



Children With Chronic Conditions Experience of Care Report

Louisiana Department of Health

November 2022



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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) 2021 survey data and report the results.

This report presents data collected during the MY 2021 CAHPS® administration to child MCO enrollees. The standardized survey instruments administered in MY 2021 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 2022. The following five MCOs participated in the MY 2021 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 four global ratings: rating of health plan, rating of all health care, rating of personal doctor, and rating of specialist, 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 2021 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 2021. Child members eligible for sampling included those who were younger than 18 years of age (as of December 31, 2021). 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 2021, a total of 1,501 child surveys were completed for the CCC population enrolled in Louisiana's Medicaid managed care program for a survey response rate of 11.1 percent.

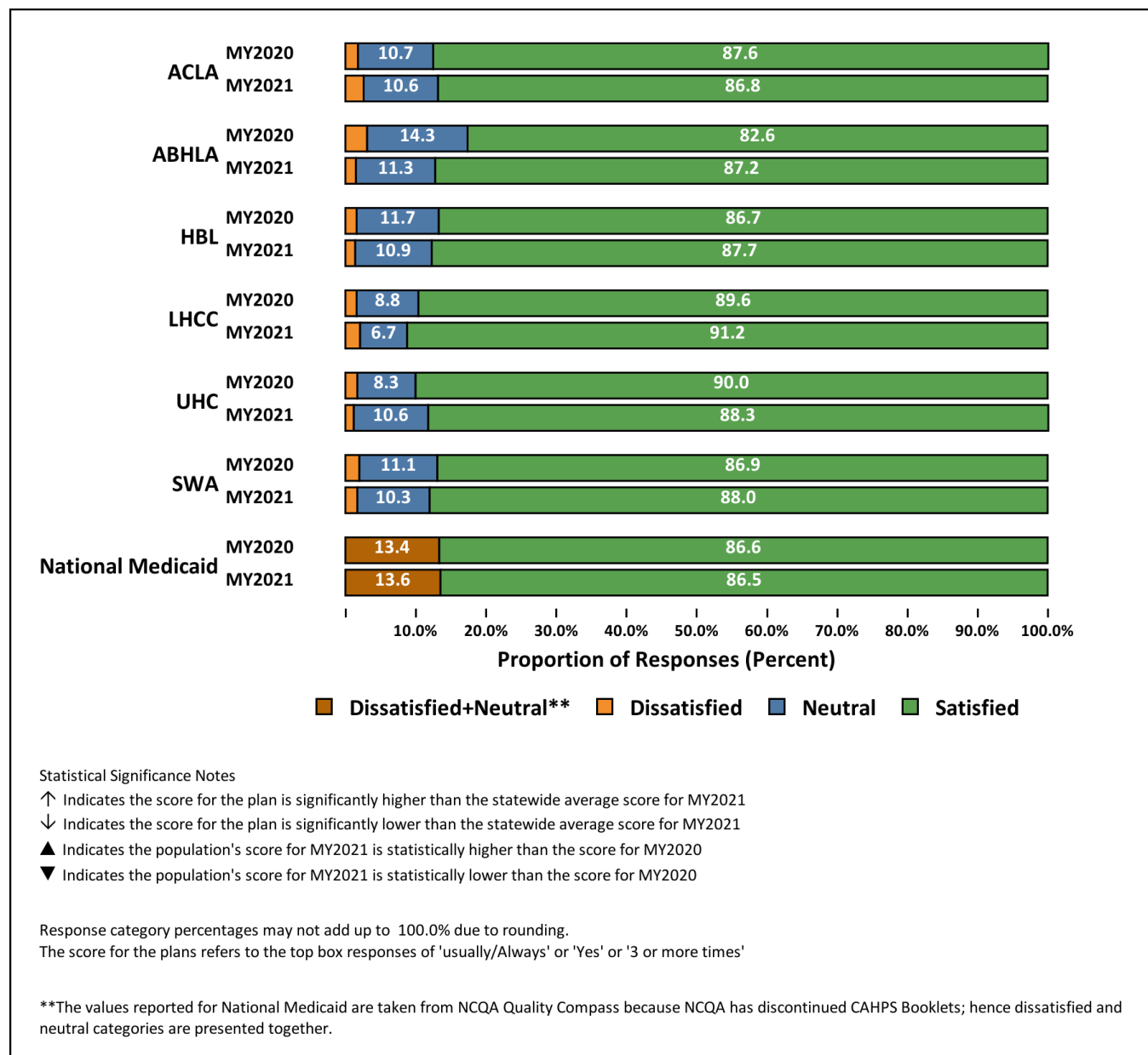
Key Findings

- **Rating of child's health plan:** The overall score for the Healthy Louisiana managed care program was high (88.0) with similar scores among the plans (86.8–91.2). Scores in MY 2021 were similar to scores in MY 2020.
- **Got care believed necessary:** The overall score for the Healthy Louisiana managed care program was high (93.3) with similar scores among the plans (89.6–95.9). Scores in MY 2021 were similar to scores in MY 2020.
- **Rating of all child's health care:** The overall score for the Healthy Louisiana managed care program was high (89.7) with similar scores among the plans (86.5–90.8). Scores in MY 2021 were similar to scores in MY 2020.

¹ National Committee for Quality Assurance. *HEDIS® MY 2021, Volume 3: Specifications for Survey Measures*. Washington, DC: NCQA, 2021.

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

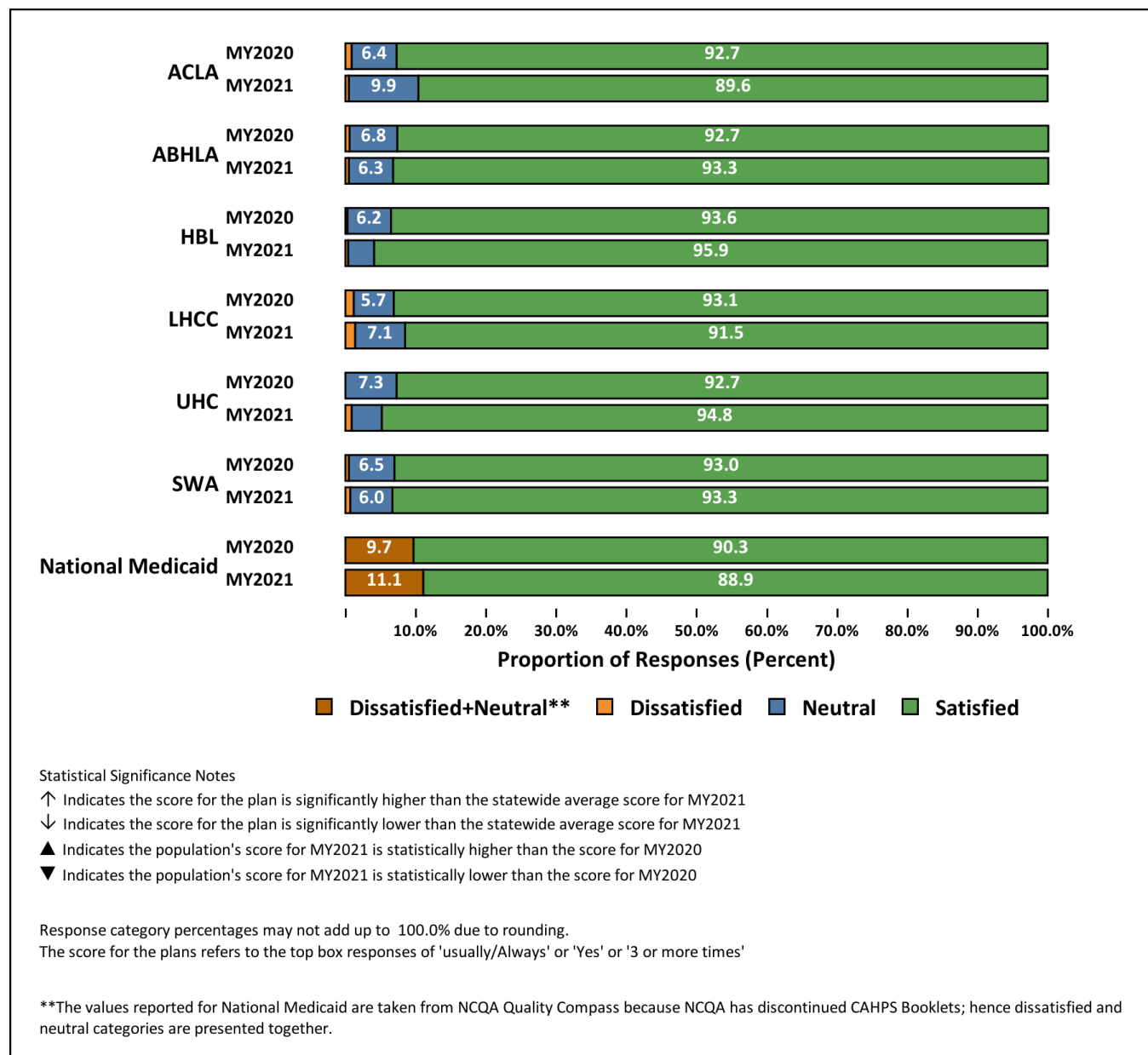
Overall, there were no statistically significant differences observed for this measure.

Trending Analysis

Overall, there were no statistically significant differences between scores in MY 2021 and scores in MY 2020 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

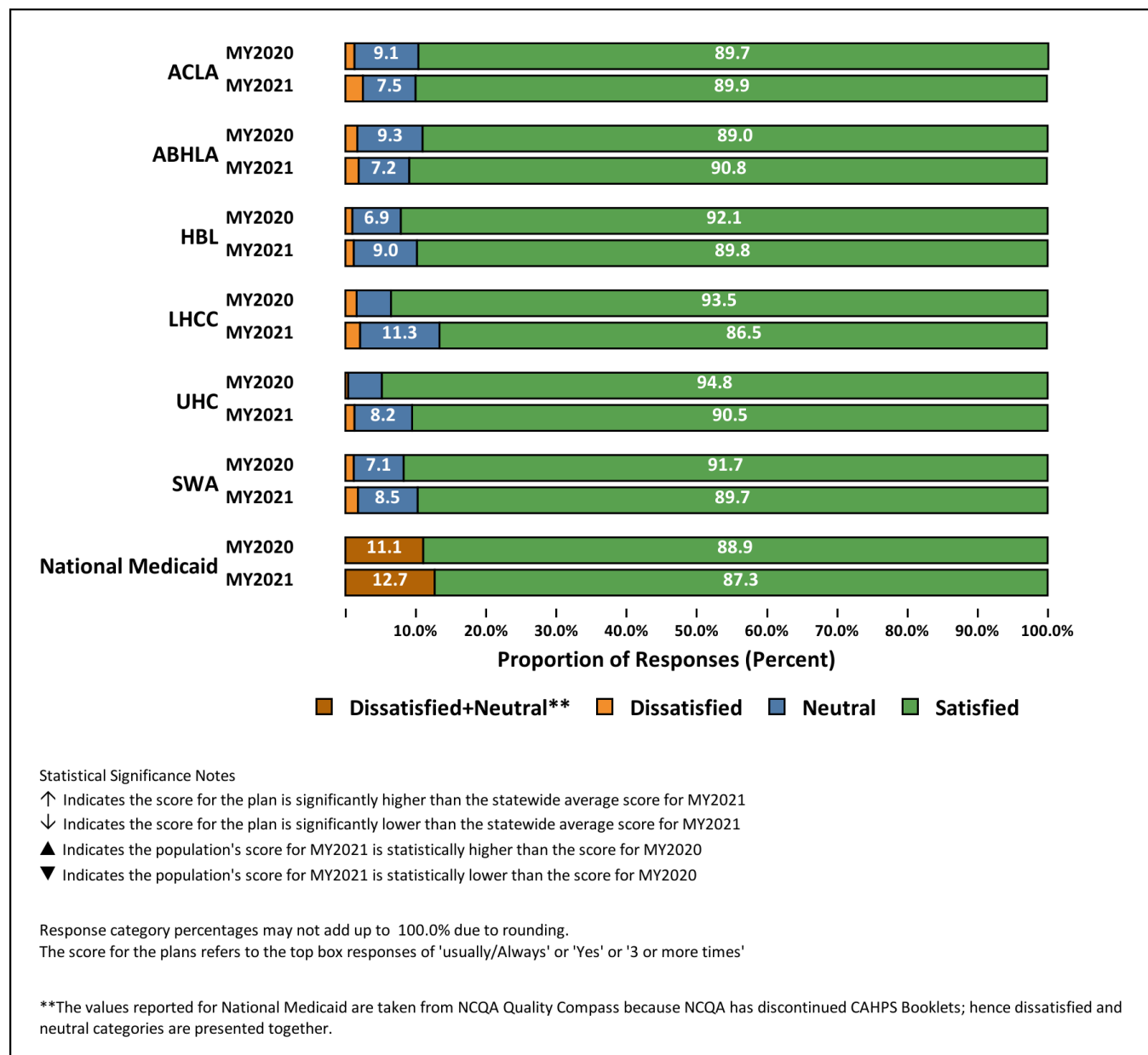
Overall, there were no statistically significant differences observed for this measure.

