New York State

Medicaid and Child Health Plus

CAHPS® 5.0H

Child CCC Survey

Continuous Quality Improvement Report

March 2019

DataStat

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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 4,742 eligible and complete responses were received resulting in a 22.0% 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 Mediciad 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.

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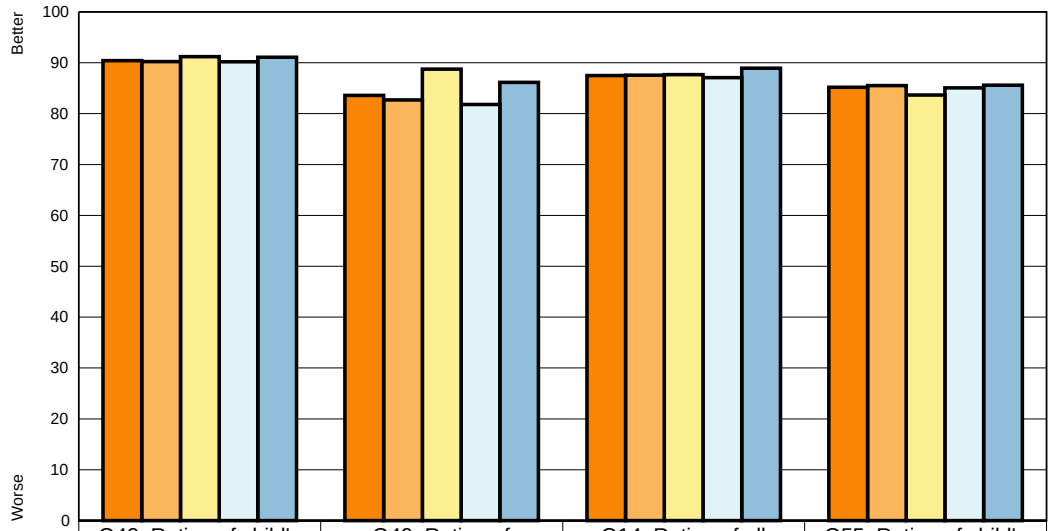
Summary of Overall Rating Questions

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 MMC/CHP Statewide, Payer status (Medicaid and CHP), and Chronic Condition status (CC-Negative and CC-Positive). 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 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)



	Q42. Rating of child's personal doctor	Q49. Rating of specialist child saw most often	Q14. Rating of all child's health care	Q55. Rating of child's health plan
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%

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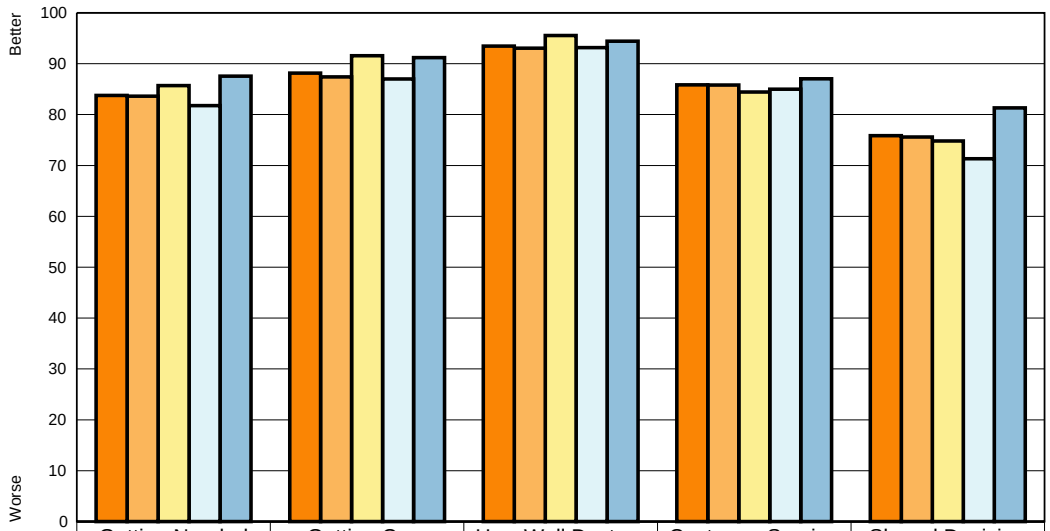
Summary of Standard Composites

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), and Chronic Condition status (CC-Negative and CC-Positive). Payer status and Chronic Condition status are presented for additional information, but are not compared to the MMC/CHP Statewide achievement scores.

Standard Composites



	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)
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%

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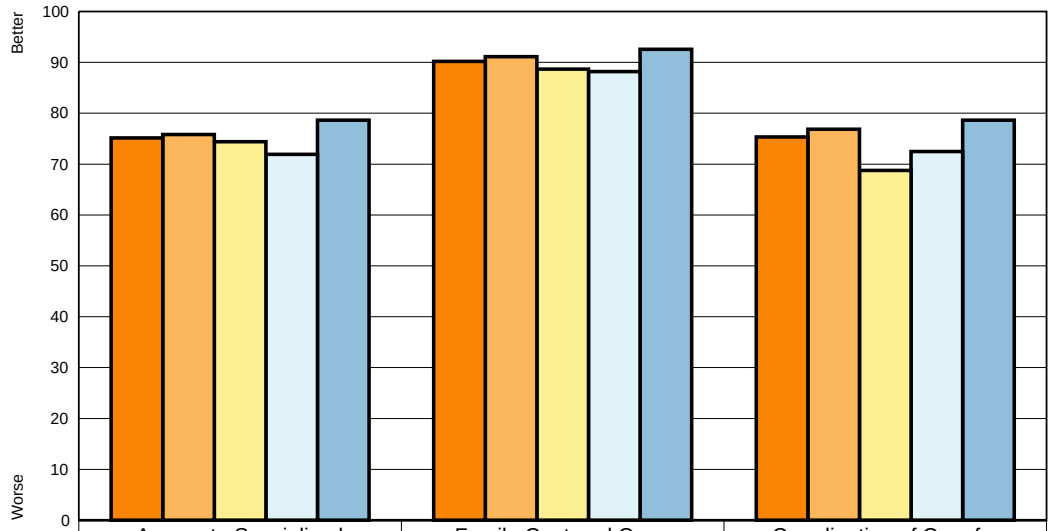
Summary of CCC Composites

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 MMC/CHP Statewide, Payer status (Medicaid and CHP), and Chronic Condition status (CC-Negative and CC-Positive). 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



	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	75.17%	90.19%	75.32%
Medicaid	75.83%	91.12%	76.88%
CHP	74.39%	88.69%	68.75%
CC - Negative	71.91%	88.20%	72.47%
CC - Positive	78.63%	92.56%	78.65%

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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.**

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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.**

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Child Member Sample Profile

Child Age (years)	MMC/CHP Statewide	Medicaid	CHP	NYC	Rest of State
Less than one year	0.7%	0.8%	0.1%	0.8%	0.6%
1 to 2 years	10.4%	11.1%	7.0%	11.1%	10.0%
3 to 4 years	10.8%	10.4%	12.5%	9.9%	11.3%
5 to 7 years	16.4%	16.7%	15.4%	16.0%	16.7%
8 to 10 years	18.2%	18.5%	16.6%	19.0%	17.7%
11 to 13 years	18.3%	18.5%	17.2%	18.9%	17.9%
14 and older	25.2%	23.9%	31.1%	24.3%	25.8%

Child Gender	MMC/CHP Statewide	Medicaid	CHP	NYC	Rest of State
Male	52.8%	53.0%	51.7%	53.0%	52.6%
Female	47.2%	47.0%	48.3%	47.0%	47.4%

Child Hispanic or Latino	MMC/CHP Statewide	Medicaid	CHP	NYC	Rest of State
Yes, Hispanic or Latino	34.0%	36.5%	23.0%	44.4%	27.8%
No, Not Hispanic or Latino	66.0%	63.5%	77.0%	55.6%	72.2%

Child Race	MMC/CHP Statewide	Medicaid	CHP	NYC	Rest of State
White	54.1%	50.7%	68.9%	32.9%	66.1%
Black or African-American	23.5%	26.7%	9.6%	28.0%	20.9%
Asian	13.5%	13.3%	14.6%	21.2%	9.2%
Native Hawaiian or Other Pacific Islander	1.1%	1.2%	0.8%	1.9%	0.7%
American Indian or Alaska Native	3.8%	4.1%	2.3%	3.6%	3.9%
Other	19.8%	20.7%	16.0%	27.1%	15.6%

Rating of Child's Overall Health	MMC/CHP Statewide	Medicaid	CHP	NYC	Rest of State
Excellent	45.0%	43.4%	52.9%	44.0%	45.7%
Very good	32.5%	32.5%	32.7%	31.8%	32.9%
Good	18.4%	19.9%	11.8%	20.0%	17.5%
Fair	3.7%	3.9%	2.4%	3.7%	3.7%
Poor	0.4%	0.4%	0.2%	0.5%	0.3%

Payer	MMC/CHP Statewide	Medicaid	CHP	NYC	Rest of State
Medicaid	82.2%	100.0%	0.0%	87.8%	78.7%
CHP	17.8%	0.0%	100.0%	12.2%	21.3%

Chronic Condition Status	MMC/CHP Statewide	Medicaid	CHP	NYC	Rest of State
Positive	23.6%	24.3%	20.7%	16.8%	27.8%
Negative	76.4%	75.7%	79.3%	83.2%	72.2%

Sample Disposition

	MMC/CHP Statewide	Medicaid	CHP	NYC	Rest of State
First mailing - sent	22,500	19,293	3,207	8,540	13,960
First mailing - usable survey returned*	1,739	1,354	385	616	1,123
Second mailing - sent	20,309	17,469	2,840	7,849	12,460
Second mailing - usable survey returned*	951	753	198	373	578
Phone - usable surveys*	2,052	1,789	263	803	1,249
Total - usable surveys	4,742	3,896	846	1,792	2,950
Ineligible: According to population criteria‡†	227	184	43	90	137
Ineligible: Language barrier†	686	629	57	413	273
Ineligible: Deceased†	2	1	1	0	2
Refusal/Returned survey blank	638	521	117	231	407
Incomplete survey - mail or phone	626	560	66	275	351
Nonresponse - Unavailable by mail or phone	15,514	13,446	2,068	5,724	9,790
Added to Do Not Call list	65	56	9	15	50
Response Rate	**22.0%**	**21.1%**	**27.2%**	**22.3%**	**21.8%**

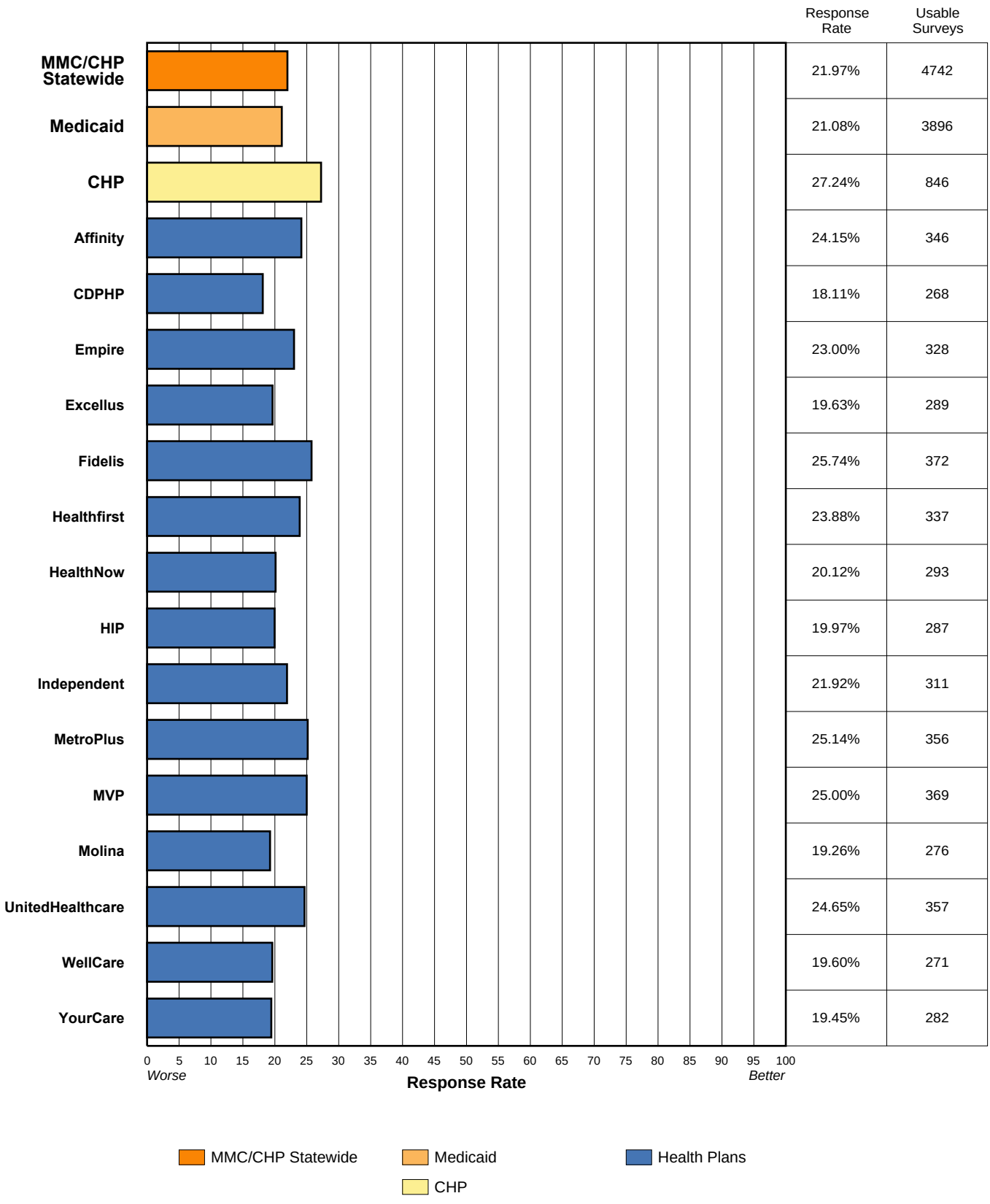
*Included in response rate numerator

†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



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Trend Analysis - 2018 vs. 2016

New York State Medicaid/CHP Managed Care Program

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

Question	MMC/CHP Statewide 2018 Score	MMC/CHP Statewide 2016 Score	Point Change	Composite/ Question Group
Q30. Child's health plan, doctor's office or clinic helped coordinate child's care among different providers or services	61.0%	56.3%	+ 4.7 ▲	Coordination of Care for Children with Chronic Conditions
Q24. Someone from your chld's health plan, doctor's office or clinic helped you get special therapy (physical, occupational or speech) for your child	60.2%	56.1%	+ 4.1	CCC Single Items
Q27. Someone from your chld's health plan, doctor's office or clinic helped you get emotional, developmental or behavioral treatment or counseling for your child	57.2%	54.1%	+ 3.1	CCC Single Items
Q13. Doctor/provider asked what you thought was best for your child regarding starting/stopping a prescription medicine	81.8%	79.1%	+ 2.7	Shared Decision Making
Q8. Doctor/provider talked about specific things you could do to prevent illness in your child	70.1%	67.6%	+ 2.6 ▲	Single Items
Q58. Someone from your child's health plan, doctor's office or clinic helped you get your child's prescription medicines	65.7%	63.5%	+ 2.2	CCC Single Items
Q14. Rating of all child's health care	87.5%	85.5%	+ 1.9 ▲	Ratings
Q11. Doctor/provider talked about the reasons you might want your child to take a medicine	84.3%	82.8%	+ 1.5	Shared Decision Making
Q26. Usually or always easy to get (emotional, developmental or behavioral) treatment or counseling for your child	75.9%	74.6%	+ 1.3	Access to Specialized Services
Q28. Rating of child's treatment or counseling (8, 9 or 10)	69.0%	67.7%	+ 1.3	Supplemental Questions
Q51. Customer service from child's health plan usually or always gave needed information or help	80.0%	80.3%	- 0.3	Customer Service
Q52. Customer service staff from child's health plan usually or always treated you with courtesy/respect	91.7%	92.1%	- 0.4	Customer Service
Q45. Child's personal doctor understands how child's conditions affect your family's day-to-day life	88.7%	89.2%	- 0.5	Family-Centered Care: Personal Doctor Who Knows Child
Q35. Child's personal doctor usually or always showed respect for what you had to say	95.4%	96.5%	- 1.2 ▼	Communication
Q57. Usually or always easy to get prescription medicines for your child through his or her health plan	90.1%	91.4%	- 1.2	CCC Single Items
Q23. Usually or always easy to get special therapy (physical, occupational or speech) for your child	77.1%	78.7%	- 1.6	Access to Specialized Services
Q9. Usually or always had your questions answered by your child's doctors or other health providers	87.8%	89.4%	- 1.7 ▼	CCC Single Items
Q18. Child's doctors or other health providers gave help needed in contacting your child's school or daycare	89.7%	92.1%	- 2.4	Coordination of Care for Children with Chronic Conditions
Q20. Usually or always easy to get special medical equipment or devices for your child	72.5%	75.2%	- 2.7	Access to Specialized Services
Q47. Usually or always got an appointment for child with a specialist as soon as needed	77.7%	80.5%	- 2.8	Getting Needed Care

Better ▲ ▼ Worse

▲▼ **Statistically significantly higher/lower than 2016 score.**

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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 4,742 parents/caretakers of Medicaid or CHP managed care members, and the overall project response rate was 22.0%.

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.

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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 MMC/CHP Statewide results. The *Trend Analysis* section displays MMC/CHP Statewide 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.

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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.

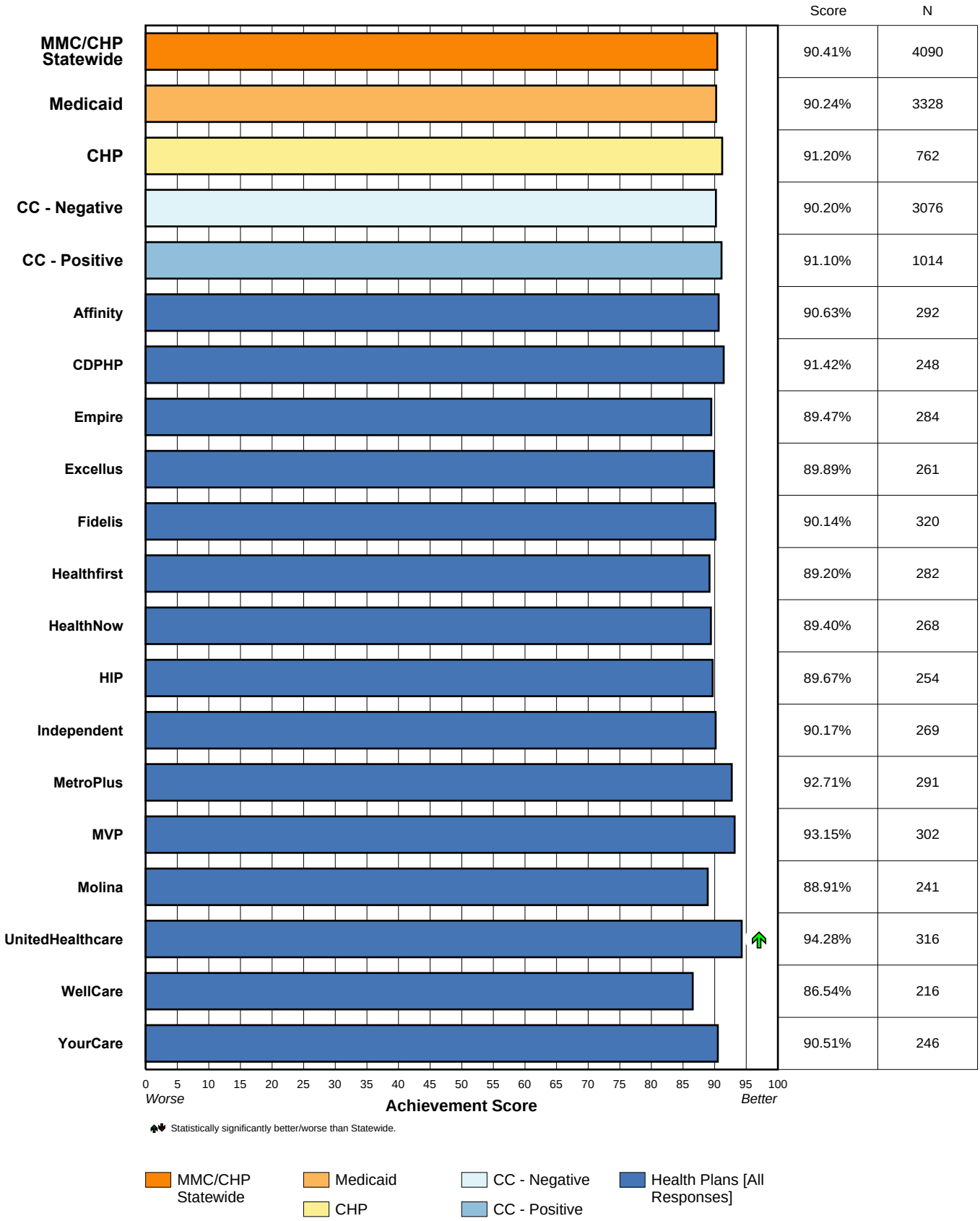
The CAHPS® CCC questionnaire uses a 0 to 10 rating for assessing overall experience with personal doctors, specialists, health care, and health plans. In the four ratings graphs, proportions of respondents assigning ratings of "8", "9", or "10" are reported as achievement scores.

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.

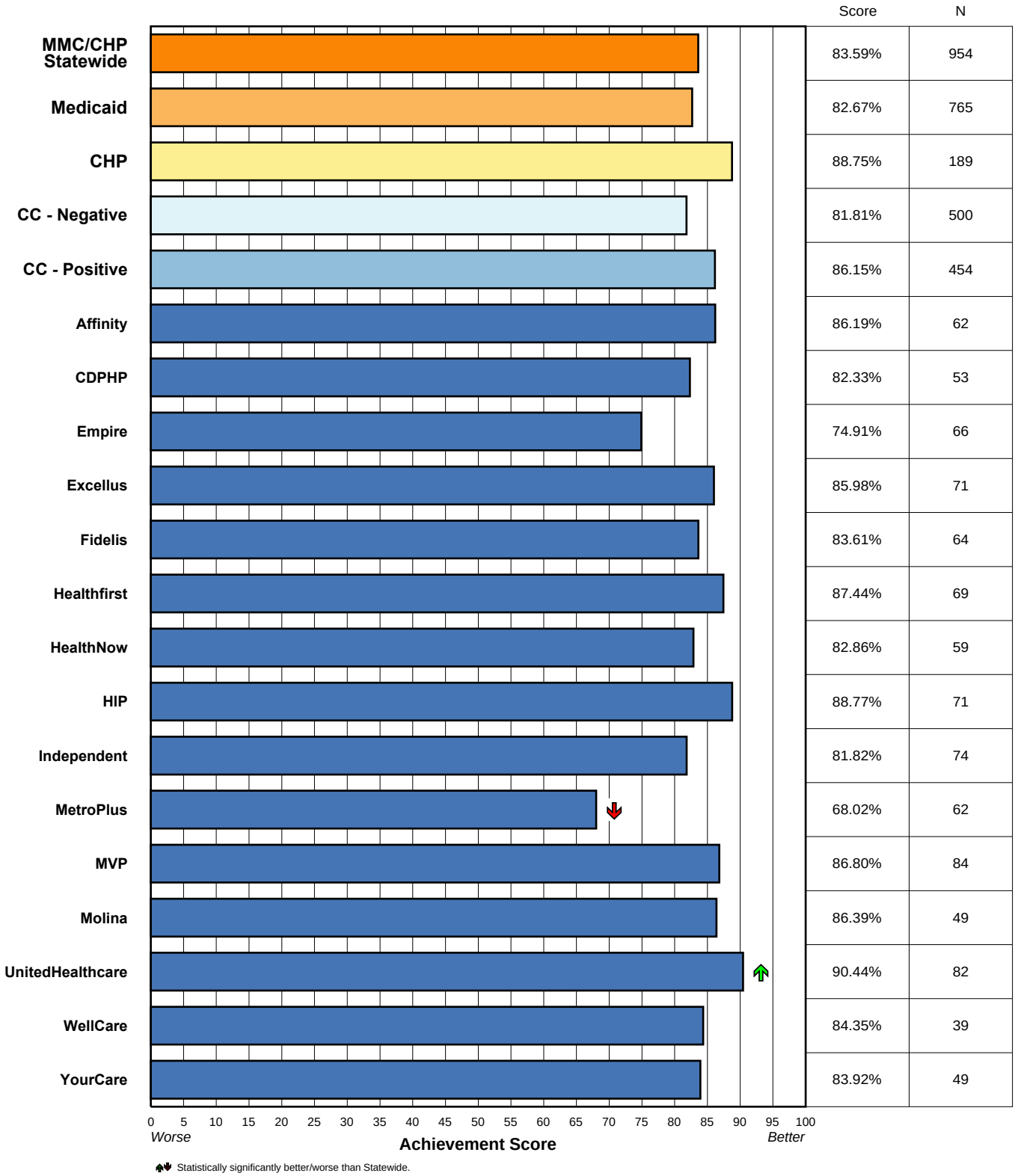
For full detail of response options for each question and which responses qualify as achievements, please refer to the Responses by Question section.

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)



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



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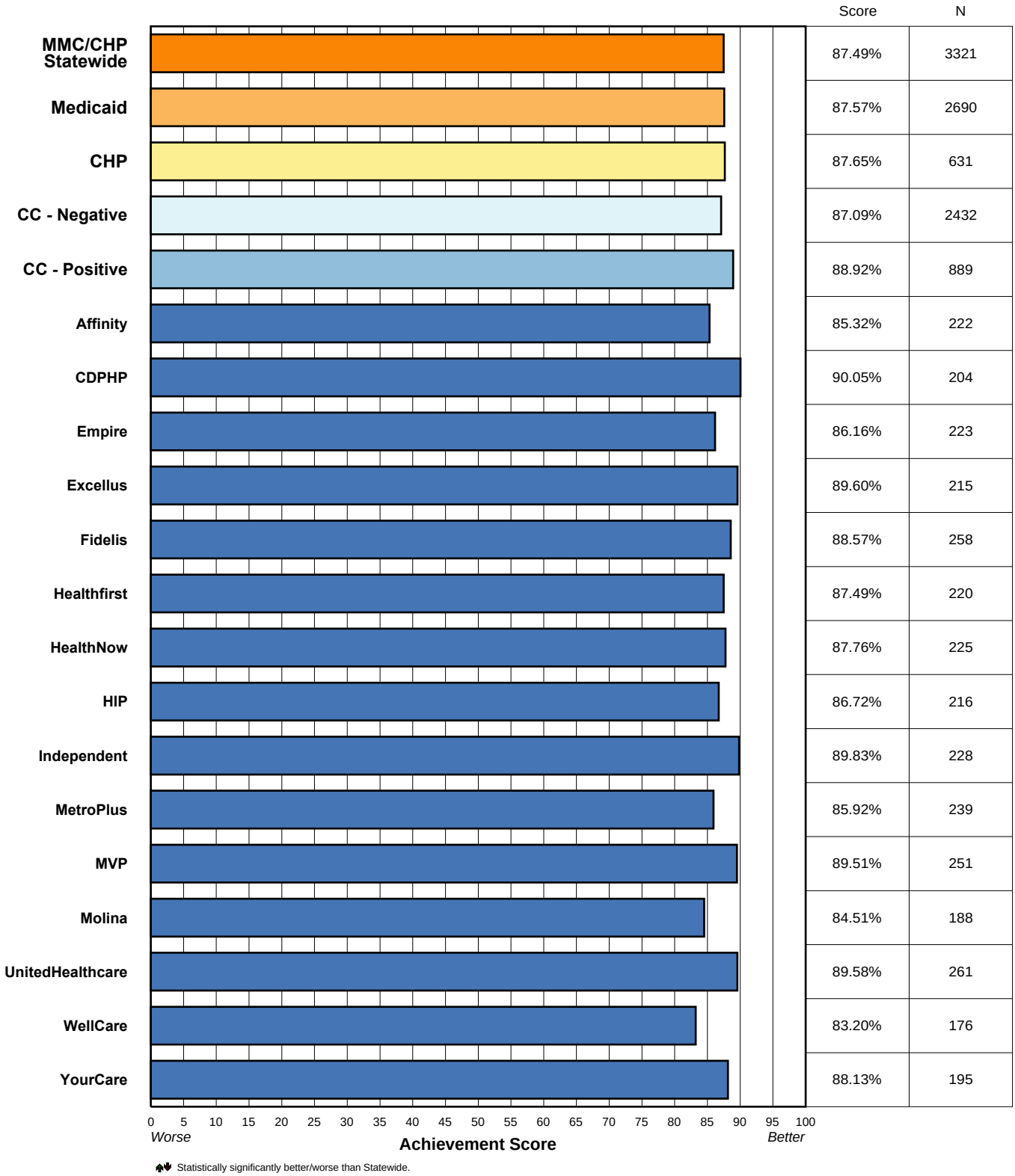
Q14. Rating of all child's health care (8, 9 or 10)



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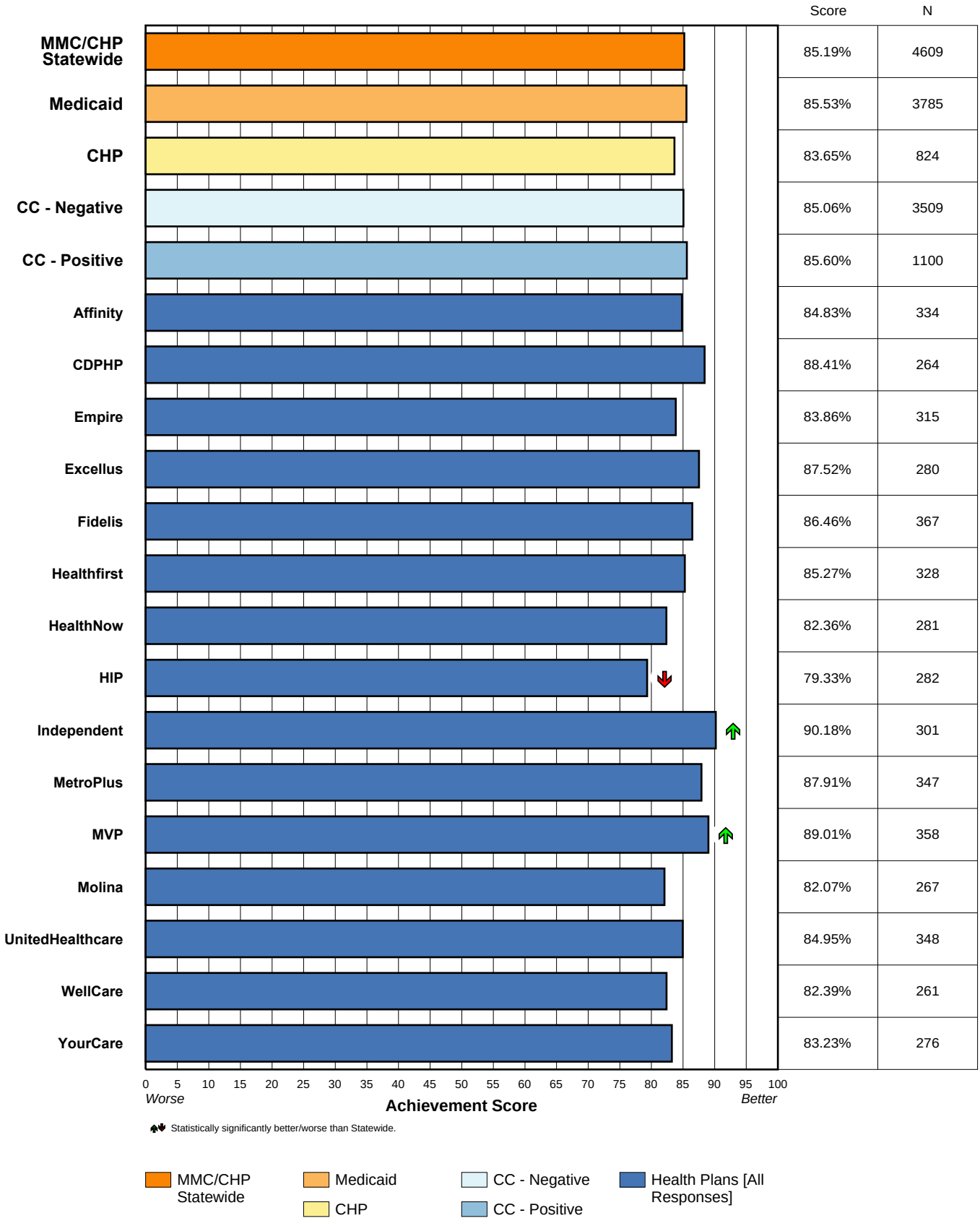
Q55. Rating of child's health plan (8, 9 or 10)



