



New York State
Medicaid and Child Health Plus
CAHPS® 5.0H
Child CCC Survey
HealthNow New York Inc.

Continuous Quality Improvement Report

March 2019



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Background

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) 5.0H Children with Chronic Conditions (CCC) questionnaire is a comprehensive tool designed to assess consumers' experience with health care and health plans. CAHPS® CCC is the questionnaire that asks parents/caretakers of child health plan members about experiences with access to care, health care providers, and health plans. The CCC component of the questionnaire is a supplement to the CAHPS® Child Medicaid questionnaire which allows health plans to identify children with chronic conditions and evaluate their experience of care. The New York State Department of Health (NYSDOH) sponsored the CAHPS® CCC survey in response to CMS CHIPRA requirements. Results will be used to determine variation in parent/caretaker satisfaction among the plans. DataStat, Inc. conducted the survey on behalf of the NYSDOH from October 2018 through January 2019. The instrument used for the administration of the survey was the CAHPS® CCC questionnaire, developed and tested nationally for assessing the performance of health plans.

The survey was administered over a fifteen-week period using a mixed-mode (mail and telephone) four-wave protocol. The four-wave protocol consisted of a first questionnaire packet and reminder postcard to the parent/caretaker of all randomly selected child members, followed by a second questionnaire packet to non-respondents, and finally a phone follow-up to those who had not responded to the mailings.

The majority of questions addressed parent's/caretaker's experience with their child's health care, such as getting care quickly, communication with doctors, overall satisfaction with health care, and screening questions to identify children with chronic conditions. The questionnaire was expanded to include 4 supplemental questions of particular interest to the NYSDOH. Rounding out the instrument was a set of questions collecting demographic data. In total, the questionnaire consisted of 85 questions. A copy of the modified CAHPS® CCC questionnaire can be found in Appendix A.

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Executive Summary

The CAHPS® CCC questionnaire was administered to the parents/caretakers of Medicaid and Child Health Plus (CHP) managed care plan child members. The survey included 15 managed care plans in New York with a sample of 1,500 children per plan. Questionnaires were sent to 22,500 parents/caretakers of child members following a combined mail and phone methodology during the period October 3, 2018, through January 20, 2019, using a standardized survey procedure and questionnaire. A total of 293 eligible and complete responses were received resulting in a 20.1% response rate. The disposition of surveys is contained at the end of this section.

Conclusions based on the information presented in this report should be tempered by a few caveats. First, for some questionnaire items, relatively small numbers of responses may be available due to skip patterns in the questionnaire. In order to present the most reliable information, results based on fewer than 30 observations are not presented in this report. Second, in some of the data presentations included in this report, correlation coefficients are computed to explore the relationship between different measures. High correlations, however, do not necessarily indicate causation. Third, in many of the charts and tables presented in this report, differences between the MMC/CHP Statewide average and other groups may be readily apparent. However, where these differences are not statistically significant they should be evaluated accordingly.

Throughout this report, health plan scores are reported alongside five reporting entities made up of respondents across all health plans. MMC/CHP Statewide scores include all respondents to the survey. Medicaid and CHP scores represent a split of ALL respondents by Payer status. CC-Negative and CC-Positive scores represent a split of ALL respondents by the child member's chronic condition status.

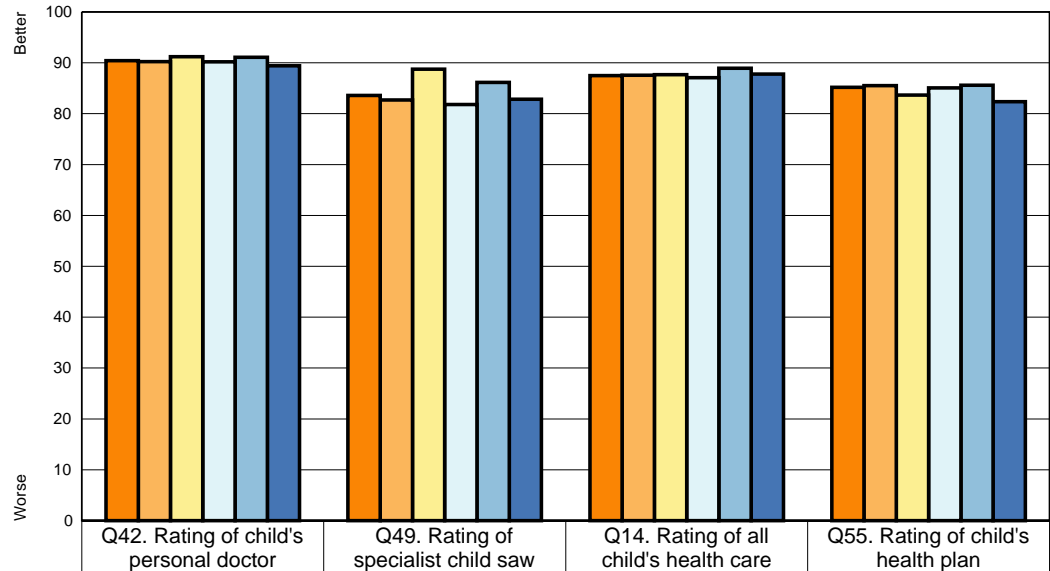
The first part of the *Executive Summary* provides summaries of the overall rating questions and composites. Composites are comprised of questions that relate to the same broad domain of performance. This report contains two types of composites: Standard Child Medicaid CAHPS® composites and CAHPS® CCC composites. The Standard Child Medicaid CAHPS® composites summarize responses in five key areas of care: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, and Shared Decision Making. The CAHPS® CCC composites summarize responses in three areas related to specific aspects of care for chronic conditions: Access to Specialized Services, Family-Centered Care: Personal Doctor Who Knows Child, and Coordination of Care for Children with Chronic Conditions. The achievement score for each of the eight composites is the average of the achievement scores for the individual items comprising a composite. For a detailed list of the questions that belong to each composite, please refer to the *Methodology* section.

Summary of Overall Rating Questions

Response options for overall rating questions ranged from 0 (worst) to 10 (best). In the table below, the achievement score represents the proportion of parents/caretakers of members who responded with a rating of "8", "9", or "10". Results are presented for Statewide, Payer status (Medicaid and CHP), Chronic Condition status (CC-Negative and CC-Positive), and the plan. Plan results are compared to the Statewide achievement scores and a significance level of .05 or less was considered statistically significant and "↑" or "↓" is placed at the top of the appropriate bar. Payer status and Chronic Condition status are presented for additional information, but are not compared to the Statewide achievement scores.

CC-Negative and CC-Positive scores represent a split of ALL respondents by the child member's chronic condition status. Chronic condition status is determined by the parent's/caretaker's answers to screening questions. The child member is considered positive for a chronic condition if the responses to one or more of five sets of screening questions indicates a chronic condition.

Overall Rating Questions (8, 9 or 10)



| | | | | |
|-------------------|--------|--------|--------|--------|
| MMC/CHP Statewide | 90.41% | 83.59% | 87.49% | 85.19% |
| Medicaid | 90.24% | 82.67% | 87.57% | 85.53% |
| CHP | 91.20% | 88.75% | 87.65% | 83.65% |
| CC - Negative | 90.20% | 81.81% | 87.09% | 85.06% |
| CC - Positive | 91.10% | 86.15% | 88.92% | 85.60% |
| HealthNow Overall | 89.40% | 82.86% | 87.76% | 82.36% |

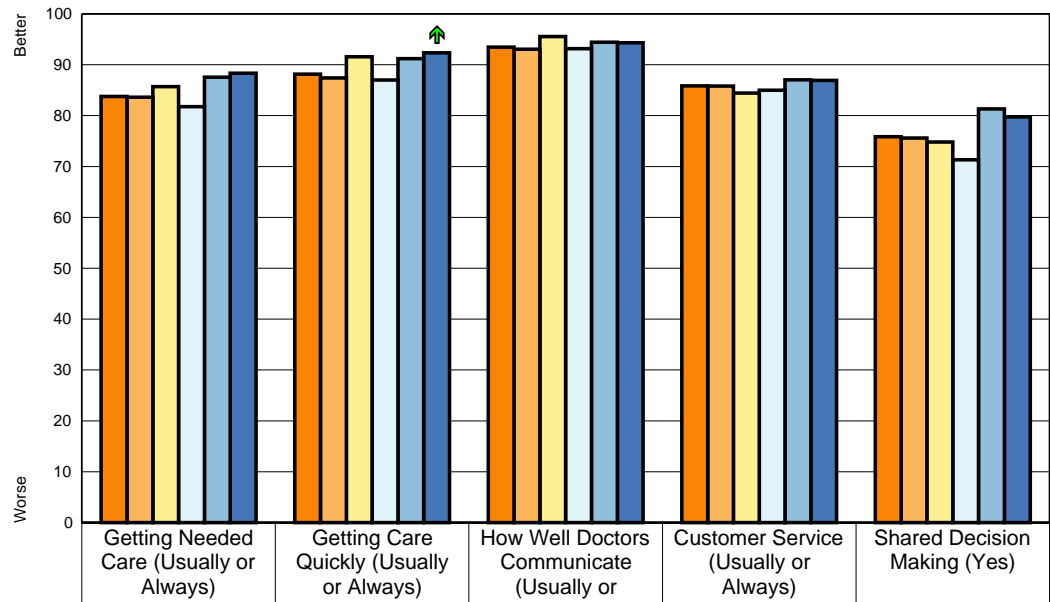
↑/↓ Statistically significantly better/worse than MMC/CHP Statewide.

Summary of Standard Composites

A composite score is calculated for each of five domains of member experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, and Shared Decision Making. Composite achievement scores indicate the proportion of parents/caregivers who reported a positive experience within a given domain. Responses of "Usually" or "Always" indicate achievement for all composite measures except for Shared Decision Making, which uses "Yes" as the indicator of achievement.

Results are presented for MMC/CHP Statewide, Payer status (Medicaid and CHP), Chronic Condition status (CC-Negative and CC-Positive), and the health plan. Plan results are compared to the MMC/CHP Statewide achievement scores and a significance level of .05 or less was considered statistically significant and "↑" or "↓" is placed at the top of the appropriate bar. Payer status and Chronic Condition status are presented for additional information, but are not compared to the MMC/CHP Statewide achievement scores.

Standard Composites



| | | | | | |
|-------------------|--------|--------|--------|--------|--------|
| MMC/CHP Statewide | 83.76% | 88.14% | 93.44% | 85.85% | 75.84% |
| Medicaid | 83.62% | 87.39% | 93.04% | 85.80% | 75.61% |
| CHP | 85.70% | 91.57% | 95.55% | 84.45% | 74.81% |
| CC - Negative | 81.75% | 86.98% | 93.18% | 85.00% | 71.32% |
| CC - Positive | 87.54% | 91.20% | 94.43% | 87.02% | 81.30% |
| HealthNow Overall | 88.34% | 92.33% | 94.33% | 86.93% | 79.75% |

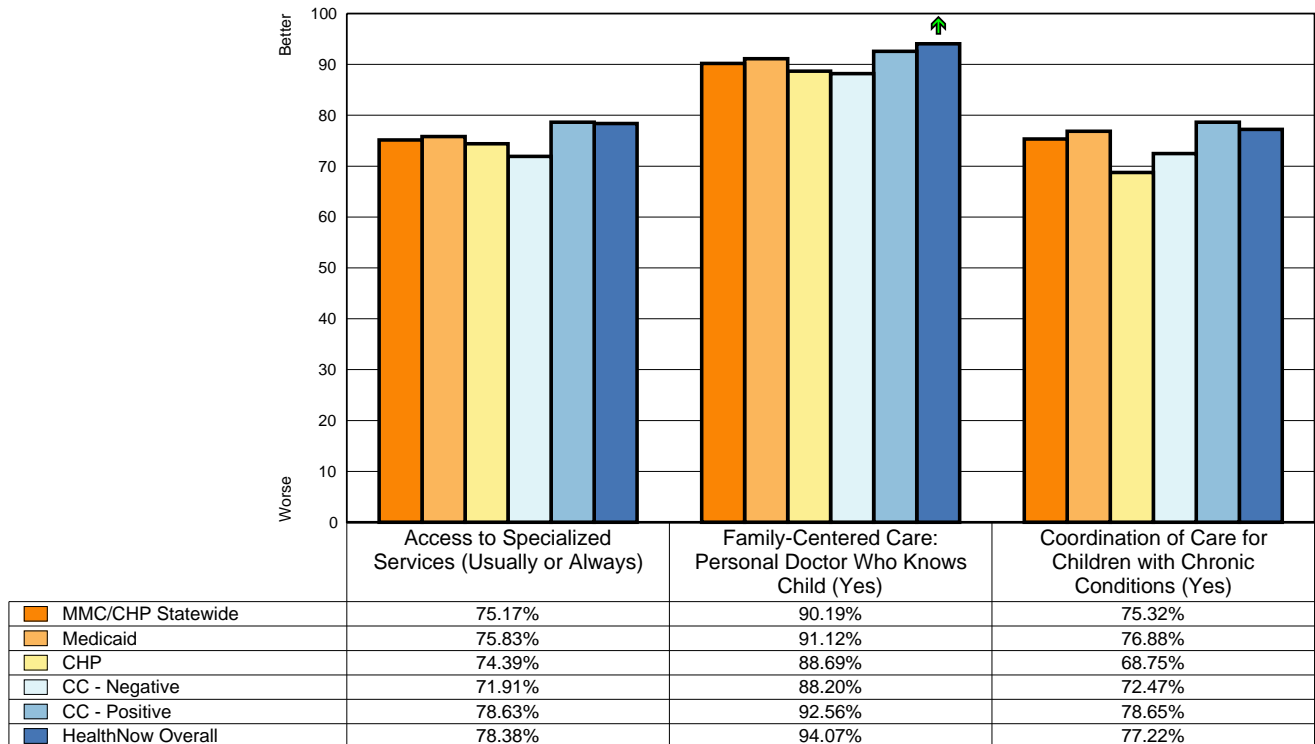
↑/↓ Statistically significantly better/worse than MMC/CHP Statewide.

Summary of CCC Composites

The table below presents the results for the CCC composites. The Access to Specialized Services composite reflects response options of "Usually" or "Always" in the achievement score. The Family-Centered Care and Coordination of Care composites use 'Yes' as the achievement score. The composite score is calculated using the same calculation that is used for the standard CAHPS composites. Results are presented for Statewide, Payer status (Medicaid and CHP), Chronic Condition status (CC-Negative and CC-Positive), and the plan. Plan results are compared to the MMC/CHP Statewide achievement scores and a significance level of .05 or less was considered statistically significant and "↑" or "↓" is placed at the top of the appropriate bar. Payer status and Chronic Condition status are presented for additional information, but are not compared to the MMC/CHP Statewide achievement scores.

CC-Negative and CC-Positive scores represent a split of ALL respondents by the child member's chronic condition status. Chronic condition status is determined by the parent's/caretaker's answers to screening questions. The member is considered positive for a chronic condition if the responses to one or more of five screening sets indicates a chronic condition.

CCC Composites



↑ Statistically significantly better/worse than MMC/CHP Statewide.

Key Measure Summary

| Plans | Getting Needed Care (Usually or Always) | Getting Care Quickly (Usually or Always) | How Well Doctors Communicate (Usually or Always) | Customer Service (Usually or Always) | Shared Decision Making (Yes) | Rating of child's personal doctor | Rating of specialist child saw most often | Rating of all child's health care | Rating of child's health plan |
|---------------------------------|---|--|--|--------------------------------------|------------------------------|-----------------------------------|---|-----------------------------------|-------------------------------|
| MMC/CHP Statewide | 84 | 88 | 93 | 86 | 76 | 90 | 84 | 87 | 85 |
| Medicaid | 84 | 87 | 93 | 86 | 76 | 90 | 83 | 88 | 86 |
| CHP | 86 | 92 | 96 | 84 | 75 | 91 | 89 | 88 | 84 |
| CC-Negative | 82 | 87 | 93 | 85 | 71 | 90 | 82 | 87 | 85 |
| CC-Positive | 88 | 91 | 94 | 87 | 81 | 91 | 86 | 89 | 86 |
| Affinity Health Plan | 88 | 90 | 94 | 88 | 64 ▼ | 91 | 86 | 85 | 85 |
| CDPHP | 88 | 92 ▲ | 97 ▲ | 93 ▲ | 80 | 91 | 82 | 90 | 88 |
| Empire | 81 | 82 ▼ | 93 | 82 | 74 | 89 | 75 | 86 | 84 |
| Excellus BlueCross BlueShield | 87 | 91 | 96 ▲ | 84 | 77 | 90 | 86 | 90 | 88 |
| Fidelis Care New York | 86 | 92 ▲ | 94 | 88 | 76 | 90 | 84 | 89 | 86 |
| Healthfirst PHSP, Inc. | 83 | 83 ▼ | 92 | 81 | 72 | 89 | 87 | 87 | 85 |
| HealthNow New York Inc. | 88 | 92 ▲ | 94 | 87 | 80 | 89 | 83 | 88 | 82 |
| HIP (EmblemHealth) | 82 | 89 | 94 | 85 | 77 | 90 | 89 | 87 | 79 ▼ |
| Independent Health | 85 | 89 | 94 | 91 ▲ | 84 ▲ | 90 | 82 | 90 | 90 ▲ |
| MetroPlus Health Plan | 78 | 86 | 90 ▼ | 83 | 73 | 93 | 68 ▼ | 86 | 88 |
| MVP Health Care | 87 | 89 | 92 | 86 | 75 | 93 | 87 | 90 | 89 ▲ |
| Molina Healthcare | 81 | 83 ▼ | 91 | 83 | 73 | 89 | 86 | 85 | 82 |
| UnitedHealthcare Community Plan | 82 | 92 ▲ | 96 ▲ | 89 | 79 | 94 ▲ | 90 ▲ | 90 | 85 |
| WellCare of New York | 74 ▼ | 81 ▼ | 91 | 86 | 74 | 87 | 84 | 83 | 82 |
| YourCare Health Plan | 86 | 92 ▲ | 94 | 83 | 79 | 91 | 84 | 88 | 83 |

▲▼ Statistically significantly better/worse than MMC/CHP Statewide.

Key Measure Summary - CCC Composites

| Plans | All Children | | | Children with CCC Positive | | |
|---------------------------------|--|---|---|--|---|---|
| | Access to Specialized Services (Usually or Always) | Family-Centered Care: Personal Doctor Who Knows Child (Yes) | Coordination of Care for Children with Chronic Conditions (Yes) | Access to Specialized Services (Usually or Always) | Family-Centered Care: Personal Doctor Who Knows Child (Yes) | Coordination of Care for Children with Chronic Conditions (Yes) |
| MMC/CHP Statewide | 75 | 90 | 75 | 77 | 91 | 78 |
| Medicaid | 76 | 91 | 77 | 78 | 92 | 81 |
| CHP | 74 | 89 | 69 | 76 | 89 | 69 |
| Affinity Health Plan | 80 | 84 ▼ | 78 | 86 | 87 | 78 |
| CDPHP | 87 ▲ | 93 | 77 | 87 | 96 ▲ | 81 |
| Empire | 70 | 90 | 67 | 69 | 92 | 73 |
| Excellus BlueCross BlueShield | 82 | 94 | 80 | 76 | 93 | 84 |
| Fidelis Care New York | 81 | 91 | 73 | 78 | 91 | 78 |
| Healthfirst PHSP, Inc. | 73 | 92 | 73 | 74 | 92 | 75 |
| HealthNow New York Inc. | 78 | 94 ▲ | 77 | 83 | 96 ▲ | 85 |
| HIP (EmblemHealth) | 72 | 90 | 77 | 75 | 93 | 78 |
| Independent Health | 76 | 93 | 73 | 78 | 92 | 70 |
| MetroPlus Health Plan | 77 | 83 | 82 | 84 | 81 | 89 ▲ |
| MVP Health Care | 82 | 91 | 70 | 82 | 91 | 77 |
| Molina Healthcare | 63 ▼ | 90 | 78 | 63 ▼ | 91 | 78 |
| UnitedHealthcare Community Plan | 68 | 89 | 77 | 71 | 92 | 77 |
| WellCare of New York | 56 ▼ | 89 | 78 | 67 | 86 | 81 |
| YourCare Health Plan | 83 | 90 | 70 | 90 ▲ | 89 | 74 |

▲▼ Statistically significantly better/worse than MMC/CHP Statewide.

Child Member Sample Profile

| Child Age (years) | MMC/CHP Statewide | Medicaid | CHP | HealthNow |
|--------------------------|----------------------|----------|-------|-----------|
| Less than one year | 0.7% | 0.8% | 0.1% | 0.7% |
| 1 to 2 years | 10.4% | 11.1% | 7.0% | 7.4% |
| 3 to 4 years | 10.8% | 10.4% | 12.5% | 8.1% |
| 5 to 7 years | 16.4% | 16.7% | 15.4% | 17.3% |
| 8 to 10 years | 18.2% | 18.5% | 16.6% | 17.3% |
| 11 to 13 years | 18.3% | 18.5% | 17.2% | 18.4% |
| 14 and older | 25.2% | 23.9% | 31.1% | 30.7% |

| Child Gender | MMC/CHP Statewide | Medicaid | CHP | HealthNow |
|---------------------|----------------------|----------|-------|-----------|
| Male | 52.8% | 53.0% | 51.7% | 51.9% |
| Female | 47.2% | 47.0% | 48.3% | 48.1% |

| Child Hispanic or Latino | MMC/CHP Statewide | Medicaid | CHP | HealthNow |
|---------------------------------|----------------------|----------|-------|-----------|
| Yes, Hispanic or Latino | 34.0% | 36.5% | 23.0% | 10.3% |
| No, Not Hispanic or Latino | 66.0% | 63.5% | 77.0% | 89.7% |

| Child Race | MMC/CHP Statewide | Medicaid | CHP | HealthNow |
|---|----------------------|----------|-------|-----------|
| White | 54.1% | 50.7% | 68.9% | 77.5% |
| Black or African-American | 23.5% | 26.7% | 9.6% | 13.6% |
| Asian | 13.5% | 13.3% | 14.6% | 6.4% |
| Native Hawaiian or Other Pacific Islander | 1.1% | 1.2% | 0.8% | 0.4% |
| American Indian or Alaska Native | 3.8% | 4.1% | 2.3% | 6.8% |
| Other | 19.8% | 20.7% | 16.0% | 5.4% |

| Rating of Child's Overall Health | MMC/CHP Statewide | Medicaid | CHP | HealthNow |
|---|----------------------|----------|-------|-----------|
| Excellent | 45.0% | 43.4% | 52.9% | 47.5% |
| Very good | 32.5% | 32.5% | 32.7% | 29.9% |
| Good | 18.4% | 19.9% | 11.8% | 19.7% |
| Fair | 3.7% | 3.9% | 2.4% | 2.1% |
| Poor | 0.4% | 0.4% | 0.2% | 0.7% |

| Payer | MMC/CHP Statewide | Medicaid | CHP | HealthNow |
|--------------|----------------------|----------|--------|-----------|
| Medicaid | 82.2% | 100.0% | 0.0% | 76.8% |
| CHP | 17.8% | 0.0% | 100.0% | 23.2% |

| Chronic Condition Status | MMC/CHP Statewide | Medicaid | CHP | HealthNow |
|---------------------------------|----------------------|----------|-------|-----------|
| Positive | 23.6% | 24.3% | 20.7% | 32.1% |
| Negative | 76.4% | 75.7% | 79.3% | 67.9% |

Sample Disposition

| | MMC/CHP Statewide | Medicaid | CHP | HealthNow |
|--|----------------------|--------------|--------------|--------------|
| First mailing - sent | 22,500 | 19,293 | 3,207 | 1,500 |
| First mailing - usable survey returned* | 1,739 | 1,354 | 385 | 138 |
| Second mailing - sent | 20,309 | 17,469 | 2,840 | 1,332 |
| Second mailing - usable survey returned* | 951 | 753 | 198 | 74 |
| Phone - usable surveys* | 2,052 | 1,789 | 263 | 81 |
| Total - usable surveys | 4,742 | 3,896 | 846 | 293 |
| Ineligible: According to population criteria‡† | 227 | 184 | 43 | 17 |
| Ineligible: Language barrier† | 686 | 629 | 57 | 26 |
| Ineligible: Deceased† | 2 | 1 | 1 | 1 |
| Refusal/Returned survey blank | 638 | 521 | 117 | 58 |
| Incomplete survey - mail or phone | 626 | 560 | 66 | 22 |
| Nonresponse - Unavailable by mail or phone | 15,514 | 13,446 | 2,068 | 1,075 |
| Added to Do Not Call list | 65 | 56 | 9 | 8 |
| Response Rate | 22.0% | 21.1% | 27.2% | 20.1% |

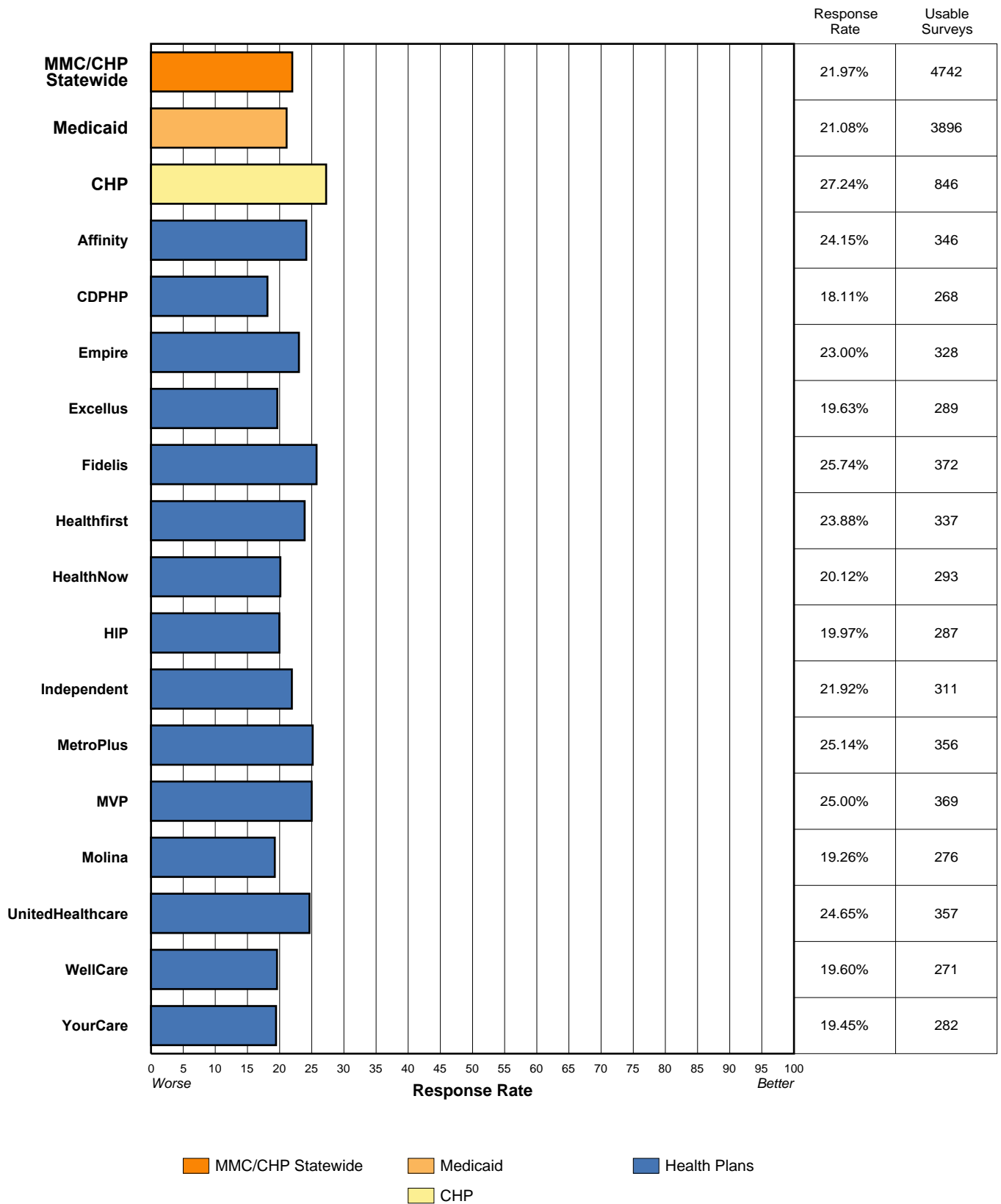
*Included in response rate numerator

†Excluded from response rate denominator

‡Population criteria: The designated respondent must be a member of the managed care plan.

Note: *Response Rate = Total Usable Surveys / Total Eligible Cases*

Response Rates



Trend Analysis - 2018 vs. 2016

The following analysis provides an in-depth comparison of 2018 results with 2016 results.

| Question | HealthNow 2018 Score | HealthNow 2016 Score | Point Change | Composite/ Question Group |
|--|----------------------|----------------------|--------------|---|
| Q24. Someone from your child's health plan, doctor's office or clinic helped you get special therapy (physical, occupational or speech) for your child | 55.9% | 41.8% | + 14.1 | CCC Single Items |
| Q27. Someone from your child's health plan, doctor's office or clinic helped you get emotional, developmental or behavioral treatment or counseling for your child | 62.8% | 50.7% | + 12.1 | CCC Single Items |
| Q13. Doctor/provider asked what you thought was best for your child regarding starting/stopping a prescription medicine | 85.7% | 77.2% | + 8.5 | Shared Decision Making |
| Q26. Usually or always easy to get (emotional, developmental or behavioral) treatment or counseling for your child | 86.7% | 79.2% | + 7.5 | Access to Specialized Services |
| Q14. Rating of all child's health care | 87.8% | 81.3% | + 6.5 ▲ | Ratings |
| Q11. Doctor/provider talked about the reasons you might want your child to take a medicine | 91.4% | 85.4% | + 6.0 | Shared Decision Making |
| Q8. Doctor/provider talked about specific things you could do to prevent illness in your child | 72.4% | 66.6% | + 5.7 | Single Items |
| Q58. Someone from your child's health plan, doctor's office or clinic helped you get your child's prescription medicines | 62.7% | 57.7% | + 5.0 | CCC Single Items |
| Q45. Child's personal doctor understands how child's conditions affect your family's day-to-day life | 94.3% | 89.4% | + 4.9 | Family-Centered Care: Personal Doctor Who Knows Child |
| Q28. Rating of child's treatment or counseling (8, 9 or 10) | 66.6% | 62.4% | + 4.3 | Supplemental Questions |
| Q35. Child's personal doctor usually or always showed respect for what you had to say | 93.8% | 95.7% | - 1.9 | Communication |
| Q47. Usually or always got an appointment for child with a specialist as soon as needed | 87.6% | 89.7% | - 2.1 | Getting Needed Care |
| Q34. Child's personal doctor usually or always listened carefully to you | 92.7% | 94.9% | - 2.1 | Communication |
| Q23. Usually or always easy to get special therapy (physical, occupational or speech) for your child | 82.0% | 84.6% | - 2.6 | Access to Specialized Services |
| Q12. Doctor/provider talked about the reasons you might not want your child to take a medicine | 62.2% | 64.9% | - 2.8 | Shared Decision Making |
| Q49. Rating of specialist child saw most often | 82.9% | 86.2% | - 3.3 | Ratings |
| Q55. Rating of child's health plan | 82.4% | 86.0% | - 3.6 | Ratings |
| Q51. Customer service from child's health plan usually or always gave needed information or help | 79.3% | 85.9% | - 6.6 | Customer Service |
| Q18. Child's doctors or other health providers gave help needed in contacting your child's school or daycare | 90.2% | 97.1% | - 6.9 | Coordination of Care for Children with Chronic Conditions |
| Q57. Usually or always easy to get prescription medicines for your child through his or her health plan | 88.4% | 95.9% | - 7.5 ▼ | CCC Single Items |

Better

Worse

▲ ▼ Statistically significantly higher/lower than 2016 score.

Methodology

Children, ages 0 to 17, who were current members of New York State Medicaid or CHP managed care plans as of July 2018 and who had been enrolled for five out of the last six months were eligible to be randomly selected for this survey. Respondents were surveyed in English or Spanish. The survey was administered over a fifteen-week period using a mixed-mode (mail and telephone) four-wave protocol. The four-wave protocol consisted of a first questionnaire packet and reminder postcard to a parent/caretaker of all randomly sampled members, followed by a second questionnaire packet to non-respondents and finally a phone follow-up to those who had not responded to the mailings.

Survey Milestones

1. 1st questionnaire packets mailed: October 3, 2018
2. Reminder postcards mailed: October 10, 2018
3. 2nd questionnaire packets mailed: October 31, 2018
4. Phone field opened: November 28, 2018
5. Mail and phone field closed: January 20, 2019

Sampling Frame

A stratified random sample of 1,500 children ages 0 to 17 was drawn for each health plan. No populations were oversampled for this survey. To be eligible, children had to be current members who were continuously enrolled in the New York State Medicaid or CHP managed care plans for at least five out of the last six months as of July 2018.

Questionnaire

The instrument selected for the survey, the CAHPS® CCC questionnaire, was developed and tested nationally for use in assessing the performance of health plans. The majority of questions addressed domains of child members' experience such as getting care quickly, doctor communication, overall satisfaction with health care, and health plan. The CCC component of the questionnaire is a supplement to the CAHPS® Child Medicaid core questionnaire which allows health plans to identify children with chronic conditions and evaluate their experience of care. The CCC supplemental items focus on components of care essential for the successful treatment, management, and support of children with chronic conditions. The questionnaire was further expanded to include 4 supplemental questions of particular interest to the NYSDOH. Rounding out the questionnaire was a set of questions collecting demographic data. In total, the questionnaire consisted of 85 questions. In 2018 there were no revisions to the questionnaire. A copy of the modified CAHPS® CCC questionnaire can be found in Appendix A.

Selection of Cases for Analysis

Questionnaires were considered complete if respondents did not say "No" to Question 1 (Our records show that your child is now in [HEALTH PLAN NAME]. Is that right?) and if they provided a valid response to at least three of the five following questions: Q3, Q31, Q46, Q50, Q55. Complete interviews were obtained from 293 parents/caretakers of HealthNow New York Inc. members, and the response rate was 20.1%.

Definition of Achievement Scores

Parent/caretaker responses to questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed equal to the proportion of responses qualifying as achievements. Since achievement scores for questions represent the proportion of parent/caretaker respondents who indicate a positive experience, the lower the achievement score, the greater the need for improvement. See the *Responses by Question* section for assignment of achievement responses for each question.

In general, somewhat positive responses are included with positive responses as achievements. For example, a response of "Usually" or "Always" to the question "How often did you get an appointment for health care at a

doctor's office or clinic as soon as your child needed?" is considered an achievement, as are responses of "8", "9", or "10" to rating questions.

Composites

Five standard composite scores summarize responses in key areas: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, and Shared Decision Making. The achievement score for the composite is the average of the achievement scores for the individual items comprising a composite. Following is a list of the questions that comprise each composite:

Getting Needed Care

- Q47. Usually or always got an appointment for child with a specialist as soon as needed
- Q15. Usually or always easy to get the care, tests or treatment your child needed

Getting Care Quickly

- Q4. Child usually or always got care needed as soon as your child needed
- Q6. Child usually or always got appointment for routine care as soon as your child needed

How Well Doctors Communicate

- Q33. Child's personal doctor usually or always explained things in a way that was easy to understand
- Q34. Child's personal doctor usually or always listened carefully to you
- Q35. Child's personal doctor usually or always showed respect for what you had to say
- Q38. Child's personal doctor usually or always spent enough time with child

Customer Service

- Q51. Customer service from child's health plan usually or always gave needed information or help
- Q52. Customer service staff from child's health plan usually or always treated you with courtesy/respect

Shared Decision Making

- Q11. Doctor/provider talked about the reasons you might want your child to take a medicine
- Q12. Doctor/provider talked about the reasons you might not want your child to take a medicine
- Q13. Doctor/provider asked what you thought was best for your child regarding starting/stopping a prescription medicine

There are three CCC composite scores summarizing responses in areas related to caring for children with chronic conditions: Access to Specialized Services, Family-Centered Care: Personal Doctor Who Knows Child, and Coordination of Care for Children with Chronic Conditions. The achievement score for the composite is the average of the achievement scores for the individual items comprising a composite. Following is a list of the questions that comprise each CCC composite:

Access to Specialized Services

- Q20. Usually or always easy to get special medical equipment or devices for your child
- Q23. Usually or always easy to get special therapy (physical, occupational or speech) for your child
- Q26. Usually or always easy to get (emotional, developmental or behavioral) treatment or counseling for your child

Family-Centered Care: Personal Doctor Who Knows Child

- Q39. Child's personal doctor talked with you about how your child is feeling, growing or behaving
- Q44. Child's personal doctor understands how child's conditions affect your child's day-to-day life
- Q45. Child's personal doctor understands how child's conditions affect your family's day-to-day life

Coordination of Care for Children with Chronic Conditions

- Q18. Child's doctors or other health providers gave help needed in contacting your child's school or daycare
- Q30. Child's health plan, doctor's office or clinic helped coordinate child's care among different providers or services

Correlation to Satisfaction

To understand the relationship between performance and satisfaction in particular areas of parent/caretaker experience, correlations are computed between responses to the performance-related items and each of the ratings questions. The specific correlation computed is Pearson's Correlation Coefficient, which takes on values between -1 to 1. Correlation scores are presented in the *Correlation Analysis* section.

Comparisons: Current Year and Trending

Two types of comparisons are presented. Current year comparisons are found in the *Executive Summary* and *Graphs* sections. In the *Executive Summary* section, Payer status (Medicaid and CHP) and Chronic Condition status (CC-Negative and CC-Positive) for the Rating Items and Composite Items are presented for additional information, but are not compared to the MMC/CHP Statewide achievement scores. In the *Graphs* section, plan-level results for each performance measure are compared to the MMC/CHP Statewide achievement score with statistical testing. Again, Payer status and Chronic Condition status are presented for additional information, but are not compared to the MMC/CHP Statewide achievement scores.

Comparisons across time are the focus of the *Trend Analysis* section: All performance-related items in the questionnaire that were trendable were listed in descending order of point change for HealthNow New York Inc. results. The *Trend Analysis* section displays plan-level results for the ten items at the top of the list and the ten items at the bottom with the corresponding 2016 and 2018 scores as well as significance testing results. In addition, the *Responses by Question* section presents achievement score point change and significance testing results for each performance item.

Statistical Testing

Statistically significant differences between scores were determined using t-tests. A significance level of .05 or less was considered statistically significant and "▲" or "▼" is placed at the top of the appropriate bar or next to the appropriate achievement score.

Case-Mix Analysis

The results presented in this report are case-mix adjusted to control for differences in the member population across Medicaid or CHP managed care plans. The results for 2018 are case-mix adjusted for child age (Q75), child member health status (Q59), and parent/caretaker education (Q81). Case-mix adjustment is applied to mitigate the effect of differences in individual plan's member population. The variables chosen for case-mix adjustment are beyond the control of the Medicaid or CHP managed care plan and have been shown to affect plan and health care ratings. For example, individuals with higher levels of education generally rate lower for satisfaction.

Using this Report

Understanding Achievement Scores

This report is designed to assist the NYSDOH and participating health plans in identifying key opportunities to improve members' experiences. Parent/caretaker responses to questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed as the proportion of responses qualifying as positive. For example, a response of "Usually" or "Always" to the question "How often did you get an appointment for health care at a doctor's office or clinic as soon as your child needed?" is considered a positive response, and the achievement score for this question is equal to the proportion of respondents who answered the question with "Usually" or "Always". Because achievement scores for questions are computed as the proportion of parents/caretakers who indicate a positive experience, the lower the achievement score, the greater the need to improve.

Achievement scores are computed and reported for all pertinent questions. In addition, composite scores are built from groups of questions that make up broad domains of members' experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, Shared Decision Making, Access to Specialized Services, Family-Centered Care: Personal Doctor Who Knows Child, and Coordination of Care for Children with Chronic Conditions.

Throughout this report, health plan scores are reported alongside five reporting entities made up of respondents across all health plans. Statewide scores include all respondents to the survey. Medicaid and CHP scores represent a split of ALL respondents by Payer status. CC-Negative and CC-Positive scores represent a split of ALL respondents by the child member's chronic condition status.

Achievement scores based on fewer than 30 observations are suppressed in this report and "NA" is substituted for the result. When relevant, a footnote is presented. Typically, too few responses to a questionnaire item is due to skip patterns in the instrument. Suppressing scores based on a small number of cases ensures that this report includes the most reliable information available.

Understanding the Sections of the Report

The CAHPS® CCC questionnaire results are presented here in a format that is optimized for use in practical decision-making. Specifically, these reports can:

1. Assist the NYSDOH and health plans in identifying strengths and weaknesses in quality of health care, access, and services, and
2. Provide the NYSDOH and health plans with a way to assess where resources can best be allocated to improve experiences.

The remainder of the report is broken into three major sections that are briefly described here to help you make the best use of the report and the information it contains.

Graphs/Results

This section contains a graphic presentation of MMC/CHP Statewide, Medicaid, CHP, Chronic Condition status, and plan-specific results for questions using the achievement scores. Statistical significance, the achievement score, and the number of respondents for each plan are displayed. This depicts plan-specific performance compared to various benchmarks or peers. The composites are directly followed by the individual questions that are combined to create the composite measures.

Correlation Analysis

The Correlation Analysis section is helpful in understanding how satisfaction in various questions relates to the four standard rating questions (personal doctor, specialist seen most often, all health care, and health plan) for respondents. The charts show which questions are most strongly linked to the rating and the current achievement score. The information helps define what areas are related to satisfaction and how the group or plan performed in that area.

The correlation analyses are presented two ways. First, there are correlations of the top ten highly correlated composite questions to the four rating questions ranked by the highest correlation between the question and rating. This allows a visual picture of clustering of composites across ratings. Second, the analysis presents the proportion of responses in each response option for each composite question for each individual rating. This lets you see where there may be an opportunity for improvement. For example, if a question correlates highly and has higher proportions of "Usually" and "Sometimes", improving the processes may move respondents up to "Always" to improve not only that composite, but the other rating questions.

Responses by Question

This section provides a breakdown for each question with the number of members responding to the question and the distribution for each available response option. For each question that has responses determined to be positive or negative, there is a colored circle indicating achievement (green circle) or room for improvement (red circle). The circles are based on the response category and are not indicative of areas the plan needs to improve necessarily. For example, "Always" and "Usually" are achievement and "Sometimes" and "Never" are room for improvement. Similarly on a rating question, "8", "9", or "10" are achievement and 0 through 7 are room for improvement. Questions without a colored circle indicate the question is not associated with this type of response determination. For example, asking whether a child needed a service in the past six months does not have an associated achievement score related to it. Achievement scores based on fewer than 30 observations are suppressed and "NA" is substituted for the result. This section provides additional information about volume of child members to help you prioritize areas to be addressed.

When applicable, each question is presented with the composite name, the achievement score, the correlation with rating of health plan value, and trend information. The achievement scores are case-mix adjusted while data for each response option are not case-mix adjusted.

