



Child (Non-CCC) Experience of Care Report

Louisiana Department of Health

April 2021



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Executive Summary

The Louisiana Department of Health (LDH) requires quality assessment and improvement activities to ensure that Healthy Louisiana Medicaid managed care organization (MCO) enrollees receive high-quality healthcare services (42 CFR Part 438). These activities include surveys of enrollees' experience with health care. Survey results provide important feedback on MCO performance, which is used to identify opportunities for continuous improvement in the care and services provided to members.

LDH requires the MCOs to contract with a National Committee for Quality Assurance (NCQA)-certified Healthcare Effectiveness Data and Information Set (HEDIS®) survey vendor to conduct annual Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Health Plan Surveys. LDH contracted with IPRO to analyze the MCOs' 2020 survey data and report the results.

This report presents data collected during the 2020 CAHPS® administration to child MCO enrollees. The standardized survey instruments administered in 2020 were the CAHPS® 5.0H Child Medicaid Health Plan Survey (with the children with chronic conditions [CCC] measurement set). Parents or guardians of Child members from each MCO completed the surveys from February to May 2020. The following five MCOs participated in the 2020 CAHPS® Medicaid Health Plan Surveys: AmeriHealth Caritas Louisiana (ACLA); Aetna Better Health of Louisiana (ABHLA); Healthy Blue (HBL); Louisiana Healthcare Connections (LHCC); and UnitedHealthcare Community Plan Louisiana (UHC). Data are also presented for the Healthy Louisiana managed care program as a whole, termed the statewide average (SWA).

CAHPS® survey questions ask about experiences in a variety of areas. Results presented in this report include three global ratings: rating of health plan, rating of all healthcare, and rating of personal doctor, as well as individual survey responses for the following domains: Health Plan Ratings, Access to Care, Experience of Care, and Health Status. Responses are summarized as achievement scores from 0 to 100.

Sampling Procedures and Survey Protocol

LDH required the MCOs to administer the 2020 CAHPS® Surveys according to NCQA HEDIS® Specifications for Survey Measures.¹ Enrollees eligible for sampling included those who were MCO members at the time the sample was drawn and who were continuously enrolled in the MCO for at least five of the last six months (July through December) of 2019. Child members eligible for sampling included those who were younger than 18 years of age (as of December 31, 2019). A systematic sample of at least 1,650 child enrollees was selected from each participating MCO. Surveys were administered to the parents/caregivers of the children in the sample. Of the responses received, surveys completed for children less likely to have a chronic condition (according to a claims-based prescreen code) were analyzed for this report.

Response Rates

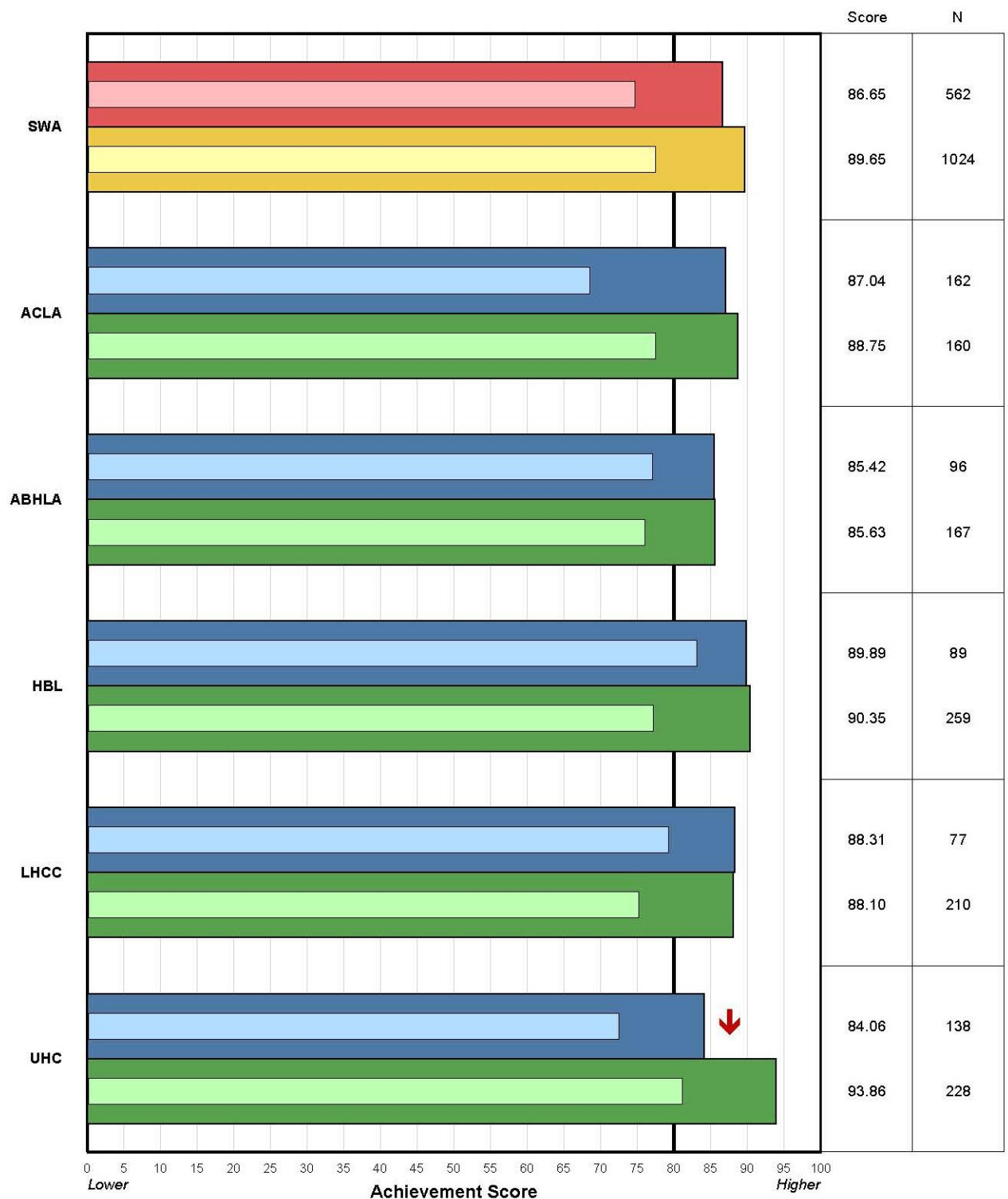
The administration of the CAHPS® surveys is comprehensive and is designed to achieve the highest possible response rate. For 2020, a total of 584 child surveys were completed for the non-CCC population enrolled in Louisiana's Medicaid managed care program for a survey response rate of 7.6 percent.

Key Findings

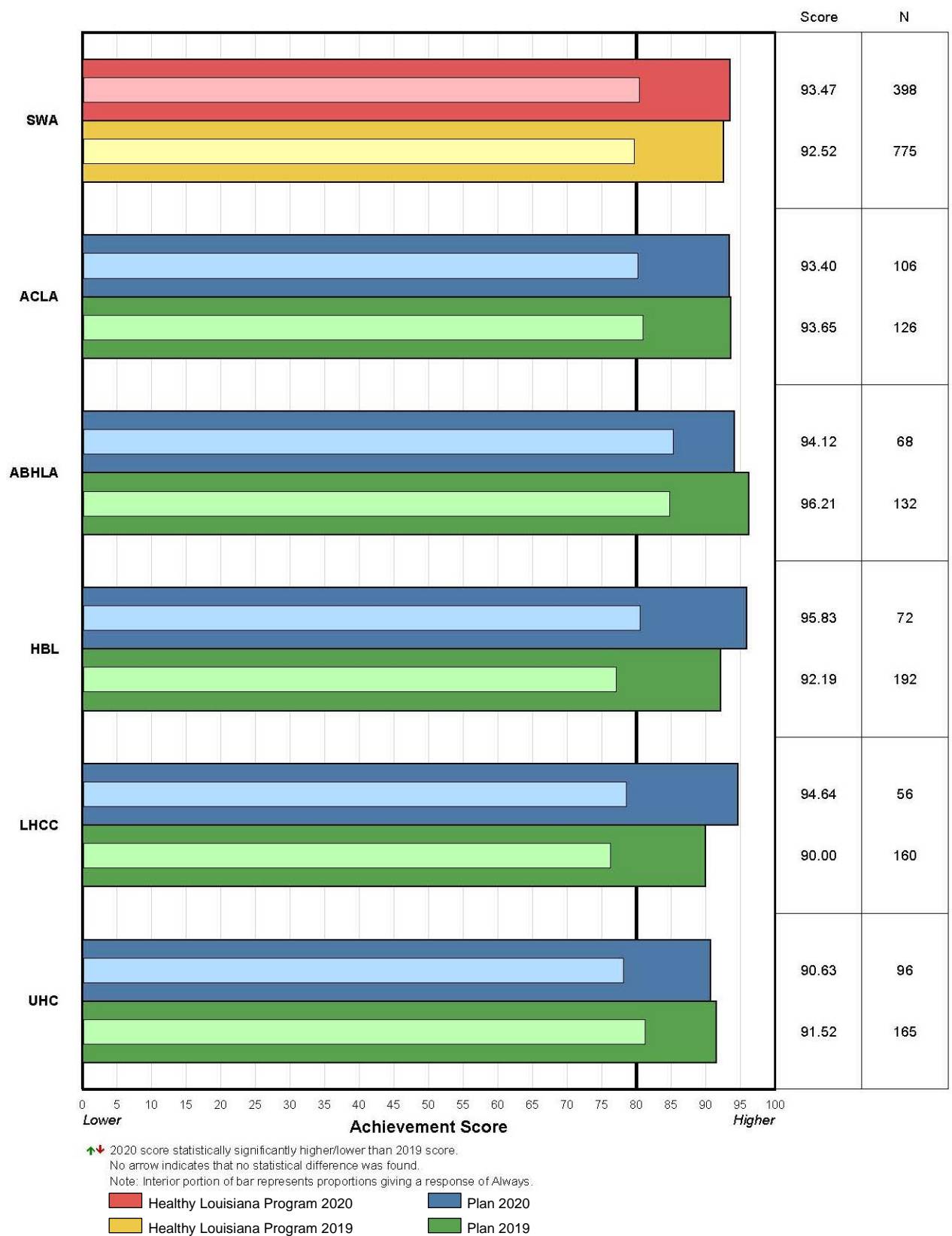
- **Rating of child's health plan:** The overall score for the Healthy Louisiana managed care program was high (86.7) with similar scores among the plans (84.1–89.9). Scores in 2020 were similar to scores in 2019. One MCO had a statistically significantly lower score in 2020 than in 2019 (from 93.9 to 84.1, a decrease of 9.8).
- **Got care believed necessary:** The overall score for the Healthy Louisiana managed care program was high (93.5) with similar scores among the plans (90.6–95.8). Scores in 2020 were similar to scores in 2019.
- **Rating of all child's healthcare:** The overall score for the Healthy Louisiana managed care program was high (89.0) with similar scores among the plans (86.3–90.4). Scores in 2020 were similar to scores in 2019.

¹ National Committee for Quality Assurance. *HEDIS® 2020, Volume 3: Specifications for Survey Measures*. Washington, DC: NCQA, 2019.

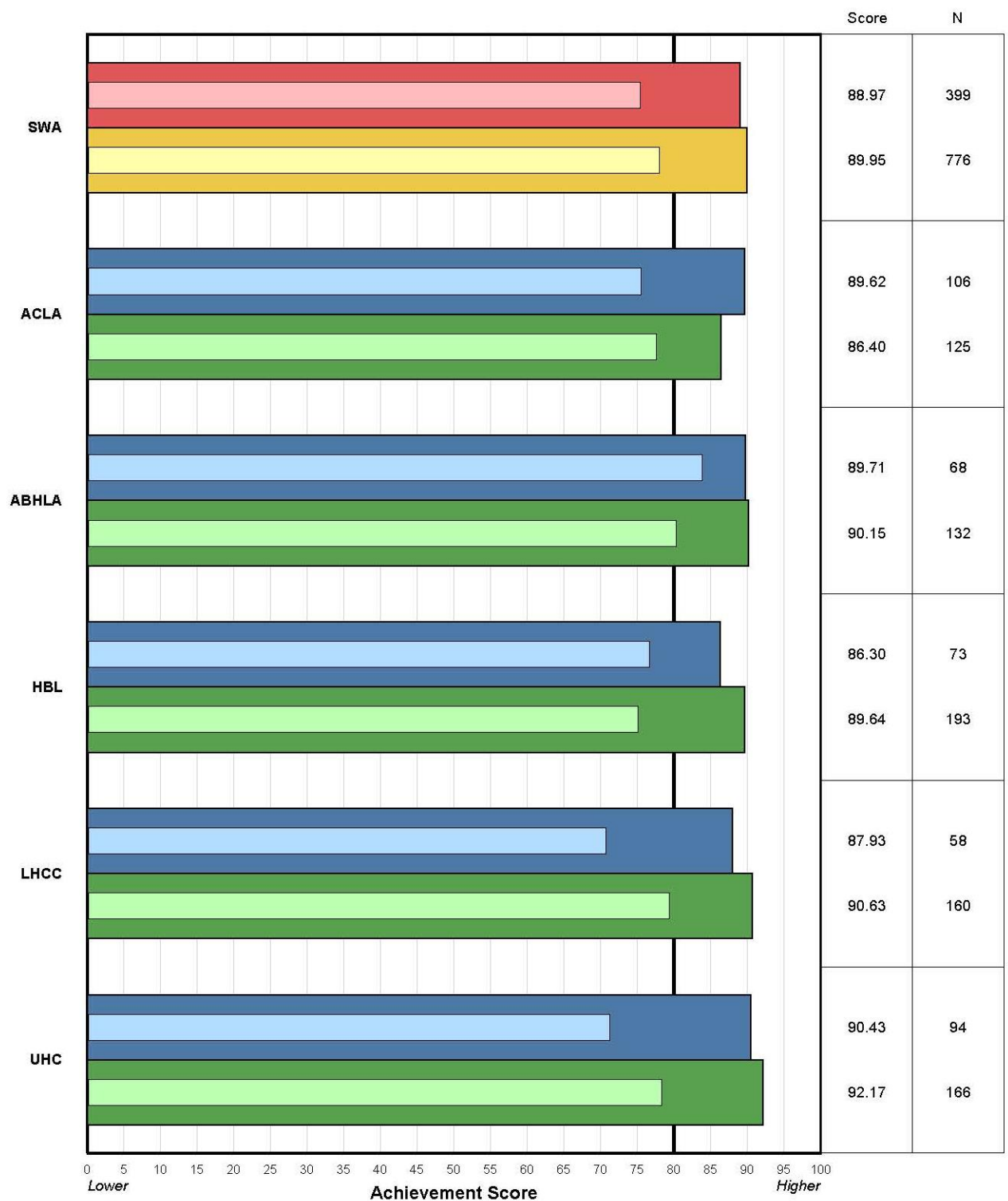
Q49. Rating of child's plan



Q10. Usually or always got care, tests, or treatment you thought your child needed



Q9. Rating of all child's healthcare



Q49. 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?