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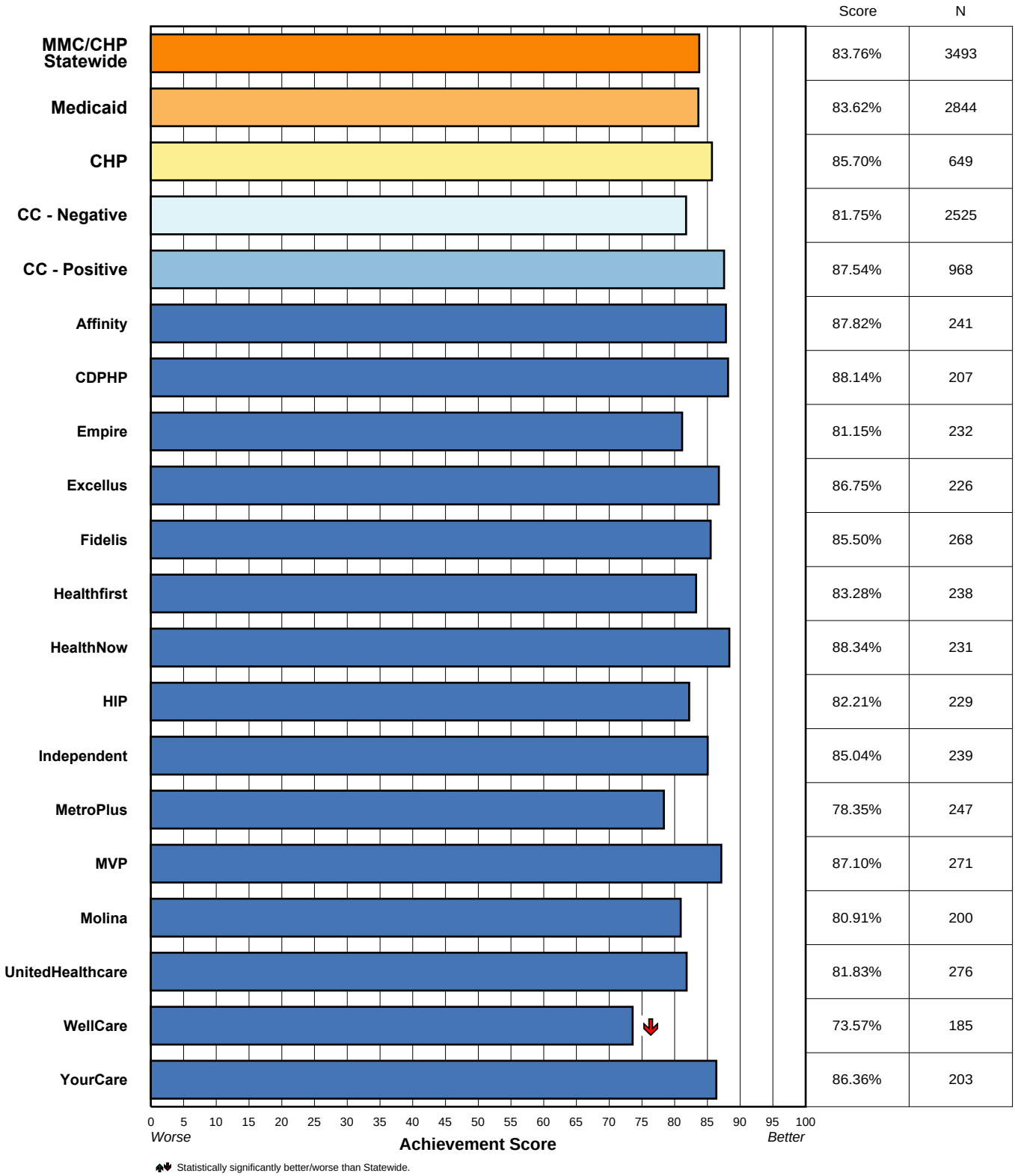
Getting Needed Care (Usually or Always)



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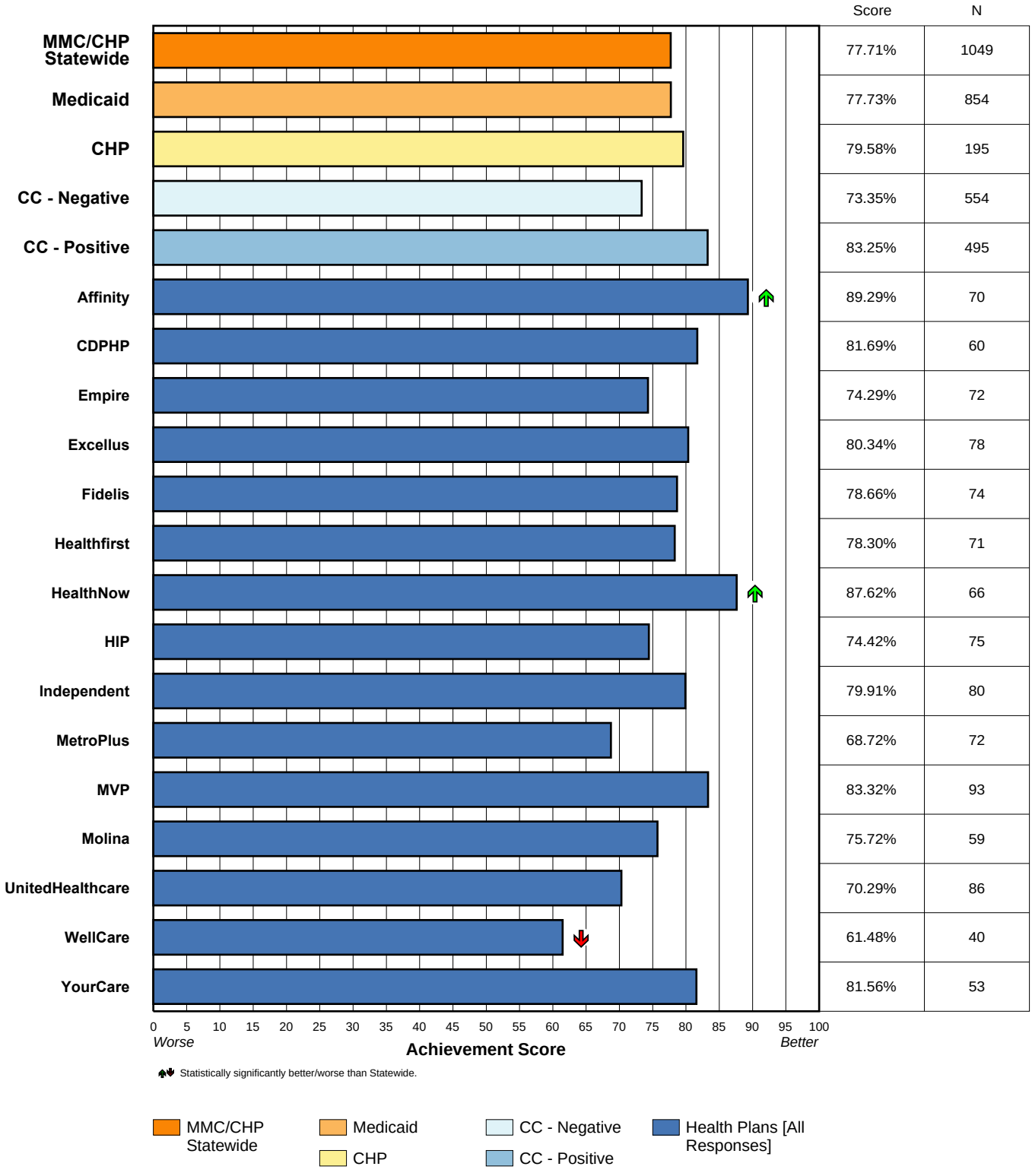
Getting Needed Care (Usually or Always)

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



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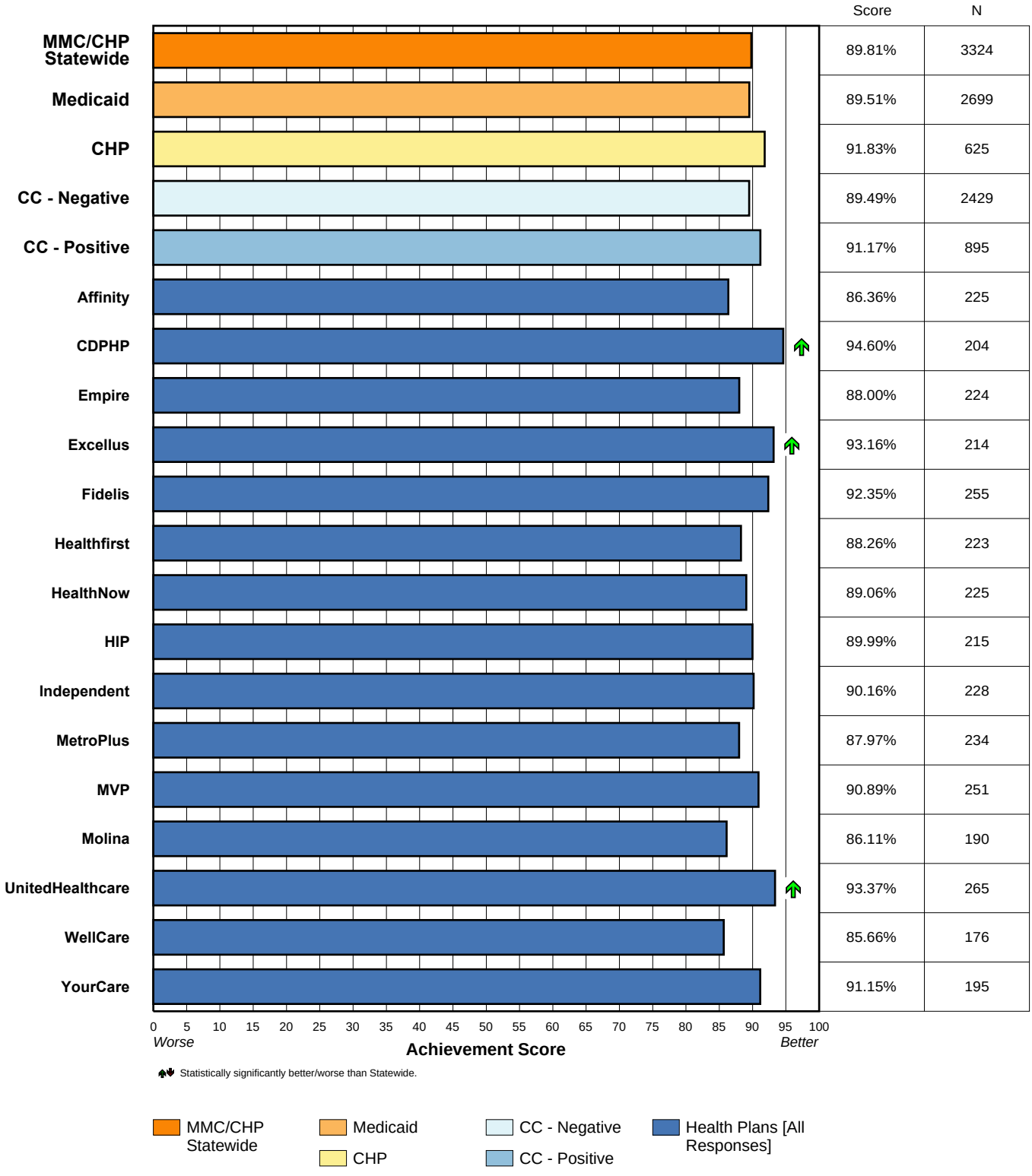
Getting Needed Care (Usually or Always)

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



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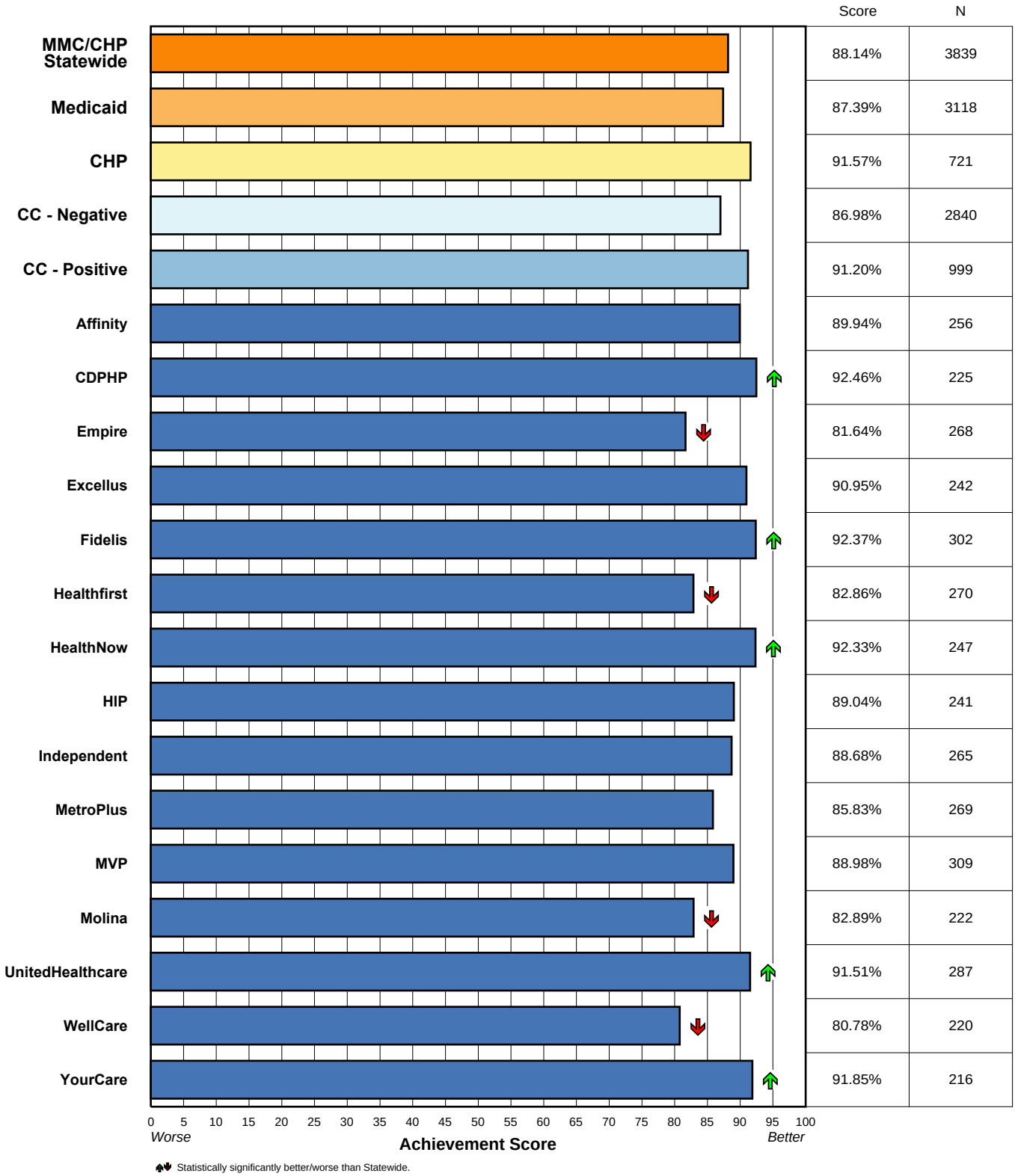
Getting Care Quickly (Usually or Always)



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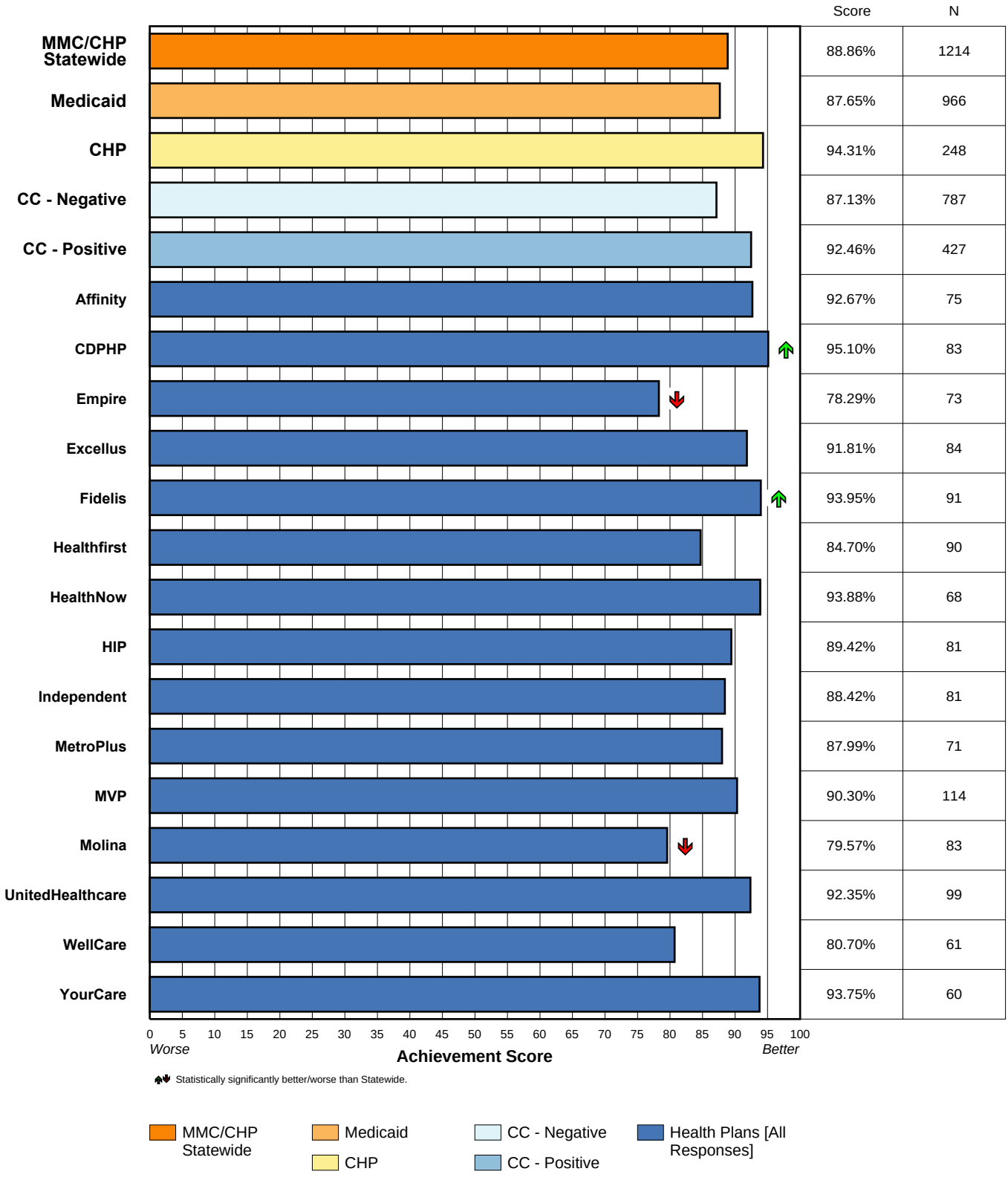
Getting Care Quickly (Usually or Always)

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



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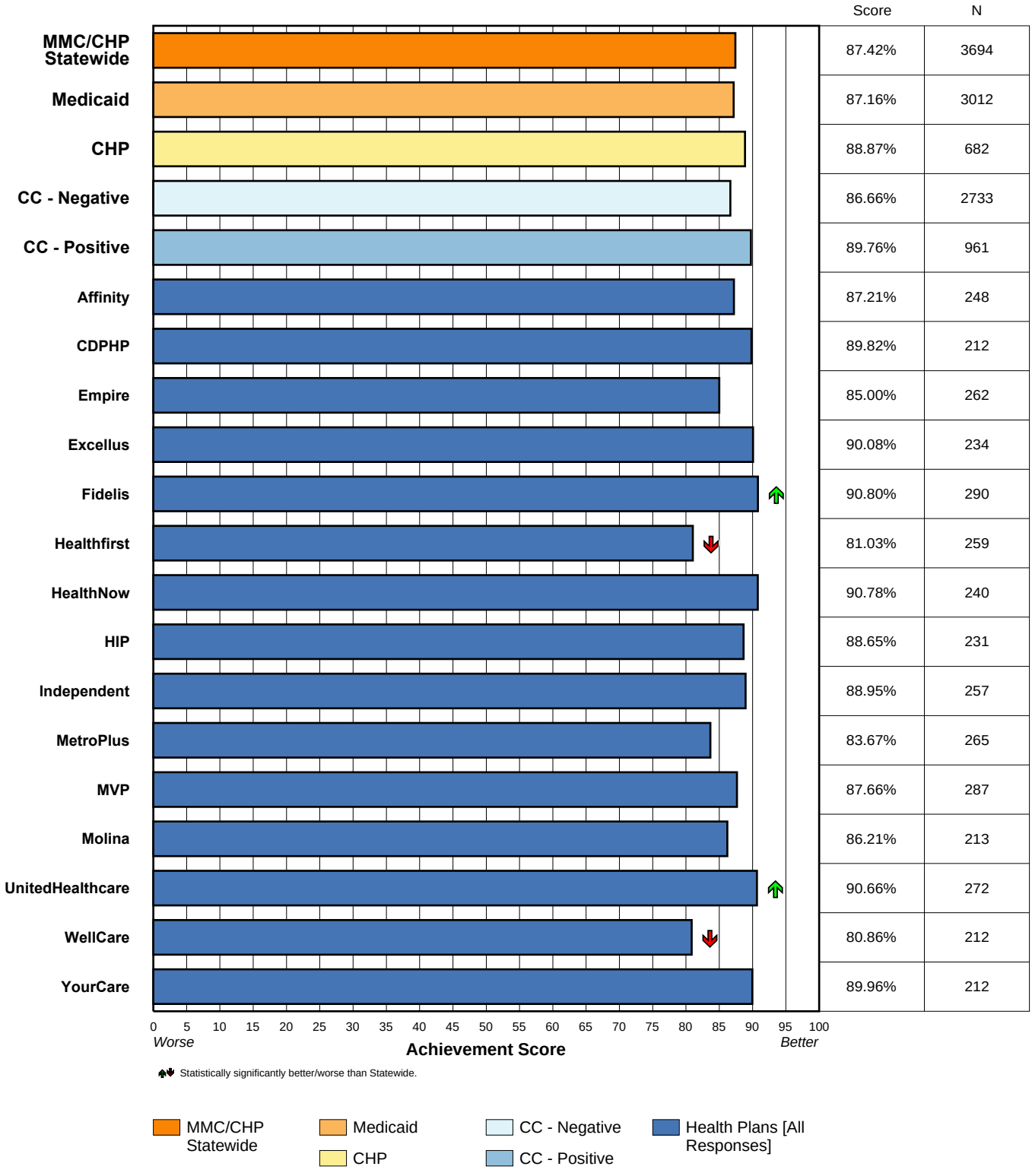
Getting Care Quickly (Usually or Always)

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



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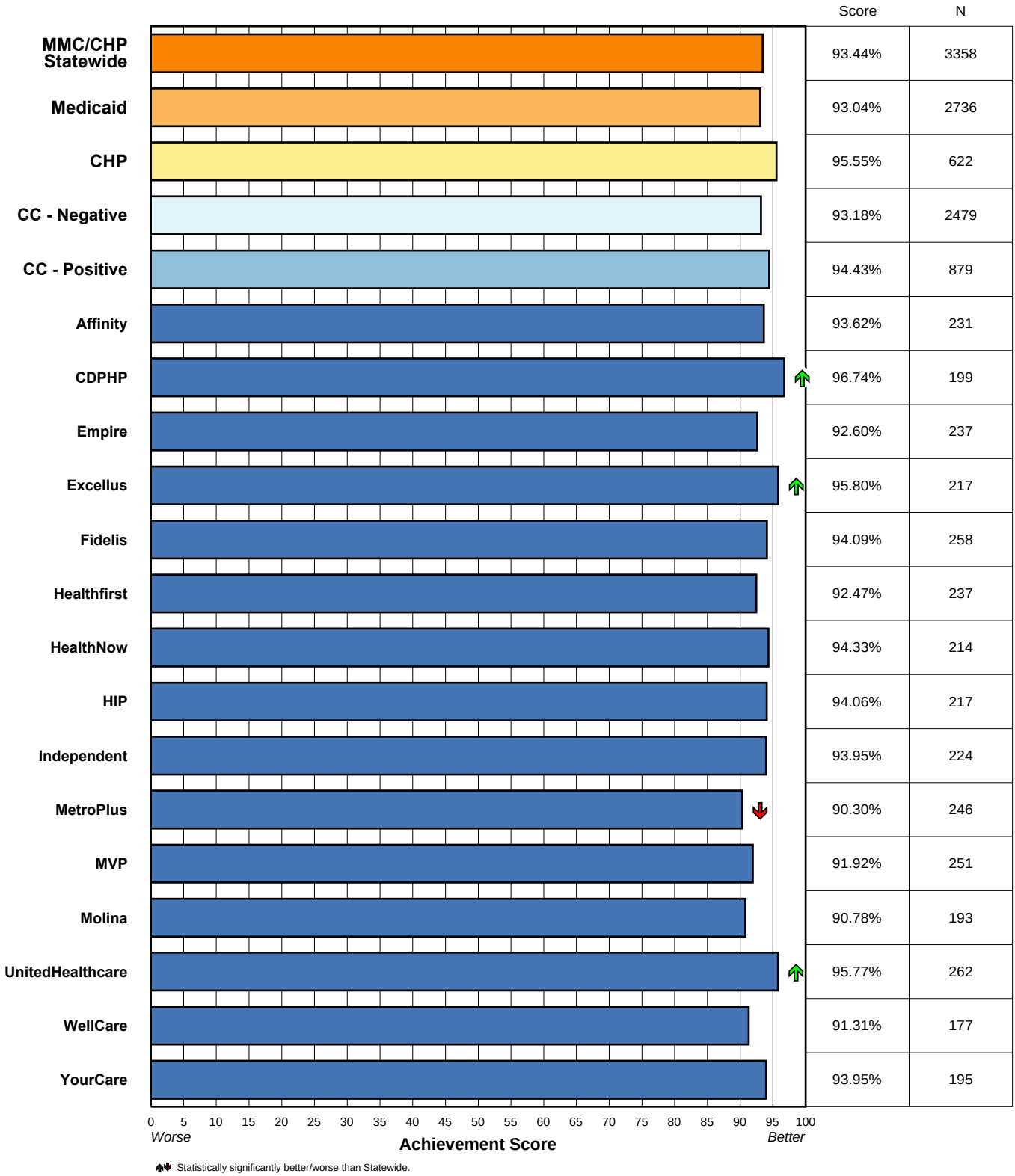
How Well Doctors Communicate (Usually or Always)



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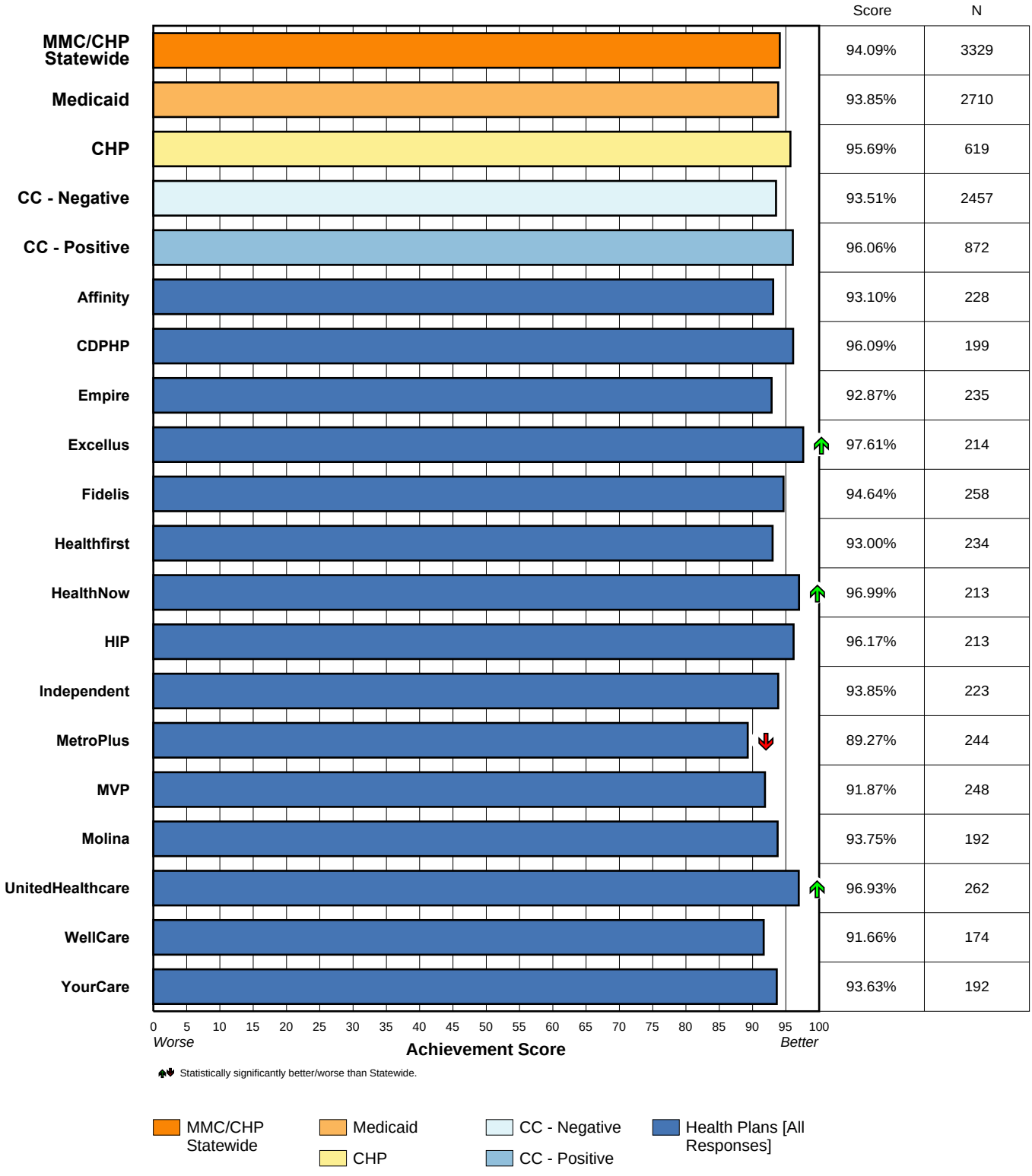
How Well Doctors Communicate (Usually or Always)

