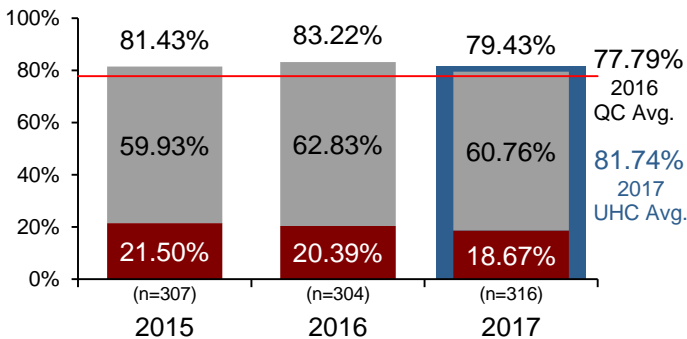
Getting Care Quickly composite

	2015	2016	2017	2016 QC Avg.	2017 UHC Avg.
Global proportion	80.50%	82.74%	79.30%	80.06%	83.54%
Mean score	2.4326	2.4561	2.4067	2.3799	2.4610

Q4. Got urgent care as soon as needed



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



Doctor or Specialist Visits

Compared to the 2016 plan result:

- None of the differences are significant.

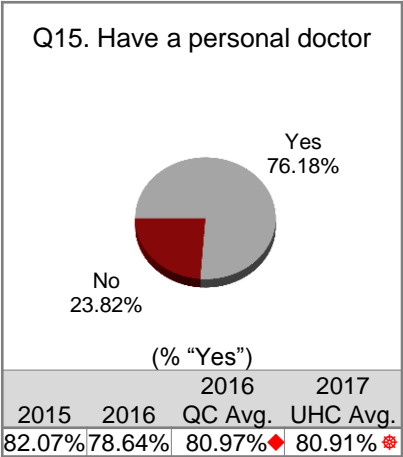
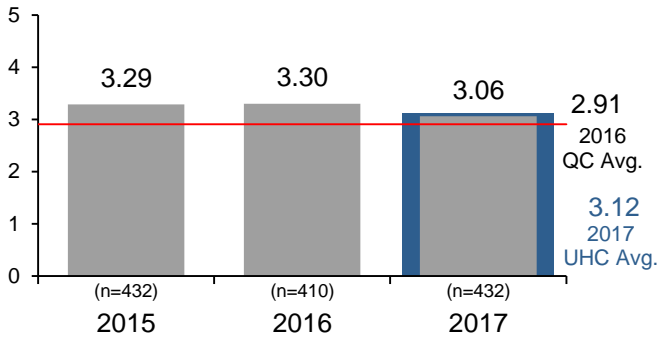
Compared to the 2016 QC Average:

- Average number of personal doctor visits is significantly higher.

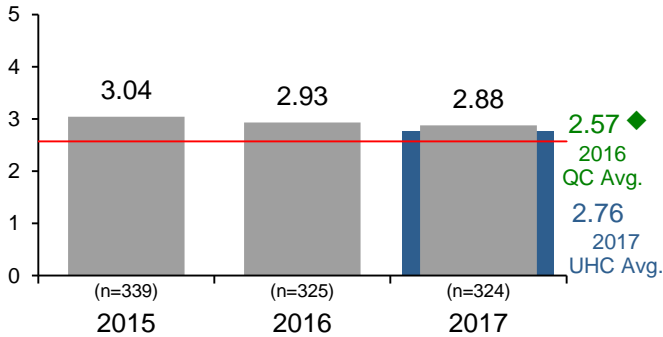
Compared to the 2017 UHC Average:

- None of the differences are significant.

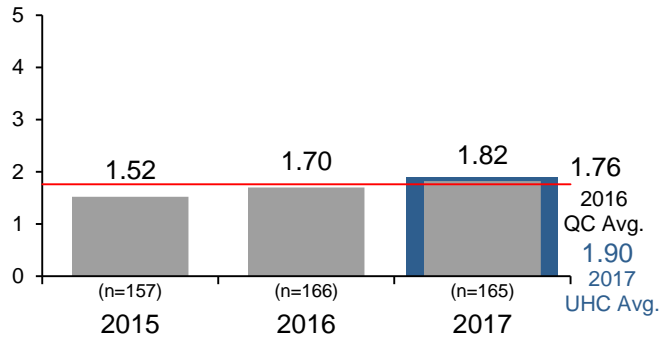
Q7. Average number of visits to doctor's office or clinic



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 2016 QC Average.
✱ ✱ Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.

How Well Doctors Communicate

Compared to the 2016 plan result:

- None of the differences are significant.

Compared to the 2016 QC Average:

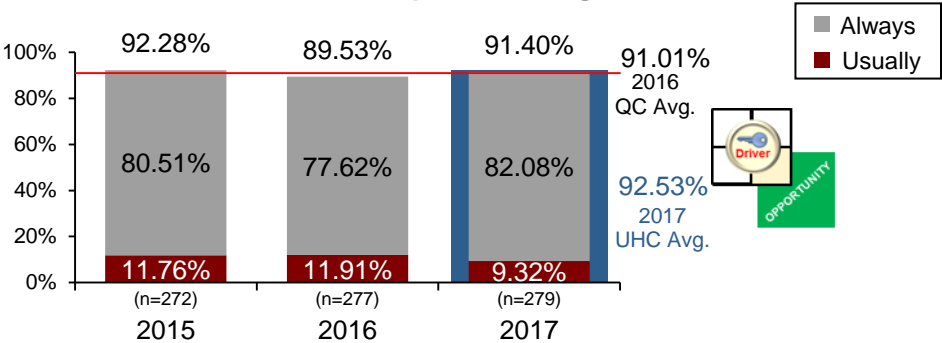
- None of the differences are significant.

Compared to the 2017 UHC Average:

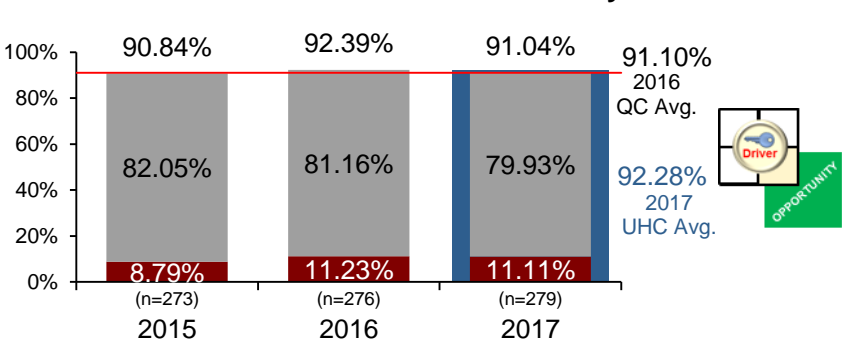
- None of the differences are significant.

How Well Doctors Communicate composite					
	2015	2016	2017	2016 QC Avg.	2017 UHC Avg.
Global proportion	90.65%	90.30%	91.49%	90.73%	91.99%
Mean score	2.7076	2.6829	2.7152	2.6466	2.6718

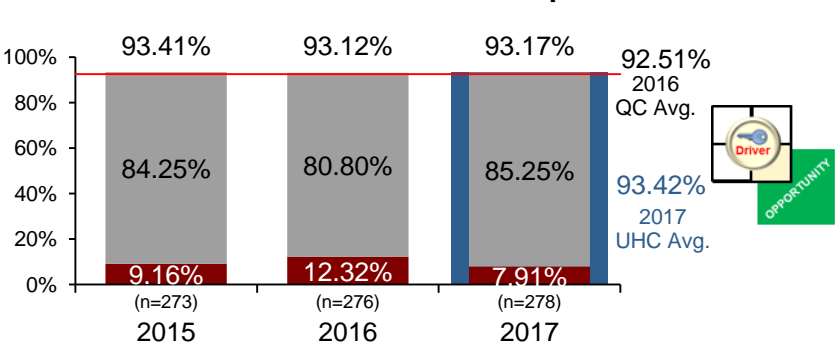
Q17. Personal doctor explained things



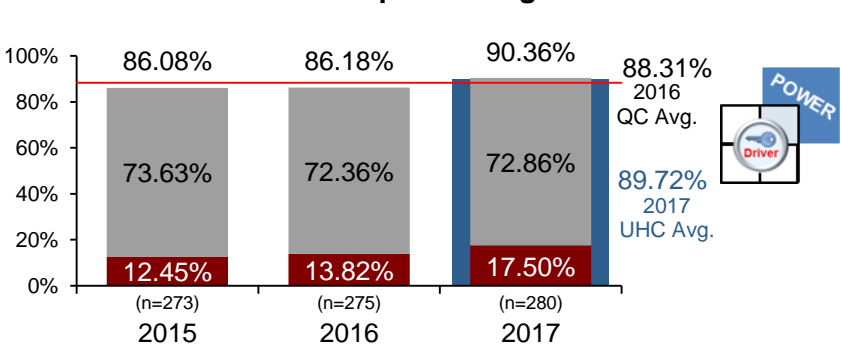
Q18. Personal doctor listened carefully



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 2016 QC Average.
✱ ✱ Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.

Shared Decision Making

Compared to the 2016 plan result:

- None of the differences are significant.

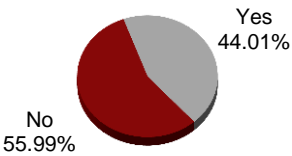
Compared to the 2016 QC Average:

- None of the differences are significant.

Compared to the 2017 UHC Average:

- None of the differences are significant.

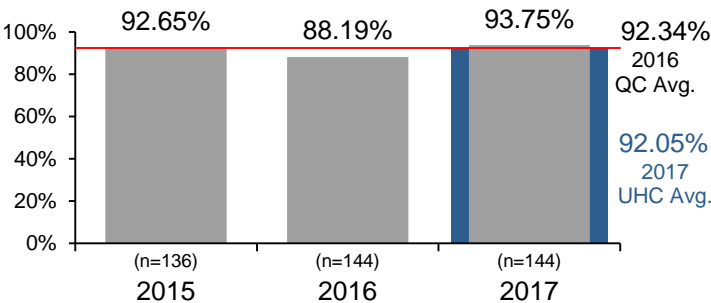
Q9. Doctor discussed starting or stopping a prescription medicine



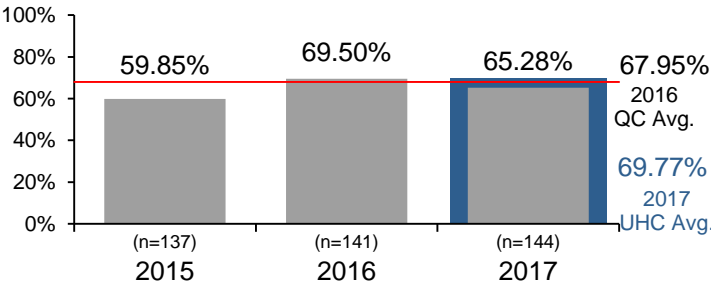
(% "Yes")			
		2016	2017
2015	2016	QC Avg.	UHC Avg.
42.68%	44.92%	46.60%	48.53%

Shared Decision Making composite					
	2015	2016	2017	2016 QC Avg.	2017 UHC Avg.
Global proportion	74.71%	77.97%	78.24%	79.20%	79.68%

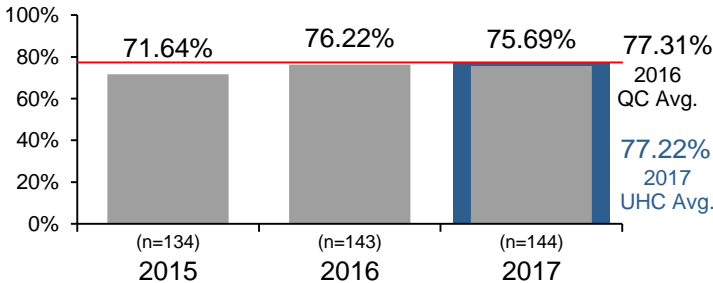
Q10. Doctor discussed reasons to take a medicine
(% “Yes”)



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 2016 QC Average.
✱ ✱ Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.

Compared to the 2016 plan result:

- The difference is not significant.

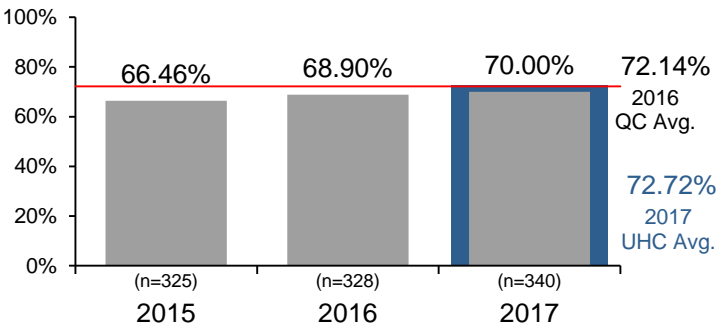
Compared to the 2016 QC Average:

- The difference is not significant.

Compared to the 2017 UHC 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 2016 QC Average.
⊗ ⊗ Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.

Coordination of Care

Compared to the 2016 plan result:

- The difference is not significant.

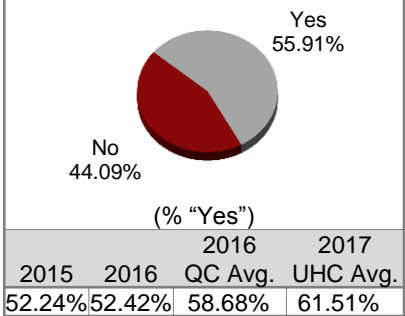
Compared to the 2016 QC Average:

- The difference is not significant.

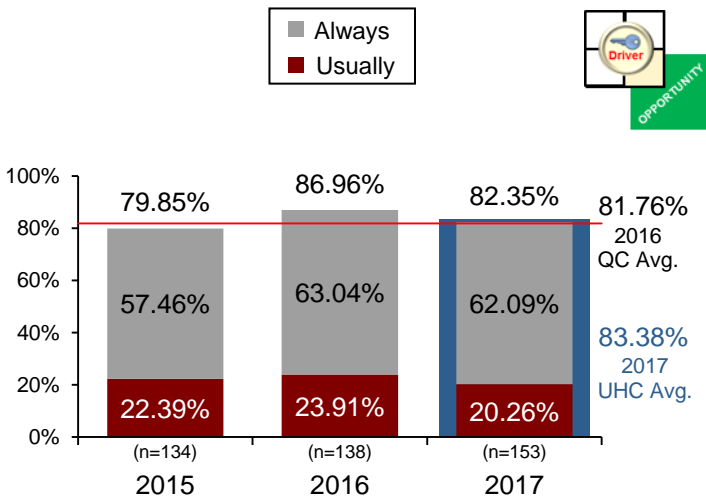
Compared to the 2017 UHC Average:

- 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 2016 QC Average.
✱ ✱ Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.

Flu Vaccinations for Adults Ages 18-64

Compared to the 2016 plan result:

- The difference is not significant.

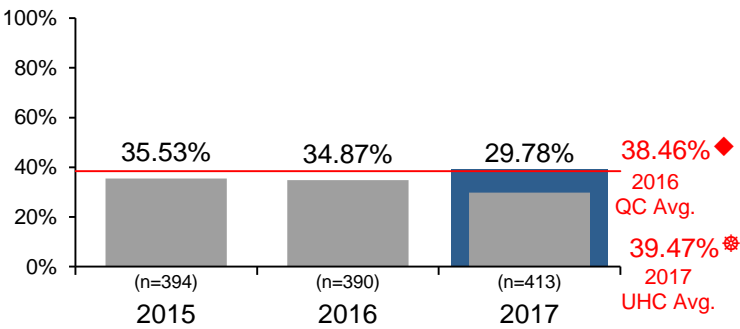
Compared to the 2016 QC Average:

- Flu shot is significantly lower.

Compared to the 2017 UHC Average:

- Flu shot is significantly lower.

**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 2016 QC Average.
✱ ✱ Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.

Medical Assistance With Smoking and Tobacco Use Cessation

Compared to the 2016 plan result:

- None of the differences are significant.

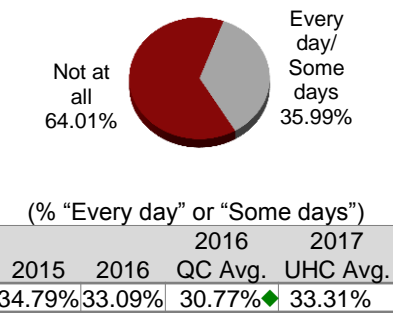
Compared to the 2016 QC Average:

- Discussing cessation strategies is significantly lower.

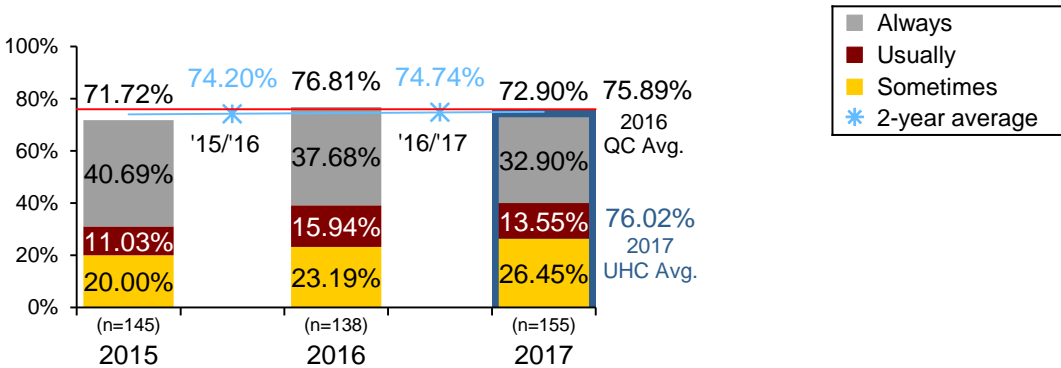
Compared to the 2017 UHC Average:

- Discussing cessation strategies is significantly lower.

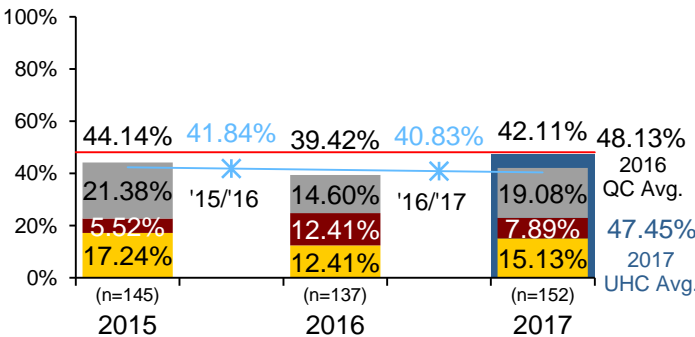
**Q39. Currently smoke cigarettes/
use tobacco**



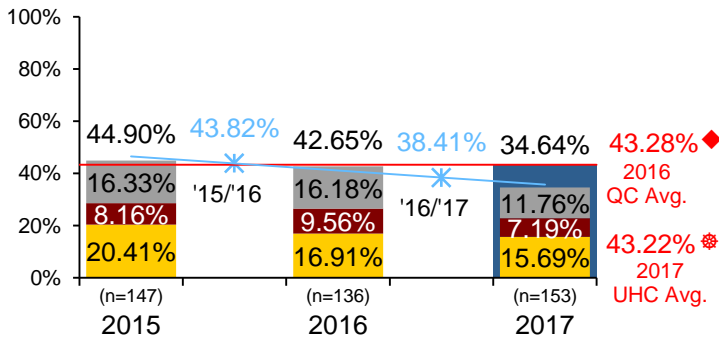
**Q40. Advising Smokers and
Tobacco Users to Quit**



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 2016 QC Average.
✱ ✱ Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.

Percentages lower than 5% are not labeled in charts where space does not permit.

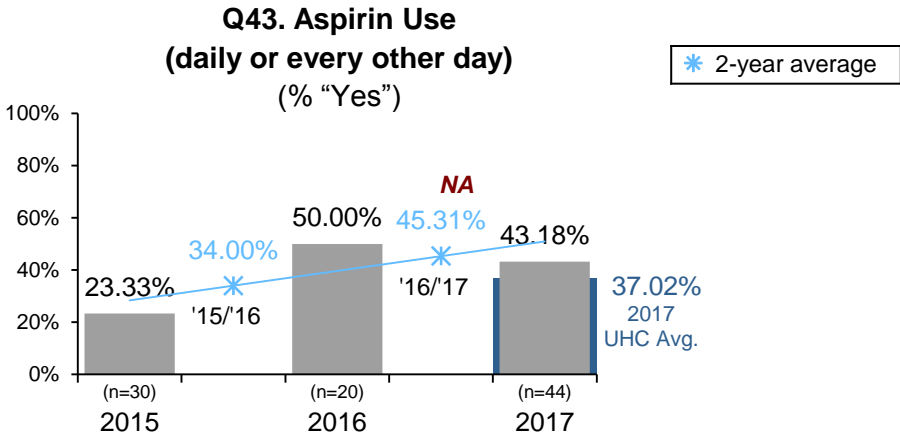
Aspirin Use and Discussion

Compared to the 2016 plan result:

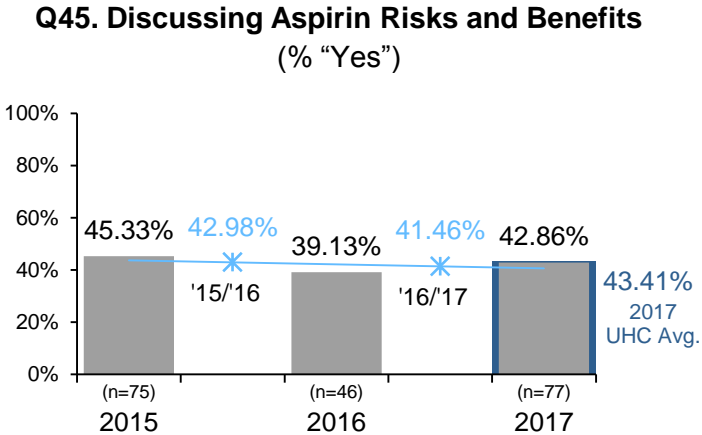
- None of the differences are significant.

Compared to the 2017 UHC 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 for the current 2-year average.



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:

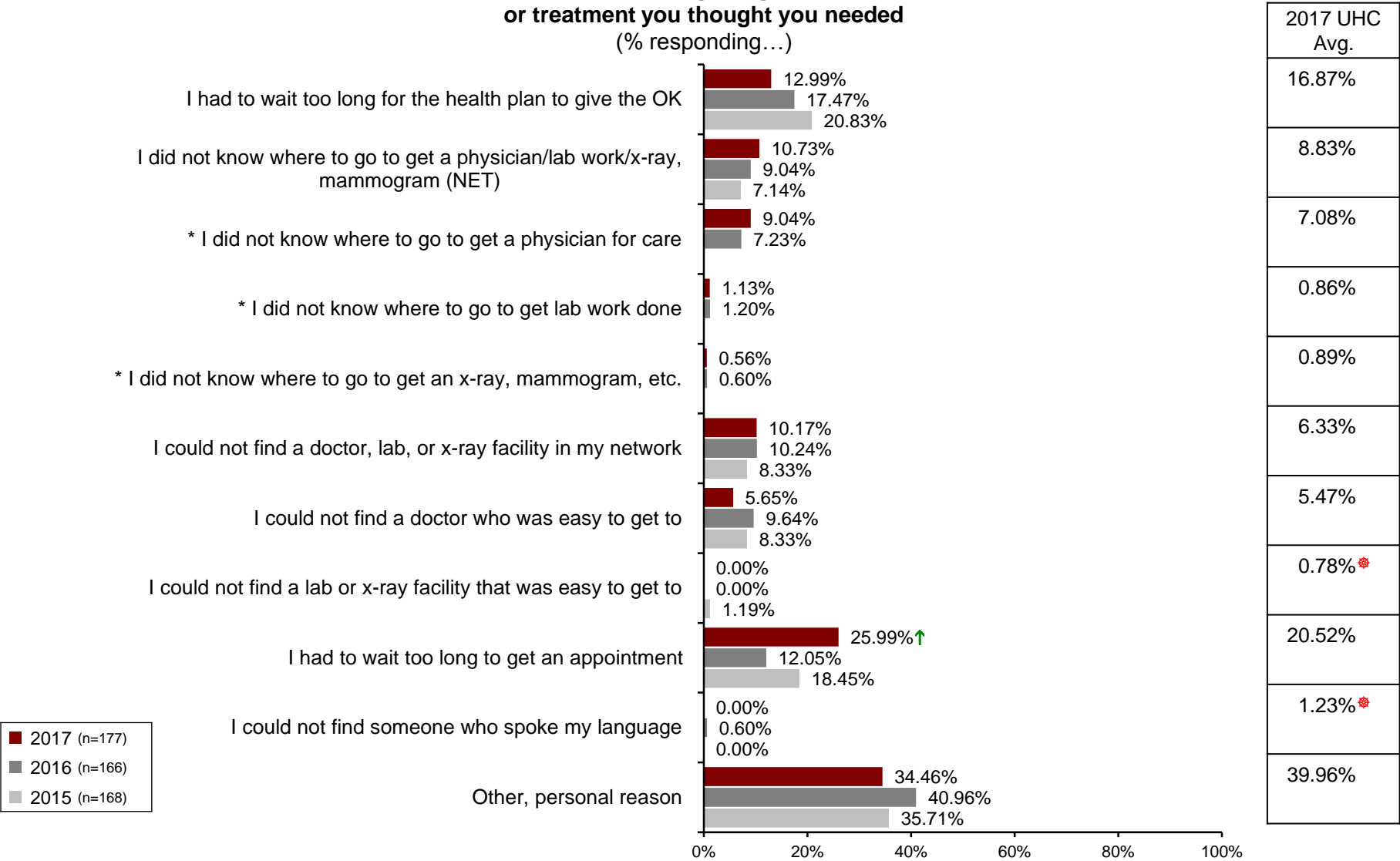
- A heart attack
- Angina or coronary heart disease
- A stroke
- Any kind of diabetes or high blood sugar

↑ ↓ 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 UHC Average.

Additional questions

Getting needed care

Q59. Problems with getting the care, tests or treatment you thought you needed
(% responding...)



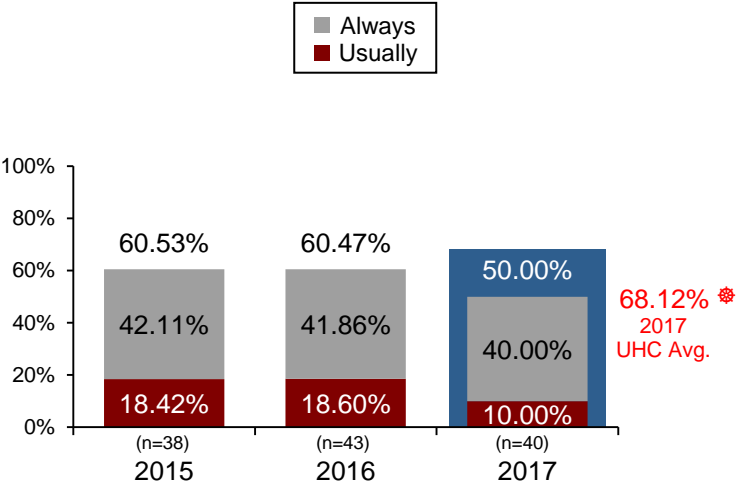
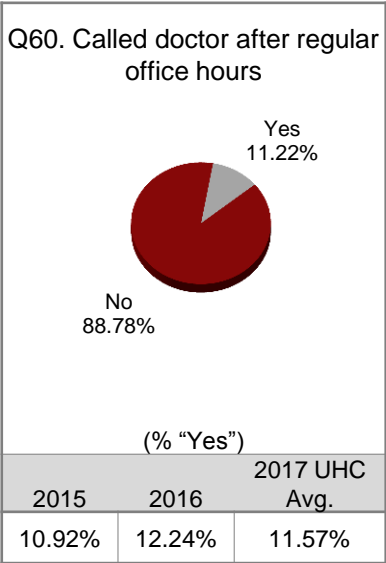
■ 2017 (n=177)
■ 2016 (n=166)
■ 2015 (n=168)

↑ ↓ 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 UHC Average.

*Response option split in 2016 and NET shown for trending purposes.

Calling a doctor’s office or clinic after regular office hours

Q61. Got help you wanted

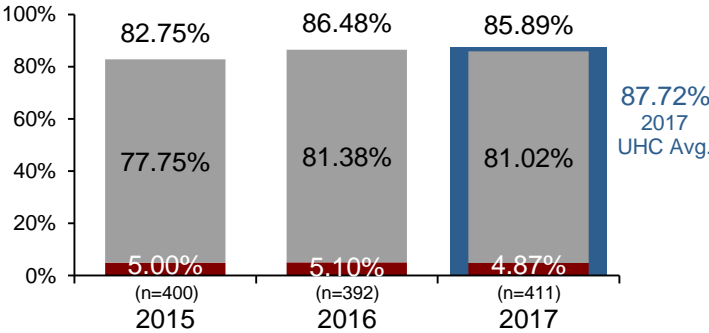
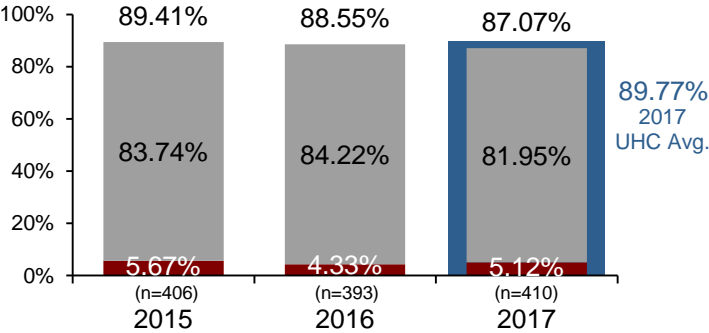
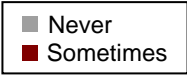


↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
* Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.

Language or cultural barriers

Q62. Hard to find a doctor who speaks your language

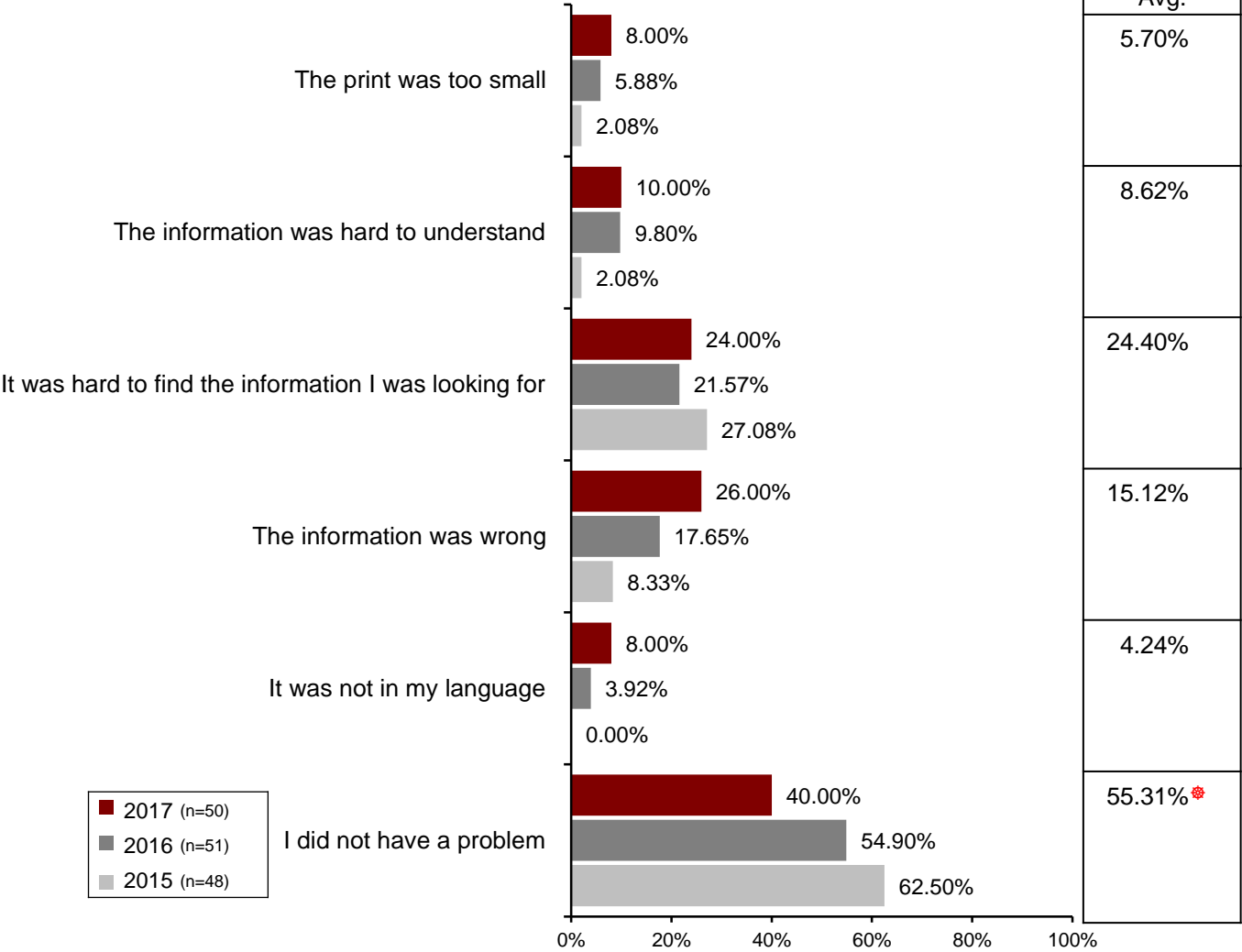
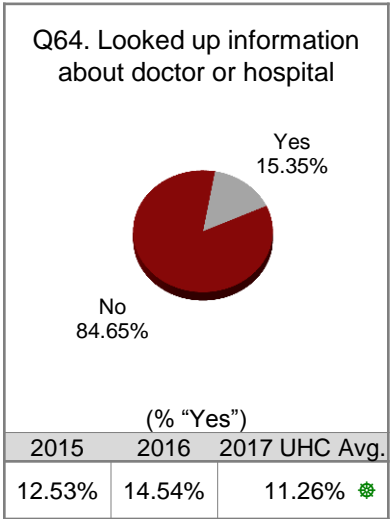
Q63. Hard to find a doctor who understands your culture



↑ ↓ 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 UHC Average.

Website

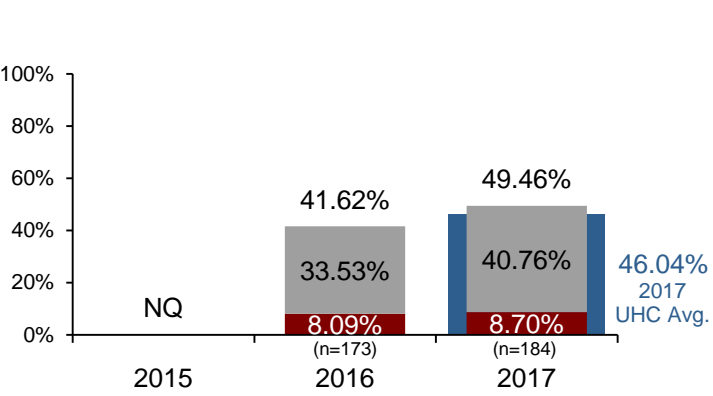
Q65. Problems encountered when website was not useful in finding a doctor or hospital
(% responding...)



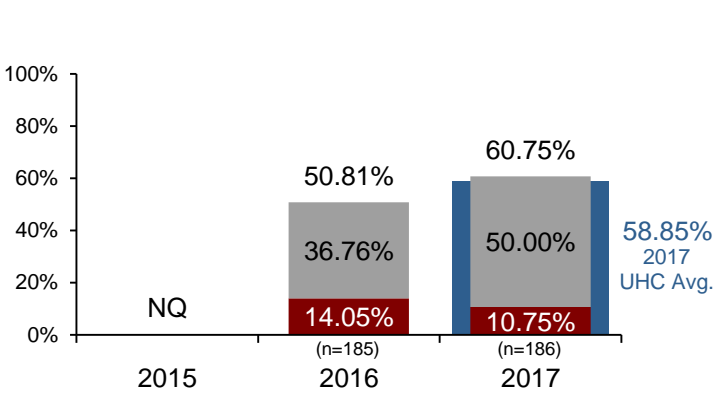
Indicates a significant difference between the 2017 plan result and the 2016 plan result.
 Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.

Mental health services

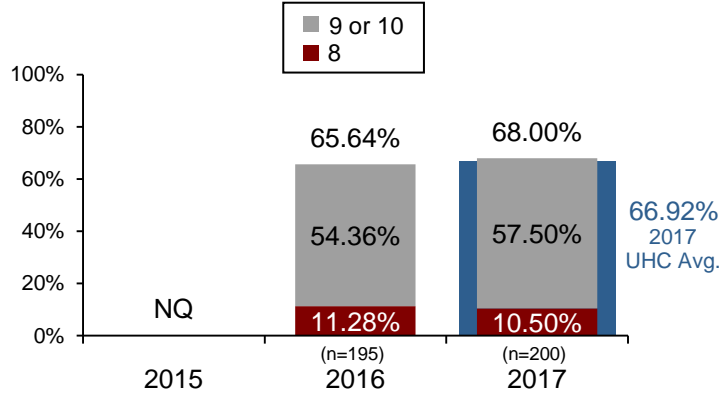
Q66. Customer service staff was helpful and provided help needed



Q68. Easy to get appointment with mental health specialist



Q67. Mental health services overall



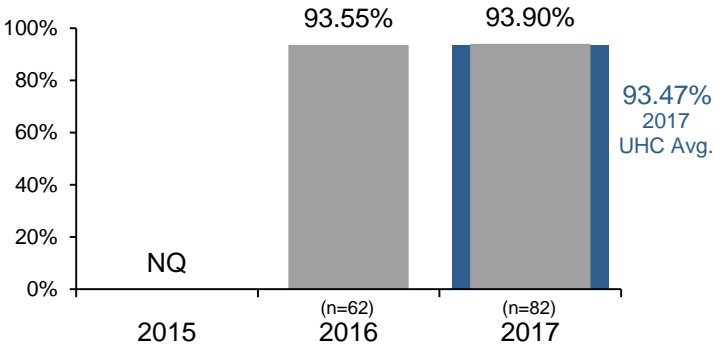
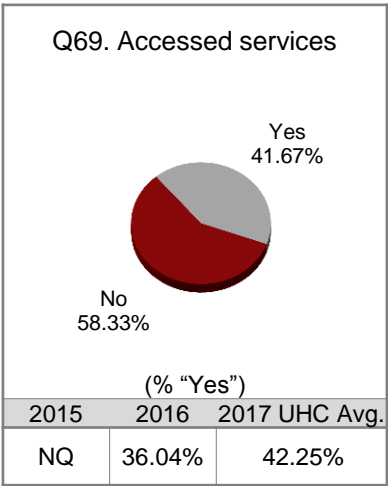
↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
⚙️ ⚙️ Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.

NQ = New question in 2016.



Mental health or substance abuse services

Q70. Provider was helpful
(% “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 UHC Average.

Appendix A

Member profile

Member profile

	2015	2016	2017	2016 QC Avg.	2017 UHC Avg.
Member health					
Overall health (Q36)					
Excellent/Very good	33.72%	33.41%	33.48%	33.91%	30.65%
Good	27.91%	24.28%	31.67% ↑	33.20%	32.39%
Fair/Poor	38.37%	42.31%	34.84% ↓	32.88%	36.96%
Overall mental/emotional health (Q37)					
Excellent/Very good	36.64%	40.14%	48.30% ↑	44.36%	39.70% ⬆
Good	31.57%	25.00%	22.22%	28.40% ⬇	29.24% ⬆
Fair/Poor	31.80%	34.86%	29.48%	27.24%	31.06%
Aspirin use and discussion					
Aspirin Use (Q43) – All respondents	21.14%	28.26%	23.67%	---	26.83%
Aspirin Use (Q43) – Qualified respondents	23.33%	50.00%	43.18%	---	37.02%
Have a health problem/take medication that makes taking aspirin unsafe (Q44)	11.68%	10.39%	11.30%	---	11.54%
Discussing Aspirin Risks and Benefits (Q45) – All respondents	36.88%	39.90%	37.61%	---	41.91%
Discussing Aspirin Risks and Benefits (Q45) – Qualified respondents	45.33%	39.13%	42.86%	---	43.41%
Aware of having of any of the following conditions (Q46):					
High cholesterol	20.49%	26.17%	25.88%	---	29.66%
High blood pressure	33.47%	37.62%	38.72%	---	39.11%
Parent or sibling with heart attack before the age of 60	18.26%	25.23%	19.69% ↓	---	19.82%
Doctor has told you that you have the following conditions (Q47):					
Heart attack	5.27%	4.21%	5.97%	---	5.78%
Angina or coronary heart disease	4.67%	6.54%	5.75%	---	5.57%
Stroke	5.48%	5.61%	5.31%	---	6.03%
Any kind of diabetes or high blood sugar	14.81%	22.90%	15.27% ↓	---	21.95% ⬆
Got health care 3 or more times for the same condition or problem in the last 6 months (Q48)	34.31%	36.59%	34.03%	33.21%	35.54%
Condition or problem has lasted for at least 3 months (not including pregnancy or menopause) (Q49)	77.78%	79.59%	82.27%	82.95%	85.00%
Now need or take medicine prescribed by a doctor (not including birth control) (Q50)	63.07%	62.71%	65.81%	62.57%	68.34%
Medicine is to treat a condition that has lasted for at least 3 months (not including pregnancy or menopause) (Q51)	86.33%	90.91%	91.82%	91.12%	92.02%

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⬆ ⬇ Indicates a significant difference between the 2017 plan result and the 2016 QC Average.
⬆ ⬇ Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.

Member profile

	2015	2016	2017	2016 QC Avg.	2017 UHC Avg.
Member demographics					
Age (Q52)					
18-34	39.90%	42.03%	34.86% ↓	31.87%	25.79% ⬆
35-44	13.38%	18.36%	18.12%	16.43%	14.21% ⬆
45-54	16.79%	17.87%	20.18%	20.38%	20.59%
55 or older	29.93%	21.74%	26.83%	31.32% ⬇	39.41% ⬆
Gender (Q53)					
Male	28.61%	27.25%	32.86%	37.43%	38.23% ⬆
Female	71.39%	72.75%	67.14%	62.57%	61.77% ⬆
Education (Q54)					
High school or less	72.88%	70.79%	65.89%	62.40%	62.37%
Some college	21.31%	22.52%	27.80%	27.39%	27.99%
College graduate or more	5.81%	6.68%	6.31%	10.21% ⬇	9.64% ⬆
Race/ethnicity (Q55/Q56)					
White	46.49%	45.70%	46.19%	53.89% ⬇	65.94% ⬆
Hispanic or Latino	5.96%	4.88%	5.49%	19.35% ⬇	16.02% ⬆
Black or African-American	48.43%	52.33%	51.96%	24.29% ⬆	22.44% ⬆
Asian	1.21%	1.97%	1.85%	5.99% ⬇	5.25% ⬆
Native Hawaiian or other Pacific Islander	0.48%	0.49%	1.15%	1.23%	2.23% ⬆
American Indian or Alaska Native	6.05%	3.44%	3.93%	4.00%	5.03%
Other	6.54%	5.16%	5.77%	10.60% ⬇	10.14% ⬆

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Appendix B

Overall ratings and composite score summary tables

Key measures – global proportions and summary rates

	2015	2016	2017	2017 Num.	2017 Den.	2016 QC Avg.	2017 UHC Avg.
Rating of Health Plan (Q35) (% 8, 9 or 10)	77.49%	76.40%	78.82%	346	439	74.97%	77.78%
Rating of Health Care (Q13) (% 8, 9 or 10)	73.52%	74.85%	78.17%	265	339	73.52%	75.39%
Rating of Personal Doctor (Q23) (% 8, 9 or 10)	80.61%	81.00%	83.80%	269	321	80.23%	82.32%
Rating of Specialist (Q27) (% 8, 9 or 10)	84.62%	81.13%	85.16%	132	155	80.42%	81.80%
Customer Service (% Always or Usually)	87.35%	89.97%	87.95%	---	154	87.54%	88.37%
Q31. Got needed information from customer service	81.48%	83.33%	81.70%	125	153	81.27%	82.14%
Q32. Staff treated you with courtesy and respect	93.21%	96.61%	94.19%	146	155	93.76%	94.61%
Getting Needed Care (% Always or Usually)	80.31%	77.78%	79.83%	---	253	80.43%	84.05%
Q25. Got appointment with specialist as soon as needed	77.07%	76.97%	72.89%	121	166	78.52%	81.92%
Q14. Ease of getting needed care, tests or treatment	83.54%	78.59%	86.76%	295	340	82.84%	86.19%
Getting Care Quickly (% Always or Usually)	80.50%	82.74%	79.30%	---	254	80.06%	83.54%
Q4. Got urgent care as soon as needed	79.57%	82.26%	79.17%	152	192	83.07%	85.34%
Q6. Got routine appointment as soon as needed	81.43%	83.22%	79.43%	251	316	77.79%	81.74%
How Well Doctors Communicate (% Always or Usually)	90.65%	90.30%	91.49%	---	279	90.73%	91.99%
Q17. Personal doctor explained things	92.28%	89.53%	91.40%	255	279	91.01%	92.53%
Q18. Personal doctor listened carefully	90.84%	92.39%	91.04%	254	279	91.10%	92.28%
Q19. Personal doctor showed respect	93.41%	93.12%	93.17%	259	278	92.51%	93.42%
Q20. Personal doctor spent enough time	86.08%	86.18%	90.36%	253	280	88.31%	89.72%
Shared Decision Making (% Yes)	74.71%	77.97%	78.24%	---	144	79.20%	79.68%
Q10. Doctor discussed reasons to take medicines	92.65%	88.19%	93.75%	135	144	92.34%	92.05%
Q11. Doctor discussed reasons to not take medicines	59.85%	69.50%	65.28%	94	144	67.95%	69.77%
Q12. Doctor asked what you thought was best	71.64%	76.22%	75.69%	109	144	77.31%	77.22%
Health Promotion and Education (Q8) (% Yes)	66.46%	68.90%	70.00%	238	340	72.14%	72.72%
Coordination of Care (Q22) (% Always or Usually)	79.85%	86.96%	82.35%	126	153	81.76%	83.38%
Flu Vaccinations for Adults Ages 18-64 (Q38) (% Yes)	35.53%	34.87%	29.78%	123	413	38.46%	39.47%
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	---	74.20%	74.74%	219	293	75.89%	76.02%
Q41. Discussing Cessation Medications	---	41.84%	40.83%	118	289	48.13%	47.45%
Q42. Discussing Cessation Strategies	---	43.82%	38.41%	111	289	43.28%	43.22%
Aspirin Use and Discussion (Two-year average)							
Q43. Aspirin Use – Qualified respondents	---	34.00%	45.31%	29	64	---	37.02%
Q45. Discussing Aspirin Risks and Benefits – Qualified respondents	---	42.98%	41.46%	51	123	---	43.41%

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 2016 QC Average.
 Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.

Overall ratings and composites – global proportions and summary rates

	2015	2016	2017	2016 QC Avg.	2017 UHC Avg.
Overall ratings					
Rating of Health Plan (Q35) (% 8, 9 or 10)	77.49%	76.40%	78.82%	74.97%	77.78%
Rating of Health Care (Q13) (% 8, 9 or 10)	73.52%	74.85%	78.17%	73.52%	75.39%
Rating of Personal Doctor (Q23) (% 8, 9 or 10)	80.61%	81.00%	83.80%	80.23%	82.32%
Rating of Specialist (Q27) (% 8, 9 or 10)	84.62%	81.13%	85.16%	80.42%	81.80%
Overall ratings and composite scores					
Rating of Health Plan (Q35) (% 9 or 10)	63.98%	64.96%	64.92%	57.69%	61.34%
Rating of Health Care (Q13) (% 9 or 10)	58.88%	59.82%	61.36%	53.64%	56.43%
Rating of Personal Doctor (Q23) (% 9 or 10)	70.00%	68.85%	72.27%	65.41%	68.10%
Rating of Specialist (Q27) (% 9 or 10)	70.63%	67.30%	81.94%	65.97%	68.31%
Customer Service (% Always or Usually)	87.35%	89.97%	87.95%	87.54%	88.37%
Getting Needed Care (% Always or Usually)	80.31%	77.78%	79.83%	80.43%	84.05%
Getting Care Quickly (% Always or Usually)	80.50%	82.74%	79.30%	80.06%	83.54%
How Well Doctors Communicate (% Always or Usually)	90.65%	90.30%	91.49%	90.73%	91.99%
Shared Decision Making (% Yes)	74.71%	77.97%	78.24%	79.20%	79.68%
Health Promotion and Education (Q8) (% Yes)	66.46%	68.90%	70.00%	72.14%	72.72%
Coordination of Care (Q22) (% Always or Usually)	79.85%	86.96%	82.35%	81.76%	83.38%

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 Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.