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Worst health plan possible	2	0.4%	1	0.6%	0	0.0%	0	0.0%	0	0.0%	1	0.7%
● 1	2	0.4%	0	0.0%	1	1.0%	0	0.0%	0	0.0%	1	0.7%
● 2	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
● 3	1	0.2%	0	0.0%	0	0.0%	1	1.1%	0	0.0%	0	0.0%
● 4	5	0.9%	2	1.2%	2	2.1%	0	0.0%	0	0.0%	1	0.7%
● 5	22	3.9%	7	4.3%	3	3.1%	3	3.4%	2	2.6%	7	5.1%
● 6	9	1.6%	0	0.0%	2	2.1%	2	2.2%	1	1.3%	4	2.9%
● 7	34	6.0%	11	6.8%	6	6.3%	3	3.4%	6	7.8%	8	5.8%
● 8	67	11.9%	30	18.5%	8	8.3%	6	6.7%	7	9.1%	16	11.6%
● 9	75	13.3%	19	11.7%	15	15.6%	9	10.1%	11	14.3%	21	15.2%
● Best health plan possible	345	61.4%	92	56.8%	59	61.5%	65	73.0%	50	64.9%	79	57.2%
Total	562	100.0%	162	100.0%	96	100.0%	89	100.0%	77	100.0%	138	100.0%
Not Answered	22		6		2		5		4		5	
Reporting Category Health Plan Ratings												
Achievement Score	86.7%		87.0%		85.4%		89.9%		88.3%		84.1%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	-3.0		-1.7		-0.2		-0.5		+0.2		-9.8 ↓	

Q10. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	6	1.5%	2	1.9%	1	1.5%	1	1.4%	1	1.8%	1	1.0%
● Sometimes	20	5.0%	5	4.7%	3	4.4%	2	2.8%	2	3.6%	8	8.3%
● Usually	52	13.1%	14	13.2%	6	8.8%	11	15.3%	9	16.1%	12	12.5%
● Always	320	80.4%	85	80.2%	58	85.3%	58	80.6%	44	78.6%	75	78.1%
Total	398	100.0%	106	100.0%	68	100.0%	72	100.0%	56	100.0%	96	100.0%
Not Answered	5		1		1		1		2		0	
Reporting Category Access to Care												
Achievement Score	93.5%		93.4%		94.1%		95.8%		94.6%		90.6%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	+1.0		-0.3		-2.1		+3.6		+4.6		-0.9	

○ Response scored as: ● Achievement ● Room for improvement

Q9. 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?

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Worst health care possible	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
● 1	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
● 2	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
● 3	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
● 4	4	1.0%	2	1.9%	1	1.5%	0	0.0%	1	1.7%	0	0.0%
● 5	7	1.8%	3	2.8%	1	1.5%	3	4.1%	0	0.0%	0	0.0%
● 6	7	1.8%	2	1.9%	0	0.0%	2	2.7%	1	1.7%	2	2.1%
● 7	26	6.5%	4	3.8%	5	7.4%	5	6.8%	5	8.6%	7	7.4%
● 8	54	13.5%	15	14.2%	4	5.9%	7	9.6%	10	17.2%	18	19.1%
● 9	53	13.3%	18	17.0%	12	17.6%	7	9.6%	5	8.6%	11	11.7%
● Best health care possible	248	62.2%	62	58.5%	45	66.2%	49	67.1%	36	62.1%	56	59.6%
Total	399	100.0%	106	100.0%	68	100.0%	73	100.0%	58	100.0%	94	100.0%
Not Answered	4		1		1		0		0		2	
Reporting Category												
Rating of All Health Care												
Achievement Score	89.0%		89.6%		89.7%		86.3%		87.9%		90.4%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	-1.0		+3.2		-0.4		-3.3		-2.7		-1.7	

○ Response scored as: ● Achievement ● Room for improvement

Using This Report

This report is designed to identify and describe key opportunities for improving enrollees' experience of care across the Healthy Louisiana managed care program. For this report, LDH selected key indicators of enrollees' experience of care. LDH selected these key indicators based on two criteria: 1) they represent important aspects of healthcare; and 2) they are influenced directly by MCO policies and operations. Therefore, these results focus on areas where the MCOs have significant potential to improve enrollees' care and experience of care.

About the CAHPS® Survey

The survey questions were obtained from the 2020 CAHPS® 5.0H Medicaid Child Survey (with the children with CCC measurement set). The objective of the survey is to capture complete and accurate information about consumer-reported experiences with healthcare. The survey aims to measure how well MCOs are meeting enrollees' expectations and perceived needs.

Response Rates

The administration of the CAHPS® surveys is comprehensive and is designed to achieve the highest possible response rate. A high response rate facilitates the generalization of the survey responses to an MCO's population. The response rate is the total number of completed surveys divided by all eligible enrollees of the sample. An enrollee's survey was assigned a disposition code of "completed" if at least three of five specified questions were completed. Eligible enrollees included the entire sample minus ineligible members. Ineligible members of the sample met one or more of the following criteria: were deceased, were invalid (did not meet the eligible population criteria), were mentally or physically incapacitated, or had a language barrier.

For 2020, a total of 584 child surveys were completed for the non-CCC population enrolled in Louisiana's Medicaid managed care program for a survey response rate of 7.6 percent.

Survey Analysis

Enrollee parent/caregiver responses to survey questions are summarized as achievement scores by MCO and for the program as a whole, termed the statewide average (SWA). An achievement score is computed as the proportion of responses that indicate a positive experience. In general, somewhat positive responses are included with positive responses as achievements. Achievement scores are computed by aggregating the top two or three positive experience responses, and reported for all pertinent survey items (i.e., those items that have a range of response choices from poor experience to positive). The scoring methodology included in this report is derived from the CAHPS® survey scoring guidelines.

Achievement scores for the component questionnaire items are presented in the form of bar charts to facilitate comparison of MCO scores over time. The graphs show the respondents answering "Usually" or "Always" for Never to Always scales, or "8", "9", or "10" for 0 to 10 scales. The interior portion of each bar represents the proportion giving a response of "Always" or "9" or "10".

Statistically significant differences between scores were determined using binomial and t-tests. If the test was valid, a significance level of .05 or less was considered statistically significant and "↑" or "↓" was placed at the end/top of the appropriate bar. Tests were considered valid when the number of cases used to compute each score was 30 or greater, and there was non-zero variation in the tested groups.

Interpretation of Results and Conclusions

Results presented here are in a format that is optimized for use in practical decision-making. Specifically, these results can:

1. Assist in identifying strengths and weaknesses in the quality of care and services for the MCOs.
2. Provide a way to assess where resources can best be allocated to improve performance for the MCOs.

Conclusions based on the information presented in this report should be tempered by its limitations. First, for some survey items, relatively small numbers of responses could be collected, due to skip patterns inherent in the instrument and/or a small survey sample size. Conclusions based on analysis of fewer than 30 observations should be viewed with caution. Additionally, in many of the charts and tables presented in this report, differences between MCOs are readily apparent. However, where these differences are not statistically significant they should be evaluated accordingly.

Sample Disposition

	SWA	ACLA	ABHLA	HBL	LHCC	UHC
First mailing - sent	7673	1640	1031	1621	2104	1277
First mailing - usable returned surveys	263	59	49	47	65	43
Second mailing - usable returned surveys	162	33	32	47	1	49
Third mailing - usable returned surveys	17	0	17	0	0	0
Web - usable completed surveys	15	0	0	0	15	0
Phone - usable surveys	127	76	0	0	0	51
Total - usable surveys	584	168	98	94	81	143
†Ineligible: According to population criteria‡	11	8	2	0	0	1
†Ineligible: Language barrier	9	8	0	1	0	0
†Ineligible: Deceased	0	0	0	0	0	0
†Ineligible: Mentally or physically unable to complete survey	0	0	0	0	0	0
Bad address	2882	216	931	1525	77	133
Refusal	17	6	0	0	0	11
Incomplete survey	41	21	0	1	1	18
Nonresponse - Unavailable	4129	1213	0	0	1945	971
Response Rate	7.6%	10.3%	9.5%	5.8%	3.8%	11.2%

†Excluded from response rate denominator

‡Population criteria: The designated respondent must meet the age requirements of the survey methodology.

Note: *Response Rate = Total Returned and Completed Surveys / Total Eligible Cases*

Health Plan Ratings

This section describes enrollees' parents'/caregivers' ratings of their child's health plan by MCO and for the Healthy Louisiana managed care program overall. Enrollees' parents'/caregivers were asked to rate different areas related to their child's health plan. The survey questions included the following:

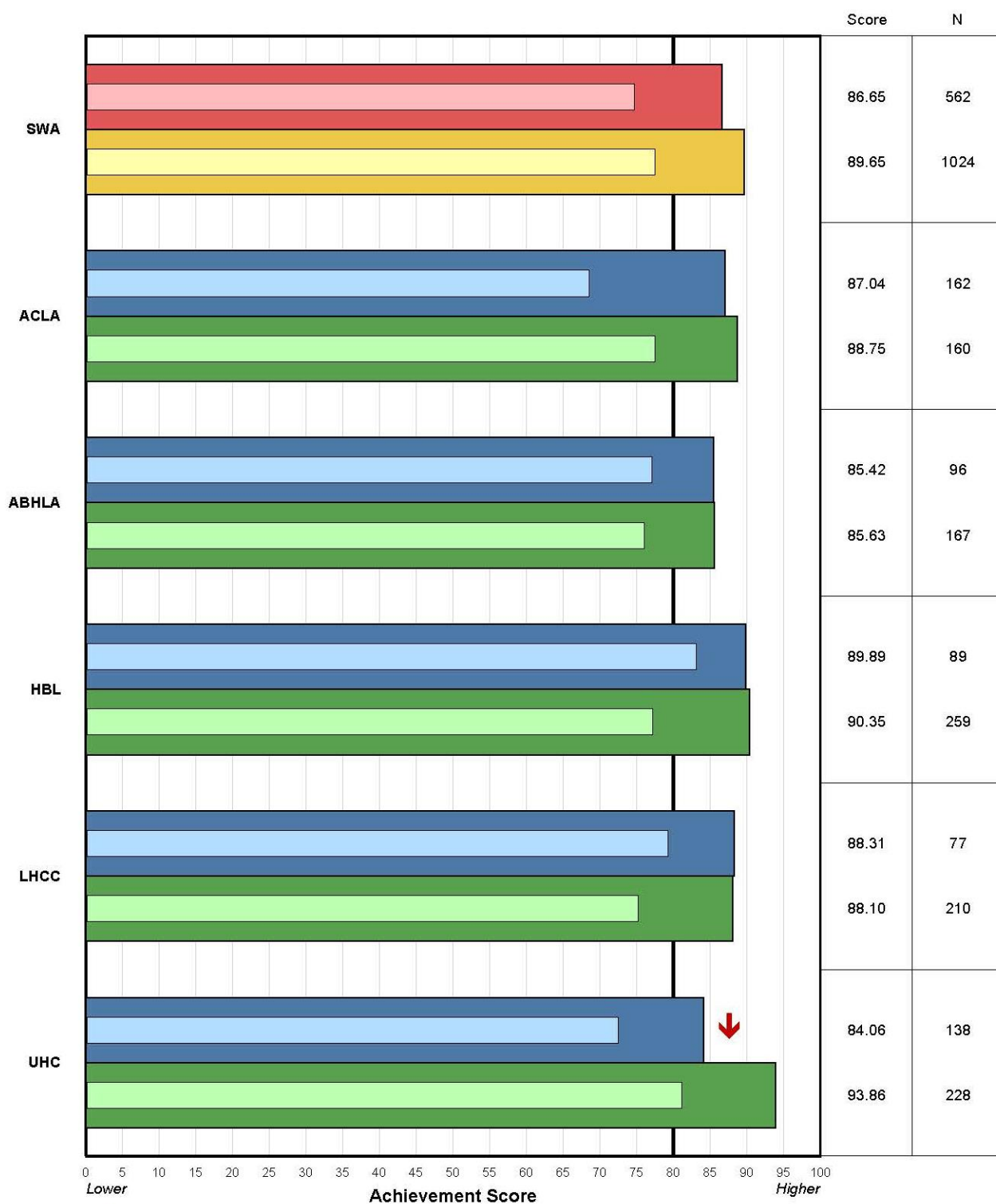
- Q49: Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?
Responses are on a scale of 0 to 10 with 0 being the worst and 10 the best.
- Q45: In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?
Responses are Never, Sometimes, Usually, Always.
- Q46: In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?
Responses are Never, Sometimes, Usually, Always.
- Q48: In the last 6 months, how often were the forms from your child's health plan easy to fill out?
Responses are Never, Sometimes, Usually, Always.

Key Findings

Results presented in the Health Plan Ratings section are summarized below. Scores are out of 100.

- **Rating of child's health plan:** The overall score for the Healthy Louisiana managed care program was high (86.7) with similar scores among the plans (84.1–89.9). Scores in 2020 were similar to scores in 2019. One MCO had a statistically significantly lower score in 2020 than in 2019 (from 93.9 to 84.1, a decrease of 9.8).
- **Obtained help needed from customer service:** The overall score for the Healthy Louisiana managed care program was high (84.9) with similar scores among the plans (75.0–95.5). Scores in 2020 were similar to scores in 2019.
- **Customer service treated with courtesy and respect:** The overall score for the Healthy Louisiana managed care program was high (95.8) with similar scores among the plans (89.7–100.0). Scores in 2020 were similar to scores in 2019.
- **Health plan forms easy to fill out:** The overall score for the Healthy Louisiana managed care program was high (86.6) with similar scores among the plans (78.8–95.0). Scores in 2020 were similar to scores in 2019.

Q49. Rating of child's plan



↑↓ 2020 score statistically significantly higher/lower than 2019 score.

No arrow indicates that no statistical difference was found.

Note: Interior portion of bar represents proportions giving a rating of 9 or 10.

