



Children With Chronic Conditions Experience of Care Report

Louisiana Department of Health

December 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 health care 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' Measurement Year (MY) 2020 survey data and report the results.

This report presents data collected during the MY 2020 CAHPS® administration to child MCO enrollees. The standardized survey instruments administered in MY 2020 were the CAHPS® 5.1H 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 2021. The following five MCOs participated in the MY 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 health care, 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 MY 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 2020. Child members eligible for sampling included those who were younger than 18 years of age (as of December 31, 2020). A sample of at least 1,840 children more likely to have a chronic condition (according to a claims-based prescreen code) was selected from each participating MCO. Surveys were administered to the parents/caregivers of the children in the sample.

Response Rates

The administration of the CAHPS® surveys is comprehensive and is designed to achieve the highest possible response rate. For MY 2020, a total of 2,319 child surveys were completed for the CCC population enrolled in Louisiana's Medicaid managed care program for a survey response rate of 14.6 percent.

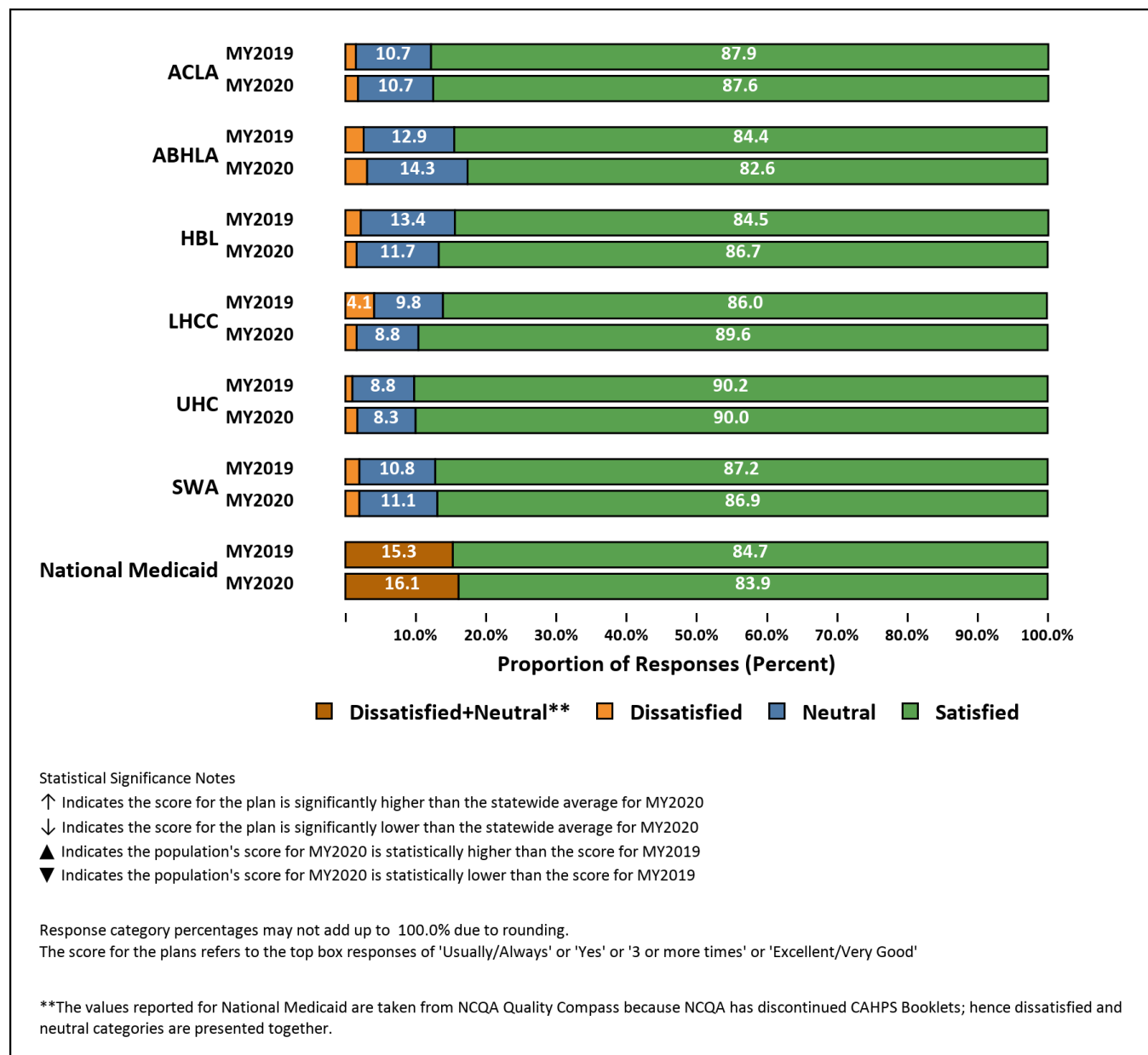
Key Findings

- **Rating of child's health plan:** The overall score for the Healthy Louisiana managed care program was high (86.9) with similar scores among the plans (82.6–90.0). Scores in MY 2020 were similar to scores in MY 2019.
- **Got care believed necessary:** The overall score for the Healthy Louisiana managed care program was high (93.0) with similar scores among the plans (92.7–93.6). Scores in MY 2020 were similar to scores in MY 2019.
- **Rating of all child's health care:** The overall score for the Healthy Louisiana managed care program was high (91.7) with similar scores among the plans (89.0–94.8). Scores in MY 2020 were similar to scores in MY 2019.

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

Q49. Rating of child's plan

Respondents were asked to rate their child's health plan on a scale of 0 to 10, with 0 being the "worst health plan possible" and 10 being the "best health plan possible." For this question, responses were classified into three categories: Dissatisfied (0–4), Neutral (5–7), and Satisfied (8–10). The figure below depicts the percentage of respondents in each of the response categories.



Comparative Analysis

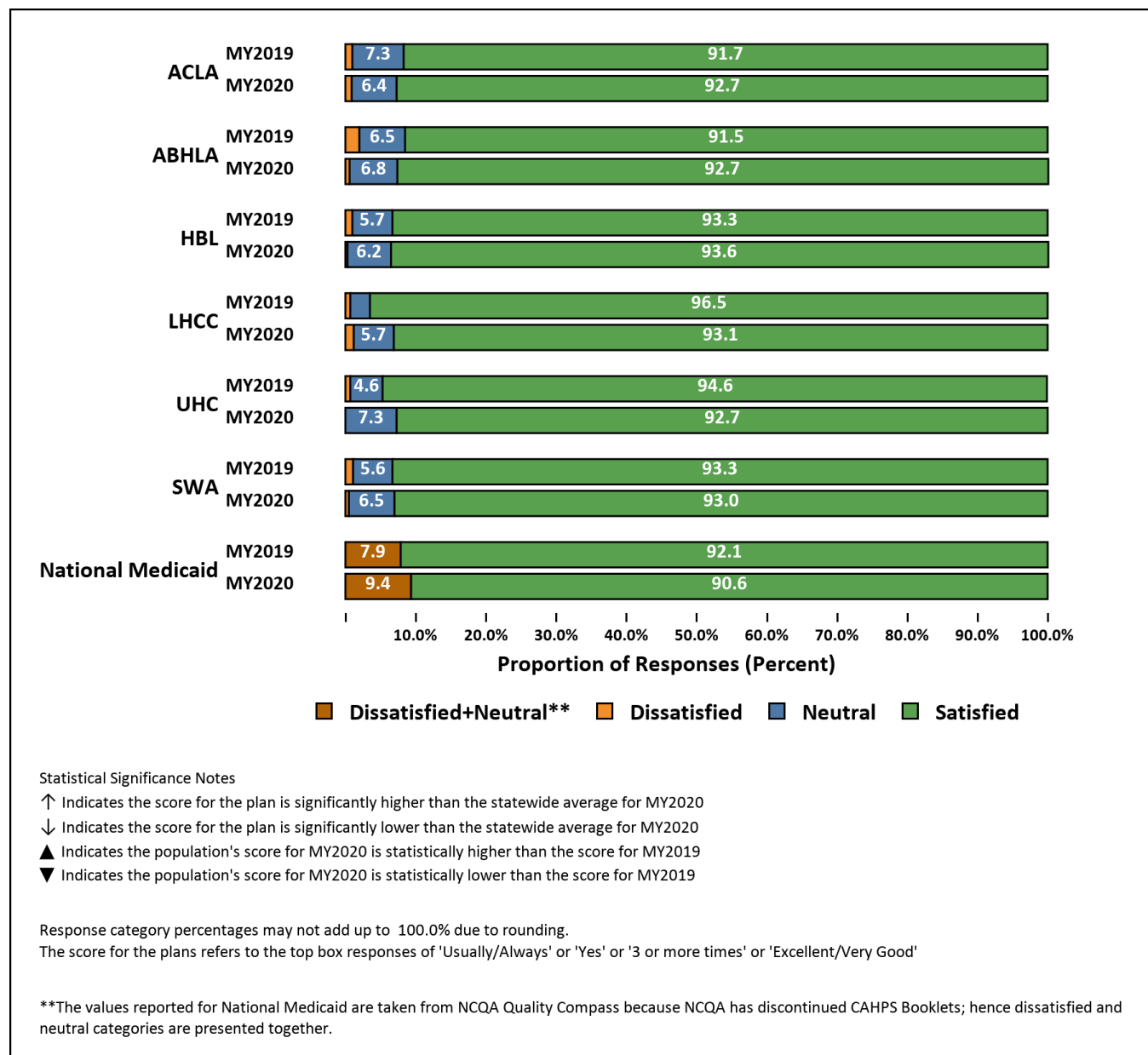
Overall, there were no statistically significant differences observed for this measure.

Trending Analysis

Overall, there were no statistically significant differences between scores in MY 2020 and scores in MY 2019 for this measure.

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

Respondents were asked how often it was easy to get the care, tests, or treatment they thought their child needed. For this question, responses were classified into three categories: Dissatisfied (Never), Neutral (Sometimes), and Satisfied (Usually or Always). The figure below depicts the percentage of respondents in each of the response categories.



Comparative Analysis

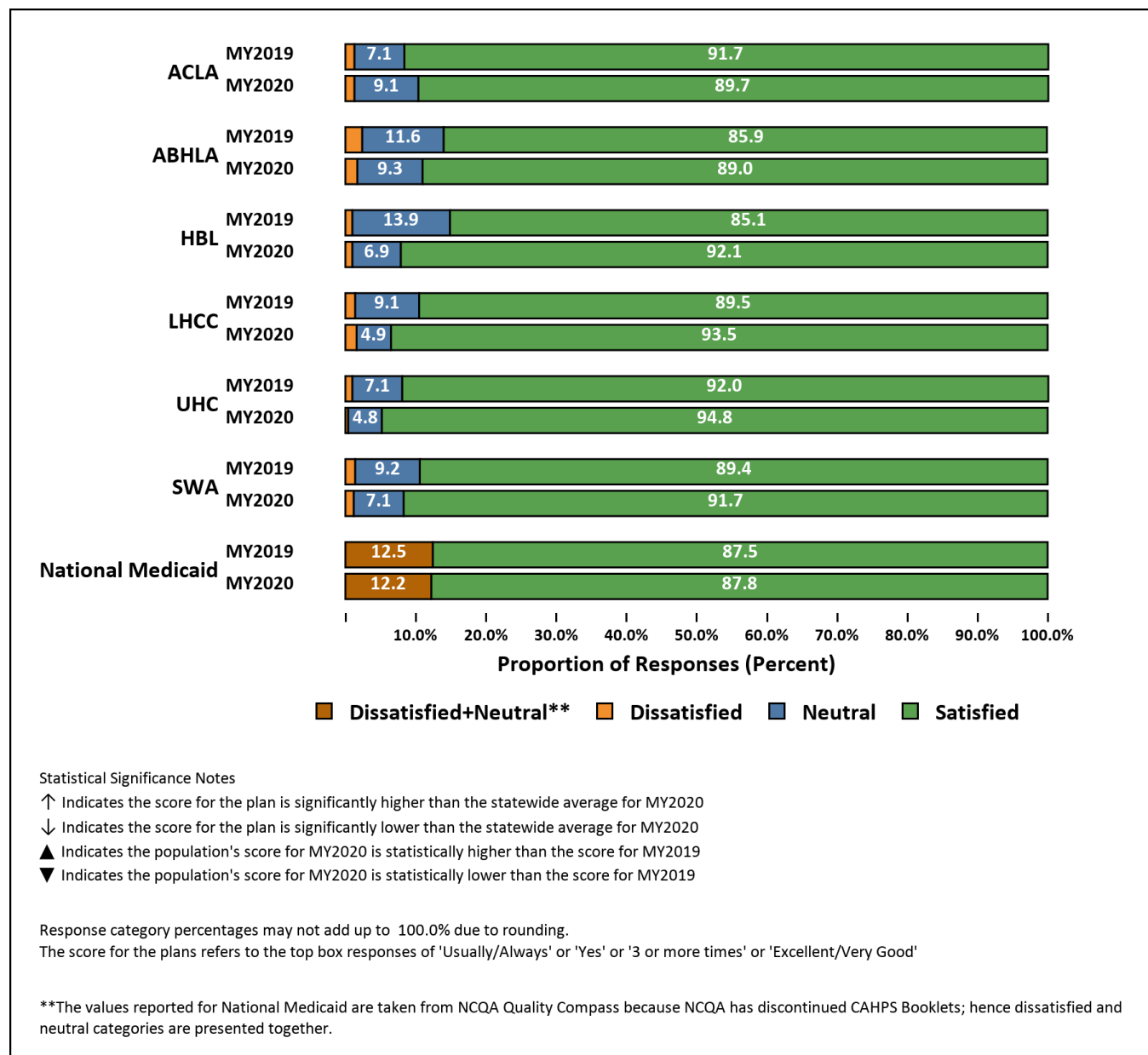
Overall, there were no statistically significant differences observed for this measure.

Trending Analysis

Overall, there were no statistically significant differences between scores in MY 2020 and scores in MY 2019 for this measure.

Q9. Rating of all child's health care

Respondents were asked to rate all their child's health care on a scale of 0 to 10, with 0 being the “worst health care possible” and 10 being the “best health care possible.” For this question, responses were classified into three categories: Dissatisfied (0–4), Neutral (5–7), and Satisfied (8–10). The figure below depicts the percentage of respondents in each of the response categories.



Comparative Analysis

Overall, there were no statistically significant differences observed for this measure.

Trending Analysis

Overall, there were no statistically significant differences between scores in MY 2020 and scores in MY 2019 for this measure.

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	8	0.4%	2	0.6%	1	0.2%	1	0.2%	2	0.5%	2	0.6%
● 1	2	0.1%	0	0.0%	1	0.2%	0	0.0%	1	0.3%	0	0.0%
● 2	10	0.4%	0	0.0%	7	1.3%	3	0.5%	0	0.0%	0	0.0%
● 3	7	0.3%	0	0.0%	3	0.5%	1	0.2%	1	0.3%	2	0.6%
● 4	18	0.8%	4	1.2%	5	0.9%	5	0.8%	2	0.5%	2	0.6%
● 5	51	2.3%	10	3.0%	12	2.2%	16	2.5%	9	2.3%	4	1.1%
● 6	58	2.6%	7	2.1%	20	3.7%	14	2.2%	9	2.3%	8	2.3%
● 7	143	6.3%	19	5.6%	46	8.4%	45	7.0%	16	4.1%	17	4.9%
● 8	291	12.9%	38	11.2%	82	15.0%	71	11.1%	61	15.8%	39	11.1%
● 9	277	12.3%	29	8.6%	78	14.3%	76	11.9%	47	12.2%	47	13.4%
● Best health plan possible	1396	61.7%	229	67.8%	292	53.4%	408	63.8%	238	61.7%	229	65.4%
Total	2261	100%	338	100%	547	100%	640	100%	386	100%	350	100%
Not Answered	58		12		17		14		6		9	
Reporting Category												
Health Plan Ratings												
Achievement Score	86.9%		87.6%		82.6%		86.7%		89.6%		90.0%	
MY 2020 vs. MY 2019: +/- Change (▲▼ Stat. sig.)	-0.3		-0.3		-1.8		+2.2		+3.6		-0.2	
Response scored as: ● Achievement ● Room for improvement												

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	8	0.5%	2	0.9%	2	0.6%	1	0.3%	3	1.2%	0	0.0%
● Sometimes	95	6.5%	15	6.4%	24	6.8%	24	6.2%	14	5.7%	18	7.3%
● Usually	233	15.8%	38	16.3%	62	17.5%	54	13.8%	45	18.2%	34	13.7%
● Always	1136	77.2%	178	76.4%	266	75.1%	311	79.7%	185	74.9%	196	79.0%
Total	1472	100%	233	100%	354	100%	390	100%	247	100%	248	100%
Not Answered	847		117		210		264		145		111	
Reporting Category												
Access to Care												
Achievement Score	93.0%		92.7%		92.7%		93.6%		93.1%		92.7%	
MY 2020 vs. MY 2019: +/- Change (▲▼ Stat. sig.)	-0.3		+1.0		+1.2		+0.3		-3.4		-1.9	
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	2	0.1%	0	0.0%	0	0.0%	0	0.0%	2	0.8%	0	0.0%
● 1	1	0.1%	1	0.4%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
● 2	3	0.2%	1	0.4%	1	0.3%	0	0.0%	0	0.0%	1	0.4%
● 3	6	0.4%	0	0.0%	3	0.8%	1	0.3%	2	0.8%	0	0.0%
● 4	6	0.4%	1	0.4%	2	0.6%	3	0.8%	0	0.0%	0	0.0%
● 5	28	1.9%	3	1.3%	13	3.7%	5	1.3%	6	2.4%	1	0.4%
● 6	25	1.7%	8	3.4%	5	1.4%	8	2.0%	2	0.8%	2	0.8%
● 7	52	3.5%	10	4.3%	15	4.2%	14	3.6%	4	1.6%	9	3.6%
● 8	210	14.2%	31	13.4%	54	15.2%	55	14.0%	32	13.0%	38	15.2%
● 9	195	13.2%	32	13.8%	46	13.0%	49	12.5%	40	16.2%	28	11.2%
● Best health care possible	949	64.3%	145	62.5%	216	60.8%	258	65.6%	159	64.4%	171	68.4%
Total	1477	100%	232	100%	355	100%	393	100%	247	100%	250	100%
Not Answered	842		118		209		261		145		109	
Reporting Category												
Rating of All Health Care												
Achievement Score	91.7%		89.7%		89.0%		92.1%		93.5%		94.8%	
MY 2020 vs. MY 2019: +/- Change (▲▼ Stat. sig.)	+2.3		-2.0		+3.1		+7.0		+4.0		+2.8	
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 health care; 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 MY 2020 CAHPS® 5.1H Medicaid Child Survey (with the CCC measurement set). The objective of the survey is to capture complete and accurate information about consumer-reported experiences with health care. 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 MY 2020, a total of 2,319 child surveys were completed for the CCC population enrolled in Louisiana's Medicaid managed care program for a survey response rate of 14.6 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. Responses were classified into three categories: Dissatisfied, Neutral, and Satisfied (with the exception of the overall health question, which was classified into two categories: Good/Fair/Poor and Excellent/Very Good). Additional detail on the classification of responses is provided in the narrative above each bar chart. For reference, the bar charts also include scores for the national Medicaid population, as reported in NCQA Quality Compass.²

Statistically significant differences between scores were determined using a 95% confidence interval overlap test. Confidence intervals for each MY 2020 score and each MY 2019 score were calculated and compared. If the intervals for the MY 2020 and MY 2019 scores did not overlap, then the difference was considered to be statistically significant. A similar test was performed to compare each MCO's scores with the SWA scores. If the difference between a MY 2020 score and a MY 2019 score was statistically significant, then a ▲ or ▼ was placed at the end of the appropriate bar. If the difference between an MCO's score and the SWA score was statistically significant, then a ↑ or ↓ was placed at the end of the appropriate bar.