Overall ratings and composites – mean scores

	2015	2016	2017	2016 QC Avg.	2017 UHC Avg.
Overall mean ratings: 0 - 10 scale					
Rating of Health Plan (Q35)	8.4479	8.3966	8.5353	8.3436	8.5034
Rating of Health Care (Q13)	8.3178	8.3957	8.5988	8.2609 ♦	8.3777 ⚙
Rating of Personal Doctor (Q23)	8.6576	8.6293	8.8692	8.6084 ♦	8.7245
Rating of Specialist (Q27)	8.8671	8.4654	9.0774 ↑	8.6203 ♦	8.6787 ⚙
Overall ratings and composite scores: Three-point mean scores					
Rating of Health Plan (Q35)	2.4905	2.4647	2.5034	2.4199 ♦	2.4759
Rating of Health Care (Q13)	2.4237	2.4172	2.4956	2.3738 ♦	2.4190
Rating of Personal Doctor (Q23)	2.5606	2.5576	2.6106	2.5282 ♦	2.5691
Rating of Specialist (Q27)	2.5804	2.5220	2.7226 ↑	2.5373 ♦	2.5663 ⚙
Customer Service	2.6019	2.6443	2.6059	2.5600	2.5831
Getting Needed Care	2.4050	2.3168	2.3916	2.3400	2.4191
Getting Care Quickly	2.4326	2.4561	2.4067	2.3799	2.4610
How Well Doctors Communicate	2.7076	2.6829	2.7152	2.6466	2.6718
Health Promotion and Education (Q8)	2.3292	2.3780	2.4000	2.4428	2.4545
Coordination of Care (Q22)	2.3731	2.5000	2.4444	2.3899	2.4236

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♦ ♦ Indicates a significant difference between the 2017 plan result and the 2016 QC Average.
⚙ ⚙ Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.

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)	78.82%	75th	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)	78.17%	75th	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)	83.80%	75th	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)	85.16%	90th	74.61	75.62	78.10	79.17	80.75	82.02	82.78	84.81	86.40
Customer Service (% Always or Usually)	87.95%	50th	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	81.70%	50th	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	94.19%	50th	89.62	91.13	92.56	93.04	93.94	94.78	95.21	96.52	97.06
Getting Needed Care (% Always or Usually)	79.83%	33rd	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	72.89%	10th	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	86.76%	75th	75.77	77.08	79.93	81.25	83.22	85.07	86.26	88.29	88.94
Getting Care Quickly (% Always or Usually)	79.30%	33rd	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	79.17%	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	79.43%	50th	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)	91.49%	50th	86.78	87.82	89.48	89.93	90.96	91.75	92.37	93.47	94.29
Q17. Personal doctor explained things	91.40%	50th	86.54	87.75	89.38	90.27	91.09	92.15	92.53	94.31	94.87
Q18. Personal doctor listened carefully	91.04%	33rd	86.80	87.64	89.66	90.10	91.35	92.61	92.95	93.93	94.78
Q19. Personal doctor showed respect	93.17%	50th	88.54	89.90	91.30	91.71	92.71	93.47	93.94	95.18	95.73
Q20. Personal doctor spent enough time	90.36%	75th	83.33	84.24	86.59	87.36	88.58	89.74	90.24	91.85	93.07
Shared Decision Making (% Yes)	78.24%	25th	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	93.75%	50th	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	65.28%	10th	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	75.69%	25th	70.23	71.54	74.53	75.86	77.42	79.10	80.18	82.22	83.72
Health Promotion and Education (Q8) (% Yes)	70.00%	25th	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)	82.35%	50th	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)	29.78%	10th	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	74.74%	33rd	64.56	67.83	73.14	74.65	76.59	78.48	79.36	81.85	83.89
Q41. Discussing Cessation Medications	40.83%	10th	33.54	36.67	43.01	45.16	48.31	51.75	53.85	58.39	60.42
Q42. Discussing Cessation Strategies	38.41%	10th	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)	74.07%	75th	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)	96.69%	95th	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)	33.48%	50th	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)	48.30%	50th	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	148	294	152	79	88	117	116	237	282	146	259	193
Rating of Health Plan (Q35) (% 8, 9 or 10)	83.45%	76.47%	82.43% ^D	66.67%	79.07%	81.90% ^D	78.95%	76.17%	79.57%	76.92%	75.98%	82.70%
Rating of Health Care (Q13) (% 8, 9 or 10)	87.63% ^B	73.84%	82.69%	70.97%	79.73%	76.67%	82.14%	76.77%	77.27%	78.50%	75.48%	82.44%
Rating of Personal Doctor (Q23) (% 8, 9 or 10)	92.71% ^B	79.64%	87.50% ^D	70.97%	82.09%	89.47% ^D	87.21%	82.89%	83.25%	83.67%	82.38%	85.94%
Rating of Specialist (Q27) (% 8, 9 or 10)	85.37%	84.82%	77.42%	67.65%	86.49%	100% ^{CD}	87.18%	83.84%	86.14%	81.63%	84.69%	85.96%
Customer Service (% Always or Usually)	85.71%	88.93%	90.24%	88.89%	96.97% ^F	81.63%	90.28%	88.55%	87.19%	92.16%	89.15%	86.69%
Q31. Got needed information from customer service	80.95%	82.41%	82.93%	81.48%	93.94% ^F	77.55%	83.33%	85.06%	81.44%	88.24%	85.90%	77.33%
Q32. Staff treated you with courtesy and respect	90.48%	95.45%	97.56% ^F	96.30%	100% ^F	85.71%	97.22%	92.05%	92.93%	96.08%	92.41%	96.05%
Getting Needed Care (% Always or Usually)	83.55%	78.32%	77.77%	77.03%	80.56%	83.39%	82.38%	81.00%	80.49%	79.06%	81.34%	77.32%
Q25. Got appointment with specialist as soon as needed	76.19%	71.90%	68.75%	68.57%	76.19%	77.78%	75.61%	75.93%	75.45%	69.23%	76.70%	66.67%
Q14. Ease of getting care, tests or treatment	90.91%	84.75%	86.79%	85.48%	84.93%	89.01%	89.16%	86.07%	85.52%	88.89%	85.99%	87.97%
Getting Care Quickly (% Always or Usually)	80.01%	79.98%	75.76%	82.17%	81.21%	83.41%	80.70%	82.66%	81.04%	78.18%	85.12% ^L	70.96%
Q4. Got urgent care as soon as needed	82.00%	79.14%	76.79%	78.38%	81.82%	83.67%	84.78%	79.83%	80.00%	79.66%	85.84% ^L	69.62%
Q6. Got routine appointment as soon as needed	78.02%	80.82%	74.74%	85.96%	80.60%	83.15%	76.62%	85.48%	82.09%	76.70%	84.41% ^L	72.31%
How Well Doctors Communicate (% Always or Usually)	97.97% ^B	89.00%	97.26% ^F	88.43%	92.37%	88.41%	94.02%	91.32%	89.34%	96.12% ^I	93.16%	88.81%
Q17. Personal doctor explained things	94.59%	90.10%	97.26% ^F	88.89%	94.92%	86.05%	92.00%	91.91%	88.65%	97.62% ^I	93.02%	88.79%
Q18. Personal doctor listened carefully	100% ^B	87.62%	95.89% ^F	88.89%	93.22%	87.21%	93.33%	91.33%	88.65%	96.43% ^I	93.60%	86.92%
Q19. Personal doctor showed respect	98.63% ^B	91.09%	98.61% ^{DF}	88.89%	91.53%	91.86%	96.00%	92.44%	90.81%	97.59% ^I	94.15%	91.59%
Q20. Personal doctor spent enough time	98.65% ^B	87.19%	97.26% ^{DF}	87.04%	89.83%	88.51%	94.74%	89.60%	89.25%	92.86%	91.86%	87.96%
Shared Decision Making (% Yes)	86.02%	75.68%	84.73%	83.33%	69.95%	74.81%	77.50%	77.19%	72.66%	85.34%	75.56%	82.72%
Q10. Doctor discussed reasons to take medicine	96.77%	92.79%	97.06%	100% ^E	84.85%	93.33%	92.50%	93.68%	92.68%	95.00%	92.22%	96.30%
Q11. Doctor discussed reasons to not take medicine	70.97%	63.06%	77.14%	66.67%	56.25%	60.00%	67.50%	63.16%	56.63%	76.27% ^I	62.22%	70.37%
Q12. Doctor asked what you thought was best	90.32% ^B	71.17%	80.00%	83.33%	68.75%	71.11%	72.50%	74.74%	68.67%	84.75% ^I	72.22%	81.48%
Health Promotion and Education (Q8) (% Yes)	67.35%	70.76%	66.99%	67.74%	70.27%	75.00%	75.29%	70.00%	68.47%	74.53%	69.86%	70.23%
Coordination of Care (Q22) (% Always or Usually)	97.44% ^B	76.99%	92.11%	80.00%	81.25%	79.59%	89.19%	81.37%	78.64%	91.11% ^I	81.25%	84.21%
Flu Vaccinations for Adults Ages 18-64 (Q38) (% Yes)	21.88%	32.74% ^A	18.05%	22.67%	36.47% ^C	44.14% ^{CD}	34.02%	32.89%	33.33% ^J	23.57%	35.47% ^L	22.35%
Medical Assistance With Smoking and Tobacco Use Cessation (% Always, Usually or Sometimes)												
Q40. Advising Smokers and Tobacco Users to Quit	68.42%	74.36%	69.70%	75.00%	69.77%	76.19%	70.00%	79.01%	73.68%	71.05%	74.73%	70.31%
Q41. Discussing Cessation Medications	37.14%	43.59%	30.30%	43.75%	45.24%	44.19%	33.33%	50.00%	40.18%	46.15%	43.96%	39.34%
Q42. Discussing Cessation Strategies	40.54%	32.76%	26.47%	34.38%	34.88%	38.10%	33.33%	37.04%	32.74%	38.46%	34.44%	34.92%
Aspirin Use and Discussion												
Q43. Aspirin Use – Qualified respondents	NR	38.89%	NR	NR	NR	45.71%	40.91%	47.37%	45.71%	NR	41.94%	46.15%
Q45. Discussing Aspirin Risks and Benefits – Qualified respondents	42.11%	43.86%	NR	NR	28.57%	46.03%	47.06%	40.54%	48.28%	26.32%	39.29%	52.38%

NR = Not reportable. Base size < 11.

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.

Background

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.

Methodology

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.

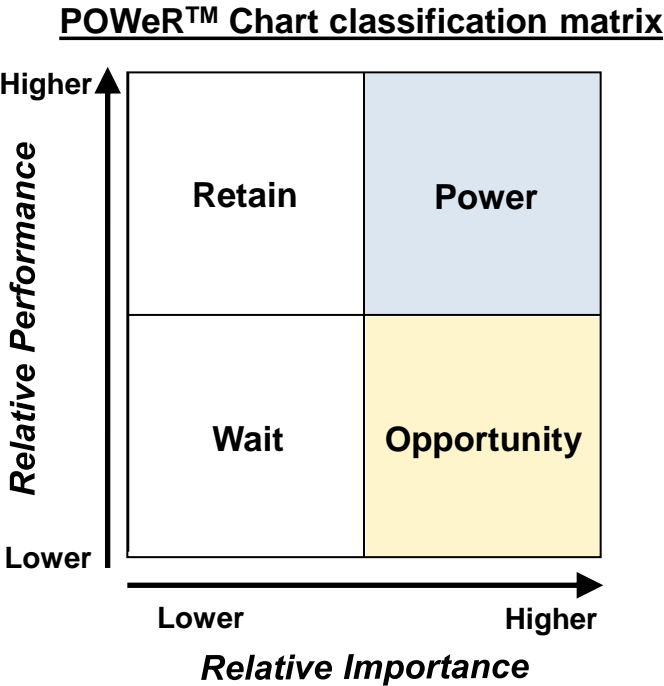
Regression Analysis. Regression analysis is then used to predict the overall rating of the health plan on the factors created in the previous step. As noted above, regression analysis is run in two steps. The first step is used to derive preliminary estimates of the importance of the various satisfaction 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 UHC Adult Medicaid Average 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)
<i>Dependent Variable</i>		
Q35	Rating of overall heath plan	0 through 10, All other = missing
<i>Independent Variables</i>		
Q4	Got urgent care	Alw ays = 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	Alw ays = 4, Usually = 3, Sometimes = 2, Never = 1, All other = missing
Q17	Dr. explained things	
Q18	Dr. listened carefully	
Q19	Dr. show ed 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.	Alw ays = 4, Usually = 3, Sometimes = 2, Never = 1, All other = missing
Q27	Specialist overall	0 through 10, All other = missing
Q29	Info. provided in materials	Alw ays = 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	
Q66	CS helpf ul w ith mental health services	
Q67	Mental health services overall	0 through 10, All other = missing
Q68	Got MH appt.	Alw ays = 4, Usually = 3, Sometimes = 2, Never = 1, All other = missing

Results

Factor analysis. Factor analysis reduced the 19 highly-correlated model variables to 6 orthogonal (uncorrelated) factors that explain 68.0% 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
Q19	Dr. showed respect	0.862					
Q18	Dr. listened carefully	0.853					
Q20	Dr. spent enough time	0.796					
Q17	Dr. explained things	0.763			0.295		
Q22	Dr. informed about care	0.757					
Q23	Personal doctor overall	0.753		0.259			
Q14	Got care/tests/treatment	0.515		0.308		0.396	
Q66	CS helpful with mental health services		0.797				
Q68	Got MH appt.		0.797				
Q67	Mental health services overall		0.662	0.445			
Q27	Specialist overall			0.806			
Q25	Got specialist appt.			0.620		0.250	0.455
Q13	Health care overall	0.514		0.516			
Q34	Easy to fill out forms				0.876		
Q32	CS courtesy/respect				0.666		0.273
Q06	Got routine care					0.809	
Q04	Got urgent care					0.805	
Q29	Info. provided in materials						0.882
Q31	CS provided info./help		0.275		0.502		0.606

Results

Regression analysis. The 6 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 30.5% of the variation in the dependent variable ($R^2 = 0.305$).

Regression Coefficients

Variable	Unstandardized coefficients	Standardized (Beta) coefficients	Significance level
Constant	8.8013	0.0000	0.0000
Factor 1 -- Q19, Q18, Q20, Q17, Q22, Q23, Q14	0.6077	0.3742	0.0000
Factor 2 -- Q66, Q68, Q67	0.3167	0.1895	0.0000
Factor 3 -- Q27, Q25, Q13	0.5411	0.3038	0.0000
Factor 4 -- Q34, Q32	0.0572	0.0354	0.3899
Factor 5 -- Q6, Q4	0.2344	0.1420	0.0006
Factor 6 -- Q29, Q31	0.2070	0.1216	0.0033

Results

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 UHC Adult Medicaid Average and a relative percentile for each item in the model is computed for the plan.

Question	Survey items	Importance	Performance
Q19	Dr. showed respect	100	43
Q18	Dr. listened carefully	99	29
Q20	Dr. spent enough time	84	62
Q23	Personal doctor overall	82	71
Q17	Dr. explained things	77	38
Q22	Dr. informed about care	75	43
Q27	Specialist overall	72	90
Q13	Health care overall	63	81
Q14	Got care/tests/treatment	51	62
Q25	Got specialist appt.	50	0
Q67	Mental health services overall	49	64
Q68	Got MH appt.	38	64
Q66	CS helpful with mental health services	37	82
Q29	Info. provided in materials	33	81
Q04	Got urgent care	27	10
Q06	Got routine care	26	19
Q31	CS provided info./help	18	48
Q32	CS courtesy/respect	4	43
Q34	Easy to fill out forms	0	81

Appendix D

Gap analysis

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

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.

Voice of the Member

Q10. Doctor discussed reasons to take a medicine	
Q11. Doctor discussed reasons <u>not</u> 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>

Voice of the Member

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



UnitedHealthcare®

Community Plan

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 UnitedHealthcare Community Plan. 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 a few more questions about the services your health plan provides.

59. In the last 6 months, if it was not easy to get the care, tests, or treatment you thought you needed, what was the main reason for the difficulty? (Please mark **ONLY one)**

- ☐ I had to wait too long for the health plan to give the OK
- ☐ I did not know where to go to get a physician for care
- ☐ I did not know where to go to get lab work done
- ☐ I did not know where to go to get an x-ray, mammogram, etc.
- ☐ I could not find a doctor, lab, or x-ray facility in my network
- ☐ I could not find a doctor who was easy to get to
- ☐ I could not find a lab or x-ray facility that was easy to get to
- ☐ I had to wait too long to get an appointment
- ☐ I could not find someone who spoke my language
- ☐ Other, personal reason
- ☐ I did not try to get any care, tests, or treatment in the last 6 months

60. In the last 6 months, did you call a doctor's office or clinic after hours to get help for yourself?

- ☐ Yes
- ☐ No → **If No, Go to Question 62**

61. In the last 6 months, when you called a doctor's office or clinic after hours, how often did you get the help you wanted?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always
- ☐ I did not call after hours in the last 6 months

62. In the last 6 months, how often was it hard to find a personal doctor who speaks your language?

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

63. In the last 6 months, how often was it hard to find a personal doctor who understands your culture?

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

64. In the last 6 months, did you use the health plan website to look up information about a doctor or hospital?

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

65. In the last 6 months, if the health plan website was not useful in finding a doctor or hospital, what was the problem? (Mark all that apply)

- ☐ The print was too small
- ☐ The information was hard to understand
- ☐ It was hard to find the information I was looking for
- ☐ The information was wrong
- ☐ It was not in my language
- ☐ I did not have a problem
- ☐ I did not use the site

66. In the last 6 months, if you called customer service regarding mental health services, how often was the staff helpful and provided the help you needed?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always
- ☐ I did not call customer service for mental health services in the last 6 months

67. Using any number from 0 to 10, where 0 is the worst mental health services possible and 10 is the best mental health services possible, what number would you use to rate all your mental health services in the last 6 months?

- ☐ 0 Worst mental health services possible
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10 Best mental health services possible
- ☐ I did not receive mental health services in the last 6 months

68. In the last 6 months, if you needed to see a mental health specialist how often was it easy to get an appointment as soon as needed?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always
- ☐ I did not see a mental health specialist in the last 6 months

69. In the last 6 months, if you needed mental health or substance abuse services for yourself, did you access them?

- ☐ Yes
- ☐ No → ***Thank you.***
Please return the completed survey in the postage-paid envelope.
- ☐ I did not need these services in the last 6 months → ***Thank you.***
Please return the completed survey in the postage-paid envelope.

70. Was the mental health or substance abuse provider helpful to you?

☐ Yes

☐ No

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

Crosstabulations explanation

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 Quality Compass 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.

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

12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

1. Our records show that you are now in UnitedHealthcare Community Plan. Is that right?

	2017 Plan Results																							
							Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Total	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	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%
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%
BASE = Those who responded	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%
Yes	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 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%
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column 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/W/X

12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

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		
	2016 Quality Compass (A)	2017 DSS Book (B)	2017 UHC National Average (C)	2017 Regional Average Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Total	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	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%
No response	0 0.0%	438 1.63% A	167 1.79% A	42 1.70% A	9 1.99% A	8 1.87% A	30 6.09% A	1 1.08%	8 2.31%	2 2.70%	6 2.26%	4 2.70%	5 1.70%	2 1.32%	1 1.27%	1 1.14%	5 4.27%	3 2.59%	4 1.69%	7 2.48%	2 1.37%	5 1.93%	4 2.07%	0 0.0%
BASE = Those who responded	78695 100.00% BCDEFG	26471 98.37% G	9169 98.21% G	2433 98.30% G	443 98.01% G	420 98.13% G	463 93.91% G	92 98.92%	338 97.69%	72 97.30%	259 97.74%	144 97.30%	289 98.30%	150 98.68%	78 98.73%	87 98.86%	112 95.73%	113 97.41%	233 98.31%	275 97.52%	144 98.63%	254 98.07%	189 97.93%	0 0.0%
Yes	32863 41.76%	11177 42.22%	3998 43.60% AB	1150 47.27% ABCG	198 44.70%	193 45.95%	195 42.12%	39 42.39%	157 46.45%	38 52.78%	139 53.67%	51 35.42%	144 49.83% L	57 38.00%	38 48.72%	46 52.87% N	51 45.54%	48 42.48%	123 52.79%	129 46.91%	61 42.36%	118 46.46%	80 42.33%	0 0.0%
No	45832 58.24% CD	15294 57.78% CD	5171 56.40% D	1283 52.73%	245 55.30%	227 54.05%	268 57.88% D	53 57.61%	181 53.55%	34 47.22%	120 46.33%	93 64.58% M	145 50.17%	93 62.00% P	40 51.28%	41 47.13%	61 54.46%	65 57.52%	110 47.21%	146 53.09%	83 57.64%	136 53.54%	109 57.67%	0 0.0%
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

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12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

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		
	2016	2017	2017	2017	2017	2016	2015																	
	DSS	Book	National	Regional	Plan	Plan	Plan	0-7	8-10	0-7	8-10	Excel./	Good/	18-34	35-44	45-54	55+	Male	Female	High	Some	Mail	Phone	Internet
Compass	of Bus.	Average	Southeast	Total	Total	Total	(H)	(I)	(J)	(K)	Very	Poor/	(N)	(O)	(P)	(Q)	(R)	(S)	or Less	College	(V)	(W)	(X)	
(A)	(B)	(C)	(D)	(E)	(F)	(G)					(L)	(M)							(T)	(U)				
Total	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	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%
No response	8 0.01%	1024 3.81%	392 4.20%	107 4.32%	15 3.32%	15 3.50%	39 7.91%	1 1.08%	14 4.05%	2 2.70%	12 4.53%	5 3.38%	10 3.40%	3 1.97%	2 2.53%	3 3.41%	7 5.98%	5 4.31%	8 3.38%	11 3.90%	4 2.74%	10 3.86%	5 2.59%	0 0.0%
Appropriately skipped	45832 58.24%	15294 56.84%	5171 55.39%	1283 51.84%	245 54.20%	227 53.04%	268 54.36%	53 56.99%	181 52.31%	34 45.95%	120 45.28%	93 62.84%	145 49.32%	93 61.18%	40 50.63%	41 46.59%	61 52.14%	65 56.03%	110 46.41%	146 51.77%	83 56.85%	136 52.51%	109 56.48%	0 0.0%
BASE = Those who responded	32855 41.75%	10591 39.36%	3773 40.41%	1085 43.84%	192 42.48%	186 43.46%	186 37.73%	39 41.94%	151 43.64%	38 51.35%	133 50.19%	50 33.78%	139 47.28%	56 36.84%	37 46.84%	44 50.00%	49 41.88%	46 39.66%	119 50.21%	125 44.33%	59 40.41%	113 43.63%	79 40.93%	0 0.0%
Never	803 2.44%	217 2.05%	82 2.17%	24 2.21%	4 2.08%	8 4.30%	3 1.61%	1 2.56%	3 1.99%	1 2.63%	2 1.50%	2 4.00%	2 1.44%	3 5.36%	1 2.70%	0 0.0%	0 0.0%	0 0.0%	2 1.68%	3 2.40%	1 1.69%	0 0.0%	4 5.06%	0 0.0%
Sometimes	4761 14.49%	1404 13.26%	471 12.48%	149 13.73%	36 18.75%	25 13.44%	35 18.82%	10 25.64%	26 17.22%	8 21.05%	21 15.79%	7 14.00%	27 19.42%	10 17.86%	7 18.92%	8 18.18%	8 16.33%	7 15.22%	22 18.49%	22 17.60%	11 18.64%	16 14.16%	20 25.32%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	5564 16.93%	1621 15.31%	553 14.66%	173 15.94%	40 20.83%	33 17.74%	38 20.43%	11 28.21%	29 19.21%	9 23.68%	23 17.29%	9 18.00%	29 20.86%	13 23.21%	8 21.62%	8 18.18%	8 16.33%	7 15.22%	24 20.17%	25 20.00%	12 20.34%	16 14.16%	24 30.38%	0 0.0%
Usually	6547 19.93%	2094 19.77%	738 19.56%	198 18.25%	33 17.19%	36 19.35%	26 13.98%	9 23.08%	24 15.89%	12 31.58%	17 12.78%	5 10.00%	28 20.14%	9 16.07%	9 24.32%	4 9.09%	11 22.45%	6 13.04%	24 20.17%	19 15.20%	14 23.73%	24 21.24%	9 11.39%	0 0.0%
Always	20744 63.14%	6876 64.92%	2482 65.78%	714 65.81%	119 61.98%	117 62.90%	122 65.59%	19 48.72%	98 64.90%	17 44.74%	93 69.92%	36 72.00%	82 58.99%	34 60.71%	20 54.05%	32 72.73%	30 61.22%	33 71.74%	71 59.66%	81 64.80%	33 55.93%	73 64.60%	46 58.23%	0 0.0%
CAHPS Rate (%Always + %Usually)	27291 83.07%	8970 84.69%	3220 85.34%	912 84.06%	152 79.17%	153 82.26%	148 79.57%	28 71.79%	122 80.79%	29 76.32%	110 82.71%	41 82.00%	110 79.14%	43 76.79%	29 78.38%	36 81.82%	41 83.67%	39 84.78%	95 79.83%	100 80.00%	47 79.66%	97 85.84%	55 69.62%	0 0.0%
3-point composite mean	2.4620	2.4962 A	2.5113 A	2.4986	2.4115	2.4516	2.4516	2.2051	2.4570	2.2105	2.5263 J	2.5400	2.3813	2.3750	2.3243	2.5455	2.4490	2.5652	2.3950	2.4480	2.3559	2.5044	2.2785	0
4-point composite mean	3.4376	3.4757 A	3.4895 A	3.4765	3.3906	3.4086	3.4355	3.1795	3.4371	3.1842	3.5113 J	3.5000	3.3669	3.3214	3.2973	3.5455	3.4490	3.5652	3.3782	3.4240	3.3390	3.5044 W	3.2278	0
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column 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/W/X

12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

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			
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)																		
								0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)	
Total	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.20%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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%	429 1.59%	131 1.40%	40 1.62%	7 1.55%	5 1.17%	35 7.10%	1 1.08%	6 1.73%	1 1.35%	2 0.75%	2 1.35%	5 1.70%	2 1.32%	2 2.53%	1 1.14%	2 1.71%	2 1.72%	3 1.27%	2 0.71%	5 3.42%	4 1.54%	3 1.55%	0 0.0%	
BASE = Those who responded	78695 100.00%	26480 98.41%	9205 98.60%	2435 98.38%	445 98.45%	423 98.83%	457 92.70%	92 98.92%	340 98.27%	73 98.65%	263 99.25%	146 98.65%	289 98.30%	150 98.68%	77 97.47%	87 98.86%	115 98.29%	114 98.28%	234 98.73%	280 99.29%	141 96.58%	255 98.46%	190 98.45%	0 0.0%	
Yes	56637 71.97%	19296 72.87%	6800 73.87%	1866 76.63%	324 72.81%	316 74.70%	321 70.24%	61 66.30%	257 75.59%	64 87.67%	226 85.93%	92 63.01%	226 78.20%	95 63.33%	58 75.32%	70 80.46%	93 80.87%	81 71.05%	190 81.20%	207 73.93%	104 73.76%	193 75.69%	131 68.95%	0 0.0%	
No	22058 28.03%	7184 27.13%	2405 26.13%	569 23.37%	121 27.19%	107 25.30%	136 29.76%	31 33.70%	83 24.41%	9 12.33%	37 14.07%	54 36.99%	63 21.80%	55 36.67%	19 24.68%	17 19.54%	22 19.13%	33 28.95%	44 18.80%	73 26.07%	37 26.24%	62 24.31%	59 31.05%	0 0.0%	
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%	

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column 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/W/X

12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

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																							
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016	2017	2017	2017	2017	2016	2015																	
	DSS	Book	National	Regional	Plan	Plan	Plan	0-7	8-10	0-7	8-10	Excel./	Good/	18-34	35-44	45-54	55+	Male	Female	High	Some	Mail	Phone	Internet
Compass	of Bus.	Average	Southwest	Total	Total	Total	(H)	(I)	(J)	(K)	Very	Fair/	(N)	(O)	(P)	(Q)	(R)	(S)	or Less	College	(V)	(W)	(X)	
(A)	(B)	(C)	(D)	(E)	(F)	(G)					Good	Poor												
Total	78695	26909	9336	2475	452	428	493	93	346	74	265	148	294	152	79	88	117	116	237	282	146	259	193	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	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%	0.20%	0.0%	0.0%	0.0%	0.0%	0.0%	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	1384	473	138	15	17	49	4	11	1	9	3	12	2	3	4	6	6	7	8	6	11	4	0
	0.05%	5.14%	5.07%	5.58%	3.32%	3.97%	9.94%	4.30%	3.18%	1.35%	3.40%	2.03%	4.08%	1.32%	3.80%	4.55%	5.13%	5.17%	2.95%	2.84%	4.11%	4.25%	2.07%	0.0%
		AE	AE	AE	A	ABCDEF																		
Appropriately skipped	22058	7184	2405	569	121	107	136	31	83	9	37	54	63	55	19	17	22	33	44	73	37	62	59	0
	28.03%	26.70%	25.76%	22.99%	26.77%	25.00%	27.59%	33.33%	23.99%	12.16%	13.96%	36.49%	21.43%	36.18%	24.05%	19.32%	18.80%	28.45%	18.57%	25.89%	25.34%	23.94%	30.57%	0.0%
	BCD	D	D				D					M		PQ			S							
BASE = Those who responded	56597	18341	6458	1768	316	304	307	58	252	64	219	91	219	95	57	67	89	77	186	201	103	186	130	0
	71.92%	68.16%	69.17%	71.43%	69.91%	71.03%	62.27%	62.37%	72.83%	86.49%	82.64%	61.49%	74.49%	62.50%	72.15%	76.14%	76.07%	66.38%	78.48%	71.28%	70.55%	71.81%	67.36%	0.0%
	BCG	G	G	BCG	G	G							L			N	N		R					
Never	1479	398	137	37	10	9	8	2	7	0	6	4	6	4	0	3	3	3	2	5	5	1	9	0
	2.61%	2.17%	2.12%	2.09%	3.16%	2.96%	2.61%	3.45%	2.78%	0.0%	2.74%	4.40%	2.74%	4.21%	0.0%	4.48%	3.37%	3.90%	1.08%	2.49%	4.85%	0.54%	6.92%	0.0%
	B								J					O								V		
Sometimes	11088	3305	1042	270	55	42	49	11	43	17	32	16	36	20	8	10	12	15	25	31	19	28	27	0
	19.59%	18.02%	16.14%	15.27%	17.41%	13.82%	15.96%	18.97%	17.06%	26.56%	14.61%	17.58%	16.44%	21.05%	14.04%	14.93%	13.48%	19.48%	13.44%	15.42%	18.45%	15.05%	20.77%	0.0%
	BCDF	CDF								K														
Bottom Two Box (%Never + %Sometimes)	12568	3703	1179	307	65	51	57	13	50	17	38	20	42	24	8	13	15	18	27	36	24	29	36	0
	22.21%	20.19%	18.26%	17.36%	20.57%	16.78%	18.57%	22.41%	19.84%	26.56%	17.35%	21.98%	19.18%	25.26%	14.04%	19.40%	16.85%	23.38%	14.52%	17.91%	23.30%	15.59%	27.69%	0.0%
	BCDF	CD												V										
Usually	13087	4140	1448	346	59	62	66	19	37	17	36	16	42	18	13	12	15	11	40	38	17	34	25	0
	23.12%	22.57%	22.42%	19.57%	18.67%	20.39%	21.50%	32.76%	14.68%	26.56%	16.44%	17.58%	19.18%	18.95%	22.81%	17.91%	16.85%	14.29%	21.51%	18.91%	16.50%	18.28%	19.23%	0.0%
	DE	D	D					I																
Always	30943	10498	3831	1115	192	191	184	26	165	30	145	55	135	53	36	42	59	48	119	127	62	123	69	0
	54.67%	57.24%	59.32%	63.07%	60.76%	62.83%	59.93%	44.83%	65.48%	46.88%	66.21%	60.44%	61.64%	55.79%	63.16%	62.69%	66.29%	62.34%	63.98%	63.18%	60.19%	66.13%	53.08%	0.0%
		A	AB	ABC	A	AB			H		J											W		
CAHPS Rate (%Always + %Usually)	44030	14638	5279	1461	251	253	250	45	202	47	181	71	177	71	49	54	74	59	159	165	79	157	94	0
	77.79%	79.81%	81.74%	82.64%	79.43%	83.22%	81.43%	77.59%	80.16%	73.44%	82.65%	78.02%	80.82%	74.74%	85.96%	80.60%	83.15%	76.62%	85.48%	82.09%	76.70%	84.41%	72.31%	0.0%
		A	AB	AB		A																W		
3-point composite mean	2.3247	2.3705	2.4107	2.4570	2.4019	2.4605	2.4137	2.2241	2.4563	2.2031	2.4886	2.3846	2.4247	2.3053	2.4912	2.4328	2.4944	2.3896	2.4946	2.4527	2.3689	2.5054	2.2538	0
		A	AB	ABC		A			H		J											W		
4-point composite mean	3.2985	3.3488	3.3894	3.4361	3.3703	3.4309	3.3876	3.1897	3.4286	3.2031	3.4612	3.3407	3.3973	3.2632	3.4912	3.3881	3.4607	3.3506	3.4839	3.4279	3.3204	3.5000	3.1846	0
		A	AB	ABC		A					J											W		
Sigma	78695	26909	9336	2475	452	428	493	93	346	74	265	148	294	152	79	88	117	116	237	282	146	259	193	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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 Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

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12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

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		
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Total	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 0.47%	4 0.81% ABCDE	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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 0.01%	1045 3.88% AC	316 3.38% A	94 3.80% A	20 4.42% A	16 3.74% A	57 11.56% ABCDEFG	3 3.23%	16 4.62%	0 0.0%	0 0.0%	5 3.38%	14 4.76%	4 2.63%	3 3.80%	5 5.68%	7 5.98%	6 5.17%	8 3.38%	11 3.90%	5 3.42%	6 2.32%	14 7.25% V	0 0.0%
BASE = Those who responded	78687 99.99% BCDEFG	25864 96.12% G	9020 96.62% BG	2381 96.20% G	432 95.58% G	410 95.79% G	432 87.63% G	90 96.77%	330 95.38%	74 100.00%	265 100.00%	143 96.62%	280 95.24%	148 97.37%	76 96.20%	83 94.32%	110 94.02%	110 94.83%	229 96.62%	271 96.10%	141 96.58%	253 97.68% W	179 92.75% W	0 0.0%
None (v 0)	18352 23.32% CDF	5924 22.90% CD	1969 21.83% D	433 18.19%	89 20.60%	79 19.27%	99 22.92% D	23 25.56%	58 17.58%	0 0.0%	0 0.0%	44 30.77% M	42 15.00%	42 28.38% PQ	14 18.42%	9 10.84%	18 16.36%	25 22.73% S	28 12.23%	49 18.08%	32 22.70%	43 17.00%	46 25.70% V	0 0.0%
1 time (v 1)	13528 17.19% FG	4288 16.58%	1479 16.40%	380 15.96%	70 16.20%	55 13.41%	58 13.43%	15 16.67%	54 16.36%	14 18.92%	56 21.13%	28 19.58%	41 14.64%	30 20.27% P	11 14.47%	8 9.64%	18 16.36%	18 16.36%	31 13.54%	45 16.61%	21 14.89%	40 15.81%	30 16.76%	0 0.0%
2 (v 2)	14881 18.91%	4751 18.37%	1617 17.93%	428 17.98%	88 20.37%	78 19.02%	78 18.06%	17 18.89%	71 21.52%	24 32.43%	64 24.15%	29 20.28%	59 21.07%	32 21.62%	11 14.47%	21 25.30%	23 20.91%	23 20.91%	44 19.21%	53 19.56%	33 23.40%	51 20.16%	37 20.67%	0 0.0%
3 (v 3)	10317 13.11%	3412 13.19%	1222 13.55%	362 15.20% ABC	52 12.04%	66 16.10%	56 12.96%	11 12.22%	39 11.82%	15 20.27%	35 13.21%	12 8.39%	37 13.21%	17 11.49%	9 11.84%	12 14.46%	12 10.91%	10 9.09%	36 15.72%	28 10.33%	22 15.60%	30 11.86%	22 12.29%	0 0.0%
4 (v 4)	6854 8.71%	2313 8.94%	844 9.36%	248 10.42% AB	44 10.19%	41 10.00%	36 8.33%	10 11.11%	34 10.30%	7 9.46%	36 13.58%	11 7.69%	32 11.43%	8 5.41%	10 13.16%	14 16.87% N	11 10.00%	11 10.00%	31 13.54%	33 12.18%	11 7.80%	32 12.65% W	12 6.70%	0 0.0%
5 to 9 (v 7)	10333 13.13%	3627 14.02% A	1318 14.61% A	394 16.55% ABC	67 15.51%	65 15.85%	76 17.59% A	12 13.33%	55 16.67%	11 14.86%	55 20.75%	13 9.09%	53 18.93% L	12 8.11%	17 22.37% N	15 18.07% N	22 20.00% N	16 14.55%	45 19.65%	49 18.08% U	15 10.64%	45 17.79%	22 12.29%	0 0.0%
10 or more (v 12.5)	4423 5.62%	1549 5.99%	571 6.33% A	136 5.71%	22 5.09%	26 6.34%	29 6.71%	2 2.22%	19 5.76%	3 4.05%	19 7.17%	6 4.20%	16 5.71%	7 4.73%	4 5.26%	4 4.82%	6 5.45%	7 6.36%	14 6.11%	14 5.17%	7 4.96%	12 4.74%	10 5.59%	0 0.0%
Average	2.9137	3.0169 A	3.1174 AB	3.2642 ABC	3.0602	3.3000 A	3.2882 A	2.5667	3.2470 H	3.3716	3.9830	2.3217	3.4607 L	2.3547	3.5395 N	3.5783 N	3.3909 N	3.0682	3.6725	3.2657	2.7624	3.2609	2.7765	0
Standard deviation	3.1983	3.2629	3.3062	3.2081	3.1435	3.2758	3.4137	2.6866	3.2181	2.6598	3.1698	2.9348	3.1991	2.9639	3.2482	2.9478	3.2259	3.3279	3.1904	3.1770	3.0127	3.0901	3.1962	0
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%

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12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

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		
	2016 Quality Compass of Bus. (A)	2017 DSS Book Average (B)	2017 UHC National Average (C)	2017 Regional Average Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Total	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	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%
No response	8 0.01%	1324 4.92% AC	401 4.30% A	119 4.81% A	23 5.09% A	21 4.91% A	69 14.00% ABCDEF	4 4.30%	18 5.20%	2 2.70%	1 0.38%	6 4.05%	16 5.44%	7 4.61%	3 3.80%	5 5.68%	7 5.98%	6 5.17%	9 3.80%	11 3.90%	8 5.48%	7 2.70%	16 8.29% V	0 0.0%
Appropriately skipped	18352 23.32% BCDF	5924 22.01% D	1969 21.09% D	433 17.49%	89 19.69%	79 18.46%	99 20.08%	23 24.73%	58 16.76%	0 0.0%	0 0.0%	44 29.73% M	42 14.29%	42 27.63% PQ	14 17.72%	9 10.23%	18 15.38%	25 21.55% S	28 11.81%	49 17.38%	32 21.92%	43 16.60%	46 23.83%	0 0.0%
BASE = Those who responded	60335 76.67% BCG	19661 73.06% G	6966 74.61% BG	1923 77.70% BCG	340 75.22% G	328 76.64% G	325 65.92%	66 70.97%	270 78.03%	72 97.30%	264 99.62%	98 66.22%	236 80.27% L	103 67.76%	62 78.48%	74 84.09% N	92 78.63% N	85 73.28%	200 84.39% R	222 78.72%	106 72.60%	209 80.69% W	131 67.88%	0 0.0%
Yes	43526 72.14% G	14174 72.09% G	5066 72.72% G	1366 71.03%	238 70.00%	226 68.90%	216 66.46%	42 63.64%	194 71.85%	37 51.39%	198 75.00% J	66 67.35%	167 70.76%	69 66.99%	42 67.74%	52 70.27%	69 75.00%	64 75.29%	140 70.00%	152 68.47%	79 74.53%	146 69.86%	92 70.23%	0 0.0%
No	16809 27.86%	5487 27.91%	1900 27.28%	557 28.97%	102 30.00%	102 31.10%	109 33.54% ABC	24 36.36%	76 28.15%	35 48.61% K	66 25.00%	32 32.65%	69 29.24%	34 33.01%	20 32.26%	22 29.73%	23 25.00%	21 24.71%	60 30.00%	70 31.53%	27 25.47%	63 30.14%	39 29.77%	0 0.0%
3-point composite mean	2.4428 G	2.4418 G	2.4545 G	2.4207	2.4000	2.3780	2.3292	2.2727	2.4370	2.0278	2.5000 J	2.3469	2.4153	2.3398	2.3548	2.4054	2.5000	2.5059	2.4000	2.3694	2.4906	2.3971	2.4046	0
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

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12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

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		
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Total	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.23%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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 0.01%	1388 5.16%	447 4.79%	136 5.49%	29 6.42%	23 5.37%	73 14.81%	4 4.30%	24 6.94%	4 5.41%	5 1.89%	7 4.73%	21 7.14%	6 3.95%	4 5.06%	6 6.82%	12 10.26%	8 6.90%	14 5.91%	19 6.74%	6 4.11%	14 5.41%	15 7.77%	0 0.0%
Appropriately skipped	18352 23.32%	5924 22.01%	1969 21.09%	433 17.49%	89 19.69%	79 18.46%	99 20.08%	23 24.73%	58 16.76%	0 0.0%	0 0.0%	44 29.73%	42 14.29%	42 27.63%	14 17.72%	9 10.23%	18 15.38%	25 21.55%	28 11.81%	49 17.38%	32 21.92%	43 16.60%	46 23.83%	0 0.0%
BASE = Those who responded	60335 76.67%	19597 72.83%	6920 74.12%	1906 77.01%	334 73.89%	325 75.93%	321 65.11%	66 70.97%	264 76.30%	70 94.59%	260 98.11%	97 65.54%	231 78.57%	104 68.42%	61 77.22%	73 82.95%	87 74.36%	83 71.55%	195 82.28%	214 75.89%	108 73.97%	202 77.99%	132 68.39%	0 0.0%
Yes	28118 46.60%	9330 47.61%	3358 48.53%	873 45.80%	147 44.01%	146 44.92%	137 42.68%	34 51.52%	112 42.42%	31 44.29%	115 44.23%	31 31.96%	114 49.35%	35 33.65%	30 49.18%	35 47.95%	45 51.72%	41 49.40%	97 49.74%	84 39.25%	61 56.48%	93 46.04%	54 40.91%	0 0.0%
No	32218 53.40%	10267 52.39%	3562 51.47%	1033 54.20%	187 55.99%	179 55.08%	184 57.32%	32 48.48%	152 57.58%	39 55.71%	145 55.77%	66 68.04%	117 50.65%	69 66.35%	31 50.82%	38 52.05%	42 48.28%	42 50.60%	98 50.26%	130 60.75%	47 43.52%	109 53.96%	78 59.09%	0 0.0%
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

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12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

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		
	2016	2017	2017	2017	2017	2016	2015																	
	DSS	Book	UHC	Regional	Plan	Plan	Plan	0-7	8-10	0-7	8-10	Excel./	Good/	18-34	35-44	45-54	55+	Male	Female	High	Some	Mail	Phone	Internet
Compass	of Bus.	National	Average	Total	Total	Total	(H)	(I)	(J)	(K)	Very	Fair/	(N)	(O)	(P)	(Q)	(R)	(S)	School	College	(V)	(W)	(X)	
(A)	(B)	(C)	(D)	(E)	(F)	(G)					Good	Poor							or Less	or More				
Total	78695	26909	9336	2475	452	428	493	93	346	74	265	148	294	152	79	88	117	116	237	282	146	259	193	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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%
No response	63	1504	509	160	32	26	74	6	25	4	8	7	24	7	4	8	12	9	16	21	7	17	15	0
	0.08%	5.59%	5.45%	6.46%	7.08%	6.07%	15.01%	6.45%	7.23%	5.41%	3.02%	4.73%	8.16%	4.61%	5.06%	9.09%	10.26%	7.76%	6.75%	7.45%	4.79%	6.56%	7.77%	0.0%
		A	A	A	A	A	ABCDEF																	
Appropriately skipped	50569	16191	5531	1466	276	258	283	55	210	39	145	110	159	111	45	47	60	67	126	179	79	152	124	0
	64.26%	60.17%	59.24%	59.23%	61.06%	60.28%	57.40%	59.14%	60.69%	52.70%	54.72%	74.32%	54.08%	73.03%	56.96%	53.41%	51.28%	57.76%	53.16%	63.48%	54.11%	58.69%	64.25%	0.0%
	BCDG											M		OPQ										
BASE = Those who responded	28063	9214	3296	849	144	144	136	32	111	31	112	31	111	34	30	33	45	40	95	82	60	90	54	0
	35.66%	34.24%	35.30%	34.30%	31.86%	33.64%	27.59%	34.41%	32.08%	41.89%	42.26%	20.95%	37.76%	22.37%	37.97%	37.50%	38.46%	34.48%	40.08%	29.08%	41.10%	34.75%	27.98%	0.0%
	BG	G	G	G		G						L		N	N	N				T				
Yes	25914	8533	3034	782	135	127	126	29	105	27	107	30	103	33	30	28	42	37	89	76	57	83	52	0
	92.34%	92.61%	92.05%	92.11%	93.75%	88.19%	92.65%	90.63%	94.59%	87.10%	95.54%	96.77%	92.79%	97.06%	100.00%	84.85%	93.33%	92.50%	93.68%	92.68%	95.00%	92.22%	96.30%	0.0%
														P										
No	2148	681	262	67	9	17	10	3	6	4	5	1	8	1	0	5	3	3	6	6	3	7	2	0
	7.66%	7.39%	7.95%	7.89%	6.25%	11.81%	7.35%	9.38%	5.41%	12.90%	4.46%	3.23%	7.21%	2.94%	0.0%	15.15%	6.67%	7.50%	6.32%	7.32%	5.00%	7.78%	3.70%	0.0%
															O									
Sigma	78695	26909	9336	2475	452	428	493	93	346	74	265	148	294	152	79	88	117	116	237	282	146	259	193	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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 Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

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12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

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		
	2016 DSS Quality Compass (A)	2017 Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Total	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.23%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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 0.01%	1525 5.67%	523 5.60%	159 6.42%	32 7.08%	28 6.54%	73 14.81%	5 5.38%	26 7.51%	5 6.76%	7 2.64%	7 4.73%	24 8.16%	6 3.95%	4 5.06%	9 10.23%	12 10.26%	9 7.76%	16 6.75%	20 7.09%	8 5.48%	17 6.56%	15 7.77%	0 0.0%
Appropriately skipped	50569 64.26%	16191 60.17%	5531 59.24%	1466 59.23%	276 61.06%	258 60.28%	283 57.40%	55 59.14%	210 60.69%	39 52.70%	145 54.72%	110 74.32%	159 54.08%	111 73.03%	45 56.96%	47 53.41%	60 51.28%	67 57.76%	126 53.16%	179 63.48%	79 54.11%	152 58.69%	124 64.25%	0 0.0%
BASE = Those who responded	28118 35.73%	9193 34.16%	3282 35.15%	850 34.34%	144 31.86%	141 32.94%	137 27.79%	33 35.48%	110 31.79%	30 40.54%	113 42.64%	31 20.95%	111 37.76%	35 23.03%	30 37.97%	32 36.36%	45 38.46%	40 34.48%	95 40.08%	83 29.43%	59 40.41%	90 34.75%	54 27.98%	0 0.0%
Yes	19107 67.95%	6347 69.04%	2290 69.77%	572 67.29%	94 65.28%	98 69.50%	82 59.85%	22 66.67%	71 64.55%	16 53.33%	77 68.14%	22 70.97%	70 63.06%	27 77.14%	20 66.67%	18 56.25%	27 60.00%	27 67.50%	60 63.16%	47 56.63%	45 76.27%	56 62.22%	38 70.37%	0 0.0%
No	9011 32.05%	2846 30.96%	992 30.23%	278 32.71%	50 34.72%	43 30.50%	55 40.15%	11 33.33%	39 35.45%	14 46.67%	36 31.86%	9 29.03%	41 36.94%	8 22.86%	10 33.33%	14 43.75%	18 40.00%	13 32.50%	35 36.84%	36 43.37%	14 23.73%	34 37.78%	16 29.63%	0 0.0%
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%

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A text notation appearing beneath a column 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/W/X