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



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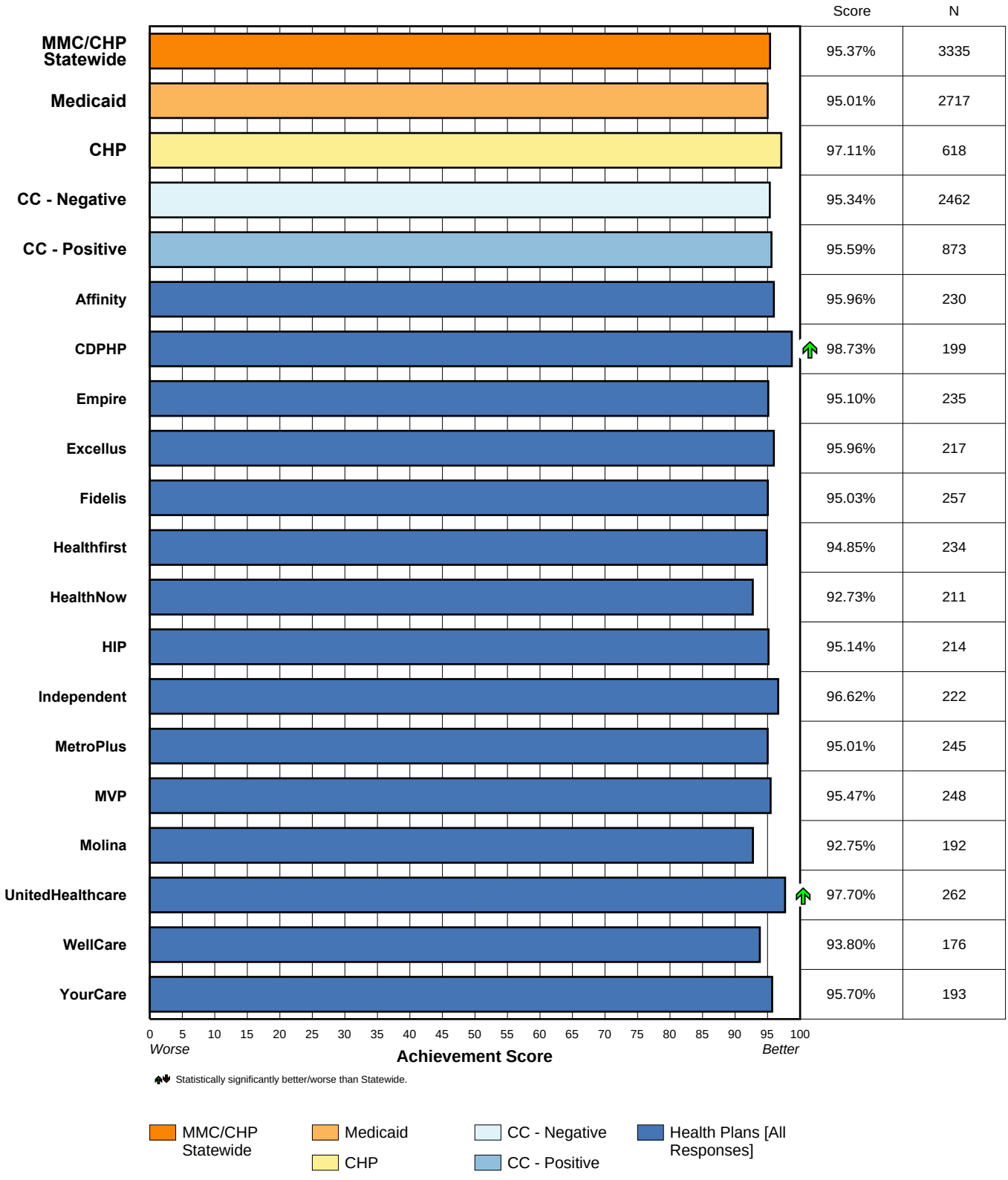
How Well Doctors Communicate (Usually or Always)

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



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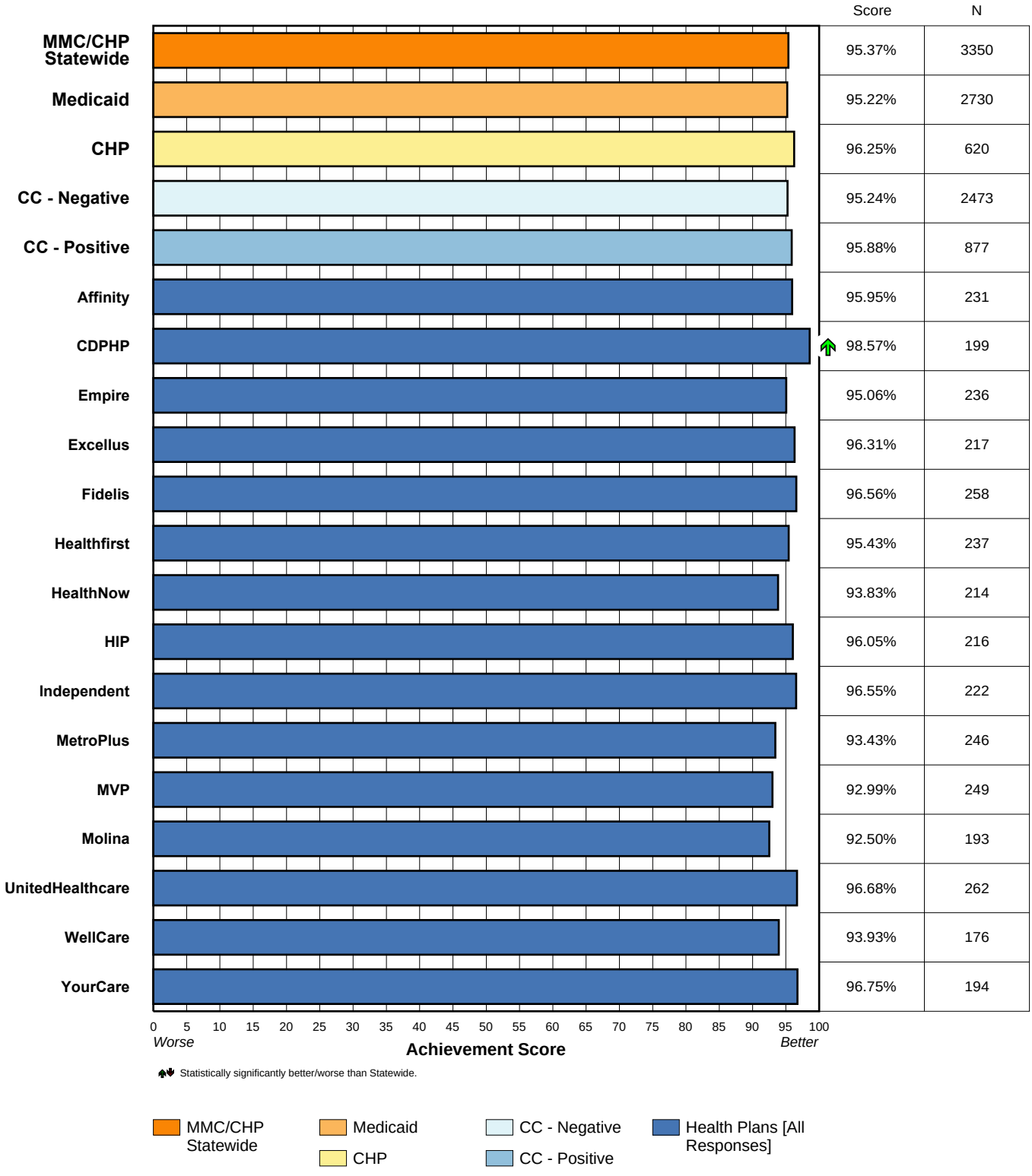
How Well Doctors Communicate (Usually or Always)

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



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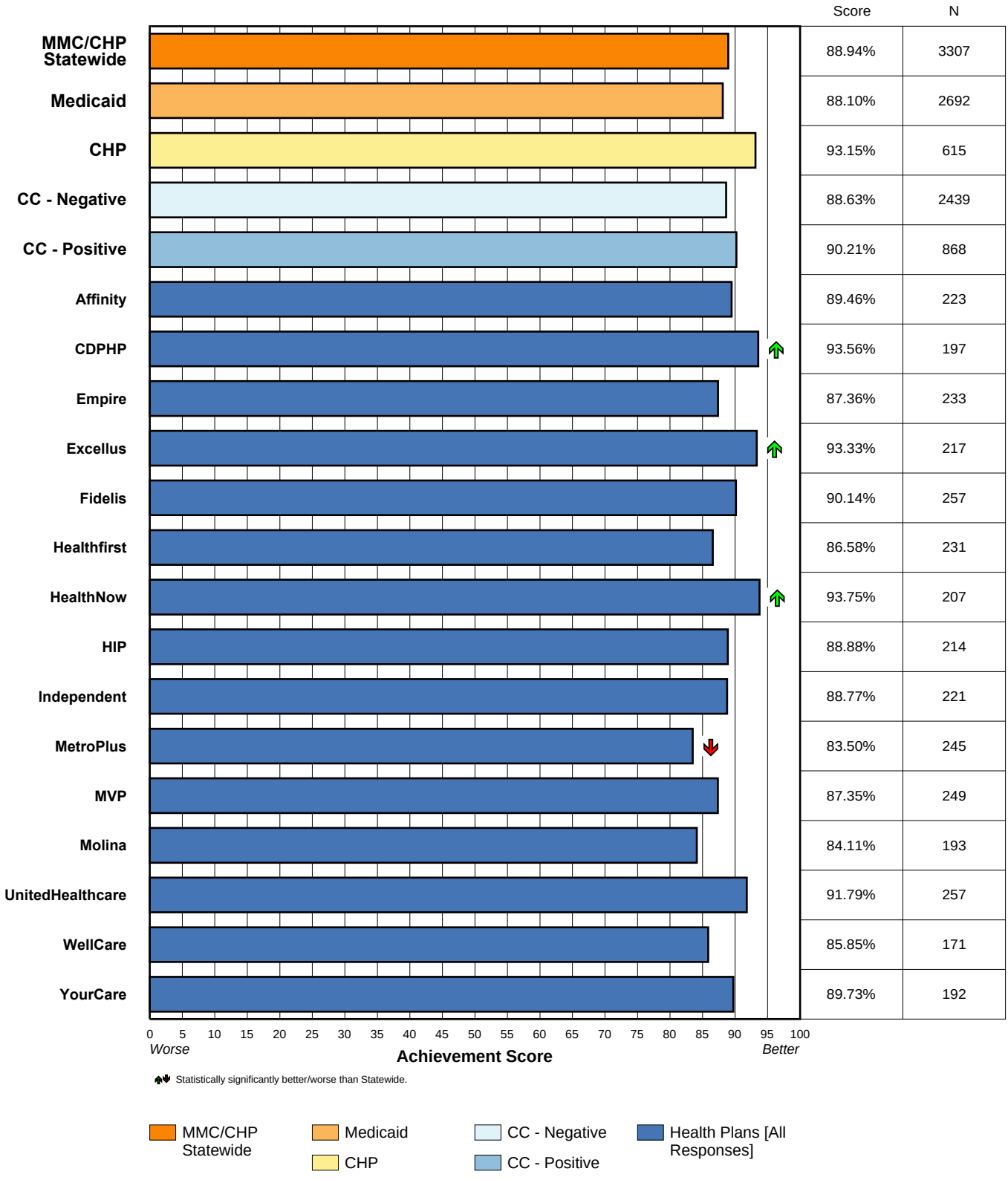
How Well Doctors Communicate (Usually or Always)

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



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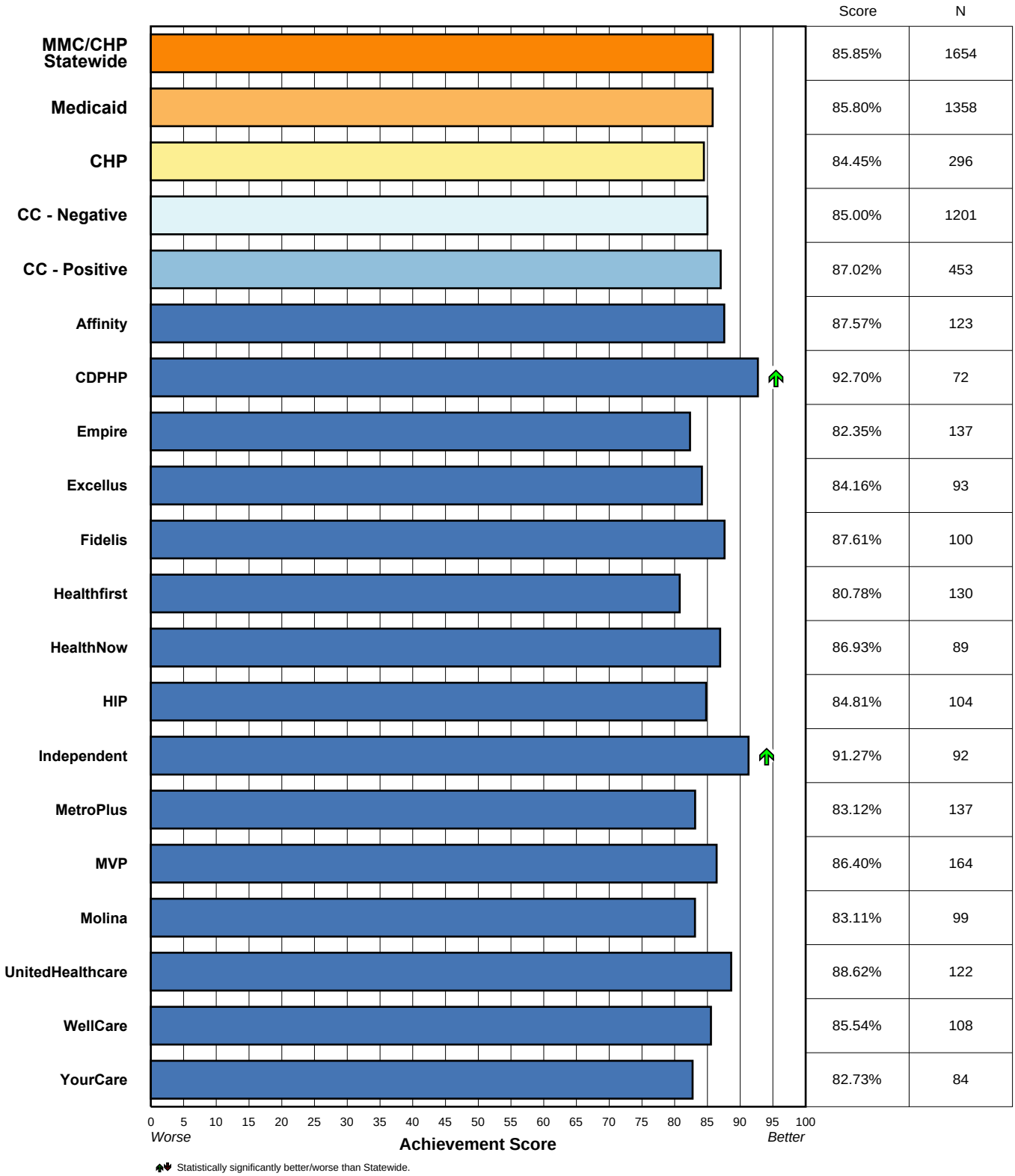
Customer Service (Usually or Always)



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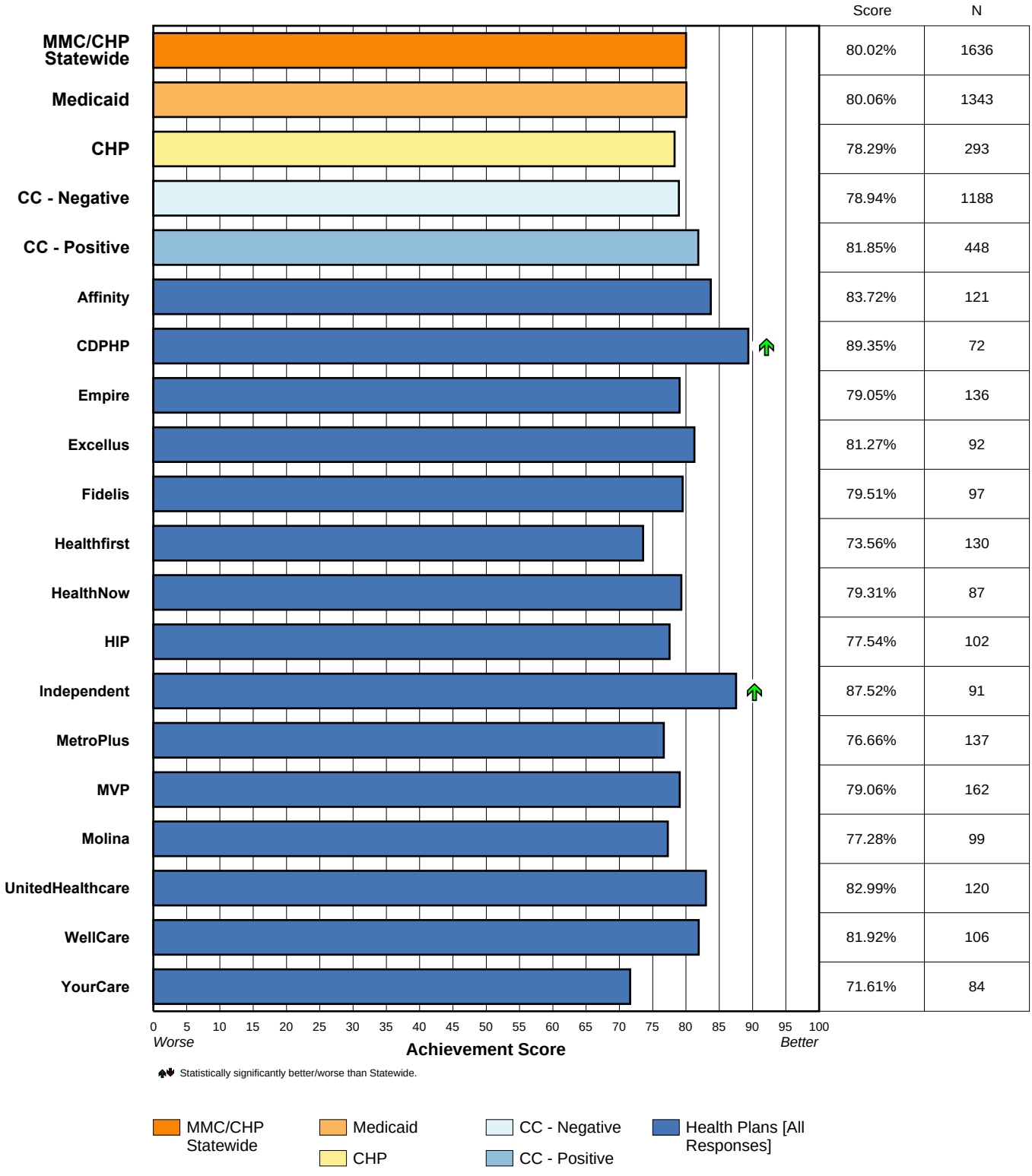
Customer Service (Usually or Always)

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



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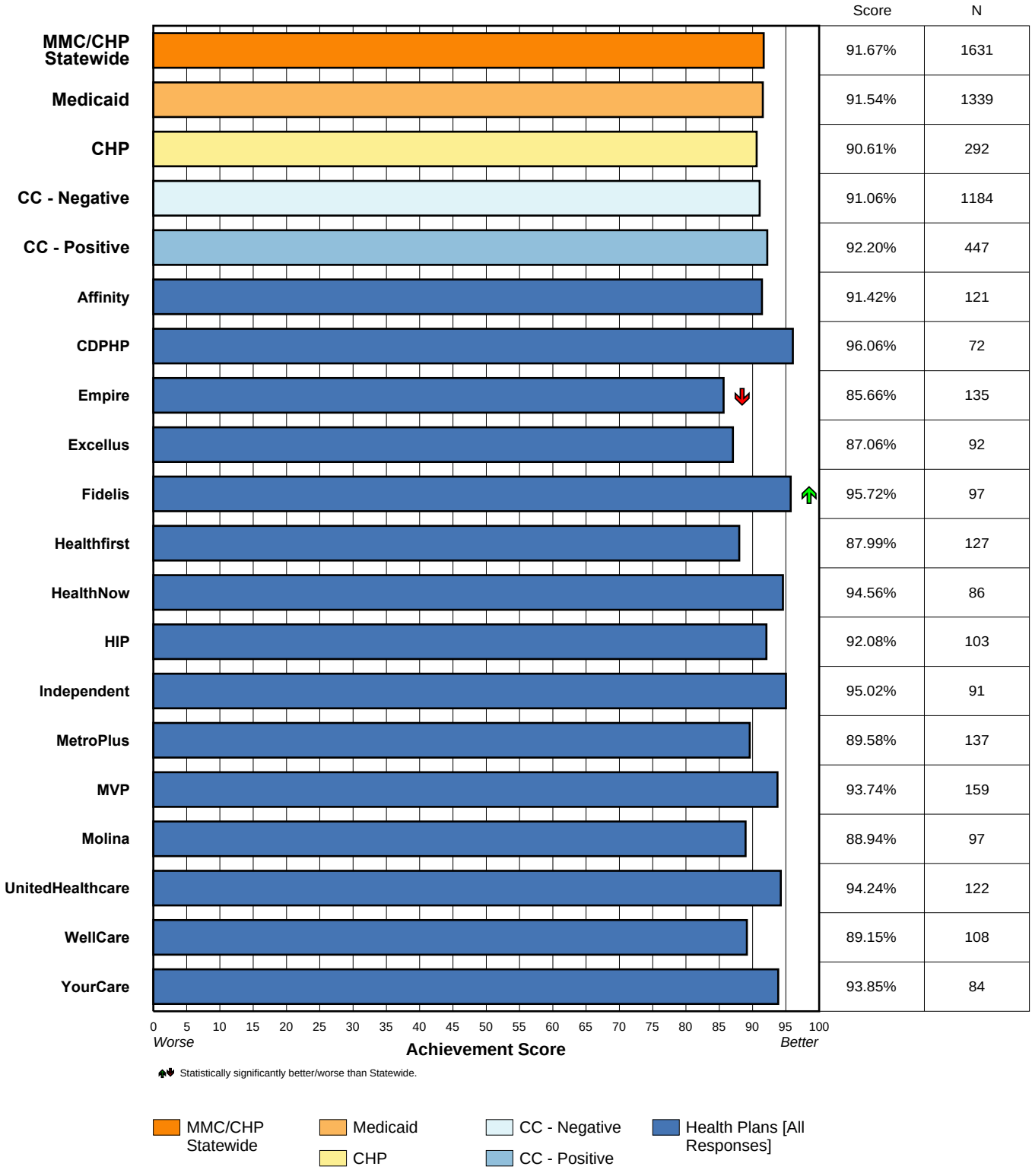
Customer Service (Usually or Always)

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



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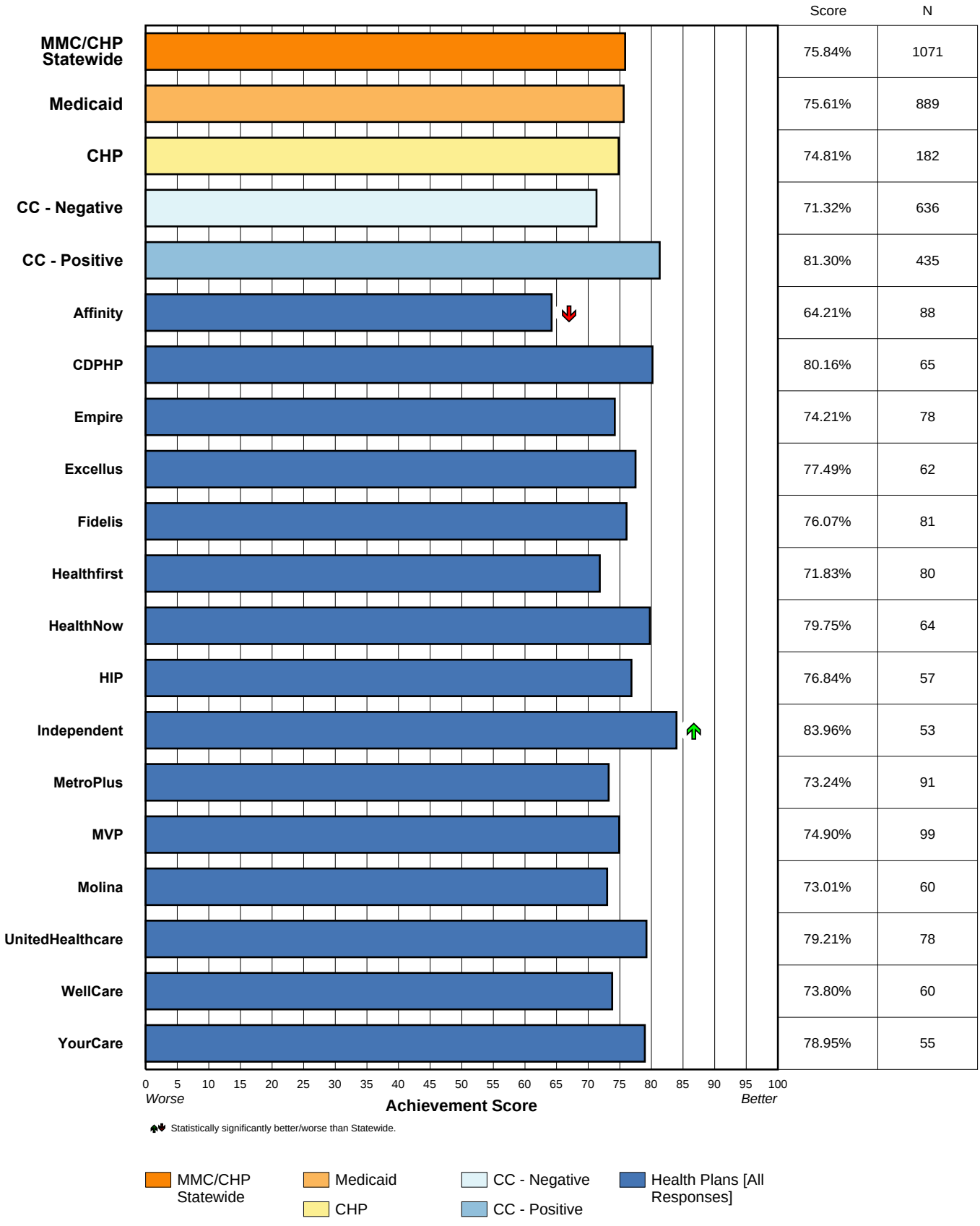
Shared Decision Making (Yes)



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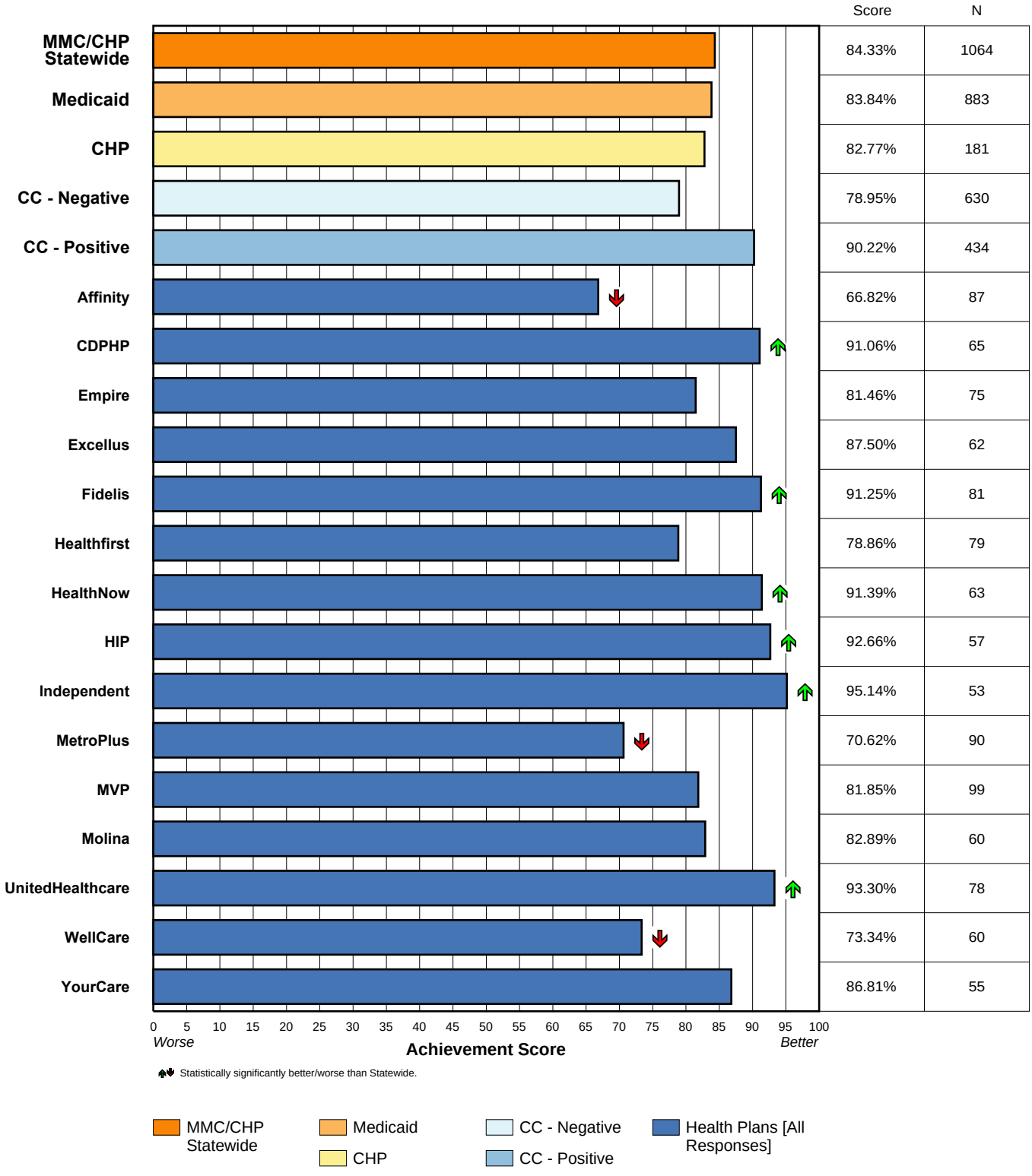
Shared Decision Making (Yes)

