



Child (Non-CCC) 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 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 MY 2020, a total of 940 child surveys were completed for the non-CCC population enrolled in Louisiana's Medicaid managed care program for a survey response rate of 11.9 percent.

Key Findings

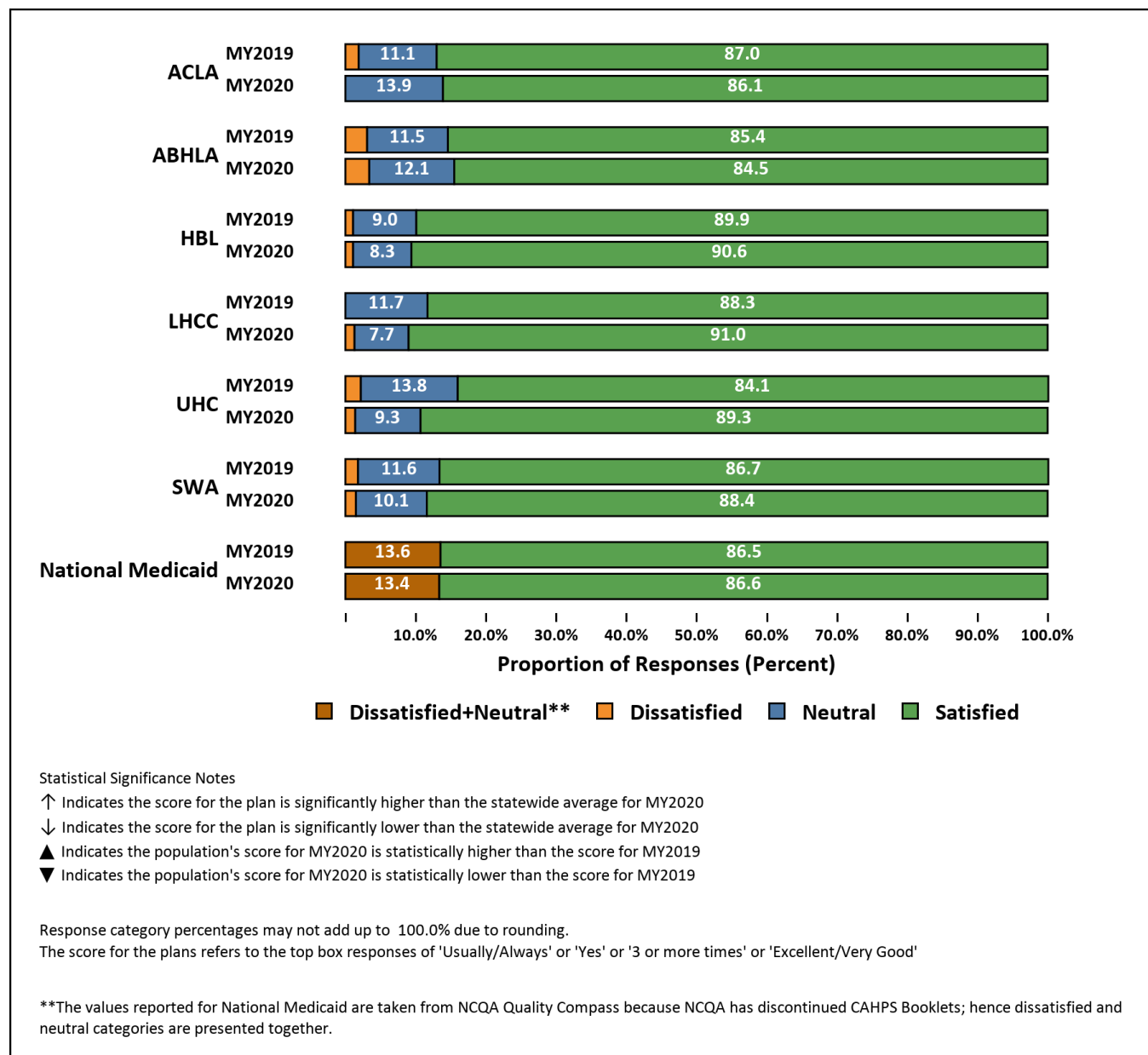
- **Rating of child's health plan:** The overall score for the Healthy Louisiana managed care program was high (88.4) with similar scores among the plans (84.5–91.0). Scores in MY 2020 were similar to scores in MY 2019.
- **Got care believed necessary:** The overall score for the Healthy Louisiana managed care program was high (95.5) with similar scores among the plans (93.4–97.2). 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.

- **Rating of all child's health care:** The overall score for the Healthy Louisiana managed care program was high (91.8) with similar scores among the plans (87.0–97.6). Scores in MY 2020 were similar to scores in MY 2019.

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

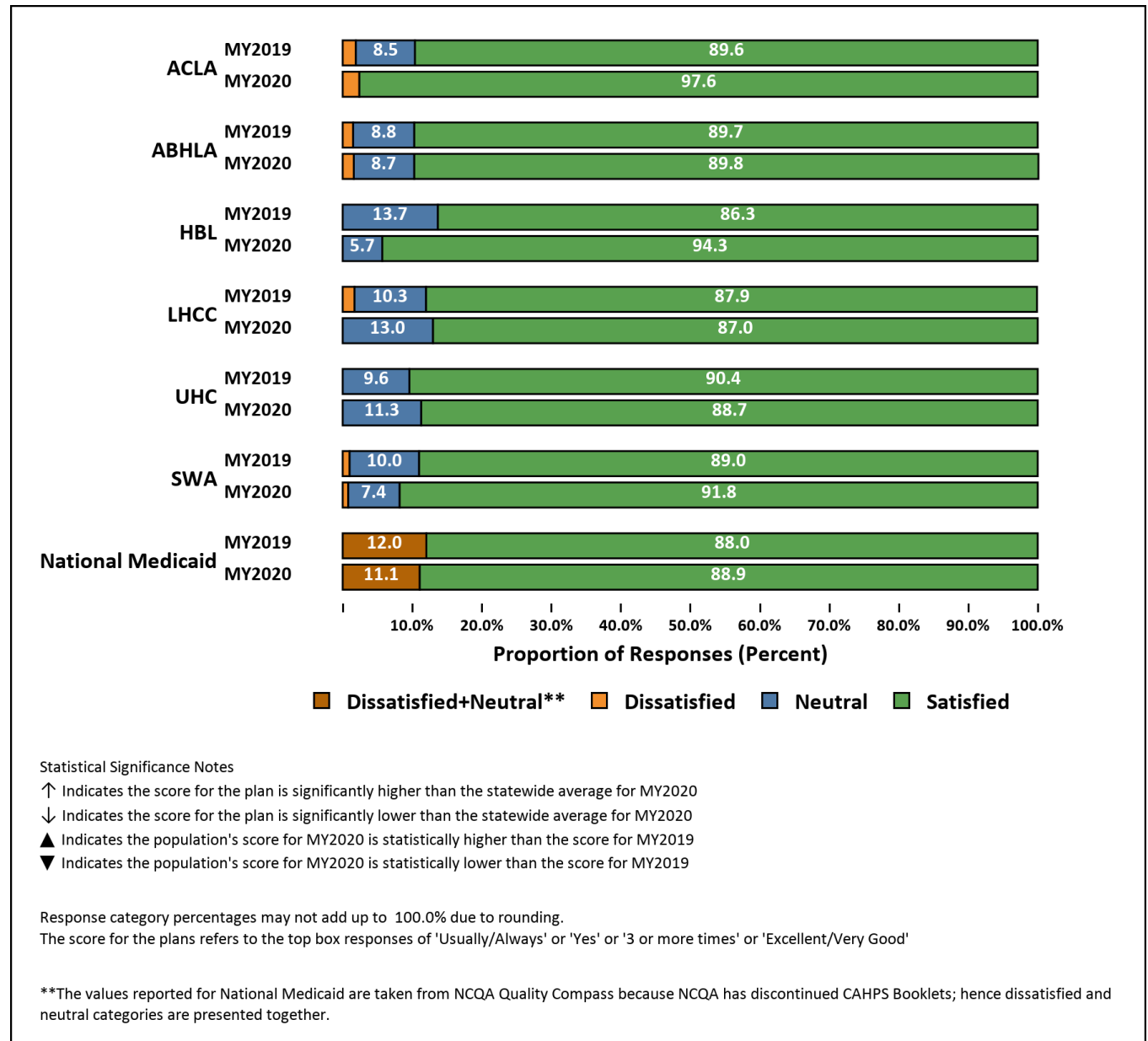
Overall, there were no statistically significant differences observed for this measure.

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	3	0.3%	0	0.0%	0	0.0%	2	0.8%	0	0.0%	1	0.7%
● 1	2	0.2%	0	0.0%	2	1.0%	0	0.0%	0	0.0%	0	0.0%
● 2	2	0.2%	0	0.0%	2	1.0%	0	0.0%	0	0.0%	0	0.0%
● 3	5	0.5%	0	0.0%	2	1.0%	1	0.4%	1	0.6%	1	0.7%
● 4	2	0.2%	0	0.0%	1	0.5%	0	0.0%	1	0.6%	0	0.0%
● 5	22	2.4%	6	4.2%	5	2.4%	2	0.8%	2	1.3%	7	5.0%
● 6	10	1.1%	0	0.0%	4	1.9%	4	1.5%	2	1.3%	0	0.0%
● 7	60	6.6%	14	9.7%	16	7.7%	16	6.0%	8	5.1%	6	4.3%
● 8	124	13.6%	15	10.4%	25	12.1%	45	16.9%	23	14.7%	16	11.4%
● 9	117	12.8%	16	11.1%	30	14.5%	30	11.3%	23	14.7%	18	12.9%
● Best health plan possible	566	62.0%	93	64.6%	120	58.0%	166	62.4%	96	61.5%	91	65.0%
Total	913	100%	144	100%	207	100%	266	100%	156	100%	140	100%
Not Answered	27		3		12		5		5		2	
Reporting Category												
Health Plan Ratings												
Achievement Score	88.4%		86.1%		84.5%		90.6%		91.0%		89.3%	
MY 2020 vs. MY 2019: +/- Change (▲▼ Stat. sig.)	+1.7		-0.9		-0.9		+0.7		+2.7		+5.2	
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	3	0.6%	1	1.3%	2	1.6%	0	0.0%	0	0.0%	0	0.0%
● Sometimes	19	3.9%	2	2.5%	4	3.1%	4	2.8%	5	6.5%	4	6.6%
● Usually	60	12.3%	7	8.8%	17	13.4%	19	13.5%	5	6.5%	12	19.7%
● Always	404	83.1%	70	87.5%	104	81.9%	118	83.7%	67	87.0%	45	73.8%
Total	486	100%	80	100%	127	100%	141	100%	77	100%	61	100%
Not Answered	454		67		92		130		84		81	
Reporting Category												
Access to Care												
Achievement Score	95.5%		96.3%		95.3%		97.2%		93.5%		93.4%	
MY 2020 vs. MY 2019: +/- Change (▲▼ Stat. sig.)	+2.0		+2.9		+1.2		+1.4		-1.1		+2.8	
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	1	0.2%	0	0.0%	1	0.8%	0	0.0%	0	0.0%	0	0.0%
● 2	1	0.2%	0	0.0%	1	0.8%	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	2	0.4%	2	2.4%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
● 5	4	0.8%	0	0.0%	1	0.8%	2	1.4%	0	0.0%	1	1.6%
● 6	5	1.0%	0	0.0%	2	1.6%	0	0.0%	2	2.6%	1	1.6%
● 7	27	5.5%	0	0.0%	8	6.3%	6	4.3%	8	10.4%	5	8.1%
● 8	59	12.1%	10	12.2%	12	9.4%	22	15.6%	9	11.7%	6	9.7%
● 9	62	12.7%	10	12.2%	15	11.8%	14	9.9%	12	15.6%	11	17.7%
● Best health care possible	328	67.1%	60	73.2%	87	68.5%	97	68.8%	46	59.7%	38	61.3%
Total	489	100%	82	100%	127	100%	141	100%	77	100%	62	100%
Not Answered	451		65		92		130		84		80	
Reporting Category												
Rating of All Health Care												
Achievement Score	91.8%		97.6%		89.8%		94.3%		87.0%		88.7%	
MY 2020 vs. MY 2019: +/- Change (▲▼ Stat. sig.)	+2.8		+8.0		+0.1		+8.0		-0.9		-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 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 children with 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 940 child surveys were completed for the non-CCC population enrolled in Louisiana's Medicaid managed care program for a survey response rate of 11.9 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	8025	1697	1387	1268	2297	1376
First mailing - usable returned surveys	193	39	33	47	42	32
Second mailing - usable returned surveys	160	31	16	36	44	33
Third mailing - usable returned surveys	0	0	0	0	0	0
Web - usable completed surveys	53	17	1	0	20	15
Phone - usable surveys	534	60	169	188	55	62
Total - usable surveys	940	147	219	271	161	142
†Ineligible: According to population criteria‡	54	9	29	9	5	2
†Ineligible: Language barrier	40	4	31	0	2	3
†Ineligible: Deceased	0	0	0	0	0	0
†Ineligible: Mentally or physically unable to complete survey	0	0	0	0	0	0
Bad address	822	91	172	152	284	123
Refusal	402	30	149	150	36	37
Incomplete survey	189	18	73	74	3	21
Nonresponse - Unavailable	6390	1489	881	759	2090	1171
Response Rate	11.9%	8.7%	16.5%	21.6%	7.0%	10.4%

†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.

