



**Oregon Health Plan Report of Results for  
Fee-For-Service Child Population  
2019 CAHPS® 5.0H Medicaid with CCC Measure Member Experience Survey**

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## INTRODUCTION

The Oregon Health Authority (OHA) contracts with managed care organizations, also known as Coordinated Care Organizations (CCOs), to provide health care services. Understanding the experience of people who are Oregon Health Plan (OHP) members is important to clinicians, policy makers, patients and consumers, quality monitors and regulators, provider organizations, health plans, community collaboratives, and those who are responsible for monitoring and evaluating the quality of and access to health care services.

Introduced by the Agency for Healthcare Research and Quality (AHRQ) in the mid-1990s, the Consumer Assessment of Healthcare Providers and Systems (CAHPS) program encompasses the full range of standardized surveys that ask consumers and patients to report on and evaluate their experiences with health care. These surveys cover topics that are important to consumers, such as accessibility of services and communication skills of providers.

OHA conducts annual CAHPS surveys asking consumers and patients to report on and evaluate their experiences with health care. These surveys cover topics that are important to consumers and focus on aspects of quality that consumers are best qualified to assess, such as the communication skills of providers and ease of access to health care services. The survey results help inform decisions for those involved with providing care to OHP members and to improve the quality of health care services.

The survey measures member satisfaction with the experience of care and gives a general indication of how well the health plan meets members' expectations. Surveyed members are asked to rate various aspects of the health plan based on their experience with the plan during the previous six months.

## EXECUTIVE SUMMARY

CSS administered the Child Medicaid with CCC Measure version of the 2019 CAHPS Health Plan Survey for the Oregon Health Authority on behalf of Fee-For-Service, hereafter referred to as FFS between January 9 and April 9, 2019. The final Child Medicaid with CCC Measure survey sample for FFS included 900 members. 217 members completed the survey, resulting in a response rate of 24.49 percent.

This section highlights some of the key survey findings for FFS, including trends in CAHPS ratings and composites and comparisons to the State Oregon Health Plan results. Results are based on the rates of members answering 8, 9, or 10 for the ratings questions; *Yes* for the *Shared Decision Making* composite; and *Usually* or *Always* for all other measures. Statistical significance tests were conducted at the 95% confidence level. Up to five organizational priorities for quality improvement are also identified based on CSS's *Key Driver Analysis*.

## RESULTS ON KEY SURVEY MEASURES

### STATISTICALLY SIGNIFICANT IMPROVEMENTS OR DECLINES COMPARED TO 2018

Reportable Rate IMPROVED	Reportable Rate DECLINED
No statistically significant improvements	No statistically significant declines

### STATISTICALLY SIGNIFICANT DIFFERENCES FROM STATE OREGON HEALTH PLAN

Reportable Rate ABOVE State OHP	Reportable Rate BELOW State OHP
2019 State OHP	
None	Rating of Health Plan (by 11.02 points)

## TOP PRIORITIES FOR QUALITY IMPROVEMENT

CSS's *Key Driver Analysis* identifies the areas of health plan performance and aspects of member experience that shape members' overall assessment of their health plan. To the extent that these specific areas or experiences can be improved, the overall rating of the plan should reflect these gains. Up to five quality improvement opportunities with the highest return on investment for FFS are identified below. Effective interventions in these areas have the greatest potential impact on the *Rating of Health Plan* score.

### Top Priorities for Quality Improvement

1. Improving the ability of the health plan customer service to treat members with courtesy and respect
2. Improving the quality of physicians in the plan's network (personal doctors)
3. Improving member access to care (getting an appointment to see a specialist)
4. Improving member access to care (ease of getting needed care, tests, or treatment)
5. Improving member access to care (having a personal doctor)

The remainder of this report examines these and other findings in greater detail.

## SURVEY RESULTS AT A GLANCE

An overview of summary measures are presented in Exhibit 1. This includes CAHPS ratings and composites and comparisons to the State Oregon Health Plan results, and prior year data (where available).

EXHIBIT 1. 2019 FFS CHILD MEDICAID WITH CCC MEASURE SURVEY RESULTS AT A GLANCE

CAHPS 5.0H Survey Measures		Global Proportions and Question Summary Rates		Valid Responses		2019 State OHP
		2018	2019	2018	2019	
Overall Ratings (% 8, 9, or 10)	Q14. Rating of All Health Care	79.50%	<b>81.58%</b>	200	<b>190</b>	82.91%
	Q41. Rating of Personal Doctor	84.28%	<b>87.25%</b>	229	<b>204</b>	88.32%
	Q48. Rating of Specialist Seen Most Often	91.18%	<b>82.65%</b>	102	<b>98</b>	84.25%
	Q54. Rating of Health Plan	62.86%	<b>67.92%</b>	245	<b>212</b>	78.94% ▼
Getting Needed Care (% Always or Usually)	<b>Getting Needed Care Composite</b>	84.80%	<b>85.69%</b>	155	<b>146</b>	82.67%
	Q15. Easy to get needed care	88.12%	<b>93.16%</b>	202	<b>190</b>	88.30% ▲
	Q46. Easy to see specialists	81.48%	<b>78.22%</b>	108	<b>101</b>	77.04%
Getting Care Quickly (% Always or Usually)	<b>Getting Care Quickly Composite</b>	89.73%	<b>93.72%</b>	132	<b>126</b>	89.95%
	Q4. Got urgent care as soon as needed	93.10%	<b>96.47%</b>	87	<b>85</b>	92.02%
	Q6. Got routine care as soon as needed	86.36%	<b>90.96%</b>	176	<b>166</b>	87.89%
How Well Doctors Communicate* (% Always or Usually)	<b>How Well Doctors Communicate Composite</b>	93.75%	<b>96.78%</b>	172	<b>171</b>	93.91%
	Q32. Doctor explained things	94.80%	<b>98.24%</b>	173	<b>170</b>	94.39% ▲
	Q33. Doctor listened carefully	95.38%	<b>97.08%</b>	173	<b>171</b>	95.03%
	Q34. Doctor showed respect	95.35%	<b>98.82%</b>	172	<b>170</b>	95.66% ▲
Customer Service (% Always or Usually)	Q37. Doctor spent enough time	89.47%	<b>92.98%</b>	171	<b>171</b>	90.54%
	<b>Customer Service Composite</b>	81.90%	<b>79.17%</b>	58	<b>36</b>	87.47%
	Q50. Provided needed information/help	72.41%	<b>66.67%</b>	58	<b>36</b>	81.08% ▼
Shared Decision Making** (% Yes)	Q51. Treated with courtesy/respect	91.38%	<b>91.67%</b>	58	<b>36</b>	93.85%
	<b>Shared Decision Making Composite</b>	85.51%	<b>88.48%</b>	104	<b>93</b>	83.16%
	Q11. Discussed reasons to take a medicine	94.23%	<b>98.92%</b>	104	<b>93</b>	94.30%
Other Areas	Q12. Discussed reasons not to take a medicine	79.61%	<b>80.65%</b>	103	<b>93</b>	74.32%
	Q13. Discussed what was best for you	82.69%	<b>85.87%</b>	104	<b>92</b>	80.85%
	Q8. Health Promotion and Education (% Yes)	74.88%	<b>76.60%</b>	203	<b>188</b>	75.28%
Children with Chronic Conditions Measures	Q40. Coordination of Care (% Always or Usually)	80.19%	<b>79.41%</b>	106	<b>102</b>	82.37%
	. Access to Prescription Medicines	85.23%	<b>79.71%</b>	176	<b>138</b>	88.93% ▼
	. Access to Specialized Services	63.54%	<b>60.84%</b>	66	<b>62</b>	68.66%
	. Getting Needed Information	90.20%	<b>95.21%</b>	204	<b>188</b>	91.48%
	. Personal Doctor Who Knows Child	86.22%	<b>90.54%</b>	167	<b>152</b>	87.43%
	. Coordination of Care for Children With Chronic Conditions	74.45%	<b>74.78%</b>	82	<b>77</b>	78.49%

If n is less than 30, "Low n" is displayed next to score.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the denominator threshold (n=30). All statistical tests are conducted at the 95% confidence level prior to rounding. Statistically significant differences between your organization's current-year rate and the comparison rate are marked as ▲ when your rate is higher or ▼ when it is lower.

## ABOUT THIS REPORT

The key features of this 2019 CAHPS report, prepared by CSS for FFS, are highlighted below.

- Survey results presented in this report were calculated following the NCQA guidelines published in *HEDIS 2019, Volume 3: Specifications for Survey Measures* unless otherwise noted. Summary Results are reported regardless of whether the denominator threshold is met, however, any summary measure where the denominator is less than 30 is marked as “Low n”.
- Throughout the report, the 2019 FFS survey results are compared to the 2019 State OHP. The 2019 State OHP is calculated by pooling Child Medicaid survey responses across CCOs surveyed by the Oregon Health Authority.
- *Executive Summary* provides a high-level overview of survey findings. This section highlights the areas where FFS performs significantly above or below the State Oregon Health Plan performance. If prior-year survey results are available, any statistically significant improvements or declines on key survey measures are also noted. Up to five top organizational priorities for quality improvement based on CSS’s *Key Driver Analysis* are identified.
- *Summary of Survey Results* presents the 2019 FFS survey scores on key measures, including question summary rates (QSRs), global proportions, and changes in QSR and global proportion scores from the previous year (if applicable); and comparisons to relevant Oregon Health Plan benchmarks. Statistically significant differences in scores are noted.
- *Detailed Performance Charts* are provided for the rating questions, composite measures, and individual survey items representing the various CAHPS domains of care. The 2019 FFS QSRs and global proportions are compared to the 2019 State OHP on all measures. Where available, a three-year trend in scores is also shown.
- *Member Profile and Analysis of Plan Ratings by Member Segment* compares the 2019 FFS respondent profile to the appropriate reference distribution (i.e., all plans included in the 2019 State OHP) of demographic characteristics and utilization variables. Variation in *Rating of Health Plan* measure by member segment is examined.
- *Key Driver Analysis* identifies those aspects of member experience (key drivers) that are closely related to the overall rating of the plan. The CSS *Key Driver Model* quantifies the contribution of each key driver to the overall evaluation of the plan. The 2019 FFS results on each key driver are compared to the highest score among the one Child Medicaid plans contributing to the 2019 State OHP, yielding a measure of available room for improvement in each area. The result is then weighted by the key driver’s contribution to the overall *Rating of Health Plan* score. Opportunities for improvement are prioritized based on the expected improvement in the FFS *Rating of Health Plan* score due to improved performance on the key driver. A separate section of the report provides some helpful resources for health plan quality improvement.

- The *Appendix* includes:
  - Detailed cross-tabulations of survey responses for every survey question, with additional tables summarizing performance on key survey measures;
  - A copy of the survey instrument;
  - Step-by-step guidelines for calculating composite global proportions; and
  - A glossary of terms.

## SURVEY METHODOLOGY

### SURVEY PROTOCOL AND TIMELINE

CSS administered the Child Medicaid with CCC Measure version of the 2019 CAHPS Health Plan Survey for the Oregon Health Authority on behalf of FFS using a mixed methodology of internet, mail, and telephone. The Oregon Health Authority's mixed methodology consisted of the following milestones:

- A prenotification letter with an invitation to complete the survey online, which was mailed on January 9;
- An initial questionnaire with cover letter, which was mailed on January 16;
- A replacement questionnaire with cover letter, which was mailed on February 13;
- A telephone follow-up phase targeting non-respondents, with up to four telephone follow-up attempts spaced at different times of the day and on different days of the week, which started on March 6; and
- Close of data collection on April 9, 2019.

### SURVEY MATERIALS

The survey instruments (both English and Spanish) used for FFS are provided in the Appendix. CSS designed the survey following instructions from OHA and the NCQA specifications detailed in *HEDIS 2019, Volume 3: Specifications for Survey Measures* and *Quality Assurance Plan for HEDIS 2019 Survey Measures*. The materials referred to Oregon Health Plan and included the Oregon Health Authority logo on all of the mailing materials. Each survey package included a postage-paid return envelope. Besides the core CAHPS questions, the survey included 12 additional questions added by OHA. These included questions on cultural competency, access to dental care, and kindergarten readiness. All mailings included a duplex English and Spanish cover letter. Members received either an English or Spanish survey based on language information provided by Oregon Health Authority. Members had the option to request the survey in the other language using a telephone request line.

### SAMPLE SELECTION

CSS followed Oregon Health Authority's instructions to generate the survey sample for FFS. Sample-eligible members were defined as plan members who were 17 years old or younger as of November 30, 2018; were currently enrolled; had been continuously enrolled for six months (with no more than one enrollment break of 45 days or less); and whose primary coverage was through Medicaid. The sample frame included a pre-screen status code to identify children that

were likely to have a chronic condition (CCC) based on claim and encounter records. Using this code, a sample was drawn from the child Medicaid population to receive the CCC instrument. The results for the CCC population presented in this report are based the pre-screen status code rather than responses to the survey in the NCQA methodology.

Prior to sampling, CSS carefully inspected the member file(s) and informed the Oregon Health Authority of any errors or irregularities found (such as missing address elements or subscriber numbers). Once the quality assurance process had been completed, CSS processed member addresses through the USPS National Change of Address (NCOA) service to ensure that the mailing addresses were up-to-date.

The final sample was generated using a random selection methodology, with no more than one member per household selected to receive the survey. The exception to this rule was any CCO that failed to meet the desired sample size in which case more than one member per household could be selected. CSS assigned each sampled member a unique identification number, which was used to track their progress throughout the data collection process.

The Oregon Health Authority chose to oversample for targeted race and ethnicity groups to ensure these groups were appropriately represented in the state sample. Data for those sample members only appear in the State OHP results and not the individual CCO results. The final survey sample for FFS included 900 members.

## DATA CAPTURE

Questionnaires returned by mail were recorded using either manual data entry or optical scanning. Responses recorded via manual data entry were keyed by two independent data entry operators, and any discrepancies between the two response records were flagged and reconciled by a supervisor. Individual responses on surveys recorded via optical scanning were sent to data entry operators if the scanning technology was unable to identify the specific response option selected with a pre-defined degree of certainty.

Computer Assisted Telephone Interviewing (CATI) technology was used to electronically capture survey responses obtained during telephone interviews. Members were able to complete the survey in either English or Spanish. On-site CATI supervisors maintained quality control by monitoring the telephone interviews and keyboard entry of interviewers in real time. In addition, CSS research staff remotely monitored interviews on a regular basis. Due to the multiple mailings and varied modes of data collection, multiple survey responses could be received from the same sample member. In those cases, CSS included only one survey response (the most complete survey) in the final analysis dataset.

## MEMBER DISPOSITIONS AND RESPONSE RATE

Among the FFS sample members who met final eligibility criteria, 217 completed the survey, resulting in a response rate of 24.49 percent. Additional detail on sample member status at the end of data collection (dispositions) is provided in Exhibit 2.

EXHIBIT 2. 2019 FFS CHILD MEDICAID WITH CCC MEASURE CAHPS SURVEY: SAMPLE MEMBER DISPOSITIONS AND RESPONSE RATE

Disposition	Total		2019 State OHP
	Number	% Initial Sample	
<b>Initial Sample</b>	900	100.00%	---
<b>Disposition</b>			
Complete and Eligible - Mail	145	16.11%	13.05%
Complete and Eligible - Phone	60	6.67%	10.56%
Complete and Eligible - Internet	12	1.33%	0.91%
Complete and Eligible - Total	217	24.11%	24.52%
Does not meet Eligible Population criteria	12	1.33%	0.78%
Incomplete (but Eligible)	8	0.89%	0.82%
Ineligible	2	0.22%	1.82%
- Language barrier	2	0.22%	0.61%
- Mentally or physically incapacitated	0	0.00%	0.00%
- Deceased	0	0.00%	0.01%
Refusal	14	1.56%	1.58%
Nonresponse after maximum attempts	641	71.22%	71.18%
Added to Do Not Call (DNC) list	6	0.67%	0.50%
<b>Response Rate*</b>		<b>24.49%</b>	<b>24.87%</b>

10770

\*Response rate = Complete and Eligible Surveys/[Complete and Eligible + Incomplete (but Eligible) + Refusal + Nonresponse after maximum attempts + Added to Do Not Call (DNC) List]

## SATISFACTION WITH THE EXPERIENCE OF CARE

### EXPERIENCE OF CARE MEASURES

CAHPS Health Plan Survey 5.0H, Child Medicaid with CCC Measure version includes four global **rating questions** that ask respondents to rate the following items on a 0 to 10 scale:

- **Rating of Personal Doctor** (0 = worst personal doctor possible; 10 = best personal doctor possible)
- **Rating of Specialist Seen Most Often** (0 = worst specialist possible; 10 = best specialist possible)
- **Rating of All Health Care** (0 = worst health care possible; 10 = best health care possible)
- **Rating of Health Plan** (0 = worst health plan possible; 10 = best health plan possible)

The results for eight **composite measures** are also reported. Composite measures combine results from related survey questions into a single measure to summarize health plan performance in the areas listed below.

- **Getting Needed Care** combines responses to two survey questions that address member access to care:
  - *In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?*
  - *In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?*
- **Getting Care Quickly** combines responses to two survey questions that address timely availability of both urgent and routine care:
  - *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?*
  - *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?*
- **How Well Doctors Communicate** combines responses to four survey questions that address physician communication:
  - *In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?*

- *In the last 6 months, how often did your child’s personal doctor listen carefully to you?*
- *In the last 6 months, how often did your child’s personal doctor show respect for what you had to say?*
- *In the last 6 months, how often did your child’s personal doctor spend enough time with your child?*
- **Customer Service** combines responses to two survey questions that ask about member experience with the health plan’s customer service:
  - *In the last 6 months, how often did customer service staff at your child’s health plan give you the information or help you needed?*
  - *In the last 6 months, how often did customer service staff at your child’s health plan treat you with courtesy and respect?*
- **Shared Decision Making** combines responses to three survey questions that focus on decisions about taking prescription medicines:
  - *Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?*
  - *Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?*
  - *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?*

The following composite measures are calculated and reported for the CCC survey:

- **Access to Specialized Services** combines responses to three survey questions addressing the child’s access to special equipment or devices, therapies, treatments, or counseling:
  - *In the last 6 months, how often was it easy to get special medical equipment or devices for your child?*
  - *In the last 6 months, how often was it easy to get this therapy for your child?*
  - *In the last 6 months, how often was it easy to get this treatment or counseling for your child?*
- **Personal Doctor Who Knows Child** combines responses to three survey questions addressing the doctor’s understanding of the child’s health issues:
  - *In the last 6 months, did your child’s personal doctor talk with you about how your child is feeling, growing, or behaving?*

- *Does your child’s personal doctor understand how these medical, behavioral, or other health conditions affect your child’s day-to-day life?*
- *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?*
- **Coordination of Care for Children with Chronic Conditions** combines responses to two survey items addressing care coordination needs related to the child’s chronic condition:
  - *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?*
  - *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?*

In addition to the eight composite measures listed above, question summary rates are also reported for two survey items summarizing the following concepts:

- **Health Promotion and Education**

*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?*

- **Coordination of Care**

*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?*

The results for *Health Promotion and Education* and *Coordination of Care* are reported for the child Medicaid survey. Additional question summary rates calculated and reported for the CCC instrument include:

- **Getting Needed Information**

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

- **Access to Prescription Medicines**

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

## CALCULATION AND REPORTING OF RESULTS

### QUESTION SUMMARY RATES AND COMPOSITE GLOBAL PROPORTIONS

**Question Summary Rates (QSRs)** express the proportion of respondents selecting the response option(s) of interest from a given question on the survey.

- Rating questions use a 0 to 10 scale with 10 being the most favorable response. Results are reported as the proportion of members selecting one of the top three responses (8, 9, or 10).
- Most survey items use a *Never, Sometimes, Usually, or Always* scale, with *Always* being the most favorable response. Results are reported as the proportion of members selecting *Usually* or *Always*.
- *Shared Decision Making* and *Health Promotion and Education* use a *Yes* or *No* scale, with *Yes* being the desired response. Results are reported as the proportion of members selecting *Yes*.
- Items contributing to CCC composites *Personal Doctor Who Knows Child* and *Coordination of Care for Children with Chronic Conditions* use a *Yes* or *No* scale, with *Yes* being the most favorable response. Results are reported as the proportion of members selecting *Yes*.

**Composite Global Proportions** express the proportion of respondents selecting the response option(s) of interest from a given group of questions on the survey. They are calculated by first determining the proportion of respondents selecting the reported response(s) on each survey question contributing to the composite and subsequently averaging these proportions across all items in the composite.

- For composite measures except *Shared Decision Making*, results are reported as *Usually* or *Always* global proportions.
- For the *Shared Decision Making* composite, the proportion of *Yes* is reported.
- For two of the three CCC composites (*Personal Doctor Who Knows Child* and *Coordination of Care for Children with Chronic Conditions*), the proportion of *Yes* is reported.

Throughout the report, all question summary rates and composite global proportions are rounded to two decimal places for display purposes (e.g., 0.23456 is displayed as 23.46%). However, all calculations involving rates and proportions, including statistical significance testing, are carried out prior to rounding. For more details on the calculations please refer to *HEDIS 2019, Volume 3: Specifications for Survey Measures* or consult the Appendix.

## DENOMINATOR THRESHOLD

The denominator for an individual question is the total number of valid responses to that question. The denominator for a composite is the average number of responses across all questions in the composite (note: composite denominators are rounded for display purposes). If the rate denominator is less than 30, a measure result of “Low n” was assigned. This report presents results for all measures, regardless of denominator size. Any result that does not meet the denominator threshold of 30 valid responses is denoted with “Low n” to inform interpretations of results.

## COMPARISONS TO BENCHMARKS AND PRIOR-YEAR RESULTS

Throughout the report, the 2019 FFS results are compared to the 2019 State OHP as well as to the highest and lowest performing CCO. The 2019 State OHP is calculated by pooling Child Medicaid survey responses across CCOs surveyed by the Oregon Health Authority. If available, prior-year survey results are provided for comparison and year-to-year changes in results are tested for statistical significance. All of the statistical tests are carried out at the 95% confidence level (i.e., there is a 95% probability that the observed difference is not due to chance).

## SUMMARY OF SURVEY RESULTS

Exhibit 3 provides a high-level FFS performance overview on key survey measures. These include overall ratings, composite global proportions, and QSRs for additional content areas. Where applicable, changes in scores over time and comparisons to benchmarks are reported and tested for statistical significance.

EXHIBIT 3. 2019 FFS CHILD MEDICAID WITH CCC MEASURE CAHPS SURVEY: SUMMARY OF RESULTS ON KEY MEASURES

CAHPS 5.0H Survey Measures*	2019 Rate	Difference** between 2019 Rate and...	
		2018 Rate	2019 State OHP
<b>Ratings</b>			
Rating of Personal Doctor	87.25%	2.98%	-1.07%
Rating of Specialist Seen Most Often	82.65%	-8.52%	-1.60%
Rating of All Health Care	81.58%	2.08%	-1.33%
Rating of Health Plan	67.92%	5.07%	-11.02% ▼
<b>Composite Measures</b>			
Getting Needed Care	85.69%	0.89%	3.02%
Getting Care Quickly	93.72%	3.98%	3.76%
How Well Doctors Communicate	96.78%	3.03%	2.87%
Customer Service	79.17%	-2.73%	-8.30%
Shared Decision Making	88.48%	2.97%	5.32%
<b>Additional Content Areas</b>			
Health Promotion and Education	76.60%	1.72%	1.32%
Coordination of Care	79.41%	-0.78%	-2.96%
<b>Children with Chronic Conditions Measures</b>			
Access to Prescription Medicines	79.71%	-5.52%	-9.22% ▼
Access to Specialized Services	60.84%	-2.69%	-7.82%
Getting Needed Information	95.21%	5.02%	3.73%
Personal Doctor Who Knows Child	90.54%	4.32%	3.11%
Coordination of Care for Children With Chronic Conditions	74.78%	0.33%	-3.71%

\* Results were calculated following NCQA specifications and prior year results may differ from those previously reported.

\*\* Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the small denominator threshold (n=30). All differences in rates are calculated prior to rounding and are rounded for display purposes only. All statistical tests are conducted at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the comparison rate are marked as ▲ when your current-year rate is higher or ▼ when it is lower.

## DETAILED PERFORMANCE CHARTS

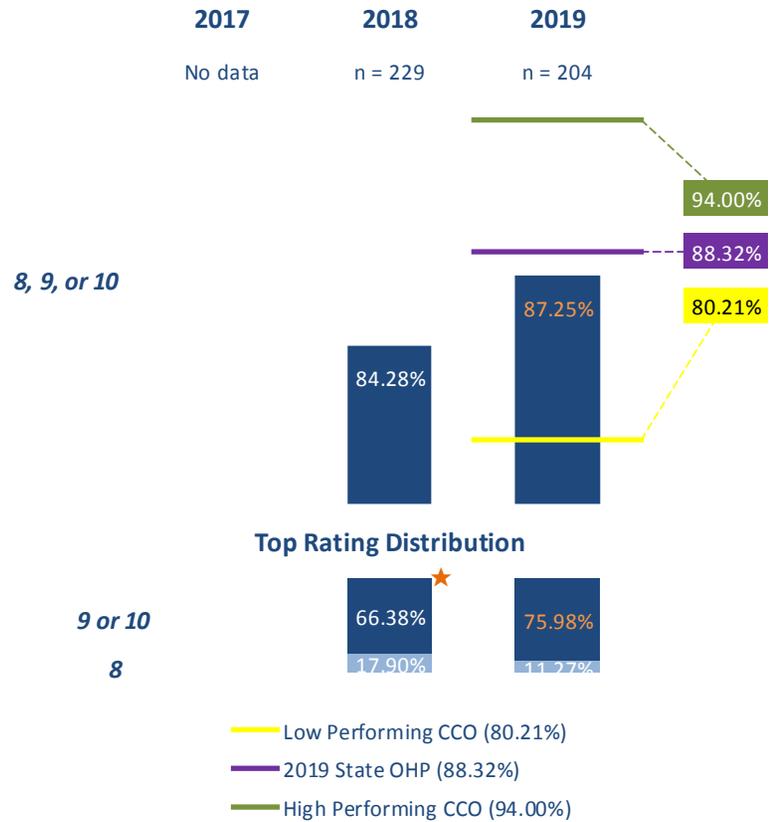
This section of the report includes detailed charts for composite global proportions, rating question summary rates (QSRs), as well as additional QSRs for individual survey items. The charts have the following features:

### TREND IN RESULTS

- FFS survey scores are trended over three consecutive years of data collection, if available. A result may not be available if the survey was not administered in a given year or if the measure is new or is not deemed appropriate for trending. In such cases, “No data” appears in place of the score.
- Where appropriate, changes in the distribution of favorable ratings over time are shown in the *Top Rating Distribution* panel of the chart (i.e., percent responding 8 vs. percent responding 9 or 10, or percent responding *Usually* vs. percent responding *Always*).
- The number of valid responses (*n*) appears above each bar. If the number of responses is less than 30, “Low *n*” appears next to the value of *n*, indicating that the result does not meet the denominator threshold. CSS calculates all rates regardless of this threshold.
- Statistical comparisons are conducted between the current-year rate and each of the prior-year rates, if available. Where appropriate, differences in both standard (e.g., 8 + 9 + 10 or *Usually* + *Always*) as well as top-box (e.g., 9 + 10 or *Always*) rates are tested for statistical significance at the 95% confidence level. Statistically significant differences are indicated with a ★ symbol next to the comparison score. For example, ★ appearing next to the 2018 rate denotes a statistically significant difference between the 2019 and 2018 rates.

# Rating of Personal Doctor

Percent Responding 8, 9, or 10



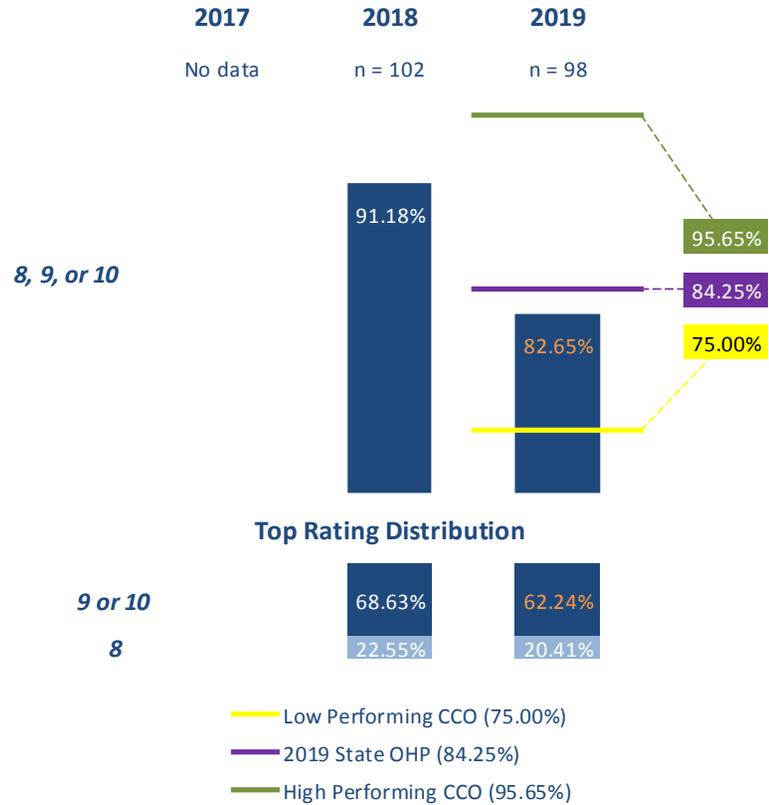
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Tests of statistical significance were conducted for the following reportable rates: (8 + 9 + 10) and (9 + 10). Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

The denominator (n) represents the number of valid responses collected for the measure. If n is less than 30, "Low n" is displayed next to the value of n. If survey data are not available or the measure is not trendable, "No data" appears in place of n.

# Rating of Specialist Seen Most Often

Percent Responding 8, 9, or 10



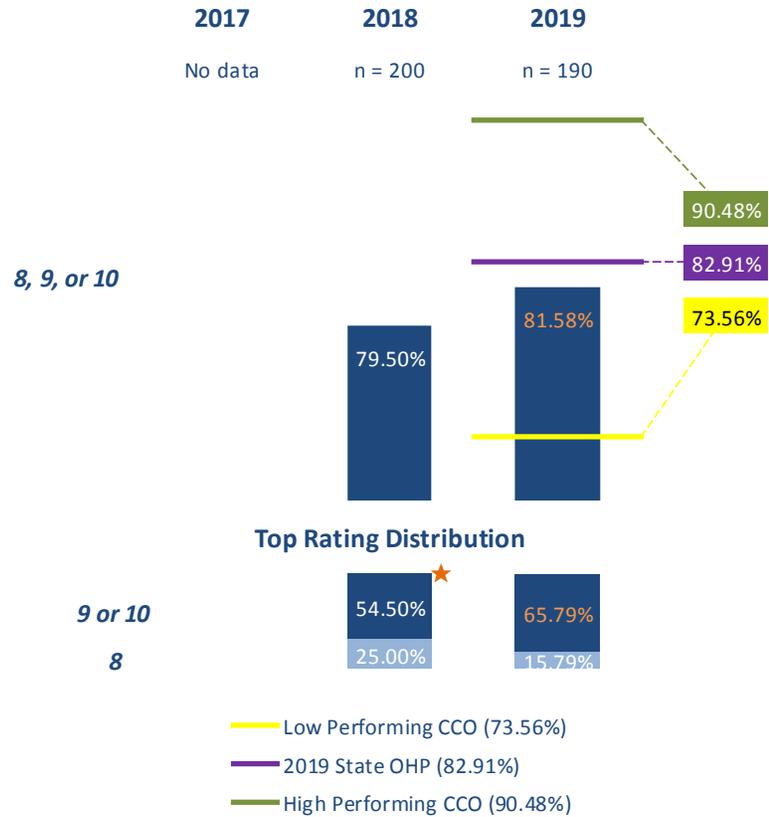
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Tests of statistical significance were conducted for the following reportable rates: (8 + 9 + 10) and (9 + 10). Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

The denominator (n) represents the number of valid responses collected for the measure. If n is less than 30, "Low n" is displayed next to the value of n. If survey data are not available or the measure is not trendable, "No data" appears in place of n.

# Rating of All Health Care

Percent Responding 8, 9, or 10



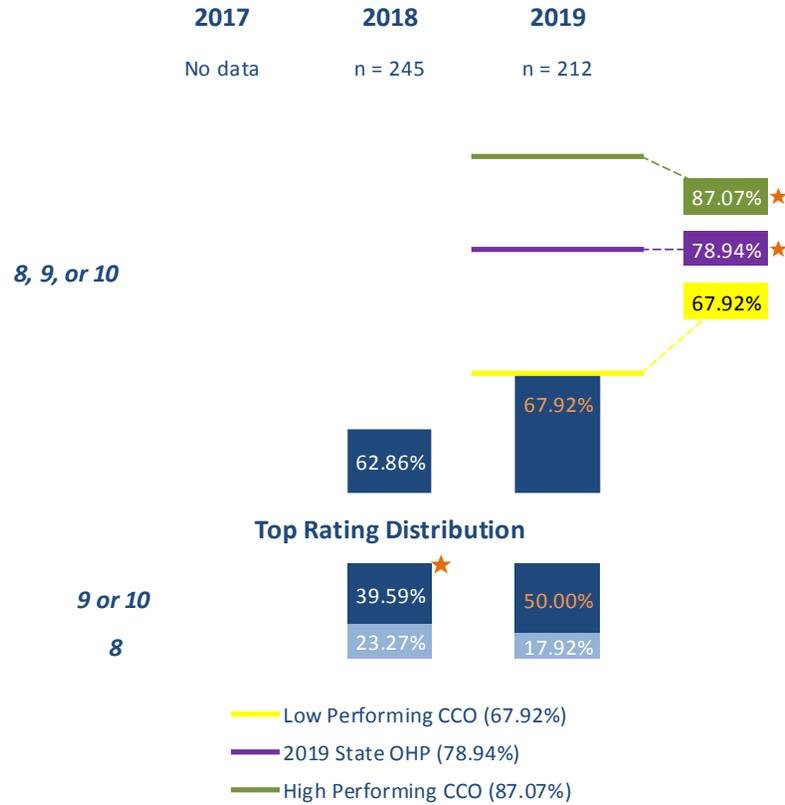
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Tests of statistical significance were conducted for the following reportable rates: (8 + 9 + 10) and (9 + 10). Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

The denominator (n) represents the number of valid responses collected for the measure. If n is less than 30, "Low n" is displayed next to the value of n. If survey data are not available or the measure is not trendable, "No data" appears in place of n.

# Rating of Health Plan

Percent Responding 8, 9, or 10



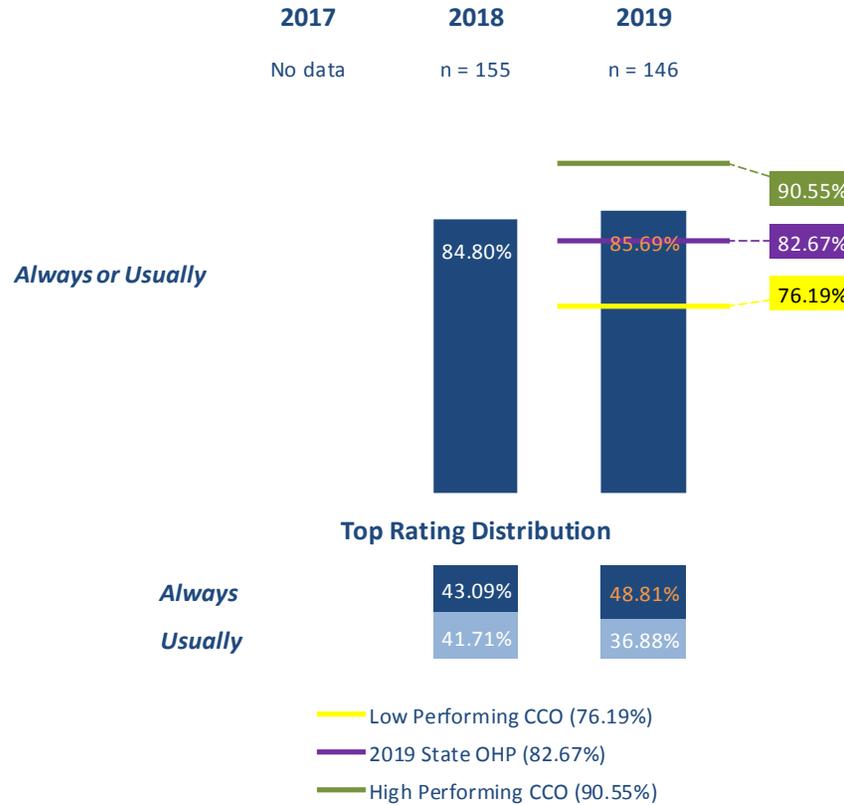
10770

Tests of statistical significance were conducted for the following reportable rates: (8 + 9 + 10) and (9 + 10). Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

The denominator (n) represents the number of valid responses collected for the measure. If n is less than 30, "Low n" is displayed next to the value of n. If survey data are not available or the measure is not trendable, "No data" appears in place of n.