12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

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			=====		
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)			
Total	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	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%			
No response	31 0.04%	1581 5.88%	530 5.68%	161 6.51%	32 7.08%	27 6.31%	76 15.42%	5 5.38%	26 7.51%	5 6.76%	7 2.64%	7 4.73%	24 8.16%	6 3.95%	4 5.06%	9 10.23%	12 10.26%	9 7.76%	16 6.75%	20 7.09%	8 5.48%	17 6.56%	15 7.77%	0 0.0%			
Appropriately skipped	50569 64.26%	16191 60.17%	5531 59.24%	1466 59.23%	276 61.06%	258 60.28%	283 57.40%	55 59.14%	210 60.69%	39 52.70%	145 54.72%	110 74.32%	159 54.08%	111 73.03%	45 56.96%	47 53.41%	60 51.28%	67 57.76%	126 53.16%	179 63.48%	79 54.11%	152 58.69%	124 64.25%	0 0.0%			
BASE = Those who responded	28094 35.70%	9137 33.96%	3275 35.08%	848 34.26%	144 31.86%	143 33.41%	134 27.18%	33 35.48%	110 31.79%	30 40.54%	113 42.64%	31 20.95%	111 37.76%	35 23.03%	30 37.97%	32 36.36%	45 38.46%	40 34.48%	95 40.08%	83 29.43%	59 40.41%	90 34.75%	54 27.98%	0 0.0%			
Yes	21720 77.31%	7026 76.90%	2529 77.22%	632 74.53%	109 75.69%	109 76.22%	96 71.64%	22 66.67%	86 78.18%	17 56.67%	92 81.42%	28 90.32%	79 71.17%	28 80.00%	25 83.33%	22 68.75%	32 71.11%	29 72.50%	71 74.74%	57 68.67%	50 84.75%	65 72.22%	44 81.48%	0 0.0%			
No	6374 22.69%	2111 23.10%	746 22.78%	216 25.47%	35 24.31%	34 23.78%	38 28.36%	11 33.33%	24 21.82%	13 43.33%	21 18.58%	3 9.68%	32 28.83%	7 20.00%	5 16.67%	10 31.25%	13 28.89%	11 27.50%	24 25.26%	26 31.33%	9 15.25%	25 27.78%	10 18.52%	0 0.0%			
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%			

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column 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/W/X

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2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

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		
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Total	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.20%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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 0.06%	1347 5.01% AC	420 4.50% A	125 5.05% A	24 5.31% A	23 5.37% A	72 14.60% ABCDEF	3 3.23%	20 5.78%	0 0.0%	0 0.0%	7 4.73%	15 5.10%	6 3.95%	3 3.80%	5 5.68%	9 7.69%	7 6.03%	11 4.64%	13 4.61%	7 4.79%	8 3.09%	16 8.29% V	0 0.0%
Appropriately skipped	18352 23.32% BCDF	5924 22.01% D	1969 21.09% D	433 17.49%	89 19.69%	79 18.46%	99 20.08%	23 24.73%	58 16.76%	0 0.0%	0 0.0%	44 29.73% M	42 14.29%	42 27.63% PQ	14 17.72%	9 10.23%	18 15.38%	25 21.55% S	28 11.81%	49 17.38%	32 21.92%	43 16.60%	46 23.83%	0 0.0%
BASE = Those who responded	60296 76.62% BCG	19638 72.98% G	6947 74.41% BG	1917 77.45% BCG	339 75.00% G	326 76.17% G	321 65.11%	67 72.04%	268 77.46%	74 100.00%	265 100.00%	97 65.54%	237 80.61% L	104 68.42%	62 78.48%	74 84.09% N	90 76.92%	84 72.41%	198 83.54% R	220 78.01%	107 73.29%	208 80.31% W	131 67.88%	0 0.0%
10 - Best health care possible	23026 38.19%	7913 40.29% A	2894 41.66% AB	885 46.17% ABC	165 48.67% ABC	159 48.77% ABC	144 44.86% A	12 17.91%	151 56.34% H	0 0.0%	165 62.26% J	61 62.89% M	102 43.04%	54 51.92%	25 40.32%	34 45.95%	48 53.33%	43 51.19%	96 48.48%	114 51.82%	45 42.06%	103 49.52%	62 47.33%	0 0.0%
9 -	9317 15.45% DF	2993 15.24% DF	1026 14.77% DF	243 12.68%	43 12.68%	36 11.04%	45 14.02%	4 5.97%	38 14.18% H	0 0.0%	43 16.23% J	11 11.34%	31 13.08%	13 12.50%	4 6.45%	15 20.27% O	10 11.11%	15 17.86%	21 10.61%	26 11.82%	16 14.95%	22 10.58%	21 16.03%	0 0.0%
Top Two Box	32344 53.64%	10906 55.54% A	3920 56.43% A	1128 58.84% AB	208 61.36% AB	195 59.82% A	189 58.88%	16 23.88%	189 70.52% H	0 0.0%	208 78.49% J	72 74.23% M	133 56.12%	67 64.42% O	29 46.77%	49 66.22% O	58 64.44% O	58 69.05%	117 59.09%	140 63.64%	61 57.01%	125 60.10%	83 63.36%	0 0.0%
8 -	11985 19.88% DFG	3823 19.47% DFG	1317 18.96% DG	320 16.69%	57 16.81%	49 15.03%	47 14.64%	12 17.91%	44 16.42%	0 0.0%	57 21.51% J	13 13.40%	42 17.72%	19 18.27%	15 24.19%	10 13.51%	11 12.22%	11 13.10%	35 17.68%	30 13.64%	23 21.50%	32 15.38%	25 19.08%	0 0.0%
CAHPS Rate (Top Three Box)	44329 73.52%	14729 75.00% A	5237 75.39% A	1448 75.53%	265 78.17% A	244 74.85%	236 73.52%	28 41.79%	233 86.94% H	0 0.0%	265 100.00% J	85 87.63% M	175 73.84%	86 82.69%	44 70.97%	59 79.73%	69 76.67%	69 82.14%	152 76.77%	170 77.27%	84 78.50%	157 75.48%	108 82.44%	0 0.0%
7 -	6162 10.22% F	1999 10.18% F	701 10.09% F	184 9.60%	34 10.03%	23 7.06%	32 9.97%	16 23.88% I	18 6.72%	34 45.95% K	0 0.0%	5 5.15%	29 12.24% L	11 10.58%	9 14.52%	6 8.11%	8 8.89%	7 8.33%	22 11.11%	18 8.18%	16 14.95%	24 11.54%	10 7.63%	0 0.0%
6 -	3061 5.08% CE	892 4.54% E	295 4.25%	83 4.33%	9 2.65%	17 5.21%	15 4.67%	4 5.97%	5 1.87%	9 12.16% K	0 0.0%	2 2.06%	7 2.95%	2 1.92%	2 3.23%	2 2.70%	3 3.33%	0 0.0%	6 3.03% R	6 2.73%	3 2.80%	2 0.96%	7 5.34% V	0 0.0%
5 -	3714 6.16% B	1085 5.53%	388 5.59%	109 5.69%	20 5.90%	19 5.83%	18 5.61%	15 22.39% I	5 1.87%	20 27.03% K	0 0.0%	2 2.06%	18 7.59% L	4 3.85%	4 6.45%	5 6.76%	6 6.67%	6 7.14%	11 5.56%	18 8.18% U	2 1.87%	16 7.69%	4 3.05%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column 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/W/X

12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

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			=====	
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)					Excel./ Very Good (L)	Good/ Fair/ Poor (M)									High School or Less (T)	Some College or More (U)			
								0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)			18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	Mail (V)	Phone (W)			Internet (X)		
4 -	1110 1.84%	326 1.66%	118 1.70%	28 1.46%	3 0.88%	12 3.68% DE	6 1.87%	1 1.49%	2 0.75%	3 4.05%	0 0.0%	1 1.03%	2 0.84%	0 0.0%	2 3.23%	1 1.35%	0 0.0%	0 0.0%	3 1.52%	3 1.36%	0 0.0%	3 1.44%	0 0.0%	0 0.0%		
3 -	787 1.31%	227 1.16%	91 1.31%	27 1.41%	4 1.18%	6 1.84%	4 1.25%	1 1.49%	3 1.12%	4 5.41% K	0 0.0%	0 0.0%	4 1.69% L	1 0.96%	1 1.61%	0 0.0%	2 2.22%	1 1.19%	3 1.52%	3 1.36%	1 0.93%	4 1.92% W	0 0.0%	0 0.0%		
2 -	480 0.80%	157 0.80%	50 0.72%	17 0.89%	3 0.88%	2 0.61%	4 1.25%	2 2.99%	1 0.37%	3 4.05%	0 0.0%	1 1.03%	2 0.84%	0 0.0%	0 0.0%	1 1.35%	2 2.22%	1 1.19%	1 0.51%	2 0.91%	1 0.93%	2 0.96%	1 0.76%	0 0.0%		
1 -	268 0.44% E	90 0.46% E	28 0.40% E	10 0.52% E	0 0.0%	3 0.92%	1 0.31%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 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 health care possible	386 0.64% F	133 0.68% F	39 0.56% F	11 0.57% F	1 0.29%	0 0.0%	5 1.56% F	0 0.0%	1 0.37%	1 1.35%	0 0.0%	1 1.03%	0 0.0%	0 0.0%	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 0.76%	0 0.0%		
0-7 (NET)	15967 26.48% BCE	4909 25.00%	1710 24.61%	469 24.47%	74 21.83%	82 25.15%	85 26.48%	39 58.21% I	35 13.06%	74 100.00% K	0 0.0%	12 12.37%	62 26.16% L	18 17.31%	18 29.03%	15 20.27%	21 23.33%	15 17.86%	46 23.23%	50 22.73%	23 21.50%	51 24.52%	23 17.56%	0 0.0%		
Bottom Three Box	1133 1.88%	380 1.94%	117 1.68%	38 1.98%	4 1.18%	5 1.53%	10 3.12%	2 2.99%	2 0.75%	4 5.41% K	0 0.0%	2 2.06%	2 0.84%	0 0.0%	0 0.0%	1 1.35%	2 2.22%	1 1.19%	1 0.51%	2 0.91%	1 0.93%	2 0.96%	2 1.53%	0 0.0%		
Bottom Two Box	653 1.08% E	223 1.14% E	67 0.96% E	21 1.10% E	1 0.29%	3 0.92%	6 1.87%	0 0.0%	1 0.37%	1 1.35%	0 0.0%	1 1.03%	0 0.0%	0 0.0%	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 0.76%	0 0.0%		
Average	8.2609	8.3415 A	8.3777 A	8.4324 A	8.5988 ABC	8.3957	8.3178	7.0746	8.9701 H	5.7027	9.4075 J	9.0309 M	8.4135	8.8558 O	8.2581	8.6486	8.5778	8.7738	8.5707	8.5955	8.6262	8.5192	8.7252	0		
Standard deviation	2.0019	1.9821	1.9647	2.0237	1.8430	2.1046	2.1985	2.0246	1.5926	1.5573	0.8195	1.7554	1.8618	1.4963	1.8398	1.7663	2.0220	1.7549	1.8042	1.9105	1.5620	1.9289	1.6899	0		
3-point composite mean	2.3738	2.4072 A	2.4190 A	2.4397 A	2.4956 AB	2.4172	2.4237	1.8955	2.6418 H	1.4595	2.7849 J	2.6701 M	2.4219	2.5769 O	2.3226	2.5405	2.5000	2.5952	2.4697	2.4909	2.5047	2.4712	2.5344	0		
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%		

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column 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/W/X

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2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

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		
	2016 Quality Compass of Bus. (A)	2017 DSS Book Average (B)	2017 UHC National Average (C)	2017 Regional Average Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Total	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.23%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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 0.03%	1328 4.94%	422 4.52%	125 5.05%	23 5.09%	21 4.91%	72 14.60%	4 4.30%	17 4.91%	1 1.35%	2 0.75%	5 3.38%	16 5.44%	4 2.63%	3 3.80%	6 6.82%	8 6.84%	8 6.90%	8 3.38%	12 4.26%	6 4.11%	9 3.47%	14 7.25%	0 0.0%
Appropriately skipped	18352 23.32%	5924 22.01%	1969 21.09%	433 17.49%	89 19.69%	79 18.46%	99 20.08%	23 24.73%	58 16.76%	0 0.0%	0 0.0%	44 29.73%	42 14.29%	42 27.63%	14 17.72%	9 10.23%	18 15.38%	25 21.55%	28 11.81%	49 17.38%	32 21.92%	43 16.60%	46 23.83%	0 0.0%
BASE = Those who responded	60320 76.65%	19657 73.05%	6945 74.39%	1917 77.45%	340 75.22%	327 76.40%	322 65.31%	66 70.97%	271 78.32%	73 98.65%	263 99.25%	99 66.89%	236 80.27%	106 69.74%	62 78.48%	73 82.95%	91 77.78%	83 71.55%	201 84.81%	221 78.37%	108 73.97%	207 79.92%	133 68.91%	0 0.0%
Never	1487 2.47%	401 2.04%	121 1.74%	30 1.56%	3 0.88%	14 4.28%	7 2.17%	2 3.03%	1 0.37%	3 4.11%	0 0.0%	1 1.01%	2 0.85%	0 0.0%	1 1.61%	1 1.37%	1 1.10%	0 0.0%	3 1.49%	2 0.90%	1 0.93%	2 0.97%	1 0.75%	0 0.0%
Sometimes	8861 14.69%	2575 13.10%	838 12.07%	230 12.00%	42 12.35%	56 17.13%	46 14.29%	22 33.33%	20 7.38%	27 36.99%	15 5.70%	8 8.08%	34 14.41%	14 13.21%	8 12.90%	10 13.70%	9 9.89%	9 10.84%	25 12.44%	30 13.57%	11 10.19%	27 13.04%	15 11.28%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	10348 17.16%	2976 15.14%	959 13.81%	260 13.56%	45 13.24%	70 21.41%	53 16.46%	24 36.36%	21 7.75%	30 41.10%	15 5.70%	9 9.09%	36 15.25%	14 13.21%	9 14.52%	11 15.07%	10 10.99%	9 10.84%	28 13.93%	32 14.48%	12 11.11%	29 14.01%	16 12.03%	0 0.0%
Usually	16652 27.61%	5284 26.88%	1853 26.68%	479 24.99%	80 23.53%	67 20.49%	68 21.12%	25 37.88%	54 19.93%	24 32.88%	55 20.91%	14 14.14%	64 27.12%	24 22.64%	23 37.10%	16 21.92%	17 18.68%	20 24.10%	54 26.87%	49 22.17%	30 27.78%	55 26.57%	25 18.80%	0 0.0%
Always	33319 55.24%	11397 57.98%	4133 59.51%	1178 61.45%	215 63.24%	190 58.10%	201 62.42%	17 25.76%	196 72.32%	19 26.03%	193 73.38%	76 76.77%	136 57.63%	68 64.15%	30 48.39%	46 63.01%	64 70.33%	54 65.06%	119 59.20%	140 63.35%	66 61.11%	123 59.42%	92 69.17%	0 0.0%
CAHPS Rate (%Always + %Usually)	49971 82.84%	16681 84.86%	5986 86.19%	1657 86.44%	295 86.76%	257 78.59%	269 83.54%	42 63.64%	250 92.25%	43 58.90%	248 94.30%	90 90.91%	200 84.75%	92 86.79%	53 85.48%	62 84.93%	81 89.01%	74 89.16%	173 86.07%	189 85.52%	96 88.89%	178 85.99%	117 87.97%	0 0.0%
3-point composite mean	2.3808	2.4284 A	2.4570 ABF	2.4789 ABF	2.5000 AF	2.3670	2.4596	1.8939	2.6458 H	1.8493	2.6768 J	2.6768 M	2.4237	2.5094	2.3387	2.4795	2.5934 O	2.5422	2.4527	2.4887	2.5000	2.4541	2.5714	0
4-point composite mean	3.3562	3.4080 A	3.4396 ABF	3.4632 ABF	3.4912 AF	3.3242	3.4379	2.8636	3.6421 H	2.8082	3.6768 J	3.6667 M	3.4153	3.5094	3.3226	3.4658	3.5824 O	3.5422	3.4378	3.4796	3.4907	3.4444	3.5639	0
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column 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/W/X

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2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

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																								
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
								0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Total	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	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%
No response	0 0.0%	485 1.80% ACF	117 1.25% AF	33 1.33% AF	7 1.55% A	2 0.47% A	58 11.76% ABCDEF	0 0.0%	6 1.73% H	0 0.0%	2 0.75% H	0 0.0%	6 2.04% L	1 0.66% L	0 0.0%	3 3.41% L	3 2.56% L	0 0.0%	4 1.69% R	3 1.06% R	3 2.05% R	4 1.54% R	3 1.55% R	0 0.0%
BASE = Those who responded	78695 100.00% BCDEG	26424 98.20% G	9219 98.75% BG	2442 98.67% G	445 98.45% G	426 99.53% BCDG	435 88.24% BCDG	93 100.00% I	340 98.27% I	74 100.00% I	263 99.25% I	148 100.00% M	288 97.96% M	151 99.34% M	79 100.00% M	85 96.59% M	114 97.44% M	116 100.00% S	233 98.31% S	279 98.94% S	143 97.95% S	255 98.46% S	190 98.45% S	0 0.0%
Yes	63719 80.97% E	21388 80.94% E	7459 80.91% E	1982 81.16% E	339 76.18% E	335 78.64% E	357 82.07% E	55 59.14% E	280 82.35% H	54 72.97% H	229 87.07% J	105 70.95% J	229 79.51% J	98 64.90% J	65 82.28% N	68 80.00% N	98 85.96% N	92 79.31% N	194 83.26% N	220 78.85% N	103 72.03% N	202 79.22% N	137 72.11% N	0 0.0%
No	14976 19.03%	5036 19.06%	1760 19.09%	460 18.84%	106 23.82% ABCDG	91 21.36% ABCDG	78 17.93% ABCDG	38 40.86% I	60 17.65% I	20 27.03% K	34 12.93% K	43 29.05% K	59 20.49% K	53 35.10% OPQ	14 17.72% OPQ	17 20.00% OPQ	16 14.04% OPQ	24 20.69% OPQ	39 16.74% OPQ	59 21.15% OPQ	40 27.97% OPQ	53 20.78% OPQ	53 27.89% OPQ	0 0.0%
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column 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/W/X

12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

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		
	2016 DSS Quality Compass of (A)	2017 Book Bus. (B)	2017 UHC National Average (C)	2017 Regional Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Total	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 0.41%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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 0.01%	1353 5.03%	422 4.52%	122 4.93%	22 4.87%	12 2.80%	74 15.01%	3 3.23%	17 4.91%	1 1.35%	11 4.15%	6 4.05%	14 4.76%	3 1.97%	2 2.53%	8 9.09%	8 6.84%	6 5.17%	11 4.64%	14 4.96%	4 2.74%	15 5.79%	7 3.63%	0 0.0%
Appropriately skipped	14976 19.03%	5036 18.71%	1760 18.85%	460 18.59%	106 23.45%	91 21.26%	78 15.82%	38 40.86%	60 17.34%	20 27.03%	34 12.83%	43 29.05%	59 20.07%	53 34.87%	14 17.72%	17 19.32%	16 13.68%	24 20.69%	39 16.46%	59 20.92%	40 27.40%	53 20.46%	53 27.46%	0 0.0%
BASE = Those who responded	63711 80.96%	20520 76.26%	7154 76.63%	1893 76.48%	324 71.68%	325 75.93%	339 68.76%	52 55.91%	269 77.75%	53 71.62%	220 83.02%	99 66.89%	221 75.17%	96 63.16%	63 79.75%	63 71.59%	93 79.49%	86 74.14%	187 78.90%	209 74.11%	102 69.86%	191 73.75%	133 68.91%	0 0.0%
None (v 0)	11411 17.91%	3375 16.45%	1055 14.75%	211 11.15%	44 13.58%	48 14.77%	62 18.29%	10 19.23%	33 12.27%	5 9.43%	15 6.82%	25 25.25%	18 8.14%	23 23.96%	9 14.29%	4 6.35%	6 6.45%	10 11.63%	14 7.49%	23 11.00%	18 17.65%	19 9.95%	25 18.80%	0 0.0%
1 time (v 1)	15039 23.60%	4946 24.10%	1755 24.53%	413 21.82%	75 23.15%	62 19.08%	59 17.40%	8 15.38%	67 24.91%	8 15.09%	56 25.45%	19 19.19%	56 25.34%	24 25.00%	9 14.29%	14 22.22%	27 29.03%	29 33.72%	35 18.72%	55 26.32%	17 16.67%	44 23.04%	31 23.31%	0 0.0%
2 (v 2)	14669 23.02%	4709 22.95%	1601 22.38%	448 23.67%	66 20.37%	75 23.08%	63 18.58%	12 23.08%	54 20.07%	14 26.42%	48 21.82%	16 16.16%	50 22.62%	17 17.71%	14 22.22%	19 30.16%	15 16.13%	15 17.44%	41 21.93%	43 20.57%	21 20.59%	40 20.94%	26 19.55%	0 0.0%
3 (v 3)	8586 13.48%	2847 13.87%	972 13.59%	290 15.32%	57 17.59%	56 17.23%	57 16.81%	8 15.38%	48 17.84%	14 26.42%	39 17.73%	17 17.17%	39 17.65%	14 14.58%	15 23.81%	7 11.11%	19 20.43%	16 18.60%	36 19.25%	34 16.27%	21 20.59%	35 18.32%	22 16.54%	0 0.0%
4 (v 4)	5099 8.00%	1726 8.41%	658 9.20%	190 10.04%	28 8.64%	24 7.38%	29 8.55%	6 11.54%	21 7.81%	3 5.66%	21 9.55%	6 6.06%	21 9.50%	7 7.29%	3 4.76%	4 6.35%	12 12.90%	4 4.65%	22 11.76%	18 8.61%	9 8.82%	21 10.99%	7 5.26%	0 0.0%
5 to 9 (v 7)	6965 10.93%	2304 11.23%	853 11.92%	266 14.05%	42 12.96%	50 15.38%	55 16.22%	7 13.46%	35 13.01%	7 13.21%	31 14.09%	9 9.09%	32 14.48%	7 7.29%	10 15.87%	12 19.05%	13 13.98%	9 10.47%	31 16.58%	29 13.88%	12 11.76%	25 13.09%	17 12.78%	0 0.0%
10 or more (v 12.5)	1944 3.05%	613 2.99%	260 3.63%	75 3.96%	12 3.70%	10 3.08%	14 4.13%	1 1.92%	11 4.09%	2 3.77%	10 4.55%	7 7.07%	5 2.26%	4 4.17%	3 4.76%	3 4.76%	1 1.08%	3 3.49%	8 4.28%	7 3.35%	4 3.92%	7 3.66%	5 3.76%	0 0.0%
Average	2.5675	2.6121	2.7573 AB	3.0314 ABC	2.8827 A	2.9262 AB	3.0442 AB	2.7212	2.9201	3.0943	3.1591	2.7929	2.9118	2.3646	3.1984	3.3413 N	2.8548	2.5988	3.3690 R	2.8971	2.8627	3.0131	2.6955	0
Standard deviation	2.6799	2.6646	2.7844	2.8348	2.8002	2.7622	2.9891	2.5503	2.8540	2.6988	2.8770	3.3250	2.5335	2.8160	2.9875	3.0090	2.2843	2.6978	2.8525	2.7508	2.8199	2.7455	2.8666	0

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12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

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			
2016 Quality Compass (A)	2017 DSS Book (B)	2017 UHC National Average (C)	2017 Regional Average Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)	
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%

Sigma

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column 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/W/X

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2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

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		
	2016 DSS Quality Compass (A)	2017 Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Total	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.20%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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 0.03%	1464 5.44% ACF	456 4.88% AF	136 5.49% AF	23 5.09% A	12 2.80% A	80 16.23% ABCDEF	3 3.23%	18 5.20%	1 1.35%	12 4.53%	6 4.05%	15 5.10%	3 1.97%	2 2.53%	8 9.09% N	9 7.69% N	7 6.03%	11 4.64%	15 5.32%	4 2.74%	15 5.79%	8 4.15%	0 0.0%
Appropriately skipped	26386 33.53% BCDG	8411 31.26% CD	2815 30.15% D	671 27.11%	150 33.19% D	139 32.48% D	140 28.40%	48 51.61% I	93 26.88%	25 33.78% K	49 18.49%	68 45.95% M	77 26.19%	76 50.00% OPQ	23 29.11%	21 23.86%	22 18.80%	34 29.31%	53 22.36%	82 29.08%	58 39.73% T	72 27.80%	78 40.41% V	0 0.0%
BASE = Those who responded	52285 66.44% BCEG	17034 63.30% G	6065 64.96% BG	1668 67.39% BCEG	279 61.73% G	277 64.72% G	272 55.17%	42 45.16%	235 67.92% H	48 64.86%	204 76.98% J	74 50.00%	202 68.71% L	73 48.03%	54 68.35% N	59 67.05% N	86 73.50% N	75 64.66%	173 73.00%	185 65.60%	84 57.53%	172 66.41% W	107 55.44%	0 0.0%
Never	905 1.73%	250 1.47%	84 1.38%	19 1.14%	6 2.15%	7 2.53%	6 2.21%	4 9.52%	2 0.85%	3 6.25%	2 0.98%	2 2.70%	4 1.98%	0 0.0%	3 5.56%	1 1.69%	2 2.33%	3 4.00%	2 1.16%	6 3.24% U	0 0.0%	2 1.16%	4 3.74%	0 0.0%
Sometimes	3793 7.25% BC	1103 6.48%	369 6.08%	111 6.65%	18 6.45%	22 7.94%	15 5.51%	6 14.29%	12 5.11%	11 22.92% K	5 2.45%	2 2.70%	16 7.92%	2 2.74%	3 5.56%	2 3.39%	10 11.63% N	3 4.00%	12 6.94%	15 8.11% U	2 2.38%	10 5.81%	8 7.48%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	4698 8.99% BC	1353 7.94%	453 7.47%	130 7.79%	24 8.60%	29 10.47%	21 7.72%	10 23.81% I	14 5.96%	14 29.17% K	7 3.43%	4 5.41%	20 9.90%	2 2.74%	6 11.11%	3 5.08%	12 13.95% N	6 8.00%	14 8.09%	21 11.35% U	2 2.38%	12 6.98%	12 11.21%	0 0.0%
Usually	9105 17.41% DEFG	2920 17.14% DEFG	1033 17.03% DEFG	244 14.63% E	26 9.32%	33 11.91%	32 11.76%	8 19.05%	18 7.66%	10 20.83% K	15 7.35%	4 5.41%	22 10.89%	8 10.96%	8 14.81% Q	6 10.17%	3 3.49%	6 8.00%	16 9.25%	12 6.49%	13 15.48% T	19 11.05%	7 6.54%	0 0.0%
Always	38482 73.60%	12761 74.91% A	4579 75.50% A	1294 77.58% AB	229 82.08% ABC	215 77.62%	219 80.51% ABC	24 57.14%	203 86.38% H	24 50.00%	182 89.22% J	66 89.19% M	160 79.21%	63 86.30%	40 74.07%	50 84.75%	71 82.56%	63 84.00%	143 82.66%	152 82.16%	69 82.14%	141 81.98%	88 82.24%	0 0.0%
CAHPS Rate (%Always + %Usually)	47587 91.01%	15681 92.06% A	5612 92.53% A	1538 92.21%	255 91.40%	248 89.53%	251 92.28%	32 76.19%	221 94.04% H	34 70.83%	197 96.57% J	70 94.59%	182 90.10%	71 97.26% Q	48 88.89%	56 94.92%	74 86.05%	69 92.00%	159 91.91%	164 88.65%	82 97.62% T	160 93.02%	95 88.79%	0 0.0%
3-point composite mean	2.6461	2.6697 A	2.6803 A	2.6978 A	2.7348 A	2.6715	2.7279 A	2.3333	2.8043 H	2.2083	2.8578 J	2.8378 M	2.6931	2.8356	2.6296	2.7966	2.6860	2.7600	2.7457	2.7081	2.7976	2.7500	2.7103	0
4-point composite mean	3.6288	3.6550 A	3.6664 A	3.6865 A	3.7133 A	3.6462	3.7059	3.2381	3.7957 H	3.1458	3.8480 J	3.8108	3.6733	3.8356 O	3.5741	3.7797	3.6628	3.7200	3.7341	3.6757	3.7976	3.7384	3.6729	0
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column 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/W/X

12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

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		
	2016	2017	2017	2017	2017	2016	2015																	
	DSS	Book	National	Regional	Plan	Plan	Plan	0-7	8-10	0-7	8-10	Excel./	Good/	18-34	35-44	45-54	55+	Male	Female	High	Some	Mail	Phone	Internet
Compass	of Bus.	Average	Southwest	Total	Total	Total	(H)	(I)	(J)	(K)	Very	Poor	(N)	(O)	(P)	(Q)	(R)	(S)	School	College	(V)	(W)	(X)	
(A)	(B)	(C)	(D)	(E)	(F)	(G)					Good	Fair							or Less	or More				
											(L)	(M)							(T)	(U)				
Total	78695	26909	9336	2475	452	428	493	93	346	74	265	148	294	152	79	88	117	116	237	282	146	259	193	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.23%	0.41%	0.0%	0.0%	0.0%	0.0%	0.0%	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	1481	470	139	23	12	78	3	18	1	12	6	15	3	2	8	9	7	11	15	4	15	8	0
	0.03%	5.50%	5.03%	5.62%	5.09%	2.80%	15.82%	3.23%	5.20%	1.35%	4.53%	4.05%	5.10%	1.97%	2.53%	9.09%	7.69%	6.03%	4.64%	5.32%	2.74%	5.79%	4.15%	0.0%
		AF	AF	AF	A	ABCDEF										N	N							
Appropriately skipped	26386	8411	2815	671	150	139	140	48	93	25	49	68	77	76	23	21	22	34	53	82	58	72	78	0
	33.53%	31.26%	30.15%	27.11%	33.19%	32.48%	28.40%	51.61%	26.88%	33.78%	18.49%	45.95%	26.19%	50.00%	29.11%	23.86%	18.80%	29.31%	22.36%	29.08%	39.73%	27.80%	40.41%	0.0%
	BCDG	CD	D		D	D		I		K		M		OPQ						T		V		
BASE = Those who responded	52285	17017	6051	1665	279	276	273	42	235	48	204	74	202	73	54	59	86	75	173	185	84	172	107	0
	66.44%	63.24%	64.81%	67.27%	61.73%	64.49%	55.38%	45.16%	67.92%	64.86%	76.98%	50.00%	68.71%	48.03%	68.35%	67.05%	73.50%	64.66%	73.00%	65.60%	57.53%	66.41%	55.44%	0.0%
	BCEG	G	BG	BCEG	G	G			H		J		L		N	N	N					W		
Never	897	235	77	18	2	3	8	2	0	1	0	0	2	1	0	0	1	1	1	1	1	1	1	0
	1.72%	1.38%	1.27%	1.08%	0.72%	1.09%	2.93%	4.76%	0.0%	2.08%	0.0%	0.0%	0.99%	1.37%	0.0%	0.0%	1.16%	1.33%	0.58%	0.54%	1.19%	0.58%	0.93%	0.0%
	CD																							
Sometimes	3754	1120	390	110	23	18	17	6	17	15	5	0	23	2	6	4	10	4	14	20	2	10	13	0
	7.18%	6.58%	6.45%	6.61%	8.24%	6.52%	6.23%	14.29%	7.23%	31.25%	2.45%	0.0%	11.39%	2.74%	11.11%	6.78%	11.63%	5.33%	8.09%	10.81%	2.38%	5.81%	12.15%	0.0%
								K		K			L				N			U				
Bottom Two Box (%Never + %Sometimes)	4651	1355	467	128	25	21	25	8	17	16	5	0	25	3	6	4	11	5	15	21	3	11	14	0
	8.90%	7.96%	7.72%	7.69%	8.96%	7.61%	9.16%	19.05%	7.23%	33.33%	2.45%	0.0%	12.38%	4.11%	11.11%	6.78%	12.79%	6.67%	8.67%	11.35%	3.57%	6.40%	13.08%	0.0%
	BC								K				L				N			U				
Usually	8342	2745	970	217	31	31	24	13	18	16	14	5	26	7	7	10	6	7	21	17	13	23	8	0
	15.95%	16.13%	16.03%	13.03%	11.11%	11.23%	8.79%	30.95%	7.66%	33.33%	6.86%	6.76%	12.87%	9.59%	12.96%	16.95%	6.98%	9.33%	12.14%	9.19%	15.48%	13.37%	7.48%	0.0%
	DEFG	DEFG	DEFG	G				I		K														
Always	39292	12917	4614	1320	223	224	224	21	200	16	185	69	151	63	41	45	69	63	137	147	68	138	85	0
	75.15%	75.91%	76.25%	79.28%	79.93%	81.16%	82.05%	50.00%	85.11%	33.33%	90.69%	93.24%	74.75%	86.30%	75.93%	76.27%	80.23%	84.00%	79.19%	79.46%	80.95%	80.23%	79.44%	0.0%
				ABC		ABC	ABC		H		J	M												
CAHPS Rate (%Always + %Usually)	47634	15662	5584	1537	254	255	248	34	218	32	199	74	177	70	48	55	75	70	158	164	81	161	93	0
	91.10%	92.04%	92.28%	92.31%	91.04%	92.39%	90.84%	80.95%	92.77%	66.67%	97.55%	100.00%	87.62%	95.89%	88.89%	93.22%	87.21%	93.33%	91.33%	88.65%	96.43%	93.60%	86.92%	0.0%
		A	A								J	M		Q						T				
3-point composite mean	2.6626	2.6794	2.6853	2.7159	2.7097	2.7355	2.7289	2.3095	2.7787	2.0000	2.8824	2.9324	2.6238	2.8219	2.6481	2.6949	2.6744	2.7733	2.7052	2.6811	2.7738	2.7384	2.6636	0
			A	AB					H		J	M												
4-point composite mean	3.6454	3.6656	3.6726	3.7051	3.7025	3.7246	3.6996	3.2619	3.7787	2.9792	3.8824	3.9324	3.6139	3.8082	3.6481	3.6949	3.6628	3.7600	3.6994	3.6757	3.7619	3.7326	3.6542	0
		A	A	AB		A			H		J	M												
Sigma	78695	26909	9336	2475	452	428	493	93	346	74	265	148	294	152	79	88	117	116	237	282	146	259	193	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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 Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column 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/W/X

12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

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		
	2016 DSS Quality Compass (A)	2017 Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Total	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.20%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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 0.02%	1458 5.42% AF	459 4.92% AF	133 5.37% AF	24 5.31% A	13 3.04% A	79 16.02% ABCDEF	3 3.23%	19 5.49%	1 1.35%	12 4.53%	7 4.73%	15 5.10%	4 2.63%	2 2.53%	8 9.09%	9 7.69%	7 6.03%	12 5.06%	15 5.32%	5 3.42%	16 6.18%	8 4.15%	0 0.0%
Appropriately skipped	26386 33.53% BCDG	8411 31.26% CD	2815 30.15% D	671 27.11% D	150 33.19% D	139 32.48% D	140 28.40% D	48 51.61% I	93 26.88%	25 33.78% K	49 18.49%	68 45.95% M	77 26.19%	76 50.00% OPQ	23 29.11%	21 23.86%	22 18.80%	34 29.31%	53 22.36%	82 29.08%	58 39.73% T	72 27.80%	78 40.41% V	0 0.0%
BASE = Those who responded	52293 66.45% BCFG	17040 63.32% G	6062 64.93% BG	1671 67.52% BCFG	278 61.50% G	276 64.49% G	273 55.38% G	42 45.16%	234 67.63% H	48 64.86%	204 76.98% J	73 49.32%	202 68.71% L	72 47.37%	54 68.35% N	59 67.05% N	86 73.50% N	75 64.66%	172 72.57%	185 65.60%	83 56.85%	171 66.02% W	107 55.44%	0 0.0%
Never	834 1.60%	221 1.30%	82 1.35%	18 1.08%	2 0.72%	8 2.90%	9 3.30% DE	2 4.76%	0 0.0%	1 2.08%	0 0.0%	0 0.0%	2 0.99%	1 1.39%	0 0.0%	0 0.0%	1 1.16%	1 1.33%	1 0.58%	1 0.54%	1 1.20%	1 0.58%	1 0.93%	0 0.0%
Sometimes	3085 5.90% G	957 5.62% G	317 5.23%	90 5.39%	17 6.12%	11 3.99%	9 3.30%	6 14.29%	11 4.70%	12 25.00% K	4 1.96%	1 1.37%	16 7.92% L	0 0.0%	6 11.11% N	5 8.47% N	6 6.98% N	2 2.67%	12 6.98%	16 8.65% U	1 1.20%	9 5.26%	8 7.48%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	3919 7.49% C	1178 6.91%	399 6.58%	108 6.46%	19 6.83%	19 6.88%	18 6.59%	8 19.05% I	11 4.70%	13 27.08% K	4 1.96%	1 1.37%	18 8.91% L	1 1.39%	6 11.11% N	5 8.47%	7 8.14% N	3 4.00%	13 7.56%	17 9.19% U	2 2.41%	10 5.85%	9 8.41%	0 0.0%
Usually	6902 13.20% DEG	2271 13.33% DEG	783 12.92% DEG	172 10.29%	22 7.91%	34 12.32%	25 9.16%	9 21.43% I	13 5.56%	11 22.92% K	8 3.92%	3 4.11%	19 9.41%	4 5.56%	4 7.41%	6 10.17%	7 8.14%	6 8.00%	12 6.98%	16 8.65%	5 6.02%	16 9.36%	6 5.61%	0 0.0%
Always	41472 79.31%	13591 79.76%	4880 80.50%	1391 83.24% ABC	237 85.25% ABC	223 80.80%	230 84.25% AB	25 59.52%	210 89.74% H	24 50.00%	192 94.12% J	69 94.52% M	165 81.68%	67 93.06% P	44 81.48%	48 81.36%	72 83.72%	66 88.00%	147 85.47%	152 82.16%	76 91.57% T	145 84.80%	92 85.98%	0 0.0%
CAHPS Rate (%Always + %Usually)	48374 92.51%	15862 93.09%	5663 93.42% A	1563 93.54%	259 93.17%	257 93.12%	255 93.41%	34 80.95%	223 95.30% H	35 72.92%	200 98.04% J	72 98.63% M	184 91.09%	71 98.61% OQ	48 88.89%	54 91.53%	79 91.86%	72 96.00%	159 92.44%	168 90.81%	81 97.59% T	161 94.15%	98 91.59%	0 0.0%
3-point composite mean	2.7181	2.7285	2.7392 A	2.7678 AB	2.7842	2.7391	2.7766	2.4048	2.8504 H	2.2292	2.9216 J	2.9315 M	2.7277	2.9167 OPQ	2.7037	2.7288	2.7558	2.8400	2.7791	2.7297	2.8916 T	2.7895	2.7757	0
4-point composite mean	3.7022	3.7155	3.7257 A	3.7570 AB	3.7770 A	3.7101	3.7436	3.3571	3.8504 H	3.2083	3.9216 J	3.9315 M	3.7178	3.9028	3.7037	3.7288	3.7442	3.8267	3.7733	3.7243	3.8795 T	3.7836	3.7664	0
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column 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/W/X

12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

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		
	2016 DSS Quality Compass (A)	2017 Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Total	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.20%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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	63 0.08%	1462 5.43% AF	461 4.94% A	135 5.45% AF	22 4.87% A	14 3.27% A	79 16.02% ABCDEF	3 3.23%	17 4.91%	1 1.35%	11 4.15%	6 4.05%	14 4.76%	3 1.97%	2 2.53%	8 9.09% N	8 6.84%	6 5.17%	11 4.64%	14 4.96%	4 2.74%	15 5.79%	7 3.63%	0 0.0%
Appropriately skipped	26386 33.53% BCDG	8411 31.26% CD	2815 30.15% D	671 27.11%	150 33.19% D	139 32.48% D	140 28.40%	48 51.61% I	93 26.88%	25 33.78% K	49 18.49%	68 45.95% M	77 26.19%	76 50.00% OPQ	23 29.11%	21 23.86%	22 18.80%	34 29.31%	53 22.36%	82 29.08%	58 39.73% T	72 27.80%	78 40.41% V	0 0.0%
BASE = Those who responded	52246 66.39% BCG	17036 63.31% G	6060 64.91% BG	1669 67.43% BCEG	280 61.95% G	275 64.25% G	273 55.38%	42 45.16%	236 68.21% H	48 64.86%	205 77.36% J	74 50.00%	203 69.05% L	73 48.03%	54 68.35% N	59 67.05% N	87 74.36% N	76 65.52%	173 73.00%	186 65.96%	84 57.53%	172 66.41% W	108 55.96%	0 0.0%
Never	1322 2.53% BCDE	334 1.96%	111 1.83%	24 1.44%	3 1.07%	8 2.91%	8 2.93%	2 4.76%	1 0.42%	3 6.25%	0 0.0%	0 0.0%	3 1.48%	1 1.37%	1 1.85%	0 0.0%	1 1.15%	0 0.0%	3 1.73%	2 1.08%	1 1.19%	3 1.74%	0 0.0%	0 0.0%
Sometimes	4785 9.16%	1516 8.90%	512 8.45%	136 8.15%	24 8.57%	30 10.91%	30 10.99%	7 16.67%	17 7.20%	11 22.92% K	10 4.88%	1 1.35%	23 11.33% L	1 1.37%	6 11.11% N	6 10.17% N	9 10.34% N	4 5.26%	15 8.67%	18 9.68%	5 5.95%	11 6.40%	13 12.04%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	6107 11.69% CD	1850 10.86%	623 10.28%	160 9.59%	27 9.64%	38 13.82%	38 13.92%	9 21.43% I	18 7.63%	14 29.17% K	10 4.88%	1 1.35%	26 12.81% L	2 2.74%	7 12.96% N	6 10.17% N	10 11.49% N	4 5.26%	18 10.40%	20 10.75%	6 7.14%	14 8.14%	13 12.04%	0 0.0%
Usually	10805 20.68% FG	3537 20.76% FG	1285 21.20% DFG	314 18.81% FG	49 17.50%	38 13.82%	34 12.45%	13 30.95% I	35 14.83%	18 37.50% K	28 13.66%	10 13.51%	38 18.72%	14 19.18%	11 20.37%	12 20.34%	11 12.64%	12 15.79%	30 17.34%	33 17.74%	15 17.86%	30 17.44%	19 17.59%	0 0.0%
Always	35334 67.63%	11649 68.38%	4152 68.51%	1195 71.60% ABC	204 72.86%	199 72.36%	201 73.63% A	20 47.62%	183 77.54% H	16 33.33%	167 81.46% J	63 85.14% M	139 68.47%	57 78.08%	36 66.67%	41 69.49%	66 75.86%	60 78.95%	125 72.25%	133 71.51%	63 75.00%	128 74.42%	76 70.37%	0 0.0%
CAHPS Rate (%Always + %Usually)	46139 88.31%	15186 89.14%	5437 89.72% A	1509 90.41% A	253 90.36%	237 86.18%	235 86.08%	33 78.57%	218 92.37% H	34 70.83%	195 95.12% J	73 98.65% M	177 87.19%	71 97.26% OQ	47 87.04%	53 89.83%	77 88.51%	72 94.74%	155 89.60%	166 89.25%	78 92.86%	158 91.86%	95 87.96%	0 0.0%
3-point composite mean	2.5594	2.5752	2.5823	2.6201 ABC	2.6321	2.5855	2.5971	2.2619	2.6992 H	2.0417	2.7659 J	2.8378 M	2.5567	2.7534	2.5370	2.5932	2.6437	2.7368	2.6185	2.6075	2.6786	2.6628	2.5833	0
4-point composite mean	3.5341	3.5556 A	3.5640 A	3.6058 ABC	3.6214 A	3.5564	3.5678	3.2143	3.6949 H	2.9792	3.7659 J	3.8378 M	3.5419	3.7397	3.5185	3.5932	3.6322	3.7368	3.6012	3.5968	3.6667	3.6453	3.5833	0
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column 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/W/X

12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

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							
	=====							=====																
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Total	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 0.47%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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 0.01%	1589 5.91% AC	493 5.28% A	149 6.02% A	23 5.09% A	18 4.21% A	85 17.24% A	3 3.23%	18 5.20%	1 1.35%	12 4.53%	7 4.73%	14 4.76%	4 2.63%	2 2.53%	8 9.09%	8 6.84%	6 5.17%	12 5.06%	15 5.32%	4 2.74%	16 6.18%	7 3.63%	0 0.0%
Appropriately skipped	26386 33.53% BCDG	8411 31.26% CD	2815 30.15% D	671 27.11% D	150 33.19% D	139 32.48% D	140 28.40% D	48 51.61% I	93 26.88% I	25 33.78% K	49 18.49% K	68 45.95% M	77 26.19% M	76 50.00% OPQ	23 29.11% Q	21 23.86% Q	22 18.80% Q	34 29.31% R	53 22.36% R	82 29.08% T	58 39.73% T	72 27.80% V	78 40.41% V	0 0.0%
BASE = Those who responded	52301 66.46% BCEG	16909 62.84% G	6028 64.57% BG	1655 66.87% BCEG	279 61.73% G	269 62.85% G	268 54.36% G	42 45.16%	235 67.92% H	48 64.86% H	204 76.98% J	73 49.32%	203 69.05% L	72 47.37%	54 68.35% N	59 67.05% N	87 74.36% N	76 65.52% R	172 72.57% S	185 65.60% T	84 57.53% U	171 66.02% W	108 55.96% W	0 0.0%
Yes	30691 58.68% FG	10298 60.90% AFG	3708 61.51% AFG	1005 60.73% FG	156 55.91% FG	141 52.42% FG	140 52.24% FG	20 47.62%	135 57.45% H	32 66.67% H	117 57.35% H	40 54.79%	115 56.65% L	38 52.78%	32 59.26% N	32 54.24% N	50 57.47% Q	39 51.32% R	103 59.88% S	106 57.30% T	45 53.57% U	96 56.14% V	60 55.56% V	0 0.0%
No	21610 41.32% BC	6611 39.10% BC	2320 38.49% BC	650 39.27% BC	123 44.09% BC	128 47.58% ABCD	128 47.76% ABCD	22 52.38% ABCD	100 42.55% ABCD	16 33.33% ABCD	87 42.65% ABCD	33 45.21% L	88 43.35% L	34 47.22% N	22 40.74% N	27 45.76% Q	37 42.53% Q	37 48.68% R	69 40.12% S	79 42.70% T	39 46.43% U	75 43.86% V	48 44.44% V	0 0.0%
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column 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/W/X

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2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

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			
	2016	2017	2017	2017	2017	2016	2015																		
	DSS	Book	UHC	Regional	Plan	Plan	Plan	0-7	8-10	0-7	8-10	Excel./	Good/	18-34	35-44	45-54	55+	Male	Female	High	Some	Mail	Phone	Internet	
	Quality	of Bus.	National	Average	Total	Total	Total	(H)	(I)	(J)	(K)	Very	Fair/	(N)	(O)	(P)	(Q)	(R)	(S)	School	College	(V)	(W)	(X)	
	Compass	(B)	(C)	Southeast	(E)	(F)	(G)					Good	Poor							or Less	or More				
	(A)			(D)								(L)	(M)							(T)	(U)				
Total	78695	26909	9336	2475	452	428	493	93	346	74	265	148	294	152	79	88	117	116	237	282	146	259	193	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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%	
No response	63	1788	573	170	26	23	91	3	21	1	15	8	16	4	4	8	9	8	13	18	4	16	10	0	
	0.08%	6.64%	6.14%	6.87%	5.75%	5.37%	18.46%	3.23%	6.07%	1.35%	5.66%	5.41%	5.44%	2.63%	5.06%	9.09%	7.69%	6.90%	5.49%	6.38%	2.74%	6.18%	5.18%	0.0%	
		A	A	A	A	A	ABCDEF				J														
Appropriately skipped	47996	15022	5135	1321	273	267	268	70	193	41	136	101	165	110	45	48	59	71	122	161	97	147	126	0	
	60.99%	55.83%	55.00%	53.37%	60.40%	62.38%	54.36%	75.27%	55.78%	55.41%	51.32%	68.24%	56.12%	72.37%	56.96%	54.55%	50.43%	61.21%	51.48%	57.09%	66.44%	56.76%	65.28%	0.0%	
	BCDG	D		BCD	BCD	BCDG		I				M		OPQ											
BASE = Those who responded	30636	10099	3628	984	153	138	134	20	132	32	114	39	113	38	30	32	49	37	102	103	45	96	57	0	
	38.93%	37.53%	38.86%	39.76%	33.85%	32.24%	27.18%	21.51%	38.15%	43.24%	43.02%	26.35%	38.44%	25.00%	37.97%	36.36%	41.88%	31.90%	43.04%	36.52%	30.82%	37.07%	29.53%	0.0%	
	BEFG	FG	BEFG	BEFG	G				H				L		N		N		R						
Never	1747	520	184	55	11	6	12	4	7	6	5	0	11	2	3	1	5	0	11	7	4	8	3	0	
	5.70%	5.15%	5.07%	5.59%	7.19%	4.35%	8.96%	20.00%	5.30%	18.75%	4.39%	0.0%	9.73%	5.26%	10.00%	3.13%	10.20%	0.0%	10.78%	6.80%	8.89%	8.33%	5.26%	0.0%	
										K			L					R							
Sometimes	3840	1198	419	95	16	12	15	5	11	8	8	1	15	1	3	5	5	4	8	15	0	10	6	0	
	12.54%	11.86%	11.55%	9.65%	10.46%	8.70%	11.19%	25.00%	8.33%	25.00%	7.02%	2.56%	13.27%	2.63%	10.00%	15.63%	10.20%	10.81%	7.84%	14.56%	0.0%	10.42%	10.53%	0.0%	
	D	D							K				L						U						
Bottom Two Box (%Never + %Sometimes)	5587	1718	603	150	27	18	27	9	18	14	13	1	26	3	6	6	10	4	19	22	4	18	9	0	
	18.24%	17.01%	16.62%	15.24%	17.65%	13.04%	20.15%	45.00%	13.64%	43.75%	11.40%	2.56%	23.01%	7.89%	20.00%	18.75%	20.41%	10.81%	18.63%	21.36%	8.89%	18.75%	15.79%	0.0%	
	D								K				L						U						
Usually	7515	2525	885	238	31	33	30	7	24	9	21	6	25	9	7	6	9	11	19	21	10	21	10	0	
	24.53%	25.00%	24.39%	24.19%	20.26%	23.91%	22.39%	35.00%	18.18%	28.13%	18.42%	15.38%	22.12%	23.68%	23.33%	18.75%	18.37%	29.73%	18.63%	20.39%	22.22%	21.88%	17.54%	0.0%	
Always	17533	5856	2140	596	95	87	77	4	90	9	80	32	62	26	17	20	30	22	64	60	31	57	38	0	
	57.23%	57.99%	58.99%	60.57%	62.09%	63.04%	57.46%	20.00%	68.18%	28.13%	70.18%	82.05%	54.87%	68.42%	56.67%	62.50%	61.22%	59.46%	62.75%	58.25%	68.89%	59.38%	66.67%	0.0%	
											J	M													
CAHPS Rate (%Always + %Usually)	25049	8381	3025	834	126	120	107	11	114	18	101	38	87	35	24	26	39	33	83	81	41	78	48	0	
	81.76%	82.99%	83.38%	84.76%	82.35%	86.96%	79.85%	55.00%	86.36%	56.25%	88.60%	97.44%	76.99%	92.11%	80.00%	81.25%	79.59%	89.19%	81.37%	78.64%	91.11%	81.25%	84.21%	0.0%	
				A								M								T					
3-point composite mean	2.3899	2.4097	2.4236	2.4533	2.4444	2.5000	2.3731	1.7500	2.5455	1.8438	2.5877	2.7949	2.3186	2.6053	2.3667	2.4375	2.4082	2.4865	2.4412	2.3689	2.6000	2.4063	2.5088	0	
				A							J	M													
4-point composite mean	3.3329	3.3583	3.3729	3.3974	3.3725	3.4565	3.2836	2.5500	3.4924	2.6563	3.5439	3.7949	3.2212	3.5526	3.2667	3.4063	3.3061	3.4865	3.3333	3.3010	3.5111	3.3229	3.4561	0	
				A							J	M													
Sigma	78695	26909	9336	2475	452	428	493	93	346	74	265	148	294	152	79	88	117	116	237	282	146	259	193	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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 Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