Trending Analysis

Overall, there were no statistically significant differences between scores in MY 2021 and scores in MY 2020 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 2021 and scores in MY 2020 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	4	0.3%	1	0.3%	2	0.8%	0	0.0%	0	0.0%	1	0.3%
● 1	2	0.1%	0	0.0%	0	0.0%	0	0.0%	2	1.0%	0	0.0%
● 2	2	0.1%	0	0.0%	0	0.0%	2	0.6%	0	0.0%	0	0.0%
● 3	6	0.4%	2	0.6%	2	0.8%	1	0.3%	0	0.0%	1	0.3%
● 4	11	0.8%	5	1.6%	0	0.0%	2	0.6%	2	1.0%	2	0.6%
● 5	39	2.7%	9	2.9%	9	3.4%	10	2.9%	3	1.6%	8	2.3%
● 6	38	2.6%	4	1.3%	11	4.2%	7	2.0%	4	2.1%	12	3.5%
● 7	73	5.0%	20	6.4%	10	3.8%	21	6.0%	6	3.1%	16	4.7%
● 8	166	11.4%	39	12.5%	28	10.6%	43	12.3%	16	8.3%	40	11.7%
● 9	201	13.8%	48	15.4%	34	12.8%	43	12.3%	24	12.4%	52	15.2%
● Best health plan possible	917	62.9%	183	58.8%	169	63.8%	220	63.0%	136	70.5%	209	61.3%
Total	1459	100%	311	100%	265	100%	349	100%	193	100%	341	100%
Not Answered	42		8		12		10		3		9	
Reporting Category												
Health Plan Ratings												
Achievement Score	88.0%		86.8%		87.2%		87.7%		91.2%		88.3%	
MY 2021 vs. MY 2020: +/- Change (▲▼ Stat. sig.)	+1.1		-0.8		+4.6		+1.0		+1.6		-1.7	
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	7	0.7%	1	0.5%	1	0.5%	1	0.4%	2	1.4%	2	0.9%
● Sometimes	62	6.0%	20	9.9%	13	6.3%	9	3.7%	10	7.1%	10	4.3%
● Usually	176	17.1%	32	15.8%	37	17.8%	45	18.4%	18	12.8%	44	19.0%
● Always	782	76.1%	149	73.8%	157	75.5%	190	77.6%	111	78.7%	175	75.8%
Total	1027	100%	202	100%	208	100%	245	100%	141	100%	231	100%
Not Answered	474		117		69		114		55		119	
Reporting Category												
Access to Care												
Achievement Score	93.3%		89.6%		93.3%		95.9%		91.5%		94.8%	
MY 2021 vs. MY 2020: +/- Change (▲▼ Stat. sig.)	+0.3		-3.1		+0.6		+2.3		-1.6		+2.1	
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	3	0.3%	1	0.5%	0	0.0%	0	0.0%	0	0.0%	2	0.9%
● 1	1	0.1%	0	0.0%	0	0.0%	1	0.4%	0	0.0%	0	0.0%
● 2	3	0.3%	2	1.0%	1	0.5%	0	0.0%	0	0.0%	0	0.0%
● 3	4	0.4%	2	1.0%	1	0.5%	0	0.0%	1	0.7%	0	0.0%
● 4	7	0.7%	0	0.0%	2	1.0%	2	0.8%	2	1.4%	1	0.4%
● 5	22	2.2%	2	1.0%	4	1.9%	3	1.2%	6	4.3%	7	3.0%
● 6	19	1.9%	2	1.0%	6	2.9%	3	1.2%	3	2.1%	5	2.2%
● 7	46	4.5%	11	5.5%	5	2.4%	16	6.6%	7	5.0%	7	3.0%
● 8	134	13.1%	27	13.6%	28	13.5%	37	15.2%	17	12.1%	25	10.8%
● 9	137	13.4%	30	15.1%	29	14.0%	30	12.3%	18	12.8%	30	12.9%
● Best health care possible	647	63.2%	122	61.3%	131	63.3%	152	62.3%	87	61.7%	155	66.8%
Total	1023	100%	199	100%	207	100%	244	100%	141	100%	232	100%
Not Answered	478		120		70		115		55		118	
Reporting Category												
Rating of All Health Care												
Achievement Score	89.7%		89.9%		90.8%		89.8%		86.5%		90.5%	
MY 2021 vs. MY 2020: +/- Change (▲▼ Stat. sig.)	-2.0		+0.2		+1.8		-2.3		-7.0		-4.3	
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 2021 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 2021, a total of 1,501 child surveys were completed for the CCC population enrolled in Louisiana's Medicaid managed care program for a survey response rate of 11.1 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 2021 score and each MY 2020 score were calculated and compared. If the intervals for the MY 2021 and MY 2020 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 2021 score and a MY 2020 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 2022*. Washington, DC: NCQA, 2022.

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	13963	2591	2897	2483	2492	3500
First mailing - usable returned surveys	369	79	65	97	49	79
Second mailing - usable returned surveys	286	44	55	88	39	60
Third mailing - usable returned surveys	0	0	0	0	0	0
Web - usable completed surveys	101	0	50	0	22	29
Phone - usable surveys	745	154	149	174	86	182
Total - usable surveys	1501	277	319	359	196	350
†Ineligible: According to population criteria‡	53	13	4	7	14	15
†Ineligible: Language barrier	364	339	9	1	5	10
†Ineligible: Deceased	0	0	0	0	0	0
†Ineligible: Mentally or physically unable to complete survey	0	0	0	0	0	0
Bad address	1385	271	203	260	300	351
Refusal	596	137	93	124	92	150
Incomplete survey	284	69	92	69	34	50
Nonresponse - Unavailable	11120	1734	2410	1900	2151	2925
Response Rate	11.1%	12.4%	11.1%	14.5%	7.9%	10.1%

†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.

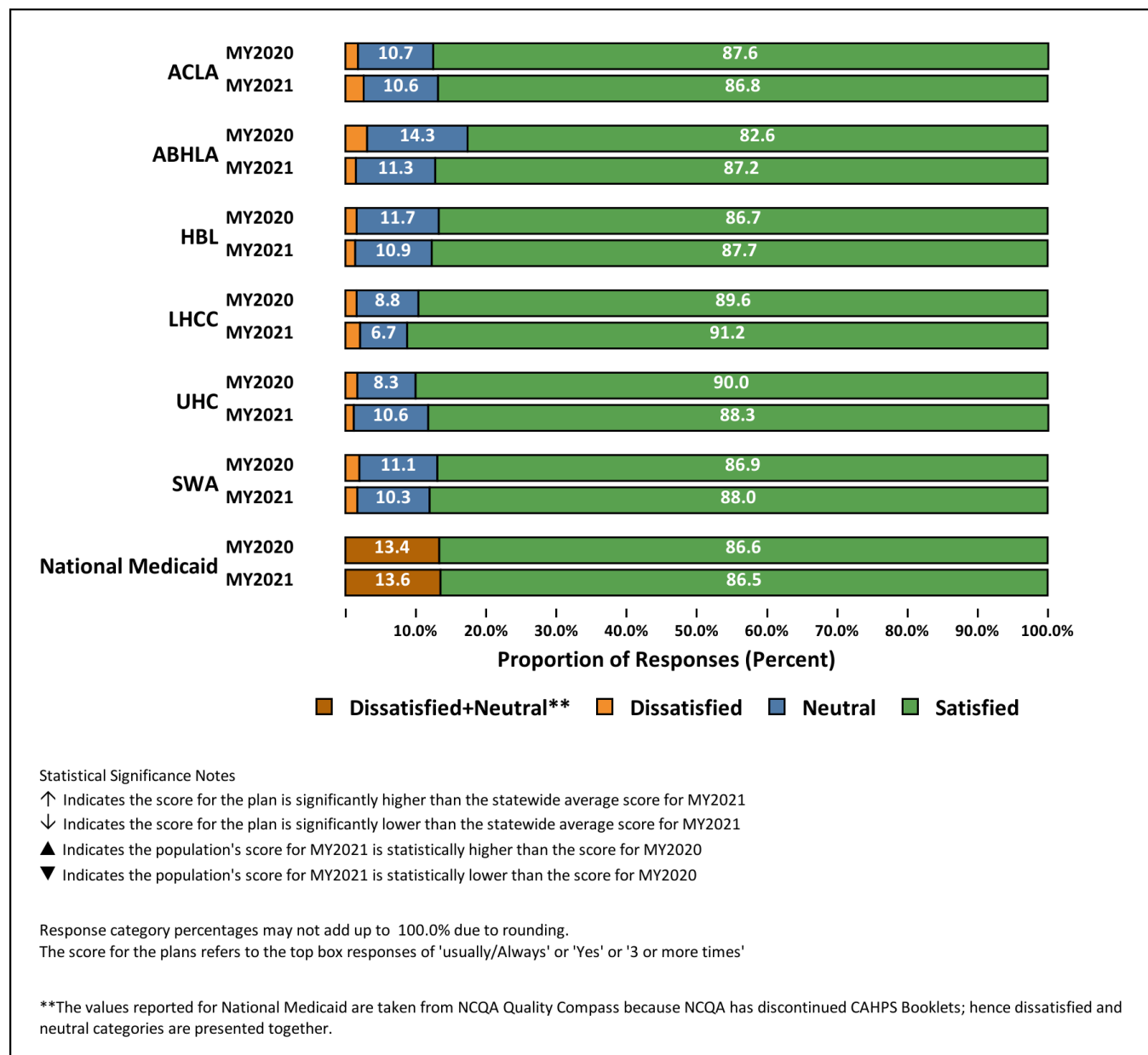
Key Findings

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 (88.0) with similar scores among the plans (86.8–91.2). Scores in MY 2021 were similar to scores in MY 2020.
- **Obtained help needed from customer service:** The overall score for the Healthy Louisiana managed care program was high (84.6) with similar scores among the plans (79.8–89.9). Scores in MY 2021 were similar to scores in MY 2020.
- **Customer service treated with courtesy and respect:** The overall score for the Healthy Louisiana managed care program was high (96.2) with similar scores among the plans (93.7–97.6). Scores in MY 2021 were similar to scores in MY 2020.
- **Health plan forms easy to fill out:** The overall score for the Healthy Louisiana managed care program was high (97.1) with similar scores among the plans (96.4–98.1). Scores in MY 2021 were similar to scores in MY 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

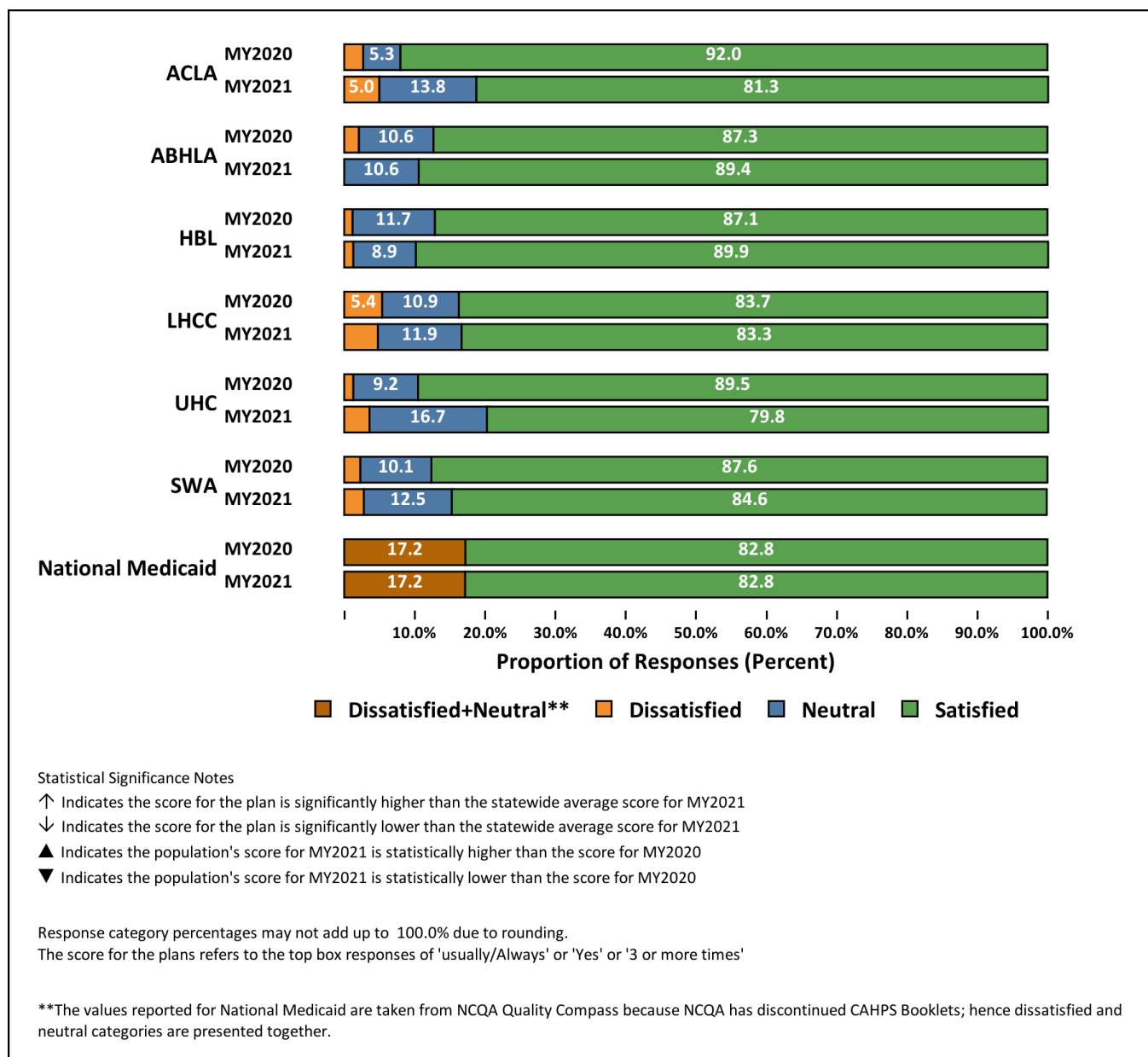
Overall, there were no statistically significant differences observed for this measure.

Trending Analysis

Overall, there were no statistically significant differences between scores in MY 2021 and scores in MY 2020 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

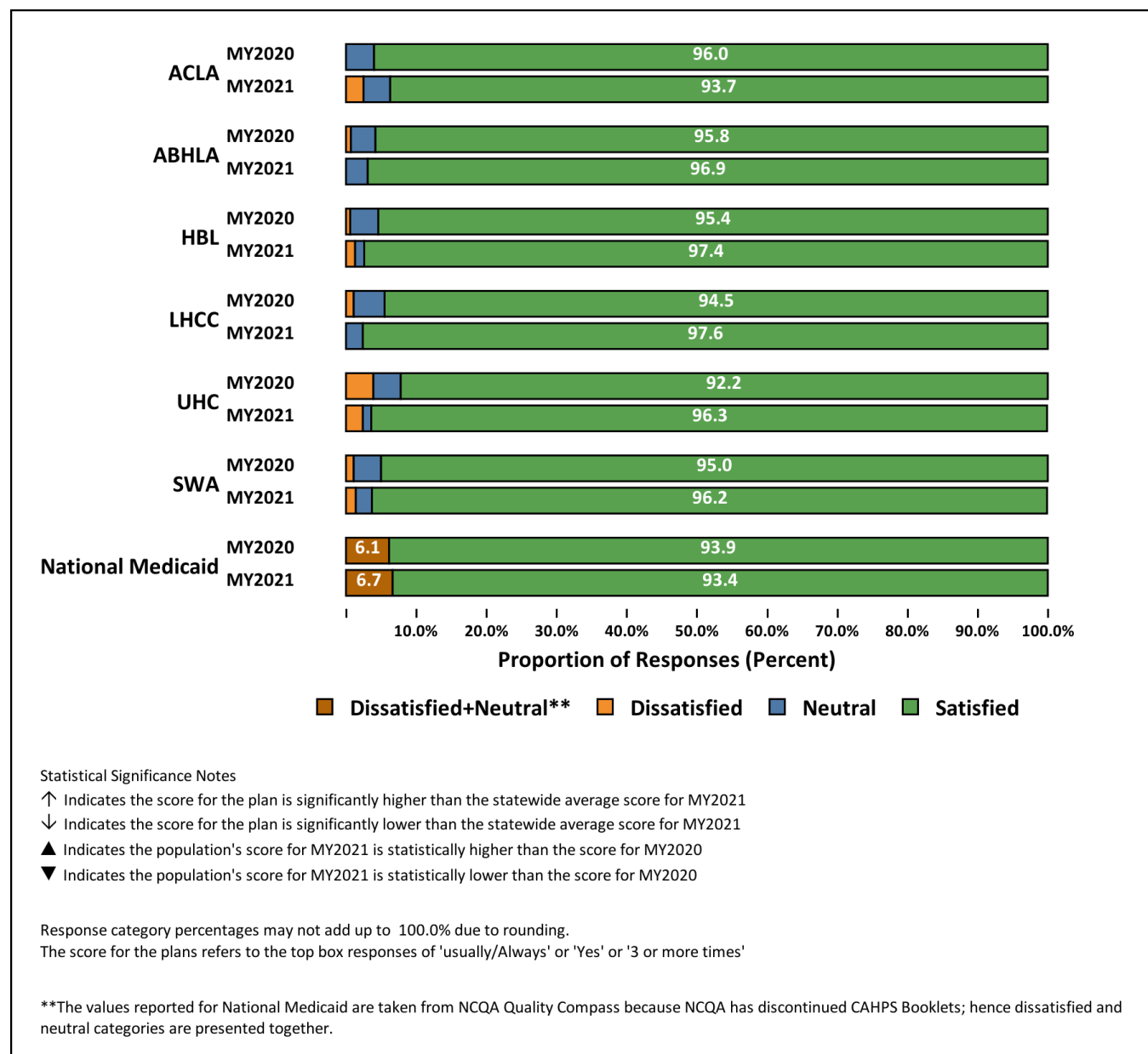
Overall, there were no statistically significant differences observed for this measure.