# Getting Needed Care (Composite)

Percent Responding Always or Usually



10770

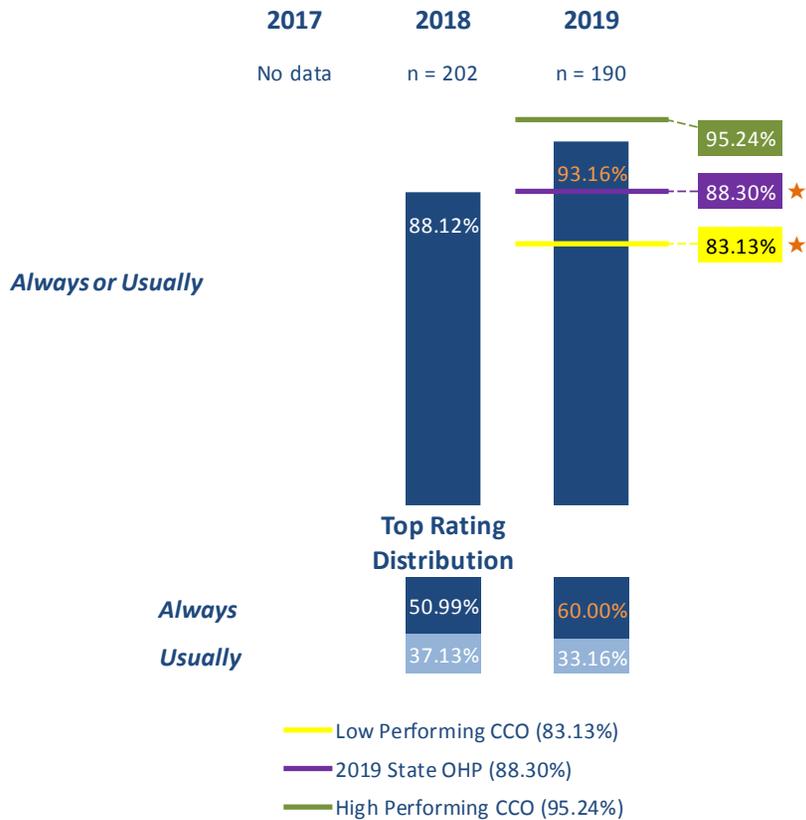
Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

The denominator (n) represents the number of valid responses collected for the measure. If n is less than 30, "Low n" is displayed next to the value of n. If survey data are not available or the measure is not trendable, "No data" appears in place of n.

# Getting Needed Care (Contributing Items)

Percent Responding Always or Usually

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



Q46. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?



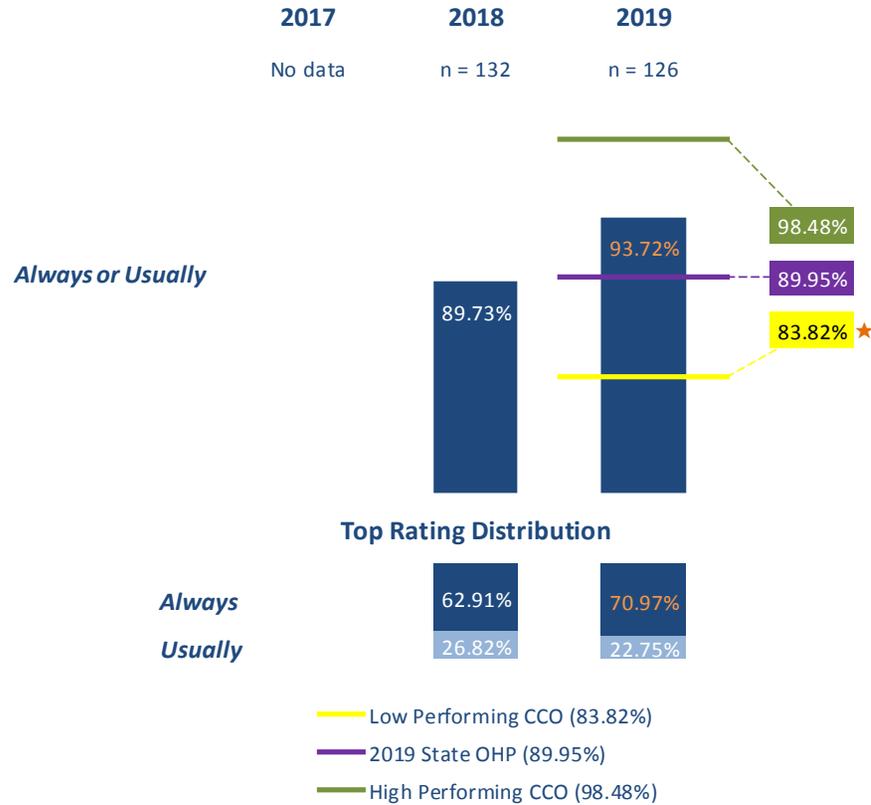
10770

Tests of statistical significance were conducted for the following reportable rates: (*Always + Usually*) and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

The denominator (n) represents the number of valid responses collected for the measure. If n is less than 30, "Low n" is displayed next to the value of n. If survey data are not available or the measure is not trendable, "No data" appears in place of n.

# Getting Care Quickly (Composite)

Percent Responding Always or Usually



10770

Tests of statistical significance were conducted for the following reportable rates: (*Always + Usually*) and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

The denominator (n) represents the number of valid responses collected for the measure. If n is less than 30, "Low n" is displayed next to the value of n. If survey data are not available or the measure is not trendable, "No data" appears in place of n.

# Getting Care Quickly (Contributing Items)

Percent Responding Always or Usually

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



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?



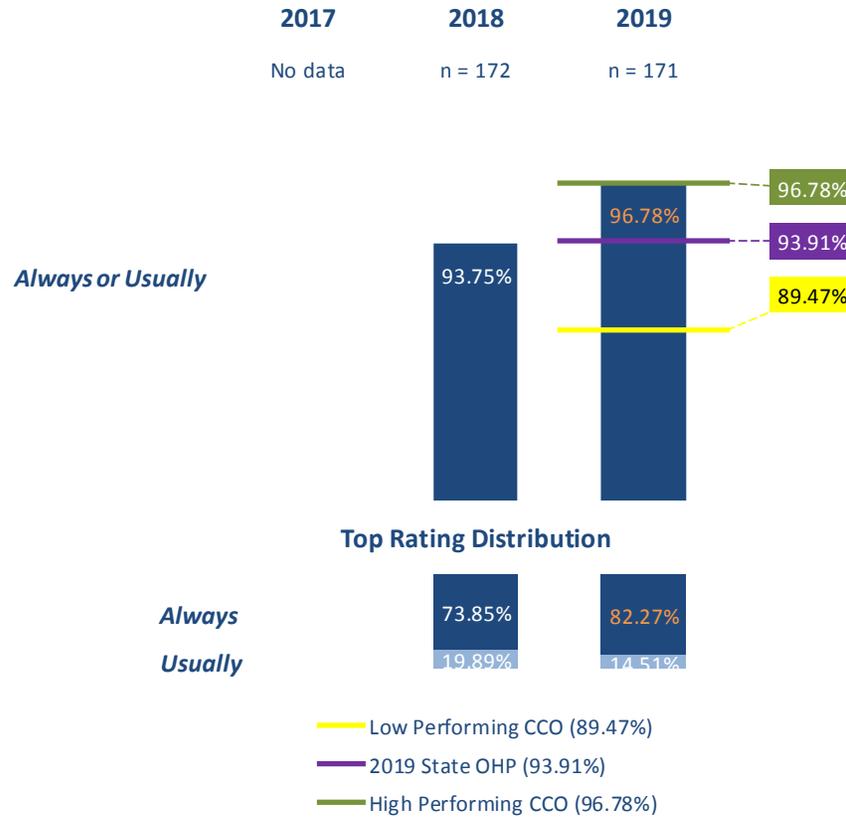
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Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

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# How Well Doctors Communicate (Composite)

Percent Responding Always or Usually



10770

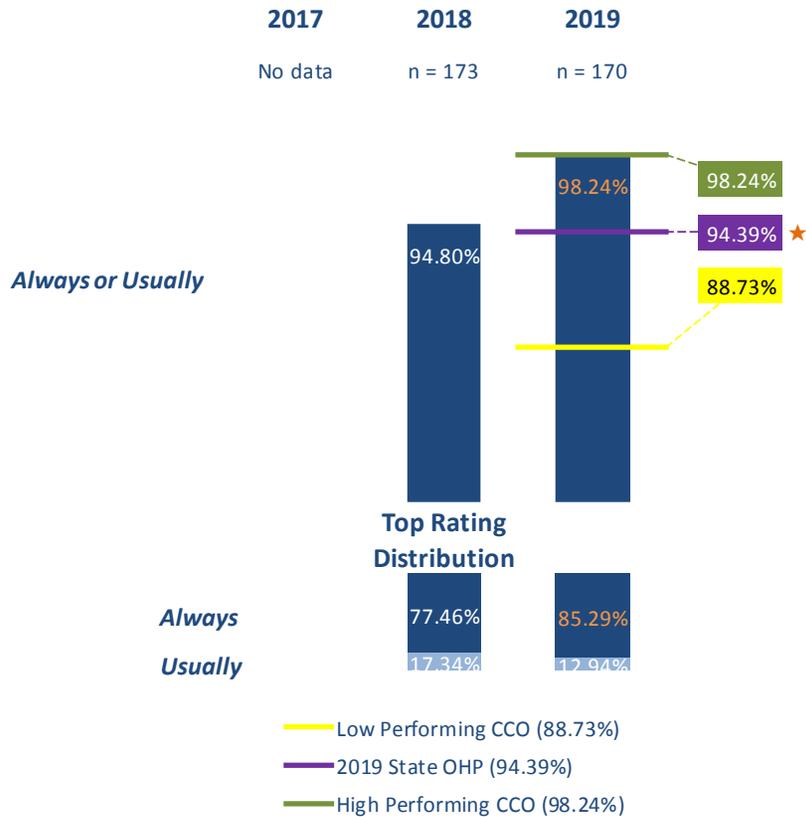
Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

The denominator (n) represents the number of valid responses collected for the measure. If n is less than 30, "Low n" is displayed next to the value of n. If survey data are not available or the measure is not trendable, "No data" appears in place of n.

# How Well Doctors Communicate (Contributing Items)

Percent Responding Always or Usually

Q32. In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?



Q33. In the last 6 months, how often did your child's personal doctor listen carefully to you?



10770

Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

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# How Well Doctors Communicate (Contributing Items)

Percent Responding Always or Usually

Q34. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?



Q37. In the last 6 months, how often did your child's personal doctor spend enough time with your child?



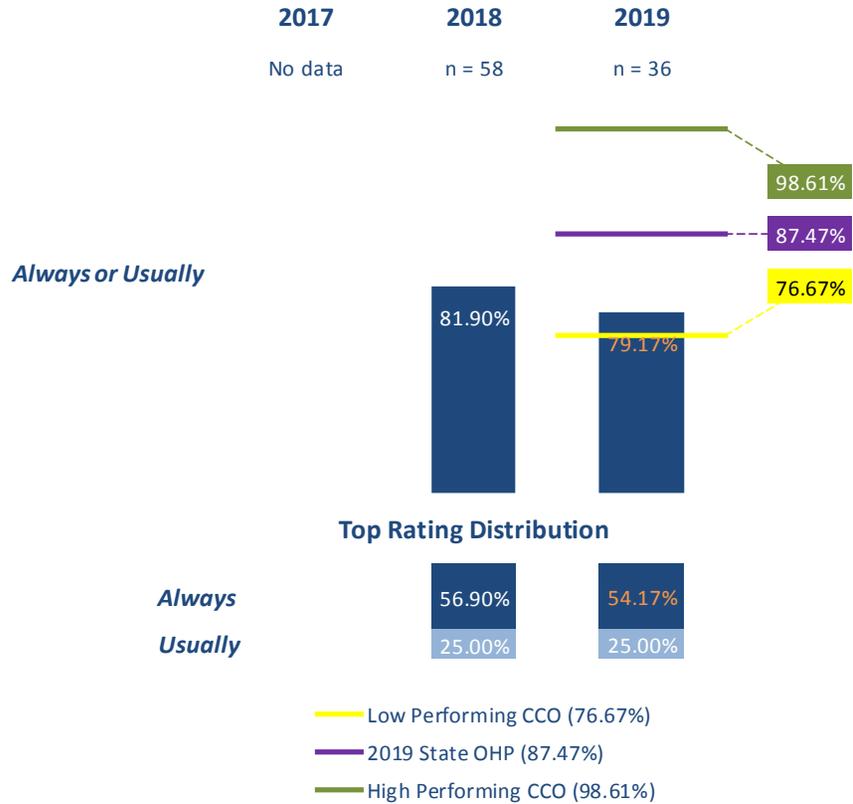
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# Customer Service (Composite)

Percent Responding Always or Usually



10770

Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

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# Customer Service (Contributing Items)

Percent Responding Always or Usually

Q50. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?



Q51. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?



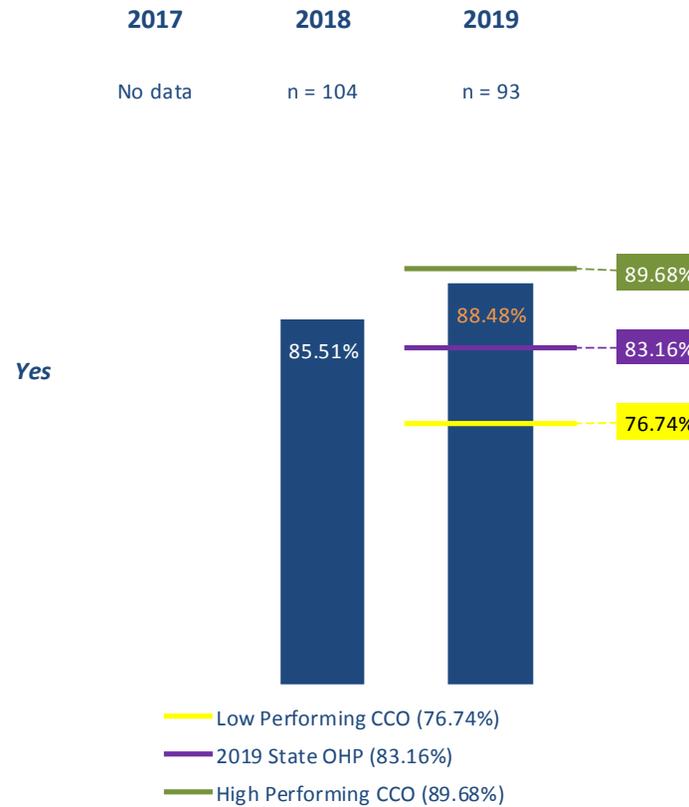
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Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's current-year rate and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

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# Shared Decision Making (Composite)

Percent Responding Yes



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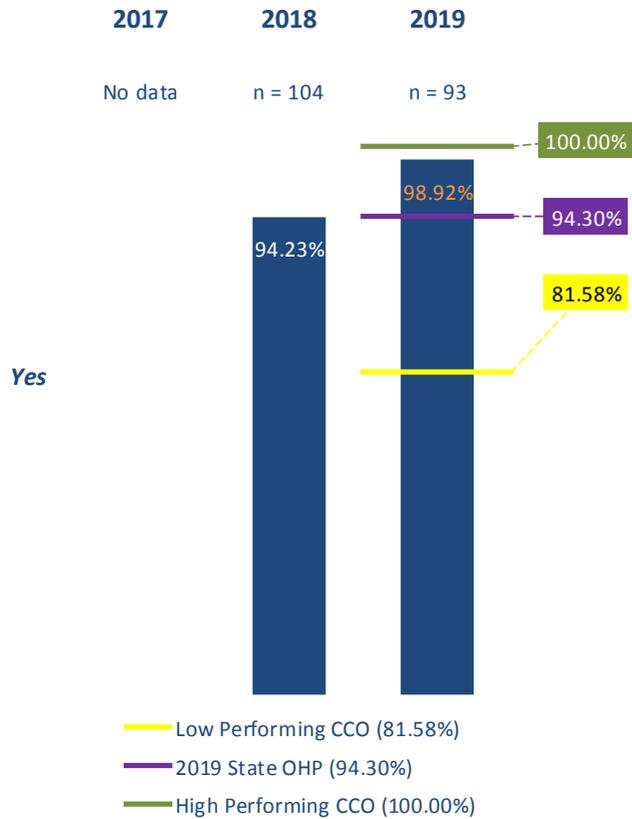
Tests of statistical significance were conducted for the Yes rate. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

The denominator (n) represents the number of valid responses collected for the measure. If n is less than 30, "Low n" is displayed next to the value of n. If survey data are not available or the measure is not trendable, "No data" appears in place of n.

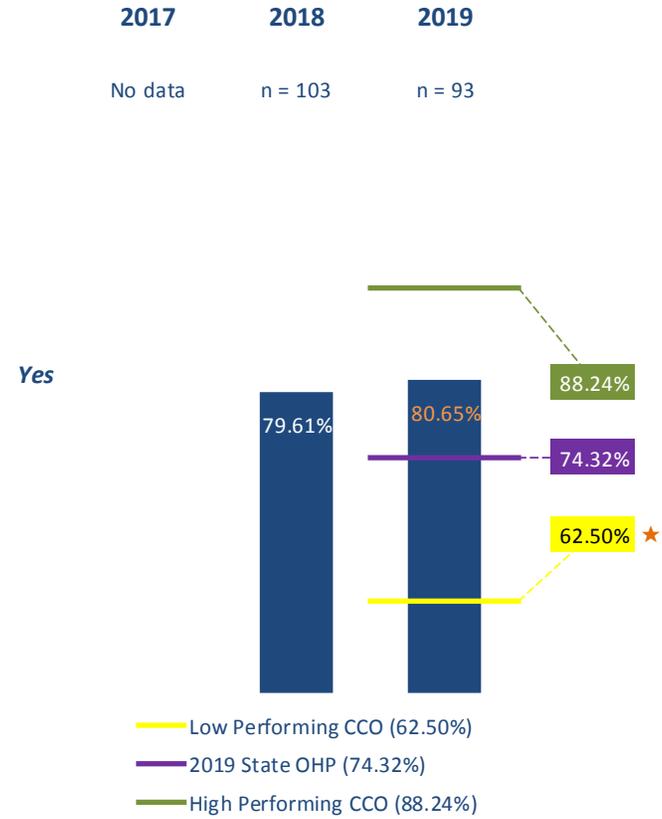
# Shared Decision Making (Contributing Items)

Percent Responding Yes

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



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



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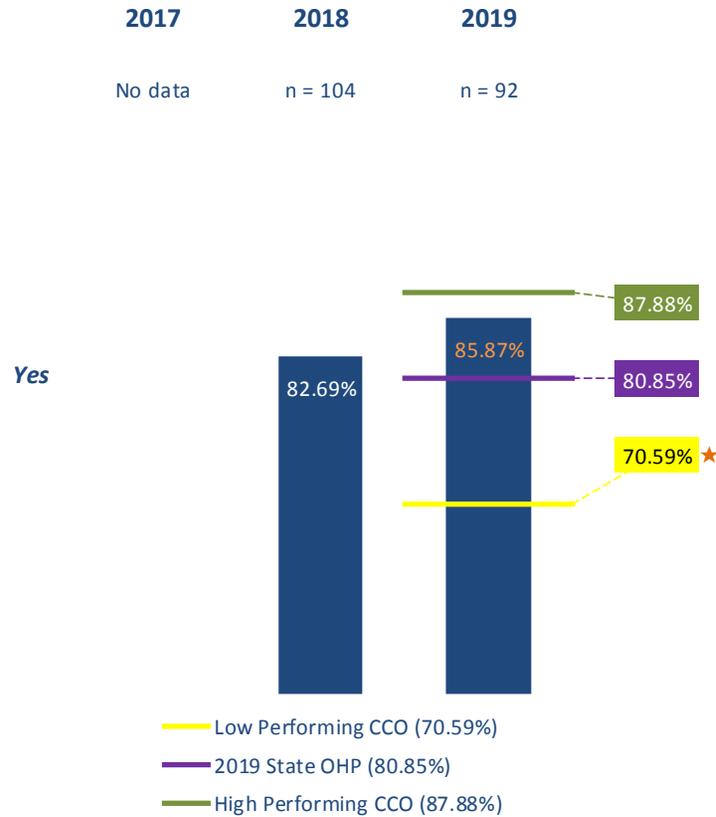
Tests of statistical significance were conducted for the Yes rate. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

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# Shared Decision Making (Contributing Items)

Percent Responding Yes

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?



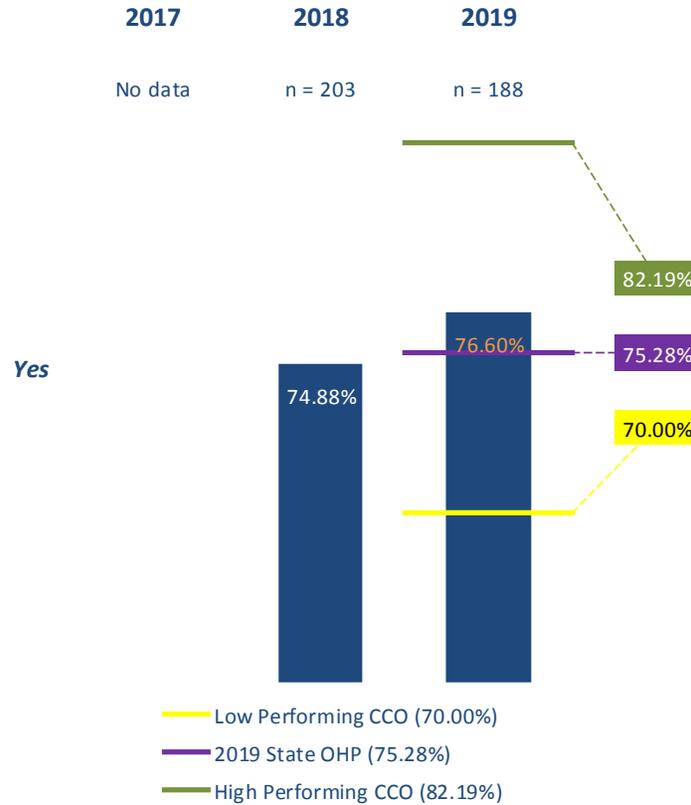
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Tests of statistical significance were conducted for the Yes rate. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

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# Health Promotion and Education (Single Item)

Percent Responding Yes



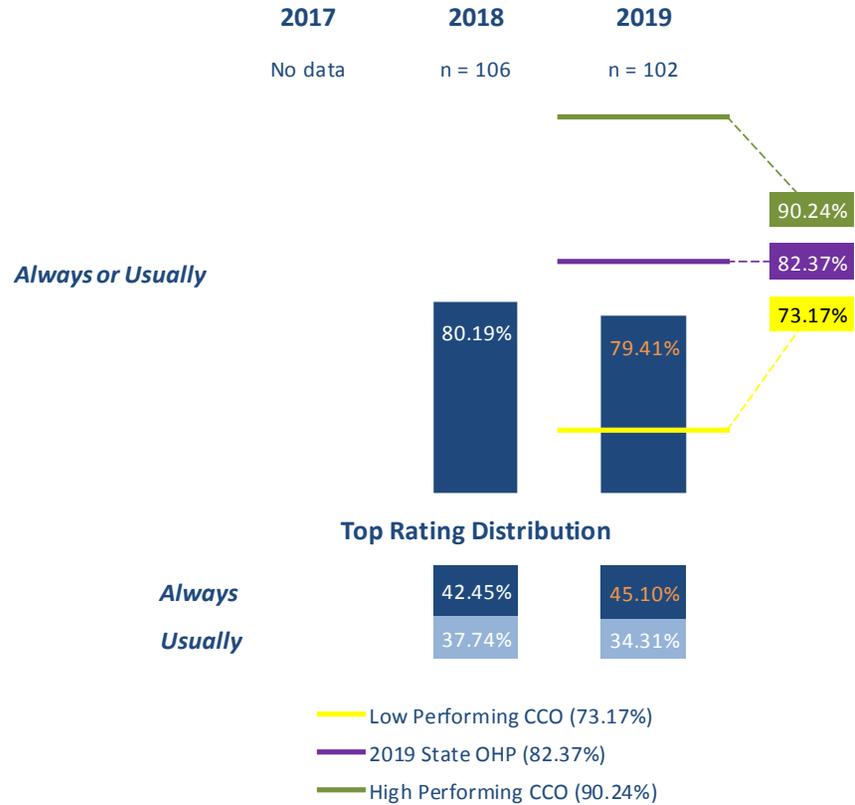
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Tests of statistical significance were conducted for the Yes rate. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

The denominator (n) represents the number of valid responses collected for the measure. If n is less than 30, "Low n" is displayed next to the value of n. If survey data are not available or the measure is not trendable, "No data" appears in place of n.

# Coordination of Care (Single Item)

Percent Responding Always or Usually



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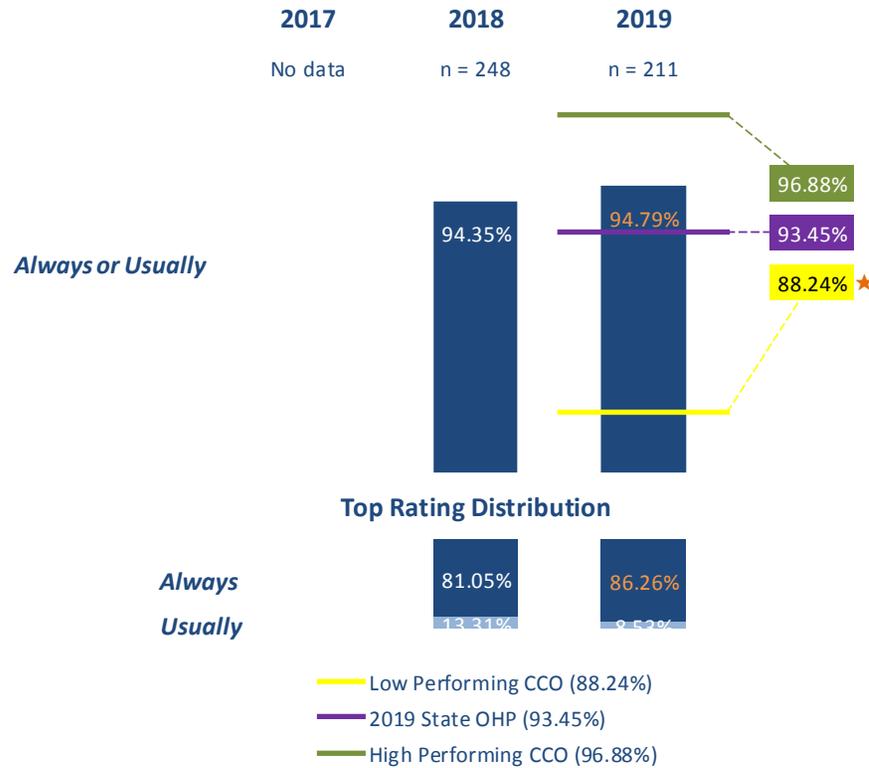
Tests of statistical significance were conducted for the following reportable rates: (*Always + Usually*) and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

The denominator (n) represents the number of valid responses collected for the measure. If n is less than 30, "Low n" is displayed next to the value of n. If survey data are not available or the measure is not trendable, "No data" appears in place of n.

# Forms from Plan Were Easy to Fill Out (Single Item)

Percent Responding Always or Usually

Q53. In the last 6 months, how often were the forms from your child's health plan easy to fill out? (Note: Respondents who did not have to fill out any forms from the health plan are counted as answering "Always".)



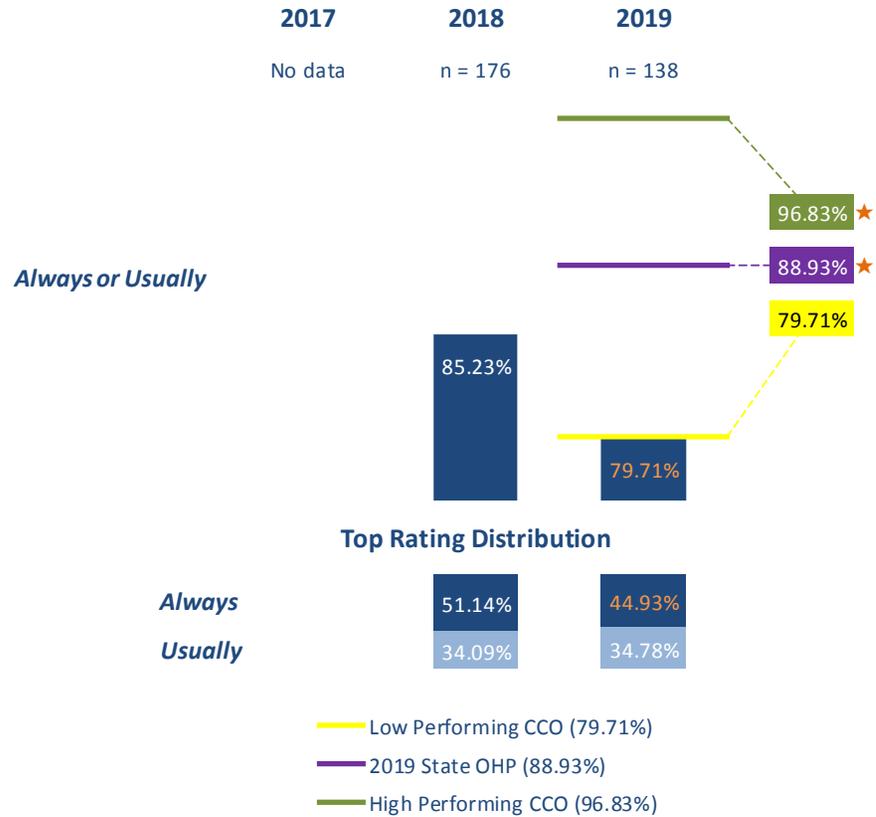
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Tests of statistical significance were conducted for the following reportable rates: (*Always + Usually*) and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

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# Access to Prescription Medicines (Single Item)

Percent Responding Always or Usually



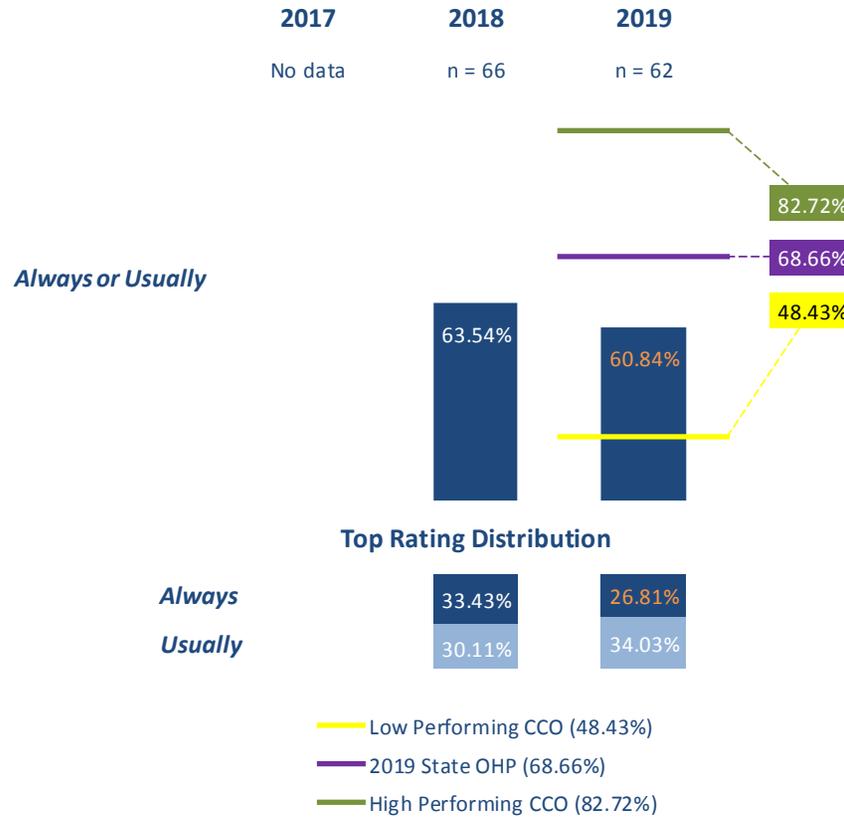
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Tests of statistical significance were conducted for the following reportable rates: (*Always + Usually*) and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

The denominator (n) represents the number of valid responses collected for the measure. If n is less than 30, "Low n" is displayed next to the value of n. If survey data are not available or the measure is not trendable, "No data" appears in place of n.

# Access to Specialized Services (Composite)

Percent Responding Always or Usually



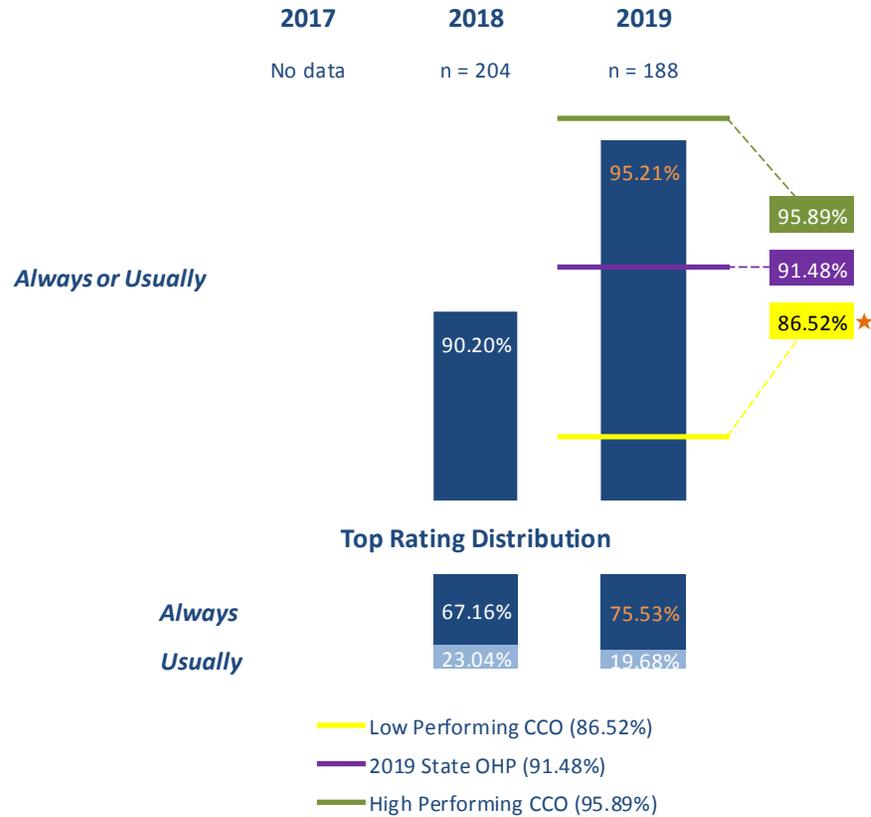
10770

Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

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# Getting Needed Information (Single Item)

Percent Responding Always or Usually



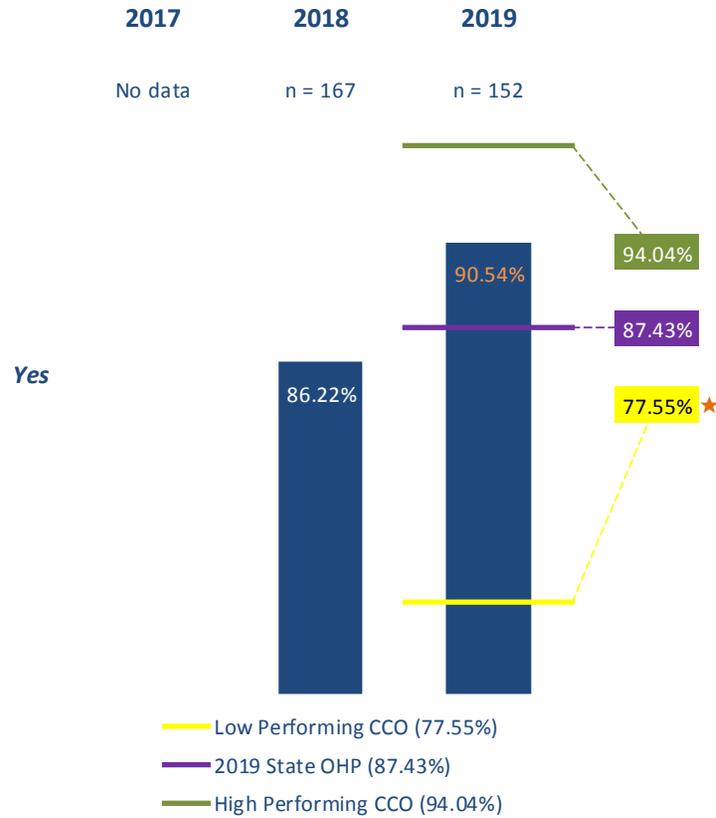
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Tests of statistical significance were conducted for the following reportable rates: (*Always + Usually*) and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

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# Personal Doctor Who Knows Child (Composite)

Percent Responding Yes



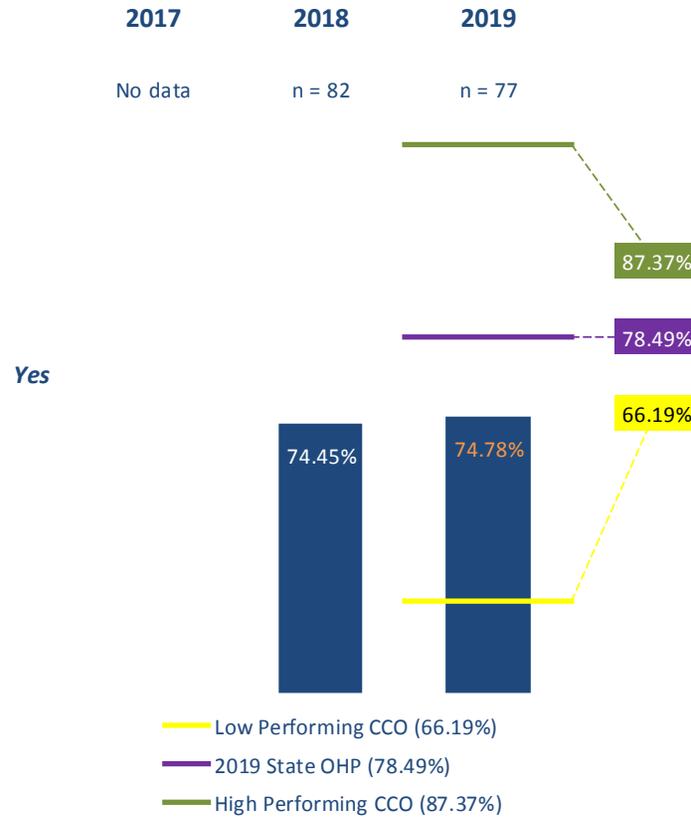
10770

Tests of statistical significance were conducted for the Yes rate. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

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# Coordination of Care for Children With Chronic Conditions (Composite)

Percent Responding Yes



10770

Tests of statistical significance were conducted for the Yes rate. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

The denominator (n) represents the number of valid responses collected for the measure. If n is less than 30, "Low n" is displayed next to the value of n. If survey data are not available or the measure is not trendable, "No data" appears in place of n.