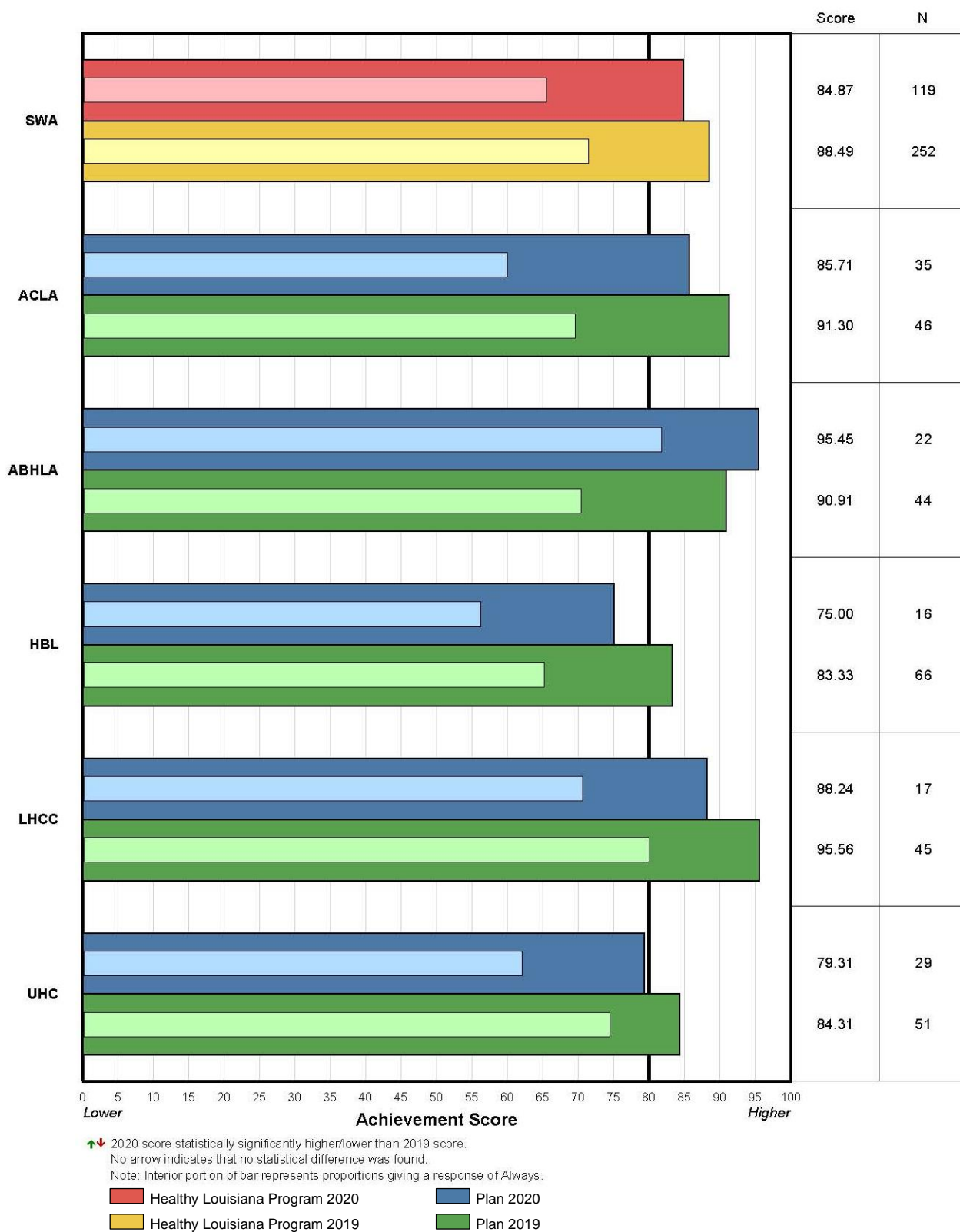
Healthy Louisiana Program 2020

Plan 2020

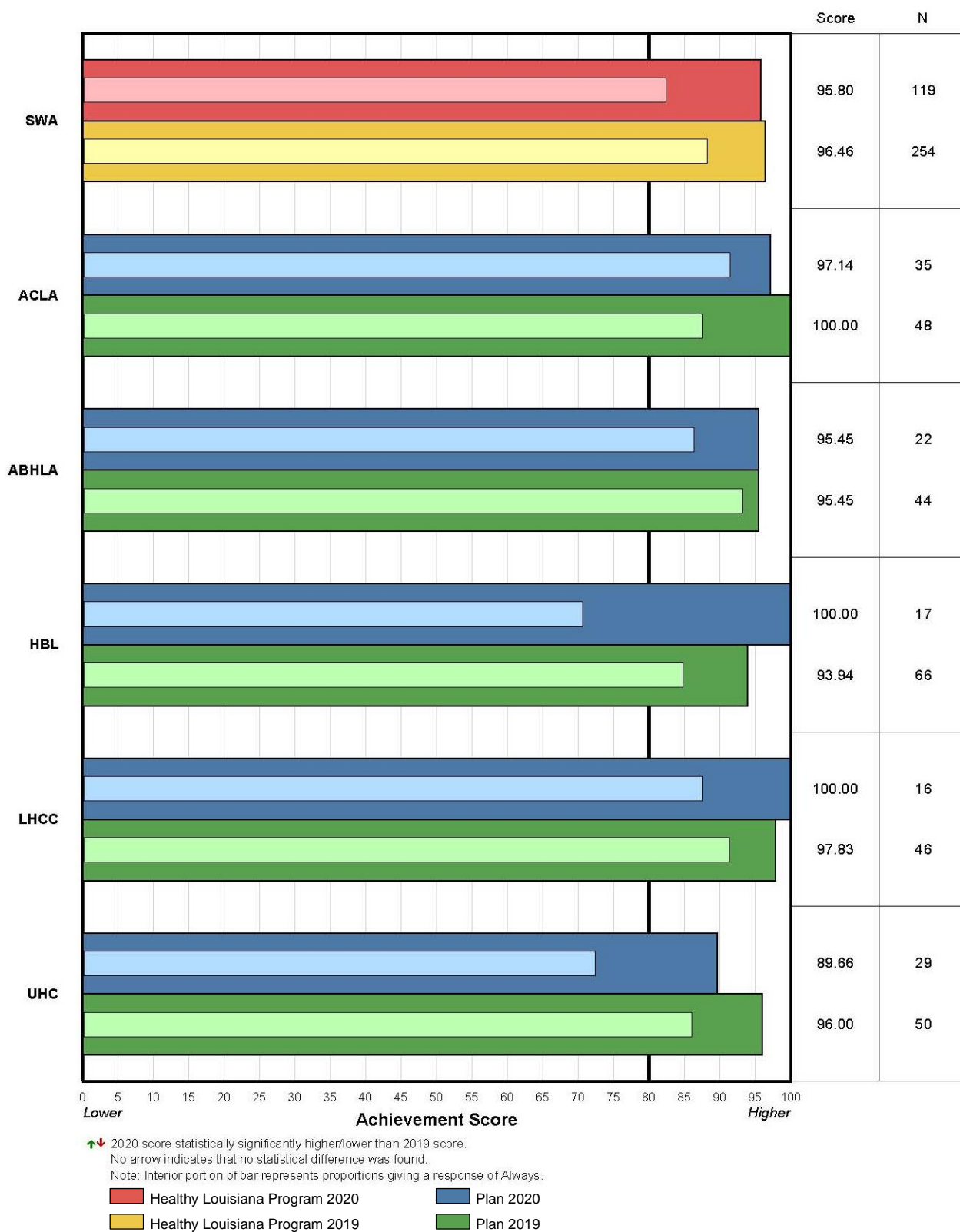
Healthy Louisiana Program 2019

Plan 2019

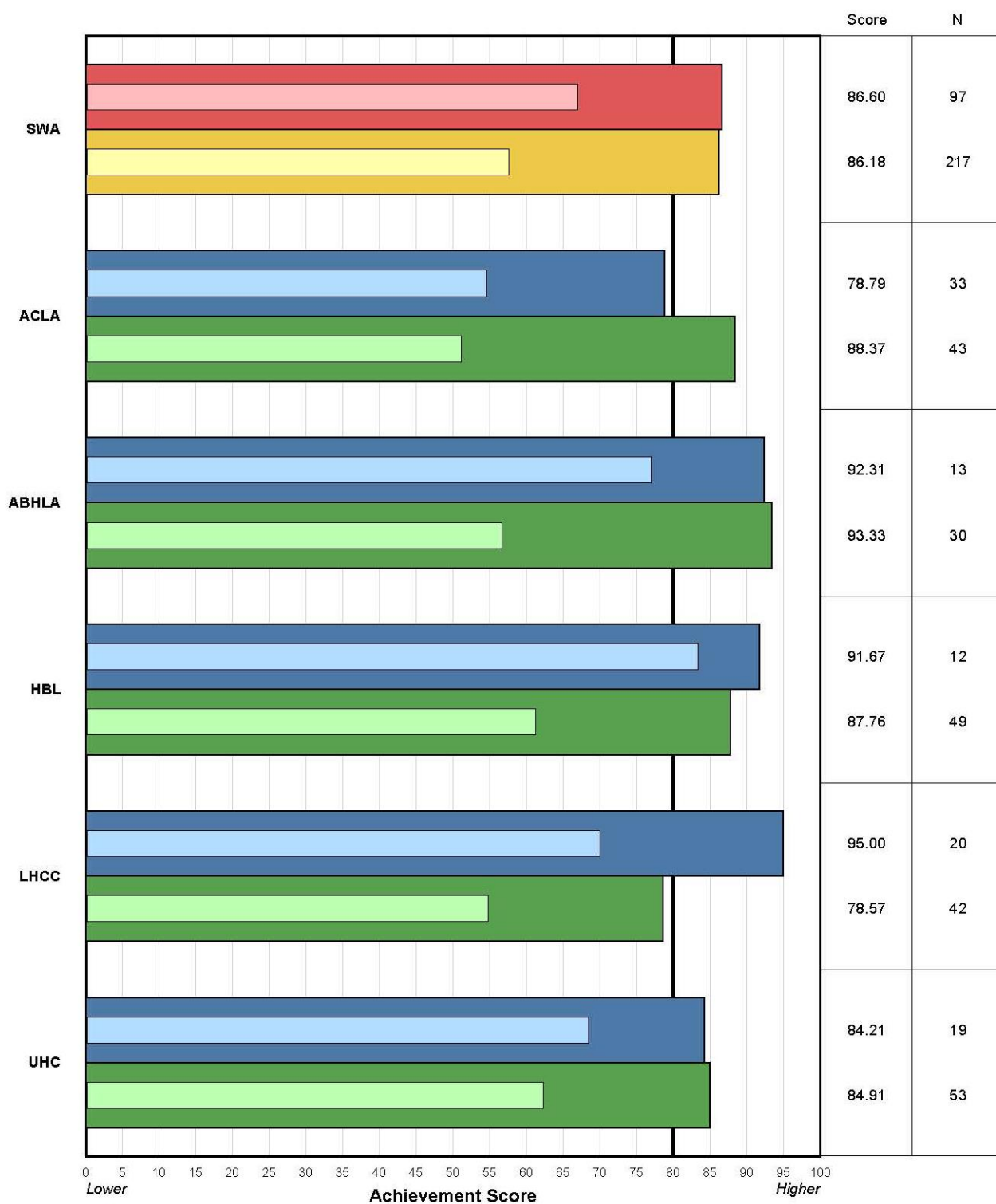
Q45. Child's health plan customer service usually or always gave needed information or help



Q46. Usually or always treated with courtesy and respect by child's health plan customer service staff



Q48. Forms from your child's health plan usually or always easy to fill out



↑↓ 2020 score statistically significantly higher/lower than 2019 score.
 No arrow indicates that no statistical difference was found.
 Note: Interior portion of bar represents proportions giving a response of Always.

Healthy Louisiana Program 2020 Plan 2020
 Healthy Louisiana Program 2019 Plan 2019

Q49. 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?

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Worst health plan possible	2	0.4%	1	0.6%	0	0.0%	0	0.0%	0	0.0%	1	0.7%
● 1	2	0.4%	0	0.0%	1	1.0%	0	0.0%	0	0.0%	1	0.7%
● 2	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
● 3	1	0.2%	0	0.0%	0	0.0%	1	1.1%	0	0.0%	0	0.0%
● 4	5	0.9%	2	1.2%	2	2.1%	0	0.0%	0	0.0%	1	0.7%
● 5	22	3.9%	7	4.3%	3	3.1%	3	3.4%	2	2.6%	7	5.1%
● 6	9	1.6%	0	0.0%	2	2.1%	2	2.2%	1	1.3%	4	2.9%
● 7	34	6.0%	11	6.8%	6	6.3%	3	3.4%	6	7.8%	8	5.8%
● 8	67	11.9%	30	18.5%	8	8.3%	6	6.7%	7	9.1%	16	11.6%
● 9	75	13.3%	19	11.7%	15	15.6%	9	10.1%	11	14.3%	21	15.2%
● Best health plan possible	345	61.4%	92	56.8%	59	61.5%	65	73.0%	50	64.9%	79	57.2%
Total	562	100.0%	162	100.0%	96	100.0%	89	100.0%	77	100.0%	138	100.0%
Not Answered	22		6		2		5		4		5	
Reporting Category Health Plan Ratings												
Achievement Score	86.7%		87.0%		85.4%		89.9%		88.3%		84.1%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	-3.0		-1.7		-0.2		-0.5		+0.2		-9.8 ↓	

Q45. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
● Sometimes	18	15.1%	5	14.3%	1	4.5%	4	25.0%	2	11.8%	6	20.7%
● Usually	23	19.3%	9	25.7%	3	13.6%	3	18.8%	3	17.6%	5	17.2%
● Always	78	65.5%	21	60.0%	18	81.8%	9	56.3%	12	70.6%	18	62.1%
Total	119	100.0%	35	100.0%	22	100.0%	16	100.0%	17	100.0%	29	100.0%
Not Answered	4		1		2		1		0		0	
Reporting Category Health Plan Ratings												
Achievement Score	84.9%		85.7%		95.5%		75.0%		88.2%		79.3%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	-3.6		-5.6		+4.5		-8.3		-7.3		-5.0	

○ Response scored as: ● Achievement ● Room for improvement

Q46. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
● Sometimes	5	4.2%	1	2.9%	1	4.5%	0	0.0%	0	0.0%	3	10.3%
● Usually	16	13.4%	2	5.7%	2	9.1%	5	29.4%	2	12.5%	5	17.2%
● Always	98	82.4%	32	91.4%	19	86.4%	12	70.6%	14	87.5%	21	72.4%
Total	119	100.0%	35	100.0%	22	100.0%	17	100.0%	16	100.0%	29	100.0%
Not Answered	4		1		2		0		1		0	
Reporting Category Health Plan Ratings												
Achievement Score	95.8%		97.1%		95.5%		100.0%		100.0%		89.7%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	-0.7		-2.9		+0.0		+6.1		+2.2		-6.3	

Q48. In the last 6 months, how often were the forms from your child's health plan easy to fill out?

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	4	4.1%	2	6.1%	0	0.0%	1	8.3%	1	5.0%	0	0.0%
● Sometimes	9	9.3%	5	15.2%	1	7.7%	0	0.0%	0	0.0%	3	15.8%
● Usually	19	19.6%	8	24.2%	2	15.4%	1	8.3%	5	25.0%	3	15.8%
● Always	65	67.0%	18	54.5%	10	76.9%	10	83.3%	14	70.0%	13	68.4%
Total	97	100.0%	33	100.0%	13	100.0%	12	100.0%	20	100.0%	19	100.0%
Not Answered	2		0		1		0		0		1	
Reporting Category Health Plan Ratings												
Achievement Score	86.6%		78.8%		92.3%		91.7%		95.0%		84.2%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	+0.4		-9.6		-1.0		+3.9		+16.4		-0.7	

○ Response scored as: ● Achievement ● Room for improvement

Access to Care

This section describes enrollees' parents'/caregivers' experiences with access to care for their child by MCO and for the Healthy Louisiana managed care program overall. MCOs can directly influence access to care through their contracted networks and through maintaining accurate and up-to-date provider directories. The survey questions include the following:

- Q10: In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?
Responses are Never, Sometimes, Usually, Always.
- Q4: In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?
Responses are Never, Sometimes, Usually, Always.
- Q6: In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?
Responses are Never, Sometimes, Usually, Always.
- Q41: In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?
Responses are Never, Sometimes, Usually, Always.
- Q51: In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?
Responses are Never, Sometimes, Usually, Always.
- Q15: In the last 6 months, how often was it easy to get special medical equipment or devices for your child?
Responses are Never, Sometimes, Usually, Always.
- Q18: In the last 6 months, how often was it easy to get this therapy for your child?
Responses are Never, Sometimes, Usually, Always.
- Q21: In the last 6 months, how often was it easy to get this treatment or counseling for your child?
Responses are Never, Sometimes, Usually, Always.