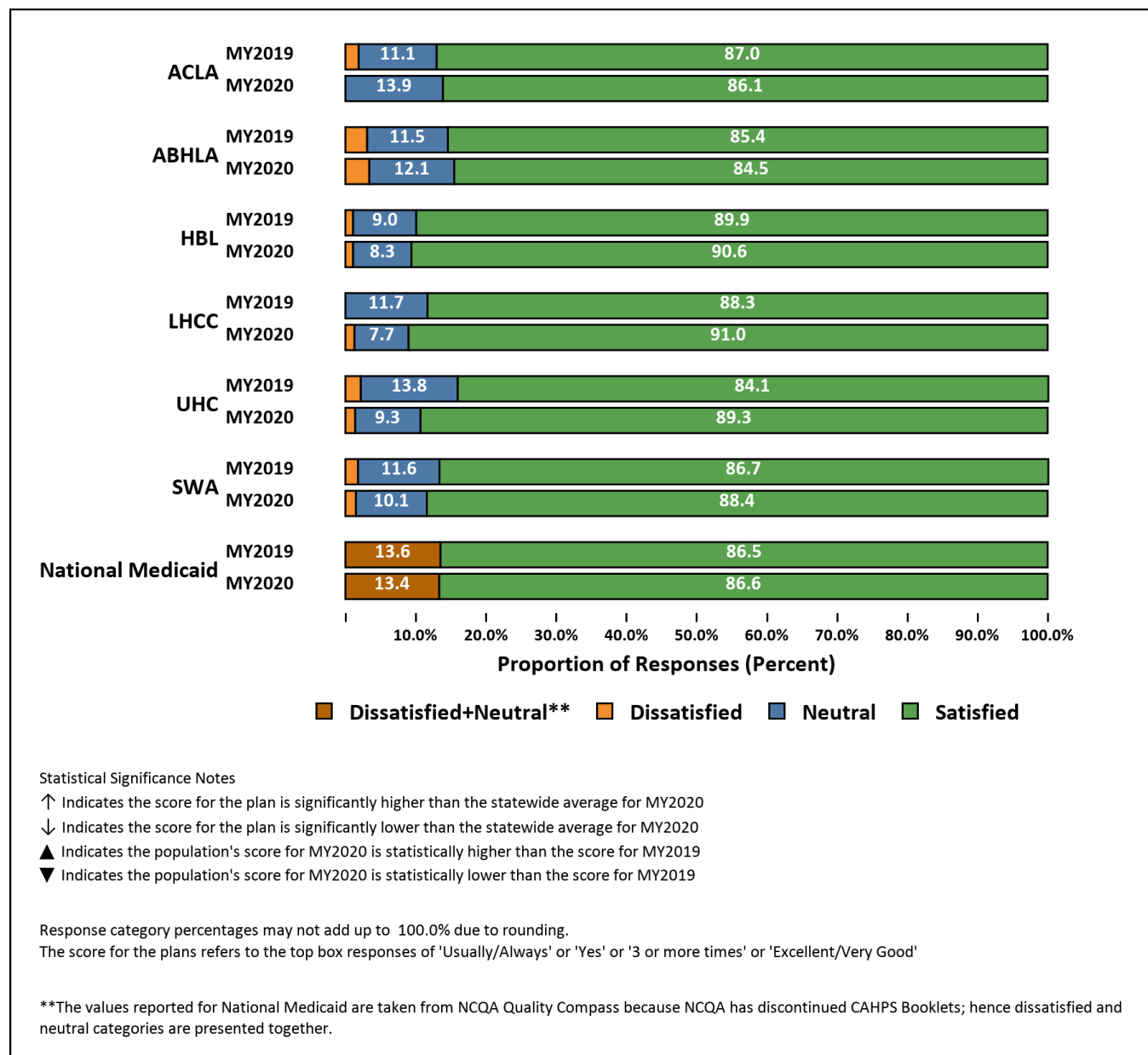
Key Findings

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 (88.4) with similar scores among the plans (84.5–91.0). 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 (82.0) with similar scores among the plans (70.0–88.6). 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 (95.1) with similar scores among the plans (91.4–96.7). 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 (96.7) with similar scores among the plans (94.2–97.7). Scores in MY 2020 were similar to scores in MY 2019.

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

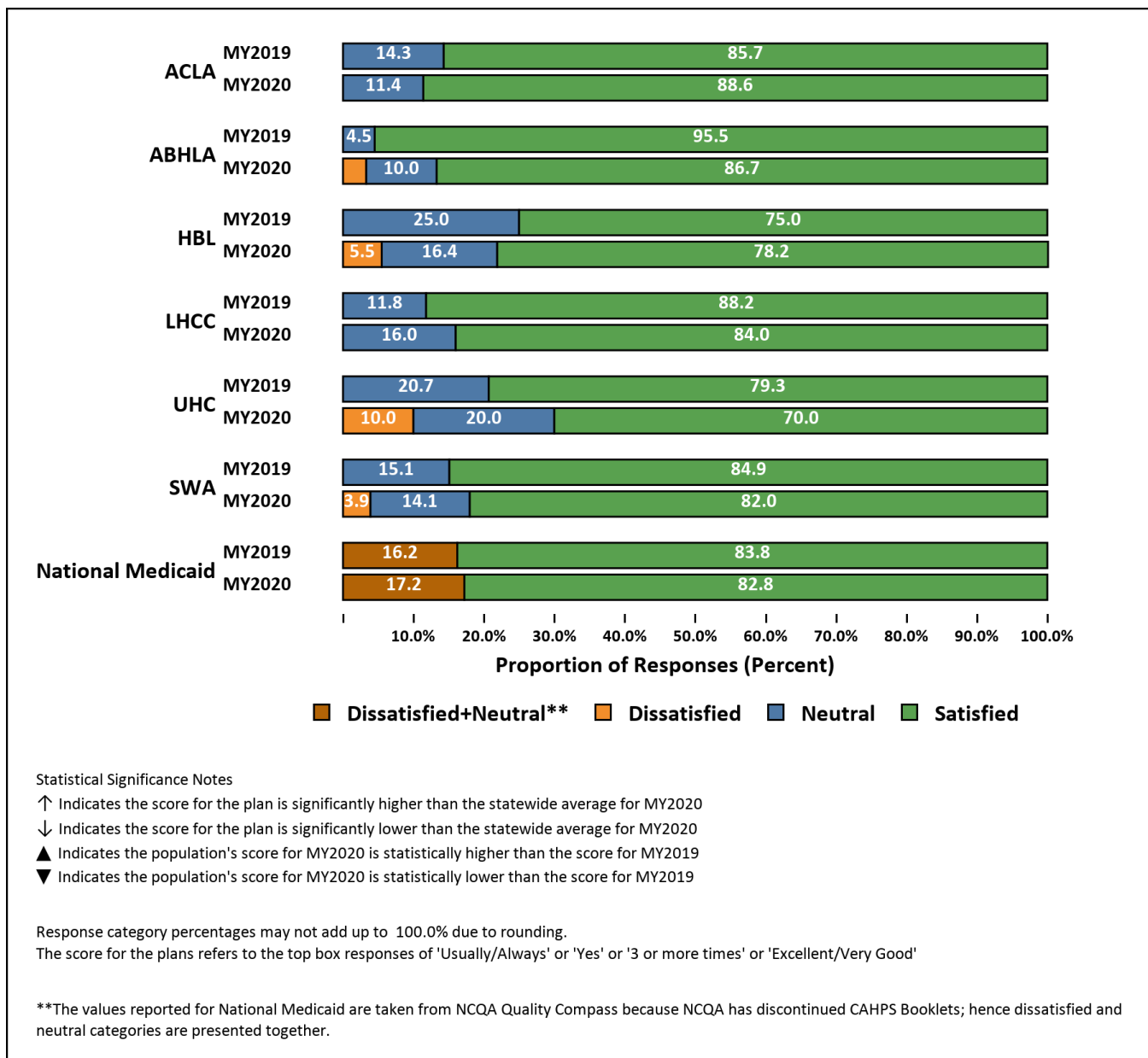
Overall, there were no statistically significant differences observed for this measure.

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

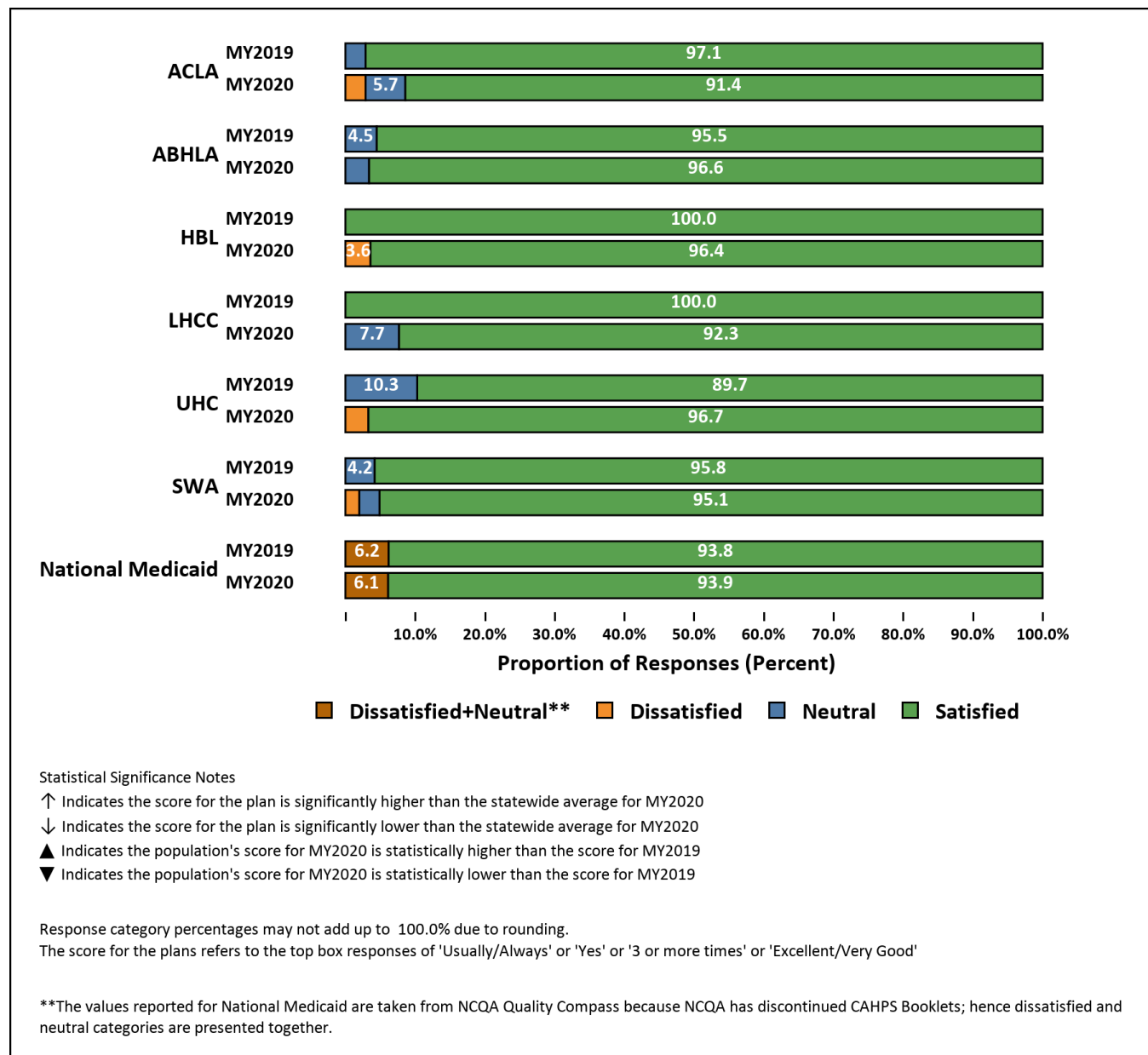
Overall, there were no statistically significant differences observed for this measure.