² National Committee for Quality Assurance. *Quality Compass 2021*. Washington, DC: NCQA, 2021.

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 100 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	16090	2948	2565	2717	4350	3510
First mailing - usable returned surveys	539	111	105	126	107	90
Second mailing - usable returned surveys	387	74	69	67	102	75
Third mailing - usable returned surveys	0	0	0	0	0	0
Web - usable completed surveys	137	39	1	0	47	50
Phone - usable surveys	1256	126	389	461	136	144
Total - usable surveys	2319	350	564	654	392	359
†Ineligible: According to population criteria‡	63	5	30	11	7	10
†Ineligible: Language barrier	88	7	67	1	6	7
†Ineligible: Deceased	10	1	1	2	5	1
†Ineligible: Mentally or physically unable to complete survey	0	0	0	0	0	0
Bad address	1602	147	297	297	538	323
Refusal	778	41	274	286	80	97
Incomplete survey	492	39	196	184	16	57
Nonresponse - Unavailable	12327	2505	1426	1573	3844	2979
Response Rate	14.6%	11.9%	22.9%	24.2%	9.0%	10.3%

†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.

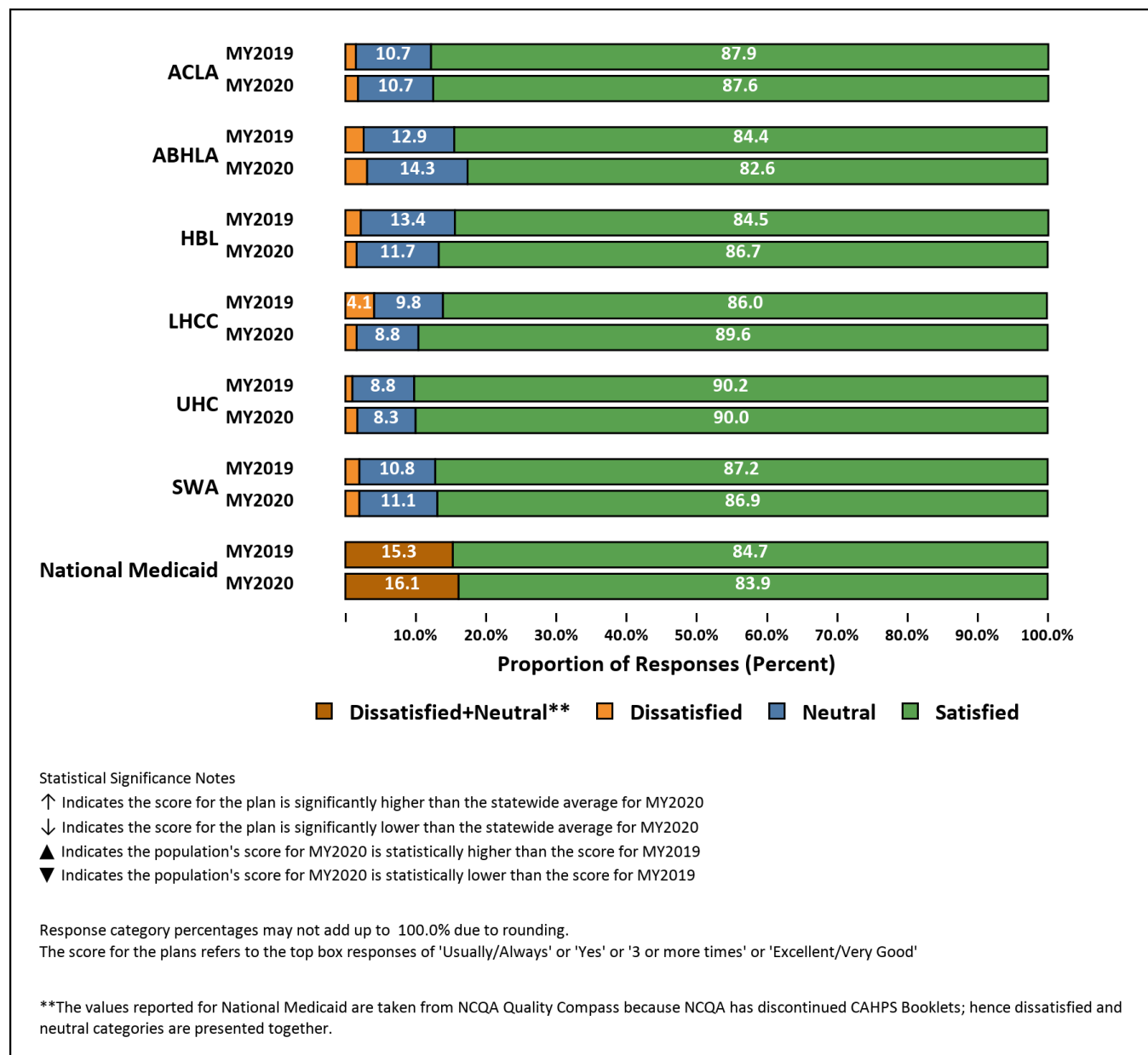
Key Findings

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 (86.9) with similar scores among the plans (82.6–90.0). Scores in MY 2020 were similar to scores in MY 2019.
- **Obtained help needed from customer service:** The overall score for the Healthy Louisiana managed care program was high (87.6) with similar scores among the plans (83.7–92.0). Scores in MY 2020 were similar to scores in MY 2019.
- **Customer service treated with courtesy and respect:** The overall score for the Healthy Louisiana managed care program was high (95.0) with similar scores among the plans (92.2–96.0). Scores in MY 2020 were similar to scores in MY 2019.
- **Health plan forms easy to fill out:** The overall score for the Healthy Louisiana managed care program was high (96.5) with similar scores among the plans (95.5–98.5). One MCO had a statistically significantly lower score in MY 2020 than in MY 2019 (from 98.7 to 95.5, a decrease of 3.2).

Q49. Rating of child's plan

Respondents were asked to rate their child's health plan on a scale of 0 to 10, with 0 being the "worst health plan possible" and 10 being the "best health plan possible." For this question, responses were classified into three categories: Dissatisfied (0–4), Neutral (5–7), and Satisfied (8–10). The figure below depicts the percentage of respondents in each of the response categories.



Comparative Analysis

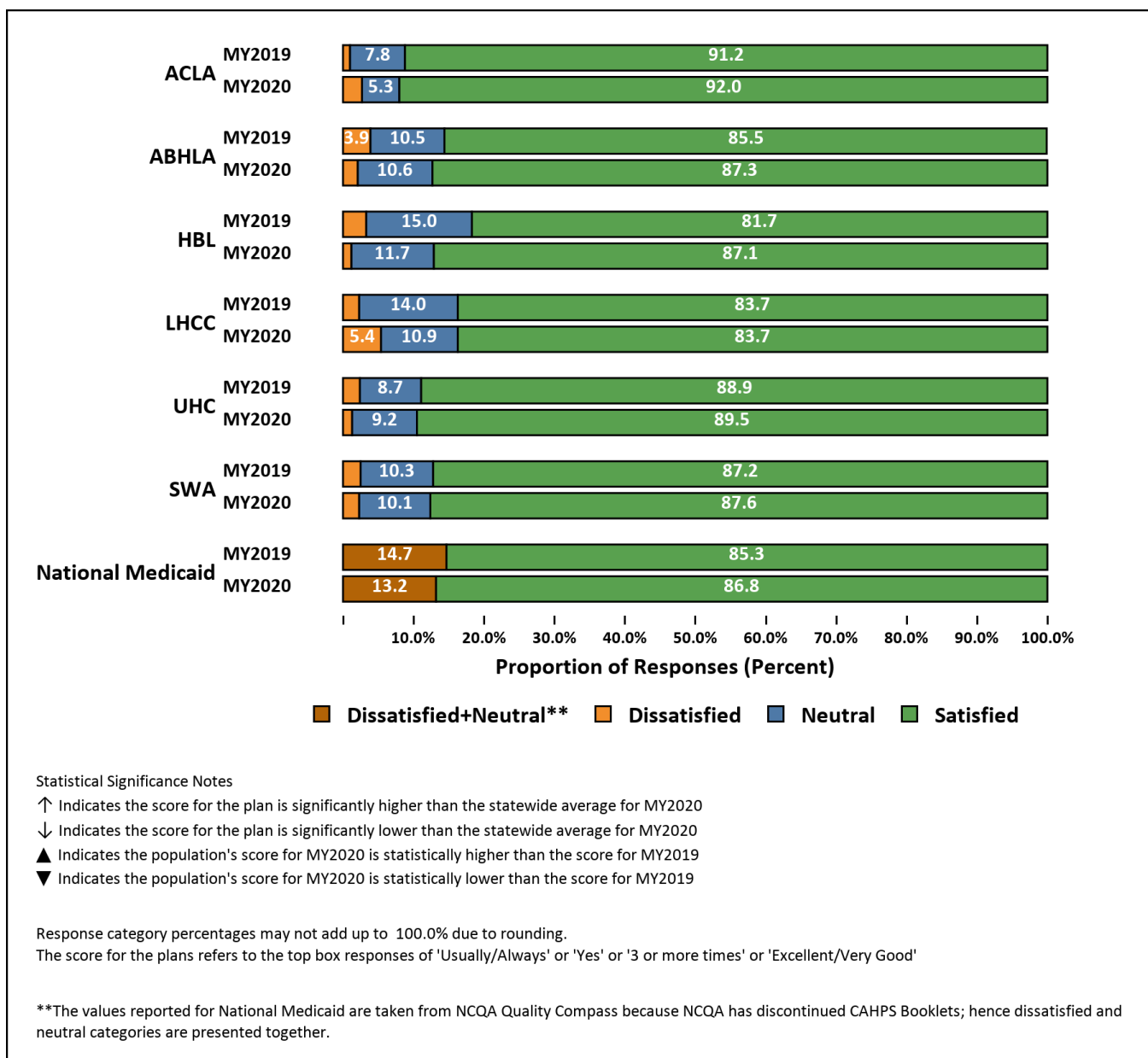
Overall, there were no statistically significant differences observed for this measure.

Trending Analysis

Overall, there were no statistically significant differences between scores in MY 2020 and scores in MY 2019 for this measure.

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

Respondents were asked how often customer service at their child's health plan gave them the information or help they needed. For this question, responses were classified into three categories: Dissatisfied (Never), Neutral (Sometimes), and Satisfied (Usually or Always). The figure below depicts the percentage of respondents in each of the response categories.



Comparative Analysis

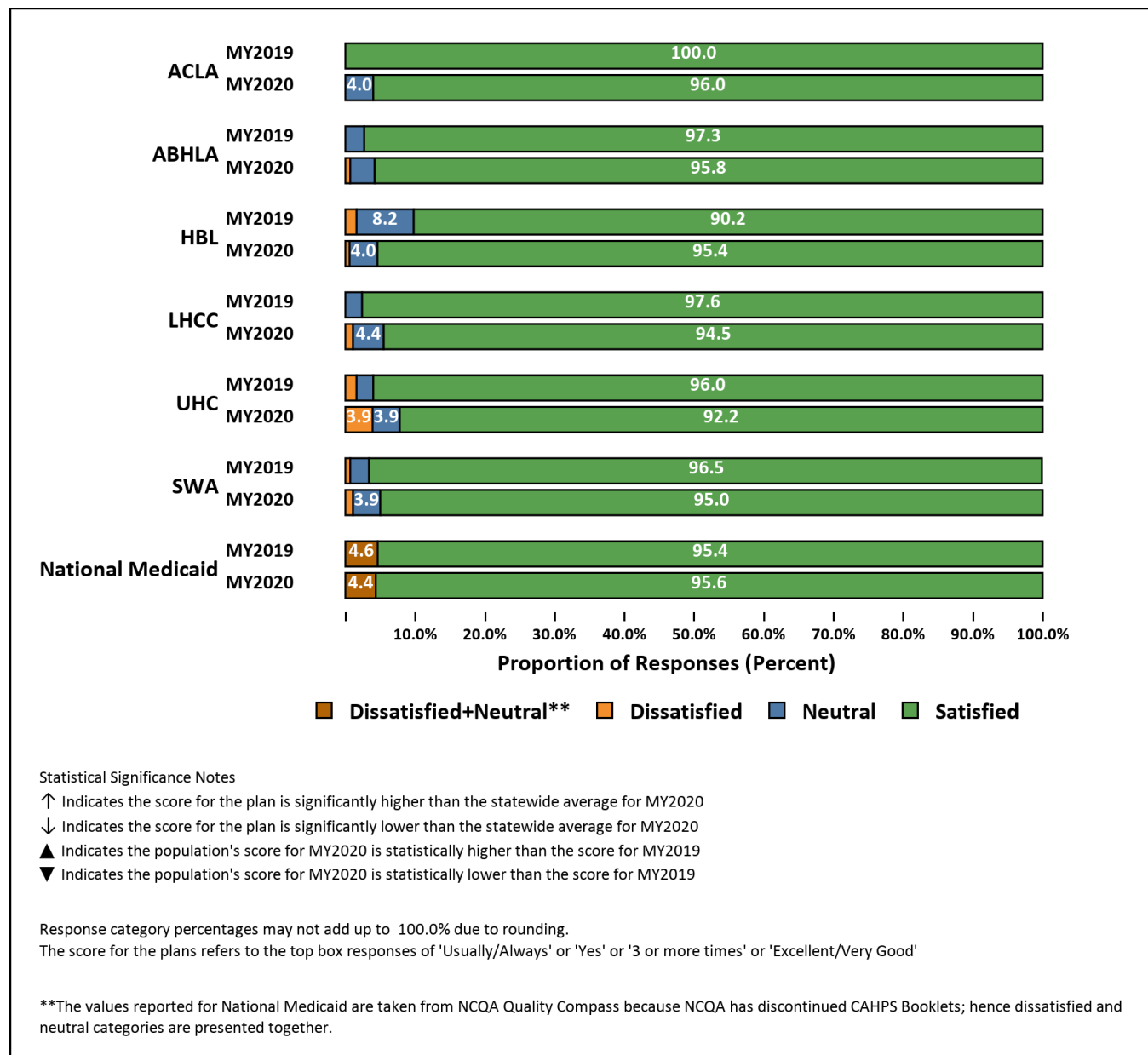
Overall, there were no statistically significant differences observed for this measure.

Trending Analysis

Overall, there were no statistically significant differences between scores in MY 2020 and scores in MY 2019 for this measure.

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

Respondents were asked how often customer service staff at their child's health plan treated them with courtesy and respect. For this question, responses were classified into three categories: Dissatisfied (Never), Neutral (Sometimes), and Satisfied (Usually or Always). The figure below depicts the percentage of respondents in each of the response categories.