Trending Analysis

Overall, there were no statistically significant differences between scores in MY 2021 and scores in MY 2020 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

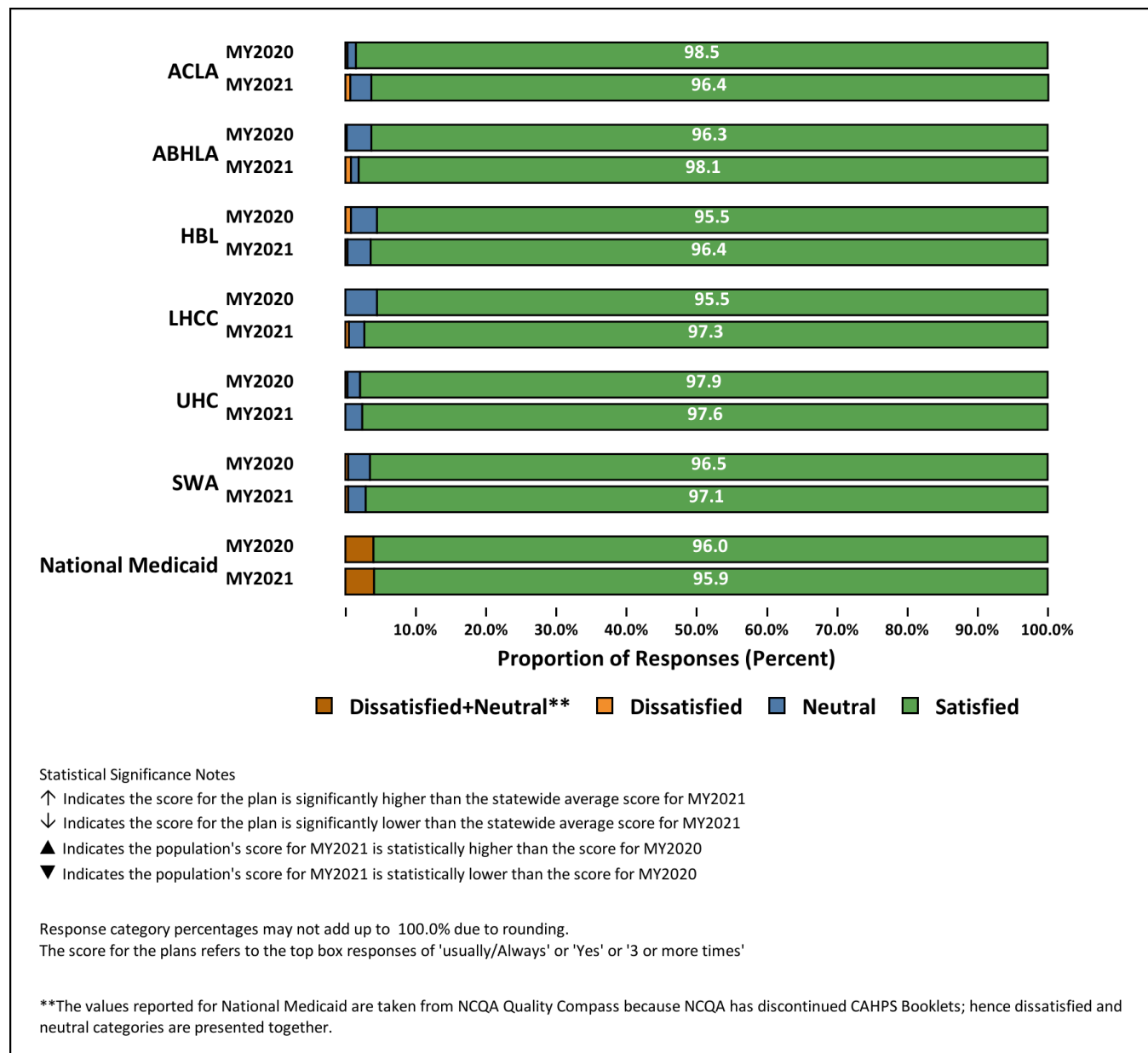
Overall, there were no statistically significant differences observed for this measure.

Trending Analysis

Overall, there were no statistically significant differences between scores in MY 2021 and scores in MY 2020 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 2021 and scores in MY 2020 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	4	0.3%	1	0.3%	2	0.8%	0	0.0%	0	0.0%	1	0.3%
● 1	2	0.1%	0	0.0%	0	0.0%	0	0.0%	2	1.0%	0	0.0%
● 2	2	0.1%	0	0.0%	0	0.0%	2	0.6%	0	0.0%	0	0.0%
● 3	6	0.4%	2	0.6%	2	0.8%	1	0.3%	0	0.0%	1	0.3%
● 4	11	0.8%	5	1.6%	0	0.0%	2	0.6%	2	1.0%	2	0.6%
● 5	39	2.7%	9	2.9%	9	3.4%	10	2.9%	3	1.6%	8	2.3%
● 6	38	2.6%	4	1.3%	11	4.2%	7	2.0%	4	2.1%	12	3.5%
● 7	73	5.0%	20	6.4%	10	3.8%	21	6.0%	6	3.1%	16	4.7%
● 8	166	11.4%	39	12.5%	28	10.6%	43	12.3%	16	8.3%	40	11.7%
● 9	201	13.8%	48	15.4%	34	12.8%	43	12.3%	24	12.4%	52	15.2%
● Best health plan possible	917	62.9%	183	58.8%	169	63.8%	220	63.0%	136	70.5%	209	61.3%
Total	1459	100%	311	100%	265	100%	349	100%	193	100%	341	100%
Not Answered	42		8		12		10		3		9	
Reporting Category												
Health Plan Ratings												
Achievement Score	88.0%		86.8%		87.2%		87.7%		91.2%		88.3%	
MY 2021 vs. MY 2020: +/- Change (▲▼ Stat. sig.)	+1.1		-0.8		+4.6		+1.0		+1.6		-1.7	
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	2.8%	4	5.0%	0	0.0%	1	1.3%	2	4.8%	3	3.6%
● Sometimes	44	12.5%	11	13.8%	7	10.6%	7	8.9%	5	11.9%	14	16.7%
● Usually	67	19.1%	13	16.3%	17	25.8%	14	17.7%	5	11.9%	18	21.4%
● Always	230	65.5%	52	65.0%	42	63.6%	57	72.2%	30	71.4%	49	58.3%
Total	351	100%	80	100%	66	100%	79	100%	42	100%	84	100%
Not Answered	1150		239		211		280		154		266	
Reporting Category												
Health Plan Ratings												
Achievement Score	84.6%		81.3%		89.4%		89.9%		83.3%		79.8%	
MY 2021 vs. MY 2020: +/- Change (▲▼ Stat. sig.)	-3.0		-10.8		+2.1		+2.8		-0.4		-9.7	
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	5	1.4%	2	2.5%	0	0.0%	1	1.3%	0	0.0%	2	2.4%
● Sometimes	8	2.3%	3	3.8%	2	3.1%	1	1.3%	1	2.4%	1	1.2%
● Usually	30	8.7%	11	13.9%	6	9.2%	6	7.7%	3	7.3%	4	4.9%
● Always	302	87.5%	63	79.7%	57	87.7%	70	89.7%	37	90.2%	75	91.5%
Total	345	100%	79	100%	65	100%	78	100%	41	100%	82	100%
Not Answered	1156		240		212		281		155		268	
Reporting Category												
Health Plan Ratings												
Achievement Score	96.2%		93.7%		96.9%		97.4%		97.6%		96.3%	
MY 2021 vs. MY 2020: +/- Change (▲▼ Stat. sig.)	+1.2		-2.3		+1.1		+2.0		+3.1		+4.1	
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	6	0.4%	2	0.7%	2	0.8%	1	0.3%	1	0.5%	0	0.0%
● Sometimes	35	2.5%	9	3.0%	3	1.1%	11	3.3%	4	2.2%	8	2.4%
● Usually	54	3.8%	9	3.0%	13	5.0%	16	4.8%	8	4.3%	8	2.4%
● Always	1327	93.3%	282	93.4%	244	93.1%	308	91.7%	173	93.0%	320	95.2%
Total	1422	100%	302	100%	262	100%	336	100%	186	100%	336	100%
Not Answered	79		17		15		23		10		14	
Reporting Category												
Health Plan Ratings												
Achievement Score	97.1%		96.4%		98.1%		96.4%		97.3%		97.6%	
MY 2021 vs. MY 2020: +/- Change (▲▼ Stat. sig.)	+0.6		-2.1		+1.8		+0.9		+1.8		-0.3	
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

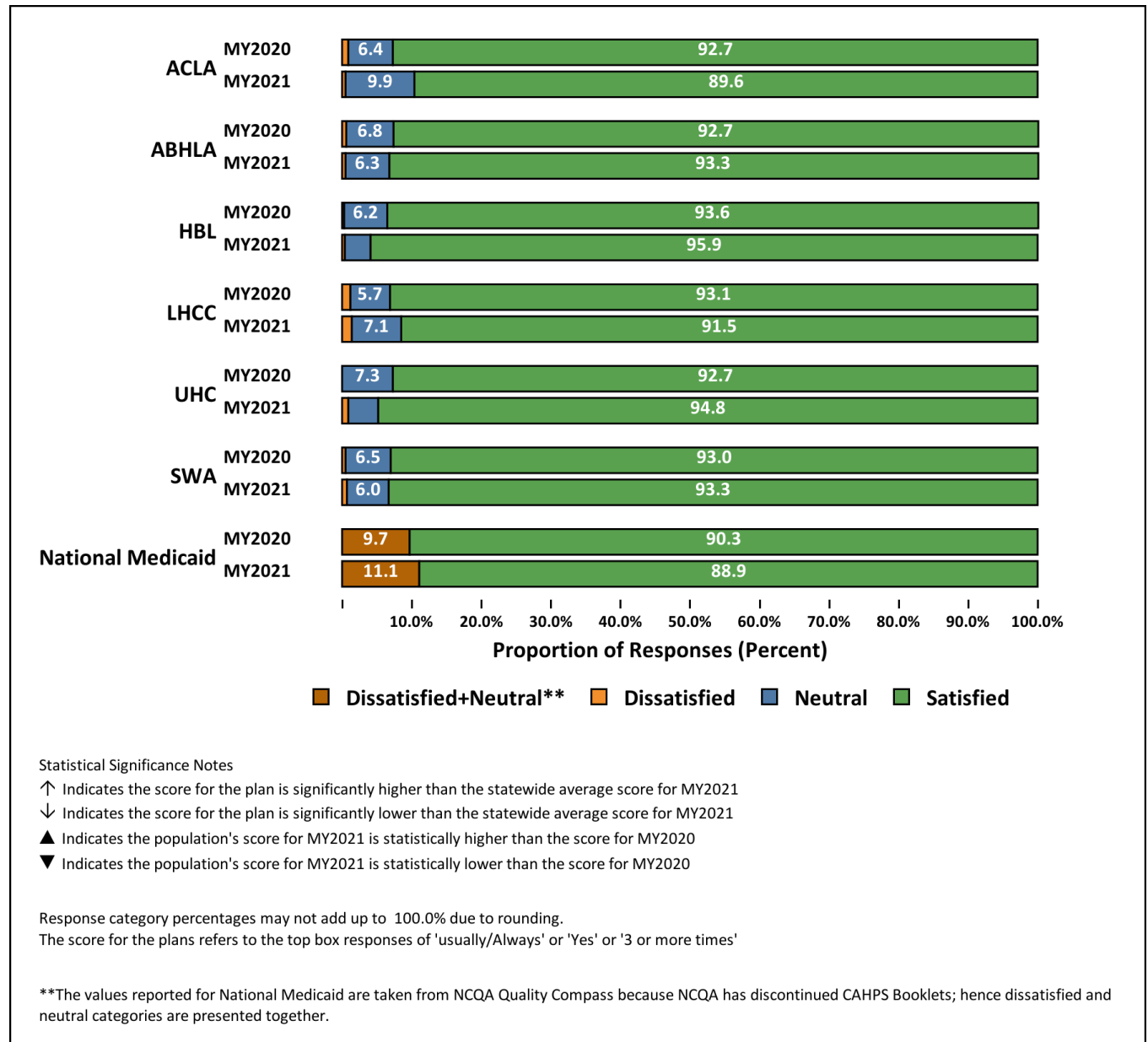
Results presented in the Access to Care section are summarized below. Scores are out of 100.

- **Got care believed necessary:** The overall score for the Healthy Louisiana managed care program was high (93.3) with similar scores among the plans (89.6–95.9). Scores in MY 2021 were similar to scores in MY 2020.
- **Received care as soon as needed:** The overall score for the Healthy Louisiana managed care program was high (94.3) with similar scores among the plans (91.9–97.4). Scores in MY 2021 were similar to scores in MY 2020.
- **Received appointment for check-up or routine care as soon as needed:** The overall score for the Healthy Louisiana managed care program was high (87.4) with similar scores among the plans (83.9–89.1). Scores in MY 2021 were similar to scores in MY 2020.
- **Received appointment to see a specialist as soon as needed:** The overall score for the Healthy Louisiana managed care program was high (81.6) with similar scores among the plans (76.6–87.1). Scores in MY 2021 were similar to scores in MY 2020.
- **Access to prescription medicines:** The overall score for the Healthy Louisiana managed care program was high (90.7) with similar scores among the plans (89.0–92.1). Scores in MY 2021 were similar to scores in MY 2020.
- **Access to special medical equipment or devices:** The overall score for the Healthy Louisiana managed care program was high (76.4) with similar scores among the plans (64.7–86.7). Scores in MY 2021 were similar to scores in MY 2020. One MCO had a statistically significantly lower score in MY 2021 than in MY 2020 (from 100.0 to 86.7, a decrease of 13.3).

- **Access to special therapy:** The overall score for the Healthy Louisiana managed care program was high (71.6) with similar scores among the plans (62.3–81.8). One MCO had a statistically significantly lower score in MY 2021 than in MY 2020 (from 87.5 to 62.3, a decrease of 25.2).
- **Access to treatment or counseling:** The overall score for the Healthy Louisiana managed care program was high (72.8) with similar scores among the plans (64.4–78.2). Scores in MY 2021 were similar to scores in MY 2020.