Graphs/Results

The Graphs/Results section contains a graphic presentation of MMC/CHP Statewide, Payer status (Medicaid and CHP), Chronic Condition status (CC-Negative and CC-Positive), and plan-specific results for each question using the achievement scores. Tests for statistical significance compare the plan-level scores to the MMC/CHP Statewide scores. Payer status and Chronic Condition status are presented for additional information, but are not compared to the MMC/CHP Statewide achievement scores. Rating results are followed by composites and the questions that make up each composite.

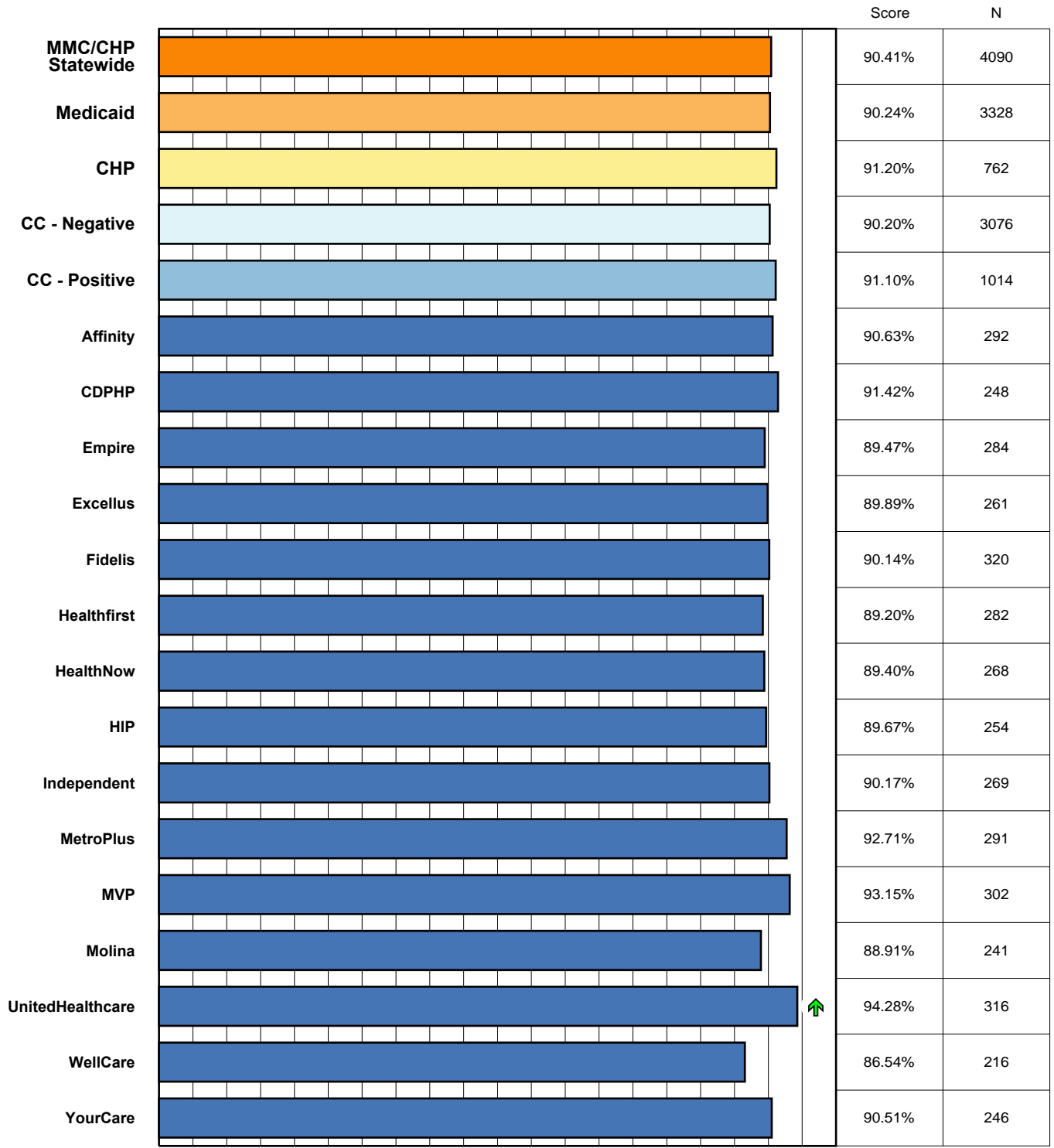
The CAHPS® CCC questionnaire uses a 0 to 10 rating for assessing overall experience with personal doctors, specialists, health care, and health plans. In the four ratings graphs, proportions of respondents assigning ratings of "8", "9", or "10" are reported as achievement scores.

Questions that relate to the same broad domain of performance are grouped together for the purpose of reporting. For example, the domain Getting Care Quickly includes questions about how soon appointments were scheduled. In the title of each graph the response option(s) considered an achievement is displayed. Graphs presenting the results of individual questions that make up the composite score follow the presentation of the composite results.

For full detail of response options for each question and which responses qualify as achievements, please refer to the Responses by Question section.

In this report, results based on fewer than 30 cases are suppressed and "NA" is substituted for the result. When relevant, a footnote is presented.

Q42. Rating of child's personal doctor (8, 9 or 10)

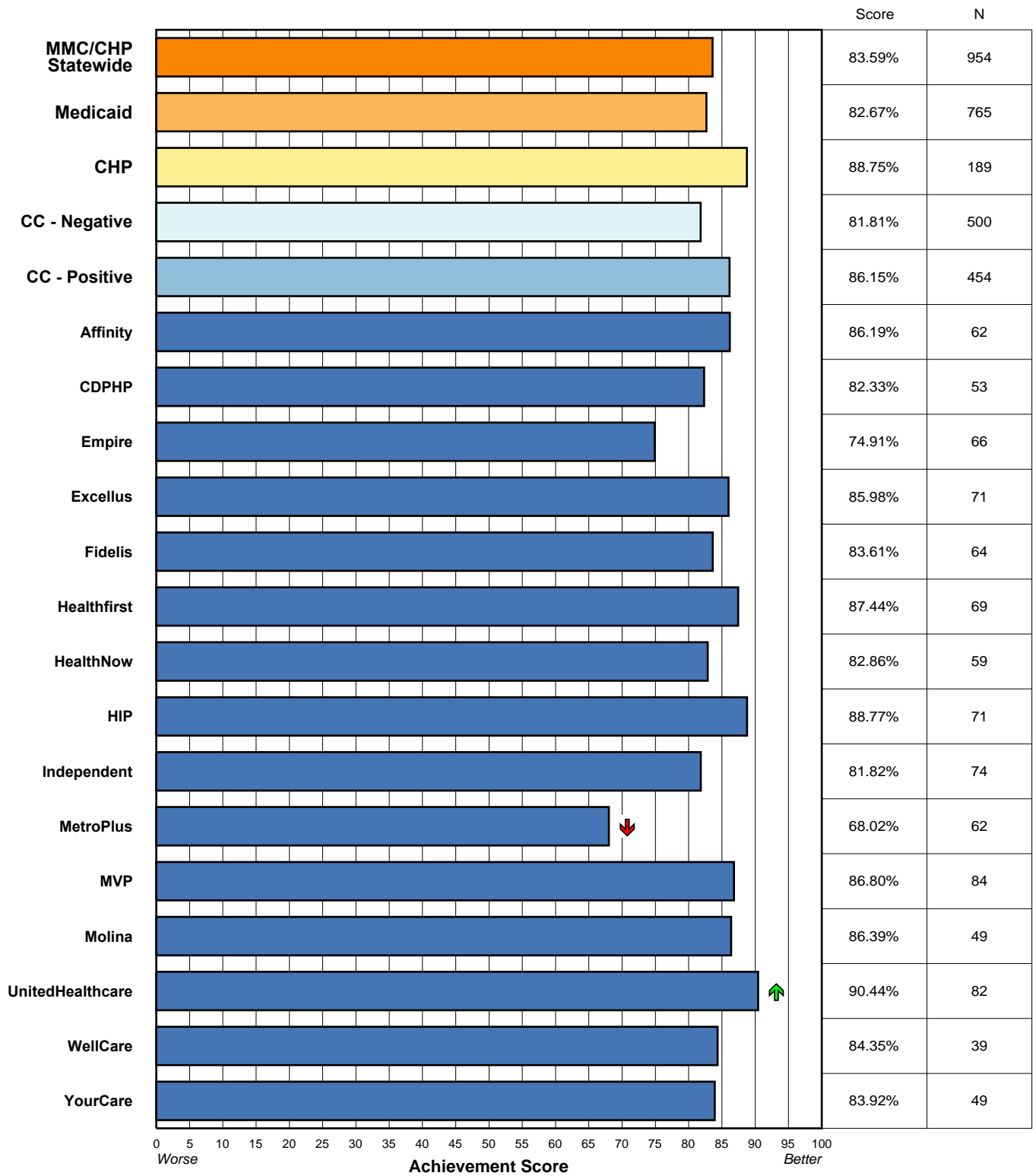


0 5 10 15 20 25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100
 Worse Achievement Score Better

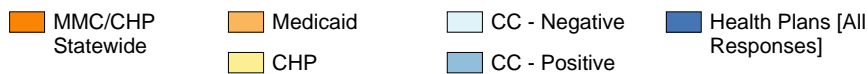
Statistically significantly better/worse than Statewide.

■ MMC/CHP Statewide
 ■ Medicaid
 ■ CC - Negative
 ■ Health Plans [All Responses]
■ CHP
 ■ CC - Positive

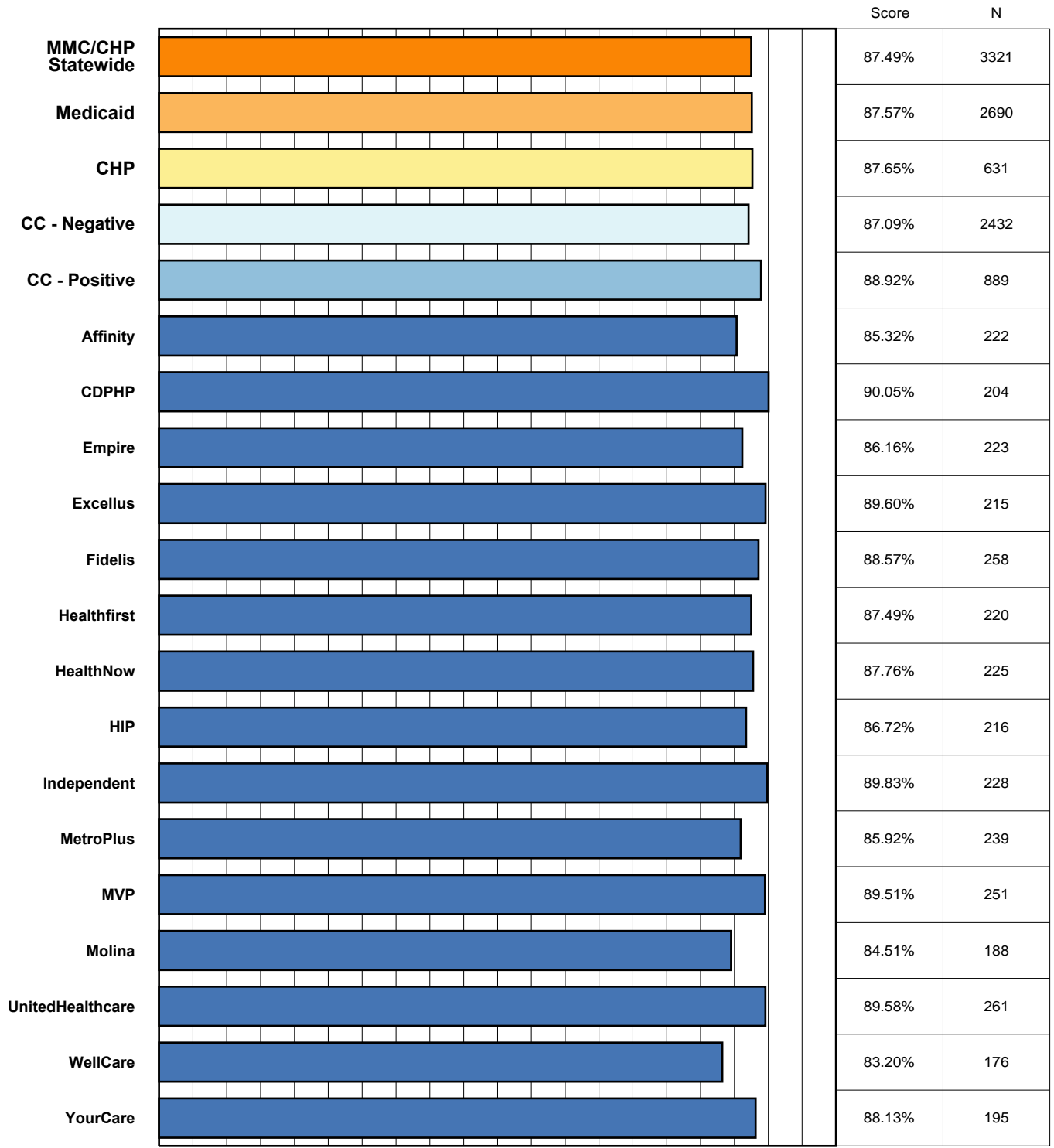
Q49. Rating of specialist child saw most often (8, 9 or 10)



Statistically significantly better/worse than Statewide.



Q14. Rating of all child's health care (8, 9 or 10)

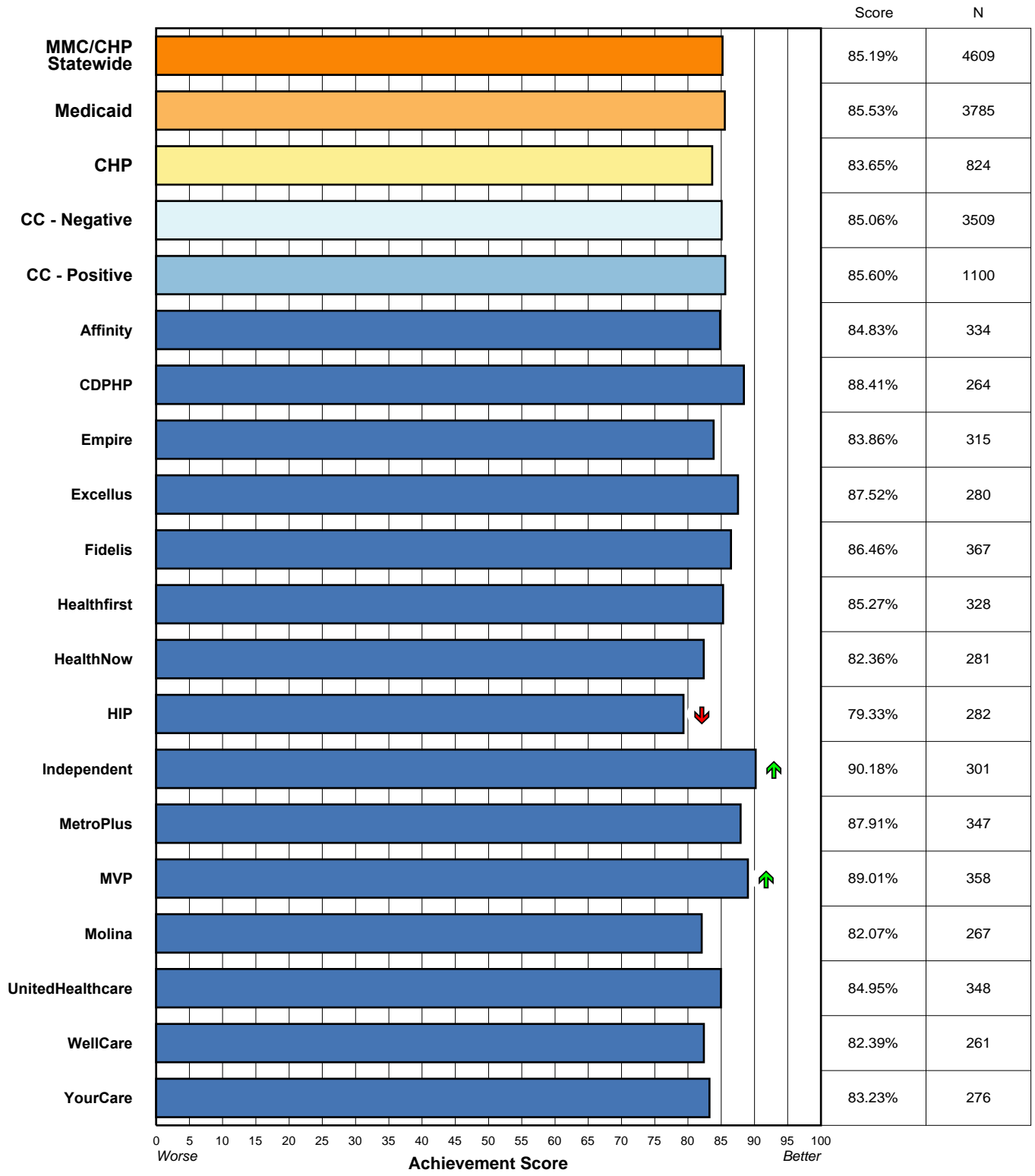


0 5 10 15 20 25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100
 Worse Achievement Score Better

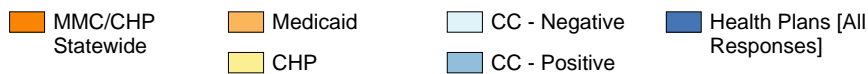
Statistically significantly better/worse than Statewide.

■ MMC/CHP Statewide
 ■ Medicaid
 ■ CC - Negative
 ■ Health Plans [All Responses]
■ CHP
 ■ CC - Positive

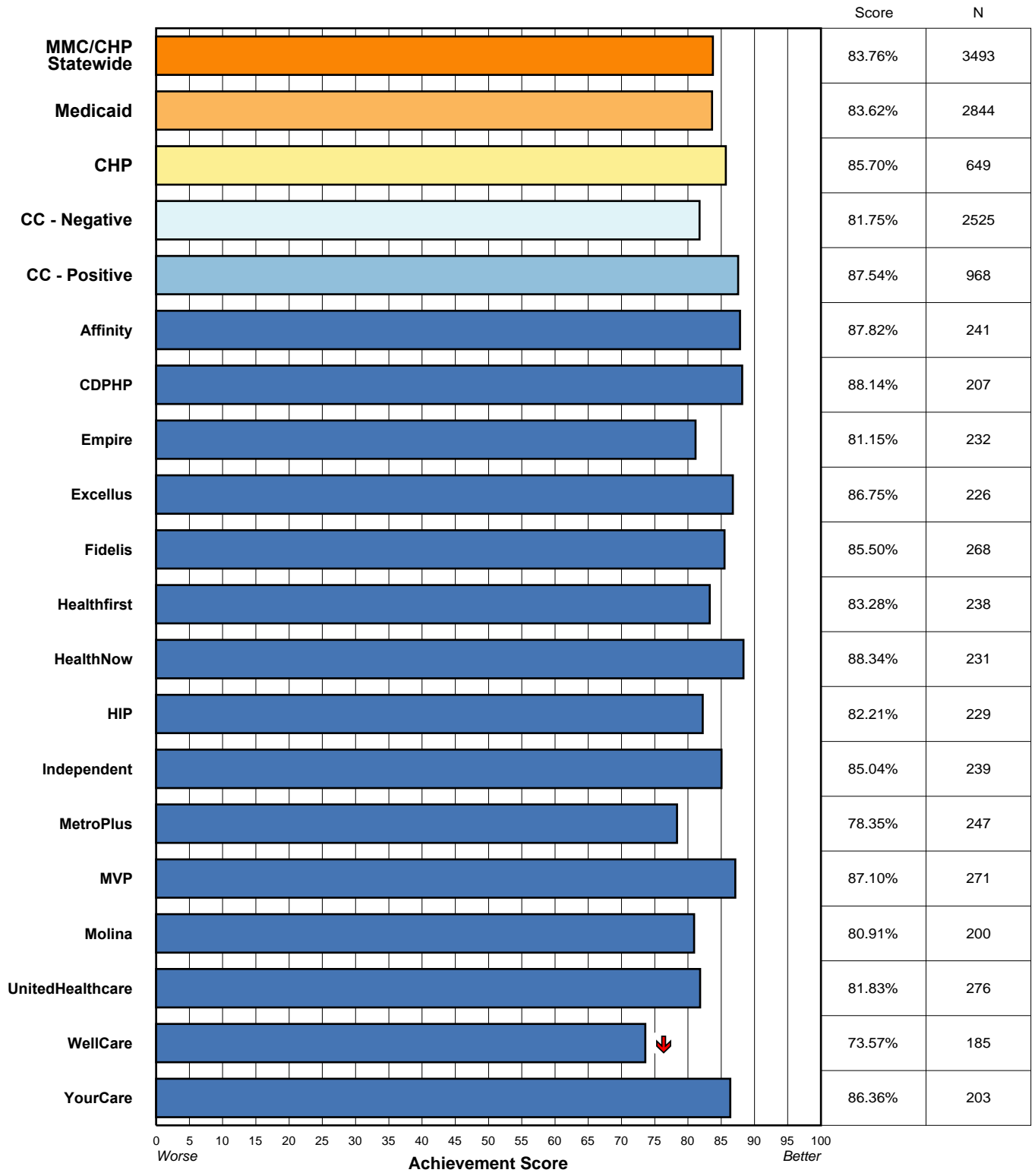
Q55. Rating of child's health plan (8, 9 or 10)



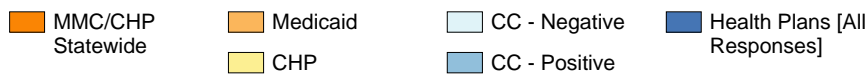
⬆️ Statistically significantly better/worse than Statewide.



Getting Needed Care (Usually or Always)

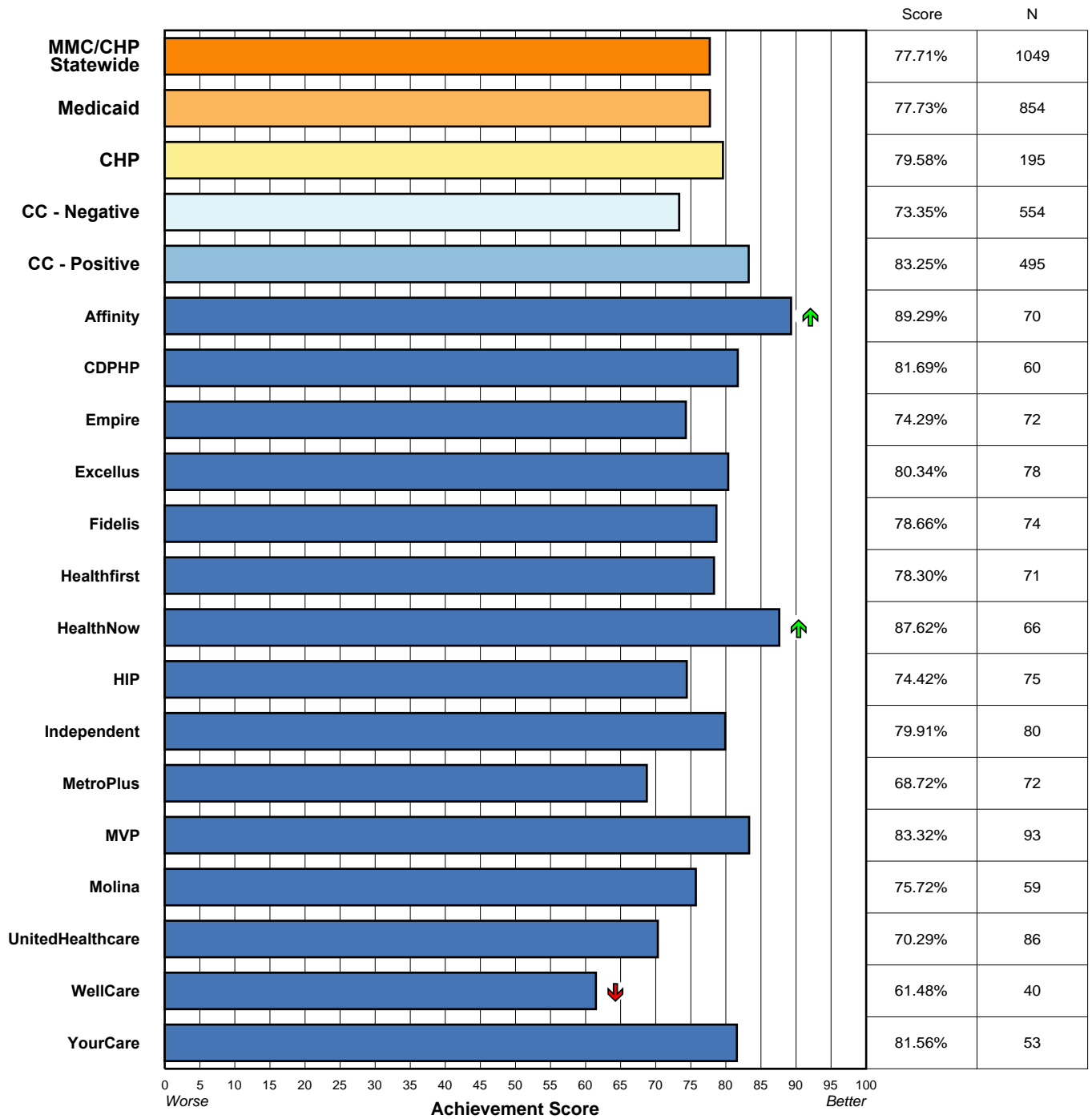


⬇ Statistically significantly better/worse than Statewide.



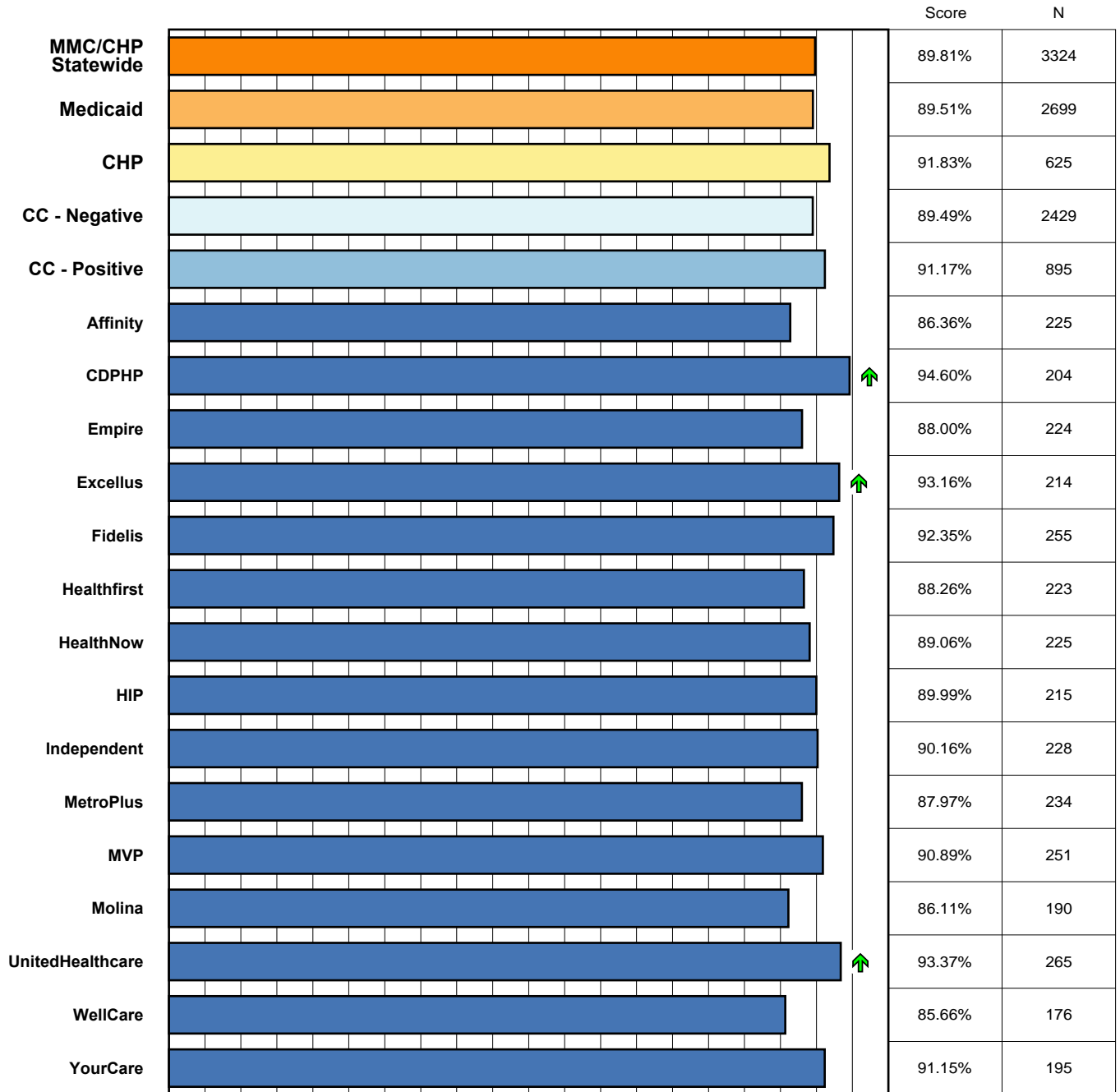
Getting Needed Care (Usually or Always)

Q47. Usually or always got an appointment for child with a specialist as soon as needed



Getting Needed Care (Usually or Always)

Q15. Usually or always easy to get the care, tests or treatment your child needed

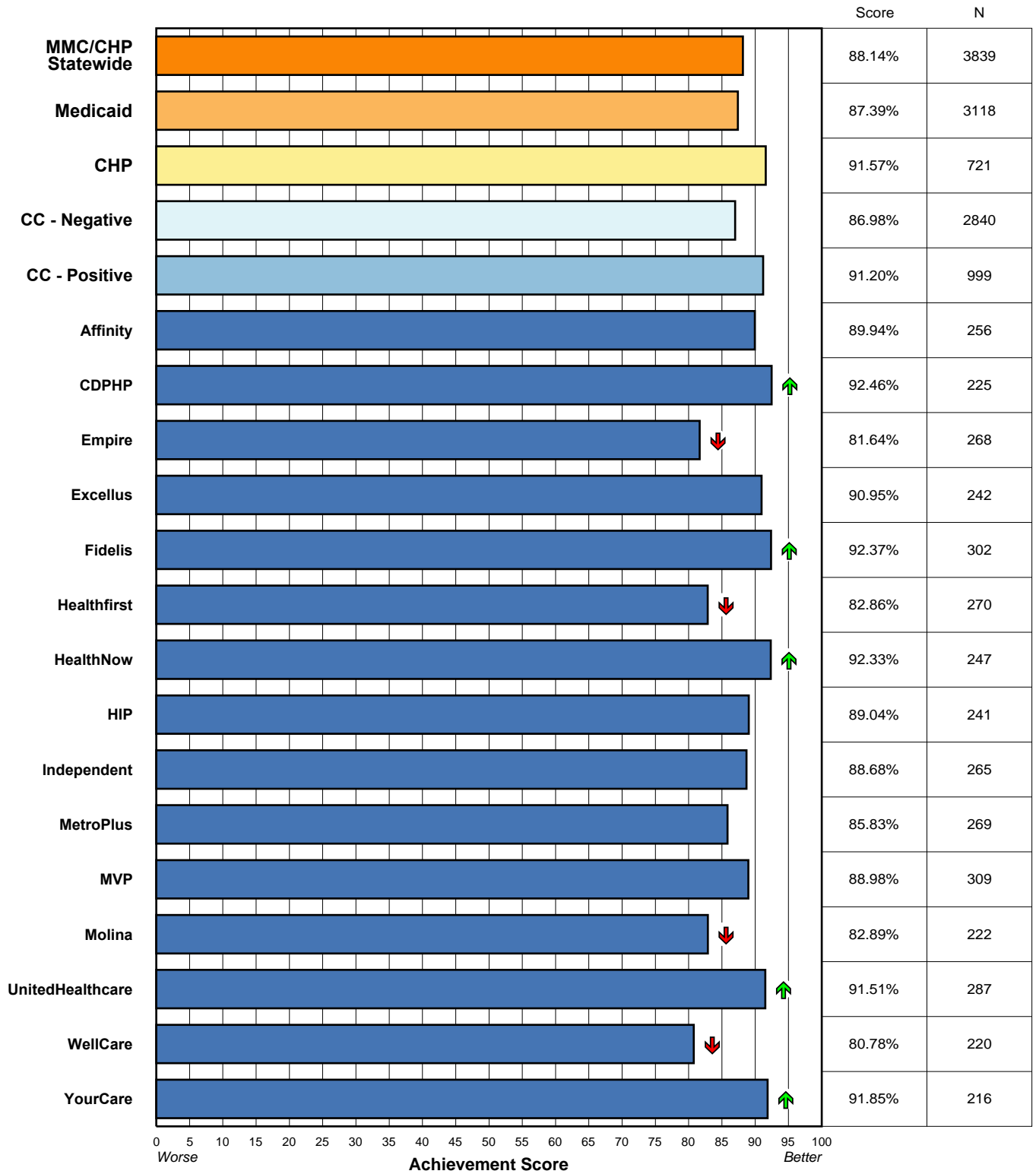


0 5 10 15 20 25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100
 Worse Achievement Score Better

Statistically significantly better/worse than Statewide.

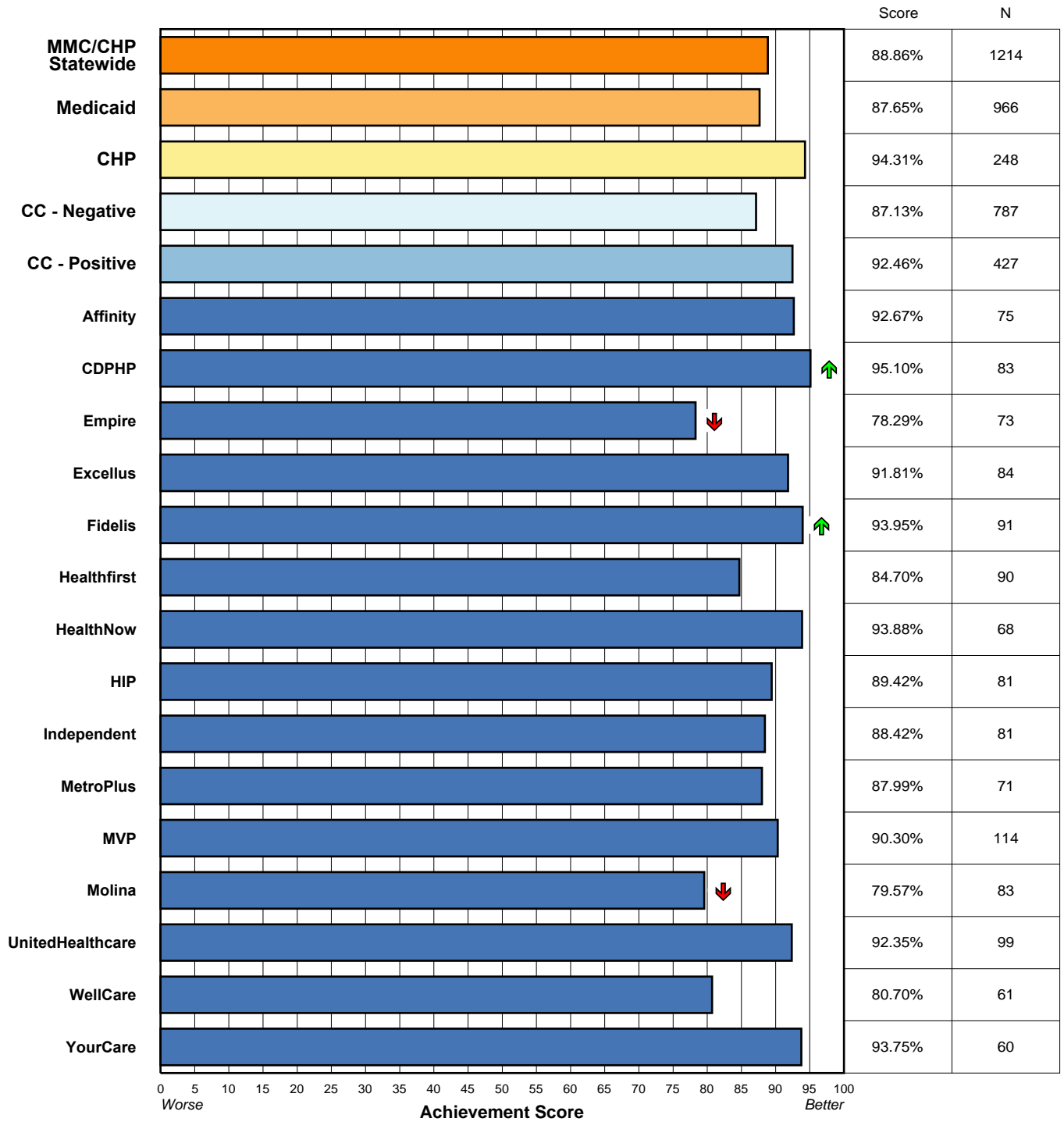
■ MMC/CHP Statewide
 ■ Medicaid
 ■ CC - Negative
 ■ Health Plans [All Responses]
■ CHP
 ■ CC - Positive

Getting Care Quickly (Usually or Always)



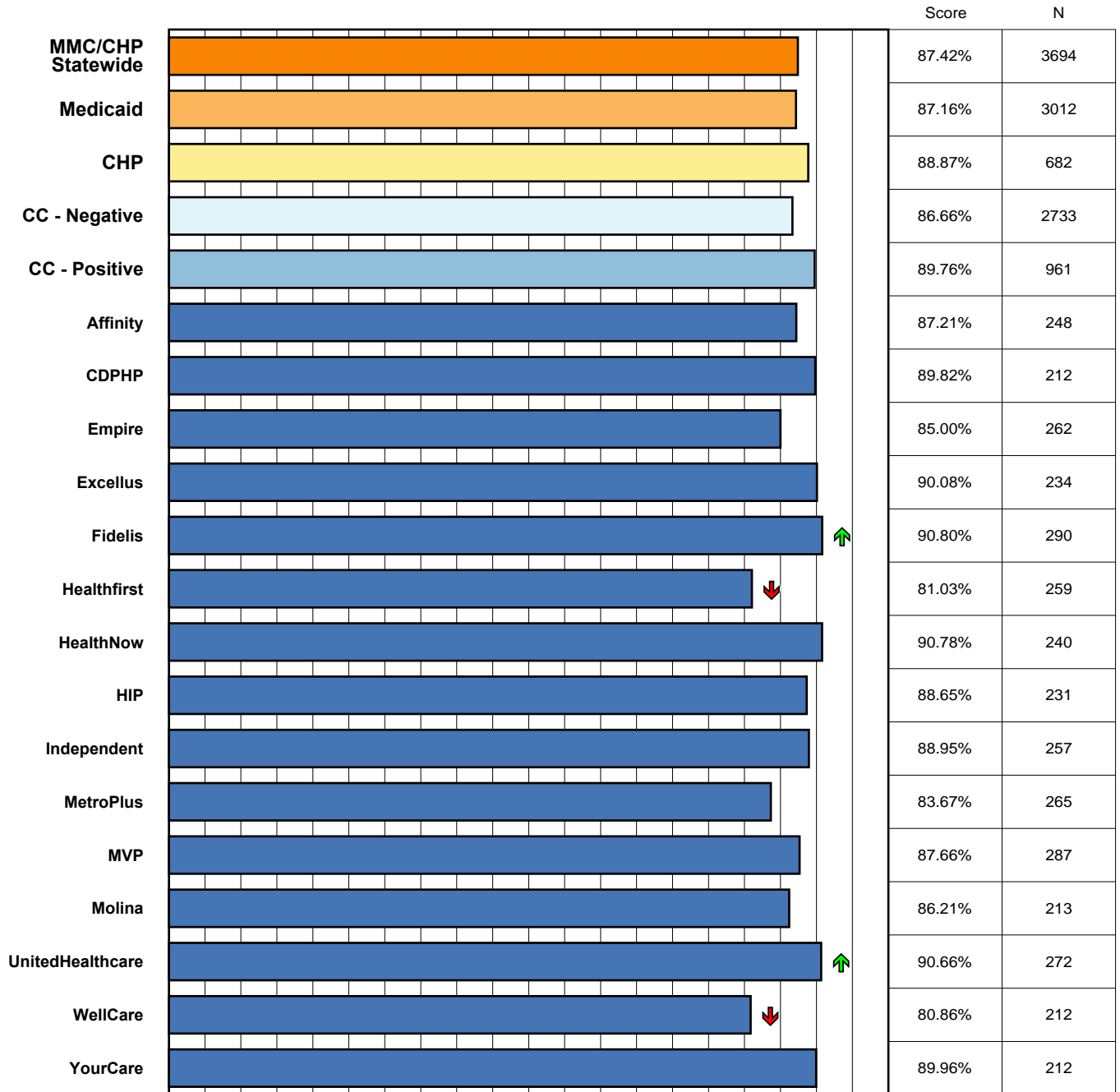
Getting Care Quickly (Usually or Always)

Q4. Child usually or always got care needed as soon as your child needed



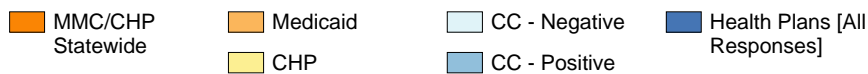
Getting Care Quickly (Usually or Always)

Q6. Child usually or always got appointment for routine care as soon as your child needed

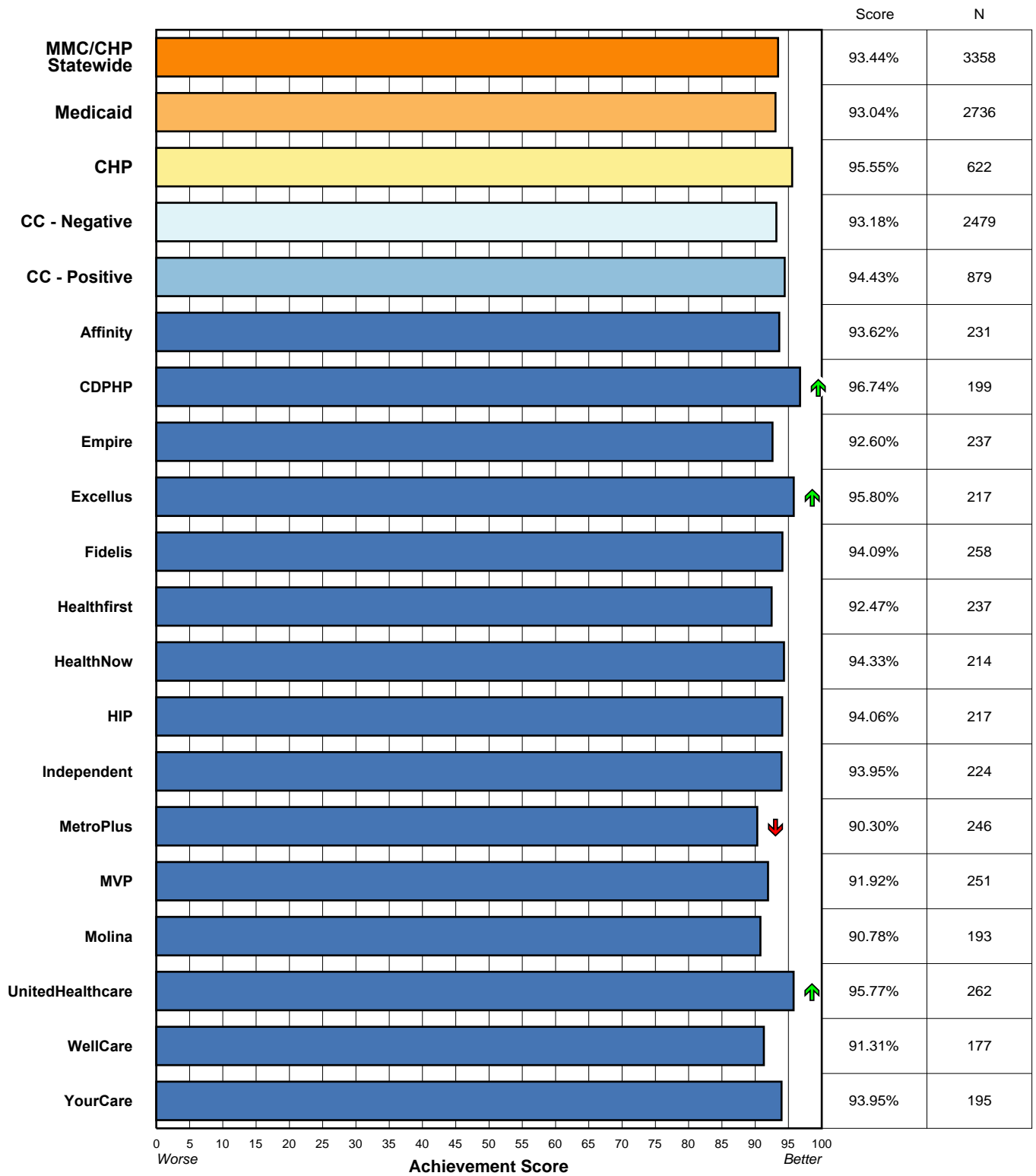


0 5 10 15 20 25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100
 Worse Achievement Score Better

Statistically significantly better/worse than Statewide.