Key Findings

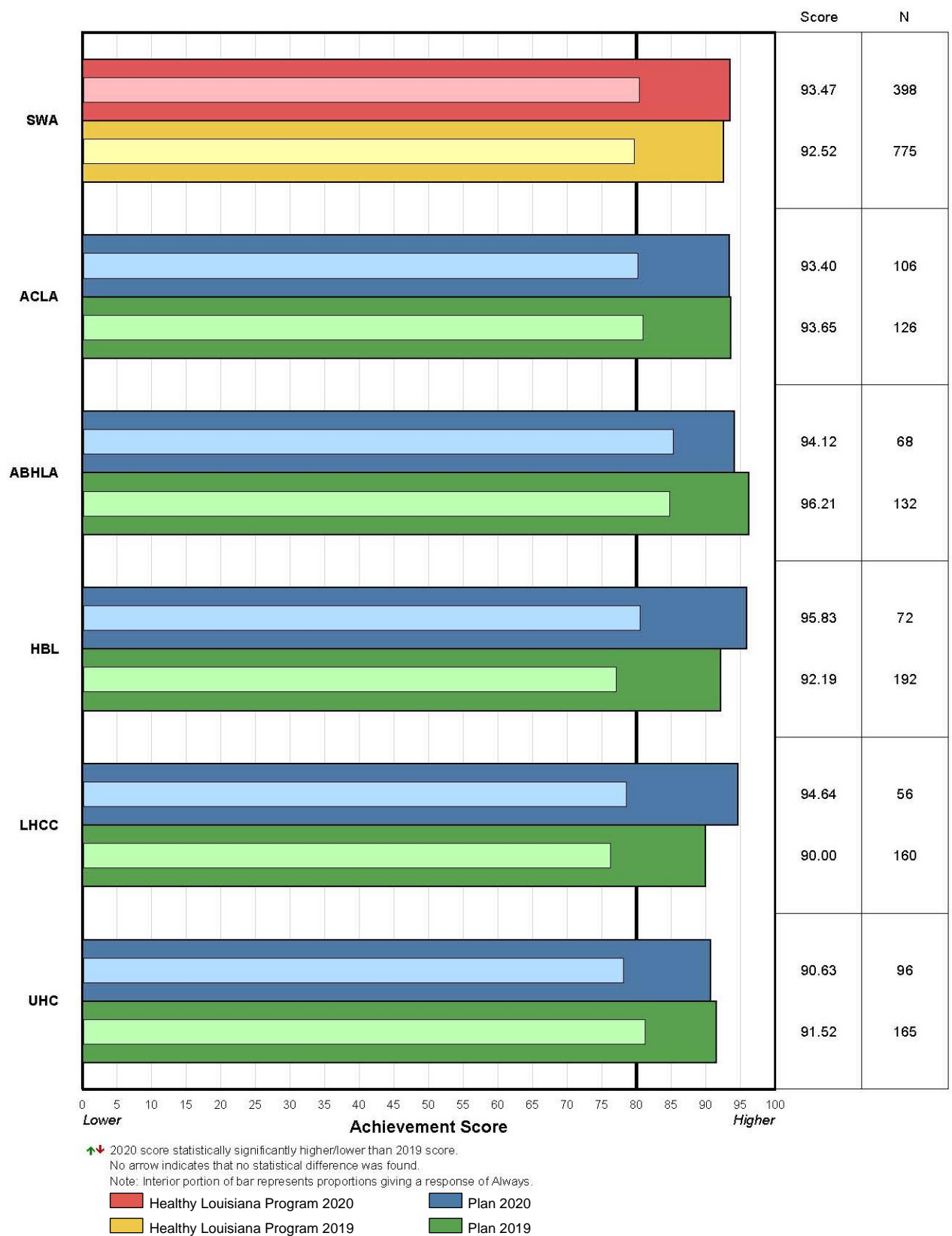
Results presented in the Access to Care section are summarized below. Scores are out of 100.

- **Got care believed necessary:** The overall score for the Healthy Louisiana managed care program was high (93.5) with similar scores among the plans (90.6–95.8). Scores in 2020 were similar to scores in 2019.
- **Received care as soon as needed:** The overall score for the Healthy Louisiana managed care program was high (94.0) with similar scores among the plans (85.0–100.0). Scores in 2020 were similar to scores in 2019. One MCO had a statistically significantly higher score in 2020 than in 2019 (from 87.7 to 97.7, an increase of 10.0).
- **Received appointment for check-up or routine care as soon as needed:** The overall score for the Healthy Louisiana managed care program was high (90.4) with similar scores among the plans (87.3–93.2). Scores in 2020 were similar to scores in 2019.
- **Received appointment to see a specialist as soon as needed:** The overall score for the Healthy Louisiana managed care program was 77.9 with similar scores among the plans (70.6–90.9). Scores in 2020 were similar to scores in 2019.
- **Access to prescription medicines:** The overall score for the Healthy Louisiana managed care program was high (94.8) with similar scores among the plans (90.9–100.0). Scores in 2020 were similar to scores in 2019.
- **Access to special medical equipment or devices:** The overall score for the Healthy Louisiana managed care program was high (81.0) with scores among the plans ranging from 33.3 to 100.0. Scores in 2020 varied from scores in 2019, but no statistically significant differences were observed.
- **Access to special therapy:** The overall score for the Healthy Louisiana managed care program was 76.9 with scores among the plans ranging from 55.6 to 100.0. Scores in 2020 varied from scores in 2019, but no statistically significant differences were observed.

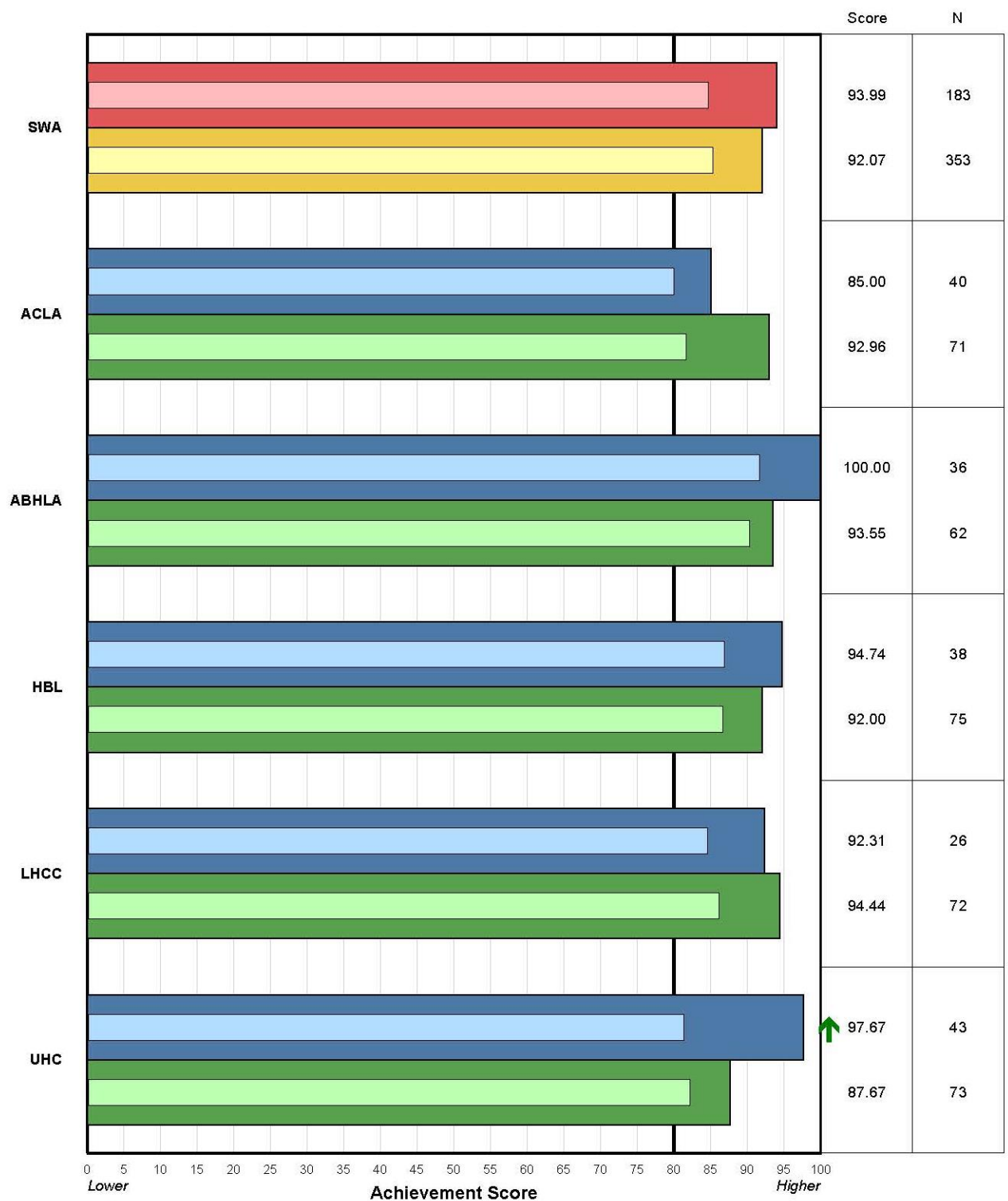
- **Access to treatment or counseling:** The overall score for the Healthy Louisiana managed care program was 71.9 with scores among the plans ranging from 42.9 to 100.0. Scores in 2020 varied from scores in 2019, but no statistically significant differences were observed.

*Note the small sample size of respondents for questions pertaining to access to special medical equipment or devices, special therapy, and treatment or counseling.

Q10. Usually or always got care, tests, or treatment you thought your child needed

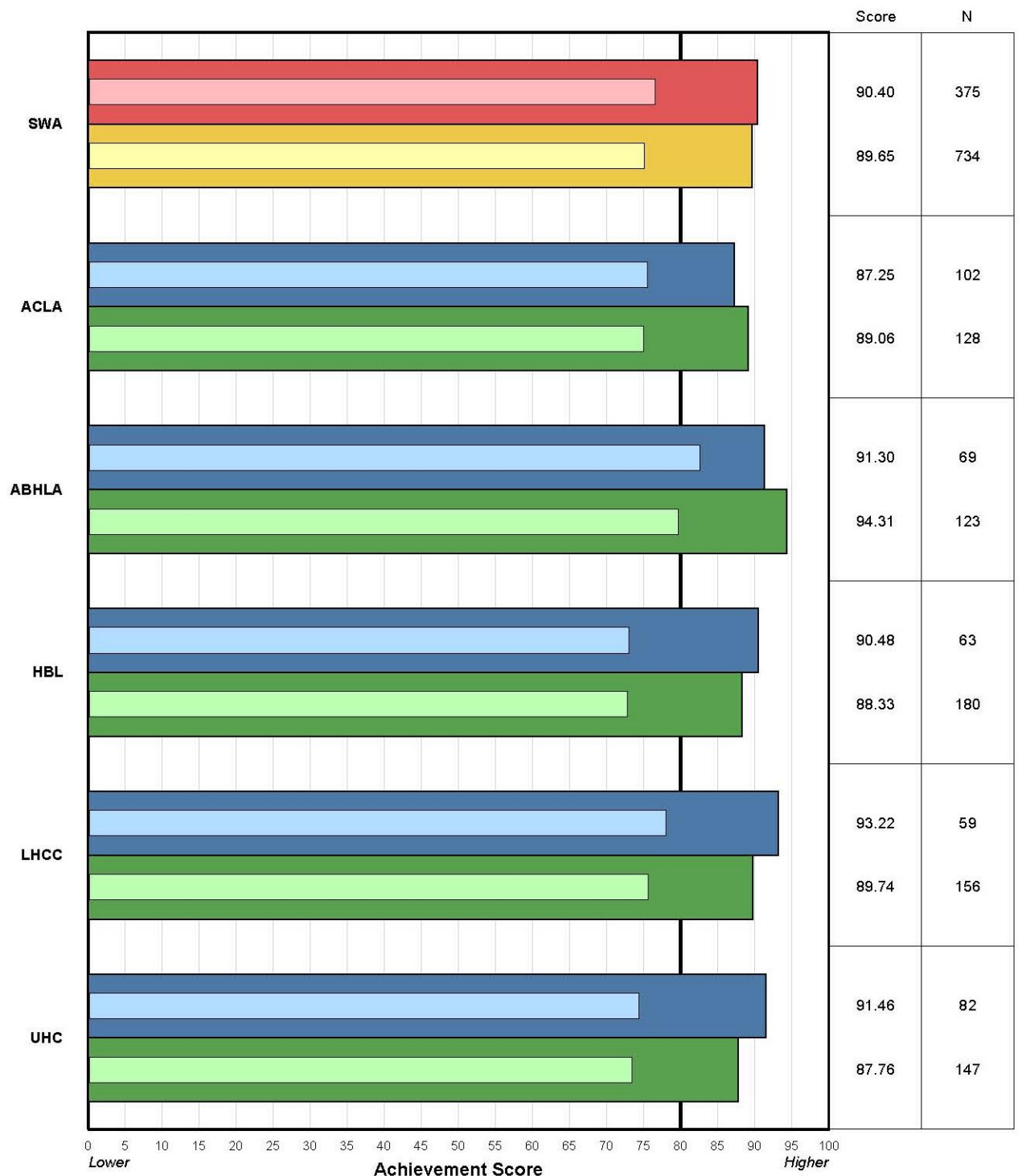


Q4. Usually or always got urgent care as soon as your child needed

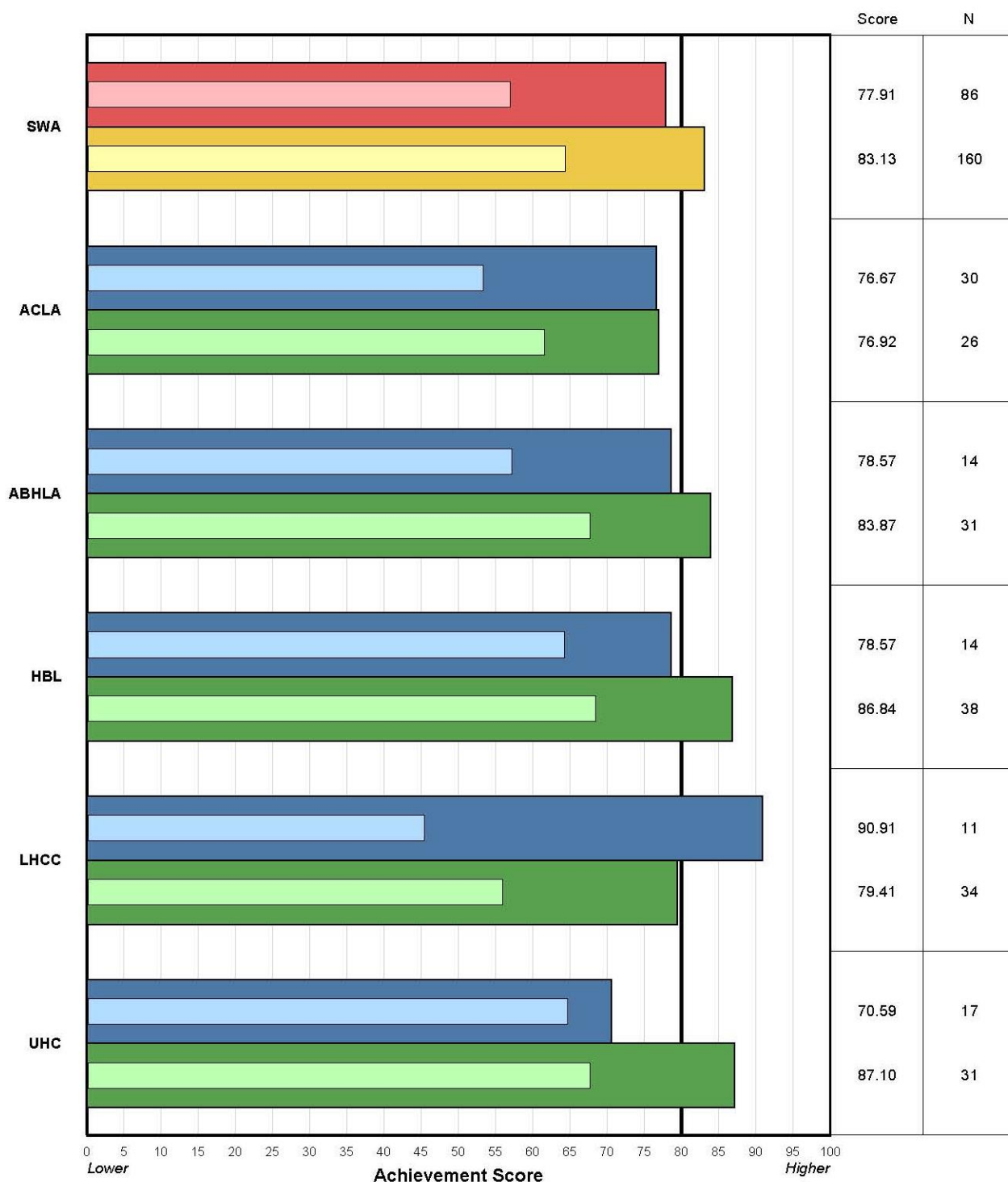


↑ 2020 score statistically significantly higher than 2019 score.
 No arrow indicates that no statistical difference was found.
 Note: Interior portion of bar represents proportions giving a response of Always.
 Healthy Louisiana Program 2020 Plan 2020
 Healthy Louisiana Program 2019 Plan 2019