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

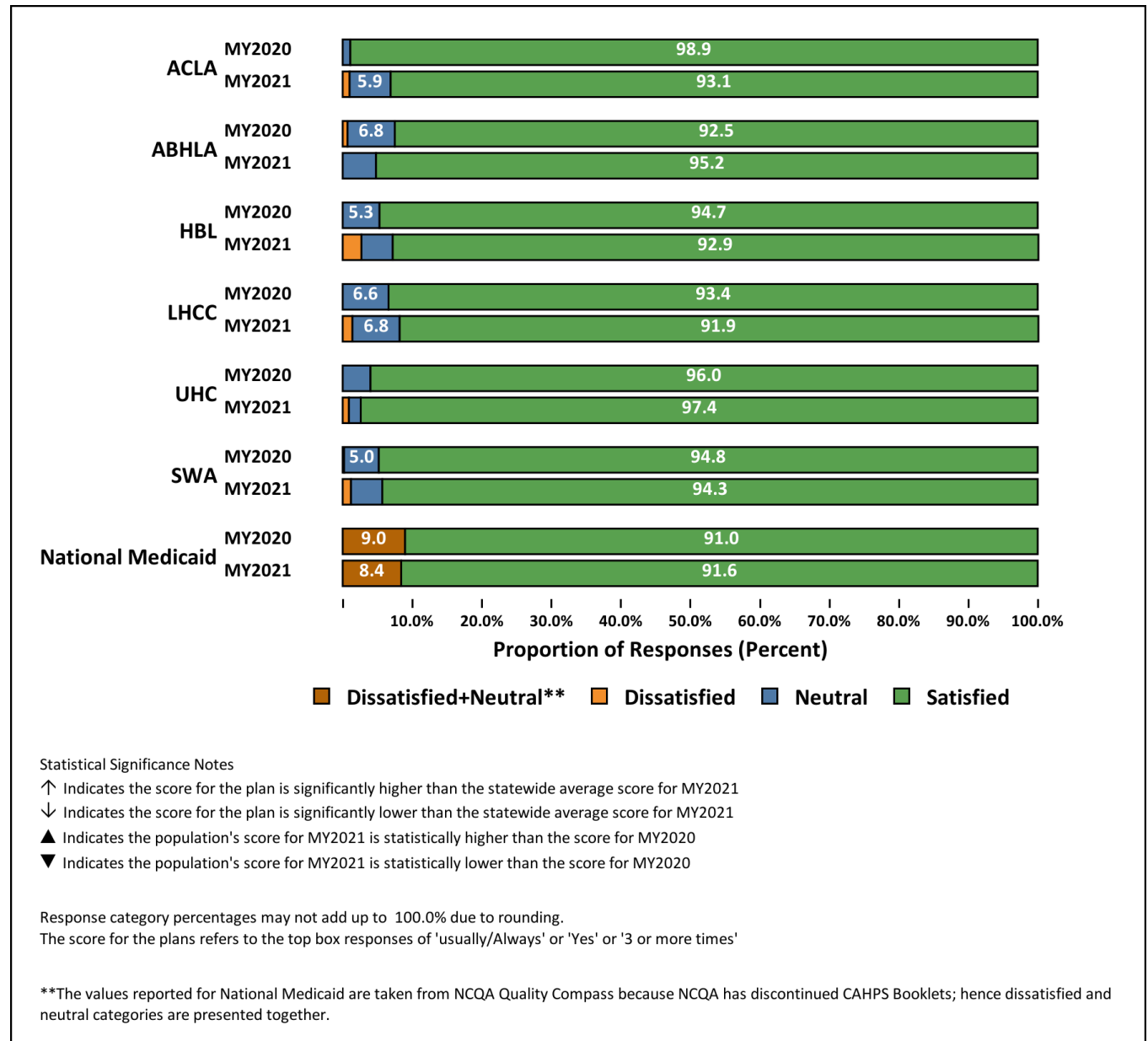
Overall, there were no statistically significant differences observed for this measure.

Trending Analysis

Overall, there were no statistically significant differences between scores in MY 2021 and scores in MY 2020 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

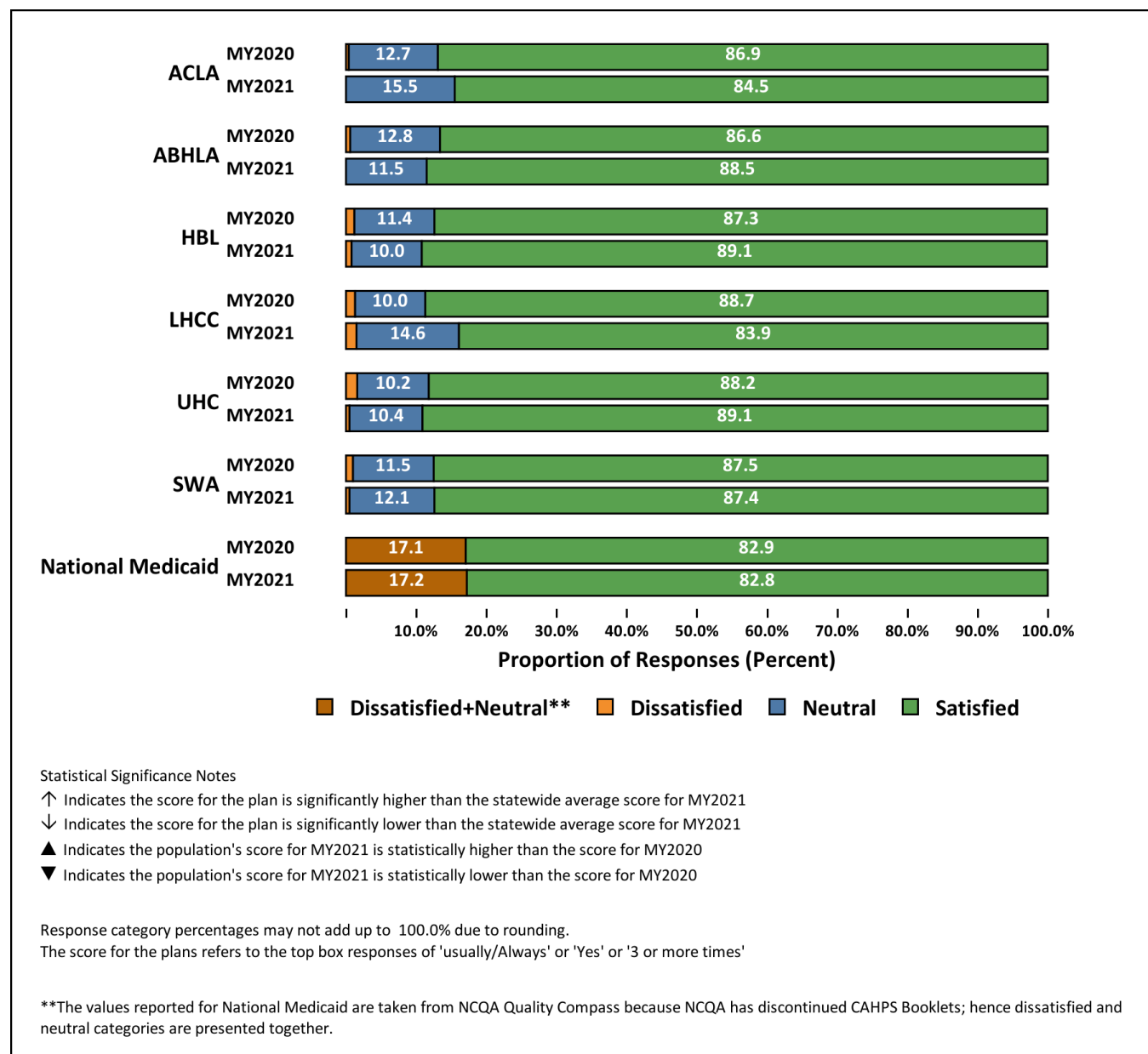
Overall, there were no statistically significant differences observed for this measure.

Trending Analysis

Overall, there were no statistically significant differences between scores in MY 2021 and scores in MY 2020 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

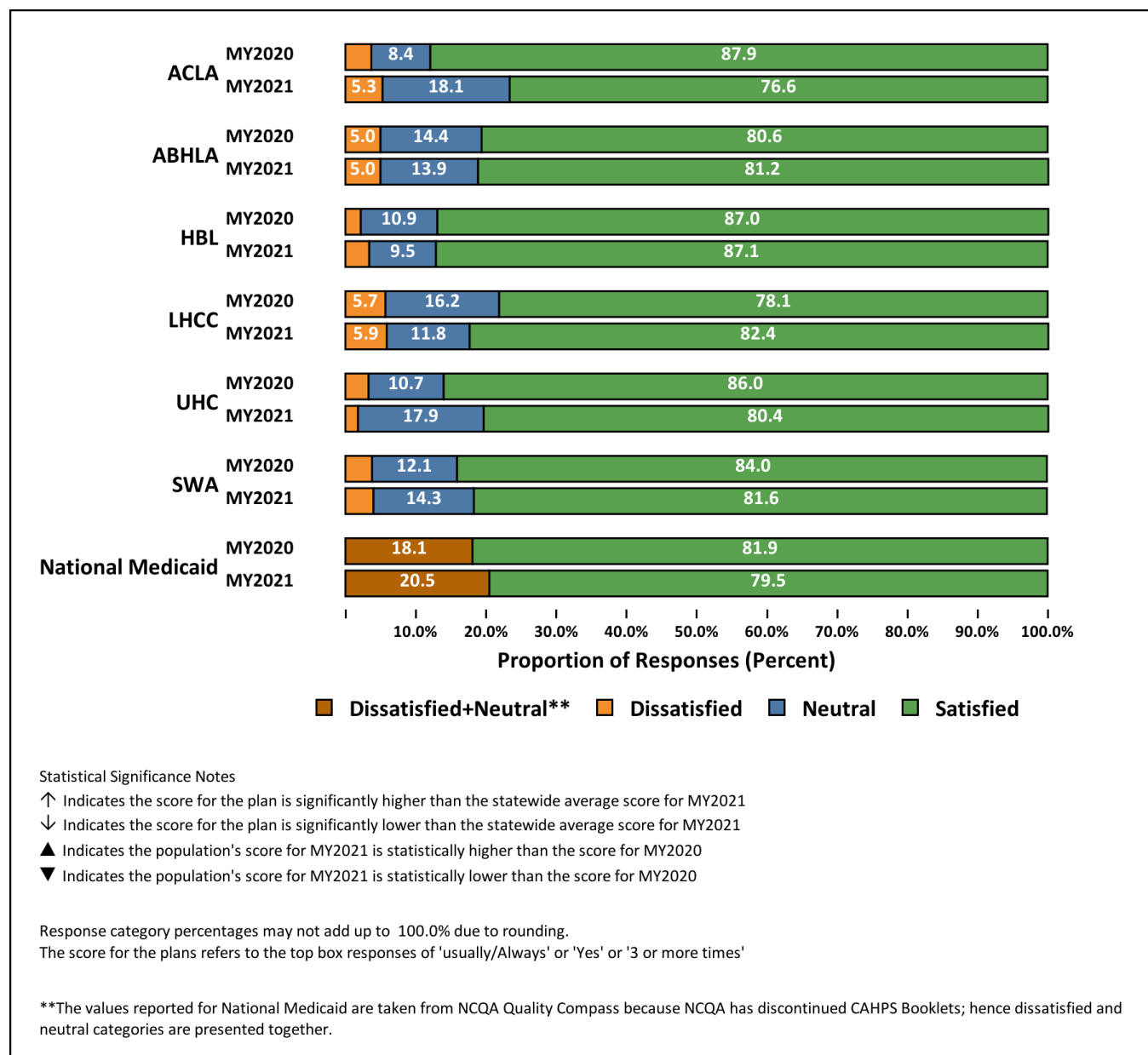
Overall, there were no statistically significant differences observed for this measure.

Trending Analysis

Overall, there were no statistically significant differences between scores in MY 2021 and scores in MY 2020 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 2021 and scores in MY 2020 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

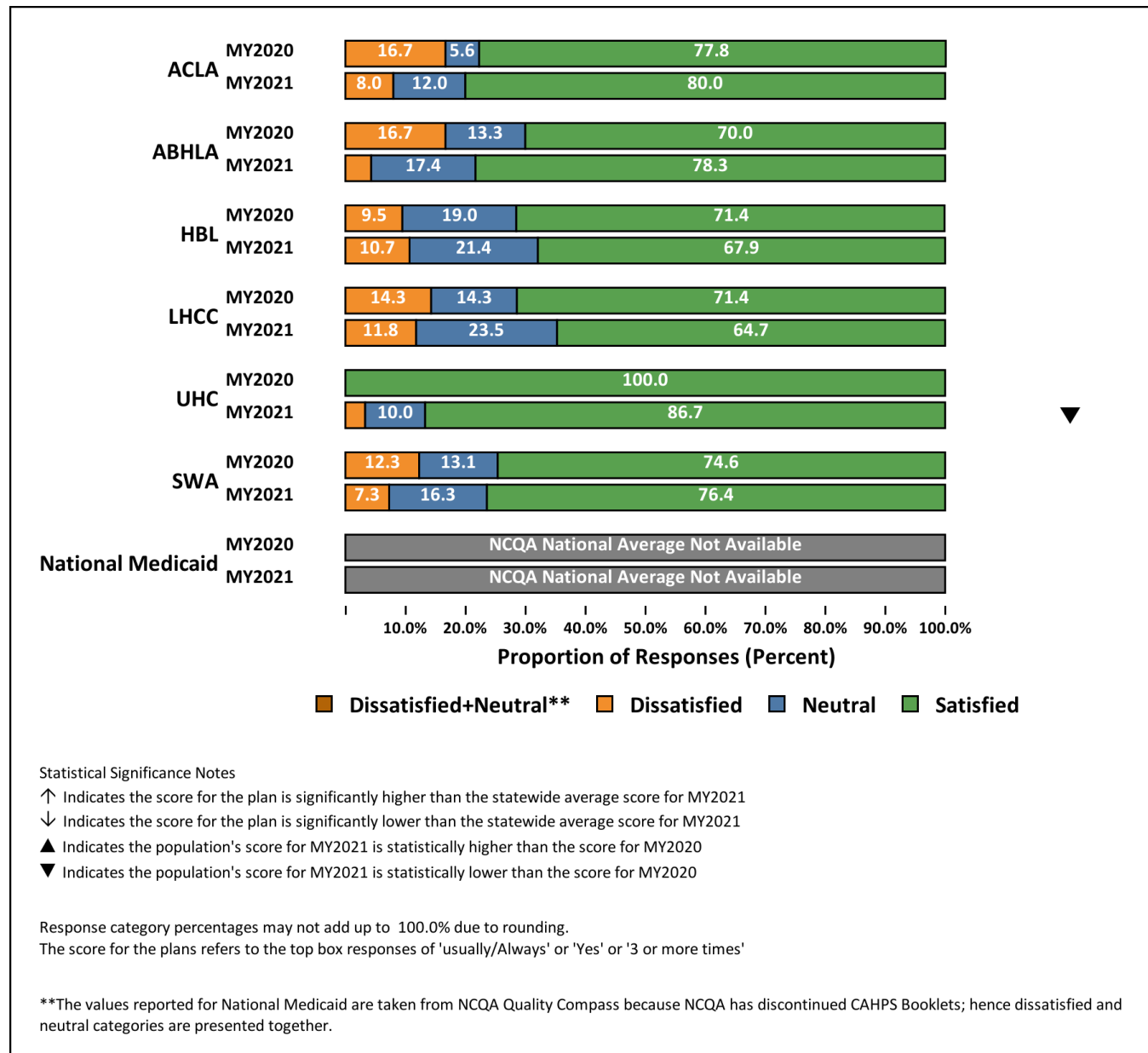
Overall, there were no statistically significant differences observed for this measure.