Comparative Analysis

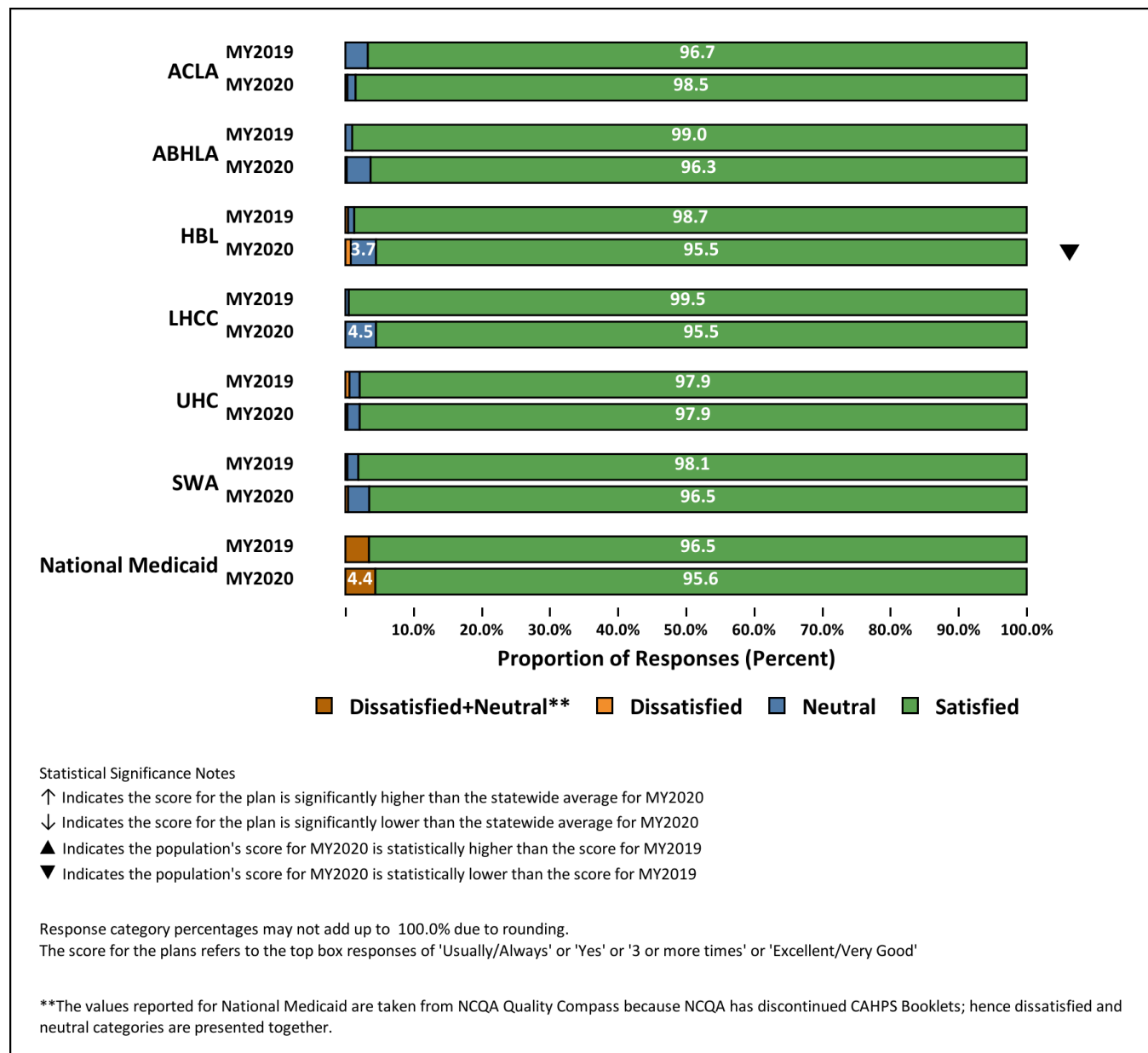
Overall, there were no statistically significant differences observed for this measure.

Trending Analysis

Overall, there were no statistically significant differences between scores in MY 2020 and scores in MY 2019 for this measure.

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

Respondents were asked how often forms from their child's health plan were easy to fill out. For this question, responses were classified into three categories: Dissatisfied (Never), Neutral (Sometimes), and Satisfied (Usually or Always). The figure below depicts the percentage of respondents in each of the response categories.



Comparative Analysis

Overall, there were no statistically significant differences observed for this measure.

Trending Analysis

Overall, there was one statistically significant difference between scores in MY 2020 and scores in MY 2019 for this measure.

- Healthy Blue's score was significantly lower in MY 2020 than in MY 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	8	0.4%	2	0.6%	1	0.2%	1	0.2%	2	0.5%	2	0.6%
● 1	2	0.1%	0	0.0%	1	0.2%	0	0.0%	1	0.3%	0	0.0%
● 2	10	0.4%	0	0.0%	7	1.3%	3	0.5%	0	0.0%	0	0.0%
● 3	7	0.3%	0	0.0%	3	0.5%	1	0.2%	1	0.3%	2	0.6%
● 4	18	0.8%	4	1.2%	5	0.9%	5	0.8%	2	0.5%	2	0.6%
● 5	51	2.3%	10	3.0%	12	2.2%	16	2.5%	9	2.3%	4	1.1%
● 6	58	2.6%	7	2.1%	20	3.7%	14	2.2%	9	2.3%	8	2.3%
● 7	143	6.3%	19	5.6%	46	8.4%	45	7.0%	16	4.1%	17	4.9%
● 8	291	12.9%	38	11.2%	82	15.0%	71	11.1%	61	15.8%	39	11.1%
● 9	277	12.3%	29	8.6%	78	14.3%	76	11.9%	47	12.2%	47	13.4%
● Best health plan possible	1396	61.7%	229	67.8%	292	53.4%	408	63.8%	238	61.7%	229	65.4%
Total	2261	100%	338	100%	547	100%	640	100%	386	100%	350	100%
Not Answered	58		12		17		14		6		9	
Reporting Category												
Health Plan Ratings												
Achievement Score	86.9%		87.6%		82.6%		86.7%		89.6%		90.0%	
MY 2020 vs. MY 2019: +/- Change (▲▼ Stat. sig.)	-0.3		-0.3		-1.8		+2.2		+3.6		-0.2	
Response scored as: ● Achievement ● Room for improvement												

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	13	2.3%	2	2.7%	3	2.1%	2	1.2%	5	5.4%	1	1.3%
● Sometimes	56	10.1%	4	5.3%	15	10.6%	20	11.7%	10	10.9%	7	9.2%
● Usually	108	19.4%	10	13.3%	30	21.1%	36	21.1%	17	18.5%	15	19.7%
● Always	379	68.2%	59	78.7%	94	66.2%	113	66.1%	60	65.2%	53	69.7%
Total	556	100%	75	100%	142	100%	171	100%	92	100%	76	100%
Not Answered	1763		275		422		483		300		283	
Reporting Category												
Health Plan Ratings												
Achievement Score	87.6%		92.0%		87.3%		87.1%		83.7%		89.5%	
MY 2020 vs. MY 2019: +/- Change (▲▼ Stat. sig.)	+0.4		+0.8		+1.8		+5.4		+0.0		+0.6	
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	6	1.1%	0	0.0%	1	0.7%	1	0.6%	1	1.1%	3	3.9%
● Sometimes	22	3.9%	3	4.0%	5	3.5%	7	4.0%	4	4.4%	3	3.9%
● Usually	53	9.5%	6	8.0%	11	7.7%	22	12.7%	5	5.5%	9	11.7%
● Always	478	85.5%	66	88.0%	126	88.1%	143	82.7%	81	89.0%	62	80.5%
Total	559	100%	75	100%	143	100%	173	100%	91	100%	77	100%
Not Answered	1760		275		421		471		301		282	
Reporting Category												
Health Plan Ratings												
Achievement Score	95.0%		96.0%		95.8%		95.4%		94.5%		92.2%	
MY 2020 vs. MY 2019: +/- Change (▲▼ Stat. sig.)	-1.5		-4.0		-1.5		+5.2		-3.1		-3.8	
Response scored as: ● Achievement ● Room for improvement												

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	8	0.4%	1	0.3%	1	0.2%	5	0.8%	0	0.0%	1	0.3%
● Sometimes	69	3.1%	4	1.2%	19	3.5%	23	3.7%	17	4.5%	6	1.8%
● Usually	111	5.0%	20	6.2%	28	5.2%	27	4.3%	16	4.3%	20	5.9%
● Always	2023	91.5%	300	92.3%	493	91.1%	574	91.3%	342	91.2%	314	92.1%
Total	2211	100%	325	100%	541	100%	629	100%	375	100%	341	100%
Not Answered	108		25		23		25		17		18	
Reporting Category												
Health Plan Ratings												
Achievement Score	96.5%		98.5%		96.3%		95.5%		95.5%		97.9%	
MY 2020 vs. MY 2019: +/- Change (▲▼ Stat. sig.)	-1.6		+1.8		-2.7		-3.2 ▼		-4.0		+0.0	
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, how often did you get an appointment for a check-up or routine care for your child as soon as your child needed?
Responses are Never, Sometimes, Usually, Always.
- Q41: In the last 6 months, how often did you get appointments for your child with a specialist as soon as he or she 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

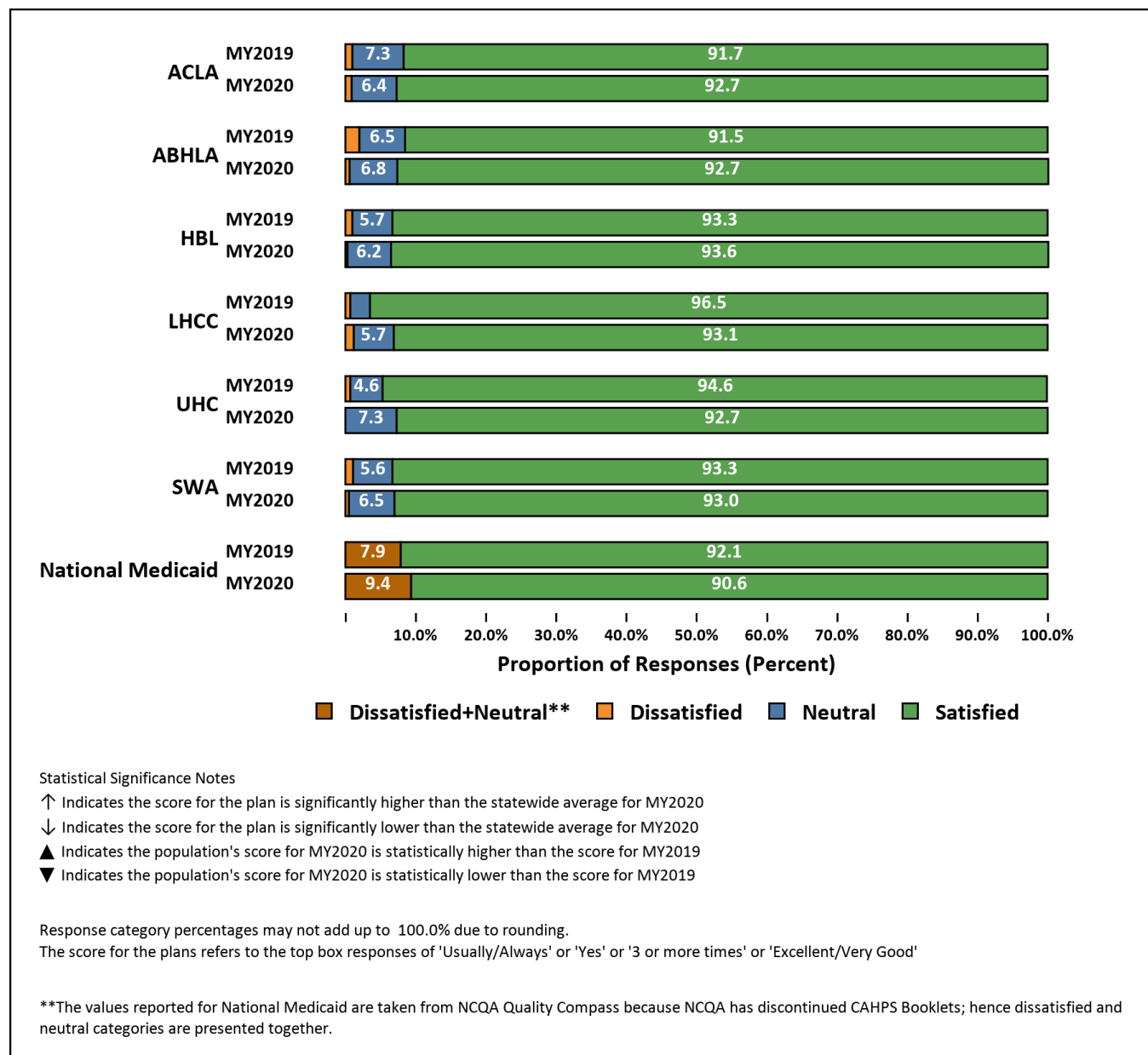
Results presented in the Access to Care section are summarized below. Scores are out of 100.

- **Got care believed necessary:** The overall score for the Healthy Louisiana managed care program was high (93.0) with similar scores among the plans (92.7–93.6). Scores in MY 2020 were similar to scores in MY 2019.
- **Received care as soon as needed:** The overall score for the Healthy Louisiana managed care program was high (94.8) with similar scores among the plans (92.5–98.9). Scores in MY 2020 were similar to scores in MY 2019.
- **Received appointment for check-up or routine care as soon as needed:** The overall score for the Healthy Louisiana managed care program was high (87.5) with similar scores among the plans (86.6–88.7). Scores in MY 2020 were similar to scores in MY 2019. One MCO had a statistically significantly lower score in MY 2020 than in MY 2019 (from 96.4 to 88.2, a decrease of 8.2).
- **Received appointment to see a specialist as soon as needed:** The overall score for the Healthy Louisiana managed care program was high (84.0) with similar scores among the plans (78.1–87.9). Scores in MY 2020 were similar to scores in MY 2019.
- **Access to prescription medicines:** The overall score for the Healthy Louisiana managed care program was high (92.7) with similar scores among the plans (91.5–93.9). Scores in MY 2020 were similar to scores in MY 2019.
- **Access to special medical equipment or devices:** The overall score for the Healthy Louisiana managed care program was high (74.6) with scores among the plans ranging from 70.0 to 100.0. One MCO had a statistically significantly lower score in MY 2020 than in MY 2019 (from 100.0 to 71.4, a decrease of 28.6).

- **Access to special therapy:** The overall score for the Healthy Louisiana managed care program was high (77.2) with similar scores among the plans (65.1–87.5). One MCO had a statistically significantly lower score in MY 2020 than in MY 2019 (from 92.9 to 65.1, a decrease of 27.8).
- **Access to treatment or counseling:** The overall score for the Healthy Louisiana managed care program was high (76.9) with similar scores among the plans (68.5–81.3). Scores in MY 2020 were similar to scores in MY 2019.

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

Respondents were asked how often it was easy to get the care, tests, or treatment they thought their child needed. For this question, responses were classified into three categories: Dissatisfied (Never), Neutral (Sometimes), and Satisfied (Usually or Always). The figure below depicts the percentage of respondents in each of the response categories.



Comparative Analysis

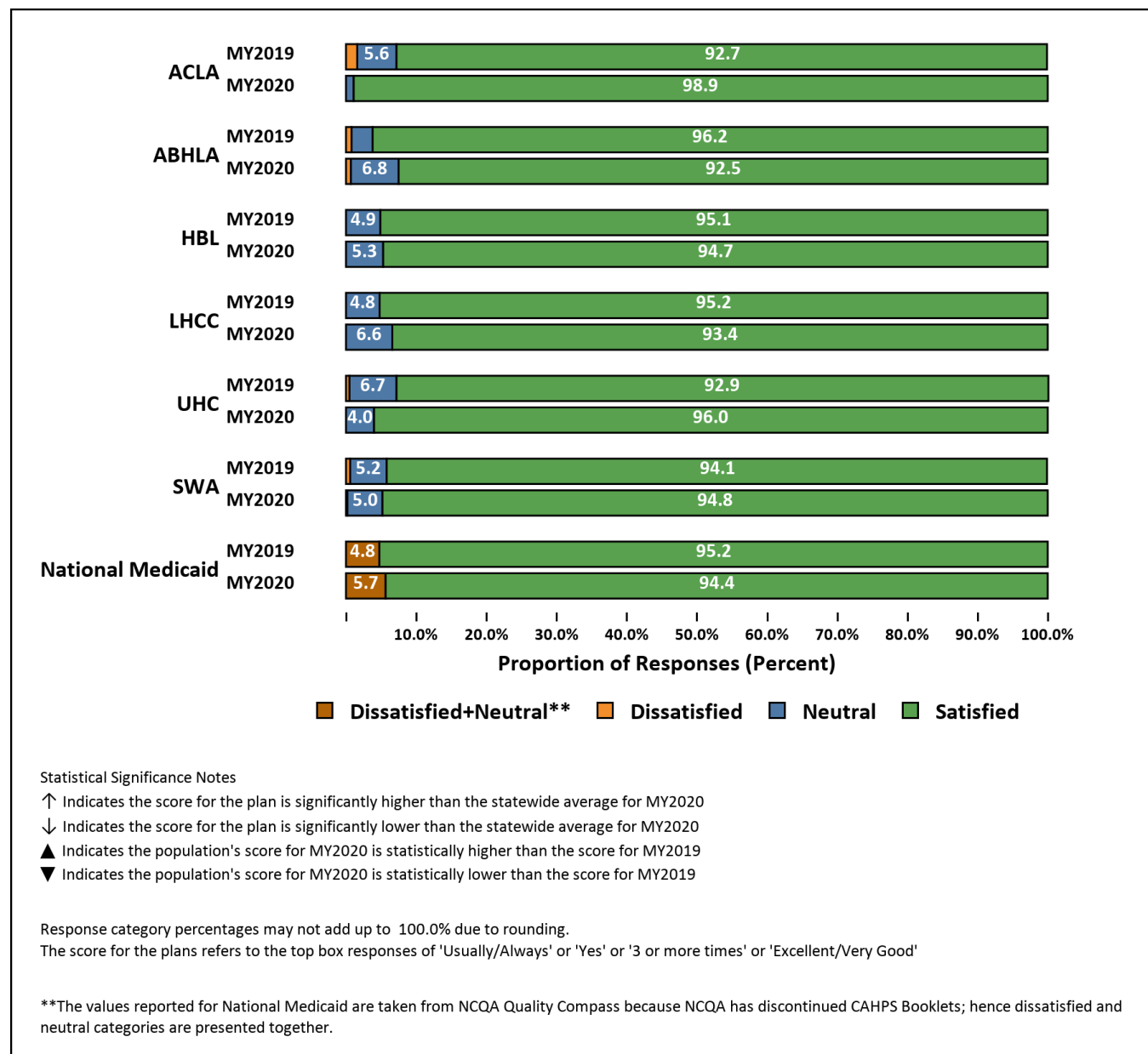
Overall, there were no statistically significant differences observed for this measure.

Trending Analysis

Overall, there were no statistically significant differences between scores in MY 2020 and scores in MY 2019 for this measure.