## MEMBER PROFILE AND ANALYSIS OF PLAN RATINGS BY MEMBER SEGMENT

This section of the report presents a detailed profile of the FFS membership. In addition to member demographics and health status, responses to survey items that assess utilization of healthcare services are included.

A health plan's membership mix is shaped by multiple factors, most of which are beyond the scope of this survey. These include benefit design, geography, availability of health plan choices, and member self-selection into products that best meet their needs. CSS's analysis of industry data suggests that there is considerable variation in member demographic makeup and utilization patterns across plans. To the extent that various member segments have distinct healthcare needs, utilization patterns, expectations, experiences, as well as attitudes and perceptions, their ratings of the *same* health plan will likely differ.

Certain member characteristics (e.g., health status) appear to be directly related to differences in healthcare needs and utilization levels. For example, some plans have predominantly healthy members, whose interactions with care providers and the plan tend to be limited. By contrast, other plans serve populations with higher rates of illness. These members tend to have more frequent encounters with the healthcare system and as a result may become more experienced users of health plans. The ways in which members use the plan, the frequency of their interactions with providers and staff, and their overall level of familiarity with how the plan works may affect ratings.

In addition to health care needs and utilization patterns, demographic characteristics have been shown to influence survey responses. For example, all else being equal, older respondents and members of certain ethnic groups (e.g., Hispanic or Latino respondents) tend to rate their health care providers and plans more positively. By contrast, more educated members rate more critically, regardless of age or ethnicity.

While the interplay between these membership variables (often referred to as the plan's "case mix") and health plan ratings is complex, health plan ratings clearly vary across demographic groups and user segments. Understanding the plan's case mix can help managers to gain insight into possible sources of this variation.

The charts on the following pages compare the FFS membership profile to the relevant Oregon Health Plan distribution on demographic characteristics and utilization patterns. The pie chart in the upper half of each panel contrasts the distribution of the FFS membership on a given member attribute (e.g., gender, education level, number of doctor visits, etc.) with the Oregon Health Plan distribution on the same attribute. The bar chart in the lower half of each panel shows how the overall rating of the plan varies by member segment.

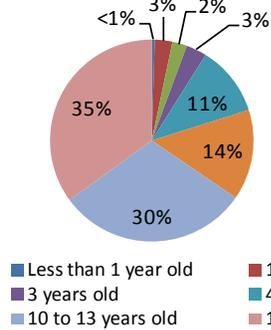
## HEALTH STATUS AND DEMOGRAPHICS

The following characteristics are profiled in this section:

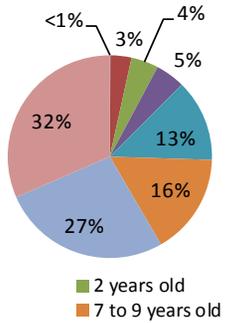
- Child's age
- Child's gender
- Child's health status
- Child's mental or emotional health status
- Respondent's age
- Respondent's gender
- Respondent's education level
- Respondent's relationship to the child
- Child's race
- Child's ethnicity (Hispanic or Latino)

Q74. What is your child's age?

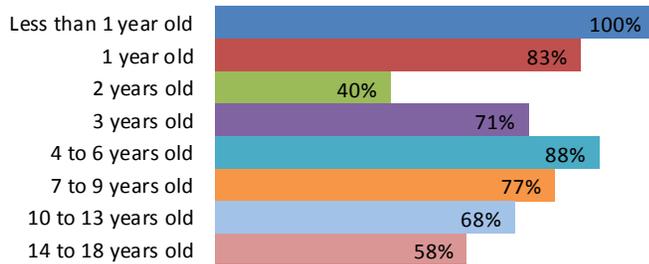
Your Organization



State OHP\*

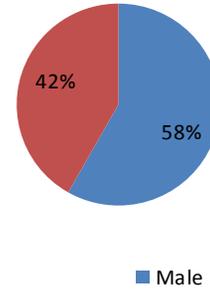


Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q74\*\*

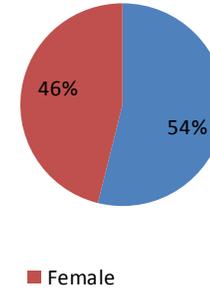


Q75. Is your child male or female?

Your Organization



State OHP\*



Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q75\*\*



Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small.

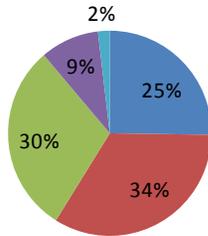
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\* Represents the combined distribution of responses to this question for all plans included in the 2019 State OHP.

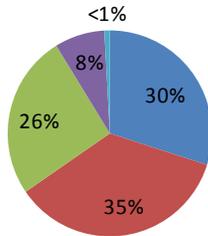
\*\* Includes members who answered the question and provided a valid response to Q54 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q54 or if no one rated the plan as 8, 9, or 10.

Q58. In general, how would you rate your child's overall health?

Your Organization

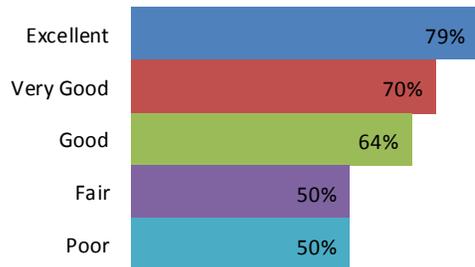


State OHP\*



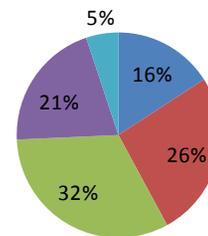
■ Excellent ■ Very Good ■ Good ■ Fair ■ Poor

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q58\*\*

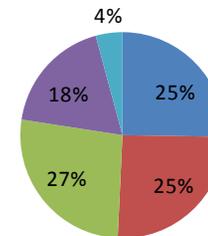


Q59. In general, how would you rate your child's overall mental or emotional health?

Your Organization

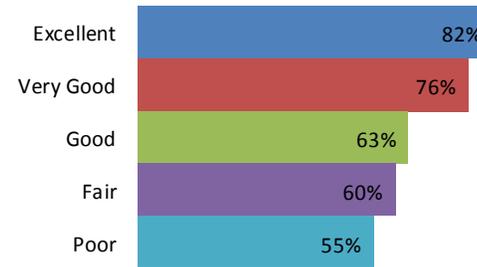


State OHP\*



■ Excellent ■ Very Good ■ Good ■ Fair ■ Poor

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q59\*\*



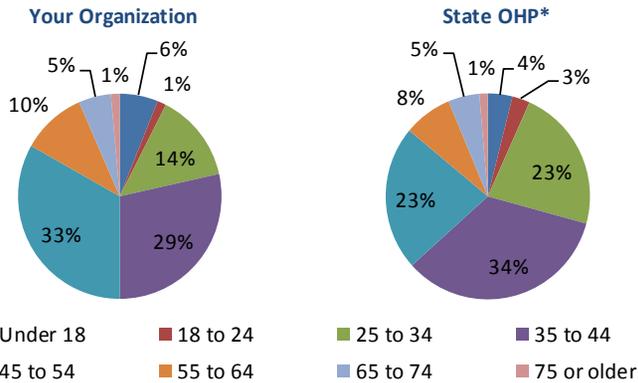
Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small.

10770

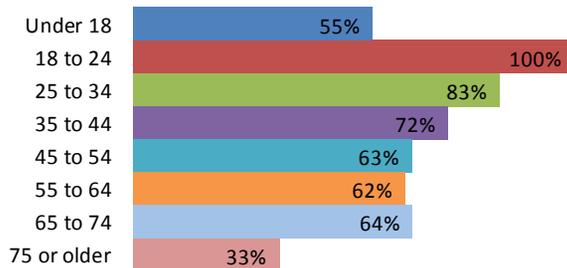
\* Represents the combined distribution of responses to this question for all plans included in the 2019 State OHP.

\*\* Includes members who answered the question and provided a valid response to Q54 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q54 or if no one rated the plan as 8, 9, or 10.

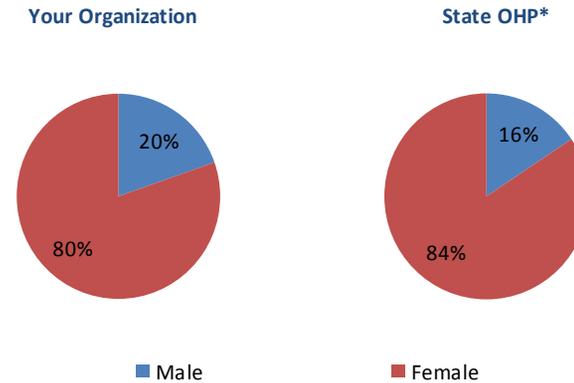
Q78. What is your age?



Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q78\*\*



Q79. Are you male or female?



Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q79\*\*



Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small.

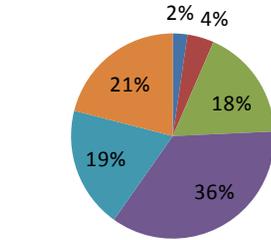
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\* Represents the combined distribution of responses to this question for all plans included in the 2019 State OHP.

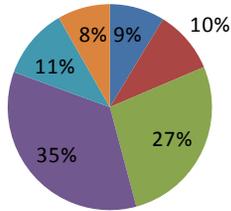
\*\* Includes members who answered the question and provided a valid response to Q54 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q54 or if no one rated the plan as 8, 9, or 10.

Q80. What is the highest grade or level of school that you have completed?

Your Organization

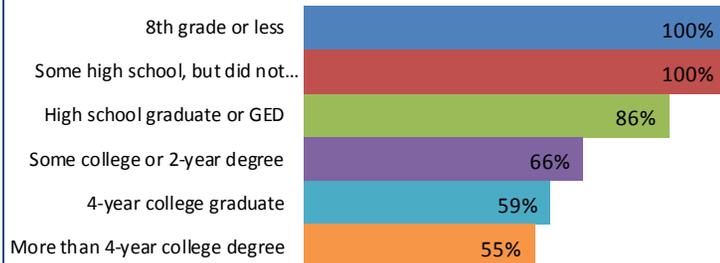


State OHP\*



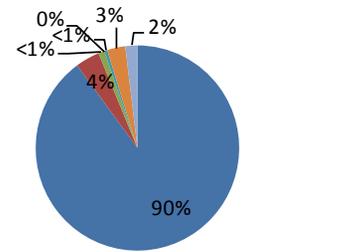
- 8th grade or less
- High school graduate or GED
- 4-year college graduate
- Some high school, but did not graduate
- Some college or 2-year degree
- More than 4-year college degree

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q80\*\*

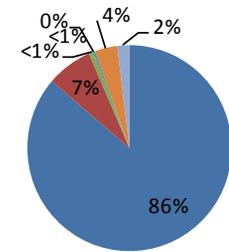


Q81. How are you related to the child?

Your Organization

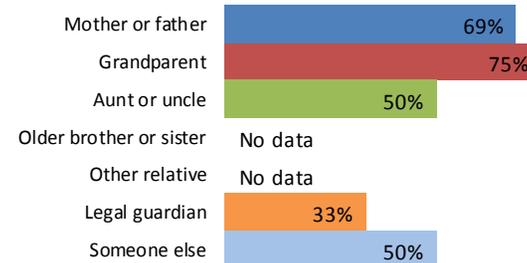


State OHP\*



- Mother or father
- Grandparent
- Aunt or uncle
- Older brother or sister
- Other relative
- Legal guardian
- Someone else

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q81\*\*



Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small.

10770

\* Represents the combined distribution of responses to this question for all plans included in the 2019 State OHP.

\*\* Includes members who answered the question and provided a valid response to Q54 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q54 or if no one rated the plan as 8, 9, or 10.

Q77. What is your child's race? Mark one or more. % White		Q77. What is your child's race? Mark one or more. % Black or African-American		Q77. What is your child's race? Mark one or more. % Asian	
<p>Your Organization</p> <p>85%</p> <p>Percent of White Members Rating Their Plan as 8, 9, or 10**</p>	<p>State OHP*</p> <p>80%</p> <p>65%</p>	<p>Your Organization</p> <p>4%</p> <p>Percent of Black or African-American Members Rating Their Plan as 8, 9, or 10**</p>	<p>State OHP*</p> <p>6%</p> <p>75%</p>	<p>Your Organization</p> <p>4%</p> <p>Percent of Asian Members Rating Their Plan as 8, 9, or 10**</p>	<p>State OHP*</p> <p>7%</p> <p>56%</p>
Q77. What is your child's race? Mark one or more. % Native Hawaiian or other Pacific Islander		Q77. What is your child's race? Mark one or more. % American Indian or Alaska Native		Q76. Is your child of Hispanic or Latino origin or descent? % Yes, Hispanic or Latino	
<p>Your Organization</p> <p>2%</p> <p>Percent of Native Hawaiian or other Pacific Islander Members Rating Their Plan as 8, 9, or 10**</p>	<p>State OHP*</p> <p>2%</p> <p>80%</p>	<p>Your Organization</p> <p>14%</p> <p>Percent of American Indian or Alaska Native Members Rating Their Plan as 8, 9, or 10**</p>	<p>State OHP*</p> <p>9%</p> <p>69%</p>	<p>Your Organization</p> <p>23%</p> <p>Percent of Yes, Hispanic or Latino Members Rating Their Plan as 8, 9, or 10**</p>	<p>State OHP*</p> <p>33%</p> <p>80%</p>

Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small.

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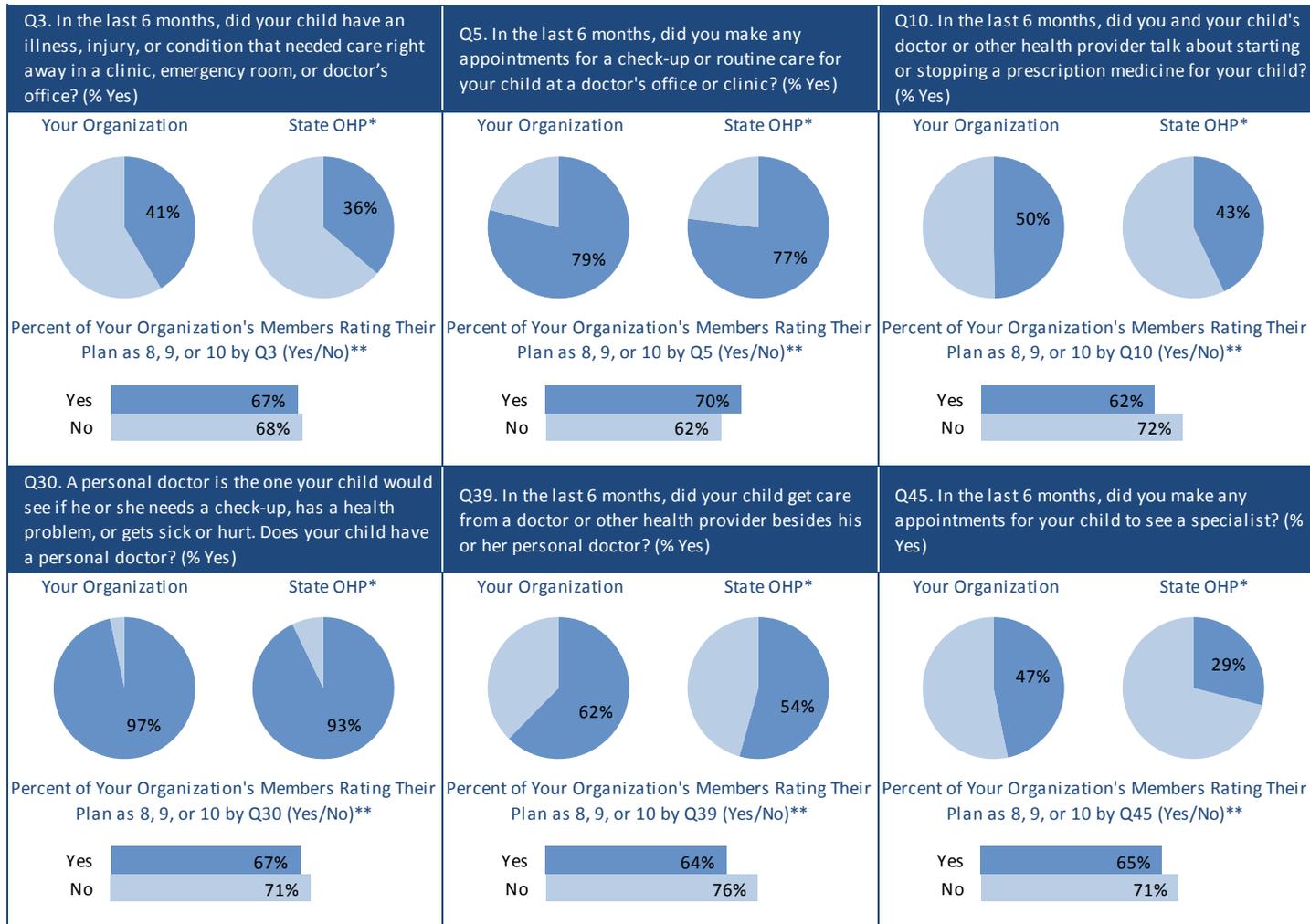
\* Represents the combined distribution of responses to this question for all plans included in the 2019 State OHP.

\*\* Includes members who answered the question and provided a valid response to Q54 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q54 or if no one rated the plan as 8, 9, or 10.

## USE OF SERVICES

The following utilization measures are included in this section:

- Seeking urgent care
- Making appointments for routine care
- Discussing prescription medications with doctor
- Having a personal doctor
- Receiving care from a provider other than personal doctor
- Making an appointment to see a specialist
- Number of visits to a doctor's office or clinic
- Number of specialists seen



Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small.

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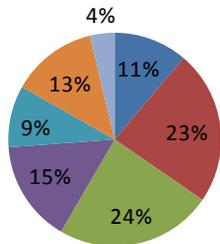
\* Represents the combined distribution of responses to this question for all plans included in the 2019 State OHP.

\*\* Includes members who answered the question and provided a valid response to Q54 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q54 or if no one rated the plan as 8, 9, or 10.

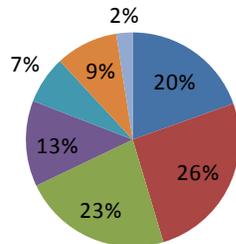
Q7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?

Q47. How many specialists has your child seen in the last 6 months? (Note: the question applies only to those respondents who had appointments with specialists.)

Your Organization

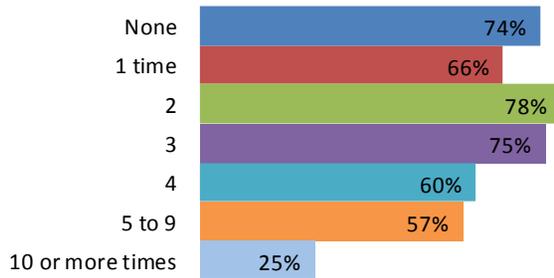


State OHP\*

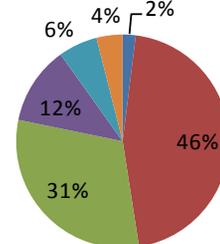


■ None ■ 1 time ■ 2 ■ 3 ■ 4 ■ 5 to 9 ■ 10 or more times

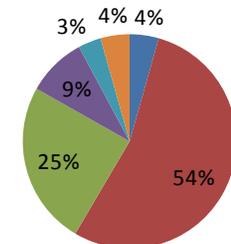
Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q7\*\*



Your Organization

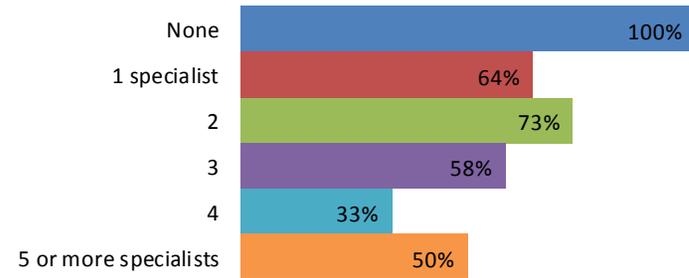


State OHP\*



■ None ■ 1 specialist ■ 2 ■ 3 ■ 4 ■ 5 or more specialists

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q47\*\*



Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small.

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\* Represents the combined distribution of responses to this question for all plans included in the 2019 State OHP.

\*\* Includes members who answered the question and provided a valid response to Q54 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q54 or if no one rated the plan as 8, 9, or 10.

## KEY DRIVER ANALYSIS

### OBJECTIVES

CSS's *Key Driver Analysis (KDA)* highlights some of the key differences between high- and low-rated health plans at the industry level. The principal objectives of the KDA are:

- To isolate a set of plan attributes, or key drivers, that distinguish high-rated plans from low-rated plans;
- To highlight industry best practices on the key driver measures;
- To compare the current performance of FFS to industry best practices in these areas; and
- To estimate the impact of improving performance on these measures on the *Rating of Health Plan* measure.

### TECHNICAL APPROACH

#### INDUSTRY VIEW

Industry-level analysis, which uses health plans as units of analysis, has several important advantages compared to the alternative approach, which focuses on member experiences *within* a single plan. Certain plan attributes are strongly related to member satisfaction *at the industry level*. However, these relationships may be missed if we focus on only one plan at a time. For example, it has been shown that plans that are rated highly on measures of access and availability of care tend to have high overall ratings. Conversely, poor access scores are associated with low overall plan scores. This relationship is clear when ratings are compared *across* plans. However, *within* a specific plan, member experiences may not be sufficiently varied to reveal the underlying relationship. That is, if all members are equally dissatisfied with access to care, this measure will show a misleadingly low correlation with the overall rating of the plan. As a result, the plan may underestimate the key role of access to care as a driver of member satisfaction and miss a critical opportunity for improvement.

In addition, expressing every CAHPS survey variable as a plan-level rate yields a complete and rich information set on each plan. This effectively eliminates any “gaps” in respondent-level data from a single plan caused by survey skip patterns and allows every response to be used in the analysis.

Finally, in addition to the standard CAHPS performance measures, other sources of differences between health plans can be explored, increasing the explanatory power of the model and allowing for more precise estimation of the individual key driver effects. These include experience rates, which are based on responses to the CAHPS screener questions. Screeners establish whether a member had a particular type of experience or interaction with the plan (e.g.,

contacted customer service, searched for information in the plan’s written materials, etc.) CSS’s analysis shows that these experience variables explain a significant portion of the plan’s overall satisfaction score. Additional components of the overall score include utilization rates and demographic characteristics of the plan’s membership, addressed in more detail in the *Member Profile and Analysis of Plan Ratings by Member Segment* section of this report. Clearly, from the plan’s perspective, some of these factors are more actionable than others. However, to yield an accurate model of key drivers of member satisfaction, the analysis must consider any and all measurable influences on the overall rating of the plan.

## KEY DRIVER MODEL DEVELOPMENT

The CSS *Key Driver Model* was developed based on a dataset of CAHPS survey results of 619 Child Medicaid plans included in the National CAHPS Benchmarking Database (NCBD) in 2015 and 2014. CSS performed regression analysis of health plan ratings to identify the sources of variation in overall scores across the industry spectrum, using individual health plans as units of analysis. Regression analysis expresses mathematically the relationship between plan attributes (predictors) and the global *Rating of Health Plan* score, controlling for interdependencies among the predictors and other factors that may influence ratings (e.g., member demographics, utilization patterns, etc.) Predictors were chosen carefully to yield a model that is both meaningful and actionable from the health plan’s point of view.

All of the plan variables, including potential drivers of satisfaction (i.e., variables that the plan may consider actionable) and control variables (member demographics, health status, utilization rates, product type, and year of data collection) were entered into the regression model, and the independent contribution of each variable was estimated. As in the past, CSS excluded *Rating of All Health Care* from the list of predictors both because of its high correlation with *Rating of Health Plan* and the presence of other survey items that measure more specific aspects of member experience. If included, *Rating of all Health Care* would account for a large portion of the variance and confound coefficient estimates for the remaining variables in the model.

## INDUSTRY KEY DRIVER MODEL

The table below lists five key drivers of Child Medicaid member experience in order of importance, from highest to lowest, based on their relative contribution to the *Rating of Health Plan* score. These variables have statistically significant coefficients in the regression model ( $p$ -value < 0.05). Performance on these variables, together with the control variables, explains 63 percent of the industry variation in Child Medicaid health plan ratings. Note that this ordering reflects *only* the strength of the overall relationship between each key driver and the health plan score at the industry level. It does not take into account how FFS is currently performing on these measures. Improvement targets identified specifically for FFS, which consider both the strength of the key driver and the current level of performance in the area, are presented graphically in the next section.

The quality of interactions with the health plan’s customer service is a strong predictor of the overall rating of the plan. Plan rating are also strongly related to members’ ability to get the care their children need as soon as they need it (Q15 and Q46) and access to a personal doctor (Q30). *Rating of Personal Doctor* (Q41) may reflect the quality of the health plan’s network and its ability to contract with better providers.

Key Driver	Interpretation
Q51. Customer service treated member with courtesy and respect (percent <i>Always</i> or <i>Usually</i> )	The higher the proportion of respondents reporting that they were treated with courtesy and respect by customer service, the higher the overall plan score
Q41. Rating of Personal Doctor (percent 8, 9, or 10)	The higher the proportion of members rating their child's personal doctor as 8, 9, or 10, the higher the overall plan score
Q15. Ease of getting needed care, tests, or treatment (percent <i>Always</i> or <i>Usually</i> )	The higher the proportion of respondents reporting that the necessary care, tests, or treatment were easy to get, the higher the overall plan score
Q46. Got specialist appointment as soon as needed (percent <i>Always</i> or <i>Usually</i> )	The higher the proportion of respondents who were able to get a specialist appointment when they needed it, the higher the overall plan score
Q30. Child has a personal doctor (percent <i>Yes</i> )	The higher the proportion of respondents who report that their child has a personal doctor, the higher the overall plan score

## OPPORTUNITIES FOR PLAN QUALITY IMPROVEMENT

Specific improvement opportunities for FFS are presented in Exhibit 4. The ordering reflects both the strength of each key driver in the broad industry context and how FFS is currently performing on the measure.

The middle panel of the chart compares how FFS is performing compared to the *best practice* score on each key driver. CSS defined the best practice score as the highest score among the one Child Medicaid plans contributing to the 2019 State OHP. Room for improvement, represented by the green arrows on the chart, is the difference between the current level of FFS performance and the best practice score.

The bar chart on the right displays the expected improvement in the overall *Rating of Health Plan* score FFS could achieve if it performed on par with the best practice plan on each of the key driver measures. Each bar represents room for improvement on the key driver weighted by its contribution to the *Rating of Health Plan* score.

EXHIBIT 4. 2019 FFS CHILD MEDICAID WITH CCC MEASURE CAHPS SURVEY: KEY AREAS AND PRIORITIES FOR IMPROVEMENT

Current Key Driver Performance		Room for Improvement on Key Driver	Overall Improvement Opportunity
2019 Rate		Percentage Point Difference Between Current Key Driver Score and the Best Practice Score*	Expected Percentage Point Improvement in Rating of Health Plan score (percent 8, 9, or 10) if Key Driver Performs at Best Practice Level
Q51. Customer service treated member with courtesy and respect (percent <i>Always</i> or <i>Usually</i> )	91.67%	+8.33%  100.00%	 +4.02%
Q41. Rating of Personal Doctor (percent 8, 9, or 10)	87.25%	+6.75%  94.00%	 +3.19%
Q46. Got specialist appointment as soon as needed (percent <i>Always</i> or <i>Usually</i> )	78.22%	+12.10%  90.32%	 +1.03%
Q15. Ease of getting needed care, tests, or treatment (percent <i>Always</i> or <i>Usually</i> )	93.16%	+2.08%  95.24%	 +0.74%
Q30. Child has personal doctor (percent <i>Yes</i> )	96.73%	+1.37%  98.10%	 +0.12%

\* Best score on the key driver measure among all plans included in the 2019 State OHP

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## HEALTH PLAN QUALITY IMPROVEMENT RESOURCES FOR KEY DRIVERS

CSS's Industry *Key Driver Analysis* lists improvement opportunities and priorities for FFS. The following is a list of possible interventions and resources related to each of the key drivers. This section is included as a guide to assist you in your quality improvement efforts. Some of these resources may be more applicable to FFS than others, especially because many of the cited interventions are intended to be implemented at the practice or provider level. For a useful introduction to quality improvement (QI), refer to The Agency for Health Care Research and Quality's (AHRQ) reference guide that includes descriptions of QI strategies in health delivery systems (<https://www.ahrq.gov/sites/default/files/wysiwyg/cahps/quality-improvement/improvement-guide/4-approach-qi-process/cahps-section-4-ways-to-approach-qi-process.pdf>).

### IMPROVING ACCESS TO CARE: EASE OF GETTING NEEDED CARE, TESTS, OR TREATMENT; SCHEDULING SPECIALIST APPOINTMENTS; HAVING A PERSONAL DOCTOR (Q15, Q46, Q30)

Removing barriers to care is central to improving the health care experience of plan members. The following resources suggest ways to improve patient access to care, tests, and treatment. For child Medicaid members, two key drivers tap into this concept. The first key driver is whether members scheduled an appointment for routine care. The second is ease of getting care, tests, and treatment. Because the two are so closely linked, resources related to both key drivers are presented together.

- *Alternative Access Centers* – This brief ([http://www.rwjf.org/content/dam/farm/reports/issue\\_briefs/2015/rwjf419415](http://www.rwjf.org/content/dam/farm/reports/issue_briefs/2015/rwjf419415)) from the Robert Wood Johnson Foundation highlights the growing capacity of retail clinics and telemedicine to meet patient medical needs, particularly in rural and underserved communities and for patients with acute but non-serious conditions who need care quickly. Providing patients with alternative venues to access health care, rather than the traditional doctor's office or hospital, lowers barriers to care (<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4795318/>).
- *Same-Day Appointment Scheduling* – The Agency for Healthcare Research and Quality (AHRQ) recommends a method of scheduling that leaves part of each physician's day open for same-day appointments, rather than a traditional scheduling model that books appointments weeks or months in advance. Because the method does not differentiate between urgent and routine care, patients with non-urgent concerns are able to schedule appointments sooner than under traditional scheduling methods. For more information, see <http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/access/strategy6a-openaccess.html>.
- *Implement Process Improvements to Streamline Patient Flow* – Delays experienced by patients while waiting for care, tests, or treatment can be minimized through a variety of mechanisms. For example, reallocating tasks such as physical exams and ordering x-rays to physician's assistants and nurse practitioners frees up physicians' time to attend to more pressing patient concerns. The exact form of these improvements will vary widely by practice. See <http://www.ahrq.gov/research/findings/final-reports/ptflow/index.html> for examples of interventions provided by AHRQ.

- *Importance of Usual Source of Care* – A usual source of care is important not only for satisfaction purposes, but also because usual sources of care are related to health outcomes. These papers, funded by AHRQ, explore the role of a usual source of care in ensuring that children receive proper care. See <http://www.ncbi.nlm.nih.gov/pmc/articles/PMC3512198/> and <http://www.ncbi.nlm.nih.gov/pmc/articles/PMC3262919/>.
- *Patient-Centered Medical Homes (PCMH)* – This model increases patient access to physicians. There are many resources available that provide information on the medical home model of care and health equity. To start, see this Institute of Medicine report: <https://nam.edu/wp-content/uploads/2015/06/PatientCenteredMedicalHome.pdf>. There is also Family Medicine for America’s Health, which is a collaboration of family medicine organizations dedicated to improving health care by expanding and emphasizing primary care through the use of patient-centered medical homes. For AHRQ’s resources on transitioning a practice to a patient-centered medical home model, see <http://www.pcmh.ahrq.gov/>.
- *Improve Referral Communication* – The coordination of care between primary and specialist providers can be a challenge and may affect patient perceptions of their specialist care. Improving the coordination of care and case management can increase satisfaction with specialists. For examples of interventions that improve care coordination efficiency and quality, see <https://innovations.ahrq.gov/profiles/electronic-referrals-and-communications-reduce-wait-times-specialty-appointments-and> as well as <https://innovations.ahrq.gov/profiles/referring-physicians-send-electronic-handoff-note-pertinent-patient-information-emergency>.

#### IMPROVING QUALITY OF DOCTORS IN HEALTH PLAN NETWORK (Q41)

These resources concentrate on improving the physician-patient relationship, with a focus on communication. Implementing the solutions proposed here may result in improved doctor ratings.

- *Improve Physician Communication* – Much of patient dissatisfaction stems from a failure of effective physician communication (<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3096184/>). Seminars and workshops for physicians serve as a resource for physicians to learn and practice patient-centered communication techniques. For example, The California Quality Collaborative has identified nine effective strategies for improving patient experience with health care providers in their *Improving the Patient Experience Change Package* (see [http://www.calquality.org/storage/Improving\\_Pt\\_Experience\\_Spread\\_Change\\_Pkg\\_UpdatedMay2011.pdf](http://www.calquality.org/storage/Improving_Pt_Experience_Spread_Change_Pkg_UpdatedMay2011.pdf)). For general recommendations related to physician communication, see <https://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/communication/strategy6gtraining.html>.

- *Help Patients Communicate* – Patients who can effectively communicate their needs tend to have higher satisfaction with their care. AHRQ recommends four interventions that prepare patients to better communicate with their providers, including record sharing, writing down talking points prior to visits, and “coached care” programs. Many of these recommendations could be adapted for parents or guardians of younger patients. See <http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/communication/strategy6i-shared-decisionmaking.html> and <http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/communication/strategy6htools.html>. For a sample communication template that providers can distribute to patients before or during visits, see <http://www.rwif.org/content/dam/farm/toolkits/toolkits/2013/rwif404048>.
- *Build Physician-Patient Relationships* – An article published in the British Journal of General Practice found that patients seeing their preferred doctor rated their satisfaction with visits significantly higher than patients who did not have a doctor preference or those who would have preferred to see a different doctor. Prioritizing continuity of care by honoring patients’ physician preferences may increase patient satisfaction (<http://www.ncbi.nlm.nih.gov/pmc/articles/PMC1326072/>). Additionally, a study of English National Health Service data found that confidence and trust in a doctor is an important predictor of overall patient satisfaction (<http://www.ncbi.nlm.nih.gov/pubmed/18416910/>), while a Harvard study found that a positive physician-patient relationship correlates with better healthcare outcomes (<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3981763/>).

#### IMPROVING QUALITY OF INTERACTIONS WITH CUSTOMER SERVICE (Q51)

As representatives of the plan, customer service personnel must ensure that those adults responsible for the enrollee’s care have confidence and trust in customer service staff and the information they provide. The following sources make recommendations for improving customer service.

- *Develop Customer Service Standards* – To improve customer service, AHRQ suggests first articulating which aspects of customer service are most important to your organization. After developing these standards, monitor performance and promote accountability among staff. For more information, see <http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/customer-service/strategy6q-custservice-standards.html>.
- *Iterative Improvement for Member Services* – This RAND paper details a case study in which a health plan used additional surveys to supplement CAHPS results and more thoroughly assess member satisfaction with customer service. Throughout the process, plan leadership continually examined and adjusted improvement goals. The intervention resulted in a reduction of wait time for customer service calls and increased member satisfaction with customer service, as measured on the CAHPS survey. See [http://www.rand.org/pubs/working\\_papers/WR517.html](http://www.rand.org/pubs/working_papers/WR517.html).
- *Implement Service Recovery Procedures* – When customers have a complaint, service recovery programs support customer service personnel in identifying and remedying the problem. While complaints may be inevitable, their proper handling can reassure members and restore loyalty to the health plan. See <http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/customer-service/strategy6p-service-recovery.html>.