Trending Analysis

Overall, there were no statistically significant differences between scores in MY 2021 and scores in MY 2020 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.

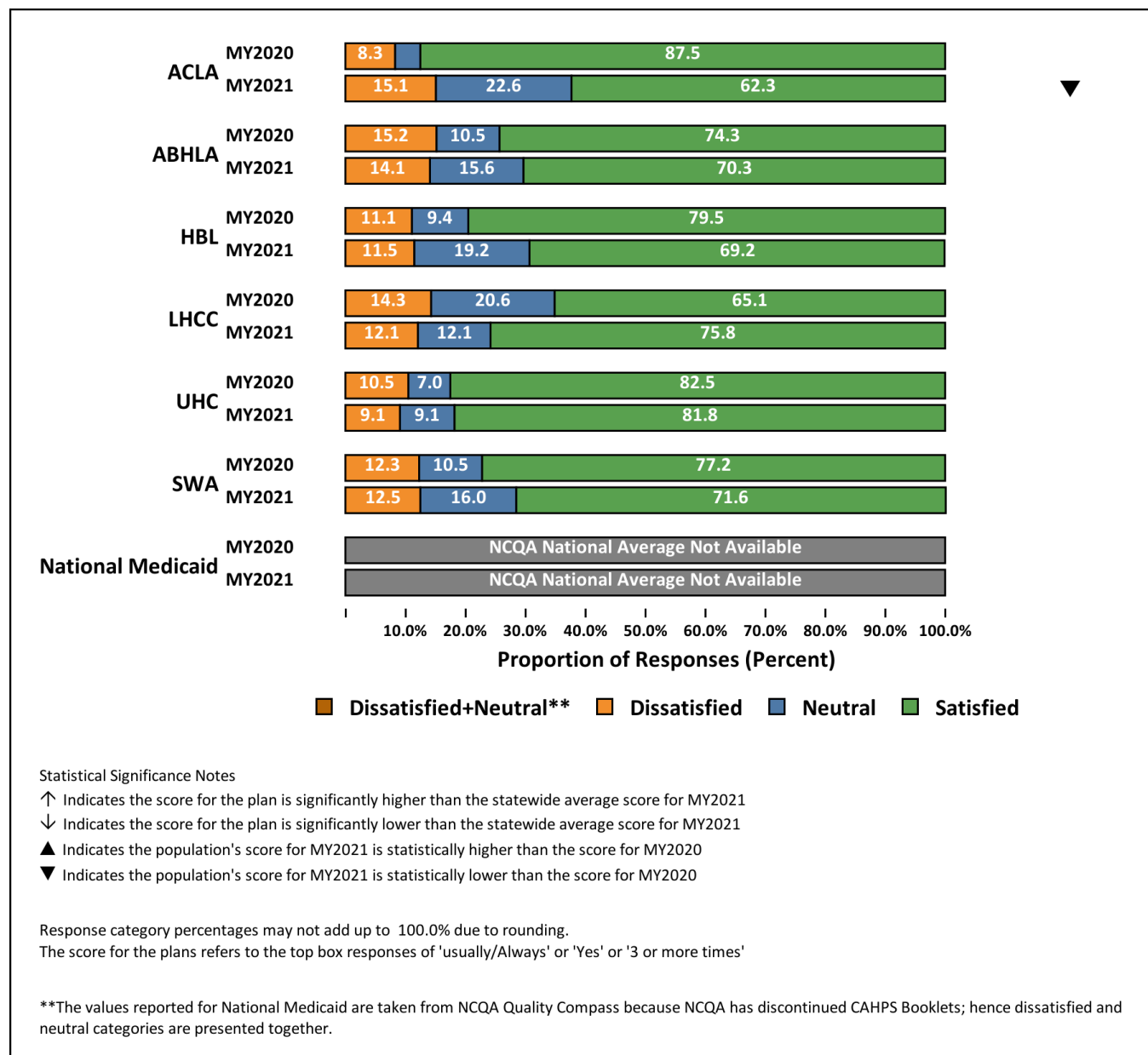
Trending Analysis

Overall, there was one statistically significant difference between scores in MY 2021 and scores in MY 2020 for this measure.

- UnitedHealthcare Community Plan Louisiana's score was significantly lower in MY 2021 than in MY 2020.

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.

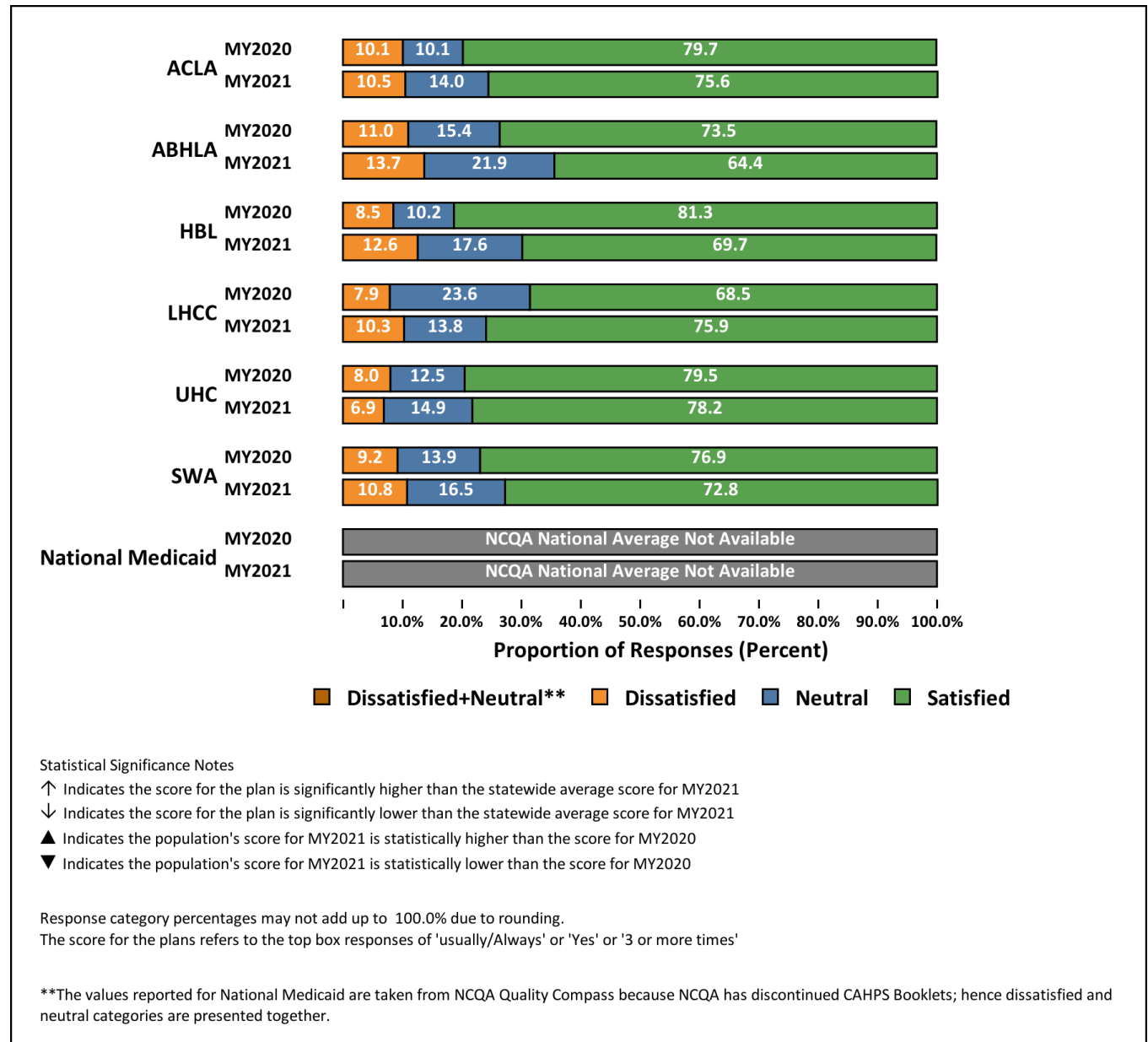
Trending Analysis

Overall, there was one statistically significant difference between scores in MY 2021 and scores in MY 2020 for this measure.

- AmeriHealth Caritas Louisiana's score was significantly lower in MY 2021 than in MY 2020.

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 2021 and scores in MY 2020 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	7	0.7%	1	0.5%	1	0.5%	1	0.4%	2	1.4%	2	0.9%
● Sometimes	62	6.0%	20	9.9%	13	6.3%	9	3.7%	10	7.1%	10	4.3%
● Usually	176	17.1%	32	15.8%	37	17.8%	45	18.4%	18	12.8%	44	19.0%
● Always	782	76.1%	149	73.8%	157	75.5%	190	77.6%	111	78.7%	175	75.8%
Total	1027	100%	202	100%	208	100%	245	100%	141	100%	231	100%
Not Answered	474		117		69		114		55		119	
Reporting Category												
	Access to Care											
Achievement Score	93.3%		89.6%		93.3%		95.9%		91.5%		94.8%	
MY 2021 vs. MY 2020: +/- Change (▲▼ Stat. sig.)	+0.3		-3.1		+0.6		+2.3		-1.6		+2.1	
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	6	1.2%	1	1.0%	0	0.0%	3	2.7%	1	1.4%	1	0.9%
● Sometimes	23	4.5%	6	5.9%	5	4.8%	5	4.5%	5	6.8%	2	1.7%
● Usually	46	9.0%	10	9.8%	8	7.6%	8	7.1%	4	5.4%	16	13.7%
● Always	435	85.3%	85	83.3%	92	87.6%	96	85.7%	64	86.5%	98	83.8%
Total	510	100%	102	100%	105	100%	112	100%	74	100%	117	100%
Not Answered	991		217		172		247		122		233	
Reporting Category												
Access to Care												
Achievement Score	94.3%		93.1%		95.2%		92.9%		91.9%		97.4%	
MY 2021 vs. MY 2020: +/- Change (▲▼ Stat. sig.)	-0.5		-5.8		+2.7		-1.8		+0.0		+1.4	
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	5	0.5%	0	0.0%	0	0.0%	2	0.8%	2	1.5%	1	0.5%
● Sometimes	119	12.1%	30	15.5%	22	11.5%	24	10.0%	20	14.6%	23	10.4%
● Usually	138	14.0%	28	14.4%	34	17.7%	38	15.9%	14	10.2%	24	10.9%
● Always	721	73.3%	136	70.1%	136	70.8%	175	73.2%	101	73.7%	173	78.3%
Total	983	100%	194	100%	192	100%	239	100%	137	100%	221	100%
Not Answered	518		125		85		120		59		129	
Reporting Category												
	Access to Care											
Achievement Score	87.4%		84.5%		88.5%		89.1%		83.9%		89.1%	
MY 2021 vs. MY 2020: +/- Change (▲▼ Stat. sig.)	-0.1		-2.4		+1.9		+1.8		-4.8		+0.9	
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	19	4.0%	5	5.3%	5	5.0%	4	3.4%	3	5.9%	2	1.8%
● Sometimes	68	14.3%	17	18.1%	14	13.9%	11	9.5%	6	11.8%	20	17.9%
● Usually	84	17.7%	14	14.9%	16	15.8%	23	19.8%	7	13.7%	24	21.4%
● Always	303	63.9%	58	61.7%	66	65.3%	78	67.2%	35	68.6%	66	58.9%
Total	474	100%	94	100%	101	100%	116	100%	51	100%	112	100%
Not Answered	1027		225		176		243		145		238	

Reporting Category**Access to Care**

Achievement Score	81.6%	76.6%	81.2%	87.1%	82.4%	80.4%
MY 2021 vs. MY 2020: +/- Change (▲▼ Stat. sig.)	-2.4	-11.3	+0.6	+0.1	+4.3	-5.6

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	9	0.9%	3	1.4%	2	1.1%	1	0.4%	0	0.0%	3	1.2%
● Sometimes	85	8.4%	14	6.5%	18	9.9%	19	8.2%	11	8.1%	23	9.3%
● Usually	161	15.9%	39	18.1%	31	17.0%	28	12.0%	17	12.5%	46	18.7%
● Always	757	74.8%	159	74.0%	131	72.0%	185	79.4%	108	79.4%	174	70.7%
Total	1012	100%	215	100%	182	100%	233	100%	136	100%	246	100%
Not Answered	489		104		95		126		60		104	

Reporting Category**Access to Care**

Achievement Score	90.7%	92.1%	89.0%	91.4%	91.9%	89.4%
MY 2021 vs. MY 2020: +/- Change (▲▼ Stat. sig.)	-2.0	-1.8	-2.5	-1.6	-0.6	-3.8

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	9	7.3%	2	8.0%	1	4.3%	3	10.7%	2	11.8%	1	3.3%
● Sometimes	20	16.3%	3	12.0%	4	17.4%	6	21.4%	4	23.5%	3	10.0%
● Usually	21	17.1%	3	12.0%	5	21.7%	5	17.9%	2	11.8%	6	20.0%
● Always	73	59.3%	17	68.0%	13	56.5%	14	50.0%	9	52.9%	20	66.7%
Total	123	100%	25	100%	23	100%	28	100%	17	100%	30	100%
Not Answered	1378		294		254		331		179		320	

Reporting Category**Access to Care**

Achievement Score	76.4%	80.0%	78.3%	67.9%	64.7%	86.7%
MY 2021 vs. MY 2020: +/- Change (▲▼ Stat. sig.)	+1.8	+2.2	+8.3	-3.5	-6.7	-13.3▼

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	32	12.5%	8	15.1%	9	14.1%	6	11.5%	4	12.1%	5	9.1%
● Sometimes	41	16.0%	12	22.6%	10	15.6%	10	19.2%	4	12.1%	5	9.1%
● Usually	40	15.6%	7	13.2%	10	15.6%	8	15.4%	6	18.2%	9	16.4%
● Always	144	56.0%	26	49.1%	35	54.7%	28	53.8%	19	57.6%	36	65.5%
Total	257	100%	53	100%	64	100%	52	100%	33	100%	55	100%
Not Answered	1244		266		213		307		163		295	
Reporting Category												
	Access to Care											
Achievement Score	71.6%		62.3%		70.3%		69.2%		75.8%		81.8%	
MY 2021 vs. MY 2020: +/- Change (▲▼ Stat. sig.)	-5.6▼		-25.2		-4.0		-10.3		+10.7		-0.7	
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	47	10.8%	9	10.5%	10	13.7%	15	12.6%	6	10.3%	7	6.9%
● Sometimes	72	16.5%	12	14.0%	16	21.9%	21	17.6%	8	13.8%	15	14.9%
● Usually	76	17.4%	17	19.8%	14	19.2%	19	16.0%	13	22.4%	13	12.9%
● Always	242	55.4%	48	55.8%	33	45.2%	64	53.8%	31	53.4%	66	65.3%
Total	437	100%	86	100%	73	100%	119	100%	58	100%	101	100%
Not Answered	1064		233		204		240		138		249	
Reporting Category												
	Access to Care											
Achievement Score	72.8%		75.6%		64.4%		69.7%		75.9%		78.2%	
MY 2021 vs. MY 2020: +/- Change (▲▼ Stat. sig.)	-4.1		-4.1		-9.1		-11.6		+7.4		-1.3	
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.