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

Respondents were asked how often their child received care as soon as needed when their child needed care right away. For this question, responses were classified into three categories: Dissatisfied (Never), Neutral (Sometimes), and Satisfied (Usually or Always). The figure below depicts the percentage of respondents in each of the response categories.



Comparative Analysis

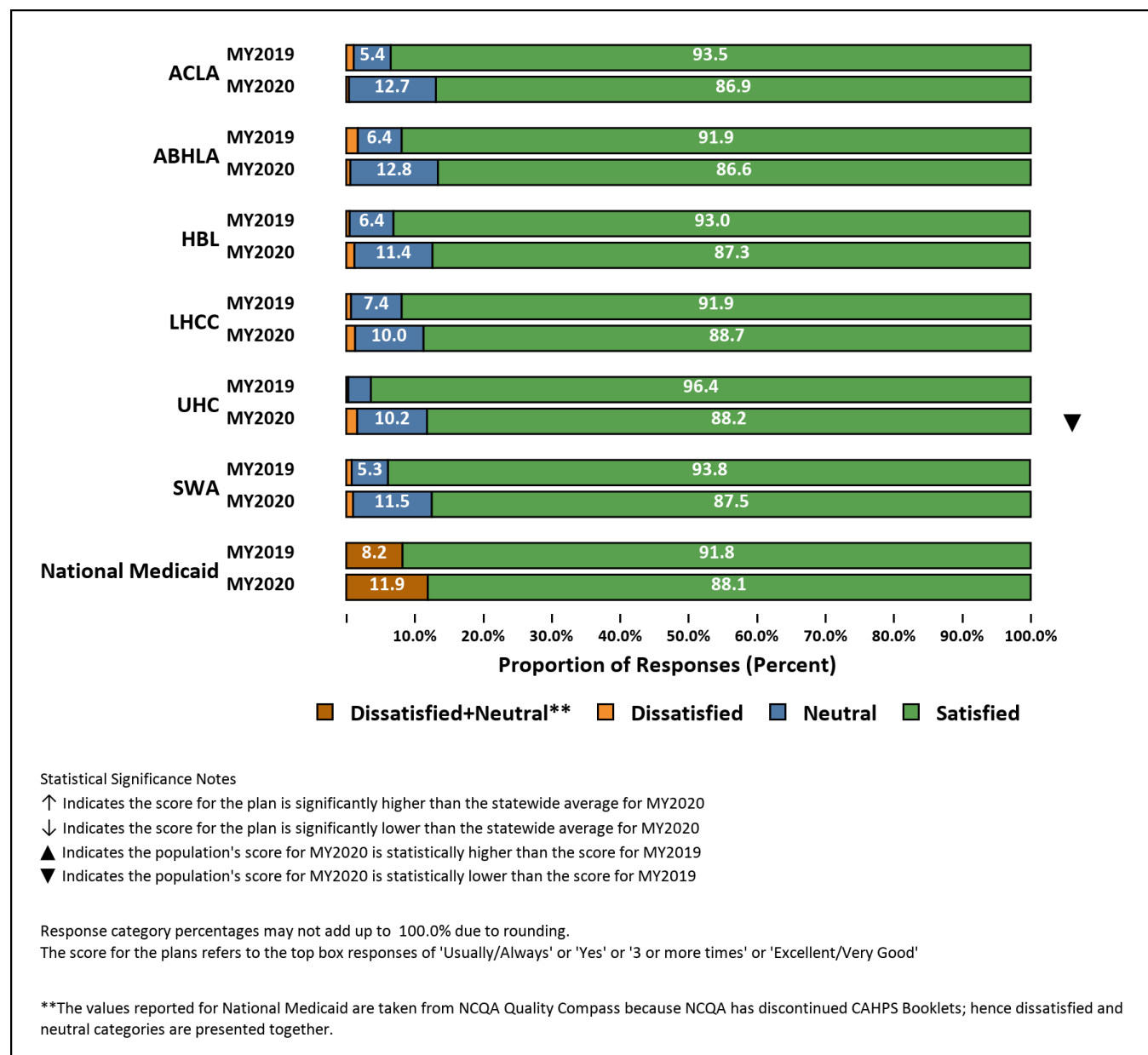
Overall, there were no statistically significant differences observed for this measure.

Trending Analysis

Overall, there were no statistically significant differences between scores in MY 2020 and scores in MY 2019 for this measure.

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

Respondents were asked how often they got an appointment for check-up or routine care for their child as soon as their child needed. For this question, responses were classified into three categories: Dissatisfied (Never), Neutral (Sometimes), and Satisfied (Usually or Always). The figure below depicts the percentage of respondents in each of the response categories.



Comparative Analysis

Overall, there were no statistically significant differences observed for this measure.

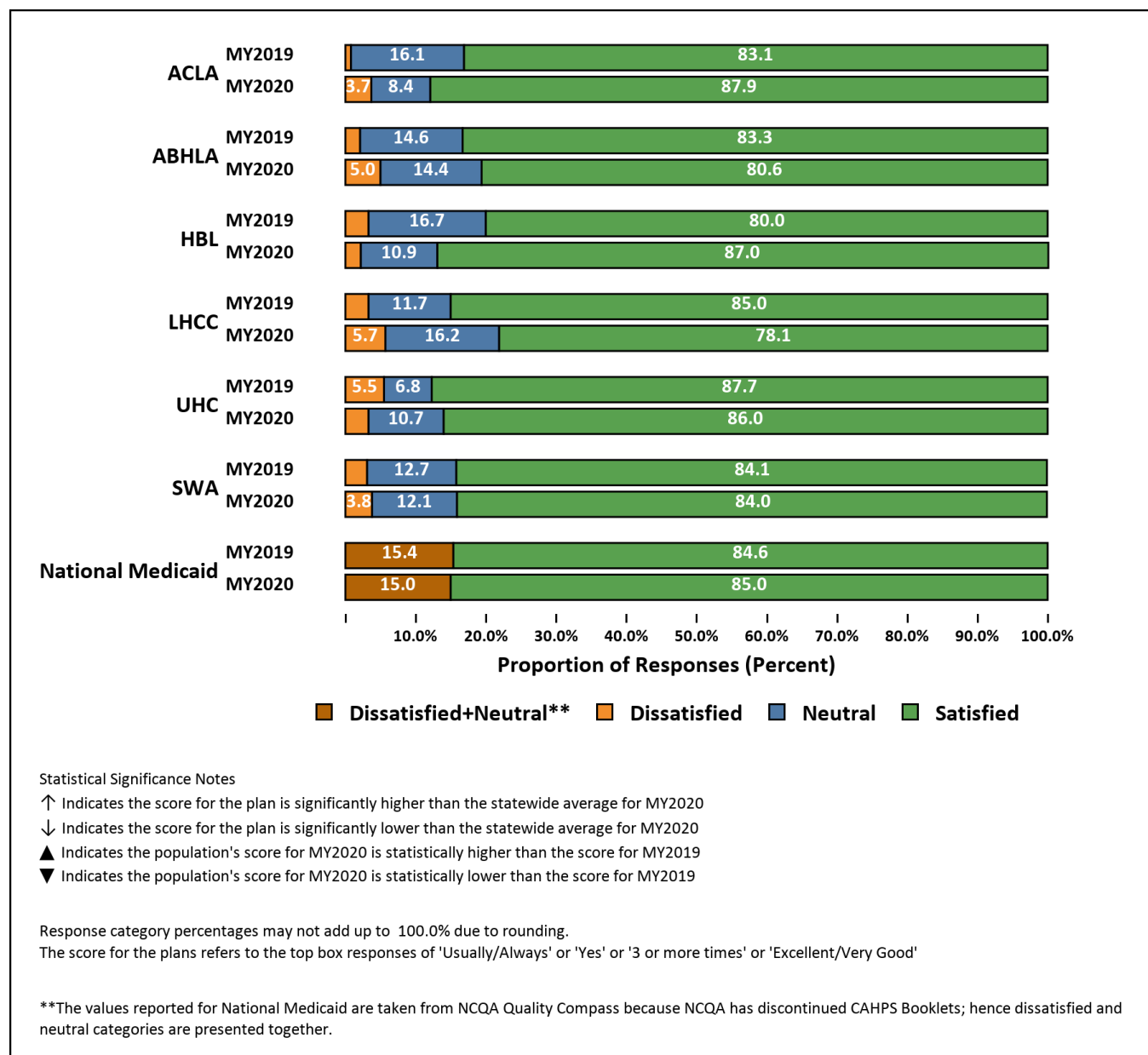
Trending Analysis

Overall, there was one statistically significant difference between scores in MY 2020 and scores in MY 2019 for this measure.

- UnitedHealthcare's score was significantly lower in MY 2020 than in MY 2019.

Q41. Usually or always got an appointment for child with a specialist as soon as your child needed

Respondents were asked how often they got an appointment for their child with a specialist as soon as their child needed. For this question, responses were classified into three categories: Dissatisfied (Never), Neutral (Sometimes), and Satisfied (Usually or Always). The figure below depicts the percentage of respondents in each of the response categories.



Comparative Analysis

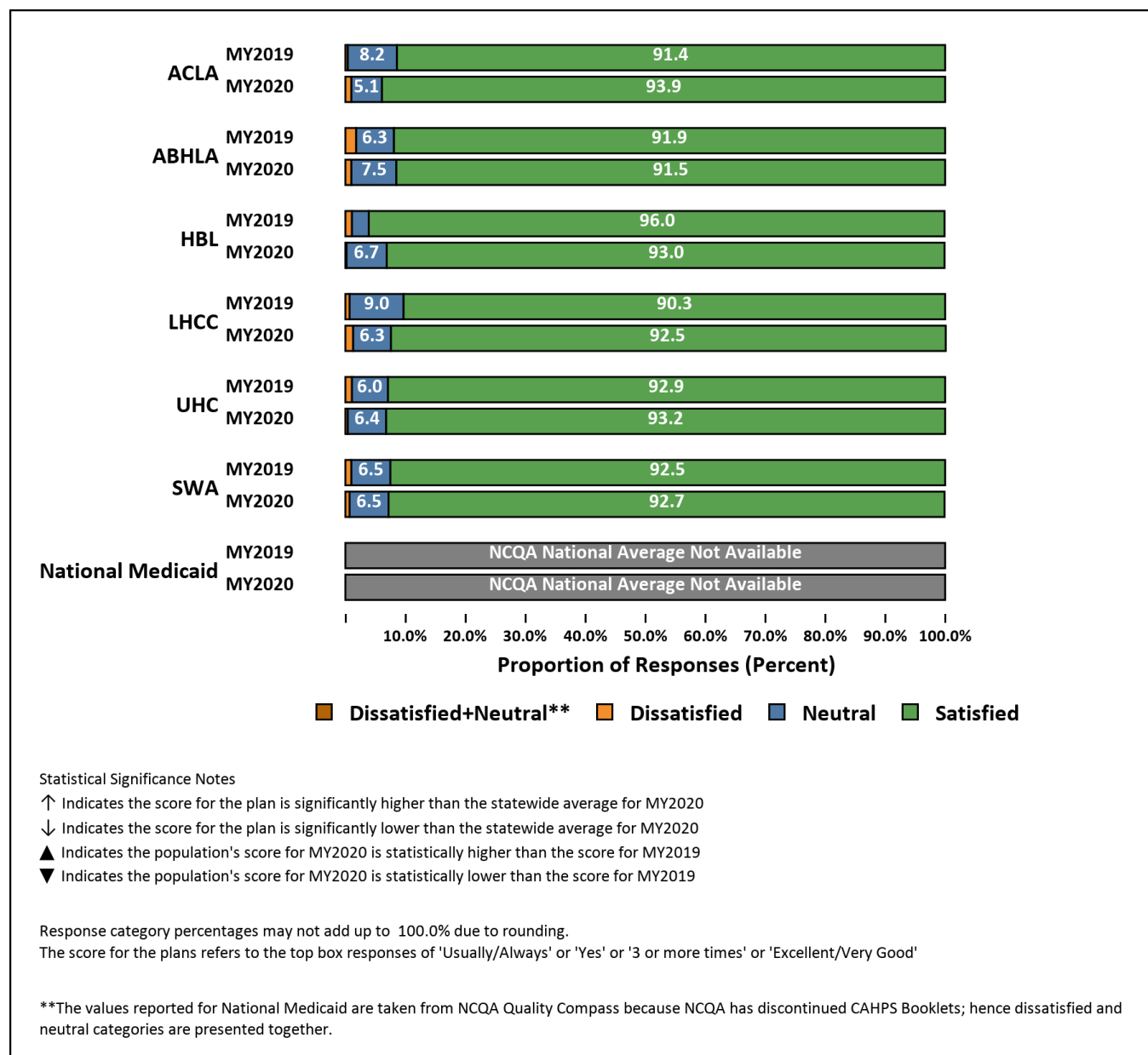
Overall, there were no statistically significant differences observed for this measure.

Trending Analysis

Overall, there were no statistically significant differences between scores in MY 2020 and scores in MY 2019 for this measure.

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

Respondents were asked how often it was easy to get prescription medicines for their child through their child's health plan. For this question, responses were classified into three categories: Dissatisfied (Never), Neutral (Sometimes), and Satisfied (Usually or Always). The figure below depicts the percentage of respondents in each of the response categories.



Comparative Analysis

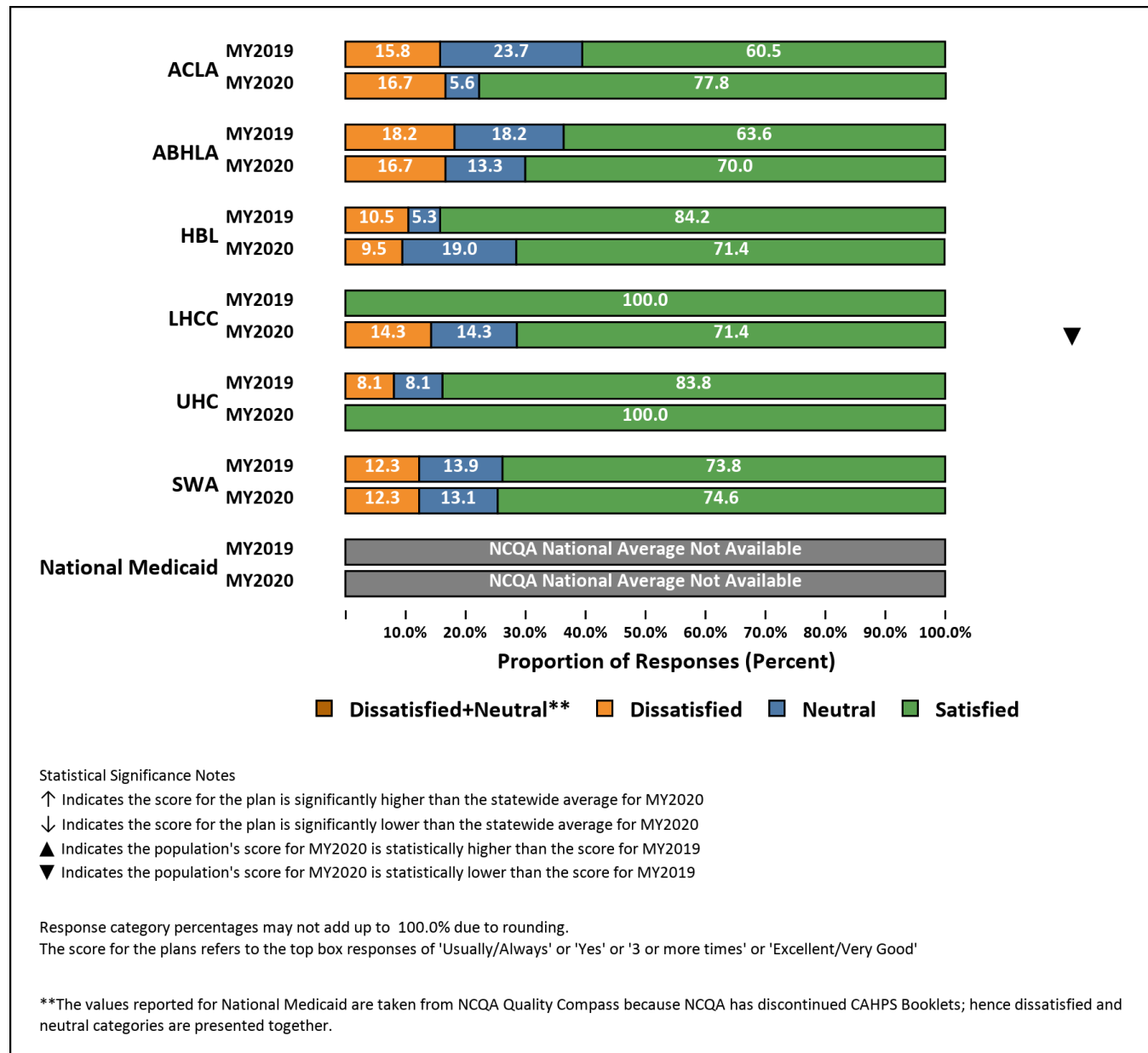
Overall, there were no statistically significant differences observed for this measure.

Trending Analysis

Overall, there were no statistically significant differences between scores in MY 2020 and scores in MY 2019 for this measure.

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

Respondents were asked how often it was easy to get special medical equipment or devices for their child. For this question, responses were classified into three categories: Dissatisfied (Never), Neutral (Sometimes), and Satisfied (Usually or Always). The figure below depicts the percentage of respondents in each of the response categories.



Comparative Analysis

Overall, there were no statistically significant differences observed for this measure.