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



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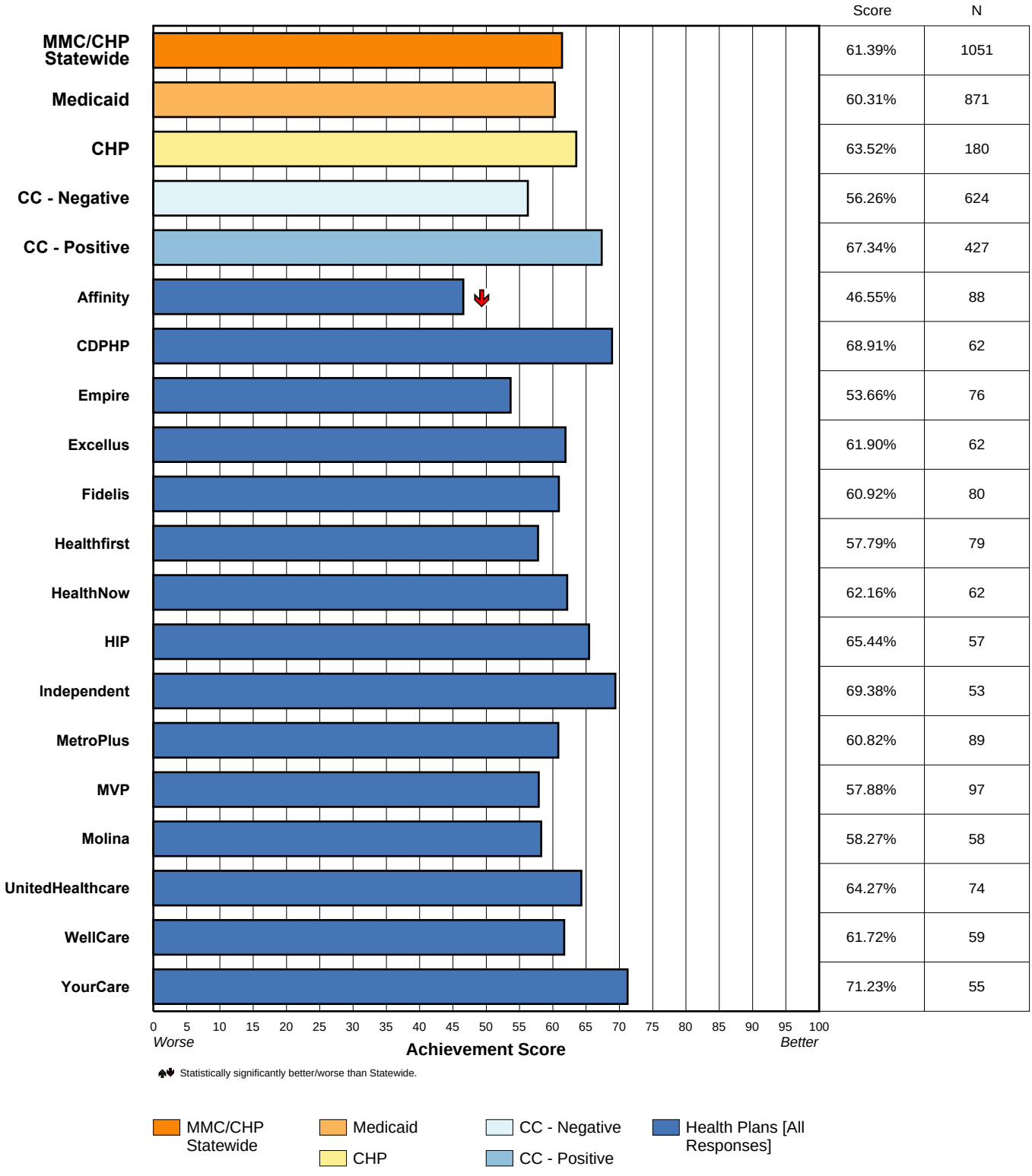
Shared Decision Making (Yes)

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



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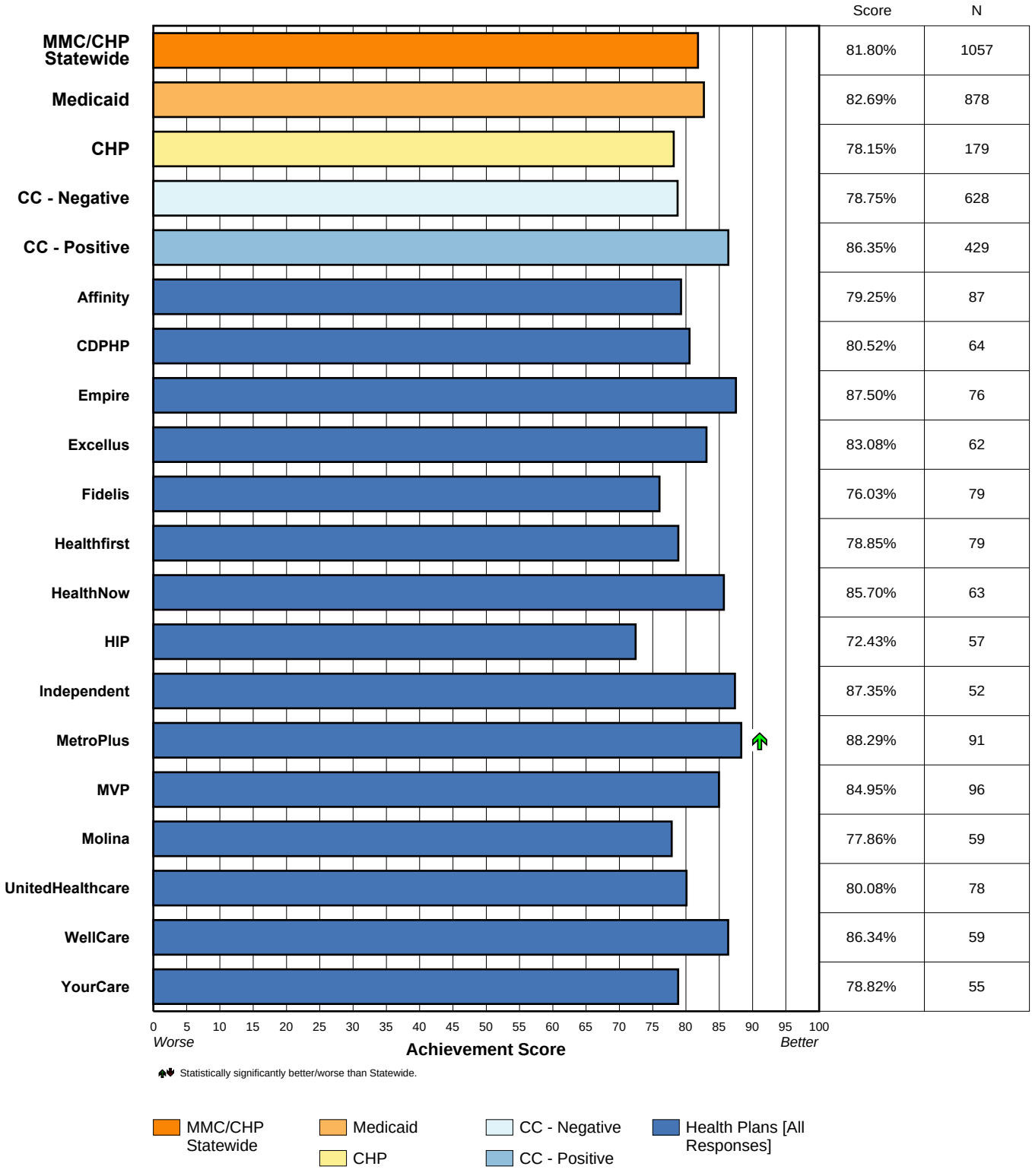
Shared Decision Making (Yes)

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



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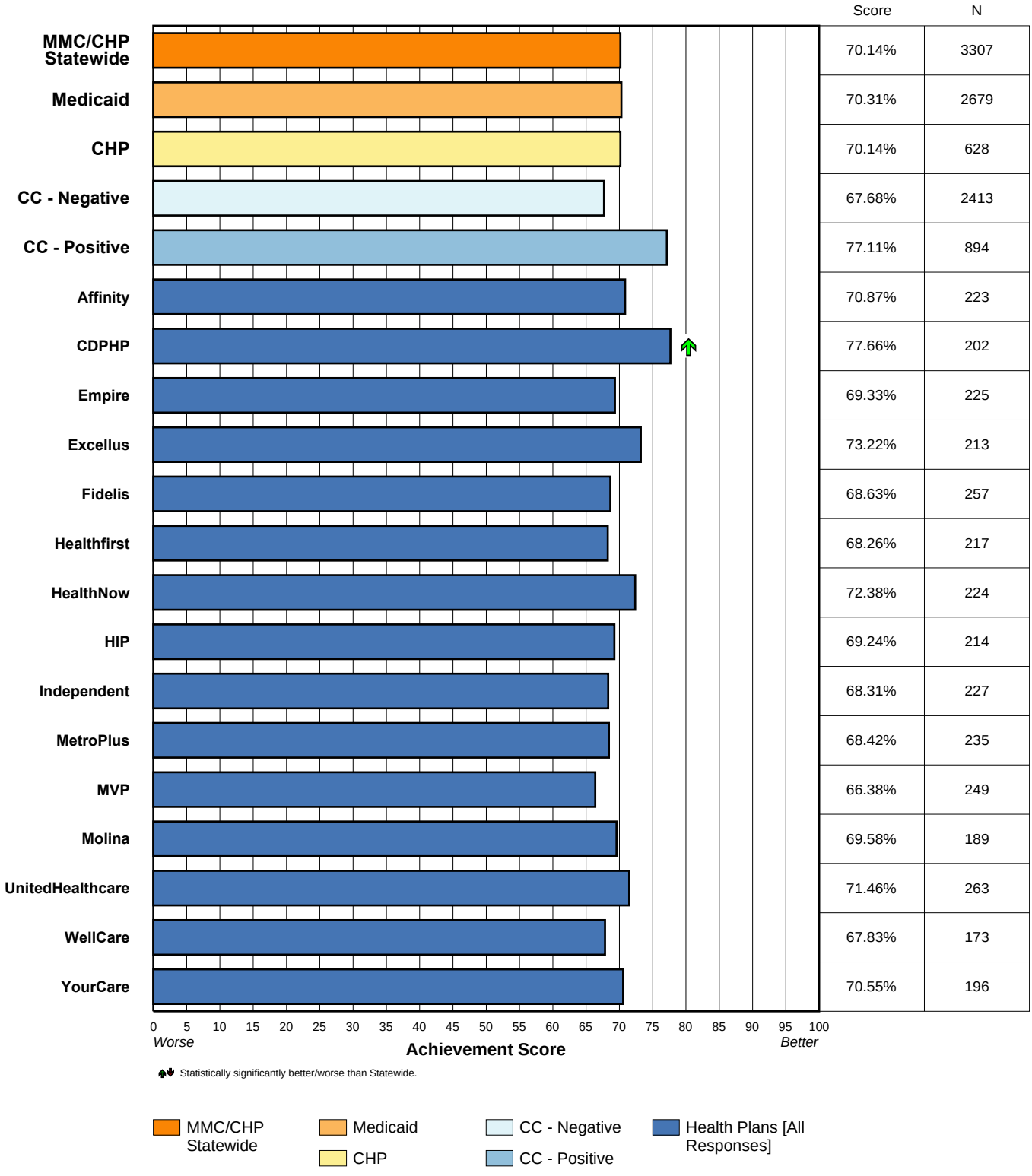
Q8. Doctor/provider talked about specific things you could do to prevent illness in your child



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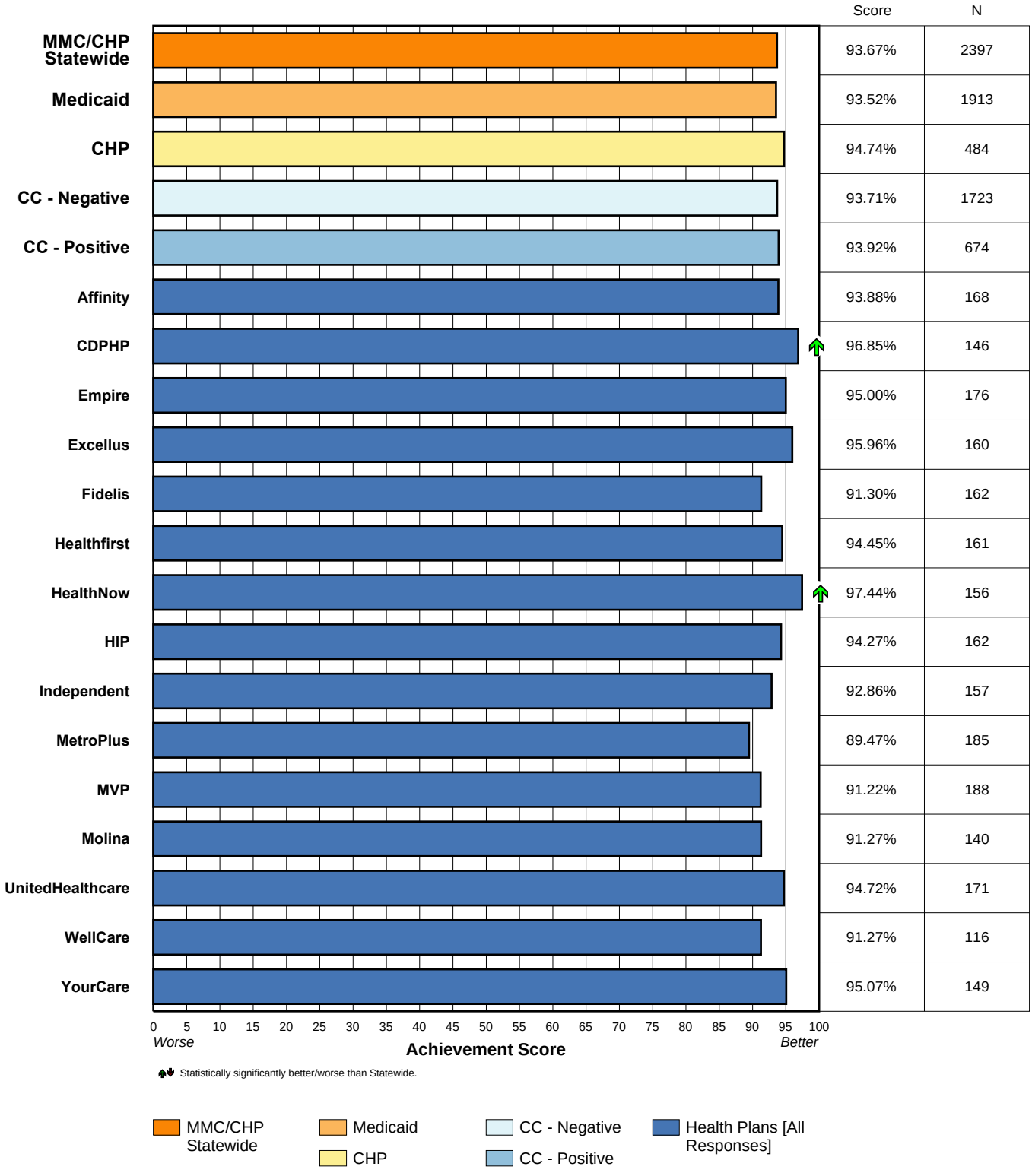
Q37. Child's personal doctor usually or always explained things in a way that was easy for your child to understand



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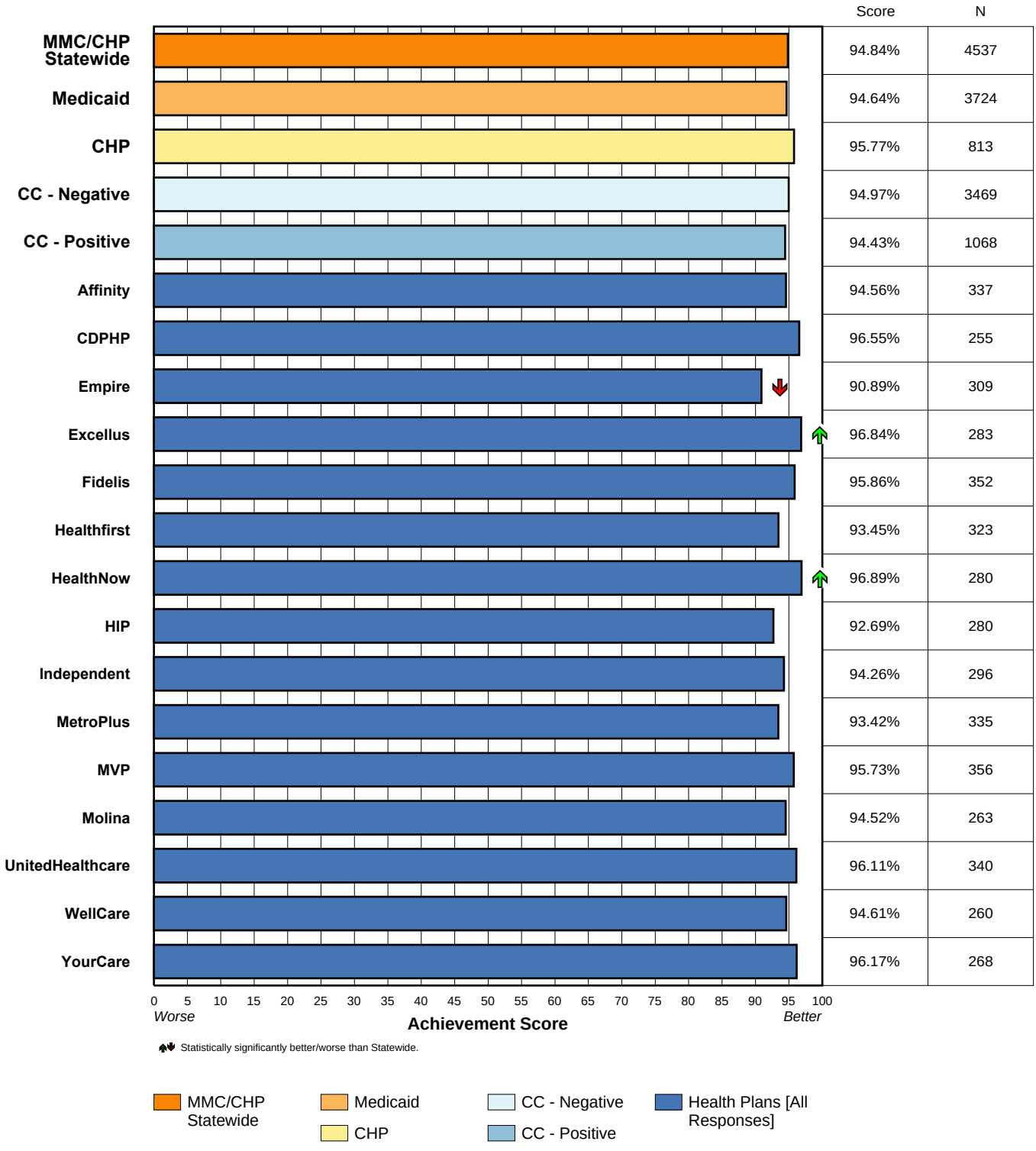
PQ54. Forms from your child's health plan usually or always easy to fill out [NOTE: Response of 'Always' padded with Q53 = 'No', based on NCQA scoring guidelines.]



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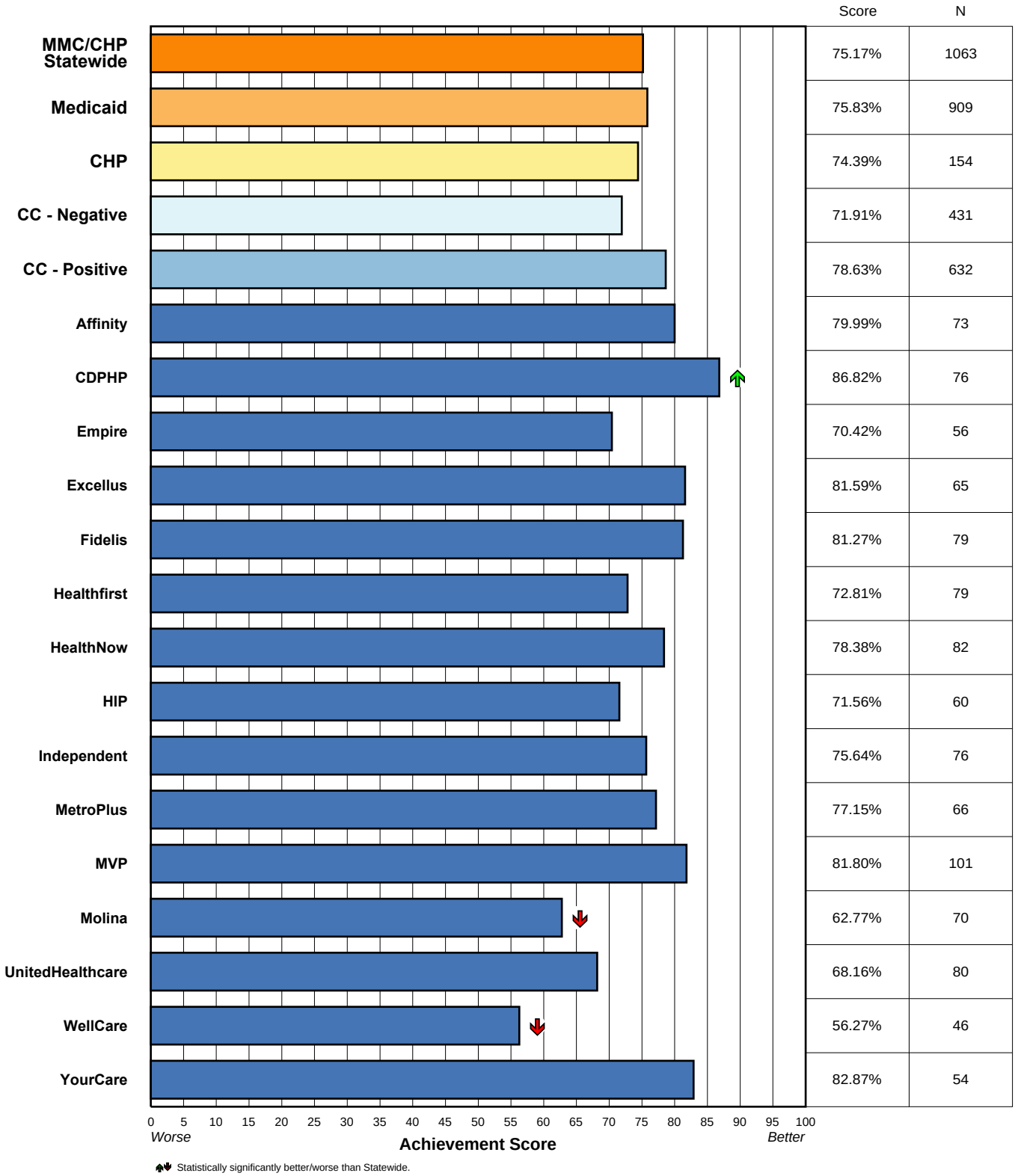
Access to Specialized Services (Usually or Always)



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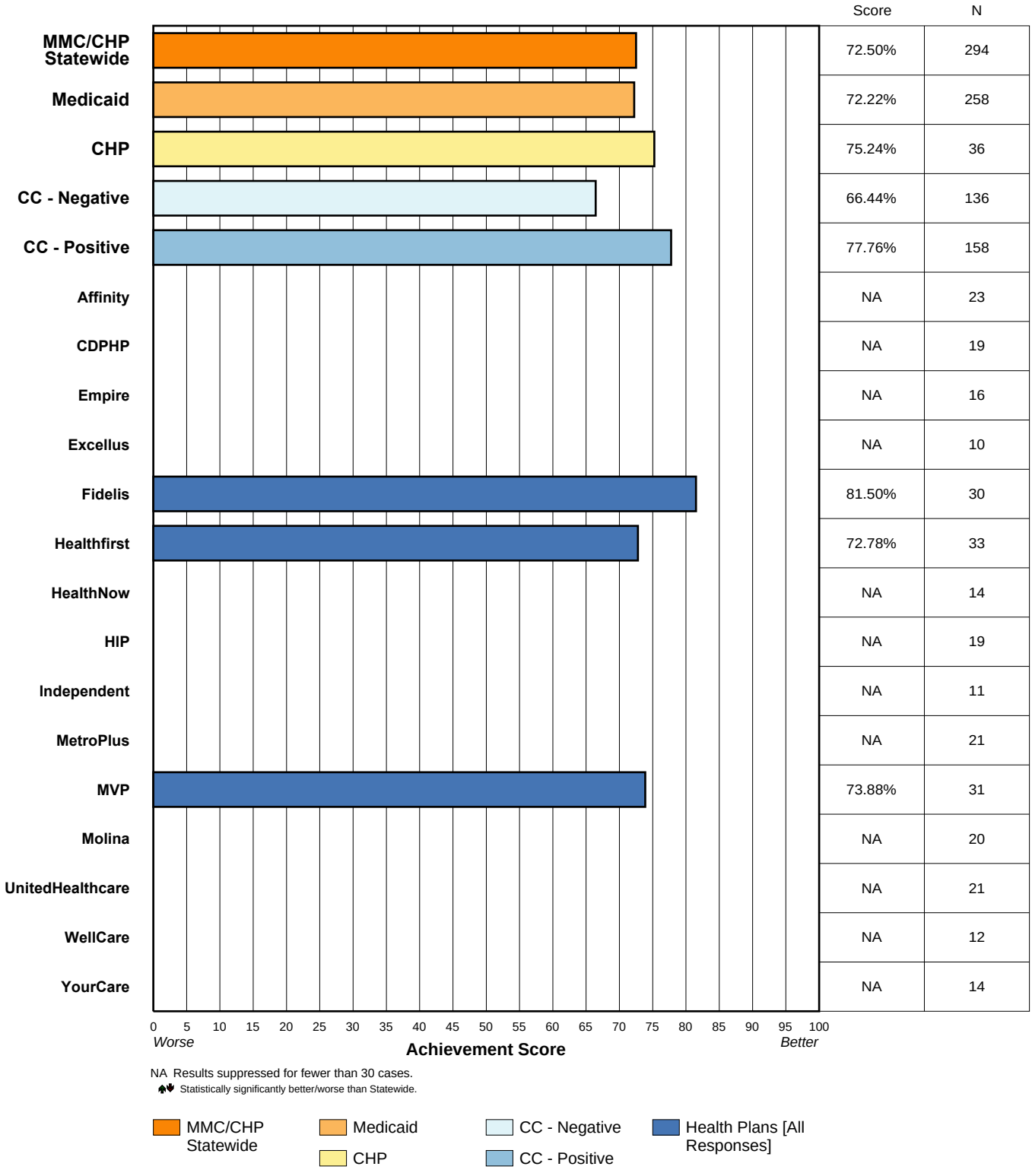
Access to Specialized Services (Usually or Always)

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



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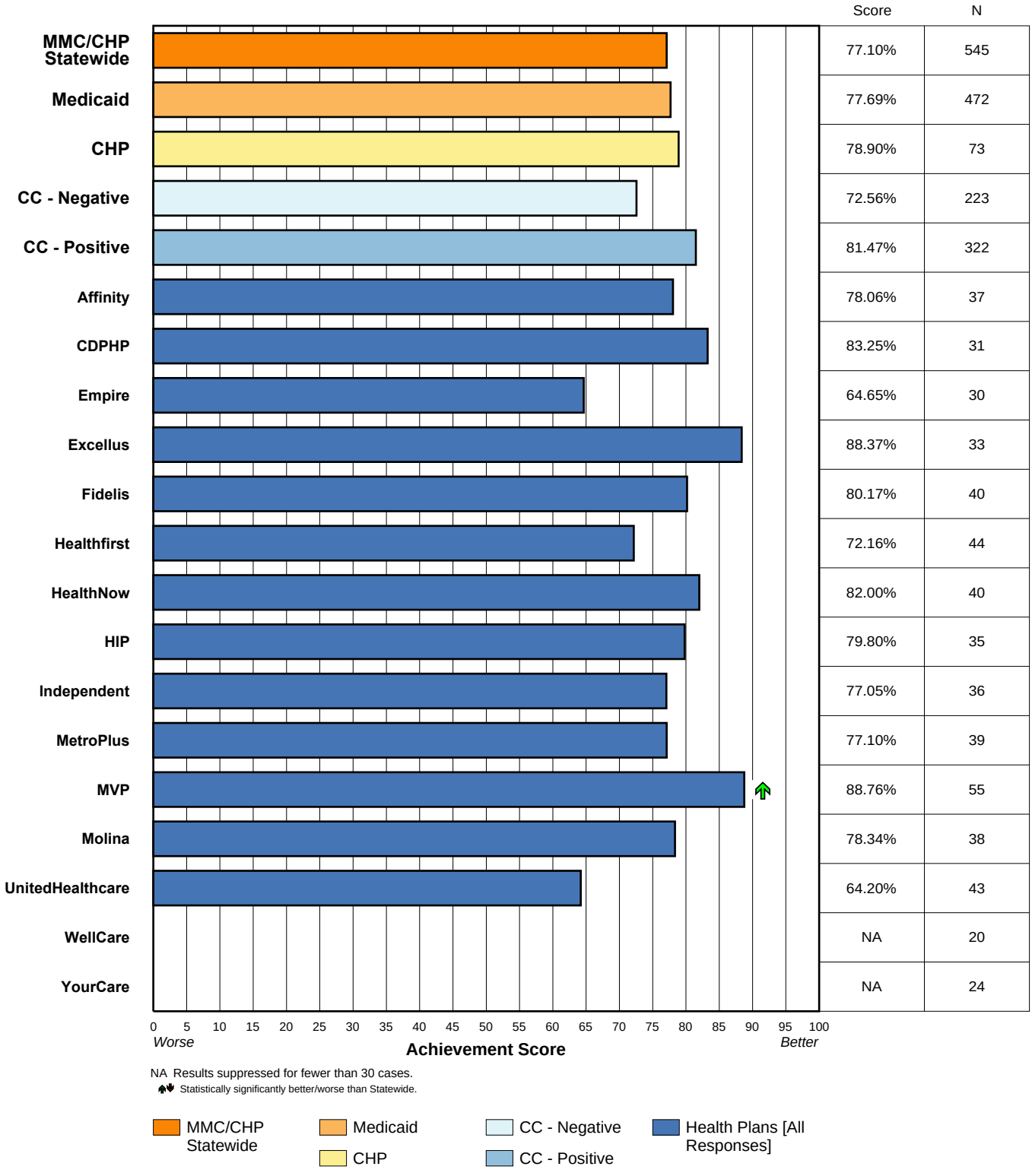
Access to Specialized Services (Usually or Always)

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.