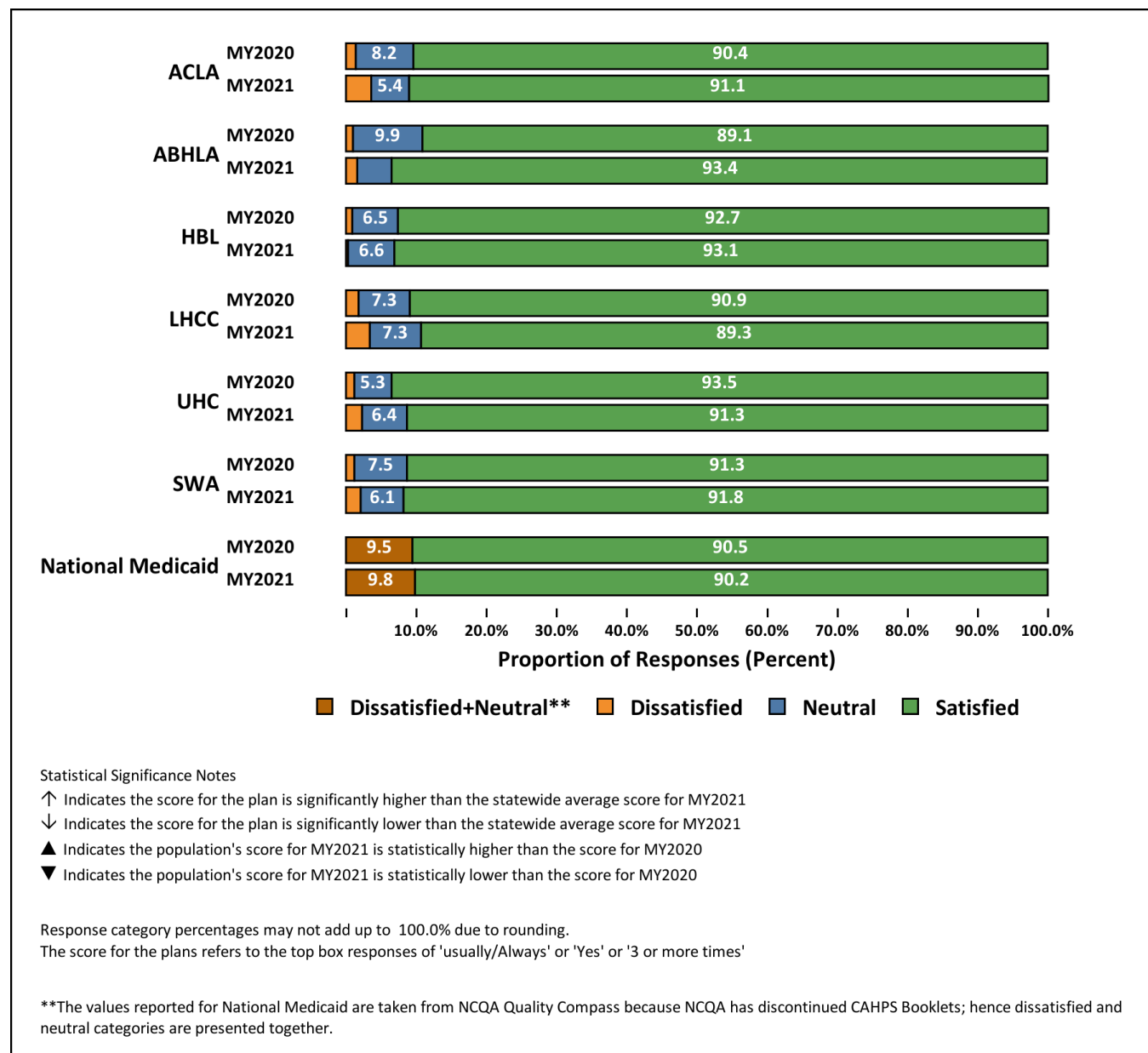
Key Findings

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 (91.8) with similar scores among the plans (89.3–93.4). Scores in MY 2021 were similar to scores in MY 2020.
- **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 (94.5) with similar scores among the plans (92.8–97.3). Scores in MY 2021 were similar to scores in MY 2020.
- **Child's personal doctor listened carefully:** The overall score for the Healthy Louisiana managed care program was high (95.9) with similar scores among the plans (94.2–97.7). Scores in MY 2021 were similar to scores in MY 2020.
- **Child's personal doctor showed respect for what you had to say:** The overall score for the Healthy Louisiana managed care program was high (96.9) with similar scores among the plans (95.7–98.8). Scores in MY 2021 were similar to scores in MY 2020.
- **Child's personal doctor spent enough time with child:** The overall score for the Healthy Louisiana managed care program was high (91.3) with similar scores among the plans (88.8–92.6). Scores in MY 2021 were similar to scores in MY 2020.
- **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 (85.4) with similar scores among the plans (80.3–90.3). Scores in MY 2021 were similar to scores in MY 2020.

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

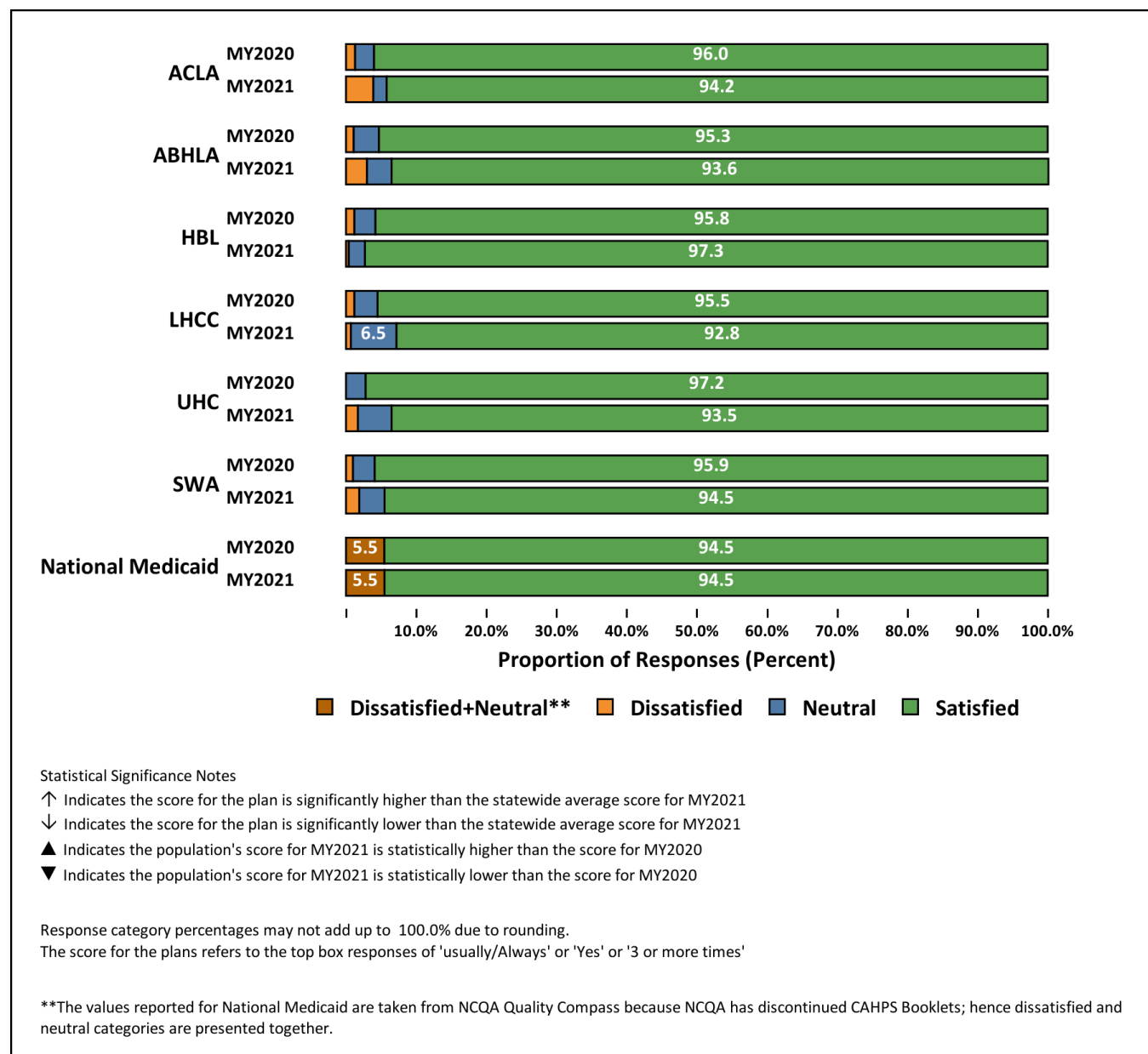
Overall, there were no statistically significant differences observed for this measure.

Trending Analysis

Overall, there were no statistically significant differences between scores in MY 2021 and scores in MY 2020 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

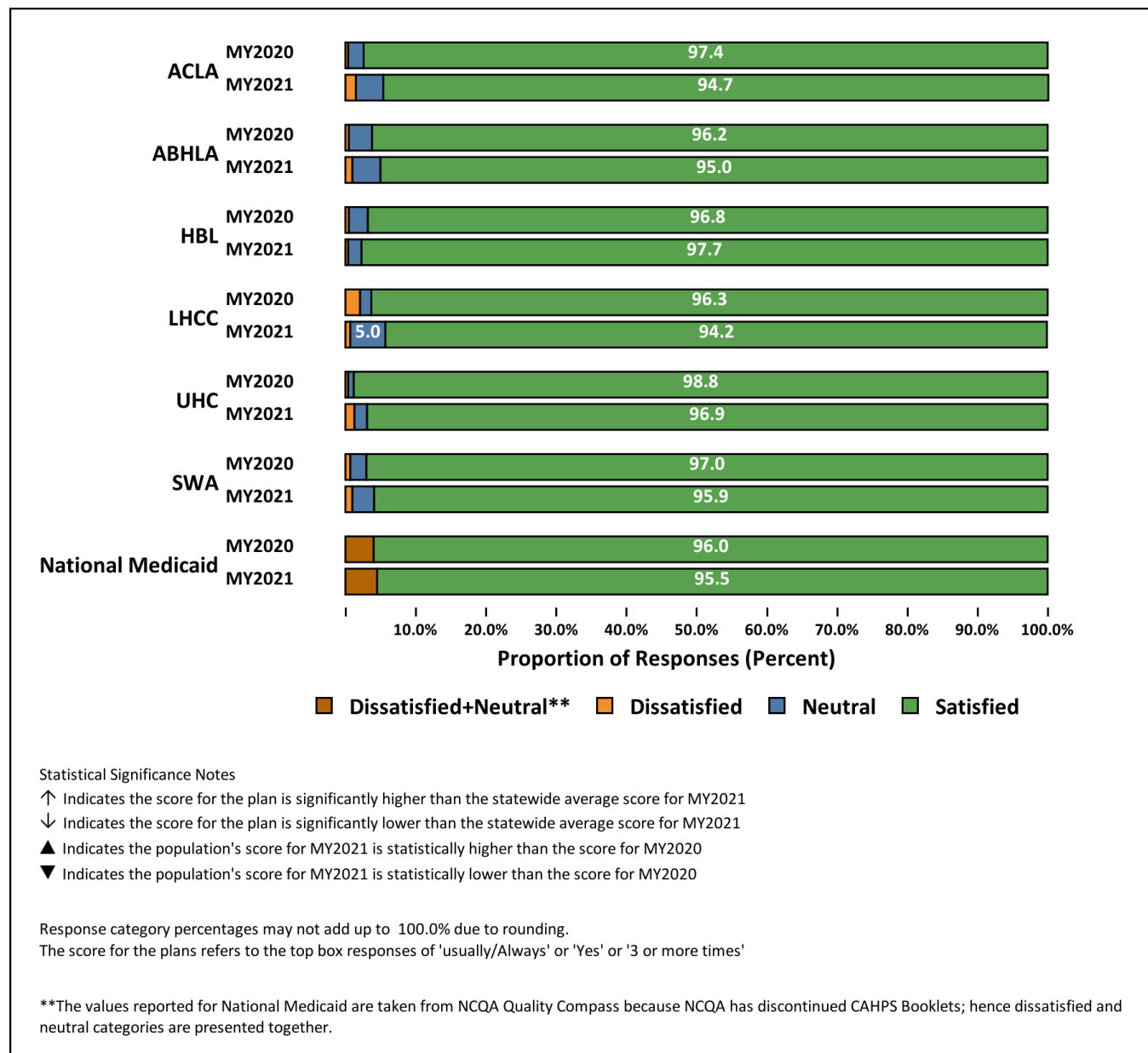
Overall, there were no statistically significant differences observed for this measure.

Trending Analysis

Overall, there were no statistically significant differences between scores in MY 2021 and scores in MY 2020 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

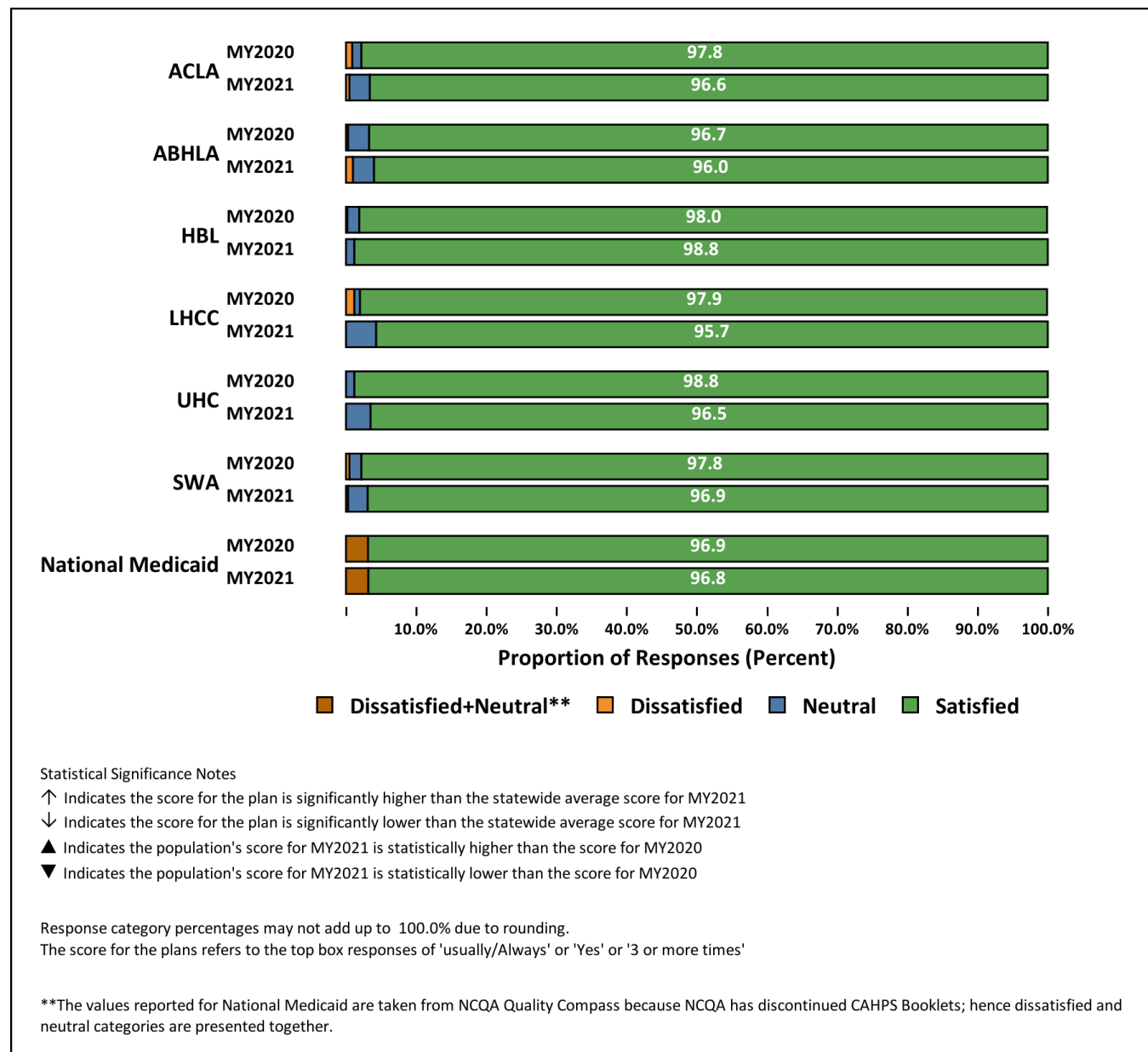
Overall, there were no statistically significant differences observed for this measure.