How Well Doctors Communicate (Usually or Always)

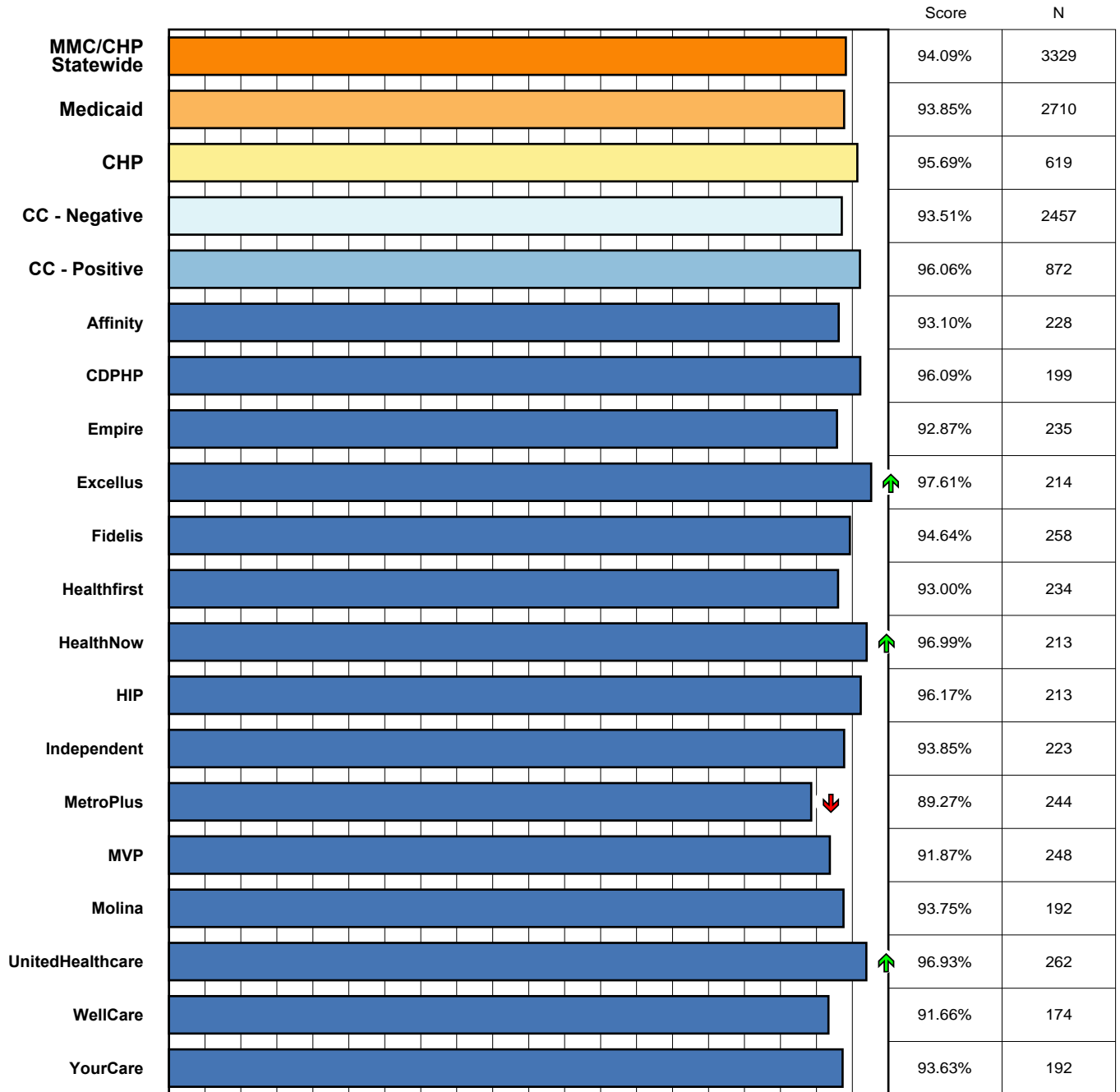


■ MMC/CHP Statewide
 ■ Medicaid
 ■ CC - Negative
 ■ Health Plans [All Responses]

■ CHP
 ■ CC - Positive

How Well Doctors Communicate (Usually or Always)

Q33. Child's personal doctor usually or always explained things in a way that was easy to understand



0 5 10 15 20 25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100
 Worse Achievement Score Better

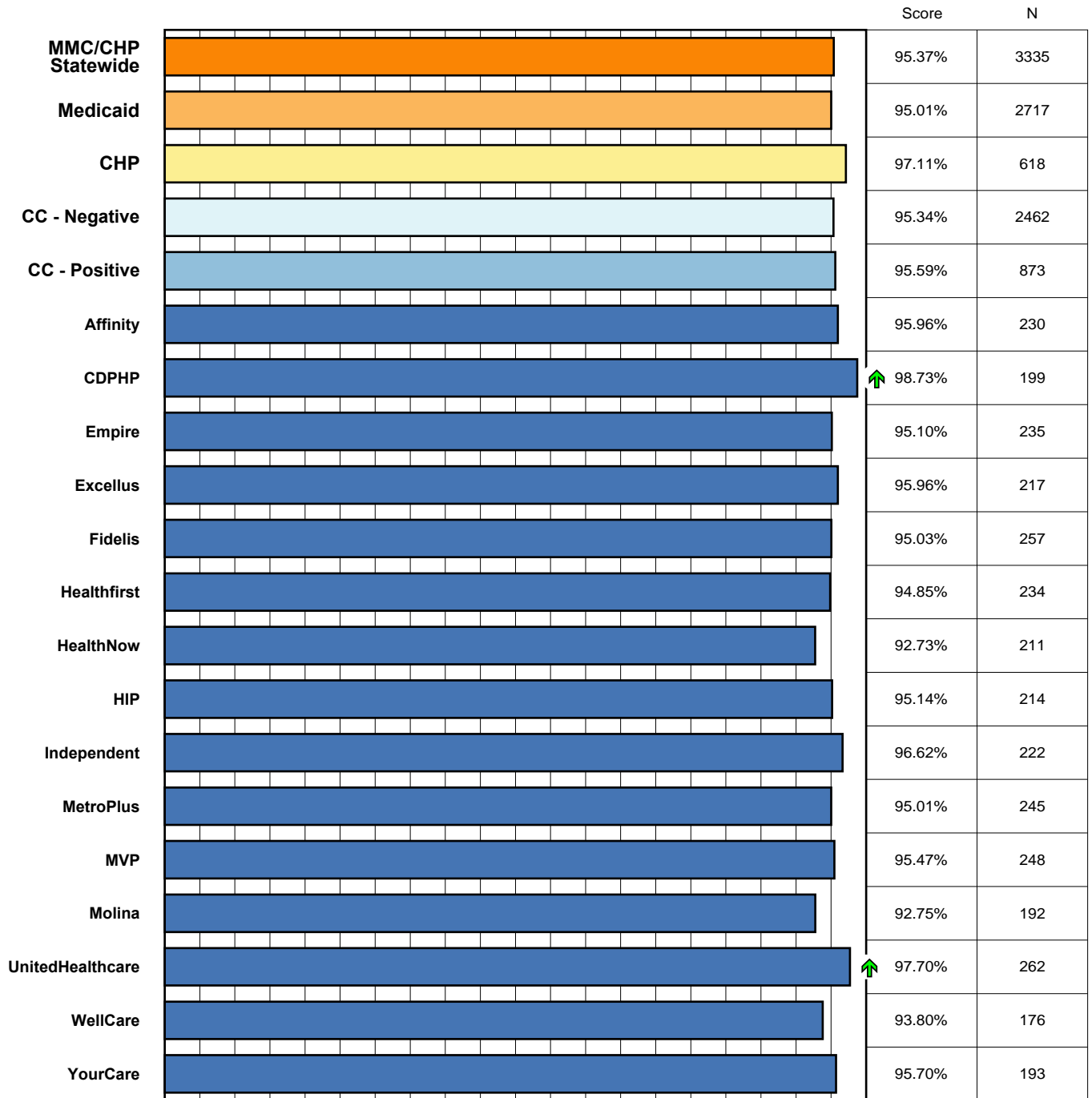
⬆️⬆️ Statistically significantly better/worse than Statewide.

■ MMC/CHP Statewide
 ■ Medicaid
 ■ CC - Negative
 ■ Health Plans [All Responses]

■ CHP
 ■ CC - Positive

How Well Doctors Communicate (Usually or Always)

Q34. Child's personal doctor usually or always listened carefully to you



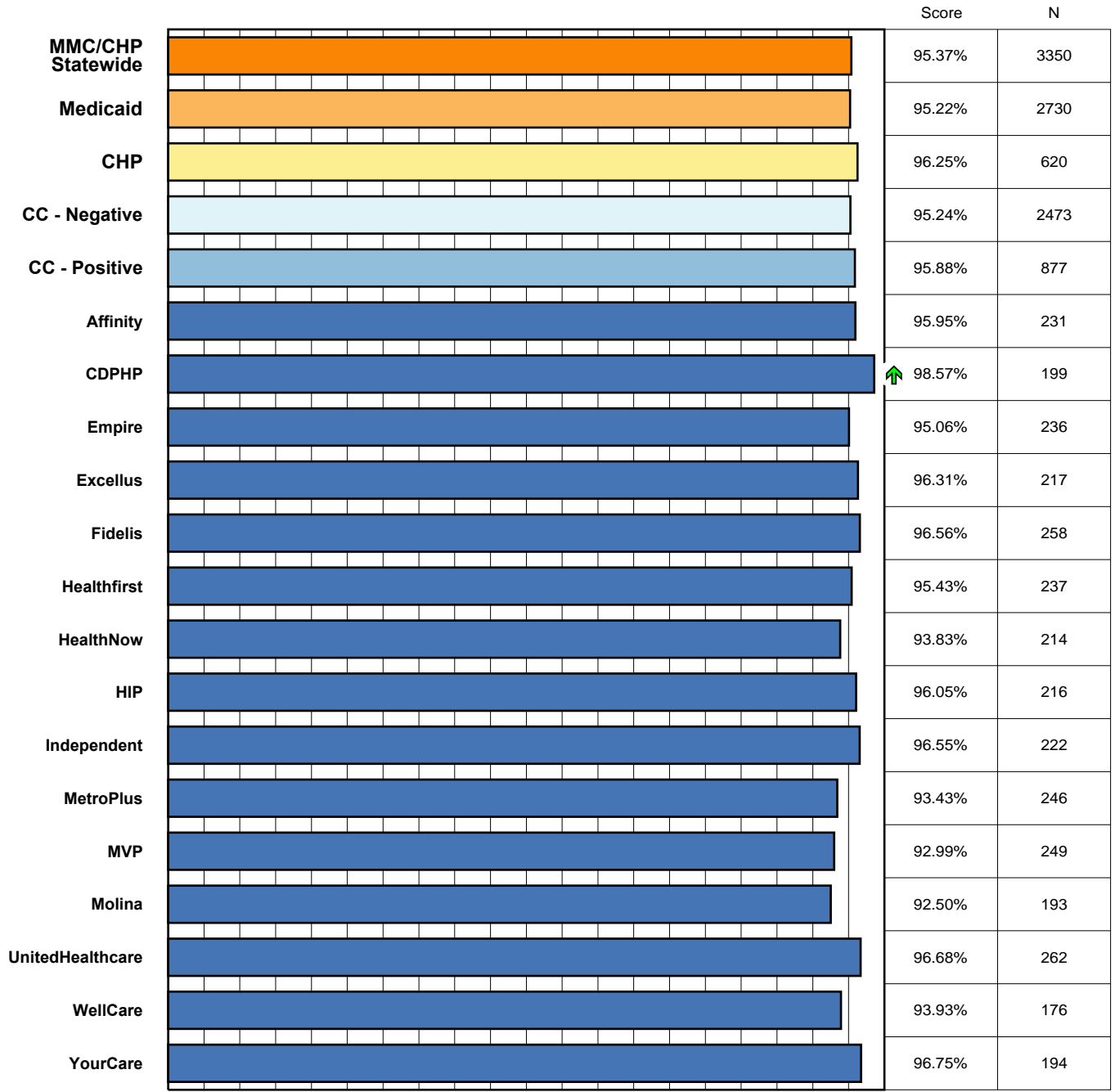
0 5 10 15 20 25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100
 Worse Achievement Score Better

Statistically significantly better/worse than Statewide.

■ MMC/CHP Statewide
 ■ Medicaid
 ■ CC - Negative
 ■ Health Plans [All Responses]
■ CHP
 ■ CC - Positive

How Well Doctors Communicate (Usually or Always)

Q35. Child's personal doctor usually or always showed respect for what you had to say



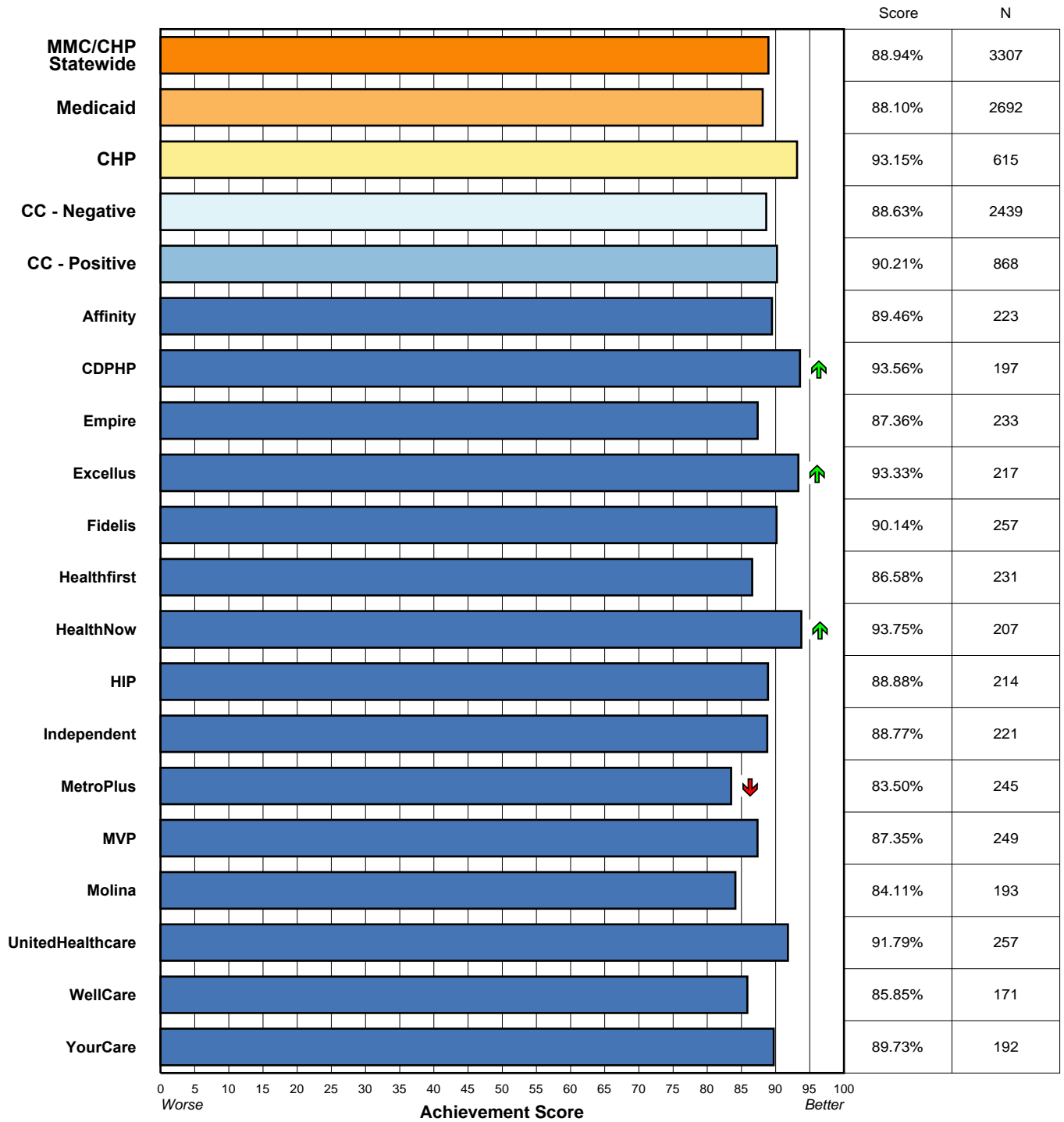
0 5 10 15 20 25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100
 Worse Achievement Score Better

Statistically significantly better/worse than Statewide.

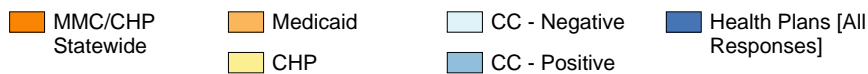
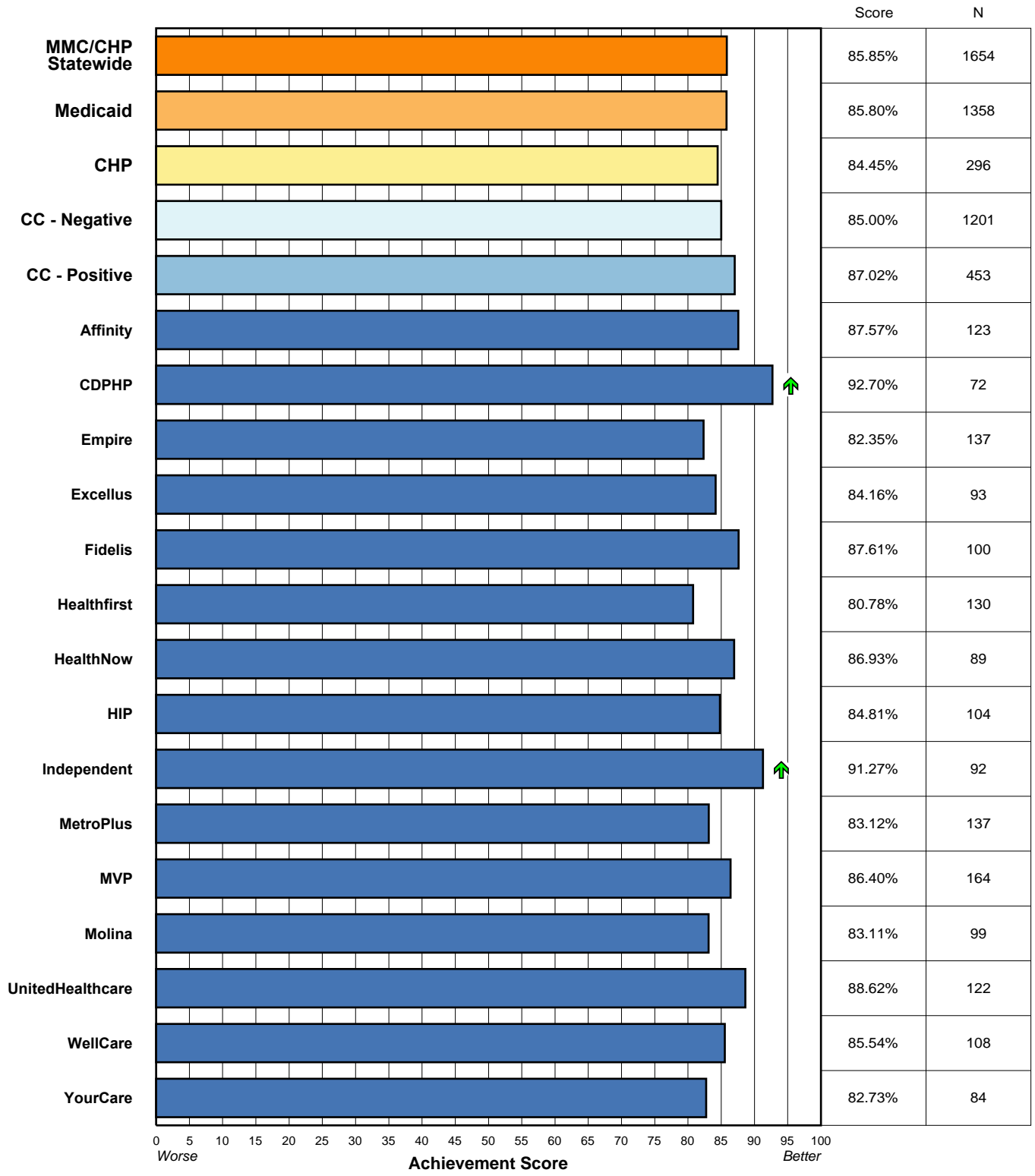
■ MMC/CHP Statewide
 ■ Medicaid
 ■ CC - Negative
 ■ Health Plans [All Responses]
■ CHP
 ■ CC - Positive

How Well Doctors Communicate (Usually or Always)

Q38. Child's personal doctor usually or always spent enough time with child

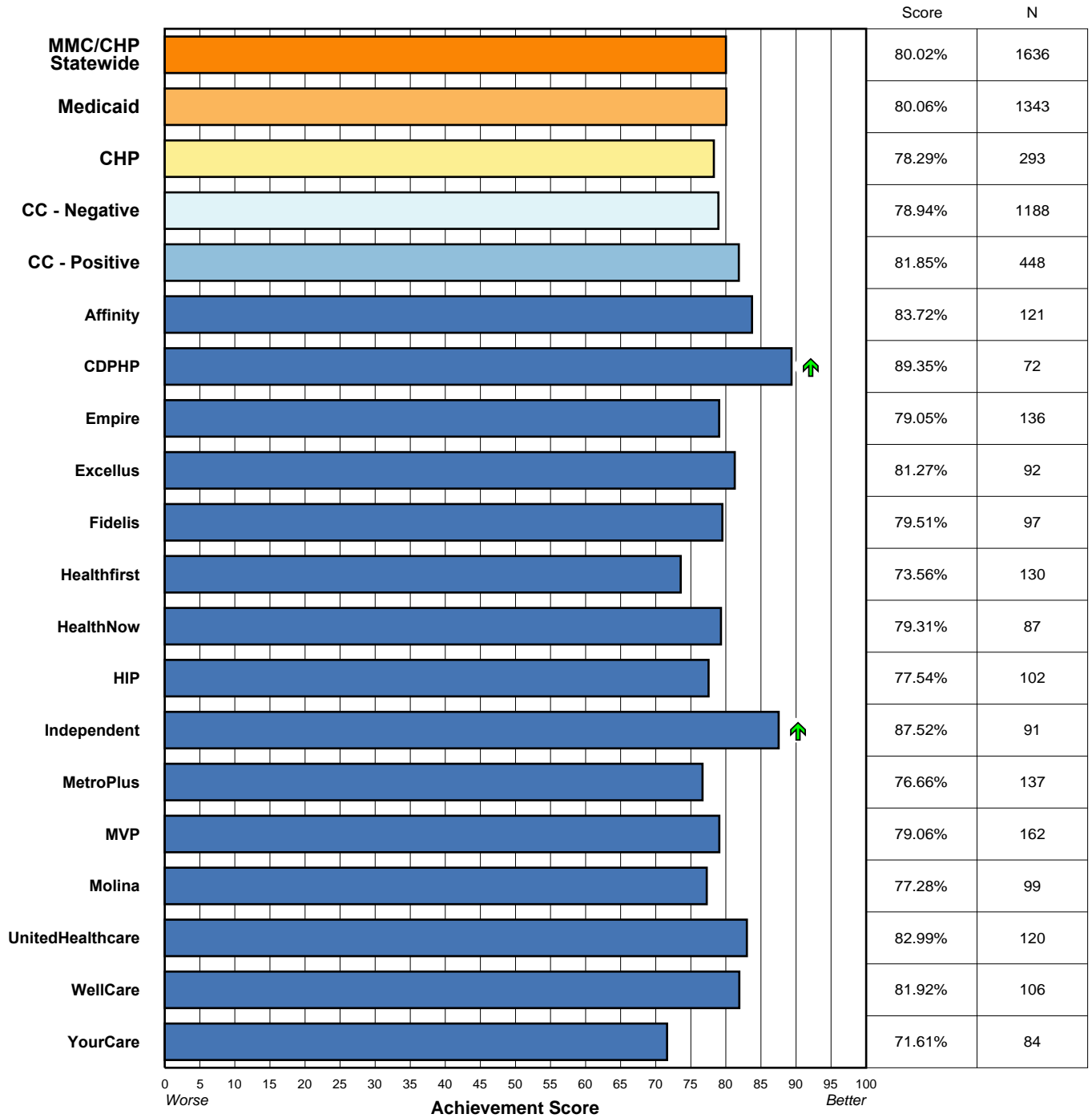


Customer Service (Usually or Always)



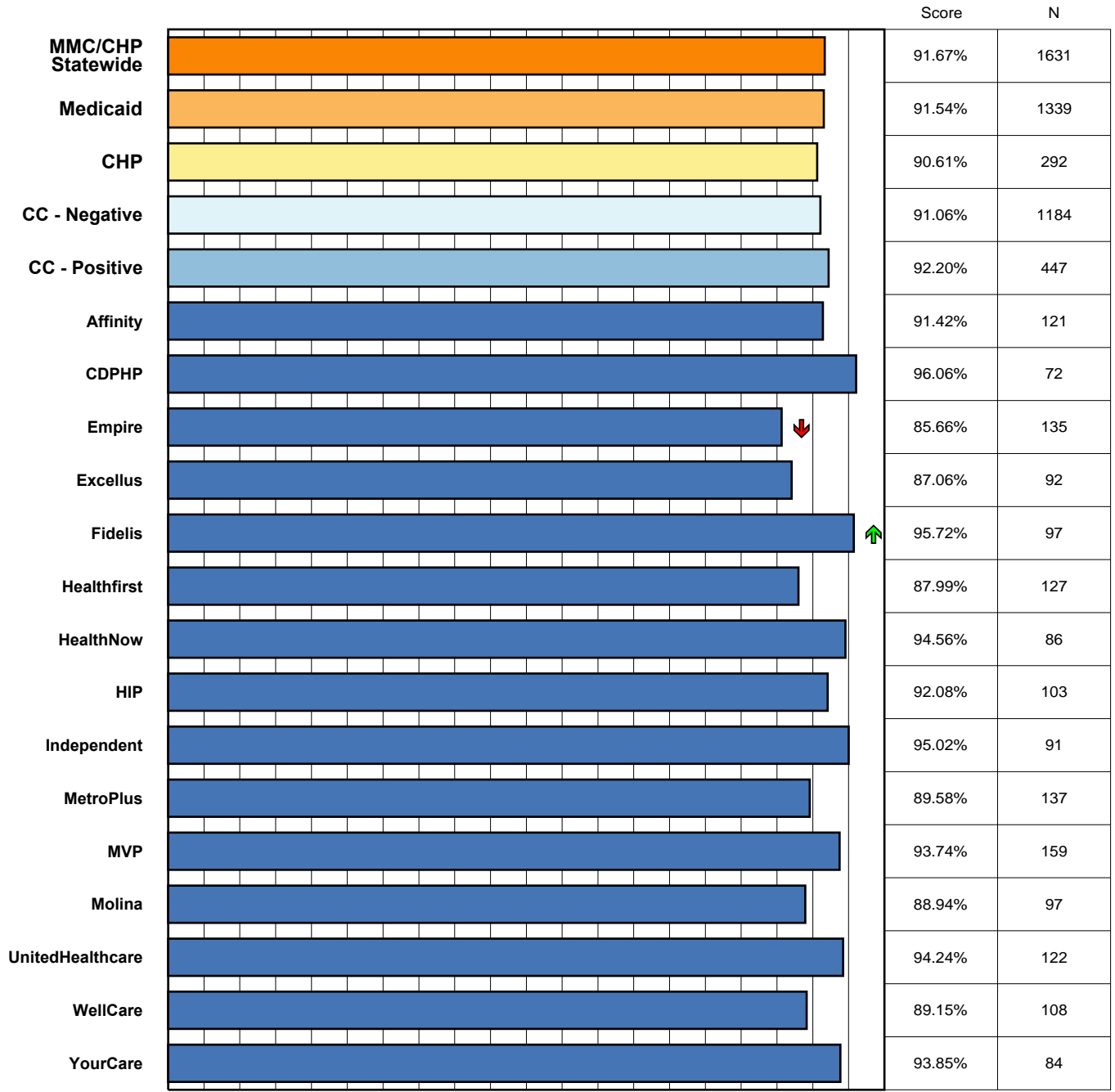
Customer Service (Usually or Always)

Q51. Customer service from child's health plan usually or always gave needed information or help



Customer Service (Usually or Always)

Q52. Customer service staff from child's health plan usually or always treated you with courtesy/respect



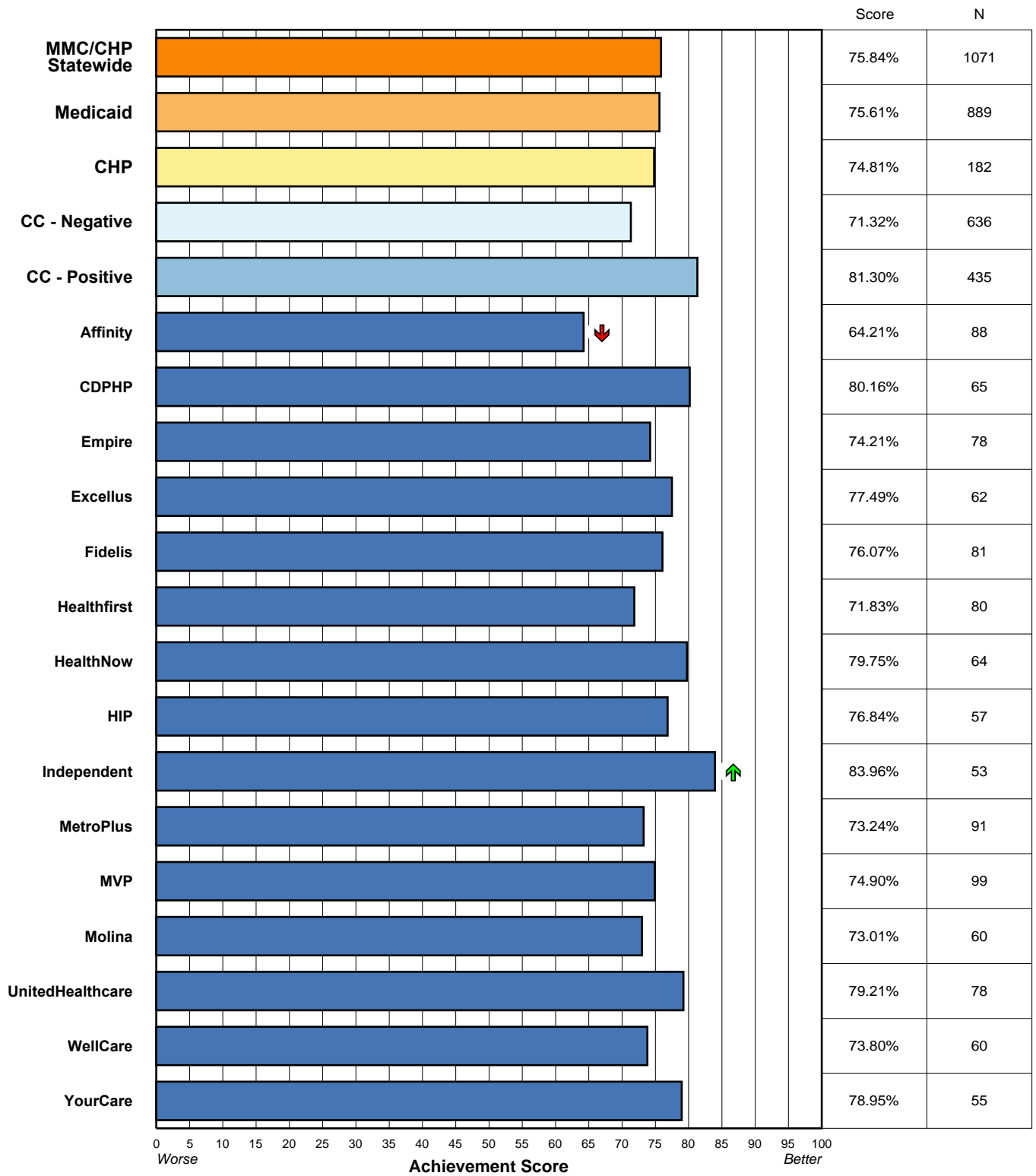
0 5 10 15 20 25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100
 Worse Achievement Score Better

⬇️⬆️ Statistically significantly better/worse than Statewide.

■ MMC/CHP Statewide
 ■ Medicaid
 ■ CC - Negative
 ■ Health Plans [All Responses]

■ CHP
 ■ CC - Positive

Shared Decision Making (Yes)

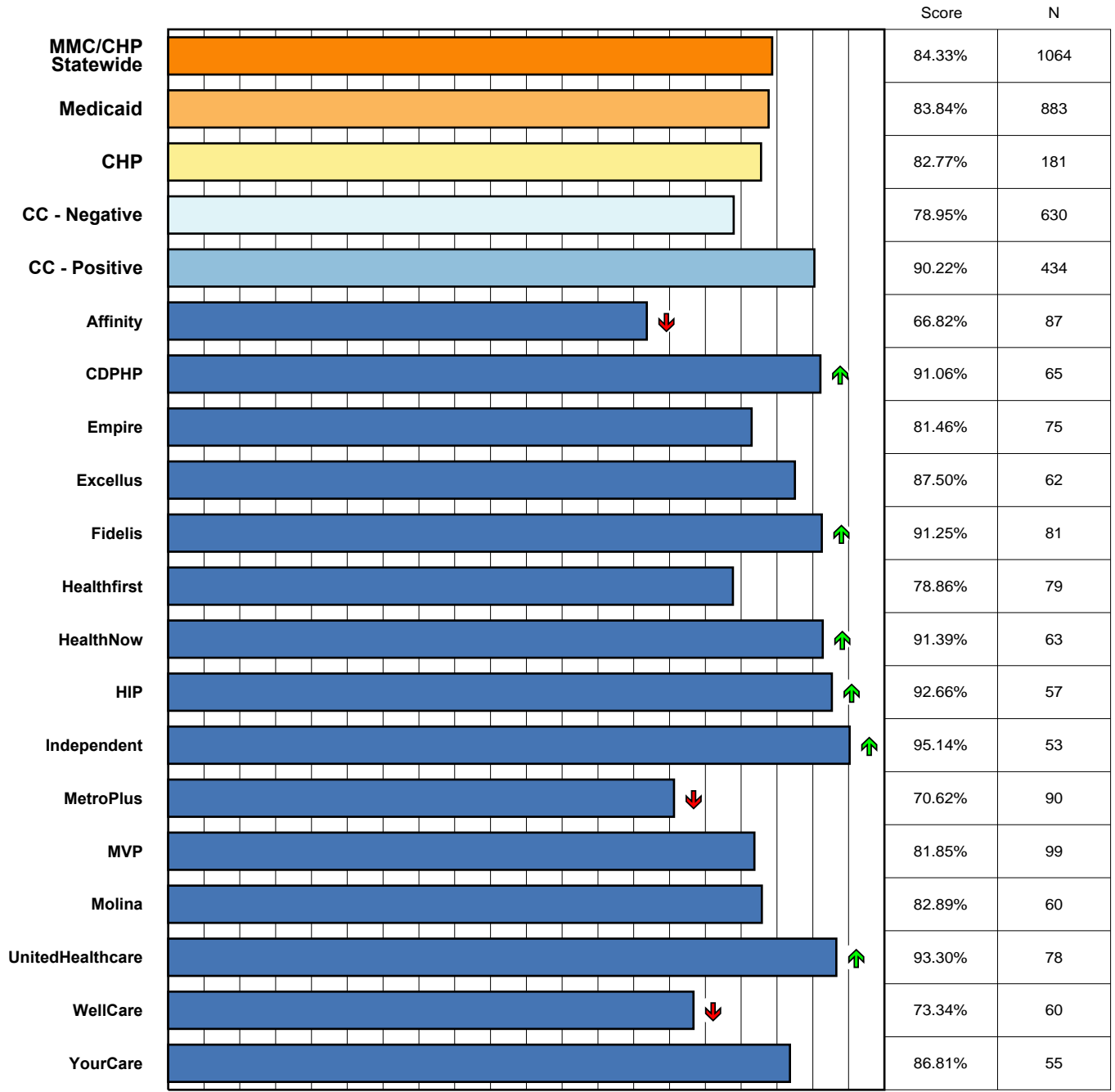


■ MMC/CHP Statewide
 ■ Medicaid
 ■ CC - Negative
 ■ Health Plans [All Responses]

■ CHP
 ■ CC - Positive

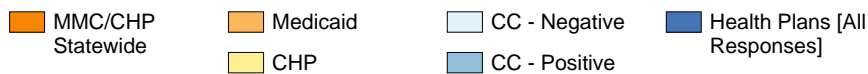
Shared Decision Making (Yes)

Q11. Doctor/provider talked about the reasons you might want your child to take a medicine



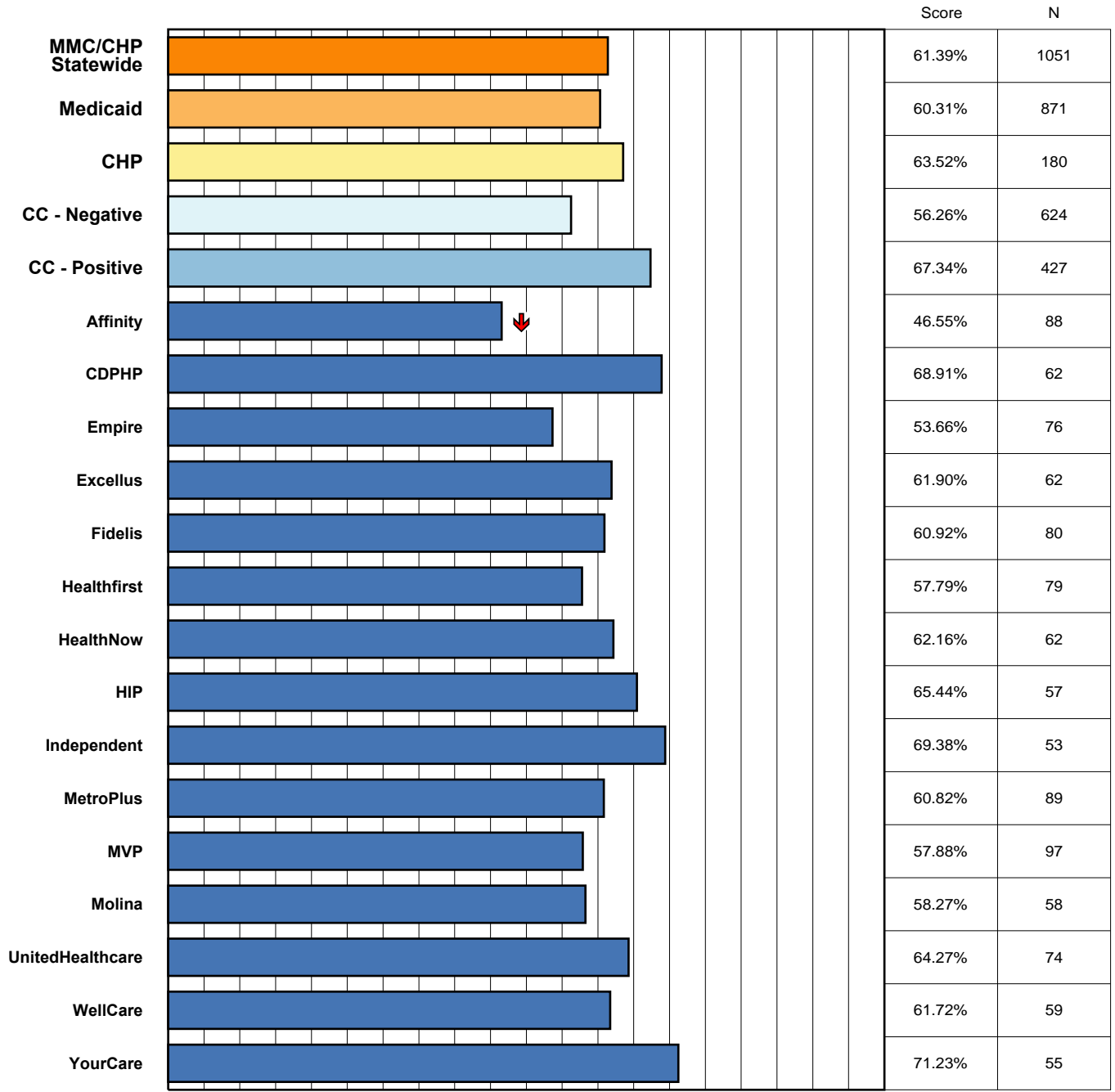
0 5 10 15 20 25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100
 Worse Achievement Score Better

Statistically significantly better/worse than Statewide.