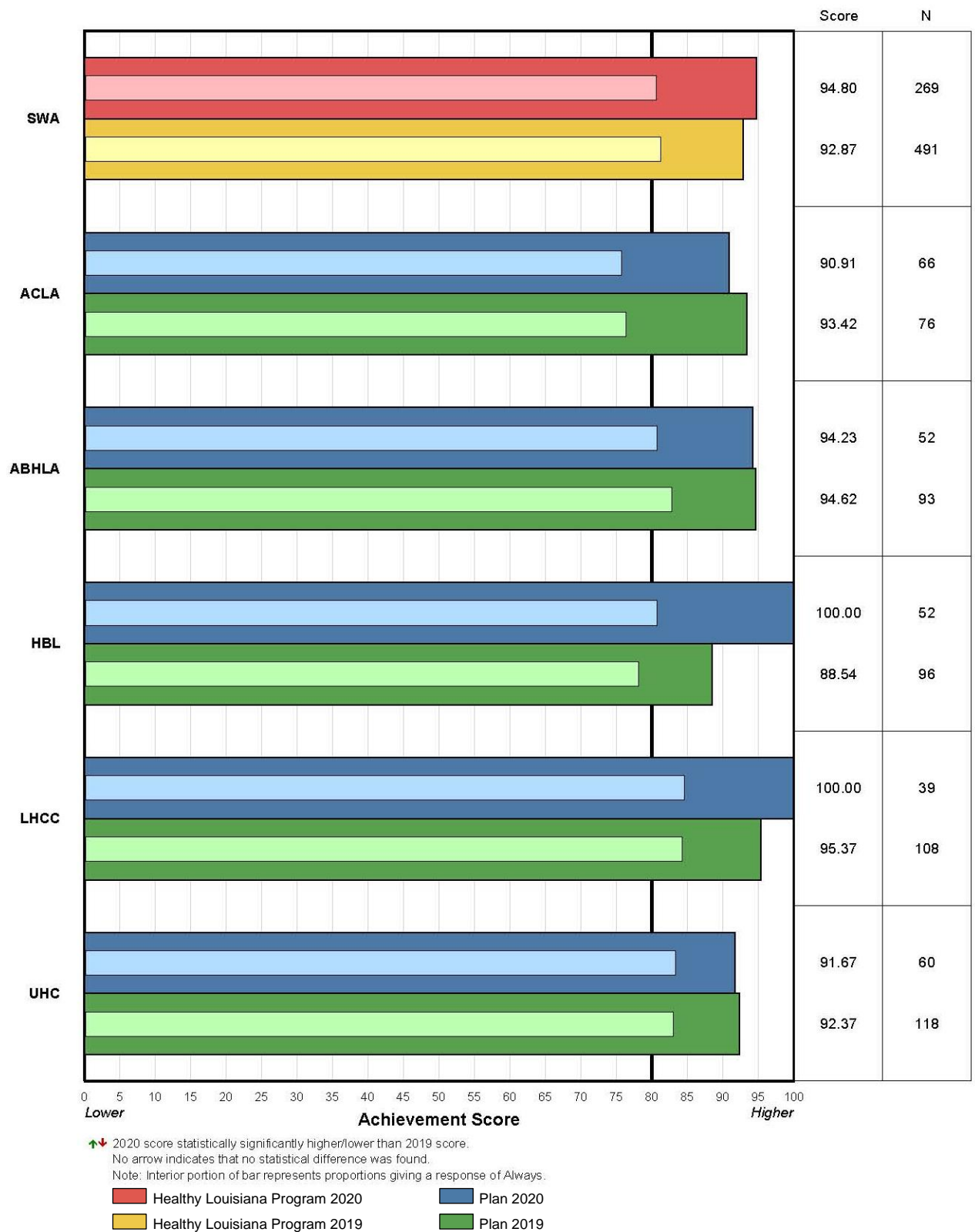
Q6. Usually or always got an appointment for check-up or routine care as soon as your child needed



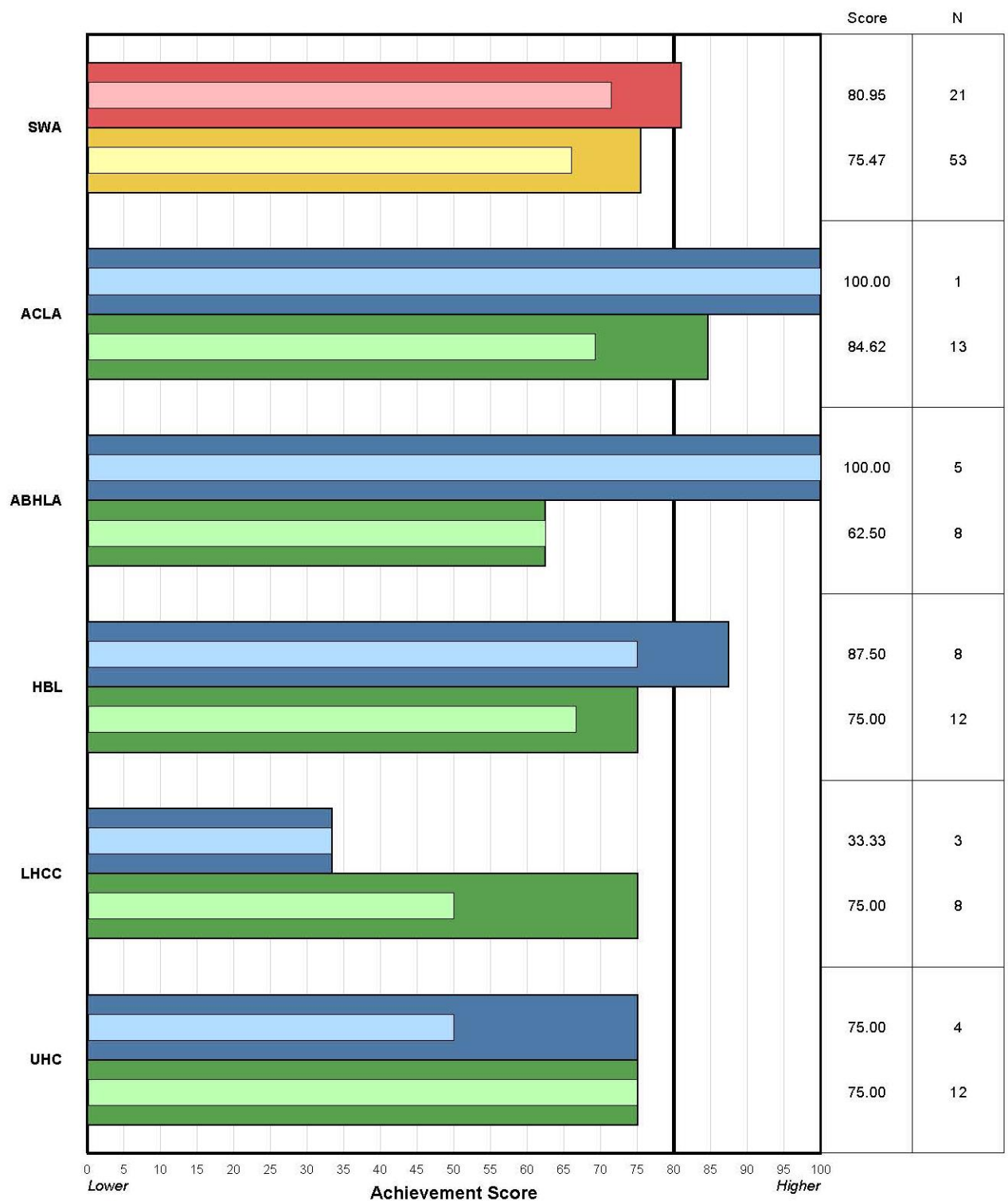
Q41. Usually or always got an appointment for child to see a specialist as soon as you needed



Q51. Usually or always easy to get prescription medicine for child through child's health plan

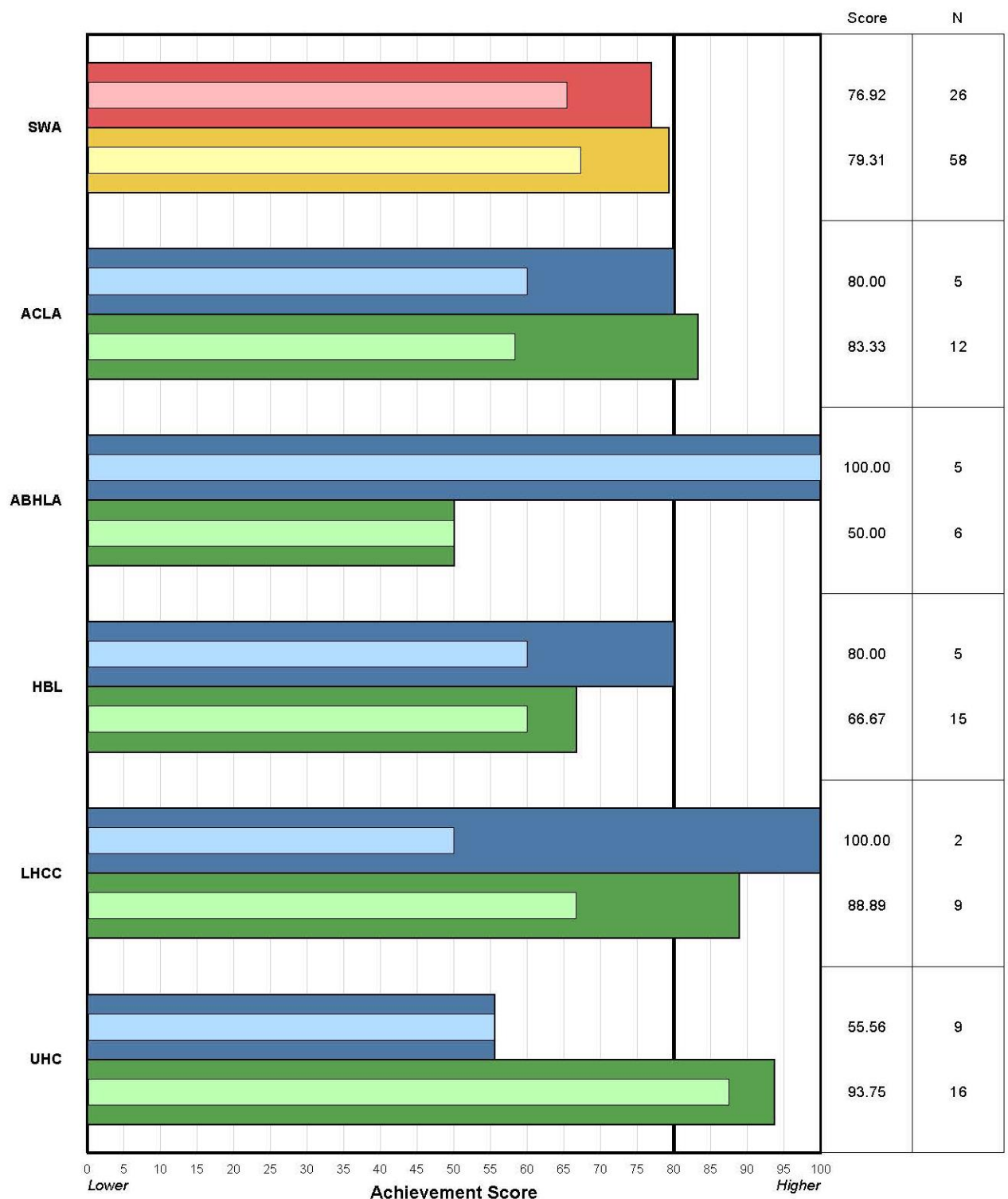


Q15. Usually or always easy to get special medical equipment or devices for your child

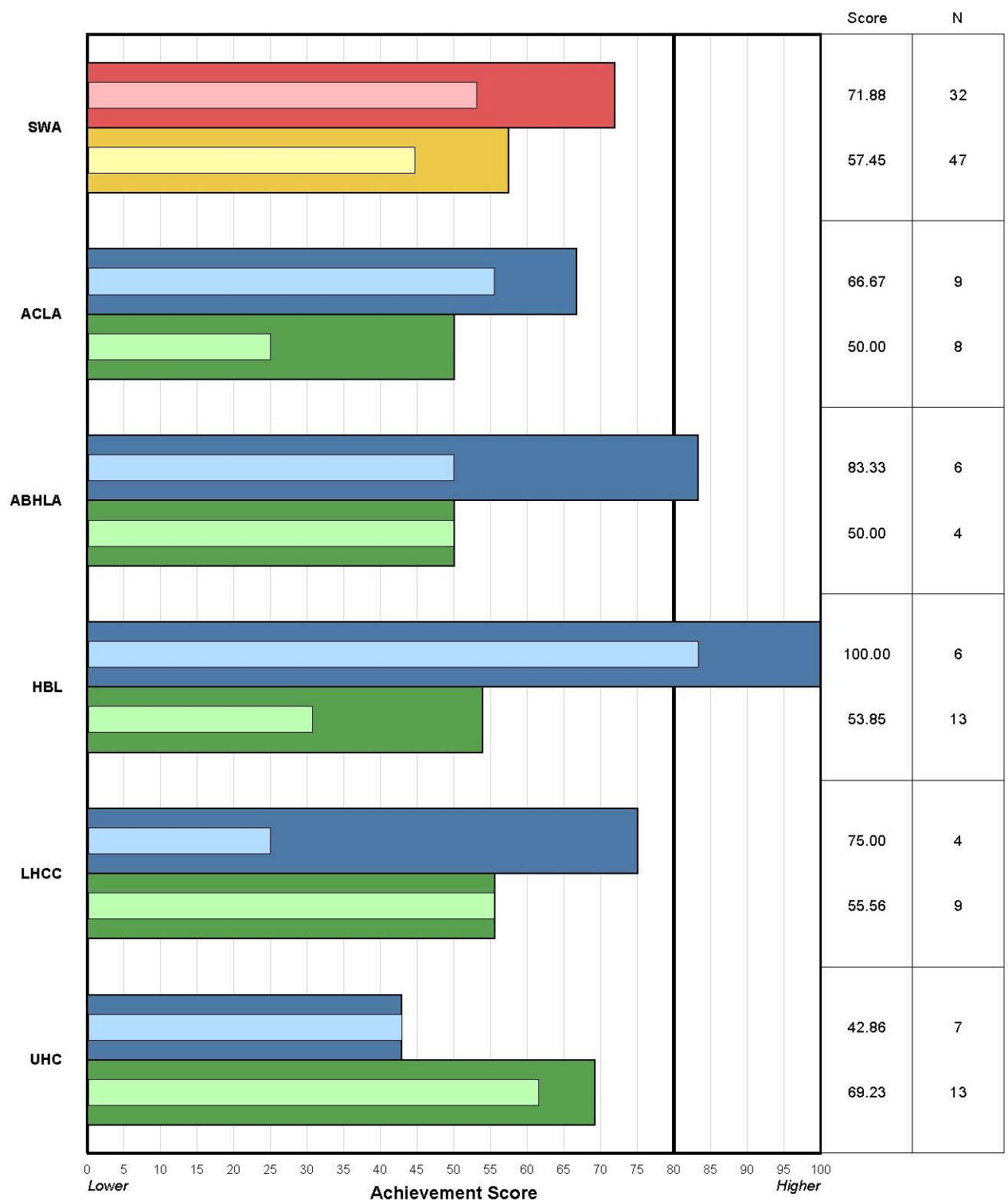


↑ 2020 score statistically significantly higher than 2019 score.
 No arrow indicates that no statistical difference was found.
 Note: Interior portion of bar represents proportions giving a response of Always.
 Healthy Louisiana Program 2020 Plan 2020
 Healthy Louisiana Program 2019 Plan 2019