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 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	3	0.3%	0	0.0%	0	0.0%	2	0.8%	0	0.0%	1	0.7%
● 1	2	0.2%	0	0.0%	2	1.0%	0	0.0%	0	0.0%	0	0.0%
● 2	2	0.2%	0	0.0%	2	1.0%	0	0.0%	0	0.0%	0	0.0%
● 3	5	0.5%	0	0.0%	2	1.0%	1	0.4%	1	0.6%	1	0.7%
● 4	2	0.2%	0	0.0%	1	0.5%	0	0.0%	1	0.6%	0	0.0%
● 5	22	2.4%	6	4.2%	5	2.4%	2	0.8%	2	1.3%	7	5.0%
● 6	10	1.1%	0	0.0%	4	1.9%	4	1.5%	2	1.3%	0	0.0%
● 7	60	6.6%	14	9.7%	16	7.7%	16	6.0%	8	5.1%	6	4.3%
● 8	124	13.6%	15	10.4%	25	12.1%	45	16.9%	23	14.7%	16	11.4%
● 9	117	12.8%	16	11.1%	30	14.5%	30	11.3%	23	14.7%	18	12.9%
● Best health plan possible	566	62.0%	93	64.6%	120	58.0%	166	62.4%	96	61.5%	91	65.0%
Total	913	100%	144	100%	207	100%	266	100%	156	100%	140	100%
Not Answered	27		3		12		5		5		2	
Reporting Category												
Health Plan Ratings												
Achievement Score	88.4%		86.1%		84.5%		90.6%		91.0%		89.3%	
MY 2020 vs. MY 2019: +/- Change (▲▼ Stat. sig.)	+1.7		-0.9		-0.9		+0.7		+2.7		+5.2	
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	8	3.9%	0	0.0%	2	3.3%	3	5.5%	0	0.0%	3	10.0%
● Sometimes	29	14.1%	4	11.4%	6	10.0%	9	16.4%	4	16.0%	6	20.0%
● Usually	38	18.5%	6	17.1%	12	20.0%	10	18.2%	5	20.0%	5	16.7%
● Always	130	63.4%	25	71.4%	40	66.7%	33	60.0%	16	64.0%	16	53.3%
Total	205	100%	35	100%	60	100%	55	100%	25	100%	30	100%
Not Answered	735		112		159		216		136		112	
Reporting Category												
Health Plan Ratings												
Achievement Score	82.0%		88.6%		86.7%		78.2%		84.0%		70.0%	
MY 2020 vs. MY 2019: +/- Change (▲▼ Stat. sig.)	-2.9		+2.9		-8.8		+3.2		-4.2		-9.3	
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	4	2.0%	1	2.9%	0	0.0%	2	3.6%	0	0.0%	1	3.3%
● Sometimes	6	2.9%	2	5.7%	2	3.4%	0	0.0%	2	7.7%	0	0.0%
● Usually	25	12.2%	3	8.6%	7	12.1%	7	12.5%	5	19.2%	3	10.0%
● Always	170	82.9%	29	82.9%	49	84.5%	47	83.9%	19	73.1%	26	86.7%
Total	205	100%	35	100%	58	100%	56	100%	26	100%	30	100%
Not Answered	735		112		161		215		135		112	
Reporting Category												
Health Plan Ratings												
Achievement Score	95.1%		91.4%		96.6%		96.4%		92.3%		96.7%	
MY 2020 vs. MY 2019: +/- Change (▲▼ Stat. sig.)	-0.7		-5.7		+1.1		-3.6		-7.7		+7.0	
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	2	0.2%	0	0.0%	0	0.0%	1	0.4%	1	0.6%	0	0.0%
● Sometimes	28	3.1%	4	2.9%	7	3.3%	5	1.9%	4	2.6%	8	5.8%
● Usually	44	4.9%	9	6.4%	13	6.1%	12	4.7%	6	3.9%	4	2.9%
● Always	827	91.8%	127	90.7%	192	90.6%	239	93.0%	144	92.9%	125	91.2%
Total	901	100%	140	100%	212	100%	257	100%	155	100%	137	100%
Not Answered	39		7		7		14		6		5	
Reporting Category												
Health Plan Ratings												
Achievement Score	96.7%		97.1%		96.7%		97.7%		96.8%		94.2%	
MY 2020 vs. MY 2019: +/- Change (▲▼ Stat. sig.)	-1.0		+1.4		-2.3		-1.2		-1.9		-3.6	
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 an appointment 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.

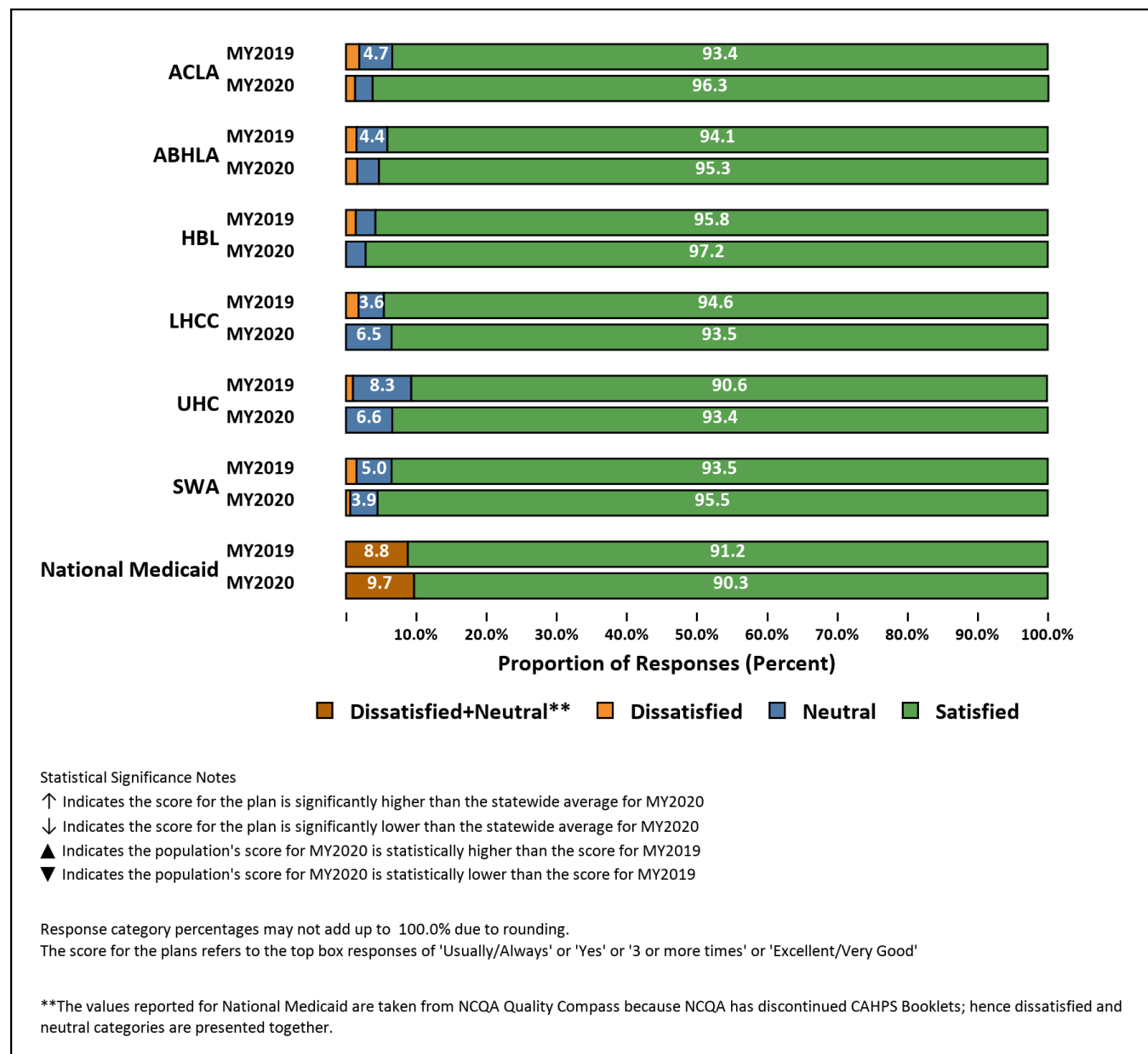
- **Got care believed necessary:** The overall score for the Healthy Louisiana managed care program was high (95.5) with similar scores among the plans (93.4–97.2). Scores in MY 2020 were similar to scores in MY 2019.
- **Received care as soon as needed:** The overall score for the Healthy Louisiana managed care program was high (92.9) with similar scores among the plans (87.5–96.0). 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 (84.1) with similar scores among the plans (83.3–85.1). Scores in MY 2020 were similar to scores in MY 2019.
- **Received appointment with a specialist as soon as needed:** The overall score for the Healthy Louisiana managed care program was high (76.5) with similar scores among the plans (68.8–84.2). Scores in MY 2020 varied from scores in MY 2019, but no statistically significant differences were observed.
- **Access to prescription medicines:** The overall score for the Healthy Louisiana managed care program was high (92.3) with similar scores among the plans (89.0–95.9). 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 89.0, a decrease of 11.0).
- **Access to special medical equipment or devices:** The overall score for the Healthy Louisiana managed care program was high (75.8) with scores among the plans ranging from 57.1 to 87.5. Scores in MY 2020 varied from scores in MY 2019, but no statistically significant differences were observed.

- **Access to special therapy:** The overall score for the Healthy Louisiana managed care program was high (73.6) with similar scores among the plans (60.0–77.8). Scores in MY 2020 varied from scores in MY 2019, but no statistically significant differences were observed.
- **Access to treatment or counseling:** The overall score for the Healthy Louisiana managed care program was 65.4 with scores among the plans ranging from 33.3 to 84.6. One MCO had a statistically significantly lower score in MY 2020 than in MY 2019 (from 100.0 to 55.6, a decrease of 44.4).

*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

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

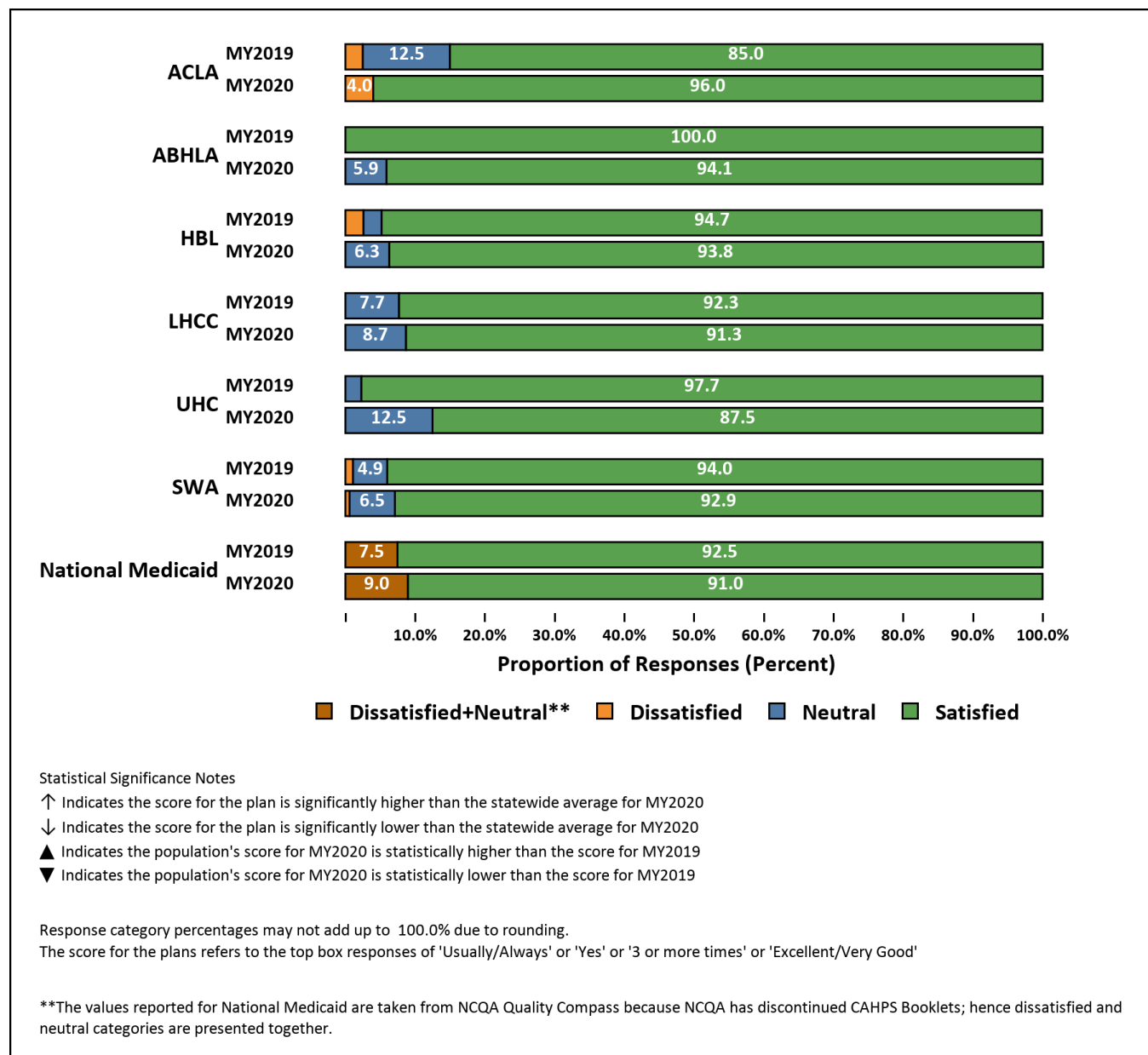
Overall, there were no statistically significant differences observed for this measure.