Shared Decision Making (Yes)

Q12. Doctor/provider talked about the reasons you might not want your child to take a medicine



0 5 10 15 20 25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100
 Worse Achievement Score Better

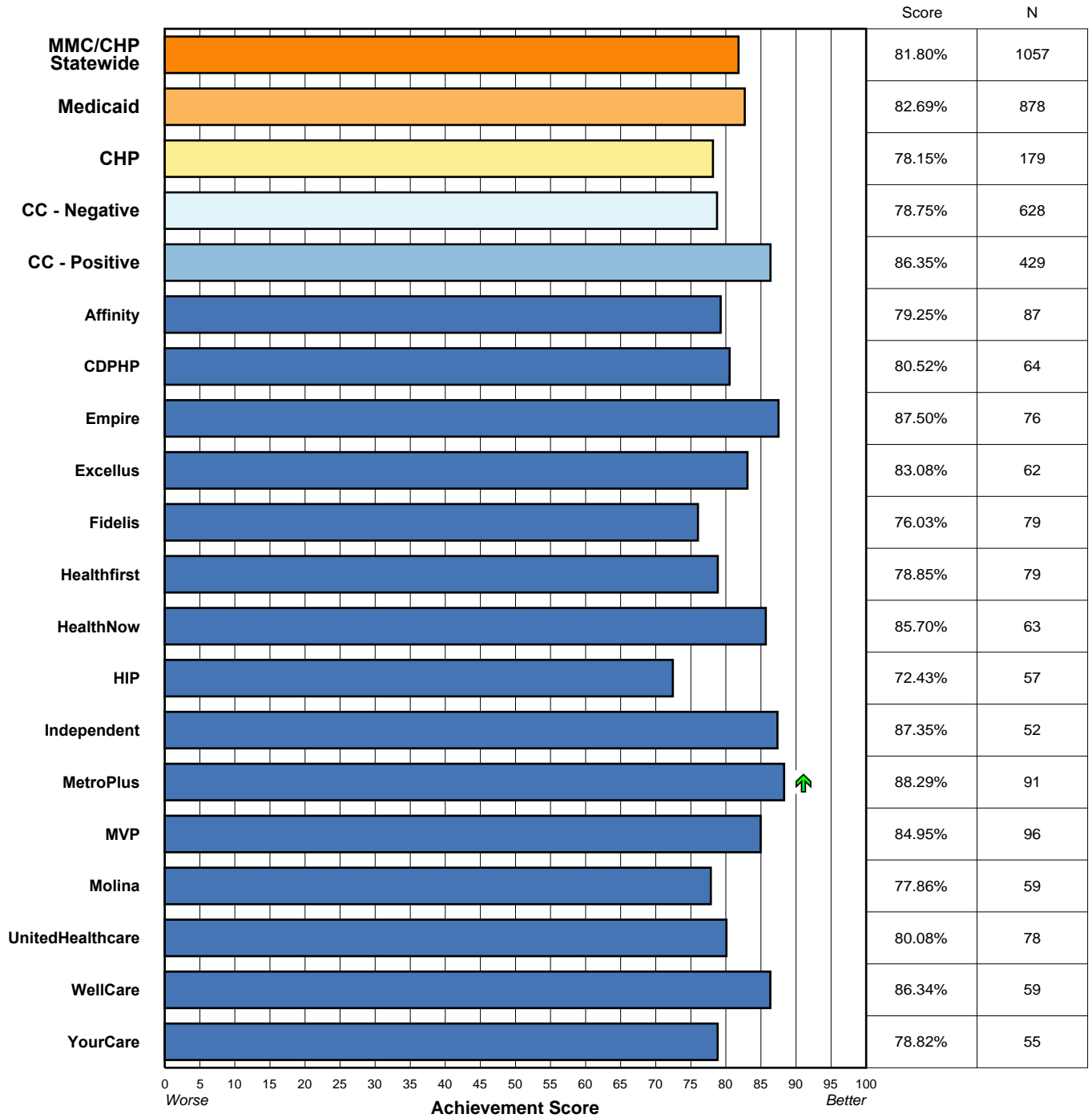
⬇️ Statistically significantly better/worse than Statewide.

■ MMC/CHP Statewide
 ■ Medicaid
 ■ CC - Negative
 ■ Health Plans [All Responses]

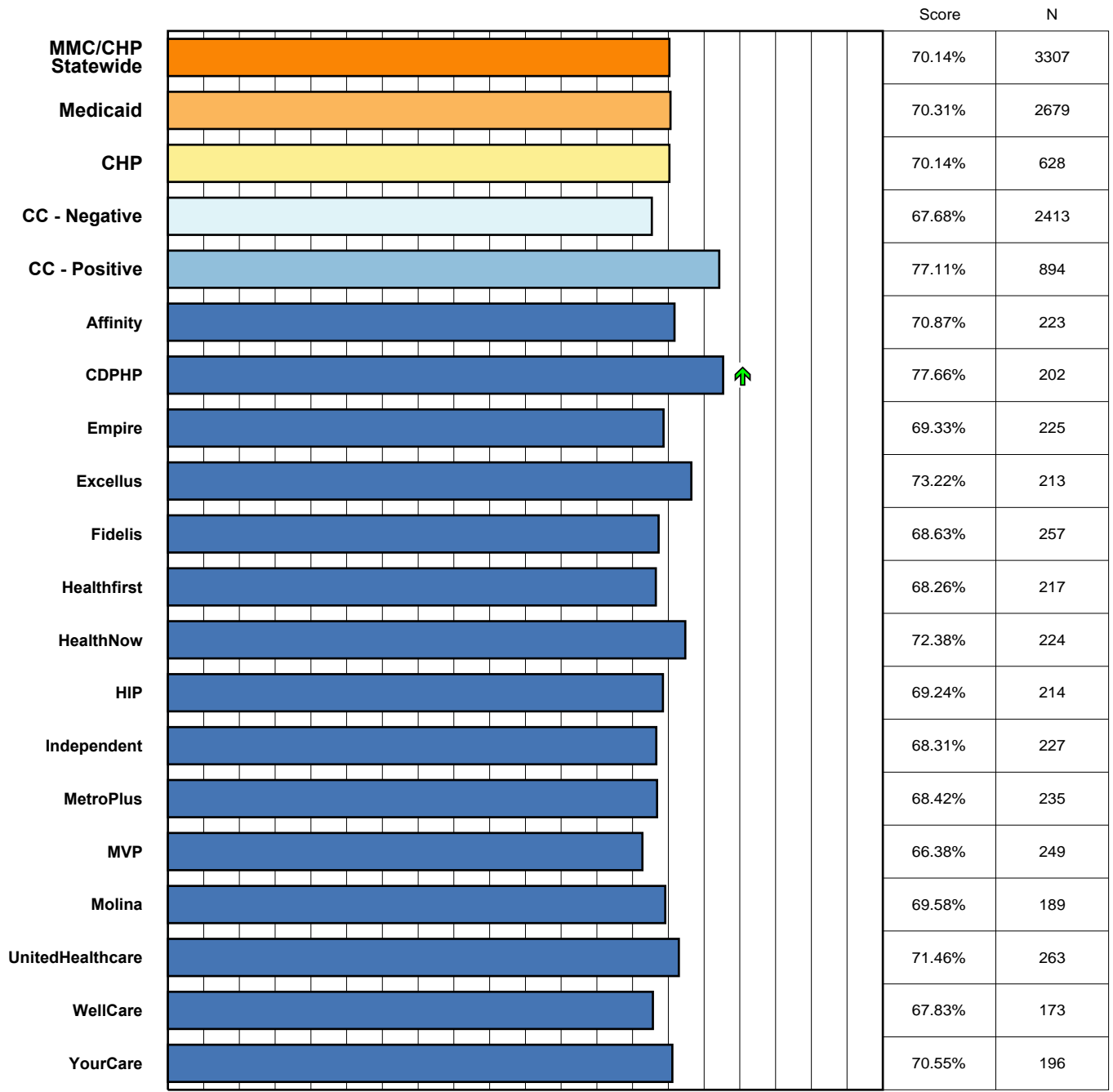
■ CHP
 ■ CC - Positive

Shared Decision Making (Yes)

Q13. Doctor/provider asked what you thought was best for your child regarding starting/stopping a prescription medicine



Q8. Doctor/provider talked about specific things you could do to prevent illness in your child

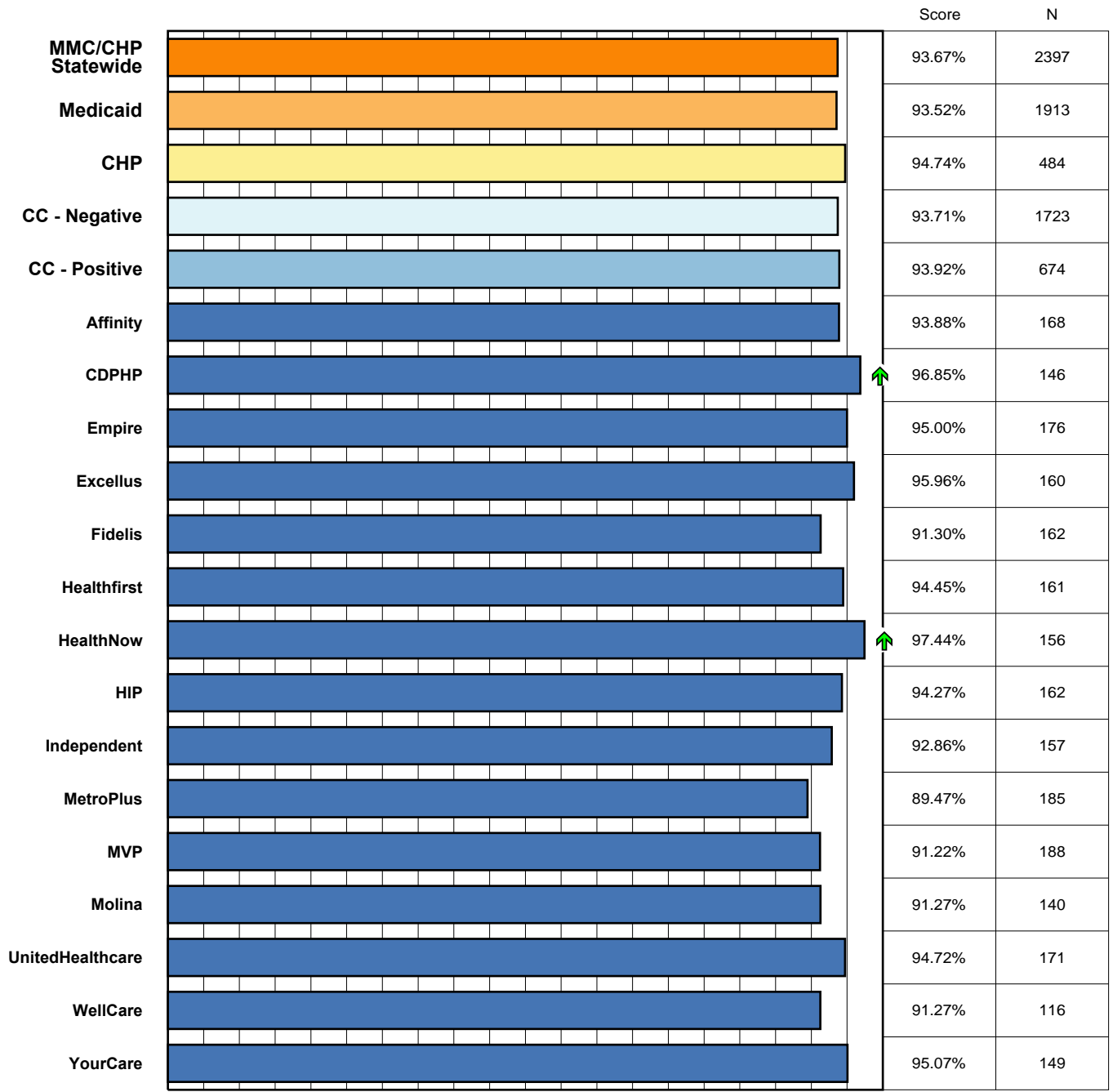


0 5 10 15 20 25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100
 Worse Achievement Score Better

Statistically significantly better/worse than Statewide.

■ MMC/CHP Statewide
 ■ Medicaid
 ■ CC - Negative
 ■ Health Plans [All Responses]
■ CHP
 ■ CC - Positive

Q37. Child's personal doctor usually or always explained things in a way that was easy for your child to understand

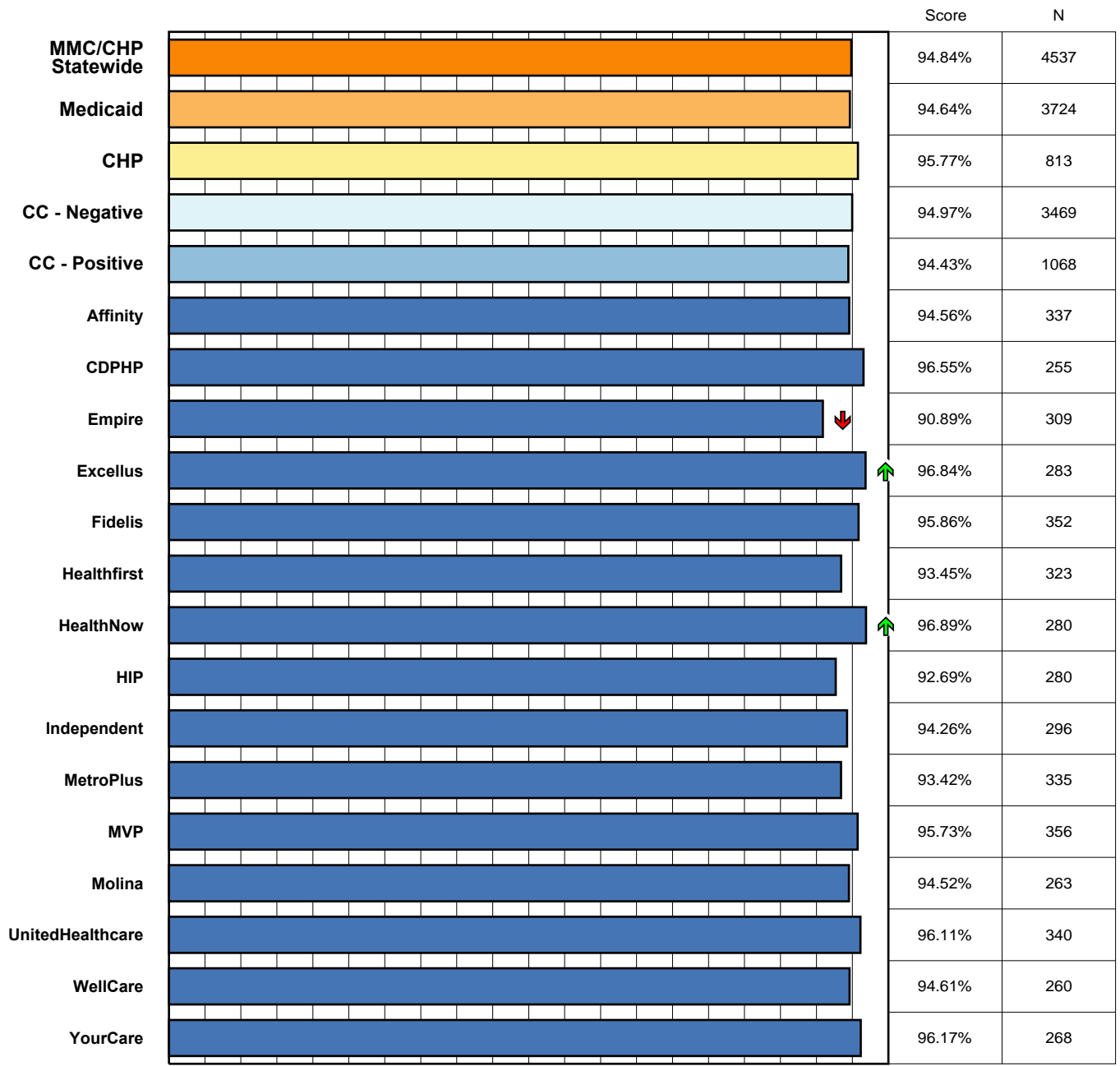


0 5 10 15 20 25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100
 Worse Achievement Score Better

Statistically significantly better/worse than Statewide.

■ MMC/CHP Statewide
 ■ Medicaid
 ■ CC - Negative
 ■ Health Plans [All Responses]
■ CHP
 ■ CC - Positive

PQ54. Forms from your child's health plan usually or always easy to fill out
[NOTE: Response of 'Always' padded with Q53 = 'No', based on NCQA
scoring guidelines.]

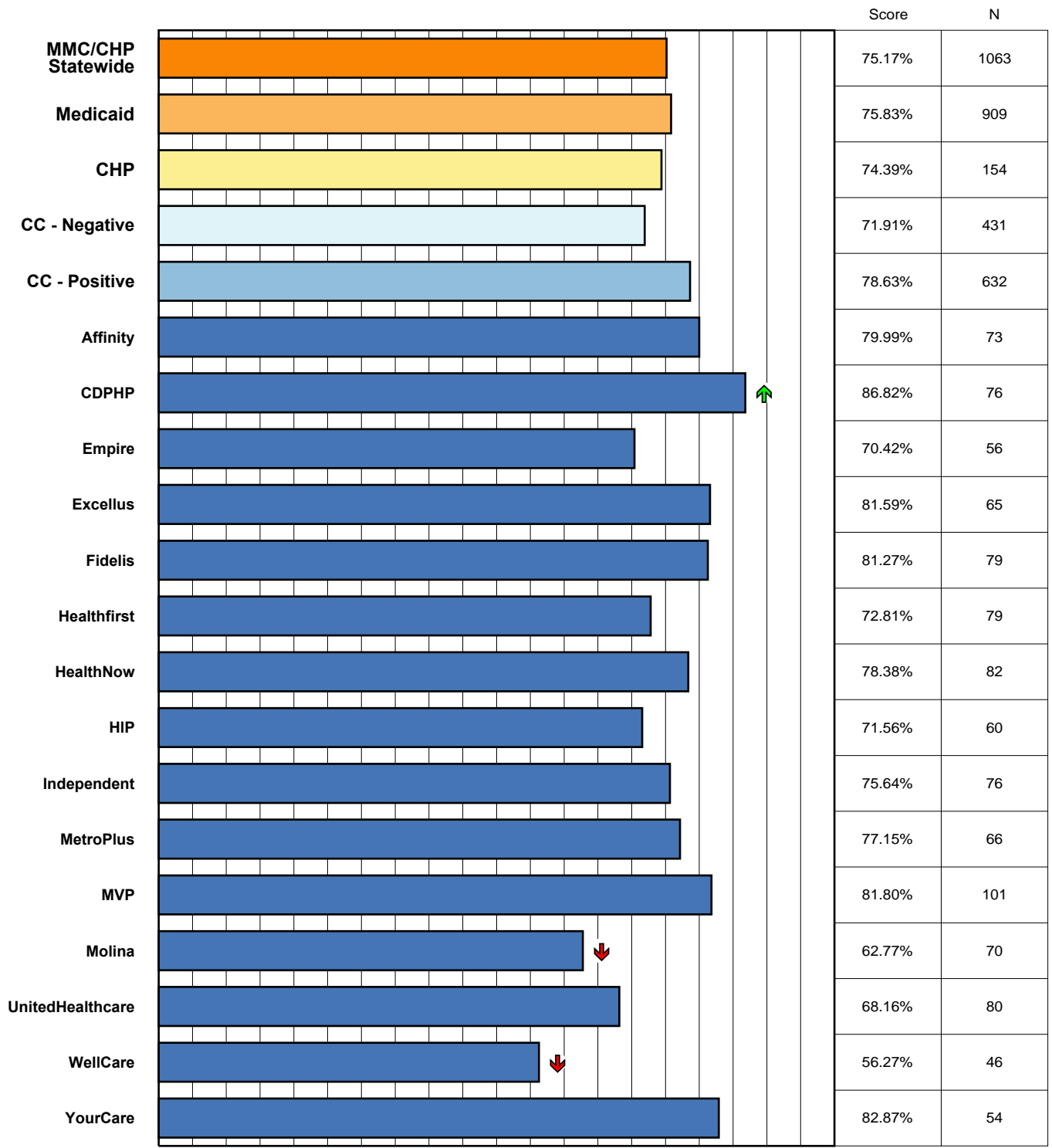


0 5 10 15 20 25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100
 Worse Achievement Score Better

⬇️ Statistically significantly better/worse than Statewide.

■ MMC/CHP Statewide
 ■ Medicaid
 ■ CC - Negative
 ■ Health Plans [All Responses]
■ CHP
 ■ CC - Positive

Access to Specialized Services (Usually or Always)



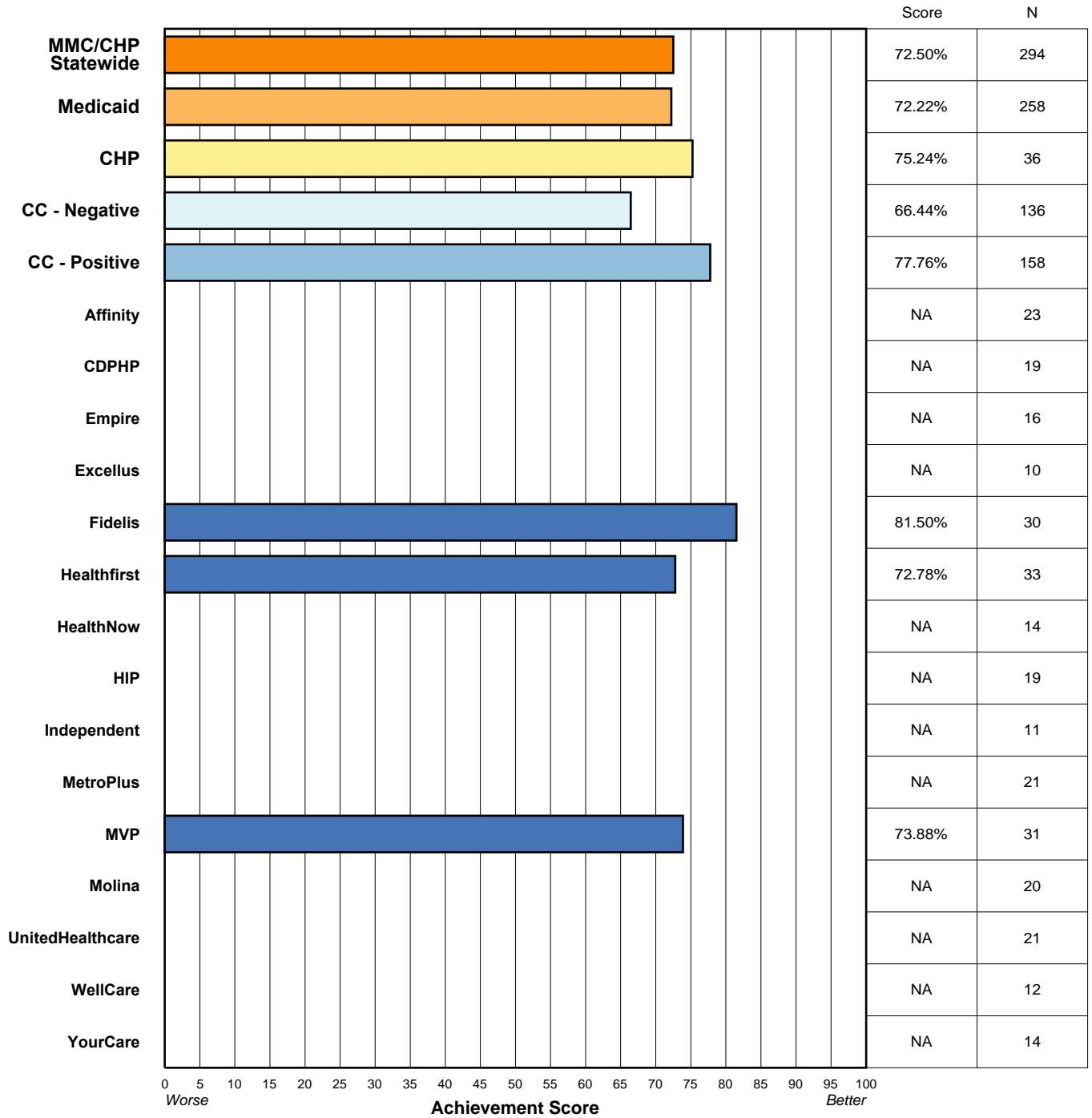
0 5 10 15 20 25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100
 Worse Achievement Score Better

⬆️⬆️ Statistically significantly better/worse than Statewide.

■ MMC/CHP Statewide
 ■ Medicaid
 ■ CC - Negative
 ■ Health Plans [All Responses]
■ CHP
 ■ CC - Positive

Access to Specialized Services (Usually or Always)

Q20. Usually or always easy to get special medical equipment or devices for your child

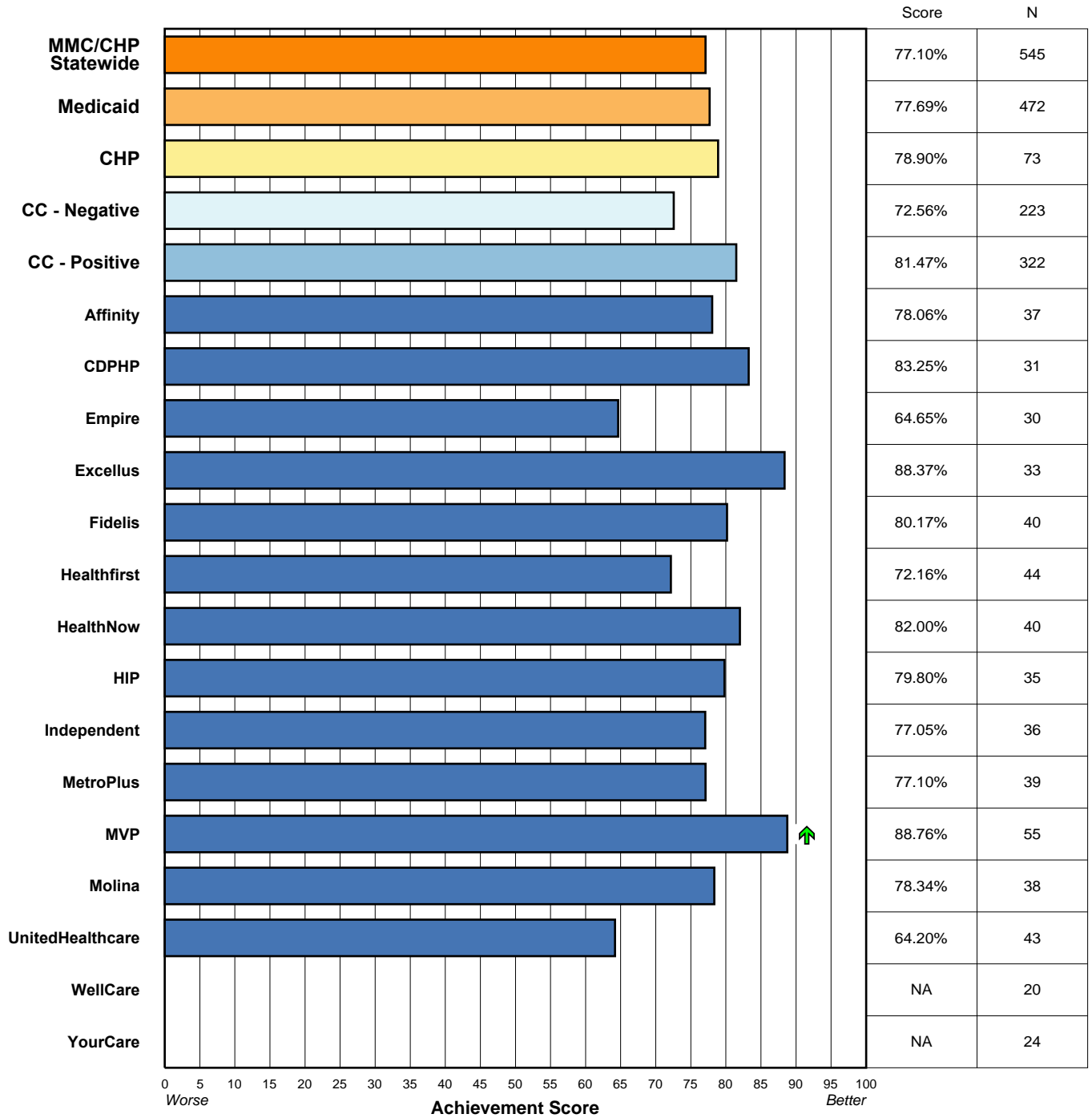


NA Results suppressed for fewer than 30 cases.
 📌 Statistically significantly better/worse than Statewide.

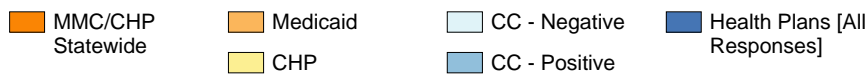


Access to Specialized Services (Usually or Always)

Q23. Usually or always easy to get special therapy (physical, occupational or speech) for your child

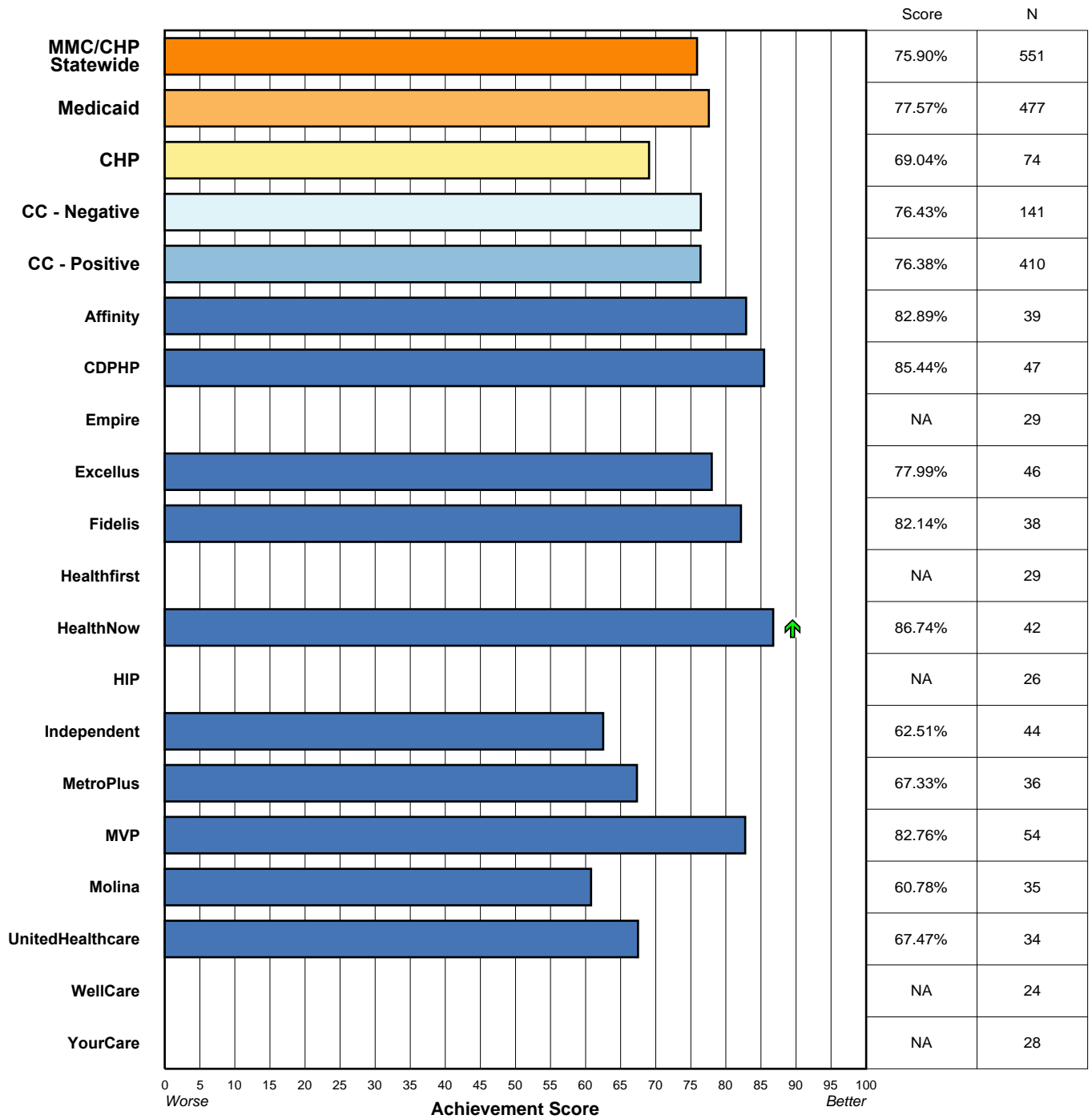


NA Results suppressed for fewer than 30 cases.
 ▲ Statistically significantly better/worse than Statewide.

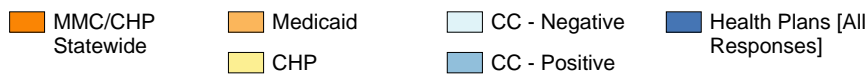


Access to Specialized Services (Usually or Always)

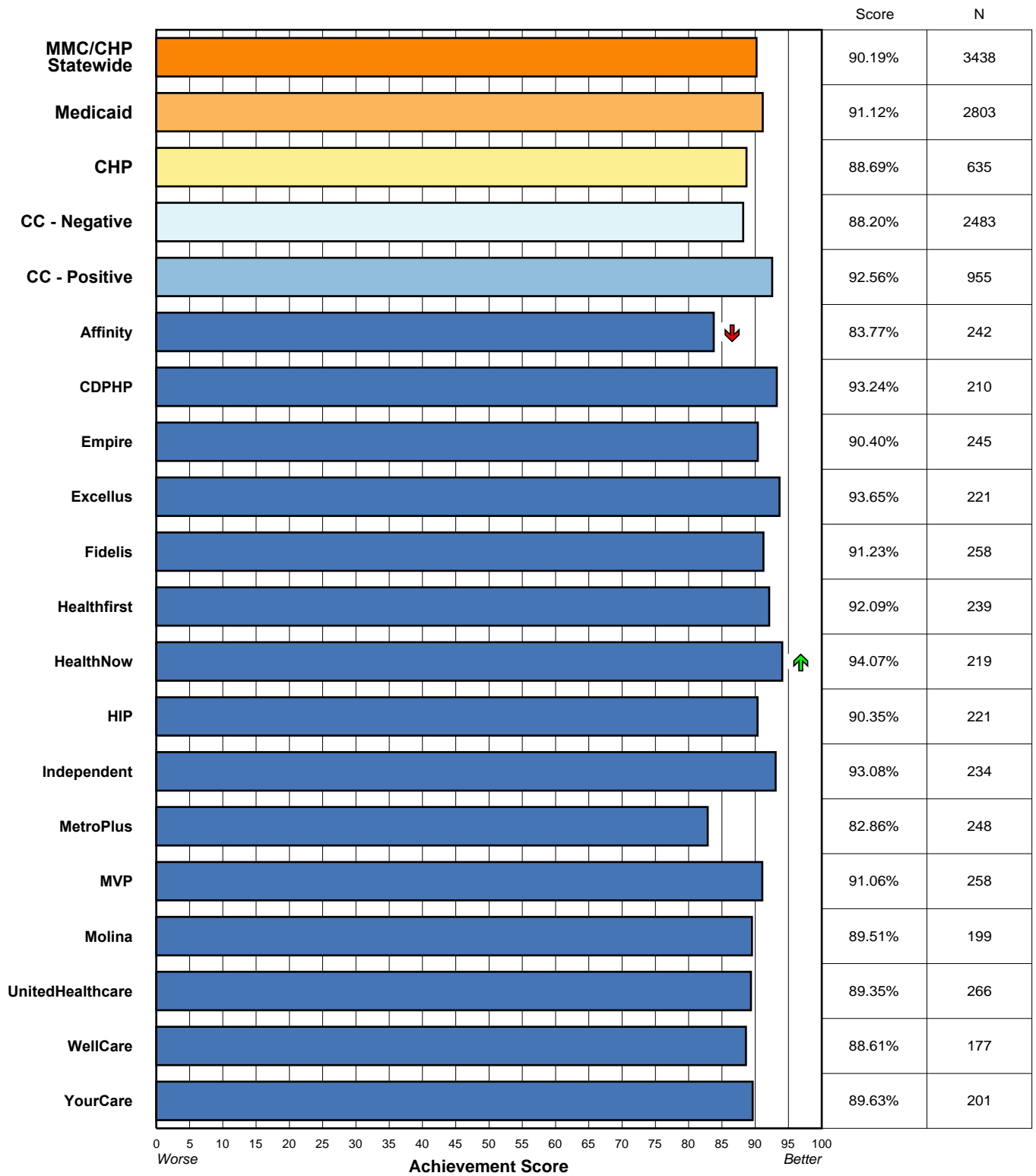
Q26. Usually or always easy to get (emotional, developmental or behavioral) treatment or counseling for your child



NA Results suppressed for fewer than 30 cases.
 ▲ Statistically significantly better/worse than Statewide.



Family-Centered Care: Personal Doctor Who Knows Child (Yes)

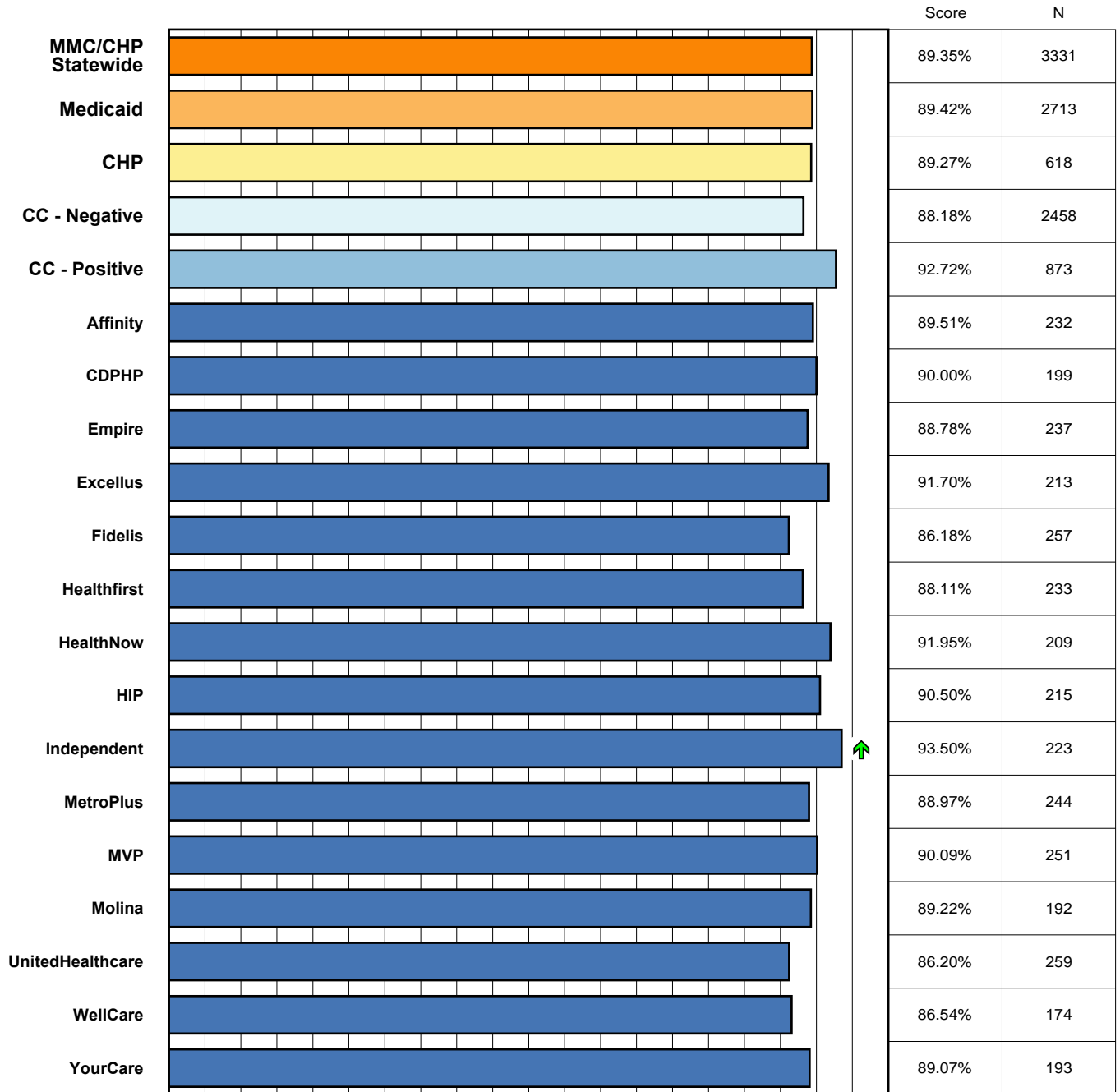


■ MMC/CHP Statewide
 ■ Medicaid
 ■ CC - Negative
 ■ Health Plans [All Responses]

■ CHP
 ■ CC - Positive

Family-Centered Care: Personal Doctor Who Knows Child (Yes)

Q39. Child's personal doctor talked with you about how your child is feeling, growing or behaving



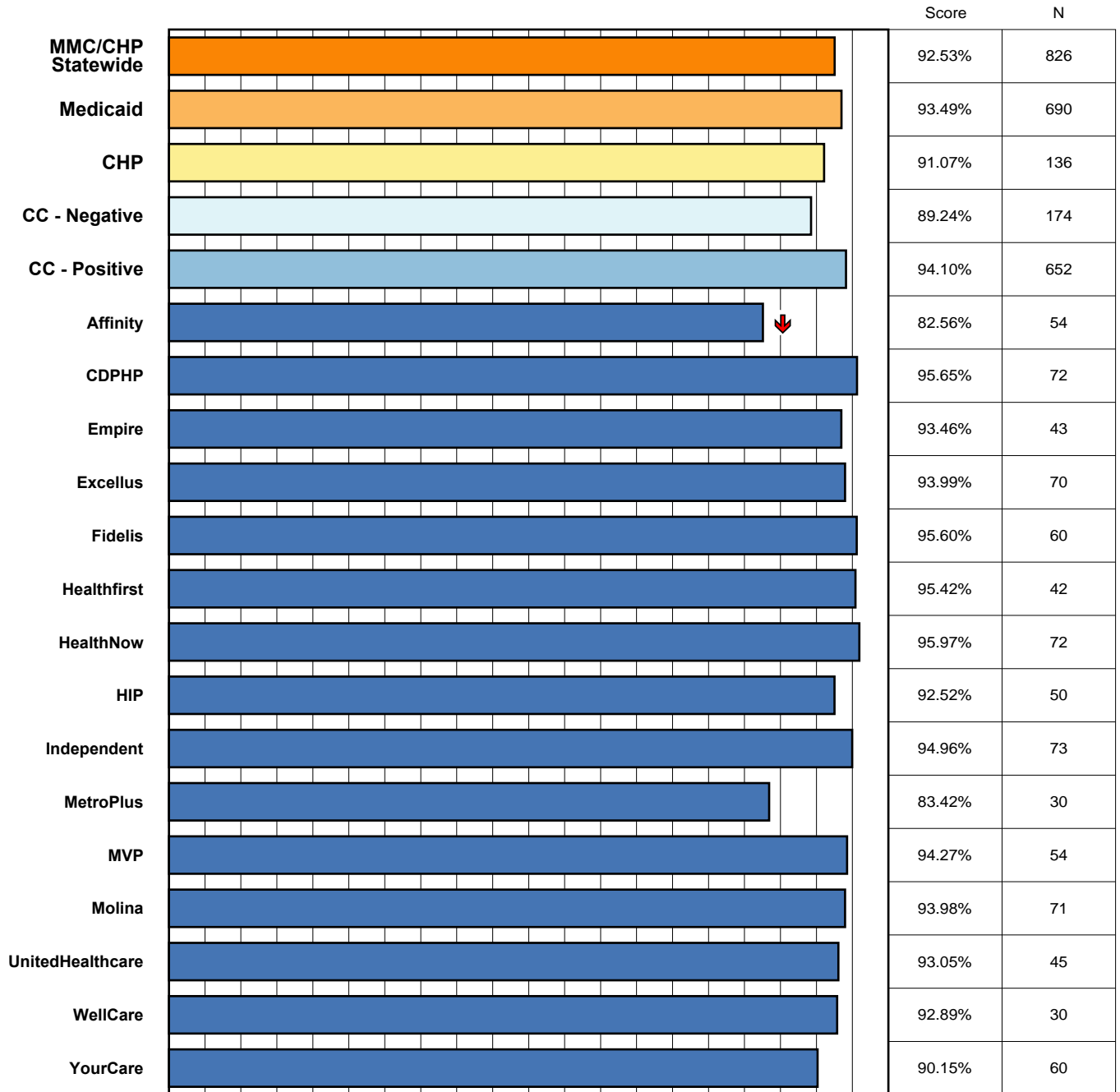
0 5 10 15 20 25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100
 Worse Achievement Score Better

Statistically significantly better/worse than Statewide.