## APPENDIX

## CROSS-TABULATIONS OF SURVEY RESPONSES

## Fee-For-Service

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

### Satisfaction With the Experience of Care

Survey Measures*	Global Proportions		
	2019 State OHP	Plan Rate	
		2019	2018
<b>Ratings</b>			
Rating of Personal Doctor	88.32%	<b>87.25%</b>	84.28%
Rating of Specialist	84.25%	<b>82.65%</b>	91.18%
Rating of All Health Care	82.91%	<b>81.58%</b>	79.50%
Rating of Health Plan	78.94%	<b>67.92%</b>	62.86%
<b>Composites</b>			
Getting Needed Care	82.67%	<b>85.69%</b>	84.80%
Getting Care Quickly	89.95%	<b>93.72%</b>	89.73%
How Well Doctors Communicate	93.91%	<b>96.78%</b>	93.75%
Customer Service	87.47%	<b>79.17%</b>	81.90%
Shared Decision Making	83.16%	<b>88.48%</b>	85.51%
<b>Additional Content Areas</b>			
Health Promotion and Education	75.28%	<b>76.60%</b>	74.88%
Coordination of Care	82.37%	<b>79.41%</b>	80.19%
<b>Children with Chronic Conditions Composites</b>			
Access to Prescription Medicine	88.93%	<b>79.71%</b>	85.23%
Access to Specialized Services	68.66%	<b>60.84%</b>	63.54%
Getting Needed Information	91.48%	<b>95.21%</b>	90.20%
Personal Doctor or Nurse Who Knows Child	87.43%	<b>90.54%</b>	86.22%
Coordination of Care w/CCC (Q16 & Q27)	78.49%	<b>74.78%</b>	74.45%

\* Results were calculated by CSS following NCQA specifications. A lighter display is used to indicate that the measure does not meet the denominator threshold (n=30).

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 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?

Base: All respondents

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	2,219	217	250	42	172	34	105	75	14	38	162	126	64	24	24	154	36	2	95	4
Number missing or multiple answer	30	2	0	0	2	0	0	2	0	0	2	2	0	0	2	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,189	215	250	42	170	34	105	73	14	38	160	124	64	24	22	154	36	2	94	4
	98.6%	99.1%	100.0%	100.0%	98.8%	100.0%	100.0%	97.3%	100.0%	100.0%	98.8%	98.4%	100.0%	100.0%	91.7%	100.0%	100.0%	100.0%	98.9%	100.0%
Yes	794	89	95	18	71	15	41	33	4	12	73	45	28	16	4	62	22	1	49	2
	36.3%	41.4%	38.0%	42.9%	41.8%	44.1%	39.0%	45.2%	28.6%	31.6%	45.6%	36.3%	43.8%	66.7%	18.2%	40.3%	61.1%	50.0%	52.1%	50.0%
No	1,395	126	155	24	99	19	64	40	10	26	87	79	36	8	18	92	14	1	45	2
	63.7%	58.6%	62.0%	57.1%	58.2%	55.9%	61.0%	54.8%	71.4%	68.4%	54.4%	63.7%	56.3%	33.3%	81.8%	59.7%	38.9%	50.0%	47.9%	50.0%
Significantly different from column:*												N	L		PQ	OQ	OP			

NA - Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 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?

Base: All respondents whose child need care right away (Q3)

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	794	<b>89</b>	87	18	71	15	41	33	4	12	73	45	28	16	4	62	22	1	49	2
Number missing or multiple answer	17	<b>4</b>	0	1	3	1	2	1	0	1	3	3	1	0	0	4	0	1	2	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	777	<b>85</b>	87	17	68	14	39	32	4	11	70	42	27	16	4	58	22	0	47	2
	97.9%	<b>95.5%</b>	100.0%	94.4%	95.8%	93.3%	95.1%	97.0%	100.0%	91.7%	95.9%	93.3%	96.4%	100.0%	100.0%	93.5%	100.0%	0.0%	95.9%	100.0%
Never	13	<b>1</b>	0	0	1	0	0	1	0	0	1	0	0	1	0	0	1	0	0	0
	1.7%	<b>1.2%</b>	0.0%	0.0%	1.5%	0.0%	0.0%	3.1%	0.0%	0.0%	1.4%	0.0%	0.0%	6.3%	0.0%	0.0%	4.5%	---	0.0%	0.0%
Sometimes	49	<b>2</b>	6	0	2	0	1	1	0	0	2	1	0	1	0	2	0	0	1	0
	6.3%	<b>2.4%</b>	6.9%	0.0%	2.9%	0.0%	2.6%	3.1%	0.0%	0.0%	2.9%	2.4%	0.0%	6.3%	0.0%	3.4%	0.0%	---	2.1%	0.0%
Usually	156	<b>10</b>	18	5	5	2	5	3	0	0	10	5	2	3	1	6	3	0	7	0
	20.1%	<b>11.8%</b>	20.7%	29.4%	7.4%	14.3%	12.8%	9.4%	0.0%	0.0%	14.3%	11.9%	7.4%	18.8%	25.0%	10.3%	13.6%	---	14.9%	0.0%
Always	559	<b>72</b>	63	12	60	12	33	27	4	11	57	36	25	11	3	50	18	0	39	2
	71.9%	<b>84.7%</b>	72.4%	70.6%	88.2%	85.7%	84.6%	84.4%	100.0%	100.0%	81.4%	85.7%	92.6%	68.8%	75.0%	86.2%	81.8%	---	83.0%	100.0%
Significantly different from column:*		<b>AC</b>																		
Usually or Always	715	<b>82</b>	81	17	65	14	38	30	4	11	67	41	27	14	4	56	21	0	46	2
	92.0%	<b>96.5%</b>	93.1%	100.0%	95.6%	100.0%	97.4%	93.8%	100.0%	100.0%	95.7%	97.6%	100.0%	87.5%	100.0%	96.6%	95.5%	---	97.9%	100.0%
Significantly different from column:*																				

NA - Not Applicable

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**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 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?

Base: All respondents

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	2,219	217	249	42	172	34	105	75	14	38	162	126	64	24	24	154	36	2	95	4
Number missing or multiple answer	33	3	0	0	2	0	1	1	0	2	0	3	0	0	0	3	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,186	214	249	42	170	34	104	74	14	36	162	123	64	24	24	151	36	2	95	4
	98.5%	98.6%	100.0%	100.0%	98.8%	100.0%	99.0%	98.7%	100.0%	94.7%	100.0%	97.6%	100.0%	100.0%	100.0%	98.1%	100.0%	100.0%	100.0%	100.0%
Yes	1,683	169	187	35	133	30	83	55	6	29	133	94	52	21	3	132	32	2	84	4
	77.0%	79.0%	75.1%	83.3%	78.2%	88.2%	79.8%	74.3%	42.9%	80.6%	82.1%	76.4%	81.3%	87.5%	12.5%	87.4%	88.9%	100.0%	88.4%	100.0%
No	503	45	62	7	37	4	21	19	8	7	29	29	12	3	21	19	4	0	11	0
	23.0%	21.0%	24.9%	16.7%	21.8%	11.8%	20.2%	25.7%	57.1%	19.4%	17.9%	23.6%	18.8%	12.5%	87.5%	12.6%	11.1%	0.0%	11.6%	0.0%
Significantly different from column:*															PQ	O	O			

NA - Not Applicable

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**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 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?

Base: All respondents who made an appointment for their child for health care (Q5)

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	1,683	169	176	35	133	30	83	55	6	29	133	94	52	21	3	132	32	2	84	4
Number missing or multiple answer	32	3	0	0	3	0	2	1	0	1	2	1	1	1	0	2	1	1	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,651	166	176	35	130	30	81	54	6	28	131	93	51	20	3	130	31	1	83	4
	98.1%	98.2%	100.0%	100.0%	97.7%	100.0%	97.6%	98.2%	100.0%	96.6%	98.5%	98.9%	98.1%	95.2%	100.0%	98.5%	96.9%	50.0%	98.8%	100.0%
Never	17	1	2	0	1	0	0	1	0	0	1	1	0	0	0	1	0	0	0	0
	1.0%	0.6%	1.1%	0.0%	0.8%	0.0%	0.0%	1.9%	0.0%	0.0%	0.8%	1.1%	0.0%	0.0%	0.0%	0.8%	0.0%	0.0%	0.0%	0.0%
Sometimes	183	14	22	1	13	4	5	5	0	2	12	5	5	4	0	11	3	0	10	0
	11.1%	8.4%	12.5%	2.9%	10.0%	13.3%	6.2%	9.3%	0.0%	7.1%	9.2%	5.4%	9.8%	20.0%	0.0%	8.5%	9.7%	0.0%	12.0%	0.0%
Usually	474	56	58	16	40	9	21	26	0	12	44	20	27	8	1	42	12	1	32	2
	28.7%	33.7%	33.0%	45.7%	30.8%	30.0%	25.9%	48.1%	0.0%	42.9%	33.6%	21.5%	52.9%	40.0%	33.3%	32.3%	38.7%	100.0%	38.6%	50.0%
Always	977	95	94	18	76	17	55	22	6	14	74	67	19	8	2	76	16	0	41	2
	59.2%	57.2%	53.4%	51.4%	58.5%	56.7%	67.9%	40.7%	100.0%	50.0%	56.5%	72.0%	37.3%	40.0%	66.7%	58.5%	51.6%	0.0%	49.4%	50.0%
Significantly different from column:*							H	G				MN	L	L						
Usually or Always	1,451	151	152	34	116	26	76	48	6	26	118	87	46	16	3	118	28	1	73	4
	87.9%	91.0%	86.4%	97.1%	89.2%	86.7%	93.8%	88.9%	100.0%	92.9%	90.1%	93.5%	90.2%	80.0%	100.0%	90.8%	90.3%	100.0%	88.0%	100.0%

NA - Not Applicable

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**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

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**Question 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?

Base: All respondents

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	2,219	217	252	42	172	34	105	75	14	38	162	126	64	24	24	154	36	2	95	4
Number missing or multiple answer	56	3	0	0	3	0	3	0	0	1	2	3	0	0	0	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,163	214	252	42	169	34	102	75	14	37	160	123	64	24	24	154	36	2	94	4
	97.5%	98.6%	100.0%	100.0%	98.3%	100.0%	97.1%	100.0%	100.0%	97.4%	98.8%	97.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.9%	100.0%
None	423	24	43	4	19	2	9	12	8	4	11	15	6	1	24	0	0	0	2	1
	19.6%	11.2%	17.1%	9.5%	11.2%	5.9%	8.8%	16.0%	57.1%	10.8%	6.9%	12.2%	9.4%	4.2%	100.0%	0.0%	0.0%	0.0%	2.1%	25.0%
1 time	558	50	49	15	33	6	26	16	1	14	33	38	10	2	0	50	0	0	15	0
	25.8%	23.4%	19.4%	35.7%	19.5%	17.6%	25.5%	21.3%	7.1%	37.8%	20.6%	30.9%	15.6%	8.3%	0.0%	32.5%	0.0%	0.0%	16.0%	0.0%
2	488	51	61	7	44	10	22	19	2	11	38	31	17	2	0	51	0	2	16	0
	22.6%	23.8%	24.2%	16.7%	26.0%	29.4%	21.6%	25.3%	14.3%	29.7%	23.8%	25.2%	26.6%	8.3%	0.0%	33.1%	0.0%	100.0%	17.0%	0.0%
3	280	33	37	8	25	3	17	13	1	5	27	17	11	5	0	33	0	0	21	1
	12.9%	15.4%	14.7%	19.0%	14.8%	8.8%	16.7%	17.3%	7.1%	13.5%	16.9%	13.8%	17.2%	20.8%	0.0%	21.4%	0.0%	0.0%	22.3%	25.0%
4	156	20	26	2	18	4	10	6	1	0	19	8	5	7	0	20	0	0	10	1
	7.2%	9.3%	10.3%	4.8%	10.7%	11.8%	9.8%	8.0%	7.1%	0.0%	11.9%	6.5%	7.8%	29.2%	0.0%	13.0%	0.0%	0.0%	10.6%	25.0%
5 to 9	204	28	20	4	24	6	13	9	1	3	24	10	12	6	0	0	28	0	23	1
	9.4%	13.1%	7.9%	9.5%	14.2%	17.6%	12.7%	12.0%	7.1%	8.1%	15.0%	8.1%	18.8%	25.0%	0.0%	0.0%	77.8%	0.0%	24.5%	25.0%
10 or more times	54	8	16	2	6	3	5	0	0	0	8	4	3	1	0	0	8	0	7	0
	2.5%	3.7%	6.3%	4.8%	3.6%	8.8%	4.9%	0.0%	0.0%	0.0%	5.0%	3.3%	4.7%	4.2%	0.0%	0.0%	22.2%	0.0%	7.4%	0.0%
5 or more times	258	36	36	6	30	9	18	9	1	3	32	14	15	7	0	0	36	0	30	1
	11.9%	16.8%	14.3%	14.3%	17.8%	26.5%	17.6%	12.0%	7.1%	8.1%	20.0%	11.4%	23.4%	29.2%	0.0%	0.0%	100.0%	0.0%	31.9%	25.0%
Significantly different from column:*		A										M	L		Q	Q	OP			

NA - Not Applicable

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**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 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?

Base: All respondents whose child went to a doctor's office/clinic (Q7)

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	1,740	<b>190</b>	203	38	150	32	93	63	6	33	149	108	58	23	0	154	36	2	92	3
Number missing or multiple answer	21	<b>2</b>	0	0	2	0	0	2	0	0	2	1	0	1	0	2	0	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,719	<b>188</b>	203	38	148	32	93	61	6	33	147	107	58	22	0	152	36	2	91	3
	98.8%	<b>98.9%</b>	100.0%	100.0%	98.7%	100.0%	100.0%	96.8%	100.0%	100.0%	98.7%	99.1%	100.0%	95.7%	---	98.7%	100.0%	100.0%	98.9%	100.0%
Yes	1,294	<b>144</b>	152	31	112	27	69	47	4	26	113	83	49	11	0	119	25	2	68	3
	75.3%	<b>76.6%</b>	74.9%	81.6%	75.7%	84.4%	74.2%	77.0%	66.7%	78.8%	76.9%	77.6%	84.5%	50.0%	---	78.3%	69.4%	100.0%	74.7%	100.0%
No	425	<b>44</b>	51	7	36	5	24	14	2	7	34	24	9	11	0	33	11	0	23	0
	24.7%	<b>23.4%</b>	25.1%	18.4%	24.3%	15.6%	25.8%	23.0%	33.3%	21.2%	23.1%	22.4%	15.5%	50.0%	---	21.7%	30.6%	0.0%	25.3%	0.0%
Significantly different from column:*												N	N	LM						

NA - Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 9**

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

Base: All respondents whose child went to a doctor's office/clinic (Q7)

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	1,740	190	204	38	150	32	93	63	6	33	149	108	58	23	0	154	36	2	92	3
Number missing or multiple answer	14	2	0	0	2	0	0	2	0	0	2	1	0	1	0	2	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,726	188	204	38	148	32	93	61	6	33	147	107	58	22	0	152	36	2	91	3
	99.2%	98.9%	100.0%	100.0%	98.7%	100.0%	100.0%	96.8%	100.0%	100.0%	98.7%	99.1%	100.0%	95.7%	---	98.7%	100.0%	100.0%	98.9%	100.0%
Never	32	2	4	1	1	0	0	2	0	1	1	2	0	0	0	2	0	0	0	0
	1.9%	1.1%	2.0%	2.6%	0.7%	0.0%	0.0%	3.3%	0.0%	3.0%	0.7%	1.9%	0.0%	0.0%	---	1.3%	0.0%	0.0%	0.0%	0.0%
Sometimes	115	7	16	0	7	0	3	4	1	0	6	1	2	4	0	5	2	0	4	0
	6.7%	3.7%	7.8%	0.0%	4.7%	0.0%	3.2%	6.6%	16.7%	0.0%	4.1%	0.9%	3.4%	18.2%	---	3.3%	5.6%	0.0%	4.4%	0.0%
Usually	371	37	47	7	30	5	19	13	0	8	29	16	12	8	0	24	13	1	25	0
	21.5%	19.7%	23.0%	18.4%	20.3%	15.6%	20.4%	21.3%	0.0%	24.2%	19.7%	15.0%	20.7%	36.4%	---	15.8%	36.1%	50.0%	27.5%	0.0%
Always	1,208	142	137	30	110	27	71	42	5	24	111	88	44	10	0	121	21	1	62	3
	70.0%	75.5%	67.2%	78.9%	74.3%	84.4%	76.3%	68.9%	83.3%	72.7%	75.5%	82.2%	75.9%	45.5%	---	79.6%	58.3%	50.0%	68.1%	100.0%
Significantly different from column:*												N	N	LM		Q	P			
Usually or Always	1,579	179	184	37	140	32	90	55	5	32	140	104	56	18	0	145	34	2	87	3
	91.5%	95.2%	90.2%	97.4%	94.6%	100.0%	96.8%	90.2%	83.3%	97.0%	95.2%	97.2%	96.6%	81.8%	---	95.4%	94.4%	100.0%	95.6%	100.0%
Significantly different from column:*																				

NA - Not Applicable

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**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 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?

Base: All respondents whose child went to a doctor's office/clinic (Q7)

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	1,740	<b>190</b>	202	38	150	32	93	63	6	33	149	108	58	23	0	154	36	2	92	3
Number missing or multiple answer	13	<b>1</b>	0	0	1	0	0	1	0	0	1	1	0	0	0	1	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,727	<b>189</b>	202	38	149	32	93	62	6	33	148	107	58	23	0	153	36	2	92	3
	99.3%	<b>99.5%</b>	100.0%	100.0%	99.3%	100.0%	100.0%	98.4%	100.0%	100.0%	99.3%	99.1%	100.0%	100.0%	---	99.4%	100.0%	100.0%	100.0%	100.0%
Yes	741	<b>94</b>	104	17	76	13	52	28	2	14	77	50	31	13	0	72	22	1	54	2
	42.9%	<b>49.7%</b>	51.5%	44.7%	51.0%	40.6%	55.9%	45.2%	33.3%	42.4%	52.0%	46.7%	53.4%	56.5%	---	47.1%	61.1%	50.0%	58.7%	66.7%
No	986	<b>95</b>	98	21	73	19	41	34	4	19	71	57	27	10	0	81	14	1	38	1
	57.1%	<b>50.3%</b>	48.5%	55.3%	49.0%	59.4%	44.1%	54.8%	66.7%	57.6%	48.0%	53.3%	46.6%	43.5%	---	52.9%	38.9%	50.0%	41.3%	33.3%
Significantly different from column:*																				

NA - Not Applicable

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**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 11**

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

Base: All respondents whose child went to a doctor's office/clinic to get care and whose doctor talked about starting/stopping medication (Q7 & Q10)

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	741	<b>94</b>	104	17	76	13	52	28	2	14	77	50	31	13	0	72	22	1	54	2
Number missing or multiple answer	4	<b>1</b>	0	0	1	0	0	1	0	1	0	0	1	0	0	1	0	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	737	<b>93</b>	104	17	75	13	52	27	2	13	77	50	30	13	0	71	22	1	53	2
	99.5%	<b>98.9%</b>	100.0%	100.0%	98.7%	100.0%	100.0%	96.4%	100.0%	92.9%	100.0%	100.0%	96.8%	100.0%	---	98.6%	100.0%	100.0%	98.1%	100.0%
Yes	695	<b>92</b>	98	17	74	13	51	27	2	12	77	49	30	13	0	70	22	1	53	2
	94.3%	<b>98.9%</b>	94.2%	100.0%	98.7%	100.0%	98.1%	100.0%	100.0%	92.3%	100.0%	98.0%	100.0%	100.0%	---	98.6%	100.0%	100.0%	100.0%	100.0%
No	42	<b>1</b>	6	0	1	0	1	0	0	1	0	1	0	0	0	1	0	0	0	0
	5.7%	<b>1.1%</b>	5.8%	0.0%	1.3%	0.0%	1.9%	0.0%	0.0%	7.7%	0.0%	2.0%	0.0%	0.0%	---	1.4%	0.0%	0.0%	0.0%	0.0%
Significantly different from column:*																				

NA - Not Applicable

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**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 12**

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

Base: All respondents whose child went to a doctor's office/clinic to get care and whose doctor talked about starting/stopping medication (Q7 & Q10)

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	741	<b>94</b>	103	17	76	13	52	28	2	14	77	50	31	13	0	72	22	1	54	2
Number missing or multiple answer	9	<b>1</b>	0	0	1	0	0	1	0	1	0	0	1	0	0	1	0	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	732	<b>93</b>	103	17	75	13	52	27	2	13	77	50	30	13	0	71	22	1	53	2
	98.8%	<b>98.9%</b>	100.0%	100.0%	98.7%	100.0%	100.0%	96.4%	100.0%	92.9%	100.0%	100.0%	96.8%	100.0%	---	98.6%	100.0%	100.0%	98.1%	100.0%
Yes	544	<b>75</b>	82	15	59	10	41	23	1	8	65	39	24	12	0	55	20	1	46	1
	74.3%	<b>80.6%</b>	79.6%	88.2%	78.7%	76.9%	78.8%	85.2%	50.0%	61.5%	84.4%	78.0%	80.0%	92.3%	---	77.5%	90.9%	100.0%	86.8%	50.0%
No	188	<b>18</b>	21	2	16	3	11	4	1	5	12	11	6	1	0	16	2	0	7	1
	25.7%	<b>19.4%</b>	20.4%	11.8%	21.3%	23.1%	21.2%	14.8%	50.0%	38.5%	15.6%	22.0%	20.0%	7.7%	---	22.5%	9.1%	0.0%	13.2%	50.0%
Significantly different from column:*																				

NA - Not Applicable

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**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 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?

Base: All respondents whose child went to a doctor's office/clinic to get care and whose doctor talked about starting/stopping medication (Q7 & Q10)

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	741	<b>94</b>	104	17	76	13	52	28	2	14	77	50	31	13	0	72	22	1	54	2
Number missing or multiple answer	15	<b>2</b>	0	0	2	0	0	2	0	1	1	0	1	1	0	2	0	0	2	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	726	<b>92</b>	104	17	74	13	52	26	2	13	76	50	30	12	0	70	22	1	52	2
	98.0%	<b>97.9%</b>	100.0%	100.0%	97.4%	100.0%	100.0%	92.9%	100.0%	92.9%	98.7%	100.0%	96.8%	92.3%	---	97.2%	100.0%	100.0%	96.3%	100.0%
Yes	587	<b>79</b>	86	16	62	9	46	23	2	11	65	44	24	11	0	60	19	1	44	2
	80.9%	<b>85.9%</b>	82.7%	94.1%	83.8%	69.2%	88.5%	88.5%	100.0%	84.6%	85.5%	88.0%	80.0%	91.7%	---	85.7%	86.4%	100.0%	84.6%	100.0%
No	139	<b>13</b>	18	1	12	4	6	3	0	2	11	6	6	1	0	10	3	0	8	0
	19.1%	<b>14.1%</b>	17.3%	5.9%	16.2%	30.8%	11.5%	11.5%	0.0%	15.4%	14.5%	12.0%	20.0%	8.3%	---	14.3%	13.6%	0.0%	15.4%	0.0%
Significantly different from column:*																				

NA - Not Applicable

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**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

10770

**Question 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?

Base: All respondents whose child went to a doctor's office/clinic (Q7)

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	1,740	190	200	38	150	32	93	63	6	33	149	108	58	23	0	154	36	2	92	3
Number missing or multiple answer	14	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,726	190	200	38	150	32	93	63	6	33	149	108	58	23	0	154	36	2	92	3
	99.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%
0 Worst health care possible	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%
1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%
2	7	1	2	0	1	0	0	1	0	0	1	0	0	1	0	0	1	0	0	0
	0.4%	0.5%	1.0%	0.0%	0.7%	0.0%	0.0%	1.6%	0.0%	0.0%	0.7%	0.0%	0.0%	4.3%	---	0.0%	2.8%	0.0%	0.0%	0.0%
3	11	1	2	0	1	0	0	1	0	0	1	0	0	1	0	1	0	0	1	0
	0.6%	0.5%	1.0%	0.0%	0.7%	0.0%	0.0%	1.6%	0.0%	0.0%	0.7%	0.0%	0.0%	4.3%	---	0.6%	0.0%	0.0%	1.1%	0.0%
4	9	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	0.0%	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%
5	39	3	5	0	3	0	2	1	0	1	2	1	1	1	0	2	1	0	2	0
	2.3%	1.6%	2.5%	0.0%	2.0%	0.0%	2.2%	1.6%	0.0%	3.0%	1.3%	0.9%	1.7%	4.3%	---	1.3%	2.8%	0.0%	2.2%	0.0%
6	76	11	9	5	6	3	4	4	0	1	10	4	5	2	0	7	4	0	7	0
	4.4%	5.8%	4.5%	13.2%	4.0%	9.4%	4.3%	6.3%	0.0%	3.0%	6.7%	3.7%	8.6%	8.7%	---	4.5%	11.1%	0.0%	7.6%	0.0%
7	148	19	19	2	17	2	12	5	0	3	16	7	4	7	0	15	4	1	11	0
	8.6%	10.0%	9.5%	5.3%	11.3%	6.3%	12.9%	7.9%	0.0%	9.1%	10.7%	6.5%	6.9%	30.4%	---	9.7%	11.1%	50.0%	12.0%	0.0%
8	366	30	50	7	23	4	9	17	0	7	23	13	17	0	0	23	7	0	11	2
	21.2%	15.8%	25.0%	18.4%	15.3%	12.5%	9.7%	27.0%	0.0%	21.2%	15.4%	12.0%	29.3%	0.0%	---	14.9%	19.4%	0.0%	12.0%	66.7%
9	355	59	49	13	45	11	32	15	1	8	49	35	16	8	0	48	11	1	32	1
	20.6%	31.1%	24.5%	34.2%	30.0%	34.4%	34.4%	23.8%	16.7%	24.2%	32.9%	32.4%	27.6%	34.8%	---	31.2%	30.6%	50.0%	34.8%	33.3%
10 Best health care possible	710	66	60	11	54	12	34	19	5	13	47	48	15	3	0	58	8	0	28	0
	41.1%	34.7%	30.0%	28.9%	36.0%	37.5%	36.6%	30.2%	83.3%	39.4%	31.5%	44.4%	25.9%	13.0%	---	37.7%	22.2%	0.0%	30.4%	0.0%

NA - Not Applicable

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

10770

**Question 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?

Base: All respondents whose child went to a doctor's office/clinic (Q7)

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	1,740	190	200	38	150	32	93	63	6	33	149	108	58	23	0	154	36	2	92	3
Number missing or multiple answer	14	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,726	190	200	38	150	32	93	63	6	33	149	108	58	23	0	154	36	2	92	3
	99.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%
0 to 4	32	2	8	0	2	0	0	2	0	0	2	0	0	2	0	1	1	0	1	0
	1.9%	1.1%	4.0%	0.0%	1.3%	0.0%	0.0%	3.2%	0.0%	0.0%	1.3%	0.0%	0.0%	8.7%	---	0.6%	2.8%	0.0%	1.1%	0.0%
5	39	3	5	0	3	0	2	1	0	1	2	1	1	1	0	2	1	0	2	0
	2.3%	1.6%	2.5%	0.0%	2.0%	0.0%	2.2%	1.6%	0.0%	3.0%	1.3%	0.9%	1.7%	4.3%	---	1.3%	2.8%	0.0%	2.2%	0.0%
6 or 7	224	30	28	7	23	5	16	9	0	4	26	11	9	9	0	22	8	1	18	0
	13.0%	15.8%	14.0%	18.4%	15.3%	15.6%	17.2%	14.3%	0.0%	12.1%	17.4%	10.2%	15.5%	39.1%	---	14.3%	22.2%	50.0%	19.6%	0.0%
8 to 10	1,431	155	159	31	122	27	75	51	6	28	119	96	48	11	0	129	26	1	71	3
	82.9%	81.6%	79.5%	81.6%	81.3%	84.4%	80.6%	81.0%	100.0%	84.8%	79.9%	88.9%	82.8%	47.8%	---	83.8%	72.2%	50.0%	77.2%	100.0%
Significantly different from column:*												N	M							
0 to 6	147	16	22	5	11	3	6	7	0	2	14	5	6	5	0	10	6	0	10	0
	8.5%	8.4%	11.0%	13.2%	7.3%	9.4%	6.5%	11.1%	0.0%	6.1%	9.4%	4.6%	10.3%	21.7%	---	6.5%	16.7%	0.0%	10.9%	0.0%
7 to 8	514	49	69	9	40	6	21	22	0	10	39	20	21	7	0	38	11	1	22	2
	29.8%	25.8%	34.5%	23.7%	26.7%	18.8%	22.6%	34.9%	0.0%	30.3%	26.2%	18.5%	36.2%	30.4%	---	24.7%	30.6%	50.0%	23.9%	66.7%
9 to 10	1,065	125	109	24	99	23	66	34	6	21	96	83	31	11	0	106	19	1	60	1
	61.7%	65.8%	54.5%	63.2%	66.0%	71.9%	71.0%	54.0%	100.0%	63.6%	64.4%	76.9%	53.4%	47.8%	---	68.8%	52.8%	50.0%	65.2%	33.3%
Significantly different from column:*		C					H	G				MN	L	L						

NA - Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 15**

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

Base: All respondents whose child went to a doctor's office/clinic (Q7)

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	1,740	190	202	38	150	32	93	63	6	33	149	108	58	23	0	154	36	2	92	3
Number missing or multiple answer	14	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,726	190	202	38	150	32	93	63	6	33	149	108	58	23	0	154	36	2	92	3
	99.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%
Never	30	2	4	0	2	0	0	2	0	0	2	0	0	2	0	1	1	0	1	0
	1.7%	1.1%	2.0%	0.0%	1.3%	0.0%	0.0%	3.2%	0.0%	0.0%	1.3%	0.0%	0.0%	8.7%	---	0.6%	2.8%	0.0%	1.1%	0.0%
Sometimes	172	11	20	3	8	2	5	4	0	0	11	2	7	2	0	7	4	0	7	0
	10.0%	5.8%	9.9%	7.9%	5.3%	6.3%	5.4%	6.3%	0.0%	0.0%	7.4%	1.9%	12.1%	8.7%	---	4.5%	11.1%	0.0%	7.6%	0.0%
Usually	542	63	75	12	51	10	30	23	0	8	55	29	18	15	0	47	16	1	40	1
	31.4%	33.2%	37.1%	31.6%	34.0%	31.3%	32.3%	36.5%	0.0%	24.2%	36.9%	26.9%	31.0%	65.2%	---	30.5%	44.4%	50.0%	43.5%	33.3%
Always	982	114	103	23	89	20	58	34	6	25	81	77	33	4	0	99	15	1	44	2
	56.9%	60.0%	51.0%	60.5%	59.3%	62.5%	62.4%	54.0%	100.0%	75.8%	54.4%	71.3%	56.9%	17.4%	---	64.3%	41.7%	50.0%	47.8%	66.7%
Significantly different from column:*										K	J	N	N	LM		Q	P			
Usually or Always	1,524	177	178	35	140	30	88	57	6	33	136	106	51	19	0	146	31	2	84	3
	88.3%	93.2%	88.1%	92.1%	93.3%	93.8%	94.6%	90.5%	100.0%	100.0%	91.3%	98.1%	87.9%	82.6%	---	94.8%	86.1%	100.0%	91.3%	100.0%
Significantly different from column:*		A																		

NA - Not Applicable

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**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 16**

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

Base: All respondents

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	2,219	217	252	42	172	34	105	75	14	38	162	126	64	24	24	154	36	2	95	4
Number missing or multiple answer	12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,207	217	252	42	172	34	105	75	14	38	162	126	64	24	24	154	36	2	95	4
	99.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	1,717	183	201	35	145	25	96	59	8	34	138	108	52	20	20	129	31	2	85	2
	77.8%	84.3%	79.8%	83.3%	84.3%	73.5%	91.4%	78.7%	57.1%	89.5%	85.2%	85.7%	81.3%	83.3%	83.3%	83.8%	86.1%	100.0%	89.5%	50.0%
No	490	34	51	7	27	9	9	16	6	4	24	18	12	4	4	25	5	0	10	2
	22.2%	15.7%	20.2%	16.7%	15.7%	26.5%	8.6%	21.3%	42.9%	10.5%	14.8%	14.3%	18.8%	16.7%	16.7%	16.2%	13.9%	0.0%	10.5%	50.0%
Significantly different from column:*		A					H	G												

NA - Not Applicable

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**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 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?

Base: All respondents whose child is enrolled in school or daycare (Q16)

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	1,717	<b>183</b>	188	35	145	25	96	59	8	34	138	108	52	20	20	129	31	2	85	2
Number missing or multiple answer	30	<b>5</b>	0	0	5	0	2	3	0	0	5	3	1	1	2	2	0	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,687	<b>178</b>	188	35	140	25	94	56	8	34	133	105	51	19	18	127	31	2	84	2
	98.3%	<b>97.3%</b>	100.0%	100.0%	96.6%	100.0%	97.9%	94.9%	100.0%	100.0%	96.4%	97.2%	98.1%	95.0%	90.0%	98.4%	100.0%	100.0%	98.8%	100.0%
Yes	275	<b>30</b>	34	6	24	4	19	7	1	5	24	12	12	6	0	19	11	0	21	1
	16.3%	<b>16.9%</b>	18.1%	17.1%	17.1%	16.0%	20.2%	12.5%	12.5%	14.7%	18.0%	11.4%	23.5%	31.6%	0.0%	15.0%	35.5%	0.0%	25.0%	50.0%
No	1,412	<b>148</b>	154	29	116	21	75	49	7	29	109	93	39	13	18	108	20	2	63	1
	83.7%	<b>83.1%</b>	81.9%	82.9%	82.9%	84.0%	79.8%	87.5%	87.5%	85.3%	82.0%	88.6%	76.5%	68.4%	100.0%	85.0%	64.5%	100.0%	75.0%	50.0%
Significantly different from column:*												M	L			Q	P			

NA - Not Applicable

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**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 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?

Base: All respondents whose child is enrolled in school or daycare and needed their child's doctor/health provider to contact school/daycare center about their child's health (Q16 & Q17)

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	275	30	33	6	24	4	19	7	1	5	24	12	12	6	0	19	11	0	21	1
Number missing or multiple answer	2	1	0	0	1	0	0	1	0	1	0	0	1	0	0	0	1	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	273	29	33	6	23	4	19	6	1	4	24	12	11	6	0	19	10	0	20	1
	99.3%	96.7%	100.0%	100.0%	95.8%	100.0%	100.0%	85.7%	100.0%	80.0%	100.0%	100.0%	91.7%	100.0%	---	100.0%	90.9%	---	95.2%	100.0%
Yes	252	27	31	6	21	4	18	5	1	4	22	10	11	6	0	18	9	0	19	1
	92.3%	93.1%	93.9%	100.0%	91.3%	100.0%	94.7%	83.3%	100.0%	100.0%	91.7%	83.3%	100.0%	100.0%	---	94.7%	90.0%	---	95.0%	100.0%
No	21	2	2	0	2	0	1	1	0	0	2	2	0	0	0	1	1	0	1	0
	7.7%	6.9%	6.1%	0.0%	8.7%	0.0%	5.3%	16.7%	0.0%	0.0%	8.3%	16.7%	0.0%	0.0%	---	5.3%	10.0%	---	5.0%	0.0%
Significantly different from column:*																				

NA - Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 19**

In the last 6 months, did you get or try to get any special medical equipment or devices for your child?

Base: All respondents

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	2,219	217	252	42	172	34	105	75	14	38	162	126	64	24	24	154	36	2	95	4
Number missing or multiple answer	20	1	0	0	1	1	0	0	0	0	1	1	0	0	0	1	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,199	216	252	42	171	33	105	75	14	38	161	125	64	24	24	153	36	2	95	4
	99.1%	99.5%	100.0%	100.0%	99.4%	97.1%	100.0%	100.0%	100.0%	100.0%	99.4%	99.2%	100.0%	100.0%	100.0%	99.4%	100.0%	100.0%	100.0%	100.0%
Yes	151	27	28	5	22	4	15	8	1	1	25	5	16	6	1	17	9	1	20	2
	6.9%	12.5%	11.1%	11.9%	12.9%	12.1%	14.3%	10.7%	7.1%	2.6%	15.5%	4.0%	25.0%	25.0%	4.2%	11.1%	25.0%	50.0%	21.1%	50.0%
No	2,048	189	224	37	149	29	90	67	13	37	136	120	48	18	23	136	27	1	75	2
	93.1%	87.5%	88.9%	88.1%	87.1%	87.9%	85.7%	89.3%	92.9%	97.4%	84.5%	96.0%	75.0%	75.0%	95.8%	88.9%	75.0%	50.0%	78.9%	50.0%
Significantly different from column:*		A										M	L							

NA - Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 20**

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

Base: All respondents who got or tried to get special medical equipment or device for their child (Q19)

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	151	27	28	5	22	4	15	8	1	1	25	5	16	6	1	17	9	1	20	2
Number missing or multiple answer	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	151	27	28	5	22	4	15	8	1	1	25	5	16	6	1	17	9	1	20	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	21	8	7	1	7	3	4	1	0	1	7	0	6	2	0	6	2	1	6	0
	13.9%	29.6%	25.0%	20.0%	31.8%	75.0%	26.7%	12.5%	0.0%	100.0%	28.0%	0.0%	37.5%	33.3%	0.0%	35.3%	22.2%	100.0%	30.0%	0.0%
Sometimes	25	5	6	2	3	0	3	2	1	0	4	1	3	1	1	3	1	0	2	1
	16.6%	18.5%	21.4%	40.0%	13.6%	0.0%	20.0%	25.0%	100.0%	0.0%	16.0%	20.0%	18.8%	16.7%	100.0%	17.6%	11.1%	0.0%	10.0%	50.0%
Usually	32	8	8	1	7	1	4	3	0	0	8	2	4	2	0	4	4	0	7	1
	21.2%	29.6%	28.6%	20.0%	31.8%	25.0%	26.7%	37.5%	0.0%	0.0%	32.0%	40.0%	25.0%	33.3%	0.0%	23.5%	44.4%	0.0%	35.0%	50.0%
Always	73	6	7	1	5	0	4	2	0	0	6	2	3	1	0	4	2	0	5	0
	48.3%	22.2%	25.0%	20.0%	22.7%	0.0%	26.7%	25.0%	0.0%	0.0%	24.0%	40.0%	18.8%	16.7%	0.0%	23.5%	22.2%	0.0%	25.0%	0.0%
Significantly different from column:*		A																		
Usually or Always	105	14	15	2	12	1	8	5	0	0	14	4	7	3	0	8	6	0	12	1
	69.5%	51.9%	53.6%	40.0%	54.5%	25.0%	53.3%	62.5%	0.0%	0.0%	56.0%	80.0%	43.8%	50.0%	0.0%	47.1%	66.7%	0.0%	60.0%	50.0%
Significantly different from column:*																				

NA - Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 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?