Q18. Usually or always easy to get therapy for your child



Q21. Usually or always easy to get treatment or counseling for your child



↑↓ 2020 score statistically significantly higher/lower than 2019 score.
 No arrow indicates that no statistical difference was found.
 Note: Interior portion of bar represents proportions giving a response of Always.
 Healthy Louisiana Program 2020 Plan 2020
 Healthy Louisiana Program 2019 Plan 2019

Q10. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	6	1.5%	2	1.9%	1	1.5%	1	1.4%	1	1.8%	1	1.0%
● Sometimes	20	5.0%	5	4.7%	3	4.4%	2	2.8%	2	3.6%	8	8.3%
● Usually	52	13.1%	14	13.2%	6	8.8%	11	15.3%	9	16.1%	12	12.5%
● Always	320	80.4%	85	80.2%	58	85.3%	58	80.6%	44	78.6%	75	78.1%
Total	398	100.0%	106	100.0%	68	100.0%	72	100.0%	56	100.0%	96	100.0%
Not Answered	5		1		1		1		2		0	
Reporting Category Access to Care												
Achievement Score	93.5%		93.4%		94.1%		95.8%		94.6%		90.6%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	+1.0		-0.3		-2.1		+3.6		+4.6		-0.9	

Q4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	2	1.1%	1	2.5%	0	0.0%	1	2.6%	0	0.0%	0	0.0%
● Sometimes	9	4.9%	5	12.5%	0	0.0%	1	2.6%	2	7.7%	1	2.3%
● Usually	17	9.3%	2	5.0%	3	8.3%	3	7.9%	2	7.7%	7	16.3%
● Always	155	84.7%	32	80.0%	33	91.7%	33	86.8%	22	84.6%	35	81.4%
Total	183	100.0%	40	100.0%	36	100.0%	38	100.0%	26	100.0%	43	100.0%
Not Answered	6		2		0		1		0		3	
Reporting Category Access to Care												
Achievement Score	94.0%		85.0%		100.0%		94.7%		92.3%		97.7%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	+1.9		-8.0		+6.5		+2.7		-2.1		+10.0 ↑	

Q6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	6	1.6%	1	1.0%	1	1.4%	2	3.2%	1	1.7%	1	1.2%
● Sometimes	30	8.0%	12	11.8%	5	7.2%	4	6.3%	3	5.1%	6	7.3%
● Usually	52	13.9%	12	11.8%	6	8.7%	11	17.5%	9	15.3%	14	17.1%
● Always	287	76.5%	77	75.5%	57	82.6%	46	73.0%	46	78.0%	61	74.4%
Total	375	100.0%	102	100.0%	69	100.0%	63	100.0%	59	100.0%	82	100.0%
Not Answered	17		5		3		5		2		2	
Reporting Category Access to Care												
Achievement Score	90.4%		87.3%		91.3%		90.5%		93.2%		91.5%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	+0.8		-1.8		-3.0		+2.1		+3.5		+3.7	

○ Response scored as: ● Achievement ● Room for improvement

Q41. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	4	4.7%	2	6.7%	0	0.0%	0	0.0%	0	0.0%	2	11.8%
● Sometimes	15	17.4%	5	16.7%	3	21.4%	3	21.4%	1	9.1%	3	17.6%
● Usually	18	20.9%	7	23.3%	3	21.4%	2	14.3%	5	45.5%	1	5.9%
● Always	49	57.0%	16	53.3%	8	57.1%	9	64.3%	5	45.5%	11	64.7%
Total	86	100.0%	30	100.0%	14	100.0%	14	100.0%	11	100.0%	17	100.0%
Not Answered	0		0		0		0		0		0	
Reporting Category Access to Care												
Achievement Score	77.9%		76.7%		78.6%		78.6%		90.9%		70.6%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	-5.2		-0.3		-5.3		-8.3		+11.5		-16.5	

Q51. In the last 6 months, how often was it easy to get prescription medicine for your child through your child's health plan?

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
● Sometimes	14	5.2%	6	9.1%	3	5.8%	0	0.0%	0	0.0%	5	8.3%
● Usually	38	14.1%	10	15.2%	7	13.5%	10	19.2%	6	15.4%	5	8.3%
● Always	217	80.7%	50	75.8%	42	80.8%	42	80.8%	33	84.6%	50	83.3%
Total	269	100.0%	66	100.0%	52	100.0%	52	100.0%	39	100.0%	60	100.0%
Not Answered	5		2		0		1		2		0	
Reporting Category Access to Care												
Achievement Score	94.8%		90.9%		94.2%		100.0%		100.0%		91.7%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	+1.9		-2.5		-0.4		+11.5		+4.6		-0.7	

Q15. In the last 6 months, how often was it easy to get special medical equipment or devices for your child?

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	2	9.5%	0	0.0%	0	0.0%	0	0.0%	2	66.7%	0	0.0%
● Sometimes	2	9.5%	0	0.0%	0	0.0%	1	12.5%	0	0.0%	1	25.0%
● Usually	2	9.5%	0	0.0%	0	0.0%	1	12.5%	0	0.0%	1	25.0%
● Always	15	71.4%	1	100.0%	5	100.0%	6	75.0%	1	33.3%	2	50.0%
Total	21	100.0%	1	100.0%	5	100.0%	8	100.0%	3	100.0%	4	100.0%
Not Answered	0		0		0		0		0		0	
Reporting Category Access to Care												
Achievement Score	81.0%		100.0%		100.0%		87.5%		33.3%		75.0%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	+5.5		+15.4		+37.5		+12.5		-41.7		+0.0	

○ Response scored as: ● Achievement ● Room for improvement

Q18. In the last 6 months, how often was it easy to get this therapy for your child?

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	5	19.2%	0	0.0%	0	0.0%	1	20.0%	0	0.0%	4	44.4%
● Sometimes	1	3.8%	1	20.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
● Usually	3	11.5%	1	20.0%	0	0.0%	1	20.0%	1	50.0%	0	0.0%
● Always	17	65.4%	3	60.0%	5	100.0%	3	60.0%	1	50.0%	5	55.6%
Total	26	100.0%	5	100.0%	5	100.0%	5	100.0%	2	100.0%	9	100.0%
Not Answered	1		0		0		0		1		0	
Reporting Category Access to Care												
Achievement Score	76.9%		80.0%		100.0%		80.0%		100.0%		55.6%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	-2.4		-3.3		+50.0		+13.3		+11.1		-38.2	

Q21. In the last 6 months, how often was it easy to get this treatment or counseling for your child?

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	7	21.9%	2	22.2%	1	16.7%	0	0.0%	1	25.0%	3	42.9%
● Sometimes	2	6.3%	1	11.1%	0	0.0%	0	0.0%	0	0.0%	1	14.3%
● Usually	6	18.8%	1	11.1%	2	33.3%	1	16.7%	2	50.0%	0	0.0%
● Always	17	53.1%	5	55.6%	3	50.0%	5	83.3%	1	25.0%	3	42.9%
Total	32	100.0%	9	100.0%	6	100.0%	6	100.0%	4	100.0%	7	100.0%
Not Answered	0		0		0		0		0		0	
Reporting Category Access to Care												
Achievement Score	71.9%		66.7%		83.3%		100.0%		75.0%		42.9%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	+14.4		+16.7		+33.3		+46.2		+19.4		-26.4	

○ Response scored as: ● Achievement ● Room for improvement

Experience of Care

This section describes enrollees' parents'/caregivers' experiences with their child's doctor by MCO and for the Healthy Louisiana managed care program overall. MCOs can influence this rating by contracting with high quality providers and by giving providers the support and resources they need to take care of enrollees. The survey questions include the following:

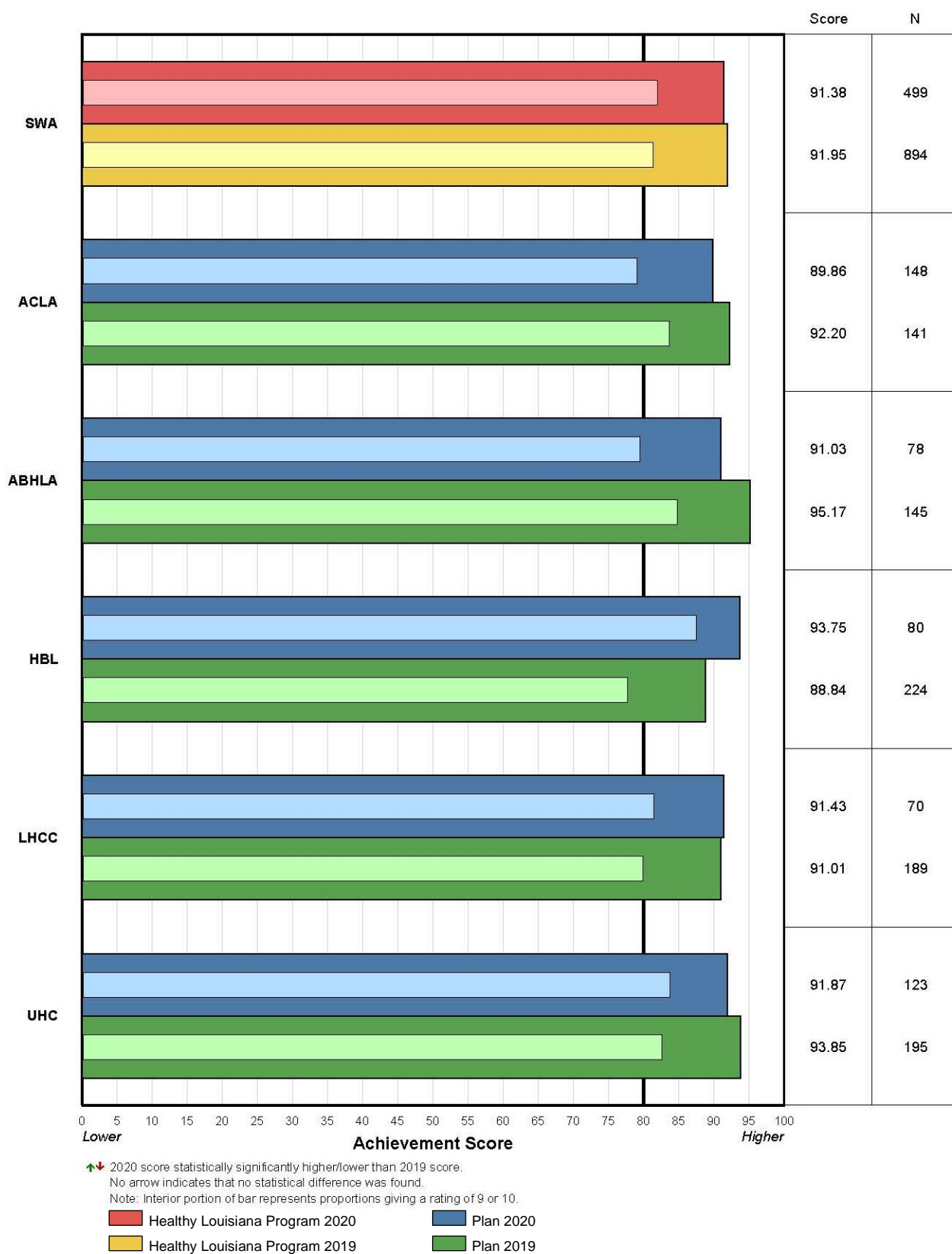
- Q36: Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?
Responses are on a scale of 0 to 10 with 0 being the worst and 10 the best.
- Q27: In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?
Responses are Never, Sometimes, Usually, Always.
- Q28: In the last 6 months, how often did your child's personal doctor listen carefully to you?
Responses are Never, Sometimes, Usually, Always.
- Q29: In the last 6 months, how often did your child's personal doctor show respect for what you had to say?
Responses are Never, Sometimes, Usually, Always.
- Q32: In the last 6 months, how often did your child's personal doctor spend enough time with your child?
Responses are Never, Sometimes, Usually, Always.
- Q35: 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?
Responses are Never, Sometimes, Usually, Always.

Key Findings

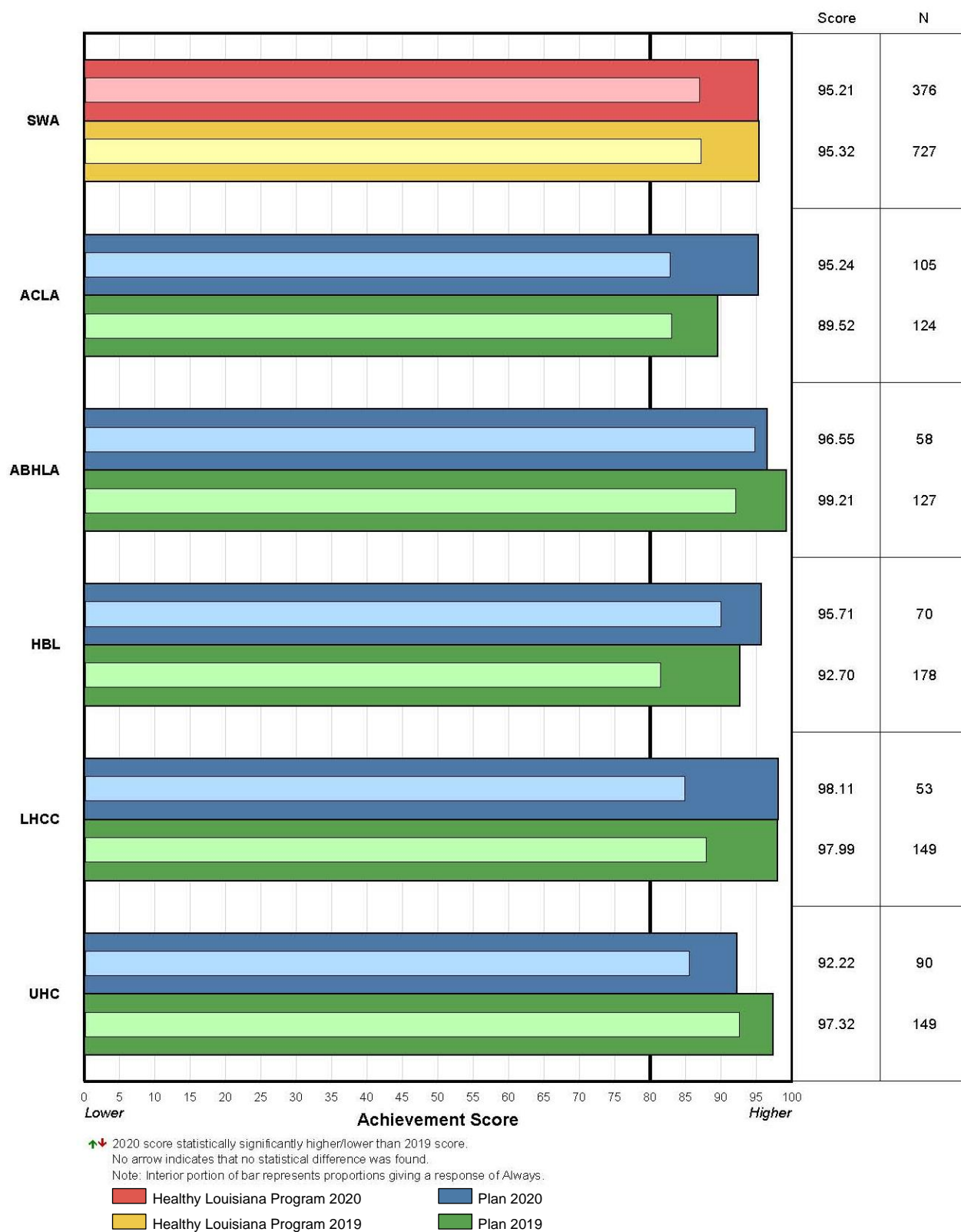
Results presented in the Experience of Care section are summarized below. Scores are out of 100.