■ MMC/CHP Statewide
 ■ Medicaid
 ■ CC - Negative
 ■ Health Plans [All Responses]
■ CHP
 ■ CC - Positive

Family-Centered Care: Personal Doctor Who Knows Child (Yes)

Q44. Child's personal doctor understands how child's conditions affect your child's day-to-day life



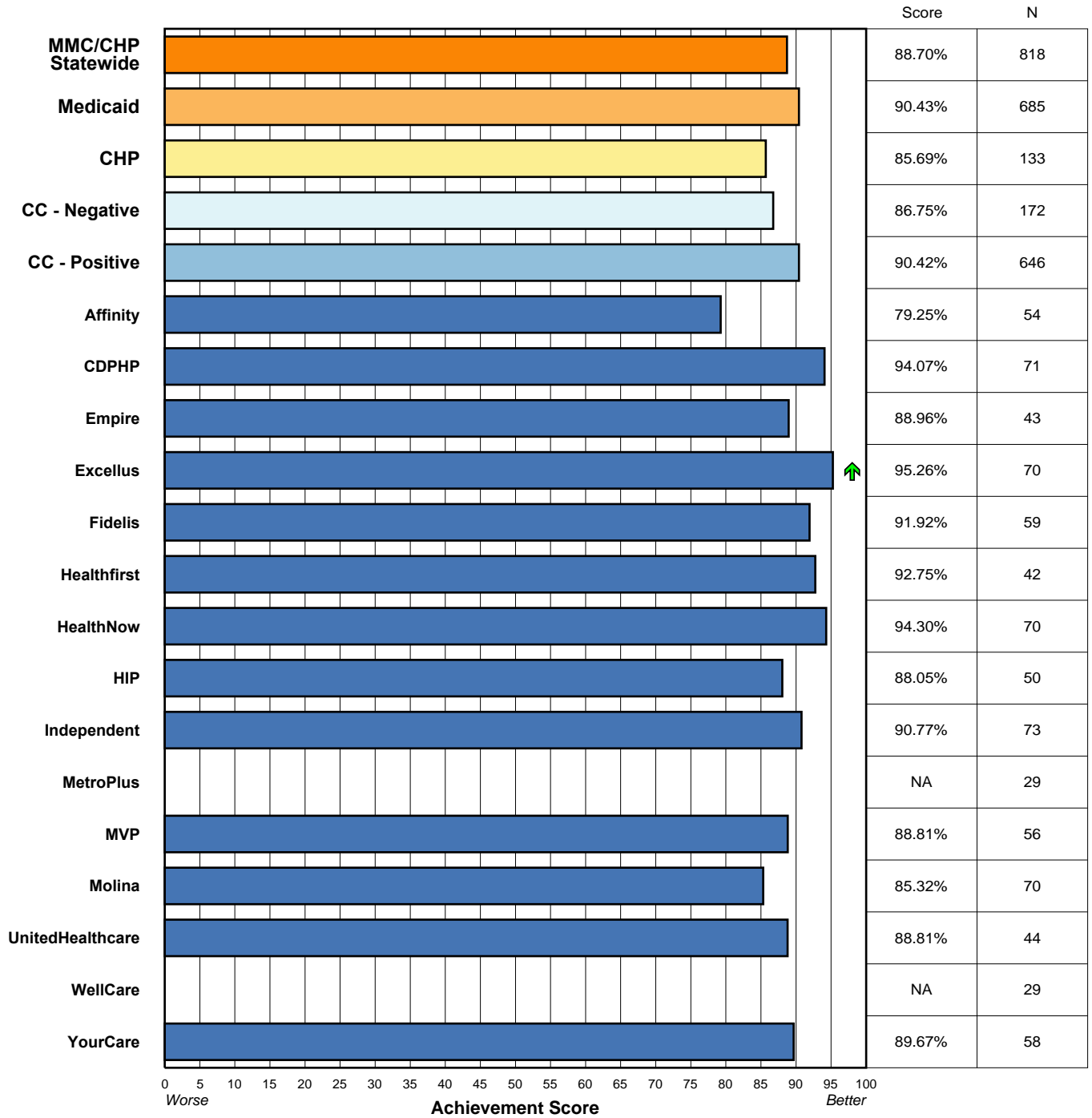
0 5 10 15 20 25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100
 Worse Achievement Score Better

⬇ Statistically significantly better/worse than Statewide.

■ MMC/CHP Statewide
 ■ Medicaid
 ■ CC - Negative
 ■ Health Plans [All Responses]
■ CHP
 ■ CC - Positive

Family-Centered Care: Personal Doctor Who Knows Child (Yes)

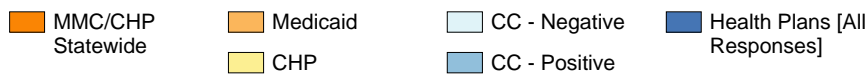
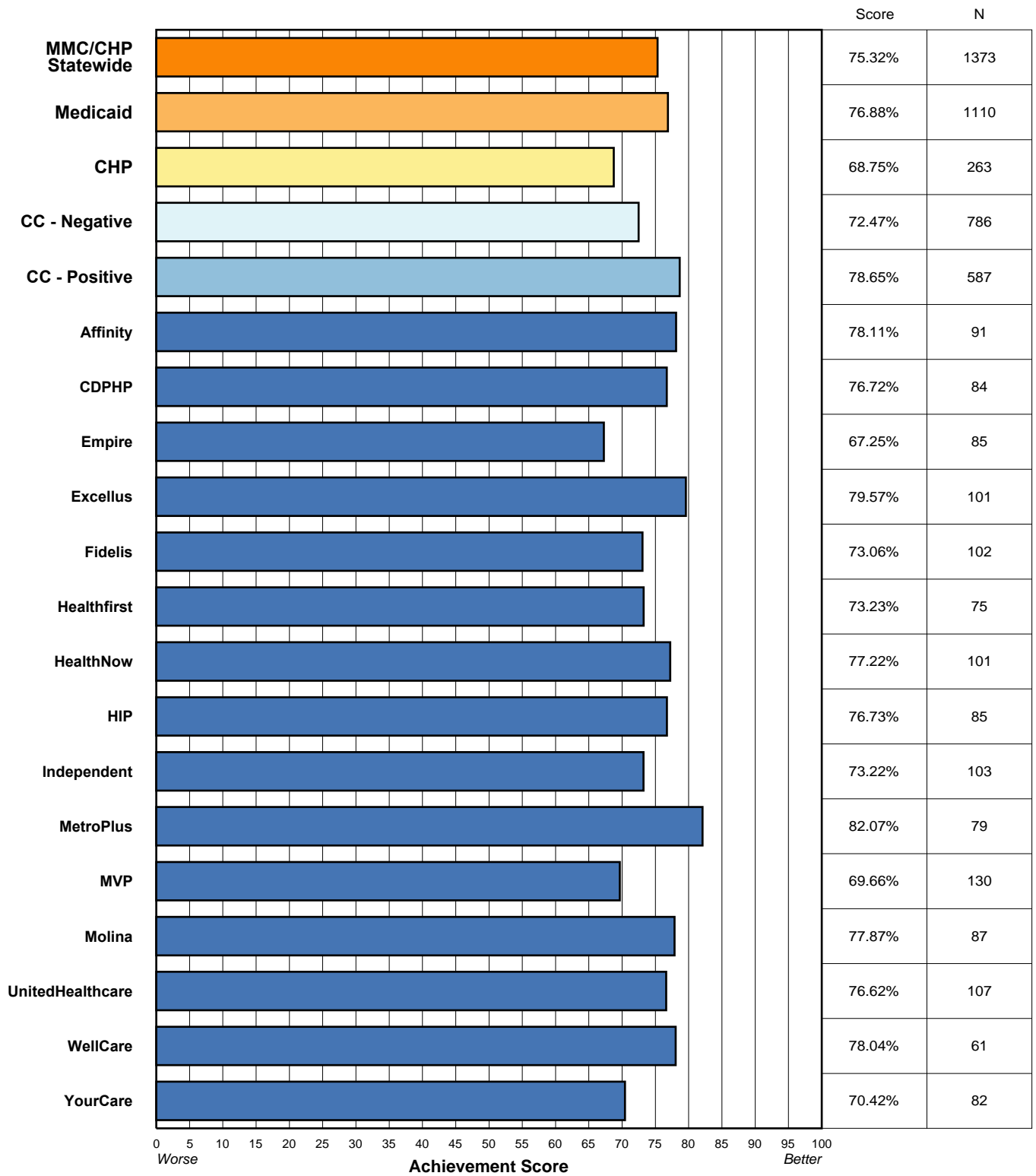
Q45. Child's personal doctor understands how child's conditions affect your family's day-to-day life



NA Results suppressed for fewer than 30 cases.
 ▲ Statistically significantly better/worse than Statewide.

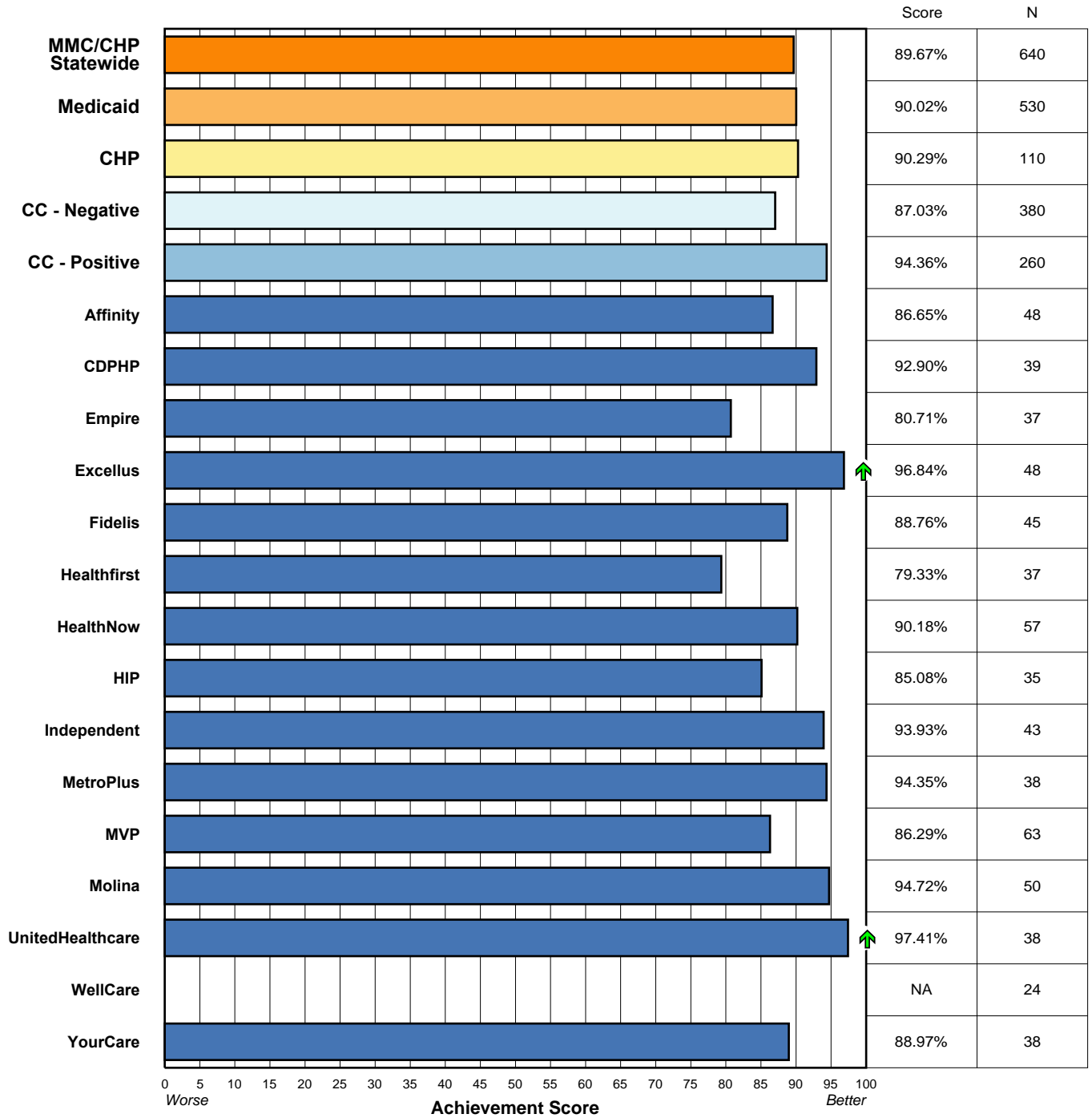


Coordination of Care for Children with Chronic Conditions (Yes)



Coordination of Care for Children with Chronic Conditions (Yes)

Q18. Child's doctors or other health providers gave help needed in contacting your child's school or daycare

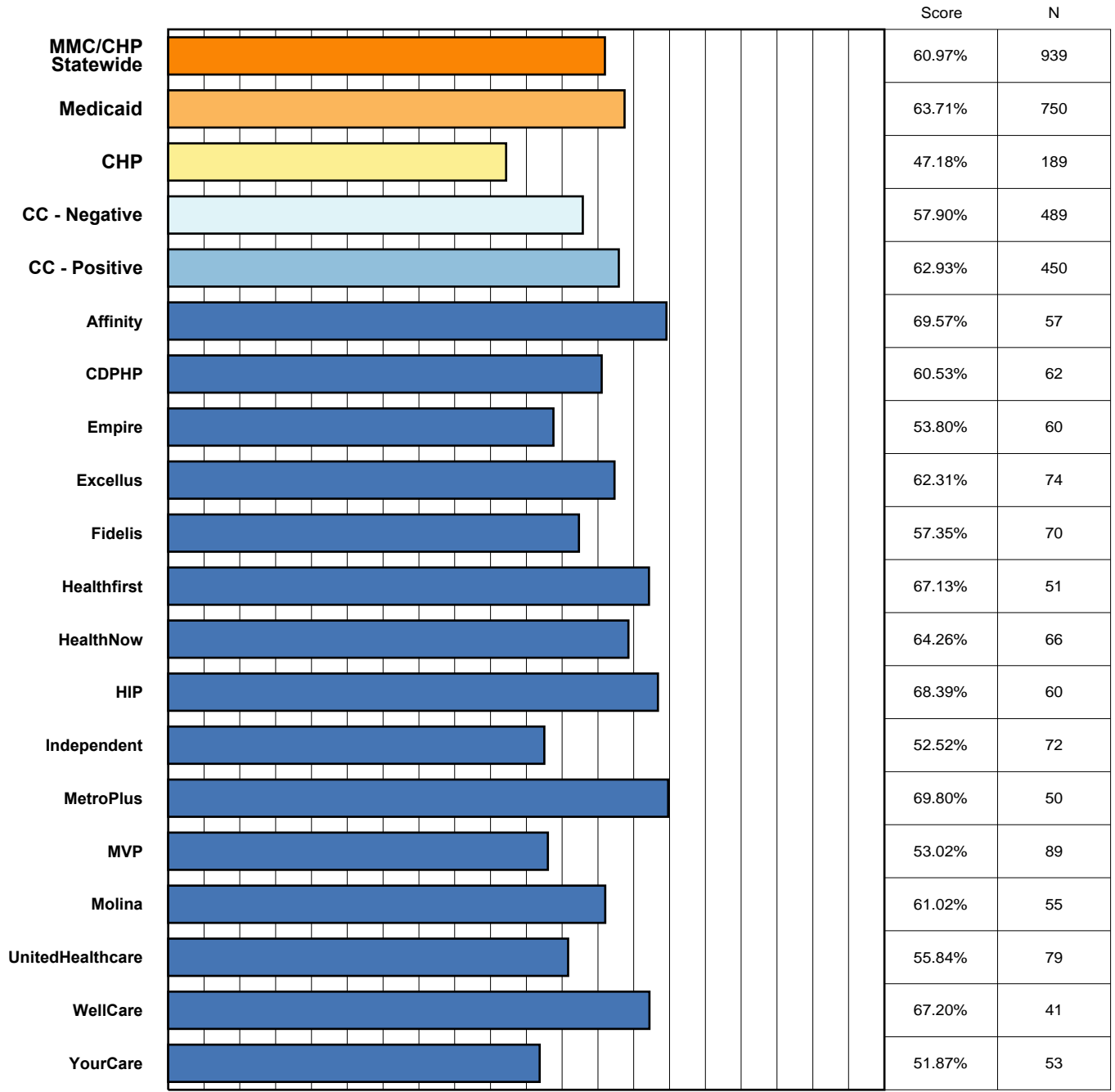


NA Results suppressed for fewer than 30 cases.
 ⬆️⬆️ Statistically significantly better/worse than Statewide.



Coordination of Care for Children with Chronic Conditions (Yes)

Q30. Child's health plan, doctor's office or clinic helped coordinate child's care among different providers or services

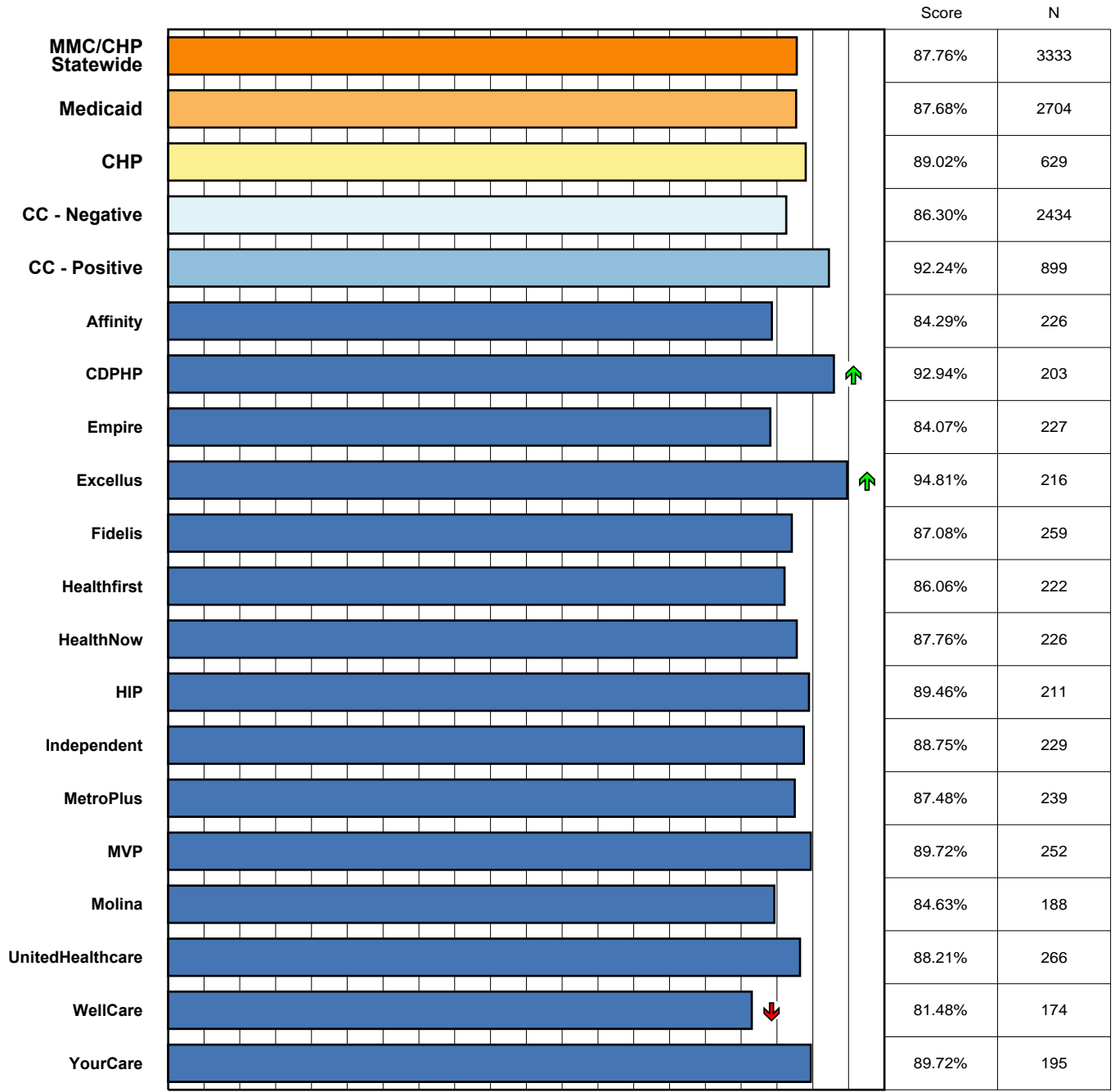


0 5 10 15 20 25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100
 Worse Achievement Score Better

Statistically significantly better/worse than Statewide.

■ MMC/CHP Statewide
 ■ Medicaid
 ■ CC - Negative
 ■ Health Plans [All Responses]
■ CHP
 ■ CC - Positive

Q9. Usually or always had your questions answered by your child's doctors or other health providers

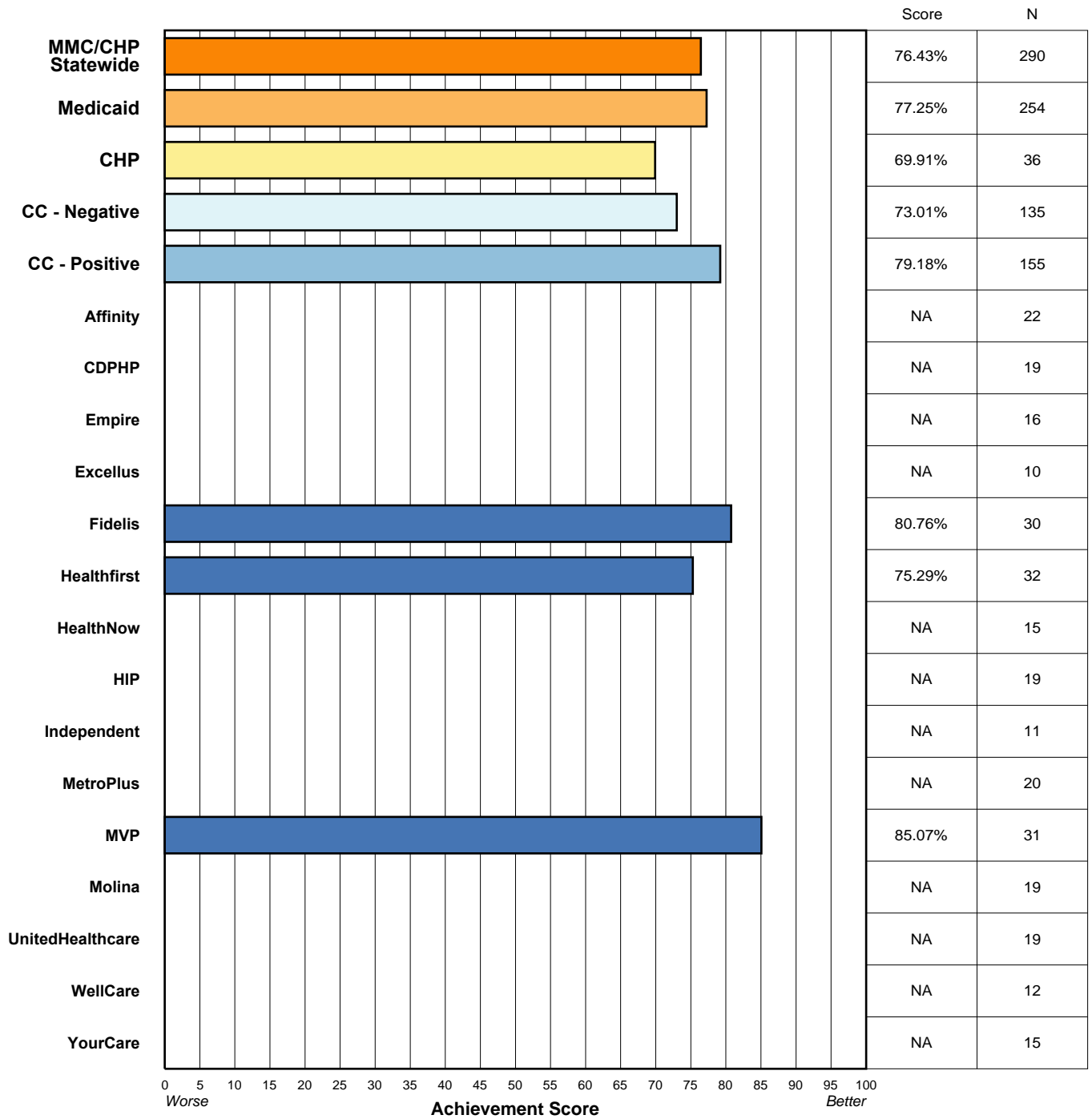


0 5 10 15 20 25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100
 Worse Achievement Score Better

⬆️⬇️ Statistically significantly better/worse than Statewide.

■ MMC/CHP Statewide
 ■ Medicaid
 ■ CC - Negative
 ■ Health Plans [All Responses]
■ CHP
 ■ CC - Positive

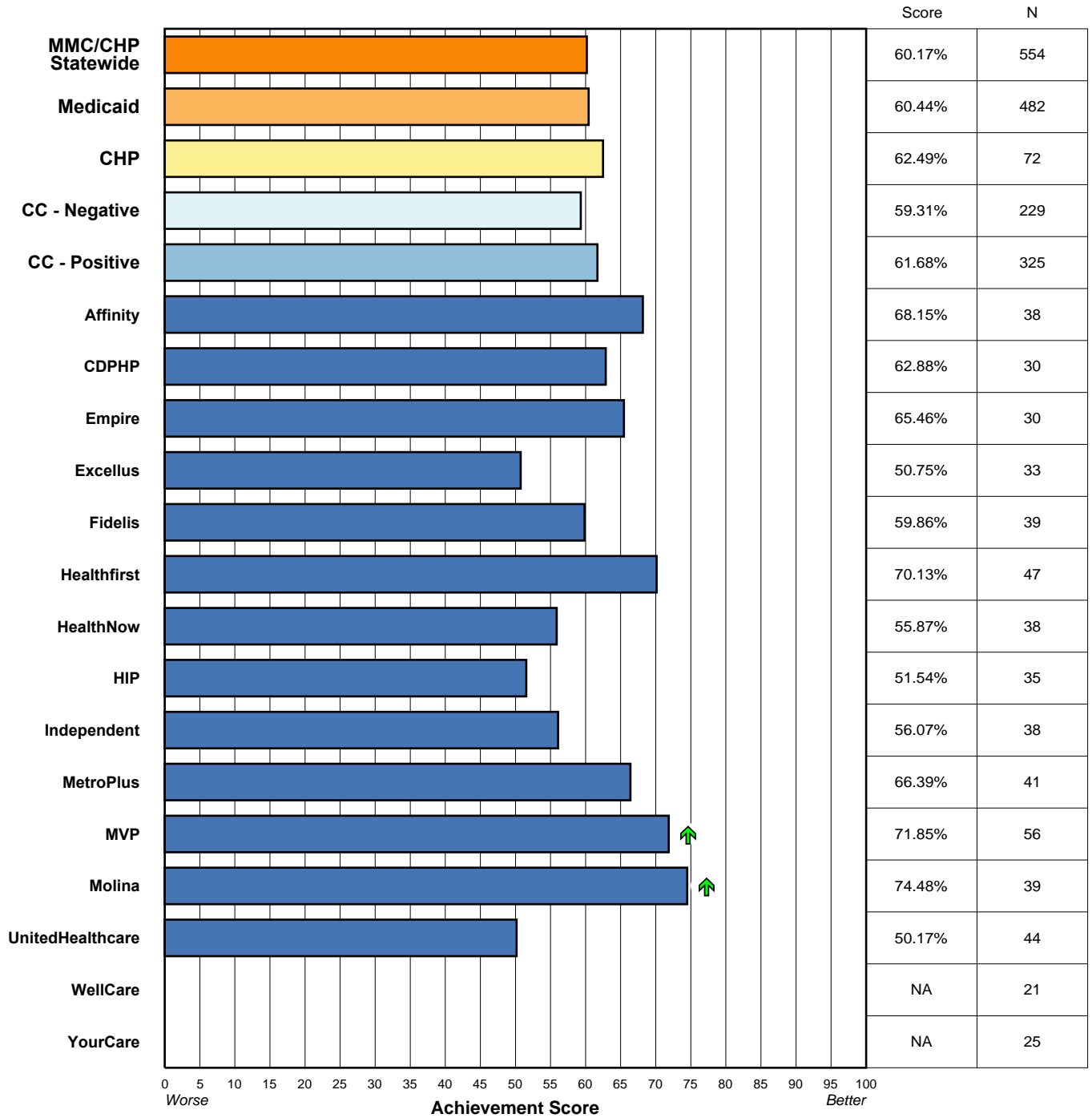
Q21. Someone from your child's health plan, doctor's office or clinic helped you get special medical equipment for your child



NA Results suppressed for fewer than 30 cases.
 📌 Statistically significantly better/worse than Statewide.



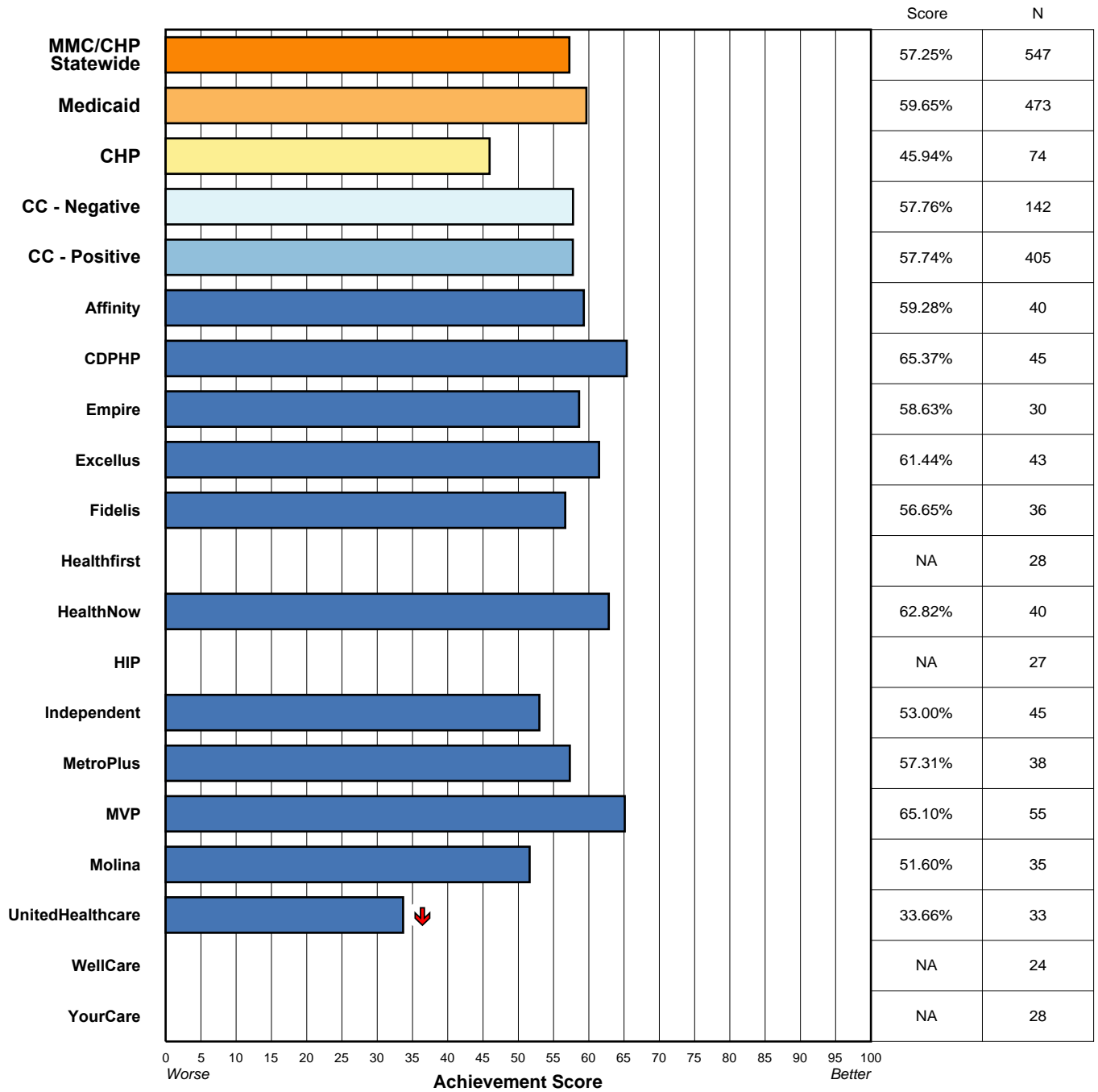
Q24. Someone from your child's health plan, doctor's office or clinic helped you get special therapy (physical, occupational or speech) for your child



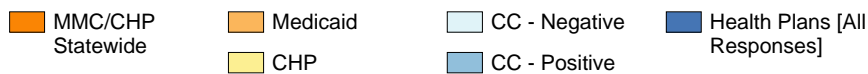
NA Results suppressed for fewer than 30 cases.
 ⬆️⬆️ Statistically significantly better/worse than Statewide.



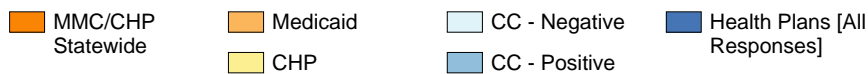
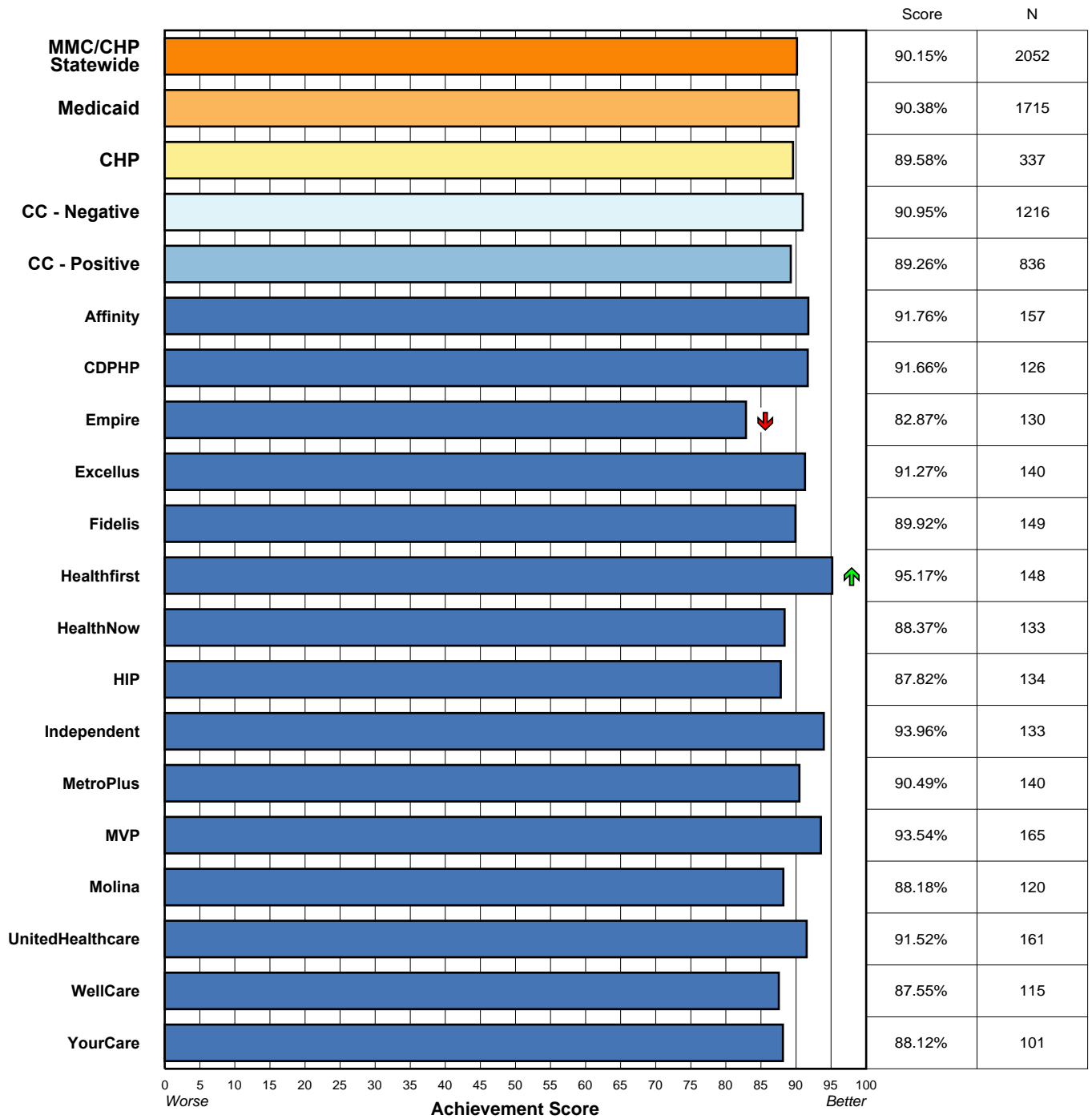
Q27. Someone from your child's health plan, doctor's office or clinic helped you get emotional, developmental or behavioral treatment or counseling for your child



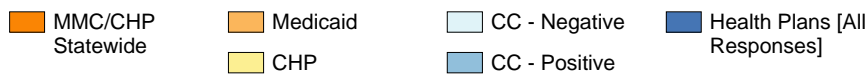
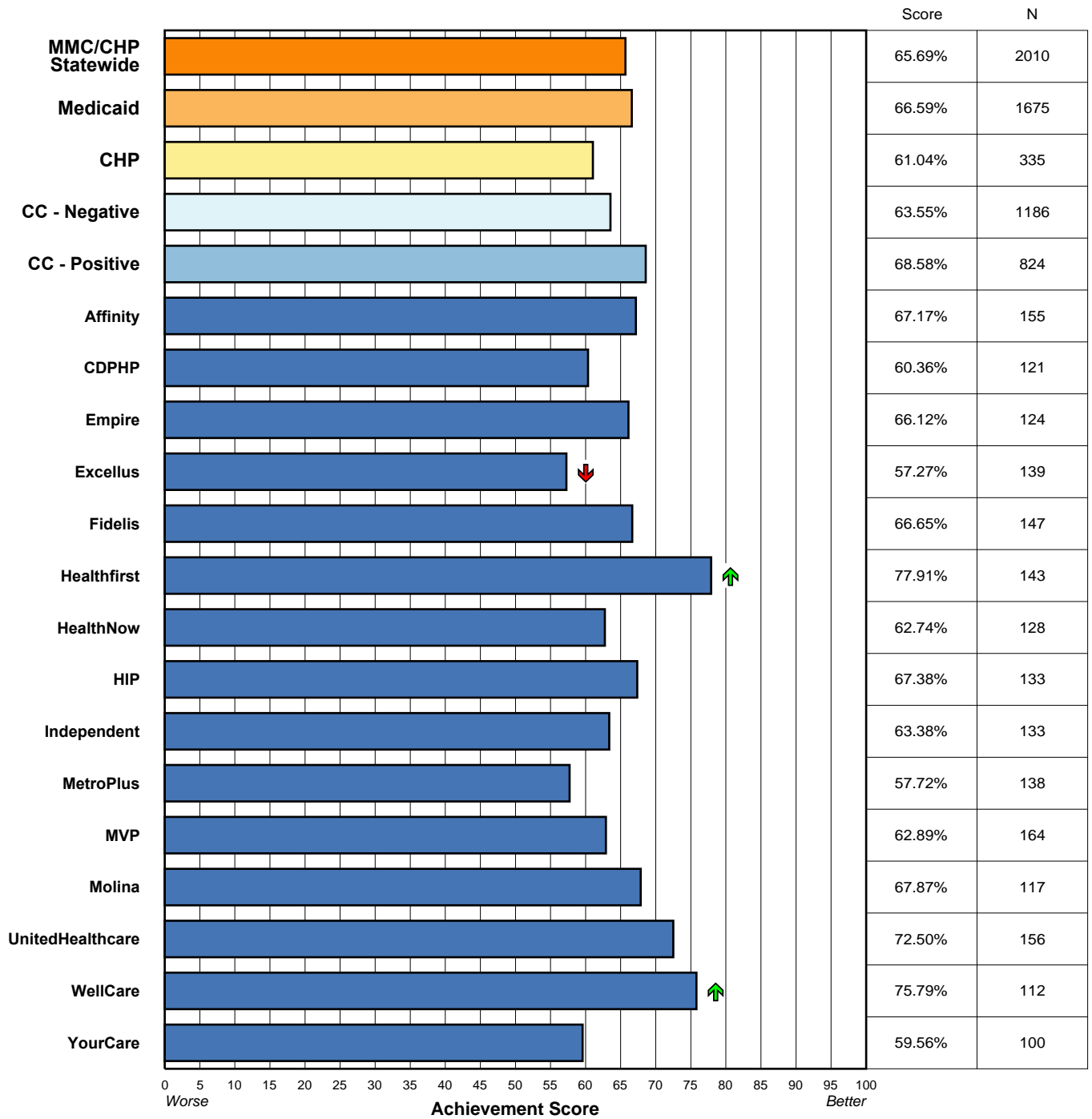
NA Results suppressed for fewer than 30 cases.
 ⬇ Statistically significantly better/worse than Statewide.