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

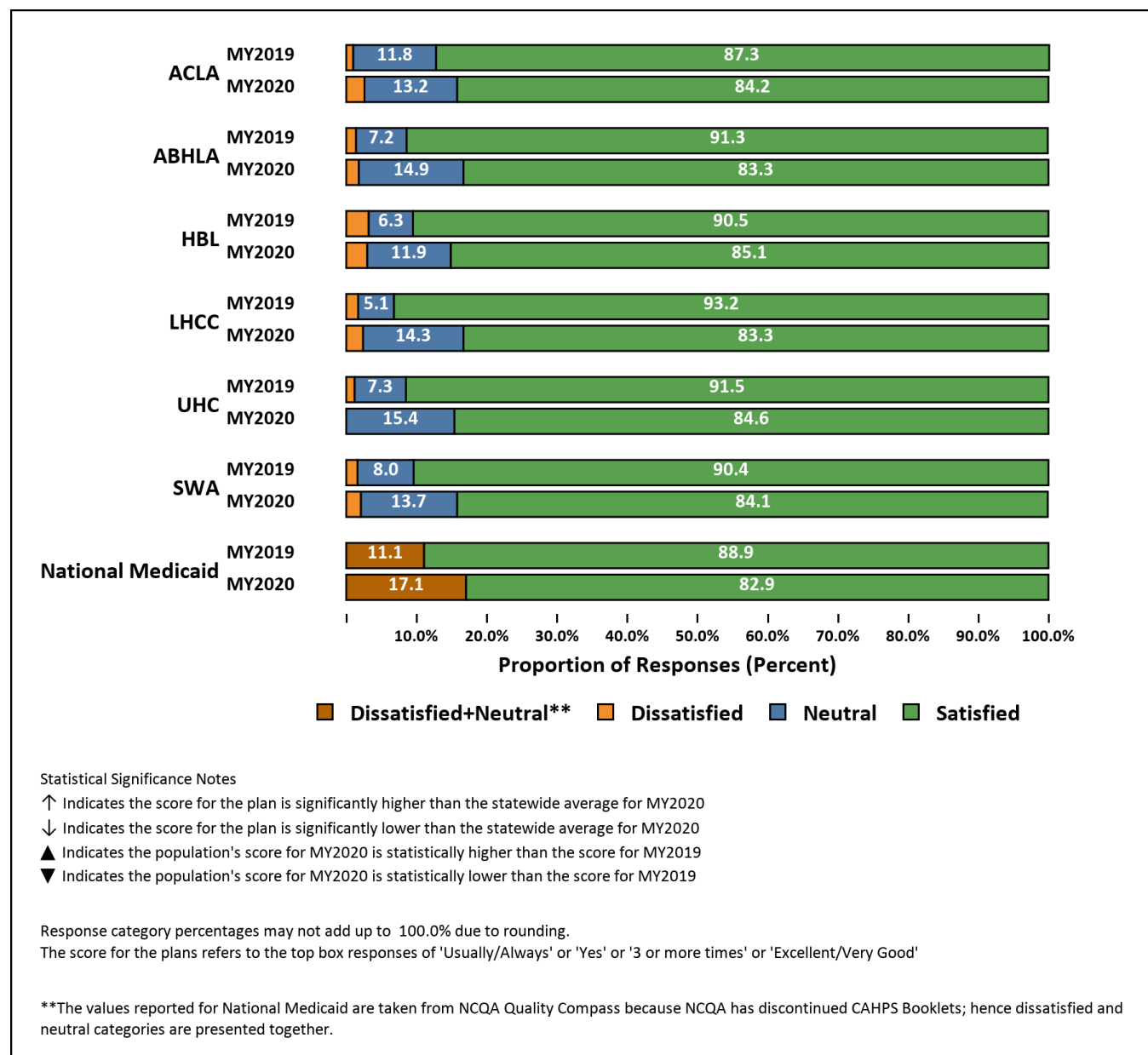
Overall, there were no statistically significant differences observed for this measure.

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

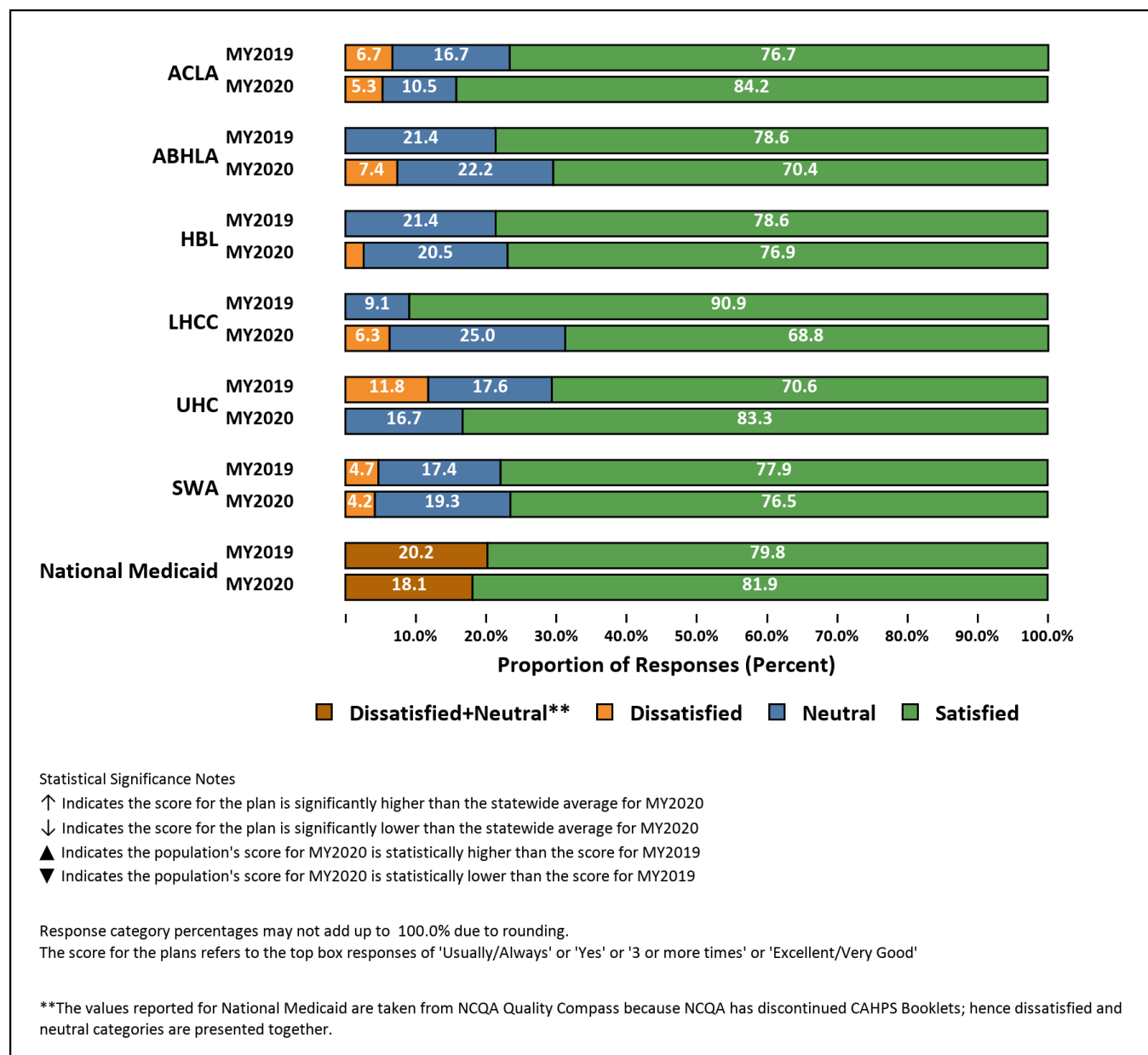
Overall, there were no statistically significant differences observed for this measure.

Trending Analysis

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

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

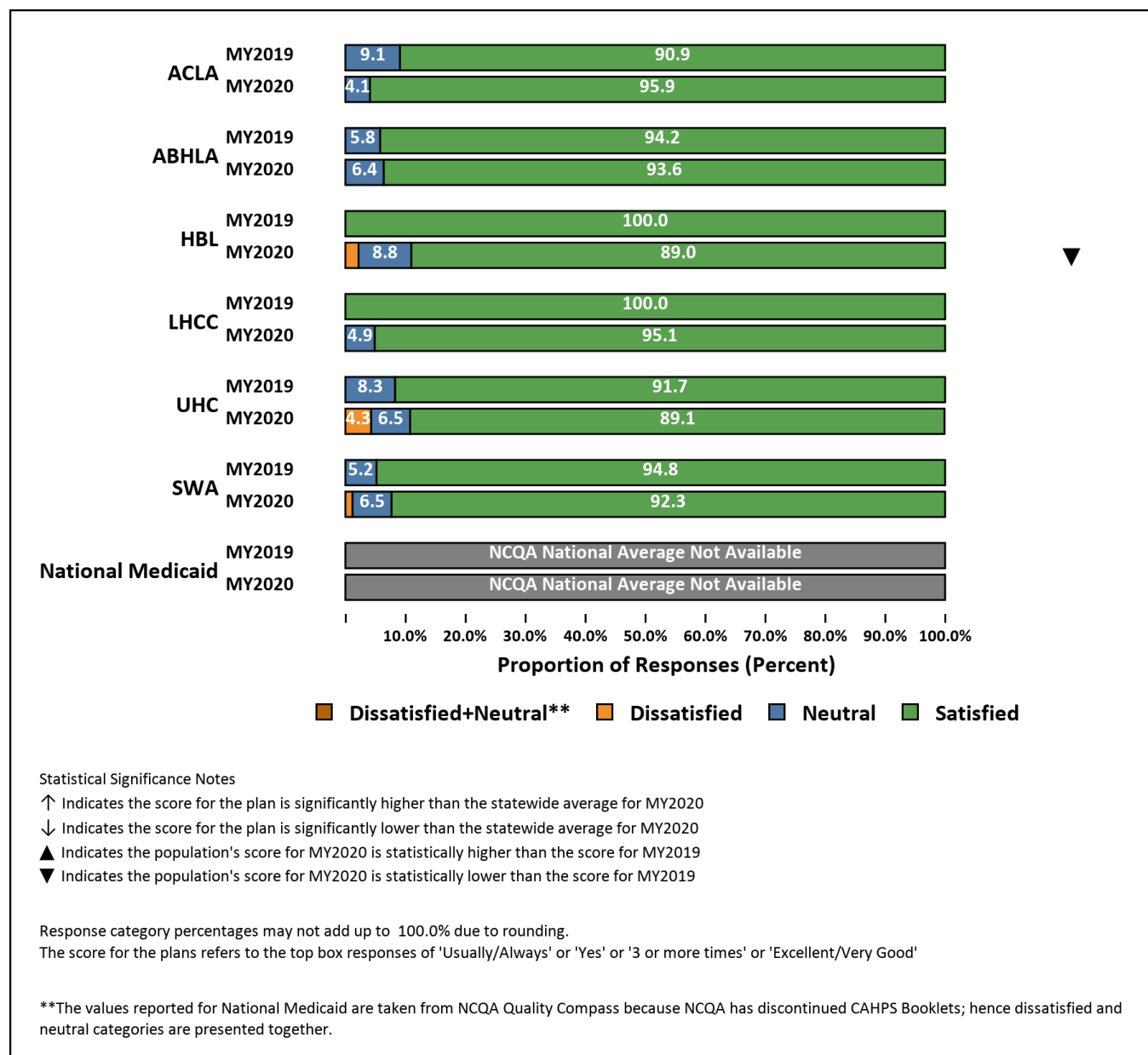
Overall, there were no statistically significant differences observed for this measure.

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.

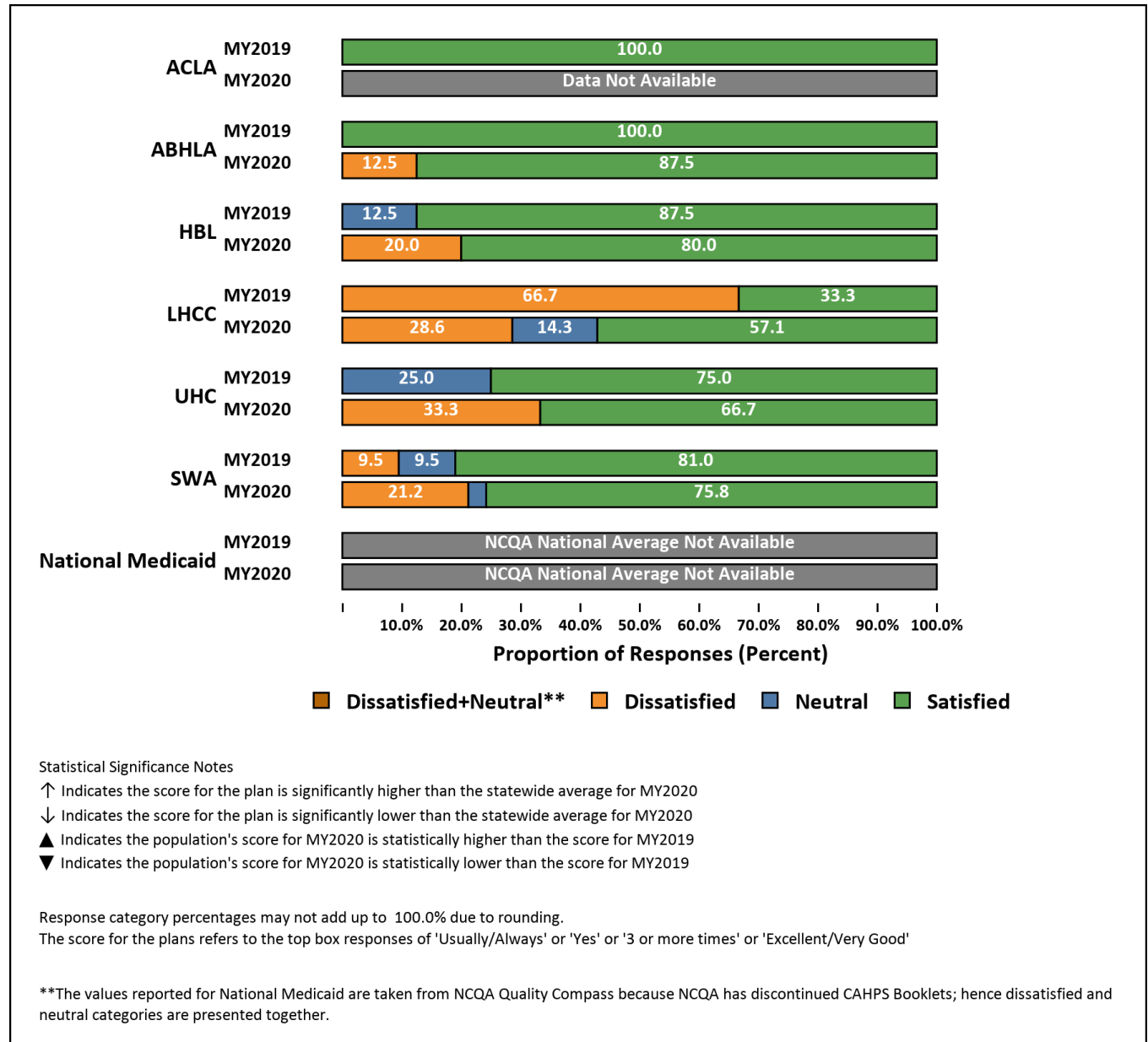
Trending Analysis

Overall, there 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.