Trending Analysis

Overall, there were no statistically significant differences between scores in MY 2021 and scores in MY 2020 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

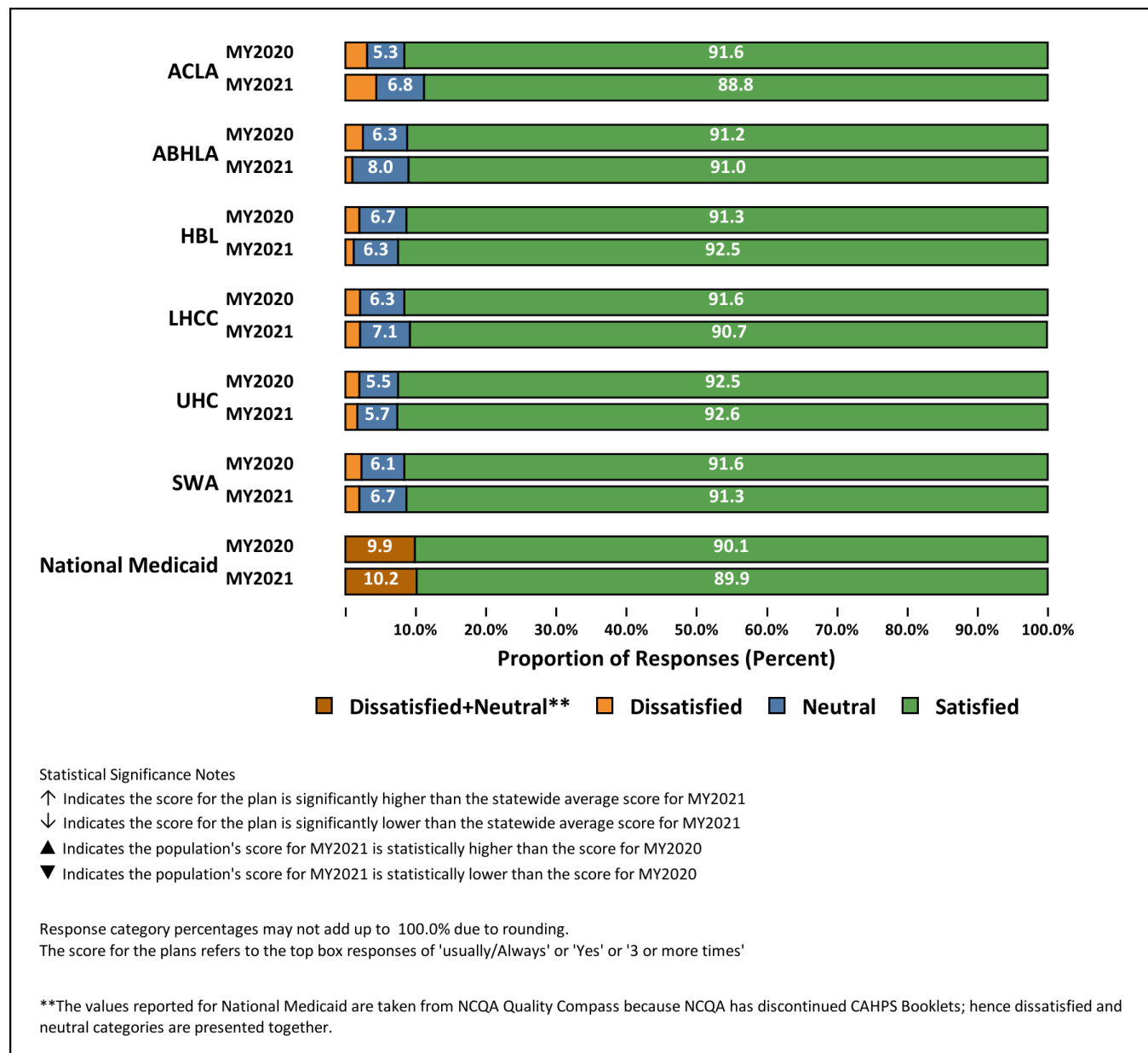
Overall, there were no statistically significant differences observed for this measure.

Trending Analysis

Overall, there were no statistically significant differences between scores in MY 2021 and scores in MY 2020 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

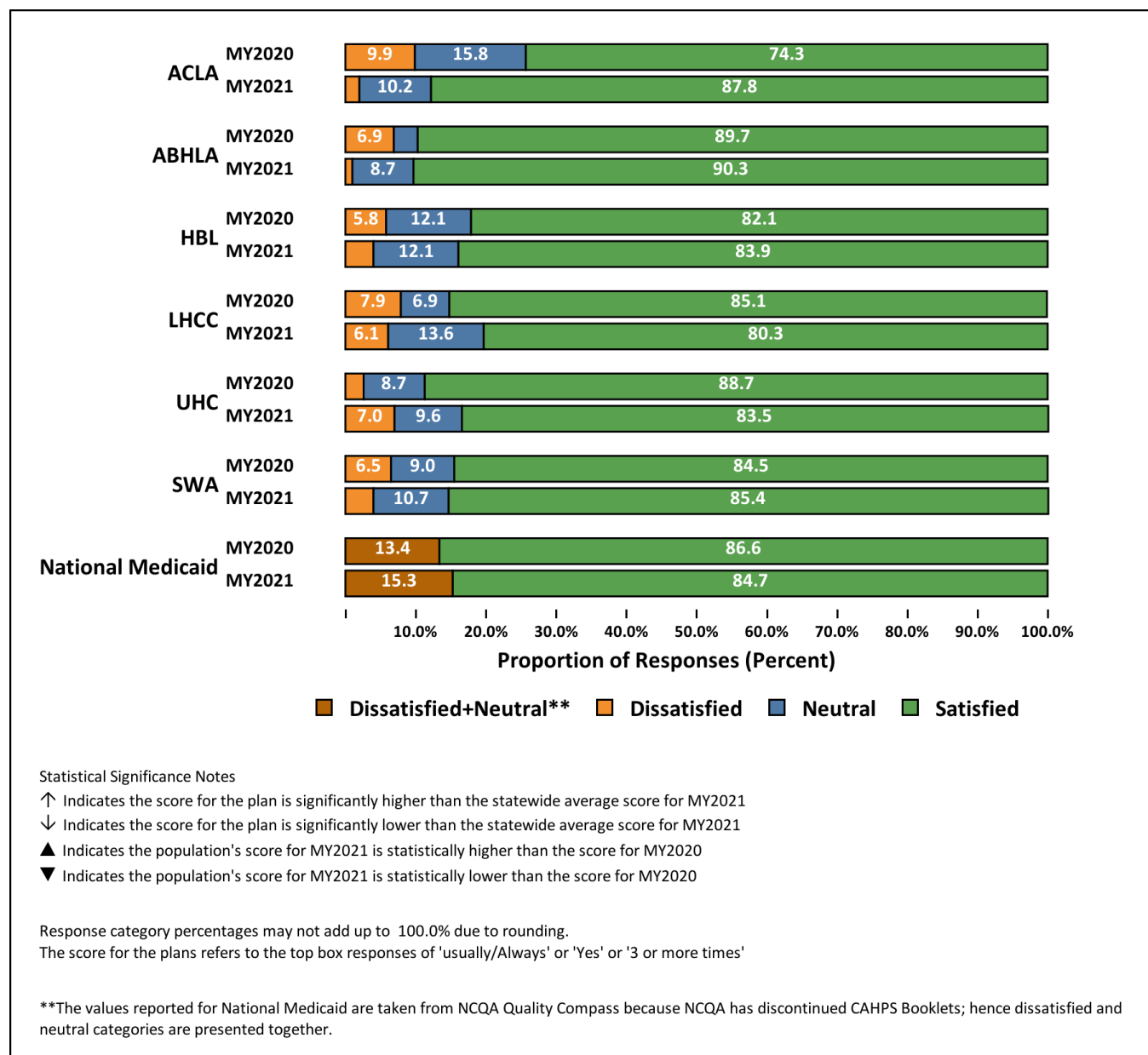
Overall, there were no statistically significant differences observed for this measure.

Trending Analysis

Overall, there were no statistically significant differences between scores in MY 2021 and scores in MY 2020 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

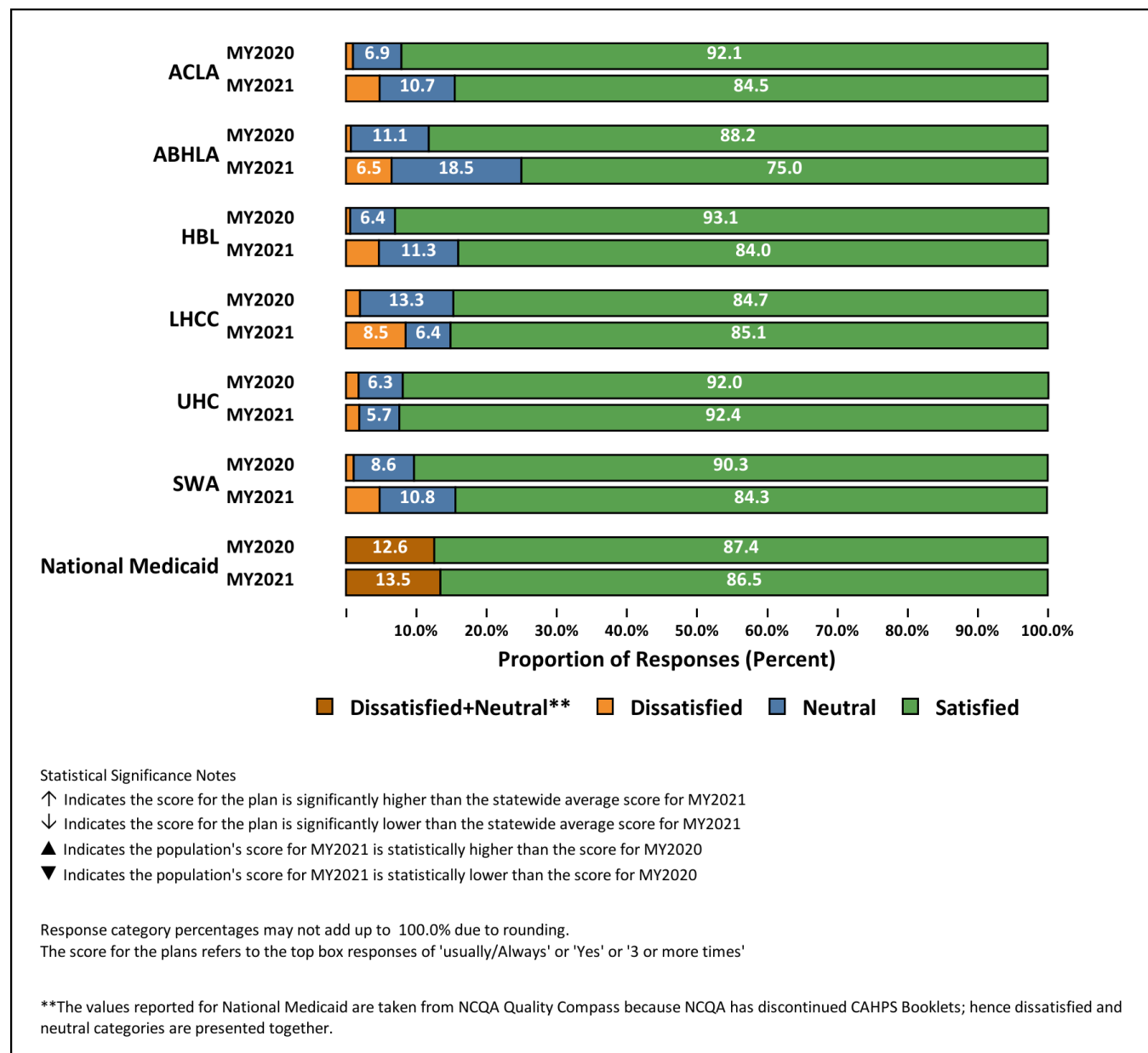
Overall, there were no statistically significant differences observed for this measure.

Trending Analysis

Overall, there were no statistically significant differences between scores in MY 2021 and scores in MY 2020 for this measure.