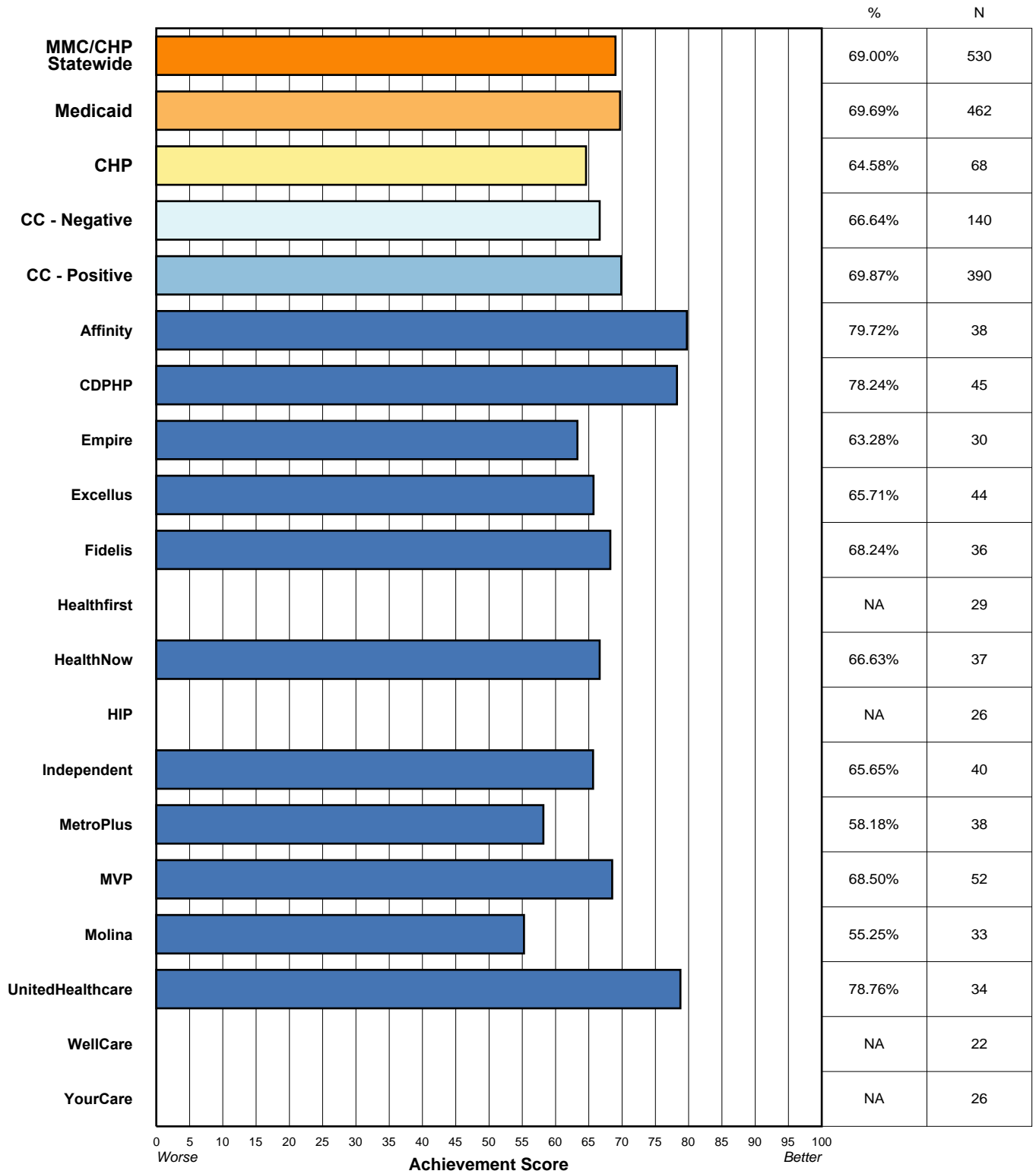
Q57. Usually or always easy to get prescription medicines for your child through his or her health plan



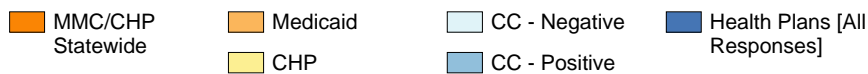
Q58. Someone from your child's health plan, doctor's office or clinic helped you get your child's prescription medicines



Q28. Rating of child's treatment or counseling (8, 9 or 10)



NA Results suppressed for fewer than 30 cases.
 ⬆️ Statistically significantly better/worse than Statewide.



HealthNow New York Inc.

The Correlation Analysis section is helpful in understanding how results in various questions relate to the four standard ratings (personal doctor, specialist seen most often, all health care, and health plan) for respondents. This allows for evaluation of which questions are most strongly linked to the rating and what the current achievement score is. The section can be used for a quick view of how composite questions correlate across ratings.

The correlation analyses are presented two ways. There is a table summarizing correlations of the top ten highly correlated standard composite questions to the four rating questions ranked by the highest correlation between the question and rating. This allows a visual picture of clustering of composites across ratings. Each question in a composite is represented with the individual question number, composite name, achievement score, and the correlation value.

Example:

If Getting Needed Care and How Well Doctors Communicate have higher correlations across the ratings, you can see how these aspects are important to parents/caretakers and influence how satisfied they are with their child's providers, health care, and health plan. Likewise, composites clustered toward the bottom may indicate areas of lower importance to the parents/caretakers. The visual also allows you to see areas where you can improve. If you are performing poorly in Getting Needed Care, and it is important to the parent's/caretaker's satisfaction with care, this could be a compelling reason to focus on improving this area. It also lets you see how different questions within a composite correlate individually.

The correlation summary table is followed by four tables presenting more detailed data on composite questions for each individual rating. The questions are written out and you can see the proportion of responses for each response option. This lets you see where an opportunity for improvement may lie. For example, if a question correlates highly with ratings and has higher proportions of "Sometimes" and "Never", improving the processes may move respondents up to "Always" which will improve not only that composite, but the other rating questions.

Correlation Summary

| Corr. Rank | Rating of child's personal doctor | | | Rating of specialist child saw most often | | | Rating of all child's health care | | | Rating of child's health plan | | |
|---------------|-------------------------------------|-------|-------------|---|-------|-------------|-------------------------------------|-------|-------------|-------------------------------------|-------|-------------|
| | Question | Score | Correlation | Question | Score | Correlation | Question | Score | Correlation | Question | Score | Correlation |
| 1 | Q38 How Well Doctors Communicate | 94% ▲ | 0.56 | Q34 How Well Doctors Communicate | 93% | 0.60 | Q47 Getting Needed Care | 88% ▲ | 0.46 | Q52 Customer Service | 95% | 0.49 |
| 2 | Q35 How Well Doctors Communicate | 94% | 0.51 | Q12 Shared Decision Making | 62% | 0.54 | Q34 How Well Doctors Communicate | 93% | 0.43 | Q51 Customer Service | 79% | 0.33 |
| 3 | Q34 How Well Doctors Communicate | 93% | 0.48 | Q15 Getting Needed Care | 89% | 0.49 | Q35 How Well Doctors Communicate | 94% | 0.43 | Q6 Getting Care Quickly | 91% | 0.28 |
| 4 | Q33 How Well Doctors Communicate | 97% ▲ | 0.36 | Q4 Getting Care Quickly | 94% | 0.44 | Q38 How Well Doctors Communicate | 94% ▲ | 0.35 | Q34 How Well Doctors Communicate | 93% | 0.27 |
| 5 | Q6 Getting Care Quickly | 91% | 0.33 | Q13 Shared Decision Making | 86% | 0.41 | Q15 Getting Needed Care | 89% | 0.33 | Q38 How Well Doctors Communicate | 94% ▲ | 0.27 |
| 6 | Q52 Customer Service | 95% | 0.29 | Q33 How Well Doctors Communicate | 97% ▲ | 0.41 | Q12 Shared Decision Making | 62% | 0.32 | Q35 How Well Doctors Communicate | 94% | 0.24 |
| 7 | Q13 Shared Decision Making | 86% | 0.26 | Q38 How Well Doctors Communicate | 94% ▲ | 0.38 | Q13 Shared Decision Making | 86% | 0.28 | Q33 How Well Doctors Communicate | 97% ▲ | 0.22 |
| 8 | Q15 Getting Needed Care | 89% | 0.26 | Q52 Customer Service | 95% | 0.37 | Q33 How Well Doctors Communicate | 97% ▲ | 0.27 | Q47 Getting Needed Care | 88% ▲ | 0.22 |
| 9 | Q4 Getting Care Quickly | 94% | 0.22 | Q51 Customer Service | 79% | 0.35 | Q6 Getting Care Quickly | 91% | 0.27 | Q13 Shared Decision Making | 86% | 0.22 |
| 10 | Q12 Shared Decision Making | 62% | 0.21 | Q6 Getting Care Quickly | 91% | 0.31 | Q52 Customer Service | 95% | 0.23 | Q15 Getting Needed Care | 89% | 0.21 |

▲ ▼ Statistically significantly better/worse than Statewide.

Rating of child's personal doctor

| Corr. Rank | Question | Correlation w/ Rating of child's personal doctor | Achievement Score | Always / Yes | Usually | Sometimes | Never / No |
|------------|---|--|-------------------|--------------|---------|-----------|------------|
| 1 | Q38. In the last 6 months, how often did your child's personal doctor spend enough time with your child? | 0.56 | 94% ▲ | 71% | 23% | 5% | 0% |
| 2 | Q35. In the last 6 months, how often did your child's personal doctor show respect for what you had to say? | 0.51 | 94% | 84% | 10% | 6% | 0% |
| 3 | Q34. In the last 6 months, how often did your child's personal doctor listen carefully to you? | 0.48 | 93% | 81% | 12% | 6% | 1% |
| 4 | Q33. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand? | 0.36 | 97% ▲ | 88% | 10% | 2% | 0% |
| 5 | Q6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed? | 0.33 | 91% | 74% | 18% | 8% | 0% |
| 6 | Q52. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect? | 0.29 | 95% | 72% | 22% | 5% | 1% |
| 7 | Q13. When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child? | 0.26 | 86% | 86% | (na) | (na) | 14% |
| 8 | Q15. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed? | 0.26 | 89% | 68% | 22% | 8% | 2% |
| 9 | Q4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as your child needed? | 0.22 | 94% | 79% | 15% | 4% | 1% |
| 10 | Q12. Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine? | 0.21 | 62% | 65% | (na) | (na) | 35% |

▲▼ Statistically significantly better/worse than Statewide.

Rating of specialist child saw most often

| Corr. Rank | Question | Correlation w/ Rating of specialist child saw most often | Achievement Score | Always / Yes | Usually | Sometimes | Never / No |
|------------|---|--|-------------------|--------------|---------|-----------|------------|
| 1 | Q34. In the last 6 months, how often did your child's personal doctor listen carefully to you? | 0.60 | 93% | 81% | 12% | 6% | 1% |
| 2 | Q12. Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine? | 0.54 | 62% | 65% | (na) | (na) | 35% |
| 3 | Q15. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed? | 0.49 | 89% | 68% | 22% | 8% | 2% |
| 4 | Q4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as your child needed? | 0.44 | 94% | 79% | 15% | 4% | 1% |
| 5 | Q13. When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child? | 0.41 | 86% | 86% | (na) | (na) | 14% |
| 6 | Q33. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand? | 0.41 | 97% ▲ | 88% | 10% | 2% | 0% |
| 7 | Q38. In the last 6 months, how often did your child's personal doctor spend enough time with your child? | 0.38 | 94% ▲ | 71% | 23% | 5% | 0% |
| 8 | Q52. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect? | 0.37 | 95% | 72% | 22% | 5% | 1% |
| 9 | Q51. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed? | 0.35 | 79% | 41% | 37% | 21% | 1% |
| 10 | Q6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed? | 0.31 | 91% | 74% | 18% | 8% | 0% |

▲▼ Statistically significantly better/worse than Statewide.

Rating of all child's health care

| Corr. Rank | Question | Correlation w/ Rating of all child's health care | Achievement Score | Always / Yes | Usually | Sometimes | Never / No |
|------------|---|--|-------------------|--------------|---------|-----------|------------|
| 1 | Q47. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as he or she needed? | 0.46 | 88% ▲ | 61% | 27% | 11% | 2% |
| 2 | Q34. In the last 6 months, how often did your child's personal doctor listen carefully to you? | 0.43 | 93% | 81% | 12% | 6% | 1% |
| 3 | Q35. In the last 6 months, how often did your child's personal doctor show respect for what you had to say? | 0.43 | 94% | 84% | 10% | 6% | 0% |
| 4 | Q38. In the last 6 months, how often did your child's personal doctor spend enough time with your child? | 0.35 | 94% ▲ | 71% | 23% | 5% | 0% |
| 5 | Q15. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed? | 0.33 | 89% | 68% | 22% | 8% | 2% |
| 6 | Q12. Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine? | 0.32 | 62% | 65% | (na) | (na) | 35% |
| 7 | Q13. When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child? | 0.28 | 86% | 86% | (na) | (na) | 14% |
| 8 | Q33. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand? | 0.27 | 97% ▲ | 88% | 10% | 2% | 0% |
| 9 | Q6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed? | 0.27 | 91% | 74% | 18% | 8% | 0% |
| 10 | Q52. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect? | 0.23 | 95% | 72% | 22% | 5% | 1% |

▲▼ Statistically significantly better/worse than Statewide.

Rating of child's health plan

| Corr. Rank | Question | Correlation w/ Rating of child's health plan | Achievement Score | Always / Yes | Usually | Sometimes | Never / No |
|------------|---|--|-------------------|--------------|---------|-----------|------------|
| 1 | Q52. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect? | 0.49 | 95% | 72% | 22% | 5% | 1% |
| 2 | Q51. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed? | 0.33 | 79% | 41% | 37% | 21% | 1% |
| 3 | Q6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed? | 0.28 | 91% | 74% | 18% | 8% | 0% |
| 4 | Q34. In the last 6 months, how often did your child's personal doctor listen carefully to you? | 0.27 | 93% | 81% | 12% | 6% | 1% |
| 5 | Q38. In the last 6 months, how often did your child's personal doctor spend enough time with your child? | 0.27 | 94% ▲ | 71% | 23% | 5% | 0% |
| 6 | Q35. In the last 6 months, how often did your child's personal doctor show respect for what you had to say? | 0.24 | 94% | 84% | 10% | 6% | 0% |
| 7 | Q33. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand? | 0.22 | 97% ▲ | 88% | 10% | 2% | 0% |
| 8 | Q47. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as he or she needed? | 0.22 | 88% ▲ | 61% | 27% | 11% | 2% |
| 9 | Q13. When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child? | 0.22 | 86% | 86% | (na) | (na) | 14% |
| 10 | Q15. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed? | 0.21 | 89% | 68% | 22% | 8% | 2% |

▲▼ Statistically significantly better/worse than Statewide.

Responses by Question

This section presents each question and the distribution for each available response option. For each question that has responses determined to be positive or negative, there is a colored circle indicating achievement (green circle) or room for improvement (red circle). The circles are based on the response category and are not indicative of areas the plan needs to improve necessarily. When applicable, each question is presented with the composite name, the achievement score, the correlation value and trend information. In this section, a t-test is used to determine significant differences across time where 2018 scores are compared to 2016 scores when applicable. A significance level of .05 or less was considered statistically significant and "▲" or "▼" is placed next to the appropriate achievement score change. The achievement scores are case-mix adjusted while data for each response option are not case-mix adjusted.

Q1. Our records show that your child is now in [Health Plan Name]. Is that right?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|--------------|-------------------|--------|----------|--------|-----|--------|---------------|--------|---------------|--------|-----------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 4,659 | 100.0% | 3,828 | 100.0% | 831 | 100.0% | 3,562 | 100.0% | 1,097 | 100.0% | 282 | 100.0% |
| No | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Total | 4,659 | 100.0% | 3,828 | 100.0% | 831 | 100.0% | 3,562 | 100.0% | 1,097 | 100.0% | 282 | 100.0% |
| Not Answered | 83 | | 68 | | 15 | | 59 | | 24 | | 11 | |

Your Child's Health Care in the Last 6 Months

Q3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|--------------|-------------------|--------|----------|--------|-----|--------|---------------|--------|---------------|--------|-----------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 1,240 | 26.5% | 991 | 25.7% | 249 | 29.8% | 803 | 22.5% | 437 | 39.3% | 70 | 24.0% |
| No | 3,446 | 73.5% | 2,859 | 74.3% | 587 | 70.2% | 2,772 | 77.5% | 674 | 60.7% | 222 | 76.0% |
| Total | 4,686 | 100.0% | 3,850 | 100.0% | 836 | 100.0% | 3,575 | 100.0% | 1,111 | 100.0% | 292 | 100.0% |
| Not Answered | 56 | | 46 | | 10 | | 46 | | 10 | | 1 | |

Your Child's Health Care in the Last 6 Months (continued)

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

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|---|-------------------|--------|----------|--------|--------|--------|---------------|--------|---------------|--------|-----------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Never | 18 | 1.5% | 13 | 1.3% | 5 | 2.0% | 15 | 1.9% | 3 | 0.7% | 1 | 1.5% |
| ● Sometimes | 115 | 9.5% | 110 | 11.4% | 5 | 2.0% | 81 | 10.3% | 34 | 8.0% | 3 | 4.4% |
| ● Usually | 155 | 12.8% | 128 | 13.3% | 27 | 10.9% | 103 | 13.1% | 52 | 12.2% | 10 | 14.7% |
| ● Always | 926 | 76.3% | 715 | 74.0% | 211 | 85.1% | 588 | 74.7% | 338 | 79.2% | 54 | 79.4% |
| Total | 1,214 | 100.0% | 966 | 100.0% | 248 | 100.0% | 787 | 100.0% | 427 | 100.0% | 68 | 100.0% |
| Not Answered | 26 | | 25 | | 1 | | 16 | | 10 | | 2 | |
| Reporting Category | | | | | | | | | | | | |
| Getting Care Quickly | | | | | | | | | | | | |
| Achievement Score (Case mix adjusted) | 88.86% | | 87.65% | | 94.31% | | 87.13% | | 92.46% | | 93.88% | |
| 2018 vs. 2016: +/- Change (▲▼ Stat. sig.) | -0.2 | | -1.8 | | +4.4▲ | | -1.7 | | +1.5 | | +3.0 | |
| Correlation with rating of health plan | 0.179 | | 0.186 | | 0.167 | | 0.221 | | 0.108 | | 0.010 | |

Q5. In the last 6 months, did you make any appointments for a check-up or routine care at a doctor's office or clinic?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|--------------|-------------------|--------|----------|--------|-----|--------|---------------|--------|---------------|--------|-----------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 3,762 | 80.6% | 3,072 | 80.2% | 690 | 82.1% | 2,787 | 78.2% | 975 | 88.3% | 240 | 83.3% |
| No | 907 | 19.4% | 757 | 19.8% | 150 | 17.9% | 778 | 21.8% | 129 | 11.7% | 48 | 16.7% |
| Total | 4,669 | 100.0% | 3,829 | 100.0% | 840 | 100.0% | 3,565 | 100.0% | 1,104 | 100.0% | 288 | 100.0% |
| Not Answered | 73 | | 67 | | 6 | | 56 | | 17 | | 5 | |

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

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|---|-------------------|--------|----------|--------|--------|--------|---------------|--------|---------------|--------|-----------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Never | 36 | 1.0% | 30 | 1.0% | 6 | 0.9% | 30 | 1.1% | 6 | 0.6% | 0 | 0.0% |
| ● Sometimes | 429 | 11.6% | 370 | 12.3% | 59 | 8.7% | 326 | 11.9% | 103 | 10.7% | 20 | 8.3% |
| ● Usually | 759 | 20.5% | 616 | 20.5% | 143 | 21.0% | 558 | 20.4% | 201 | 20.9% | 42 | 17.5% |
| ● Always | 2,470 | 66.9% | 1,996 | 66.3% | 474 | 69.5% | 1,819 | 66.6% | 651 | 67.7% | 178 | 74.2% |
| Total | 3,694 | 100.0% | 3,012 | 100.0% | 682 | 100.0% | 2,733 | 100.0% | 961 | 100.0% | 240 | 100.0% |
| Not Answered | 68 | | 60 | | 8 | | 54 | | 14 | | 0 | |
| Reporting Category | | | | | | | | | | | | |
| Getting Care Quickly | | | | | | | | | | | | |
| Achievement Score (Case mix adjusted) | 87.42% | | 87.16% | | 88.87% | | 86.66% | | 89.76% | | 90.78% | |
| 2018 vs. 2016: +/- Change (▲▼ Stat. sig.) | -0.1 | | -0.2 | | -0.2 | | +0.1 | | -1.1 | | -1.5 | |
| Correlation with rating of health plan | 0.199 | | 0.206 | | 0.183 | | 0.208 | | 0.183 | | 0.278 | |

○ Response scored as: ● Achievement ● Room for improvement

Your Child's Health Care in the Last 6 Months (continued)

Q7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|------------------|-------------------|---------------|--------------|---------------|------------|---------------|---------------|---------------|---------------|---------------|------------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| None | 1,114 | 24.9% | 931 | 25.5% | 183 | 22.3% | 954 | 28.0% | 160 | 15.0% | 57 | 19.9% |
| 1 time | 1,308 | 29.2% | 1,033 | 28.2% | 275 | 33.6% | 1,062 | 31.1% | 246 | 23.1% | 119 | 41.6% |
| 2 times | 1,042 | 23.3% | 848 | 23.2% | 194 | 23.7% | 749 | 22.0% | 293 | 27.5% | 54 | 18.9% |
| 3 times | 510 | 11.4% | 416 | 11.4% | 94 | 11.5% | 347 | 10.2% | 163 | 15.3% | 29 | 10.1% |
| 4 times | 223 | 5.0% | 191 | 5.2% | 32 | 3.9% | 151 | 4.4% | 72 | 6.8% | 12 | 4.2% |
| 5 to 9 times | 213 | 4.8% | 180 | 4.9% | 33 | 4.0% | 120 | 3.5% | 93 | 8.7% | 11 | 3.8% |
| 10 or more times | 67 | 1.5% | 59 | 1.6% | 8 | 1.0% | 28 | 0.8% | 39 | 3.7% | 4 | 1.4% |
| Total | 4,477 | 100.0% | 3,658 | 100.0% | 819 | 100.0% | 3,411 | 100.0% | 1,066 | 100.0% | 286 | 100.0% |
| Not Answered | 265 | | 238 | | 27 | | 210 | | 55 | | 7 | |

Q8. In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|---|---------------------|---------------|--------------|---------------|------------|---------------|---------------|---------------|---------------|---------------|------------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Yes | 2,317 | 70.1% | 1,874 | 70.0% | 443 | 70.5% | 1,622 | 67.2% | 695 | 77.7% | 164 | 73.2% |
| ● No | 990 | 29.9% | 805 | 30.0% | 185 | 29.5% | 791 | 32.8% | 199 | 22.3% | 60 | 26.8% |
| Total | 3,307 | 100.0% | 2,679 | 100.0% | 628 | 100.0% | 2,413 | 100.0% | 894 | 100.0% | 224 | 100.0% |
| Not Answered | 56 | | 48 | | 8 | | 44 | | 12 | | 5 | |
| Reporting Category | Single Items | | | | | | | | | | | |
| Achievement Score (Case mix adjusted) | 70.14% | 70.31% | 70.14% | 67.68% | 77.11% | 72.38% | | | | | | |
| 2018 vs. 2016: +/- Change (▲▼ Stat. sig.) | +2.6▲ | +1.6 | +7.7▲ | +2.9▲ | +1.8 | +5.7 | | | | | | |

Response scored as: ● Achievement ● Room for improvement

Your Child's Health Care in the Last 6 Months (continued)

Q9. In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|--|-------------------|--------|----------|--------|--------|--------|---------------|--------|---------------|--------|-----------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Never | 107 | 3.2% | 89 | 3.3% | 18 | 2.9% | 88 | 3.6% | 19 | 2.1% | 5 | 2.2% |
| ● Sometimes | 299 | 9.0% | 255 | 9.4% | 44 | 7.0% | 240 | 9.9% | 59 | 6.6% | 21 | 9.3% |
| ● Usually | 564 | 16.9% | 453 | 16.8% | 111 | 17.6% | 408 | 16.8% | 156 | 17.4% | 25 | 11.1% |
| ● Always | 2,363 | 70.9% | 1,907 | 70.5% | 456 | 72.5% | 1,698 | 69.8% | 665 | 74.0% | 175 | 77.4% |
| Total | 3,333 | 100.0% | 2,704 | 100.0% | 629 | 100.0% | 2,434 | 100.0% | 899 | 100.0% | 226 | 100.0% |
| Not Answered | 30 | | 23 | | 7 | | 23 | | 7 | | 3 | |
| Reporting Category CCC Single Items | | | | | | | | | | | | |
| Achievement Score (Case mix adjusted) | 87.76% | | 87.68% | | 89.02% | | 86.30% | | 92.24% | | 87.76% | |
| 2018 vs. 2016: +/- Change (▲▼ Stat. sig.) | -1.7▼ | | -1.8▼ | | -0.7 | | -2.4▼ | | +0.5 | | -1.5 | |

Q10. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|--------------|-------------------|--------|----------|--------|-----|--------|---------------|--------|---------------|--------|-----------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 1,073 | 32.4% | 890 | 33.2% | 183 | 29.2% | 637 | 26.3% | 436 | 49.1% | 64 | 28.6% |
| No | 2,236 | 67.6% | 1,792 | 66.8% | 444 | 70.8% | 1,784 | 73.7% | 452 | 50.9% | 160 | 71.4% |
| Total | 3,309 | 100.0% | 2,682 | 100.0% | 627 | 100.0% | 2,421 | 100.0% | 888 | 100.0% | 224 | 100.0% |
| Not Answered | 54 | | 45 | | 9 | | 36 | | 18 | | 5 | |

Q11. Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|--|-------------------|--------|----------|--------|--------|--------|---------------|--------|---------------|--------|-----------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Yes | 886 | 83.3% | 731 | 82.8% | 155 | 85.6% | 487 | 77.3% | 399 | 91.9% | 59 | 93.7% |
| ● No | 178 | 16.7% | 152 | 17.2% | 26 | 14.4% | 143 | 22.7% | 35 | 8.1% | 4 | 6.3% |
| Total | 1,064 | 100.0% | 883 | 100.0% | 181 | 100.0% | 630 | 100.0% | 434 | 100.0% | 63 | 100.0% |
| Not Answered | 9 | | 7 | | 2 | | 7 | | 2 | | 1 | |
| Reporting Category Shared Decision Making | | | | | | | | | | | | |
| Achievement Score (Case mix adjusted) | 84.33% | | 83.84% | | 82.77% | | 78.95% | | 90.22% | | 91.39% | |
| 2018 vs. 2016: +/- Change (▲▼ Stat. sig.) | +1.5 | | +1.6 | | -0.2 | | +1.8 | | -0.9 | | +6.0 | |
| Correlation with rating of health plan | -0.042 | | -0.028 | | -0.094 | | -0.020 | | -0.033 | | -0.205 | |

○ Response scored as: ● Achievement ● Room for improvement

Your Child's Health Care in the Last 6 Months (continued)

Q12. Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | | |
|---|-------------------|--------|----------|--------|--------|--------|---------------|--------|---------------|--------|-----------|------------------------|--|
| | N | % | N | % | N | % | N | % | N | % | N | % | |
| ● Yes | 635 | 60.4% | 519 | 59.6% | 116 | 64.4% | 344 | 55.1% | 291 | 68.1% | 40 | 64.5% | |
| ● No | 416 | 39.6% | 352 | 40.4% | 64 | 35.6% | 280 | 44.9% | 136 | 31.9% | 22 | 35.5% | |
| Total | 1,051 | 100.0% | 871 | 100.0% | 180 | 100.0% | 624 | 100.0% | 427 | 100.0% | 62 | 100.0% | |
| Not Answered | 22 | | 19 | | 3 | | 13 | | 9 | | 2 | | |
| Reporting Category | | | | | | | | | | | | Shared Decision Making | |
| Achievement Score (Case mix adjusted) | 61.39% | | 60.31% | | 63.52% | | 56.26% | | 67.34% | | 62.16% | | |
| 2018 vs. 2016: +/- Change (▲▼ Stat. sig.) | -0.2 | | -1.3 | | +4.1 | | -0.5 | | -1.4 | | -2.8 | | |
| Correlation with rating of health plan | -0.023 | | -0.014 | | -0.046 | | -0.077 | | 0.082 | | 0.188 | | |

Q13. When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | | |
|---|-------------------|--------|----------|--------|--------|--------|---------------|--------|---------------|--------|-----------|------------------------|--|
| | N | % | N | % | N | % | N | % | N | % | N | % | |
| ● Yes | 866 | 81.9% | 728 | 82.9% | 138 | 77.1% | 495 | 78.8% | 371 | 86.5% | 54 | 85.7% | |
| ● No | 191 | 18.1% | 150 | 17.1% | 41 | 22.9% | 133 | 21.2% | 58 | 13.5% | 9 | 14.3% | |
| Total | 1,057 | 100.0% | 878 | 100.0% | 179 | 100.0% | 628 | 100.0% | 429 | 100.0% | 63 | 100.0% | |
| Not Answered | 16 | | 12 | | 4 | | 9 | | 7 | | 1 | | |
| Reporting Category | | | | | | | | | | | | Shared Decision Making | |
| Achievement Score (Case mix adjusted) | 81.80% | | 82.69% | | 78.15% | | 78.75% | | 86.35% | | 85.70% | | |
| 2018 vs. 2016: +/- Change (▲▼ Stat. sig.) | +2.7 | | +4.1▲ | | -3.8 | | +1.8 | | +3.7 | | +8.5 | | |
| Correlation with rating of health plan | 0.106 | | 0.115 | | 0.056 | | 0.070 | | 0.191 | | 0.215 | | |

○ **Response scored as:** ● Achievement ● Room for improvement

Your Child's Health Care in the Last 6 Months (continued)

Q14. 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?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|---|-------------------|--------|----------|--------|--------|--------|---------------|--------|---------------|--------|-----------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Worst health care possible | 3 | 0.1% | 2 | 0.1% | 1 | 0.2% | 3 | 0.1% | 0 | 0.0% | 0 | 0.0% |
| ● 1 | 4 | 0.1% | 3 | 0.1% | 1 | 0.2% | 4 | 0.2% | 0 | 0.0% | 0 | 0.0% |
| ● 2 | 7 | 0.2% | 7 | 0.3% | 0 | 0.0% | 6 | 0.2% | 1 | 0.1% | 1 | 0.4% |
| ● 3 | 16 | 0.5% | 13 | 0.5% | 3 | 0.5% | 12 | 0.5% | 4 | 0.4% | 1 | 0.4% |
| ● 4 | 18 | 0.5% | 17 | 0.6% | 1 | 0.2% | 9 | 0.4% | 9 | 1.0% | 1 | 0.4% |
| ● 5 | 70 | 2.1% | 61 | 2.3% | 9 | 1.4% | 47 | 1.9% | 23 | 2.6% | 3 | 1.3% |
| ● 6 | 75 | 2.3% | 60 | 2.2% | 15 | 2.4% | 55 | 2.3% | 20 | 2.2% | 8 | 3.6% |
| ● 7 | 218 | 6.6% | 180 | 6.7% | 38 | 6.0% | 149 | 6.1% | 69 | 7.8% | 14 | 6.2% |
| ● 8 | 591 | 17.8% | 455 | 16.9% | 136 | 21.6% | 436 | 17.9% | 155 | 17.4% | 48 | 21.3% |
| ● 9 | 635 | 19.1% | 490 | 18.2% | 145 | 23.0% | 459 | 18.9% | 176 | 19.8% | 35 | 15.6% |
| ● Best health care possible | 1,684 | 50.7% | 1,402 | 52.1% | 282 | 44.7% | 1,252 | 51.5% | 432 | 48.6% | 114 | 50.7% |
| Total | 3,321 | 100.0% | 2,690 | 100.0% | 631 | 100.0% | 2,432 | 100.0% | 889 | 100.0% | 225 | 100.0% |
| Not Answered | 42 | | 37 | | 5 | | 25 | | 17 | | 4 | |
| Reporting Category | Ratings | | | | | | | | | | | |
| Achievement Score (Case mix adjusted) | 87.49% | | 87.57% | | 87.65% | | 87.09% | | 88.92% | | 87.76% | |
| 2018 vs. 2016: +/- Change (▲▼ Stat. sig.) | +1.9▲ | | +2.1▲ | | +1.7 | | +1.4 | | +3.6▲ | | +6.5▲ | |
| Correlation with rating of health plan | 0.518 | | 0.517 | | 0.526 | | 0.527 | | 0.500 | | 0.562 | |

Q15. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|---|----------------------------|--------|----------|--------|--------|--------|---------------|--------|---------------|--------|-----------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Never | 54 | 1.6% | 46 | 1.7% | 8 | 1.3% | 46 | 1.9% | 8 | 0.9% | 4 | 1.8% |
| ● Sometimes | 281 | 8.5% | 248 | 9.2% | 33 | 5.3% | 196 | 8.1% | 85 | 9.5% | 19 | 8.4% |
| ● Usually | 834 | 25.1% | 665 | 24.6% | 169 | 27.0% | 602 | 24.8% | 232 | 25.9% | 50 | 22.2% |
| ● Always | 2,155 | 64.8% | 1,740 | 64.5% | 415 | 66.4% | 1,585 | 65.3% | 570 | 63.7% | 152 | 67.6% |
| Total | 3,324 | 100.0% | 2,699 | 100.0% | 625 | 100.0% | 2,429 | 100.0% | 895 | 100.0% | 225 | 100.0% |
| Not Answered | 39 | | 28 | | 11 | | 28 | | 11 | | 4 | |
| Reporting Category | Getting Needed Care | | | | | | | | | | | |
| Achievement Score (Case mix adjusted) | 89.81% | | 89.51% | | 91.83% | | 89.49% | | 91.17% | | 89.06% | |
| 2018 vs. 2016: +/- Change (▲▼ Stat. sig.) | +0.3 | | 0.0 | | +1.8 | | +0.4 | | +0.0 | | -1.0 | |
| Correlation with rating of health plan | 0.298 | | 0.291 | | 0.343 | | 0.317 | | 0.254 | | 0.213 | |

○ **Response scored as:** ● Achievement ● Room for improvement

Your Child's Health Care in the Last 6 Months (continued)

Q16. Is your child now enrolled in any kind of school or daycare?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|--------------|-------------------|---------------|--------------|---------------|------------|---------------|---------------|---------------|---------------|---------------|------------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 3,673 | 78.7% | 2,977 | 77.8% | 696 | 82.6% | 2,701 | 75.8% | 972 | 87.8% | 246 | 84.0% |
| No | 996 | 21.3% | 849 | 22.2% | 147 | 17.4% | 861 | 24.2% | 135 | 12.2% | 47 | 16.0% |
| Total | 4,669 | 100.0% | 3,826 | 100.0% | 843 | 100.0% | 3,562 | 100.0% | 1,107 | 100.0% | 293 | 100.0% |
| Not Answered | 73 | | 70 | | 3 | | 59 | | 14 | | 0 | |

Q17. In the last 6 months, did you need your child's doctors or other health providers to contact a school or daycare center about your child's health or health care?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|--------------|-------------------|---------------|--------------|---------------|------------|---------------|---------------|---------------|---------------|---------------|------------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 648 | 17.9% | 538 | 18.3% | 110 | 16.0% | 383 | 14.4% | 265 | 27.5% | 57 | 23.5% |
| No | 2,980 | 82.1% | 2,401 | 81.7% | 579 | 84.0% | 2,282 | 85.6% | 698 | 72.5% | 186 | 76.5% |
| Total | 3,628 | 100.0% | 2,939 | 100.0% | 689 | 100.0% | 2,665 | 100.0% | 963 | 100.0% | 243 | 100.0% |
| Not Answered | 45 | | 38 | | 7 | | 36 | | 9 | | 3 | |

Q18. In the last 6 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|---|-------------------|---------------|------------|---------------|------------|---------------|---------------|---------------|---------------|---------------|-----------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Yes | 575 | 89.8% | 474 | 89.4% | 101 | 91.8% | 330 | 86.8% | 245 | 94.2% | 52 | 91.2% |
| ● No | 65 | 10.2% | 56 | 10.6% | 9 | 8.2% | 50 | 13.2% | 15 | 5.8% | 5 | 8.8% |
| Total | 640 | 100.0% | 530 | 100.0% | 110 | 100.0% | 380 | 100.0% | 260 | 100.0% | 57 | 100.0% |
| Not Answered | 8 | | 8 | | 0 | | 3 | | 5 | | 0 | |
| Reporting Category | | | | | | | | | | | | |
| Coordination of Care for Children with Chronic Conditions | | | | | | | | | | | | |
| Achievement Score (Case mix adjusted) | 89.67% | | 90.02% | | 90.29% | | 87.03% | | 94.36% | | 90.18% | |
| 2018 vs. 2016: +/- Change (▲▼ Stat. sig.) | -2.4 | | -2.4 | | -4.1 | | -3.9 | | -0.9 | | -6.9 | |

Response scored as: ● Achievement ● Room for improvement

Specialized Services

Q19. Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|--------------|-------------------|---------------|--------------|---------------|------------|---------------|---------------|---------------|---------------|---------------|------------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 296 | 6.3% | 260 | 6.7% | 36 | 4.3% | 137 | 3.8% | 159 | 14.3% | 15 | 5.1% |
| No | 4,407 | 93.7% | 3,598 | 93.3% | 809 | 95.7% | 3,455 | 96.2% | 952 | 85.7% | 277 | 94.9% |
| Total | 4,703 | 100.0% | 3,858 | 100.0% | 845 | 100.0% | 3,592 | 100.0% | 1,111 | 100.0% | 292 | 100.0% |
| Not Answered | 39 | | 38 | | 1 | | 29 | | 10 | | 1 | |

Q20. In the last 6 months, how often was it easy to get special medical equipment or devices for your child?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|--|-------------------|---------------|------------|---------------|-----------|---------------|---------------|---------------|---------------|---------------|-----------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Never | 30 | 10.2% | 23 | 8.9% | 7 | 19.4% | 15 | 11.0% | 15 | 9.5% | 1 | 7.1% |
| ● Sometimes | 49 | 16.7% | 47 | 18.2% | 2 | 5.6% | 28 | 20.6% | 21 | 13.3% | 4 | 28.6% |
| ● Usually | 50 | 17.0% | 43 | 16.7% | 7 | 19.4% | 26 | 19.1% | 24 | 15.2% | 1 | 7.1% |
| ● Always | 165 | 56.1% | 145 | 56.2% | 20 | 55.6% | 67 | 49.3% | 98 | 62.0% | 8 | 57.1% |
| Total | 294 | 100.0% | 258 | 100.0% | 36 | 100.0% | 136 | 100.0% | 158 | 100.0% | 14 | 100.0% |
| Not Answered | 2 | | 2 | | 0 | | 1 | | 1 | | 1 | |
| Reporting Category Access to Specialized Services | | | | | | | | | | | | |
| Achievement Score (Case mix adjusted) | 72.50% | | 72.22% | | 75.24% | | 66.44% | | 77.76% | | NA | |
| 2018 vs. 2016: +/- Change (▲▼ Stat. sig.) | -2.7 | | -2.4 | | -4.3 | | -8.9 | | +2.4 | | NA | |

Q21. Did anyone from your child's health plan, doctor's office or clinic help you get special medical equipment or devices for your child?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|--|-------------------|---------------|------------|---------------|-----------|---------------|---------------|---------------|---------------|---------------|-----------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Yes | 223 | 76.9% | 197 | 77.6% | 26 | 72.2% | 101 | 74.8% | 122 | 78.7% | 10 | 66.7% |
| ● No | 67 | 23.1% | 57 | 22.4% | 10 | 27.8% | 34 | 25.2% | 33 | 21.3% | 5 | 33.3% |
| Total | 290 | 100.0% | 254 | 100.0% | 36 | 100.0% | 135 | 100.0% | 155 | 100.0% | 15 | 100.0% |
| Not Answered | 6 | | 6 | | 0 | | 2 | | 4 | | 0 | |
| Reporting Category CCC Single Items | | | | | | | | | | | | |
| Achievement Score (Case mix adjusted) | 76.43% | | 77.25% | | 69.91% | | 73.01% | | 79.18% | | NA | |
| 2018 vs. 2016: +/- Change (▲▼ Stat. sig.) | +1.1 | | +3.0 | | -12.3 | | -7.6 | | +8.4 | | NA | |

NA: Results suppressed for fewer than 30 cases.