Base: All respondents who got or tried to get special medical equipment or device for their child (Q19)

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	151	27	27	5	22	4	15	8	1	1	25	5	16	6	1	17	9	1	20	2
Number missing or multiple answer	1	1	0	0	1	0	1	0	1	0	0	1	0	0	1	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	150	26	27	5	21	4	14	8	0	1	25	4	16	6	0	17	9	1	20	2
	99.3%	96.3%	100.0%	100.0%	95.5%	100.0%	93.3%	100.0%	0.0%	100.0%	100.0%	80.0%	100.0%	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	121	18	22	4	14	4	8	6	0	0	18	2	12	4	0	13	5	1	14	2
	80.7%	69.2%	81.5%	80.0%	66.7%	100.0%	57.1%	75.0%	---	0.0%	72.0%	50.0%	75.0%	66.7%	---	76.5%	55.6%	100.0%	70.0%	100.0%
No	29	8	5	1	7	0	6	2	0	1	7	2	4	2	0	4	4	0	6	0
	19.3%	30.8%	18.5%	20.0%	33.3%	0.0%	42.9%	25.0%	---	100.0%	28.0%	50.0%	25.0%	33.3%	---	23.5%	44.4%	0.0%	30.0%	0.0%
Significantly different from column:*																				

NA - Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 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?

Base: All respondents

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	2,219	217	251	42	172	34	105	75	14	38	162	126	64	24	24	154	36	2	95	4
Number missing or multiple answer	22	2	0	0	2	2	0	0	0	0	2	2	0	0	0	2	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,197	215	251	42	170	32	105	75	14	38	160	124	64	24	24	152	36	2	95	4
	99.0%	99.1%	100.0%	100.0%	98.8%	94.1%	100.0%	100.0%	100.0%	100.0%	98.8%	98.4%	100.0%	100.0%	100.0%	98.7%	100.0%	100.0%	100.0%	100.0%
Yes	457	69	77	17	52	14	41	14	3	6	60	26	33	10	6	43	19	1	39	4
	20.8%	32.1%	30.7%	40.5%	30.6%	43.8%	39.0%	18.7%	21.4%	15.8%	37.5%	21.0%	51.6%	41.7%	25.0%	28.3%	52.8%	50.0%	41.1%	100.0%
No	1,740	146	174	25	118	18	64	61	11	32	100	98	31	14	18	109	17	1	56	0
	79.2%	67.9%	69.3%	59.5%	69.4%	56.3%	61.0%	81.3%	78.6%	84.2%	62.5%	79.0%	48.4%	58.3%	75.0%	71.7%	47.2%	50.0%	58.9%	0.0%
Significantly different from column:*		A				H	H	FG		K	J	MN	L	L	Q	Q	OP			

NA - Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 23**

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

Base: All respondents who got or tried to get special therapy for their child (Q22)

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	457	<b>69</b>	74	17	52	14	41	14	3	6	60	26	33	10	6	43	19	1	39	4
Number missing or multiple answer	6	<b>0</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	451	<b>69</b>	74	17	52	14	41	14	3	6	60	26	33	10	6	43	19	1	39	4
	98.7%	<b>100.0%</b>	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	65	<b>8</b>	13	2	6	1	3	4	0	0	8	3	4	1	1	3	4	0	7	0
	14.4%	<b>11.6%</b>	17.6%	11.8%	11.5%	7.1%	7.3%	28.6%	0.0%	0.0%	13.3%	11.5%	12.1%	10.0%	16.7%	7.0%	21.1%	0.0%	17.9%	0.0%
Sometimes	89	<b>13</b>	11	3	10	3	10	0	1	2	10	5	5	3	1	10	2	1	9	1
	19.7%	<b>18.8%</b>	14.9%	17.6%	19.2%	21.4%	24.4%	0.0%	33.3%	33.3%	16.7%	19.2%	15.2%	30.0%	16.7%	23.3%	10.5%	100.0%	23.1%	25.0%
Usually	117	<b>27</b>	27	6	21	4	18	5	1	2	24	9	14	4	2	16	8	0	12	3
	25.9%	<b>39.1%</b>	36.5%	35.3%	40.4%	28.6%	43.9%	35.7%	33.3%	33.3%	40.0%	34.6%	42.4%	40.0%	33.3%	37.2%	42.1%	0.0%	30.8%	75.0%
Always	180	<b>21</b>	23	6	15	6	10	5	1	2	18	9	10	2	2	14	5	0	11	0
	39.9%	<b>30.4%</b>	31.1%	35.3%	28.8%	42.9%	24.4%	35.7%	33.3%	33.3%	30.0%	34.6%	30.3%	20.0%	33.3%	32.6%	26.3%	0.0%	28.2%	0.0%
Significantly different from column:*																				
Usually or Always	297	<b>48</b>	50	12	36	10	28	10	2	4	42	18	24	6	4	30	13	0	23	3
	65.9%	<b>69.6%</b>	67.6%	70.6%	69.2%	71.4%	68.3%	71.4%	66.7%	66.7%	70.0%	69.2%	72.7%	60.0%	66.7%	69.8%	68.4%	0.0%	59.0%	75.0%
Significantly different from column:*																				

NA - Not Applicable

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**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 24**

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

Base: All respondents who got or tried to get special therapy for their child (Q22)

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	457	<b>69</b>	72	17	52	14	41	14	3	6	60	26	33	10	6	43	19	1	39	4
Number missing or multiple answer	7	<b>0</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	450	<b>69</b>	72	17	52	14	41	14	3	6	60	26	33	10	6	43	19	1	39	4
	98.5%	<b>100.0%</b>	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	315	<b>37</b>	53	11	26	11	22	4	3	3	31	11	20	6	2	23	12	1	22	3
	70.0%	<b>53.6%</b>	73.6%	64.7%	50.0%	78.6%	53.7%	28.6%	100.0%	50.0%	51.7%	42.3%	60.6%	60.0%	33.3%	53.5%	63.2%	100.0%	56.4%	75.0%
No	135	<b>32</b>	19	6	26	3	19	10	0	3	29	15	13	4	4	20	7	0	17	1
	30.0%	<b>46.4%</b>	26.4%	35.3%	50.0%	21.4%	46.3%	71.4%	0.0%	50.0%	48.3%	57.7%	39.4%	40.0%	66.7%	46.5%	36.8%	0.0%	43.6%	25.0%
Significantly different from column:*		AC				H		F												

NA - Not Applicable

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**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 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?

Base: All respondents

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	2,219	217	253	42	172	34	105	75	14	38	162	126	64	24	24	154	36	2	95	4
Number missing or multiple answer	26	1	0	0	1	0	0	1	0	1	0	1	0	0	0	1	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,193	216	253	42	171	34	105	74	14	37	162	125	64	24	24	153	36	2	94	4
	98.8%	99.5%	100.0%	100.0%	99.4%	100.0%	100.0%	98.7%	100.0%	97.4%	100.0%	99.2%	100.0%	100.0%	100.0%	99.4%	100.0%	100.0%	98.9%	100.0%
Yes	747	90	99	20	68	10	48	30	2	10	76	46	30	12	5	62	21	0	46	2
	34.1%	41.7%	39.1%	47.6%	39.8%	29.4%	45.7%	40.5%	14.3%	27.0%	46.9%	36.8%	46.9%	50.0%	20.8%	40.5%	58.3%	0.0%	48.9%	50.0%
No	1,446	126	154	22	103	24	57	44	12	27	86	79	34	12	19	91	15	2	48	2
	65.9%	58.3%	60.9%	52.4%	60.2%	70.6%	54.3%	59.5%	85.7%	73.0%	53.1%	63.2%	53.1%	50.0%	79.2%	59.5%	41.7%	100.0%	51.1%	50.0%
Significantly different from column:*		A							K	K	IJ				Q		O			

NA - Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 26**

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

Base: All respondents who got or tried to get treatment for their child's emotional, developmental, or behavioral problem (Q25)

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	747	90	95	20	68	10	48	30	2	10	76	46	30	12	5	62	21	0	46	2
Number missing or multiple answer	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	738	90	95	20	68	10	48	30	2	10	76	46	30	12	5	62	21	0	46	2
	98.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%
Never	73	10	14	2	8	1	6	3	0	0	10	3	4	3	0	5	5	0	6	0
	9.9%	11.1%	14.7%	10.0%	11.8%	10.0%	12.5%	10.0%	0.0%	0.0%	13.2%	6.5%	13.3%	25.0%	0.0%	8.1%	23.8%	---	13.0%	0.0%
Sometimes	144	25	15	8	15	3	13	7	2	3	18	10	10	4	2	17	5	0	13	1
	19.5%	27.8%	15.8%	40.0%	22.1%	30.0%	27.1%	23.3%	100.0%	30.0%	23.7%	21.7%	33.3%	33.3%	40.0%	27.4%	23.8%	---	28.3%	50.0%
Usually	206	30	24	4	26	2	13	15	0	2	28	15	10	4	3	19	7	0	17	1
	27.9%	33.3%	25.3%	20.0%	38.2%	20.0%	27.1%	50.0%	0.0%	20.0%	36.8%	32.6%	33.3%	33.3%	60.0%	30.6%	33.3%	---	37.0%	50.0%
Always	315	25	42	6	19	4	16	5	0	5	20	18	6	1	0	21	4	0	10	0
	42.7%	27.8%	44.2%	30.0%	27.9%	40.0%	33.3%	16.7%	0.0%	50.0%	26.3%	39.1%	20.0%	8.3%	0.0%	33.9%	19.0%	---	21.7%	0.0%
Significantly different from column:*		AC																		
Usually or Always	521	55	66	10	45	6	29	20	0	7	48	33	16	5	3	40	11	0	27	1
	70.6%	61.1%	69.5%	50.0%	66.2%	60.0%	60.4%	66.7%	0.0%	70.0%	63.2%	71.7%	53.3%	41.7%	60.0%	64.5%	52.4%	---	58.7%	50.0%
Significantly different from column:*																				

NA - Not Applicable

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**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 27**

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

Base: All respondents who got or tried to get treatment for their child's emotional, developmental, or behavioral problem (Q25)

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	747	90	95	20	68	10	48	30	2	10	76	46	30	12	5	62	21	0	46	2
Number missing or multiple answer	8	1	0	0	1	0	1	0	0	0	1	0	1	0	0	1	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	739	89	95	20	67	10	47	30	2	10	75	46	29	12	5	61	21	0	46	2
	98.9%	98.9%	100.0%	100.0%	98.5%	100.0%	97.9%	100.0%	100.0%	100.0%	98.7%	100.0%	96.7%	100.0%	100.0%	98.4%	100.0%	---	100.0%	100.0%
Yes	410	39	48	10	29	5	26	8	1	6	32	17	15	7	1	27	11	0	22	2
	55.5%	43.8%	50.5%	50.0%	43.3%	50.0%	55.3%	26.7%	50.0%	60.0%	42.7%	37.0%	51.7%	58.3%	20.0%	44.3%	52.4%	---	47.8%	100.0%
No	329	50	47	10	38	5	21	22	1	4	43	29	14	5	4	34	10	0	24	0
	44.5%	56.2%	49.5%	50.0%	56.7%	50.0%	44.7%	73.3%	50.0%	40.0%	57.3%	63.0%	48.3%	41.7%	80.0%	55.7%	47.6%	---	52.2%	0.0%
Significantly different from column:*		A					H	G												

NA - Not Applicable

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**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 28**

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?

Base: All respondents

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	2,219	217	251	42	172	34	105	75	14	38	162	126	64	24	24	154	36	2	95	4
Number missing or multiple answer	34	1	0	0	1	0	0	1	1	0	0	1	0	0	0	1	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,185	216	251	42	171	34	105	74	13	38	162	125	64	24	24	153	36	2	95	4
	98.5%	99.5%	100.0%	100.0%	99.4%	100.0%	100.0%	98.7%	92.9%	100.0%	100.0%	99.2%	100.0%	100.0%	100.0%	99.4%	100.0%	100.0%	100.0%	100.0%
Yes	840	127	136	20	106	21	67	38	1	13	112	65	43	19	4	88	33	1	79	4
	38.4%	58.8%	54.2%	47.6%	62.0%	61.8%	63.8%	51.4%	7.7%	34.2%	69.1%	52.0%	67.2%	79.2%	16.7%	57.5%	91.7%	50.0%	83.2%	100.0%
No	1,345	89	115	22	65	13	38	36	12	25	50	60	21	5	20	65	3	1	16	0
	61.6%	41.2%	45.8%	52.4%	38.0%	38.2%	36.2%	48.6%	92.3%	65.8%	30.9%	48.0%	32.8%	20.8%	83.3%	42.5%	8.3%	50.0%	16.8%	0.0%
Significantly different from column:*		A								K	J	MN	L	L	PQ	OQ	OP			

NA - Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 29**

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?

Base: All respondents whose child got care from more than one kind of health care provider or service (Q28)

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	840	127	131	20	106	21	67	38	1	13	112	65	43	19	4	88	33	1	79	4
Number missing or multiple answer	22	3	0	0	3	0	2	1	0	1	2	0	2	1	0	2	1	0	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	818	124	131	20	103	21	65	37	1	12	110	65	41	18	4	86	32	1	76	4
	97.4%	97.6%	100.0%	100.0%	97.2%	100.0%	97.0%	97.4%	100.0%	92.3%	98.2%	100.0%	95.3%	94.7%	100.0%	97.7%	97.0%	100.0%	96.2%	100.0%
Yes	529	70	72	12	57	15	39	15	1	9	59	35	24	11	2	48	20	1	40	4
	64.7%	56.5%	55.0%	60.0%	55.3%	71.4%	60.0%	40.5%	100.0%	75.0%	53.6%	53.8%	58.5%	61.1%	50.0%	55.8%	62.5%	100.0%	52.6%	100.0%
No	289	54	59	8	46	6	26	22	0	3	51	30	17	7	2	38	12	0	36	0
	35.3%	43.5%	45.0%	40.0%	44.7%	28.6%	40.0%	59.5%	0.0%	25.0%	46.4%	46.2%	41.5%	38.9%	50.0%	44.2%	37.5%	0.0%	47.4%	0.0%
Significantly different from column:*						H		F												

NA - Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 30**

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?

Base: All respondents

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	2,219	217	253	42	172	34	105	75	14	38	162	126	64	24	24	154	36	2	95	4
Number missing or multiple answer	46	3	0	0	2	0	1	1	1	1	0	2	1	0	1	2	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,173	214	253	42	170	34	104	74	13	37	162	124	63	24	23	152	36	2	94	4
	97.9%	98.6%	100.0%	100.0%	98.8%	100.0%	99.0%	98.7%	92.9%	97.4%	100.0%	98.4%	98.4%	100.0%	95.8%	98.7%	100.0%	100.0%	98.9%	100.0%
Yes	2,017	207	242	42	164	34	102	70	12	35	159	120	61	24	21	147	36	2	92	4
	92.8%	96.7%	95.7%	100.0%	96.5%	100.0%	98.1%	94.6%	92.3%	94.6%	98.1%	96.8%	96.8%	100.0%	91.3%	96.7%	100.0%	100.0%	97.9%	100.0%
No	156	7	11	0	6	0	2	4	1	2	3	4	2	0	2	5	0	0	2	0
	7.2%	3.3%	4.3%	0.0%	3.5%	0.0%	1.9%	5.4%	7.7%	5.4%	1.9%	3.2%	3.2%	0.0%	8.7%	3.3%	0.0%	0.0%	2.1%	0.0%
Significantly different from column:*		A																		

NA - Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

# Fee-For-Service

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

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## Question 31

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

Base: All respondents whose child has a personal doctor (Q30)

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	2,017	<b>207</b>	229	42	164	34	102	70	12	35	159	120	61	24	21	147	36	2	92	4
Number missing or multiple answer	42	<b>4</b>	0	0	4	0	2	2	0	3	1	2	2	0	0	3	0	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,975	<b>203</b>	229	42	160	34	100	68	12	32	158	118	59	24	21	144	36	2	91	4
	97.9%	<b>98.1%</b>	100.0%	100.0%	97.6%	100.0%	98.0%	97.1%	100.0%	91.4%	99.4%	98.3%	96.7%	100.0%	100.0%	98.0%	100.0%	100.0%	98.9%	100.0%
None	381	<b>31</b>	56	7	24	3	13	15	6	5	20	21	7	3	15	12	4	0	14	0
	19.3%	<b>15.3%</b>	24.5%	16.7%	15.0%	8.8%	13.0%	22.1%	50.0%	15.6%	12.7%	17.8%	11.9%	12.5%	71.4%	8.3%	11.1%	0.0%	15.4%	0.0%
1 time	678	<b>81</b>	76	20	60	12	46	22	2	11	67	44	30	5	4	66	10	2	31	1
	34.3%	<b>39.9%</b>	33.2%	47.6%	37.5%	35.3%	46.0%	32.4%	16.7%	34.4%	42.4%	37.3%	50.8%	20.8%	19.0%	45.8%	27.8%	100.0%	34.1%	25.0%
2	465	<b>49</b>	49	6	43	10	24	15	0	11	38	33	9	7	0	43	5	0	25	0
	23.5%	<b>24.1%</b>	21.4%	14.3%	26.9%	29.4%	24.0%	22.1%	0.0%	34.4%	24.1%	28.0%	15.3%	29.2%	0.0%	29.9%	13.9%	0.0%	27.5%	0.0%
3	232	<b>22</b>	25	5	17	3	9	10	2	3	17	12	7	3	1	15	6	0	11	0
	11.7%	<b>10.8%</b>	10.9%	11.9%	10.6%	8.8%	9.0%	14.7%	16.7%	9.4%	10.8%	10.2%	11.9%	12.5%	4.8%	10.4%	16.7%	0.0%	12.1%	0.0%
4	113	<b>10</b>	15	1	9	2	5	3	1	0	9	2	4	4	1	6	3	0	3	2
	5.7%	<b>4.9%</b>	6.6%	2.4%	5.6%	5.9%	5.0%	4.4%	8.3%	0.0%	5.7%	1.7%	6.8%	16.7%	4.8%	4.2%	8.3%	0.0%	3.3%	50.0%
5 to 9	91	<b>9</b>	4	3	6	4	3	2	1	1	7	5	2	2	0	1	8	0	6	1
	4.6%	<b>4.4%</b>	1.7%	7.1%	3.8%	11.8%	3.0%	2.9%	8.3%	3.1%	4.4%	4.2%	3.4%	8.3%	0.0%	0.7%	22.2%	0.0%	6.6%	25.0%
10 or more times	15	<b>1</b>	4	0	1	0	0	1	0	1	0	1	0	0	0	1	0	0	1	0
	0.8%	<b>0.5%</b>	1.7%	0.0%	0.6%	0.0%	0.0%	1.5%	0.0%	3.1%	0.0%	0.8%	0.0%	0.0%	0.0%	0.7%	0.0%	0.0%	1.1%	0.0%
2 or more times	916	<b>91</b>	97	15	76	19	41	31	4	16	71	53	22	16	2	66	22	0	46	3
	46.4%	<b>44.8%</b>	42.4%	35.7%	47.5%	55.9%	41.0%	45.6%	33.3%	50.0%	44.9%	44.9%	37.3%	66.7%	9.5%	45.8%	61.1%	0.0%	50.5%	75.0%
Significantly different from column:*													N	M	PQ	O	O			

NA - Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 31a**

In the last 6 months, how often did you have a hard time speaking with or understanding your child's personal doctor because you spoke different languages?

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q30 & Q31)

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	1,594	172	173	35	136	31	87	53	6	27	138	97	52	21	6	132	32	2	77	4
Number missing or multiple answer	6	1	0	0	1	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,588	171	173	35	135	31	86	53	6	27	137	96	52	21	6	132	32	2	77	4
	99.6%	99.4%	100.0%	100.0%	99.3%	100.0%	98.9%	100.0%	100.0%	100.0%	99.3%	99.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	1,447	166	162	33	132	31	84	50	3	26	136	94	49	21	5	128	32	2	77	3
	91.1%	97.1%	93.6%	94.3%	97.8%	100.0%	97.7%	94.3%	50.0%	96.3%	99.3%	97.9%	94.2%	100.0%	83.3%	97.0%	100.0%	100.0%	100.0%	75.0%
Sometimes	78	2	10	1	1	0	1	1	1	1	0	1	1	0	0	2	0	0	0	0
	4.9%	1.2%	5.8%	2.9%	0.7%	0.0%	1.2%	1.9%	16.7%	3.7%	0.0%	1.0%	1.9%	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%	0.0%
Usually	22	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.4%	0.0%	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Always	41	3	0	1	2	0	1	2	2	0	1	1	2	0	1	2	0	0	0	1
	2.6%	1.8%	0.0%	2.9%	1.5%	0.0%	1.2%	3.8%	33.3%	0.0%	0.7%	1.0%	3.8%	0.0%	16.7%	1.5%	0.0%	0.0%	0.0%	25.0%
Significantly different from column:*																				
Usually or Always	63	3	1	1	2	0	1	2	2	0	1	1	2	0	1	2	0	0	0	1
	4.0%	1.8%	0.6%	2.9%	1.5%	0.0%	1.2%	3.8%	33.3%	0.0%	0.7%	1.0%	3.8%	0.0%	16.7%	1.5%	0.0%	0.0%	0.0%	25.0%
Significantly different from column:*																				

NA - Not Applicable

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**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 32**

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q30 & Q31)

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	1,594	172	173	35	136	31	87	53	6	27	138	97	52	21	6	132	32	2	77	4
Number missing or multiple answer	7	2	0	0	2	0	1	1	0	0	2	1	0	1	0	1	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,587	170	173	35	134	31	86	52	6	27	136	96	52	20	6	131	32	2	76	4
	99.6%	98.8%	100.0%	100.0%	98.5%	100.0%	98.9%	98.1%	100.0%	100.0%	98.6%	99.0%	100.0%	95.2%	100.0%	99.2%	100.0%	100.0%	98.7%	100.0%
Never	28	1	2	0	1	0	1	0	0	0	1	1	0	0	1	0	0	0	0	0
	1.8%	0.6%	1.2%	0.0%	0.7%	0.0%	1.2%	0.0%	0.0%	0.0%	0.7%	1.0%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	61	2	7	0	2	0	1	1	0	0	2	0	1	1	0	1	1	0	0	0
	3.8%	1.2%	4.0%	0.0%	1.5%	0.0%	1.2%	1.9%	0.0%	0.0%	1.5%	0.0%	1.9%	5.0%	0.0%	0.8%	3.1%	0.0%	0.0%	0.0%
Usually	231	22	30	5	17	3	9	10	3	4	15	10	8	3	3	13	6	0	9	1
	14.6%	12.9%	17.3%	14.3%	12.7%	9.7%	10.5%	19.2%	50.0%	14.8%	11.0%	10.4%	15.4%	15.0%	50.0%	9.9%	18.8%	0.0%	11.8%	25.0%
Always	1,267	145	134	30	114	28	75	41	3	23	118	85	43	16	2	117	25	2	67	3
	79.8%	85.3%	77.5%	85.7%	85.1%	90.3%	87.2%	78.8%	50.0%	85.2%	86.8%	88.5%	82.7%	80.0%	33.3%	89.3%	78.1%	100.0%	88.2%	75.0%
Significantly different from column:*																				
Usually or Always	1,498	167	164	35	131	31	84	51	6	27	133	95	51	19	5	130	31	2	76	4
	94.4%	98.2%	94.8%	100.0%	97.8%	100.0%	97.7%	98.1%	100.0%	100.0%	97.8%	99.0%	98.1%	95.0%	83.3%	99.2%	96.9%	100.0%	100.0%	100.0%
Significantly different from column:*		A																		

NA - Not Applicable

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**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 33**

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q30 & Q31)

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	1,594	172	173	35	136	31	87	53	6	27	138	97	52	21	6	132	32	2	77	4
Number missing or multiple answer	5	1	0	0	1	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,589	171	173	35	135	31	86	53	6	27	137	96	52	21	6	132	32	2	77	4
	99.7%	99.4%	100.0%	100.0%	99.3%	100.0%	98.9%	100.0%	100.0%	100.0%	99.3%	99.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	20	2	1	2	0	0	1	1	1	0	1	1	1	0	1	1	0	0	0	1
	1.3%	1.2%	0.6%	5.7%	0.0%	0.0%	1.2%	1.9%	16.7%	0.0%	0.7%	1.0%	1.9%	0.0%	16.7%	0.8%	0.0%	0.0%	0.0%	25.0%
Sometimes	59	3	7	0	3	0	1	2	0	0	3	0	1	2	0	2	1	0	1	0
	3.7%	1.8%	4.0%	0.0%	2.2%	0.0%	1.2%	3.8%	0.0%	0.0%	2.2%	0.0%	1.9%	9.5%	0.0%	1.5%	3.1%	0.0%	1.3%	0.0%
Usually	245	25	37	3	22	4	9	12	1	3	21	10	8	6	2	15	8	0	13	1
	15.4%	14.6%	21.4%	8.6%	16.3%	12.9%	10.5%	22.6%	16.7%	11.1%	15.3%	10.4%	15.4%	28.6%	33.3%	11.4%	25.0%	0.0%	16.9%	25.0%
Always	1,265	141	128	30	110	27	75	38	4	24	112	85	42	13	3	114	23	2	63	2
	79.6%	82.5%	74.0%	85.7%	81.5%	87.1%	87.2%	71.7%	66.7%	88.9%	81.8%	88.5%	80.8%	61.9%	50.0%	86.4%	71.9%	100.0%	81.8%	50.0%
Significantly different from column:*							H	G								Q	P			
Usually or Always	1,510	166	165	33	132	31	84	50	5	27	133	95	50	19	5	129	31	2	76	3
	95.0%	97.1%	95.4%	94.3%	97.8%	100.0%	97.7%	94.3%	83.3%	100.0%	97.1%	99.0%	96.2%	90.5%	83.3%	97.7%	96.9%	100.0%	98.7%	75.0%

NA - Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 34**

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q30 & Q31)

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	1,594	172	172	35	136	31	87	53	6	27	138	97	52	21	6	132	32	2	77	4
Number missing or multiple answer	4	2	0	0	2	0	1	1	0	0	2	1	0	1	0	1	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,590	170	172	35	134	31	86	52	6	27	136	96	52	20	6	131	32	2	76	4
	99.7%	98.8%	100.0%	100.0%	98.5%	100.0%	98.9%	98.1%	100.0%	100.0%	98.6%	99.0%	100.0%	95.2%	100.0%	99.2%	100.0%	100.0%	98.7%	100.0%
Never	16	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.0%	0.0%	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	53	2	7	1	1	0	1	1	1	0	1	0	1	1	1	0	1	0	0	1
	3.3%	1.2%	4.1%	2.9%	0.7%	0.0%	1.2%	1.9%	16.7%	0.0%	0.7%	0.0%	1.9%	5.0%	16.7%	0.0%	3.1%	0.0%	0.0%	25.0%
Usually	181	22	25	3	19	3	11	8	0	4	18	11	9	1	2	12	8	0	10	0
	11.4%	12.9%	14.5%	8.6%	14.2%	9.7%	12.8%	15.4%	0.0%	14.8%	13.2%	11.5%	17.3%	5.0%	33.3%	9.2%	25.0%	0.0%	13.2%	0.0%
Always	1,340	146	139	31	114	28	74	43	5	23	117	85	42	18	3	119	23	2	66	3
	84.3%	85.9%	80.8%	88.6%	85.1%	90.3%	86.0%	82.7%	83.3%	85.2%	86.0%	88.5%	80.8%	90.0%	50.0%	90.8%	71.9%	100.0%	86.8%	75.0%
Significantly different from column:*																				
Usually or Always	1,521	168	164	34	133	31	85	51	5	27	135	96	51	19	5	131	31	2	76	3
	95.7%	98.8%	95.3%	97.1%	99.3%	100.0%	98.8%	98.1%	83.3%	100.0%	99.3%	100.0%	98.1%	95.0%	83.3%	100.0%	96.9%	100.0%	100.0%	75.0%
Significantly different from column:*		A																		

NA - Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 35**

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q30 & Q31)

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	1,594	172	171	35	136	31	87	53	6	27	138	97	52	21	6	132	32	2	77	4
Number missing or multiple answer	10	1	0	0	1	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,584	171	171	35	135	31	86	53	6	27	137	96	52	21	6	132	32	2	77	4
	99.4%	99.4%	100.0%	100.0%	99.3%	100.0%	98.9%	100.0%	100.0%	100.0%	99.3%	99.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	1,121	104	105	21	82	8	53	42	3	23	77	65	29	9	5	84	14	0	37	0
	70.8%	60.8%	61.4%	60.0%	60.7%	25.8%	61.6%	79.2%	50.0%	85.2%	56.2%	67.7%	55.8%	42.9%	83.3%	63.6%	43.8%	0.0%	48.1%	0.0%
No	463	67	66	14	53	23	33	11	3	4	60	31	23	12	1	48	18	2	40	4
	29.2%	39.2%	38.6%	40.0%	39.3%	74.2%	38.4%	20.8%	50.0%	14.8%	43.8%	32.3%	44.2%	57.1%	16.7%	36.4%	56.3%	100.0%	51.9%	100.0%
Significantly different from column:*		A				GH	FH	FG			K	J	N	L		Q	P			

NA - Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 36**

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?

Base: All respondents whose child has a personal doctor, visited their personal doctor to get care, and is able to talk with his/her doctors (Q30, Q31, & Q35)

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	1,121	104	103	21	82	8	53	42	3	23	77	65	29	9	5	84	14	0	37	0
Number missing or multiple answer	16	2	0	0	2	0	1	1	0	0	2	1	0	1	0	1	1	0	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,105	102	103	21	80	8	52	41	3	23	75	64	29	8	5	83	13	0	35	0
	98.6%	98.1%	100.0%	100.0%	97.6%	100.0%	98.1%	97.6%	100.0%	100.0%	97.4%	98.5%	100.0%	88.9%	100.0%	98.8%	92.9%	---	94.6%	---
Never	12	3	1	0	3	0	2	1	0	0	3	2	1	0	0	3	0	0	0	0
	1.1%	2.9%	1.0%	0.0%	3.8%	0.0%	3.8%	2.4%	0.0%	0.0%	4.0%	3.1%	3.4%	0.0%	0.0%	3.6%	0.0%	---	0.0%	---
Sometimes	61	3	4	0	3	1	2	0	0	0	3	2	1	0	0	2	1	0	1	0
	5.5%	2.9%	3.9%	0.0%	3.8%	12.5%	3.8%	0.0%	0.0%	0.0%	4.0%	3.1%	3.4%	0.0%	0.0%	2.4%	7.7%	---	2.9%	---
Usually	242	21	29	6	15	0	11	10	0	5	16	9	7	4	2	11	8	0	10	0
	21.9%	20.6%	28.2%	28.6%	18.8%	0.0%	21.2%	24.4%	0.0%	21.7%	21.3%	14.1%	24.1%	50.0%	40.0%	13.3%	61.5%	---	28.6%	---
Always	790	75	69	15	59	7	37	30	3	18	53	51	20	4	3	67	4	0	24	0
	71.5%	73.5%	67.0%	71.4%	73.8%	87.5%	71.2%	73.2%	100.0%	78.3%	70.7%	79.7%	69.0%	50.0%	60.0%	80.7%	30.8%	---	68.6%	---
Significantly different from column:*																				
Usually or Always	1,032	96	98	21	74	7	48	40	3	23	69	60	27	8	5	78	12	0	34	0
	93.4%	94.1%	95.1%	100.0%	92.5%	87.5%	92.3%	97.6%	100.0%	100.0%	92.0%	93.8%	93.1%	100.0%	100.0%	94.0%	92.3%	---	97.1%	---
Significantly different from column:*																				

NA - Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 37**

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q30 & Q31)

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	1,594	172	171	35	136	31	87	53	6	27	138	97	52	21	6	132	32	2	77	4
Number missing or multiple answer	8	1	0	0	1	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,586	171	171	35	135	31	86	53	6	27	137	96	52	21	6	132	32	2	77	4
	99.5%	99.4%	100.0%	100.0%	99.3%	100.0%	98.9%	100.0%	100.0%	100.0%	99.3%	99.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	32	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	2.0%	0.0%	1.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	118	12	15	3	9	5	3	4	2	2	8	4	5	3	1	9	2	0	3	2
	7.4%	7.0%	8.8%	8.6%	6.7%	16.1%	3.5%	7.5%	33.3%	7.4%	5.8%	4.2%	9.6%	14.3%	16.7%	6.8%	6.3%	0.0%	3.9%	50.0%
Usually	354	30	45	8	22	3	15	12	1	6	23	11	13	4	2	21	7	2	14	1
	22.3%	17.5%	26.3%	22.9%	16.3%	9.7%	17.4%	22.6%	16.7%	22.2%	16.8%	11.5%	25.0%	19.0%	33.3%	15.9%	21.9%	100.0%	18.2%	25.0%
Always	1,082	129	108	24	104	23	68	37	3	19	106	81	34	14	3	102	23	0	60	1
	68.2%	75.4%	63.2%	68.6%	77.0%	74.2%	79.1%	69.8%	50.0%	70.4%	77.4%	84.4%	65.4%	66.7%	50.0%	77.3%	71.9%	0.0%	77.9%	25.0%
Significantly different from column:*		C										M	L							
Usually or Always	1,436	159	153	32	126	26	83	49	4	25	129	92	47	18	5	123	30	2	74	2
	90.5%	93.0%	89.5%	91.4%	93.3%	83.9%	96.5%	92.5%	66.7%	92.6%	94.2%	95.8%	90.4%	85.7%	83.3%	93.2%	93.8%	100.0%	96.1%	50.0%

NA - Not Applicable

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**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 38**

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q30 & Q31)

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	1,594	172	172	35	136	31	87	53	6	27	138	97	52	21	6	132	32	2	77	4
Number missing or multiple answer	18	1	0	0	1	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,576	171	172	35	135	31	86	53	6	27	137	96	52	21	6	132	32	2	77	4
	98.9%	99.4%	100.0%	100.0%	99.3%	100.0%	98.9%	100.0%	100.0%	100.0%	99.3%	99.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	1,392	161	153	33	128	29	83	49	5	25	131	89	50	20	5	123	32	2	73	3
	88.3%	94.2%	89.0%	94.3%	94.8%	93.5%	96.5%	92.5%	83.3%	92.6%	95.6%	92.7%	96.2%	95.2%	83.3%	93.2%	100.0%	100.0%	94.8%	75.0%
No	184	10	19	2	7	2	3	4	1	2	6	7	2	1	1	9	0	0	4	1
	11.7%	5.8%	11.0%	5.7%	5.2%	6.5%	3.5%	7.5%	16.7%	7.4%	4.4%	7.3%	3.8%	4.8%	16.7%	6.8%	0.0%	0.0%	5.2%	25.0%
Significantly different from column:*		A																		

NA - Not Applicable

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**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 39**

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q30 & Q31)

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	1,594	172	171	35	136	31	87	53	6	27	138	97	52	21	6	132	32	2	77	4
Number missing or multiple answer	7	2	0	0	2	0	1	1	0	0	2	1	0	1	0	1	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,587	170	171	35	134	31	86	52	6	27	136	96	52	20	6	131	32	2	76	4
	99.6%	98.8%	100.0%	100.0%	98.5%	100.0%	98.9%	98.1%	100.0%	100.0%	98.6%	99.0%	100.0%	95.2%	100.0%	99.2%	100.0%	100.0%	98.7%	100.0%
Yes	862	106	109	17	89	20	54	32	2	12	92	49	38	19	2	74	29	1	69	4
	54.3%	62.4%	63.7%	48.6%	66.4%	64.5%	62.8%	61.5%	33.3%	44.4%	67.6%	51.0%	73.1%	95.0%	33.3%	56.5%	90.6%	50.0%	90.8%	100.0%
No	725	64	62	18	45	11	32	20	4	15	44	47	14	1	4	57	3	1	7	0
	45.7%	37.6%	36.3%	51.4%	33.6%	35.5%	37.2%	38.5%	66.7%	55.6%	32.4%	49.0%	26.9%	5.0%	66.7%	43.5%	9.4%	50.0%	9.2%	0.0%
Significantly different from column:*		A								K	J	MN	L	L		Q	P			

NA - Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 40**

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?