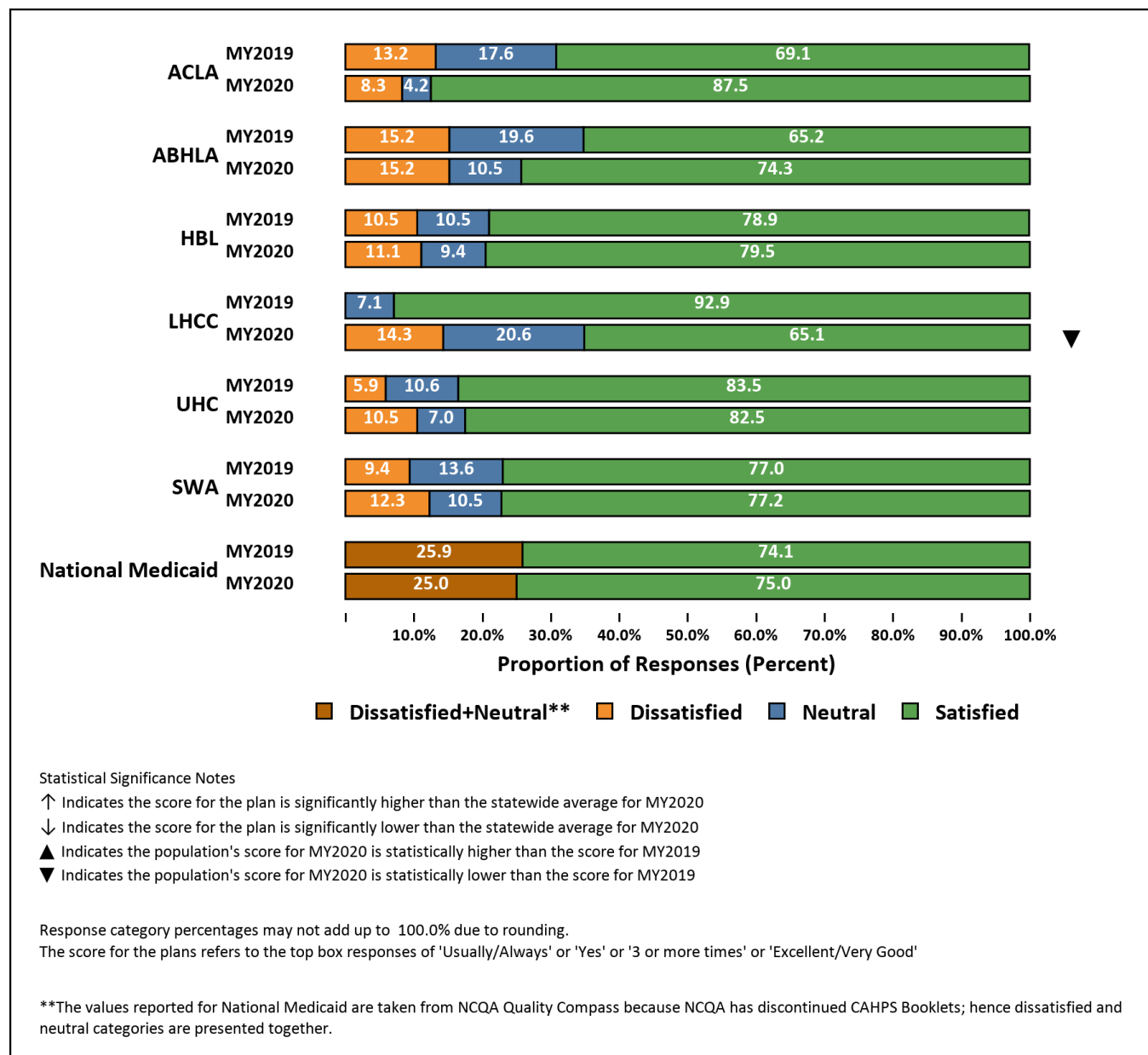
Trending Analysis

Overall, there was one statistically significant difference between scores in MY 2020 and scores in MY 2019 for this measure.

- Louisiana Healthcare Connection's score was significantly lower in MY 2020 than in MY 2019.

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

Respondents were asked how often it was easy to get special therapy such as physical, occupational, or speech therapy for their child. For this question, responses were classified into three categories: Dissatisfied (Never), Neutral (Sometimes), and Satisfied (Usually or Always). The figure below depicts the percentage of respondents in each of the response categories.



Comparative Analysis

Overall, there were no statistically significant differences observed for this measure.

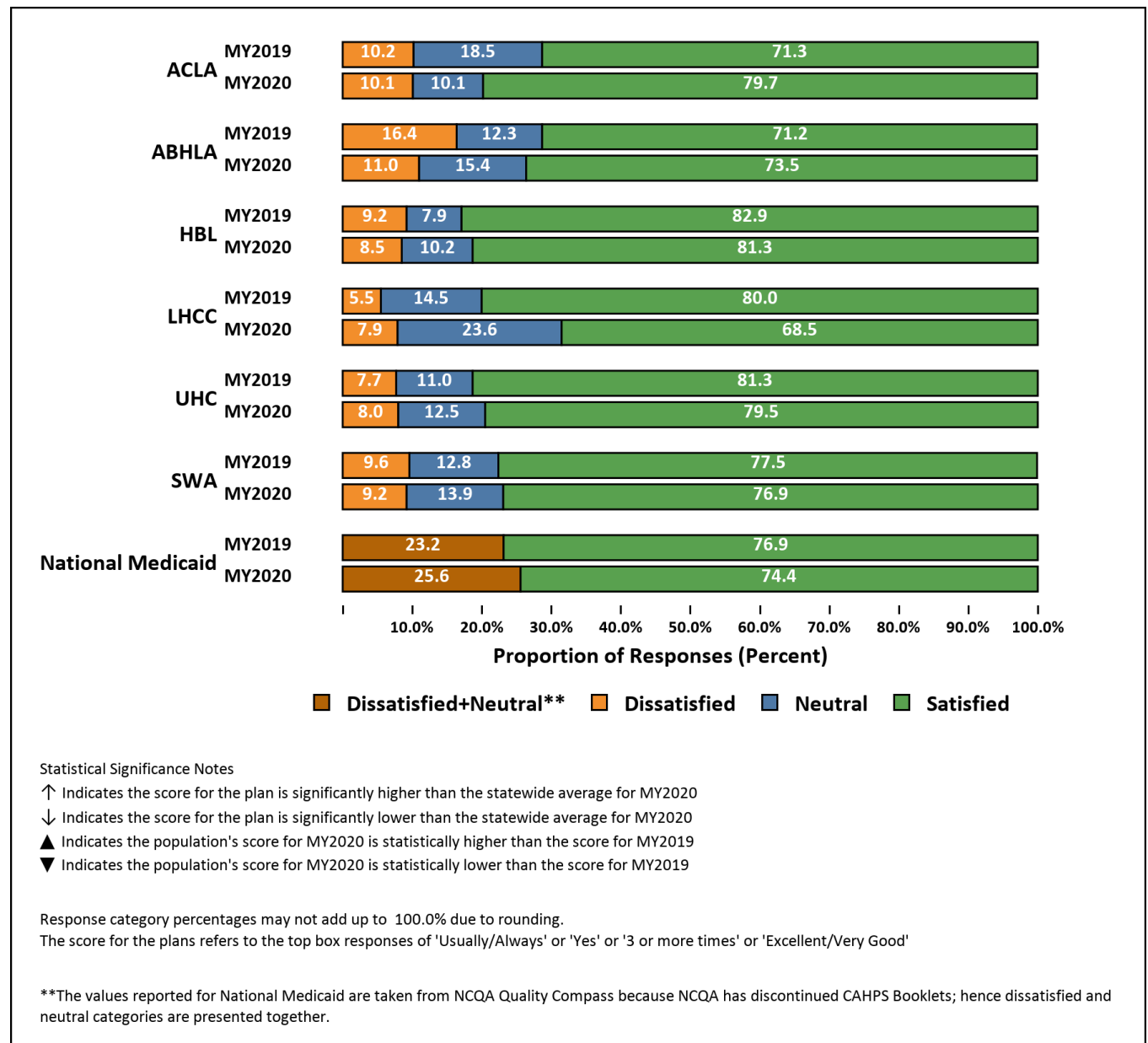
Trending Analysis

Overall, there was one statistically significant difference between scores in MY 2020 and scores in MY 2019 for this measure.

- Louisiana Healthcare Connection's score was significantly lower in MY 2020 than in MY 2019.

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

Respondents were asked how often it was easy to get treatment or counseling for their child for an emotional, developmental, or behavioral problem. For this question, responses were classified into three categories: Dissatisfied (Never), Neutral (Sometimes), and Satisfied (Usually or Always). The figure below depicts the percentage of respondents in each of the response categories.



Comparative Analysis

Overall, there were no statistically significant differences observed for this measure.

Trending Analysis

Overall, there were no statistically significant differences between scores in MY 2020 and scores in MY 2019 for this measure.

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	8	0.5%	2	0.9%	2	0.6%	1	0.3%	3	1.2%	0	0.0%
● Sometimes	95	6.5%	15	6.4%	24	6.8%	24	6.2%	14	5.7%	18	7.3%
● Usually	233	15.8%	38	16.3%	62	17.5%	54	13.8%	45	18.2%	34	13.7%
● Always	1136	77.2%	178	76.4%	266	75.1%	311	79.7%	185	74.9%	196	79.0%
Total	1472	100%	233	100%	354	100%	390	100%	247	100%	248	100%
Not Answered	847		117		210		264		145		111	
Reporting Category												
Access to Care												
Achievement Score	93.0%		92.7%		92.7%		93.6%		93.1%		92.7%	
MY 2020 vs. MY 2019: +/- Change (▲▼ Stat. sig.)	-0.3		+1.0		+1.2		+0.3		-3.4		-1.9	
Response scored as: ● Achievement ● Room for improvement												

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	1	0.2%	0	0.0%	1	0.7%	0	0.0%	0	0.0%	0	0.0%
● Sometimes	30	5.0%	1	1.1%	10	6.8%	9	5.3%	6	6.6%	4	4.0%
● Usually	42	7.0%	9	10.1%	11	7.5%	11	6.4%	8	8.8%	3	3.0%
● Always	526	87.8%	79	88.8%	125	85.0%	151	88.3%	77	84.6%	94	93.1%
Total	599	100%	89	100%	147	100%	171	100%	91	100%	101	100%
Not Answered	1720		261		417		483		301		258	
Reporting Category												
Access to Care												
Achievement Score	94.8%		98.9%		92.5%		94.7%		93.4%		96.0%	
MY 2020 vs. MY 2019: +/- Change (▲▼ Stat. sig.)	+0.7		+6.2		-3.7		-0.4		-1.8		+3.1	
Response scored as: ● Achievement ● Room for improvement												

Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care for your child as soon as your child needed?

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	15	1.0%	1	0.4%	2	0.6%	5	1.2%	3	1.3%	4	1.6%
● Sometimes	170	11.5%	29	12.7%	45	12.8%	47	11.4%	24	10.0%	25	10.2%
● Usually	184	12.5%	35	15.3%	39	11.1%	47	11.4%	33	13.8%	30	12.2%
● Always	1106	75.0%	164	71.6%	265	75.5%	312	75.9%	179	74.9%	186	75.9%
Total	1475	100%	229	100%	351	100%	411	100%	239	100%	245	100%
Not Answered	844		121		213		243		153		114	
Reporting Category												
Access to Care												
Achievement Score	87.5%		86.9%		86.6%		87.3%		88.7%		88.2%	
MY 2020 vs. MY 2019: +/- Change (▲▼ Stat. sig.)	-6.3		-6.6		-5.3		-5.7		-3.2		-8.2 ▼	
Response scored as: ● Achievement ● Room for improvement												

Q41. In the last 6 months, how often did you get appointments for your child with a specialist as soon as he or she needed?

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	26	3.8%	4	3.7%	8	5.0%	4	2.2%	6	5.7%	4	3.3%
● Sometimes	82	12.1%	9	8.4%	23	14.4%	20	10.9%	17	16.2%	13	10.7%
● Usually	110	16.2%	23	21.5%	22	13.8%	30	16.3%	23	21.9%	12	9.9%
● Always	459	67.8%	71	66.4%	107	66.9%	130	70.7%	59	56.2%	92	76.0%
Total	677	100%	107	100%	160	100%	184	100%	105	100%	121	100%
Not Answered	1642		243		404		470		287		238	

Reporting Category**Access to Care**

Achievement Score	84.0%	87.9%	80.6%	87.0%	78.1%	86.0%
MY 2020 vs. MY 2019: +/- Change (▲▼ Stat. sig.)	-0.1	+4.8	-2.7	+7.0	-6.9	-1.7

Response scored as: ● Achievement ● Room for improvement

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	10	0.7%	2	1.0%	3	1.0%	1	0.2%	3	1.3%	1	0.4%
● Sometimes	90	6.5%	10	5.1%	23	7.5%	27	6.7%	15	6.3%	15	6.4%
● Usually	204	14.8%	31	15.8%	50	16.3%	65	16.2%	29	12.1%	29	12.4%
● Always	1074	77.9%	153	78.1%	231	75.2%	309	76.9%	192	80.3%	189	80.8%
Total	1378	100%	196	100%	307	100%	402	100%	239	100%	234	100%
Not Answered	941		154		257		252		153		125	

Reporting Category**Access to Care**

Achievement Score	92.7%	93.9%	91.5%	93.0%	92.5%	93.2%
MY 2020 vs. MY 2019: +/- Change (▲▼ Stat. sig.)	+0.2	+2.5	-0.4	-3.0	+2.2	+0.3

Response scored as: ● Achievement ● Room for improvement

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	16	12.3%	3	16.7%	5	16.7%	4	9.5%	4	14.3%	0	0.0%
● Sometimes	17	13.1%	1	5.6%	4	13.3%	8	19.0%	4	14.3%	0	0.0%
● Usually	26	20.0%	3	16.7%	6	20.0%	6	14.3%	7	25.0%	4	33.3%
● Always	71	54.6%	11	61.1%	15	50.0%	24	57.1%	13	46.4%	8	66.7%
Total	130	100%	18	100%	30	100%	42	100%	28	100%	12	100%
Not Answered	2189		332		534		612		364		347	

Reporting Category**Access to Care**

Achievement Score	74.6%	77.8%	70.0%	71.4%	71.4%	100.0%
MY 2020 vs. MY 2019: +/- Change (▲▼ Stat. sig.)	+0.8	+17.3	+6.4	-12.8	-28.6▼	+16.2

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	48	12.3%	4	8.3%	16	15.2%	13	11.1%	9	14.3%	6	10.5%
● Sometimes	41	10.5%	2	4.2%	11	10.5%	11	9.4%	13	20.6%	4	7.0%
● Usually	54	13.8%	6	12.5%	15	14.3%	18	15.4%	9	14.3%	6	10.5%
● Always	247	63.3%	36	75.0%	63	60.0%	75	64.1%	32	50.8%	41	71.9%
Total	390	100%	48	100%	105	100%	117	100%	63	100%	57	100%
Not Answered	1929		302		459		537		329		302	
Reporting Category	Access to Care											
Achievement Score	77.2%		87.5%		74.3%		79.5%		65.1%		82.5%	
MY 2020 vs. MY 2019: +/- Change (▲▼ Stat. sig.)	+0.2		+18.4		+9.1		+0.6		-27.8▼		-1.0	
Response scored as:	● Achievement ● Room for improvement											

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	52	9.2%	8	10.1%	15	11.0%	15	8.5%	7	7.9%	7	8.0%
● Sometimes	79	13.9%	8	10.1%	21	15.4%	18	10.2%	21	23.6%	11	12.5%
● Usually	96	16.9%	7	8.9%	18	13.2%	35	19.9%	17	19.1%	19	21.6%
● Always	341	60.0%	56	70.9%	82	60.3%	108	61.4%	44	49.4%	51	58.0%
Total	568	100%	79	100%	136	100%	176	100%	89	100%	88	100%
Not Answered	1751		271		428		478		303		271	
Reporting Category												
	Access to Care											
Achievement Score	76.9%		79.7%		73.5%		81.3%		68.5%		79.5%	
MY 2020 vs. MY 2019: +/- Change (▲▼ Stat. sig.)	-0.6		+8.4		+2.3		-1.7		-11.5		-1.8	
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.