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

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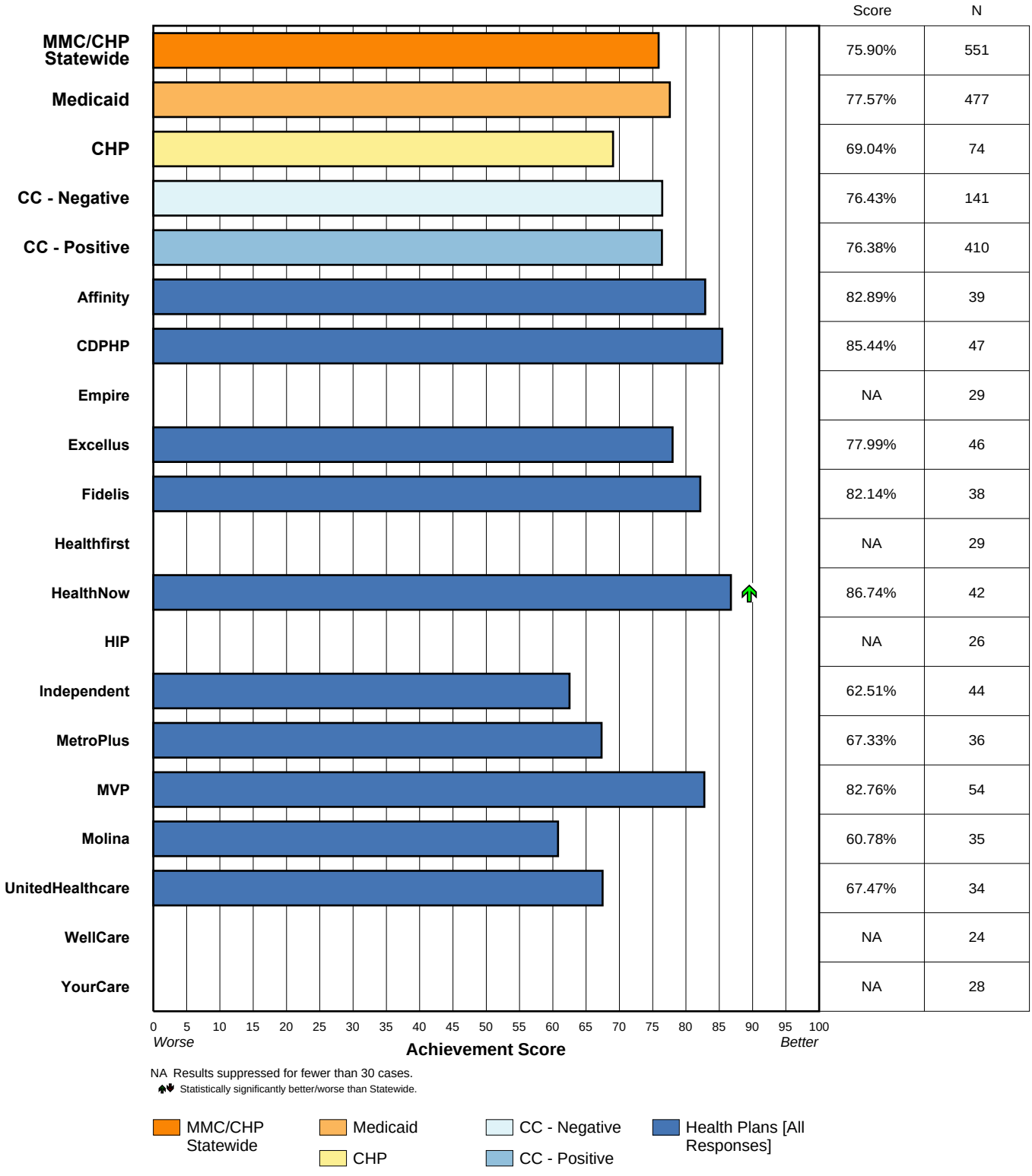
Access to Specialized Services (Usually or Always)

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



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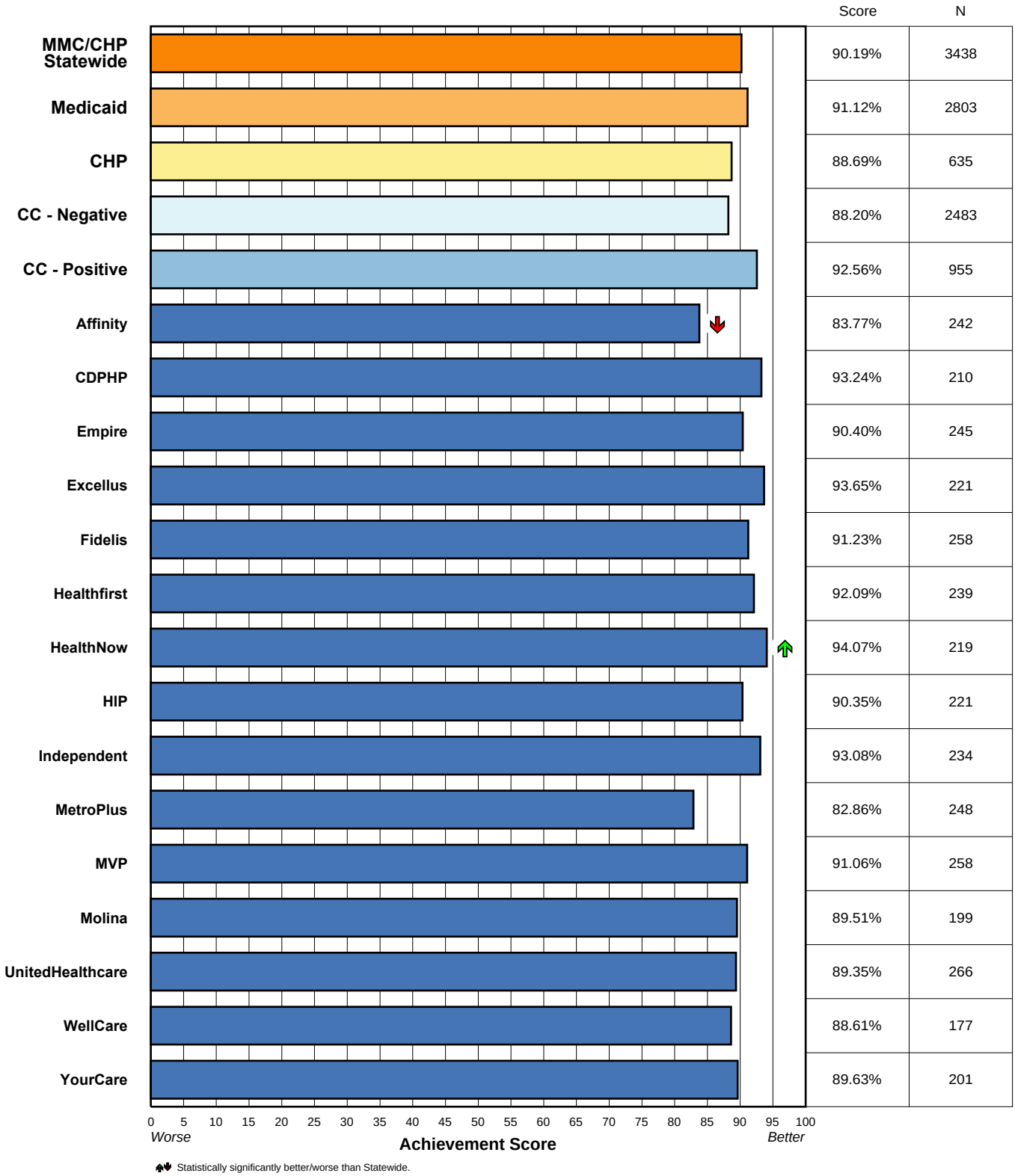
Family-Centered Care: Personal Doctor Who Knows Child (Yes)



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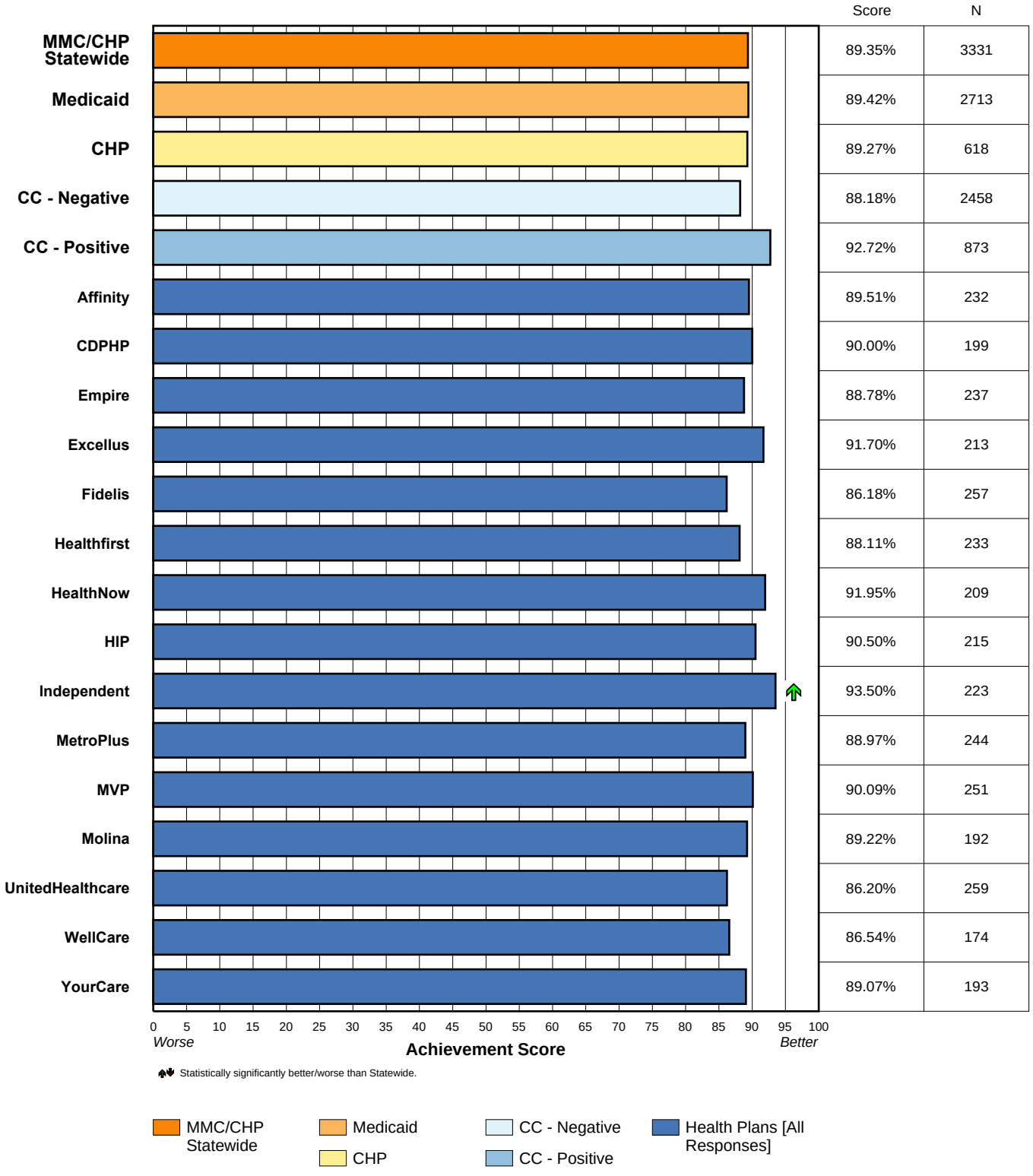
Family-Centered Care: Personal Doctor Who Knows Child (Yes)

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



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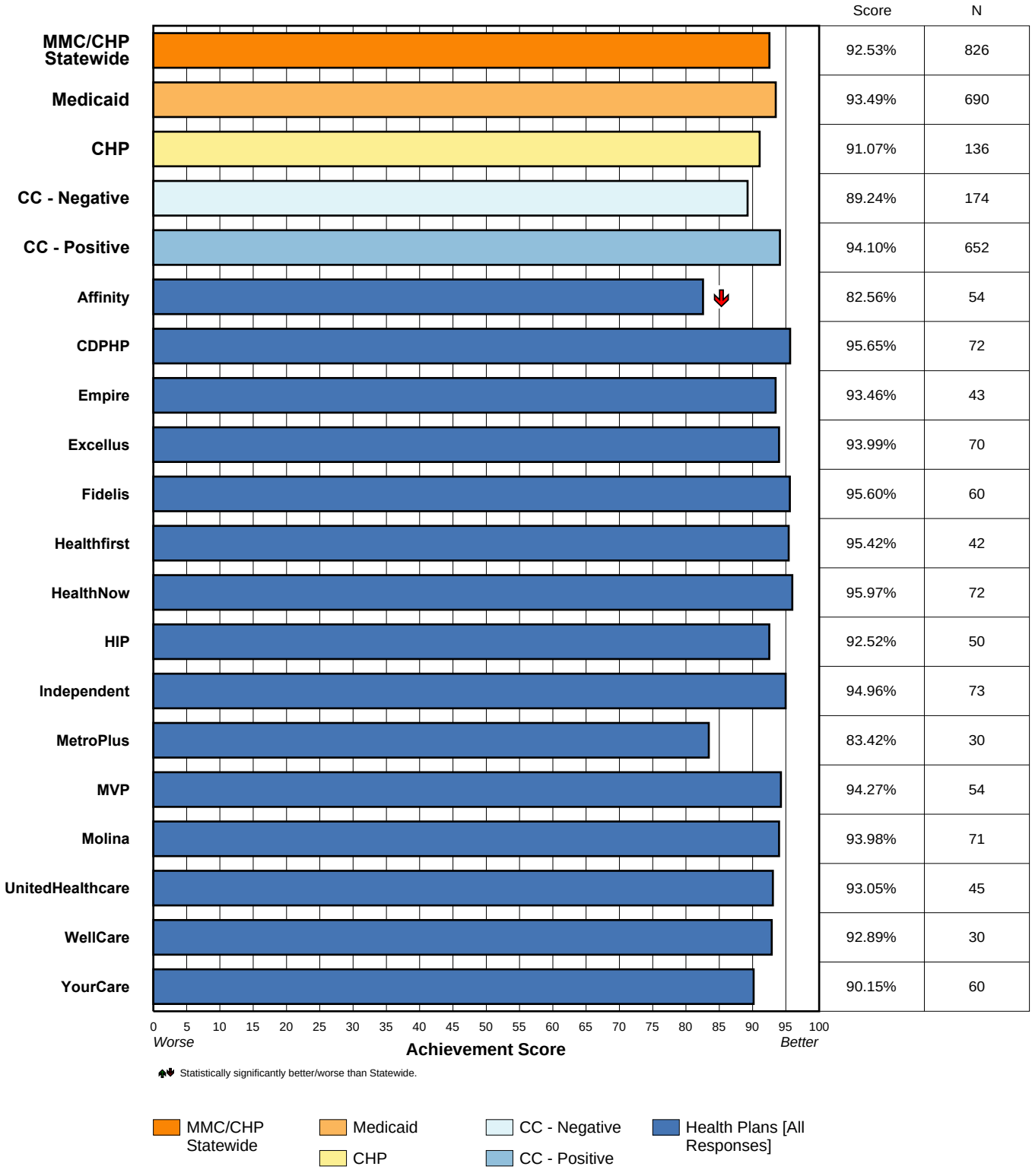
Family-Centered Care: Personal Doctor Who Knows Child (Yes)

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



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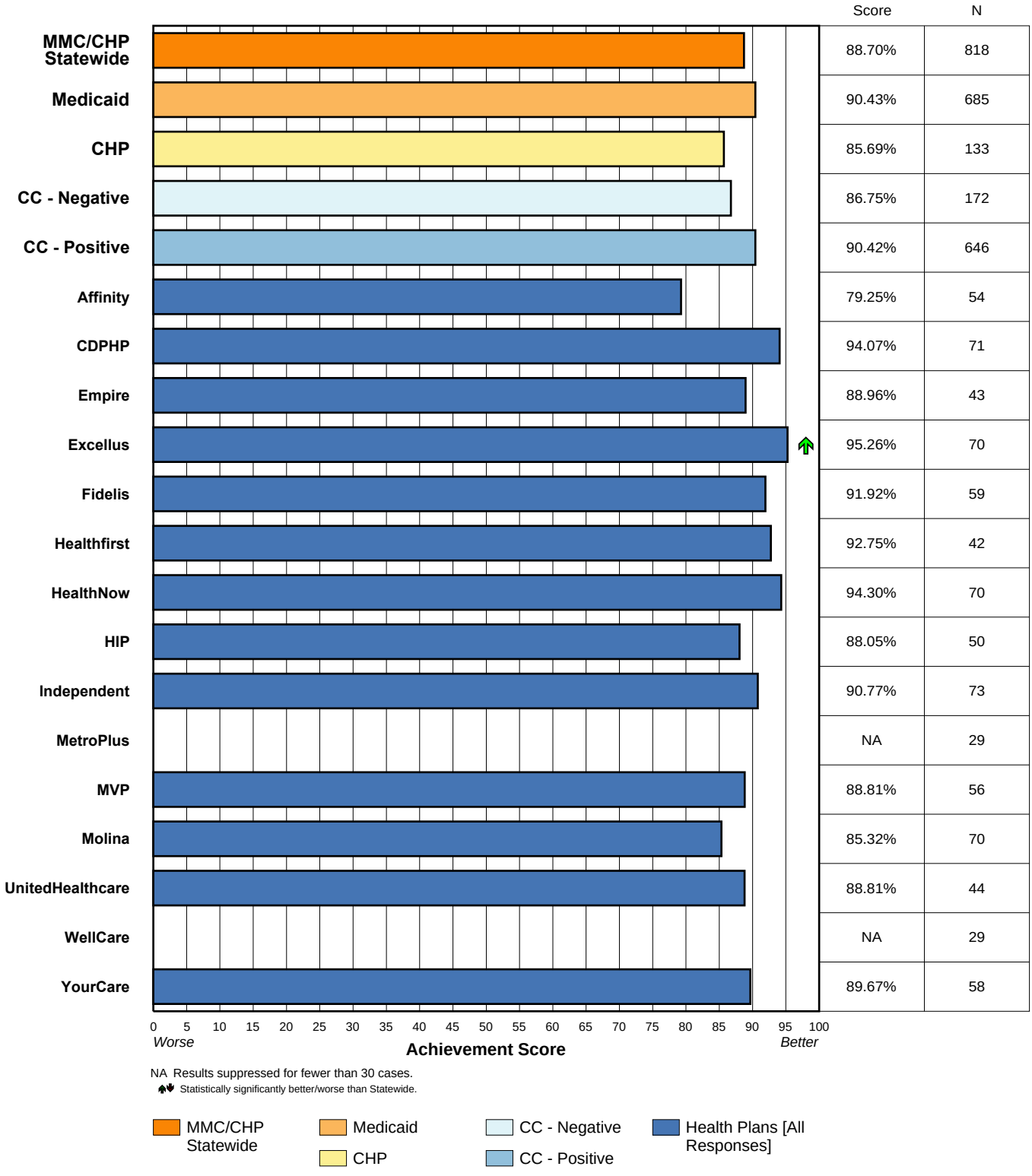
Family-Centered Care: Personal Doctor Who Knows Child (Yes)

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



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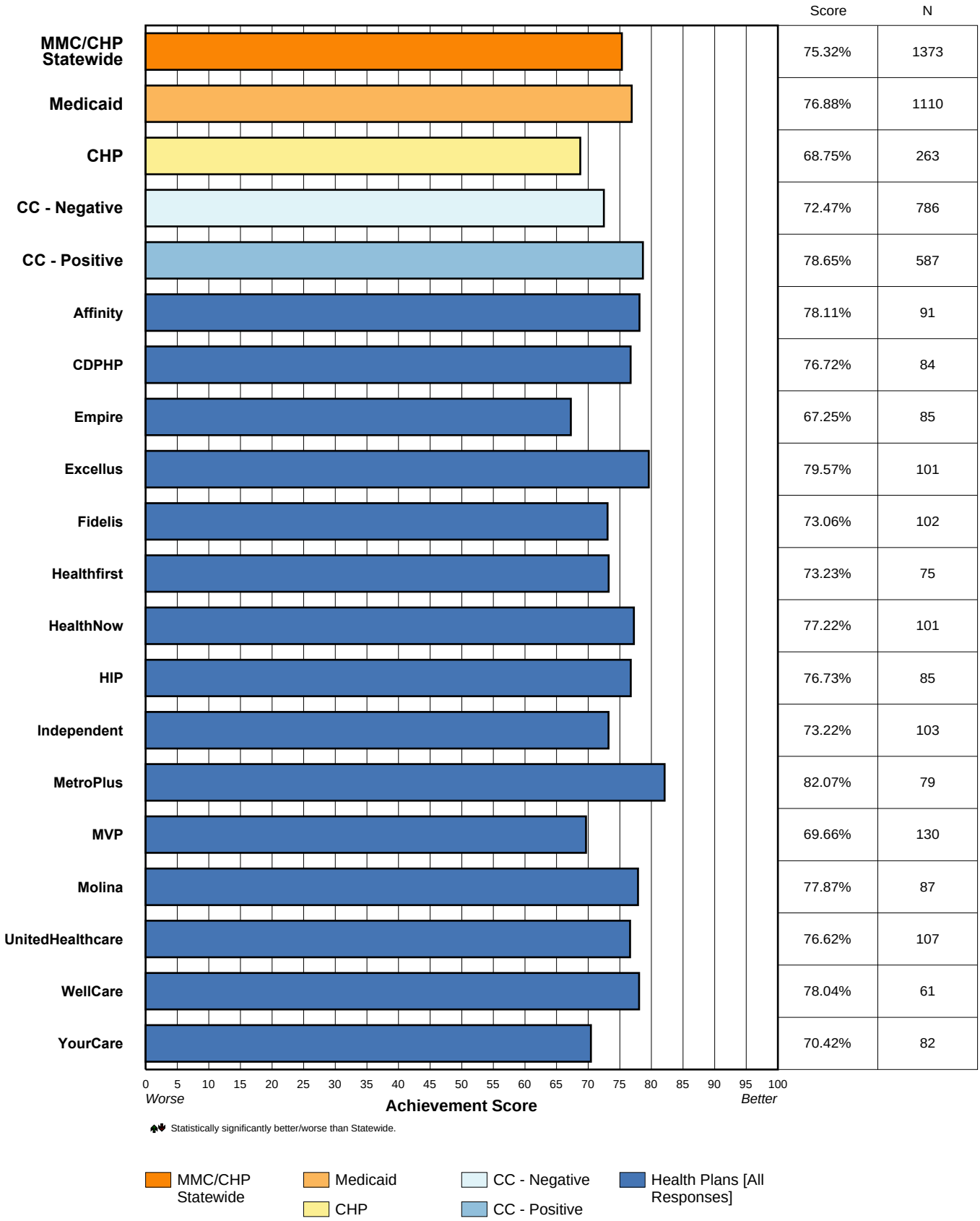
Coordination of Care for Children with Chronic Conditions (Yes)



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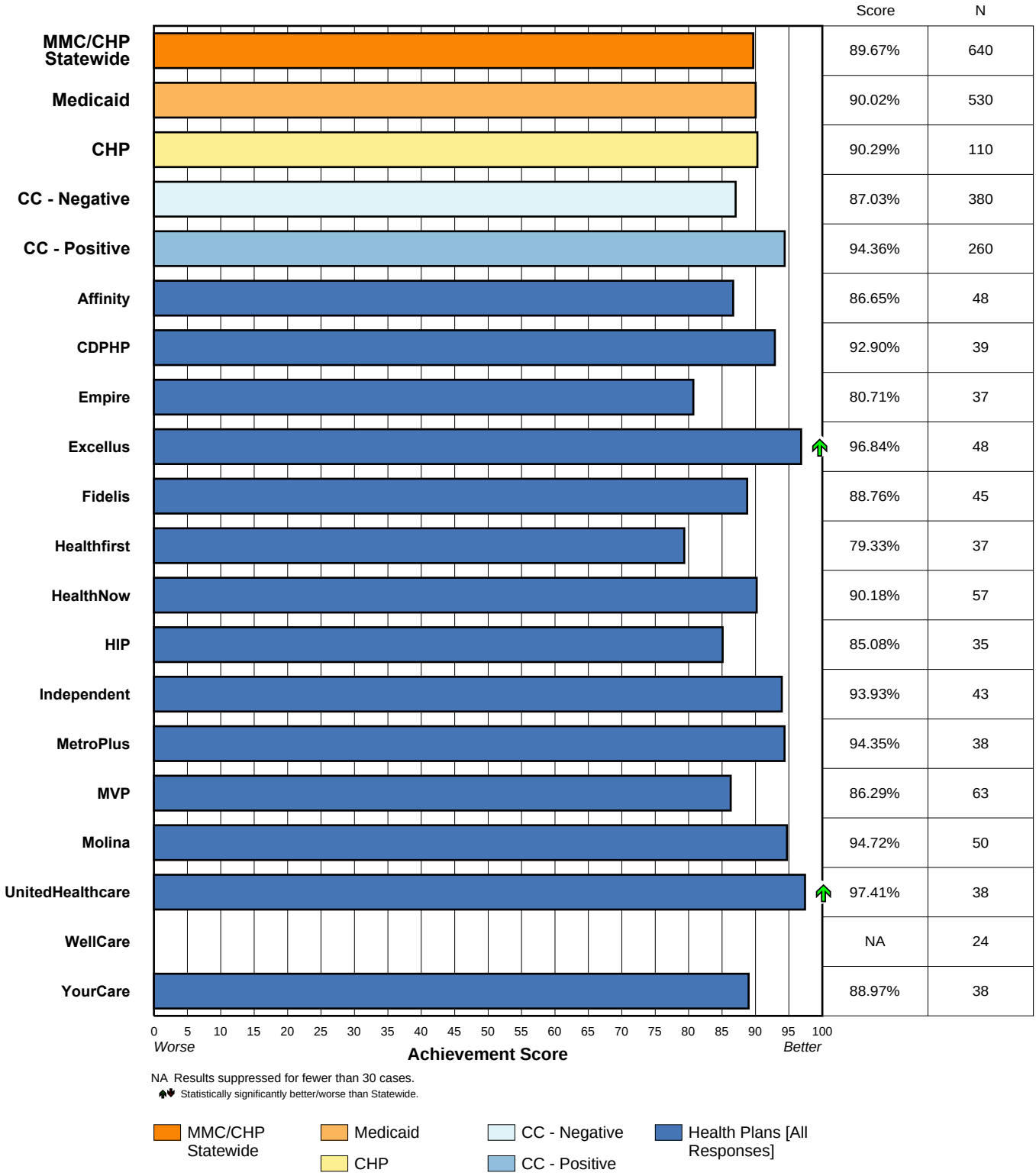
Coordination of Care for Children with Chronic Conditions (Yes)

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



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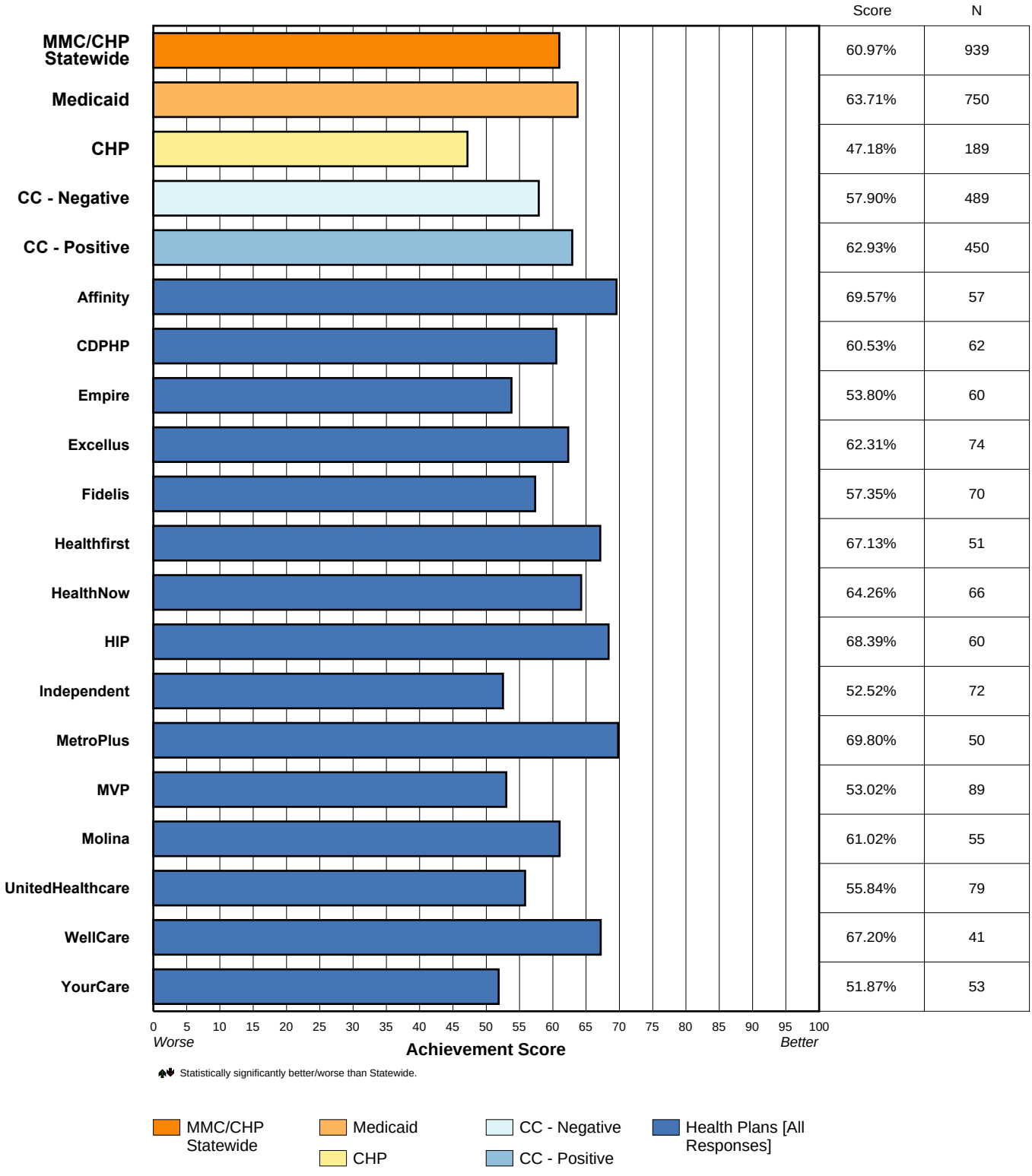
Coordination of Care for Children with Chronic Conditions (Yes)