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2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

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		
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Total	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.20%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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%	1275 4.74% AC	372 3.98% A	98 3.96% A	25 5.53% A	16 3.74% A	84 17.04% ABCDEF	4 4.30%	18 5.20%	2 2.70%	12 4.53%	9 6.08%	14 4.76%	11 7.24%	3 3.80%	4 4.55%	6 5.13%	6 5.17%	11 4.64%	14 4.96%	8 5.48%	13 5.02%	12 6.22%	0 0.0%
Appropriately skipped	14976 19.03%	5036 18.71%	1760 18.85%	460 18.59%	106 23.45% ABCDG	91 21.26% G	78 15.82%	38 40.86% I	60 17.34%	20 27.03% K	34 12.83%	43 29.05% M	59 20.07% OPQ	53 34.87%	14 17.72%	17 19.32%	16 13.68%	24 20.69%	39 16.46%	59 20.92%	40 27.40%	53 20.46%	53 27.46%	0 0.0%
BASE = Those who responded	63719 80.97% BCDEFG	20598 76.55% EG	7204 77.16% EG	1917 77.45% EG	321 71.02% EG	321 75.00% G	330 66.94%	51 54.84%	268 77.46% H	52 70.27%	219 82.64% J	96 64.86%	221 75.17% L	88 57.89%	62 78.48% N	67 76.14% N	95 81.20% N	86 74.14%	187 78.90%	209 74.11%	98 67.12%	193 74.52%	128 66.32%	0 0.0%
10 - Best personal doctor possible	31596 49.59%	10635 51.63% A	3814 52.94% A	1095 57.12% ABC	189 58.88% ABC	182 56.70% A	194 58.79% ABC	20 39.22%	168 62.69% H	12 23.08%	153 69.86% J	65 67.71% M	122 55.20%	54 61.36%	32 51.61%	34 50.75%	64 67.37% OP	51 59.30%	113 60.43%	125 59.81%	54 55.10%	118 61.14%	71 55.47%	0 0.0%
9 -	10081 15.82% DFG	3146 15.27% G	1092 15.16% G	262 13.67%	43 13.40%	39 12.15%	37 11.21%	2 3.92%	40 14.93% H	3 5.77%	35 15.98% J	14 14.58%	28 12.67%	12 13.64%	8 12.90%	10 14.93%	12 12.63%	13 15.12%	26 13.90%	24 11.48%	18 18.37%	26 13.47%	17 13.28%	0 0.0%
Top Two Box	41677 65.41%	13781 66.90% A	4906 68.10% A	1357 70.79% ABC	232 72.27% AB	221 68.85%	231 70.00%	22 43.14%	208 77.61% H	15 28.85%	188 85.84% J	79 82.29% M	150 67.87%	66 75.00%	40 64.52%	44 65.67%	76 80.00% OP	64 74.42%	139 74.33%	149 71.29%	72 73.47%	144 74.61%	88 68.75%	0 0.0%
8 -	9443 14.82% DG	3054 14.83% DG	1024 14.21% G	246 12.83%	37 11.53%	39 12.15%	35 10.61%	6 11.76%	31 11.57%	6 11.54%	20 9.13%	10 10.42%	26 11.76%	11 12.50%	4 6.45%	11 16.42%	9 9.47%	11 12.79%	16 8.56%	25 11.96%	10 10.20%	15 7.77%	22 17.19% V	0 0.0%
CAHPS Rate (Top Three Box)	51120 80.23%	16835 81.73% A	5930 82.32% A	1603 83.62% AB	269 83.80%	260 81.00%	266 80.61%	28 54.90%	239 89.18% H	21 40.38%	208 94.98% J	89 92.71% M	176 79.64%	77 87.50% O	44 70.97%	55 82.09%	85 89.47% O	75 87.21%	155 82.89%	174 83.25%	82 83.67%	159 82.38%	110 85.94%	0 0.0%
7 -	4580 7.19% D	1347 6.54%	468 6.50%	106 5.53%	16 4.98%	19 5.92%	18 5.45%	6 11.76%	10 3.73%	10 19.23% K	5 2.28%	1 1.04%	15 6.79% L	2 2.27%	6 9.68%	5 7.46%	3 3.16%	2 2.33%	12 6.42%	10 4.78%	6 6.12%	9 4.66%	7 5.47%	0 0.0%
6 -	2156 3.38%	636 3.09%	221 3.07%	57 2.97%	11 3.43%	9 2.80%	8 2.42%	4 7.84%	7 2.61%	6 11.54% K	3 1.37%	2 2.08%	9 4.07%	3 3.41%	4 6.45% Q	4 5.97% Q	0 0.0%	4 4.65%	4 2.14%	7 3.35%	4 4.08%	6 3.11%	5 3.91%	0 0.0%
5 -	2872 4.51% CD	856 4.16% C	262 3.64%	64 3.34%	11 3.43%	10 3.12%	17 5.15%	5 9.80%	6 2.24%	6 11.54% K	2 0.91%	3 3.13%	8 3.62%	4 4.55% P	2 3.23%	0 0.0%	4 4.21% P	3 3.49%	4 2.14%	10 4.78% U	1 1.02%	7 3.63%	4 3.13%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column 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/W/X

12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

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		
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)																	
								0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
4 -	874 1.37%	256 1.24%	94 1.30%	24 1.25%	4 1.25%	7 2.18%	6 1.82%	2 3.92%	2 0.75%	2 3.85%	1 0.46%	0 0.0%	4 1.81% L	0 0.0%	2 3.23%	1 1.49%	1 1.05%	2 2.33%	2 1.07%	3 1.44%	1 1.02%	3 1.55%	1 0.78%	0 0.0%
3 -	685 1.07%	206 1.00%	86 1.19%	20 1.04%	6 1.87%	4 1.25%	5 1.52%	3 5.88%	3 1.12%	4 7.69% K	0 0.0%	0 0.0%	6 2.71% L	1 1.14%	3 4.84%	1 1.49%	1 1.05%	0 0.0%	6 3.21% R	3 1.44%	3 3.06%	5 2.59%	1 0.78%	0 0.0%
2 -	496 0.78%	162 0.79%	50 0.69%	12 0.63%	3 0.93%	4 1.25%	2 0.61%	2 3.92%	1 0.37%	3 5.77%	0 0.0%	1 1.04%	2 0.90%	1 1.14%	1 1.61%	0 0.0%	1 1.05%	0 0.0%	3 1.60%	2 0.96%	1 1.02%	3 1.55%	0 0.0%	0 0.0%
1 -	386 0.61%	130 0.63%	45 0.62%	16 0.83%	1 0.31%	2 0.62%	2 0.61%	1 1.96%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.45%	0 0.0%	0 0.0%	1 1.49%	0 0.0%	0 0.0%	1 0.53%	0 0.0%	0 0.0%	1 0.52%	0 0.0%	0 0.0%
0 - Worst personal doctor possible	551 0.86% E	170 0.83% E	48 0.67% E	15 0.78% E	0 0.0%	6 1.87% E	6 1.82% E	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
0-7 (NET)	12599 19.77% BCD	3763 18.27% D	1274 17.68%	314 16.38%	52 16.20%	61 19.00%	64 19.39%	23 45.10% I	29 10.82%	31 59.62% K	11 5.02%	7 7.29%	45 20.36% L	11 12.50%	18 29.03% NQ	12 17.91%	10 10.53%	11 12.79%	32 17.11%	35 16.75%	16 16.33%	34 17.62%	18 14.06%	0 0.0%
Bottom Three Box	1432 2.25%	462 2.24%	143 1.99%	43 2.24%	4 1.25%	12 3.74% E	10 3.03%	3 5.88%	1 0.37%	3 5.77%	0 0.0%	1 1.04%	3 1.36%	1 1.14%	1 1.61%	1 1.49%	1 1.05%	0 0.0%	4 2.14% R	2 0.96%	1 1.02%	4 2.07% W	0 0.0%	0 0.0%
Bottom Two Box	936 1.47% E	300 1.46% E	93 1.29% E	31 1.62% E	1 0.31%	8 2.49% E	8 2.42% E	1 1.96%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.45%	0 0.0%	0 0.0%	1 1.49%	0 0.0%	0 0.0%	1 0.53%	0 0.0%	0 0.0%	1 0.52%	0 0.0%	0 0.0%
Average	8.6084	8.6764 A	8.7245 A	8.8033 AB	8.8692 A	8.6293	8.6576	7.4314	9.1381 H	6.8654	9.4612 J	9.2917 M	8.6787	9.0114	8.3710	8.7313	9.1579 O	9.0233	8.8396	8.8660	8.8571	8.8187	8.9453	0
Standard deviation	2.0006	1.9730	1.9362	1.9614	1.8398	2.2485	2.2349	2.6587	1.4961	2.4497	1.0257	1.3913	1.9866	1.6821	2.2378	1.8169	1.6436	1.5400	2.0016	1.8173	1.8070	2.0291	1.5068	0
3-point composite mean	2.5282	2.5518 A	2.5691 A	2.5994 AB	2.6106 A	2.5576	2.5606	2.0980	2.7052 H	1.8846	2.8311 J	2.7604 M	2.5430	2.6477	2.4516	2.5522	2.7263 O	2.6395	2.6364	2.5933	2.6327	2.6166	2.6016	0
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column 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/W/X

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2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

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		
	2016	2017	2017	2017	2017	2016	2015																	
	Quality Compass (A)	DSS Book of Bus. (B)	UHC National Average (C)	Regional Average Southeast (D)	Plan Total (E)	Plan Total (F)	Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Total	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.20%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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%	463 1.72% ACF	122 1.31% A	39 1.58% A	9 1.99% A	3 0.70% A	62 12.58% ABCDEF	1 1.08%	7 2.02%	2 2.70%	4 1.51%	3 2.03%	5 1.70%	2 1.32%	0 0.0%	3 3.41%	3 2.56%	4 3.45%	4 1.69%	6 2.13%	2 1.37%	8 3.09% W	1 0.52%	0 0.0%
BASE = Those who responded	78695 100.00% BCDEG	26446 98.28% G	9214 98.69% BG	2436 98.42% G	443 98.01% G	425 99.30% BG	430 87.22% BG	92 98.92%	339 97.98%	72 97.30%	261 98.49%	145 97.97%	289 98.30%	150 98.68%	79 100.00%	85 96.59%	114 97.44%	112 96.55%	233 98.31%	276 97.87%	144 98.63%	251 96.91%	192 99.48% V	0 0.0%
Yes	32902 41.81%	11754 44.45% ABG	4165 45.20% AEFG	1128 46.31% AEFG	169 38.15%	169 39.76%	162 37.67%	26 28.26%	141 41.59% H	24 33.33%	130 49.81% J	44 30.34%	122 42.21% L	33 22.00%	35 44.30% N	42 49.41% N	56 49.12% N	43 38.39%	109 46.78%	111 40.22%	53 36.81%	106 42.23% W	63 32.81%	0 0.0%
No	45793 58.19% BCD	14692 55.55%	5049 54.80%	1308 53.69%	274 61.85% BCD	256 60.24% CD	268 62.33% BCD	66 71.74% I	198 58.41%	48 66.67% K	131 50.19%	101 69.66% M	167 57.79%	117 78.00% OPQ	44 55.70%	43 50.59%	58 50.88%	69 61.61%	124 53.22%	165 59.78%	91 63.19%	145 57.77%	129 67.19% V	0 0.0%
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

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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		
	2016	2017	2017	2017	2017	2016	2015																	
	DSS Quality Compass (A)	Book of Bus. (B)	UHC National Average (C)	Regional Southeast (D)	Plan Total (E)	Plan Total (F)	Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Total	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.23%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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	79 0.10%	710 2.64% ACF	206 2.21% A	62 2.51% A	12 2.65% A	6 1.40% A	68 13.79% ABCDEF	1 1.08%	10 2.89%	2 2.70%	7 2.64%	5 3.38%	6 2.04%	3 1.97%	0 0.0%	3 3.41%	5 4.27% O	6 5.17%	5 2.11%	7 2.48%	3 2.05%	11 4.25% W	1 0.52%	0 0.0%
Appropriately skipped	45793 58.19% BCD	14692 54.60%	5049 54.08%	1308 52.85%	274 60.62% BCD	256 59.81% BCD	268 54.36%	66 70.97% I	198 57.23%	48 64.86% K	131 49.43%	101 68.24% M	167 56.80%	117 76.97% OPQ	44 55.70%	43 48.86%	58 49.57%	69 59.48%	124 52.32%	165 58.51%	91 62.33%	145 55.98%	129 66.84% V	0 0.0%
BASE = Those who responded	32824 41.71% EG	11507 42.76% EG	4081 43.71% AEFG	1105 44.65% AEFG	166 36.73%	165 38.55% G	157 31.85%	26 27.96%	138 39.88% H	24 32.43%	127 47.92% J	42 28.38%	121 41.16% L	32 21.05%	35 44.30% N	42 47.73% N	54 46.15% N	41 35.34%	108 45.57%	110 39.01%	52 35.62%	103 39.77%	63 32.64%	0 0.0%
Never	1393 4.24%	451 3.92%	153 3.75%	42 3.80%	8 4.82%	9 5.45%	13 8.28% BCD	4 15.38%	4 2.90%	2 8.33%	5 3.94%	0 0.0%	8 6.61% L	0 0.0%	1 2.86%	4 9.52% N	3 5.56%	1 2.44%	7 6.48%	3 2.73%	5 9.62%	5 4.85%	3 4.76%	0 0.0%
Sometimes	5658 17.24% BC	1820 15.82% C	585 14.33%	167 15.11%	37 22.29% BCD	29 17.58%	23 14.65%	6 23.08%	29 21.01%	10 41.67%	24 18.90%	10 23.81%	26 21.49%	10 31.25%	10 28.57%	6 14.29%	9 16.67%	9 21.95%	19 17.59%	24 21.82%	11 21.15%	19 18.45%	18 28.57%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	7051 21.48% BC	2271 19.74% C	738 18.08%	209 18.91%	45 27.11% BCD	38 23.03%	36 22.93%	10 38.46%	33 23.91%	12 50.00%	29 22.83%	10 23.81%	34 28.10%	10 31.25%	11 31.43%	10 23.81%	12 22.22%	10 24.39%	26 24.07%	27 24.55%	16 30.77%	24 23.30%	21 33.33%	0 0.0%
Usually	8412 25.63% EG	2908 25.27% E	1049 25.70% EG	269 24.34% E	29 17.47%	45 27.27% E	30 19.11%	6 23.08%	23 16.67%	5 20.83%	19 14.96%	4 9.52%	25 20.66%	5 15.63%	9 25.71%	7 16.67%	8 14.81%	10 24.39%	18 16.67%	20 18.18%	8 15.38%	18 17.48%	11 17.46%	0 0.0%
Always	17360 52.89%	6328 54.99% A	2294 56.21% A	627 56.74% A	92 55.42%	82 49.70%	91 57.96%	10 38.46%	82 59.42%	7 29.17%	79 62.20%	28 66.67%	62 51.24%	17 53.13%	15 42.86%	25 59.52%	34 62.96%	21 51.22%	64 59.26%	63 57.27%	28 53.85%	61 59.22%	31 49.21%	0 0.0%
CAHPS Rate (%Always + %Usually)	25773 78.52%	9236 80.26% AE	3343 81.92% ABE	896 81.09% E	121 72.89%	127 76.97%	121 77.07%	16 61.54%	105 76.09%	12 50.00%	98 77.17%	32 76.19%	87 71.90%	22 68.75%	24 68.57%	32 76.19%	42 77.78%	31 75.61%	82 75.93%	83 75.45%	36 69.23%	79 76.70%	42 66.67%	0 0.0%
3-point composite mean	2.3141	2.3526 A	2.3813 AB	2.3783 A	2.2831	2.2667	2.3503	2.0000	2.3551	1.7917	2.3937	2.4286	2.2314	2.2188	2.1143	2.3571	2.4074	2.2683	2.3519	2.3273	2.2308	2.3592	2.1587	0
4-point composite mean	3.2716	3.3134 A	3.3438 A	3.3403 A	3.2349	3.2121	3.2675	2.8462	3.3261	2.7083	3.3543	3.4286	3.1653	3.2188	3.0857	3.2619	3.3519	3.2439	3.2870	3.3000	3.1346	3.3107	3.1111	0
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

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2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

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		
	2016 Quality Compass of Bus. (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Total	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	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%
No response	0 0.0%	754 2.80% ACF	221 2.37% A	64 2.59% A	13 2.88% A	6 1.40% A	68 13.79% ABCDEF	2 2.15%	10 2.89%	2 2.70%	8 3.02%	4 2.70%	7 2.38%	3 1.97%	0 0.0%	3 3.41%	6 5.13% O	6 5.17%	6 2.53%	9 3.19%	3 2.05%	11 4.25% W	2 1.04%	0 0.0%
Appropriately skipped	45793 58.19% BCD	14692 54.60%	5049 54.08%	1308 52.85%	274 60.62% BCD	256 59.81% BCD	268 54.36%	66 70.97% I	198 57.23%	48 64.86% K	131 49.43%	101 68.24% M	167 56.80%	117 76.97% OPQ	44 55.70%	43 48.86%	58 49.57%	69 59.48%	124 52.32%	165 58.51%	91 62.33%	145 55.98%	129 66.84% V	0 0.0%
BASE = Those who responded	32902 41.81% EG	11463 42.60% EG	4066 43.55% AEFG	1103 44.57% AEFG	165 36.50%	166 38.79% G	157 31.85%	25 26.88%	138 39.88% H	24 32.43%	126 47.55% J	43 29.05%	120 40.82% L	32 21.05%	35 44.30% N	42 47.73% N	53 45.30% N	41 35.34%	107 45.15%	108 38.30%	52 35.62%	103 39.77%	62 32.12%	0 0.0%
None (v 0)	1566 4.76% C	491 4.28%	152 3.74%	47 4.26%	8 4.85%	6 3.61%	12 7.64%	3 12.00%	5 3.62%	2 8.33%	6 4.76%	2 4.65%	6 5.00%	1 3.13%	1 2.86%	3 7.14%	3 5.66%	2 4.88%	6 5.61%	6 5.56%	2 3.85%	4 3.88%	4 6.45%	0 0.0%
Saw a specialist (NET)	31336 95.24%	10972 95.72%	3914 96.26% A	1056 95.74%	157 95.15%	160 96.39%	145 92.36%	22 88.00%	133 96.38%	22 91.67%	120 95.24%	41 95.35%	114 95.00%	31 96.88%	34 97.14%	39 92.86%	50 94.34%	39 95.12%	101 94.39%	102 94.44%	50 96.15%	99 96.12%	58 93.55%	0 0.0%
1 specialist (v 1)	16172 49.15% BCD	5345 46.63%	1855 45.62%	496 44.97%	82 49.70%	88 53.01%	82 52.23%	12 48.00%	69 50.00%	12 50.00%	62 49.21%	31 72.09% M	49 40.83%	19 59.38%	21 60.00%	17 40.48%	23 43.40%	20 48.78%	49 45.79%	50 46.30%	30 57.69%	47 45.63%	35 56.45%	0 0.0%
2 (v 2)	8656 26.31%	3152 27.50%	1116 27.45%	297 26.93%	39 23.64%	48 28.92%	41 26.11%	8 32.00%	31 22.46%	7 29.17%	28 22.22%	6 13.95%	33 27.50% L	7 21.88%	9 25.71%	13 30.95%	9 16.98%	9 21.95%	27 25.23%	27 25.00%	10 19.23%	26 25.24%	13 20.97%	0 0.0%
3 (v 3)	3840 11.67% F	1453 12.68% F	534 13.13% AF	152 13.78% F	21 12.73%	12 7.23%	17 10.83%	0 0.0%	20 14.49%	2 8.33%	17 13.49%	2 4.65%	19 15.83% L	2 6.25%	2 5.71%	6 14.29%	11 20.75% NO	4 9.76%	16 14.95%	17 15.74%	4 7.69%	17 16.50% W	4 6.45%	0 0.0%
4 (v 4)	1495 4.54% G	546 4.76% G	211 5.19% G	59 5.35% G	6 3.64%	5 3.01%	3 1.91%	0 0.0%	6 4.35%	1 4.17%	4 3.17%	0 0.0%	6 5.00% L	0 0.0%	1 2.86%	3 7.14%	2 3.77%	4 9.76%	2 1.87%	4 3.70%	2 3.85%	3 2.91%	3 4.84%	0 0.0%
5 or more specialists (v 6)	1173 3.56% G	476 4.15% G	198 4.87% AG	52 4.71% G	9 5.45% G	7 4.22%	2 1.27%	2 8.00%	7 5.07%	0 0.0%	9 7.14%	2 4.65%	7 5.83%	3 9.38%	1 2.86%	0 0.0%	5 9.43% P	2 4.88%	7 6.54%	4 3.70%	4 7.69%	6 5.83%	3 4.84%	0 0.0%
Average	1.7635 G	1.8362 AG	1.8989 ABG	1.8985 AG	1.8242 G	1.6988	1.5223	1.6000	1.8623	1.5000	1.8968	1.4186	1.9833 L	1.7813	1.5714	1.7381	2.1132	1.9024	1.8785	1.8056	1.8077	1.9223	1.6613	0
Standard deviation	1.2226	1.2619	1.3090	1.3099	1.3437	1.2048	0.9942	1.4422	1.3253	0.9129	1.4411	1.1660	1.3783	1.4945	1.0767	1.0249	1.5860	1.3934	1.3923	1.2432	1.4681	1.3488	1.3191	0

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

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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			
2016 Quality Compass (A)	2017 DSS Book (B)	2017 UHC National Average (C)	2017 Regional Average Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)	
Sigma	78695	26909	9336	2475	452	428	493	93	346	74	265	148	294	152	79	88	117	116	237	282	146	259	193	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column 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/W/X

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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		
	2016	2017	2017	2017	2017	2016	2015																	
	DSS Quality Compass (A)	Book of Bus. (B)	National Average (C)	Regional Southeast (D)	Plan Total (E)	Plan Total (F)	Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Total	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	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%
No response	24 0.03%	874 3.25% ACF	266 2.85% A	76 3.07% AF	15 3.32% A	7 1.64% A	70 14.20% ABCDEF	3 3.23%	11 3.18%	3 4.05%	8 3.02%	4 2.70%	9 3.06%	3 1.97%	0 0.0%	5 5.68% O	6 5.13% O	6 5.17%	8 3.38%	10 3.55%	4 2.74%	12 4.63%	3 1.55%	0 0.0%
Appropriately skipped	47359 60.18% BCD	15183 56.42%	5201 55.71%	1355 54.75%	282 62.39% BCD	262 61.21% BCD	280 56.80%	69 74.19% I	203 58.67%	50 67.57% K	137 51.70%	103 69.59% M	173 58.84%	118 77.63% OPQ	45 56.96%	46 52.27%	61 52.14%	71 61.21%	130 54.85%	171 60.64%	93 63.70%	149 57.53%	133 68.91% V	0 0.0%
BASE = Those who responded	31313 39.79% EG	10852 40.33% EG	3869 41.44% ABG	1044 42.18% AEFG	155 34.29%	159 37.15% G	143 29.01%	21 22.58%	132 38.15% H	21 28.38%	120 45.28% J	41 27.70%	112 38.10% L	31 20.39%	34 43.04% N	37 42.05% N	50 42.74% N	39 33.62%	99 41.77%	101 35.82%	49 33.56%	98 37.84%	57 29.53%	0 0.0%
10 - Best specialist possible	15527 49.59%	5407 49.82%	1970 50.92%	576 55.17% ABC	104 67.10% ABCD ^F	89 55.97%	86 60.14% ABC	9 42.86%	93 70.45%	8 38.10%	88 73.33%	30 73.17%	72 64.29%	20 64.52%	15 44.12%	24 64.86%	43 86.00% NOP	25 64.10%	67 67.68%	68 67.33%	32 65.31%	65 66.33%	39 68.42%	0 0.0%
9 -	5131 16.39% FG	1848 17.03% DFG	673 17.39% DFG	147 14.08%	23 14.84%	18 11.32%	15 10.49%	3 14.29%	20 15.15%	3 14.29%	18 15.00%	3 7.32%	20 17.86%	3 9.68%	8 23.53%	6 16.22%	5 10.00%	8 20.51%	13 13.13%	14 13.86%	8 16.33%	15 15.31%	8 14.04%	0 0.0%
Top Two Box	20657 65.97%	7255 66.85%	2643 68.31% A	723 69.25% A	127 81.94% ABCD ^{FG}	107 67.30%	101 70.63%	12 57.14%	113 85.61%	11 52.38%	106 88.33%	33 80.49%	92 82.14%	23 74.19%	23 67.65%	30 81.08%	48 96.00% NOP	33 84.62%	80 80.81%	82 81.19%	40 81.63%	80 81.63%	47 82.46%	0 0.0%
8 -	4525 14.45% E	1556 14.34% E	522 13.49% E	137 13.12% E	5 3.23%	22 13.84% E	20 13.99% E	1 4.76%	4 3.03%	2 9.52%	3 2.50%	2 4.88%	3 2.68%	1 3.23%	0 0.0%	2 5.41%	2 4.00%	1 2.56%	3 3.03%	5 4.95% U	0 0.0%	3 3.06%	2 3.51%	0 0.0%
CAHPS Rate (Top Three Box)	25182 80.42%	8811 81.19%	3165 81.80%	860 82.38%	132 85.16%	129 81.13%	121 84.62%	13 61.90%	117 88.64%	13 61.90%	109 90.83%	35 85.37%	95 84.82%	24 77.42%	23 67.65%	32 86.49%	50 100.00% NOP	34 87.18%	83 83.84%	87 86.14%	40 81.63%	83 84.69%	49 85.96%	0 0.0%
7 -	2298 7.34% DFG	736 6.78% DFG	252 6.51% G	54 5.17%	8 5.16%	6 3.77%	4 2.80%	3 14.29%	5 3.79%	2 9.52%	4 3.33%	4 9.76%	4 3.57%	2 6.45%	4 11.76% Q	2 5.41%	0 0.0%	1 2.56%	7 7.07%	5 4.95%	3 6.12%	6 6.12%	2 3.51%	0 0.0%
6 -	1086 3.47%	334 3.08%	118 3.05%	31 2.97%	3 1.94%	4 2.52%	10 6.99% E	1 4.76%	2 1.52%	1 4.76%	1 0.83%	0 0.0%	3 2.68%	0 0.0%	2 5.88%	1 2.70%	0 0.0%	0 0.0%	3 3.03%	1 0.99%	2 4.08%	1 1.02%	2 3.51%	0 0.0%
5 -	1259 4.02% G	452 4.17% G	150 3.88% G	41 3.93% G	7 4.52% G	5 3.14%	1 0.70%	3 14.29%	4 3.03%	2 9.52%	5 4.17%	2 4.88%	5 4.46%	3 9.68%	2 5.88%	2 5.41%	0 0.0%	2 5.13%	5 5.05%	4 3.96%	3 6.12%	5 5.10%	2 3.51%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column 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/W/X

12430 - UNITEDHEALTHCARE COMMUNITY PLAN (IA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

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									
								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							
								(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)							
4 -	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	433 1.38%	151 1.39%	52 1.34%	14 1.34%	2 1.29%	3 1.89%	3 2.10%	0 0.0%	2 1.52%	1 4.76%	1 0.83%	0 0.0%	2 1.79%	1 3.23%	1 2.94%	0 0.0%	0 0.0%	1 2.56%	1 1.01%	1 0.99%	1 2.04%	2 2.04%	0 0.0%	0 0.0%
3 -	307 0.98% E	128 1.18% E	41 1.06% E	10 0.96% E	0 0.0%	4 2.52% E	1 0.70%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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 -	260 0.83%	96 0.88%	33 0.85%	10 0.96%	1 0.65%	1 0.63%	2 1.40%	0 0.0%	1 0.76%	1 4.76%	0 0.0%	0 0.0%	0 0.0%	1 0.89%	0 0.0%	1 2.94%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.99%	0 0.0%	0 0.0%	1 1.75%	0 0.0%	0 0.0%	1 1.75%	0 0.0%	0 0.0%	
1 -	212 0.68%	61 0.56%	26 0.67%	12 1.15%	1 0.65%	1 0.63%	1 0.70%	0 0.0%	1 0.76%	1 4.76%	0 0.0%	0 0.0%	0 0.0%	1 0.89%	1 3.23%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.99%	0 0.0%	0 0.0%	1 1.75%	0 0.0%	0 0.0%	1 1.75%	0 0.0%	0 0.0%	0 0.0%	
0 - Worst specialist possible	275 0.88% G	83 0.76% G	32 0.83% G	12 1.15% G	1 0.65%	6 3.77% BG	0 0.0%	1 4.76%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.89%	0 0.0%	1 2.94%	0 0.0%	0 0.0%	1 2.56%	0 0.0%	1 0.99%	0 0.0%	1 1.02%	0 0.0%	1 1.02%	0 0.0%	1 1.02%	0 0.0%	1 1.02%	0 0.0%	0 0.0%	
0-7 (NET)	6130 19.58%	2041 18.81%	704 18.20%	184 17.62%	23 14.84%	30 18.87%	22 15.38%	8 38.10%	15 11.36%	8 38.10%	11 9.17%	6 14.63%	17 15.18%	7 22.58% Q	11 32.35% Q	5 13.51% Q	0 0.0%	5 12.82%	16 16.16%	14 13.86%	9 18.37%	15 15.31%	8 14.04%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
Bottom Three Box	748 2.39%	240 2.21%	91 2.35%	34 3.26%	3 1.94%	8 5.03%	3 2.10%	1 4.76%	2 1.52%	2 9.52%	0 0.0%	0 0.0%	3 2.68%	1 3.23%	2 5.88%	0 0.0%	0 0.0%	1 2.56%	0 0.0%	3 2.97%	0 0.0%	1 1.02%	2 3.51%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
Bottom Two Box	488 1.56%	144 1.33%	58 1.50%	24 2.30% B	2 1.29%	7 4.40% G	1 0.70%	1 4.76%	1 0.76%	1 4.76%	0 0.0%	0 0.0%	2 1.79%	1 3.23%	1 2.94%	0 0.0%	0 0.0%	1 2.56%	0 0.0%	2 1.98%	0 0.0%	1 1.02%	1 1.75%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
Average	8.6203	8.6442	8.6787	8.6839	9.0774 ABCD	8.4654	8.8671	7.9524	9.2424	7.6190	9.4083	9.2927	8.9821	8.6774	8.1765	9.1892 O	9.8200 NOP	9.0000	9.1616	9.0495	9.0612	9.0816	9.0702	0	0	0	0	0	0	0	
Standard deviation	1.9992	1.9786	1.9828	2.1217	1.8370	2.5372	1.8670	2.5537	1.6382	2.7338	1.2942	1.3659	1.9865	2.2915	2.5026	1.4111	0.4771	2.0755	1.5156	1.9518	1.6587	1.7824	1.9273	0	0	0	0	0	0	0	
3-point composite mean	2.5373	2.5483	2.5663	2.5680	2.7226 ABCD	2.5220	2.5804	2.3333	2.7803	2.2381	2.8250	2.7561	2.7054	2.5806	2.4706	2.7297	2.9600 NOP	2.7436	2.7172	2.7228	2.6939	2.7245	2.7193	0	0	0	0	0	0	0	
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column 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/W/X

12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

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						
												Excel./ Very Good		Good/ Fair/ Poor								High School or Less		Some College or More				
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	13-15 (L)	16-18 (M)	19-24 (N)	25-34 (O)	35-44 (P)	45-54 (Q)	55+ (R)	Male (S)	Female (T)	21-24 (U)	25-28 (V)	29-32 (W)	33-36 (X)				
Total	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%				
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.20%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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%	529 1.97% A	187 2.00% A	67 2.71% ABC	10 2.21% A	10 2.34% A	67 13.59% ABCDEF	0 0.0%	7 2.02% H	2 2.70%	5 1.89%	3 2.03%	5 1.70%	2 1.32%	0 0.0%	3 3.41%	3 2.56%	2 1.72%	6 2.53%	5 1.77%	2 1.37%	6 2.32%	4 2.07%	0 0.0%				
BASE = Those who responded	78695 100.00% BCDEFG	26380 98.03% DG	9149 98.00% DG	2408 97.29% G	442 97.79% G	418 97.66% G	425 86.21% G	93 100.00% I	339 97.98%	72 97.30%	260 98.11%	145 97.97%	289 98.30%	150 98.68%	79 100.00%	85 96.59%	114 97.44%	114 98.28%	231 97.47%	277 98.23%	144 98.63%	253 97.68%	189 97.93%	0 0.0%				
Yes	17226 21.89%	5663 21.47%	1980 21.64%	490 20.35%	109 24.66%	101 24.16%	91 21.41%	21 22.58%	85 25.07%	15 20.83%	77 29.62%	35 24.14%	71 24.57%	35 23.33%	19 24.05%	25 29.41%	27 23.68%	21 18.42%	73 31.60% R	58 20.94%	48 33.33% T	62 24.51%	47 24.87%	0 0.0%				
No	61469 78.11%	20717 78.53%	7169 78.36%	1918 79.65%	333 75.34%	317 75.84%	334 78.59%	72 77.42%	254 74.93%	57 79.17%	183 70.38%	110 75.86%	218 75.43%	115 76.67%	60 75.95%	60 70.59%	87 76.32%	93 81.58% S	158 68.40%	219 79.06% U	96 66.67%	191 75.49%	142 75.13%	0 0.0%				
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%				

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column 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/W/X

12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

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		
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Total	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	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%
No response	39 0.05%	646 2.40%	230 2.46%	75 3.03%	11 2.43%	15 3.50%	70 14.20%	0 0.0%	8 2.31%	2 2.70%	6 2.26%	4 2.70%	5 1.70%	3 1.97%	0 0.0%	3 3.41%	3 2.56%	3 2.59%	6 2.53%	6 2.13%	2 1.37%	7 2.70%	4 2.07%	0 0.0%
Appropriately skipped	61469 78.11% BCEG	20717 76.99% G	7169 76.79% G	1918 77.49% G	333 73.67% G	317 74.07% G	334 67.75% G	72 77.42%	254 73.41% H	57 77.03%	183 69.06%	110 74.32%	218 74.15%	115 75.66%	60 75.95%	60 68.18%	87 74.36%	93 80.17% S	158 66.67%	219 77.66% U	96 65.75%	191 73.75%	142 73.58%	0 0.0%
BASE = Those who responded	17187 21.84% BDG	5546 20.61%	1937 20.75%	482 19.47%	108 23.89% DG	96 22.43%	89 18.05%	21 22.58%	84 24.28%	15 20.27%	76 28.68%	34 22.97%	71 24.15%	34 22.37%	19 24.05%	25 28.41%	27 23.08%	20 17.24%	73 30.80% R	57 20.21%	48 32.88% T	61 23.55%	47 24.35%	0 0.0%
Never	944 5.49%	310 5.59%	106 5.47%	24 4.98%	5 4.63%	11 11.46%	8 8.99%	1 4.76%	4 4.76%	0 0.0%	5 6.58%	2 5.88%	3 4.23%	2 5.88%	0 0.0%	2 8.00%	1 3.70%	0 0.0%	5 6.85%	1 1.75%	4 8.33%	3 4.92%	2 4.26%	0 0.0%
Sometimes	4517 26.28%	1494 26.94%	498 25.71%	114 23.65%	23 21.30%	19 19.79%	31 34.83% DEF	12 57.14%	9 10.71%	8 53.33%	10 13.16%	3 8.82%	18 25.35% L	7 20.59%	5 26.32%	5 20.00%	5 18.52%	2 10.00%	18 24.66%	11 19.30%	11 22.92%	12 19.67%	11 23.40%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	5461 31.78%	1804 32.53%	604 31.18%	138 28.63%	28 25.93%	30 31.25%	39 43.82% ABCDE	13 61.90%	13 15.48%	8 53.33%	15 19.74%	5 14.71%	21 29.58%	9 26.47%	5 26.32%	7 28.00%	6 22.22%	2 10.00%	23 31.51%	12 21.05%	15 31.25%	15 24.59%	13 27.66%	0 0.0%
Usually	5540 32.23% G	1802 32.49% G	633 32.68% G	144 29.88% G	33 30.56%	23 23.96%	18 20.22%	6 28.57%	27 32.14%	3 20.00%	22 28.95%	10 29.41%	23 32.39%	14 41.18%	8 42.11%	8 32.00%	3 11.11%	8 40.00%	20 27.40%	14 24.56%	19 39.58%	19 31.15%	14 29.79%	0 0.0%
Always	6185 35.99%	1940 34.98%	700 36.14%	200 41.49% ABC	47 43.52%	43 44.79%	32 35.96%	2 9.52%	44 52.38%	4 26.67%	39 51.32%	19 55.88%	27 38.03%	11 32.35%	6 31.58%	10 40.00%	18 66.67%	10 50.00%	30 41.10%	31 54.39% U	14 29.17%	27 44.26%	20 42.55%	0 0.0%
CAHPS Rate (%Always + %Usually)	11726 68.22% G	3742 67.47% G	1333 68.82% G	344 71.37% G	80 74.07% G	66 68.75%	50 56.18%	8 38.10%	71 84.52%	7 46.67%	61 80.26%	29 85.29%	50 70.42%	25 73.53%	14 73.68%	18 72.00%	21 77.78%	18 90.00%	50 68.49%	45 78.95%	33 68.75%	46 75.41%	34 72.34%	0 0.0%
3-point composite mean	2.0421	2.0245	2.0496	2.1286 ABG	2.1759 G	2.1354	1.9213	1.4762	2.3690	1.7333	2.3158	2.4118	2.0845	2.0588	2.0526	2.1200	2.4444	2.4000	2.0959	2.3333 U	1.9792	2.1967	2.1489	0
4-point composite mean	2.9872	2.9686	2.9948	3.0788 ABG	3.1296 G	3.0208	2.8315	2.4286	3.3214	2.7333	3.2500	3.3529	3.0423	3.0000	3.0526	3.0400	3.4074	3.4000	3.0274	3.3158 U	2.8958	3.1475	3.1064	0
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column 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/W/X

12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

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

	2017 Plan Results																								
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)	
Total	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.23%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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%	826 3.07% A	286 3.06% A	94 3.80% A	13 2.88% A	20 4.67% A	72 14.60% ABCDEF	1 1.08%	8 2.31%	1 1.35%	6 2.26%	3 2.03%	6 2.04%	3 1.97%	0 0.0%	2 2.27%	3 2.56%	4 3.45%	4 1.69%	8 2.84%	1 0.68%	6 2.32%	7 3.63%	0 0.0%	
BASE = Those who responded	78695 100.00% BCDEFG	26083 96.93% G	9050 96.94% G	2381 96.20% G	439 97.12% G	407 95.09% G	421 85.40%	92 98.92%	338 97.69%	73 98.65%	259 97.74%	145 97.97%	288 97.96%	149 98.03%	79 100.00%	86 97.73%	114 97.44%	112 96.55%	233 98.31%	274 97.16%	145 99.32%	253 97.68%	186 96.37%	0 0.0%	
Yes	27630 35.11% BCF	8795 33.72%	3052 33.72%	835 35.07% F	157 35.76%	122 29.98%	164 38.95% BCF	22 23.91%	133 39.35% H	31 42.47%	103 39.77%	42 28.97%	111 38.54% L	41 27.52%	27 34.18%	35 40.70% N	49 42.98% N	36 32.14%	89 38.20%	100 36.50%	51 35.17%	80 31.62%	77 41.40% V	0 0.0%	
No	51065 64.89%	17288 66.28% AG	5998 66.28% AG	1546 64.93%	282 64.24%	285 70.02% ADG	257 61.05%	70 76.09% I	205 60.65%	42 57.53%	156 60.23%	103 71.03%	177 61.46%	108 72.48% PQ	52 65.82%	51 59.30%	65 57.02%	76 67.86%	144 61.80%	174 63.50%	94 64.83%	173 68.38%	109 58.60%	0 0.0%	
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%	

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column 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/W/X

12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

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																								
	2016		2017		2017		2017		2016		2015		0-7		8-10		0-7		8-10		Excel./		Good/		18-34		35-44		45-54		55+		Male		Female		High School		Some College		Mail		Phone		Internet	
	Compass of	Book	National	Regional	Plan	Plan	Plan	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total		
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)																							
Total	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%																						
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.23%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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 0.04%	991 3.68%	348 3.73%	116 4.69%	17 3.76%	22 5.14%	74 15.01%	2 2.15%	10 2.89%	2 2.70%	9 3.40%	3 2.03%	9 3.06%	3 1.97%	0 0.0%	4 4.55%	3 2.56%	4 3.45%	6 2.53%	11 3.90%	1 0.68%	8 3.09%	9 4.66%	0 0.0%																						
Appropriately skipped	51065 64.89%	17288 64.25%	5998 64.25%	1546 62.46%	282 62.39%	285 66.59%	257 52.13%	70 75.27%	205 59.25%	42 56.76%	156 58.87%	103 69.59%	177 60.20%	108 71.05%	52 65.82%	51 57.95%	65 55.56%	76 65.52%	144 60.76%	174 61.70%	94 64.38%	173 66.80%	109 56.48%	0 0.0%																						
BASE = Those who responded	27598 35.07%	8630 32.07%	2990 32.03%	813 32.85%	153 33.85%	120 28.04%	162 32.86%	21 22.58%	131 37.86%	30 40.54%	100 37.74%	42 28.38%	108 36.73%	41 26.97%	27 34.18%	33 37.50%	49 41.88%	36 31.03%	87 36.71%	97 34.40%	51 34.93%	78 30.12%	75 38.86%	0 0.0%																						
Never	795 2.88%	214 2.48%	75 2.51%	20 2.46%	3 1.96%	4 3.33%	7 4.32%	2 9.52%	1 0.76%	1 3.33%	2 2.00%	3 7.14%	0 0.0%	0 0.0%	1 3.70%	0 0.0%	2 4.08%	0 0.0%	2 2.30%	2 2.06%	1 1.96%	2 2.56%	1 1.33%	0 0.0%																						
Sometimes	4375 15.85%	1357 15.72%	459 15.35%	114 14.02%	25 16.34%	16 13.33%	23 14.20%	8 38.10%	16 12.21%	7 23.33%	11 11.00%	5 11.90%	19 17.59%	7 17.07%	4 14.81%	2 6.06%	9 18.37%	6 16.67%	11 12.64%	16 16.49%	5 9.80%	9 11.54%	16 21.33%	0 0.0%																						
Bottom Two Box (%Never + %Sometimes)	5170 18.73%	1571 18.20%	534 17.86%	134 16.48%	28 18.30%	20 16.67%	30 18.52%	10 47.62%	17 12.98%	8 26.67%	13 13.00%	8 19.05%	19 17.59%	7 17.07%	5 18.52%	2 6.06%	11 22.45%	6 16.67%	13 14.94%	18 18.56%	6 11.76%	11 14.10%	17 22.67%	0 0.0%																						
Usually	6540 23.70%	2086 24.17%	680 22.74%	163 20.05%	33 21.57%	23 19.17%	29 17.90%	6 28.57%	27 20.61%	10 33.33%	18 18.00%	7 16.67%	25 23.15%	9 21.95%	8 29.63%	8 24.24%	8 16.33%	6 16.67%	23 26.44%	16 16.49%	17 33.33%	23 29.49%	10 13.33%	0 0.0%																						
Always	15889 57.57%	4973 57.62%	1776 59.40%	516 63.47%	92 60.13%	77 64.17%	103 63.58%	5 23.81%	87 66.41%	12 40.00%	69 69.00%	27 64.29%	64 59.26%	25 60.98%	14 51.85%	23 69.70%	30 61.22%	24 66.67%	51 58.62%	63 64.95%	28 54.90%	44 56.41%	48 64.00%	0 0.0%																						
CAHPS Rate (%Always + %Usually)	22428 81.27%	7059 81.80%	2456 82.14%	679 83.52%	125 81.70%	100 83.33%	132 81.48%	11 52.38%	114 87.02%	22 73.33%	87 87.00%	34 80.95%	89 82.41%	34 82.93%	22 81.48%	31 93.94%	38 77.55%	30 83.33%	74 85.06%	79 81.44%	45 88.24%	67 85.90%	58 77.33%	0 0.0%																						
3-point composite mean	2.3884	2.3942	2.4154	2.4699 AB	2.4183	2.4750	2.4506	1.7619	2.5344	2.1333	2.5600 J	2.4524	2.4167	2.4390	2.3333	2.6364	2.3878	2.5000	2.4368	2.4639	2.4314	2.4231	2.4133	0																						
4-point composite mean	3.3596	3.3694	3.3903	3.4453 AB	3.3987	3.4417	3.4074	2.6667	3.5267	3.1000	3.5400 J	3.3810	3.4167	3.4390	3.2963	3.6364	3.3469	3.5000	3.4138	3.4433	3.4118	3.3974	3.4000	0																						
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%																						

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column 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/W/X

12430 - UNITEDHEALTHCARE COMMUNITY PLAN (IA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