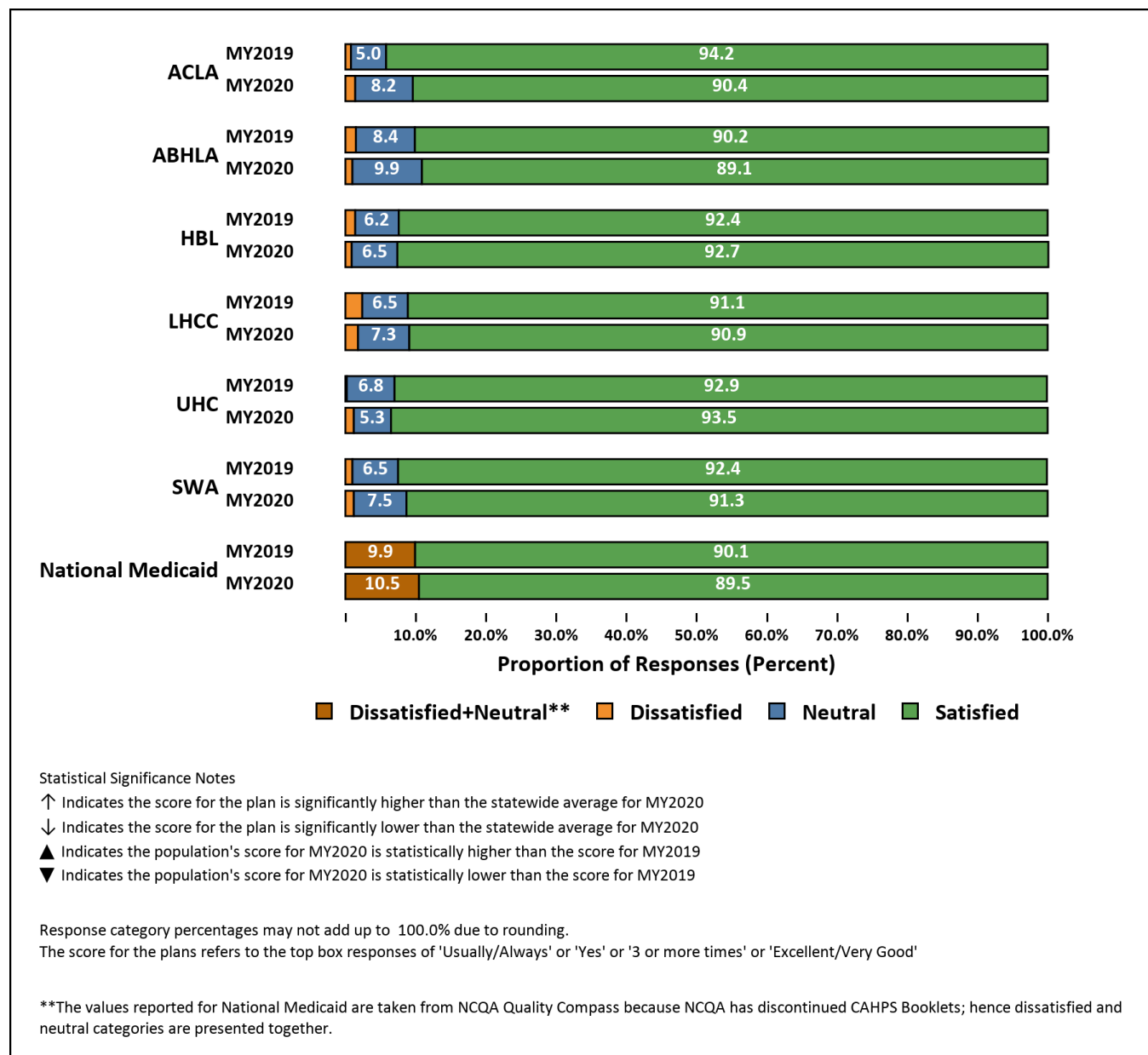
Key Findings

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

- **Rating of child's personal doctor:** The overall score for the Healthy Louisiana managed care program was high (91.3) with similar scores among the plans (89.1–93.5). Scores in MY 2020 were similar to scores in MY 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 (95.9) with similar scores among the plans (95.3–97.2). Scores in MY 2020 were similar to scores in MY 2019.
- **Child's personal doctor listened carefully:** The overall score for the Healthy Louisiana managed care program was high (97.0) with similar scores among the plans (96.2–98.8). Scores in MY 2020 were similar to scores in MY 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 (97.8) with similar scores among the plans (96.7–98.8). Scores in MY 2020 were similar to scores in MY 2019. One MCO had a statistically significantly lower score in MY 2020 than in MY 2019 (from 100.0 to 97.9, a decrease of 2.1).
- **Child's personal doctor spent enough time with child:** The overall score for the Healthy Louisiana managed care program was high (91.6) with similar scores among the plans (91.2–92.5). One MCO had a statistically significantly lower score in MY 2020 than in MY 2019 (from 98.5 to 91.6, a decrease of 6.9).
- **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 (84.5) with similar scores among the plans (74.3–89.7). Scores in MY 2020 were similar to scores in MY 2019.

Q36. Rating of child's personal doctor

Respondents were asked to rate their child's personal doctor on a scale of 0 to 10, with 0 being the "worst personal doctor possible" and 10 being the "best personal doctor possible." For this question, responses were classified into three categories: Dissatisfied (0–4), Neutral (5–7), and Satisfied (8–10). The figure below depicts the percentage of respondents in each of the response categories.



Comparative Analysis

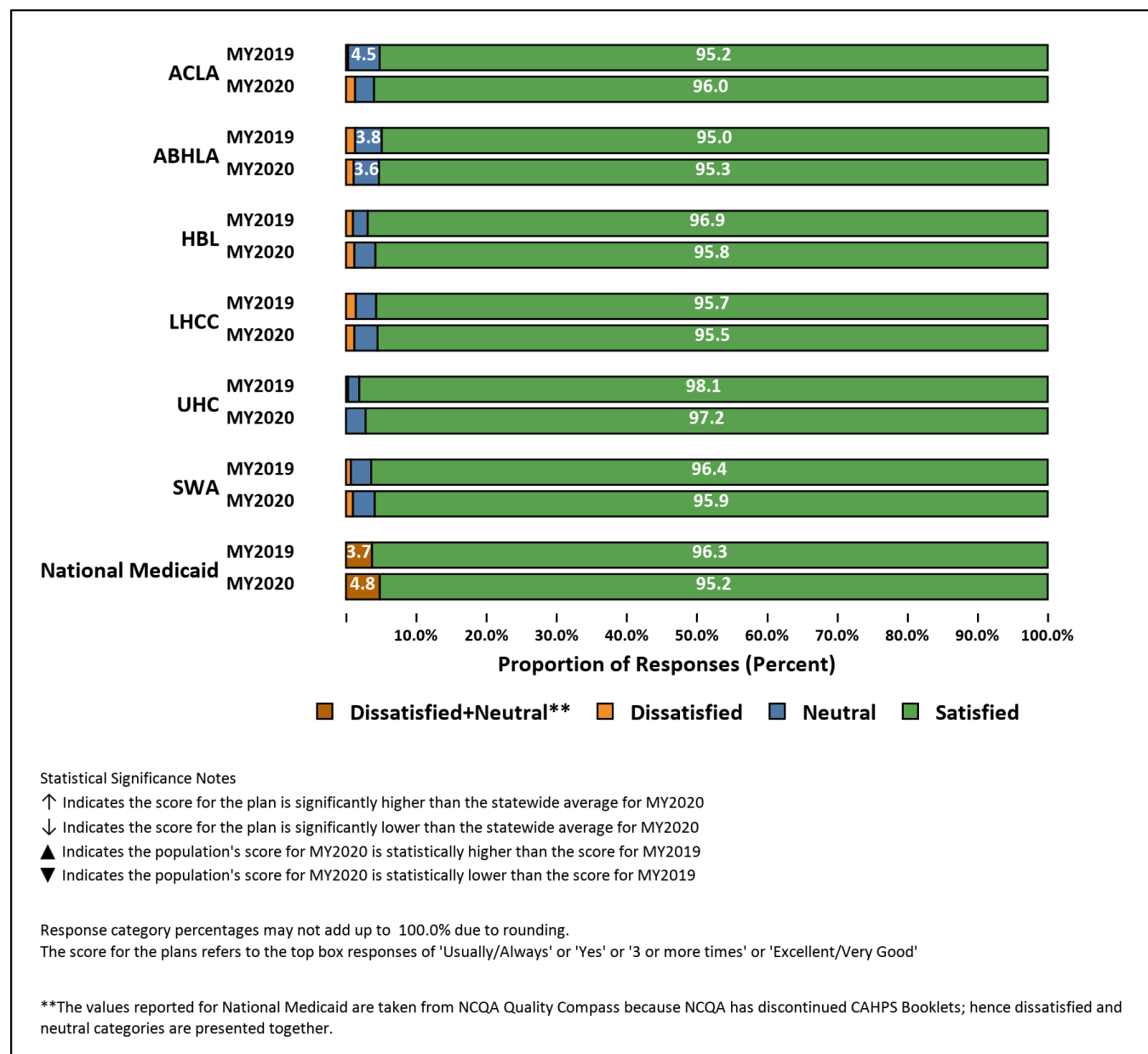
Overall, there were no statistically significant differences observed for this measure.

Trending Analysis

Overall, there were no statistically significant differences between scores in MY 2020 and scores in MY 2019 for this measure.

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

Respondents were asked how often their child's personal doctor explained things in a way that was easy to understand. For this question, responses were classified into three categories: Dissatisfied (Never), Neutral (Sometimes), and Satisfied (Usually or Always). The figure below depicts the percentage of respondents in each of the response categories.



Comparative Analysis

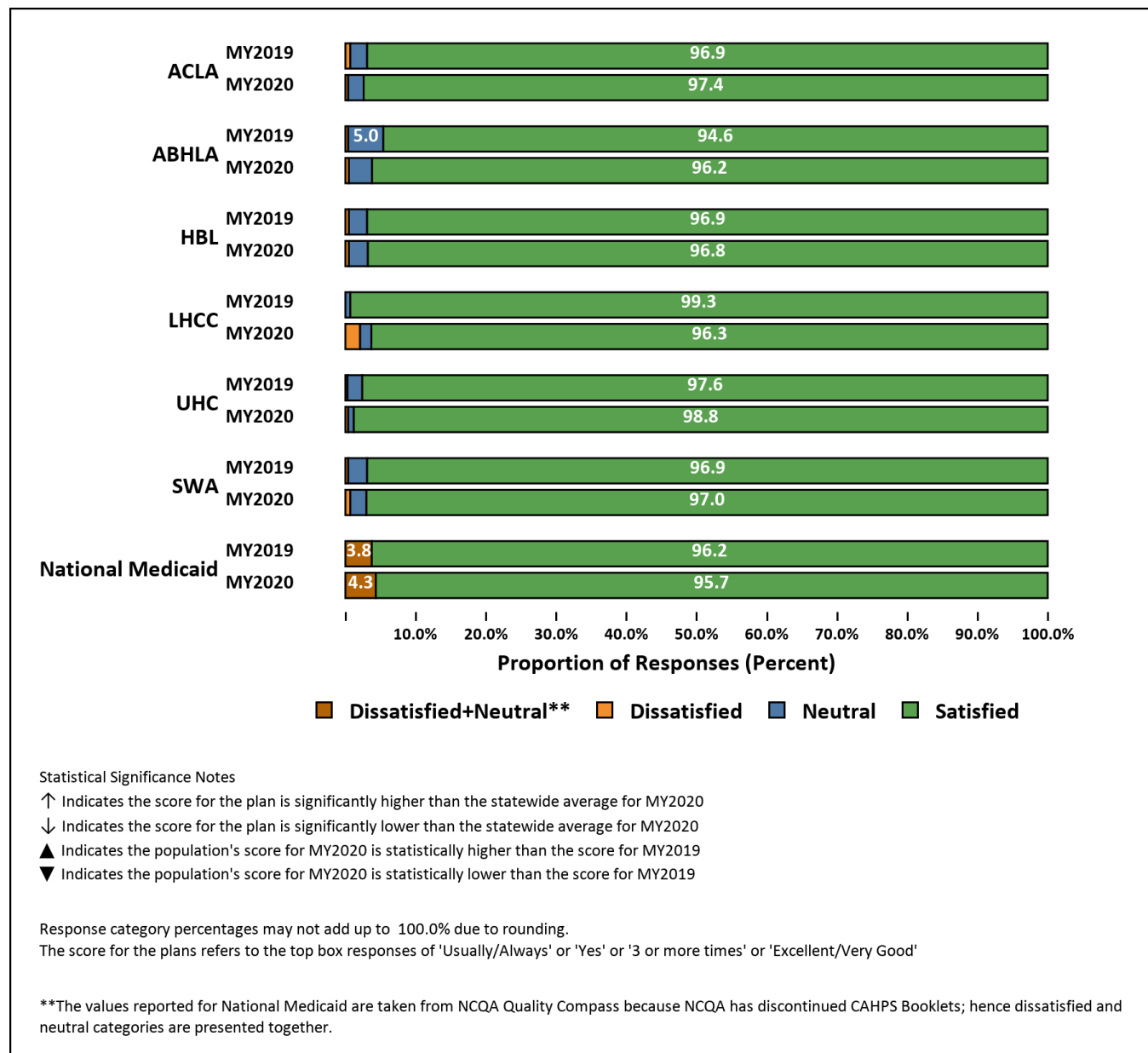
Overall, there were no statistically significant differences observed for this measure.

Trending Analysis

Overall, there were no statistically significant differences between scores in MY 2020 and scores in MY 2019 for this measure.

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

Respondents were asked how often their child's personal doctor listened carefully to them. For this question, responses were classified into three categories: Dissatisfied (Never), Neutral (Sometimes), and Satisfied (Usually or Always). The figure below depicts the percentage of respondents in each of the response categories.



Comparative Analysis

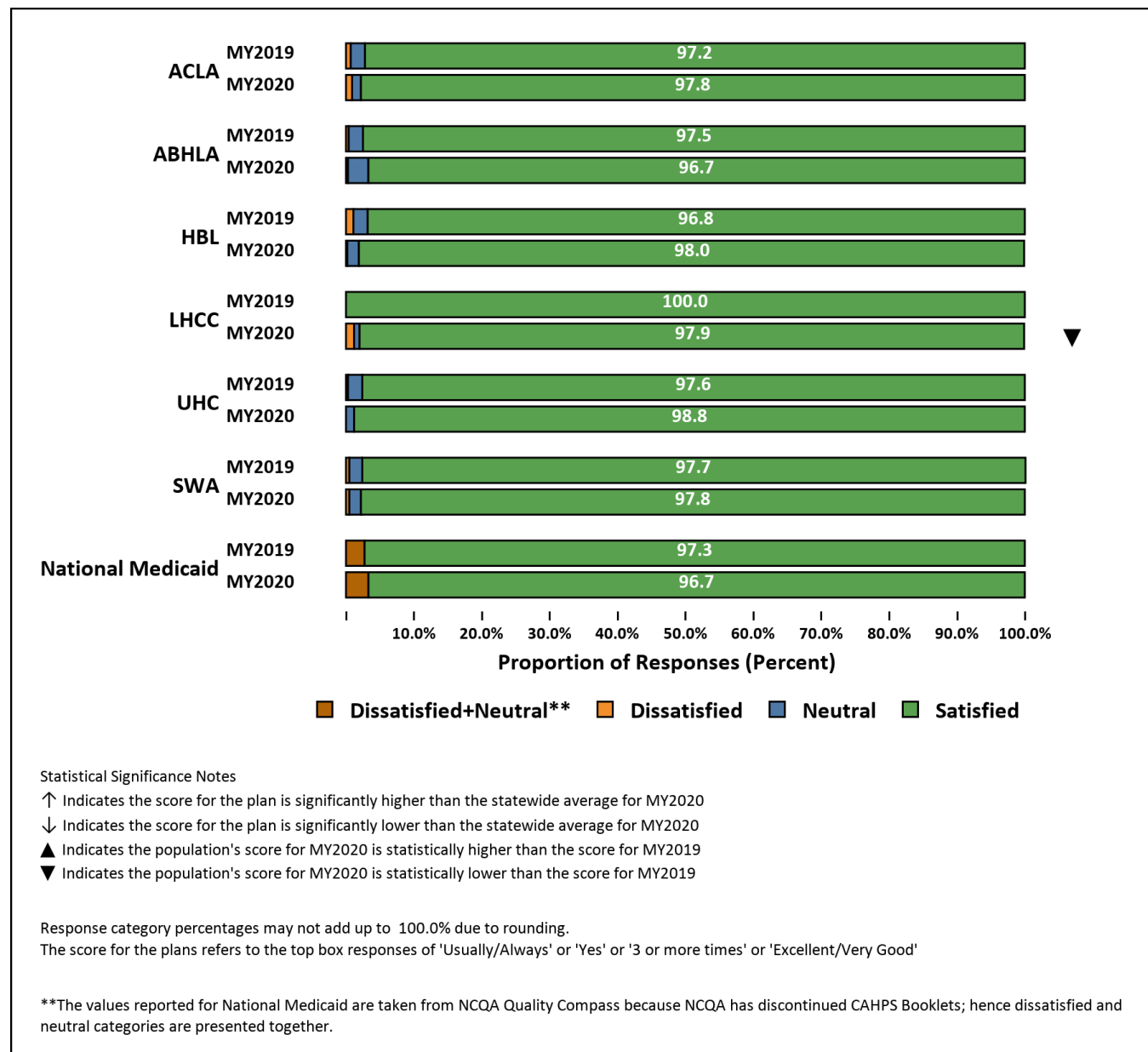
Overall, there were no statistically significant differences observed for this measure.

Trending Analysis

Overall, there were no statistically significant differences between scores in MY 2020 and scores in MY 2019 for this measure.

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

Respondents were asked how often their child's personal doctor showed respect for what they had to say. For this question, responses were classified into three categories: Dissatisfied (Never), Neutral (Sometimes), and Satisfied (Usually or Always). The figure below depicts the percentage of respondents in each of the response categories.



Comparative Analysis

Overall, there were no statistically significant differences observed for this measure.