Base: All respondents whose child has a personal doctor, visited their personal doctor, and got care from a doctor/health care provider besides his/her personal doctor (Q30, Q31, & Q39)

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	862	106	106	17	89	20	54	32	2	12	92	49	38	19	2	74	29	1	69	4
Number missing or multiple answer	17	4	0	0	4	0	1	3	0	0	4	1	1	2	0	3	1	0	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	845	102	106	17	85	20	53	29	2	12	88	48	37	17	2	71	28	1	66	4
	98.0%	96.2%	100.0%	100.0%	95.5%	100.0%	98.1%	90.6%	100.0%	100.0%	95.7%	98.0%	97.4%	89.5%	100.0%	95.9%	96.6%	100.0%	95.7%	100.0%
Never	50	4	7	0	4	1	2	1	0	1	3	2	2	0	0	2	2	0	2	0
	5.9%	3.9%	6.6%	0.0%	4.7%	5.0%	3.8%	3.4%	0.0%	8.3%	3.4%	4.2%	5.4%	0.0%	0.0%	2.8%	7.1%	0.0%	3.0%	0.0%
Sometimes	99	17	14	2	15	4	10	3	0	0	17	10	4	3	0	10	7	0	12	0
	11.7%	16.7%	13.2%	11.8%	17.6%	20.0%	18.9%	10.3%	0.0%	0.0%	19.3%	20.8%	10.8%	17.6%	0.0%	14.1%	25.0%	0.0%	18.2%	0.0%
Usually	225	35	40	7	28	6	16	13	0	5	30	13	14	8	1	22	12	1	25	2
	26.6%	34.3%	37.7%	41.2%	32.9%	30.0%	30.2%	44.8%	0.0%	41.7%	34.1%	27.1%	37.8%	47.1%	50.0%	31.0%	42.9%	100.0%	37.9%	50.0%
Always	471	46	45	8	38	9	25	12	2	6	38	23	17	6	1	37	7	0	27	2
	55.7%	45.1%	42.5%	47.1%	44.7%	45.0%	47.2%	41.4%	100.0%	50.0%	43.2%	47.9%	45.9%	35.3%	50.0%	52.1%	25.0%	0.0%	40.9%	50.0%
Significantly different from column:*		A														Q	P			
Usually or Always	696	81	85	15	66	15	41	25	2	11	68	36	31	14	2	59	19	1	52	4
	82.4%	79.4%	80.2%	88.2%	77.6%	75.0%	77.4%	86.2%	100.0%	91.7%	77.3%	75.0%	83.8%	82.4%	100.0%	83.1%	67.9%	100.0%	78.8%	100.0%
Significantly different from column:*																				

NA - Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

10770

**Question 41**

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?

Base: All respondents whose child has a personal doctor (Q30)

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	2,017	<b>207</b>	229	42	164	34	102	70	12	35	159	120	61	24	21	147	36	2	92	4
Number missing or multiple answer	39	<b>3</b>	0	0	3	0	1	2	0	2	1	2	1	0	0	2	0	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,978	<b>204</b>	229	42	161	34	101	68	12	33	158	118	60	24	21	145	36	2	91	4
	98.1%	<b>98.6%</b>	100.0%	100.0%	98.2%	100.0%	99.0%	97.1%	100.0%	94.3%	99.4%	98.3%	98.4%	100.0%	100.0%	98.6%	100.0%	100.0%	98.9%	100.0%
0 Worst personal doctor possible	5	<b>0</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.3%	<b>0.0%</b>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
1	5	<b>0</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.3%	<b>0.0%</b>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
2	4	<b>1</b>	0	0	1	0	0	1	0	0	1	1	0	0	0	0	1	0	1	0
	0.2%	<b>0.5%</b>	0.0%	0.0%	0.6%	0.0%	0.0%	1.5%	0.0%	0.0%	0.6%	0.8%	0.0%	0.0%	0.0%	0.0%	2.8%	0.0%	1.1%	0.0%
3	10	<b>1</b>	2	0	1	0	0	1	0	0	1	0	0	1	0	0	1	0	0	0
	0.5%	<b>0.5%</b>	0.9%	0.0%	0.6%	0.0%	0.0%	1.5%	0.0%	0.0%	0.6%	0.0%	0.0%	4.2%	0.0%	0.0%	2.8%	0.0%	0.0%	0.0%
4	10	<b>1</b>	2	1	0	1	0	0	0	0	1	1	0	0	1	0	0	0	0	0
	0.5%	<b>0.5%</b>	0.9%	2.4%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	0.6%	0.8%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%
5	42	<b>3</b>	6	0	3	0	3	0	1	1	1	2	1	0	1	0	2	0	1	0
	2.1%	<b>1.5%</b>	2.6%	0.0%	1.9%	0.0%	3.0%	0.0%	8.3%	3.0%	0.6%	1.7%	1.7%	0.0%	4.8%	0.0%	5.6%	0.0%	1.1%	0.0%
6	45	<b>6</b>	8	0	6	2	3	1	0	0	6	0	3	3	0	3	3	0	4	0
	2.3%	<b>2.9%</b>	3.5%	0.0%	3.7%	5.9%	3.0%	1.5%	0.0%	0.0%	3.8%	0.0%	5.0%	12.5%	0.0%	2.1%	8.3%	0.0%	4.4%	0.0%
7	110	<b>14</b>	18	5	9	2	6	6	0	2	12	9	4	1	2	9	3	0	4	0
	5.6%	<b>6.9%</b>	7.9%	11.9%	5.6%	5.9%	5.9%	8.8%	0.0%	6.1%	7.6%	7.6%	6.7%	4.2%	9.5%	6.2%	8.3%	0.0%	4.4%	0.0%
8	307	<b>23</b>	41	3	20	2	8	13	2	3	18	11	7	5	4	17	2	0	14	0
	15.5%	<b>11.3%</b>	17.9%	7.1%	12.4%	5.9%	7.9%	19.1%	16.7%	9.1%	11.4%	9.3%	11.7%	20.8%	19.0%	11.7%	5.6%	0.0%	15.4%	0.0%
9	399	<b>54</b>	53	13	41	10	25	19	2	10	42	30	16	6	4	37	11	1	28	2
	20.2%	<b>26.5%</b>	23.1%	31.0%	25.5%	29.4%	24.8%	27.9%	16.7%	30.3%	26.6%	25.4%	26.7%	25.0%	19.0%	25.5%	30.6%	50.0%	30.8%	50.0%
10 Best personal doctor possible	1,041	<b>101</b>	99	20	80	17	56	27	7	17	76	64	29	8	9	79	13	1	39	2
	52.6%	<b>49.5%</b>	43.2%	47.6%	49.7%	50.0%	55.4%	39.7%	58.3%	51.5%	48.1%	54.2%	48.3%	33.3%	42.9%	54.5%	36.1%	50.0%	42.9%	50.0%

NA - Not Applicable

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

10770

**Question 41**

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?

Base: All respondents whose child has a personal doctor (Q30)

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	2,017	<b>207</b>	229	42	164	34	102	70	12	35	159	120	61	24	21	147	36	2	92	4
Number missing or multiple answer	39	<b>3</b>	0	0	3	0	1	2	0	2	1	2	1	0	0	2	0	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,978	<b>204</b>	229	42	161	34	101	68	12	33	158	118	60	24	21	145	36	2	91	4
	98.1%	<b>98.6%</b>	100.0%	100.0%	98.2%	100.0%	99.0%	97.1%	100.0%	94.3%	99.4%	98.3%	98.4%	100.0%	100.0%	98.6%	100.0%	100.0%	98.9%	100.0%
0 to 4	34	<b>3</b>	4	1	2	1	0	2	0	0	3	2	0	1	1	0	2	0	1	0
	1.7%	<b>1.5%</b>	1.7%	2.4%	1.2%	2.9%	0.0%	2.9%	0.0%	0.0%	1.9%	1.7%	0.0%	4.2%	4.8%	0.0%	5.6%	0.0%	1.1%	0.0%
5	42	<b>3</b>	6	0	3	0	3	0	1	1	1	2	1	0	1	0	2	0	1	0
	2.1%	<b>1.5%</b>	2.6%	0.0%	1.9%	0.0%	3.0%	0.0%	8.3%	3.0%	0.6%	1.7%	1.7%	0.0%	4.8%	0.0%	5.6%	0.0%	1.1%	0.0%
6 or 7	155	<b>20</b>	26	5	15	4	9	7	0	2	18	9	7	4	2	12	6	0	8	0
	7.8%	<b>9.8%</b>	11.4%	11.9%	9.3%	11.8%	8.9%	10.3%	0.0%	6.1%	11.4%	7.6%	11.7%	16.7%	9.5%	8.3%	16.7%	0.0%	8.8%	0.0%
8 to 10	1,747	<b>178</b>	193	36	141	29	89	59	11	30	136	105	52	19	17	133	26	2	81	4
	88.3%	<b>87.3%</b>	84.3%	85.7%	87.6%	85.3%	88.1%	86.8%	91.7%	90.9%	86.1%	89.0%	86.7%	79.2%	81.0%	91.7%	72.2%	100.0%	89.0%	100.0%
Significantly different from column:*																				
0 to 6	121	<b>12</b>	18	1	11	3	6	3	1	1	10	4	4	4	2	3	7	0	6	0
	6.1%	<b>5.9%</b>	7.9%	2.4%	6.8%	8.8%	5.9%	4.4%	8.3%	3.0%	6.3%	3.4%	6.7%	16.7%	9.5%	2.1%	19.4%	0.0%	6.6%	0.0%
7 to 8	417	<b>37</b>	59	8	29	4	14	19	2	5	30	20	11	6	6	26	5	0	18	0
	21.1%	<b>18.1%</b>	25.8%	19.0%	18.0%	11.8%	13.9%	27.9%	16.7%	15.2%	19.0%	16.9%	18.3%	25.0%	28.6%	17.9%	13.9%	0.0%	19.8%	0.0%
9 to 10	1,440	<b>155</b>	152	33	121	27	81	46	9	27	118	94	45	14	13	116	24	2	67	4
	72.8%	<b>76.0%</b>	66.4%	78.6%	75.2%	79.4%	80.2%	67.6%	75.0%	81.8%	74.7%	79.7%	75.0%	58.3%	61.9%	80.0%	66.7%	100.0%	73.6%	100.0%
Significantly different from column:*		<b>C</b>										<b>N</b>		<b>L</b>						

NA - Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 42**

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

Base: All respondents whose child has a personal doctor (Q30)

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	2,017	<b>207</b>	232	42	164	34	102	70	12	35	159	120	61	24	21	147	36	2	92	4
Number missing or multiple answer	29	<b>4</b>	0	1	3	0	1	3	1	2	1	2	1	1	1	2	0	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,988	<b>203</b>	232	41	161	34	101	67	11	33	158	118	60	23	20	145	36	2	91	4
	98.6%	<b>98.1%</b>	100.0%	97.6%	98.2%	100.0%	99.0%	95.7%	91.7%	94.3%	99.4%	98.3%	98.4%	95.8%	95.2%	98.6%	100.0%	100.0%	98.9%	100.0%
Yes	992	<b>144</b>	171	25	118	20	78	45	3	17	123	70	50	23	7	104	31	2	79	3
	49.9%	<b>70.9%</b>	73.7%	61.0%	73.3%	58.8%	77.2%	67.2%	27.3%	51.5%	77.8%	59.3%	83.3%	100.0%	35.0%	71.7%	86.1%	100.0%	86.8%	75.0%
No	996	<b>59</b>	61	16	43	14	23	22	8	16	35	48	10	0	13	41	5	0	12	1
	50.1%	<b>29.1%</b>	26.3%	39.0%	26.7%	41.2%	22.8%	32.8%	72.7%	48.5%	22.2%	40.7%	16.7%	0.0%	65.0%	28.3%	13.9%	0.0%	13.2%	25.0%
Significantly different from column:*		A				G	F			K	J	MN	L	L	PQ	O	O			

NA - Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 43**

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

*Base: All respondents whose child has a personal doctor and has medical, behavioral, other health conditions that has lasted for more than 3 months (Q30 & Q42)*

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	992	144	165	25	118	20	78	45	3	17	123	70	50	23	7	104	31	2	79	3
Number missing or multiple answer	18	2	0	0	2	0	1	1	0	0	2	0	1	1	0	2	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	974	142	165	25	116	20	77	44	3	17	121	70	49	22	7	102	31	2	78	3
	98.2%	98.6%	100.0%	100.0%	98.3%	100.0%	98.7%	97.8%	100.0%	100.0%	98.4%	100.0%	98.0%	95.7%	100.0%	98.1%	100.0%	100.0%	98.7%	100.0%
Yes	868	129	144	22	106	18	71	39	2	16	110	63	45	20	5	97	25	2	71	3
	89.1%	90.8%	87.3%	88.0%	91.4%	90.0%	92.2%	88.6%	66.7%	94.1%	90.9%	90.0%	91.8%	90.9%	71.4%	95.1%	80.6%	100.0%	91.0%	100.0%
No	106	13	21	3	10	2	6	5	1	1	11	7	4	2	2	5	6	0	7	0
	10.9%	9.2%	12.7%	12.0%	8.6%	10.0%	7.8%	11.4%	33.3%	5.9%	9.1%	10.0%	8.2%	9.1%	28.6%	4.9%	19.4%	0.0%	9.0%	0.0%
Significantly different from column:*																				

NA - Not Applicable

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**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 44**

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?

*Base: All respondents whose child has a personal doctor and has medical, behavioral, other health conditions that has lasted for more than 3 months (Q30 & Q42)*

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	992	144	165	25	118	20	78	45	3	17	123	70	50	23	7	104	31	2	79	3
Number missing or multiple answer	22	2	0	0	2	0	1	1	0	1	1	0	2	0	0	1	1	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	970	142	165	25	116	20	77	44	3	16	122	70	48	23	7	103	30	2	78	3
	97.8%	98.6%	100.0%	100.0%	98.3%	100.0%	98.7%	97.8%	100.0%	94.1%	99.2%	100.0%	96.0%	100.0%	100.0%	99.0%	96.8%	100.0%	98.7%	100.0%
Yes	823	123	136	21	101	17	68	37	2	14	106	61	42	19	5	92	24	2	68	3
	84.8%	86.6%	82.4%	84.0%	87.1%	85.0%	88.3%	84.1%	66.7%	87.5%	86.9%	87.1%	87.5%	82.6%	71.4%	89.3%	80.0%	100.0%	87.2%	100.0%
No	147	19	29	4	15	3	9	7	1	2	16	9	6	4	2	11	6	0	10	0
	15.2%	13.4%	17.6%	16.0%	12.9%	15.0%	11.7%	15.9%	33.3%	12.5%	13.1%	12.9%	12.5%	17.4%	28.6%	10.7%	20.0%	0.0%	12.8%	0.0%
Significantly different from column:*																				

NA - Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 45**

In the last 6 months, did you make any appointments for your child to see a specialist?

Base: All respondents

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	2,219	217	253	42	172	34	105	75	14	38	162	126	64	24	24	154	36	2	95	4
Number missing or multiple answer	10	1	0	0	1	0	1	0	0	0	1	0	1	0	0	1	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,209	216	253	42	171	34	104	75	14	38	161	126	63	24	24	153	36	2	95	4
	99.5%	99.5%	100.0%	100.0%	99.4%	100.0%	99.0%	100.0%	100.0%	100.0%	99.4%	100.0%	98.4%	100.0%	100.0%	99.4%	100.0%	100.0%	100.0%	100.0%
Yes	639	101	110	16	85	18	48	35	2	15	84	41	38	21	3	66	31	2	95	4
	28.9%	46.8%	43.5%	38.1%	49.7%	52.9%	46.2%	46.7%	14.3%	39.5%	52.2%	32.5%	60.3%	87.5%	12.5%	43.1%	86.1%	100.0%	100.0%	100.0%
No	1,570	115	143	26	86	16	56	40	12	23	77	85	25	3	21	87	5	0	0	0
	71.1%	53.2%	56.5%	61.9%	50.3%	47.1%	53.8%	53.3%	85.7%	60.5%	47.8%	67.5%	39.7%	12.5%	87.5%	56.9%	13.9%	0.0%	0.0%	0.0%
Significantly different from column:*		A							K	I		MN	LN	LM	PQ	OQ	OP			

NA - Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 46**

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

Base: All respondents who made an appointment for their child to see a specialist (Q45)

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	639	101	108	16	85	18	48	35	2	15	84	41	38	21	3	66	31	2	95	4
Number missing or multiple answer	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	636	101	108	16	85	18	48	35	2	15	84	41	38	21	3	66	31	2	95	4
	99.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	34	5	9	0	5	3	1	1	0	1	4	1	3	1	0	4	1	0	5	0
	5.3%	5.0%	8.3%	0.0%	5.9%	16.7%	2.1%	2.9%	0.0%	6.7%	4.8%	2.4%	7.9%	4.8%	0.0%	6.1%	3.2%	0.0%	5.3%	0.0%
Sometimes	112	17	11	1	16	1	10	6	0	3	14	8	4	5	1	9	7	0	17	0
	17.6%	16.8%	10.2%	6.3%	18.8%	5.6%	20.8%	17.1%	0.0%	20.0%	16.7%	19.5%	10.5%	23.8%	33.3%	13.6%	22.6%	0.0%	17.9%	0.0%
Usually	185	41	50	7	34	10	14	17	1	6	34	14	17	9	1	24	15	2	38	1
	29.1%	40.6%	46.3%	43.8%	40.0%	55.6%	29.2%	48.6%	50.0%	40.0%	40.5%	34.1%	44.7%	42.9%	33.3%	36.4%	48.4%	100.0%	40.0%	25.0%
Always	305	38	38	8	30	4	23	11	1	5	32	18	14	6	1	29	8	0	35	3
	48.0%	37.6%	35.2%	50.0%	35.3%	22.2%	47.9%	31.4%	50.0%	33.3%	38.1%	43.9%	36.8%	28.6%	33.3%	43.9%	25.8%	0.0%	36.8%	75.0%
Significantly different from column:*																				
Usually or Always	490	79	88	15	64	14	37	28	2	11	66	32	31	15	2	53	23	2	73	4
	77.0%	78.2%	81.5%	93.8%	75.3%	77.8%	77.1%	80.0%	100.0%	73.3%	78.6%	78.0%	81.6%	71.4%	66.7%	80.3%	74.2%	100.0%	76.8%	100.0%
Significantly different from column:*																				

NA - Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

10770

**Question 47**

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

Base: All respondents who made an appointment for their child to see a specialist (Q45)

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	639	101	107	16	85	18	48	35	2	15	84	41	38	21	3	66	31	2	95	4
Number missing or multiple answer	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	636	101	107	16	85	18	48	35	2	15	84	41	38	21	3	66	31	2	95	4
	99.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
None	28	2	5	0	2	0	2	0	0	0	2	0	1	0	0	2	0	2	0	0
	4.4%	2.0%	4.7%	0.0%	2.4%	0.0%	4.2%	0.0%	0.0%	0.0%	2.4%	0.0%	2.6%	0.0%	0.0%	3.0%	0.0%	100.0%	0.0%	0.0%
1 specialist	344	46	46	5	41	8	21	17	0	9	37	26	9	11	1	35	9	0	46	0
	54.1%	45.5%	43.0%	31.3%	48.2%	44.4%	43.8%	48.6%	0.0%	60.0%	44.0%	63.4%	23.7%	52.4%	33.3%	53.0%	29.0%	0.0%	48.4%	0.0%
2	157	31	35	8	23	7	13	11	1	6	24	12	15	4	1	21	9	0	31	0
	24.7%	30.7%	32.7%	50.0%	27.1%	38.9%	27.1%	31.4%	50.0%	40.0%	28.6%	29.3%	39.5%	19.0%	33.3%	31.8%	29.0%	0.0%	32.6%	0.0%
3	57	12	10	0	12	1	6	5	0	0	12	3	5	4	0	5	7	0	12	0
	9.0%	11.9%	9.3%	0.0%	14.1%	5.6%	12.5%	14.3%	0.0%	0.0%	14.3%	7.3%	13.2%	19.0%	0.0%	7.6%	22.6%	0.0%	12.6%	0.0%
4	22	6	6	1	5	1	4	1	0	0	6	0	4	2	0	1	5	0	6	0
	3.5%	5.9%	5.6%	6.3%	5.9%	5.6%	8.3%	2.9%	0.0%	0.0%	7.1%	0.0%	10.5%	9.5%	0.0%	1.5%	16.1%	0.0%	6.3%	0.0%
5 or more specialists	28	4	5	2	2	1	2	1	1	0	3	0	4	0	1	2	1	0	0	4
	4.4%	4.0%	4.7%	12.5%	2.4%	5.6%	4.2%	2.9%	50.0%	0.0%	3.6%	0.0%	10.5%	0.0%	33.3%	3.0%	3.2%	0.0%	0.0%	100.0%
3 or more specialists	107	22	21	3	19	3	12	7	1	0	21	3	13	6	1	8	13	0	18	4
	16.8%	21.8%	19.6%	18.8%	22.4%	16.7%	25.0%	20.0%	50.0%	0.0%	25.0%	7.3%	34.2%	28.6%	33.3%	12.1%	41.9%	0.0%	18.9%	100.0%
Significantly different from column:*												M	L		Q	P				

NA - Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

10770

**Question 48**

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?

Base: All respondents whose child saw a specialist (Q45 & Q47)

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	608	99	102	16	83	18	46	35	2	15	82	41	37	21	3	64	31	0	95	4
Number missing or multiple answer	11	1	0	0	1	0	0	1	0	1	0	1	0	0	0	1	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	597	98	102	16	82	18	46	34	2	14	82	40	37	21	3	63	31	0	94	4
	98.2%	99.0%	100.0%	100.0%	98.8%	100.0%	100.0%	97.1%	100.0%	93.3%	100.0%	97.6%	100.0%	100.0%	100.0%	98.4%	100.0%	---	98.9%	100.0%
0 Worst specialist possible	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%
1	2	1	0	0	1	0	0	1	0	0	1	1	0	0	0	0	1	0	1	0
	0.3%	1.0%	0.0%	0.0%	1.2%	0.0%	0.0%	2.9%	0.0%	0.0%	1.2%	2.5%	0.0%	0.0%	0.0%	0.0%	3.2%	---	1.1%	0.0%
2	2	1	0	0	1	0	0	1	0	0	1	0	0	1	0	1	0	0	1	0
	0.3%	1.0%	0.0%	0.0%	1.2%	0.0%	0.0%	2.9%	0.0%	0.0%	1.2%	0.0%	0.0%	4.8%	0.0%	1.6%	0.0%	---	1.1%	0.0%
3	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%
4	8	2	0	0	2	0	1	1	0	0	2	0	0	2	0	2	0	0	2	0
	1.3%	2.0%	0.0%	0.0%	2.4%	0.0%	2.2%	2.9%	0.0%	0.0%	2.4%	0.0%	0.0%	9.5%	0.0%	3.2%	0.0%	---	2.1%	0.0%
5	15	3	3	0	3	0	1	2	0	2	1	1	1	1	1	1	1	0	3	0
	2.5%	3.1%	2.9%	0.0%	3.7%	0.0%	2.2%	5.9%	0.0%	14.3%	1.2%	2.5%	2.7%	4.8%	33.3%	1.6%	3.2%	---	3.2%	0.0%
6	18	3	3	0	3	0	3	0	0	1	2	0	2	1	0	1	2	0	3	0
	3.0%	3.1%	2.9%	0.0%	3.7%	0.0%	6.5%	0.0%	0.0%	7.1%	2.4%	0.0%	5.4%	4.8%	0.0%	1.6%	6.5%	---	3.2%	0.0%
7	43	7	3	0	7	1	3	3	0	0	7	1	4	2	0	5	1	0	7	0
	7.2%	7.1%	2.9%	0.0%	8.5%	5.6%	6.5%	8.8%	0.0%	0.0%	8.5%	2.5%	10.8%	9.5%	0.0%	7.9%	3.2%	---	7.4%	0.0%
8	92	20	23	3	17	5	11	4	0	2	18	8	7	5	0	10	10	0	18	2
	15.4%	20.4%	22.5%	18.8%	20.7%	27.8%	23.9%	11.8%	0.0%	14.3%	22.0%	20.0%	18.9%	23.8%	0.0%	15.9%	32.3%	---	19.1%	50.0%
9	126	23	27	9	14	5	8	10	0	4	19	8	12	3	0	17	6	0	22	1
	21.1%	23.5%	26.5%	56.3%	17.1%	27.8%	17.4%	29.4%	0.0%	28.6%	23.2%	20.0%	32.4%	14.3%	0.0%	27.0%	19.4%	---	23.4%	25.0%
10 Best specialist possible	285	38	43	4	34	7	19	12	2	5	31	21	11	6	2	26	10	0	37	1
	47.7%	38.8%	42.2%	25.0%	41.5%	38.9%	41.3%	35.3%	100.0%	35.7%	37.8%	52.5%	29.7%	28.6%	66.7%	41.3%	32.3%	---	39.4%	25.0%

NA - Not Applicable

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

10770

**Question 48**

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?

Base: All respondents whose child saw a specialist (Q45 & Q47)

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	608	<b>99</b>	102	16	83	18	46	35	2	15	82	41	37	21	3	64	31	0	95	4
Number missing or multiple answer	11	<b>1</b>	0	0	1	0	0	1	0	1	0	1	0	0	0	1	0	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	597	<b>98</b>	102	16	82	18	46	34	2	14	82	40	37	21	3	63	31	0	94	4
	98.2%	<b>99.0%</b>	100.0%	100.0%	98.8%	100.0%	100.0%	97.1%	100.0%	93.3%	100.0%	97.6%	100.0%	100.0%	100.0%	98.4%	100.0%	---	98.9%	100.0%
0 to 4	18	<b>4</b>	0	0	4	0	1	3	0	0	4	1	0	3	0	3	1	0	4	0
	3.0%	<b>4.1%</b>	0.0%	0.0%	4.9%	0.0%	2.2%	8.8%	0.0%	0.0%	4.9%	2.5%	0.0%	14.3%	0.0%	4.8%	3.2%	---	4.3%	0.0%
5	15	<b>3</b>	3	0	3	0	1	2	0	2	1	1	1	1	1	1	1	0	3	0
	2.5%	<b>3.1%</b>	2.9%	0.0%	3.7%	0.0%	2.2%	5.9%	0.0%	14.3%	1.2%	2.5%	2.7%	4.8%	33.3%	1.6%	3.2%	---	3.2%	0.0%
6 or 7	61	<b>10</b>	6	0	10	1	6	3	0	1	9	1	6	3	0	6	3	0	10	0
	10.2%	<b>10.2%</b>	5.9%	0.0%	12.2%	5.6%	13.0%	8.8%	0.0%	7.1%	11.0%	2.5%	16.2%	14.3%	0.0%	9.5%	9.7%	---	10.6%	0.0%
8 to 10	503	<b>81</b>	93	16	65	17	38	26	2	11	68	37	30	14	2	53	26	0	77	4
	84.3%	<b>82.7%</b>	91.2%	100.0%	79.3%	94.4%	82.6%	76.5%	100.0%	78.6%	82.9%	92.5%	81.1%	66.7%	66.7%	84.1%	83.9%	---	81.9%	100.0%
Significantly different from column:*																				
0 to 6	51	<b>10</b>	6	0	10	0	5	5	0	3	7	2	3	5	1	5	4	0	10	0
	8.5%	<b>10.2%</b>	5.9%	0.0%	12.2%	0.0%	10.9%	14.7%	0.0%	21.4%	8.5%	5.0%	8.1%	23.8%	33.3%	7.9%	12.9%	---	10.6%	0.0%
7 to 8	135	<b>27</b>	26	3	24	6	14	7	0	2	25	9	11	7	0	15	11	0	25	2
	22.6%	<b>27.6%</b>	25.5%	18.8%	29.3%	33.3%	30.4%	20.6%	0.0%	14.3%	30.5%	22.5%	29.7%	33.3%	0.0%	23.8%	35.5%	---	26.6%	50.0%
9 to 10	411	<b>61</b>	70	13	48	12	27	22	2	9	50	29	23	9	2	43	16	0	59	2
	68.8%	<b>62.2%</b>	68.6%	81.3%	58.5%	66.7%	58.7%	64.7%	100.0%	64.3%	61.0%	72.5%	62.2%	42.9%	66.7%	68.3%	51.6%	---	62.8%	50.0%
Significantly different from column:*												N	L							

NA - Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 49**

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

Base: All respondents

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	2,219	217	251	42	172	34	105	75	14	38	162	126	64	24	24	154	36	2	95	4
Number missing or multiple answer	28	2	0	0	2	0	0	2	0	1	1	2	0	0	0	2	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,191	215	251	42	170	34	105	73	14	37	161	124	64	24	24	152	36	2	94	4
	98.7%	99.1%	100.0%	100.0%	98.8%	100.0%	100.0%	97.3%	100.0%	97.4%	99.4%	98.4%	100.0%	100.0%	100.0%	98.7%	100.0%	100.0%	98.9%	100.0%
Yes	553	37	58	7	30	5	22	10	2	10	25	17	16	4	2	23	11	0	21	2
	25.2%	17.2%	23.1%	16.7%	17.6%	14.7%	21.0%	13.7%	14.3%	27.0%	15.5%	13.7%	25.0%	16.7%	8.3%	15.1%	30.6%	0.0%	22.3%	50.0%
No	1,638	178	193	35	140	29	83	63	12	27	136	107	48	20	22	129	25	2	73	2
	74.8%	82.8%	76.9%	83.3%	82.4%	85.3%	79.0%	86.3%	85.7%	73.0%	84.5%	86.3%	75.0%	83.3%	91.7%	84.9%	69.4%	100.0%	77.7%	50.0%
Significantly different from column:*		A													Q	Q	OP			

NA - Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 50**

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

Base: All respondents who got information from child's health plan customer service (Q49)

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	553	37	58	7	30	5	22	10	2	10	25	17	16	4	2	23	11	0	21	2
Number missing or multiple answer	14	1	0	0	1	0	1	0	0	0	1	1	0	0	0	0	1	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	539	36	58	7	29	5	21	10	2	10	24	16	16	4	2	23	10	0	20	2
	97.5%	97.3%	100.0%	100.0%	96.7%	100.0%	95.5%	100.0%	100.0%	100.0%	96.0%	94.1%	100.0%	100.0%	100.0%	100.0%	90.9%	---	95.2%	100.0%
Never	22	4	1	2	2	0	3	1	1	0	3	1	3	0	0	3	1	0	2	0
	4.1%	11.1%	1.7%	28.6%	6.9%	0.0%	14.3%	10.0%	50.0%	0.0%	12.5%	6.3%	18.8%	0.0%	0.0%	13.0%	10.0%	---	10.0%	0.0%
Sometimes	80	8	15	2	6	1	4	3	0	3	5	3	5	0	1	6	1	0	2	1
	14.8%	22.2%	25.9%	28.6%	20.7%	20.0%	19.0%	30.0%	0.0%	30.0%	20.8%	18.8%	31.3%	0.0%	50.0%	26.1%	10.0%	---	10.0%	50.0%
Usually	150	10	16	1	9	1	6	3	1	2	7	4	4	2	1	6	2	0	5	1
	27.8%	27.8%	27.6%	14.3%	31.0%	20.0%	28.6%	30.0%	50.0%	20.0%	29.2%	25.0%	25.0%	50.0%	50.0%	26.1%	20.0%	---	25.0%	50.0%
Always	287	14	26	2	12	3	8	3	0	5	9	8	4	2	0	8	6	0	11	0
	53.2%	38.9%	44.8%	28.6%	41.4%	60.0%	38.1%	30.0%	0.0%	50.0%	37.5%	50.0%	25.0%	50.0%	0.0%	34.8%	60.0%	---	55.0%	0.0%
Significantly different from column:*																				
Usually or Always	437	24	42	3	21	4	14	6	1	7	16	12	8	4	1	14	8	0	16	1
	81.1%	66.7%	72.4%	42.9%	72.4%	80.0%	66.7%	60.0%	50.0%	70.0%	66.7%	75.0%	50.0%	100.0%	50.0%	60.9%	80.0%	---	80.0%	50.0%
Significantly different from column:*		A																		

NA - Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 51**

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

Base: All respondents who got information from child's health plan customer service (Q49)

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	553	37	58	7	30	5	22	10	2	10	25	17	16	4	2	23	11	0	21	2
Number missing or multiple answer	16	1	0	0	1	0	1	0	0	0	1	1	0	0	0	0	1	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	537	36	58	7	29	5	21	10	2	10	24	16	16	4	2	23	10	0	20	2
	97.1%	97.3%	100.0%	100.0%	96.7%	100.0%	95.5%	100.0%	100.0%	100.0%	96.0%	94.1%	100.0%	100.0%	100.0%	100.0%	90.9%	---	95.2%	100.0%
Never	6	1	0	0	1	0	1	0	0	0	1	0	1	0	0	1	0	0	0	0
	1.1%	2.8%	0.0%	0.0%	3.4%	0.0%	4.8%	0.0%	0.0%	0.0%	4.2%	0.0%	6.3%	0.0%	0.0%	4.3%	0.0%	---	0.0%	0.0%
Sometimes	27	2	5	1	1	0	2	0	0	1	1	0	2	0	0	1	1	0	2	0
	5.0%	5.6%	8.6%	14.3%	3.4%	0.0%	9.5%	0.0%	0.0%	10.0%	4.2%	0.0%	12.5%	0.0%	0.0%	4.3%	10.0%	---	10.0%	0.0%
Usually	105	8	13	2	6	1	3	4	1	1	6	2	5	1	0	6	2	0	3	1
	19.6%	22.2%	22.4%	28.6%	20.7%	20.0%	14.3%	40.0%	50.0%	10.0%	25.0%	12.5%	31.3%	25.0%	0.0%	26.1%	20.0%	---	15.0%	50.0%
Always	399	25	40	4	21	4	15	6	1	8	16	14	8	3	2	15	7	0	15	1
	74.3%	69.4%	69.0%	57.1%	72.4%	80.0%	71.4%	60.0%	50.0%	80.0%	66.7%	87.5%	50.0%	75.0%	100.0%	65.2%	70.0%	---	75.0%	50.0%
Significantly different from column:*												M	L							
Usually or Always	504	33	53	6	27	5	18	10	2	9	22	16	13	4	2	21	9	0	18	2
	93.9%	91.7%	91.4%	85.7%	93.1%	100.0%	85.7%	100.0%	100.0%	90.0%	91.7%	100.0%	81.3%	100.0%	100.0%	91.3%	90.0%	---	90.0%	100.0%
Significantly different from column:*																				

NA - Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 52**

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

Base: All respondents

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	2,219	217	250	42	172	34	105	75	14	38	162	126	64	24	24	154	36	2	95	4
Number missing or multiple answer	52	5	0	0	5	0	3	2	1	2	2	4	0	1	1	4	0	0	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,167	212	250	42	167	34	102	73	13	36	160	122	64	23	23	150	36	2	92	4
	97.7%	97.7%	100.0%	100.0%	97.1%	100.0%	97.1%	97.3%	92.9%	94.7%	98.8%	96.8%	100.0%	95.8%	95.8%	97.4%	100.0%	100.0%	96.8%	100.0%
Yes	686	48	77	13	35	10	25	13	3	12	33	28	18	2	5	33	10	0	20	2
	31.7%	22.6%	30.8%	31.0%	21.0%	29.4%	24.5%	17.8%	23.1%	33.3%	20.6%	23.0%	28.1%	8.7%	21.7%	22.0%	27.8%	0.0%	21.7%	50.0%
No	1,481	164	173	29	132	24	77	60	10	24	127	94	46	21	18	117	26	2	72	2
	68.3%	77.4%	69.2%	69.0%	79.0%	70.6%	75.5%	82.2%	76.9%	66.7%	79.4%	77.0%	71.9%	91.3%	78.3%	78.0%	72.2%	100.0%	78.3%	50.0%
Significantly different from column:*		AC																		

NA - Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 53**

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

Base: All respondents who answered Q52

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	2,167	<b>212</b>	248	42	167	34	102	73	13	36	160	122	64	23	23	150	36	2	92	4
Number missing or multiple answer	13	<b>1</b>	0	0	1	0	0	1	0	0	1	0	1	0	0	1	0	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,154	<b>211</b>	248	42	166	34	102	72	13	36	159	122	63	23	23	149	36	2	91	4
	99.4%	<b>99.5%</b>	100.0%	100.0%	99.4%	100.0%	100.0%	98.6%	100.0%	100.0%	99.4%	100.0%	98.4%	100.0%	100.0%	99.3%	100.0%	100.0%	98.9%	100.0%
Never	28	<b>2</b>	4	0	2	0	2	0	0	0	2	2	0	0	0	2	0	0	0	0
	1.3%	<b>0.9%</b>	1.6%	0.0%	1.2%	0.0%	2.0%	0.0%	0.0%	0.0%	1.3%	1.6%	0.0%	0.0%	0.0%	1.3%	0.0%	0.0%	0.0%	0.0%
Sometimes	113	<b>9</b>	10	2	7	5	4	0	1	2	6	5	4	0	1	5	3	0	5	1
	5.2%	<b>4.3%</b>	4.0%	4.8%	4.2%	14.7%	3.9%	0.0%	7.7%	5.6%	3.8%	4.1%	6.3%	0.0%	4.3%	3.4%	8.3%	0.0%	5.5%	25.0%
Usually	240	<b>18</b>	33	8	10	3	9	6	0	3	15	6	10	2	0	11	7	0	10	1
	11.1%	<b>8.5%</b>	13.3%	19.0%	6.0%	8.8%	8.8%	8.3%	0.0%	8.3%	9.4%	4.9%	15.9%	8.7%	0.0%	7.4%	19.4%	0.0%	11.0%	25.0%
Always	1,773	<b>182</b>	201	32	147	26	87	66	12	31	136	109	49	21	22	131	26	2	76	2
	82.3%	<b>86.3%</b>	81.0%	76.2%	88.6%	76.5%	85.3%	91.7%	92.3%	86.1%	85.5%	89.3%	77.8%	91.3%	95.7%	87.9%	72.2%	100.0%	83.5%	50.0%
Significantly different from column:*				E	D							M	L			Q	P			
Usually or Always	2,013	<b>200</b>	234	40	157	29	96	72	12	34	151	115	59	23	22	142	33	2	86	3
	93.5%	<b>94.8%</b>	94.4%	95.2%	94.6%	85.3%	94.1%	100.0%	92.3%	94.4%	95.0%	94.3%	93.7%	100.0%	95.7%	95.3%	91.7%	100.0%	94.5%	75.0%

NA - Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

\*\*Respondents answering "No" to question 52 are reported to NCQA as "Always" in question 53, and are used in calculating the Customer Service composite score.