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		
	2016	2017	2017	2017	2017	2016	2015																	
	DSS	Book	National	Regional	Plan	Plan	Plan	0-7	8-10	0-7	8-10	Excel./	Good/	18-34	35-44	45-54	55+	Male	Female	High	Some	Mail	Phone	Internet
Compass	of Bus.	Average	Southwest	Total	Total	Total	(H)	(I)	(J)	(K)	Very	Fair/	(N)	(O)	(P)	(Q)	(R)	(S)	School	College	(V)	(W)	(X)	
(A)	(B)	(C)	(D)	(E)	(F)	(G)					Good	Poor							or Less	or More				
											(L)	(M)							(T)	(U)				
Total	78695	26909	9336	2475	452	428	493	93	346	74	265	148	294	152	79	88	117	116	237	282	146	259	193	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.23%	0.20%	0.0%	0.0%	0.0%	0.0%	0.0%	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	1013	353	116	15	24	73	1	9	1	8	3	7	3	0	3	3	4	5	9	1	7	8	0
	0.0%	3.76%	3.78%	4.69%	3.32%	5.61%	14.81%	1.08%	2.60%	1.35%	3.02%	2.03%	2.38%	1.97%	0.0%	3.41%	2.56%	3.45%	2.11%	3.19%	0.68%	2.70%	4.15%	0.0%
		A	A	AB	A	ABCDEF													U					
Appropriately skipped	51065	17288	5998	1546	282	285	257	70	205	42	156	103	177	108	52	51	65	76	144	174	94	173	109	0
	64.89%	64.25%	64.25%	62.46%	62.39%	66.59%	52.13%	75.27%	59.25%	56.76%	58.87%	69.59%	60.20%	71.05%	65.82%	57.95%	55.56%	65.52%	60.76%	61.70%	64.38%	66.80%	56.48%	0.0%
	DG	G	G	G	G	G		I				M		PQ							W			
BASE = Those who responded	27630	8608	2985	813	155	118	162	22	132	31	101	42	110	41	27	34	49	36	88	99	51	79	76	0
	35.11%	31.99%	31.97%	32.85%	34.29%	27.57%	32.86%	23.66%	38.15%	41.89%	38.11%	28.38%	37.41%	26.97%	34.18%	38.64%	41.88%	31.03%	37.13%	35.11%	34.93%	30.50%	39.38%	0.0%
	BCDF	F	F	F	F				H								N							
Never	338	86	25	3	1	1	2	0	1	0	1	1	0	0	0	0	1	0	0	1	0	0	1	0
	1.22%	1.00%	0.84%	0.37%	0.65%	0.85%	1.23%	0.0%	0.76%	0.0%	0.99%	2.38%	0.0%	0.0%	0.0%	0.0%	2.04%	0.0%	0.0%	1.01%	0.0%	0.0%	1.32%	0.0%
	D	D																						
Sometimes	1385	428	136	33	8	3	9	4	4	3	3	3	5	1	1	0	6	1	7	6	2	6	2	0
	5.01%	4.97%	4.56%	4.06%	5.16%	2.54%	5.56%	18.18%	3.03%	9.68%	2.97%	7.14%	4.55%	2.44%	3.70%	0.0%	12.24%	2.78%	7.95%	6.06%	3.92%	7.59%	2.63%	0.0%
																	P							
Bottom Two Box (%Never + %Sometimes)	1723	514	161	36	9	4	11	4	5	3	4	4	5	1	1	0	7	1	7	7	2	6	3	0
	6.24%	5.97%	5.39%	4.43%	5.81%	3.39%	6.79%	18.18%	3.79%	9.68%	3.96%	9.52%	4.55%	2.44%	3.70%	0.0%	14.29%	2.78%	7.95%	7.07%	3.92%	7.59%	3.95%	0.0%
	D	D															NP							
Usually	4021	1275	422	87	14	14	18	6	8	6	6	1	13	3	3	4	2	5	6	9	4	8	6	0
	14.55%	14.81%	14.14%	10.70%	9.03%	11.86%	11.11%	27.27%	6.06%	19.35%	5.94%	2.38%	11.82%	7.32%	11.11%	11.76%	4.08%	13.89%	6.82%	9.09%	7.84%	10.13%	7.89%	0.0%
	DE	DE	DE										L											
Always	21885	6819	2402	690	132	100	133	12	119	22	91	37	92	37	23	30	40	30	75	83	45	65	67	0
	79.21%	79.22%	80.47%	84.87%	85.16%	84.75%	82.10%	54.55%	90.15%	70.97%	90.10%	88.10%	83.64%	90.24%	85.19%	88.24%	81.63%	83.33%	85.23%	83.84%	88.24%	82.28%	88.16%	0.0%
				ABC	AB						J													
CAHPS Rate (%Always + %Usually)	25906	8094	2824	777	146	114	151	18	127	28	97	38	105	40	26	34	42	35	81	92	49	73	73	0
	93.76%	94.03%	94.61%	95.57%	94.19%	96.61%	93.21%	81.82%	96.21%	90.32%	96.04%	90.48%	95.45%	97.56%	96.30%	100.00%	85.71%	97.22%	92.05%	92.93%	96.08%	92.41%	96.05%	0.0%
				AB										Q			Q							
3-point composite mean	2.7297	2.7325	2.7508	2.8044	2.7935	2.8136	2.7531	2.3636	2.8636	2.6129	2.8614	2.7857	2.7909	2.8780	2.8148	2.8824	2.6735	2.8056	2.7727	2.7677	2.8431	2.7468	2.8421	0
				ABC																				
4-point composite mean	3.7175	3.7225	3.7424	3.8007	3.7871	3.8051	3.7407	3.3636	3.8561	3.6129	3.8515	3.7619	3.7909	3.8780	3.8148	3.8824	3.6531	3.8056	3.7727	3.7576	3.8431	3.7468	3.8289	0
				ABC																				
Sigma	78695	26909	9336	2475	452	428	493	93	346	74	265	148	294	152	79	88	117	116	237	282	146	259	193	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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 Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column 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/W/X

12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

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			
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)	
Total	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.23%	1 0.20%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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%	1158 4.30%	432 4.63%	152 6.14%	27 5.97%	26 6.07%	72 14.60%	1 1.08%	20 5.78%	5 6.76%	13 4.91%	7 4.73%	15 5.10%	8 5.26%	3 3.80%	5 5.68%	5 4.27%	9 7.76%	8 3.38%	16 5.67%	5 3.42%	11 4.25%	16 8.29%	0 0.0%	
BASE = Those who responded	78695 100.00%	25751 95.70%	8904 95.37%	2323 93.86%	425 94.03%	401 93.69%	420 85.19%	92 98.92%	326 94.22%	69 93.24%	252 95.09%	141 95.27%	279 94.90%	144 94.74%	76 96.20%	83 94.32%	112 95.73%	107 92.24%	229 96.62%	266 94.33%	141 96.58%	248 95.75%	177 91.71%	0 0.0%	
Yes	22711 28.86%	7115 27.63%	2382 26.75%	588 25.31%	90 21.18%	87 21.70%	100 23.81%	13 14.13%	76 23.31%	14 20.29%	58 23.02%	35 24.82%	54 19.35%	26 18.06%	16 21.05%	16 19.28%	30 26.79%	23 21.50%	48 20.96%	59 22.18%	27 19.15%	45 18.15%	45 25.42%	0 0.0%	
No	55984 71.14%	18636 72.37%	6522 73.25%	1735 74.69%	335 78.82%	314 78.30%	320 76.19%	79 85.87%	250 76.69%	55 79.71%	194 76.98%	106 75.18%	225 80.65%	118 81.94%	60 78.95%	67 80.72%	82 73.21%	84 78.50%	181 79.04%	207 77.82%	114 80.85%	203 81.85%	132 74.58%	0 0.0%	
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%	

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column 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/W/X

12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

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		
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Total	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.23%	2 0.41%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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 0.02%	1408 5.23% A	511 5.47% A	175 7.07% ABC	29 6.42% A	28 6.54% A	77 15.62% ABCDEF	1 1.08%	21 6.07% H	5 6.76%	14 5.28%	8 5.41%	16 5.44%	10 6.58%	3 3.80%	5 5.68%	5 4.27%	9 7.76%	10 4.22%	17 6.03%	5 3.42%	12 4.63%	17 8.81%	0 0.0%
BASE = Those who responded	78679 99.98% BCDEFG	25501 94.77% DG	8825 94.53% DG	2300 92.93% G	423 93.58% G	399 93.22% G	414 83.98% BCDEF	92 98.92% I	325 93.93%	69 93.24%	251 94.72%	140 94.59%	278 94.56%	142 93.42%	76 96.20%	83 94.32%	112 95.73%	107 92.24%	227 95.78%	265 93.97%	141 96.58%	247 95.37%	176 91.19%	0 0.0%
Never	826 1.05%	254 1.00%	81 0.92%	27 1.17%	2 0.47%	4 1.00%	5 1.21%	1 1.09%	1 0.31%	1 1.45%	1 0.40%	1 0.71%	1 0.36%	1 0.70%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.44%	1 0.38%	0 0.0%	0 0.0%	2 1.14%	0 0.0%
Sometimes	3754 4.77% E	1153 4.52% E	390 4.42%	101 4.39%	12 2.84%	13 3.26%	19 4.59%	3 3.26%	9 2.77%	3 4.35%	6 2.39%	3 2.14%	9 3.24%	1 0.70%	2 2.63%	1 1.20%	8 7.14% NP	7 6.54%	4 1.76%	9 3.40%	3 2.13%	3 1.21%	9 5.11% V	0 0.0%
Bottom Two Box (%Never + %Sometimes)	4580 5.82% E	1407 5.52% E	471 5.34% E	128 5.57% E	14 3.31%	17 4.26%	24 5.80%	4 4.35%	10 3.08%	4 5.80%	7 2.79%	4 2.86%	10 3.60%	2 1.41%	2 2.63%	1 1.20%	8 7.14% NP	7 6.54%	5 2.20%	10 3.77%	3 2.13%	3 1.21%	11 6.25% V	0 0.0%
Usually	6705 8.52% DEFG	2146 8.42% DEFG	716 8.11% DEFG	148 6.43% F	19 4.49%	13 3.26%	21 5.07%	3 3.26%	16 4.92%	1 1.45%	13 5.18%	5 3.57%	14 5.04%	7 4.93%	3 3.95%	4 4.82%	5 4.46%	5 4.67%	10 4.41%	10 3.77%	9 6.38%	11 4.45%	8 4.55%	0 0.0%
Always	11411 14.50% BCD	3312 12.99%	1116 12.65%	289 12.57%	55 13.00%	55 13.78%	49 11.84%	6 6.52%	49 15.08% H	9 13.04%	37 14.74%	25 17.86% M	29 10.43%	15 10.56%	11 14.47%	11 13.25%	17 15.18%	11 10.28%	31 13.66%	38 14.34%	15 10.64%	30 12.15%	25 14.20%	0 0.0%
Always - q33 = "No"	55984 71.15%	18636 73.08% A	6522 73.90% A	1735 75.43% AB	335 79.20% ABC	314 78.70% ABC	320 77.29% AB	79 85.87% I	250 76.92%	55 79.71%	194 77.29%	106 75.71%	225 80.94%	118 83.10%	60 78.95%	67 80.72%	82 73.21%	84 78.50%	181 79.74%	207 78.11%	114 80.85%	203 82.19%	132 75.00%	0 0.0%
Always (Net)	67394 85.66%	21948 86.07%	7638 86.55%	2024 88.00% AB	390 92.20% ABCD	369 92.48% ABCD	369 89.13% AB	85 92.39%	299 92.00%	64 92.75%	231 92.03%	131 93.57%	254 91.37%	133 93.66%	71 93.42%	78 93.98%	99 88.39%	95 88.79%	212 93.39%	245 92.45%	129 91.49%	233 94.33%	157 89.20%	0 0.0%
CAHPS Rate (%Always+%Usually)	74099 94.18%	24094 94.48%	8354 94.66%	2172 94.43%	409 96.69% ABCD	382 95.74%	390 94.20%	88 95.65%	315 96.92%	65 94.20%	244 97.21%	136 97.14%	268 96.40%	140 98.59% Q	74 97.37%	82 98.80% Q	104 92.86%	100 93.46%	222 97.80%	255 96.23%	138 97.87%	244 98.79% W	165 93.75%	0 0.0%
3-point composite mean	2.7984	2.8055	2.8121	2.8243 A	2.8889 ABCD	2.8822 ABCD	2.8333	2.8804	2.8892	2.8696	2.8924	2.9071	2.8777	2.9225	2.9079	2.9277	2.8125	2.8224	2.9119	2.8868	2.8936	2.9312 W	2.8295	0
4-point composite mean	3.7879	3.7955	3.8029	3.8126	3.8842 ABCD	3.8722 ABCD	3.8213	3.8696	3.8862	3.8551	3.8884	3.9000	3.8741	3.9155	3.9079	3.9277	3.8125	3.8224	3.9075	3.8830	3.8936	3.9312 W	3.8182	0

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12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

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			
2016 Quality Compass (A)	2017 DSS Book (B)	2017 UHC National Average (C)	2017 Regional Average Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)	
Sigma	78695	26909	9336	2475	452	428	493	93	346	74	265	148	294	152	79	88	117	116	237	282	146	259	193	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column 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/W/X

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2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

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		
	2016 Quality Compass of (A)	2017 DSS Book Average (B)	2017 UHC National Average (C)	2017 Regional Average Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Total	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.23%	1 0.20%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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%	1001 3.72% A	337 3.61% A	94 3.80% A	13 2.88% A	16 3.74% A	70 14.20% ABCDEF	0 0.0%	0 0.0%	0 0.0%	4 1.51% J	3 2.03%	5 1.70%	4 2.63%	1 1.27%	2 2.27%	1 0.85%	2 1.72%	2 0.84%	3 1.06%	3 2.05%	5 1.93%	8 4.15%	0 0.0%
BASE = Those who responded	78695 100.00% BCDEFG	25908 96.28% G	8999 96.39% G	2381 96.20% G	439 97.12% G	411 96.03% G	422 85.60% G	93 100.00%	346 100.00%	74 100.00% K	261 98.49%	145 97.97%	289 98.30%	148 97.37%	78 98.73%	86 97.73%	116 99.15%	114 98.28%	235 99.16%	279 98.94%	143 97.95%	254 98.07%	185 95.85%	0 0.0%
10 - Best health plan possible	32981 41.91%	11439 44.15% A	4176 46.41% AB	1223 51.36% ABC	234 53.30% ABC	204 49.64% AB	208 49.29% AB	0 0.0%	234 67.63% H	16 21.62% J	169 64.75% J	89 61.38% M	143 49.48%	80 54.05% O	31 39.74%	49 56.98% O	68 58.62% O	64 56.14%	121 51.49%	159 56.99% U	67 46.85%	134 52.76%	100 54.05%	0 0.0%
9 -	12418 15.78% DE	3908 15.08% DE	1344 14.93% DE	316 13.27%	51 11.62%	63 15.33%	62 14.69%	0 0.0%	51 14.74% H	6 8.11%	33 12.64%	16 11.03%	34 11.76%	19 12.84%	8 10.26%	6 6.98%	16 13.79%	12 10.53%	24 10.21%	32 11.47%	17 11.89%	27 10.63%	24 12.97%	0 0.0%
Top Two Box	45399 57.69%	15347 59.24% A	5520 61.34% AB	1539 64.64% ABC	285 64.92% AB	267 64.96% AB	270 63.98% AB	0 0.0%	285 82.37% H	22 29.73%	202 77.39% J	105 72.41% M	177 61.25%	99 66.89% O	39 50.00%	55 63.95%	84 72.41% O	76 66.67%	145 61.70%	191 68.46%	84 58.74%	161 63.39%	124 67.03%	0 0.0%
8 -	13598 17.28% DEFG	4379 16.90% DFG	1479 16.44% F	353 14.83%	61 13.90%	47 11.44%	57 13.51%	0 0.0%	61 17.63% H	13 17.57%	31 11.88%	16 11.03%	44 15.22%	23 15.54%	13 16.67%	13 15.12%	11 9.48%	14 12.28%	34 14.47%	31 11.11%	26 18.18%	32 12.60%	29 15.68%	0 0.0%
CAHPS Rate (Top Three Box)	58998 74.97%	19726 76.14% A	6999 77.78% AB	1892 79.46% AB	346 78.82%	314 76.40%	327 77.49%	0 0.0%	346 100.00% H	35 47.30%	233 89.27% J	121 83.45%	221 76.47%	122 82.43% O	52 66.67%	68 79.07%	95 81.90% O	90 78.95%	179 76.17%	222 79.57%	110 76.92%	193 75.98%	153 82.70%	0 0.0%
7 -	7342 9.33% CDEF	2355 9.09% DEF	763 8.48% DF	164 6.89%	29 6.61%	21 5.11%	32 7.58%	29 31.18% I	0 0.0%	13 17.57% K	11 4.21%	11 7.59%	17 5.88%	10 6.76% Q	10 12.82% Q	6 6.98%	2 1.72%	7 6.14%	19 8.09%	18 6.45%	10 6.99%	21 8.27%	8 4.32%	0 0.0%
6 -	3549 4.51% CD	1129 4.36% D	352 3.91%	81 3.40%	15 3.42%	18 4.38%	13 3.08%	15 16.13% I	0 0.0%	5 6.76%	5 1.92%	2 1.38%	13 4.50% L	6 4.05%	3 3.85%	1 1.16%	5 4.31%	5 4.39%	8 3.40%	8 2.87%	7 4.90%	8 3.15%	7 3.78%	0 0.0%
5 -	4895 6.22%	1538 5.94%	503 5.59%	125 5.25%	24 5.47%	32 7.79%	20 4.74%	24 25.81% I	0 0.0%	11 14.86% K	6 2.30%	3 2.07%	21 7.27% L	5 3.38%	6 7.69%	8 9.30%	4 3.45%	7 6.14%	14 5.96%	13 4.66%	11 7.69%	17 6.69%	7 3.78%	0 0.0%
4 -	1188 1.51%	337 1.30%	118 1.31%	31 1.30%	5 1.14%	6 1.46%	8 1.90%	5 5.38% I	0 0.0%	3 4.05%	2 0.77%	1 0.69%	4 1.38%	0 0.0%	3 3.85%	0 0.0%	2 1.72%	1 0.88%	4 1.70%	4 1.43%	1 0.70%	4 1.57%	1 0.54%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column 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/W/X

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2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

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		
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
3 -	929 1.18%	277 1.07%	90 1.00%	22 0.92%	4 0.91%	6 1.46%	9 2.13%	4 4.30% I	0 0.0%	1 1.35%	1 0.38%	1 0.69%	3 1.04%	0 0.0%	2 2.56%	0 0.0%	2 1.72%	2 1.75%	2 0.85%	3 1.08%	1 0.70%	2 0.79%	2 1.08%	0 0.0%
2 -	574 0.73% C	170 0.66% C	39 0.43%	18 0.76%	4 0.91%	4 0.97%	3 0.71%	4 4.30% I	0 0.0%	2 2.70%	0 0.0%	2 1.38%	2 0.69%	2 1.35%	0 0.0%	0 0.0%	2 1.72%	0 0.0%	3 1.28%	3 1.08%	1 0.70%	3 1.18%	1 0.54%	0 0.0%
1 -	386 0.49%	131 0.51%	46 0.51%	21 0.88%	7 1.59%	3 0.73%	4 0.95%	7 7.53% I	0 0.0%	2 2.70%	2 0.77%	3 2.07%	4 1.38%	3 2.03%	1 1.28%	2 2.33%	1 0.86%	0 0.0%	4 1.70% R	4 1.43%	1 0.70%	4 1.57%	3 1.62%	0 0.0%
0 - Worst health plan possible	834 1.06%	245 0.95%	89 0.99%	27 1.13%	5 1.14%	7 1.70%	6 1.42%	5 5.38% I	0 0.0%	2 2.70%	1 0.38%	1 0.69%	4 1.38%	0 0.0%	1 1.28%	1 1.16%	3 2.59%	2 1.75%	2 0.85%	4 1.43%	1 0.70%	2 0.79%	3 1.62%	0 0.0%
0-7 (NET)	19697 25.03% BCD	6182 23.86% CD	2000 22.22%	489 20.54%	93 21.18%	97 23.60%	95 22.51%	93 100.00% I	0 0.0%	39 52.70% K	28 10.73%	24 16.55%	68 23.53%	26 17.57%	26 33.33% NQ	18 20.93%	21 18.10%	24 21.05%	56 23.83%	57 20.43%	33 23.08%	61 24.02%	32 17.30%	0 0.0%
Bottom Three Box	1794 2.28%	546 2.11%	174 1.93%	66 2.77% C	16 3.64%	14 3.41%	13 3.08%	16 17.20% I	0 0.0%	6 8.11% K	3 1.15%	6 4.14%	10 3.46%	5 3.38%	2 2.56%	3 3.49%	6 5.17%	2 1.75%	9 3.83%	11 3.94%	3 2.10%	9 3.54%	7 3.78%	0 0.0%
Bottom Two Box	1220 1.55%	376 1.45%	135 1.50%	48 2.02%	12 2.73%	10 2.43%	10 2.37%	12 12.90% I	0 0.0%	4 5.41%	3 1.15%	4 2.76%	8 2.77%	3 2.03%	2 2.56%	3 3.49%	4 3.45%	2 1.75%	6 2.55%	8 2.87%	2 1.40%	6 2.36%	6 3.24%	0 0.0%
Average	8.3436	8.4218 A	8.5034 AB	8.5695 AB	8.5353	8.3966	8.4479	4.9462	9.5000 H	6.9595	9.1379 J	8.8276 M	8.3841	8.7365 O	7.9872	8.5814	8.5776	8.6316	8.4298	8.6022	8.4476	8.4685	8.6270	0
Standard deviation	2.0658	2.0256	1.9989	2.1000	2.2147	2.3033	2.2384	2.1371	0.7763	2.5808	1.6082	2.1053	2.2663	1.9395	2.3177	2.2018	2.4606	2.1079	2.2480	2.2662	2.0198	2.2266	2.1949	0
3-point composite mean	2.4199	2.4447 A	2.4759 AB	2.5099 ABC	2.5034 A	2.4647	2.4905	1.3118	2.8237 H	1.9459	2.7088 J	2.6345 M	2.4360	2.5608 O	2.2949	2.5000	2.5603 O	2.5175	2.4596	2.5448	2.4266	2.4764	2.5405	0
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column 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/W/X

12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

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		
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Total	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 0.47%	5 1.01% ABCDE	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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 0.01%	644 2.39% A	250 2.68% A	74 2.99% A	10 2.21% A	10 2.34% A	58 11.76% ABCDEF	1 1.08%	4 1.16%	0 0.0%	5 1.89% J	0 0.0%	0 0.0%	1 0.66%	0 0.0%	1 1.14%	1 0.85%	0 0.0%	3 1.27%	3 1.06%	0 0.0%	4 1.54%	6 3.11%	0 0.0%
BASE = Those who responded	78687 99.99% BCDEFG	26265 97.61% G	9086 97.32% G	2401 97.01% G	442 97.79% G	416 97.20% G	430 87.22% G	92 98.92%	342 98.84%	74 100.00% K	260 98.11% 100.00%	148 100.00%	294 100.00%	151 99.34% 100.00%	79 100.00%	87 98.86%	116 99.15% 100.00%	116 100.00%	234 98.73%	279 98.94%	146 100.00%	255 98.46%	187 96.89%	0 0.0%
5 - Excellent	9026 11.47% BCD	2791 10.63% D	910 10.02%	211 8.79%	59 13.35% CD	59 14.18% BCD	62 14.42% BCD	7 7.61%	50 14.62% H	5 6.76%	34 13.08%	59 39.86% M	0 0.0%	36 23.84% OPQ	7 8.86%	8 9.20%	7 6.03%	13 11.21%	22 9.40%	34 12.19%	20 13.70%	29 11.37%	30 16.04%	0 0.0%
4 - Very good	17659 22.44% BCD	5616 21.38% D	1875 20.64% D	421 17.53%	89 20.14%	80 19.23%	83 19.30%	17 18.48%	71 20.76%	7 9.46%	51 19.62% J	89 60.14% M	0 0.0%	47 31.13% OPQ	12 15.19%	10 11.49%	16 13.79%	21 18.10%	41 17.52%	52 18.64%	33 22.60%	50 19.61%	39 20.86%	0 0.0%
CAHPS Rate (Top Two Box)	26685 33.91% BCD	8407 32.01% CD	2785 30.65% D	632 26.32%	148 33.48% D	139 33.41% D	145 33.72% D	24 26.09%	121 35.38%	12 16.22%	85 32.69% J	148 100.00% M	0 0.0%	83 54.97% OPQ	19 24.05%	18 20.69%	23 19.83%	34 29.31%	63 26.92%	86 30.82%	53 36.30%	79 30.98%	69 36.90%	0 0.0%
3 - Good	26127 33.20% DFG	8661 32.98% DFG	2943 32.39% DFG	705 29.36% F	140 31.67% F	101 24.28%	120 27.91%	27 29.35%	109 31.87%	28 37.84%	78 30.00%	0 0.0%	140 47.62% L	43 28.48%	28 35.44%	29 33.33%	37 31.90%	35 30.17%	81 34.62%	77 27.60%	58 39.73% T	82 32.16%	58 31.02%	0 0.0%
2 - Fair	19296 24.52%	6780 25.81% A	2453 27.00% AB	724 30.15% ABCE	108 24.43%	118 28.37%	129 30.00% A	26 28.26%	81 23.68%	25 33.78%	72 27.69%	0 0.0%	108 36.73% L	21 13.91%	24 30.38% N	25 28.74% N	37 31.90% N	27 23.28%	67 28.63%	81 29.03% U	26 17.81%	72 28.24% W	36 19.25%	0 0.0%
1 - Poor	6579 8.36%	2417 9.20% A	905 9.96% AB	340 14.16% ABCEG	46 10.41%	58 13.94% ABCG	36 8.37%	15 16.30%	31 9.06%	9 12.16%	25 9.62%	0 0.0%	46 15.65% L	4 2.65%	8 10.13% N	15 17.24% N	19 16.38% N	20 17.24%	23 9.83%	35 12.54% U	9 6.16%	22 8.63%	24 12.83%	0 0.0%
Bottom Two Box	25875 32.88%	9197 35.02% A	3358 36.96% AB	1064 44.31% ABCEG	154 34.84%	176 42.31% ABCE	165 38.37% A	41 44.57% I	112 32.75%	34 45.95%	97 37.31%	0 0.0%	154 52.38% L	25 16.56%	32 40.51% N	40 45.98% N	56 48.28% N	47 40.52%	90 38.46%	116 41.58% U	35 23.97%	94 36.86%	60 32.09%	0 0.0%
Average	3.0414 BCDF	2.9842 CD	2.9375 D	2.7663	3.0158 D	2.9135 D	3.0140 D	2.7283	3.0819 H	2.6486	2.9885 J	4.3986 M	2.3197	3.5960 OPQ	2.8228	2.6667	2.6121	2.8276	2.8803	2.8889	3.1986 T	2.9686	3.0802	0
Standard deviation	1.1230	1.1247	1.1276	1.1577	1.1814	1.2623	1.1851	1.1619	1.1769	1.0323	1.1750	0.4896	0.7283	1.0746	1.0880	1.1613	1.0968	1.2337	1.1029	1.2057	1.0767	1.1302	1.2449	0
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column 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/W/X

12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

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			
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)																		
								0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)	
Total	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.23%	2 0.41%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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%	649 2.41% A	235 2.52% A	74 2.99% A	11 2.43% A	11 2.57% A	57 11.56% ABCDEF	0 0.0%	7 2.02% H	0 0.0%	5 1.89% J	2 1.35%	2 0.68%	0 0.0%	1 1.27%	1 1.14%	3 2.56%	2 1.72%	2 0.84%	3 1.06%	2 1.37%	4 1.54%	7 3.63%	0 0.0%	
BASE = Those who responded	78695 100.00% BCDEFG	26260 97.59% G	9101 97.48% G	2401 97.01% G	441 97.57% G	416 97.20% G	434 88.03% G	93 100.00% I	339 97.98% I	74 100.00% K	260 98.11% K	146 98.65% K	292 99.32% K	152 100.00% K	78 98.73% K	87 98.86% K	114 97.44% K	114 98.28% K	235 99.16% K	279 98.94% K	144 98.63% K	255 98.46% K	186 96.37% K	0 0.0%	
5 - Excellent	16864 21.43% BCDG	4981 18.97% CD	1627 17.88% D	402 16.74% D	112 25.40% BCDG	87 20.91% D	75 17.28% D	17 18.28% D	91 26.84% D	12 16.22% D	62 23.85% D	76 52.05% M	36 12.33% M	57 37.50% OPQ	14 17.95% M	13 14.94% M	27 23.68% M	25 21.93% M	49 20.85% M	68 24.37% M	41 28.47% M	53 20.78% M	59 31.72% V	0 0.0%	
4 - Very good	18045 22.93% D	6009 22.88% CD	1986 21.82% D	456 18.99% D	101 22.90% D	80 19.23% D	84 19.35% D	18 19.35% D	82 24.19% D	9 12.16% D	61 23.46% J	42 28.77% J	59 20.21% J	41 26.97% P	17 21.79% J	12 13.79% J	27 23.68% J	24 21.05% J	55 23.40% J	59 21.15% J	35 24.31% J	59 23.14% J	42 22.58% J	0 0.0%	
CAHPS Rate (Top Two Box)	34909 44.36% BCDG	10990 41.85% CDG	3613 39.70% D	858 35.74% D	213 48.30% BCDFG	167 40.14% D	159 36.64% D	35 37.63% D	173 51.03% H	21 28.38% D	123 47.31% J	118 80.82% M	95 32.53% M	98 64.47% OPQ	31 39.74% M	25 28.74% M	54 47.37% P	49 42.98% P	104 44.26% P	127 45.52% P	76 52.78% P	112 43.92% P	101 54.30% V	0 0.0%	
3 - Good	22349 28.40% E	7637 29.08% DE	2661 29.24% DE	646 26.91% E	98 22.22% E	104 25.00% E	137 31.57% EF	30 32.26% I	64 18.88% I	26 35.14% K	54 20.77% K	16 10.96% K	80 27.40% L	24 15.79% L	21 26.92% L	27 31.03% N	24 21.05% L	21 18.42% L	62 26.38% L	60 21.51% L	33 22.92% L	62 24.31% L	36 19.35% L	0 0.0%	
2 - Fair	16140 20.51% A	5673 21.60% A	2084 22.90% AB	624 25.99% ABCE	89 20.18% A	102 24.52% A	107 24.65% A	15 16.13% A	74 21.83% A	17 22.97% A	57 21.92% A	8 5.48% A	80 27.40% L	22 14.47% L	16 20.51% L	27 31.03% N	22 19.30% L	26 22.81% L	49 20.85% L	59 21.15% L	28 19.44% L	51 20.00% L	38 20.43% L	0 0.0%	
1 - Poor	5296 6.73% A	1960 7.46% A	743 8.16% AB	273 11.37% ABCG	41 9.30% A	43 10.34% A	31 7.14% A	13 13.98% A	28 8.26% A	10 13.51% A	26 10.00% A	4 2.74% A	37 12.67% L	8 5.26% A	10 12.82% A	8 9.20% A	14 12.28% A	18 15.79% A	20 8.51% U	33 11.83% U	7 4.86% U	30 11.76% W	11 5.91% U	0 0.0%	
Bottom Two Box	21437 27.24% A	7633 29.07% A	2827 31.06% AB	897 37.36% ABCEG	130 29.48% AB	145 34.86% AB	138 31.80% A	28 30.11% A	102 30.09% A	27 36.49% A	83 31.92% A	12 8.22% L	117 40.07% L	30 19.74% N	26 33.33% N	35 40.23% N	36 31.58% N	44 38.60% N	69 29.36% N	92 32.97% N	35 24.31% N	81 31.76% N	49 26.34% N	0 0.0%	
Average	3.3182 BCDFG	3.2429 CD	3.1835 D	3.0375 D	3.3492 CDFG	3.1587 D	3.1498 D	3.1183 D	3.3953 D	2.9459 D	3.2923 J	4.2192 M	2.9212 M	3.7697 OPQ	3.1154 M	2.9425 M	3.2719 M	3.1053 M	3.2723 M	3.2509 M	3.5208 T	3.2118 T	3.5376 V	0 0.0%	
Standard deviation	1.2081	1.2013	1.2063	1.2542	1.3026	1.2893	1.1809	1.2772	1.3069	1.2400	1.3123	1.0236	1.2124	1.2379	1.2808	1.1876	1.3396	1.3915	1.2421	1.3446	1.2246	1.2994	1.2831	0 0.0%	
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%	

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column 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/W/X

12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

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		
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Total	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	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%
No response	0 0.0%	514 1.91% A	193 2.07% A	64 2.59% AB	9 1.99% A	7 1.64% A	57 11.56% BCDEF	0 0.0%	5 1.45% H	0 0.0%	5 1.89% J	1 0.68%	2 0.68%	0 0.0%	1 1.27%	1 1.14%	1 0.85%	0 0.0%	2 0.84%	3 1.06%	0 0.0%	1 0.39%	8 4.15% V	0 0.0%
Don't know	2259 2.87%	714 2.65%	269 2.88%	90 3.64% B	20 4.42%	15 3.50%	18 3.65%	5 5.38%	14 4.05%	2 2.70%	11 4.15%	11 7.43%	9 3.06%	10 6.58%	3 3.80%	2 2.27%	4 3.42%	11 9.48% S	8 3.38%	13 4.61%	5 3.42%	15 5.79%	5 2.59%	0 0.0%
BASE = Those who responded	76436 97.13% BCDEFG	25681 95.44% DG	8874 95.05% DG	2321 93.78% G	423 93.58% G	406 94.86% G	418 84.79%	88 94.62%	327 94.51%	72 97.30%	249 93.96%	136 91.89%	283 96.26%	142 93.42%	75 94.94%	85 96.59%	112 95.73%	105 90.52%	227 95.78%	266 94.33%	141 96.58%	243 93.82%	180 93.26%	0 0.0%
Yes	29400 38.46% E	10614 41.33% AEFG	3698 41.67% AEFG	920 39.64% EF	128 30.26%	138 33.99%	152 36.36%	26 29.55%	101 30.89%	24 33.33%	87 34.94%	33 24.26%	92 32.51%	28 19.72%	17 22.67%	31 36.47% N	50 44.64% NO	37 35.24%	75 33.04%	89 33.46% U	34 24.11%	87 35.80% W	41 22.78%	0 0.0%
No	47036 61.54% BC	15067 58.67% BC	5176 58.33% BC	1401 60.36% ABCD	295 69.74% ABCD	268 66.01% BCD	266 63.64% BC	62 70.45%	226 69.11%	48 66.67%	162 65.06%	103 75.74%	191 67.49%	114 80.28% PQ	58 77.33% Q	54 63.53%	62 55.36%	68 64.76%	152 66.96%	177 66.54%	107 75.89% T	156 64.20%	139 77.22% V	0 0.0%
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column 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/W/X

12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

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																								
	2016 Quality Compass (A)	2017 DSS Book (B)	2017 UHC National Average (C)	2017 Regional Average Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
								0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Total	78695 100.00%	24131 100.00%	8376 100.00%	2192 100.00%	442 100.00%	412 100.00%	465 100.00%	90 100.00%	339 100.00%	74 100.00%	258 100.00%	140 100.00%	292 100.00%	143 100.00%	79 100.00%	88 100.00%	116 100.00%	108 100.00%	235 100.00%	274 100.00%	145 100.00%	250 100.00%	192 100.00%	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%
No response	0 0.0%	445 1.84% A	162 1.93% A	56 2.55% AB	9 2.04% A	7 1.70% A	55 11.83% ABCDEF	0 0.0%	5 1.47% H	0 0.0%	5 1.94% J	1 0.71%	2 0.68%	0 0.0%	1 1.27%	1 1.14%	1 0.86%	0 0.0%	2 0.85%	3 1.09%	0 0.0%	1 0.40%	8 4.17% V	0 0.0%
Don't know	2259 2.87%	622 2.58%	238 2.84%	84 3.83% ABC	20 4.52%	15 3.64%	16 3.44%	5 5.56%	14 4.13%	2 2.70%	11 4.26%	11 7.86%	9 3.08%	10 6.99%	3 3.80%	2 2.27%	4 3.45%	11 10.19% S	8 3.40%	13 4.74%	5 3.45%	15 6.00%	5 2.60%	0 0.0%
BASE = Those who responded	76436 97.13% BCDEFG	23064 95.58% DG	7976 95.22% DG	2052 93.61% G	413 93.44% G	390 94.66% G	394 84.73%	85 94.44%	320 94.40%	72 97.30%	242 93.80%	128 91.43%	281 96.23%	133 93.01%	75 94.94%	85 96.59%	111 95.69%	97 89.81%	225 95.74%	258 94.16%	140 96.55%	234 93.60%	179 93.23%	0 0.0%
Yes	29400 38.46% E	9002 39.03% E	3148 39.47% E	763 37.18% E	123 29.78%	136 34.87%	140 35.53%	24 28.24%	98 30.63%	24 33.33%	83 34.30%	28 21.88%	92 32.74% L	24 18.05%	17 22.67%	31 36.47% N	49 44.14% NO	33 34.02%	74 32.89%	86 33.33% U	33 23.57%	83 35.47% W	40 22.35%	0 0.0%
No	47036 61.54%	14062 60.97%	4828 60.53%	1289 62.82%	290 70.22% ABCD	254 65.13%	254 64.47%	61 71.76%	222 69.38%	48 66.67%	159 65.70%	100 78.13% M	189 67.26%	109 81.95% PQ	58 77.33% Q	54 63.53%	62 55.86%	64 65.98%	151 67.11%	172 66.67%	107 76.43% T	151 64.53%	139 77.65% V	0 0.0%
Sigma	78695 100.00%	24131 100.00%	8376 100.00%	2192 100.00%	442 100.00%	412 100.00%	465 100.00%	90 100.00%	339 100.00%	74 100.00%	258 100.00%	140 100.00%	292 100.00%	143 100.00%	79 100.00%	88 100.00%	116 100.00%	108 100.00%	235 100.00%	274 100.00%	145 100.00%	250 100.00%	192 100.00%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

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			=====		
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)																				
								0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)			
Total	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	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%			
No response	8 0.01%	645 2.40%	239 2.56%	80 3.23%	13 2.88%	11 2.57%	59 11.97%	1 1.08%	6 1.73%	1 1.35%	6 2.26%	3 2.03%	3 1.02%	2 1.32%	0 0.0%	2 2.27%	1 0.85%	1 0.86%	2 0.84%	3 1.06%	0 0.0%	3 1.16%	10 5.18%	0 0.0%			
BASE = Those who responded	78687 99.99% BCDEFG	26264 97.60% DG	9097 97.44% G	2395 96.77% G	439 97.12% G	417 97.43% G	434 88.03% A	92 98.92%	340 98.27%	73 98.65%	259 97.74%	145 97.97%	291 98.98%	150 98.68%	79 100.00%	86 97.73%	116 99.15%	115 99.14%	235 99.16%	279 98.94%	146 100.00%	256 98.84%	183 94.82%	0 0.0%			
Every day	14952 19.00%	5184 19.74%	1924 21.15% AB	518 21.63% AB	89 20.27%	81 19.42%	80 18.43%	21 22.83%	67 19.71%	16 21.92%	56 21.62%	22 15.17%	67 23.02% L	21 14.00%	21 26.58% NQ	27 31.40% NQ	16 13.79%	31 26.96%	44 18.72%	67 24.01% U	19 13.01%	51 19.92%	38 20.77%	0 0.0%			
Some days	9262 11.77%	3122 11.89%	1106 12.16%	316 13.19%	69 15.72% ABC	57 13.67%	71 16.36% ABC	20 21.74%	49 14.41%	10 13.70%	39 15.06%	17 11.72%	52 17.87%	14 9.33%	11 13.92%	16 18.60%	27 23.28% N	21 18.26%	38 16.17%	48 17.20%	21 14.38%	42 16.41%	27 14.75%	0 0.0%			
Every day + Some days (NET)	24214 30.77%	8306 31.63%	3030 33.31% AB	834 34.82% AB	158 35.99% A	138 33.09%	151 34.79%	41 44.57%	116 34.12%	26 35.62%	95 36.68%	39 26.90%	119 40.89% L	35 23.33%	32 40.51% N	43 50.00% N	43 37.07% N	52 45.22%	82 34.89%	115 41.22% U	40 27.40%	93 36.33%	65 35.52%	0 0.0%			
Not at all	53843 68.43% CD	17818 67.84% CD	6021 66.19%	1545 64.51%	281 64.01%	275 65.95%	280 64.52%	51 55.43%	224 65.88%	47 64.38%	164 63.32%	106 73.10% M	172 59.11%	115 76.67% OPQ	47 59.49%	43 50.00%	73 62.93%	63 54.78%	153 65.11%	164 58.78%	106 72.60% T	163 63.67%	118 64.48%	0 0.0%			
Don't know	630 0.80% BCE	140 0.53% E	46 0.51% E	16 0.67% E	0 0.0%	4 0.96% E	3 0.69%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%			

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

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12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

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		
	2016 Quality Compass of Bus. (A)	2017 DSS Book Average (B)	2017 UHC National Average (C)	2017 Regional Average Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Total	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	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%
No response	39 0.05%	760 2.82%	279 2.99%	92 3.72%	16 3.54%	11 2.57%	65 13.18%	2 2.15%	8 2.31%	1 1.35%	7 2.64%	4 2.70%	5 1.70%	4 2.63%	0 0.0%	2 2.27%	2 1.71%	3 2.59%	3 1.27%	4 1.42%	2 1.37%	5 1.93%	11 5.70%	0 0.0%
		A	A	AB	A	A	ABCDEF							O								V		
Appropriately skipped	54473 69.22%	17958 66.74%	6067 64.99%	1561 63.07%	281 62.17%	279 65.19%	283 57.40%	51 54.84%	224 64.74%	47 63.51%	164 61.89%	106 71.62%	172 58.50%	115 75.66%	47 59.49%	43 48.86%	73 62.39%	63 54.31%	153 64.56%	164 58.16%	106 72.60%	163 62.93%	118 61.14%	0 0.0%
		CDEG	G	G		G						M		OPQ						T				
BASE = Those who responded	24183 30.73%	8191 30.44%	2990 32.03%	822 33.21%	155 34.29%	138 32.24%	145 29.41%	40 43.01%	114 32.95%	26 35.14%	94 35.47%	38 25.68%	117 39.80%	33 21.71%	32 40.51%	43 48.86%	42 35.90%	50 43.10%	81 34.18%	114 40.43%	38 26.03%	91 35.14%	64 33.16%	0 0.0%
			B	AB									L		N	N	N			U				
Never	5831 24.11%	1936 23.64%	717 23.98%	182 22.14%	42 27.10%	32 23.19%	41 28.28%	13 32.50%	29 25.44%	9 34.62%	15 15.96%	12 31.58%	30 25.64%	10 30.30%	8 25.00%	13 30.23%	10 23.81%	15 30.00%	17 20.99%	30 26.32%	11 28.95%	23 25.27%	19 29.69%	0 0.0%
Sometimes	5123 21.18%	1777 21.69%	663 22.17%	199 24.21%	41 26.45%	32 23.19%	29 20.00%	11 27.50%	30 26.32%	9 34.62%	28 29.79%	7 18.42%	34 29.06%	8 24.24%	10 31.25%	12 27.91%	11 26.19%	13 26.00%	23 28.40%	31 27.19%	10 26.32%	27 29.67%	14 21.88%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	10954 45.30%	3713 45.33%	1380 46.15%	381 46.35%	83 53.55%	64 46.38%	70 48.28%	24 60.00%	59 51.75%	18 69.23%	43 45.74%	19 50.00%	64 54.70%	18 54.55%	18 56.25%	25 58.14%	21 50.00%	28 56.00%	40 49.38%	61 53.51%	21 55.26%	50 54.95%	33 51.56%	0 0.0%
					AB																			
Usually	3573 14.77%	1305 15.93%	469 15.69%	131 15.94%	21 13.55%	22 15.94%	16 11.03%	6 15.00%	15 13.16%	3 11.54%	14 14.89%	5 13.16%	16 13.68%	5 15.15%	4 12.50%	5 11.63%	6 14.29%	6 12.00%	12 14.81%	11 9.65%	9 23.68%	12 13.19%	9 14.06%	0 0.0%
Always	9656 39.93%	3173 38.74%	1141 38.16%	310 37.71%	51 32.90%	52 37.68%	59 40.69%	10 25.00%	40 35.09%	5 19.23%	37 39.36%	14 36.84%	37 31.62%	10 30.30%	10 31.25%	13 30.23%	15 35.71%	16 32.00%	29 35.80%	42 36.84%	8 21.05%	29 31.87%	22 34.38%	0 0.0%
CAHPS Rate (%Always + %Usually + %Sometimes)	18352 75.89%	6255 76.36%	2273 76.02%	640 77.86%	113 72.90%	106 76.81%	104 71.72%	27 67.50%	85 74.56%	17 65.38%	79 84.04%	26 68.42%	87 74.36%	23 69.70%	24 75.00%	30 69.77%	32 76.19%	35 70.00%	64 79.01%	84 73.68%	27 71.05%	68 74.73%	45 70.31%	0 0.0%
3-point composite mean	1.9463 E	1.9341	1.9201	1.9136	1.7935	1.9130	1.9241	1.6500	1.8333	1.5000	1.9362	1.8684	1.7692	1.7576	1.7500	1.7209	1.8571	1.7600	1.8642	1.8333	1.6579	1.7692	1.8281	0
4-point composite mean	2.7052	2.6977	2.6803	2.6922	2.5226	2.6812	2.6414	2.3250	2.5789	2.1538	2.7766	2.5526	2.5128	2.4545	2.5000	2.4186	2.6190	2.4600	2.6543	2.5702	2.3684	2.5165	2.5313	0
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column 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/W/X

12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

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 (A)	2016 Quality Compass (B)	2017 UHC National Average (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	880 100.00%	78695 100.00%	9336 100.00%	190 100.00%	660 100.00%	156 100.00%	509 100.00%	287 100.00%	571 100.00%	326 100.00%	155 100.00%	162 100.00%	207 100.00%	207 100.00%	480 100.00%	568 100.00%	264 100.00%	491 100.00%	389 100.00%	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	27 3.07% B	39 0.05%	279 2.99% B	3 1.58%	11 1.67%	2 1.28%	12 2.36%	6 2.09%	7 1.23%	5 1.53% K	0 0.0%	5 3.09% K	4 1.93% K	5 2.42%	6 1.25%	7 1.23%	5 1.89%	10 2.04%	17 4.37%	0 0.0%
Appropriately skipped	560 63.64%	54473 69.22% AC	6067 64.99%	114 60.00%	433 65.61%	100 64.10%	323 63.46%	217 75.61% I	338 59.19%	254 77.91% KLM	97 62.58% L	82 50.62%	117 56.52%	109 52.66%	314 65.42% N	340 59.86%	197 74.62% P	308 62.73%	252 64.78%	0 0.0%
BASE = Those who responded	293 33.30%	24183 30.73%	2990 32.03%	73 38.42%	216 32.73%	54 34.62%	174 34.18%	64 22.30%	226 39.58% H	67 20.55%	58 37.42% J	75 46.30% J	86 41.55% J	93 44.93% O	160 33.33%	221 38.91% Q	62 23.48%	173 35.23%	120 30.85%	0 0.0%
Never	74 25.26%	5831 24.11%	717 23.98%	25 34.25%	48 22.22%	17 31.48% G	23 13.22%	24 37.50% I	48 21.24%	23 34.33% M	14 24.14%	19 25.33%	17 19.77%	25 26.88%	34 21.25%	53 23.98%	18 29.03%	43 24.86%	31 25.83%	0 0.0%
Sometimes	73 24.91%	5123 21.18%	663 22.17%	22 30.14%	51 23.61%	19 35.19%	46 26.44%	12 18.75%	61 26.99%	18 26.87%	16 27.59%	16 21.33%	23 26.74%	23 24.73%	43 26.88%	54 24.43%	18 29.03%	45 26.01%	28 23.33%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	147 50.17%	10954 45.30%	1380 46.15%	47 64.38% E	99 45.83%	36 66.67% G	69 39.66%	36 56.25%	109 48.23%	41 61.19%	30 51.72%	35 46.67%	40 46.51%	48 51.61%	77 48.13%	107 48.42%	36 58.06%	88 50.87%	59 49.17%	0 0.0%
Usually	43 14.68%	3573 14.77%	469 15.69%	11 15.07%	31 14.35%	8 14.81%	28 16.09%	8 12.50%	34 15.04%	8 11.94%	9 15.52%	12 16.00%	12 13.95%	12 12.90%	25 15.63%	29 13.12%	11 17.74%	22 12.72%	21 17.50%	0 0.0%
Always	103 35.15%	9656 39.93%	1141 38.16%	15 20.55%	86 39.81% D	10 18.52%	77 44.25% F	20 31.25%	83 36.73%	18 26.87%	19 32.76%	28 37.33%	34 39.53%	33 35.48%	58 36.25%	85 38.46% Q	15 24.19%	63 36.42%	40 33.33%	0 0.0%
CAHPS Rate (%Always + %Usually + %Sometimes)	219 74.74%	18352 75.89%	2273 76.02%	48 65.75%	168 77.78%	37 68.52%	151 86.78% F	40 62.50%	178 78.76% H	44 65.67%	44 75.86%	56 74.67%	69 80.23% J	68 73.12%	126 78.75%	168 76.02%	44 70.97%	130 75.14%	89 74.17%	0 0.0%
3-point composite mean	1.8498	1.9463	1.9201	1.5616	1.9398 D	1.5185	2.0460 F	1.7500	1.8850	1.6567	1.8103	1.9067	1.9302	1.8387	1.8813	1.9005	1.6613	1.8555	1.8417	0
4-point composite mean	2.5973	2.7052	2.6803	2.2192	2.7176 D	2.2037	2.9138 F	2.3750	2.6726	2.3134	2.5690	2.6533	2.7326 J	2.5699	2.6688	2.6606	2.3710	2.6069	2.5833	0
Sigma	880 100.00%	78695 100.00%	9336 100.00%	190 100.00%	660 100.00%	156 100.00%	509 100.00%	287 100.00%	571 100.00%	326 100.00%	155 100.00%	162 100.00%	207 100.00%	207 100.00%	480 100.00%	568 100.00%	264 100.00%	491 100.00%	389 100.00%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column 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