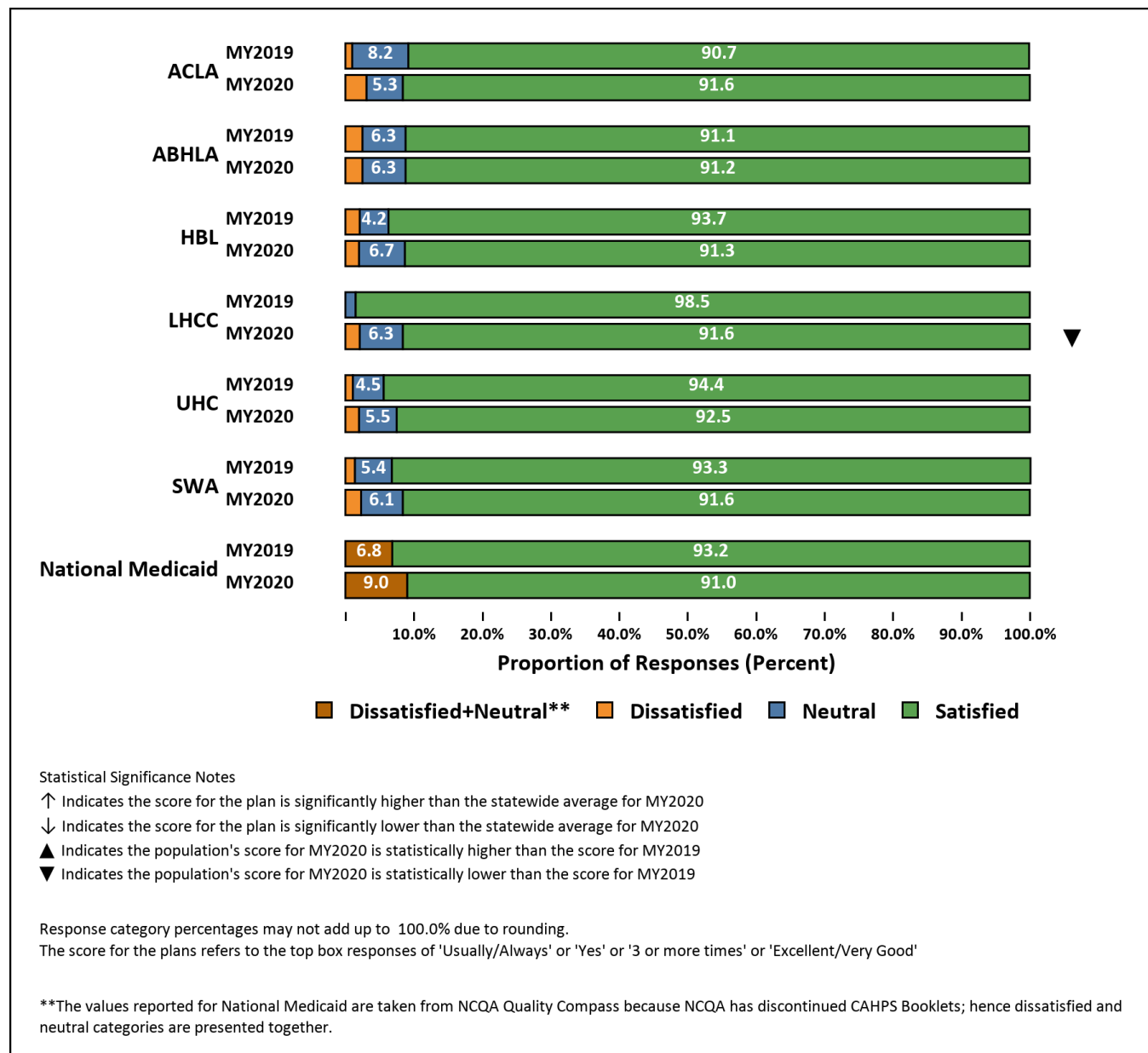
Trending Analysis

Overall, there was one statistically significant difference between scores in MY 2020 and scores in MY 2019 for this measure.

- Louisiana Healthcare Connection's score was significantly lower in MY 2020 than in MY 2019.

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

Respondents were asked how often their child's personal doctor spent enough time with their child. For this question, responses were classified into three categories: Dissatisfied (Never), Neutral (Sometimes), and Satisfied (Usually or Always). The figure below depicts the percentage of respondents in each of the response categories.



Comparative Analysis

Overall, there were no statistically significant differences observed for this measure.

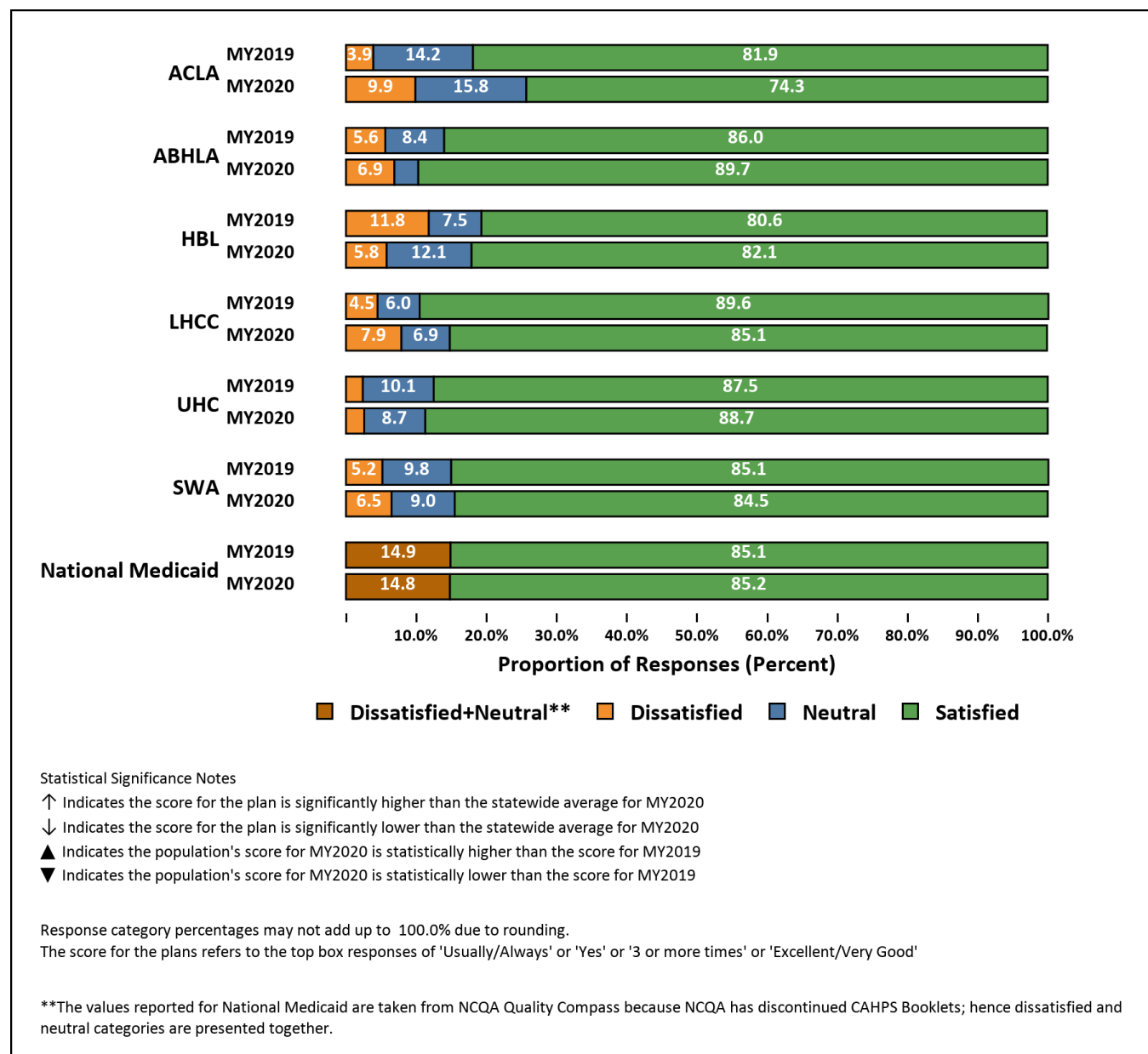
Trending Analysis

Overall, there was one statistically significant difference between scores in MY 2020 and scores in MY 2019 for this measure.

- Louisiana Healthcare Connection's score was significantly lower in MY 2020 than in MY 2019.

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

Respondents were asked how often their child's personal doctor seemed informed and up-to-date about care their child received from other doctors or health providers. For this question, responses were classified into three categories: Dissatisfied (Never), Neutral (Sometimes), and Satisfied (Usually or Always). The figure below depicts the percentage of respondents in each of the response categories.



Comparative Analysis

Overall, there were no statistically significant differences observed for this measure.

Trending Analysis

Overall, there were no statistically significant differences between scores in MY 2020 and scores in MY 2019 for this measure.

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	5	0.3%	1	0.3%	0	0.0%	1	0.2%	3	0.9%	0	0.0%
● 1	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
● 2	4	0.2%	0	0.0%	1	0.2%	1	0.2%	1	0.3%	1	0.3%
● 3	9	0.5%	2	0.7%	2	0.4%	2	0.4%	2	0.6%	1	0.3%
● 4	6	0.3%	1	0.3%	2	0.4%	1	0.2%	0	0.0%	2	0.6%
● 5	39	2.0%	9	3.1%	13	2.6%	8	1.4%	5	1.5%	4	1.2%
● 6	32	1.6%	6	2.1%	9	1.8%	10	1.8%	5	1.5%	2	0.6%
● 7	79	4.0%	9	3.1%	27	5.4%	18	3.2%	14	4.2%	11	3.4%
● 8	200	10.0%	33	11.3%	46	9.3%	53	9.5%	31	9.4%	37	11.5%
● 9	221	11.1%	26	8.9%	63	12.7%	60	10.8%	39	11.8%	33	10.3%
● Best personal doctor possible	1403	70.2%	204	70.1%	334	67.2%	404	72.4%	231	69.8%	230	71.7%
Total	1998	100%	291	100%	497	100%	558	100%	331	100%	321	100%
Not Answered	321		59		67		96		61		38	
Reporting Category												
Experience of Care												
Achievement Score	91.3%		90.4%		89.1%		92.7%		90.9%		93.5%	
MY 2020 vs. MY 2019: +/- Change (▲▼ Stat. sig.)	-1.1		-3.8		-1.1		+0.3		-0.2		+0.6	
Response scored as: ● Achievement ● Room for improvement												

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	15	1.0%	3	1.3%	4	1.1%	5	1.2%	3	1.2%	0	0.0%
● Sometimes	46	3.1%	6	2.7%	13	3.6%	12	3.0%	8	3.3%	7	2.8%
● Usually	117	7.8%	19	8.4%	30	8.2%	30	7.4%	21	8.6%	17	6.7%
● Always	1313	88.1%	198	87.6%	318	87.1%	357	88.4%	211	86.8%	229	90.5%
Total	1491	100%	226	100%	365	100%	404	100%	243	100%	253	100%
Not Answered	828		124		199		250		149		106	
Reporting Category												
Experience of Care												
Achievement Score	95.9%		96.0%		95.3%		95.8%		95.5%		97.2%	
MY 2020 vs. MY 2019: +/- Change (▲▼ Stat. sig.)	-0.5		+0.8		+0.3		-1.1		-0.2		-0.9	
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	11	0.7%	1	0.4%	2	0.5%	2	0.5%	5	2.1%	1	0.4%
● Sometimes	34	2.3%	5	2.2%	12	3.3%	11	2.7%	4	1.6%	2	0.8%
● Usually	109	7.3%	16	7.0%	24	6.6%	30	7.4%	20	8.2%	19	7.5%
● Always	1338	89.7%	206	90.4%	326	89.6%	362	89.4%	214	88.1%	230	91.3%
Total	1492	100%	228	100%	364	100%	405	100%	243	100%	252	100%
Not Answered	827		122		200		249		149		107	
Reporting Category												
Experience of Care												
Achievement Score	97.0%		97.4%		96.2%		96.8%		96.3%		98.8%	
MY 2020 vs. MY 2019: +/- Change (▲▼ Stat. sig.)	+0.1		+0.5		+1.6		-0.1		-3.0		+1.2	
Response scored as: ● Achievement ● Room for improvement												

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	0.5%	2	0.9%	1	0.3%	1	0.2%	3	1.2%	0	0.0%
● Sometimes	26	1.7%	3	1.3%	11	3.0%	7	1.7%	2	0.8%	3	1.2%
● Usually	93	6.2%	15	6.6%	21	5.8%	20	5.0%	19	7.9%	18	7.1%
● Always	1365	91.5%	208	91.2%	332	91.0%	376	93.1%	218	90.1%	231	91.7%
Total	1491	100%	228	100%	365	100%	404	100%	242	100%	252	100%
Not Answered	828		122		199		250		150		107	
Reporting Category												
Experience of Care												
Achievement Score	97.8%		97.8%		96.7%		98.0%		97.9%		98.8%	
MY 2020 vs. MY 2019: +/- Change (▲▼ Stat. sig.)	+0.1		+0.6		-0.8		+1.2		-2.1▼		+1.2	
Response scored as: ● Achievement ● Room for improvement												

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	34	2.3%	7	3.1%	9	2.5%	8	2.0%	5	2.1%	5	2.0%
● Sometimes	91	6.1%	12	5.3%	23	6.3%	27	6.7%	15	6.3%	14	5.5%
● Usually	200	13.5%	34	15.1%	45	12.4%	52	13.0%	35	14.7%	34	13.4%
● Always	1156	78.1%	172	76.4%	287	78.8%	314	78.3%	183	76.9%	200	79.1%
Total	1481	100%	225	100%	364	100%	401	100%	238	100%	253	100%
Not Answered	838		125		200		253		154		106	
Reporting Category												
Experience of Care												
Achievement Score	91.6%		91.6%		91.2%		91.3%		91.6%		92.5%	
MY 2020 vs. MY 2019: +/- Change (▲▼ Stat. sig.)	-1.7		+0.9		+0.1		-2.4		-6.9▼		-1.9	
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	43	6.5%	10	9.9%	12	6.9%	10	5.8%	8	7.9%	3	2.6%
● Sometimes	60	9.0%	16	15.8%	6	3.4%	21	12.1%	7	6.9%	10	8.7%
● Usually	124	18.6%	21	20.8%	30	17.1%	32	18.5%	20	19.8%	21	18.3%
● Always	438	65.9%	54	53.5%	127	72.6%	110	63.6%	66	65.3%	81	70.4%
Total	665	100%	101	100%	175	100%	173	100%	101	100%	115	100%
Not Answered	1,654		249		389		481		291		244	
Reporting Category												
Experience of Care												
Achievement Score	84.5%		74.3%		89.7%		82.1%		85.1%		88.7%	
MY 2020 vs. MY 2019: +/- Change (▲▼ Stat. sig.)	-0.6		-7.6		+3.7		+1.5		-4.5		+1.2	
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.

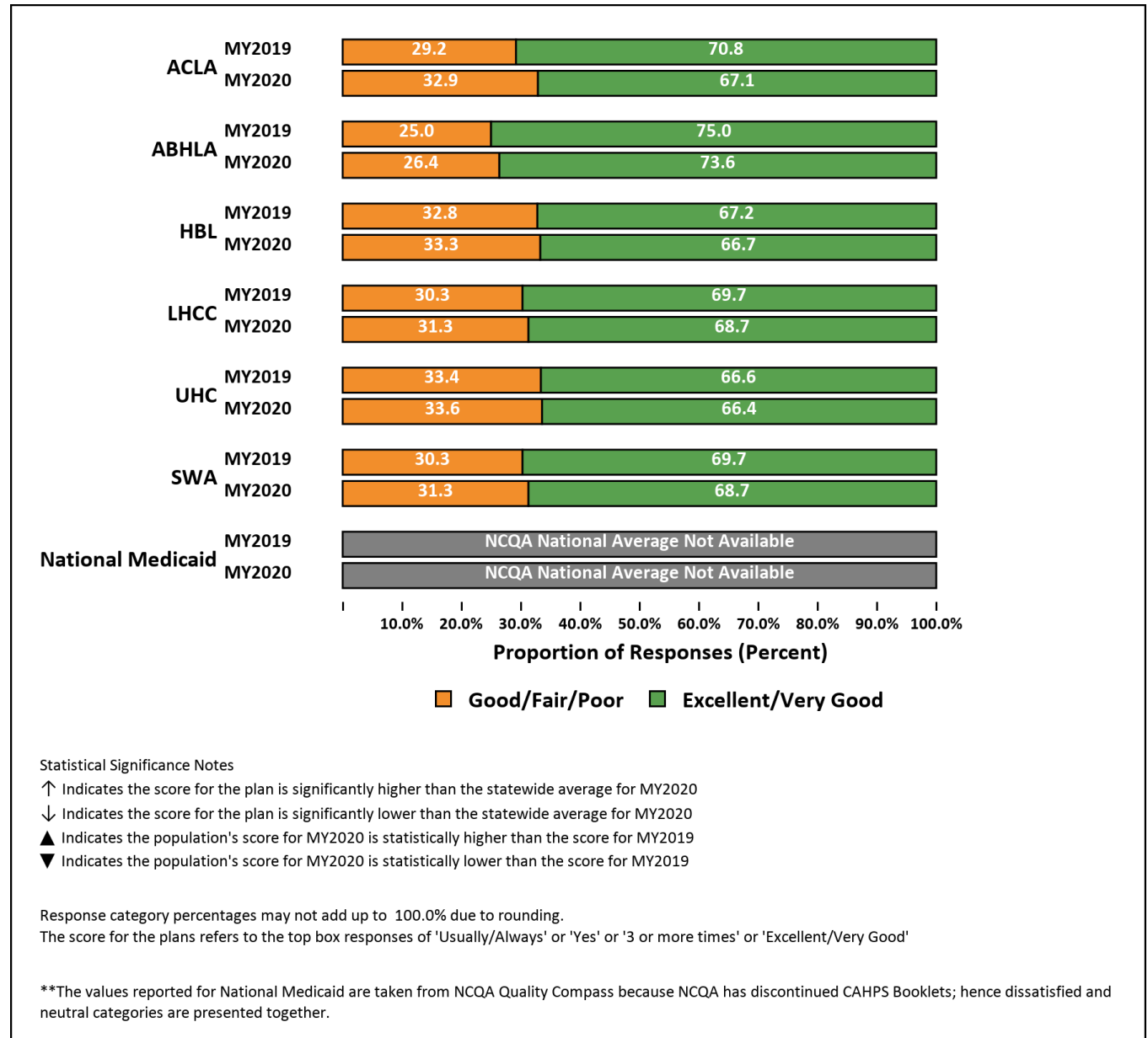
Key Findings

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

- **Rating of child's overall health:** The overall score for the Healthy Louisiana managed care program was 68.7 with similar scores among the plans (66.4–73.6). Scores in MY 2020 were similar to scores in MY 2019.

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

Respondents were asked to rate their child's overall health. For this question, responses were classified into two categories: Good/Fair/Poor and Excellent/Very Good. The figure below depicts the percentage of respondents in each of the response categories.



Comparative Analysis

Overall, there were no statistically significant differences observed for this measure.

Trending Analysis

Overall, there were no statistically significant differences between scores in MY 2020 and scores in MY 2019 for this measure.