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

10770

**Question 54**

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?

Base: All respondents

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	2,219	217	245	42	172	34	105	75	14	38	162	126	64	24	24	154	36	2	95	4
Number missing or multiple answer	25	5	0	0	4	0	2	2	0	1	3	4	0	0	1	4	0	0	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,194	212	245	42	168	34	103	73	14	37	159	122	64	24	23	150	36	2	93	4
	98.9%	97.7%	100.0%	100.0%	97.7%	100.0%	98.1%	97.3%	100.0%	97.4%	98.1%	96.8%	100.0%	100.0%	95.8%	97.4%	100.0%	100.0%	97.9%	100.0%
0 Worst health plan possible	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
1	6	2	1	1	0	0	1	0	0	0	1	0	1	0	1	0	1	0	1	0
	0.3%	0.9%	0.4%	2.4%	0.0%	0.0%	1.0%	0.0%	0.0%	0.0%	0.6%	0.0%	1.6%	0.0%	4.3%	0.0%	2.8%	0.0%	1.1%	0.0%
2	7	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.3%	0.0%	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
3	16	3	4	0	3	0	1	2	0	0	3	0	2	1	0	1	2	0	3	0
	0.7%	1.4%	1.6%	0.0%	1.8%	0.0%	1.0%	2.7%	0.0%	0.0%	1.9%	0.0%	3.1%	4.2%	0.0%	0.7%	5.6%	0.0%	3.2%	0.0%
4	24	8	10	1	7	1	3	4	0	0	8	4	4	0	0	7	1	0	6	0
	1.1%	3.8%	4.1%	2.4%	4.2%	2.9%	2.9%	5.5%	0.0%	0.0%	5.0%	3.3%	6.3%	0.0%	0.0%	4.7%	2.8%	0.0%	6.5%	0.0%
5	90	18	20	5	13	2	7	9	0	1	17	10	4	4	3	13	2	0	6	0
	4.1%	8.5%	8.2%	11.9%	7.7%	5.9%	6.8%	12.3%	0.0%	2.7%	10.7%	8.2%	6.3%	16.7%	13.0%	8.7%	5.6%	0.0%	6.5%	0.0%
6	102	10	23	1	9	2	4	4	0	0	10	5	4	1	1	5	4	0	5	0
	4.6%	4.7%	9.4%	2.4%	5.4%	5.9%	3.9%	5.5%	0.0%	0.0%	6.3%	4.1%	6.3%	4.2%	4.3%	3.3%	11.1%	0.0%	5.4%	0.0%
7	214	27	32	5	22	4	11	12	0	4	23	13	8	6	1	17	8	0	12	2
	9.8%	12.7%	13.1%	11.9%	13.1%	11.8%	10.7%	16.4%	0.0%	10.8%	14.5%	10.7%	12.5%	25.0%	4.3%	11.3%	22.2%	0.0%	12.9%	50.0%
8	433	38	57	8	30	5	18	15	3	6	29	21	14	3	5	26	6	0	17	1
	19.7%	17.9%	23.3%	19.0%	17.9%	14.7%	17.5%	20.5%	21.4%	16.2%	18.2%	17.2%	21.9%	12.5%	21.7%	17.3%	16.7%	0.0%	18.3%	25.0%
9	409	46	35	9	36	7	28	10	0	10	35	26	15	4	3	36	7	2	21	0
	18.6%	21.7%	14.3%	21.4%	21.4%	20.6%	27.2%	13.7%	0.0%	27.0%	22.0%	21.3%	23.4%	16.7%	13.0%	24.0%	19.4%	100.0%	22.6%	0.0%
10 Best health plan possible	890	60	62	12	48	13	30	17	11	16	33	43	12	5	9	45	5	0	22	1
	40.6%	28.3%	25.3%	28.6%	28.6%	38.2%	29.1%	23.3%	78.6%	43.2%	20.8%	35.2%	18.8%	20.8%	39.1%	30.0%	13.9%	0.0%	23.7%	25.0%

NA - Not Applicable

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

10770

**Question 54**

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?

Base: All respondents

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	2,219	217	245	42	172	34	105	75	14	38	162	126	64	24	24	154	36	2	95	4
Number missing or multiple answer	25	5	0	0	4	0	2	2	0	1	3	4	0	0	1	4	0	0	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,194	212	245	42	168	34	103	73	14	37	159	122	64	24	23	150	36	2	93	4
	98.9%	97.7%	100.0%	100.0%	97.7%	100.0%	98.1%	97.3%	100.0%	97.4%	98.1%	96.8%	100.0%	100.0%	95.8%	97.4%	100.0%	100.0%	97.9%	100.0%
0 to 4	56	13	16	2	10	1	5	6	0	0	12	4	7	1	1	8	4	0	10	0
	2.6%	6.1%	6.5%	4.8%	6.0%	2.9%	4.9%	8.2%	0.0%	0.0%	7.5%	3.3%	10.9%	4.2%	4.3%	5.3%	11.1%	0.0%	10.8%	0.0%
5	90	18	20	5	13	2	7	9	0	1	17	10	4	4	3	13	2	0	6	0
	4.1%	8.5%	8.2%	11.9%	7.7%	5.9%	6.8%	12.3%	0.0%	2.7%	10.7%	8.2%	6.3%	16.7%	13.0%	8.7%	5.6%	0.0%	6.5%	0.0%
6 or 7	316	37	55	6	31	6	15	16	0	4	33	18	12	7	2	22	12	0	17	2
	14.4%	17.5%	22.4%	14.3%	18.5%	17.6%	14.6%	21.9%	0.0%	10.8%	20.8%	14.8%	18.8%	29.2%	8.7%	14.7%	33.3%	0.0%	18.3%	50.0%
8 to 10	1,732	144	154	29	114	25	76	42	14	32	97	90	41	12	17	107	18	2	60	2
	78.9%	67.9%	62.9%	69.0%	67.9%	73.5%	73.8%	57.5%	100.0%	86.5%	61.0%	73.8%	64.1%	50.0%	73.9%	71.3%	50.0%	100.0%	64.5%	50.0%
Significantly different from column:*		A					H	G	K	K	IJ	N		L		Q	P			
0 to 6	248	41	59	8	32	5	16	19	0	1	39	19	15	6	5	26	10	0	21	0
	11.3%	19.3%	24.1%	19.0%	19.0%	14.7%	15.5%	26.0%	0.0%	2.7%	24.5%	15.6%	23.4%	25.0%	21.7%	17.3%	27.8%	0.0%	22.6%	0.0%
7 to 8	647	65	89	13	52	9	29	27	3	10	52	34	22	9	6	43	14	0	29	3
	29.5%	30.7%	36.3%	31.0%	31.0%	26.5%	28.2%	37.0%	21.4%	27.0%	32.7%	27.9%	34.4%	37.5%	26.1%	28.7%	38.9%	0.0%	31.2%	75.0%
9 to 10	1,299	106	97	21	84	20	58	27	11	26	68	69	27	9	12	81	12	2	43	1
	59.2%	50.0%	39.6%	50.0%	50.0%	58.8%	56.3%	37.0%	78.6%	70.3%	42.8%	56.6%	42.2%	37.5%	52.2%	54.0%	33.3%	100.0%	46.2%	25.0%
Significantly different from column:*		AC				H	H	FG	K	K	IJ				Q	P				

NA - Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 55**

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

Base: All respondents

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	2,219	217	252	42	172	34	105	75	14	38	162	126	64	24	24	154	36	2	95	4
Number missing or multiple answer	28	4	0	1	3	0	2	2	1	2	1	4	0	0	1	2	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,191	213	252	41	169	34	103	73	13	36	161	122	64	24	23	152	36	2	94	4
	98.7%	98.2%	100.0%	97.6%	98.3%	100.0%	98.1%	97.3%	92.9%	94.7%	99.4%	96.8%	100.0%	100.0%	95.8%	98.7%	100.0%	100.0%	98.9%	100.0%
Yes	1,135	139	179	23	114	18	67	52	5	21	111	74	43	22	7	102	29	1	80	4
	51.8%	65.3%	71.0%	56.1%	67.5%	52.9%	65.0%	71.2%	38.5%	58.3%	68.9%	60.7%	67.2%	91.7%	30.4%	67.1%	80.6%	50.0%	85.1%	100.0%
No	1,056	74	73	18	55	16	36	21	8	15	50	48	21	2	16	50	7	1	14	0
	48.2%	34.7%	29.0%	43.9%	32.5%	47.1%	35.0%	28.8%	61.5%	41.7%	31.1%	39.3%	32.8%	8.3%	69.6%	32.9%	19.4%	50.0%	14.9%	0.0%
Significantly different from column:*		A										N	N	LM	PQ	O	O			

NA - Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 56**

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

Base: All respondents whose child got a prescription for medicine or refilled a prescription (Q55)

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	1,135	139	176	23	114	18	67	52	5	21	111	74	43	22	7	102	29	1	80	4
Number missing or multiple answer	15	1	0	0	1	0	1	0	0	0	1	1	0	0	0	1	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,120	138	176	23	113	18	66	52	5	21	110	73	43	22	7	101	29	1	79	4
	98.7%	99.3%	100.0%	100.0%	99.1%	100.0%	98.5%	100.0%	100.0%	100.0%	99.1%	98.6%	100.0%	100.0%	100.0%	99.0%	100.0%	100.0%	98.8%	100.0%
Never	13	2	5	0	2	0	2	0	0	0	2	2	0	0	0	2	0	0	0	0
	1.2%	1.4%	2.8%	0.0%	1.8%	0.0%	3.0%	0.0%	0.0%	0.0%	1.8%	2.7%	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	111	26	21	6	20	2	16	8	1	2	23	7	12	7	1	17	8	0	19	1
	9.9%	18.8%	11.9%	26.1%	17.7%	11.1%	24.2%	15.4%	20.0%	9.5%	20.9%	9.6%	27.9%	31.8%	14.3%	16.8%	27.6%	0.0%	24.1%	25.0%
Usually	264	48	60	9	38	8	17	22	0	5	42	24	15	9	2	31	15	0	30	3
	23.6%	34.8%	34.1%	39.1%	33.6%	44.4%	25.8%	42.3%	0.0%	23.8%	38.2%	32.9%	34.9%	40.9%	28.6%	30.7%	51.7%	0.0%	38.0%	75.0%
Always	732	62	90	8	53	8	31	22	4	14	43	40	16	6	4	51	6	1	30	0
	65.4%	44.9%	51.1%	34.8%	46.9%	44.4%	47.0%	42.3%	80.0%	66.7%	39.1%	54.8%	37.2%	27.3%	57.1%	50.5%	20.7%	100.0%	38.0%	0.0%
Significantly different from column:*		A								K	J	N		L		Q	P			
Usually or Always	996	110	150	17	91	16	48	44	4	19	85	64	31	15	6	82	21	1	60	3
	88.9%	79.7%	85.2%	73.9%	80.5%	88.9%	72.7%	84.6%	80.0%	90.5%	77.3%	87.7%	72.1%	68.2%	85.7%	81.2%	72.4%	100.0%	75.9%	75.0%
Significantly different from column:*		A									M	L								

NA - Not Applicable

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**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 57**

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

Base: All respondents whose child got a prescription for medicine or refilled a prescription (Q55)

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	1,135	139	177	23	114	18	67	52	5	21	111	74	43	22	7	102	29	1	80	4
Number missing or multiple answer	24	2	0	0	2	0	1	1	0	0	2	2	0	0	0	2	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,111	137	177	23	112	18	66	51	5	21	109	72	43	22	7	100	29	1	79	4
	97.9%	98.6%	100.0%	100.0%	98.2%	100.0%	98.5%	98.1%	100.0%	100.0%	98.2%	97.3%	100.0%	100.0%	100.0%	98.0%	100.0%	100.0%	98.8%	100.0%
Yes	721	77	116	17	59	12	36	28	3	15	58	35	28	14	2	60	15	1	45	3
	64.9%	56.2%	65.5%	73.9%	52.7%	66.7%	54.5%	54.9%	60.0%	71.4%	53.2%	48.6%	65.1%	63.6%	28.6%	60.0%	51.7%	100.0%	57.0%	75.0%
No	390	60	61	6	53	6	30	23	2	6	51	37	15	8	5	40	14	0	34	1
	35.1%	43.8%	34.5%	26.1%	47.3%	33.3%	45.5%	45.1%	40.0%	28.6%	46.8%	51.4%	34.9%	36.4%	71.4%	40.0%	48.3%	0.0%	43.0%	25.0%
Significantly different from column:*		A																		

NA - Not Applicable

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**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 57a**

A regular dentist is one your child would go to for check-ups and cleanings or when he or she has a cavity or tooth pain. Does your child have a regular dentist?

Base: All respondents

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	2,219	217	252	42	172	34	105	75	14	38	162	126	64	24	24	154	36	2	95	4
Number missing or multiple answer	84	5	0	2	3	0	2	3	0	2	3	4	1	0	0	5	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,135	212	252	40	169	34	103	72	14	36	159	122	63	24	24	149	36	2	94	4
	96.2%	97.7%	100.0%	95.2%	98.3%	100.0%	98.1%	96.0%	100.0%	94.7%	98.1%	96.8%	98.4%	100.0%	100.0%	96.8%	100.0%	100.0%	98.9%	100.0%
Yes	1,815	188	215	33	152	26	98	61	13	31	141	108	55	22	22	131	32	2	86	3
	85.0%	88.7%	85.3%	82.5%	89.9%	76.5%	95.1%	84.7%	92.9%	86.1%	88.7%	88.5%	87.3%	91.7%	91.7%	87.9%	88.9%	100.0%	91.5%	75.0%
No	320	24	37	7	17	8	5	11	1	5	18	14	8	2	2	18	4	0	8	1
	15.0%	11.3%	14.7%	17.5%	10.1%	23.5%	4.9%	15.3%	7.1%	13.9%	11.3%	11.5%	12.7%	8.3%	8.3%	12.1%	11.1%	0.0%	8.5%	25.0%
Significantly different from column:*							H	G												

NA - Not Applicable

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**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 57b**

In the last 6 months, did your child go to a dentist's office or clinic for care?

Base: All respondents

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	2,219	<b>217</b>	250	42	172	34	105	75	14	38	162	126	64	24	24	154	36	2	95	4
Number missing or multiple answer	72	<b>4</b>	0	2	2	0	2	2	0	1	3	3	1	0	0	4	0	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,147	<b>213</b>	250	40	170	34	103	73	14	37	159	123	63	24	24	150	36	2	94	4
	96.8%	<b>98.2%</b>	100.0%	95.2%	98.8%	100.0%	98.1%	97.3%	100.0%	97.4%	98.1%	97.6%	98.4%	100.0%	100.0%	97.4%	100.0%	100.0%	98.9%	100.0%
Yes	1,435	<b>154</b>	180	26	125	16	84	51	9	25	117	91	44	17	17	103	31	1	73	3
	66.8%	<b>72.3%</b>	72.0%	65.0%	73.5%	47.1%	81.6%	69.9%	64.3%	67.6%	73.6%	74.0%	69.8%	70.8%	70.8%	68.7%	86.1%	50.0%	77.7%	75.0%
No	712	<b>59</b>	70	14	45	18	19	22	5	12	42	32	19	7	7	47	5	1	21	1
	33.2%	<b>27.7%</b>	28.0%	35.0%	26.5%	52.9%	18.4%	30.1%	35.7%	32.4%	26.4%	26.0%	30.2%	29.2%	29.2%	31.3%	13.9%	50.0%	22.3%	25.0%
Significantly different from column:*						GH	F	F								Q	P			

NA - Not Applicable

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**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 57c**

In the last 6 months, how often did the dentists or dental staff explain what they were doing while treating your child?

Base: All respondents whose child visited their dentist's office or clinic for care (Q57b)

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	1,435	154	175	26	125	16	84	51	9	25	117	91	44	17	17	103	31	1	73	3
Number missing or multiple answer	16	2	0	0	0	0	0	0	0	0	0	1	0	0	1	1	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,419	152	175	26	125	16	84	51	9	25	117	90	44	17	16	102	31	1	73	3
	98.9%	98.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.9%	100.0%	100.0%	94.1%	99.0%	100.0%	100.0%	100.0%	100.0%
Never	26	2	4	0	2	0	1	1	0	0	2	2	0	0	0	1	1	0	1	0
	1.8%	1.3%	2.3%	0.0%	1.6%	0.0%	1.2%	2.0%	0.0%	0.0%	1.7%	2.2%	0.0%	0.0%	0.0%	1.0%	3.2%	0.0%	1.4%	0.0%
Sometimes	86	4	10	0	4	0	2	2	0	1	3	3	0	1	0	3	1	0	0	0
	6.1%	2.6%	5.7%	0.0%	3.2%	0.0%	2.4%	3.9%	0.0%	4.0%	2.6%	3.3%	0.0%	5.9%	0.0%	2.9%	3.2%	0.0%	0.0%	0.0%
Usually	253	18	18	2	16	1	14	3	0	4	14	6	7	4	2	6	8	1	12	0
	17.8%	11.8%	10.3%	7.7%	12.8%	6.3%	16.7%	5.9%	0.0%	16.0%	12.0%	6.7%	15.9%	23.5%	12.5%	5.9%	25.8%	100.0%	16.4%	0.0%
Always	1,054	128	143	24	103	15	67	45	9	20	98	79	37	12	14	92	21	0	60	3
	74.3%	84.2%	81.7%	92.3%	82.4%	93.8%	79.8%	88.2%	100.0%	80.0%	83.8%	87.8%	84.1%	70.6%	87.5%	90.2%	67.7%	0.0%	82.2%	100.0%
Significantly different from column:*		A																		
Usually or Always	1,307	146	161	26	119	16	81	48	9	24	112	85	44	16	16	98	29	1	72	3
	92.1%	96.1%	92.0%	100.0%	95.2%	100.0%	96.4%	94.1%	100.0%	96.0%	95.7%	94.4%	100.0%	94.1%	100.0%	96.1%	93.5%	100.0%	98.6%	100.0%

NA - Not Applicable

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**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 57d**

In the last 6 months, if your child needed to see a dentist right away because of a dental emergency, how often did he or she get to see a dentist as soon as you wanted?

Base: All respondents

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	2,219	217	249	42	172	34	105	75	14	38	162	126	64	24	24	154	36	2	95	4
Number missing or multiple answer	131	10	0	2	6	0	2	6	1	1	6	7	1	0	3	7	0	0	2	0
Number no experience	1615	157	163	29	127	29	78	49	10	25	121	95	44	17	17	110	28	1	67	3
Usable responses	473	50	86	11	39	5	25	20	3	12	35	24	19	7	4	37	8	1	26	1
	21.3%	23.0%	34.5%	26.2%	22.7%	14.7%	23.8%	26.7%	21.4%	31.6%	21.6%	19.0%	29.7%	29.2%	16.7%	24.0%	22.2%	50.0%	27.4%	25.0%
Never	185	22	25	7	15	4	9	9	2	5	15	10	9	3	1	18	3	0	9	1
	39.1%	44.0%	29.1%	63.6%	38.5%	80.0%	36.0%	45.0%	66.7%	41.7%	42.9%	41.7%	47.4%	42.9%	25.0%	48.6%	37.5%	0.0%	34.6%	100.0%
Sometimes	80	8	8	0	8	0	3	5	1	2	5	4	3	1	2	4	2	0	4	0
	16.9%	16.0%	9.3%	0.0%	20.5%	0.0%	12.0%	25.0%	33.3%	16.7%	14.3%	16.7%	15.8%	14.3%	50.0%	10.8%	25.0%	0.0%	15.4%	0.0%
Usually	82	6	22	0	6	0	4	2	0	2	4	2	4	0	1	5	0	1	2	0
	17.3%	12.0%	25.6%	0.0%	15.4%	0.0%	16.0%	10.0%	0.0%	16.7%	11.4%	8.3%	21.1%	0.0%	25.0%	13.5%	0.0%	100.0%	7.7%	0.0%
Always	126	14	31	4	10	1	9	4	0	3	11	8	3	3	0	10	3	0	11	0
	26.6%	28.0%	36.0%	36.4%	25.6%	20.0%	36.0%	20.0%	0.0%	25.0%	31.4%	33.3%	15.8%	42.9%	0.0%	27.0%	37.5%	0.0%	42.3%	0.0%
Significantly different from column:*																				
Usually or Always	208	20	53	4	16	1	13	6	0	5	15	10	7	3	1	15	3	1	13	0
	44.0%	40.0%	61.6%	36.4%	41.0%	20.0%	52.0%	30.0%	0.0%	41.7%	42.9%	41.7%	36.8%	42.9%	25.0%	40.5%	37.5%	100.0%	50.0%	0.0%
Significantly different from column:*		C																		

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

10770

**Question 57e**

Using any number from 0 to 10, where 0 is extremely difficult and 10 is extremely easy, what number would you use to rate how easy it was for you to find a dentist for your child?

Base: All respondents

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	2,219	217	245	42	172	34	105	75	14	38	162	126	64	24	24	154	36	2	95	4
Number missing or multiple answer	144	17	0	3	12	3	6	6	0	4	11	6	6	3	2	13	1	0	8	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,075	200	245	39	160	31	99	69	14	34	151	120	58	21	22	141	35	2	87	4
	93.5%	92.2%	100.0%	92.9%	93.0%	91.2%	94.3%	92.0%	100.0%	89.5%	93.2%	95.2%	90.6%	87.5%	91.7%	91.6%	97.2%	100.0%	91.6%	100.0%
0 Extremely Difficult	92	8	12	3	5	1	2	5	0	2	6	3	5	0	0	8	0	0	1	0
	4.4%	4.0%	4.9%	7.7%	3.1%	3.2%	2.0%	7.2%	0.0%	5.9%	4.0%	2.5%	8.6%	0.0%	0.0%	5.7%	0.0%	0.0%	1.1%	0.0%
1	25	3	4	0	3	1	0	2	0	1	2	3	0	0	1	2	0	0	2	0
	1.2%	1.5%	1.6%	0.0%	1.9%	3.2%	0.0%	2.9%	0.0%	2.9%	1.3%	2.5%	0.0%	0.0%	4.5%	1.4%	0.0%	0.0%	2.3%	0.0%
2	51	5	6	1	4	1	3	1	0	1	4	2	3	0	0	4	1	0	2	1
	2.5%	2.5%	2.4%	2.6%	2.5%	3.2%	3.0%	1.4%	0.0%	2.9%	2.6%	1.7%	5.2%	0.0%	0.0%	2.8%	2.9%	0.0%	2.3%	25.0%
3	47	6	12	1	5	0	3	3	0	1	5	2	2	2	0	5	1	0	2	0
	2.3%	3.0%	4.9%	2.6%	3.1%	0.0%	3.0%	4.3%	0.0%	2.9%	3.3%	1.7%	3.4%	9.5%	0.0%	3.5%	2.9%	0.0%	2.3%	0.0%
4	56	5	7	1	4	2	1	2	0	0	5	5	0	0	0	4	1	0	2	0
	2.7%	2.5%	2.9%	2.6%	2.5%	6.5%	1.0%	2.9%	0.0%	0.0%	3.3%	4.2%	0.0%	0.0%	0.0%	2.8%	2.9%	0.0%	2.3%	0.0%
5	166	21	9	5	16	4	11	6	1	1	19	9	9	3	2	13	6	0	10	1
	8.0%	10.5%	3.7%	12.8%	10.0%	12.9%	11.1%	8.7%	7.1%	2.9%	12.6%	7.5%	15.5%	14.3%	9.1%	9.2%	17.1%	0.0%	11.5%	25.0%
6	76	8	9	2	6	2	3	3	1	0	7	4	4	0	0	4	4	0	5	0
	3.7%	4.0%	3.7%	5.1%	3.8%	6.5%	3.0%	4.3%	7.1%	0.0%	4.6%	3.3%	6.9%	0.0%	0.0%	2.8%	11.4%	0.0%	5.7%	0.0%
7	145	8	20	1	7	0	6	2	0	0	8	5	1	2	2	6	0	0	3	0
	7.0%	4.0%	8.2%	2.6%	4.4%	0.0%	6.1%	2.9%	0.0%	0.0%	5.3%	4.2%	1.7%	9.5%	9.1%	4.3%	0.0%	0.0%	3.4%	0.0%
8	269	23	50	6	17	6	10	7	1	6	16	13	9	1	3	14	5	0	11	0
	13.0%	11.5%	20.4%	15.4%	10.6%	19.4%	10.1%	10.1%	7.1%	17.6%	10.6%	10.8%	15.5%	4.8%	13.6%	9.9%	14.3%	0.0%	12.6%	0.0%
9	256	23	27	4	19	2	12	9	1	4	18	10	6	6	0	17	5	2	16	0
	12.3%	11.5%	11.0%	10.3%	11.9%	6.5%	12.1%	13.0%	7.1%	11.8%	11.9%	8.3%	10.3%	28.6%	0.0%	12.1%	14.3%	100.0%	18.4%	0.0%
10 Extremely Easy	892	90	89	15	74	12	48	29	10	18	61	64	19	7	14	64	12	0	33	2
	43.0%	45.0%	36.3%	38.5%	46.3%	38.7%	48.5%	42.0%	71.4%	52.9%	40.4%	53.3%	32.8%	33.3%	63.6%	45.4%	34.3%	0.0%	37.9%	50.0%

NA - Not Applicable

# Fee-For-Service

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

10770

## Question 57e

Using any number from 0 to 10, where 0 is extremely difficult and 10 is extremely easy, what number would you use to rate how easy it was for you to find a dentist for your child?

Base: All respondents

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	2,219	217	245	42	172	34	105	75	14	38	162	126	64	24	24	154	36	2	95	4
Number missing or multiple answer	144	17	0	3	12	3	6	6	0	4	11	6	6	3	2	13	1	0	8	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,075	200	245	39	160	31	99	69	14	34	151	120	58	21	22	141	35	2	87	4
	93.5%	92.2%	100.0%	92.9%	93.0%	91.2%	94.3%	92.0%	100.0%	89.5%	93.2%	95.2%	90.6%	87.5%	91.7%	91.6%	97.2%	100.0%	91.6%	100.0%
0 to 4	271	27	41	6	21	5	9	13	0	5	22	15	10	2	1	23	3	0	9	1
	13.1%	13.5%	16.7%	15.4%	13.1%	16.1%	9.1%	18.8%	0.0%	14.7%	14.6%	12.5%	17.2%	9.5%	4.5%	16.3%	8.6%	0.0%	10.3%	25.0%
5	166	21	9	5	16	4	11	6	1	1	19	9	9	3	2	13	6	0	10	1
	8.0%	10.5%	3.7%	12.8%	10.0%	12.9%	11.1%	8.7%	7.1%	2.9%	12.6%	7.5%	15.5%	14.3%	9.1%	9.2%	17.1%	0.0%	11.5%	25.0%
6 or 7	221	16	29	3	13	2	9	5	1	0	15	9	5	2	2	10	4	0	8	0
	10.7%	8.0%	11.8%	7.7%	8.1%	6.5%	9.1%	7.2%	7.1%	0.0%	9.9%	7.5%	8.6%	9.5%	9.1%	7.1%	11.4%	0.0%	9.2%	0.0%
8 to 10	1,417	136	166	25	110	20	70	45	12	28	95	87	34	14	17	95	22	2	60	2
	68.3%	68.0%	67.8%	64.1%	68.8%	64.5%	70.7%	65.2%	85.7%	82.4%	62.9%	72.5%	58.6%	66.7%	77.3%	67.4%	62.9%	100.0%	69.0%	50.0%
Significantly different from column:*										K	J									
0 to 6	513	56	59	13	43	11	23	22	2	6	48	28	23	5	3	40	13	0	24	2
	24.7%	28.0%	24.1%	33.3%	26.9%	35.5%	23.2%	31.9%	14.3%	17.6%	31.8%	23.3%	39.7%	23.8%	13.6%	28.4%	37.1%	0.0%	27.6%	50.0%
7 to 8	414	31	70	7	24	6	16	9	1	6	24	18	10	3	5	20	5	0	14	0
	20.0%	15.5%	28.6%	17.9%	15.0%	19.4%	16.2%	13.0%	7.1%	17.6%	15.9%	15.0%	17.2%	14.3%	22.7%	14.2%	14.3%	0.0%	16.1%	0.0%
9 to 10	1,148	113	116	19	93	14	60	38	11	22	79	74	25	13	14	81	17	2	49	2
	55.3%	56.5%	47.3%	48.7%	58.1%	45.2%	60.6%	55.1%	78.6%	64.7%	52.3%	61.7%	43.1%	61.9%	63.6%	57.4%	48.6%	100.0%	56.3%	50.0%
Significantly different from column:*												M	L							

NA - Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

10770

**Question 58**

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

Base: All respondents

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	2,219	217	249	42	172	34	105	75	14	38	162	126	64	24	24	154	36	2	95	4
Number missing or multiple answer	22	3	0	0	2	0	1	1	0	0	2	0	0	0	2	1	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,197	214	249	42	170	34	104	74	14	38	160	126	64	24	22	153	36	1	95	4
	99.0%	98.6%	100.0%	100.0%	98.8%	100.0%	99.0%	98.7%	100.0%	100.0%	98.8%	100.0%	100.0%	100.0%	91.7%	99.4%	100.0%	50.0%	100.0%	100.0%
Poor	19	4	3	0	4	0	3	1	0	0	4	0	0	4	0	2	2	0	4	0
	0.9%	1.9%	1.2%	0.0%	2.4%	0.0%	2.9%	1.4%	0.0%	0.0%	2.5%	0.0%	0.0%	16.7%	0.0%	1.3%	5.6%	0.0%	4.2%	0.0%
Fair	174	20	23	2	18	2	10	8	2	2	16	0	0	20	1	14	5	0	17	0
	7.9%	9.3%	9.2%	4.8%	10.6%	5.9%	9.6%	10.8%	14.3%	5.3%	10.0%	0.0%	0.0%	83.3%	4.5%	9.2%	13.9%	0.0%	17.9%	0.0%
Good	567	64	65	17	47	8	29	27	5	10	49	0	64	0	6	43	15	1	33	4
	25.8%	29.9%	26.1%	40.5%	27.6%	23.5%	27.9%	36.5%	35.7%	26.3%	30.6%	0.0%	100.0%	0.0%	27.3%	28.1%	41.7%	100.0%	34.7%	100.0%
Very Good	779	72	97	11	59	13	41	16	2	14	54	72	0	0	6	54	9	0	27	0
	35.5%	33.6%	39.0%	26.2%	34.7%	38.2%	39.4%	21.6%	14.3%	36.8%	33.8%	57.1%	0.0%	0.0%	27.3%	35.3%	25.0%	0.0%	28.4%	0.0%
Excellent	658	54	61	12	42	11	21	22	5	12	37	54	0	0	9	40	5	0	14	0
	29.9%	25.2%	24.5%	28.6%	24.7%	32.4%	20.2%	29.7%	35.7%	31.6%	23.1%	42.9%	0.0%	0.0%	40.9%	26.1%	13.9%	0.0%	14.7%	0.0%
Significantly different from column:*												MN	L	L	Q	O				
Excellent or Very Good	1,437	126	158	23	101	24	62	38	7	26	91	126	0	0	15	94	14	0	41	0
	65.4%	58.9%	63.5%	54.8%	59.4%	70.6%	59.6%	51.4%	50.0%	68.4%	56.9%	100.0%	0.0%	0.0%	68.2%	61.4%	38.9%	0.0%	43.2%	0.0%
Significantly different from column:*												M	L	Q	Q	OP				

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 59**

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

Base: All respondents

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	2,219	217	250	42	172	34	105	75	14	38	162	126	64	24	24	154	36	2	95	4
Number missing or multiple answer	22	3	0	0	2	0	1	1	0	0	2	0	2	0	1	2	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,197	214	250	42	170	34	104	74	14	38	160	126	62	24	23	152	36	2	94	4
	99.0%	98.6%	100.0%	100.0%	98.8%	100.0%	99.0%	98.7%	100.0%	100.0%	98.8%	100.0%	96.9%	100.0%	95.8%	98.7%	100.0%	100.0%	98.9%	100.0%
Poor	93	11	14	4	7	1	7	3	0	3	8	2	5	4	0	8	3	0	5	0
	4.2%	5.1%	5.6%	9.5%	4.1%	2.9%	6.7%	4.1%	0.0%	7.9%	5.0%	1.6%	8.1%	16.7%	0.0%	5.3%	8.3%	0.0%	5.3%	0.0%
Fair	403	44	61	7	35	5	18	19	2	4	36	17	14	13	2	32	9	0	24	0
	18.3%	20.6%	24.4%	16.7%	20.6%	14.7%	17.3%	25.7%	14.3%	10.5%	22.5%	13.5%	22.6%	54.2%	8.7%	21.1%	25.0%	0.0%	25.5%	0.0%
Good	586	69	75	13	56	6	34	29	5	12	52	37	26	5	12	44	13	0	32	0
	26.7%	32.2%	30.0%	31.0%	32.9%	17.6%	32.7%	39.2%	35.7%	31.6%	32.5%	29.4%	41.9%	20.8%	52.2%	28.9%	36.1%	0.0%	34.0%	0.0%
Very Good	560	56	54	13	43	9	32	15	3	11	42	41	13	1	5	42	7	1	25	4
	25.5%	26.2%	21.6%	31.0%	25.3%	26.5%	30.8%	20.3%	21.4%	28.9%	26.3%	32.5%	21.0%	4.2%	21.7%	27.6%	19.4%	50.0%	26.6%	100.0%
Excellent	555	34	46	5	29	13	13	8	4	8	22	29	4	1	4	26	4	1	8	0
	25.3%	15.9%	18.4%	11.9%	17.1%	38.2%	12.5%	10.8%	28.6%	21.1%	13.8%	23.0%	6.5%	4.2%	17.4%	17.1%	11.1%	50.0%	8.5%	0.0%
Significantly different from column:*		A				GH	F	F				M	L							
Excellent or Very Good	1,115	90	100	18	72	22	45	23	7	19	64	70	17	2	9	68	11	2	33	4
	50.8%	42.1%	40.0%	42.9%	42.4%	64.7%	43.3%	31.1%	50.0%	50.0%	40.0%	55.6%	27.4%	8.3%	39.1%	44.7%	30.6%	100.0%	35.1%	100.0%
Significantly different from column:*		A				GH	F	F				MN	L	L						

NA - Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 60**

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

Base: All respondents

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	2,219	217	250	42	172	34	105	75	14	38	162	126	64	24	24	154	36	2	95	4
Number missing or multiple answer	13	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,206	216	250	42	172	34	105	75	14	38	162	126	64	24	23	154	36	2	95	4
	99.4%	99.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	95.8%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	832	119	146	21	96	9	62	46	5	15	97	54	44	21	8	83	27	1	69	4
	37.7%	55.1%	58.4%	50.0%	55.8%	26.5%	59.0%	61.3%	35.7%	39.5%	59.9%	42.9%	68.8%	87.5%	34.8%	53.9%	75.0%	50.0%	72.6%	100.0%
No	1,374	97	104	21	76	25	43	29	9	23	65	72	20	3	15	71	9	1	26	0
	62.3%	44.9%	41.6%	50.0%	44.2%	73.5%	41.0%	38.7%	64.3%	60.5%	40.1%	57.1%	31.3%	12.5%	65.2%	46.1%	25.0%	50.0%	27.4%	0.0%
Significantly different from column:*		A				GH	F	F		K	J	MN	L	L	Q	Q	OP			

NA - Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 61**

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

Base: All respondents whose child needs/uses medicine prescribed by a doctor (Q60)

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	832	119	144	21	96	9	62	46	5	15	97	54	44	21	8	83	27	1	69	4
Number missing or multiple answer	8	2	0	0	1	0	0	1	0	1	0	2	0	0	0	2	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	824	117	144	21	95	9	62	45	5	14	97	52	44	21	8	81	27	1	68	4
	99.0%	98.3%	100.0%	100.0%	99.0%	100.0%	100.0%	97.8%	100.0%	93.3%	100.0%	96.3%	100.0%	100.0%	100.0%	97.6%	100.0%	100.0%	98.6%	100.0%
Yes	738	106	140	19	86	8	57	40	3	11	91	43	42	21	6	73	26	1	65	3
	89.6%	90.6%	97.2%	90.5%	90.5%	88.9%	91.9%	88.9%	60.0%	78.6%	93.8%	82.7%	95.5%	100.0%	75.0%	90.1%	96.3%	100.0%	95.6%	75.0%
No	86	11	4	2	9	1	5	5	2	3	6	9	2	0	2	8	1	0	3	1
	10.4%	9.4%	2.8%	9.5%	9.5%	11.1%	8.1%	11.1%	40.0%	21.4%	6.2%	17.3%	4.5%	0.0%	25.0%	9.9%	3.7%	0.0%	4.4%	25.0%
Significantly different from column:*		C																		

NA - Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 62**

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

Base: All respondents whose child needs/uses medicine prescribed by a doctor for medical/behavioral/other health condition (Q60 & Q61)

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	738	106	139	19	86	8	57	40	3	11	91	43	42	21	6	73	26	1	65	3
Number missing or multiple answer	5	1	0	0	1	0	0	1	0	0	1	1	0	0	0	1	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	733	105	139	19	85	8	57	39	3	11	90	42	42	21	6	72	26	1	65	3
	99.3%	99.1%	100.0%	100.0%	98.8%	100.0%	100.0%	97.5%	100.0%	100.0%	98.9%	97.7%	100.0%	100.0%	100.0%	98.6%	100.0%	100.0%	100.0%	100.0%
Yes	692	104	138	19	84	8	56	39	3	11	89	41	42	21	6	71	26	1	64	3
	94.4%	99.0%	99.3%	100.0%	98.8%	100.0%	98.2%	100.0%	100.0%	100.0%	98.9%	97.6%	100.0%	100.0%	100.0%	98.6%	100.0%	100.0%	98.5%	100.0%
No	41	1	1	0	1	0	1	0	0	0	1	1	0	0	0	1	0	0	1	0
	5.6%	1.0%	0.7%	0.0%	1.2%	0.0%	1.8%	0.0%	0.0%	0.0%	1.1%	2.4%	0.0%	0.0%	0.0%	1.4%	0.0%	0.0%	1.5%	0.0%
Significantly different from column:*		A																		

NA - Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 63**

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?