- **Rating of child's personal doctor:** The overall score for the Healthy Louisiana managed care program was high (91.4) with similar scores among the plans (89.9–93.8). Scores in 2020 were similar to scores in 2019.
- **Child's personal doctor explained things in a way that was easy to understand:** The overall score for the Healthy Louisiana managed care program was high (95.2) with similar scores among the plans (92.2–98.1). Scores in 2020 were similar to scores in 2019.
- **Child's personal doctor listened carefully:** The overall score for the Healthy Louisiana managed care program was high (95.4) with similar scores among the plans (94.2–98.0). Scores in 2020 were similar to scores in 2019.
- **Child's personal doctor showed respect for what patient had to say:** The overall score for the Healthy Louisiana managed care program was high (95.7) with similar scores among the plans (93.3–100.0). Scores in 2020 were similar to scores in 2019.
- **Child's personal doctor spent enough time with child:** The overall score for the Healthy Louisiana managed care program was high (89.8) with similar scores among the plans (86.4–98.1). Scores in 2020 were similar to scores in 2019. One MCO had a statistically significantly higher score in 2020 than in 2019 (from 90.5 to 98.1, an increase of 7.6).
- **Child's personal doctor seemed informed about care received from other doctors or providers:** The overall score for the Healthy Louisiana managed care program was high (86.2) with similar scores among the plans (80.0–95.0). Scores in 2020 varied from scores in 2019, but no statistically significant differences were observed.

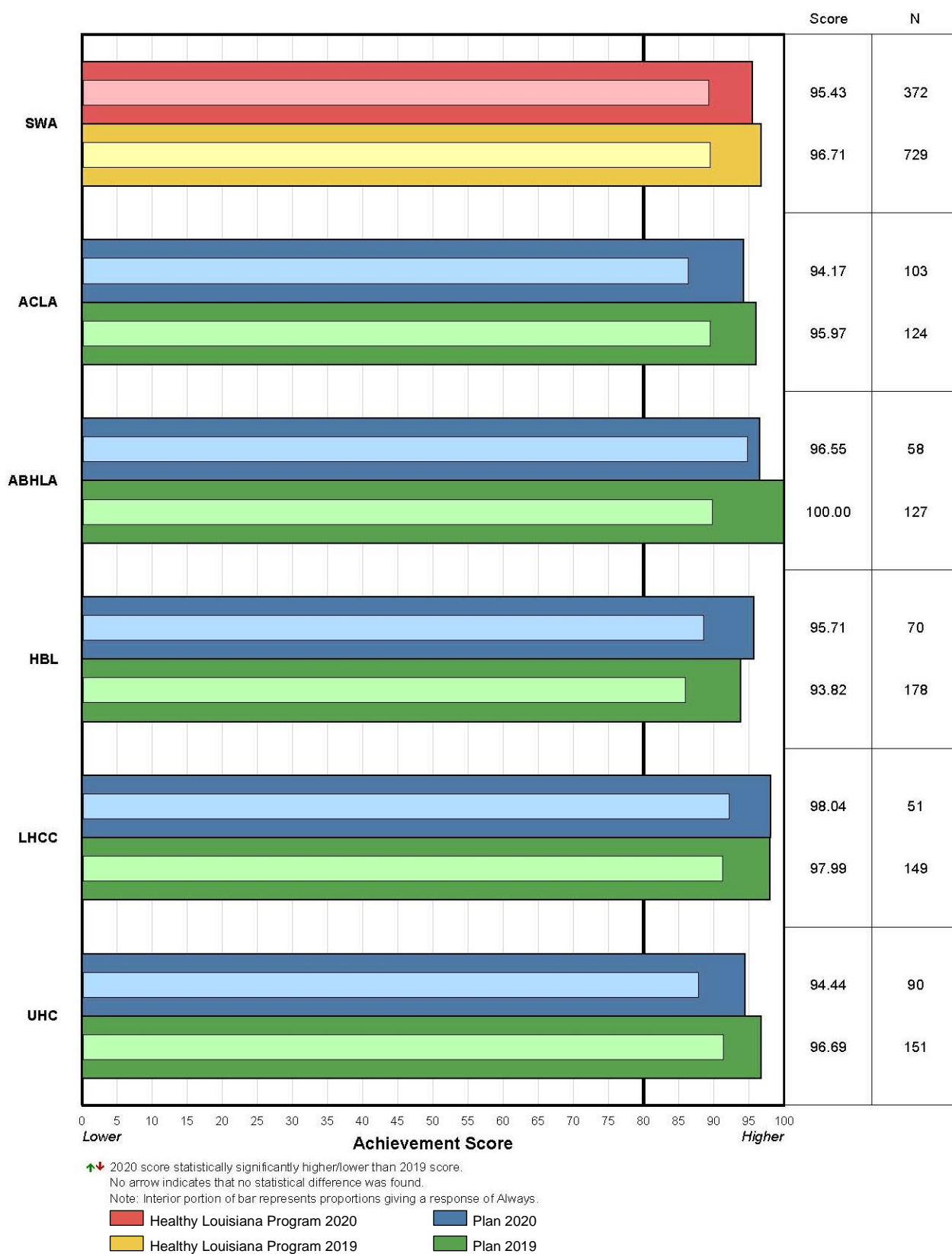
Q36. Rating of child's personal doctor



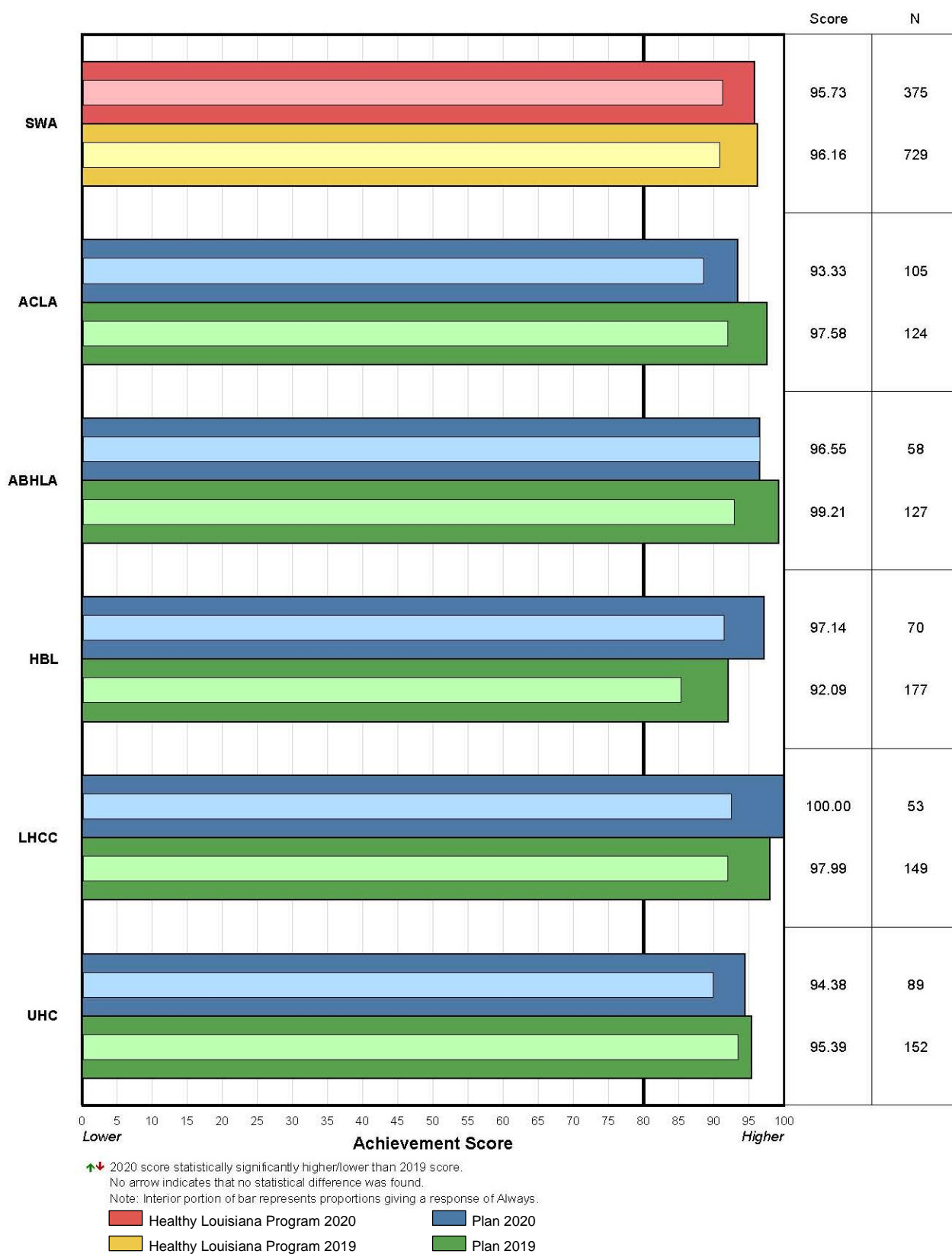
Q27. Child's personal doctor usually or always explained things in way that was easy to understand



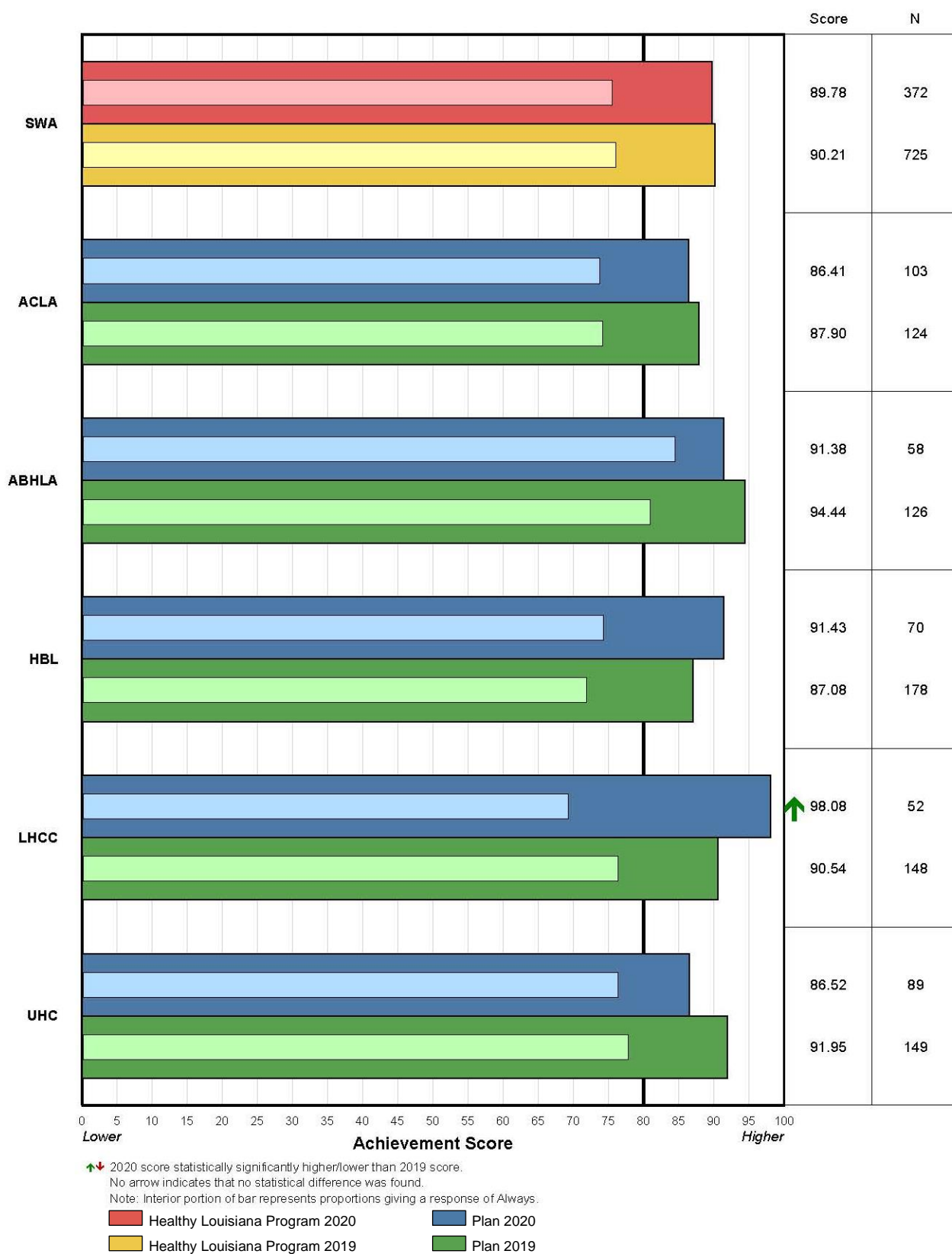
Q28. Child's personal doctor usually or always listened carefully to you



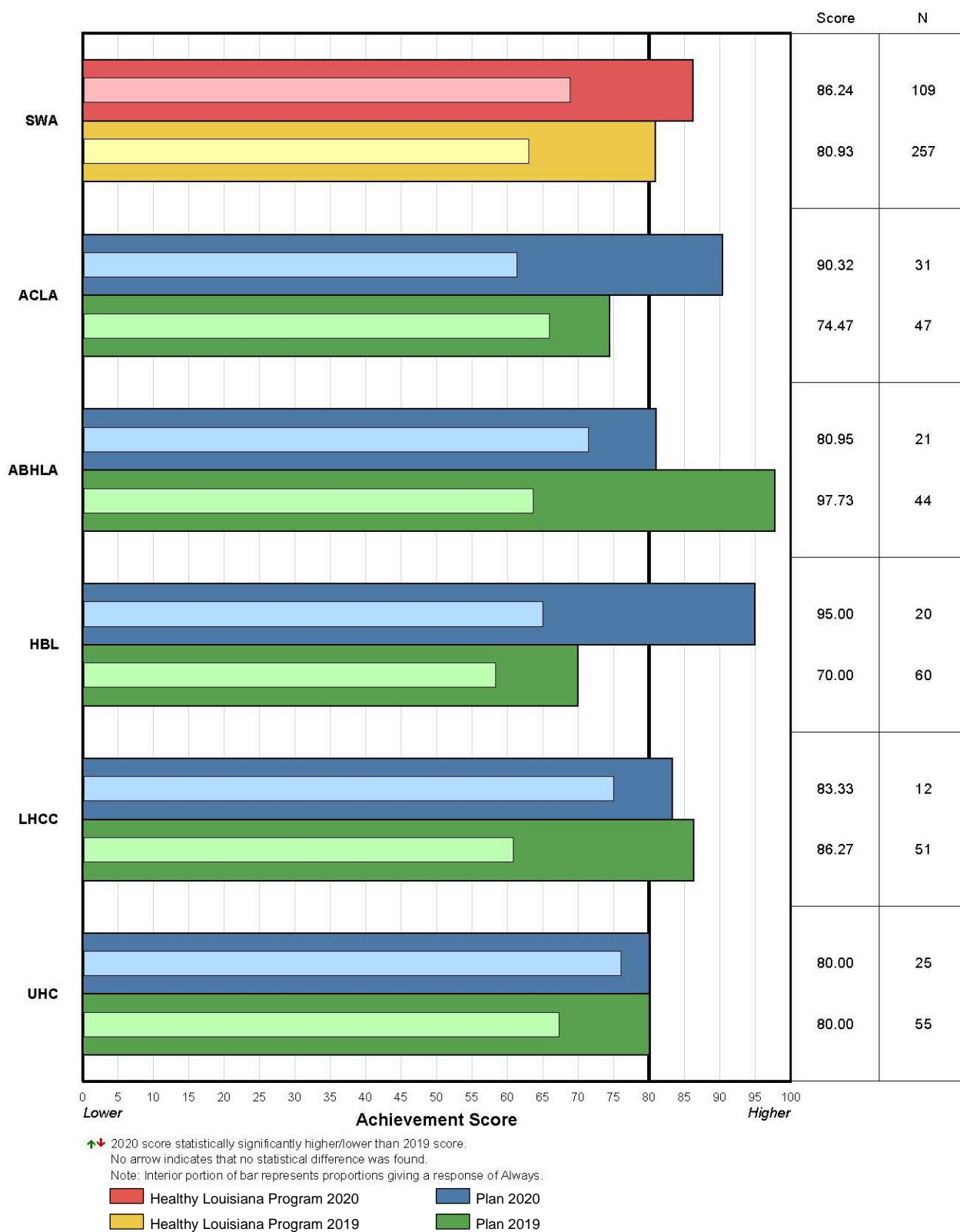
Q29. Child's personal doctor usually or always showed respect for what you had to say



Q32. Child's personal doctor usually or always spent enough time with you



Q35. Child's personal doctor usually or always seemed informed about care received from other doctors or providers



Q36. 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?