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	779	34.4%	110	32.4%	225	40.9%	218	34.5%	117	30.3%	109	30.5%
● Very Good	777	34.3%	118	34.7%	180	32.7%	203	32.2%	148	38.3%	128	35.9%
● Good	533	23.5%	90	26.5%	108	19.6%	154	24.4%	86	22.3%	95	26.6%
● Fair	155	6.8%	21	6.2%	32	5.8%	51	8.1%	28	7.3%	23	6.4%
● Poor	20	0.9%	1	0.3%	5	0.9%	5	0.8%	7	1.8%	2	0.6%
Total	2264	100%	340	100%	550	100%	631	100%	386	100%	357	100%
Not Answered	55		10		14		23		6		2	
Reporting Category												
Health Status												
Achievement Score	68.7%		67.1%		73.6%		66.7%		68.7%		66.4%	
MY 2020 vs. MY 2019: +/- Change (▲▼ Stat. sig.)	-1.0		-3.7		-1.4		-0.5		-1.0		-0.2	

Response scored as: ● Achievement ● Room for improvement

Respondent Sample Profile Demographic Characteristics

Age	SWA	ACLA	ABHLA	HBL	LHCC	UHC
Less Than 1	1.97%	1.47%	4.05%	2.13%	1.29%	1.15%
1 to 2 years	15.43%	12.39%	29.91%	22.26%	10.08%	4.58%
3 to 4 years	12.30%	6.19%	23.36%	18.60%	7.24%	7.74%
5 to 7	19.26%	15.34%	25.86%	26.22%	14.21%	16.05%
8 to 10	18.39%	13.27%	16.82%	30.79%	15.25%	16.62%
11 to 13	11.02%	15.34%	0.00%	0.00%	18.60%	18.91%
14 to 18	21.64%	35.99%	0.00%	0.00%	33.33%	34.96%

Gender	SWA	ACLA	ABHLA	HBL	LHCC	UHC
Male	54.38%	54.29%	53.19%	54.43%	58.67%	51.53%
Female	45.62%	45.71%	46.81%	45.57%	41.33%	48.47%

Parent Education	SWA	ACLA	ABHLA	HBL	LHCC	UHC
8th grade or less	4.03%	6.75%	1.68%	5.39%	3.93%	2.90%
Some high school	11.82%	16.26%	8.77%	11.62%	13.61%	10.72%
High school graduate	33.12%	34.66%	30.97%	32.66%	36.65%	31.88%
Some college	35.78%	29.75%	39.55%	33.00%	33.25%	43.19%
4-year college graduate	10.12%	7.36%	13.06%	12.12%	8.38%	6.67%
More than 4-year	5.13%	5.21%	5.97%	5.22%	4.19%	4.64%

Race*	SWA	ACLA	ABHLA	HBL	LHCC	UHC
White	50.68%	47.27%	49.53%	48.63%	56.03%	53.25%
Black or African American	47.40%	46.62%	50.28%	51.19%	42.09%	42.90%
Asian	2.90%	3.86%	2.08%	3.58%	2.14%	2.96%
Native Hawaiian or other Pacific Islander	0.84%	0.32%	1.51%	0.51%	0.27%	1.48%
American Indian or Alaska Native	4.07%	1.61%	5.48%	4.27%	4.29%	3.55%
Other	9.12%	10.93%	9.83%	9.56%	7.51%	7.40%

Ethnicity	SWA	ACLA	ABHLA	HBL	LHCC	UHC
Hispanic	12.30%	19.57%	10.17%	12.79%	10.43%	9.88%
Non-Hispanic	87.70%	80.43%	89.83%	87.21%	89.57%	90.12%

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

Appendix: Data Tables for Previous Measurement Year

Provided below are data tables for MY 2019, sorted by question number.

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	4	0.6%	2	1.6%	1	0.8%	0	0.0%	0	0.0%	1	0.5%
● Sometimes	33	5.2%	7	5.6%	4	3.0%	5	4.9%	3	4.8%	14	6.7%
● Usually	55	8.7%	9	7.3%	10	7.5%	12	11.7%	9	14.5%	15	7.1%
● Always	540	85.4%	106	85.5%	118	88.7%	86	83.5%	50	80.6%	180	85.7%
Total	632	100%	124	100%	133	100%	103	100%	62	100%	210	100%
Not Answered	26		9		4		3		4		6	

Response scored as: ● Achievement ● Room for improvement

Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care for your child as soon as your child needed?

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	10	0.8%	3	1.1%	4	1.7%	1	0.5%	1	0.7%	1	0.3%
● Sometimes	64	5.3%	15	5.4%	15	6.4%	12	6.4%	10	7.4%	12	3.3%
● Usually	176	14.7%	38	13.8%	34	14.5%	22	11.8%	21	15.6%	61	16.7%
● Always	949	79.1%	220	79.7%	182	77.4%	152	81.3%	103	76.3%	292	79.8%
Total	1199	100%	276	100%	235	100%	187	100%	135	100%	366	100%
Not Answered	53		18		11		6		6		12	

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	4	0.3%	0	0.0%	1	0.4%	1	0.5%	0	0.0%	2	0.5%
● 1	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
● 2	3	0.2%	0	0.0%	1	0.4%	1	0.5%	0	0.0%	1	0.2%
● 3	3	0.2%	1	0.3%	1	0.4%	0	0.0%	1	0.7%	0	0.0%
● 4	8	0.6%	3	1.0%	3	1.2%	0	0.0%	1	0.7%	1	0.2%
● 5	17	1.3%	2	0.6%	5	2.0%	4	2.1%	1	0.7%	5	1.2%
● 6	33	2.5%	5	1.6%	8	3.2%	7	3.6%	5	3.5%	8	2.0%
● 7	70	5.4%	15	4.8%	16	6.4%	16	8.2%	7	4.9%	16	3.9%
● 8	196	15.0%	57	18.3%	41	16.5%	27	13.9%	17	11.9%	54	13.2%
● 9	196	15.0%	39	12.5%	40	16.1%	27	13.9%	31	21.7%	59	14.4%
● Best health care possible	778	59.5%	190	60.9%	133	53.4%	111	57.2%	80	55.9%	264	64.4%
Total	1,308	100%	312	100%	249	100%	194	100%	143	100%	410	100%
Not Answered	13		4		2		3		2		2	

Response scored as: ● Achievement ● Room for improvement

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	14	1.1%	3	1.0%	5	2.0%	2	1.0%	1	0.7%	3	0.7%
● Sometimes	73	5.6%	23	7.3%	16	6.5%	11	5.7%	4	2.8%	19	4.6%
● Usually	222	17.0%	62	19.8%	38	15.3%	37	19.2%	28	19.9%	57	13.9%
● Always	996	76.3%	225	71.9%	189	76.2%	143	74.1%	108	76.6%	331	80.7%
Total	1305	100%	313	100%	248	100%	193	100%	141	100%	410	100%
Not Answered	16		3		3		4		4		2	

Response scored as: ● Achievement ● Room for improvement

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	15	12.3%	6	15.8%	4	18.2%	2	10.5%	0	0.0%	3	8.1%
● Sometimes	17	13.9%	9	23.7%	4	18.2%	1	5.3%	0	0.0%	3	8.1%
● Usually	14	11.5%	7	18.4%	2	9.1%	1	5.3%	1	16.7%	3	8.1%
● Always	76	62.3%	16	42.1%	12	54.5%	15	78.9%	5	83.3%	28	75.7%
Total	122	100%	38	100%	22	100%	19	100%	6	100%	37	100%
Not Answered	0		0		0		0		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	25	9.4%	9	13.2%	7	15.2%	4	10.5%	0	0.0%	5	5.9%
● Sometimes	36	13.6%	12	17.6%	9	19.6%	4	10.5%	2	7.1%	9	10.6%
● Usually	39	14.7%	11	16.2%	7	15.2%	4	10.5%	7	25.0%	10	11.8%
● Always	165	62.3%	36	52.9%	23	50.0%	26	68.4%	19	67.9%	61	71.8%
Total	265	100%	68	100%	46	100%	38	100%	28	100%	85	100%
Not Answered	7		2		1		2		1		1	

Response scored as: ● Achievement ● Room for improvement

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	45	9.6%	11	10.2%	12	16.4%	7	9.2%	3	5.5%	12	7.7%
● Sometimes	60	12.8%	20	18.5%	9	12.3%	6	7.9%	8	14.5%	17	11.0%
● Usually	95	20.3%	21	19.4%	13	17.8%	17	22.4%	12	21.8%	32	20.6%
● Always	267	57.2%	56	51.9%	39	53.4%	46	60.5%	32	58.2%	94	60.6%
Total	467	100%	108	100%	73	100%	76	100%	55	100%	155	100%
Not Answered	18		6		1		3		2		6	

Response scored as: ● Achievement ● Room for improvement

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	9	0.7%	1	0.3%	3	1.3%	2	1.0%	2	1.4%	1	0.3%
● Sometimes	36	2.9%	13	4.5%	9	3.8%	4	2.1%	4	2.9%	6	1.6%
● Usually	122	9.8%	25	8.6%	28	11.7%	27	14.1%	15	10.9%	27	7.1%
● Always	1072	86.5%	253	86.6%	199	83.3%	159	82.8%	117	84.8%	344	91.0%
Total	1239	100%	292	100%	239	100%	192	100%	138	100%	378	100%
Not Answered	9		2		1		0		2		4	

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	5	0.4%	2	0.7%	1	0.4%	1	0.5%	0	0.0%	1	0.3%
● Sometimes	33	2.7%	7	2.4%	12	5.0%	5	2.6%	1	0.7%	8	2.1%
● Usually	110	8.9%	23	7.8%	24	10.0%	18	9.4%	17	12.4%	28	7.4%
● Always	1093	88.1%	261	89.1%	202	84.5%	168	87.5%	119	86.9%	343	90.3%
Total	1241	100%	293	100%	239	100%	192	100%	137	100%	380	100%
Not Answered	7		1		1		0		3		2	

Response scored as: ● Achievement ● Room for improvement

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	6	0.5%	2	0.7%	1	0.4%	2	1.1%	0	0.0%	1	0.3%
● Sometimes	23	1.9%	6	2.1%	5	2.1%	4	2.1%	0	0.0%	8	2.1%
● Usually	83	6.7%	22	7.6%	15	6.3%	12	6.3%	13	9.5%	21	5.5%
● Always	1123	90.9%	259	89.6%	218	91.2%	172	90.5%	124	90.5%	350	92.1%
Total	1235	100%	289	100%	239	100%	190	100%	137	100%	380	100%
Not Answered	13		5		1		2		3		2	

Response scored as: ● Achievement ● Room for improvement

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	17	1.4%	3	1.0%	6	2.5%	4	2.1%	0	0.0%	4	1.1%
● Sometimes	66	5.4%	24	8.2%	15	6.3%	8	4.2%	2	1.5%	17	4.5%
● Usually	208	16.9%	45	15.5%	38	16.0%	36	18.8%	29	21.6%	60	15.9%
● Always	940	76.4%	219	75.3%	178	75.1%	143	74.9%	103	76.9%	297	78.6%
Total	1231	100%	291	100%	237	100%	191	100%	134	100%	378	100%
Not Answered	17		3		3		1		6		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	29	5.2%	5	3.9%	6	5.6%	11	11.8%	3	4.5%	4	2.4%
● Sometimes	55	9.8%	18	14.2%	9	8.4%	7	7.5%	4	6.0%	17	10.1%
● Usually	109	19.4%	21	16.5%	21	19.6%	27	29.0%	12	17.9%	28	16.7%
● Always	369	65.7%	83	65.4%	71	66.4%	48	51.6%	48	71.6%	119	70.8%
Total	562	100%	127	100%	107	100%	93	100%	67	100%	168	100%
Not Answered	10		2		2		3		2		1	

Response scored as: ● Achievement ● Room for improvement

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	4	0.3%	1	0.3%	0	0.0%	1	0.5%	2	1.2%	0	0.0%
● 1	1	0.1%	0	0.0%	0	0.0%	1	0.5%	0	0.0%	0	0.0%
● 2	2	0.1%	1	0.3%	0	0.0%	0	0.0%	0	0.0%	1	0.2%
● 3	3	0.2%	0	0.0%	1	0.4%	1	0.5%	1	0.6%	0	0.0%
● 4	5	0.3%	1	0.3%	3	1.1%	0	0.0%	1	0.6%	0	0.0%
● 5	22	1.5%	4	1.1%	7	2.5%	2	1.0%	1	0.6%	8	1.8%
● 6	30	2.1%	6	1.7%	8	2.9%	5	2.4%	4	2.4%	7	1.6%
● 7	43	3.0%	8	2.2%	8	2.9%	6	2.9%	6	3.6%	15	3.4%
● 8	158	10.9%	41	11.4%	30	10.9%	24	11.4%	17	10.1%	46	10.5%
● 9	193	13.3%	45	12.5%	33	12.0%	34	16.2%	23	13.6%	58	13.2%
● Best personal doctor possible	991	68.3%	253	70.3%	185	67.3%	136	64.8%	114	67.5%	303	69.2%
Total	1,452	100%	360	100%	275	100%	210	100%	169	100%	438	100%
Not Answered	31		14		5		5		3		4	

Response scored as: ● Achievement ● Room for improvement

Q41. In the last 6 months, how often did you get appointments for your child with a specialist as soon as he or she needed?

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	16	3.1%	1	0.8%	2	2.1%	3	3.3%	2	3.3%	8	5.5%
● Sometimes	65	12.7%	19	16.1%	14	14.6%	15	16.7%	7	11.7%	10	6.8%
● Usually	100	19.6%	18	15.3%	17	17.7%	21	23.3%	14	23.3%	30	20.5%
● Always	329	64.5%	80	67.8%	63	65.6%	51	56.7%	37	61.7%	98	67.1%
Total	510	100%	118	100%	96	100%	90	100%	60	100%	146	100%
Not Answered	8		1		0		1		2		4	

Response scored as: ● Achievement ● Room for improvement

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	10	2.5%	1	1.0%	3	3.9%	2	3.3%	1	2.3%	3	2.4%
● Sometimes	42	10.3%	8	7.8%	8	10.5%	9	15.0%	6	14.0%	11	8.7%
● Usually	84	20.6%	22	21.6%	25	32.9%	15	25.0%	7	16.3%	15	11.9%
● Always	271	66.6%	71	69.6%	40	52.6%	34	56.7%	29	67.4%	97	77.0%
Total	407	100%	102	100%	76	100%	60	100%	43	100%	126	100%
Not Answered	13		1		1		5		4		2	

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	3	0.7%	0	0.0%	0	0.0%	1	1.6%	0	0.0%	2	1.6%
● Sometimes	11	2.7%	0	0.0%	2	2.7%	5	8.2%	1	2.4%	3	2.4%
● Usually	48	11.9%	14	13.6%	10	13.7%	7	11.5%	8	19.0%	9	7.1%
● Always	343	84.7%	89	86.4%	61	83.6%	48	78.7%	33	78.6%	112	88.9%
Total	405	100%	103	100%	73	100%	61	100%	42	100%	126	100%
Not Answered	15		0		4		4		5		2	

Response scored as: ● Achievement ● Room for improvement

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	0.3%	0	0.0%	0	0.0%	1	0.4%	0	0.0%	3	0.6%
● Sometimes	26	1.6%	13	3.3%	3	1.0%	2	0.9%	1	0.5%	7	1.5%
● Usually	91	5.7%	18	4.5%	16	5.4%	20	8.7%	7	3.7%	30	6.3%
● Always	1469	92.4%	368	92.2%	279	93.6%	206	90.0%	179	95.7%	437	91.6%
Total	1590	100%	399	100%	298	100%	229	100%	187	100%	477	100%
Not Answered	74		29		8		8		11		18	

Response scored as: ● Achievement ● Room for improvement

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	10	0.6%	2	0.5%	3	1.0%	1	0.4%	3	1.6%	1	0.2%
● 1	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
● 2	3	0.2%	1	0.2%	0	0.0%	0	0.0%	0	0.0%	2	0.4%
● 3	7	0.4%	0	0.0%	3	1.0%	2	0.9%	0	0.0%	2	0.4%
● 4	12	0.7%	3	0.7%	2	0.7%	2	0.9%	5	2.6%	0	0.0%
● 5	44	2.7%	15	3.6%	5	1.7%	8	3.4%	5	2.6%	11	2.3%
● 6	37	2.3%	6	1.5%	8	2.6%	8	3.4%	6	3.1%	9	1.9%
● 7	94	5.8%	23	5.6%	26	8.6%	15	6.5%	8	4.1%	22	4.6%
● 8	181	11.2%	52	12.6%	32	10.6%	22	9.5%	19	9.8%	56	11.7%
● 9	253	15.6%	60	14.5%	53	17.5%	40	17.2%	36	18.7%	64	13.4%
● Best health plan possible	978	60.4%	251	60.8%	170	56.3%	134	57.8%	111	57.5%	312	65.1%
Total	1,619	100%	413	100%	302	100%	232	100%	193	100%	479	100%
Not Answered	43		13		4		5		5		16	

Response scored as: ● Achievement ● Room for improvement

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	12	1.0%	1	0.4%	4	1.8%	2	1.1%	1	0.7%	4	1.1%
● Sometimes	77	6.5%	23	8.2%	14	6.3%	5	2.8%	13	9.0%	22	6.0%
● Usually	170	14.3%	41	14.7%	31	13.9%	32	18.1%	16	11.0%	50	13.7%
● Always	930	78.2%	214	76.7%	174	78.0%	138	78.0%	115	79.3%	289	79.2%
Total	1189	100%	279	100%	223	100%	177	100%	145	100%	365	100%
Not Answered	25		6		3		4		3		9	

Response scored as: ● Achievement ● Room for improvement

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	560	34.5%	145	35.3%	112	36.8%	76	32.3%	74	37.9%	153	32.1%
● Very Good	570	35.2%	146	35.5%	116	38.2%	82	34.9%	62	31.8%	164	34.5%
● Good	373	23.0%	89	21.7%	58	19.1%	56	23.8%	45	23.1%	125	26.3%
● Fair	112	6.9%	29	7.1%	15	4.9%	21	8.9%	14	7.2%	33	6.9%
● Poor	6	0.4%	2	0.5%	3	1.0%	0	0.0%	0	0.0%	1	0.2%
Total	1,621	100%	411	100%	304	100%	235	100%	195	100%	476	100%
Not Answered	41		15		2		2		3		19	

Response scored as: ● Achievement ● Room for improvement