○ **Response scored as:** ● Achievement ● Room for improvement

Specialized Services (continued)

Q22. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|--------------|-------------------|---------------|--------------|---------------|------------|---------------|---------------|---------------|---------------|---------------|------------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 564 | 12.1% | 490 | 12.8% | 74 | 8.8% | 233 | 6.5% | 331 | 30.1% | 40 | 13.7% |
| No | 4,111 | 87.9% | 3,343 | 87.2% | 768 | 91.2% | 3,344 | 93.5% | 767 | 69.9% | 253 | 86.3% |
| Total | 4,675 | 100.0% | 3,833 | 100.0% | 842 | 100.0% | 3,577 | 100.0% | 1,098 | 100.0% | 293 | 100.0% |
| Not Answered | 67 | | 63 | | 4 | | 44 | | 23 | | 0 | |

Q23. In the last 6 months, how often was it easy to get this therapy for your child?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|---|-------------------|---------------|------------|---------------|-----------|---------------|---------------|---------------|---------------|---------------|-----------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Never | 45 | 8.3% | 37 | 7.8% | 8 | 11.0% | 19 | 8.5% | 26 | 8.1% | 6 | 15.0% |
| ● Sometimes | 76 | 13.9% | 68 | 14.4% | 8 | 11.0% | 40 | 17.9% | 36 | 11.2% | 2 | 5.0% |
| ● Usually | 113 | 20.7% | 100 | 21.2% | 13 | 17.8% | 46 | 20.6% | 67 | 20.8% | 5 | 12.5% |
| ● Always | 311 | 57.1% | 267 | 56.6% | 44 | 60.3% | 118 | 52.9% | 193 | 59.9% | 27 | 67.5% |
| Total | 545 | 100.0% | 472 | 100.0% | 73 | 100.0% | 223 | 100.0% | 322 | 100.0% | 40 | 100.0% |
| Not Answered | 19 | | 18 | | 1 | | 10 | | 9 | | 0 | |
| Reporting Category | | | | | | | | | | | | |
| Access to Specialized Services | | | | | | | | | | | | |
| Achievement Score (Case mix adjusted) | 77.10% | 77.69% | 78.90% | 72.56% | 81.47% | 82.00% | | | | | | |
| 2018 vs. 2016: +/- Change (▲▼ Stat. sig.) | -1.6 | -1.7 | +1.3 | -1.3 | -1.7 | -2.6 | | | | | | |

Q24. Did anyone from your child's health plan, doctor's office or clinic help you get this therapy for your child?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|---|-------------------|---------------|------------|---------------|-----------|---------------|---------------|---------------|---------------|---------------|-----------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Yes | 338 | 61.0% | 294 | 61.0% | 44 | 61.1% | 138 | 60.3% | 200 | 61.5% | 21 | 55.3% |
| ● No | 216 | 39.0% | 188 | 39.0% | 28 | 38.9% | 91 | 39.7% | 125 | 38.5% | 17 | 44.7% |
| Total | 554 | 100.0% | 482 | 100.0% | 72 | 100.0% | 229 | 100.0% | 325 | 100.0% | 38 | 100.0% |
| Not Answered | 10 | | 8 | | 2 | | 4 | | 6 | | 2 | |
| Reporting Category | | | | | | | | | | | | |
| CCC Single Items | | | | | | | | | | | | |
| Achievement Score (Case mix adjusted) | 60.17% | 60.44% | 62.49% | 59.31% | 61.68% | 55.87% | | | | | | |
| 2018 vs. 2016: +/- Change (▲▼ Stat. sig.) | +4.1 | +4.5 | +5.8 | +8.9▲ | +1.4 | +14.1 | | | | | | |

○ Response scored as: ● Achievement ● Room for improvement

Specialized Services (continued)

Q25. In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental or behavioral problem?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|--------------|-------------------|---------------|--------------|---------------|------------|---------------|---------------|---------------|---------------|---------------|------------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 562 | 12.0% | 487 | 12.7% | 75 | 8.9% | 147 | 4.1% | 415 | 37.8% | 42 | 14.3% |
| No | 4,113 | 88.0% | 3,350 | 87.3% | 763 | 91.1% | 3,430 | 95.9% | 683 | 62.2% | 251 | 85.7% |
| Total | 4,675 | 100.0% | 3,837 | 100.0% | 838 | 100.0% | 3,577 | 100.0% | 1,098 | 100.0% | 293 | 100.0% |
| Not Answered | 67 | | 59 | | 8 | | 44 | | 23 | | 0 | |

Q26. In the last 6 months, how often was it easy to get this treatment or counseling for your child?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|---|-------------------|---------------|------------|---------------|-----------|---------------|---------------|---------------|---------------|---------------|-----------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Never | 56 | 10.2% | 40 | 8.4% | 16 | 21.6% | 12 | 8.5% | 44 | 10.7% | 3 | 7.1% |
| ● Sometimes | 74 | 13.4% | 67 | 14.0% | 7 | 9.5% | 19 | 13.5% | 55 | 13.4% | 3 | 7.1% |
| ● Usually | 134 | 24.3% | 113 | 23.7% | 21 | 28.4% | 37 | 26.2% | 97 | 23.7% | 15 | 35.7% |
| ● Always | 287 | 52.1% | 257 | 53.9% | 30 | 40.5% | 73 | 51.8% | 214 | 52.2% | 21 | 50.0% |
| Total | 551 | 100.0% | 477 | 100.0% | 74 | 100.0% | 141 | 100.0% | 410 | 100.0% | 42 | 100.0% |
| Not Answered | 11 | | 10 | | 1 | | 6 | | 5 | | 0 | |
| Reporting Category | | | | | | | | | | | | |
| Access to Specialized Services | | | | | | | | | | | | |
| Achievement Score (Case mix adjusted) | 75.90% | 77.57% | 69.04% | 76.43% | 76.38% | 86.74% | | | | | | |
| 2018 vs. 2016: +/- Change (▲▼ Stat. sig.) | +1.3 | +1.9 | -2.4 | +9.2 | -1.5 | +7.5 | | | | | | |

Q27. Did anyone from your child's health plan, doctor's office or clinic help you get this treatment or counseling for your child?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|---|-------------------|---------------|------------|---------------|-----------|---------------|---------------|---------------|---------------|---------------|-----------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Yes | 316 | 57.8% | 286 | 60.5% | 30 | 40.5% | 83 | 58.5% | 233 | 57.5% | 24 | 60.0% |
| ● No | 231 | 42.2% | 187 | 39.5% | 44 | 59.5% | 59 | 41.5% | 172 | 42.5% | 16 | 40.0% |
| Total | 547 | 100.0% | 473 | 100.0% | 74 | 100.0% | 142 | 100.0% | 405 | 100.0% | 40 | 100.0% |
| Not Answered | 15 | | 14 | | 1 | | 5 | | 10 | | 2 | |
| Reporting Category | | | | | | | | | | | | |
| CCC Single Items | | | | | | | | | | | | |
| Achievement Score (Case mix adjusted) | 57.25% | 59.65% | 45.94% | 57.76% | 57.74% | 62.82% | | | | | | |
| 2018 vs. 2016: +/- Change (▲▼ Stat. sig.) | +3.1 | +5.7 | -9.0 | +9.2 | +1.6 | +12.1 | | | | | | |

○ **Response scored as:** ● Achievement ● Room for improvement

Specialized Services (continued)

Q28. Using any number from 0 to 10, where 0 is the worst treatment or counseling possible and 10 is the best treatment or counseling possible, what number would you use to rate all your child's treatment or counseling in the last 6 months?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|---|-------------------|--------|----------|--------|--------|-------------------------------|---------------|--------|---------------|--------|-----------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Worst treatment possible | 17 | 3.2% | 11 | 2.4% | 6 | 8.8% | 6 | 4.3% | 11 | 2.8% | 1 | 2.7% |
| ● 1 | 4 | 0.8% | 3 | 0.6% | 1 | 1.5% | 0 | 0.0% | 4 | 1.0% | 0 | 0.0% |
| ● 2 | 6 | 1.1% | 5 | 1.1% | 1 | 1.5% | 0 | 0.0% | 6 | 1.5% | 0 | 0.0% |
| ● 3 | 11 | 2.1% | 9 | 1.9% | 2 | 2.9% | 3 | 2.1% | 8 | 2.1% | 1 | 2.7% |
| ● 4 | 13 | 2.5% | 12 | 2.6% | 1 | 1.5% | 3 | 2.1% | 10 | 2.6% | 1 | 2.7% |
| ● 5 | 35 | 6.6% | 27 | 5.8% | 8 | 11.8% | 12 | 8.6% | 23 | 5.9% | 3 | 8.1% |
| ● 6 | 31 | 5.8% | 30 | 6.5% | 1 | 1.5% | 8 | 5.7% | 23 | 5.9% | 5 | 13.5% |
| ● 7 | 47 | 8.9% | 44 | 9.5% | 3 | 4.4% | 10 | 7.1% | 37 | 9.5% | 2 | 5.4% |
| ● 8 | 104 | 19.6% | 89 | 19.3% | 15 | 22.1% | 27 | 19.3% | 77 | 19.7% | 7 | 18.9% |
| ● 9 | 72 | 13.6% | 62 | 13.4% | 10 | 14.7% | 21 | 15.0% | 51 | 13.1% | 6 | 16.2% |
| ● Best treatment possible | 190 | 35.8% | 170 | 36.8% | 20 | 29.4% | 50 | 35.7% | 140 | 35.9% | 11 | 29.7% |
| Total | 530 | 100.0% | 462 | 100.0% | 68 | 100.0% | 140 | 100.0% | 390 | 100.0% | 37 | 100.0% |
| Not Answered | 32 | | 25 | | 7 | | 7 | | 25 | | 5 | |
| Reporting Category | | | | | | | | | | | | |
| | | | | | | Supplemental Questions | | | | | | |
| Achievement Score (Case mix adjusted) | 69.00% | | 69.69% | | 64.58% | | 66.64% | | 69.87% | | 66.63% | |
| 2018 vs. 2016: +/- Change (▲▼ Stat. sig.) | +1.3 | | +1.4 | | +1.6 | | +5.0 | | +0.3 | | +4.3 | |

Q29. In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|--------------|-------------------|--------|----------|--------|-----|--------|---------------|--------|---------------|--------|-----------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 950 | 20.5% | 759 | 20.0% | 191 | 23.0% | 494 | 14.0% | 456 | 42.0% | 66 | 23.1% |
| No | 3,673 | 79.5% | 3,032 | 80.0% | 641 | 77.0% | 3,043 | 86.0% | 630 | 58.0% | 220 | 76.9% |
| Total | 4,623 | 100.0% | 3,791 | 100.0% | 832 | 100.0% | 3,537 | 100.0% | 1,086 | 100.0% | 286 | 100.0% |
| Not Answered | 119 | | 105 | | 14 | | 84 | | 35 | | 7 | |

○ Response scored as: ● Achievement ● Room for improvement

Specialized Services (continued)

Q30. In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these different providers or services?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|---|-------------------|--------|----------|--------|--------|--------|---------------|--------|---------------|--------|-----------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Yes | 566 | 60.3% | 476 | 63.5% | 90 | 47.6% | 283 | 57.9% | 283 | 62.9% | 42 | 63.6% |
| ● No | 373 | 39.7% | 274 | 36.5% | 99 | 52.4% | 206 | 42.1% | 167 | 37.1% | 24 | 36.4% |
| Total | 939 | 100.0% | 750 | 100.0% | 189 | 100.0% | 489 | 100.0% | 450 | 100.0% | 66 | 100.0% |
| Not Answered | 11 | | 9 | | 2 | | 5 | | 6 | | 0 | |
| Reporting Category | | | | | | | | | | | | |
| Coordination of Care for Children with Chronic Conditions | | | | | | | | | | | | |
| Achievement Score (Case mix adjusted) | 60.97% | | 63.71% | | 47.18% | | 57.90% | | 62.93% | | 64.26% | |
| 2018 vs. 2016: +/- Change (▲▼ Stat. sig.) | +4.7▲ | | +6.9▲ | | -3.7 | | +4.4 | | +5.0 | | +1.9 | |

Your Child's Personal Doctor

Q31. A personal doctor is the one your child would see if he or she needs a check-up, has a health problem or gets sick or hurt. Does your child have a personal doctor?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|--------------|-------------------|--------|----------|--------|-----|--------|---------------|--------|---------------|--------|-----------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 4,139 | 88.7% | 3,368 | 87.9% | 771 | 92.1% | 3,116 | 87.3% | 1,023 | 93.1% | 270 | 93.1% |
| No | 528 | 11.3% | 462 | 12.1% | 66 | 7.9% | 452 | 12.7% | 76 | 6.9% | 20 | 6.9% |
| Total | 4,667 | 100.0% | 3,830 | 100.0% | 837 | 100.0% | 3,568 | 100.0% | 1,099 | 100.0% | 290 | 100.0% |
| Not Answered | 75 | | 66 | | 9 | | 53 | | 22 | | 3 | |

Q32. In the last 6 months, how many times did your child visit his or her personal doctor for care?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|------------------|-------------------|--------|----------|--------|-----|--------|---------------|--------|---------------|--------|-----------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| None | 638 | 15.9% | 507 | 15.6% | 131 | 17.4% | 531 | 17.6% | 107 | 10.8% | 48 | 18.3% |
| 1 time | 1,582 | 39.5% | 1,257 | 38.7% | 325 | 43.1% | 1,232 | 40.9% | 350 | 35.4% | 117 | 44.7% |
| 2 times | 957 | 23.9% | 767 | 23.6% | 190 | 25.2% | 690 | 22.9% | 267 | 27.0% | 59 | 22.5% |
| 3 times | 444 | 11.1% | 381 | 11.7% | 63 | 8.4% | 314 | 10.4% | 130 | 13.1% | 21 | 8.0% |
| 4 times | 186 | 4.6% | 163 | 5.0% | 23 | 3.1% | 121 | 4.0% | 65 | 6.6% | 8 | 3.1% |
| 5 to 9 times | 164 | 4.1% | 142 | 4.4% | 22 | 2.9% | 109 | 3.6% | 55 | 5.6% | 8 | 3.1% |
| 10 or more times | 30 | 0.7% | 30 | 0.9% | 0 | 0.0% | 14 | 0.5% | 16 | 1.6% | 1 | 0.4% |
| Total | 4,001 | 100.0% | 3,247 | 100.0% | 754 | 100.0% | 3,011 | 100.0% | 990 | 100.0% | 262 | 100.0% |
| Not Answered | 138 | | 121 | | 17 | | 105 | | 33 | | 8 | |

○ Response scored as: ● Achievement ● Room for improvement

Your Child's Personal Doctor (continued)

Q33. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|-------------------|---------------|--------------|---------------|------------|---------------|---------------|---------------|---------------|---------------|------------|----------------------|--|--|--|--|--|--|--|--|--|--|--|--------|--|--|--|--|--|--|--|--|--|--|--|--------|--|--|--|--|--|--|--|--|--|--|--|--------|--|--|--|--|--|--|--|--|--|--|--|--------|--|--|--|--|--|--|--|--|--|--|--|--------|--|--|--|--|--|--|--|--|--|--|--|
| | N | % | N | % | N | % | N | % | N | % | N | % | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| ● Never | 32 | 1.0% | 27 | 1.0% | 5 | 0.8% | 28 | 1.1% | 4 | 0.5% | 1 | 0.5% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| ● Sometimes | 166 | 5.0% | 151 | 5.6% | 15 | 2.4% | 127 | 5.2% | 39 | 4.5% | 4 | 1.9% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| ● Usually | 486 | 14.6% | 411 | 15.2% | 75 | 12.1% | 366 | 14.9% | 120 | 13.8% | 21 | 9.9% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| ● Always | 2,645 | 79.5% | 2,121 | 78.3% | 524 | 84.7% | 1,936 | 78.8% | 709 | 81.3% | 187 | 87.8% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total | 3,329 | 100.0% | 2,710 | 100.0% | 619 | 100.0% | 2,457 | 100.0% | 872 | 100.0% | 213 | 100.0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Not Answered | 34 | | 30 | | 4 | | 23 | | 11 | | 1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Reporting Category | | | | | | | | | | | | Communication | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Achievement Score (Case mix adjusted) | | | | | | | | | | | | 94.09% | | | | | | | | | | | | 93.85% | | | | | | | | | | | | 95.69% | | | | | | | | | | | | 93.51% | | | | | | | | | | | | 96.06% | | | | | | | | | | | | 96.99% | | | | | | | | | | | |
| 2018 vs. 2016: +/- Change (▲▼ Stat. sig.) | | | | | | | | | | | | +0.1 | | | | | | | | | | | | 0.0 | | | | | | | | | | | | +1.0 | | | | | | | | | | | | +0.2 | | | | | | | | | | | | +0.2 | | | | | | | | | | | | +2.0 | | | | | | | | | | | |
| Correlation with rating of health plan | | | | | | | | | | | | 0.215 | | | | | | | | | | | | 0.229 | | | | | | | | | | | | 0.184 | | | | | | | | | | | | 0.208 | | | | | | | | | | | | 0.248 | | | | | | | | | | | | 0.224 | | | | | | | | | | | |

Q34. In the last 6 months, how often did your child's personal doctor listen carefully to you?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|-------------------|---------------|--------------|---------------|------------|---------------|---------------|---------------|---------------|---------------|------------|----------------------|--|--|--|--|--|--|--|--|--|--|--|--------|--|--|--|--|--|--|--|--|--|--|--|--------|--|--|--|--|--|--|--|--|--|--|--|--------|--|--|--|--|--|--|--|--|--|--|--|--------|--|--|--|--|--|--|--|--|--|--|--|--------|--|--|--|--|--|--|--|--|--|--|--|
| | N | % | N | % | N | % | N | % | N | % | N | % | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| ● Never | 25 | 0.7% | 24 | 0.9% | 1 | 0.2% | 22 | 0.9% | 3 | 0.3% | 3 | 1.4% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| ● Sometimes | 128 | 3.8% | 114 | 4.2% | 14 | 2.3% | 88 | 3.6% | 40 | 4.6% | 12 | 5.7% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| ● Usually | 447 | 13.4% | 350 | 12.9% | 97 | 15.7% | 341 | 13.9% | 106 | 12.1% | 25 | 11.8% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| ● Always | 2,735 | 82.0% | 2,229 | 82.0% | 506 | 81.9% | 2,011 | 81.7% | 724 | 82.9% | 171 | 81.0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total | 3,335 | 100.0% | 2,717 | 100.0% | 618 | 100.0% | 2,462 | 100.0% | 873 | 100.0% | 211 | 100.0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Not Answered | 28 | | 23 | | 5 | | 18 | | 10 | | 3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Reporting Category | | | | | | | | | | | | Communication | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Achievement Score (Case mix adjusted) | | | | | | | | | | | | 95.37% | | | | | | | | | | | | 95.01% | | | | | | | | | | | | 97.11% | | | | | | | | | | | | 95.34% | | | | | | | | | | | | 95.59% | | | | | | | | | | | | 92.73% | | | | | | | | | | | |
| 2018 vs. 2016: +/- Change (▲▼ Stat. sig.) | | | | | | | | | | | | -0.1 | | | | | | | | | | | | -0.5 | | | | | | | | | | | | +1.5 | | | | | | | | | | | | +0.1 | | | | | | | | | | | | -0.8 | | | | | | | | | | | | -2.1 | | | | | | | | | | | |
| Correlation with rating of health plan | | | | | | | | | | | | 0.248 | | | | | | | | | | | | 0.245 | | | | | | | | | | | | 0.279 | | | | | | | | | | | | 0.236 | | | | | | | | | | | | 0.284 | | | | | | | | | | | | 0.269 | | | | | | | | | | | |

○ Response scored as: ● Achievement ● Room for improvement

Your Child's Personal Doctor (continued)

Q35. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|---|-------------------|---------------|--------------|---------------|------------|---------------|---------------|---------------|---------------|---------------|------------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Never | 25 | 0.7% | 22 | 0.8% | 3 | 0.5% | 20 | 0.8% | 5 | 0.6% | 1 | 0.5% |
| ● Sometimes | 130 | 3.9% | 115 | 4.2% | 15 | 2.4% | 93 | 3.8% | 37 | 4.2% | 12 | 5.6% |
| ● Usually | 347 | 10.4% | 274 | 10.0% | 73 | 11.8% | 261 | 10.6% | 86 | 9.8% | 21 | 9.8% |
| ● Always | 2,848 | 85.0% | 2,319 | 84.9% | 529 | 85.3% | 2,099 | 84.9% | 749 | 85.4% | 180 | 84.1% |
| Total | 3,350 | 100.0% | 2,730 | 100.0% | 620 | 100.0% | 2,473 | 100.0% | 877 | 100.0% | 214 | 100.0% |
| Not Answered | 13 | | 10 | | 3 | | 7 | | 6 | | 0 | |
| Reporting Category | | | | | | | | | | | | |
| | | | | | | Communication | | | | | | |
| Achievement Score (Case mix adjusted) | 95.37% | | 95.22% | | 96.25% | | 95.24% | | 95.88% | | 93.83% | |
| 2018 vs. 2016: +/- Change (▲▼ Stat. sig.) | -1.2▼ | | -1.4▼ | | +0.1 | | -1.1▼ | | -1.2 | | -1.9 | |
| Correlation with rating of health plan | 0.229 | | 0.219 | | 0.292 | | 0.219 | | 0.258 | | 0.244 | |

Q36. Is your child able to talk with doctors about his or her health care?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|--------------|-------------------|---------------|--------------|---------------|------------|---------------|---------------|---------------|---------------|---------------|------------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 2,415 | 72.6% | 1,931 | 71.2% | 484 | 78.6% | 1,737 | 70.7% | 678 | 77.9% | 158 | 73.8% |
| No | 912 | 27.4% | 780 | 28.8% | 132 | 21.4% | 720 | 29.3% | 192 | 22.1% | 56 | 26.2% |
| Total | 3,327 | 100.0% | 2,711 | 100.0% | 616 | 100.0% | 2,457 | 100.0% | 870 | 100.0% | 214 | 100.0% |
| Not Answered | 36 | | 29 | | 7 | | 23 | | 13 | | 0 | |

Q37. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|---|-------------------|---------------|--------------|---------------|------------|---------------|---------------|---------------|---------------|---------------|------------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Never | 17 | 0.7% | 12 | 0.6% | 5 | 1.0% | 14 | 0.8% | 3 | 0.4% | 0 | 0.0% |
| ● Sometimes | 136 | 5.7% | 120 | 6.3% | 16 | 3.3% | 97 | 5.6% | 39 | 5.8% | 3 | 1.9% |
| ● Usually | 424 | 17.7% | 333 | 17.4% | 91 | 18.8% | 302 | 17.5% | 122 | 18.1% | 28 | 17.9% |
| ● Always | 1,820 | 75.9% | 1,448 | 75.7% | 372 | 76.9% | 1,310 | 76.0% | 510 | 75.7% | 125 | 80.1% |
| Total | 2,397 | 100.0% | 1,913 | 100.0% | 484 | 100.0% | 1,723 | 100.0% | 674 | 100.0% | 156 | 100.0% |
| Not Answered | 18 | | 18 | | 0 | | 14 | | 4 | | 2 | |
| Reporting Category | | | | | | | | | | | | |
| | | | | | | Single Items | | | | | | |
| Achievement Score (Case mix adjusted) | 93.67% | | 93.52% | | 94.74% | | 93.71% | | 93.92% | | 97.44% | |
| 2018 vs. 2016: +/- Change (▲▼ Stat. sig.) | +0.6 | | +0.4 | | +1.8 | | +0.6 | | +0.8 | | +3.0 | |

○ Response scored as: ● Achievement ● Room for improvement

Your Child's Personal Doctor (continued)

Q38. In the last 6 months, how often did your child's personal doctor spend enough time with your child?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|---|-------------------|---------------|--------------|---------------|------------|---------------|---------------|---------------|---------------|---------------|------------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Never | 82 | 2.5% | 74 | 2.7% | 8 | 1.3% | 68 | 2.8% | 14 | 1.6% | 1 | 0.5% |
| ● Sometimes | 285 | 8.6% | 262 | 9.7% | 23 | 3.7% | 208 | 8.5% | 77 | 8.9% | 10 | 4.8% |
| ● Usually | 753 | 22.8% | 606 | 22.5% | 147 | 23.9% | 579 | 23.7% | 174 | 20.0% | 48 | 23.2% |
| ● Always | 2,187 | 66.1% | 1,750 | 65.0% | 437 | 71.1% | 1,584 | 64.9% | 603 | 69.5% | 148 | 71.5% |
| Total | 3,307 | 100.0% | 2,692 | 100.0% | 615 | 100.0% | 2,439 | 100.0% | 868 | 100.0% | 207 | 100.0% |
| Not Answered | 56 | | 48 | | 8 | | 41 | | 15 | | 7 | |
| Reporting Category | | | | | | | | | | | | |
| | | | | | | Communication | | | | | | |
| Achievement Score (Case mix adjusted) | 88.94% | | 88.10% | | 93.15% | | 88.63% | | 90.21% | | 93.75% | |
| 2018 vs. 2016: +/- Change (▲▼ Stat. sig.) | +1.2 | | +0.7 | | +3.1▲ | | +1.5 | | +0.2 | | +4.2 | |
| Correlation with rating of health plan | 0.196 | | 0.192 | | 0.254 | | 0.196 | | 0.206 | | 0.266 | |

Q39. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|---|-------------------|---------------|--------------|---------------|------------|---|---------------|---------------|---------------|---------------|------------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Yes | 2,975 | 89.3% | 2,422 | 89.3% | 553 | 89.5% | 2,182 | 88.8% | 793 | 90.8% | 191 | 91.4% |
| ● No | 356 | 10.7% | 291 | 10.7% | 65 | 10.5% | 276 | 11.2% | 80 | 9.2% | 18 | 8.6% |
| Total | 3,331 | 100.0% | 2,713 | 100.0% | 618 | 100.0% | 2,458 | 100.0% | 873 | 100.0% | 209 | 100.0% |
| Not Answered | 32 | | 27 | | 5 | | 22 | | 10 | | 5 | |
| Reporting Category | | | | | | | | | | | | |
| | | | | | | Family-Centered Care: Personal Doctor Who Knows Child | | | | | | |
| Achievement Score (Case mix adjusted) | 89.35% | | 89.42% | | 89.27% | | 88.18% | | 92.72% | | 91.95% | |
| 2018 vs. 2016: +/- Change (▲▼ Stat. sig.) | +0.8 | | +1.0 | | -0.7 | | +1.0 | | 0.0 | | +0.9 | |

Q40. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|--------------|-------------------|---------------|--------------|---------------|------------|---------------|---------------|---------------|---------------|---------------|------------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 1,330 | 40.2% | 1,084 | 40.3% | 246 | 40.0% | 818 | 33.5% | 512 | 59.1% | 77 | 36.3% |
| No | 1,976 | 59.8% | 1,607 | 59.7% | 369 | 60.0% | 1,622 | 66.5% | 354 | 40.9% | 135 | 63.7% |
| Total | 3,306 | 100.0% | 2,691 | 100.0% | 615 | 100.0% | 2,440 | 100.0% | 866 | 100.0% | 212 | 100.0% |
| Not Answered | 57 | | 49 | | 8 | | 40 | | 17 | | 2 | |

○ Response scored as: ● Achievement ● Room for improvement

Your Child's Personal Doctor (continued)

Q41. 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?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|---|-------------------|--------|----------|--------|--------|--------------|---------------|--------|---------------|--------|-----------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Never | 73 | 5.6% | 56 | 5.3% | 17 | 7.2% | 44 | 5.5% | 29 | 5.8% | 4 | 5.4% |
| ● Sometimes | 164 | 12.6% | 133 | 12.5% | 31 | 13.1% | 102 | 12.8% | 62 | 12.4% | 1 | 1.4% |
| ● Usually | 304 | 23.4% | 249 | 23.5% | 55 | 23.2% | 189 | 23.7% | 115 | 22.9% | 14 | 18.9% |
| ● Always | 757 | 58.3% | 623 | 58.7% | 134 | 56.5% | 461 | 57.9% | 296 | 59.0% | 55 | 74.3% |
| Total | 1,298 | 100.0% | 1,061 | 100.0% | 237 | 100.0% | 796 | 100.0% | 502 | 100.0% | 74 | 100.0% |
| Not Answered | 32 | | 23 | | 9 | | 22 | | 10 | | 3 | |
| Reporting Category | | | | | | | | | | | | |
| | | | | | | Single Items | | | | | | |
| Achievement Score (Case mix adjusted) | 81.88% | | 82.48% | | 79.83% | | 81.03% | | 83.49% | | 94.25% | |
| 2018 vs. 2016: +/- Change (▲▼ Stat. sig.) | -1.1 | | -0.5 | | -3.5 | | +0.0 | | -2.6 | | +1.7 | |

Q42. 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?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|---|-------------------|--------|----------|--------|--------|---------|---------------|--------|---------------|--------|-----------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Worst personal doctor possible | 8 | 0.2% | 7 | 0.2% | 1 | 0.1% | 7 | 0.2% | 1 | 0.1% | 0 | 0.0% |
| ● 1 | 6 | 0.1% | 6 | 0.2% | 0 | 0.0% | 6 | 0.2% | 0 | 0.0% | 0 | 0.0% |
| ● 2 | 8 | 0.2% | 7 | 0.2% | 1 | 0.1% | 5 | 0.2% | 3 | 0.3% | 0 | 0.0% |
| ● 3 | 10 | 0.2% | 8 | 0.2% | 2 | 0.3% | 7 | 0.2% | 3 | 0.3% | 0 | 0.0% |
| ● 4 | 19 | 0.5% | 18 | 0.5% | 1 | 0.1% | 14 | 0.5% | 5 | 0.5% | 1 | 0.4% |
| ● 5 | 70 | 1.7% | 62 | 1.9% | 8 | 1.0% | 51 | 1.7% | 19 | 1.9% | 8 | 3.0% |
| ● 6 | 80 | 2.0% | 64 | 1.9% | 16 | 2.1% | 55 | 1.8% | 25 | 2.5% | 6 | 2.2% |
| ● 7 | 186 | 4.5% | 156 | 4.7% | 30 | 3.9% | 132 | 4.3% | 54 | 5.3% | 13 | 4.9% |
| ● 8 | 552 | 13.5% | 438 | 13.2% | 114 | 15.0% | 429 | 13.9% | 123 | 12.1% | 49 | 18.3% |
| ● 9 | 772 | 18.9% | 606 | 18.2% | 166 | 21.8% | 571 | 18.6% | 201 | 19.8% | 38 | 14.2% |
| ● Best personal doctor possible | 2,379 | 58.2% | 1,956 | 58.8% | 423 | 55.5% | 1,799 | 58.5% | 580 | 57.2% | 153 | 57.1% |
| Total | 4,090 | 100.0% | 3,328 | 100.0% | 762 | 100.0% | 3,076 | 100.0% | 1,014 | 100.0% | 268 | 100.0% |
| Not Answered | 49 | | 40 | | 9 | | 40 | | 9 | | 2 | |
| Reporting Category | | | | | | | | | | | | |
| | | | | | | Ratings | | | | | | |
| Achievement Score (Case mix adjusted) | 90.41% | | 90.24% | | 91.20% | | 90.20% | | 91.10% | | 89.40% | |
| 2018 vs. 2016: +/- Change (▲▼ Stat. sig.) | +0.9 | | +1.0 | | +0.6 | | +1.0 | | +0.6 | | +1.6 | |
| Correlation with rating of health plan | 0.412 | | 0.416 | | 0.406 | | 0.420 | | 0.393 | | 0.370 | |

○ Response scored as: ● Achievement ● Room for improvement

Your Child's Personal Doctor (continued)

Q43. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|--------------|-------------------|---------------|--------------|---------------|------------|---------------|---------------|---------------|---------------|---------------|------------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 836 | 20.5% | 699 | 21.1% | 137 | 18.0% | 177 | 5.8% | 659 | 65.6% | 72 | 27.0% |
| No | 3,240 | 79.5% | 2,617 | 78.9% | 623 | 82.0% | 2,895 | 94.2% | 345 | 34.4% | 195 | 73.0% |
| Total | 4,076 | 100.0% | 3,316 | 100.0% | 760 | 100.0% | 3,072 | 100.0% | 1,004 | 100.0% | 267 | 100.0% |
| Not Answered | 63 | | 52 | | 11 | | 44 | | 19 | | 3 | |

Q44. Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|---|-------------------|---------------|------------|---------------|------------|---------------|---------------|---------------|---------------|---------------|-----------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Yes | 768 | 93.0% | 643 | 93.2% | 125 | 91.9% | 156 | 89.7% | 612 | 93.9% | 69 | 95.8% |
| ● No | 58 | 7.0% | 47 | 6.8% | 11 | 8.1% | 18 | 10.3% | 40 | 6.1% | 3 | 4.2% |
| Total | 826 | 100.0% | 690 | 100.0% | 136 | 100.0% | 174 | 100.0% | 652 | 100.0% | 72 | 100.0% |
| Not Answered | 10 | | 9 | | 1 | | 3 | | 7 | | 0 | |
| Reporting Category Family-Centered Care: Personal Doctor Who Knows Child | | | | | | | | | | | | |
| Achievement Score (Case mix adjusted) | 92.53% | 93.49% | 91.07% | 89.24% | 94.10% | 95.97% | | | | | | |
| 2018 vs. 2016: +/- Change (▲▼ Stat. sig.) | 0.0 | -0.4 | +2.2 | -2.3 | +0.7 | +4.3 | | | | | | |

Q45. Does your child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your family's day-to-day life?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|---|-------------------|---------------|------------|---------------|------------|---------------|---------------|---------------|---------------|---------------|-----------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Yes | 732 | 89.5% | 617 | 90.1% | 115 | 86.5% | 150 | 87.2% | 582 | 90.1% | 66 | 94.3% |
| ● No | 86 | 10.5% | 68 | 9.9% | 18 | 13.5% | 22 | 12.8% | 64 | 9.9% | 4 | 5.7% |
| Total | 818 | 100.0% | 685 | 100.0% | 133 | 100.0% | 172 | 100.0% | 646 | 100.0% | 70 | 100.0% |
| Not Answered | 18 | | 14 | | 4 | | 5 | | 13 | | 2 | |
| Reporting Category Family-Centered Care: Personal Doctor Who Knows Child | | | | | | | | | | | | |
| Achievement Score (Case mix adjusted) | 88.70% | 90.43% | 85.69% | 86.75% | 90.42% | 94.30% | | | | | | |
| 2018 vs. 2016: +/- Change (▲▼ Stat. sig.) | -0.5 | +0.3 | -0.9 | -2.4 | +0.8 | +4.9 | | | | | | |

○ Response scored as: ● Achievement ● Room for improvement

Getting Health Care From A Specialist

Q46. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments for your child to see a specialist?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|--------------|-------------------|---------------|--------------|---------------|------------|---------------|---------------|---------------|---------------|---------------|------------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 1,061 | 22.7% | 862 | 22.5% | 199 | 23.7% | 562 | 15.7% | 499 | 45.5% | 66 | 22.8% |
| No | 3,614 | 77.3% | 2,975 | 77.5% | 639 | 76.3% | 3,016 | 84.3% | 598 | 54.5% | 224 | 77.2% |
| Total | 4,675 | 100.0% | 3,837 | 100.0% | 838 | 100.0% | 3,578 | 100.0% | 1,097 | 100.0% | 290 | 100.0% |
| Not Answered | 67 | | 59 | | 8 | | 43 | | 24 | | 3 | |

Q47. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as he or she needed?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|---|----------------------------|---------------|------------|---------------|------------|---------------|---------------|---------------|---------------|---------------|-----------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Never | 37 | 3.5% | 34 | 4.0% | 3 | 1.5% | 22 | 4.0% | 15 | 3.0% | 1 | 1.5% |
| ● Sometimes | 193 | 18.4% | 159 | 18.6% | 34 | 17.4% | 116 | 20.9% | 77 | 15.6% | 7 | 10.6% |
| ● Usually | 249 | 23.7% | 194 | 22.7% | 55 | 28.2% | 129 | 23.3% | 120 | 24.2% | 18 | 27.3% |
| ● Always | 570 | 54.3% | 467 | 54.7% | 103 | 52.8% | 287 | 51.8% | 283 | 57.2% | 40 | 60.6% |
| Total | 1,049 | 100.0% | 854 | 100.0% | 195 | 100.0% | 554 | 100.0% | 495 | 100.0% | 66 | 100.0% |
| Not Answered | 12 | | 8 | | 4 | | 8 | | 4 | | 0 | |
| Reporting Category | Getting Needed Care | | | | | | | | | | | |
| Achievement Score (Case mix adjusted) | 77.71% | 77.73% | 79.58% | 73.35% | 83.25% | 87.62% | | | | | | |
| 2018 vs. 2016: +/- Change (▲▼ Stat. sig.) | -2.8 | -2.2 | -4.7 | -5.6▼ | +0.4 | -2.1 | | | | | | |
| Correlation with rating of health plan | 0.216 | 0.220 | 0.217 | 0.192 | 0.252 | 0.221 | | | | | | |

Q48. How many specialists has your child seen in the last 6 months?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|-----------------------|-------------------|---------------|------------|---------------|------------|---------------|---------------|---------------|---------------|---------------|-----------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| None | 72 | 7.0% | 67 | 8.0% | 5 | 2.6% | 43 | 7.9% | 29 | 6.0% | 3 | 4.7% |
| 1 specialist | 652 | 63.1% | 517 | 61.6% | 135 | 69.6% | 413 | 75.6% | 239 | 49.1% | 40 | 62.5% |
| 2 | 210 | 20.3% | 169 | 20.1% | 41 | 21.1% | 73 | 13.4% | 137 | 28.1% | 12 | 18.8% |
| 3 | 56 | 5.4% | 52 | 6.2% | 4 | 2.1% | 8 | 1.5% | 48 | 9.9% | 2 | 3.1% |
| 4 | 25 | 2.4% | 18 | 2.1% | 7 | 3.6% | 6 | 1.1% | 19 | 3.9% | 4 | 6.3% |
| 5 or more specialists | 18 | 1.7% | 16 | 1.9% | 2 | 1.0% | 3 | 0.5% | 15 | 3.1% | 3 | 4.7% |
| Total | 1,033 | 100.0% | 839 | 100.0% | 194 | 100.0% | 546 | 100.0% | 487 | 100.0% | 64 | 100.0% |
| Not Answered | 28 | | 23 | | 5 | | 16 | | 12 | | 2 | |

○ Response scored as: ● Achievement ● Room for improvement

Getting Health Care From A Specialist (continued)

Q49. We want to know your rating of the specialist your child saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|---|-------------------|--------|----------|--------|--------|--------|---------------|--------|---------------|--------|-----------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Worst specialist possible | 2 | 0.2% | 2 | 0.3% | 0 | 0.0% | 2 | 0.4% | 0 | 0.0% | 0 | 0.0% |
| ● 1 | 6 | 0.6% | 6 | 0.8% | 0 | 0.0% | 6 | 1.2% | 0 | 0.0% | 0 | 0.0% |
| ● 2 | 3 | 0.3% | 3 | 0.4% | 0 | 0.0% | 1 | 0.2% | 2 | 0.4% | 0 | 0.0% |
| ● 3 | 7 | 0.7% | 7 | 0.9% | 0 | 0.0% | 3 | 0.6% | 4 | 0.9% | 2 | 3.4% |
| ● 4 | 3 | 0.3% | 3 | 0.4% | 0 | 0.0% | 1 | 0.2% | 2 | 0.4% | 0 | 0.0% |
| ● 5 | 35 | 3.7% | 29 | 3.8% | 6 | 3.2% | 16 | 3.2% | 19 | 4.2% | 4 | 6.8% |
| ● 6 | 35 | 3.7% | 31 | 4.1% | 4 | 2.1% | 14 | 2.8% | 21 | 4.6% | 2 | 3.4% |
| ● 7 | 63 | 6.6% | 53 | 6.9% | 10 | 5.3% | 42 | 8.4% | 21 | 4.6% | 2 | 3.4% |
| ● 8 | 155 | 16.2% | 116 | 15.2% | 39 | 20.6% | 86 | 17.2% | 69 | 15.2% | 7 | 11.9% |
| ● 9 | 176 | 18.4% | 134 | 17.5% | 42 | 22.2% | 91 | 18.2% | 85 | 18.7% | 8 | 13.6% |
| ● Best specialist possible | 469 | 49.2% | 381 | 49.8% | 88 | 46.6% | 238 | 47.6% | 231 | 50.9% | 34 | 57.6% |
| Total | 954 | 100.0% | 765 | 100.0% | 189 | 100.0% | 500 | 100.0% | 454 | 100.0% | 59 | 100.0% |
| Not Answered | 7 | | 7 | | 0 | | 3 | | 4 | | 2 | |
| Reporting Category | Ratings | | | | | | | | | | | |
| Achievement Score (Case mix adjusted) | 83.59% | | 82.67% | | 88.75% | | 81.81% | | 86.15% | | 82.86% | |
| 2018 vs. 2016: +/- Change (▲▼ Stat. sig.) | +0.1 | | -1.1 | | +6.0 | | -0.9 | | +1.5 | | -3.3 | |
| Correlation with rating of health plan | 0.379 | | 0.382 | | 0.449 | | 0.402 | | 0.362 | | 0.378 | |

Your Child's Health Plan

Q50. In the last 6 months, did you get information or help from customer service at your child's health plan?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|--------------|-------------------|--------|----------|--------|-----|--------|---------------|--------|---------------|--------|-----------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 1,664 | 36.0% | 1,366 | 35.9% | 298 | 36.2% | 1,211 | 34.3% | 453 | 41.4% | 89 | 30.7% |
| No | 2,960 | 64.0% | 2,435 | 64.1% | 525 | 63.8% | 2,319 | 65.7% | 641 | 58.6% | 201 | 69.3% |
| Total | 4,624 | 100.0% | 3,801 | 100.0% | 823 | 100.0% | 3,530 | 100.0% | 1,094 | 100.0% | 290 | 100.0% |
| Not Answered | 118 | | 95 | | 23 | | 91 | | 27 | | 3 | |

○ Response scored as: ● Achievement ● Room for improvement

Your Child's Health Plan (continued)

Q51. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|---|-------------------|---------------|--------------|---------------|------------|------------------|---------------|---------------|---------------|---------------|-----------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Never | 35 | 2.1% | 30 | 2.2% | 5 | 1.7% | 27 | 2.3% | 8 | 1.8% | 1 | 1.1% |
| ● Sometimes | 297 | 18.2% | 240 | 17.9% | 57 | 19.5% | 216 | 18.2% | 81 | 18.1% | 18 | 20.7% |
| ● Usually | 396 | 24.2% | 314 | 23.4% | 82 | 28.0% | 295 | 24.8% | 101 | 22.5% | 32 | 36.8% |
| ● Always | 908 | 55.5% | 759 | 56.5% | 149 | 50.9% | 650 | 54.7% | 258 | 57.6% | 36 | 41.4% |
| Total | 1,636 | 100.0% | 1,343 | 100.0% | 293 | 100.0% | 1,188 | 100.0% | 448 | 100.0% | 87 | 100.0% |
| Not Answered | 28 | | 23 | | 5 | | 23 | | 5 | | 2 | |
| Reporting Category | | | | | | | | | | | | |
| | | | | | | Customer Service | | | | | | |
| Achievement Score (Case mix adjusted) | 80.02% | | 80.06% | | 78.29% | | 78.94% | | 81.85% | | 79.31% | |
| 2018 vs. 2016: +/- Change (▲▼ Stat. sig.) | -0.3 | | -0.6 | | +1.3 | | -1.1 | | +2.1 | | -6.6 | |
| Correlation with rating of health plan | 0.362 | | 0.344 | | 0.432 | | 0.348 | | 0.401 | | 0.326 | |

Q52. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|---|-------------------|---------------|--------------|---------------|------------|------------------|---------------|---------------|---------------|---------------|-----------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Never | 24 | 1.5% | 23 | 1.7% | 1 | 0.3% | 18 | 1.5% | 6 | 1.3% | 1 | 1.2% |
| ● Sometimes | 116 | 7.1% | 91 | 6.8% | 25 | 8.6% | 87 | 7.3% | 29 | 6.5% | 4 | 4.7% |
| ● Usually | 300 | 18.4% | 243 | 18.1% | 57 | 19.5% | 223 | 18.8% | 77 | 17.2% | 19 | 22.1% |
| ● Always | 1,191 | 73.0% | 982 | 73.3% | 209 | 71.6% | 856 | 72.3% | 335 | 74.9% | 62 | 72.1% |
| Total | 1,631 | 100.0% | 1,339 | 100.0% | 292 | 100.0% | 1,184 | 100.0% | 447 | 100.0% | 86 | 100.0% |
| Not Answered | 33 | | 27 | | 6 | | 27 | | 6 | | 3 | |
| Reporting Category | | | | | | | | | | | | |
| | | | | | | Customer Service | | | | | | |
| Achievement Score (Case mix adjusted) | 91.67% | | 91.54% | | 90.61% | | 91.06% | | 92.20% | | 94.56% | |
| 2018 vs. 2016: +/- Change (▲▼ Stat. sig.) | -0.4 | | -0.7 | | -0.5 | | -0.7 | | -0.7 | | +1.9 | |
| Correlation with rating of health plan | 0.378 | | 0.347 | | 0.513 | | 0.383 | | 0.372 | | 0.494 | |

Q53. In the last 6 months, did your child's health plan give you any forms to fill out?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|--------------|-------------------|---------------|--------------|---------------|------------|---------------|---------------|---------------|---------------|---------------|------------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 1,085 | 23.8% | 945 | 25.2% | 140 | 17.1% | 798 | 22.8% | 287 | 26.7% | 44 | 15.7% |
| No | 3,482 | 76.2% | 2,804 | 74.8% | 678 | 82.9% | 2,695 | 77.2% | 787 | 73.3% | 236 | 84.3% |
| Total | 4,567 | 100.0% | 3,749 | 100.0% | 818 | 100.0% | 3,493 | 100.0% | 1,074 | 100.0% | 280 | 100.0% |
| Not Answered | 175 | | 147 | | 28 | | 128 | | 47 | | 13 | |

○ Response scored as: ● Achievement ● Room for improvement

Your Child's Health Plan (continued)

PQ54. In the last 6 months, how often were the forms from your child's health plan easy to fill out? [NOTE: Response of 'Always' padded with Q52 = 'No', based on NCQA scoring guidelines.]