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Worst personal doctor possible	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
● 1	2	0.4%	0	0.0%	1	1.3%	1	1.3%	0	0.0%	0	0.0%
● 2	3	0.6%	0	0.0%	0	0.0%	1	1.3%	1	1.4%	1	0.8%
● 3	3	0.6%	2	1.4%	1	1.3%	0	0.0%	0	0.0%	0	0.0%
● 4	2	0.4%	0	0.0%	1	1.3%	0	0.0%	1	1.4%	0	0.0%
● 5	8	1.6%	2	1.4%	1	1.3%	0	0.0%	1	1.4%	4	3.3%
● 6	7	1.4%	3	2.0%	0	0.0%	1	1.3%	1	1.4%	2	1.6%
● 7	18	3.6%	8	5.4%	3	3.8%	2	2.5%	2	2.9%	3	2.4%
● 8	47	9.4%	16	10.8%	9	11.5%	5	6.3%	7	10.0%	10	8.1%
● 9	61	12.2%	15	10.1%	11	14.1%	10	12.5%	7	10.0%	18	14.6%
● Best personal doctor possible	348	69.7%	102	68.9%	51	65.4%	60	75.0%	50	71.4%	85	69.1%
Total	499	100.0%	148	100.0%	78	100.0%	80	100.0%	70	100.0%	123	100.0%
Not Answered	8		0		0		1		1		6	
Reporting Category Experience of Care												
Achievement Score	91.4%		89.9%		91.0%		93.8%		91.4%		91.9%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	-0.6		-2.3		-4.1		+4.9		+0.4		-2.0	

Q27. 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?

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	7	1.9%	2	1.9%	0	0.0%	1	1.4%	0	0.0%	4	4.4%
● Sometimes	11	2.9%	3	2.9%	2	3.4%	2	2.9%	1	1.9%	3	3.3%
● Usually	31	8.2%	13	12.4%	1	1.7%	4	5.7%	7	13.2%	6	6.7%
● Always	327	87.0%	87	82.9%	55	94.8%	63	90.0%	45	84.9%	77	85.6%
Total	376	100.0%	105	100.0%	58	100.0%	70	100.0%	53	100.0%	90	100.0%
Not Answered	2		1		1		0		0		0	
Reporting Category Experience of Care												
Achievement Score	95.2%		95.2%		96.6%		95.7%		98.1%		92.2%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	-0.1		+5.7		-2.7		+3.0		+0.1		-5.1	

○ Response scored as: ● Achievement ● Room for improvement

Q28. In the last 6 months, how often did your child's personal doctor listen carefully to you?

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	7	1.9%	1	1.0%	1	1.7%	2	2.9%	0	0.0%	3	3.3%
● Sometimes	10	2.7%	5	4.9%	1	1.7%	1	1.4%	1	2.0%	2	2.2%
● Usually	23	6.2%	8	7.8%	1	1.7%	5	7.1%	3	5.9%	6	6.7%
● Always	332	89.2%	89	86.4%	55	94.8%	62	88.6%	47	92.2%	79	87.8%
Total	372	100.0%	103	100.0%	58	100.0%	70	100.0%	51	100.0%	90	100.0%
Not Answered	6		3		1		0		2		0	
Reporting Category Experience of Care												
Achievement Score	95.4%		94.2%		96.6%		95.7%		98.0%		94.4%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	-1.3		-1.8		-3.4		+1.9		+0.1		-2.2	

Q29. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	7	1.9%	2	1.9%	1	1.7%	1	1.4%	0	0.0%	3	3.4%
● Sometimes	9	2.4%	5	4.8%	1	1.7%	1	1.4%	0	0.0%	2	2.2%
● Usually	17	4.5%	5	4.8%	0	0.0%	4	5.7%	4	7.5%	4	4.5%
● Always	342	91.2%	93	88.6%	56	96.6%	64	91.4%	49	92.5%	80	89.9%
Total	375	100.0%	105	100.0%	58	100.0%	70	100.0%	53	100.0%	89	100.0%
Not Answered	3		1		1		0		0		1	
Reporting Category Experience of Care												
Achievement Score	95.7%		93.3%		96.6%		97.1%		100.0%		94.4%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	-0.4		-4.2		-2.7		+5.1		+2.0		-1.0	

Q32. In the last 6 months, how often did your child's personal doctor spend enough time with your child?

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	9	2.4%	5	4.9%	2	3.4%	1	1.4%	0	0.0%	1	1.1%
● Sometimes	29	7.8%	9	8.7%	3	5.2%	5	7.1%	1	1.9%	11	12.4%
● Usually	53	14.2%	13	12.6%	4	6.9%	12	17.1%	15	28.8%	9	10.1%
● Always	281	75.5%	76	73.8%	49	84.5%	52	74.3%	36	69.2%	68	76.4%
Total	372	100.0%	103	100.0%	58	100.0%	70	100.0%	52	100.0%	89	100.0%
Not Answered	6		3		1		0		1		1	
Reporting Category Experience of Care												
Achievement Score	89.8%		86.4%		91.4%		91.4%		98.1%		86.5%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	-0.4		-1.5		-3.1		+4.3		+7.5 ↑		-5.4	

○ Response scored as: ● Achievement ● Room for improvement

Q35. 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?

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	6	5.5%	0	0.0%	2	9.5%	1	5.0%	1	8.3%	2	8.0%
● Sometimes	9	8.3%	3	9.7%	2	9.5%	0	0.0%	1	8.3%	3	12.0%
● Usually	19	17.4%	9	29.0%	2	9.5%	6	30.0%	1	8.3%	1	4.0%
● Always	75	68.8%	19	61.3%	15	71.4%	13	65.0%	9	75.0%	19	76.0%
Total	109	100.0%	31	100.0%	21	100.0%	20	100.0%	12	100.0%	25	100.0%
Not Answered	4		1		1		1		1		0	
Reporting Category Experience of Care												
Achievement Score	86.2%		90.3%		81.0%		95.0%		83.3%		80.0%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	+5.3		+15.9		-16.8		+25.0		-2.9		+0.0	

○ Response scored as: ● Achievement ● Room for improvement

Health Status and Demographics

This section describes information on the enrollees' demographics and overall health as answered by the parent/caregiver. The health status question was the following:

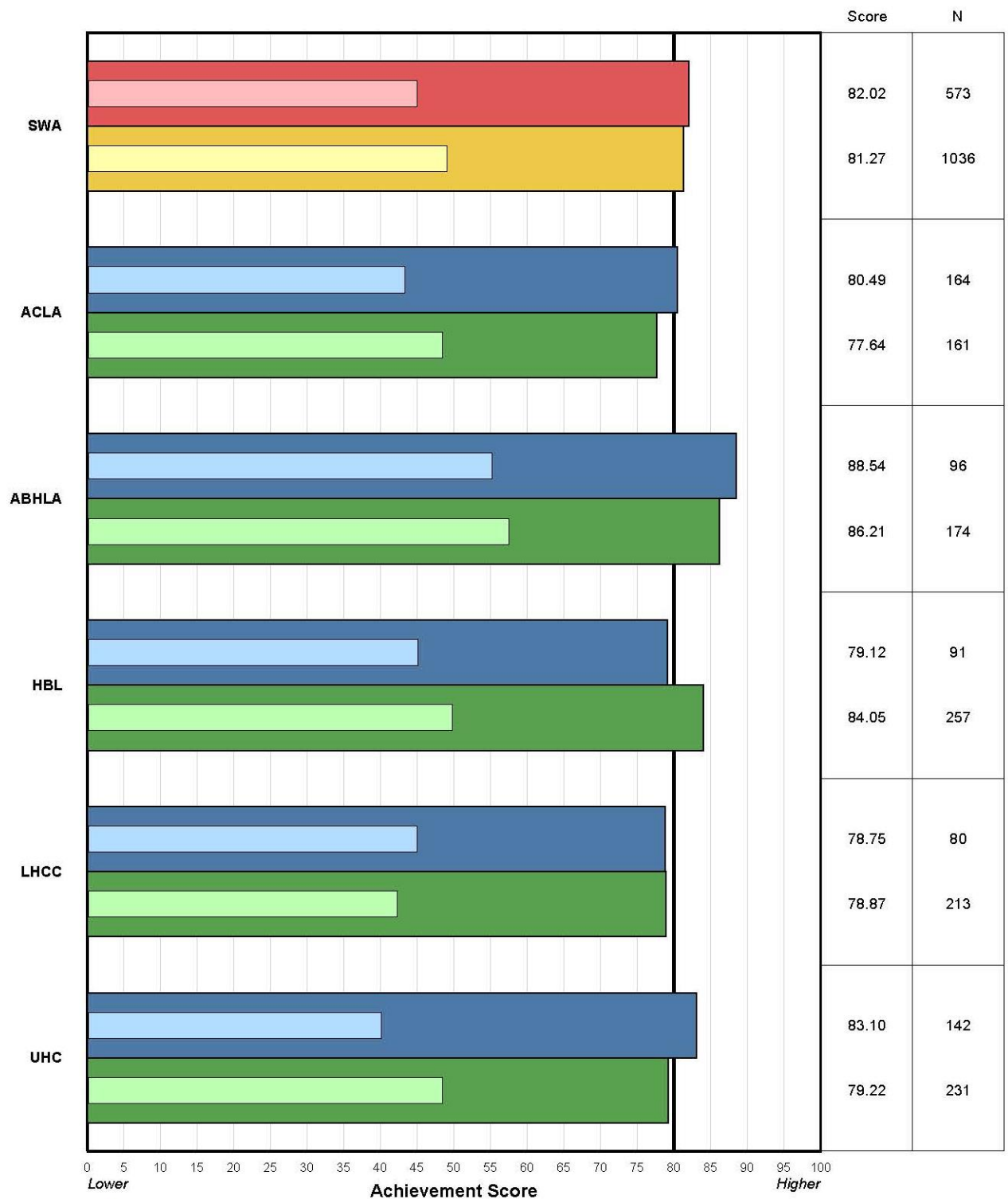
- Q53: In general, how would you rate your child's overall health?
Responses are Excellent, Very Good, Good, Fair, and Poor.

Key Findings

Results presented in the Health Status and Demographics section are summarized below. Scores are out of 100.

- **Rating of child's overall health:** The overall score for the Healthy Louisiana managed care program was 82.0 with similar scores among the plans (78.8–88.5). Scores in 2020 were similar to scores in 2019.

Q53. Excellent or very good rating of your child's overall health



↑↓ 2020 score statistically significantly higher/lower than 2019 score.
 No arrow indicates that no statistical difference was found.
 Note: Interior portion of bar represents proportions giving a response of Excellent.
 Healthy Louisiana Program 2020 Plan 2020
 Healthy Louisiana Program 2019 Plan 2019

Q53. In general, how would you rate your child's overall health?

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Excellent	258	45.0%	71	43.3%	53	55.2%	41	45.1%	36	45.0%	57	40.1%
● Very Good	212	37.0%	61	37.2%	32	33.3%	31	34.1%	27	33.8%	61	43.0%
● Good	85	14.8%	29	17.7%	10	10.4%	14	15.4%	14	17.5%	18	12.7%
● Fair	16	2.8%	3	1.8%	1	1.0%	5	5.5%	3	3.8%	4	2.8%
● Poor	2	0.3%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2	1.4%
Total	573	100.0%	164	100.0%	96	100.0%	91	100.0%	80	100.0%	142	100.0%
Not Answered	11		4		2		3		1		1	
Reporting Category												
Health Status												
Achievement Score	82.0%		80.5%		88.5%		79.1%		78.8%		83.1%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	+0.8		+2.8		+2.3		-4.9		-0.1		+3.9	

○ Response scored as: ● Achievement ● Room for improvement

Respondent Sample Profile Demographic Characteristics

Age	SWA	ACLA	ABHLA	HBL	LHCC	UHC
Less Than 1	3.3%	2.5%	7.3%	3.3%	1.3%	2.8%
1 to 2 years	10.0%	8.7%	11.5%	13.3%	11.3%	7.8%
3 to 4 years	11.6%	9.9%	22.9%	8.9%	8.8%	9.2%
5 to 7	16.2%	16.1%	13.5%	18.9%	16.3%	16.3%
8 to 10	14.6%	18.0%	6.3%	13.3%	16.3%	16.3%
11 to 13	19.7%	21.1%	11.5%	10.0%	27.5%	25.5%
14 to 18	24.5%	23.6%	27.1%	32.2%	18.8%	22.0%

Gender	SWA	ACLA	ABHLA	HBL	LHCC	UHC
Male	51.5%	58.4%	51.5%	50.0%	47.4%	46.8%
Female	48.5%	41.6%	48.5%	50.0%	52.6%	53.2%

Parent Education	SWA	ACLA	ABHLA	HBL	LHCC	UHC
8th grade or less	7.8%	12.8%	6.2%	6.7%	4.9%	5.8%
Some high school	13.5%	12.2%	8.2%	15.6%	14.8%	16.8%
High school graduate	30.5%	29.5%	25.8%	30.0%	35.8%	32.1%
Some college	34.2%	28.2%	41.2%	34.4%	38.3%	33.6%
4-year college graduate	8.9%	12.2%	9.3%	10.0%	3.7%	7.3%
More than 4-year	5.0%	5.1%	9.3%	3.3%	2.5%	4.4%

Race*	SWA	ACLA	ABHLA	HBL	LHCC	UHC
White	50.1%	51.3%	44.9%	55.6%	40.0%	54.3%
Black or African American	43.7%	44.7%	44.9%	38.9%	54.7%	39.1%
Asian	3.8%	2.7%	4.1%	3.3%	2.7%	5.8%
Native Hawaiian or other Pacific Islander	0.9%	1.3%	1.0%	0.0%	0.0%	1.4%
American Indian or Alaska Native	3.8%	5.3%	4.1%	3.3%	4.0%	2.2%
Other	8.9%	8.7%	8.2%	6.7%	6.7%	12.3%

Ethnicity	SWA	ACLA	ABHLA	HBL	LHCC	UHC
Hispanic	15.9%	23.1%	13.4%	13.5%	11.7%	13.3%
Non-Hispanic	84.1%	76.9%	86.6%	86.5%	88.3%	86.7%

*Note: Race collected as 'Select All That Apply' - Percentages may add to > 100%