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

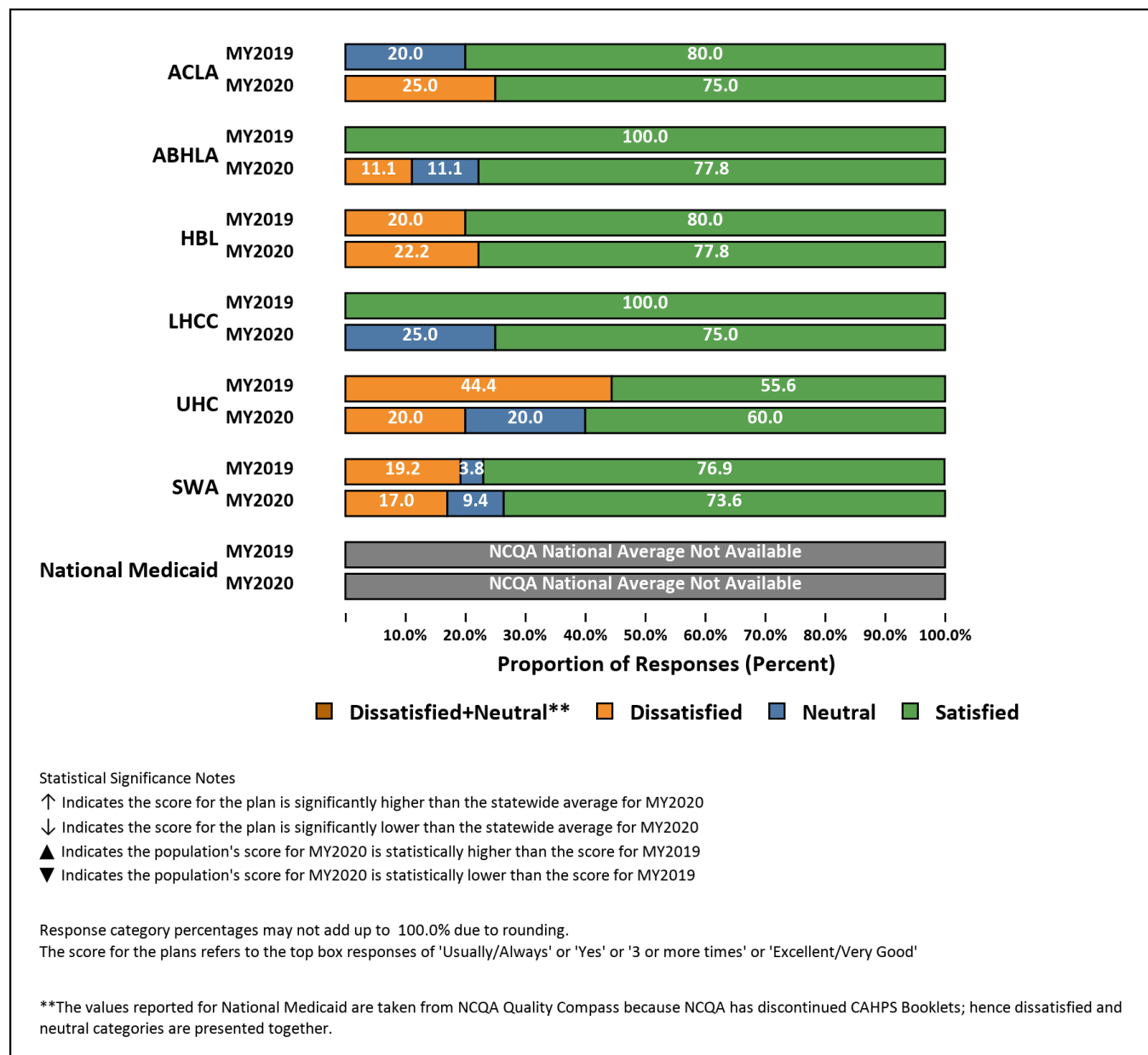
Overall, there were no statistically significant differences observed for this measure.

Trending Analysis

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

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

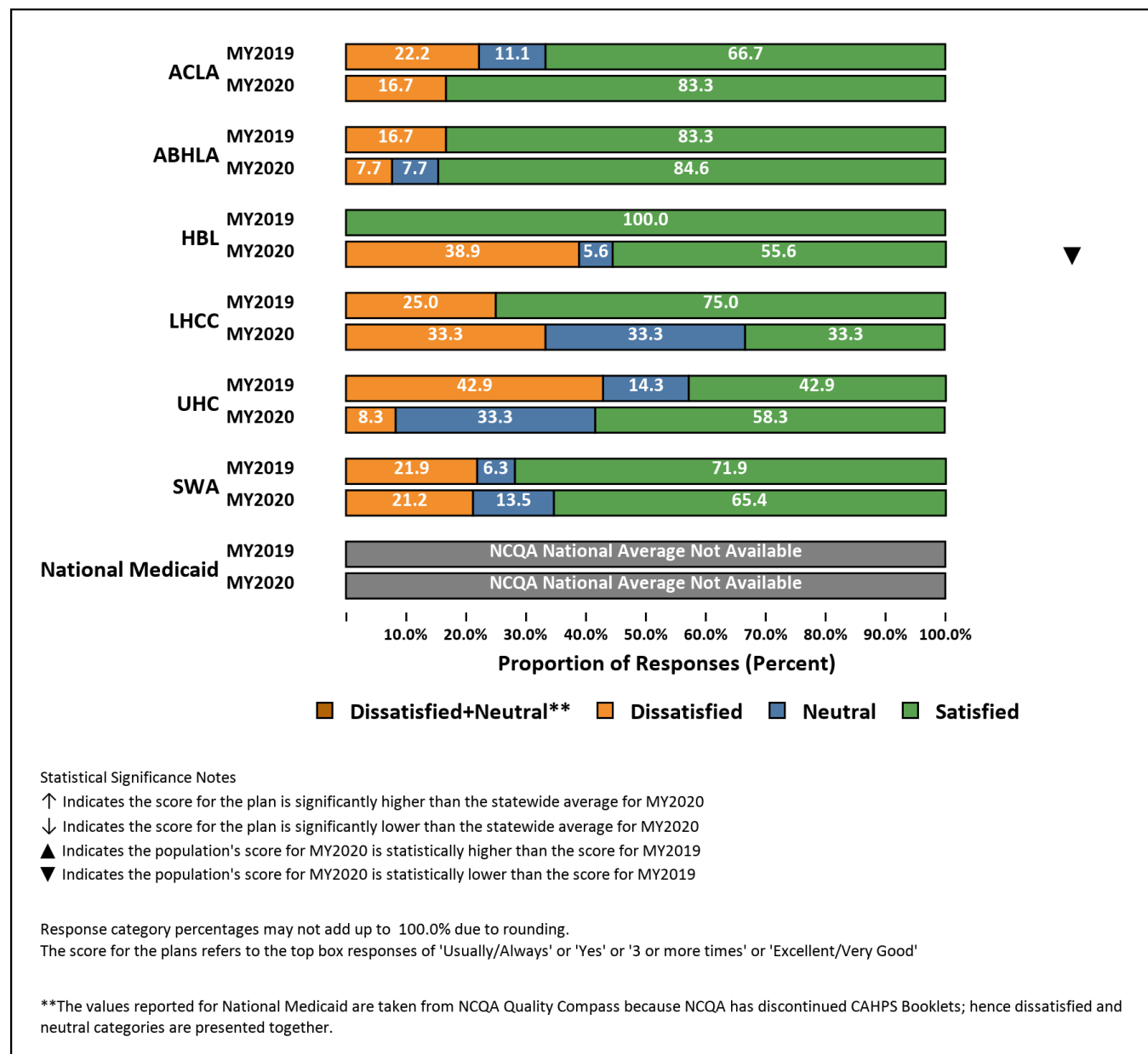
Overall, there were no statistically significant differences observed for this measure.

Trending Analysis

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

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 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.

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	3	0.6%	1	1.3%	2	1.6%	0	0.0%	0	0.0%	0	0.0%
● Sometimes	19	3.9%	2	2.5%	4	3.1%	4	2.8%	5	6.5%	4	6.6%
● Usually	60	12.3%	7	8.8%	17	13.4%	19	13.5%	5	6.5%	12	19.7%
● Always	404	83.1%	70	87.5%	104	81.9%	118	83.7%	67	87.0%	45	73.8%
Total	486	100%	80	100%	127	100%	141	100%	77	100%	61	100%
Not Answered	454		67		92		130		84		81	
Reporting Category												
	Access to Care											
Achievement Score	95.5%		96.3%		95.3%		97.2%		93.5%		93.4%	
MY 2020 vs. MY 2019: +/- Change (▲▼ Stat. sig.)	+2.0		+2.9		+1.2		+1.4		-1.1		+2.8	
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	0.6%	1	4.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
● Sometimes	10	6.5%	0	0.0%	2	5.9%	3	6.3%	2	8.7%	3	12.5%
● Usually	7	4.5%	3	12.0%	0	0.0%	3	6.3%	0	0.0%	1	4.2%
● Always	136	88.3%	21	84.0%	32	94.1%	42	87.5%	21	91.3%	20	83.3%
Total	154	100%	25	100%	34	100%	48	100%	23	100%	24	100%
Not Answered	786		122		185		223		138		118	
Reporting Category												
Access to Care												
Achievement Score	92.9%		96.0%		94.1%		93.8%		91.3%		87.5%	
MY 2020 vs. MY 2019: +/- Change (▲▼ Stat. sig.)	-1.1		+11.0		-5.9		-0.9		-1.0		-10.2	
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	2.1%	2	2.6%	2	1.8%	4	3.0%	2	2.4%	0	0.0%
● Sometimes	65	13.7%	10	13.2%	17	14.9%	16	11.9%	12	14.3%	10	15.4%
● Usually	61	12.9%	16	21.1%	8	7.0%	19	14.2%	7	8.3%	11	16.9%
● Always	337	71.2%	48	63.2%	87	76.3%	95	70.9%	63	75.0%	44	67.7%
Total	473	100%	76	100%	114	100%	134	100%	84	100%	65	100%
Not Answered	467		71		105		137		77		77	
Reporting Category												
Achievement Score	84.1%		84.2%		83.3%		85.1%		83.3%		84.6%	
MY 2020 vs. MY 2019: +/- Change (▲▼ Stat. sig.)	-6.3		-3.1		-8.0		-5.4		-9.9		-6.9	
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	5	4.2%	1	5.3%	2	7.4%	1	2.6%	1	6.3%	0	0.0%
● Sometimes	23	19.3%	2	10.5%	6	22.2%	8	20.5%	4	25.0%	3	16.7%
● Usually	16	13.4%	1	5.3%	4	14.8%	6	15.4%	2	12.5%	3	16.7%
● Always	75	63.0%	15	78.9%	15	55.6%	24	61.5%	9	56.3%	12	66.7%
Total	119	100%	19	100%	27	100%	39	100%	16	100%	18	100%
Not Answered	821		128		192		232		145		124	

Reporting Category**Access to Care**

Achievement Score	76.5%	84.2%	70.4%	76.9%	68.8%	83.3%
MY 2020 vs. MY 2019: +/- Change (▲▼ Stat. sig.)	-1.4	+7.5	-8.2	-1.7	-22.2	+12.7

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	4	1.2%	0	0.0%	0	0.0%	2	2.2%	0	0.0%	2	4.3%
● Sometimes	21	6.5%	2	4.1%	5	6.4%	8	8.8%	3	4.9%	3	6.5%
● Usually	47	14.5%	15	30.6%	8	10.3%	14	15.4%	5	8.2%	5	10.9%
● Always	253	77.8%	32	65.3%	65	83.3%	67	73.6%	53	86.9%	36	78.3%
Total	325	100%	49	100%	78	100%	91	100%	61	100%	46	100%
Not Answered	615		98		141		180		100		96	

Reporting Category**Access to Care**

Achievement Score	92.3%	95.9%	93.6%	89.0%	95.1%	89.1%
MY 2020 vs. MY 2019: +/- Change (▲▼ Stat. sig.)	-2.5	+5.0	-0.6	-11.0▼	-4.9	-2.6

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	7	21.2%	0	NA	1	12.5%	3	20.0%	2	28.6%	1	33.3%
● Sometimes	1	3.0%	0	NA	0	0.0%	0	0.0%	1	14.3%	0	0.0%
● Usually	8	24.2%	0	NA	4	50.0%	3	20.0%	1	14.3%	0	0.0%
● Always	17	51.5%	0	NA	3	37.5%	9	60.0%	3	42.9%	2	66.7%
Total	33	100%	0	NA	8	100%	15	100%	7	100%	3	100%
Not Answered	907		147		211		256		154		139	

Reporting Category**Access to Care**

Achievement Score	75.8%	NA	87.5%	80.0%	57.1%	66.7%
MY 2020 vs. MY 2019: +/- Change (▲▼ Stat. sig.)	-5.2	NA	-12.5	-7.5	+23.8	-8.3

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	9	17.0%	2	25.0%	1	11.1%	4	22.2%	0	0.0%	2	20.0%
● Sometimes	5	9.4%	0	0.0%	1	11.1%	0	0.0%	2	25.0%	2	20.0%
● Usually	6	11.3%	1	12.5%	1	11.1%	2	11.1%	0	0.0%	2	20.0%
● Always	33	62.3%	5	62.5%	6	66.7%	12	66.7%	6	75.0%	4	40.0%
Total	53	100%	8	100%	9	100%	18	100%	8	100%	10	100%
Not Answered	887		139		210		253		153		132	
Reporting Category												
Access to Care												
Achievement Score	73.6%		75.0%		77.8%		77.8%		75.0%		60.0%	
MY 2020 vs. MY 2019: +/- Change (▲▼ Stat. sig.)	-3.3		-5.0		-22.2		-2.2		-25.0		+4.4	
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	11	21.2%	1	16.7%	1	7.7%	7	38.9%	1	33.3%	1	8.3%
● Sometimes	7	13.5%	0	0.0%	1	7.7%	1	5.6%	1	33.3%	4	33.3%
● Usually	9	17.3%	1	16.7%	2	15.4%	5	27.8%	0	0.0%	1	8.3%
● Always	25	48.1%	4	66.7%	9	69.2%	5	27.8%	1	33.3%	6	50.0%
Total	52	100%	6	100%	13	100%	18	100%	3	100%	12	100%
Not Answered	888		141		206		253		158		130	
Reporting Category												
Access to Care												
Achievement Score	65.4%		83.3%		84.6%		55.6%		33.3%		58.3%	
MY 2020 vs. MY 2019: +/- Change (▲▼ Stat. sig.)	-6.5		+16.6		+1.3		-44.4▼		-41.7		+15.4	
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.