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



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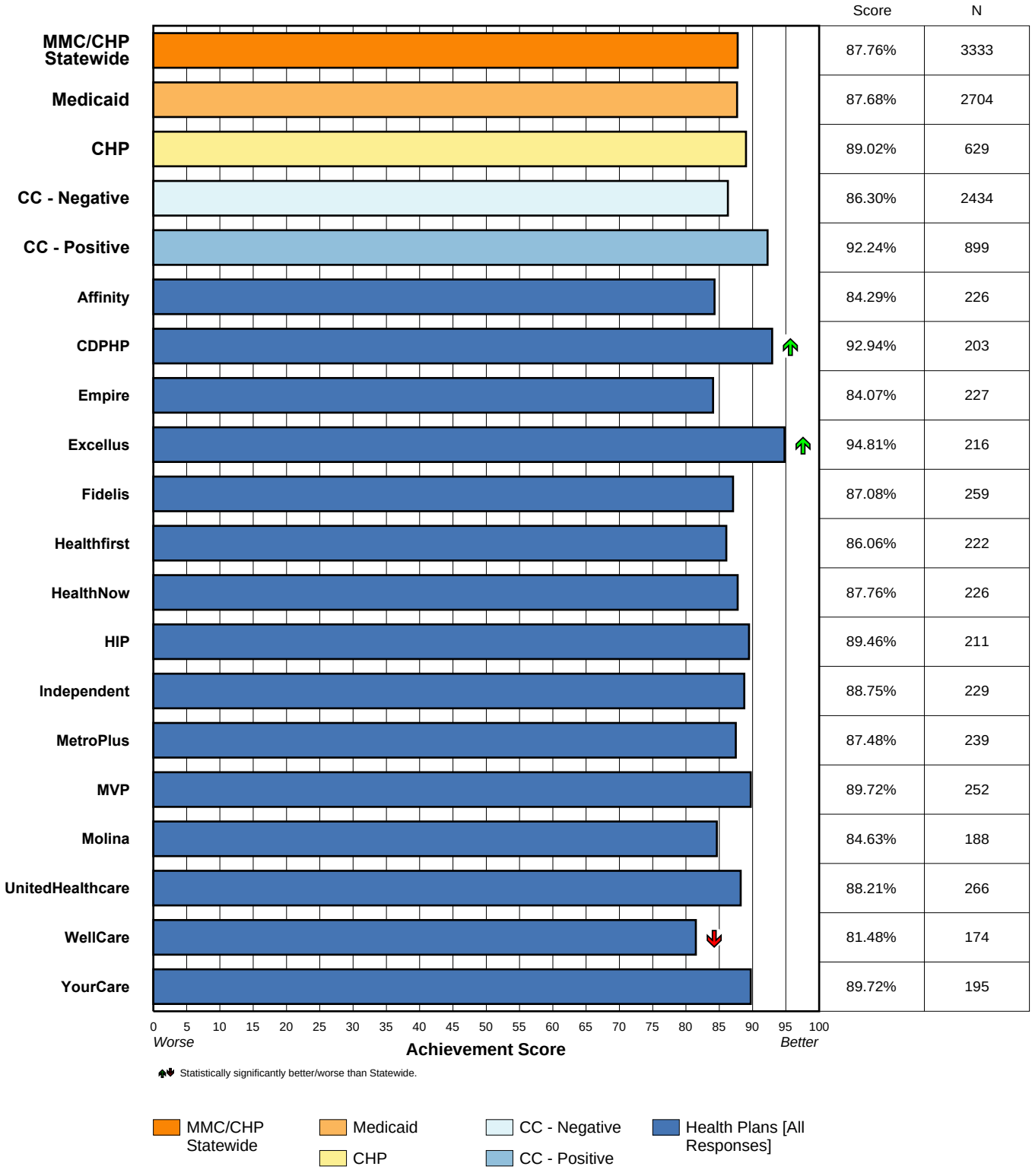
Q9. Usually or always had your questions answered by your child's doctors or other health providers



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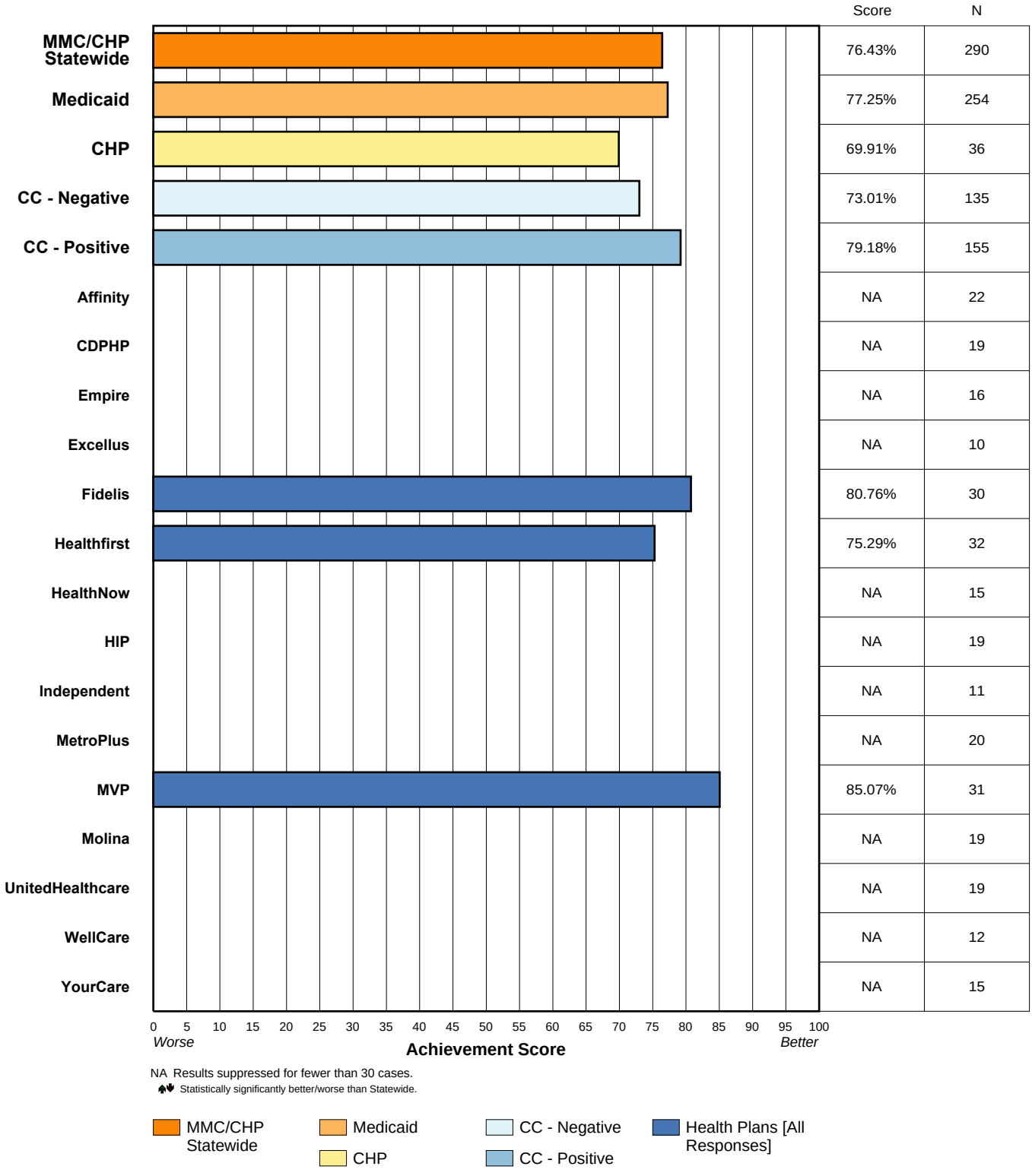
Q21. Someone from your child's health plan, doctor's office or clinic helped you get special medical equipment for your child



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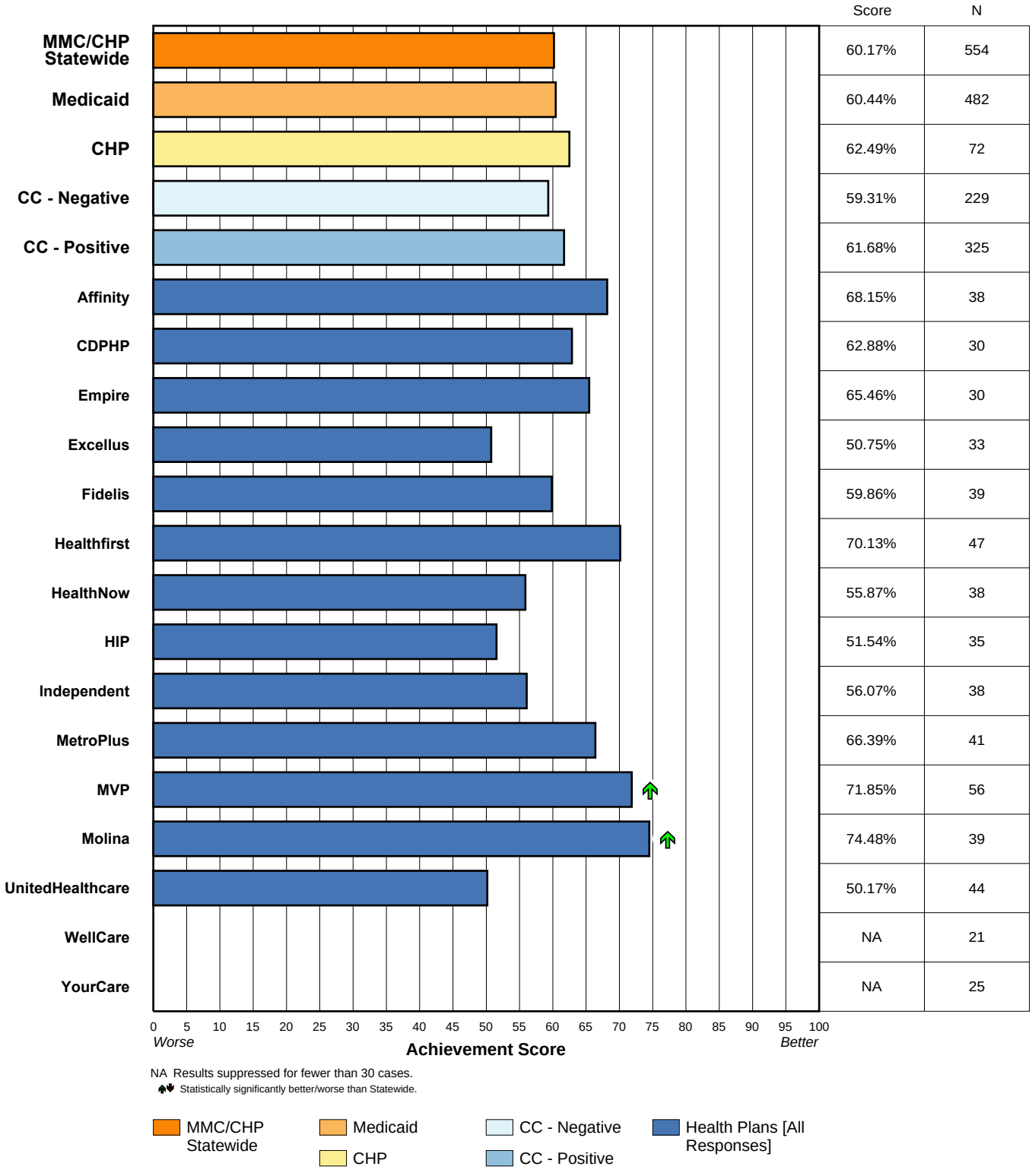
Q24. Someone from your chld's health plan, doctor's office or clinic helped you get special therapy (physical, occupational or speech) for your child



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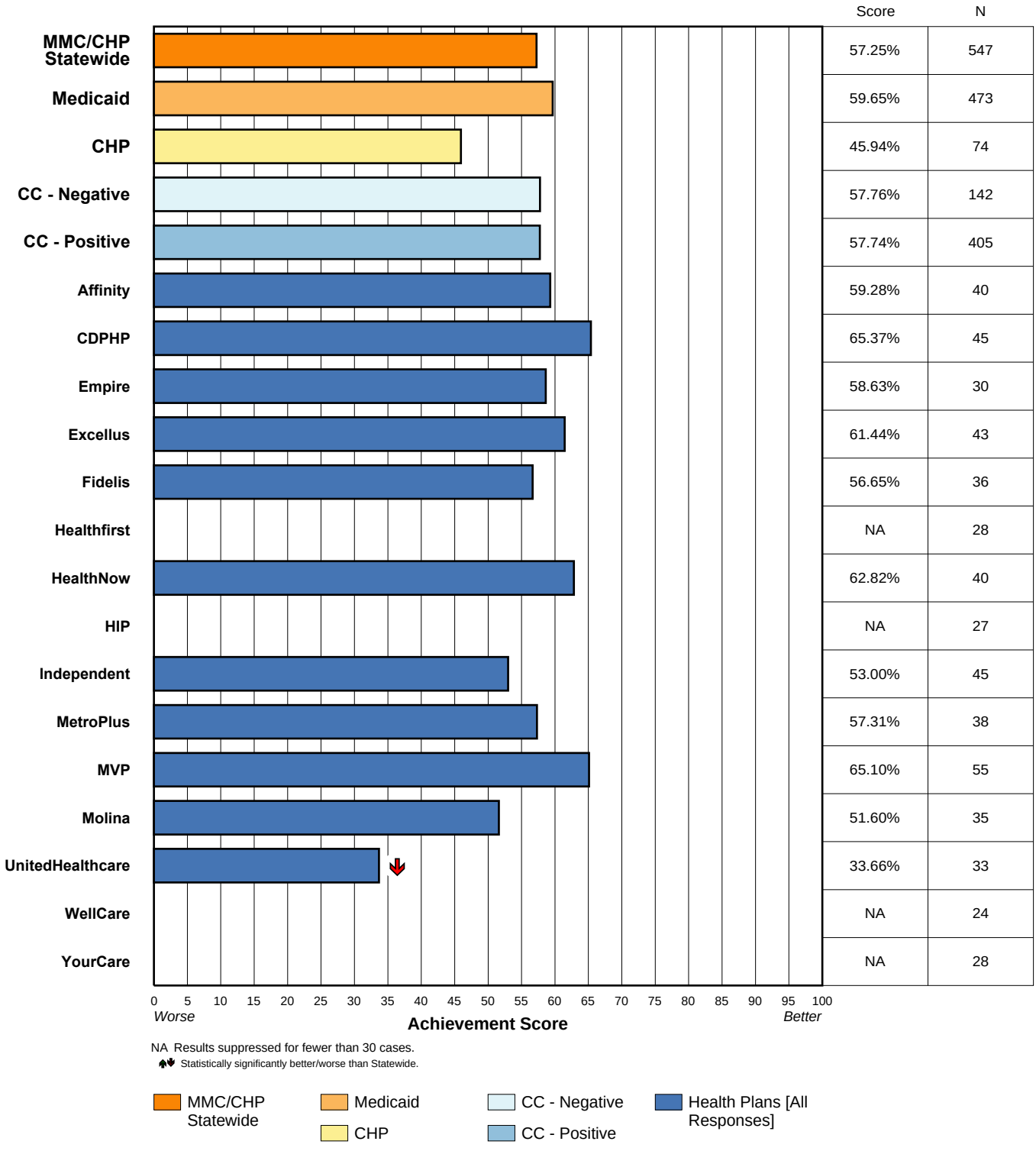
Q27. Someone from your chld's health plan, doctor's office or clinic helped you get emotional, developmental or behavioral treatment or counseling for your child



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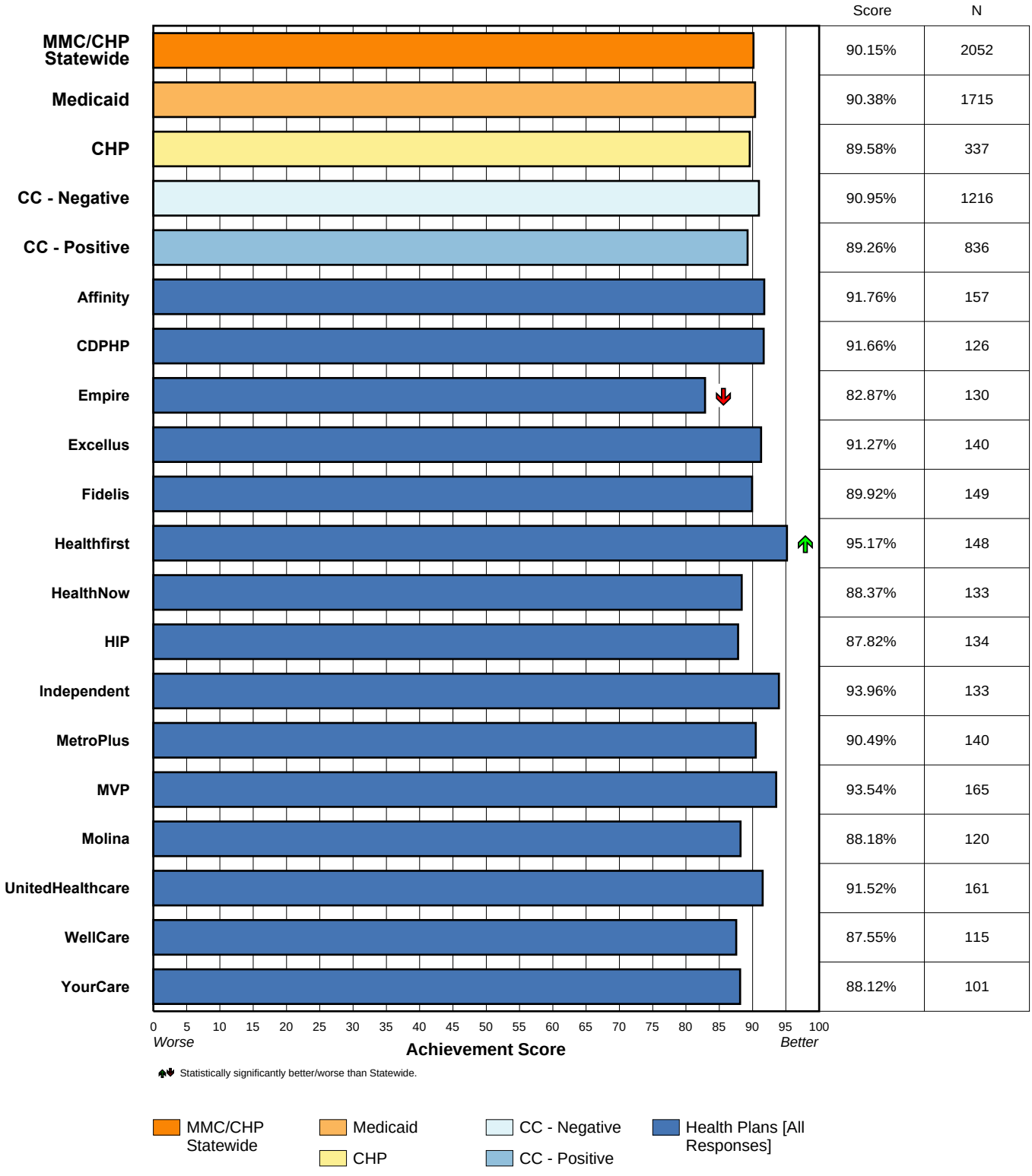
Q57. Usually or always easy to get prescription medicines for your child through his or her health plan



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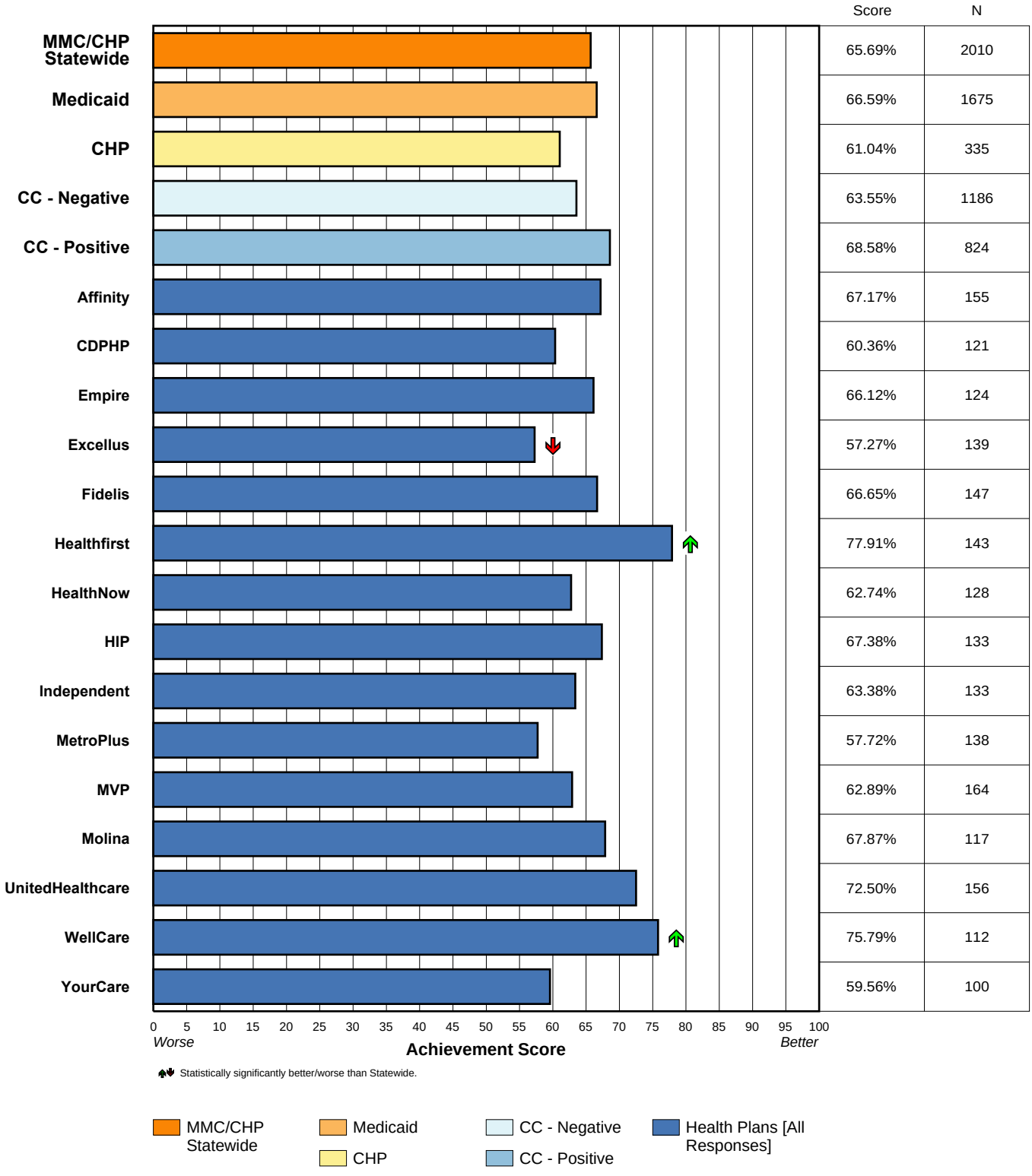
Q58. Someone from your child's health plan, doctor's office or clinic helped you get your child's prescription medicines



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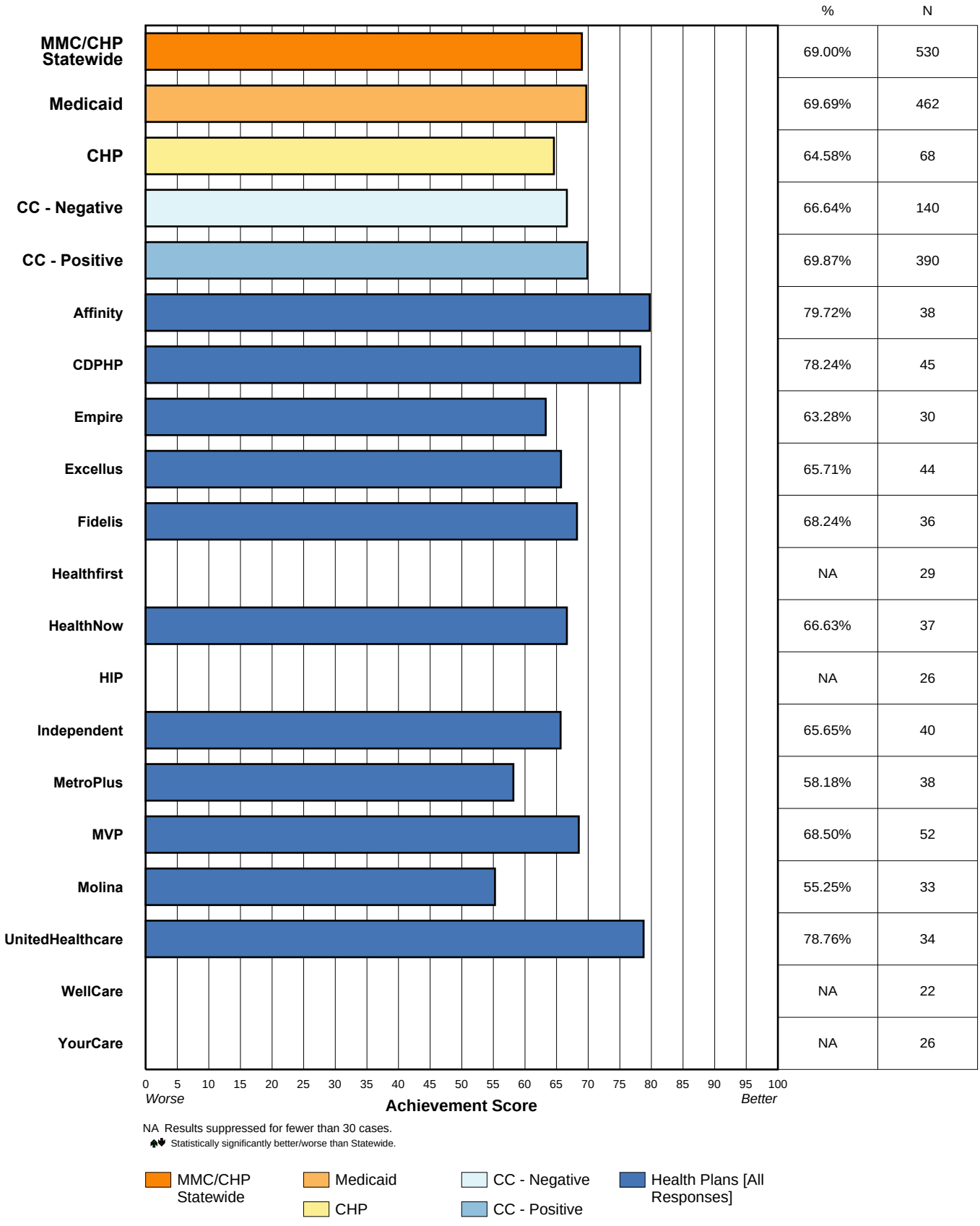
Q28. Rating of child's treatment or counseling (8, 9 or 10)



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New York State Medicaid/CHP Managed Care Program

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. Following the MMC/CHP Statewide tables are plan-specific tables of correlations for the plan results. The plan-specific results allow plan patterns to be reviewed.