Q43. Rating of child's specialist

Respondents were asked to rate their child's specialist on a scale of 0 to 10, with 0 being the "worst specialist possible" and 10 being the "best specialist 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 2021 and scores in MY 2020 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	0.2%	1	0.4%	0	0.0%	0	0.0%	0	0.0%	1	0.3%
● 1	7	0.5%	3	1.1%	0	0.0%	0	0.0%	3	1.7%	1	0.3%
● 2	7	0.5%	3	1.1%	1	0.4%	0	0.0%	1	0.6%	2	0.6%
● 3	3	0.2%	2	0.7%	1	0.4%	0	0.0%	0	0.0%	0	0.0%
● 4	9	0.7%	1	0.4%	2	0.8%	1	0.3%	2	1.1%	3	1.0%
● 5	24	1.8%	6	2.1%	1	0.4%	7	2.2%	5	2.8%	5	1.6%
● 6	16	1.2%	4	1.4%	1	0.4%	1	0.3%	2	1.1%	8	2.6%
● 7	41	3.1%	5	1.8%	10	4.1%	13	4.1%	6	3.4%	7	2.3%
● 8	137	10.3%	23	8.2%	29	11.9%	37	11.7%	14	7.9%	34	10.9%
● 9	168	12.7%	39	13.9%	32	13.2%	36	11.4%	23	13.0%	38	12.2%
● Best personal doctor possible	914	68.8%	193	68.9%	166	68.3%	222	70.0%	121	68.4%	212	68.2%
Total	1328	100%	280	100%	243	100%	317	100%	177	100%	311	100%
Not Answered	173		39		34		4		19		39	

Reporting Category**Experience of Care**

Achievement Score	91.8%	91.1%	93.4%	93.1%	89.3%	91.3%
MY 2021 vs. MY 2020: +/- Change (▲▼ Stat. sig.)	+0.5	+0.7	+4.3	+0.4	-1.6	-2.2

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	20	1.9%	8	3.9%	6	3.0%	1	0.4%	1	0.7%	4	1.7%
● Sometimes	37	3.6%	4	1.9%	7	3.5%	6	2.3%	9	6.5%	11	4.8%
● Usually	89	8.6%	15	7.3%	25	12.4%	21	8.2%	10	7.2%	18	7.8%
● Always	887	85.9%	179	86.9%	164	81.2%	228	89.1%	119	85.6%	197	85.7%
Total	1033	100%	206	100%	202	100%	256	100%	139	100%	230	100%
Not Answered	468		113		75		103		57		120	

Reporting Category**Experience of Care**

Achievement Score	94.5%	94.2%	93.6%	97.3%	92.8%	93.5%
MY 2021 vs. MY 2020: +/- Change (▲▼ Stat. sig.)	-1.4	-1.8	-1.7	+1.5	-2.7	-3.7

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	10	1.0%	3	1.5%	2	1.0%	1	0.4%	1	0.7%	3	1.3%
● Sometimes	32	3.1%	8	3.9%	8	4.0%	5	1.9%	7	5.0%	4	1.8%
● Usually	89	8.6%	9	4.4%	21	10.5%	24	9.3%	12	8.6%	23	10.1%
● Always	899	87.3%	186	90.3%	169	84.5%	227	88.3%	119	85.6%	198	86.8%
Total	1030	100%	206	100%	200	100%	257	100%	139	100%	228	100%
Not Answered	471		113		77		102		57		122	

Reporting Category**Experience of Care**

Achievement Score	95.9%	94.7%	95.0%	97.7%	94.2%	96.9%
MY 2021 vs. MY 2020: +/- Change (▲▼ Stat. sig.)	-1.1	-2.7	-1.2	+0.9	-2.1	-1.9

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	3	0.3%	1	0.5%	2	1.0%	0	0.0%	0	0.0%	0	0.0%
● Sometimes	29	2.8%	6	2.9%	6	3.0%	3	1.2%	6	4.3%	8	3.5%
● Usually	63	6.1%	10	4.8%	17	8.4%	16	6.2%	7	5.0%	13	5.6%
● Always	942	90.8%	190	91.8%	177	87.6%	238	92.6%	127	90.7%	210	90.9%
Total	1037	100%	207	100%	202	100%	257	100%	140	100%	231	100%
Not Answered	464		112		75		102		56		119	
Reporting Category												
Experience of Care												
Achievement Score	96.9%		96.6%		96.0%		98.8%		95.7%		96.5%	
MY 2021 vs. MY 2020: +/- Change (▲▼ Stat. sig.)	-0.9		-1.2		-0.7		+0.8		-2.2		-2.3	
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	21	2.0%	9	4.4%	2	1.0%	3	1.2%	3	2.1%	4	1.7%
● Sometimes	69	6.7%	14	6.8%	16	8.0%	16	6.3%	10	7.1%	13	5.7%
● Usually	129	12.5%	25	12.2%	29	14.4%	30	11.8%	17	12.1%	28	12.2%
● Always	811	78.7%	157	76.6%	154	76.6%	205	80.7%	110	78.6%	185	80.4%
Total	1030	100%	205	100%	201	100%	254	100%	140	100%	230	100%
Not Answered	471		114		76		105		56		120	
Reporting Category												
Experience of Care												
Achievement Score	91.3%		88.8%		91.0%		92.5%		90.7%		92.6%	
MY 2021 vs. MY 2020: +/- Change (▲▼ Stat. sig.)	-0.3		-2.8		-0.2		+1.2		-0.9		+0.1	
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	20	4.0%	2	2.0%	1	1.0%	5	4.0%	4	6.1%	8	7.0%
● Sometimes	54	10.7%	10	10.2%	9	8.7%	15	12.1%	9	13.6%	11	9.6%
● Usually	105	20.8%	20	20.4%	23	22.3%	18	14.5%	16	24.2%	28	24.3%
● Always	327	64.6%	66	67.3%	70	68.0%	86	69.4%	37	56.1%	68	59.1%
Total	506	100%	98	100%	103	100%	124	100%	66	100%	115	100%
Not Answered	995		221		174		235		130		235	
Reporting Category												
Experience of Care												
Achievement Score	85.4%		87.8%		90.3%		83.9%		80.3%		83.5%	
MY 2021 vs. MY 2020: +/- Change (▲▼ Stat. sig.)	+0.9		+13.5		+0.6		+1.8		-4.8		-5.2	
Response scored as: ● Achievement ● Room for improvement												

Q43. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate your child's specialist?

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Worst specialist possible	1	0.2%	0	0.0%	1	1.1%	0	0.0%	0	0.0%	0	0.0%
● 1	3	0.7%	1	1.2%	2	2.2%	0	0.0%	0	0.0%	0	0.0%
● 2	4	0.9%	1	1.2%	1	1.1%	1	0.9%	1	2.1%	0	0.0%
● 3	6	1.4%	1	1.2%	2	2.2%	1	0.9%	1	2.1%	1	1.0%
● 4	7	1.6%	1	1.2%	0	0.0%	3	2.8%	2	4.3%	1	1.0%
● 5	14	3.2%	3	3.6%	6	6.5%	4	3.8%	0	0.0%	1	1.0%
● 6	14	3.2%	2	2.4%	5	5.4%	3	2.8%	2	4.3%	2	1.9%
● 7	19	4.4%	4	4.8%	6	6.5%	5	4.7%	1	2.1%	3	2.9%
● 8	44	10.1%	9	10.7%	5	5.4%	16	15.1%	3	6.4%	11	10.5%
● 9	47	10.8%	11	13.1%	10	10.9%	7	6.6%	6	12.8%	13	12.4%
● Best specialist possible	275	63.4%	51	60.7%	54	58.7%	66	62.3%	31	66.0%	73	69.5%
Total	434	100%	84	100%	92	100%	106	100%	47	100%	105	100%
Not Answered	1067		235		185		253		149		245	
Reporting Category												
Experience of Care												
Achievement Score	84.3%		84.5%		75.0%		84.0%		85.1%		92.4%	
MY 2021 vs. MY 2020: +/- Change (▲▼ Stat. sig.)	-6.0		-7.6		-13.2		-9.1		+0.4		+0.4	
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.

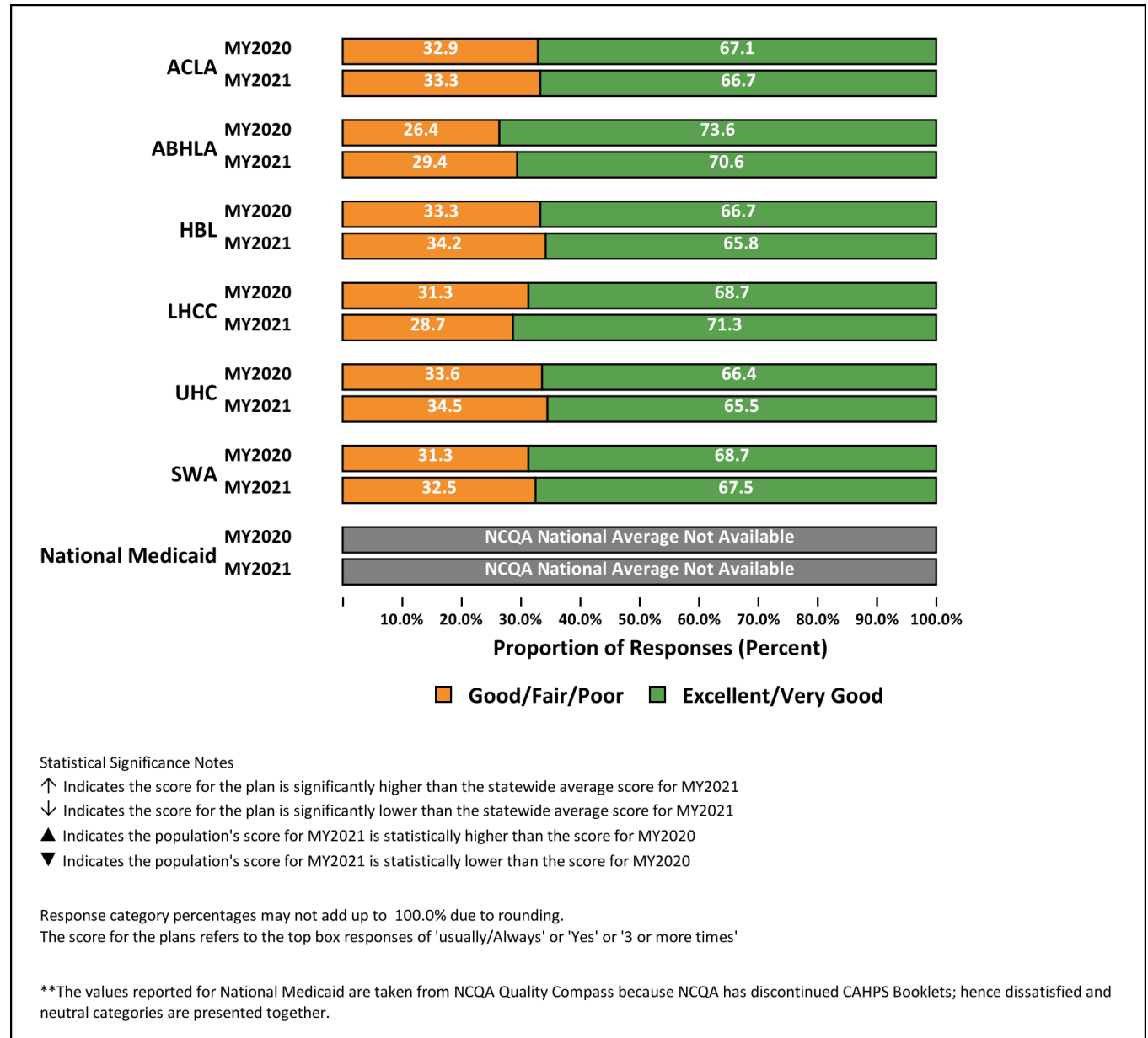
Key Findings

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 67.5 with similar scores among the plans (65.5–71.3). Scores in MY 2021 were similar to scores in MY 2020.

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 2021 and scores in MY 2020 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	498	33.9%	101	32.7%	105	38.6%	121	34.2%	67	34.4%	104	30.7%
● Very Good	494	33.6%	105	34.0%	87	32.0%	112	31.6%	72	36.9%	118	34.8%
● Good	351	23.9%	74	23.9%	60	22.1%	93	26.3%	43	22.1%	81	23.9%
● Fair	112	7.6%	25	8.1%	18	6.6%	24	6.8%	13	6.7%	32	9.4%
● Poor	14	1.0%	4	1.3%	2	0.7%	4	1.1%	0	0.0%	4	1.2%
Total	1469	100%	309	100%	272	100%	354	100%	195	100%	339	100%
Not Answered	32		10		5		5		1		11	
Reporting Category												
Health Status												
Achievement Score	67.5%		66.7%		70.6%		65.8%		71.3%		65.5%	
MY 2021 vs. MY 2020: +/- Change (▲▼ Stat. sig.)	-1.2		-0.4		-3.0		-0.9		+2.6		-0.9	

Response scored as: ● Achievement ● Room for improvement

Respondent Sample Profile Demographic Characteristics

Age	SWA	ACLA	ABHLA	HBL	LHCC	UHC
Less Than 1	2.15%	1.99%	3.73%	2.89%	1.03%	0.90%
1 to 2 years	10.82%	6.98%	14.93%	15.03%	9.23%	7.53%
3 to 4 years	10.19%	9.30%	16.42%	10.69%	8.21%	6.63%
5 to 7	12.41%	14.95%	13.81%	13.01%	12.31%	8.43%
8 to 10	14.63%	15.61%	13.06%	13.29%	15.38%	15.96%
11 to 13	19.63%	18.94%	13.43%	19.94%	23.59%	22.59%
14 to 18	30.17%	32.23%	24.63%	25.14%	30.26%	37.95%

Gender	SWA	ACLA	ABHLA	HBL	LHCC	UHC
Male	56.23%	52.82%	56.13%	55.91%	59.07%	58.08%
Female	43.77%	47.18%	43.87%	44.09%	40.93%	41.92%

Parent Education	SWA	ACLA	ABHLA	HBL	LHCC	UHC
8th grade or less	4.55%	5.52%	2.69%	5.59%	3.11%	4.95%
Some high school	11.59%	14.83%	8.46%	11.76%	9.84%	12.07%
High school graduate	34.00%	32.76%	26.54%	34.71%	43.52%	34.67%
Some college	35.42%	35.17%	40.38%	36.47%	30.57%	33.44%
4-year college graduate	9.67%	7.93%	15.38%	7.35%	10.36%	8.67%
More than 4-year	4.77%	3.79%	6.54%	4.12%	2.59%	6.19%

Race*	SWA	ACLA	ABHLA	HBL	LHCC	UHC
White	53.00%	49.83%	54.44%	53.45%	54.40%	53.37%
Black or African American	42.93%	44.29%	42.47%	42.94%	40.93%	43.25%
Asian	2.29%	2.42%	2.70%	1.80%	2.59%	2.15%
Native Hawaiian or other Pacific Islander	0.64%	0.35%	1.54%	0.60%	0.00%	0.61%
American Indian or Alaska Native	4.14%	3.46%	5.41%	5.41%	3.11%	3.07%
Other	10.14%	9.00%	11.97%	11.11%	9.84%	8.90%

Ethnicity	SWA	ACLA	ABHLA	HBL	LHCC	UHC
Hispanic	15.34%	17.41%	16.09%	17.99%	10.47%	12.96%
Non-Hispanic	84.66%	82.59%	83.91%	82.01%	89.53%	87.04%

*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 2020, 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	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	

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	

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	

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	

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	

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	

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	

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	

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	

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	

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	

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	

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	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	

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	

Response scored as: ● Achievement ● Room for improvement

Q43. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate your child's specialist?

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Worst specialist possible	1	0.2%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	0.9%
● 1	2	0.3%	1	1.0%	0	0.0%	0	0.0%	0	0.0%	1	0.9%
● 2	2	0.3%	0	0.0%	0	0.0%	1	0.6%	1	1.0%	0	0.0%
● 3	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
● 4	2	0.3%	0	0.0%	1	0.7%	0	0.0%	1	1.0%	0	0.0%
● 5	14	2.2%	0	0.0%	4	2.8%	2	1.2%	5	5.1%	3	2.7%
● 6	9	1.4%	1	1.0%	2	1.4%	2	1.2%	2	2.0%	2	1.8%
● 7	31	4.9%	6	5.9%	10	6.9%	7	4.0%	6	6.1%	2	1.8%
● 8	56	8.9%	10	9.9%	18	12.5%	11	6.4%	9	9.2%	8	7.1%
● 9	79	12.6%	11	10.9%	17	11.8%	26	15.0%	8	8.2%	17	15.2%
● Best specialist possible	432	68.8%	72	71.3%	92	63.9%	124	71.7%	66	67.3%	78	69.6%
Total	628	100%	101	100%	144	100%	173	100%	98	100%	112	100%
Not Answered	1691		249		420		481		294		247	

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	

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	

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	

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	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	

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	

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	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	

Response scored as: ● Achievement ● Room for improvement