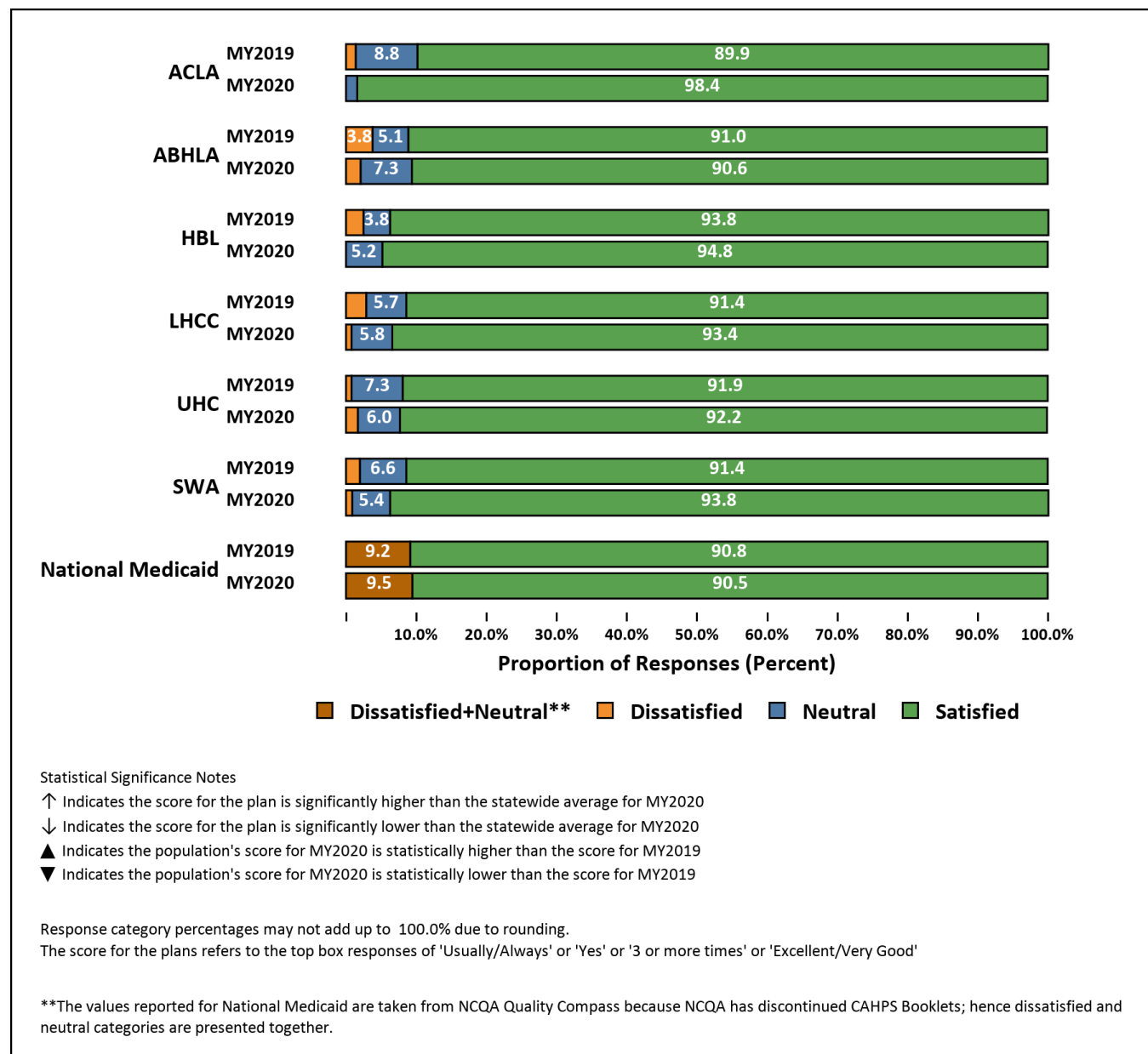
Key Findings

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 (93.8) with similar scores among the plans (90.6–98.4). 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 (97.2) with similar scores among the plans (96.4–97.6). 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 (98.6) with similar scores among the plans (97.0–100.0). 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 (99.2) with similar scores among the plans (98.4–100.0). Scores in MY 2020 were similar to scores in MY 2019.
- **Child's personal doctor spent enough time with child:** The overall score for the Healthy Louisiana managed care program was high (92.8) with similar scores among the plans (91.5–93.8). Scores in MY 2020 were similar to scores in MY 2019.
- **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 (87.3) with similar scores among the plans (84.8–90.5). 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

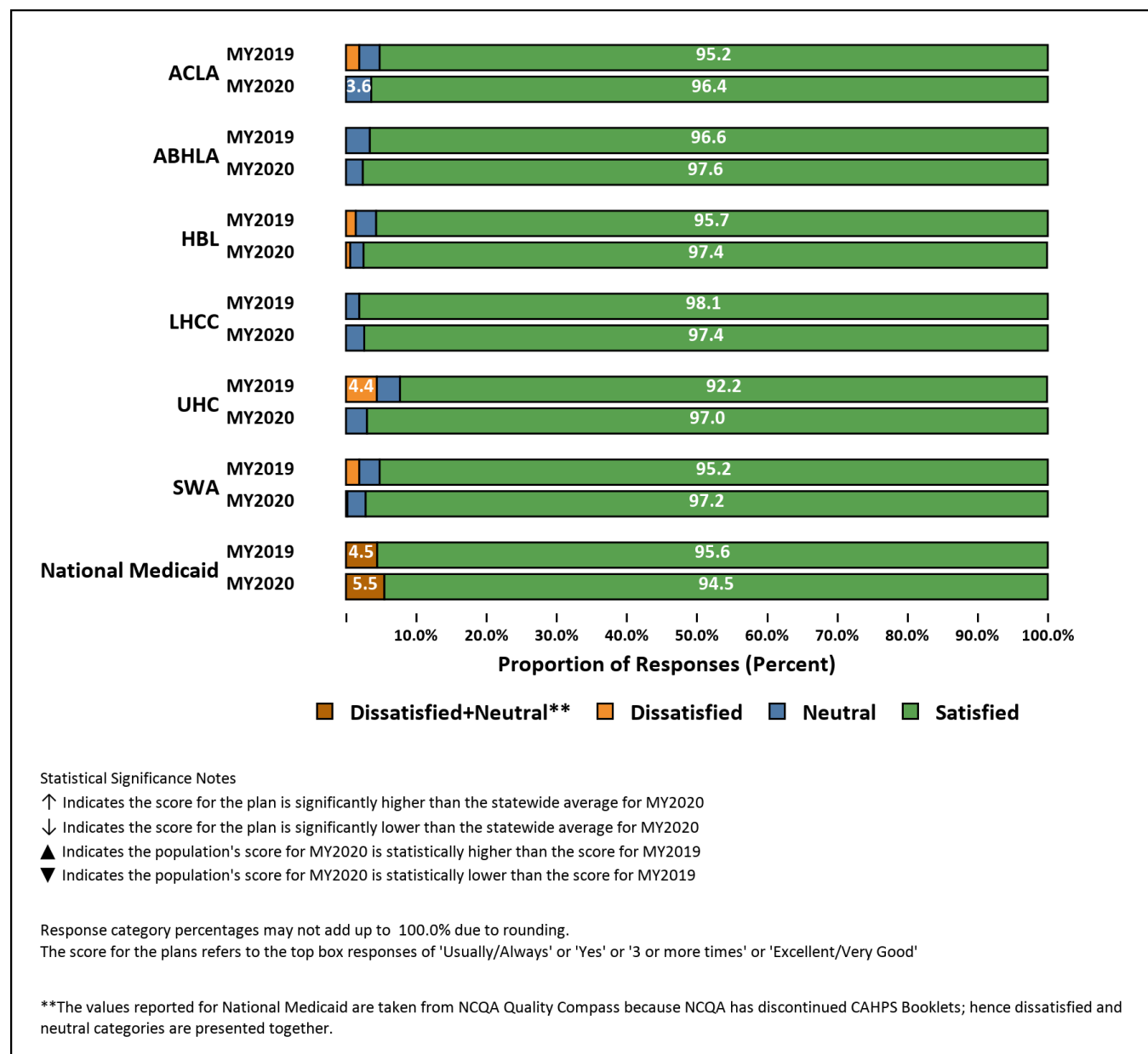
Overall, there were no statistically significant differences observed for this measure.

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

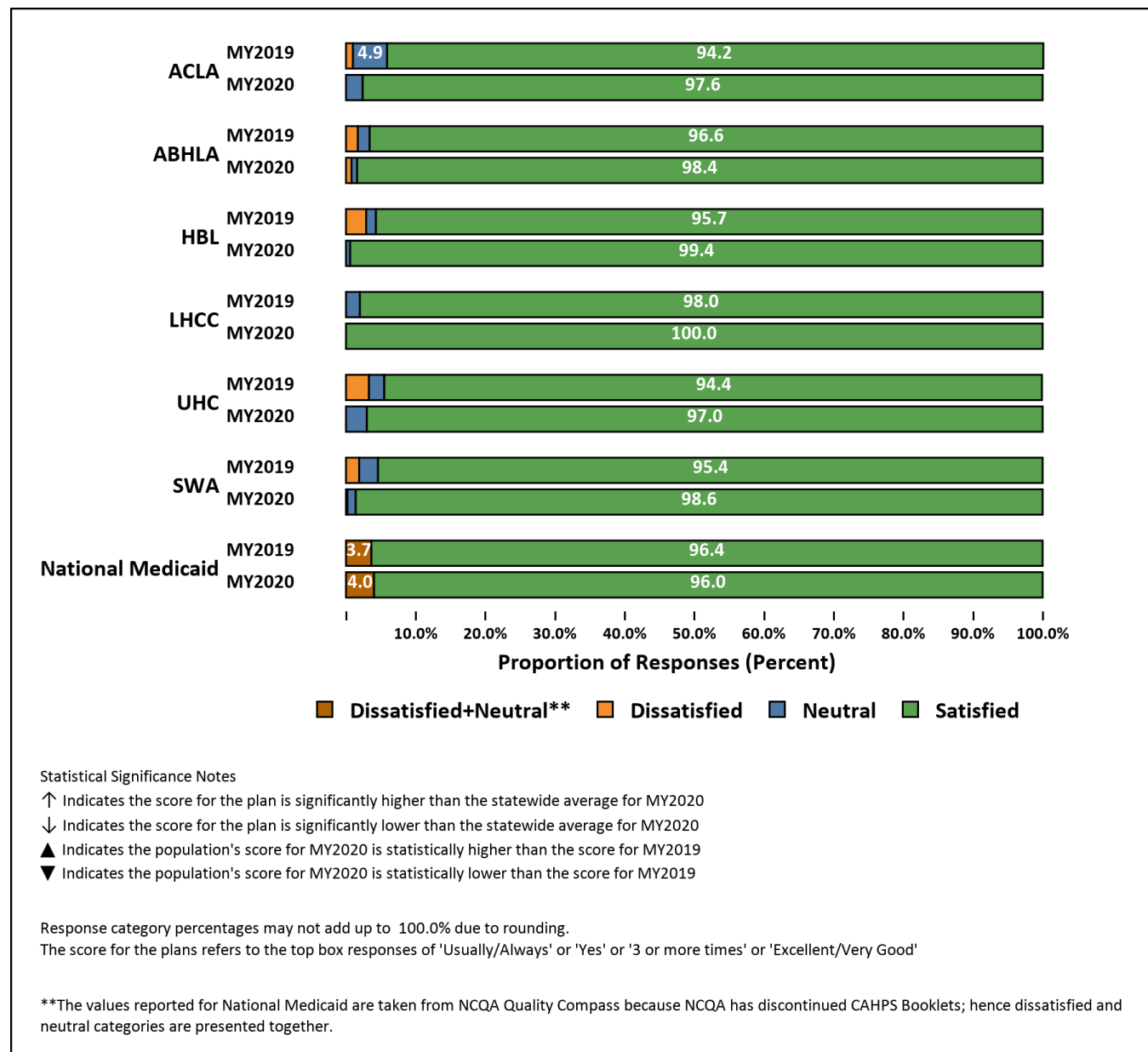
Overall, there were no statistically significant differences observed for this measure.