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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	Q35	95%	0.49	Q47	78%	0.37	Q15	90%	0.42	Q52	92%	0.38
	How Well Doctors Communicate			Getting Needed Care			Getting Needed Care			Customer Service		
2	Q34	95%	0.49	Q15	90%	0.36	Q34	95%	0.39	Q51	80%	0.36
	How Well Doctors Communicate			Getting Needed Care			How Well Doctors Communicate			Customer Service		
3	Q38	89%	0.44	Q34	95%	0.36	Q33	94%	0.39	Q15	90%	0.30
	How Well Doctors Communicate			How Well Doctors Communicate			How Well Doctors Communicate			Getting Needed Care		
4	Q33	94%	0.43	Q38	89%	0.35	Q35	95%	0.36	Q34	95%	0.25
	How Well Doctors Communicate			How Well Doctors Communicate			How Well Doctors Communicate			How Well Doctors Communicate		
5	Q15	90%	0.36	Q33	94%	0.32	Q6	87%	0.33	Q35	95%	0.23
	Getting Needed Care			How Well Doctors Communicate			Getting Care Quickly			How Well Doctors Communicate		
6	Q4	89%	0.24	Q35	95%	0.32	Q38	89%	0.31	Q47	78%	0.22
	Getting Care Quickly			How Well Doctors Communicate			How Well Doctors Communicate			Getting Needed Care		
7	Q6	87%	0.24	Q52	92%	0.26	Q4	89%	0.27	Q33	94%	0.22
	Getting Care Quickly			Customer Service			Getting Care Quickly			How Well Doctors Communicate		
8	Q47	78%	0.23	Q6	87%	0.25	Q52	92%	0.26	Q6	87%	0.20
	Getting Needed Care			Getting Care Quickly			Customer Service			Getting Care Quickly		
9	Q51	80%	0.21	Q51	80%	0.23	Q51	80%	0.26	Q38	89%	0.20
	Customer Service			Customer Service			Customer Service			How Well Doctors Communicate		
10	Q52	92%	0.17	Q4	89%	0.16	Q47	78%	0.23	Q4	89%	0.18
	Customer Service			Getting Care Quickly			Getting Needed Care			Getting Care Quickly		

Rating of child's personal doctor

Corr. Rank	Question	Correlation w/ Rating of child's personal doctor	Achievement Score	Always	Usually	Sometimes	Never
1	Q35. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	0.49	95%	85%	10%	4%	1%
2	Q34. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.49	95%	82%	13%	4%	1%
3	Q38. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0.44	89%	66%	23%	9%	2%
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?	0.43	94%	79%	15%	5%	1%
5	Q15. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	0.36	90%	65%	25%	8%	2%
6	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?	0.24	89%	76%	13%	9%	1%
7	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?	0.24	87%	67%	21%	12%	1%
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?	0.23	78%	54%	24%	18%	4%
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?	0.21	80%	56%	24%	18%	2%
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?	0.17	92%	73%	18%	7%	1%

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Rating of specialist child saw most often

Corr. Rank	Question	Correlation w/ Rating of specialist child saw most often	Achievement Score	Always	Usually	Sometimes	Never
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?	0.37	78%	54%	24%	18%	4%
2	Q15. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	0.36	90%	65%	25%	8%	2%
3	Q34. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.36	95%	82%	13%	4%	1%
4	Q38. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0.35	89%	66%	23%	9%	2%
5	Q33. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand?	0.32	94%	79%	15%	5%	1%
6	Q35. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	0.32	95%	85%	10%	4%	1%
7	Q52. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	0.26	92%	73%	18%	7%	1%
8	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?	0.25	87%	67%	21%	12%	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?	0.23	80%	56%	24%	18%	2%
10	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?	0.16	89%	76%	13%	9%	1%

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Rating of all child's health care

Corr. Rank	Question	Correlation w/ Rating of all child's health care	Achievement Score	Always	Usually	Sometimes	Never
1	Q15. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	0.42	90%	65%	25%	8%	2%
2	Q34. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.39	95%	82%	13%	4%	1%
3	Q33. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand?	0.39	94%	79%	15%	5%	1%
4	Q35. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	0.36	95%	85%	10%	4%	1%
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	87%	67%	21%	12%	1%
6	Q38. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0.31	89%	66%	23%	9%	2%
7	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?	0.27	89%	76%	13%	9%	1%
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?	0.26	92%	73%	18%	7%	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?	0.26	80%	56%	24%	18%	2%
10	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?	0.23	78%	54%	24%	18%	4%

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Rating of child's health plan

Corr. Rank	Question	Correlation w/ Rating of child's health plan	Achievement Score	Always	Usually	Sometimes	Never
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?	0.38	92%	73%	18%	7%	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?	0.36	80%	56%	24%	18%	2%
3	Q15. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	0.30	90%	65%	25%	8%	2%
4	Q34. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.25	95%	82%	13%	4%	1%
5	Q35. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	0.23	95%	85%	10%	4%	1%
6	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	78%	54%	24%	18%	4%
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	94%	79%	15%	5%	1%
8	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?	0.20	87%	67%	21%	12%	1%
9	Q38. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0.20	89%	66%	23%	9%	2%
10	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?	0.18	89%	76%	13%	9%	1%

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Affinity Health Plan

Corr.	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		
Rank	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q35	96%	0.48	Q51	84%	0.51	Q15	86%	0.47	Q51	84%	0.51
	How Well Doctors Communicate			Customer Service			Getting Needed Care			Customer Service		
2	Q51	84%	0.47	Q33	93%	0.43	Q51	84%	0.46	Q52	91%	0.31
	Customer Service			How Well Doctors Communicate			Customer Service			Customer Service		
3	Q34	96%	0.42	Q15	86%	0.43	Q33	93%	0.38	Q38	89%	0.23
	How Well Doctors Communicate			Getting Needed Care			How Well Doctors Communicate			How Well Doctors Communicate		
4	Q47	89% ▲	0.41	Q38	89%	0.37	Q4	93%	0.34	Q15	86%	0.22
	Getting Needed Care			How Well Doctors Communicate			Getting Care Quickly			Getting Needed Care		
5	Q15	86%	0.41	Q35	96%	0.33	Q52	91%	0.30	Q35	96%	0.20
	Getting Needed Care			How Well Doctors Communicate			Customer Service			How Well Doctors Communicate		
6	Q38	89%	0.41	Q34	96%	0.33	Q38	89%	0.29	Q34	96%	0.14
	How Well Doctors Communicate			How Well Doctors Communicate			How Well Doctors Communicate			How Well Doctors Communicate		
7	Q33	93%	0.39	Q4	93%	0.33	Q34	96%	0.27	Q33	93%	0.14
	How Well Doctors Communicate			Getting Care Quickly			How Well Doctors Communicate			How Well Doctors Communicate		
8	Q4	93%	0.33	Q47	89% ▲	0.32	Q35	96%	0.26	Q6	87%	0.14
	Getting Care Quickly			Getting Needed Care			How Well Doctors Communicate			Getting Care Quickly		
9	Q6	87%	0.18	Q6	87%	0.26	Q13	79%	0.21	Q4	93%	0.03
	Getting Care Quickly			Getting Care Quickly			Shared Decision Making			Getting Care Quickly		
10	Q52	91%	0.07	Q12	47% ▼	0.22	Q6	87%	0.20	Q12	47% ▼	-0.05
	Customer Service			Shared Decision Making			Getting Care Quickly			Shared Decision Making		

▲▼ **Statistically significantly better/worse than Statewide.**

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CDPHP

Corr.	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		
Rank	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q33	96%	0.60	Q6	90%	0.43	Q6	90%	0.44	Q13	81%	0.51
	How Well Doctors Communicate			Getting Care Quickly			Getting Care Quickly			Shared Decision Making		
2	Q34	99% ▲	0.48	Q34	99% ▲	0.39	Q15	95% ▲	0.42	Q52	96%	0.45
	How Well Doctors Communicate			How Well Doctors Communicate			Getting Needed Care			Customer Service		
3	Q52	96%	0.47	Q38	94% ▲	0.37	Q34	99% ▲	0.40	Q51	89% ▲	0.39
	Customer Service			How Well Doctors Communicate			How Well Doctors Communicate			Customer Service		
4	Q35	99% ▲	0.41	Q13	81%	0.34	Q52	96%	0.39	Q33	96%	0.38
	How Well Doctors Communicate			Shared Decision Making			Customer Service			How Well Doctors Communicate		
5	Q13	81%	0.41	Q35	99% ▲	0.30	Q51	89% ▲	0.33	Q35	99% ▲	0.28
	Shared Decision Making			How Well Doctors Communicate			Customer Service			How Well Doctors Communicate		
6	Q38	94% ▲	0.35	Q4	95% ▲	0.27	Q33	96%	0.33	Q6	90%	0.28
	How Well Doctors Communicate			Getting Care Quickly			How Well Doctors Communicate			Getting Care Quickly		
7	Q47	82%	0.29	Q47	82%	0.24	Q13	81%	0.33	Q34	99% ▲	0.25
	Getting Needed Care			Getting Needed Care			Shared Decision Making			How Well Doctors Communicate		
8	Q4	95% ▲	0.25	Q52	96%	0.22	Q47	82%	0.31	Q38	94% ▲	0.25
	Getting Care Quickly			Customer Service			Getting Needed Care			How Well Doctors Communicate		
9	Q6	90%	0.25	Q15	95% ▲	0.17	Q38	94% ▲	0.27	Q12	69%	0.20
	Getting Care Quickly			Getting Needed Care			How Well Doctors Communicate			Shared Decision Making		
10	Q15	95% ▲	0.24	Q33	96%	0.06	Q35	99% ▲	0.25	Q47	82%	0.18
	Getting Needed Care			How Well Doctors Communicate			How Well Doctors Communicate			Getting Needed Care		

▲▼ **Statistically significantly better/worse than Statewide.**

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Empire BlueCross BlueShield HealthPlus

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	Q35 How Well Doctors Communicate	95%	0.51	Q52 Customer Service	86%▼	0.65	Q33 How Well Doctors Communicate	93%	0.49	Q51 Customer Service	79%	0.40
2	Q33 How Well Doctors Communicate	93%	0.50	Q51 Customer Service	79%	0.54	Q52 Customer Service	86%▼	0.42	Q52 Customer Service	86%▼	0.39
3	Q15 Getting Needed Care	88%	0.48	Q15 Getting Needed Care	88%	0.49	Q6 Getting Care Quickly	85%	0.41	Q15 Getting Needed Care	88%	0.34
4	Q51 Customer Service	79%	0.37	Q47 Getting Needed Care	74%	0.41	Q51 Customer Service	79%	0.39	Q4 Getting Care Quickly	78%▼	0.27
5	Q38 How Well Doctors Communicate	87%	0.36	Q33 How Well Doctors Communicate	93%	0.37	Q35 How Well Doctors Communicate	95%	0.36	Q47 Getting Needed Care	74%	0.26
6	Q34 How Well Doctors Communicate	95%	0.34	Q35 How Well Doctors Communicate	95%	0.33	Q34 How Well Doctors Communicate	95%	0.35	Q35 How Well Doctors Communicate	95%	0.20
7	Q52 Customer Service	86%▼	0.32	Q6 Getting Care Quickly	85%	0.29	Q15 Getting Needed Care	88%	0.34	Q33 How Well Doctors Communicate	93%	0.18
8	Q4 Getting Care Quickly	78%▼	0.27	Q13 Shared Decision Making	88%	0.27	Q47 Getting Needed Care	74%	0.31	Q34 How Well Doctors Communicate	95%	0.15
9	Q6 Getting Care Quickly	85%	0.25	Q34 How Well Doctors Communicate	95%	0.25	Q38 How Well Doctors Communicate	87%	0.28	Q6 Getting Care Quickly	85%	0.13
10	Q47 Getting Needed Care	74%	0.13	Q4 Getting Care Quickly	78%▼	0.21	Q4 Getting Care Quickly	78%▼	0.11	Q13 Shared Decision Making	88%	0.12

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Excellus BlueCross Blue Shield

Corr.	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		
Rank	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q35	96%	0.64	Q47	80%	0.46	Q13	83%	0.43	Q52	87%	0.35
	How Well Doctors Communicate			Getting Needed Care			Shared Decision Making			Customer Service		
2	Q34	96%	0.54	Q11	87%	0.42	Q15	93%▲	0.34	Q51	81%	0.32
	How Well Doctors Communicate			Shared Decision Making			Getting Needed Care			Customer Service		
3	Q38	93%▲	0.54	Q35	96%	0.34	Q35	96%	0.26	Q35	96%	0.32
	How Well Doctors Communicate			How Well Doctors Communicate			How Well Doctors Communicate			How Well Doctors Communicate		
4	Q33	98%▲	0.50	Q34	96%	0.23	Q38	93%▲	0.25	Q38	93%▲	0.29
	How Well Doctors Communicate			How Well Doctors Communicate			How Well Doctors Communicate			How Well Doctors Communicate		
5	Q15	93%▲	0.30	Q33	98%▲	0.21	Q4	92%	0.24	Q33	98%▲	0.27
	Getting Needed Care			How Well Doctors Communicate			Getting Care Quickly			How Well Doctors Communicate		
6	Q4	92%	0.30	Q15	93%▲	0.20	Q34	96%	0.22	Q15	93%▲	0.27
	Getting Care Quickly			Getting Needed Care			How Well Doctors Communicate			Getting Needed Care		
7	Q13	83%	0.17	Q38	93%▲	0.18	Q6	90%	0.22	Q13	83%	0.25
	Shared Decision Making			How Well Doctors Communicate			Getting Care Quickly			Shared Decision Making		
8	Q47	80%	0.10	Q6	90%	0.12	Q33	98%▲	0.21	Q34	96%	0.21
	Getting Needed Care			Getting Care Quickly			How Well Doctors Communicate			How Well Doctors Communicate		
9	Q6	90%	0.10	Q4	92%	0.11	Q52	87%	0.17	Q6	90%	0.19
	Getting Care Quickly			Getting Care Quickly			Customer Service			Getting Care Quickly		
10	Q12	62%	0.06	Q52	87%	0.09	Q51	81%	0.11	Q47	80%	0.13
	Shared Decision Making			Customer Service			Customer Service			Getting Needed Care		

▲▼ **Statistically significantly better/worse than Statewide.**

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Fidelis Care New York

Corr.	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		
Rank	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q34	95%	0.60	Q52	96%▲	0.88	Q33	95%	0.52	Q15	92%	0.38
	How Well Doctors Communicate			Customer Service			How Well Doctors Communicate			Getting Needed Care		
2	Q38	90%	0.57	Q34	95%	0.68	Q34	95%	0.49	Q34	95%	0.31
	How Well Doctors Communicate			How Well Doctors Communicate			How Well Doctors Communicate			How Well Doctors Communicate		
3	Q33	95%	0.49	Q35	97%	0.67	Q15	92%	0.46	Q47	79%	0.31
	How Well Doctors Communicate			How Well Doctors Communicate			Getting Needed Care			Getting Needed Care		
4	Q15	92%	0.47	Q47	79%	0.64	Q35	97%	0.46	Q4	94%▲	0.28
	Getting Needed Care			Getting Needed Care			How Well Doctors Communicate			Getting Care Quickly		
5	Q35	97%	0.43	Q51	80%	0.59	Q38	90%	0.45	Q33	95%	0.26
	How Well Doctors Communicate			Customer Service			How Well Doctors Communicate			How Well Doctors Communicate		
6	Q52	96%▲	0.42	Q38	90%	0.58	Q52	96%▲	0.34	Q35	97%	0.25
	Customer Service			How Well Doctors Communicate			Customer Service			How Well Doctors Communicate		
7	Q4	94%▲	0.39	Q15	92%	0.57	Q4	94%▲	0.30	Q52	96%▲	0.24
	Getting Care Quickly			Getting Needed Care			Getting Care Quickly			Customer Service		
8	Q47	79%	0.36	Q6	91%▲	0.31	Q47	79%	0.28	Q38	90%	0.22
	Getting Needed Care			Getting Care Quickly			Getting Needed Care			How Well Doctors Communicate		
9	Q13	76%	0.33	Q33	95%	0.29	Q6	91%▲	0.26	Q51	80%	0.20
	Shared Decision Making			How Well Doctors Communicate			Getting Care Quickly			Customer Service		
10	Q51	80%	0.32	Q13	76%	0.24	Q13	76%	0.22	Q13	76%	0.13
	Customer Service			Shared Decision Making			Shared Decision Making			Shared Decision Making		

▲▼ **Statistically significantly better/worse than Statewide.**

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Healthfirst PHSP, Inc.

Corr.	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		
Rank	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q34	95%	0.46	Q12	58%	0.41	Q15	88%	0.54	Q52	88%	0.37
	How Well Doctors Communicate			Shared Decision Making			Getting Needed Care			Customer Service		
2	Q35	95%	0.44	Q51	74%	0.35	Q34	95%	0.41	Q15	88%	0.35
	How Well Doctors Communicate			Customer Service			How Well Doctors Communicate			Getting Needed Care		
3	Q38	87%	0.36	Q13	79%	0.33	Q33	93%	0.37	Q51	74%	0.33
	How Well Doctors Communicate			Shared Decision Making			How Well Doctors Communicate			Customer Service		
4	Q33	93%	0.35	Q34	95%	0.29	Q35	95%	0.36	Q34	95%	0.29
	How Well Doctors Communicate			How Well Doctors Communicate			How Well Doctors Communicate			How Well Doctors Communicate		
5	Q15	88%	0.33	Q4	85%	0.27	Q51	74%	0.35	Q4	85%	0.27
	Getting Needed Care			Getting Care Quickly			Customer Service			Getting Care Quickly		
6	Q47	78%	0.28	Q38	87%	0.26	Q38	87%	0.32	Q35	95%	0.27
	Getting Needed Care			How Well Doctors Communicate			How Well Doctors Communicate			How Well Doctors Communicate		
7	Q6	81%▼	0.21	Q47	78%	0.26	Q52	88%	0.32	Q47	78%	0.25
	Getting Care Quickly			Getting Needed Care			Customer Service			Getting Needed Care		
8	Q4	85%	0.15	Q35	95%	0.26	Q4	85%	0.31	Q38	87%	0.22
	Getting Care Quickly			How Well Doctors Communicate			Getting Care Quickly			How Well Doctors Communicate		
9	Q12	58%	0.13	Q15	88%	0.25	Q6	81%▼	0.27	Q33	93%	0.19
	Shared Decision Making			Getting Needed Care			Getting Care Quickly			How Well Doctors Communicate		
10	Q51	74%	0.13	Q52	88%	0.19	Q47	78%	0.23	Q11	79%	0.11
	Customer Service			Customer Service			Getting Needed Care			Shared Decision Making		

▲▼ **Statistically significantly better/worse than Statewide.**

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HealthNow New York Inc.

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

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HIP (EmblemHealth)

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	Q34	95%	0.53	Q38	89%	0.49	Q34	95%	0.50	Q51	78%	0.51
	How Well Doctors Communicate			How Well Doctors Communicate			How Well Doctors Communicate			Customer Service		
2	Q33	96%	0.49	Q47	74%	0.40	Q35	96%	0.48	Q52	92%	0.45
	How Well Doctors Communicate			Getting Needed Care			How Well Doctors Communicate			Customer Service		
3	Q35	96%	0.45	Q15	90%	0.36	Q38	89%	0.44	Q4	89%	0.40
	How Well Doctors Communicate			Getting Needed Care			How Well Doctors Communicate			Getting Care Quickly		
4	Q38	89%	0.41	Q52	92%	0.31	Q33	96%	0.42	Q47	74%	0.38
	How Well Doctors Communicate			Customer Service			How Well Doctors Communicate			Getting Needed Care		
5	Q15	90%	0.37	Q51	78%	0.26	Q51	78%	0.39	Q33	96%	0.35
	Getting Needed Care			Customer Service			Customer Service			How Well Doctors Communicate		
6	Q47	74%	0.36	Q34	95%	0.26	Q52	92%	0.39	Q34	95%	0.35
	Getting Needed Care			How Well Doctors Communicate			Customer Service			How Well Doctors Communicate		
7	Q11	93%▲	0.36	Q33	96%	0.18	Q6	89%	0.35	Q38	89%	0.31
	Shared Decision Making			How Well Doctors Communicate			Getting Care Quickly			How Well Doctors Communicate		
8	Q4	89%	0.23	Q35	96%	0.17	Q15	90%	0.31	Q15	90%	0.28
	Getting Care Quickly			How Well Doctors Communicate			Getting Needed Care			Getting Needed Care		
9	Q6	89%	0.18	Q6	89%	0.09	Q47	74%	0.26	Q35	96%	0.25
	Getting Care Quickly			Getting Care Quickly			Getting Needed Care			How Well Doctors Communicate		
10	Q52	92%	0.13	Q13	72%	0.04	Q4	89%	0.20	Q6	89%	0.22
	Customer Service			Shared Decision Making			Getting Care Quickly			Getting Care Quickly		

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Independent Health

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	Q33	94%	0.47	Q33	94%	0.65	Q34	97%	0.53	Q15	90%	0.38
	How Well Doctors Communicate			How Well Doctors Communicate			How Well Doctors Communicate			Getting Needed Care		
2	Q35	97%	0.46	Q34	97%	0.53	Q35	97%	0.51	Q51	88%▲	0.31
	How Well Doctors Communicate			How Well Doctors Communicate			How Well Doctors Communicate			Customer Service		
3	Q34	97%	0.45	Q47	80%	0.47	Q15	90%	0.47	Q33	94%	0.26
	How Well Doctors Communicate			Getting Needed Care			Getting Needed Care			How Well Doctors Communicate		
4	Q15	90%	0.43	Q6	89%	0.42	Q33	94%	0.47	Q4	88%	0.24
	Getting Needed Care			Getting Care Quickly			How Well Doctors Communicate			Getting Care Quickly		
5	Q38	89%	0.42	Q38	89%	0.39	Q38	89%	0.46	Q35	97%	0.22
	How Well Doctors Communicate			How Well Doctors Communicate			How Well Doctors Communicate			How Well Doctors Communicate		
6	Q51	88%▲	0.29	Q35	97%	0.32	Q6	89%	0.39	Q34	97%	0.21
	Customer Service			How Well Doctors Communicate			Getting Care Quickly			How Well Doctors Communicate		
7	Q11	95%▲	0.28	Q15	90%	0.31	Q51	88%▲	0.35	Q52	95%	0.15
	Shared Decision Making			Getting Needed Care			Customer Service			Customer Service		
8	Q4	88%	0.26	Q51	88%▲	0.26	Q4	88%	0.22	Q6	89%	0.15
	Getting Care Quickly			Customer Service			Getting Care Quickly			Getting Care Quickly		
9	Q6	89%	0.20	Q52	95%	0.08	Q11	95%▲	0.20	Q38	89%	0.11
	Getting Care Quickly			Customer Service			Shared Decision Making			How Well Doctors Communicate		
10	Q47	80%	0.12	Q4	88%	0.03	Q12	69%	0.17	Q47	80%	0.00
	Getting Needed Care			Getting Care Quickly			Shared Decision Making			Getting Needed Care		

▲▼ **Statistically significantly better/worse than Statewide.**

MetroPlus Health Plan

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	Q15 Getting Needed Care	88%	0.44	Q38 How Well Doctors Communicate	83% ▼	0.38	Q33 How Well Doctors Communicate	89% ▼	0.43	Q52 Customer Service	90%	0.46
2	Q34 How Well Doctors Communicate	95%	0.44	Q47 Getting Needed Care	69%	0.37	Q15 Getting Needed Care	88%	0.41	Q47 Getting Needed Care	69%	0.33
3	Q38 How Well Doctors Communicate	83% ▼	0.43	Q15 Getting Needed Care	88%	0.30	Q34 How Well Doctors Communicate	95%	0.40	Q15 Getting Needed Care	88%	0.31
4	Q35 How Well Doctors Communicate	93%	0.42	Q52 Customer Service	90%	0.29	Q47 Getting Needed Care	69%	0.36	Q4 Getting Care Quickly	88%	0.31
5	Q33 How Well Doctors Communicate	89% ▼	0.34	Q33 How Well Doctors Communicate	89% ▼	0.22	Q35 How Well Doctors Communicate	93%	0.31	Q51 Customer Service	77%	0.27
6	Q4 Getting Care Quickly	88%	0.31	Q35 How Well Doctors Communicate	93%	0.21	Q6 Getting Care Quickly	84%	0.31	Q35 How Well Doctors Communicate	93%	0.21
7	Q47 Getting Needed Care	69%	0.23	Q12 Shared Decision Making	61%	0.15	Q4 Getting Care Quickly	88%	0.27	Q6 Getting Care Quickly	84%	0.16
8	Q6 Getting Care Quickly	84%	0.21	Q6 Getting Care Quickly	84%	0.12	Q51 Customer Service	77%	0.26	Q38 How Well Doctors Communicate	83% ▼	0.16
9	Q51 Customer Service	77%	0.10	Q11 Shared Decision Making	71% ▼	0.12	Q38 How Well Doctors Communicate	83% ▼	0.19	Q34 How Well Doctors Communicate	95%	0.14
10	Q13 Shared Decision Making	88% ▲	0.08	Q34 How Well Doctors Communicate	95%	0.09	Q52 Customer Service	90%	0.12	Q33 How Well Doctors Communicate	89% ▼	0.13

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MVP Health Care

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	Q34 How Well Doctors Communicate	95%	0.58	Q15 Getting Needed Care	91%	0.35	Q6 Getting Care Quickly	88%	0.47	Q15 Getting Needed Care	91%	0.35
2	Q35 How Well Doctors Communicate	93%	0.52	Q6 Getting Care Quickly	88%	0.33	Q15 Getting Needed Care	91%	0.45	Q52 Customer Service	94%	0.33
3	Q38 How Well Doctors Communicate	87%	0.50	Q13 Shared Decision Making	85%	0.30	Q38 How Well Doctors Communicate	87%	0.37	Q51 Customer Service	79%	0.31
4	Q33 How Well Doctors Communicate	92%	0.45	Q51 Customer Service	79%	0.29	Q4 Getting Care Quickly	90%	0.36	Q6 Getting Care Quickly	88%	0.28
5	Q15 Getting Needed Care	91%	0.35	Q47 Getting Needed Care	83%	0.28	Q34 How Well Doctors Communicate	95%	0.32	Q47 Getting Needed Care	83%	0.26
6	Q47 Getting Needed Care	83%	0.31	Q34 How Well Doctors Communicate	95%	0.24	Q33 How Well Doctors Communicate	92%	0.31	Q34 How Well Doctors Communicate	95%	0.22
7	Q6 Getting Care Quickly	88%	0.30	Q4 Getting Care Quickly	90%	0.23	Q47 Getting Needed Care	83%	0.26	Q4 Getting Care Quickly	90%	0.20
8	Q13 Shared Decision Making	85%	0.21	Q38 How Well Doctors Communicate	87%	0.23	Q52 Customer Service	94%	0.21	Q38 How Well Doctors Communicate	87%	0.18
9	Q4 Getting Care Quickly	90%	0.15	Q12 Shared Decision Making	58%	0.16	Q13 Shared Decision Making	85%	0.19	Q33 How Well Doctors Communicate	92%	0.15
10	Q51 Customer Service	79%	0.14	Q35 How Well Doctors Communicate	93%	0.15	Q35 How Well Doctors Communicate	93%	0.17	Q35 How Well Doctors Communicate	93%	0.07

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Molina Healthcare

Corr.	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		
Rank	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q35	92%	0.53	Q35	92%	0.74	Q15	86%	0.52	Q51	77%	0.40
	How Well Doctors Communicate			How Well Doctors Communicate			Getting Needed Care			Customer Service		
2	Q38	84%	0.47	Q33	94%	0.59	Q6	86%	0.50	Q6	86%	0.38
	How Well Doctors Communicate			How Well Doctors Communicate			Getting Care Quickly			Getting Care Quickly		
3	Q34	93%	0.41	Q38	84%	0.54	Q35	92%	0.45	Q52	89%	0.34
	How Well Doctors Communicate			How Well Doctors Communicate			How Well Doctors Communicate			Customer Service		
4	Q33	94%	0.35	Q34	93%	0.51	Q34	93%	0.41	Q34	93%	0.31
	How Well Doctors Communicate			How Well Doctors Communicate			How Well Doctors Communicate			How Well Doctors Communicate		
5	Q51	77%	0.30	Q15	86%	0.36	Q33	94%	0.35	Q35	92%	0.29
	Customer Service			Getting Needed Care			How Well Doctors Communicate			How Well Doctors Communicate		
6	Q15	86%	0.28	Q6	86%	0.36	Q4	80%▼	0.30	Q33	94%	0.29
	Getting Needed Care			Getting Care Quickly			Getting Care Quickly			How Well Doctors Communicate		
7	Q12	58%	0.22	Q51	77%	0.34	Q38	84%	0.29	Q15	86%	0.27
	Shared Decision Making			Customer Service			How Well Doctors Communicate			Getting Needed Care		
8	Q6	86%	0.19	Q52	89%	0.30	Q51	77%	0.22	Q11	83%	0.24
	Getting Care Quickly			Customer Service			Customer Service			Shared Decision Making		
9	Q47	76%	0.19	Q47	76%	0.26	Q52	89%	0.19	Q38	84%	0.16
	Getting Needed Care			Getting Needed Care			Customer Service			How Well Doctors Communicate		
10	Q52	89%	0.17	Q4	80%▼	0.05	Q13	78%	0.15	Q4	80%▼	0.07
	Customer Service			Getting Care Quickly			Shared Decision Making			Getting Care Quickly		

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UnitedHealthcare Community Plan

Corr.	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		
Rank	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q35 How Well Doctors Communicate	97%	0.56	Q6 Getting Care Quickly	91%▲	0.55	Q33 How Well Doctors Communicate	97%▲	0.38	Q51 Customer Service	83%	0.44
2	Q34 How Well Doctors Communicate	98%▲	0.54	Q15 Getting Needed Care	93%▲	0.40	Q35 How Well Doctors Communicate	97%	0.33	Q47 Getting Needed Care	70%	0.39
3	Q38 How Well Doctors Communicate	92%	0.44	Q47 Getting Needed Care	70%	0.38	Q6 Getting Care Quickly	91%▲	0.32	Q52 Customer Service	94%	0.38
4	Q33 How Well Doctors Communicate	97%▲	0.38	Q38 How Well Doctors Communicate	92%	0.29	Q15 Getting Needed Care	93%▲	0.32	Q15 Getting Needed Care	93%▲	0.32
5	Q6 Getting Care Quickly	91%▲	0.33	Q33 How Well Doctors Communicate	97%▲	0.28	Q34 How Well Doctors Communicate	98%▲	0.30	Q34 How Well Doctors Communicate	98%▲	0.27
6	Q15 Getting Needed Care	93%▲	0.31	Q35 How Well Doctors Communicate	97%	0.23	Q38 How Well Doctors Communicate	92%	0.29	Q33 How Well Doctors Communicate	97%▲	0.25
7	Q13 Shared Decision Making	80%	0.27	Q34 How Well Doctors Communicate	98%▲	0.23	Q47 Getting Needed Care	70%	0.29	Q6 Getting Care Quickly	91%▲	0.22
8	Q47 Getting Needed Care	70%	0.17	Q12 Shared Decision Making	64%	0.18	Q52 Customer Service	94%	0.25	Q35 How Well Doctors Communicate	97%	0.22
9	Q4 Getting Care Quickly	92%	0.11	Q4 Getting Care Quickly	92%	0.08	Q12 Shared Decision Making	64%	0.17	Q38 How Well Doctors Communicate	92%	0.17
10	Q51 Customer Service	83%	0.08	Q51 Customer Service	83%	0.01	Q51 Customer Service	83%	0.14	Q13 Shared Decision Making	80%	0.14

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WellCare of New York

Corr.	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		
Rank	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q35	94%	0.58	Q13	86%	0.65	Q4	81%	0.50	Q52	89%	0.57
	How Well Doctors Communicate			Shared Decision Making			Getting Care Quickly			Customer Service		
2	Q34	94%	0.57	Q15	86%	0.50	Q47	61%▼	0.42	Q51	82%	0.40
	How Well Doctors Communicate			Getting Needed Care			Getting Needed Care			Customer Service		
3	Q33	92%	0.54	Q4	81%	0.45	Q34	94%	0.39	Q15	86%	0.36
	How Well Doctors Communicate			Getting Care Quickly			How Well Doctors Communicate			Getting Needed Care		
4	Q38	86%	0.42	Q34	94%	0.38	Q15	86%	0.39	Q33	92%	0.33
	How Well Doctors Communicate			How Well Doctors Communicate			Getting Needed Care			How Well Doctors Communicate		
5	Q4	81%	0.35	Q38	86%	0.36	Q33	92%	0.37	Q4	81%	0.33
	Getting Care Quickly			How Well Doctors Communicate			How Well Doctors Communicate			Getting Care Quickly		
6	Q47	61%▼	0.32	Q33	92%	0.34	Q35	94%	0.28	Q34	94%	0.31
	Getting Needed Care			How Well Doctors Communicate			How Well Doctors Communicate			How Well Doctors Communicate		
7	Q52	89%	0.31	Q47	61%▼	0.28	Q51	82%	0.20	Q6	81%▼	0.27
	Customer Service			Getting Needed Care			Customer Service			Getting Care Quickly		
8	Q15	86%	0.24	Q35	94%	0.25	Q52	89%	0.19	Q35	94%	0.25
	Getting Needed Care			How Well Doctors Communicate			Customer Service			How Well Doctors Communicate		
9	Q6	81%▼	0.24	Q52	89%	0.06	Q38	86%	0.13	Q38	86%	0.23
	Getting Care Quickly			Customer Service			How Well Doctors Communicate			How Well Doctors Communicate		
10	Q51	82%	0.23	Q51	82%	0.01	Q13	86%	0.12	Q47	61%▼	0.22
	Customer Service			Customer Service			Shared Decision Making			Getting Needed Care		

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YourCare Health Plan

Corr.	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		
Rank	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q34	96%	0.52	Q35	97%	0.50	Q35	97%	0.47	Q52	94%	0.38
	How Well Doctors Communicate			How Well Doctors Communicate			How Well Doctors Communicate			Customer Service		
2	Q33	94%	0.52	Q38	90%	0.47	Q34	96%	0.47	Q34	96%	0.33
	How Well Doctors Communicate			How Well Doctors Communicate			How Well Doctors Communicate			How Well Doctors Communicate		
3	Q35	97%	0.51	Q13	79%	0.42	Q6	90%	0.43	Q35	97%	0.33
	How Well Doctors Communicate			Shared Decision Making			Getting Care Quickly			How Well Doctors Communicate		
4	Q38	90%	0.47	Q34	96%	0.38	Q15	91%	0.37	Q15	91%	0.31
	How Well Doctors Communicate			How Well Doctors Communicate			Getting Needed Care			Getting Needed Care		
5	Q6	90%	0.39	Q33	94%	0.37	Q52	94%	0.36	Q6	90%	0.30
	Getting Care Quickly			How Well Doctors Communicate			Customer Service			Getting Care Quickly		
6	Q52	94%	0.38	Q47	82%	0.29	Q33	94%	0.36	Q51	72%	0.28
	Customer Service			Getting Needed Care			How Well Doctors Communicate			Customer Service		
7	Q15	91%	0.37	Q6	90%	0.12	Q38	90%	0.34	Q11	87%	0.28
	Getting Needed Care			Getting Care Quickly			How Well Doctors Communicate			Shared Decision Making		
8	Q51	72%	0.27	Q15	91%	0.09	Q51	72%	0.31	Q33	94%	0.23
	Customer Service			Getting Needed Care			Customer Service			How Well Doctors Communicate		
9	Q47	82%	0.24	Q12	71%	0.04	Q4	94%	0.28	Q38	90%	0.21
	Getting Needed Care			Shared Decision Making			Getting Care Quickly			How Well Doctors Communicate		
10	Q4	94%	0.21	Q52	94%	0.02	Q47	82%	0.13	Q13	79%	0.20
	Getting Care Quickly			Customer Service			Getting Needed Care			Shared Decision Making		