12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

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		
	2016/ 2015 Plan Total (A)	0-7	8-10	0-7	8-10	Excel./ Very Good (F)	Good/ Fair/ Poor (G)	18-34	35-44	45-54	55+	Male	Female	High School or Less (N)	Some College or More (O)	Mail	Phone	Internet
		(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	921 100.00%	192 100.00%	641 100.00%	167 100.00%	480 100.00%	284 100.00%	562 100.00%	338 100.00%	131 100.00%	143 100.00%	213 100.00%	188 100.00%	485 100.00%	587 100.00%	230 100.00%	465 100.00%	456 100.00%	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	76 8.25%	5 2.60%	9 1.40%	8 4.79%	17 3.54%	3 1.06%	10 1.78%	3 0.89%	3 2.29%	5 3.50%	5 2.35%	3 1.60%	11 2.27%	8 1.36%	8 3.48%	10 2.15%	66 14.47% P	0 0.0%
Appropriately skipped	562 61.02%	124 64.58%	421 65.68%	103 61.68%	305 63.54%	213 75.00% G	343 61.03% LJK	261 77.22% LJK	85 64.89% K	79 55.24%	112 52.58%	99 52.66%	316 65.15% L	367 62.52% L	167 72.61% N	289 62.15%	273 59.87%	0 0.0%
BASE = Those who responded	283 30.73%	63 32.81%	211 32.92%	56 33.53%	158 32.92%	68 23.94%	209 37.19% F	74 21.89% F	43 32.82% H	59 41.26% H	96 45.07% HI	86 45.74% M	158 32.58%	212 36.12% O	55 23.91%	166 35.70% Q	117 25.66%	0 0.0%
Never	73 25.80%	20 31.75%	49 23.22%	15 26.79%	25 15.82%	27 39.71% G	44 21.05% G	33 44.59% LJK	10 23.26%	10 16.95%	17 17.71%	20 23.26%	39 24.68%	52 24.53%	17 30.91%	44 26.51%	29 24.79%	0 0.0%
Sometimes	61 21.55%	18 28.57%	42 19.91%	15 26.79%	36 22.78%	13 19.12%	46 22.01%	18 24.32%	8 18.60%	11 18.64%	22 22.92%	21 24.42%	34 21.52%	47 22.17%	12 21.82%	35 21.08%	26 22.22%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	134 47.35%	38 60.32% C	91 43.13%	30 53.57%	61 38.61%	40 58.82% G	90 43.06% G	51 68.92% LJK	18 41.86%	21 35.59%	39 40.63%	41 47.67%	73 46.20%	99 46.70%	29 52.73%	79 47.59%	55 47.01%	0 0.0%
Usually	38 13.43%	8 12.70%	28 13.27%	7 12.50%	23 14.56%	7 10.29%	30 14.35%	5 6.76%	8 18.60%	10 16.95%	13 13.54%	10 11.63%	24 15.19%	31 14.62%	4 7.27%	22 13.25%	16 13.68%	0 0.0%
Always	111 39.22%	17 26.98%	92 43.60% B	19 33.93%	74 46.84%	21 30.88%	89 42.58%	18 24.32%	17 39.53%	28 47.46% H	44 45.83% H	35 40.70%	61 38.61%	82 38.68%	22 40.00%	65 39.16%	46 39.32%	0 0.0%
CAHPS Rate (%Always + %Usually + %Sometimes)	210 74.20%	43 68.25%	162 76.78%	41 73.21%	133 84.18%	41 60.29%	165 78.95% F	41 55.41% F	33 76.74% H	49 83.05% H	79 82.29% H	66 76.74%	119 75.32%	160 75.47%	38 69.09%	122 73.49%	88 75.21%	0 0.0%
3-point composite mean	1.9187	1.6667	2.0047 B	1.8036	2.0823	1.7206	1.9952 F	1.5541	1.9767 H	2.1186 H	2.0521 H	1.9302	1.9241	1.9198	1.8727	1.9157	1.9231	0
4-point composite mean	2.6608	2.3492	2.7725 B	2.5357	2.9241 D	2.3235	2.7847 F	2.1081	2.7442 H	2.9492 H	2.8750 H	2.6977	2.6772	2.6745	2.5636	2.6506	2.6752	0
Sigma	921 100.00%	192 100.00%	641 100.00%	167 100.00%	480 100.00%	284 100.00%	562 100.00%	338 100.00%	131 100.00%	143 100.00%	213 100.00%	188 100.00%	485 100.00%	587 100.00%	230 100.00%	465 100.00%	456 100.00%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

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12430 - UNITEDHEALTHCARE COMMUNITY PLAN (IA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

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		
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)																	
								0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Total	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.23%	1 0.20%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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 0.01%	799 2.97% A	291 3.12% A	97 3.92% AB	19 4.20% A	11 2.57% A	64 12.98% ABCDEF	3 3.23%	9 2.60%	2 2.70%	7 2.64%	7 4.73%	5 1.70%	4 2.63% O	0 0.0%	3 3.41%	1 0.85%	2 1.72%	2 0.84%	6 2.13%	1 0.68%	5 1.93%	14 7.25% V	0 0.0%
Appropriately skipped	54473 69.22% BCDEG	17958 66.74% CDEG	6067 64.99% G	1561 63.07% G	281 62.17% G	279 65.19% G	283 57.40% G	51 54.84%	224 64.74%	47 63.51%	164 61.89%	106 71.62% M	172 58.50%	115 75.66% OPQ	47 59.49%	43 48.86%	73 62.39%	63 54.31%	153 64.56%	164 58.16%	106 72.60% T	163 62.93%	118 61.14%	0 0.0%
BASE = Those who responded	24214 30.77%	8152 30.29%	2978 31.90% B	817 33.01% AB	152 33.63%	137 32.01%	145 29.41%	39 41.94%	113 32.66%	25 33.78%	94 35.47%	35 23.65%	117 39.80% L	33 21.71%	32 40.51% N	42 47.73% N	43 36.75% N	51 43.97%	82 34.60%	112 39.72% U	39 26.71%	91 35.14%	61 31.61%	0 0.0%
Never	12560 51.87%	4114 50.47%	1565 52.55%	443 54.22% B	88 57.89%	83 60.58% AB	81 55.86%	20 51.28%	68 60.18%	15 60.00%	48 51.06%	22 62.86%	66 56.41%	23 69.70%	18 56.25%	23 54.76%	24 55.81%	34 66.67%	41 50.00%	67 59.82%	21 53.85%	51 56.04%	37 60.66%	0 0.0%
Sometimes	4832 19.95% F	1627 19.96% F	570 19.14% F	156 19.09% F	23 15.13%	17 12.41%	25 17.24%	8 20.51%	15 13.27%	4 16.00%	15 15.96%	5 14.29%	18 15.38%	4 12.12%	5 15.63%	8 19.05%	5 11.63%	4 7.84%	14 17.07%	17 15.18%	5 12.82%	13 14.29%	10 16.39%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	17392 71.82%	5741 70.42%	2135 71.69%	599 73.32%	111 73.03%	100 72.99%	106 73.10%	28 71.79%	83 73.45%	19 76.00%	63 67.02%	27 77.14%	84 71.79%	27 81.82%	23 71.88%	31 73.81%	29 67.44%	38 74.51%	55 67.07%	84 75.00%	26 66.67%	64 70.33%	47 77.05%	0 0.0%
Usually	2550 10.53% G	937 11.49% G	350 11.75% G	86 10.53% G	12 7.89%	17 12.41% G	8 5.52%	3 7.69%	9 7.96%	2 8.00%	10 10.64%	2 5.71%	10 8.55%	2 6.06%	5 15.63%	1 2.38%	4 9.30%	5 9.80%	7 8.54%	4 3.57%	8 20.51% T	9 9.89%	3 4.92%	0 0.0%
Always	4273 17.65%	1474 18.08%	493 16.55%	132 16.16%	29 19.08%	20 14.60%	31 21.38%	8 20.51%	21 18.58%	4 16.00%	21 22.34%	6 17.14%	23 19.66%	4 12.12%	4 12.50%	10 23.81%	10 23.26%	8 15.69%	20 24.39%	24 21.43%	5 12.82%	18 19.78%	11 18.03%	0 0.0%
CAHPS Rate (%Always + %Usually + %Sometimes)	11655 48.13% F	4038 49.53% DF	1413 47.45%	374 45.78%	64 42.11%	54 39.42%	64 44.14%	19 48.72%	45 39.82%	10 40.00%	46 48.94%	13 37.14%	51 43.59%	10 30.30%	14 43.75%	19 45.24%	19 44.19%	17 33.33%	41 50.00%	45 40.18%	18 46.15%	40 43.96%	24 39.34%	0 0.0%
3-point composite mean	1.4582	1.4766	1.4486	1.4284	1.4605	1.4161	1.4828	1.4872	1.4513	1.4000	1.5532	1.4000	1.4786	1.3030	1.4063	1.5000	1.5581	1.4118	1.5732	1.4643	1.4615	1.4945	1.4098	0
4-point composite mean	1.9396	1.9719 CD	1.9231	1.8862	1.8816	1.8102	1.9241	1.9744	1.8496	1.8000	2.0426	1.7714	1.9145	1.6061	1.8438	1.9524	2.0000	1.7451	2.0732	1.8661	1.9231	1.9341	1.8033	0
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

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12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

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)	2016 Quality Compass (B)	2017 UHC National Average (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	880 100.00%	78695 100.00%	9336 100.00%	190 100.00%	660 100.00%	156 100.00%	509 100.00%	287 100.00%	571 100.00%	326 100.00%	155 100.00%	162 100.00%	207 100.00%	207 100.00%	480 100.00%	568 100.00%	264 100.00%	491 100.00%	389 100.00%	0 0.0%
Multiple mark	1 0.11%	0 0.0%	0 0.0%	1 0.53%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.18%	0 0.0%	0 0.0%	0 0.0%	1 0.48%	0 0.0%	1 0.21%	1 0.18%	0 0.0%	1 0.20%	0 0.0%	0 0.0%
No response	30 3.41% B	8 0.01%	291 3.12% B	4 2.11%	12 1.82%	3 1.92%	12 2.36%	9 3.14%	7 1.23%	5 1.53% K	0 0.0%	6 3.70% K	3 1.45%	4 1.93%	5 1.04%	9 1.58%	4 1.52%	10 2.04%	20 5.14% R	0 0.0%
Appropriately skipped	560 63.64%	54473 69.22% AC	6067 64.99%	114 60.00%	433 65.61%	100 64.10%	323 63.46%	217 75.61% I	338 59.19%	254 77.91% KLM	97 62.58% L	82 50.62%	117 56.52%	109 52.66%	314 65.42% N	340 59.86%	197 74.62% P	308 62.73%	252 64.78%	0 0.0%
BASE = Those who responded	289 32.84%	24214 30.77%	2978 31.90%	71 37.37%	215 32.58%	53 33.97%	174 34.18%	61 21.25%	225 39.40% H	67 20.55%	58 37.42% J	74 45.68% J	86 41.55% J	94 45.41% O	160 33.33%	218 38.38% Q	63 23.86%	172 35.03%	117 30.08%	0 0.0%
Never	171 59.17% BC	12560 51.87%	1565 52.55%	46 64.79%	123 57.21%	36 67.92% G	83 47.70%	40 65.57%	128 56.89%	52 77.61% KLM	32 55.17%	39 52.70%	47 54.65%	61 64.89%	88 55.00%	129 59.17%	38 60.32%	99 57.56%	72 61.54%	0 0.0%
Sometimes	40 13.84%	4832 19.95% A	570 19.14% A	9 12.68%	31 14.42%	6 11.32%	29 16.67%	7 11.48%	33 14.67%	6 8.96%	10 17.24%	11 14.86%	12 13.95%	9 9.57%	26 16.25%	29 13.30%	9 14.29%	24 13.95%	16 13.68%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	211 73.01%	17392 71.82%	2135 71.69%	55 77.46%	154 71.63%	42 79.25% G	112 64.37%	47 77.05%	161 71.56%	58 86.57% LM	42 72.41%	50 67.57%	59 68.60%	70 74.47%	114 71.25%	158 72.48%	47 74.60%	123 71.51%	88 75.21%	0 0.0%
Usually	29 10.03%	2550 10.53%	350 11.75%	6 8.45%	22 10.23%	5 9.43%	24 13.79%	6 9.84%	23 10.22%	4 5.97%	8 13.79%	4 5.41%	12 13.95%	10 10.64%	14 8.75%	18 8.26%	10 15.87%	20 11.63%	9 7.69%	0 0.0%
Always	49 16.96%	4273 17.65%	493 16.55%	10 14.08%	39 18.14%	6 11.32%	38 21.84%	8 13.11%	41 18.22%	5 7.46%	8 13.79%	20 27.03% J	15 17.44%	14 14.89%	32 20.00%	42 19.27% Q	6 9.52%	29 16.86%	20 17.09%	0 0.0%
CAHPS Rate (%Always + %Usually + %Sometimes)	118 40.83%	11655 48.13% A	1413 47.45% A	25 35.21%	92 42.79%	17 32.08%	91 52.30% F	21 34.43%	97 43.11%	15 22.39%	26 44.83% J	35 47.30% J	39 45.35% J	33 35.11%	72 45.00%	89 40.83%	25 39.68%	73 42.44%	45 38.46%	0 0.0%
3-point composite mean	1.4394	1.4582	1.4486	1.3662	1.4651	1.3208	1.5747 F	1.3607	1.4667	1.2090	1.4138	1.5946 J	1.4884 J	1.4043	1.4875	1.4679	1.3492	1.4535	1.4188	0
4-point composite mean	1.8478	1.9396	1.9231	1.7183	1.8930	1.6415	2.0977 F	1.7049	1.8978	1.4328	1.8621 J	2.0676 J	1.9419 J	1.7553	1.9375	1.8761	1.7460	1.8779	1.8034	0
Sigma	880 100.00%	78695 100.00%	9336 100.00%	190 100.00%	660 100.00%	156 100.00%	509 100.00%	287 100.00%	571 100.00%	326 100.00%	155 100.00%	162 100.00%	207 100.00%	207 100.00%	480 100.00%	568 100.00%	264 100.00%	491 100.00%	389 100.00%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column 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

12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

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	921 100.00%	192 100.00%	641 100.00%	167 100.00%	480 100.00%	284 100.00%	562 100.00%	338 100.00%	131 100.00%	143 100.00%	213 100.00%	188 100.00%	485 100.00%	587 100.00%	230 100.00%	465 100.00%	456 100.00%	0.0%	
Multiple mark	2 0.22%	1 0.52%	1 0.16%	1 0.60%	0 0.0%	0 0.0%	1 0.18%	0 0.0%	1 0.76%	0 0.0%	1 0.47%	0 0.0%	2 0.41%	1 0.17%	1 0.43%	2 0.43%	0 0.0%	0.0%	
No response	75 8.14%	5 2.60%	8 1.25%	8 4.79%	16 3.33%	3 1.06%	9 1.60%	3 0.89%	3 2.29%	4 2.80%	5 2.35%	3 1.60%	10 2.06%	7 1.19%	8 3.48%	10 2.15%	65 14.25% P	0.0%	
Appropriately skipped	562 61.02%	124 64.58%	421 65.68%	103 61.68%	305 63.54%	213 75.00% G	343 61.03%	261 77.22% IJK	85 64.89% K	79 55.24%	112 52.58%	99 52.66%	316 65.15% L	367 62.52%	167 72.61% N	289 62.15%	273 59.87%	0.0%	
BASE = Those who responded	282 30.62%	62 32.29%	211 32.92%	55 32.93%	159 33.13%	68 23.94%	209 37.19% F	74 21.89%	42 32.06% H	60 41.96% H	95 44.60% HI	86 45.74% M	157 32.37%	212 36.12% O	54 23.48%	164 35.27% Q	118 25.88%	0.0%	
Never	164 58.16%	42 67.74%	116 54.98%	34 61.82% E	73 45.91%	47 69.12% G	112 53.59%	57 77.03% JK	25 59.52%	28 46.67%	49 51.58%	50 58.14%	91 57.96%	122 57.55%	33 61.11%	93 56.71%	71 60.17%	0.0%	
Sometimes	42 14.89%	7 11.29%	33 15.64%	7 12.73%	30 18.87%	6 8.82%	36 17.22%	7 9.46%	5 11.90%	7 11.67%	19 20.00% H	13 15.12%	25 15.92%	31 14.62%	7 12.96%	24 14.63%	18 15.25%	0.0%	
Bottom Two Box (%Never + %Sometimes)	206 73.05%	49 79.03%	149 70.62%	41 74.55%	103 64.78%	53 77.94%	148 70.81%	64 86.49% JK	30 71.43%	35 58.33%	68 71.58%	63 73.26%	116 73.89%	153 72.17%	40 74.07%	117 71.34%	89 75.42%	0.0%	
Usually	25 8.87%	4 6.45%	20 9.48%	5 9.09%	20 12.58%	4 5.88%	21 10.05%	3 4.05%	5 11.90%	8 13.33%	8 8.42%	7 8.14%	13 8.28%	20 9.43%	4 7.41%	16 9.76%	9 7.63%	0.0%	
Always	51 18.09%	9 14.52%	42 19.91%	9 16.36%	36 22.64%	11 16.18%	40 19.14%	7 9.46%	7 16.67%	17 28.33% H	19 20.00% H	16 18.60%	28 17.83%	39 18.40%	10 18.52%	31 18.90%	20 16.95%	0.0%	
CAHPS Rate (%Always + %Usually + %Sometimes)	118 41.84%	20 32.26%	95 45.02%	21 38.18%	86 54.09% D	21 30.88%	97 46.41% F	17 22.97%	17 40.48%	32 53.33% H	46 48.42% H	36 41.86%	66 42.04%	90 42.45%	21 38.89%	71 43.29%	47 39.83%	0.0%	
3-point composite mean	1.4504	1.3548	1.4929	1.4182	1.5786	1.3824	1.4833	1.2297	1.4524	1.7000 H	1.4842 H	1.4535	1.4395	1.4623	1.4444	1.4756	1.4153	0.0%	
4-point composite mean	1.8688	1.6774	1.9431	1.8000	2.1195	1.6912	1.9474	1.4595	1.8571 H	2.2333 H	1.9684 H	1.8721	1.8599	1.8868	1.8333	1.9085	1.8136	0.0%	
Sigma	921 100.00%	192 100.00%	641 100.00%	167 100.00%	480 100.00%	284 100.00%	562 100.00%	338 100.00%	131 100.00%	143 100.00%	213 100.00%	188 100.00%	485 100.00%	587 100.00%	230 100.00%	465 100.00%	456 100.00%	0.0%	

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

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12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

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		
	2016	2017	2017	2017	2017	2016	2015																	
	Quality Compass of (A)	Book of Bus. (B)	National Average (C)	Regional Southeast (D)	Plan Total (E)	Plan Total (F)	Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Total	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.23%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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 0.03%	827 3.07% A	312 3.34% A	101 4.08% AB	18 3.98% A	12 2.80% A	63 12.78% ABCDEF	2 2.15%	10 2.89%	2 2.70%	8 3.02%	5 3.38%	6 2.04%	3 1.97%	0 0.0%	2 2.27%	2 1.71%	2 1.72%	3 1.27%	5 1.77%	1 0.68%	6 2.32%	12 6.22% V	0 0.0%
Appropriately skipped	54473 69.22% BCDEG	17958 66.74% CDEG	6067 64.99% G	1561 63.07% G	281 62.17% G	279 65.19% G	283 57.40% G	51 54.84%	224 64.74%	47 63.51%	164 61.89%	106 71.62% M	172 58.50%	115 75.66% OPQ	47 59.49%	43 48.86%	73 62.39%	63 54.31%	153 64.56%	164 58.16%	106 72.60% T	163 62.93%	118 61.14%	0 0.0%
BASE = Those who responded	24199 30.75%	8124 30.19%	2957 31.67% B	813 32.85% AB	153 33.85%	136 31.78%	147 29.82%	40 43.01%	112 32.37%	25 33.78%	93 35.09%	37 25.00%	116 39.46% L	34 22.37%	32 40.51% N	43 48.86% N	42 35.90% N	51 43.97%	81 34.18%	113 40.07% U	39 26.71%	90 34.75%	63 32.64%	0 0.0%
Never	13724 56.72%	4530 55.76%	1679 56.78%	505 62.12% ABC	100 65.36% ABC	78 57.35%	81 55.10%	29 72.50%	70 62.50%	22 88.00%	49 52.69%	22 59.46%	78 67.24%	25 73.53%	21 65.63%	28 65.12%	26 61.90%	34 66.67%	51 62.96%	76 67.26%	24 61.54%	59 65.56%	41 65.08%	0 0.0%
Sometimes	4651 19.22%	1578 19.42%	585 19.78%	145 17.84%	24 15.69%	23 16.91%	30 20.41%	5 12.50%	19 16.96%	2 8.00%	18 19.35%	5 13.51%	19 16.38%	3 8.82%	9 28.13% NP	4 9.30%	7 16.67%	9 17.65%	11 13.58%	18 15.93%	5 12.82%	11 12.22%	13 20.63%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	18375 75.93%	6108 75.18%	2264 76.56%	650 79.95% ABC	124 81.05%	101 74.26%	111 75.51%	34 85.00%	89 79.46%	24 96.00%	67 72.04%	27 72.97%	97 83.62%	28 82.35%	30 93.75% P	32 74.42%	33 78.57%	43 84.31%	62 76.54%	94 83.19%	29 74.36%	70 77.78%	54 85.71%	0 0.0%
Usually	2337 9.66%	852 10.49% D	311 10.52% D	66 8.12%	11 7.19%	13 9.56%	12 8.16%	1 2.50%	10 8.93%	0 0.0%	10 10.75%	2 5.41%	9 7.76%	0 0.0%	2 6.25%	4 9.30% N	4 9.52% N	3 5.88%	7 8.64%	5 4.42%	6 15.38%	8 8.89%	3 4.76%	0 0.0%
Always	3486 14.41%	1164 14.33% D	382 12.92%	97 11.93%	18 11.76%	22 16.18%	24 16.33%	5 12.50%	13 11.61%	1 4.00%	16 17.20%	8 21.62%	10 8.62%	6 17.65% O	0 0.0%	7 16.28% O	5 11.90% O	5 9.80%	12 14.81%	14 12.39%	4 10.26%	12 13.33%	6 9.52%	0 0.0%
CAHPS Rate (%Always + %Usually + %Sometimes)	10474 43.28% DE	3594 44.24% DE	1278 43.22% DE	308 37.88%	53 34.64%	58 42.65%	66 44.90%	11 27.50%	42 37.50%	3 12.00%	44 47.31%	15 40.54%	38 32.76%	9 26.47%	11 34.38%	15 34.88%	16 38.10%	17 33.33%	30 37.04%	37 32.74%	15 38.46%	31 34.44%	22 34.92%	0 0.0%
3-point composite mean	1.3847 D	1.3914 D	1.3635	1.3198	1.3072	1.4191	1.4082	1.2750	1.3214	1.0800	1.4516	1.4865	1.2500	1.3529 O	1.0625	1.4186 O	1.3333 O	1.2549	1.3827	1.2920	1.3590	1.3556	1.2381	0
4-point composite mean	1.8176 D	1.8338 DE	1.7957 D	1.6986	1.6536	1.8456	1.8571	1.5500	1.6964	1.2000	1.9247	1.8919	1.5776	1.6176	1.4063	1.7674	1.7143	1.5882	1.7531	1.6195	1.7436	1.7000	1.5873	0

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

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12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

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			
2016 Quality Compass (A)	2017 DSS Book (B)	2017 UHC National Average (C)	2017 Regional Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)	
Sigma	78695	26909	9336	2475	452	428	493	93	346	74	265	148	294	152	79	88	117	116	237	282	146	259	193	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column 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/W/X

12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
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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 Total	2016 Quality Compass	2017 UHC National Average	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)
	(A)	(B)	(C)																	
Total	880 100.00%	78695 100.00%	9336 100.00%	190 100.00%	660 100.00%	156 100.00%	509 100.00%	287 100.00%	571 100.00%	326 100.00%	155 100.00%	162 100.00%	207 100.00%	207 100.00%	480 100.00%	568 100.00%	264 100.00%	491 100.00%	389 100.00%	0 0.0%
Multiple mark	1 0.11%	0 0.0%	0 0.0%	1 0.53%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.18%	0 0.0%	0 0.0%	0 0.0%	1 0.48%	0 0.0%	1 0.21%	1 0.18%	0 0.0%	1 0.20%	0 0.0%	0 0.0%
No response	30 3.41% B	24 0.03%	312 3.34% B	3 1.58%	14 2.12%	3 1.92%	14 2.75%	7 2.44%	9 1.58%	4 1.23% K	0 0.0%	5 3.09% K	5 2.42% K	4 1.93%	7 1.46%	9 1.58%	4 1.52%	11 2.24%	19 4.88% R	0 0.0%
Appropriately skipped	560 63.64%	54473 69.22% AC	6067 64.99%	114 60.00%	433 65.61%	100 64.10%	323 63.46%	217 75.61% I	338 59.19%	254 77.91% KLM	97 62.58% L	82 50.62%	117 56.52%	109 52.66%	314 65.42% N	340 59.86%	197 74.62% P	308 62.73%	252 64.78%	0 0.0%
BASE = Those who responded	289 32.84%	24199 30.75%	2957 31.67%	72 37.89%	213 32.27%	53 33.97%	172 33.79%	63 21.95%	223 39.05% H	68 20.86%	58 37.42% J	75 46.30% J	84 40.58% J	94 45.41% O	158 32.92%	218 38.38% Q	63 23.86%	171 34.83%	118 30.33%	0 0.0%
Never	178 61.59%	13724 56.72%	1679 56.78%	54 75.00% E	121 56.81%	44 83.02% G	79 45.93%	38 60.32%	137 61.43%	52 76.47% LM	36 62.07%	42 56.00%	47 55.95%	58 61.70%	96 60.76%	135 61.93%	39 61.90%	109 63.74%	69 58.47%	0 0.0%
Sometimes	47 16.26%	4651 19.22%	585 19.78%	6 8.33%	41 19.25% D	5 9.43%	37 21.51% F	9 14.29%	38 17.04%	6 8.82%	13 22.41% J	11 14.67%	16 19.05%	16 17.02%	24 15.19%	34 15.60%	11 17.46%	21 12.28%	26 22.03% R	0 0.0%
Bottom Two Box (%Never + %Sometimes)	225 77.85%	18375 75.93%	2264 76.56%	60 83.33%	162 76.06%	49 92.45% G	116 67.44%	47 74.60%	175 78.48%	58 85.29% L	49 84.48%	53 70.67%	63 75.00%	74 78.72%	120 75.95%	169 77.52%	50 79.37%	130 76.02%	95 80.51%	0 0.0%
Usually	24 8.30%	2337 9.66%	311 10.52%	4 5.56%	20 9.39%	2 3.77%	19 11.05% F	3 4.76%	21 9.42%	0 0.0%	5 8.62% J	5 6.67% J	12 14.29% J	8 8.51%	14 8.86%	17 7.80%	6 9.52%	19 11.11% S	5 4.24%	0 0.0%
Always	40 13.84%	3486 14.41%	382 12.92%	8 11.11%	31 14.55%	2 3.77%	37 21.51% F	13 20.63%	27 12.11%	10 14.71%	4 6.90%	17 22.67% KM	9 10.71%	12 12.77%	24 15.19%	32 14.68%	7 11.11%	22 12.87%	18 15.25%	0 0.0%
CAHPS Rate (%Always + %Usually + %Sometimes)	111 38.41%	10474 43.28%	1278 43.22%	18 25.00%	92 43.19% D	9 16.98%	93 54.07% F	25 39.68%	86 38.57%	16 23.53%	22 37.93%	33 44.00% J	37 44.05% J	36 38.30%	62 39.24%	83 38.07%	24 38.10%	62 36.26%	49 41.53%	0 0.0%
3-point composite mean	1.3599	1.3847	1.3635	1.2778	1.3850	1.1132	1.5407 F	1.4603	1.3363	1.2941	1.2241	1.5200 K	1.3571	1.3404	1.3924	1.3716	1.3175	1.3684	1.3475	0
4-point composite mean	1.7439	1.8176	1.7957	1.5278	1.8169	1.2830	2.0814 F	1.8571	1.7220	1.5294	1.6034	1.9600 J	1.7976	1.7234	1.7848	1.7523	1.6984	1.7310	1.7627	0
Sigma	880 100.00%	78695 100.00%	9336 100.00%	190 100.00%	660 100.00%	156 100.00%	509 100.00%	287 100.00%	571 100.00%	326 100.00%	155 100.00%	162 100.00%	207 100.00%	207 100.00%	480 100.00%	568 100.00%	264 100.00%	491 100.00%	389 100.00%	0 0.0%

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12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

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		
	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	921 100.00%	192 100.00%	641 100.00%	167 100.00%	480 100.00%	284 100.00%	562 100.00%	338 100.00%	131 100.00%	143 100.00%	213 100.00%	188 100.00%	485 100.00%	587 100.00%	230 100.00%	465 100.00%	456 100.00%	0 0.0%
Multiple mark	1 0.11%	1 0.52%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.18%	0 0.0%	0 0.0%	0 0.0%	1 0.47%	0 0.0%	1 0.21%	1 0.17%	0 0.0%	1 0.22%	0 0.0%	0 0.0%
No response	75 8.14%	5 2.60%	8 1.25%	8 4.79%	16 3.33%	3 1.06%	9 1.60%	3 0.89%	2 1.53%	4 2.80%	5 2.35%	2 1.06%	10 2.06%	7 1.19%	7 3.04%	10 2.15%	65 14.25% P	0 0.0%
Appropriately skipped	562 61.02%	124 64.58%	421 65.68%	103 61.68%	305 63.54%	213 75.00% G	343 61.03%	261 77.22% IJK	85 64.89% K	79 55.24%	112 52.58%	99 52.66%	316 65.15% L	367 62.52%	167 72.61% N	289 62.15%	273 59.87%	0 0.0%
BASE = Those who responded	283 30.73%	62 32.29%	212 33.07%	56 33.53%	159 33.13%	68 23.94%	209 37.19% F	74 21.89%	44 33.59% H	60 41.96% H	95 44.60% HI	87 46.28% M	158 32.58%	212 36.12% O	56 24.35%	165 35.48% Q	118 25.88%	0 0.0%
Never	159 56.18%	42 67.74% C	110 51.89%	39 69.64% E	69 43.40%	42 61.76%	112 53.59%	57 77.03% IJK	24 54.55%	28 46.67%	46 48.42%	47 54.02%	89 56.33%	117 55.19%	35 62.50%	94 56.97%	65 55.08%	0 0.0%
Sometimes	53 18.73%	7 11.29%	45 21.23% B	7 12.50%	35 22.01%	9 13.24%	43 20.57%	8 10.81%	8 18.18%	13 21.67%	20 21.05%	17 19.54%	30 18.99%	39 18.40%	9 16.07%	27 16.36%	26 22.03%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	212 74.91%	49 79.03%	155 73.11%	46 82.14% E	104 65.41%	51 75.00%	155 74.16%	65 87.84% JK	32 72.73%	41 68.33%	66 69.47%	64 73.56%	119 75.32%	156 73.58%	44 78.57%	121 73.33%	91 77.12%	0 0.0%
Usually	25 8.83%	4 6.45%	21 9.91%	5 8.93%	18 11.32%	3 4.41%	22 10.53%	3 4.05%	4 9.09%	5 8.33%	12 12.63% H	11 12.64%	13 8.23%	20 9.43%	4 7.14%	19 11.52% Q	6 5.08%	0 0.0%
Always	46 16.25%	9 14.52%	36 16.98%	5 8.93%	37 23.27% D	14 20.59%	32 15.31%	6 8.11%	8 18.18%	14 23.33% H	17 17.89%	12 13.79%	26 16.46%	36 16.98%	8 14.29%	25 15.15%	21 17.80%	0 0.0%
CAHPS Rate (%Always + %Usually + %Sometimes)	124 43.82%	20 32.26%	102 48.11% B	17 30.36%	90 56.60% D	26 38.24%	97 46.41%	17 22.97%	20 45.45% H	32 53.33% H	49 51.58% H	40 45.98%	69 43.67%	95 44.81%	21 37.50%	71 43.03%	53 44.92%	0 0.0%
3-point composite mean	1.4134	1.3548	1.4387	1.2679	1.5786 D	1.4559	1.4115	1.2027	1.4545	1.5500 H	1.4842 H	1.4023	1.4114	1.4340	1.3571	1.4182	1.4068	0
4-point composite mean	1.8516	1.6774	1.9198	1.5714	2.1447 D	1.8382	1.8756	1.4324	1.9091 H	2.0833 H	2.0000 H	1.8621	1.8481	1.8821	1.7321	1.8485	1.8559	0
Sigma	921 100.00%	192 100.00%	641 100.00%	167 100.00%	480 100.00%	284 100.00%	562 100.00%	338 100.00%	131 100.00%	143 100.00%	213 100.00%	188 100.00%	485 100.00%	587 100.00%	230 100.00%	465 100.00%	456 100.00%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

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12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

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			
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Total	0 0.0%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 0.41%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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%	646 2.40%	231 2.47%	81 3.27% BC	17 3.76%	12 2.80%	64 12.98% BCDEF	2 2.15%	10 2.89%	3 4.05%	8 3.02%	5 3.38%	5 1.70%	4 2.63% OQ	0 0.0%	1 1.14%	0 0.0%	1 0.86%	2 0.84%	5 1.77%	1 0.68%	4 1.54%	13 6.74% V	0 0.0%
Don't know	0 0.0%	288 1.07%	92 0.99%	23 0.93%	4 0.88%	2 0.47%	6 1.22%	0 0.0%	4 1.16% H	0 0.0%	3 1.13%	1 0.68%	3 1.02%	2 1.32%	0 0.0%	0 0.0%	2 1.71%	2 1.72%	1 0.42%	3 1.06%	1 0.68%	1 0.39%	3 1.55%	0 0.0%
BASE = Those who responded	0 0.0%	25975 96.53% G	9013 96.54% G	2371 95.80% G	431 95.35% G	414 96.73% G	421 85.40%	91 97.85%	332 95.95%	71 95.95%	254 95.85%	142 95.95%	286 97.28%	146 96.05%	79 100.00% N	87 98.86%	115 98.29%	113 97.41%	234 98.73%	274 97.16%	144 98.63%	254 98.07% W	177 91.71%	0 0.0%
Yes	0 0.0%	6919 26.64% G	2418 26.83% G	697 29.40% BCEG	102 23.67%	117 28.26% G	89 21.14%	21 23.08%	81 24.40%	21 29.58%	67 26.38%	23 16.20%	78 27.27% L	14 9.59%	9 11.39%	29 33.33% NO	49 42.61% NO	33 29.20%	57 24.36%	74 27.01%	27 18.75%	66 25.98%	36 20.34%	0 0.0%
No	0 0.0%	19056 73.36% D	6595 73.17% D	1674 70.60%	329 76.33% D	297 71.74%	332 78.86% BCDF	70 76.92%	251 75.60%	50 70.42%	187 73.62%	119 83.80% M	208 72.73%	132 90.41% PQ	70 88.61% PQ	58 66.67%	66 57.39%	80 70.80%	177 75.64%	200 72.99%	117 81.25%	188 74.02%	141 79.66%	0 0.0%
Sigma	0 0.0%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

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12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

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		
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Total	0 0.0%	2840 100.00%	1032 100.00%	242 100.00%	44 100.00%	20 100.00%	30 100.00%	9 100.00%	35 100.00%	6 100.00%	21 100.00%	8 100.00%	36 100.00%	0 0.0%	0 0.0%	9 100.00%	35 100.00%	22 100.00%	19 100.00%	35 100.00%	9 100.00%	31 100.00%	13 100.00%	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%
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%
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%	0 0.0%	0 0.0%
BASE = Those who responded	0 0.0%	2840 100.00%	1032 100.00%	242 100.00%	44 100.00%	20 100.00%	30 100.00%	9 100.00%	35 100.00%	6 100.00%	21 100.00%	8 100.00%	36 100.00%	0 0.0%	0 0.0%	9 100.00%	35 100.00%	22 100.00%	19 100.00%	35 100.00%	9 100.00%	31 100.00%	13 100.00%	0 0.0%
Yes	0 0.0%	1019 35.88%	382 37.02%	106 43.80% BG	19 43.18%	10 50.00%	7 23.33%	3 33.33%	16 45.71%	3 50.00%	11 52.38%	5 62.50%	14 38.89%	0 0.0%	0 0.0%	3 33.33%	16 45.71%	9 40.91%	9 47.37%	16 45.71%	3 33.33%	13 41.94%	6 46.15%	0 0.0%
No	0 0.0%	1821 64.12% D	650 62.98%	136 56.20%	25 56.82%	10 50.00%	23 76.67% D	6 66.67%	19 54.29%	3 50.00%	10 47.62%	3 37.50%	22 61.11%	0 0.0%	0 0.0%	6 66.67%	19 54.29%	13 59.09%	10 52.63%	19 54.29%	6 66.67%	18 58.06%	7 53.85%	0 0.0%
Sigma	0 0.0%	2840 100.00%	1032 100.00%	242 100.00%	44 100.00%	20 100.00%	30 100.00%	9 100.00%	35 100.00%	6 100.00%	21 100.00%	8 100.00%	36 100.00%	0 0.0%	0 0.0%	9 100.00%	35 100.00%	22 100.00%	19 100.00%	35 100.00%	9 100.00%	31 100.00%	13 100.00%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

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12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

43. Do you take aspirin daily or every other day? - Aspirin use qualified

2017/ 2016 Plan Total (A)	2016 Quality Compass (B)	2017 UHC National Average (C)	Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
			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)
64 100.00%	0 0.0%	1032 100.00%	10 100.00%	54 100.00%	6 100.00%	40 100.00%	14 100.00%	50 100.00%	0 0.0%	0 0.0%	18 100.00%	46 100.00%	37 100.00%	24 100.00%	54 100.00%	9 100.00%	43 100.00%	21 100.00%	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%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
64 100.00%	0 0.0%	1032 100.00%	10 100.00%	54 100.00%	6 100.00%	40 100.00%	14 100.00%	50 100.00%	0 0.0%	0 0.0%	18 100.00%	46 100.00%	37 100.00%	24 100.00%	54 100.00%	9 100.00%	43 100.00%	21 100.00%	0 0.0%
29 45.31%	0 0.0%	382 37.02%	3 30.00%	26 48.15%	3 50.00%	21 52.50%	7 50.00%	22 44.00%	0 0.0%	0 0.0%	6 33.33%	23 50.00%	16 43.24%	12 50.00%	26 48.15%	3 33.33%	19 44.19%	10 47.62%	0 0.0%
35 54.69%	0 0.0%	650 62.98%	7 70.00%	28 51.85%	3 50.00%	19 47.50%	7 50.00%	28 56.00%	0 0.0%	0 0.0%	12 66.67%	23 50.00%	21 56.76%	12 50.00%	28 51.85%	6 66.67%	24 55.81%	11 52.38%	0 0.0%
64 100.00%	0 0.0%	1032 100.00%	10 100.00%	54 100.00%	6 100.00%	40 100.00%	14 100.00%	50 100.00%	0 0.0%	0 0.0%	18 100.00%	46 100.00%	37 100.00%	24 100.00%	54 100.00%	9 100.00%	43 100.00%	21 100.00%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column 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

12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

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		
	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	50	3	46	8	36	12	38	0	0	15	33	31	17	42	5	27	23	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	50	3	46	8	36	12	38	0	0	15	33	31	17	42	5	27	23	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	17	0	17	2	13	4	13	0	0	5	12	11	6	15	1	9	8	0
	34.00%	0.0%	36.96%	25.00%	36.11%	33.33%	34.21%	0.0%	0.0%	33.33%	36.36%	35.48%	35.29%	35.71%	20.00%	33.33%	34.78%	0.0%
No	33	3	29	6	23	8	25	0	0	10	21	20	11	27	4	18	15	0
	66.00%	100.00%	63.04%	75.00%	63.89%	66.67%	65.79%	0.0%	0.0%	66.67%	63.64%	64.52%	64.71%	64.29%	80.00%	66.67%	65.22%	0.0%
Sigma	50	3	46	8	36	12	38	0	0	15	33	31	17	42	5	27	23	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%

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A text 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

12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

44. Do you have a health problem or take medication that makes taking aspirin unsafe for you?

							2017 Plan Results																	
							Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)	
Total	0 0.0%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.23%	2 0.41%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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%	650 2.42%	226 2.42%	76 3.07%	16 3.54%	8 1.87%	68 13.79% BCDEF	4 4.30%	7 2.02%	3 4.05%	7 2.64%	5 3.38%	4 1.36%	2 1.32%	0 0.0%	0 0.0%	1 0.85%	1 0.86%	2 0.84%	4 1.42% U	0 0.0%	4 1.54%	12 6.22% V	0 0.0%
Don't know	0 0.0%	2044 7.60%	784 8.40% BG	219 8.85% BG	29 6.42%	34 7.94%	29 5.88%	10 10.75%	18 5.20%	2 2.70%	21 7.92% J	4 2.70%	24 8.16% L	6 3.95%	7 8.86%	9 10.23%	7 5.98%	7 6.03%	21 8.86%	19 6.74%	9 6.16%	24 9.27% W	5 2.59%	0 0.0%
BASE = Those who responded	0 0.0%	24215 89.99% CDG	8326 89.18% G	2180 88.08% G	407 90.04% G	385 89.95% G	394 79.92%	79 84.95%	321 92.77% H	69 93.24%	237 89.43%	139 93.92%	266 90.48%	144 94.74%	72 91.14%	79 89.77%	109 93.16%	108 93.10%	214 90.30%	259 91.84%	137 93.84%	231 89.19%	176 91.19%	0 0.0%
Yes	0 0.0%	2703 11.16%	961 11.54%	314 14.40% BCF	46 11.30%	40 10.39%	46 11.68%	5 6.33%	40 12.46%	8 11.59%	31 13.08%	13 9.35%	32 12.03%	3 2.08%	11 15.28% N	14 17.72% N	18 16.51% N	13 12.04%	31 14.49%	37 14.29% U	7 5.11%	22 9.52%	24 13.64%	0 0.0%
No	0 0.0%	21512 88.84% D	7365 88.46% D	1866 85.60%	361 88.70%	345 89.61% D	348 88.32%	74 93.67%	281 87.54%	61 88.41%	206 86.92%	126 90.65%	234 87.97%	141 97.92% OPQ	61 84.72%	65 82.28%	91 83.49%	95 87.96%	183 85.51%	222 85.71%	130 94.89% T	209 90.48%	152 86.36%	0 0.0%
Sigma	0 0.0%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column 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/W/X

12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

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		
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Total	0 0.0%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.20%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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%	717 2.66%	238 2.55%	78 3.15% F	16 3.54%	7 1.64%	69 14.00% BCDEF	2 2.15%	8 2.31%	2 2.70%	7 2.64%	5 3.38%	4 1.36%	1 0.66%	0 0.0%	1 1.14%	1 0.85%	0 0.0%	0 0.0%	2 0.71%	0 0.0%	2 0.77%	14 7.25% V	0 0.0%
BASE = Those who responded	0 0.0%	26192 97.34% G	9098 97.45% G	2397 96.85% G	436 96.46% G	421 98.36% DG	423 85.80%	91 97.85%	338 97.69%	72 97.30%	258 97.36%	143 96.62%	290 98.64%	151 99.34%	79 100.00%	87 98.86%	116 99.15%	116 100.00%	237 100.00%	280 99.29%	146 100.00%	257 99.23% W	179 92.75%	0 0.0%
Yes	0 0.0%	10848 41.42%	3813 41.91% G	1118 46.64% BCEFG	164 37.61%	168 39.90%	156 36.88%	26 28.57%	136 40.24% H	22 30.56%	111 43.02% J	41 28.67%	123 42.41% L	35 23.18%	24 30.38%	40 45.98% NO	64 55.17% NO	51 43.97%	89 37.55%	120 42.86% U	41 28.08%	92 35.80%	72 40.22%	0 0.0%
No	0 0.0%	15344 58.58% D	5285 58.09% D	1279 53.36%	272 62.39% D	253 60.10% D	267 63.12% CD	65 71.43% I	202 59.76%	50 69.44% K	147 56.98%	102 71.33% M	167 57.59%	116 76.82% PQ	55 69.62% PQ	47 54.02%	52 44.83%	65 56.03%	148 62.45%	160 57.14%	105 71.92% T	165 64.20%	107 59.78%	0 0.0%
Sigma	0 0.0%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

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12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

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

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														Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																													
														2016 Quality Compass (A)		2017 DSS Book (B)		2017 UHC National Average (C)		2017 Regional Average Southeast (D)		2017 Plan Total (E)		2016 Plan Total (F)		2015 Plan Total (G)		0-7 (H)		8-10 (I)		0-7 (J)		8-10 (K)		Excel./ Very Good (L)		Good/ Fair/ Poor (M)		18-34 (N)		35-44 (O)		45-54 (P)		55+ (Q)		Male (R)		Female (S)		High School or Less (T)		Some College or More (U)		Mail (V)		Phone (W)		Internet (X)																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																													
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A text notation appearing beneath a column 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/W/X

12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

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)	2016 Compass (B)	2017 UHC National Average (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)
123 100.00%	0 0.0%	2131 100.00%	22 100.00%	100 100.00%	20 100.00%	70 100.00%	28 100.00%	91 100.00%	0 0.0%	1 100.00%	27 100.00%	94 100.00%	61 100.00%	56 100.00%	100 100.00%	22 100.00%	83 100.00%	40 100.00%	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%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
123 100.00%	0 0.0%	2131 100.00%	22 100.00%	100 100.00%	20 100.00%	70 100.00%	28 100.00%	91 100.00%	0 0.0%	1 100.00%	27 100.00%	94 100.00%	61 100.00%	56 100.00%	100 100.00%	22 100.00%	83 100.00%	40 100.00%	0 0.0%
51 41.46%	0 0.0%	925 43.41%	6 27.27%	45 45.00%	7 35.00%	35 50.00%	13 46.43%	38 41.76%	0 0.0%	0 0.0%	9 33.33%	42 44.68%	27 44.26%	22 39.29%	43 43.00%	7 31.82%	33 39.76%	18 45.00%	0 0.0%
72 58.54%	0 0.0%	1206 56.59%	16 72.73%	55 55.00%	13 65.00%	35 50.00%	15 53.57%	53 58.24%	0 0.0%	1 100.00%	18 66.67%	52 55.32%	34 55.74%	34 60.71%	57 57.00%	15 68.18%	50 60.24%	22 55.00%	0 0.0%
123 100.00%	0 0.0%	2131 100.00%	22 100.00%	100 100.00%	20 100.00%	70 100.00%	28 100.00%	91 100.00%	0 0.0%	1 100.00%	27 100.00%	94 100.00%	61 100.00%	56 100.00%	100 100.00%	22 100.00%	83 100.00%	40 100.00%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column 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

12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

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 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	121 100.00%	21 100.00%	96 100.00%	26 100.00%	68 100.00%	25 100.00%	91 100.00%	0 0.0%	2 100.00%	25 100.00%	91 100.00%	56 100.00%	60 100.00%	100 100.00%	17 100.00%	72 100.00%	49 100.00%	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	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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	121 100.00%	21 100.00%	96 100.00%	26 100.00%	68 100.00%	25 100.00%	91 100.00%	0 0.0%	2 100.00%	25 100.00%	91 100.00%	56 100.00%	60 100.00%	100 100.00%	17 100.00%	72 100.00%	49 100.00%	0 0.0%
Yes	52 42.98%	8 38.10%	44 45.83%	10 38.46%	37 54.41%	13 52.00%	37 40.66%	0 0.0%	0 0.0%	10 40.00%	42 46.15%	24 42.86%	26 43.33%	39 39.00%	11 64.71%	32 44.44%	20 40.82%	0 0.0%
No	69 57.02%	13 61.90%	52 54.17%	16 61.54%	31 45.59%	12 48.00%	54 59.34%	0 0.0%	2 100.00%	15 60.00%	49 53.85%	32 57.14%	34 56.67%	61 61.00%	6 35.29%	40 55.56%	29 59.18%	0 0.0%
Sigma	121 100.00%	21 100.00%	96 100.00%	26 100.00%	68 100.00%	25 100.00%	91 100.00%	0 0.0%	2 100.00%	25 100.00%	91 100.00%	56 100.00%	60 100.00%	100 100.00%	17 100.00%	72 100.00%	49 100.00%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text 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

12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

46. Are you aware 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		
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Total	0 0.0%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%
BASE = Those who responded	0 0.0%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%
High cholesterol	0 0.0%	7616 28.30% G	2769 29.66% BG	803 32.44% BCEFG	117 25.88% G	112 26.17% G	101 20.49%	23 24.73%	94 27.17%	24 32.43%	81 30.57%	19 12.84%	98 33.33% L	6 3.95%	12 15.19% N	36 40.91% NO	63 53.85% NO	35 30.17%	75 31.65%	84 29.79% U	30 20.55%	80 30.89% W	37 19.17%	0 0.0%
High blood pressure	0 0.0%	10179 37.83% G	3651 39.11% BG	1139 46.02% BCEFG	175 38.72%	161 37.62%	165 33.47%	32 34.41%	142 41.04%	32 43.24%	107 40.38%	33 22.30%	141 47.96% L	17 11.18%	32 40.51% N	49 55.68% NO	76 64.96% NO	56 48.28%	112 47.26%	126 44.68% U	45 30.82%	115 44.40% W	60 31.09%	0 0.0%
Parent or sibling with heart attack before the age of 60	0 0.0%	5146 19.12%	1850 19.82%	572 23.11% BCG	89 19.69%	108 25.23% BCEG	90 18.26%	17 18.28%	72 20.81%	12 16.22%	58 21.89%	18 12.16%	71 24.15% L	16 10.53%	17 21.52% N	22 25.00% N	34 29.06% N	29 25.00%	52 21.94%	68 24.11% U	20 13.70%	52 20.08%	37 19.17%	0 0.0%
None/no response	0 0.0%	11981 44.52% CD	4022 43.08% D	919 37.13%	209 46.24% D	192 44.86% D	267 54.16% BCDEF	46 49.46%	151 43.64%	30 40.54%	115 43.40%	99 66.89% M	101 34.35%	116 76.32% OEQ	35 44.30% PQ	23 26.14%	20 17.09%	42 36.21%	85 35.86%	112 39.72%	78 53.42% T	97 37.45%	112 58.03% V	0 0.0%
Sigma	0 0.0%	34922 129.78%	12292 131.66%	3433 138.71%	590 130.53%	573 133.88%	623 126.37%	118 126.88%	459 132.66%	98 132.43%	361 136.23%	169 114.19%	411 139.80%	155 101.97%	96 121.52%	130 147.73%	193 164.96%	162 139.66%	324 136.71%	390 138.30%	173 118.49%	344 132.82%	246 127.46%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column 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/W/X