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

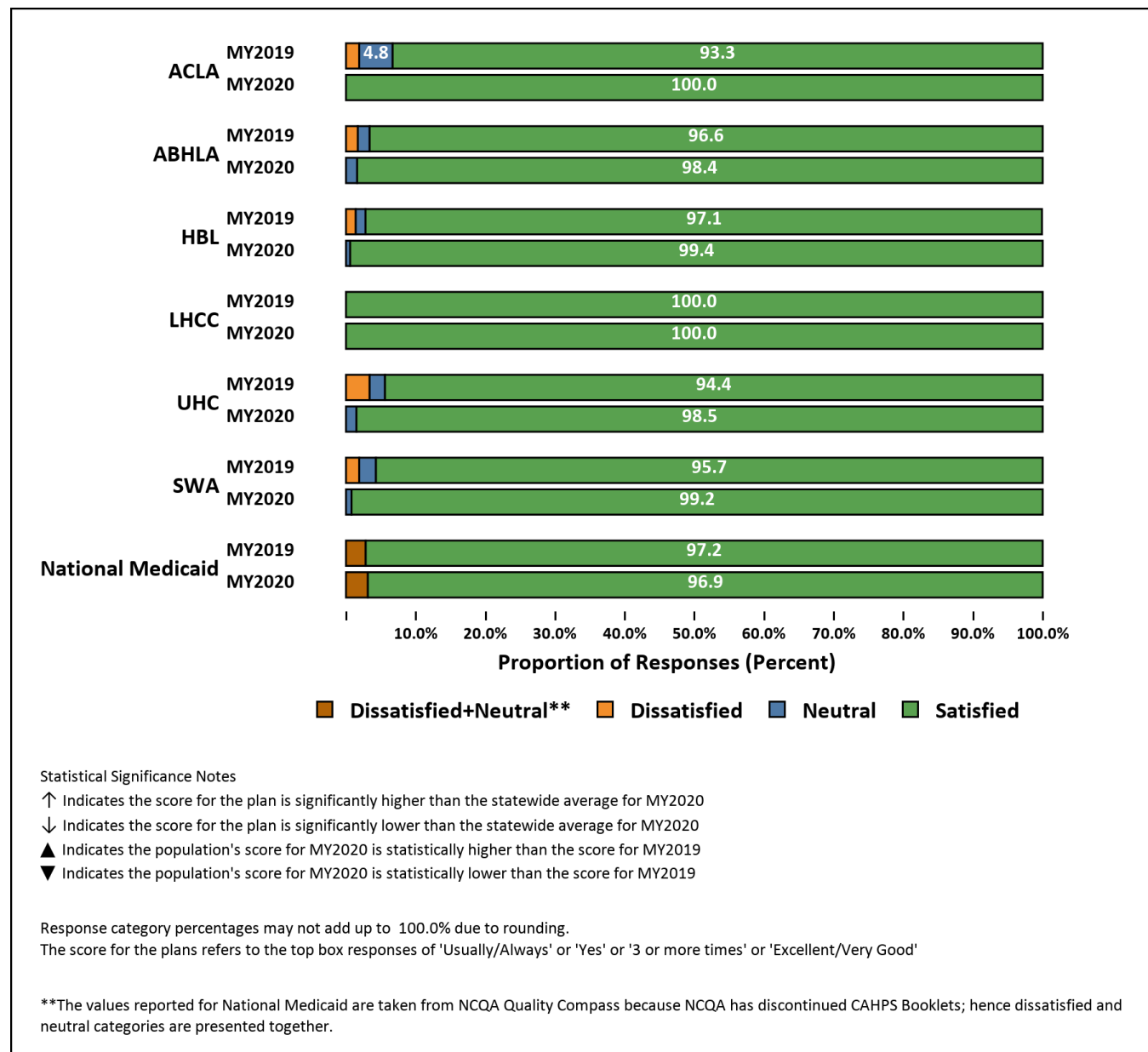
Overall, there were no statistically significant differences observed for this measure.

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

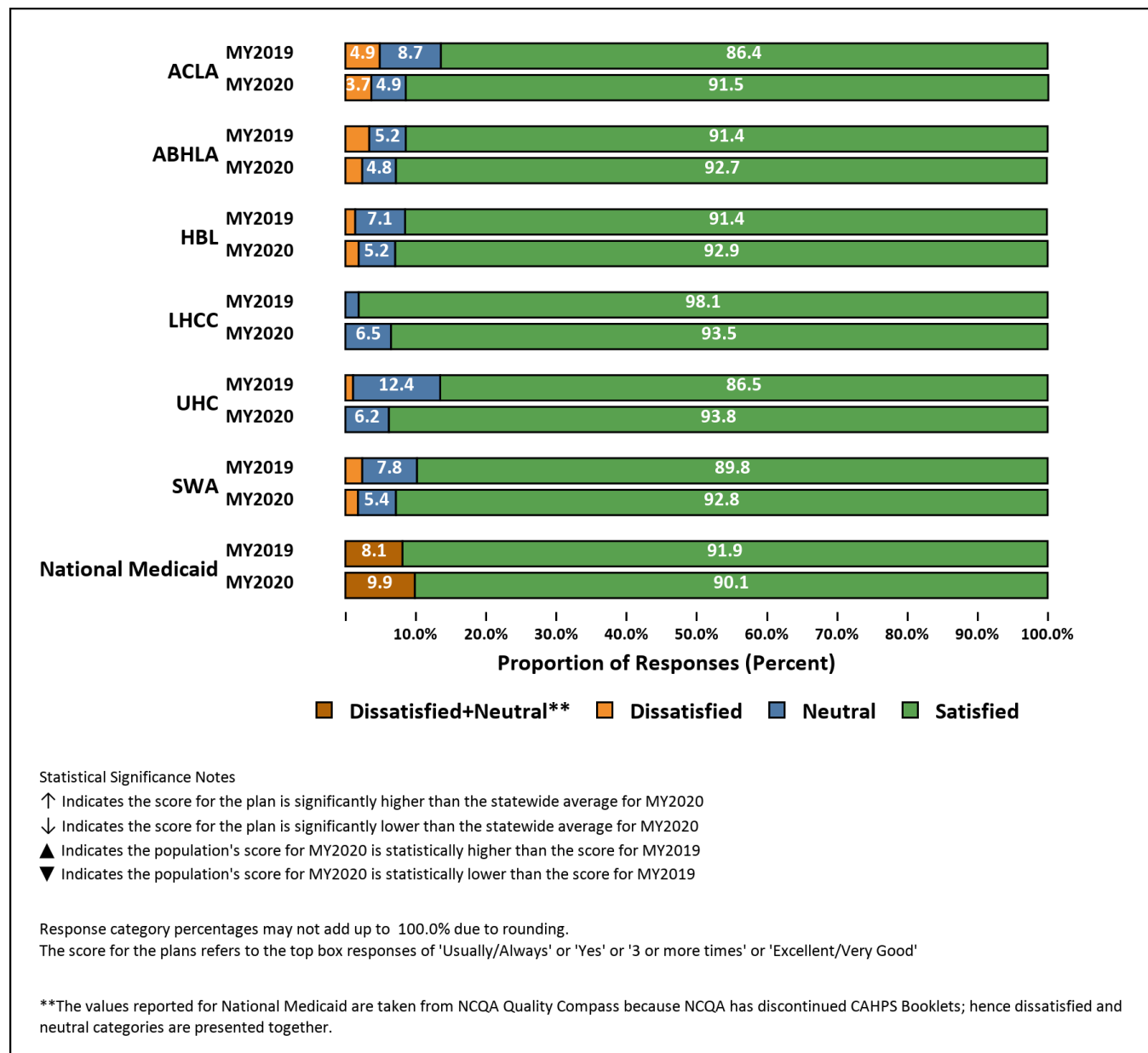
Overall, there were no statistically significant differences observed for this measure.

Trending Analysis

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

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

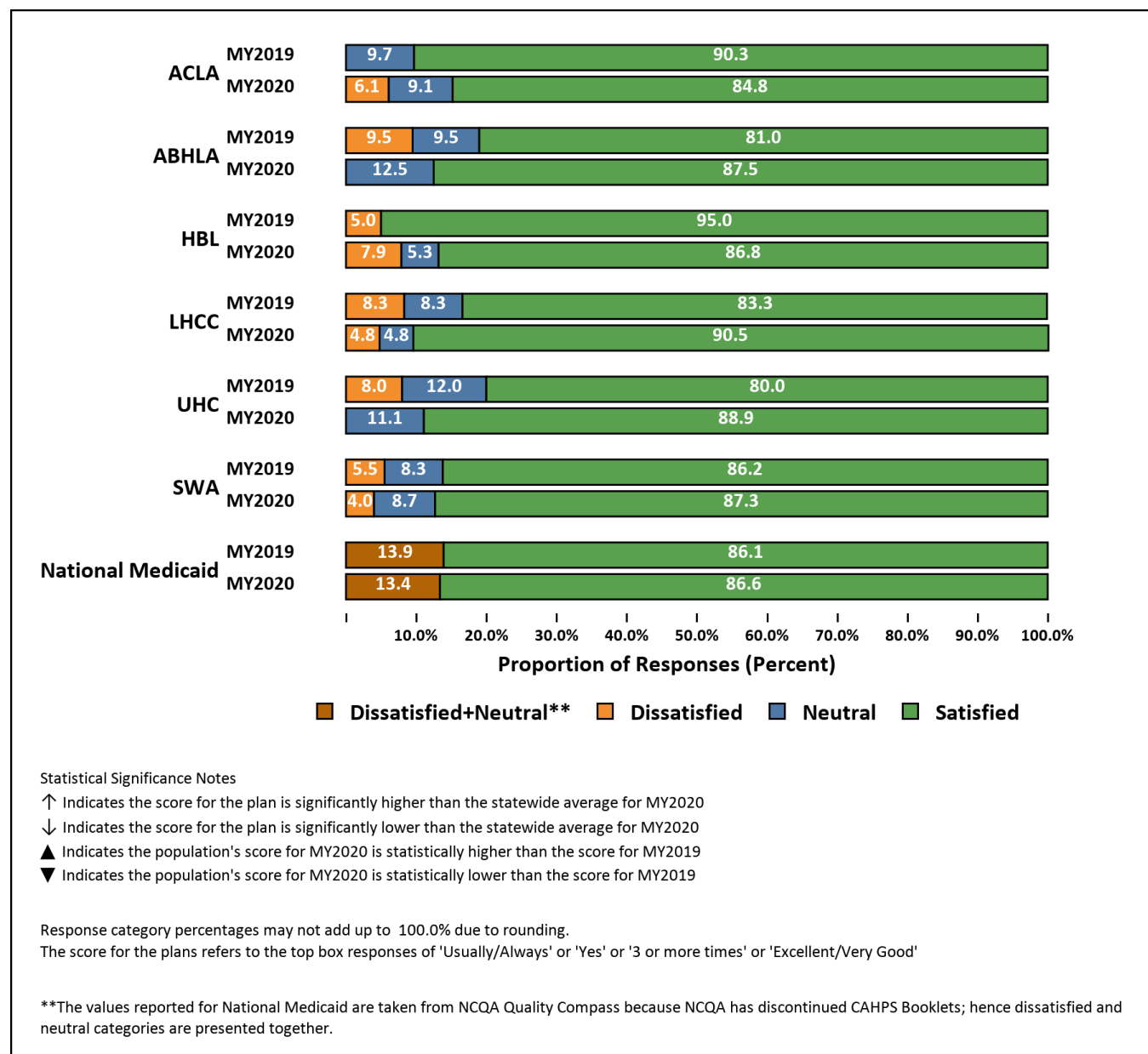
Overall, there were no statistically significant differences observed for this measure.

Trending Analysis

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

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	2	0.3%	0	0.0%	1	0.5%	0	0.0%	0	0.0%	1	0.9%
● 1	2	0.3%	0	0.0%	2	1.0%	0	0.0%	0	0.0%	0	0.0%
● 2	2	0.3%	0	0.0%	0	0.0%	0	0.0%	1	0.8%	1	0.9%
● 3	1	0.1%	0	0.0%	1	0.5%	0	0.0%	0	0.0%	0	0.0%
● 4	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
● 5	8	1.0%	1	0.8%	2	1.0%	1	0.4%	1	0.8%	3	2.6%
● 6	7	0.9%	0	0.0%	3	1.6%	2	0.9%	2	1.7%	0	0.0%
● 7	27	3.4%	1	0.8%	9	4.7%	9	3.9%	4	3.3%	4	3.4%
● 8	87	11.1%	12	9.8%	23	12.0%	31	13.3%	12	9.9%	9	7.8%
● 9	104	13.2%	19	15.4%	33	17.2%	24	10.3%	17	14.0%	11	9.5%
● Best personal doctor possible	545	69.4%	90	73.2%	118	61.5%	166	71.2%	84	69.4%	87	75.0%
Total	785	100%	123	100%	192	100%	233	100%	121	100%	116	100%
Not Answered	155		24		27		38		40		26	

Reporting Category**Experience of Care**

Achievement Score	93.8%	98.4%	90.6%	94.8%	93.4%	92.2%
MY 2020 vs. MY 2019: +/- Change (▲▼ Stat. sig.)	+2.4	+8.5	-0.4	+1.0	+2.0	+0.3

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	1	0.2%	0	0.0%	0	0.0%	1	0.6%	0	0.0%	0	0.0%
● Sometimes	13	2.6%	3	3.6%	3	2.4%	3	1.9%	2	2.6%	2	3.0%
● Usually	28	5.5%	4	4.8%	8	6.4%	9	5.8%	2	2.6%	5	7.5%
● Always	465	91.7%	76	91.6%	114	91.2%	142	91.6%	73	94.8%	60	89.6%
Total	507	100%	83	100%	125	100%	155	100%	77	100%	67	100%
Not Answered	433		64		94		116		84		75	

Reporting Category**Experience of Care**

Achievement Score	97.2%	96.4%	97.6%	97.4%	97.4%	97.0%
MY 2020 vs. MY 2019: +/- Change (▲▼ Stat. sig.)	+2.0	+1.2	+1.0	+1.7	-0.7	+4.8