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|---|-------------------|--------|----------|--------|--------|--------------|---------------|--------|---------------|--------|-----------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Never | 38 | 0.8% | 34 | 0.9% | 4 | 0.5% | 31 | 0.9% | 7 | 0.7% | 1 | 0.4% |
| ● Sometimes | 199 | 4.4% | 175 | 4.7% | 24 | 3.0% | 143 | 4.1% | 56 | 5.2% | 6 | 2.1% |
| ● Usually | 314 | 6.9% | 264 | 7.1% | 50 | 6.2% | 231 | 6.7% | 83 | 7.8% | 20 | 7.1% |
| ● Always | 3,986 | 87.9% | 3,251 | 87.3% | 735 | 90.4% | 3,064 | 88.3% | 922 | 86.3% | 253 | 90.4% |
| Total | 4,537 | 100.0% | 3,724 | 100.0% | 813 | 100.0% | 3,469 | 100.0% | 1,068 | 100.0% | 280 | 100.0% |
| Not Answered | 30 | | 25 | | 5 | | 24 | | 6 | | 0 | |
| Reporting Category | | | | | | | | | | | | |
| | | | | | | Single Items | | | | | | |
| Achievement Score (Case mix adjusted) | | | | | | | | | | | | |
| 2018 vs. 2016: +/- Change (▲▼ Stat. sig.) | | | | | | | | | | | | |
| | | 94.84% | 94.64% | 95.77% | 94.97% | 94.43% | 96.89% | | | | | |
| | | +0.7 | +0.1 | +3.3▲ | +0.7 | +0.6 | +0.5 | | | | | |

Q55. 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?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|---|-------------------|--------|----------|--------|--------|---------|---------------|--------|---------------|--------|-----------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Worst health plan possible | 15 | 0.3% | 12 | 0.3% | 3 | 0.4% | 9 | 0.3% | 6 | 0.5% | 2 | 0.7% |
| ● 1 | 7 | 0.2% | 4 | 0.1% | 3 | 0.4% | 4 | 0.1% | 3 | 0.3% | 0 | 0.0% |
| ● 2 | 5 | 0.1% | 4 | 0.1% | 1 | 0.1% | 4 | 0.1% | 1 | 0.1% | 0 | 0.0% |
| ● 3 | 14 | 0.3% | 13 | 0.3% | 1 | 0.1% | 10 | 0.3% | 4 | 0.4% | 0 | 0.0% |
| ● 4 | 29 | 0.6% | 23 | 0.6% | 6 | 0.7% | 20 | 0.6% | 9 | 0.8% | 3 | 1.1% |
| ● 5 | 144 | 3.1% | 111 | 2.9% | 33 | 4.0% | 102 | 2.9% | 42 | 3.8% | 12 | 4.3% |
| ● 6 | 129 | 2.8% | 100 | 2.6% | 29 | 3.5% | 94 | 2.7% | 35 | 3.2% | 12 | 4.3% |
| ● 7 | 332 | 7.2% | 272 | 7.2% | 60 | 7.3% | 246 | 7.0% | 86 | 7.8% | 22 | 7.8% |
| ● 8 | 759 | 16.5% | 609 | 16.1% | 150 | 18.2% | 580 | 16.5% | 179 | 16.3% | 64 | 22.8% |
| ● 9 | 847 | 18.4% | 680 | 18.0% | 167 | 20.3% | 636 | 18.1% | 211 | 19.2% | 47 | 16.7% |
| ● Best health plan possible | 2,328 | 50.5% | 1,957 | 51.7% | 371 | 45.0% | 1,804 | 51.4% | 524 | 47.6% | 119 | 42.3% |
| Total | 4,609 | 100.0% | 3,785 | 100.0% | 824 | 100.0% | 3,509 | 100.0% | 1,100 | 100.0% | 281 | 100.0% |
| Not Answered | 133 | | 111 | | 22 | | 112 | | 21 | | 12 | |
| Reporting Category | | | | | | | | | | | | |
| | | | | | | Ratings | | | | | | |
| Achievement Score (Case mix adjusted) | | | | | | | | | | | | |
| 2018 vs. 2016: +/- Change (▲▼ Stat. sig.) | | | | | | | | | | | | |
| | | 85.19% | 85.53% | 83.65% | 85.06% | 85.60% | 82.36% | | | | | |
| | | +0.7 | +0.7 | +0.6 | +0.7 | +0.7 | -3.6 | | | | | |

○ Response scored as: ● Achievement ● Room for improvement

Prescription Medicines

Q56. In the last 6 months, did you get or refill any prescription medicines for your child?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|--------------|-------------------|---------------|--------------|---------------|------------|---------------|---------------|---------------|---------------|---------------|------------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 2,076 | 45.0% | 1,734 | 45.8% | 342 | 41.3% | 1,235 | 35.2% | 841 | 76.1% | 134 | 47.2% |
| No | 2,539 | 55.0% | 2,052 | 54.2% | 487 | 58.7% | 2,275 | 64.8% | 264 | 23.9% | 150 | 52.8% |
| Total | 4,615 | 100.0% | 3,786 | 100.0% | 829 | 100.0% | 3,510 | 100.0% | 1,105 | 100.0% | 284 | 100.0% |
| Not Answered | 127 | | 110 | | 17 | | 111 | | 16 | | 9 | |

Q57. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | | | | | | |
|---|-------------------|---------------|--------------|---------------|------------|---------------|---------------|---------------|---------------|---------------|------------|-------------------------|--------|--------|--------|--------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % | | | | | |
| ● Never | 32 | 1.6% | 24 | 1.4% | 8 | 2.4% | 14 | 1.2% | 18 | 2.2% | 4 | 3.0% | | | | | |
| ● Sometimes | 166 | 8.1% | 142 | 8.3% | 24 | 7.1% | 96 | 7.9% | 70 | 8.4% | 11 | 8.3% | | | | | |
| ● Usually | 412 | 20.1% | 337 | 19.7% | 75 | 22.3% | 245 | 20.1% | 167 | 20.0% | 25 | 18.8% | | | | | |
| ● Always | 1,442 | 70.3% | 1,212 | 70.7% | 230 | 68.2% | 861 | 70.8% | 581 | 69.5% | 93 | 69.9% | | | | | |
| Total | 2,052 | 100.0% | 1,715 | 100.0% | 337 | 100.0% | 1,216 | 100.0% | 836 | 100.0% | 133 | 100.0% | | | | | |
| Not Answered | 24 | | 19 | | 5 | | 19 | | 5 | | 1 | | | | | | |
| Reporting Category | | | | | | | | | | | | CCC Single Items | | | | | |
| Achievement Score (Case mix adjusted) | | | | | | | | | | | | 90.15% | 90.38% | 89.58% | 90.95% | 89.26% | 88.37% |
| 2018 vs. 2016: +/- Change (▲▼ Stat. sig.) | | | | | | | | | | | | -1.2 | -1.1 | -1.5 | +0.5 | -3.8▼ | -7.5▼ |

Q58. Did anyone from your child's health plan, doctor's office or clinic help you get your child's prescription medicines?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | | | | | | |
|---|-------------------|---------------|--------------|---------------|------------|---------------|---------------|---------------|---------------|---------------|------------|-------------------------|--------|--------|--------|--------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % | | | | | |
| ● Yes | 1,323 | 65.8% | 1,123 | 67.0% | 200 | 59.7% | 765 | 64.5% | 558 | 67.7% | 79 | 61.7% | | | | | |
| ● No | 687 | 34.2% | 552 | 33.0% | 135 | 40.3% | 421 | 35.5% | 266 | 32.3% | 49 | 38.3% | | | | | |
| Total | 2,010 | 100.0% | 1,675 | 100.0% | 335 | 100.0% | 1,186 | 100.0% | 824 | 100.0% | 128 | 100.0% | | | | | |
| Not Answered | 66 | | 59 | | 7 | | 49 | | 17 | | 6 | | | | | | |
| Reporting Category | | | | | | | | | | | | CCC Single Items | | | | | |
| Achievement Score (Case mix adjusted) | | | | | | | | | | | | 65.69% | 66.59% | 61.04% | 63.55% | 68.58% | 62.74% |
| 2018 vs. 2016: +/- Change (▲▼ Stat. sig.) | | | | | | | | | | | | +2.2 | +2.1 | +3.9 | +2.1 | +2.4 | +5.0 |

○ **Response scored as:** ● Achievement ● Room for improvement

About Your Child and You

Q59. In general, how would you rate your child's overall health?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|--------------|----------------------|---------------|--------------|---------------|------------|---------------|------------------|---------------|------------------|---------------|------------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Excellent | 2,076 | 45.0% | 1,644 | 43.4% | 432 | 52.9% | 1,809 | 51.5% | 267 | 24.4% | 135 | 47.5% |
| Very Good | 1,498 | 32.5% | 1,231 | 32.5% | 267 | 32.7% | 1,091 | 31.0% | 407 | 37.2% | 85 | 29.9% |
| Good | 849 | 18.4% | 753 | 19.9% | 96 | 11.8% | 554 | 15.8% | 295 | 27.0% | 56 | 19.7% |
| Fair | 169 | 3.7% | 149 | 3.9% | 20 | 2.4% | 56 | 1.6% | 113 | 10.3% | 6 | 2.1% |
| Poor | 17 | 0.4% | 15 | 0.4% | 2 | 0.2% | 5 | 0.1% | 12 | 1.1% | 2 | 0.7% |
| Total | 4,609 | 100.0% | 3,792 | 100.0% | 817 | 100.0% | 3,515 | 100.0% | 1,094 | 100.0% | 284 | 100.0% |
| Not Answered | 133 | | 104 | | 29 | | 106 | | 27 | | 9 | |

Q60. In general, how would you rate your child's overall mental or emotional health?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|--------------|----------------------|---------------|--------------|---------------|------------|---------------|------------------|---------------|------------------|---------------|------------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Excellent | 2,316 | 50.1% | 1,845 | 48.6% | 471 | 57.0% | 2,046 | 58.1% | 270 | 24.5% | 134 | 47.2% |
| Very Good | 1,194 | 25.8% | 967 | 25.4% | 227 | 27.4% | 912 | 25.9% | 282 | 25.6% | 83 | 29.2% |
| Good | 817 | 17.7% | 712 | 18.7% | 105 | 12.7% | 501 | 14.2% | 316 | 28.6% | 46 | 16.2% |
| Fair | 249 | 5.4% | 229 | 6.0% | 20 | 2.4% | 56 | 1.6% | 193 | 17.5% | 17 | 6.0% |
| Poor | 51 | 1.1% | 47 | 1.2% | 4 | 0.5% | 9 | 0.3% | 42 | 3.8% | 4 | 1.4% |
| Total | 4,627 | 100.0% | 3,800 | 100.0% | 827 | 100.0% | 3,524 | 100.0% | 1,103 | 100.0% | 284 | 100.0% |
| Not Answered | 115 | | 96 | | 19 | | 97 | | 18 | | 9 | |

Q61. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|--------------|----------------------|---------------|--------------|---------------|------------|---------------|------------------|---------------|------------------|---------------|------------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 1,215 | 26.3% | 1,025 | 27.0% | 190 | 23.0% | 402 | 11.5% | 813 | 73.1% | 96 | 33.6% |
| No | 3,407 | 73.7% | 2,770 | 73.0% | 637 | 77.0% | 3,108 | 88.5% | 299 | 26.9% | 190 | 66.4% |
| Total | 4,622 | 100.0% | 3,795 | 100.0% | 827 | 100.0% | 3,510 | 100.0% | 1,112 | 100.0% | 286 | 100.0% |
| Not Answered | 120 | | 101 | | 19 | | 111 | | 9 | | 7 | |

Q62. Is this because of any medical, behavioral or other health condition?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|--------------|----------------------|---------------|--------------|---------------|------------|---------------|------------------|---------------|------------------|---------------|-----------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 881 | 74.2% | 734 | 73.0% | 147 | 80.3% | 108 | 28.3% | 773 | 95.8% | 72 | 77.4% |
| No | 307 | 25.8% | 271 | 27.0% | 36 | 19.7% | 273 | 71.7% | 34 | 4.2% | 21 | 22.6% |
| Total | 1,188 | 100.0% | 1,005 | 100.0% | 183 | 100.0% | 381 | 100.0% | 807 | 100.0% | 93 | 100.0% |
| Not Answered | 27 | | 20 | | 7 | | 21 | | 6 | | 3 | |

About Your Child and You (continued)

Q63. Is this a condition that has lasted or is expected to last for at least 12 months?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|--------------|-------------------|--------|----------|--------|-----|--------|---------------|--------|---------------|--------|-----------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 753 | 88.0% | 631 | 88.5% | 122 | 85.3% | 0 | 0.0% | 753 | 97.8% | 65 | 90.3% |
| No | 103 | 12.0% | 82 | 11.5% | 21 | 14.7% | 86 | 100.0% | 17 | 2.2% | 7 | 9.7% |
| Total | 856 | 100.0% | 713 | 100.0% | 143 | 100.0% | 86 | 100.0% | 770 | 100.0% | 72 | 100.0% |
| Not Answered | 25 | | 21 | | 4 | | 22 | | 3 | | 0 | |

Q64. Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|--------------|-------------------|--------|----------|--------|-----|--------|---------------|--------|---------------|--------|-----------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 699 | 15.2% | 605 | 16.0% | 94 | 11.4% | 126 | 3.6% | 573 | 52.4% | 47 | 16.7% |
| No | 3,906 | 84.8% | 3,173 | 84.0% | 733 | 88.6% | 3,385 | 96.4% | 521 | 47.6% | 235 | 83.3% |
| Total | 4,605 | 100.0% | 3,778 | 100.0% | 827 | 100.0% | 3,511 | 100.0% | 1,094 | 100.0% | 282 | 100.0% |
| Not Answered | 137 | | 118 | | 19 | | 110 | | 27 | | 11 | |

Q65. Is this because of any medical, behavioral or other health condition?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|--------------|-------------------|--------|----------|--------|-----|--------|---------------|--------|---------------|--------|-----------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 545 | 79.8% | 470 | 79.5% | 75 | 81.5% | 21 | 17.6% | 524 | 92.9% | 39 | 84.8% |
| No | 138 | 20.2% | 121 | 20.5% | 17 | 18.5% | 98 | 82.4% | 40 | 7.1% | 7 | 15.2% |
| Total | 683 | 100.0% | 591 | 100.0% | 92 | 100.0% | 119 | 100.0% | 564 | 100.0% | 46 | 100.0% |
| Not Answered | 16 | | 14 | | 2 | | 7 | | 9 | | 1 | |

Q66. Is this a condition that has lasted or is expected to last for at least 12 months?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|--------------|-------------------|--------|----------|--------|-----|--------|---------------|--------|---------------|--------|-----------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 510 | 94.4% | 437 | 94.0% | 73 | 97.3% | 0 | 0.0% | 510 | 97.7% | 38 | 97.4% |
| No | 30 | 5.6% | 28 | 6.0% | 2 | 2.7% | 18 | 100.0% | 12 | 2.3% | 1 | 2.6% |
| Total | 540 | 100.0% | 465 | 100.0% | 75 | 100.0% | 18 | 100.0% | 522 | 100.0% | 39 | 100.0% |
| Not Answered | 5 | | 5 | | 0 | | 3 | | 2 | | 0 | |

About Your Child and You (continued)

Q67. Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|--------------|-------------------|---------------|--------------|---------------|------------|---------------|---------------|---------------|---------------|---------------|------------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 621 | 13.7% | 561 | 15.0% | 60 | 7.3% | 244 | 7.0% | 377 | 34.7% | 37 | 13.2% |
| No | 3,928 | 86.3% | 3,169 | 85.0% | 759 | 92.7% | 3,220 | 93.0% | 708 | 65.3% | 244 | 86.8% |
| Total | 4,549 | 100.0% | 3,730 | 100.0% | 819 | 100.0% | 3,464 | 100.0% | 1,085 | 100.0% | 281 | 100.0% |
| Not Answered | 193 | | 166 | | 27 | | 157 | | 36 | | 12 | |

Q68. Is this because of any medical, behavioral or other health condition?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|--------------|-------------------|---------------|------------|---------------|-----------|---------------|---------------|---------------|---------------|---------------|-----------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 349 | 57.5% | 307 | 56.0% | 42 | 71.2% | 21 | 8.8% | 328 | 89.4% | 29 | 80.6% |
| No | 258 | 42.5% | 241 | 44.0% | 17 | 28.8% | 219 | 91.3% | 39 | 10.6% | 7 | 19.4% |
| Total | 607 | 100.0% | 548 | 100.0% | 59 | 100.0% | 240 | 100.0% | 367 | 100.0% | 36 | 100.0% |
| Not Answered | 14 | | 13 | | 1 | | 4 | | 10 | | 1 | |

Q69. Is this a condition that has lasted or is expected to last for at least 12 months?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|--------------|-------------------|---------------|------------|---------------|-----------|---------------|---------------|---------------|---------------|---------------|-----------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 315 | 92.1% | 277 | 92.0% | 38 | 92.7% | 0 | 0.0% | 315 | 97.5% | 28 | 96.6% |
| No | 27 | 7.9% | 24 | 8.0% | 3 | 7.3% | 19 | 100.0% | 8 | 2.5% | 1 | 3.4% |
| Total | 342 | 100.0% | 301 | 100.0% | 41 | 100.0% | 19 | 100.0% | 323 | 100.0% | 29 | 100.0% |
| Not Answered | 7 | | 6 | | 1 | | 2 | | 5 | | 0 | |

Q70. Does your child need or get special therapy, such as physical, occupational or speech therapy?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|--------------|-------------------|---------------|--------------|---------------|------------|---------------|---------------|---------------|---------------|---------------|------------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 662 | 14.3% | 581 | 15.3% | 81 | 9.8% | 235 | 6.7% | 427 | 38.5% | 41 | 14.5% |
| No | 3,953 | 85.7% | 3,208 | 84.7% | 745 | 90.2% | 3,272 | 93.3% | 681 | 61.5% | 242 | 85.5% |
| Total | 4,615 | 100.0% | 3,789 | 100.0% | 826 | 100.0% | 3,507 | 100.0% | 1,108 | 100.0% | 283 | 100.0% |
| Not Answered | 127 | | 107 | | 20 | | 114 | | 13 | | 10 | |

About Your Child and You (continued)

Q71. Is this because of any medical, behavioral or other health condition?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|--------------|----------------------|--------|----------|--------|-----|--------|------------------|--------|------------------|--------|-----------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 397 | 61.5% | 357 | 63.1% | 40 | 50.0% | 32 | 14.3% | 365 | 86.5% | 25 | 61.0% |
| No | 249 | 38.5% | 209 | 36.9% | 40 | 50.0% | 192 | 85.7% | 57 | 13.5% | 16 | 39.0% |
| Total | 646 | 100.0% | 566 | 100.0% | 80 | 100.0% | 224 | 100.0% | 422 | 100.0% | 41 | 100.0% |
| Not Answered | 16 | | 15 | | 1 | | 11 | | 5 | | 0 | |

Q72. Is this a condition that has lasted or is expected to last for at least 12 months?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|--------------|----------------------|--------|----------|--------|-----|--------|------------------|--------|------------------|--------|-----------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 351 | 90.0% | 317 | 90.6% | 34 | 85.0% | 0 | 0.0% | 351 | 96.7% | 24 | 96.0% |
| No | 39 | 10.0% | 33 | 9.4% | 6 | 15.0% | 27 | 100.0% | 12 | 3.3% | 1 | 4.0% |
| Total | 390 | 100.0% | 350 | 100.0% | 40 | 100.0% | 27 | 100.0% | 363 | 100.0% | 25 | 100.0% |
| Not Answered | 7 | | 7 | | 0 | | 5 | | 2 | | 0 | |

Q73. Does your child have any kind of emotional, developmental or behavioral problem for which he or she needs or gets treatment or counseling?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|--------------|----------------------|--------|----------|--------|-----|--------|------------------|--------|------------------|--------|-----------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 588 | 12.8% | 513 | 13.6% | 75 | 9.1% | 54 | 1.5% | 534 | 48.5% | 50 | 17.7% |
| No | 4,008 | 87.2% | 3,260 | 86.4% | 748 | 90.9% | 3,441 | 98.5% | 567 | 51.5% | 232 | 82.3% |
| Total | 4,596 | 100.0% | 3,773 | 100.0% | 823 | 100.0% | 3,495 | 100.0% | 1,101 | 100.0% | 282 | 100.0% |
| Not Answered | 146 | | 123 | | 23 | | 126 | | 20 | | 11 | |

Q74. Has this problem lasted or is it expected to last for at least 12 months?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|--------------|----------------------|--------|----------|--------|-----|--------|------------------|--------|------------------|--------|-----------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 514 | 91.1% | 448 | 91.6% | 66 | 88.0% | 0 | 0.0% | 514 | 98.1% | 44 | 88.0% |
| No | 50 | 8.9% | 41 | 8.4% | 9 | 12.0% | 40 | 100.0% | 10 | 1.9% | 6 | 12.0% |
| Total | 564 | 100.0% | 489 | 100.0% | 75 | 100.0% | 40 | 100.0% | 524 | 100.0% | 50 | 100.0% |
| Not Answered | 24 | | 24 | | 0 | | 14 | | 10 | | 0 | |

About Your Child and You (continued)**NQ75. What is your child's age now?**

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|----------------------|----------------------|--------|----------|--------|-----|--------|------------------|--------|------------------|--------|-----------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Less than 1 year old | 32 | 0.7% | 31 | 0.8% | 1 | 0.1% | 29 | 0.8% | 3 | 0.3% | 2 | 0.7% |
| 1 to 2 years old | 479 | 10.4% | 421 | 11.1% | 58 | 7.0% | 422 | 12.1% | 57 | 5.2% | 21 | 7.4% |
| 3 to 4 years old | 496 | 10.8% | 393 | 10.4% | 103 | 12.5% | 418 | 12.0% | 78 | 7.1% | 23 | 8.1% |
| 5 to 7 years old | 756 | 16.4% | 629 | 16.7% | 127 | 15.4% | 587 | 16.8% | 169 | 15.3% | 49 | 17.3% |
| 8 to 10 years old | 836 | 18.2% | 699 | 18.5% | 137 | 16.6% | 615 | 17.6% | 221 | 20.0% | 49 | 17.3% |
| 11 to 13 years old | 842 | 18.3% | 700 | 18.5% | 142 | 17.2% | 616 | 17.6% | 226 | 20.4% | 52 | 18.4% |
| 14 to 18 years old | 1,160 | 25.2% | 904 | 23.9% | 256 | 31.1% | 808 | 23.1% | 352 | 31.8% | 87 | 30.7% |
| Total | 4,601 | 100.0% | 3,777 | 100.0% | 824 | 100.0% | 3,495 | 100.0% | 1,106 | 100.0% | 283 | 100.0% |
| Not Answered | 141 | | 119 | | 22 | | 126 | | 15 | | 10 | |

Q76. Is your child male or female?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|--------------|----------------------|--------|----------|--------|-----|--------|------------------|--------|------------------|--------|-----------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Male | 2,430 | 52.8% | 2,004 | 53.0% | 426 | 51.7% | 1,753 | 50.1% | 677 | 61.2% | 147 | 51.9% |
| Female | 2,176 | 47.2% | 1,778 | 47.0% | 398 | 48.3% | 1,747 | 49.9% | 429 | 38.8% | 136 | 48.1% |
| Total | 4,606 | 100.0% | 3,782 | 100.0% | 824 | 100.0% | 3,500 | 100.0% | 1,106 | 100.0% | 283 | 100.0% |
| Not Answered | 136 | | 114 | | 22 | | 121 | | 15 | | 10 | |

Q77. Is your child of Hispanic or Latino origin or descent?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|----------------------------|----------------------|--------|----------|--------|-----|--------|------------------|--------|------------------|--------|-----------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes, Hispanic or Latino | 1,544 | 34.0% | 1,356 | 36.5% | 188 | 23.0% | 1,205 | 35.0% | 339 | 31.0% | 29 | 10.3% |
| No, Not Hispanic or Latino | 2,991 | 66.0% | 2,362 | 63.5% | 629 | 77.0% | 2,235 | 65.0% | 756 | 69.0% | 253 | 89.7% |
| Total | 4,535 | 100.0% | 3,718 | 100.0% | 817 | 100.0% | 3,440 | 100.0% | 1,095 | 100.0% | 282 | 100.0% |
| Not Answered | 207 | | 178 | | 29 | | 181 | | 26 | | 11 | |

About Your Child and You (continued)**Q78. What is your child's race? (Please mark one or more.)**

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|---|----------------------|---------------|--------------|---------------|------------|---------------|------------------|---------------|------------------|---------------|------------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| White | 2,273 | 54.1% | 1,729 | 50.7% | 544 | 68.9% | 1,637 | 52.2% | 636 | 59.8% | 217 | 77.5% |
| Black or African-American | 986 | 23.5% | 910 | 26.7% | 76 | 9.6% | 692 | 22.1% | 294 | 27.6% | 38 | 13.6% |
| Asian | 569 | 13.5% | 454 | 13.3% | 115 | 14.6% | 500 | 15.9% | 69 | 6.5% | 18 | 6.4% |
| Native Hawaiian or other Pacific Islander | 47 | 1.1% | 41 | 1.2% | 6 | 0.8% | 30 | 1.0% | 17 | 1.6% | 1 | 0.4% |
| American Indian or Alaska Native | 159 | 3.8% | 141 | 4.1% | 18 | 2.3% | 106 | 3.4% | 53 | 5.0% | 19 | 6.8% |
| Other | 831 | 19.8% | 705 | 20.7% | 126 | 16.0% | 615 | 19.6% | 216 | 20.3% | 15 | 5.4% |
| Total | 4,201 | 100.0% | 3,412 | 100.0% | 789 | 100.0% | 3,137 | 100.0% | 1,064 | 100.0% | 280 | 100.0% |
| Not Answered | 541 | | 484 | | 57 | | 484 | | 57 | | 13 | |

Q79. What is your age?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|--------------|----------------------|---------------|--------------|---------------|------------|---------------|------------------|---------------|------------------|---------------|------------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Under 18 | 164 | 3.7% | 141 | 3.9% | 23 | 2.9% | 121 | 3.6% | 43 | 4.0% | 15 | 5.5% |
| 18 to 24 | 109 | 2.4% | 104 | 2.8% | 5 | 0.6% | 98 | 2.9% | 11 | 1.0% | 9 | 3.3% |
| 25 to 34 | 1,257 | 28.2% | 1,080 | 29.5% | 177 | 22.0% | 1,006 | 29.7% | 251 | 23.4% | 68 | 25.0% |
| 35 to 44 | 1,750 | 39.2% | 1,392 | 38.1% | 358 | 44.5% | 1,348 | 39.8% | 402 | 37.5% | 96 | 35.3% |
| 45 to 54 | 827 | 18.5% | 635 | 17.4% | 192 | 23.9% | 576 | 17.0% | 251 | 23.4% | 50 | 18.4% |
| 55 to 64 | 260 | 5.8% | 217 | 5.9% | 43 | 5.3% | 187 | 5.5% | 73 | 6.8% | 23 | 8.5% |
| 65 to 74 | 83 | 1.9% | 77 | 2.1% | 6 | 0.7% | 46 | 1.4% | 37 | 3.5% | 11 | 4.0% |
| 75 or older | 12 | 0.3% | 11 | 0.3% | 1 | 0.1% | 8 | 0.2% | 4 | 0.4% | 0 | 0.0% |
| Total | 4,462 | 100.0% | 3,657 | 100.0% | 805 | 100.0% | 3,390 | 100.0% | 1,072 | 100.0% | 272 | 100.0% |
| Not Answered | 280 | | 239 | | 41 | | 231 | | 49 | | 21 | |

Q80. Are you male or female?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|--------------|----------------------|---------------|--------------|---------------|------------|---------------|------------------|---------------|------------------|---------------|------------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Male | 785 | 17.2% | 612 | 16.3% | 173 | 21.1% | 652 | 18.8% | 133 | 12.1% | 48 | 17.0% |
| Female | 3,786 | 82.8% | 3,139 | 83.7% | 647 | 78.9% | 2,816 | 81.2% | 970 | 87.9% | 235 | 83.0% |
| Total | 4,571 | 100.0% | 3,751 | 100.0% | 820 | 100.0% | 3,468 | 100.0% | 1,103 | 100.0% | 283 | 100.0% |
| Not Answered | 171 | | 145 | | 26 | | 153 | | 18 | | 10 | |

About Your Child and You (continued)

Q81. What is the highest grade or level of school that you have completed?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|---------------------------------------|----------------------|---------------|--------------|---------------|------------|---------------|------------------|---------------|------------------|---------------|------------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| 8th grade or less | 432 | 9.6% | 386 | 10.5% | 46 | 5.7% | 372 | 10.9% | 60 | 5.5% | 8 | 2.9% |
| Some high school but did not graduate | 596 | 13.2% | 560 | 15.2% | 36 | 4.4% | 443 | 13.0% | 153 | 14.0% | 26 | 9.3% |
| High school graduate or GED | 1,416 | 31.5% | 1,258 | 34.1% | 158 | 19.4% | 1,094 | 32.1% | 322 | 29.4% | 84 | 30.0% |
| Some college or 2-year degree | 1,181 | 26.2% | 906 | 24.6% | 275 | 33.8% | 838 | 24.6% | 343 | 31.4% | 95 | 33.9% |
| 4-year college graduate | 553 | 12.3% | 371 | 10.1% | 182 | 22.4% | 425 | 12.5% | 128 | 11.7% | 41 | 14.6% |
| More than 4-year college degree | 324 | 7.2% | 207 | 5.6% | 117 | 14.4% | 236 | 6.9% | 88 | 8.0% | 26 | 9.3% |
| Total | 4,502 | 100.0% | 3,688 | 100.0% | 814 | 100.0% | 3,408 | 100.0% | 1,094 | 100.0% | 280 | 100.0% |
| Not Answered | 240 | | 208 | | 32 | | 213 | | 27 | | 13 | |

Q82. How are you related to the child?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|------------------|----------------------|---------------|--------------|---------------|------------|---------------|------------------|---------------|------------------|---------------|------------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Mother or father | 4,271 | 94.5% | 3,459 | 93.5% | 812 | 99.1% | 3,281 | 95.4% | 990 | 91.7% | 249 | 91.2% |
| Grandparent | 152 | 3.4% | 151 | 4.1% | 1 | 0.1% | 92 | 2.7% | 60 | 5.6% | 14 | 5.1% |
| Aunt or uncle | 18 | 0.4% | 16 | 0.4% | 2 | 0.2% | 16 | 0.5% | 2 | 0.2% | 3 | 1.1% |
| Older sibling | 19 | 0.4% | 17 | 0.5% | 2 | 0.2% | 19 | 0.6% | 0 | 0.0% | 0 | 0.0% |
| Other relative | 5 | 0.1% | 5 | 0.1% | 0 | 0.0% | 5 | 0.1% | 0 | 0.0% | 0 | 0.0% |
| Legal guardian | 51 | 1.1% | 50 | 1.4% | 1 | 0.1% | 24 | 0.7% | 27 | 2.5% | 6 | 2.2% |
| Someone else | 3 | 0.1% | 2 | 0.1% | 1 | 0.1% | 2 | 0.1% | 1 | 0.1% | 1 | 0.4% |
| Total | 4,519 | 100.0% | 3,700 | 100.0% | 819 | 100.0% | 3,439 | 100.0% | 1,080 | 100.0% | 273 | 100.0% |
| Not Answered | 223 | | 196 | | 27 | | 182 | | 41 | | 20 | |

Q83. How well do you speak English?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|--------------|----------------------|---------------|--------------|---------------|------------|---------------|------------------|---------------|------------------|---------------|------------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Very well | 2,737 | 60.2% | 2,144 | 57.4% | 593 | 72.6% | 1,928 | 55.9% | 809 | 73.5% | 241 | 85.5% |
| Well | 799 | 17.6% | 683 | 18.3% | 116 | 14.2% | 664 | 19.3% | 135 | 12.3% | 26 | 9.2% |
| Not well | 653 | 14.4% | 578 | 15.5% | 75 | 9.2% | 548 | 15.9% | 105 | 9.5% | 14 | 5.0% |
| Not at all | 361 | 7.9% | 328 | 8.8% | 33 | 4.0% | 309 | 9.0% | 52 | 4.7% | 1 | 0.4% |
| Total | 4,550 | 100.0% | 3,733 | 100.0% | 817 | 100.0% | 3,449 | 100.0% | 1,101 | 100.0% | 282 | 100.0% |
| Not Answered | 192 | | 163 | | 29 | | 172 | | 20 | | 11 | |

About Your Child and You (continued)**Q84. Do you speak a language other than English at home?**

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|--------------|----------------------|--------|----------|--------|-----|--------|------------------|--------|------------------|--------|-----------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 2,260 | 50.0% | 1,938 | 52.3% | 322 | 39.6% | 1,872 | 54.6% | 388 | 35.5% | 50 | 17.7% |
| No | 2,262 | 50.0% | 1,771 | 47.7% | 491 | 60.4% | 1,557 | 45.4% | 705 | 64.5% | 232 | 82.3% |
| Total | 4,522 | 100.0% | 3,709 | 100.0% | 813 | 100.0% | 3,429 | 100.0% | 1,093 | 100.0% | 282 | 100.0% |
| Not Answered | 220 | | 187 | | 33 | | 192 | | 28 | | 11 | |

Q85. What is this language spoken at home?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HealthNow | |
|--------------|----------------------|--------|----------|--------|-----|--------|------------------|--------|------------------|--------|-----------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Spanish | 1,152 | 51.9% | 1,010 | 53.0% | 142 | 45.2% | 905 | 49.3% | 247 | 64.8% | 16 | 32.0% |
| Other | 1,066 | 48.1% | 894 | 47.0% | 172 | 54.8% | 932 | 50.7% | 134 | 35.2% | 34 | 68.0% |
| Total | 2,218 | 100.0% | 1,904 | 100.0% | 314 | 100.0% | 1,837 | 100.0% | 381 | 100.0% | 50 | 100.0% |
| Not Answered | 42 | | 34 | | 8 | | 35 | | 7 | | 0 | |



All information that would let someone identify you or your family will be kept private. The New York State Department of Health and the research staff will not share your personal information with anyone without your OK. You may choose to answer this survey or not. If you choose not to, this will not affect the benefits your child receives.

Your responses to this survey are completely confidential. Once you complete the survey, place it in the envelope that was provided, seal the envelope, and return the envelope to DataStat.

You may notice a barcode number on the front of this survey. This number is ONLY used to let us know if you returned your survey so we don't send you reminders.

If you want to know more about this study, please call 1-877-455-3394.

SURVEY INSTRUCTIONS

- Please be sure to fill the response circle completely. Use only black or blue ink or dark pencil to complete the survey.

Correct Mark ●

Incorrect Marks

- You are sometimes told to skip over some questions in the survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

● Yes → Go to Question 1
○ No

START HERE

Please answer the questions for the child listed on the envelope. Please do not answer for any other children.

- 1. Our records show that your child is now in [Health Plan Name]. Is that right?
○ Yes → Go to Question 3
○ No → Go to Question 2

2. What is the name of your child's health plan? (Please print)



YOUR CHILD'S HEALTH CARE IN THE LAST 6 MONTHS

These questions ask about your child's health care. Do not include care your child got when he or she stayed overnight in a hospital. Do not include the times your child went for dental care visits.

3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?
- Yes → *Go to Question 4*
 No → *Go to Question 5*
4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?
- Never
 Sometimes
 Usually
 Always
5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctor's office or clinic?
- Yes → *Go to Question 6*
 No → *Go to Question 7*
6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?
- Never
 Sometimes
 Usually
 Always
7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?
- None → *Go to Question 16*
 1 → *Go to Question 8*
 2 → *Go to Question 8*
 3 → *Go to Question 8*
 4 → *Go to Question 8*
 5 to 9 → *Go to Question 8*
 10 or more → *Go to Question 8*

8. In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?
- Yes
 No
9. In the last 6 months, how often did you have your questions answered by your child's doctor or other health provider?
- Never
 Sometimes
 Usually
 Always
10. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?
- Yes → *Go to Question 11*
 No → *Go to Question 14*
11. Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?
- Yes
 No
12. Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?
- Yes
 No
13. When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?
- Yes
 No
14. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last 6 months?
- 0 1 2 3 4 5 6 7 8 9 10
- Worst Health Care Possible Best Health Care Possible



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

- Never
- Sometimes
- Usually
- Always

16. Is your child now enrolled in any kind of school or daycare?

- Yes → *Go to Question 17*
- No → *Go to Question 19*

17. In the last 6 months, did you need your child's doctors or other health providers to contact a school or daycare center about your child's health or health care?

- Yes → *Go to Question 18*
- No → *Go to Question 19*

18. In the last 6 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare?

- Yes
- No

SPECIALIZED SERVICES

19. Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?

- Yes → *Go to Question 20*
- No → *Go to Question 22*

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

- Never
- Sometimes
- Usually
- Always

21. Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?

- Yes
- No

22. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?

- Yes → *Go to Question 23*
- No → *Go to Question 25*

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

- Never
- Sometimes
- Usually
- Always

24. Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child?

- Yes
- No

25. In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem?

- Yes → *Go to Question 26*
- No → *Go to Question 29*

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

- Never
- Sometimes
- Usually
- Always

27. Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?

- Yes
- No



28. Using any number from 0 to 10, where 0 is the worst treatment or counseling possible and 10 is the best treatment or counseling possible, what number would you use to rate all your child's treatment or counseling in the last 6 months?

| | | | | | | | | | | |
|--------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| Worst Treatment Possible | | | | | Best Treatment Possible | | | | | |

29. In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?

- Yes → Go to Question 30
- No → Go to Question 31

30. In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these different providers or services?

- Yes
- No

YOUR CHILD'S PERSONAL DOCTOR

31. A personal doctor is the one your child would see if he or she needs a check-up, has a health problem or gets sick or hurt. Does your child have a personal doctor?

- Yes → Go to Question 32
- No → Go to Question 46

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

- None → Go to Question 42
- 1 → Go to Question 33
- 2 → Go to Question 33
- 3 → Go to Question 33
- 4 → Go to Question 33
- 5 to 9 → Go to Question 33
- 10 or more → Go to Question 33

33. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand?

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

36. Is your child able to talk with doctors about his or her health care?

- Yes → Go to Question 37
- No → Go to Question 38

37. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always



39. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?

- Yes
 No

40. In the last 6 months, did your child get care from a doctor or health provider besides his or her personal doctor?

- Yes -> Go to Question 41
 No -> Go to Question 42

41. In the last 6 months, how often did your child's personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?

- Never
 Sometimes
 Usually
 Always

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

- 0 1 2 3 4 5 6 7 8 9 10
Worst Best
Personal Doctor Personal Doctor
Possible Possible

43. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?

- Yes -> Go to Question 44
 No -> Go to Question 46

44. Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?

- Yes
 No

45. Does your child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your family's day-to-day life?

- Yes
 No

GETTING HEALTH CARE FROM A SPECIALIST

When you answer the next questions, do not include dental visits or care your child got when he or she stayed overnight in a hospital.

46. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments for your child to see a specialist?

- Yes -> Go to Question 47
 No -> Go to Question 50

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

- Never
 Sometimes
 Usually
 Always

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

- None -> Go to Question 50
 1 specialist -> Go to Question 49
 2 -> Go to Question 49
 3 -> Go to Question 49
 4 -> Go to Question 49
 5 or more specialists -> Go to Question 49

49. We want to know your rating of the specialist your child saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

- 0 1 2 3 4 5 6 7 8 9 10
Worst Specialist Best Specialist
Possible Possible



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

- Yes → Go to Question 63
- No → Go to Question 64

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

- Yes
- No

64. Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?

- Yes → Go to Question 65
- No → Go to Question 67

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

- Yes → Go to Question 66
- No → Go to Question 67

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

- Yes
- No

67. Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?

- Yes → Go to Question 68
- No → Go to Question 70

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

- Yes → Go to Question 69
- No → Go to Question 70

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

- Yes
- No

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

- Yes → Go to Question 71
- No → Go to Question 73

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

- Yes → Go to Question 72
- No → Go to Question 73

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

- Yes
- No

73. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?

- Yes → Go to Question 74
- No → Go to Question 75

74. Has this problem lasted or is it expected to last for at least 12 months?

- Yes
- No

75. What is your child's age?

- Less than 1 year old

YEARS OLD (write in)

76. Is your child male or female?

- Male
- Female

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

- Yes, Hispanic or Latino
- No, not Hispanic or Latino

78. What is your child's race? Please mark one or more.

- White
- Black or African-American
- Asian
- Native Hawaiian or other Pacific Islander
- American Indian or Alaska Native
- Other



79. What is your age?

- Under 18
- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 or older

80. Are you male or female?

- Male
- Female

81. What is the highest grade or level of school that you have completed?

- 8th grade or less
- Some high school, but did not graduate
- High school graduate or GED
- Some college or 2-year degree
- 4-year college graduate
- More than 4-year college degree

82. How are you related to the child?

- Mother or father
- Grandparent
- Aunt or uncle
- Older sibling
- Other relative
- Legal guardian

83. How well do you speak English?

- Very well
- Well
- Not well
- Not at all

84. Do you speak a language other than English at home?

- Yes → **Go to Question 85**
- No

85. What is this language spoken at home?

- Spanish
- Other

Thank you for taking the time to complete this survey! Your answers are greatly appreciated.

When you are done, please use the enclosed postage-paid envelope to mail the survey to:

DataStat
3975 Research Park Drive
Ann Arbor, MI 48108