12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

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									
	=====																							
2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)	
Total	0 0.0%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%
BASE = Those who responded	0 0.0%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%
A heart attack	0 0.0%	1522 5.66%	540 5.78%	186 7.52% BCFG	27 5.97%	18 4.21%	26 5.27%	7 7.53%	20 5.78%	2 2.70%	20 7.55%	2 1.35%	25 8.50% L	1 0.66%	4 5.06%	5 5.68%	17 14.53% NOP	13 11.21%	12 5.06%	22 7.80% U	5 3.42%	15 5.79%	12 6.22%	0 0.0%
Angina or coronary heart disease	0 0.0%	1493 5.55%	520 5.57%	190 7.68% BCG	26 5.75%	28 6.54%	23 4.67%	8 8.60%	18 5.20%	4 5.41%	17 6.42%	2 1.35%	24 8.16% L	0 0.0%	6 7.59% N	7 7.95% N	13 11.11% N	10 8.62%	14 5.91%	20 7.09%	6 4.11%	13 5.02%	13 6.74%	0 0.0%
A stroke	0 0.0%	1468 5.46%	563 6.03% B	208 8.40% BCEFG	24 5.31%	24 5.61%	27 5.48%	7 7.53%	17 4.91%	7 9.46%	15 5.66%	4 2.70%	20 6.80% L	1 0.66%	3 3.80%	9 10.23% N	10 8.55% N	9 7.76%	12 5.06%	23 8.16% U	1 0.68%	14 5.41%	10 5.18%	0 0.0%
Any kind of diabetes or high blood sugar	0 0.0%	5872 21.82% EG	2049 21.95% EG	588 23.76% BEG	69 15.27%	98 22.90% EG	73 14.81%	14 15.05%	53 15.32%	12 16.22%	45 16.98%	11 7.43%	58 19.73% L	9 5.92%	9 11.39%	23 26.14% NO	28 23.93% NO	20 17.24%	46 19.41%	47 16.67%	19 13.01%	45 17.37%	24 12.44%	0 0.0%
None/no response	0 0.0%	18951 70.43% D	6518 69.82% D	1624 65.62% BCDF	348 76.99% BCDF	302 70.56% D	382 77.48% BCDF	70 75.27%	267 77.17%	53 71.62%	199 75.09%	132 89.19%	206 70.07% M	142 93.42% OPQ	64 81.01% PQ	55 62.50%	72 61.54%	80 68.97%	176 74.26%	204 72.34%	123 84.25% T	194 74.90%	154 79.79%	0 0.0%
Sigma	0 0.0%	29306 108.91%	10190 109.15%	2796 112.97%	494 109.29%	470 109.81%	531 107.71%	106 113.98%	375 108.38%	78 105.41%	296 111.70%	151 102.03%	333 113.27%	153 100.66%	86 108.86%	99 112.50%	140 119.66%	132 113.79%	260 109.70%	316 112.06%	154 105.48%	281 108.49%	213 110.36%	0 0.0%

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12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

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			
	2016	2017	2017	2017	2017	2016	2015																		
	Quality	DSS	UHC	Regional	Plan	Plan	Plan					Excel./	Good/									High	Some		
	Compass	Book	National	Average	Total	Total	Total	0-7	8-10	0-7	8-10	Very	Fair/	18-34	35-44	45-54	55+	Male	Female	School	College	Mail	Phone	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)	
Total	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	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%	
No response	0 0.0%	1151 4.28% A	395 4.23% A	127 5.13% A	23 5.09% A	18 4.21% A	82 16.63% A	2 2.15% A	15 4.34% A	2 2.70% A	13 4.91% A	8 5.41% A	8 2.72% A	3 1.97% A	0 0.0% A	3 3.41% A	2 1.71% A	2 1.72% A	4 1.69% A	6 2.13% A	1 0.68% A	8 3.09% A	15 7.77% V	0 0.0%	
BASE = Those who responded	78695 100.00% BCDEFG	25758 95.72% G	8941 95.77% G	2348 94.87% G	429 94.91% G	410 95.79% G	411 83.37% G	91 97.85% G	331 95.66% G	72 97.30% G	252 95.09% G	140 94.59% G	286 97.28% G	149 98.03% G	79 100.00% G	85 96.59% G	115 98.29% G	114 98.28% G	233 98.31% G	276 97.87% G	145 99.32% G	251 96.91% W	178 92.23% W	0 0.0%	
Yes	26135 33.21%	8818 34.23%	3178 35.54% AB	963 41.01% ABCEG	146 34.03% D	150 36.59% D	141 34.31% D	29 31.87% D	116 35.05% D	27 37.50% D	101 40.08% D	29 20.71% D	115 40.21% L	23 15.44% D	36 45.57% N	37 43.53% N	49 42.61% N	41 35.96% N	99 42.49% N	105 38.04% U	41 28.28% U	87 34.66% U	59 33.15% U	0 0.0%	
No	52560 66.79% CD	16940 65.77% CD	5763 64.46% D	1385 58.99% D	283 65.97% D	260 63.41% D	270 65.69% D	62 68.13% D	215 64.95% D	45 62.50% D	151 59.92% D	111 79.29% M	171 59.79% M	126 84.56% OEQ	43 54.43% Q	48 56.47% Q	66 57.39% Q	73 64.04% Q	134 57.51% Q	171 61.96% Q	104 71.72% T	164 65.34% T	119 66.85% T	0 0.0%	
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%	

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12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

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			=====		
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)																				
								0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)			
Total	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	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%			
No response	8 0.01%	1430 5.31% A	487 5.22% A	151 6.10% A	28 6.19% A	21 4.91% A	88 17.85% ABCDEF	3 3.23%	19 5.49%	3 4.05%	15 5.66%	11 7.43%	10 3.40%	3 1.97%	0 0.0%	4 4.55% O	5 4.27% O	4 3.45%	7 2.95%	11 3.90% U	1 0.68%	13 5.02%	15 7.77%	0 0.0%			
Appropriately skipped	52560 66.79% BCDFG	16940 62.95% CDG	5763 61.73% DG	1385 55.96% A	283 62.61% A	260 60.75% A	270 54.77% A	62 66.67%	215 62.14%	45 60.81%	151 56.98%	111 75.00% M	171 58.16%	126 82.89% OPQ	43 54.43%	48 54.55%	66 56.41%	73 62.93%	134 56.54%	171 60.64%	104 71.23% T	164 63.32%	119 61.66%	0 0.0%			
BASE = Those who responded	26127 33.20% BG	8539 31.73% G	3086 33.05% BG	939 37.94% ABCEG	141 31.19%	147 34.35% G	135 27.38%	28 30.11%	112 32.37%	26 35.14%	99 37.36%	26 17.57%	113 38.44% L	23 15.13%	36 45.57% N	36 40.91% N	46 39.32% N	39 33.62%	96 40.51%	100 35.46%	41 28.08%	82 31.66%	59 30.57%	0 0.0%			
Yes	21673 82.95%	7182 84.11%	2623 85.00% AG	797 84.88%	116 82.27%	117 79.59%	105 77.78%	21 75.00%	94 83.93%	21 80.77%	82 82.83%	19 73.08%	95 84.07%	15 65.22%	30 83.33%	32 88.89%	39 84.78%	33 84.62%	81 84.38%	82 82.00%	34 82.93%	69 84.15%	47 79.66%	0 0.0%			
No	4454 17.05% C	1357 15.89%	463 15.00%	142 15.12%	25 17.73%	30 20.41%	30 22.22% C	7 25.00%	18 16.07%	5 19.23%	17 17.17%	7 26.92%	18 15.93%	8 34.78%	6 16.67%	4 11.11%	7 15.22%	6 15.38%	15 15.63%	18 18.00%	7 17.07%	13 15.85%	12 20.34%	0 0.0%			
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%			

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

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12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

50. Do you now need or take medicine prescribed by a doctor? Do not include birth control.

	2017 Plan Results																							
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Total	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	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%
No response	0 0.0%	956 3.55%	328 3.51%	108 4.36%	25 5.53%	15 3.50%	76 15.42%	5 5.38%	14 4.05%	6 8.11%	9 3.40%	9 6.08%	9 3.06%	2 1.32%	2 2.53%	2 2.27%	3 2.56%	4 3.45%	2 0.84%	8 2.84%	2 1.37%	8 3.09%	17 8.81%	0 0.0%
BASE = Those who responded	78695 100.00%	25953 96.45%	9008 96.49%	2367 95.64%	427 94.47%	413 96.50%	417 84.58%	88 94.62%	332 95.95%	68 91.89%	256 96.60%	139 93.92%	285 96.94%	150 98.68%	77 97.47%	86 97.73%	114 97.44%	112 96.55%	235 99.16%	274 97.16%	144 98.63%	251 96.91%	176 91.19%	0 0.0%
Yes	49239 62.57%	17228 66.38%	6156 68.34%	1734 73.26%	281 65.81%	259 62.71%	263 63.07%	58 65.91%	222 66.87%	49 72.06%	195 76.17%	59 42.45%	219 76.84%	58 38.67%	55 71.43%	72 83.72%	96 84.21%	86 76.79%	195 82.98%	186 67.88%	90 62.50%	185 73.71%	96 54.55%	0 0.0%
No	29456 37.43%	8725 33.62%	2852 31.66%	633 26.74%	146 34.19%	154 37.29%	154 36.93%	30 34.09%	110 33.13%	19 27.94%	61 23.83%	80 57.55%	66 23.16%	92 61.33%	22 28.57%	14 16.28%	18 15.79%	26 23.21%	40 17.02%	88 32.12%	54 37.50%	66 26.29%	80 45.45%	0 0.0%
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

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12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

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		
	2016	2017	2017	2017	2017	2016	2015																	
	DSS	Book	UHC	Regional	Plan	Plan	Plan	0-7	8-10	0-7	8-10	Excel./	Good/	18-34	35-44	45-54	55+	Male	Female	High	Some	Mail	Phone	Internet
Quality	of Bus.	National	Average	Total	Total	Total	(H)	(I)	(J)	(K)	Very	Fair/	(N)	(O)	(P)	(Q)	(R)	(S)	School	College	(V)	(W)	(X)	
Compass	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	Good	Poor	(N)	(O)	(P)	(Q)	(R)	(S)	or Less	or More	(V)	(W)	(X)
Total	78695	26909	9336	2475	452	428	493	93	346	74	265	148	294	152	79	88	117	116	237	282	146	259	193	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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%
No response	31	1438	516	157	37	21	83	6	25	9	16	12	18	4	2	6	9	10	8	17	3	20	17	0
	0.04%	5.34%	5.53%	6.34%	8.19%	4.91%	16.84%	6.45%	7.23%	12.16%	6.04%	8.11%	6.12%	2.63%	2.53%	6.82%	7.69%	8.62%	3.38%	6.03%	2.05%	7.72%	8.81%	0.0%
		A	A	AB	ABCF	A	ABCDEF													U				
Appropriately skipped	29456	8725	2852	633	146	154	154	30	110	19	61	80	66	92	22	14	18	26	40	88	54	66	80	0
	37.43%	32.42%	30.55%	25.58%	32.30%	35.98%	31.24%	32.26%	31.79%	25.68%	23.02%	54.05%	22.45%	60.53%	27.85%	15.91%	15.38%	22.41%	16.88%	31.21%	36.99%	25.48%	41.45%	0.0%
	BCDEG	CD	D		D	CD	D					M		OPQ	Q							V		
BASE = Those who responded	49208	16746	5968	1685	269	253	256	57	211	46	188	56	210	56	55	68	90	80	189	177	89	173	96	0
	62.53%	62.23%	63.92%	68.08%	59.51%	59.11%	51.93%	61.29%	60.98%	62.16%	70.94%	37.84%	71.43%	36.84%	69.62%	77.27%	76.92%	68.97%	79.75%	62.77%	60.96%	66.80%	49.74%	0.0%
	G	G	ABFG	ABCEFG	G	G						L		N	N	N		R			W			
Yes	44840	15417	5492	1550	247	230	221	50	196	41	173	49	197	47	51	65	84	74	173	162	82	158	89	0
	91.12%	92.06%	92.02%	91.99%	91.82%	90.91%	86.33%	87.72%	92.89%	89.13%	92.02%	87.50%	93.81%	83.93%	92.73%	95.59%	93.33%	92.50%	91.53%	91.53%	92.13%	91.33%	92.71%	0.0%
	G	AG	G	G	G	G									N									
No	4368	1329	476	135	22	23	35	7	15	5	15	7	13	9	4	3	6	6	16	15	7	15	7	0
	8.88%	7.94%	7.98%	8.01%	8.18%	9.09%	13.67%	12.28%	7.11%	10.87%	7.98%	12.50%	6.19%	16.07%	7.27%	4.41%	6.67%	7.50%	8.47%	8.47%	7.87%	8.67%	7.29%	0.0%
	B						ABCDE							P										
Sigma	78695	26909	9336	2475	452	428	493	93	346	74	265	148	294	152	79	88	117	116	237	282	146	259	193	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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 Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column 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/W/X

12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

52. What is your age?

	2017 Plan Results																								
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)																		
								0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)	
Total	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 0.41%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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%	797 2.96% A	267 2.86% A	79 3.19% A	16 3.54% A	14 3.27% A	80 16.23% ABCDEF	2 2.15%	9 2.60%	2 2.70%	7 2.64%	5 3.38%	4 1.36%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.86%	0 0.0%	2 0.71%	0 0.0%	3 1.16%	13 6.74% V	0 0.0%	
BASE = Those who responded	78695 100.00% BCDEFG	26112 97.04% G	9069 97.14% G	2396 96.81% G	436 96.46% G	414 96.73% G	411 83.37%	91 97.85%	337 97.40%	72 97.30%	258 97.36%	143 96.62%	290 98.64%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	115 99.14%	237 100.00%	280 99.29%	146 100.00%	256 98.84% W	180 93.26%	0 0.0%	
18-34 (NET)	25080 31.87% BCD	7178 27.49% C	2339 25.79%	638 26.63%	152 34.86% BCD	174 42.03% ABCDE	164 39.90% ABCD	26 28.57%	122 36.20%	18 25.00%	86 33.33%	83 58.04% M	68 23.45% OPQ	152 100.00% OPQ	0 0.0%	0 0.0%	0 0.0%	35 30.43%	62 26.16%	85 30.36%	63 43.15% T	72 28.13%	80 44.44% V	0 0.0%	
18 to 24 (v 21)	11033 14.02% BCD	3019 11.56% C	970 10.70%	281 11.73%	66 15.14% BC	79 19.08% ABCD	80 19.46% ABCD	10 10.99%	55 16.32%	7 9.72%	39 15.12%	40 27.97% M	26 8.97%	66 43.42% OPQ	0 0.0%	0 0.0%	0 0.0%	26 22.61% S	21 8.86%	43 15.36%	21 14.38%	37 14.45%	29 16.11%	0 0.0%	
25 to 34 (v 29.5)	14047 17.85% BCD	4159 15.93% BCD	1369 15.10%	357 14.90%	86 19.72% BCD	95 22.95% ABCD	84 20.44% BCD	16 17.58%	67 19.88%	11 15.28%	47 18.22%	43 30.07% M	42 14.48%	86 56.58% OPQ	0 0.0%	0 0.0%	0 0.0%	9 7.83%	41 17.30% R	42 15.00%	42 28.77% T	35 13.67%	51 28.33% V	0 0.0%	
35 to 44 (v 39.5)	12930 16.43% BC	3654 13.99% BC	1289 14.21%	372 15.53% B	79 18.12% BC	76 18.36% BC	55 13.38%	26 28.57% I	52 15.43%	18 25.00%	44 17.05%	19 13.29%	60 20.69% L	0 0.0%	79 100.00% NPQ	0 0.0%	0 0.0%	15 13.04%	52 21.94% R	44 15.71%	34 23.29%	44 17.19%	35 19.44%	0 0.0%	
45 to 54 (v 49.5)	16038 20.38%	5296 20.28%	1867 20.59% G	472 19.70%	88 20.18%	74 17.87%	69 16.79%	18 19.78%	68 20.18%	15 20.83%	59 22.87%	18 12.59%	69 23.79% L	0 0.0%	0 0.0%	88 100.00% NOQ	0 0.0%	22 19.13%	56 23.63%	60 21.43%	26 17.81%	56 21.88%	32 17.78%	0 0.0%	
55 or older (NET)	24647 31.32% EF	9984 38.24% AEFG	3574 39.41% ABEFG	914 38.15% AEFG	117 26.83%	90 21.74%	123 29.93% F	21 23.08%	95 28.19%	21 29.17%	69 26.74%	23 16.08%	93 32.07% L	0 0.0%	0 0.0%	0 0.0%	117 100.00% NOP	43 37.39%	67 28.27%	91 32.50% U	23 15.75%	84 32.81% W	33 18.33%	0 0.0%	
55 to 64 (v 59.5)	19288 24.51%	7490 28.68% AF	2655 29.28% AF	659 27.50% AF	110 25.23%	88 21.26%	115 27.98% F	18 19.78%	91 27.00%	19 26.39%	64 24.81%	22 15.38%	87 30.00% L	0 0.0%	0 0.0%	0 0.0%	110 94.02% NOP	39 33.91%	64 27.00%	85 30.36% U	22 15.07%	79 30.86% W	31 17.22%	0 0.0%	
65 to 74 (v 69.5)	3526 4.48% EFG	1391 5.33% AEFG	531 5.86% AEFG	146 6.09% AEFG	6 1.38%	2 0.48%	7 1.70%	3 3.30%	3 0.89%	1 1.39%	5 1.94%	1 0.70%	5 1.72%	0 0.0%	0 0.0%	0 0.0%	6 5.13% NOP	3 2.61%	3 1.27%	5 1.79%	1 0.68%	5 1.95%	1 0.56%	0 0.0%	
75 or older (v 79.5)	1834 2.33% EFG	1103 4.22% AEFG	388 4.28% AEFG	109 4.55% AEFG	1 0.23%	0 0.0%	1 0.24%	0 0.0%	1 0.30%	1 1.39%	0 0.0%	0 0.0%	1 0.34%	0 0.0%	0 0.0%	0 0.0%	1 0.85%	1 0.87%	0 0.0%	1 0.36%	0 0.0%	0 0.0%	1 0.56%	0 0.0%	

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column 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/W/X

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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		
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Average	44.3373 EFG	46.8211 AEFG	47.3934 ABEFG	46.9589 AEFG	42.2959 F	39.8587	41.7384	42.6319	42.2967	44.5069	42.7112	35.8636	45.4276 L	25.8092	39.5000	49.5000	60.1838	44.3609	44.2743	44.0518 N	38.9623 U	44.4043 W	39.2972	0
Standard deviation	15.4420	15.8886	15.7554	16.0234	14.1729	13.9776	15.1650	13.1892	14.4522	13.5865	14.1129	13.8925	13.2234	4.2130	0	0	2.8424	15.9295	12.9565	14.5425	12.7260	14.2118	13.5642	0
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column 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/W/X

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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			
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)	
Total	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.23%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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%	4250 15.79% ACD	1314 14.07% A	345 13.94% A	99 21.90% ABCD	93 21.73% ABCD	154 31.24% ABCDEF	13 13.98%	77 22.25%	13 17.57%	44 16.60%	51 34.46% M	41 13.95%	55 36.18% OPQ	12 15.19% Q	10 11.36%	7 5.98%	0 0.0%	0 0.0%	50 17.73%	32 21.92%	2 0.77%	97 50.26% V	0 0.0%	
BASE = Those who responded	78695 100.00% BCDEFG	22659 84.21% EFG	8022 85.93% BEFG	2130 86.06% BEFG	353 78.10% G	334 78.04% G	339 68.76%	80 86.02%	269 77.75%	61 82.43%	221 83.40%	97 65.54%	253 86.05% L	97 63.82%	67 84.81% N	78 88.64% N	110 94.02% NO	116 100.00%	237 100.00%	232 82.27%	114 78.08%	257 99.23% W	96 49.74%	0 0.0%	
Male	29456 37.43% FG	8772 38.71% AEFG	3067 38.23% EFG	779 36.57% FG	116 32.86%	91 27.25%	97 28.61%	24 30.00%	90 33.46%	15 24.59%	69 31.22%	34 35.05%	82 32.41%	35 36.08%	15 22.39%	22 28.21%	43 39.09% O	116 100.00% S	0 0.0%	88 37.93% U	23 20.18%	86 33.46%	30 31.25%	0 0.0%	
Female	49239 62.57% B	13887 61.29%	4955 61.77%	1351 63.43%	237 67.14% BC	243 72.75% ABCD	242 71.39% ABCD	56 70.00%	179 66.54%	46 75.41%	152 68.78%	63 64.95%	171 67.59%	62 63.92%	52 77.61% Q	56 71.79%	67 60.91%	0 0.0%	237 100.00% R	144 62.07%	91 79.82% T	171 66.54%	66 68.75%	0 0.0%	
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%	

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column 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/W/X

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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		
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Total	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	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%
No response	0 0.0%	1312 4.88% A	490 5.25% A	140 5.66% A	24 5.31% A	24 5.61% A	80 16.23% ABCDEF	3 3.23%	14 4.05%	1 1.35%	11 4.15%	9 6.08%	8 2.72%	4 2.63%	1 1.27%	2 2.27%	3 2.56%	5 4.31%	2 0.84%	0 0.0%	0 0.0%	8 3.09%	16 8.29% V	0 0.0%
BASE = Those who responded	78695 100.00% BCDEFG	25597 95.12% G	8846 94.75% G	2335 94.34% G	428 94.69% G	404 94.39% G	413 83.77% G	90 96.77%	332 95.95%	73 98.65%	254 95.85%	139 93.92%	286 97.28%	148 97.37%	78 98.73%	86 97.73%	114 97.44%	111 95.69%	235 99.16%	282 100.00%	146 100.00%	251 96.91% W	177 91.71%	0 0.0%
High school or less (NET)	49106 62.40%	15799 61.72%	5517 62.37%	1660 71.09% ABCE	282 65.89%	286 70.79% ABC	301 72.88% ABCE	57 63.33%	222 66.87%	50 68.49%	170 66.93%	86 61.87%	193 67.48%	85 57.43%	44 56.41%	60 69.77%	91 79.82% NO	88 79.28% S	144 61.28%	282 100.00% U	0 0.0%	170 67.73%	112 63.28%	0 0.0%
8th grade or less	6225 7.91% E	1961 7.66% E	716 8.09% E	263 11.26% ABCE	22 5.14%	41 10.15% E	52 12.59% ABCE	2 2.22%	20 6.02%	3 4.11%	15 5.91%	9 6.47%	13 4.55%	4 2.70%	6 7.69%	4 4.65%	8 7.02%	5 4.50%	13 5.53%	22 7.80% U	0 0.0%	9 3.59%	13 7.34%	0 0.0%
Some high school, but did not graduate	13528 17.19% BC	4067 15.89%	1402 15.85%	475 20.34% ABC	82 19.16%	84 20.79% BC	109 26.39% ABCDE	19 21.11%	62 18.67%	18 24.66%	49 19.29%	16 11.51%	65 22.73% L	21 14.19%	12 15.38%	17 19.77%	31 27.19% NO	33 29.73% S	37 15.74%	82 29.08% U	0 0.0%	55 21.91%	27 15.25%	0 0.0%
High school graduate or GED	29353 37.30%	9771 38.17%	3399 38.42%	922 39.49% G	178 41.59% G	161 39.85%	140 33.90% G	36 40.00%	140 42.17%	29 39.73%	106 41.73%	61 43.88%	115 40.21%	60 40.54%	26 33.33%	39 45.35%	52 45.61%	50 45.05%	94 40.00%	178 63.12% U	0 0.0%	106 42.23%	72 40.68%	0 0.0%
Some college or 2-year degree	21555 27.39% DFG	7175 28.03% DFG	2476 27.99% DFG	539 23.08%	119 27.80% DG	91 22.52%	88 21.31%	23 25.56%	93 28.01%	18 24.66%	70 27.56%	41 29.50%	78 27.27%	55 37.16% PQ	23 29.49%	20 23.26%	21 18.42%	20 18.02%	72 30.64% R	0 0.0%	119 81.51% T	66 26.29%	53 29.94%	0 0.0%
College graduate or more (NET)	8035 10.21% DEFG	2623 10.25% DEFG	853 9.64% DEFG	136 5.82%	27 6.31%	27 6.68%	24 5.81%	10 11.11%	17 5.12%	5 6.85%	14 5.51%	12 8.63%	15 5.24%	8 5.41%	11 14.10% NQ	6 6.98%	2 1.75%	3 2.70%	19 8.09% R	0 0.0%	27 18.49% T	15 5.98%	12 6.78%	0 0.0%
4-year college graduate	5194 6.60% DG	1682 6.57% DG	532 6.01% DG	84 3.60%	20 4.67%	19 4.70%	16 3.87%	7 7.78%	13 3.92%	4 5.48%	11 4.33%	8 5.76%	12 4.20%	7 4.73% Q	7 8.97% Q	5 5.81%	1 0.88%	2 1.80%	15 6.38% R	0 0.0%	20 13.70% T	11 4.38%	9 5.08%	0 0.0%
More than 4-year college degree	2841 3.61% DEFG	941 3.68% DEFG	321 3.63% DEFG	52 2.23%	7 1.64%	8 1.98%	8 1.94%	3 3.33%	4 1.20%	1 1.37%	3 1.18%	4 2.88%	3 1.05%	1 0.68%	4 5.13%	1 1.16%	1 0.88%	1 0.90%	4 1.70%	0 0.0%	7 4.79% T	4 1.59%	3 1.69%	0 0.0%
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%

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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			
	2016	2017	2017	2017	2017	2016	2015																		
	Quality Compass (A)	DSS Book of Bus. (B)	UHC National Average (C)	Regional Average Southeast (D)	Plan Total (E)	Plan Total (F)	Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)	
Total	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.23%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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%	1728 6.42% A	683 7.32% AB	227 9.17% ABC	33 7.30% A	38 8.88% A	90 18.26% ABCDEF	4 4.30%	23 6.65%	3 4.05%	17 6.42%	9 6.08%	16 5.44%	3 1.97%	0 0.0%	8 9.09% NO	7 5.98% O	11 9.48% S	8 3.38%	13 4.61%	3 2.05%	17 6.56%	16 8.29%	0 0.0%	
BASE = Those who responded	78695 100.00% BCDEFG	25181 93.58% CDG	8653 92.68% DG	2248 90.83% G	419 92.70% G	389 90.89% G	403 81.74% G	89 95.70%	323 93.35%	71 95.95%	248 93.58%	139 93.92%	278 94.56%	149 98.03% P	79 100.00% PQ	80 90.91%	110 94.02%	105 90.52%	229 96.62% R	269 95.39%	143 97.95%	242 93.44%	177 91.71%	0 0.0%	
Yes, Hispanic or Latino	15227 19.35% BCDEFG	4302 17.08% CDEFG	1386 16.02% DEFG	184 8.19% EF	23 5.49%	19 4.88%	24 5.96%	4 4.49%	18 5.57%	4 5.63%	15 6.05%	11 7.91%	12 4.32%	10 6.71%	3 3.80%	4 5.00%	6 5.45%	6 5.71%	9 3.93%	13 4.83%	10 6.99%	13 5.37%	10 5.65%	0 0.0%	
No, not Hispanic or Latino	63468 80.65%	20879 82.92% A	7267 83.98% AB	2064 91.81% ABC	396 94.51% ABCD	370 95.12% ABCD	379 94.04% ABC	85 95.51%	305 94.43%	67 94.37%	233 93.95%	128 92.09%	266 95.68%	139 93.29%	76 96.20%	76 95.00%	104 94.55%	99 94.29%	220 96.07%	256 95.17%	133 93.01%	229 94.63%	167 94.35%	0 0.0%	
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%	

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column 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/W/X

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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		
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Total	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%
No response	0 0.0%	1823 6.77%	624 6.68%	129 5.21%	19 4.20%	21 4.91%	80 16.23%	1 1.08%	12 3.47%	1 1.35%	10 3.77%	7 4.73%	5 1.70%	4 2.63%	0 0.0%	0 0.0%	1 0.85%	2 1.72%	2 0.84%	0 0.0%	2 1.37%	4 1.54%	15 7.77%	0 0.0%
BASE = Those who responded	78695 100.00%	25086 93.23%	8712 93.32%	2346 94.79%	433 95.80%	407 95.09%	413 83.77%	92 98.92%	334 96.53%	73 98.65%	255 96.23%	141 95.27%	289 98.30%	148 97.37%	79 100.00%	88 100.00%	116 99.15%	114 98.28%	235 99.16%	282 100.00%	144 98.63%	255 98.46%	178 92.23%	0 0.0%
White	42409 53.89%	16381 65.30%	5745 65.94%	1443 61.51%	200 46.19%	186 45.70%	192 46.49%	51 55.43%	146 43.71%	32 43.84%	126 49.41%	65 46.10%	134 46.37%	65 43.92%	46 58.23%	36 40.91%	53 45.69%	62 54.39%	108 45.96%	135 47.87%	63 43.75%	126 49.41%	74 41.57%	0 0.0%
Black or African-American	19115 24.29%	5550 22.12%	1955 22.44%	834 35.55%	225 51.96%	213 52.33%	200 48.43%	42 45.65%	180 53.89%	42 57.53%	123 48.24%	71 50.35%	152 52.60%	83 56.08%	31 39.24%	46 52.27%	63 54.31%	52 45.61%	120 51.06%	143 50.71%	78 54.17%	123 48.24%	102 57.30%	0 0.0%
Asian	4714 5.99%	1438 5.73%	457 5.25%	43 1.83%	8 1.85%	8 1.97%	5 1.21%	2 2.17%	5 1.50%	2 2.74%	4 1.57%	3 2.13%	5 1.73%	2 1.35%	0 0.0%	2 2.27%	4 3.45%	1 0.88%	4 1.70%	2 0.71%	4 2.78%	3 1.18%	5 2.81%	0 0.0%
Native Hawaiian or other Pacific Islander	968 1.23%	502 2.00%	194 2.23%	17 0.72%	5 1.15%	2 0.49%	2 0.48%	2 2.17%	3 0.90%	1 1.37%	1 0.39%	2 1.42%	3 1.04%	2 1.35%	2 2.53%	1 1.14%	0 0.0%	1 0.88%	3 1.28%	2 0.71%	3 2.08%	2 0.78%	3 1.69%	0 0.0%
American Indian or Alaska Native	3148 4.00%	1244 4.96%	438 5.03%	114 4.86%	17 3.93%	14 3.44%	25 6.05%	5 5.43%	12 3.59%	4 5.48%	12 4.71%	3 2.13%	14 4.84%	4 2.70%	5 6.33%	5 5.68%	3 2.59%	5 4.39%	9 3.83%	8 2.84%	8 5.56%	3 1.18%	14 7.87%	0 0.0%
Other	8342 10.60%	2845 11.34%	883 10.14%	130 5.54%	25 5.77%	21 5.16%	27 6.54%	8 8.70%	16 4.79%	4 5.48%	11 4.31%	8 5.67%	17 5.88%	10 6.76%	4 5.06%	6 6.82%	5 4.31%	3 2.63%	13 5.53%	10 3.55%	14 9.72%	5 1.96%	20 11.24%	0 0.0%
Sigma	78695 100.00%	29783 110.68%	10296 110.28%	2710 109.49%	499 110.40%	465 108.64%	531 107.71%	111 119.35%	374 108.09%	86 116.22%	287 108.30%	159 107.43%	330 112.24%	170 111.84%	88 111.39%	96 109.09%	129 110.26%	126 108.62%	259 109.28%	300 106.38%	172 117.81%	266 102.70%	233 120.73%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

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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			=====	
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)		
Total	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%		
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.20%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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%	561 2.08% A	234 2.51% AB	72 2.91% AB	8 1.77% A	9 2.10% A	11 2.23% A	3 3.23%	4 1.16%	1 1.35%	4 1.51%	3 2.03%	5 1.70%	3 1.97%	1 1.27%	1 1.14%	3 2.56%	4 3.45%	4 1.69%	4 1.42% U	0 0.0%	8 3.09% W	0 0.0%	0 0.0%		
Appropriately skipped	0 0.0%	8946 33.25% AC	2873 30.77% A	804 32.48% A	193 42.70% ABCD	196 45.79% ABCD	260 52.74% ABCDEF	32 34.41%	153 44.22%	23 31.08%	108 40.75%	69 46.62%	118 40.14%	80 52.63% PQ	35 44.30% Q	32 36.36%	33 28.21%	30 25.86%	66 27.85%	112 39.72%	65 44.52%	0 0.0%	193 100.00% V	0 0.0%		
BASE = Those who responded	78695 100.00% BCDEFG	17402 64.67% EFG	6229 66.72% HDEFG	1599 64.61% EFG	251 55.53% G	223 52.10% G	221 44.83%	58 62.37%	189 54.62%	50 67.57%	153 57.74%	76 51.35%	171 58.16%	69 45.39%	43 54.43%	55 62.50% N	81 69.23% NO	82 70.69%	167 70.46%	166 58.87%	81 55.48%	251 96.91% W	0 0.0%	0 0.0%		
Yes	13748 17.47%	3031 17.42%	1173 18.83% ABE	427 26.70% ABCE	36 14.34%	49 21.97% E	50 22.62% E	11 18.97%	25 13.23%	11 22.00%	22 14.38%	10 13.16%	26 15.20%	15 21.74% O	2 4.65%	8 14.55%	10 12.35%	22 26.83% S	13 7.78%	33 19.88% U	2 2.47%	36 14.34%	0 0.0%	0 0.0%		
No	64947 82.53% CD	14371 82.58% CD	5056 81.17% D	1172 73.30%	215 85.66% CDPFG	174 78.03%	171 77.38%	47 81.03%	164 86.77%	39 78.00%	131 85.62%	66 86.84%	145 84.80%	54 78.26%	41 95.35% N	47 85.45%	71 87.65%	60 73.17%	154 92.22% R	133 80.12%	79 97.53% T	215 85.66%	0 0.0%	0 0.0%		
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%		

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

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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		
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Total	78695 100.00%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%
No response	0 0.0%	629 2.34% A	257 2.75% AB	84 3.39% AB	9 1.99% A	10 2.34% A	13 2.64% A	3 3.23%	5 1.45%	1 1.35%	5 1.89%	3 2.03%	6 2.04%	3 1.97%	1 1.27%	1 1.14%	4 3.42%	5 4.31%	4 1.69%	5 1.77% U	0 0.0%	9 3.47% W	0 0.0%	0 0.0%
Appropriately skipped	64947 82.53% D	23317 86.65% ACD	7929 84.93% AD	1976 79.84% ABCD	408 90.27% ABCD	370 86.45% AD	431 87.42% AD	79 84.95%	317 91.62%	62 83.78%	239 90.19%	135 91.22%	263 89.46%	134 88.16%	76 96.20% NQ	79 89.77%	104 88.89%	90 77.59%	220 92.83% R	245 86.88% T	144 98.63% U	215 83.01%	193 100.00% V	0 0.0%
BASE = Those who responded	13748 17.47% BCEFG	2963 11.01% E	1150 12.32% BE	415 16.77% BCEFG	35 7.74%	48 11.21%	49 9.94%	11 11.83%	24 6.94%	11 14.86%	21 7.92%	10 6.76%	25 8.50%	15 9.87% O	2 2.53%	8 9.09%	9 7.69%	21 18.10% S	13 5.49%	32 11.35% U	2 1.37%	35 13.51% W	0 0.0%	0 0.0%
Read the questions to me	4769 34.69%	1417 47.82% A	568 49.39% A	214 51.57% A	23 65.71% ABC	27 56.25% A	26 53.06% A	7 63.64%	16 66.67%	8 72.73%	14 66.67%	7 70.00%	16 64.00%	10 66.67%	0 0.0%	6 75.00%	7 77.78%	14 66.67%	9 69.23%	20 62.50%	2 100.00%	23 65.71%	0 0.0%	0 0.0%
Wrote down the answers I gave	3321 24.16%	988 33.34% A	387 33.65% AE	138 33.25% A	7 20.00%	16 33.33%	16 32.65%	1 9.09%	6 25.00%	1 9.09%	5 23.81%	1 10.00%	6 24.00%	2 13.33%	0 0.0%	3 37.50%	2 22.22%	4 19.05%	3 23.08%	5 15.63%	1 50.00%	7 20.00%	0 0.0%	0 0.0%
Answered the questions for me	2959 21.52%	946 31.93% A	367 31.91% A	134 32.29% A	8 22.86%	13 27.08%	13 26.53%	2 18.18%	6 25.00%	3 27.27%	4 19.05%	2 20.00%	6 24.00%	3 20.00%	1 50.00%	2 25.00%	2 22.22%	5 23.81%	3 23.08%	8 25.00%	0 0.0%	8 22.86%	0 0.0%	0 0.0%
Translated the questions into my language	1731 12.59% DEFG	421 14.21% CDEFG	128 11.13% DEFG	20 4.82%	1 2.86%	2 4.17%	1 2.04%	1 9.09%	0 0.0%	1 9.09%	0 0.0%	0 0.0%	1 4.00%	0 0.0%	1 50.00%	0 0.0%	0 0.0%	1 4.76%	0 0.0%	1 3.13%	0 0.0%	1 2.86%	0 0.0%	0 0.0%
Helped in some other way	968 7.04%	314 10.60% A	115 10.00% A	44 10.60% A	7 20.00%	4 8.33%	6 12.24%	4 36.36%	3 12.50%	2 18.18%	4 19.05%	2 20.00%	5 20.00%	5 33.33%	1 50.00%	0 0.0%	0 0.0%	2 9.52%	4 30.77%	7 21.88%	0 0.0%	7 20.00%	0 0.0%	0 0.0%
Sigma	78695 100.00%	28032 104.17%	9751 104.45%	2610 105.45%	463 102.43%	442 103.27%	506 102.64%	97 104.30%	353 102.02%	78 105.41%	271 102.26%	150 101.35%	303 103.06%	157 103.29%	80 101.27%	91 103.41%	119 101.71%	121 104.31%	243 102.53%	291 103.19%	147 100.68%	270 104.25%	193 100.00%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column 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/W/X

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59. In the last 6 months, if it was not easy to get the care, tests, or treatment you thought you needed, what was the main reason for the difficulty?

	2017 Plan Results																							
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Total	0 0.0%	0 0.0%	8393 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	12 2.80% CDE	13 2.64% CDE	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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%	3499 41.69%	1045 42.22% F	173 38.27%	159 37.15%	189 38.34%	22 23.66%	143 41.33% H	21 28.38%	115 43.40% J	65 43.92% M	98 33.33%	55 36.18%	22 27.85%	37 42.05%	44 37.61%	37 31.90%	83 35.02%	98 34.75%	52 35.62%	94 36.29%	79 40.93%	0 0.0%
I did not try to get any care, tests, or treatment in the last 6 months	0 0.0%	0 0.0%	2209 26.32% DF	602 24.32%	102 22.57%	91 21.26%	123 24.95%	16 17.20%	83 23.99%	9 12.16%	58 21.89% J	43 29.05% M	59 20.07%	33 21.71%	16 20.25%	12 13.64%	41 35.04% NOP	33 28.45%	52 21.94%	75 26.60%	27 18.49%	63 24.32%	39 20.21%	0 0.0%
BASE = Those who responded	0 0.0%	0 0.0%	2685 31.99%	828 33.45%	177 39.16% CD	166 38.79% CD	168 34.08%	55 59.14% I	120 34.68%	44 59.46% K	92 34.72%	40 27.03%	137 46.60% L	64 42.11% Q	41 51.90% Q	39 44.32% Q	32 27.35%	46 39.66%	102 43.04%	109 38.65%	67 45.89%	102 39.38%	75 38.86%	0 0.0%
I had to wait too long for the health plan to give the OK	0 0.0%	0 0.0%	453 16.87%	147 17.75%	23 12.99%	29 17.47%	35 20.83%	10 18.18%	12 10.00%	5 11.36%	14 15.22%	9 22.50%	14 10.22%	7 10.94%	9 21.95%	4 10.26%	3 9.38%	7 15.22%	13 12.75%	13 11.93%	9 13.43%	10 9.80%	13 17.33%	0 0.0%
I did not know where to go to get a physician/lab work/x-ray, mammogram (NET)	0 0.0%	0 0.0%	237 8.83%	74 8.94%	19 10.73%	15 9.04%	12 7.14%	4 7.27%	15 12.50%	3 6.82%	7 7.61%	3 7.50%	16 11.68%	8 12.50%	2 4.88%	2 5.13%	7 21.88% OP	3 6.52%	9 8.82%	8 7.34%	11 16.42%	9 8.82%	10 13.33%	0 0.0%
I did not know where to go to get a physician for care	0 0.0%	0 0.0%	190 7.08% G	58 7.00% G	16 9.04% G	12 7.23% G	0 0.0%	3 5.45%	13 10.83%	2 4.55%	6 6.52%	3 7.50%	13 9.49%	8 12.50%	2 4.88%	2 5.13%	4 12.50%	3 6.52%	6 5.88%	6 5.50%	10 14.93%	6 5.88%	10 13.33%	0 0.0%
I did not know where to go to get lab work done	0 0.0%	0 0.0%	23 0.86% G	7 0.85% G	2 1.13%	2 1.20%	0 0.0%	0 0.0%	2 1.67%	1 2.27%	0 0.0%	0 0.0%	2 1.46%	0 0.0%	0 0.0%	0 0.0%	2 6.25%	0 0.0%	2 1.96%	2 1.83%	0 0.0%	2 1.96%	0 0.0%	0 0.0%
I did not know where to go to get an x-ray, mammogram, etc.	0 0.0%	0 0.0%	24 0.89% G	9 1.09% G	1 0.56%	1 0.60%	0 0.0%	1 1.82%	0 0.0%	0 0.0%	1 1.09%	0 0.0%	1 0.73%	0 0.0%	0 0.0%	0 0.0%	1 3.13%	0 0.0%	1 0.98%	0 0.0%	1 1.49%	1 0.98%	0 0.0%	0 0.0%
I could not find a doctor, lab, or x-ray facility in my network	0 0.0%	0 0.0%	170 6.33%	71 8.57% C	18 10.17%	17 10.24%	14 8.33%	6 10.91%	12 10.00%	4 9.09%	12 13.04%	3 7.50%	15 10.95%	6 9.38%	4 9.76%	3 7.69%	5 15.63%	4 8.70%	12 11.76%	12 11.01%	6 8.96%	12 11.76%	6 8.00%	0 0.0%
I could not find a doctor who was easy to get to	0 0.0%	0 0.0%	147 5.47%	56 6.76%	10 5.65%	16 9.64%	14 8.33%	3 5.45%	7 5.83%	3 6.82%	3 3.26%	2 5.00%	8 5.84%	2 3.13%	2 4.88%	2 5.13%	4 12.50%	4 8.70%	3 2.94%	9 8.26% U	1 1.49%	3 2.94%	7 9.33%	0 0.0%
I could not find a lab or x-ray facility that was easy to get to	0 0.0%	0 0.0%	21 0.78% EF	3 0.36%	0 0.0%	0 0.0%	2 1.19%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

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12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

59. In the last 6 months, if it was not easy to get the care, tests, or treatment you thought you needed, what was the main reason for the difficulty?

	2017 Plan Results																							
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016	2017	2017	2017	2017	2016	2015																	
	Quality	DSS	UHC	Regional	Plan	Plan	Plan	0-7	8-10	0-7	8-10	Excel./	Good/	18-34	35-44	45-54	55+	Male	Female	High	Some	Mail	Phone	Internet
	Compass	Book	National	Average	Total	Total	Total	(H)	(I)	(J)	(K)	Very	Fair/	(N)	(O)	(P)	(Q)	(R)	(S)	School	College	(V)	(W)	(X)
	(A)	(B)	(C)	(D)	(E)	(F)	(G)					Good	Poor							or Less	or More			
I had to wait too long to get an appointment	0 0.0%	0 0.0%	551 20.52% F	148 17.87% F	46 25.99% DF	20 12.05%	31 18.45%	16 29.09%	30 25.00%	14 31.82%	26 28.26%	6 15.00%	40 29.20% L	18 28.13%	10 24.39%	13 33.33%	5 15.63%	11 23.91%	30 29.41%	25 22.94%	21 31.34%	28 27.45%	18 24.00%	0 0.0%
I could not find someone who spoke my language	0 0.0%	0 0.0%	33 1.23% EG	7 0.85% EG	0 0.0%	1 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 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Other, personal reason	0 0.0%	0 0.0%	1073 39.96%	322 38.89%	61 34.46%	68 40.96%	60 35.71%	16 29.09%	44 36.67%	15 34.09%	30 32.61%	17 42.50%	44 32.12%	23 35.94%	14 34.15%	15 38.46%	8 25.00%	17 36.96%	35 34.31%	42 38.53%	19 28.36%	40 39.22%	21 28.00%	0 0.0%
Sigma	0 0.0%	0 0.0%	8393 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

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12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

60. In the last 6 months, did you call a doctor's office or clinic after hours to get help for yourself?

	2017 Plan Results																							
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016 Quality Compass (A)	2017 DSS Book (B)	2017 UHC National Average (C)	2017 Regional Average Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Total	0 0.0%	0 0.0%	7980 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.20%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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%	504 6.32%	184 7.43%	33 7.30%	36 8.41%	89 18.05% CDEF	4 4.30%	21 6.07%	4 5.41%	15 5.66%	12 8.11%	14 4.76%	6 3.95%	5 6.33%	5 5.68%	3 2.56%	4 3.45%	9 3.80%	9 3.19%	6 4.11%	10 3.86%	23 11.92% V	0 0.0%
BASE = Those who responded	0 0.0%	0 0.0%	7476 93.68% G	2291 92.57% G	419 92.70% G	392 91.59% G	403 81.74% G	89 95.70%	325 93.93%	70 94.59%	250 94.34%	136 91.89%	280 95.24%	146 96.05%	74 93.67%	83 94.32%	114 97.44%	112 96.55%	228 96.20%	273 96.81%	140 95.89%	249 96.14% W	170 88.08%	0 0.0%
Yes	0 0.0%	0 0.0%	865 11.57%	251 10.96%	47 11.22%	48 12.24%	44 10.92%	14 15.73%	33 10.15%	14 20.00%	28 11.20%	13 9.56%	33 11.79%	14 9.59%	6 8.11%	12 14.46%	14 12.28%	14 12.50%	27 11.84%	35 12.82%	12 8.57%	27 10.84%	20 11.76%	0 0.0%
No	0 0.0%	0 0.0%	6611 88.43%	2040 89.04%	372 88.78%	344 87.76%	359 89.08%	75 84.27%	292 89.85%	56 80.00%	222 88.80%	123 90.44%	247 88.21%	132 90.41%	68 91.89%	71 85.54%	100 87.72%	98 87.50%	201 88.16%	238 87.18%	128 91.43%	222 89.16%	150 88.24%	0 0.0%
Sigma	0 0.0%	0 0.0%	7980 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

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12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

61. In the last 6 months, when you called a doctor's office or clinic after hours, how often did you get the help you wanted?