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	1	0.2%	0	0.0%	1	0.8%	0	0.0%	0	0.0%	0	0.0%
● Sometimes	6	1.2%	2	2.4%	1	0.8%	1	0.6%	0	0.0%	2	3.0%
● Usually	31	6.1%	5	6.0%	9	7.2%	9	5.8%	5	6.5%	3	4.5%
● Always	469	92.5%	76	91.6%	114	91.2%	145	93.5%	72	93.5%	62	92.5%
Total	507	100%	83	100%	125	100%	155	100%	77	100%	67	100%
Not Answered	433		64		94		116		84		75	

Reporting Category**Experience of Care**

Achievement Score	98.6%	97.6%	98.4%	99.4%	100.0%	97.0%
MY 2020 vs. MY 2019: +/- Change (▲▼ Stat. sig.)	+3.2	+3.4	+1.8	+3.7	+2.0	+2.6

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	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
● Sometimes	4	0.8%	0	0.0%	2	1.6%	1	0.6%	0	0.0%	1	1.5%
● Usually	25	4.9%	3	3.6%	8	6.4%	8	5.1%	4	5.2%	2	3.0%
● Always	479	94.3%	80	96.4%	115	92.0%	147	94.2%	73	94.8%	64	95.5%
Total	508	100%	83	100%	125	100%	156	100%	77	100%	67	100%
Not Answered	432		64		94		115		84		75	
Reporting Category												
Experience of Care												
Achievement Score	99.2%		100.0%		98.4%		99.4%		100.0%		98.5%	
MY 2020 vs. MY 2019: +/- Change (▲▼ Stat. sig.)	+3.5		+6.7		+1.8		+2.3		+0.0		+4.1	
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	9	1.8%	3	3.7%	3	2.4%	3	1.9%	0	0.0%	0	0.0%
● Sometimes	27	5.4%	4	4.9%	6	4.8%	8	5.2%	5	6.5%	4	6.2%
● Usually	59	11.7%	10	12.2%	17	13.7%	15	9.7%	9	11.7%	8	12.3%
● Always	408	81.1%	65	79.3%	98	79.0%	129	83.2%	63	81.8%	53	81.5%
Total	503	100%	82	100%	124	100%	155	100%	77	100%	65	100%
Not Answered	437		65		95		116		84		77	
Reporting Category												
Experience of Care												
Achievement Score	92.8%		91.5%		92.7%		92.9%		93.5%		93.8%	
MY 2020 vs. MY 2019: +/- Change (▲▼ Stat. sig.)	+3.0		+5.1		+1.3		+1.5		-4.6		+7.3	
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	4.0%	2	6.1%	0	0.0%	3	7.9%	1	4.8%	0	0.0%
● Sometimes	13	8.7%	3	9.1%	5	12.5%	2	5.3%	1	4.8%	2	11.1%
● Usually	30	20.0%	6	18.2%	10	25.0%	8	21.1%	4	19.0%	2	11.1%
● Always	101	67.3%	22	66.7%	25	62.5%	25	65.8%	15	71.4%	14	77.8%
Total	150	100%	33	100%	40	100%	38	100%	21	100%	18	100%
Not Answered	790		114		179		233		140		124	
Reporting Category												
Experience of Care												
Achievement Score	87.3%		84.8%		87.5%		86.8%		90.5%		88.9%	
MY 2020 vs. MY 2019: +/- Change (▲▼ Stat. sig.)	+1.1		-5.5		+6.5		-8.2		+7.2		+8.9	
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.

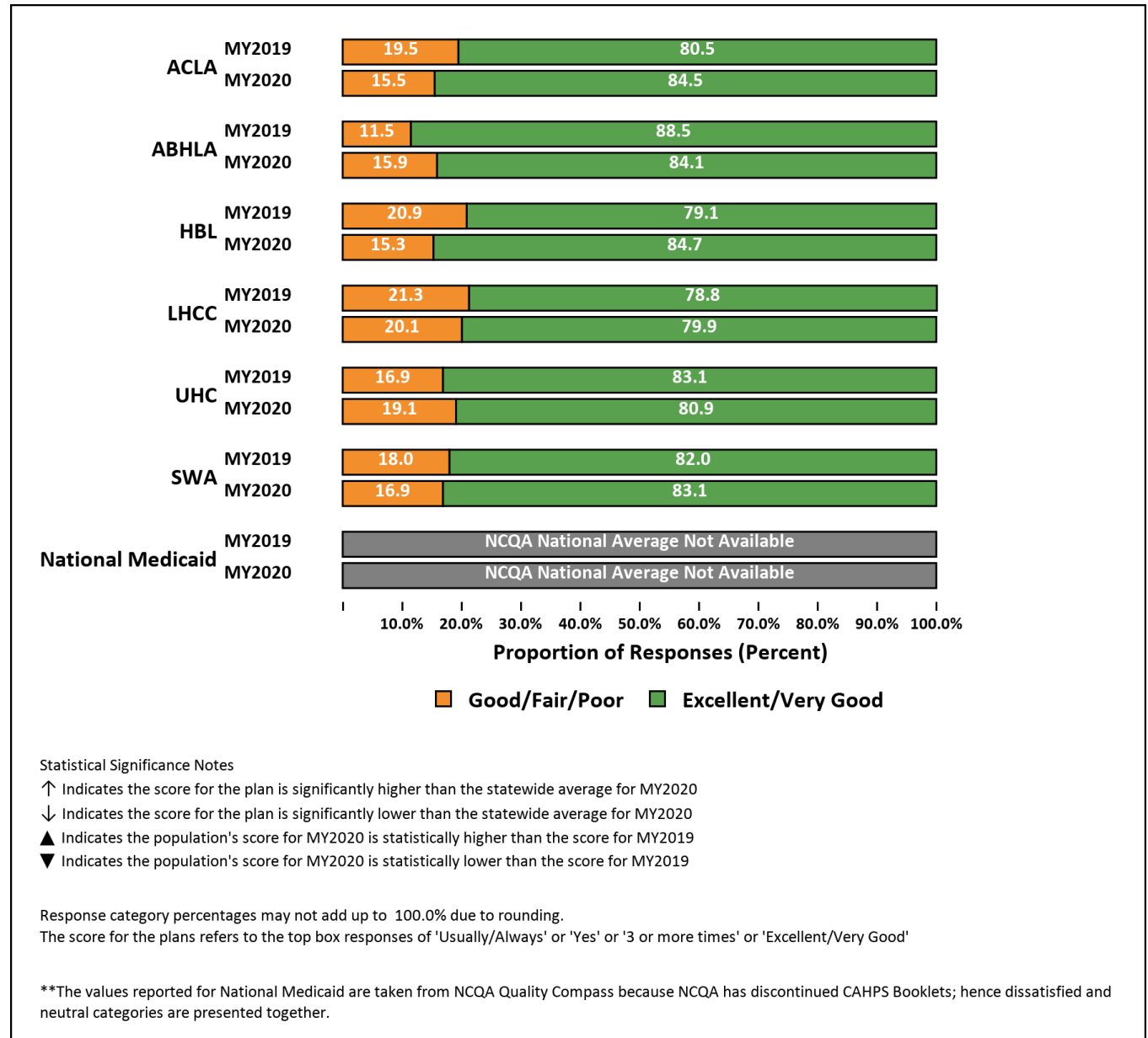
Key Findings

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 83.1 with similar scores among the plans (79.9–84.7). 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	480	52.3%	72	50.7%	128	59.8%	135	51.5%	77	48.4%	68	48.2%
● Very Good	283	30.8%	48	33.8%	52	24.3%	87	33.2%	50	31.4%	46	32.6%
● Good	134	14.6%	20	14.1%	32	15.0%	36	13.7%	23	14.5%	23	16.3%
● Fair	21	2.3%	2	1.4%	2	0.9%	4	1.5%	9	5.7%	4	2.8%
● Poor	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total	918	100%	142	100%	214	100%	262	100%	159	100%	141	100%
Not Answered	22		5		5		9		2		1	
Reporting Category												
Health Status												
Achievement Score	83.1%		84.5%		84.1%		84.7%		79.9%		80.9%	
MY 2020 vs. MY 2019: +/- Change (▲▼ Stat. sig.)	+1.1		+4.0		-4.4		+5.6		+1.1		-2.2	

Response scored as: ● Achievement ● Room for improvement

Respondent Sample Profile Demographic Characteristics

Age	SWA	ACLA	ABHLA	HBL	LHCC	UHC
Less Than 1	3.17%	0.70%	3.97%	4.85%	1.90%	4.29%
1 to 2 years	15.98%	11.19%	22.52%	22.42%	11.39%	11.43%
3 to 4 years	14.27%	10.49%	21.19%	23.03%	9.49%	5.71%
5 to 7	25.23%	19.58%	33.11%	31.52%	18.99%	22.14%
8 to 10	17.44%	21.68%	19.21%	18.18%	15.82%	12.14%
11 to 13	8.19%	14.69%	0.00%	0.00%	13.29%	14.29%
14 to 18	15.72%	21.68%	0.00%	0.00%	29.11%	30.00%

Gender	SWA	ACLA	ABHLA	HBL	LHCC	UHC
Male	51.81%	44.90%	49.77%	58.30%	49.07%	52.82%
Female	48.19%	55.10%	50.23%	41.70%	50.93%	47.18%

Parent Education	SWA	ACLA	ABHLA	HBL	LHCC	UHC
8th grade or less	5.34%	11.35%	0.00%	3.20%	7.01%	8.96%
Some high school	10.45%	16.31%	9.60%	8.80%	10.19%	8.96%
High school graduate	33.07%	29.08%	29.80%	36.00%	35.03%	34.33%
Some college	35.91%	32.62%	38.89%	37.20%	32.48%	36.57%
4-year college graduate	10.80%	9.22%	15.66%	10.40%	10.83%	5.97%
More than 4-year	4.43%	1.42%	6.06%	4.40%	4.46%	5.22%

Race*	SWA	ACLA	ABHLA	HBL	LHCC	UHC
White	48.26%	51.85%	50.00%	49.39%	46.41%	41.86%
Black or African American	45.48%	40.74%	44.44%	48.58%	44.44%	47.29%
Asian	4.76%	3.70%	5.05%	4.05%	5.88%	5.43%
Native Hawaiian or other Pacific Islander	0.81%	0.00%	0.51%	0.40%	1.31%	2.33%
American Indian or Alaska Native	3.83%	3.70%	5.05%	4.05%	1.96%	3.88%
Other	13.23%	15.56%	14.14%	10.12%	11.76%	17.05%

Ethnicity	SWA	ACLA	ABHLA	HBL	LHCC	UHC
Hispanic	18.09%	26.09%	14.87%	16.13%	13.64%	23.31%
Non-Hispanic	81.91%	73.91%	85.13%	83.87%	86.36%	76.69%

*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	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%	40	100%	36	100%	38	100%	26	100%	43	100%
Not Answered	6		2		0		1		0		3	

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	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%	102	100%	69	100%	63	100%	59	100%	82	100%
Not Answered	17		5		3		5		2		2	

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%	106	100%	68	100%	73	100%	58	100%	94	100%
Not Answered	4		1		1		0		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	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%	106	100%	68	100%	72	100%	56	100%	96	100%
Not Answered	5		1		1		1		2		0	

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	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%	1	100%	5	100%	8	100%	3	100%	4	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	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%	5	100%	5	100%	5	100%	2	100%	9	100%
Not Answered	1		0		0		0		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	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%	9	100%	6	100%	6	100%	4	100%	7	100%
Not Answered	0		0		0		0		0		0	

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	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%	105	100%	58	100%	70	100%	53	100%	90	100%
Not Answered	2		1		1		0		0		0	

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%	103	100%	58	100%	70	100%	51	100%	90	100%
Not Answered	6		3		1		0		2		0	

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	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%	105	100%	58	100%	70	100%	53	100%	89	100%
Not Answered	3		1		1		0		0		1	

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	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%	103	100%	58	100%	70	100%	52	100%	89	100%
Not Answered	6		3		1		0		1		1	

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%	31	100%	21	100%	20	100%	12	100%	25	100%
Not Answered	4		1		1		1		1		0	

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	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%	148	100%	78	100%	80	100%	70	100%	123	100%
Not Answered	8		0		0		1		1		6	

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	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%	30	100%	14	100%	14	100%	11	100%	17	100%
Not Answered	0		0		0		0		0		0	

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	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%	35	100%	22	100%	16	100%	17	100%	29	100%
Not Answered	4		1		2		1		0		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%	35	100%	22	100%	17	100%	16	100%	29	100%
Not Answered	4		1		2		0		1		0	

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	0.7%	2	1.2%	0	0.0%	1	1.1%	1	1.3%	0	0.0%
● Sometimes	9	1.6%	5	3.1%	1	1.0%	0	0.0%	0	0.0%	3	2.2%
● Usually	19	3.4%	8	4.9%	2	2.1%	1	1.1%	5	6.4%	3	2.2%
● Always	535	94.4%	148	90.8%	94	96.9%	90	97.8%	72	92.3%	131	95.6%
Total	567	100%	163	100%	97	100%	92	100%	78	100%	137	100%
Not Answered	17		5		1		2		3		6	

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	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%	162	100%	96	100%	89	100%	77	100%	138	100%
Not Answered	22		6		2		5		4		5	

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	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%	66	100%	52	100%	52	100%	39	100%	60	100%
Not Answered	5		2		0		1		2		0	

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	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%	43	47.3%	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%	164	100%	96	100%	91	100%	80	100%	142	100%
Not Answered	11		4		2		3		1		1	

Response scored as: ● Achievement ● Room for improvement