▲▼ **Statistically significantly better/worse than Statewide.**

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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	
	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%
No	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%
Not Answered	83		68		15		59		24	

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	
	N	%	N	%	N	%	N	%	N	%
Yes	1,240	26.5%	991	25.7%	249	29.8%	803	22.5%	437	39.3%
No	3,446	73.5%	2,859	74.3%	587	70.2%	2,772	77.5%	674	60.7%
Total	4,686	100.0%	3,850	100.0%	836	100.0%	3,575	100.0%	1,111	100.0%
Not Answered	56		46		10		46		10	

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

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

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

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

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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	
	N	%	N	%	N	%	N	%	N	%
None	1,114	24.9%	931	25.5%	183	22.3%	954	28.0%	160	15.0%
1 time	1,308	29.2%	1,033	28.2%	275	33.6%	1,062	31.1%	246	23.1%
2 times	1,042	23.3%	848	23.2%	194	23.7%	749	22.0%	293	27.5%
3 times	510	11.4%	416	11.4%	94	11.5%	347	10.2%	163	15.3%
4 times	223	5.0%	191	5.2%	32	3.9%	151	4.4%	72	6.8%
5 to 9 times	213	4.8%	180	4.9%	33	4.0%	120	3.5%	93	8.7%
10 or more times	67	1.5%	59	1.6%	8	1.0%	28	0.8%	39	3.7%
Total	4,477	100.0%	3,658	100.0%	819	100.0%	3,411	100.0%	1,066	100.0%
Not Answered	265		238		27		210		55	

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	
	N	%	N	%	N	%	N	%	N	%
Yes	2,317	70.1%	1,874	70.0%	443	70.5%	1,622	67.2%	695	77.7%
No	990	29.9%	805	30.0%	185	29.5%	791	32.8%	199	22.3%
Total	3,307	100.0%	2,679	100.0%	628	100.0%	2,413	100.0%	894	100.0%
Not Answered	56		48		8		44		12	
Reporting Category	Single Items									
Achievement Score (Case mix adjusted)	70.14%		70.31%		70.14%		67.68%		77.11%	
2018 vs. 2016: +/- Change (▲▼ Stat. sig.)	+2.6▲		+1.6		+7.7▲		+2.9▲		+1.8	
Correlation with rating of health plan	0.062		0.074		0.015		0.077		0.044	

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

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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 N	%	Medicaid N	%	CHP N	%	CC - Negative N	%	CC - Positive N	%
Never	107	3.2%	89	3.3%	18	2.9%	88	3.6%	19	2.1%
Sometimes	299	9.0%	255	9.4%	44	7.0%	240	9.9%	59	6.6%
Usually	564	16.9%	453	16.8%	111	17.6%	408	16.8%	156	17.4%
Always	2,363	70.9%	1,907	70.5%	456	72.5%	1,698	69.8%	665	74.0%
Total	3,333	100.0%	2,704	100.0%	629	100.0%	2,434	100.0%	899	100.0%
Not Answered	30		23		7		23		7	
Reporting Category	CCC Single Items									
Achievement Score (Case mix adjusted)	87.76%		87.68%		89.02%		86.30%		92.24%	
2018 vs. 2016: +/- Change (Stat. sig.)	-1.7		-1.8		-0.7		-2.4		+0.5	
Correlation with rating of health plan	0.213		0.216		0.211		0.216		0.227	

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

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

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

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

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

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

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

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	
	N	%	N	%	N	%	N	%	N	%
🔴 Never	54	1.6%	46	1.7%	8	1.3%	46	1.9%	8	0.9%
🔴 Sometimes	281	8.5%	248	9.2%	33	5.3%	196	8.1%	85	9.5%
🟢 Usually	834	25.1%	665	24.6%	169	27.0%	602	24.8%	232	25.9%
🟢 Always	2,155	64.8%	1,740	64.5%	415	66.4%	1,585	65.3%	570	63.7%
Total	3,324	100.0%	2,699	100.0%	625	100.0%	2,429	100.0%	895	100.0%
Not Answered	39		28		11		28		11	
Reporting Category					Getting Needed Care					
Achievement Score (Case mix adjusted)	89.81%		89.51%		91.83%		89.49%		91.17%	
2018 vs. 2016: +/- Change (⇧⇩ Stat. sig.)	+0.3		0.0		+1.8		+0.4		+0.0	
Correlation with rating of health plan	0.298		0.291		0.343		0.317		0.254	

◯ ***Response scored as:*** 🟢 Achievement 🔴 Room for improvement

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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	
	N	%	N	%	N	%	N	%	N	%
Yes	3,673	78.7%	2,977	77.8%	696	82.6%	2,701	75.8%	972	87.8%
No	996	21.3%	849	22.2%	147	17.4%	861	24.2%	135	12.2%
Total	4,669	100.0%	3,826	100.0%	843	100.0%	3,562	100.0%	1,107	100.0%
Not Answered	73		70		3		59		14	

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	
	N	%	N	%	N	%	N	%	N	%
Yes	648	17.9%	538	18.3%	110	16.0%	383	14.4%	265	27.5%
No	2,980	82.1%	2,401	81.7%	579	84.0%	2,282	85.6%	698	72.5%
Total	3,628	100.0%	2,939	100.0%	689	100.0%	2,665	100.0%	963	100.0%
Not Answered	45		38		7		36		9	

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	
	N	%	N	%	N	%	N	%	N	%
● Yes	575	89.8%	474	89.4%	101	91.8%	330	86.8%	245	94.2%
● No	65	10.2%	56	10.6%	9	8.2%	50	13.2%	15	5.8%
Total	640	100.0%	530	100.0%	110	100.0%	380	100.0%	260	100.0%
Not Answered	8		8		0		3		5	
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%	
2018 vs. 2016: +/- Change (▲▼ Stat. sig.)	-2.4		-2.4		-4.1		-3.9		-0.9	
Correlation with rating of health plan	0.050		0.021		0.210		0.018		0.124	

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

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

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

	MMC/CHP Statewide N	%	Medicaid N	%	CHP N	%	CC - Negative N	%	CC - Positive N	%
Never	30	10.2%	23	8.9%	7	19.4%	15	11.0%	15	9.5%
Sometimes	49	16.7%	47	18.2%	2	5.6%	28	20.6%	21	13.3%
Usually	50	17.0%	43	16.7%	7	19.4%	26	19.1%	24	15.2%
Always	165	56.1%	145	56.2%	20	55.6%	67	49.3%	98	62.0%
Total	294	100.0%	258	100.0%	36	100.0%	136	100.0%	158	100.0%
Not Answered	2		2		0		1		1	
Reporting Category	Access to Specialized Services									
Achievement Score (Case mix adjusted)	72.50%		72.22%		75.24%		66.44%		77.76%	
2018 vs. 2016: +/- Change (Stat. sig.)	-2.7		-2.4		-4.3		-8.9		+2.4	
Correlation with rating of health plan	0.370		0.289		0.712		0.466		0.284	

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 N	%	Medicaid N	%	CHP N	%	CC - Negative N	%	CC - Positive N	%
Yes	223	76.9%	197	77.6%	26	72.2%	101	74.8%	122	78.7%
No	67	23.1%	57	22.4%	10	27.8%	34	25.2%	33	21.3%
Total	290	100.0%	254	100.0%	36	100.0%	135	100.0%	155	100.0%
Not Answered	6		6		0		2		4	
Reporting Category	CCC Single Items									
Achievement Score (Case mix adjusted)	76.43%		77.25%		69.91%		73.01%		79.18%	
2018 vs. 2016: +/- Change (Stat. sig.)	+1.1		+3.0		-12.3		-7.6		+8.4	
Correlation with rating of health plan	0.110		0.092		0.178		0.149		0.072	

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

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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	
	N	%	N	%	N	%	N	%	N	%
Yes	564	12.1%	490	12.8%	74	8.8%	233	6.5%	331	30.1%
No	4,111	87.9%	3,343	87.2%	768	91.2%	3,344	93.5%	767	69.9%
Total	4,675	100.0%	3,833	100.0%	842	100.0%	3,577	100.0%	1,098	100.0%
Not Answered	67		63		4		44		23	

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	
	N	%	N	%	N	%	N	%	N	%
Never	45	8.3%	37	7.8%	8	11.0%	19	8.5%	26	8.1%
Sometimes	76	13.9%	68	14.4%	8	11.0%	40	17.9%	36	11.2%
Usually	113	20.7%	100	21.2%	13	17.8%	46	20.6%	67	20.8%
Always	311	57.1%	267	56.6%	44	60.3%	118	52.9%	193	59.9%
Total	545	100.0%	472	100.0%	73	100.0%	223	100.0%	322	100.0%
Not Answered	19		18		1		10		9	
Reporting Category	Access to Specialized Services									
Achievement Score (Case mix adjusted)	77.10%		77.69%		78.90%		72.56%		81.47%	
2018 vs. 2016: +/- Change (Stat. sig.)	-1.6		-1.7		+1.3		-1.3		-1.7	
Correlation with rating of health plan	0.243		0.220		0.363		0.219		0.274	

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	
	N	%	N	%	N	%	N	%	N	%
Yes	338	61.0%	294	61.0%	44	61.1%	138	60.3%	200	61.5%
No	216	39.0%	188	39.0%	28	38.9%	91	39.7%	125	38.5%
Total	554	100.0%	482	100.0%	72	100.0%	229	100.0%	325	100.0%
Not Answered	10		8		2		4		6	
Reporting Category	CCC Single Items									
Achievement Score (Case mix adjusted)	60.17%		60.44%		62.49%		59.31%		61.68%	
2018 vs. 2016: +/- Change (Stat. sig.)	+4.1		+4.5		+5.8		+8.9		+1.4	
Correlation with rating of health plan	0.084		0.077		0.125		0.104		0.075	

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

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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	
	N	%	N	%	N	%	N	%	N	%
Yes	562	12.0%	487	12.7%	75	8.9%	147	4.1%	415	37.8%
No	4,113	88.0%	3,350	87.3%	763	91.1%	3,430	95.9%	683	62.2%
Total	4,675	100.0%	3,837	100.0%	838	100.0%	3,577	100.0%	1,098	100.0%
Not Answered	67		59		8		44		23	

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	
	N	%	N	%	N	%	N	%	N	%
Never	56	10.2%	40	8.4%	16	21.6%	12	8.5%	44	10.7%
Sometimes	74	13.4%	67	14.0%	7	9.5%	19	13.5%	55	13.4%
Usually	134	24.3%	113	23.7%	21	28.4%	37	26.2%	97	23.7%
Always	287	52.1%	257	53.9%	30	40.5%	73	51.8%	214	52.2%
Total	551	100.0%	477	100.0%	74	100.0%	141	100.0%	410	100.0%
Not Answered	11		10		1		6		5	
Reporting Category	Access to Specialized Services									
Achievement Score (Case mix adjusted)	75.90%		77.57%		69.04%		76.43%		76.38%	
2018 vs. 2016: +/- Change (Stat. sig.)	+1.3		+1.9		-2.4		+9.2		-1.5	
Correlation with rating of health plan	0.336		0.358		0.214		0.283		0.353	

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	
	N	%	N	%	N	%	N	%	N	%
Yes	316	57.8%	286	60.5%	30	40.5%	83	58.5%	233	57.5%
No	231	42.2%	187	39.5%	44	59.5%	59	41.5%	172	42.5%
Total	547	100.0%	473	100.0%	74	100.0%	142	100.0%	405	100.0%
Not Answered	15		14		1		5		10	
Reporting Category	CCC Single Items									
Achievement Score (Case mix adjusted)	57.25%		59.65%		45.94%		57.76%		57.74%	
2018 vs. 2016: +/- Change (Stat. sig.)	+3.1		+5.7		-9.0		+9.2		+1.6	
Correlation with rating of health plan	0.098		0.065		0.238		0.157		0.078	

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

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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	
	N	%	N	%	N	%	N	%	N	%
Worst treatment possible	17	3.2%	11	2.4%	6	8.8%	6	4.3%	11	2.8%
1	4	0.8%	3	0.6%	1	1.5%	0	0.0%	4	1.0%
2	6	1.1%	5	1.1%	1	1.5%	0	0.0%	6	1.5%
3	11	2.1%	9	1.9%	2	2.9%	3	2.1%	8	2.1%
4	13	2.5%	12	2.6%	1	1.5%	3	2.1%	10	2.6%
5	35	6.6%	27	5.8%	8	11.8%	12	8.6%	23	5.9%
6	31	5.8%	30	6.5%	1	1.5%	8	5.7%	23	5.9%
7	47	8.9%	44	9.5%	3	4.4%	10	7.1%	37	9.5%
8	104	19.6%	89	19.3%	15	22.1%	27	19.3%	77	19.7%
9	72	13.6%	62	13.4%	10	14.7%	21	15.0%	51	13.1%
Best treatment possible	190	35.8%	170	36.8%	20	29.4%	50	35.7%	140	35.9%
Total	530	100.0%	462	100.0%	68	100.0%	140	100.0%	390	100.0%
Not Answered	32		25		7		7		25	
Reporting Category	Supplemental Questions									
Achievement Score (Case mix adjusted)	69.00%		69.69%		64.58%		66.64%		69.87%	
2018 vs. 2016: +/- Change (▲▼ Stat. sig.)	+1.3		+1.4		+1.6		+5.0		+0.3	
Correlation with rating of health plan	0.399		0.399		0.385		0.408		0.396	

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	
	N	%	N	%	N	%	N	%	N	%
Yes	950	20.5%	759	20.0%	191	23.0%	494	14.0%	456	42.0%
No	3,673	79.5%	3,032	80.0%	641	77.0%	3,043	86.0%	630	58.0%
Total	4,623	100.0%	3,791	100.0%	832	100.0%	3,537	100.0%	1,086	100.0%
Not Answered	119		105		14		84		35	

○ ***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 N	%	Medicaid N	%	CHP N	%	CC - Negative N	%	CC - Positive N	%
Yes	566	60.3%	476	63.5%	90	47.6%	283	57.9%	283	62.9%
No	373	39.7%	274	36.5%	99	52.4%	206	42.1%	167	37.1%
Total	939	100.0%	750	100.0%	189	100.0%	489	100.0%	450	100.0%
Not Answered	11		9		2		5		6	
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%	
2018 vs. 2016: +/- Change (Stat. sig.)	+4.7		+6.9		-3.7		+4.4		+5.0	
Correlation with rating of health plan	0.058		0.054		0.012		0.071		0.049	

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

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

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

◯ ***Response scored as:*** Achievement Room for improvement

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

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

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

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

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

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

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 N	%	Medicaid N	%	CHP N	%	CC - Negative N	%	CC - Positive N	%
Never	17	0.7%	12	0.6%	5	1.0%	14	0.8%	3	0.4%
Sometimes	136	5.7%	120	6.3%	16	3.3%	97	5.6%	39	5.8%
Usually	424	17.7%	333	17.4%	91	18.8%	302	17.5%	122	18.1%
Always	1,820	75.9%	1,448	75.7%	372	76.9%	1,310	76.0%	510	75.7%
Total	2,397	100.0%	1,913	100.0%	484	100.0%	1,723	100.0%	674	100.0%
Not Answered	18		18		0		14		4	
Reporting Category	Single Items									
Achievement Score (Case mix adjusted)	93.67%		93.52%		94.74%		93.71%		93.92%	
2018 vs. 2016: +/- Change (Stat. sig.)	+0.6		+0.4		+1.8		+0.6		+0.8	
Correlation with rating of health plan	0.131		0.148		0.077		0.123		0.152	

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

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

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 N	%	Medicaid N	%	CHP N	%	CC - Negative N	%	CC - Positive N	%
Yes	2,975	89.3%	2,422	89.3%	553	89.5%	2,182	88.8%	793	90.8%
No	356	10.7%	291	10.7%	65	10.5%	276	11.2%	80	9.2%
Total	3,331	100.0%	2,713	100.0%	618	100.0%	2,458	100.0%	873	100.0%
Not Answered	32		27		5		22		10	
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%	
2018 vs. 2016: +/- Change (Stat. sig.)	+0.8		+1.0		-0.7		+1.0		0.0	
Correlation with rating of health plan	0.122		0.121		0.127		0.118		0.141	

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

○ ***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	
	N	%	N	%	N	%	N	%	N	%
Never	73	5.6%	56	5.3%	17	7.2%	44	5.5%	29	5.8%
Sometimes	164	12.6%	133	12.5%	31	13.1%	102	12.8%	62	12.4%
Usually	304	23.4%	249	23.5%	55	23.2%	189	23.7%	115	22.9%
Always	757	58.3%	623	58.7%	134	56.5%	461	57.9%	296	59.0%
Total	1,298	100.0%	1,061	100.0%	237	100.0%	796	100.0%	502	100.0%
Not Answered	32		23		9		22		10	
Reporting Category	Single Items									
Achievement Score (Case mix adjusted)	81.88%		82.48%		79.83%		81.03%		83.49%	
2018 vs. 2016: +/- Change (Stat. sig.)	-1.1		-0.5		-3.5		+0.0		-2.6	
Correlation with rating of health plan	0.298		0.298		0.293		0.250		0.368	

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

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

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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	
	N	%	N	%	N	%	N	%	N	%
Yes	836	20.5%	699	21.1%	137	18.0%	177	5.8%	659	65.6%
No	3,240	79.5%	2,617	78.9%	623	82.0%	2,895	94.2%	345	34.4%
Total	4,076	100.0%	3,316	100.0%	760	100.0%	3,072	100.0%	1,004	100.0%
Not Answered	63		52		11		44		19	

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	
	N	%	N	%	N	%	N	%	N	%
● Yes	768	93.0%	643	93.2%	125	91.9%	156	89.7%	612	93.9%
● No	58	7.0%	47	6.8%	11	8.1%	18	10.3%	40	6.1%
Total	826	100.0%	690	100.0%	136	100.0%	174	100.0%	652	100.0%
Not Answered	10		9		1		3		7	
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%	
2018 vs. 2016: +/- Change (▲▼ Stat. sig.)	0.0		-0.4		+2.2		-2.3		+0.7	
Correlation with rating of health plan	0.188		0.174		0.235		0.045		0.236	

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	
	N	%	N	%	N	%	N	%	N	%
● Yes	732	89.5%	617	90.1%	115	86.5%	150	87.2%	582	90.1%
● No	86	10.5%	68	9.9%	18	13.5%	22	12.8%	64	9.9%
Total	818	100.0%	685	100.0%	133	100.0%	172	100.0%	646	100.0%
Not Answered	18		14		4		5		13	
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%	
2018 vs. 2016: +/- Change (▲▼ Stat. sig.)	-0.5		+0.3		-0.9		-2.4		+0.8	
Correlation with rating of health plan	0.177		0.165		0.203		0.089		0.202	

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

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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	
	N	%	N	%	N	%	N	%	N	%
Yes	1,061	22.7%	862	22.5%	199	23.7%	562	15.7%	499	45.5%
No	3,614	77.3%	2,975	77.5%	639	76.3%	3,016	84.3%	598	54.5%
Total	4,675	100.0%	3,837	100.0%	838	100.0%	3,578	100.0%	1,097	100.0%
Not Answered	67		59		8		43		24	

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

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

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

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

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

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	
	N	%	N	%	N	%	N	%	N	%
Yes	1,664	36.0%	1,366	35.9%	298	36.2%	1,211	34.3%	453	41.4%
No	2,960	64.0%	2,435	64.1%	525	63.8%	2,319	65.7%	641	58.6%
Total	4,624	100.0%	3,801	100.0%	823	100.0%	3,530	100.0%	1,094	100.0%
Not Answered	118		95		23		91		27	

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

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

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

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

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

◯ ***Response scored as:*** Achievement Room for improvement

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

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

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

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Prescription Medicines

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

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

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 N	%	Medicaid N	%	CHP N	%	CC - Negative N	%	CC - Positive N	%
Never	32	1.6%	24	1.4%	8	2.4%	14	1.2%	18	2.2%
Sometimes	166	8.1%	142	8.3%	24	7.1%	96	7.9%	70	8.4%
Usually	412	20.1%	337	19.7%	75	22.3%	245	20.1%	167	20.0%
Always	1,442	70.3%	1,212	70.7%	230	68.2%	861	70.8%	581	69.5%
Total	2,052	100.0%	1,715	100.0%	337	100.0%	1,216	100.0%	836	100.0%
Not Answered	24		19		5		19		5	
Reporting Category	CCC Single Items									
Achievement Score (Case mix adjusted)	90.15%		90.38%		89.58%		90.95%		89.26%	
2018 vs. 2016: +/- Change (Stat. sig.)	-1.2		-1.1		-1.5		+0.5		-3.8	
Correlation with rating of health plan	0.308		0.301		0.337		0.302		0.315	

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 N	%	Medicaid N	%	CHP N	%	CC - Negative N	%	CC - Positive N	%
Yes	1,323	65.8%	1,123	67.0%	200	59.7%	765	64.5%	558	67.7%
No	687	34.2%	552	33.0%	135	40.3%	421	35.5%	266	32.3%
Total	2,010	100.0%	1,675	100.0%	335	100.0%	1,186	100.0%	824	100.0%
Not Answered	66		59		7		49		17	
Reporting Category	CCC Single Items									
Achievement Score (Case mix adjusted)	65.69%		66.59%		61.04%		63.55%		68.58%	
2018 vs. 2016: +/- Change (Stat. sig.)	+2.2		+2.1		+3.9		+2.1		+2.4	
Correlation with rating of health plan	0.061		0.064		0.030		0.070		0.054	

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

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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	
	N	%	N	%	N	%	N	%	N	%
Excellent	2,076	45.0%	1,644	43.4%	432	52.9%	1,809	51.5%	267	24.4%
Very Good	1,498	32.5%	1,231	32.5%	267	32.7%	1,091	31.0%	407	37.2%
Good	849	18.4%	753	19.9%	96	11.8%	554	15.8%	295	27.0%
Fair	169	3.7%	149	3.9%	20	2.4%	56	1.6%	113	10.3%
Poor	17	0.4%	15	0.4%	2	0.2%	5	0.1%	12	1.1%
Total	4,609	100.0%	3,792	100.0%	817	100.0%	3,515	100.0%	1,094	100.0%
Not Answered	133		104		29		106		27	

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

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

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	
	N	%	N	%	N	%	N	%	N	%
Yes	1,215	26.3%	1,025	27.0%	190	23.0%	402	11.5%	813	73.1%
No	3,407	73.7%	2,770	73.0%	637	77.0%	3,108	88.5%	299	26.9%
Total	4,622	100.0%	3,795	100.0%	827	100.0%	3,510	100.0%	1,112	100.0%
Not Answered	120		101		19		111		9	

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

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

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	
	N	%	N	%	N	%	N	%	N	%
Yes	753	88.0%	631	88.5%	122	85.3%	0	0.0%	753	97.8%
No	103	12.0%	82	11.5%	21	14.7%	86	100.0%	17	2.2%
Total	856	100.0%	713	100.0%	143	100.0%	86	100.0%	770	100.0%
Not Answered	25		21		4		22		3	

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	
	N	%	N	%	N	%	N	%	N	%
Yes	699	15.2%	605	16.0%	94	11.4%	126	3.6%	573	52.4%
No	3,906	84.8%	3,173	84.0%	733	88.6%	3,385	96.4%	521	47.6%
Total	4,605	100.0%	3,778	100.0%	827	100.0%	3,511	100.0%	1,094	100.0%
Not Answered	137		118		19		110		27	

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

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

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	
	N	%	N	%	N	%	N	%	N	%
Yes	510	94.4%	437	94.0%	73	97.3%	0	0.0%	510	97.7%
No	30	5.6%	28	6.0%	2	2.7%	18	100.0%	12	2.3%
Total	540	100.0%	465	100.0%	75	100.0%	18	100.0%	522	100.0%
Not Answered	5		5		0		3		2	

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	
	N	%	N	%	N	%	N	%	N	%
Yes	621	13.7%	561	15.0%	60	7.3%	244	7.0%	377	34.7%
No	3,928	86.3%	3,169	85.0%	759	92.7%	3,220	93.0%	708	65.3%
Total	4,549	100.0%	3,730	100.0%	819	100.0%	3,464	100.0%	1,085	100.0%
Not Answered	193		166		27		157		36	

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

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

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	
	N	%	N	%	N	%	N	%	N	%
Yes	315	92.1%	277	92.0%	38	92.7%	0	0.0%	315	97.5%
No	27	7.9%	24	8.0%	3	7.3%	19	100.0%	8	2.5%
Total	342	100.0%	301	100.0%	41	100.0%	19	100.0%	323	100.0%
Not Answered	7		6		1		2		5	

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	
	N	%	N	%	N	%	N	%	N	%
Yes	662	14.3%	581	15.3%	81	9.8%	235	6.7%	427	38.5%
No	3,953	85.7%	3,208	84.7%	745	90.2%	3,272	93.3%	681	61.5%
Total	4,615	100.0%	3,789	100.0%	826	100.0%	3,507	100.0%	1,108	100.0%
Not Answered	127		107		20		114		13	

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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	
	N	%	N	%	N	%	N	%	N	%
Yes	397	61.5%	357	63.1%	40	50.0%	32	14.3%	365	86.5%
No	249	38.5%	209	36.9%	40	50.0%	192	85.7%	57	13.5%
Total	646	100.0%	566	100.0%	80	100.0%	224	100.0%	422	100.0%
Not Answered	16		15		1		11		5	

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	
	N	%	N	%	N	%	N	%	N	%
Yes	351	90.0%	317	90.6%	34	85.0%	0	0.0%	351	96.7%
No	39	10.0%	33	9.4%	6	15.0%	27	100.0%	12	3.3%
Total	390	100.0%	350	100.0%	40	100.0%	27	100.0%	363	100.0%
Not Answered	7		7		0		5		2	

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	
	N	%	N	%	N	%	N	%	N	%
Yes	588	12.8%	513	13.6%	75	9.1%	54	1.5%	534	48.5%
No	4,008	87.2%	3,260	86.4%	748	90.9%	3,441	98.5%	567	51.5%
Total	4,596	100.0%	3,773	100.0%	823	100.0%	3,495	100.0%	1,101	100.0%
Not Answered	146		123		23		126		20	

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	
	N	%	N	%	N	%	N	%	N	%
Yes	514	91.1%	448	91.6%	66	88.0%	0	0.0%	514	98.1%
No	50	8.9%	41	8.4%	9	12.0%	40	100.0%	10	1.9%
Total	564	100.0%	489	100.0%	75	100.0%	40	100.0%	524	100.0%
Not Answered	24		24		0		14		10	

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About Your Child and You (continued)

NQ75. What is your child's age now?

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

Q76. Is your child male or female?

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

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

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	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%
No, Not Hispanic or Latino	2,991	66.0%	2,362	63.5%	629	77.0%	2,235	65.0%	756	69.0%
Total	4,535	100.0%	3,718	100.0%	817	100.0%	3,440	100.0%	1,095	100.0%
Not Answered	207		178		29		181		26	

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

Q79. What is your age?

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

Q80. Are you male or female?

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

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

Q82. How are you related to the child?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	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%
Grandparent	152	3.4%	151	4.1%	1	0.1%	92	2.7%	60	5.6%
Aunt or uncle	18	0.4%	16	0.4%	2	0.2%	16	0.5%	2	0.2%
Older sibling	19	0.4%	17	0.5%	2	0.2%	19	0.6%	0	0.0%
Other relative	5	0.1%	5	0.1%	0	0.0%	5	0.1%	0	0.0%
Legal guardian	51	1.1%	50	1.4%	1	0.1%	24	0.7%	27	2.5%
Someone else	3	0.1%	2	0.1%	1	0.1%	2	0.1%	1	0.1%
Total	4,519	100.0%	3,700	100.0%	819	100.0%	3,439	100.0%	1,080	100.0%
Not Answered	223		196		27		182		41	

Q83. How well do you speak English?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	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%
Well	799	17.6%	683	18.3%	116	14.2%	664	19.3%	135	12.3%
Not well	653	14.4%	578	15.5%	75	9.2%	548	15.9%	105	9.5%
Not at all	361	7.9%	328	8.8%	33	4.0%	309	9.0%	52	4.7%
Total	4,550	100.0%	3,733	100.0%	817	100.0%	3,449	100.0%	1,101	100.0%
Not Answered	192		163		29		172		20	

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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	
	N	%	N	%	N	%	N	%	N	%
Yes	2,260	50.0%	1,938	52.3%	322	39.6%	1,872	54.6%	388	35.5%
No	2,262	50.0%	1,771	47.7%	491	60.4%	1,557	45.4%	705	64.5%
Total	4,522	100.0%	3,709	100.0%	813	100.0%	3,429	100.0%	1,093	100.0%
Not Answered	220		187		33		192		28	

Q85. What is this language spoken at home?

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

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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?

○	○	○	○	○	○	○	○	○	○	○
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 <u>your child</u> 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 <u>your child</u> 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 Personal Doctor Possible ... Best Personal Doctor Possible

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

- ○ 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 <u>your child's</u> 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 <u>your family's</u> day-to-day life?

- ○ Yes
- ○ No

GETTING HEALTH CARE FROM A SPECIALIST

When you answer the next questions, do <u>not</u> 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 Possible ... Best Specialist Possible

YOUR CHILD'S HEALTH PLAN

The next questions ask about your experience with your child's health plan.

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

- ○ Yes ➔ ***Go to Question 51***
- ○ No ➔ ***Go to Question 53***

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Yes ➔ ***Go to Question 54***
- ○ No ➔ ***Go to Question 55***

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

55. 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?

○	○	○	○	○	○	○	○	○	○	○
0	1	2	3	4	5	6	7	8	9	10
Worst Health Plan Possible										Best Health Plan Possible

PRESCRIPTION MEDICINES

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

- ○ Yes ➔ ***Go to Question 57***
- ○ No ➔ ***Go to Question 59***

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Yes
- ○ No

ABOUT YOUR CHILD AND YOU

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

- ○ Excellent
- ○ Very Good
- ○ Good
- ○ Fair
- ○ Poor

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

- ○ Excellent
- ○ Very Good
- ○ Good
- ○ Fair
- ○ Poor

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

- ○ Yes ➔ ***Go to Question 62***
- ○ No ➔ ***Go to Question 64***

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 <u>your child's</u> 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 <u>your</u> 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 <u>you</u> male or female?

- ○ Male
- ○ Female

81. What is the highest grade or level of school that <u>you</u> 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
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