	2017 Plan Results																							
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)																	
								0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Total	0 0.0%	0 0.0%	8393 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.23%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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%	550 6.55%	194 7.84% C	36 7.96%	38 8.88%	93 18.86% CDEF	4 4.30%	24 6.94%	5 6.76%	17 6.42%	13 8.78%	16 5.44%	6 3.95%	5 6.33%	7 7.95%	4 3.42%	6 5.17%	10 4.22%	10 3.55%	8 5.48%	13 5.02%	23 11.92% V	0 0.0%
I did not call after hours in the last 6 months	0 0.0%	0 0.0%	244 2.91% DEFG	16 0.65%	4 0.88%	2 0.47%	3 0.61%	2 2.15%	2 0.58%	1 1.35%	2 0.75%	3 2.03%	1 0.34%	1 0.66%	1 1.27%	0 0.0%	2 1.71%	2 1.72%	0 0.0%	3 1.06%	1 0.68%	2 0.77%	2 1.04%	0 0.0%
Appropriately skipped	0 0.0%	0 0.0%	6611 78.77% G	2040 82.42% CG	372 82.30% G	344 80.37% G	359 72.82%	75 80.65%	292 84.39%	56 75.68%	222 83.77%	123 83.11%	247 84.01%	132 86.84%	68 86.08%	71 80.68%	100 85.47%	98 84.48%	201 84.81%	238 84.40%	128 87.67%	222 85.71% W	150 77.72%	0 0.0%
BASE = Those who responded	0 0.0%	0 0.0%	988 11.77% DEG	225 9.09%	40 8.85%	43 10.05%	38 7.71%	12 12.90%	28 8.09%	12 16.22%	24 9.06%	9 6.08%	30 10.20%	13 8.55%	5 6.33%	10 11.36%	11 9.40%	10 8.62%	26 10.97%	31 10.99%	9 6.16%	22 8.49%	18 9.33%	0 0.0%
Never	0 0.0%	0 0.0%	135 13.66%	34 15.11%	5 12.50%	6 13.95%	11 28.95% C	3 25.00%	2 7.14%	2 16.67%	2 8.33%	1 11.11%	4 13.33%	2 15.38%	0 0.0%	1 10.00%	2 18.18%	1 10.00%	4 15.38%	5 16.13%	0 0.0%	2 9.09%	3 16.67%	0 0.0%
Sometimes	0 0.0%	0 0.0%	180 18.22%	46 20.44%	15 37.50% CDG	11 25.58%	4 10.53%	7 58.33%	8 28.57%	7 58.33%	8 33.33%	2 22.22%	13 43.33%	3 23.08%	3 60.00%	2 20.00%	6 54.55%	5 50.00%	8 30.77%	11 35.48%	4 44.44%	11 50.00%	4 22.22%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	0 0.0%	0 0.0%	315 31.88%	80 35.56%	20 50.00% C	17 39.53%	15 39.47%	10 83.33%	10 35.71%	9 75.00%	10 41.67%	3 33.33%	17 56.67%	5 38.46%	3 60.00%	3 30.00%	8 72.73%	6 60.00%	12 46.15%	16 51.61%	4 44.44%	13 59.09%	7 38.89%	0 0.0%
Usually	0 0.0%	0 0.0%	204 20.65% DE	31 13.78%	4 10.00%	8 18.60%	7 18.42%	0 0.0%	4 14.29%	2 16.67%	2 8.33%	1 11.11%	3 10.00%	3 23.08%	1 20.00%	0 0.0%	0 0.0%	0 0.0%	2 7.69%	3 9.68%	1 11.11%	1 4.55%	3 16.67%	0 0.0%
Always	0 0.0%	0 0.0%	469 47.47%	114 50.67%	16 40.00%	18 41.86%	16 42.11%	2 16.67%	14 50.00%	1 8.33%	12 50.00%	5 55.56%	10 33.33%	5 38.46%	1 20.00%	7 70.00%	3 27.27%	4 40.00%	12 46.15%	12 38.71%	4 44.44%	8 36.36%	8 44.44%	0 0.0%
Top Two Box (%Always + %Usually)	0 0.0%	0 0.0%	673 68.12% E	145 64.44%	20 50.00%	26 60.47%	23 60.53%	2 16.67%	18 64.29%	3 25.00%	14 58.33%	6 66.67%	13 43.33%	8 61.54%	2 40.00%	7 70.00%	3 27.27%	4 40.00%	14 53.85%	15 48.39%	5 55.56%	9 40.91%	11 61.11%	0 0.0%
4-point composite mean	0	0	3.0192	3.0000	2.7750	2.8837	2.7368	2.0833	3.0714	2.1667	3.0000	3.1111	2.6333	2.8462	2.6000	3.3000	2.3636	2.7000	2.8462	2.7097	3.0000	2.6818	2.8889	0
Sigma	0 0.0%	0 0.0%	8393 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

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62. In the last 6 months, how often was it hard to find a personal doctor who speaks your language?

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column 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/W/X

12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

63. In the last 6 months, how often was it hard to find a personal doctor who understands your culture?

	2017 Plan Results																									
	=====							Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			=====	
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)																			
								0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)		
Total	0 0.0%	0 0.0%	8873 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%		
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.20%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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%	671 7.56%	216 8.73%	41 9.07%	36 8.41%	92 18.66% CDEF	8 8.60%	23 6.65%	5 6.76%	18 6.79%	14 9.46%	19 6.46%	9 5.92%	4 5.06%	5 5.68%	9 7.69%	6 5.17%	11 4.64%	13 4.61%	10 6.85%	14 5.41%	27 13.99% V	0 0.0%		
BASE = Those who responded	0 0.0%	0 0.0%	8202 92.44% G	2259 91.27% G	411 90.93% G	392 91.59% G	400 81.14%	85 91.40%	323 93.35%	69 93.24%	247 93.21%	134 90.54%	275 93.54%	143 94.08%	75 94.94%	83 94.32%	108 92.31%	110 94.83%	226 95.36%	269 95.39%	136 93.15%	245 94.59% W	166 86.01%	0 0.0%		
Never	0 0.0%	0 0.0%	6742 82.20% G	1830 81.01%	333 81.02%	319 81.38%	311 77.75%	64 75.29%	267 82.66%	54 78.26%	197 79.76%	113 84.33%	218 79.27%	117 81.82%	57 76.00%	67 80.72%	91 84.26%	91 82.73%	186 82.30%	213 79.18%	116 85.29%	212 86.53% W	121 72.89%	0 0.0%		
Sometimes	0 0.0%	0 0.0%	500 6.10%	122 5.40%	20 4.87%	20 5.10%	20 5.00%	8 9.41%	11 3.41%	6 8.70%	10 4.05%	5 3.73%	15 5.45%	7 4.90%	5 6.67%	4 4.82%	3 2.78%	2 1.82%	9 3.98%	15 5.58%	4 2.94%	10 4.08%	10 6.02%	0 0.0%		
Bottom Two Box (%Never + %Sometimes)	0 0.0%	0 0.0%	7242 88.30% DG	1952 86.41%	353 85.89%	339 86.48%	331 82.75%	72 84.71%	278 86.07%	60 86.96%	207 83.81%	118 88.06%	233 84.73%	124 86.71%	62 82.67%	71 85.54%	94 87.04%	93 84.55%	195 86.28%	228 84.76%	120 88.24%	222 90.61% W	131 78.92%	0 0.0%		
Usually	0 0.0%	0 0.0%	256 3.12%	72 3.19%	12 2.92%	17 4.34%	13 3.25%	7 8.24% I	5 1.55%	5 7.25%	4 1.62%	3 2.24%	9 3.27%	5 3.50%	4 5.33%	2 2.41%	1 0.93%	4 3.64%	7 3.10%	9 3.35%	3 2.21%	9 3.67%	3 1.81%	0 0.0%		
Always	0 0.0%	0 0.0%	704 8.58%	235 10.40% C	46 11.19%	36 9.18%	56 14.00% CF	6 7.06%	40 12.38%	4 5.80%	36 14.57% J	13 9.70%	33 12.00%	14 9.79%	9 12.00%	10 12.05%	13 12.04%	13 11.82%	24 10.62%	32 11.90%	13 9.56%	14 5.71%	32 19.28% V	0 0.0%		
Top Two Box (%Always + %Usually)	0 0.0%	0 0.0%	960 11.70%	307 13.59% C	58 14.11%	53 13.52%	69 17.25% C	13 15.29%	45 13.93%	9 13.04%	40 16.19%	16 11.94%	42 15.27%	19 13.29%	13 17.33%	12 14.46%	14 12.96%	17 15.45%	31 13.72%	41 15.24%	16 11.76%	23 9.39%	35 21.08% V	0 0.0%		
4-point composite mean	0	0	1.3809	1.4298 C	1.4428	1.4133	1.5350 C	1.4706	1.4365	1.4058	1.5101	1.3731	1.4800	1.4126	1.5333	1.4578	1.4074	1.4455	1.4204	1.4796	1.3603	1.2857	1.6747 V	0		
Sigma	0 0.0%	0 0.0%	8873 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%		

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column 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/W/X

12430 - UNITEDHEALTHCARE COMMUNITY PLAN (IA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

64. In the last 6 months, did you use the health plan website to look up information about a doctor or hospital?

	2017 Plan Results																							
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016 Quality Compass (A)	2017 DSS Book (B)	2017 UHC National Average (C)	2017 Regional Average Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Total	0 0.0%	0 0.0%	7690 100.00%	2185 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.23%	1 0.20%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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%	489 6.36%	166 7.60% C	35 7.74%	35 8.18%	85 17.24% CDEF	5 5.38%	22 6.36%	5 6.76%	14 5.28%	15 10.14% M	13 4.42%	8 5.26%	4 5.06%	4 4.55%	5 4.27%	7 6.03%	8 3.38%	11 3.90%	7 4.79%	12 4.63%	23 11.92% V	0 0.0%
BASE = Those who responded	0 0.0%	0 0.0%	7201 93.64% DG	2019 92.40% G	417 92.26% G	392 91.59% G	407 82.56% G	88 94.62%	324 93.64%	69 93.24%	251 94.72%	133 89.86% L	281 95.58% L	144 94.74%	75 94.94%	84 95.45%	112 95.73%	109 93.97%	229 96.62%	271 96.10%	139 95.21%	247 95.37% W	170 88.08%	0 0.0%
Yes	0 0.0%	0 0.0%	811 11.26%	215 10.65% CD	64 15.35% D	57 14.54% D	51 12.53%	12 13.64%	51 15.74%	11 15.94%	41 16.33%	24 18.05%	40 14.23%	29 20.14% Q	9 12.00%	14 16.67%	12 10.71%	12 11.01%	43 18.78%	34 12.55%	30 21.58% T	36 14.57%	28 16.47%	0 0.0%
No	0 0.0%	0 0.0%	6390 88.74% E	1804 89.35% EF	353 84.65%	335 85.46%	356 87.47%	76 86.36%	273 84.26%	58 84.06%	210 83.67%	109 81.95%	241 85.77%	115 79.86%	66 88.00%	70 83.33%	100 89.29% N	97 88.99%	186 81.22%	237 87.45% U	109 78.42%	211 85.43%	142 83.53%	0 0.0%
Sigma	0 0.0%	0 0.0%	7690 100.00%	2185 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

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12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

65. In the last 6 months, if the health plan website was not useful in finding a doctor or hospital, what was the problem?

	2017 Plan Results																							
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Total	0 0.0%	0 0.0%	7951 100.00%	2446 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%
No response	0 0.0%	0 0.0%	640 8.05%	215 8.79%	45 9.96%	42 9.81%	89 18.05% CDEF	6 6.45%	31 8.96%	7 9.46%	21 7.92%	21 14.19% M	17 5.78%	13 8.55%	4 5.06%	7 7.95%	7 5.98%	10 8.62%	12 5.06%	17 6.03%	11 7.53%	15 5.79%	30 15.54% V	0 0.0%
I did not use the site	0 0.0%	0 0.0%	167 2.10% EFG	139 5.68% CEFG	4 0.88% FG	0 0.0%	0 0.0%	0 0.0%	4 1.16% H	0 0.0%	3 1.13%	2 1.35%	2 0.68%	0 0.0%	1 1.27%	1 1.14%	2 1.71%	0 0.0%	4 1.69% R	3 1.06%	1 0.68%	4 1.54% W	0 0.0%	0 0.0%
Appropriately skipped	0 0.0%	0 0.0%	6390 80.37% DG	1804 73.75%	353 78.10% DG	335 78.27% DG	356 72.21%	76 81.72%	273 78.90%	58 78.38%	210 79.25%	109 73.65%	241 81.97%	115 75.66%	66 83.54%	70 79.55%	100 85.47% N	97 83.62%	186 78.48%	237 84.04% U	109 74.66%	211 81.47% W	142 73.58%	0 0.0%
BASE = Those who responded	0 0.0%	0 0.0%	754 9.48%	288 11.77% C	50 11.06%	51 11.92%	48 9.74%	11 11.83%	38 10.98%	9 12.16%	31 11.70%	16 10.81%	34 11.56%	24 15.79% Q	8 10.13%	10 11.36%	8 6.84%	9 7.76%	35 14.77% R	25 8.87% T	25 17.12% T	29 11.20%	21 10.88%	0 0.0%
The print was too small	0 0.0%	0 0.0%	43 5.70%	17 5.90%	4 8.00%	3 5.88%	1 2.08%	1 9.09%	3 7.89%	1 11.11%	2 6.45%	1 6.25%	3 8.82%	2 8.33%	0 0.0%	1 10.00%	1 12.50%	0 0.0%	3 8.57%	4 16.00%	0 0.0%	0 0.0%	4 19.05%	0 0.0%
The information was hard to understand	0 0.0%	0 0.0%	65 8.62% G	23 7.99% G	5 10.00%	5 9.80%	1 2.08%	0 0.0%	4 10.53%	0 0.0%	2 6.45%	4 25.00%	1 2.94%	4 16.67%	0 0.0%	0 0.0%	1 12.50%	0 0.0%	1 2.86%	2 8.00%	3 12.00%	1 3.45%	4 19.05%	0 0.0%
It was hard to find the information I was looking for	0 0.0%	0 0.0%	184 24.40%	65 22.57%	12 24.00%	11 21.57%	13 27.08%	3 27.27%	9 23.68%	2 22.22%	7 22.58%	7 43.75%	5 14.71%	5 20.83%	2 25.00%	2 20.00%	3 37.50%	3 33.33%	7 20.00%	7 28.00%	5 20.00%	7 24.14%	5 23.81%	0 0.0%
The information was wrong	0 0.0%	0 0.0%	114 15.12%	45 15.63%	13 26.00% G	9 17.65%	4 8.33%	5 45.45%	8 21.05%	4 44.44%	6 19.35%	3 18.75%	10 29.41%	5 20.83%	3 37.50%	1 10.00%	4 50.00%	2 22.22%	11 31.43%	6 24.00%	7 28.00%	8 27.59%	5 23.81%	0 0.0%
It was not in my language	0 0.0%	0 0.0%	32 4.24% G	10 3.47% G	4 8.00% G	2 3.92%	0 0.0%	0 0.0%	4 10.53%	0 0.0%	3 9.68%	3 18.75%	1 2.94%	2 8.33%	1 12.50%	0 0.0%	1 12.50%	2 22.22%	1 2.86%	4 16.00%	0 0.0%	0 0.0%	4 19.05%	0 0.0%
I did not have a problem	0 0.0%	0 0.0%	417 55.31% E	163 56.60% E	20 40.00%	28 54.90%	30 62.50% E	2 18.18%	18 47.37%	3 33.33%	15 48.39%	5 31.25%	15 44.12%	11 45.83%	2 25.00%	6 60.00%	1 12.50%	4 44.44%	14 40.00%	9 36.00%	11 44.00%	15 51.72%	5 23.81%	0 0.0%
Sigma	0 0.0%	0 0.0%	8052 101.27%	2481 101.43%	460 101.77%	435 101.64%	494 100.20%	93 100.00%	354 102.31%	75 101.35%	269 101.51%	155 104.73%	295 100.34%	157 103.29%	79 100.00%	88 100.00%	120 102.56%	118 101.72%	239 100.84%	289 102.48%	147 100.68%	261 100.77%	199 103.11%	0 0.0%

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12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

66. In the last 6 months, if you called customer service regarding mental health services, how often was the staff helpful and provided the help you needed?

	2017 Plan Results																							
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Total	0 0.0%	0 0.0%	5705 100.00%	1759 100.00%	452 100.00%	428 100.00%	0 0.0%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	5 1.17% CDE	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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%	467 8.19%	159 9.04%	46 10.18%	38 8.88%	0 0.0%	10 10.75%	29 8.38%	7 9.46%	19 7.17%	18 12.16%	21 7.14%	11 7.24%	6 7.59%	7 7.95%	8 6.84%	9 7.76%	14 5.91%	17 6.03%	10 6.85%	17 6.56%	29 15.03% V	0 0.0%
I did not call customer service for mental health services in the last 6 months	0 0.0%	0 0.0%	3283 57.55% EF	981 55.77% EF	222 49.12%	212 49.53%	0 0.0%	47 50.54%	172 49.71%	43 58.11%	136 51.32%	63 42.57%	157 53.40% L	67 44.08%	37 46.84%	51 57.95% N	67 57.26% N	61 52.59%	139 58.65%	140 49.65%	80 54.79%	172 66.41% W	50 25.91%	0 0.0%
BASE = Those who responded	0 0.0%	0 0.0%	1955 34.27%	619 35.19%	184 40.71% CD	173 40.42% CD	0 0.0%	36 38.71%	145 41.91%	24 32.43%	110 41.51%	67 45.27%	116 39.46%	74 48.68% PQ	36 45.57%	30 34.09%	42 35.90%	46 39.66%	84 35.44%	125 44.33%	56 38.36%	70 27.03%	114 59.07% V	0 0.0%
Never	0 0.0%	0 0.0%	875 44.76%	264 42.65%	80 43.48%	82 47.40%	0 0.0%	17 47.22%	62 42.76%	9 37.50%	40 36.36%	28 41.79%	51 43.97%	30 40.54%	16 44.44%	14 46.67%	20 47.62%	16 34.78%	38 45.24%	53 42.40%	27 48.21%	29 41.43%	51 44.74%	0 0.0%
Sometimes	0 0.0%	0 0.0%	180 9.21%	51 8.24%	13 7.07%	19 10.98%	0 0.0%	5 13.89%	6 4.14%	4 16.67%	5 4.55%	1 1.49%	12 10.34% L	2 2.70%	2 5.56%	3 10.00%	6 14.29% N	6 13.04%	4 4.76%	11 8.80% U	1 1.79%	5 7.14%	8 7.02%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	0 0.0%	0 0.0%	1055 53.96%	315 50.89%	93 50.54%	101 58.38%	0 0.0%	22 61.11%	68 46.90%	13 54.17%	45 40.91%	29 43.28%	63 54.31%	32 43.24%	18 50.00%	17 56.67%	26 61.90%	22 47.83%	42 50.00%	64 51.20%	28 50.00%	34 48.57%	59 51.75%	0 0.0%
Usually	0 0.0%	0 0.0%	211 10.79%	53 8.56%	16 8.70%	14 8.09%	0 0.0%	3 8.33%	13 8.97%	3 12.50%	11 10.00%	3 4.48%	13 11.21%	6 8.11%	2 5.56%	3 10.00%	4 9.52%	5 10.87%	8 9.52%	9 7.20%	7 12.50%	8 11.43%	8 7.02%	0 0.0%
Always	0 0.0%	0 0.0%	689 35.24%	251 40.55% C	75 40.76%	58 33.53%	0 0.0%	11 30.56%	64 44.14%	8 33.33%	54 49.09%	35 52.24% M	40 34.48%	36 48.65% Q	16 44.44%	10 33.33%	12 28.57%	19 41.30%	34 40.48%	52 41.60%	21 37.50%	28 40.00%	47 41.23%	0 0.0%
Top Two Box (%Always + %Usually)	0 0.0%	0 0.0%	900 46.04%	304 49.11%	91 49.46%	72 41.62%	0 0.0%	14 38.89%	77 53.10%	11 45.83%	65 59.09%	38 56.72%	53 45.69%	42 56.76%	18 50.00%	13 43.33%	16 38.10%	24 52.17%	42 50.00%	61 48.80%	28 50.00%	36 51.43%	55 48.25%	0 0.0%
4-point composite mean	0	0	2.3652	2.4701	2.4674	2.2775	0	2.2222	2.5448	2.4167	2.7182	2.6716	2.3621	2.6486	2.5000	2.3000	2.1905	2.5870	2.4524	2.4800	2.3929	2.5000	2.4474	0
Sigma	0 0.0%	0 0.0%	5705 100.00%	1759 100.00%	452 100.00%	428 100.00%	0 0.0%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column 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/W/X

12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

67. Using any number from 0 to 10, where 0 is the worst mental health services possible and 10 is the best mental health services possible, what number would you use to rate all your mental health services in the last 6 months?

	2017 Plan Results																							
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Total	0 0.0%	0 0.0%	5705 100.00%	1759 100.00%	452 100.00%	428 100.00%	0 0.0%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	4 0.93% CDE	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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%	597 10.46%	186 10.57%	44 9.73%	47 10.98%	0 0.0%	8 8.60%	30 8.67%	6 8.11%	19 7.17%	15 10.14%	23 7.82%	9 5.92%	5 6.33%	8 9.09%	9 7.69%	10 8.62%	14 5.91%	18 6.38%	10 6.85%	17 6.56%	27 13.99% V	0 0.0%
I did not receive mental health services in the last 6 months	0 0.0%	0 0.0%	2904 50.90% EF	858 48.78% F	208 46.02%	182 42.52%	0 0.0%	45 48.39%	158 45.66%	39 52.70%	118 44.53%	68 45.95%	136 46.26%	71 46.71%	27 34.18%	46 52.27% O	63 53.85% O	60 51.72%	121 51.05%	134 47.52%	71 48.63%	153 59.07% W	55 28.50%	0 0.0%
BASE = Those who responded	0 0.0%	0 0.0%	2204 38.63%	715 40.65%	200 44.25% C	195 45.56% C	0 0.0%	40 43.01%	158 45.66%	29 39.19%	128 48.30%	65 43.92%	135 45.92%	72 47.37%	47 59.49% PQ	34 38.64%	45 38.46%	46 39.66%	102 43.04%	130 46.10%	65 44.52%	89 34.36%	111 57.51% V	0 0.0%
10 - Best mental health services possible	0 0.0%	0 0.0%	905 41.06%	310 43.36%	96 48.00%	87 44.62%	0 0.0%	5 12.50%	91 57.59% H	4 13.79%	72 56.25%	43 66.15% M	53 39.26%	41 56.94% O	11 23.40%	20 58.82% O	23 51.11% O	22 47.83%	46 45.10%	65 50.00%	30 46.15%	39 43.82%	57 51.35%	0 0.0%
9 -	0 0.0%	0 0.0%	269 12.21%	78 10.91%	19 9.50%	19 9.74%	0 0.0%	2 5.00%	17 10.76%	2 6.90%	14 10.94%	2 3.08%	17 12.59% L	5 6.94%	4 8.51%	2 5.88%	8 17.78%	7 15.22%	11 10.78%	15 11.54%	3 4.62%	12 13.48%	7 6.31%	0 0.0%
Top Two Box	0 0.0%	0 0.0%	1174 53.27%	388 54.27%	115 57.50%	106 54.36%	0 0.0%	7 17.50%	108 68.35% H	6 20.69%	86 67.19%	45 69.23% M	70 51.85%	46 63.89% O	15 31.91%	22 64.71% O	31 68.89% O	29 63.04%	57 55.88%	80 61.54%	33 50.77%	51 57.30%	64 57.66%	0 0.0%
8 -	0 0.0%	0 0.0%	301 13.66%	90 12.59%	21 10.50%	22 11.28%	0 0.0%	0 0.0%	20 12.66% H	3 10.34%	13 10.16%	6 9.23%	15 11.11%	8 11.11% Q	6 12.77%	6 17.65% Q	1 2.22%	5 10.87%	7 6.86%	11 8.46%	9 13.85%	7 7.87%	14 12.61%	0 0.0%
Rate (Top Three Box)	0 0.0%	0 0.0%	1475 66.92%	478 66.85%	136 68.00%	128 65.64%	0 0.0%	7 17.50%	128 81.01% H	9 31.03%	99 77.34%	51 78.46% M	85 62.96%	54 75.00% O	21 44.68%	28 82.35% O	32 71.11% O	34 73.91%	64 62.75%	91 70.00%	42 64.62%	58 65.17%	78 70.27%	0 0.0%
7 -	0 0.0%	0 0.0%	189 8.58%	52 7.27%	14 7.00%	19 9.74%	0 0.0%	5 12.50%	9 5.70%	5 17.24%	9 7.03%	2 3.08%	12 8.89%	4 5.56% P	7 14.89% P	0 0.0%	3 6.67%	2 4.35%	9 8.82%	7 5.38%	7 10.77%	5 5.62%	9 8.11%	0 0.0%
6 -	0 0.0%	0 0.0%	117 5.31%	33 4.62%	8 4.00%	10 5.13%	0 0.0%	4 10.00%	4 2.53%	4 13.79%	2 1.56%	3 4.62%	5 3.70%	3 4.17%	3 6.38%	0 0.0%	2 4.44%	0 0.0%	5 4.90% R	6 4.62%	2 3.08%	4 4.49%	4 3.60%	0 0.0%
5 -	0 0.0%	0 0.0%	172 7.80%	52 7.27%	13 6.50%	14 7.18%	0 0.0%	8 20.00% I	5 3.16%	4 13.79%	4 3.13%	2 3.08%	11 8.15%	5 6.94%	2 4.26%	2 5.88%	3 6.67%	7 15.22% S	4 3.92%	8 6.15%	5 7.69%	8 8.99%	5 4.50%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column 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/W/X

12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

67. Using any number from 0 to 10, where 0 is the worst mental health services possible and 10 is the best mental health services possible, what number would you use to rate all your mental health services in the last 6 months?

	2017 Plan Results																								
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)																		
								0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)	
4 -	0 0.0%	0 0.0%	39 1.77%	18 2.52%	6 3.00%	5 2.56%	0 0.0%	5 12.50% I	1 0.63%	3 10.34%	1 0.78%	1 1.54%	5 3.70%	1 1.39%	5 10.64% PQ	0 0.0%	0 0.0%	1 2.17%	4 3.92%	3 2.31%	3 4.62%	4 4.49%	2 1.80%	0 0.0%	
3 -	0 0.0%	0 0.0%	50 2.27% E	14 1.96% E	1 0.50%	2 1.03%	0 0.0%	0 0.0%	1 0.63%	0 0.0%	1 0.78%	0 0.0%	1 0.74%	0 0.0%	1 2.13%	0 0.0%	0 0.0%	0 0.0%	1 0.98%	1 0.77%	0 0.0%	1 1.12%	0 0.0%	0 0.0%	
2 -	0 0.0%	0 0.0%	40 1.81%	16 2.24%	4 2.00%	2 1.03%	0 0.0%	3 7.50%	1 0.63%	3 10.34%	1 0.78%	1 1.54%	3 2.22%	0 0.0%	1 2.13%	0 0.0%	3 6.67%	1 2.17%	1 0.98%	3 2.31%	1 1.54%	2 2.25%	2 1.80%	0 0.0%	
1 -	0 0.0%	0 0.0%	29 1.32%	15 2.10%	4 2.00%	2 1.03%	0 0.0%	2 5.00%	1 0.63%	0 0.0%	3 2.34%	1 1.54%	3 2.22%	1 1.39%	1 2.13%	2 5.88%	0 0.0%	0 0.0%	4 3.92% R	3 2.31%	0 0.0%	2 2.25%	2 1.80%	0 0.0%	
0 - Worst mental health services possible	0 0.0%	0 0.0%	93 4.22%	37 5.17%	14 7.00%	13 6.67%	0 0.0%	6 15.00%	8 5.06%	1 3.45%	8 6.25%	4 6.15%	10 7.41%	4 5.56%	6 12.77%	2 5.88%	2 4.44%	1 2.17%	10 9.80% R	8 6.15%	5 7.69%	5 5.62%	9 8.11%	0 0.0%	
0-7 (NET)	0 0.0%	0 0.0%	729 33.08%	237 33.15%	64 32.00%	67 34.36%	0 0.0%	33 82.50% I	30 18.99%	20 68.97%	29 22.66%	14 21.54%	50 37.04% L	18 25.00%	26 55.32% NEQ	6 17.65%	13 28.89%	12 26.09%	38 37.25%	39 30.00%	23 35.38%	31 34.83%	33 29.73%	0 0.0%	
Bottom Three Box	0 0.0%	0 0.0%	162 7.35%	68 9.51%	22 11.00%	17 8.72%	0 0.0%	11 27.50% I	10 6.33%	4 13.79%	12 9.38%	6 9.23%	16 11.85%	5 6.94%	8 17.02%	4 11.76%	5 11.11%	2 4.35%	15 14.71% R	14 10.77%	6 9.23%	9 10.11%	13 11.71%	0 0.0%	
Bottom Two Box	0 0.0%	0 0.0%	122 5.54%	52 7.27%	18 9.00%	15 7.69%	0 0.0%	8 20.00% I	9 5.70%	1 3.45%	11 8.59%	5 7.69%	13 9.63%	5 6.94%	7 14.89%	4 11.76%	2 4.44%	1 2.17%	14 13.73% R	11 8.46%	5 7.69%	7 7.87%	11 9.91%	0 0.0%	
Average	0	0	7.7945	7.6993	7.7450	7.7538	0	4.8750	8.5127 H	6.1724	8.2578	8.3846 M	7.4370	8.2639 O	6.3191	8.1765 O	8.0889 O	8.2174	7.3824	7.8615	7.6769	7.6180	7.8468	0	
Standard deviation	0	0	2.7517	2.9500	3.0903	2.9284	0	3.1400	2.5748	2.6139	2.9081	2.9178	3.1236	2.7538	3.3460	3.0915	2.8815	2.4398	3.4043	3.0578	2.9877	3.0483	3.1198	0	
Sigma	0 0.0%	0 0.0%	5705 100.00%	1759 100.00%	452 100.00%	428 100.00%	0 0.0%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%	

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

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12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

68. In the last 6 months, if you needed to see a mental health specialist how often was it easy to get an appointment as soon as needed?

	2017 Plan Results																							
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Total	0 0.0%	0 0.0%	5995 100.00%	2049 100.00%	452 100.00%	428 100.00%	0 0.0%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 0.47%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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%	568 9.47%	214 10.44%	51 11.28%	51 11.92%	0 0.0%	11 11.83%	32 9.25%	7 9.46%	21 7.92%	16 10.81%	28 9.52%	12 7.89%	5 6.33%	11 12.50%	9 7.69%	9 7.76%	17 7.17%	22 7.80%	10 6.85%	14 5.41%	37 19.17% V	0 0.0%
I did not see a mental health specialist in the last 6 months	0 0.0%	0 0.0%	3184 53.11% EF	1048 51.15% F	215 47.57%	190 44.39%	0 0.0%	43 46.24%	167 48.27%	33 44.59%	136 51.32%	74 50.00%	139 47.28%	75 49.34%	33 41.77%	43 48.86%	64 54.70%	58 50.00%	132 55.70%	134 47.52%	77 52.74%	166 64.09% W	49 25.39%	0 0.0%
BASE = Those who responded	0 0.0%	0 0.0%	2243 37.41%	787 38.41%	186 41.15%	185 43.22% C	0 0.0%	39 41.94%	147 42.49%	34 45.95%	108 40.75%	58 39.19%	127 43.20%	65 42.76%	41 51.90% Q	34 38.64%	44 37.61%	49 42.24%	88 37.13%	126 44.68%	59 40.41%	79 30.50%	107 55.44% V	0 0.0%
Never	0 0.0%	0 0.0%	634 28.27%	233 29.61%	55 29.57%	63 34.05%	0 0.0%	13 33.33%	42 28.57%	8 23.53%	23 21.30%	19 32.76%	35 27.56%	18 27.69%	10 24.39%	12 35.29%	15 34.09%	17 34.69%	18 20.45%	36 28.57%	18 30.51%	18 22.78%	37 34.58%	0 0.0%
Sometimes	0 0.0%	0 0.0%	289 12.88%	85 10.80%	18 9.68%	28 15.14%	0 0.0%	9 23.08% I	9 6.12%	7 20.59%	7 6.48%	4 6.90%	14 11.02%	5 7.69%	5 12.20%	2 5.88%	6 13.64%	5 10.20%	11 12.50%	13 10.32%	5 8.47%	9 11.39%	9 8.41%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	0 0.0%	0 0.0%	923 41.15%	318 40.41%	73 39.25%	91 49.19% CD	0 0.0%	22 56.41% I	51 34.69%	15 44.12%	30 27.78%	23 39.66%	49 38.58%	23 35.38%	15 36.59%	14 41.18%	21 47.73%	22 44.90%	29 32.95%	49 38.89%	23 38.98%	27 34.18%	46 42.99%	0 0.0%
Usually	0 0.0%	0 0.0%	365 16.27% E	118 14.99%	20 10.75%	26 14.05%	0 0.0%	5 12.82%	15 10.20%	5 14.71%	11 10.19%	6 10.34%	14 11.02%	9 13.85%	4 9.76%	5 14.71%	2 4.55%	6 12.24%	8 9.09%	13 10.32%	7 11.86%	11 13.92%	9 8.41%	0 0.0%
Always	0 0.0%	0 0.0%	955 42.58%	351 44.60% F	93 50.00% F	68 36.76%	0 0.0%	12 30.77%	81 55.10% H	14 41.18%	67 62.04% J	29 50.00%	64 50.39%	33 50.77%	22 53.66%	15 44.12%	21 47.73%	21 42.86%	51 57.95%	64 50.79%	29 49.15%	41 51.90%	52 48.60%	0 0.0%
Top Two Box (%Always + %Usually)	0 0.0%	0 0.0%	1320 58.85% F	469 59.59% F	113 60.75% F	94 50.81%	0 0.0%	17 43.59%	96 65.31% H	19 55.88%	78 72.22%	35 60.34%	78 61.42%	42 64.62%	26 63.41%	20 58.82%	23 52.27%	27 55.10%	59 67.05%	77 61.11%	36 61.02%	52 65.82%	61 57.01%	0 0.0%
4-point composite mean	0	0	2.7316 F	2.7459 F	2.8118 F	2.5351	0	2.4103	2.9184 H	2.7353	3.1296	2.7759	2.8425	2.8769	2.9268	2.6765	2.6591	2.6327	3.0455	2.8333	2.7966	2.9494	2.7103	0
Sigma	0 0.0%	0 0.0%	5995 100.00%	2049 100.00%	452 100.00%	428 100.00%	0 0.0%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%

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12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

69. In the last 6 months, if you needed mental health or substance abuse services for yourself, did you access them?

	2017 Plan Results																							
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016 Compass of Bus. (A)	2017 DSS Book (B)	2017 UHC National Average (C)	2017 Regional Average Southeast (D)	2017 Plan (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Total	0 0.0%	0 0.0%	5705 100.00%	1759 100.00%	452 100.00%	428 100.00%	0 0.0%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	31 7.24% CDE	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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%	914 16.02% F	294 16.71% F	69 15.27% F	42 9.81%	0 0.0%	14 15.05%	46 13.29%	8 10.81%	36 13.58%	23 15.54%	39 13.27%	15 9.87%	5 6.33%	17 19.32% O	18 15.38% O	17 14.66%	27 11.39%	33 11.70%	17 11.64%	35 13.51%	34 17.62%	0 0.0%
I did not need these services in the last 6 months	0 0.0%	0 0.0%	2493 43.70% EF	725 41.22%	167 36.95%	158 36.92%	0 0.0%	36 38.71%	128 36.99%	30 40.54%	94 35.47%	58 39.19%	109 37.07%	61 40.13%	28 35.44%	33 37.50%	45 38.46%	47 40.52%	98 41.35%	107 37.94%	57 39.04%	121 46.72% W	46 23.83%	0 0.0%
BASE = Those who responded	0 0.0%	0 0.0%	2298 40.28%	740 42.07%	216 47.79% CD	197 46.03% C	0 0.0%	43 46.24%	172 49.71%	36 48.65%	135 50.94%	67 45.27%	146 49.66%	76 50.00%	46 58.23%	38 43.18%	54 46.15%	52 44.83%	112 47.26%	142 50.35%	72 49.32%	103 39.77%	113 58.55% V	0 0.0%
Yes	0 0.0%	0 0.0%	971 42.25%	305 41.22%	90 41.67%	71 36.04%	0 0.0%	17 39.53%	73 42.44%	12 33.33%	66 48.89%	26 38.81%	63 43.15%	34 44.74%	20 43.48%	17 44.74%	18 33.33%	18 34.62%	51 45.54%	55 38.73%	34 47.22%	46 44.66%	44 38.94%	0 0.0%
No	0 0.0%	0 0.0%	1327 57.75%	435 58.78%	126 58.33%	126 63.96%	0 0.0%	26 60.47%	99 57.56%	24 66.67%	69 51.11%	41 61.19%	83 56.85%	42 55.26%	26 56.52%	21 55.26%	36 66.67%	34 65.38%	61 54.46%	87 61.27%	38 52.78%	57 55.34%	69 61.06%	0 0.0%
Sigma	0 0.0%	0 0.0%	5705 100.00%	1759 100.00%	452 100.00%	428 100.00%	0 0.0%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column 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/W/X

12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

70. Was the mental health or substance abuse provider helpful to you?

	2017 Plan Results																							
							Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2016 Quality Compass (A)	2017 DSS of Bus. (B)	2017 UHC National Average (C)	2017 Regional Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Total	0 0.0%	0 0.0%	5705 100.00%	1759 100.00%	452 100.00%	428 100.00%	0 0.0%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.23%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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%	997 17.48%	315 17.91%	77 17.04%	81 18.93%	0 0.0%	16 17.20%	52 15.03%	10 13.51%	41 15.47%	24 16.22%	46 15.65%	19 12.50%	6 7.59%	19 21.59%	19 16.24%	17 14.66%	33 13.92%	37 13.12%	21 14.38%	38 14.67%	39 20.21%	0 0.0%
Appropriately skipped	0 0.0%	0 0.0%	3820 66.96%	1160 65.95%	293 64.82%	284 66.36%	0 0.0%	62 66.67%	227 65.61%	54 72.97%	163 61.51%	99 66.89%	192 65.31%	103 67.76%	54 68.35%	54 61.36%	81 69.23%	81 69.83%	159 67.09%	194 68.79%	95 65.07%	178 68.73%	115 59.59%	0 0.0%
BASE = Those who responded	0 0.0%	0 0.0%	888 15.57%	284 16.15%	82 18.14%	62 14.49%	0 0.0%	15 16.13%	67 19.36%	10 13.51%	61 23.02%	25 16.89%	56 19.05%	30 19.74%	19 24.05%	15 17.05%	17 14.53%	18 15.52%	45 18.99%	51 18.09%	30 20.55%	43 16.60%	39 20.21%	0 0.0%
Yes	0 0.0%	0 0.0%	830 93.47%	265 93.31%	77 93.90%	58 93.55%	0 0.0%	12 80.00%	65 97.01%	9 90.00%	58 95.08%	24 96.00%	52 92.86%	30 100.00%	17 89.47%	15 100.00%	14 82.35%	16 88.89%	42 93.33%	46 90.20%	30 100.00%	39 90.70%	38 97.44%	0 0.0%
No	0 0.0%	0 0.0%	58 6.53%	19 6.69%	5 6.10%	4 6.45%	0 0.0%	3 20.00%	2 2.99%	1 10.00%	3 4.92%	1 4.00%	4 7.14%	0 0.0%	2 10.53%	0 0.0%	3 17.65%	2 11.11%	3 6.67%	5 9.80%	0 0.0%	4 9.30%	1 2.56%	0 0.0%
Sigma	0 0.0%	0 0.0%	5705 100.00%	1759 100.00%	452 100.00%	428 100.00%	0 0.0%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column 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/W/X

12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

Survey Language

	2017 Plan Results																							
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Total	0 0.0%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%
No response	0 0.0%	1 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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	0 0.0%	26908 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%
English	0 0.0%	25621 95.22%	8930 95.65%	2411 97.41% BC	452 100.00% BCD	427 99.77% BCD	491 99.59% BCD	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%
Spanish	0 0.0%	1287 4.78% DEFG	406 4.35% DEFG	64 2.59% EFG	0 0.0%	1 0.23%	2 0.41%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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	0 0.0%	26909 100.00%	9336 100.00%	2475 100.00%	452 100.00%	428 100.00%	493 100.00%	93 100.00%	346 100.00%	74 100.00%	265 100.00%	148 100.00%	294 100.00%	152 100.00%	79 100.00%	88 100.00%	117 100.00%	116 100.00%	237 100.00%	282 100.00%	146 100.00%	259 100.00%	193 100.00%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column 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/W/X

12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

Customer Service Composite Score

	2017 Plan Results																							
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Customer Service Composite Score (BASE)	27614	8676	3008	818	155	122	163	22	132	31	101	42	110	41	27	34	49	36	88	99	51	79	76	0
NEVER/SOMETIMES COMPOSITE	12.46%	12.09%	11.63%	10.46%	12.05%	10.03%	12.65%	32.90%	8.38%	18.17%	8.48%	14.29%	11.07%	9.76%	11.11%	3.03%	18.37% P	9.72%	11.45%	12.81%	7.84%	10.85%	13.31%	0.0%
USUALLY COMPOSITE	19.09% D	19.49% D	18.44% D	15.38%	15.30%	15.52%	14.51%	27.92%	13.34%	26.34%	11.97%	9.52%	17.48%	14.63%	20.37%	18.00%	10.20%	15.28%	16.63%	12.79%	20.59%	19.81%	10.61%	0.0%
ALWAYS COMPOSITE	68.45%	68.42%	69.93%	74.17% ABC	72.65%	74.46%	72.84%	39.18%	78.28%	55.48%	79.55% J	76.19%	71.45%	75.61%	68.52%	78.97%	71.43%	75.00%	71.92%	74.39%	71.57%	69.34%	76.08%	0.0%
CAHPS RATE	87.54%	87.91%	88.37%	89.54%	87.95%	89.97%	87.35%	67.10%	91.62%	81.83%	91.52%	85.71%	88.93%	90.24%	88.89%	96.97% Q	81.63%	90.28%	88.55%	87.19%	92.16%	89.15%	86.69%	0.0%
AVERAGE	2.5600	2.5633	2.5831	2.6371	2.6059	2.6443	2.6019	2.0628	2.6990	2.3731	2.7107	2.6190	2.6038	2.6585	2.5741	2.7594	2.5306	2.6528	2.6048	2.6158	2.6373	2.5850	2.6277	0
Standard deviation	0.6744	0.6690	0.6589	0.6283	0.6549	0.6159	0.6767	0.7912	0.5765	0.7309	0.5786	0.6960	0.6388	0.5807	0.6221	0.4580	0.7698	0.6122	0.6583	0.6764	0.5761	0.6546	0.6472	0

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

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12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

Getting Needed Care Composite Score

	2017 Plan Results																							
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016 DSS Quality Compass (A)	2017 Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Getting Needed Care Composite Score (BASE)	78648 BCDEFG	20804 G	7346 BG	2018 BCG	354 G	341 G	346	70	281	73	264	102	247 L	106	68 N	75 N	97 N	88	210 R	230	113	212 W	142	0
NEVER/SOMETIMES COMPOSITE	19.57% BCD	17.44% C	15.95%	16.24%	20.17%	22.22% BCD	19.69%	37.41% I	15.83%	45.55% K	14.27%	16.45%	21.68%	22.23%	22.97%	19.44%	16.61%	17.62%	19.00%	19.51%	20.94%	18.66%	22.68%	0.0%
USUALLY COMPOSITE	26.86% DEG	26.08% EG	26.19% EG	24.67%	20.50%	23.88%	20.11%	30.48% I	18.30%	26.86%	17.94%	11.83%	23.89% L	19.13%	31.41% Q	19.29%	16.75%	24.24%	21.77%	20.18%	21.58%	22.02%	18.13%	0.0%
ALWAYS COMPOSITE	53.57%	56.49% A	57.86% AB	59.10% AB	59.33% A	53.90%	60.19% A	32.11%	65.87% H	27.60%	67.79% J	71.72% M	54.43%	58.64%	45.62%	61.27%	66.65% O	58.14%	59.23%	60.31%	57.48%	59.32%	59.19%	0.0%
CAHPS RATE	80.43%	82.56% AF	84.05% ABF	83.76% AF	79.83%	77.78%	80.31%	62.59%	84.17% H	54.45%	85.73% J	83.55%	78.32%	77.77%	77.03%	80.56%	83.39%	82.38%	81.00%	80.49%	79.06%	81.34%	77.32%	0.0%
AVERAGE	2.3400	2.3905	2.4191	2.4286	2.3916	2.3168	2.4050	1.9470	2.5004	1.8205	2.5353	2.5527	2.3276	2.3641	2.2265	2.4183	2.5004	2.4052	2.4023	2.4080	2.3654	2.4067	2.3651	0
Standard deviation	0.7838	0.7647	0.7486	0.7525	0.7903	0.8114	0.7942	0.8290	0.7302	0.8352	0.7054	0.7410	0.8006	0.8046	0.7857	0.7912	0.7536	0.7545	0.7839	0.7889	0.7888	0.7805	0.7957	0

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column 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/W/X

12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

Getting Care Quickly Composite Score

	2017 Plan Results																							
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Getting Care Quickly Composite Score (BASE)	56597	20208	7096	1941	355	333	338	71	277	68	241	106	241	109	66	72	97	87	203	226	112	206	149	0
NEVER/SOMETIMES COMPOSITE	19.94% BCD	17.75% C	16.46%	16.65%	20.70%	17.26%	19.50%	25.31%	19.52%	25.12%	17.32%	19.99%	20.02%	24.24%	17.83%	18.79%	16.59%	19.30%	17.34%	18.96%	21.82%	14.88%	29.04% V	0.0%
USUALLY COMPOSITE	22.12% DEG	21.17% D	20.99% D	18.91%	17.93%	19.87%	17.74%	27.92% I	15.29%	29.07% K	14.61%	13.79%	19.66%	17.51%	23.57%	13.50%	19.65%	13.66%	20.84%	17.05%	20.12%	19.76%	15.31%	0.0%
ALWAYS COMPOSITE	57.94%	61.08% A	62.55% AB	64.44% AB	61.37%	62.87%	62.76%	46.77%	65.19% H	45.81%	68.07% J	66.22%	60.32%	58.25%	58.61%	67.71%	63.76%	67.04%	61.82%	63.99%	58.06%	65.37%	55.65%	0.0%
CAHPS RATE	80.06%	82.25% A	83.54% AB	83.35% A	79.30%	82.74%	80.50%	74.69%	80.48%	74.88%	82.68%	80.01%	79.98%	75.76%	82.17%	81.21%	83.41%	80.70%	82.66%	81.04%	78.18%	85.12% W	70.96%	0.0%
AVERAGE	2.3799	2.4333	2.4610	2.4778	2.4067	2.4561	2.4326	2.2146	2.4567	2.2068	2.5075	2.4623	2.4030	2.3401	2.4078	2.4891	2.4717	2.4774	2.4448	2.4504	2.3624	2.5049	2.2662	0
Standard deviation	0.7932	0.7719	0.7580	0.7629	0.8095	0.7702	0.7968	0.8208	0.7991	0.8162	0.7720	0.8012	0.8003	0.8414	0.7678	0.7890	0.7619	0.7908	0.7683	0.7915	0.8167	0.7399	0.8807	0

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column 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/W/X

12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

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									
								2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
How Well Doctors Communicate Composite Score (BASE)								52293	17102	6087	1678	280	277	275	42	236	48	205	74	203	73	54	59	87	76	173	186	84	172	108	0
NEVER/SOMETIMES COMPOSITE								9.27% BC	8.42%	8.01%	7.88%	8.51%	9.70%	9.35%	20.83% I	6.38%	29.69% K	3.18%	2.03%	11.00% L	2.74%	11.57%	7.63%	11.59% N	5.98%	8.68%	10.66% U	3.88%	6.84%	11.19%	0.0%
USUALLY COMPOSITE								16.81% DEFG	16.84% DEFG	16.80% DEFG	14.19%	11.46%	12.32%	10.54%	25.60% I	8.93%	28.65% K	7.95%	7.45%	12.97%	11.32%	13.89%	14.41%	7.81%	10.28%	11.43%	10.52%	13.71%	12.80%	9.30%	0.0%
ALWAYS COMPOSITE								73.93%	74.74%	75.19%	77.93% ABC	80.03% ABC	77.98%	80.11% ABC	53.57%	84.69% H	41.67%	88.87% J	90.52% M	76.03%	85.94%	74.54%	77.97%	80.59%	83.74%	79.89%	78.82%	82.42%	80.36%	79.51%	0.0%
CAHPS RATE								90.73%	91.58% A	91.99% A	92.12%	91.49%	90.30%	90.65%	79.17%	93.62% H	70.31%	96.82% J	97.97% M	89.00%	97.26% Q	88.43%	92.37%	88.41%	94.02%	91.32%	89.34%	96.12% T	93.16%	88.81%	0.0%
AVERAGE								2.6466	2.6632	2.6718	2.7004	2.7152	2.6829	2.7076	2.3274	2.7831	2.1198	2.8569	2.8849	2.6503	2.8319	2.6296	2.7034	2.6900	2.7775	2.7121	2.6816	2.7854	2.7352	2.6832	0
Standard deviation								0.6398	0.6224	0.6134	0.6029	0.6079	0.6350	0.6209	0.7960	0.5404	0.8296	0.4219	0.3626	0.6645	0.4324	0.6787	0.5940	0.6649	0.5377	0.6113	0.6539	0.4838	0.5730	0.6582	0

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column 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/W/X

12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22614)

Shared Decision Making Composite Score

2017 Plan Results																								
							Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Southeast (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)	
Shared Decision Making Composite Score (BASE)	28118 BG	9252 G	3311 G	855 G	145	144	137	33	111	31	113	31	112 L	35	30 N	33 N	45 N	41	95	83	60 T	91	54	0
YES COMPOSITE	79.20%	79.52%	79.68%	77.98%	78.24%	77.97%	74.71%	74.65%	79.11%	65.70%	81.70%	86.02%	75.68%	84.73%	83.33%	69.95%	74.81%	77.50%	77.19%	72.66%	85.34%	75.56%	82.72%	0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column 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/W/X