Base: All respondents

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	2,219	217	251	42	172	34	105	75	14	38	162	126	64	24	24	154	36	2	95	4
Number missing or multiple answer	41	5	0	0	3	0	2	1	0	0	3	3	1	0	1	4	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,178	212	251	42	169	34	103	74	14	38	159	123	63	24	23	150	36	2	94	4
	98.2%	97.7%	100.0%	100.0%	98.3%	100.0%	98.1%	98.7%	100.0%	100.0%	98.1%	97.6%	98.4%	100.0%	95.8%	97.4%	100.0%	100.0%	98.9%	100.0%
Yes	830	128	166	23	104	21	63	43	3	17	107	57	47	23	7	90	29	1	77	3
	38.1%	60.4%	66.1%	54.8%	61.5%	61.8%	61.2%	58.1%	21.4%	44.7%	67.3%	46.3%	74.6%	95.8%	30.4%	60.0%	80.6%	50.0%	81.9%	75.0%
No	1,348	84	85	19	65	13	40	31	11	21	52	66	16	1	16	60	7	1	17	1
	61.9%	39.6%	33.9%	45.2%	38.5%	38.2%	38.8%	41.9%	78.6%	55.3%	32.7%	53.7%	25.4%	4.2%	69.6%	40.0%	19.4%	50.0%	18.1%	25.0%
Significantly different from column:*		A							K	K	IJ	MN	L	L	PQ	OQ	OP			

NA - Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 64**

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

Base: All respondents whose child needs/uses more medical care/mental health/educational services than usual for children of same age (Q63)

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	830	128	163	23	104	21	63	43	3	17	107	57	47	23	7	90	29	1	77	3
Number missing or multiple answer	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	822	128	163	23	104	21	63	43	3	17	107	57	47	23	7	90	29	1	77	3
	99.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	750	122	160	21	100	19	60	42	3	14	104	52	46	23	5	86	29	1	77	3
	91.2%	95.3%	98.2%	91.3%	96.2%	90.5%	95.2%	97.7%	100.0%	82.4%	97.2%	91.2%	97.9%	100.0%	71.4%	95.6%	100.0%	100.0%	100.0%	100.0%
No	72	6	3	2	4	2	3	1	0	3	3	5	1	0	2	4	0	0	0	0
	8.8%	4.7%	1.8%	8.7%	3.8%	9.5%	4.8%	2.3%	0.0%	17.6%	2.8%	8.8%	2.1%	0.0%	28.6%	4.4%	0.0%	0.0%	0.0%	0.0%
Significantly different from column:*																				

NA - Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 65**

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

Base: All respondents whose child needs/uses more medical care/mental health/educational services than usual for children of same age for medical/behavioral/other health condition (Q63 & Q64)

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	750	122	159	21	100	19	60	42	3	14	104	52	46	23	5	86	29	1	77	3
Number missing or multiple answer	3	1	0	0	1	1	0	0	0	0	1	1	0	0	0	1	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	747	121	159	21	99	18	60	42	3	14	103	51	46	23	5	85	29	1	76	3
	99.6%	99.2%	100.0%	100.0%	99.0%	94.7%	100.0%	100.0%	100.0%	100.0%	99.0%	98.1%	100.0%	100.0%	100.0%	98.8%	100.0%	100.0%	98.7%	100.0%
Yes	733	120	158	21	98	18	60	41	3	13	103	50	46	23	5	84	29	1	75	3
	98.1%	99.2%	99.4%	100.0%	99.0%	100.0%	100.0%	97.6%	100.0%	92.9%	100.0%	98.0%	100.0%	100.0%	100.0%	98.8%	100.0%	100.0%	98.7%	100.0%
No	14	1	1	0	1	0	0	1	0	1	0	1	0	0	0	1	0	0	1	0
	1.9%	0.8%	0.6%	0.0%	1.0%	0.0%	0.0%	2.4%	0.0%	7.1%	0.0%	2.0%	0.0%	0.0%	0.0%	1.2%	0.0%	0.0%	1.3%	0.0%
Significantly different from column:*																				

NA - Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 66**

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?

Base: All respondents

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	2,219	217	249	42	172	34	105	75	14	38	162	126	64	24	24	154	36	2	95	4
Number missing or multiple answer	29	3	0	0	1	1	0	0	0	0	1	2	0	0	1	2	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,190	214	249	42	171	33	105	75	14	38	161	124	64	24	23	152	36	2	95	4
	98.7%	98.6%	100.0%	100.0%	99.4%	97.1%	100.0%	100.0%	100.0%	100.0%	99.4%	98.4%	100.0%	100.0%	95.8%	98.7%	100.0%	100.0%	100.0%	100.0%
Yes	604	108	129	20	87	15	51	41	5	11	91	38	46	23	8	73	26	2	67	3
	27.6%	50.5%	51.8%	47.6%	50.9%	45.5%	48.6%	54.7%	35.7%	28.9%	56.5%	30.6%	71.9%	95.8%	34.8%	48.0%	72.2%	100.0%	70.5%	75.0%
No	1,586	106	120	22	84	18	54	34	9	27	70	86	18	1	15	79	10	0	28	1
	72.4%	49.5%	48.2%	52.4%	49.1%	54.5%	51.4%	45.3%	64.3%	71.1%	43.5%	69.4%	28.1%	4.2%	65.2%	52.0%	27.8%	0.0%	29.5%	25.0%
Significantly different from column:*		A								K	J	MN	LN	LM	Q	Q	OP			

NA - Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 67**

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

Base: All respondents whose child is limited/prevented in ability to do things children of the same age can do (Q66)

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	604	108	127	20	87	15	51	41	5	11	91	38	46	23	8	73	26	2	67	3
Number missing or multiple answer	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	596	108	127	20	87	15	51	41	5	11	91	38	46	23	8	73	26	2	67	3
	98.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	541	105	126	20	84	15	50	39	3	11	90	36	45	23	7	71	26	2	67	3
	90.8%	97.2%	99.2%	100.0%	96.6%	100.0%	98.0%	95.1%	60.0%	100.0%	98.9%	94.7%	97.8%	100.0%	87.5%	97.3%	100.0%	100.0%	100.0%	100.0%
No	55	3	1	0	3	0	1	2	2	0	1	2	1	0	1	2	0	0	0	0
	9.2%	2.8%	0.8%	0.0%	3.4%	0.0%	2.0%	4.9%	40.0%	0.0%	1.1%	5.3%	2.2%	0.0%	12.5%	2.7%	0.0%	0.0%	0.0%	0.0%
Significantly different from column:*		A																		

NA - Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 68**

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

Base: All respondents whose child is limited/prevented in ability to do things because of medical/behavioral/other health condition (Q66 & Q67)

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	541	105	125	20	84	15	50	39	3	11	90	36	45	23	7	71	26	2	67	3
Number missing or multiple answer	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	538	105	125	20	84	15	50	39	3	11	90	36	45	23	7	71	26	2	67	3
	99.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	533	104	124	20	83	14	50	39	3	11	89	35	45	23	7	70	26	2	67	3
	99.1%	99.0%	99.2%	100.0%	98.8%	93.3%	100.0%	100.0%	100.0%	100.0%	98.9%	97.2%	100.0%	100.0%	100.0%	98.6%	100.0%	100.0%	100.0%	100.0%
No	5	1	1	0	1	1	0	0	0	0	1	1	0	0	0	1	0	0	0	0
	0.9%	1.0%	0.8%	0.0%	1.2%	6.7%	0.0%	0.0%	0.0%	0.0%	1.1%	2.8%	0.0%	0.0%	0.0%	1.4%	0.0%	0.0%	0.0%	0.0%
Significantly different from column:*																				

NA - Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 69**

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

Base: All respondents

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	2,219	217	250	42	172	34	105	75	14	38	162	126	64	24	24	154	36	2	95	4
Number missing or multiple answer	23	2	0	0	0	0	0	0	0	0	0	1	0	0	1	1	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,196	215	250	42	172	34	105	75	14	38	162	125	64	24	23	153	36	2	95	4
	99.0%	99.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.2%	100.0%	100.0%	95.8%	99.4%	100.0%	100.0%	100.0%	100.0%
Yes	550	104	105	21	82	21	54	28	4	13	86	45	42	17	9	72	22	1	59	4
	25.0%	48.4%	42.0%	50.0%	47.7%	61.8%	51.4%	37.3%	28.6%	34.2%	53.1%	36.0%	65.6%	70.8%	39.1%	47.1%	61.1%	50.0%	62.1%	100.0%
No	1,646	111	145	21	90	13	51	47	10	25	76	80	22	7	14	81	14	1	36	0
	75.0%	51.6%	58.0%	50.0%	52.3%	38.2%	48.6%	62.7%	71.4%	65.8%	46.9%	64.0%	34.4%	29.2%	60.9%	52.9%	38.9%	50.0%	37.9%	0.0%
Significantly different from column:*		A				H		F		K	J	MN	L	L						

NA - Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 70**

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

Base: All respondents whose child needs/gets special therapy (Q69)

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	550	104	102	21	82	21	54	28	4	13	86	45	42	17	9	72	22	1	59	4
Number missing or multiple answer	8	2	0	0	2	0	0	2	2	0	0	0	2	0	1	1	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	542	102	102	21	80	21	54	26	2	13	86	45	40	17	8	71	22	1	59	4
	98.5%	98.1%	100.0%	100.0%	97.6%	100.0%	100.0%	92.9%	50.0%	100.0%	100.0%	100.0%	95.2%	100.0%	88.9%	98.6%	100.0%	100.0%	100.0%	100.0%
Yes	439	98	92	20	77	19	52	26	2	12	83	41	40	17	7	69	21	1	58	4
	81.0%	96.1%	90.2%	95.2%	96.3%	90.5%	96.3%	100.0%	100.0%	92.3%	96.5%	91.1%	100.0%	100.0%	87.5%	97.2%	95.5%	100.0%	98.3%	100.0%
No	103	4	10	1	3	2	2	0	0	1	3	4	0	0	1	2	1	0	1	0
	19.0%	3.9%	9.8%	4.8%	3.8%	9.5%	3.7%	0.0%	0.0%	7.7%	3.5%	8.9%	0.0%	0.0%	12.5%	2.8%	4.5%	0.0%	1.7%	0.0%
Significantly different from column:*		A																		

NA - Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 71**

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

Base: All respondents whose child needs/gets special therapy for medical/behavioral/other health condition (Q69 & Q70)

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	439	98	92	20	77	19	52	26	2	12	83	41	40	17	7	69	21	1	58	4
Number missing or multiple answer	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	432	98	92	20	77	19	52	26	2	12	83	41	40	17	7	69	21	1	58	4
	98.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	419	97	89	19	77	19	51	26	1	12	83	41	39	17	6	69	21	1	58	3
	97.0%	99.0%	96.7%	95.0%	100.0%	100.0%	98.1%	100.0%	50.0%	100.0%	100.0%	100.0%	97.5%	100.0%	85.7%	100.0%	100.0%	100.0%	100.0%	75.0%
No	13	1	3	1	0	0	1	0	1	0	0	0	1	0	1	0	0	0	0	1
	3.0%	1.0%	3.3%	5.0%	0.0%	0.0%	1.9%	0.0%	50.0%	0.0%	0.0%	0.0%	2.5%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	25.0%
Significantly different from column:*																				

NA - Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 72**

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

Base: All respondents

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	2,219	217	246	42	172	34	105	75	14	38	162	126	64	24	24	154	36	2	95	4
Number missing or multiple answer	32	3	0	0	1	0	0	1	0	0	1	2	0	0	1	2	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,187	214	246	42	171	34	105	74	14	38	161	124	64	24	23	152	36	2	95	4
	98.6%	98.6%	100.0%	100.0%	99.4%	100.0%	100.0%	98.7%	100.0%	100.0%	99.4%	98.4%	100.0%	100.0%	95.8%	98.7%	100.0%	100.0%	100.0%	100.0%
Yes	841	120	145	23	96	14	60	45	3	14	102	55	47	18	7	85	26	1	65	3
	38.5%	56.1%	58.9%	54.8%	56.1%	41.2%	57.1%	60.8%	21.4%	36.8%	63.4%	44.4%	73.4%	75.0%	30.4%	55.9%	72.2%	50.0%	68.4%	75.0%
No	1,346	94	101	19	75	20	45	29	11	24	59	69	17	6	16	67	10	1	30	1
	61.5%	43.9%	41.1%	45.2%	43.9%	58.8%	42.9%	39.2%	78.6%	63.2%	36.6%	55.6%	26.6%	25.0%	69.6%	44.1%	27.8%	50.0%	31.6%	25.0%
Significantly different from column:*		A							K	K	IJ	MN	L	L	PQ	O	O			

NA - Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 73**

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

Base: All respondents whose child has emotional, developmental or behavioral problem for which s/he gets treatment (Q72)

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	841	120	142	23	96	14	60	45	3	14	102	55	47	18	7	85	26	1	65	3
Number missing or multiple answer	24	3	0	0	2	0	0	2	0	0	2	3	0	0	1	2	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	817	117	142	23	94	14	60	43	3	14	100	52	47	18	6	83	26	1	65	3
	97.1%	97.5%	100.0%	100.0%	97.9%	100.0%	100.0%	95.6%	100.0%	100.0%	98.0%	94.5%	100.0%	100.0%	85.7%	97.6%	100.0%	100.0%	100.0%	100.0%
Yes	783	114	142	22	92	13	59	42	2	14	98	51	45	18	6	80	26	1	64	3
	95.8%	97.4%	100.0%	95.7%	97.9%	92.9%	98.3%	97.7%	66.7%	100.0%	98.0%	98.1%	95.7%	100.0%	100.0%	96.4%	100.0%	100.0%	98.5%	100.0%
No	34	3	0	1	2	1	1	1	1	0	2	1	2	0	0	3	0	0	1	0
	4.2%	2.6%	0.0%	4.3%	2.1%	7.1%	1.7%	2.3%	33.3%	0.0%	2.0%	1.9%	4.3%	0.0%	0.0%	3.6%	0.0%	0.0%	1.5%	0.0%
Significantly different from column:*																				

NA - Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

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**Question 74**

What is your child's age?

Base: All respondents

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	2,219	217	249	42	172	34	105	75	14	38	162	126	64	24	24	154	36	2	95	4
Number missing or multiple answer	27	3	0	0	0	0	0	0	0	0	0	2	0	0	1	2	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,192	214	249	42	172	34	105	75	14	38	162	124	64	24	23	152	36	2	95	4
	98.8%	98.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.4%	100.0%	100.0%	95.8%	98.7%	100.0%	100.0%	100.0%	100.0%
Less than 1 year old	2	1	0	1	0	1	0	0	0	0	1	1	0	0	0	0	1	0	0	0
	0.1%	0.5%	0.0%	2.4%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	0.6%	0.8%	0.0%	0.0%	0.0%	0.0%	2.8%	0.0%	0.0%	0.0%
1 year old	73	6	7	1	5	6	0	0	0	1	5	5	0	1	0	4	2	0	3	0
	3.3%	2.8%	2.8%	2.4%	2.9%	17.6%	0.0%	0.0%	0.0%	2.6%	3.1%	4.0%	0.0%	4.2%	0.0%	2.6%	5.6%	0.0%	3.2%	0.0%
2 years old	95	5	8	2	3	5	0	0	0	0	5	2	3	0	1	2	2	0	2	1
	4.3%	2.3%	3.2%	4.8%	1.7%	14.7%	0.0%	0.0%	0.0%	0.0%	3.1%	1.6%	4.7%	0.0%	4.3%	1.3%	5.6%	0.0%	2.1%	25.0%
3 years old	102	7	8	3	4	7	0	0	0	1	6	6	1	0	1	5	1	0	4	0
	4.7%	3.3%	3.2%	7.1%	2.3%	20.6%	0.0%	0.0%	0.0%	2.6%	3.7%	4.8%	1.6%	0.0%	4.3%	3.3%	2.8%	0.0%	4.2%	0.0%
4 to 6 years old	287	24	30	4	20	15	9	0	3	4	17	16	7	1	1	18	5	0	13	0
	13.1%	11.2%	12.0%	9.5%	11.6%	44.1%	8.6%	0.0%	21.4%	10.5%	10.5%	12.9%	10.9%	4.2%	4.3%	11.8%	13.9%	0.0%	13.7%	0.0%
7 to 9 years old	354	31	35	2	29	0	31	0	1	6	24	17	7	6	5	21	4	1	11	0
	16.1%	14.5%	14.1%	4.8%	16.9%	0.0%	29.5%	0.0%	7.1%	15.8%	14.8%	13.7%	10.9%	25.0%	21.7%	13.8%	11.1%	50.0%	11.6%	0.0%
10 to 13 years old	587	65	67	16	49	0	65	0	1	13	51	39	19	7	3	48	12	1	28	2
	26.8%	30.4%	26.9%	38.1%	28.5%	0.0%	61.9%	0.0%	7.1%	34.2%	31.5%	31.5%	29.7%	29.2%	13.0%	31.6%	33.3%	50.0%	29.5%	50.0%
14 to 18 years old	692	75	94	13	62	0	0	75	9	13	53	38	27	9	12	54	9	0	34	1
	31.6%	35.0%	37.8%	31.0%	36.0%	0.0%	0.0%	100.0%	64.3%	34.2%	32.7%	30.6%	42.2%	37.5%	52.2%	35.5%	25.0%	0.0%	35.8%	25.0%
3 years old or younger	272	19	23	7	12	19	0	0	0	2	17	14	4	1	2	11	6	0	9	1
	12.4%	8.9%	9.2%	16.7%	7.0%	55.9%	0.0%	0.0%	0.0%	5.3%	10.5%	11.3%	6.3%	4.2%	8.7%	7.2%	16.7%	0.0%	9.5%	25.0%
Significantly different from column:*						H		F												

NA - Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 75**

Is your child male or female?

Base: All respondents

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	2,219	217	248	42	172	34	105	75	14	38	162	126	64	24	24	154	36	2	95	4
Number missing or multiple answer	27	4	0	0	1	0	1	0	0	0	1	2	1	0	1	3	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,192	213	248	42	171	34	104	75	14	38	161	124	63	24	23	151	36	2	94	4
	98.8%	98.2%	100.0%	100.0%	99.4%	100.0%	99.0%	100.0%	100.0%	100.0%	99.4%	98.4%	98.4%	100.0%	95.8%	98.1%	100.0%	100.0%	98.9%	100.0%
Male	1,181	124	144	25	99	22	64	38	7	22	95	69	40	14	15	88	19	1	60	4
	53.9%	58.2%	58.1%	59.5%	57.9%	64.7%	61.5%	50.7%	50.0%	57.9%	59.0%	55.6%	63.5%	58.3%	65.2%	58.3%	52.8%	50.0%	63.8%	100.0%
Female	1,011	89	104	17	72	12	40	37	7	16	66	55	23	10	8	63	17	1	34	0
	46.1%	41.8%	41.9%	40.5%	42.1%	35.3%	38.5%	49.3%	50.0%	42.1%	41.0%	44.4%	36.5%	41.7%	34.8%	41.7%	47.2%	50.0%	36.2%	0.0%
Significantly different from column:*																				

NA - Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 76**

Is your child of Hispanic or Latino origin or descent?

Base: All respondents

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	2,219	217	247	42	172	34	105	75	14	38	162	126	64	24	24	154	36	2	95	4
Number missing or multiple answer	45	4	0	0	1	0	0	1	1	0	0	3	0	0	1	3	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,174	213	247	42	171	34	105	74	13	38	162	123	64	24	23	151	36	2	95	4
	98.0%	98.2%	100.0%	100.0%	99.4%	100.0%	100.0%	98.7%	92.9%	100.0%	100.0%	97.6%	100.0%	100.0%	95.8%	98.1%	100.0%	100.0%	100.0%	100.0%
Yes, Hispanic or Latino	719	50	53	14	36	10	21	19	7	17	26	32	13	3	8	38	3	1	15	1
	33.1%	23.5%	21.5%	33.3%	21.1%	29.4%	20.0%	25.7%	53.8%	44.7%	16.0%	26.0%	20.3%	12.5%	34.8%	25.2%	8.3%	50.0%	15.8%	25.0%
No, not Hispanic or Latino	1,455	163	194	28	135	24	84	55	6	21	136	91	51	21	15	113	33	1	80	3
	66.9%	76.5%	78.5%	66.7%	78.9%	70.6%	80.0%	74.3%	46.2%	55.3%	84.0%	74.0%	79.7%	87.5%	65.2%	74.8%	91.7%	50.0%	84.2%	75.0%
Significantly different from column:*		A								K	J					Q	P			

NA - Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

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**Question 77**

What is your child's race? Mark one or more.

Base: All respondents

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	2,219	217	254	42	172	34	105	75	14	38	162	126	64	24	24	154	36	2	95	4
Number missing or multiple answer	177	10	17	0	7	0	7	0	1	5	1	5	3	0	2	6	1	1	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,042	207	237	42	165	34	98	75	13	33	161	121	61	24	22	148	35	1	94	4
	92.0%	95.4%	93.3%	100.0%	95.9%	100.0%	93.3%	100.0%	92.9%	86.8%	99.4%	96.0%	95.3%	100.0%	91.7%	96.1%	97.2%	50.0%	98.9%	100.0%
White	1,627	175	210	30	145	27	85	63	7	25	143	100	53	21	17	123	33	1	81	3
	79.7%	84.5%	88.6%	71.4%	87.9%	79.4%	86.7%	84.0%	53.8%	75.8%	88.8%	82.6%	86.9%	87.5%	77.3%	83.1%	94.3%	100.0%	86.2%	75.0%
Black or African-American	129	9	11	1	8	1	6	2	0	0	9	8	0	1	1	7	1	0	3	0
	6.3%	4.3%	4.6%	2.4%	4.8%	2.9%	6.1%	2.7%	0.0%	0.0%	5.6%	6.6%	0.0%	4.2%	4.5%	4.7%	2.9%	0.0%	3.2%	0.0%
Asian	147	9	8	6	3	1	7	1	0	1	8	3	5	1	2	7	0	0	4	0
	7.2%	4.3%	3.4%	14.3%	1.8%	2.9%	7.1%	1.3%	0.0%	3.0%	5.0%	2.5%	8.2%	4.2%	9.1%	4.7%	0.0%	0.0%	4.3%	0.0%
Native Hawaiian or other Pacific Islander	32	5	10	1	4	1	3	1	0	2	3	4	1	0	0	5	0	0	2	0
	1.6%	2.4%	4.2%	2.4%	2.4%	2.9%	3.1%	1.3%	0.0%	6.1%	1.9%	3.3%	1.6%	0.0%	0.0%	3.4%	0.0%	0.0%	2.1%	0.0%
American Indian or Alaska Native	186	29	36	5	24	3	10	16	3	10	16	22	6	1	5	23	1	0	6	0
	9.1%	14.0%	15.2%	11.9%	14.5%	8.8%	10.2%	21.3%	23.1%	30.3%	9.9%	18.2%	9.8%	4.2%	22.7%	15.5%	2.9%	0.0%	6.4%	0.0%
Other	295	21	13	8	13	6	9	6	4	3	14	17	2	2	2	17	2	0	8	1
	14.4%	10.1%	5.5%	19.0%	7.9%	17.6%	9.2%	8.0%	30.8%	9.1%	8.7%	14.0%	3.3%	8.3%	9.1%	11.5%	5.7%	0.0%	8.5%	25.0%

NA - Not Applicable

Please note that respondents could select more than one response option, therefore percentages may not add up to 100%.

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

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**Question 78**

What is your age?

Base: All respondents

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	2,219	217	249	42	172	34	105	75	14	38	162	126	64	24	24	154	36	2	95	4
Number missing or multiple answer	35	3	0	0	0	0	0	0	0	0	0	2	0	0	1	2	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,184	214	249	42	172	34	105	75	14	38	162	124	64	24	23	152	36	2	95	4
	98.4%	98.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.4%	100.0%	100.0%	95.8%	98.7%	100.0%	100.0%	100.0%	100.0%
Under 18	85	13	11	3	10	2	3	8	0	2	11	7	4	1	2	9	2	0	6	1
	3.9%	6.1%	4.4%	7.1%	5.8%	5.9%	2.9%	10.7%	0.0%	5.3%	6.8%	5.6%	6.3%	4.2%	8.7%	5.9%	5.6%	0.0%	6.3%	25.0%
18 to 24	61	3	3	0	3	2	1	0	1	0	2	1	1	1	1	2	0	0	0	0
	2.8%	1.4%	1.2%	0.0%	1.7%	5.9%	1.0%	0.0%	7.1%	0.0%	1.2%	0.8%	1.6%	4.2%	4.3%	1.3%	0.0%	0.0%	0.0%	0.0%
25 to 34	493	30	37	5	25	14	13	3	1	9	20	21	7	1	5	17	7	1	12	1
	22.6%	14.0%	14.9%	11.9%	14.5%	41.2%	12.4%	4.0%	7.1%	23.7%	12.3%	16.9%	10.9%	4.2%	21.7%	11.2%	19.4%	50.0%	12.6%	25.0%
35 to 44	744	61	75	12	49	11	36	14	6	11	44	36	19	6	8	42	11	0	28	1
	34.1%	28.5%	30.1%	28.6%	28.5%	32.4%	34.3%	18.7%	42.9%	28.9%	27.2%	29.0%	29.7%	25.0%	34.8%	27.6%	30.6%	0.0%	29.5%	25.0%
45 to 54	496	71	86	16	55	3	38	30	3	9	59	35	23	13	3	54	12	1	36	1
	22.7%	33.2%	34.5%	38.1%	32.0%	8.8%	36.2%	40.0%	21.4%	23.7%	36.4%	28.2%	35.9%	54.2%	13.0%	35.5%	33.3%	50.0%	37.9%	25.0%
55 to 64	168	22	30	5	17	2	11	9	1	4	17	16	6	0	0	20	2	0	9	0
	7.7%	10.3%	12.0%	11.9%	9.9%	5.9%	10.5%	12.0%	7.1%	10.5%	10.5%	12.9%	9.4%	0.0%	0.0%	13.2%	5.6%	0.0%	9.5%	0.0%
65 to 74	108	11	5	1	10	0	3	8	2	1	8	6	3	2	4	6	1	0	3	0
	4.9%	5.1%	2.0%	2.4%	5.8%	0.0%	2.9%	10.7%	14.3%	2.6%	4.9%	4.8%	4.7%	8.3%	17.4%	3.9%	2.8%	0.0%	3.2%	0.0%
75 or older	29	3	2	0	3	0	0	3	0	2	1	2	1	0	0	2	1	0	1	0
	1.3%	1.4%	0.8%	0.0%	1.7%	0.0%	0.0%	4.0%	0.0%	5.3%	0.6%	1.6%	1.6%	0.0%	0.0%	1.3%	2.8%	0.0%	1.1%	0.0%
35 or older	1,545	168	198	34	134	16	88	64	12	27	129	95	52	21	15	124	27	1	77	2
	70.7%	78.5%	79.5%	81.0%	77.9%	47.1%	83.8%	85.3%	85.7%	71.1%	79.6%	76.6%	81.3%	87.5%	65.2%	81.6%	75.0%	50.0%	81.1%	50.0%
Significantly different from column:*		A				GH	F	F												

NA - Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 79**

Are you male or female?

Base: All respondents

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	2,219	217	250	42	172	34	105	75	14	38	162	126	64	24	24	154	36	2	95	4
Number missing or multiple answer	22	3	0	0	0	0	0	0	0	0	0	2	0	0	1	2	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,197	214	250	42	172	34	105	75	14	38	162	124	64	24	23	152	36	2	95	4
	99.0%	98.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.4%	100.0%	100.0%	95.8%	98.7%	100.0%	100.0%	100.0%	100.0%
Male	343	42	35	42	0	11	18	13	3	7	32	23	17	2	4	32	6	0	14	2
	15.6%	19.6%	14.0%	100.0%	0.0%	32.4%	17.1%	17.3%	21.4%	18.4%	19.8%	18.5%	26.6%	8.3%	17.4%	21.1%	16.7%	0.0%	14.7%	50.0%
Female	1,854	172	215	0	172	23	87	62	11	31	130	101	47	22	19	120	30	2	81	2
	84.4%	80.4%	86.0%	0.0%	100.0%	67.6%	82.9%	82.7%	78.6%	81.6%	80.2%	81.5%	73.4%	91.7%	82.6%	78.9%	83.3%	100.0%	85.3%	50.0%
Significantly different from column:*				E	D															

NA - Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 80**

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

Base: All respondents

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	2,219	217	248	42	172	34	105	75	14	38	162	126	64	24	24	154	36	2	95	4
Number missing or multiple answer	41	3	0	0	0	0	0	0	0	0	0	2	0	0	1	2	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,178	214	248	42	172	34	105	75	14	38	162	124	64	24	23	152	36	2	95	4
	98.2%	98.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.4%	100.0%	100.0%	95.8%	98.7%	100.0%	100.0%	100.0%	100.0%
8th grade or less	190	5	7	2	3	0	2	3	5	0	0	1	3	1	2	3	0	0	0	0
	8.7%	2.3%	2.8%	4.8%	1.7%	0.0%	1.9%	4.0%	35.7%	0.0%	0.0%	0.8%	4.7%	4.2%	8.7%	2.0%	0.0%	0.0%	0.0%	0.0%
Some high school, but did not graduate	216	9	14	1	8	1	2	6	9	0	0	6	2	1	6	2	1	0	1	1
	9.9%	4.2%	5.6%	2.4%	4.7%	2.9%	1.9%	8.0%	64.3%	0.0%	0.0%	4.8%	3.1%	4.2%	26.1%	1.3%	2.8%	0.0%	1.1%	25.0%
High school graduate or GED	592	38	52	7	31	5	20	13	0	38	0	26	10	2	4	30	3	0	15	0
	27.2%	17.8%	21.0%	16.7%	18.0%	14.7%	19.0%	17.3%	0.0%	100.0%	0.0%	21.0%	15.6%	8.3%	17.4%	19.7%	8.3%	0.0%	15.8%	0.0%
Some college or 2-year degree	756	76	101	9	67	13	35	28	0	0	76	46	22	6	8	60	8	2	23	0
	34.7%	35.5%	40.7%	21.4%	39.0%	38.2%	33.3%	37.3%	0.0%	0.0%	46.9%	37.1%	34.4%	25.0%	34.8%	39.5%	22.2%	100.0%	24.2%	0.0%
4-year college graduate	243	41	35	7	34	6	23	12	0	0	41	22	12	7	2	27	10	0	25	2
	11.2%	19.2%	14.1%	16.7%	19.8%	17.6%	21.9%	16.0%	0.0%	0.0%	25.3%	17.7%	18.8%	29.2%	8.7%	17.8%	27.8%	0.0%	26.3%	50.0%
More than 4-year college degree	181	45	39	16	29	9	23	13	0	0	45	23	15	7	1	30	14	0	31	1
	8.3%	21.0%	15.7%	38.1%	16.9%	26.5%	21.9%	17.3%	0.0%	0.0%	27.8%	18.5%	23.4%	29.2%	4.3%	19.7%	38.9%	0.0%	32.6%	25.0%
4-year college graduate or more	424	86	74	23	63	15	46	25	0	0	86	45	27	14	3	57	24	0	56	3
	19.5%	40.2%	29.8%	54.8%	36.6%	44.1%	43.8%	33.3%	0.0%	0.0%	53.1%	36.3%	42.2%	58.3%	13.0%	37.5%	66.7%	0.0%	58.9%	75.0%
Significantly different from column:*		AC		E	D				K	K	IJ	N		L	PQ	OQ	OP			

NA - Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

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**Question 81**

How are you related to the child?

Base: All respondents

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	2,219	217	244	42	172	34	105	75	14	38	162	126	64	24	24	154	36	2	95	4
Number missing or multiple answer	79	9	0	1	5	1	2	3	2	1	3	7	1	0	3	6	0	0	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,140	208	244	41	167	33	103	72	12	37	159	119	63	24	21	148	36	2	93	4
	96.4%	95.9%	100.0%	97.6%	97.1%	97.1%	98.1%	96.0%	85.7%	97.4%	98.1%	94.4%	98.4%	100.0%	87.5%	96.1%	100.0%	100.0%	97.9%	100.0%
Mother or father	1,846	187	212	40	147	31	95	61	12	32	143	107	57	21	19	133	32	2	86	4
	86.3%	89.9%	86.9%	97.6%	88.0%	93.9%	92.2%	84.7%	100.0%	86.5%	89.9%	89.9%	90.5%	87.5%	90.5%	89.9%	88.9%	100.0%	92.5%	100.0%
Grandparent	155	8	13	0	8	1	2	5	0	2	6	7	0	1	1	6	1	0	3	0
	7.2%	3.8%	5.3%	0.0%	4.8%	3.0%	1.9%	6.9%	0.0%	5.4%	3.8%	5.9%	0.0%	4.2%	4.8%	4.1%	2.8%	0.0%	3.2%	0.0%
Aunt or uncle	15	2	2	0	2	0	2	0	0	0	2	1	1	0	0	2	0	0	0	0
	0.7%	1.0%	0.8%	0.0%	1.2%	0.0%	1.9%	0.0%	0.0%	0.0%	1.3%	0.8%	1.6%	0.0%	0.0%	1.4%	0.0%	0.0%	0.0%	0.0%
Older brother or sister	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other relative	7	1	0	0	1	0	0	1	0	1	0	0	1	0	0	0	1	0	1	0
	0.3%	0.5%	0.0%	0.0%	0.6%	0.0%	0.0%	1.4%	0.0%	2.7%	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%	2.8%	0.0%	1.1%	0.0%
Legal guardian	76	6	9	0	6	0	2	4	0	1	5	2	2	2	1	3	2	0	2	0
	3.6%	2.9%	3.7%	0.0%	3.6%	0.0%	1.9%	5.6%	0.0%	2.7%	3.1%	1.7%	3.2%	8.3%	4.8%	2.0%	5.6%	0.0%	2.2%	0.0%
Someone else	41	4	8	1	3	1	2	1	0	1	3	2	2	0	0	4	0	0	1	0
	1.9%	1.9%	3.3%	2.4%	1.8%	3.0%	1.9%	1.4%	0.0%	2.7%	1.9%	1.7%	3.2%	0.0%	0.0%	2.7%	0.0%	0.0%	1.1%	0.0%

NA - Not Applicable

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 82**

Did someone help you complete this survey?

Base: All respondents (Please note that members who responded on the phone were not asked this question.)

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	2,219	217	192	42	172	34	105	75	14	38	162	126	64	24	24	154	36	2	95	4
Number missing or multiple answer	973	63	0	12	48	9	32	19	10	17	33	40	15	7	10	48	5	0	16	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,246	154	192	30	124	25	73	56	4	21	129	86	49	17	14	106	31	2	79	3
	56.2%	71.0%	100.0%	71.4%	72.1%	73.5%	69.5%	74.7%	28.6%	55.3%	79.6%	68.3%	76.6%	70.8%	58.3%	68.8%	86.1%	100.0%	83.2%	75.0%
Yes	42	2	4	1	1	1	0	1	0	0	2	2	0	0	0	0	2	0	1	0
	3.4%	1.3%	2.1%	3.3%	0.8%	4.0%	0.0%	1.8%	0.0%	0.0%	1.6%	2.3%	0.0%	0.0%	0.0%	0.0%	6.5%	0.0%	1.3%	0.0%
No	1,204	152	188	29	123	24	73	55	4	21	127	84	49	17	14	106	29	2	78	3
	96.6%	98.7%	97.9%	96.7%	99.2%	96.0%	100.0%	98.2%	100.0%	100.0%	98.4%	97.7%	100.0%	100.0%	100.0%	100.0%	93.5%	100.0%	98.7%	100.0%
Significantly different from column:*																				

NA - Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 83**

How did that person help you? Mark one or more.

Base: All respondents who received help completing this survey (Q82) (Please note that members who responded on the phone were not asked this question.)

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	42	2	254	1	1	1	0	1	0	0	2	2	0	0	0	0	2	0	1	0
Number missing or multiple answer	1	0	250	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Usable responses	39	2	4	1	1	1	0	1	0	0	2	2	0	0	0	0	2	0	1	0
	92.9%	100.0%	1.6%	100.0%	100.0%	100.0%	---	100.0%	---	---	100.0%	100.0%	---	---	---	---	100.0%	---	100.0%	---
Read the questions to me	20	1	0	0	1	0	0	1	0	0	1	1	0	0	0	0	1	0	1	0
	51.3%	50.0%	0.0%	0.0%	100.0%	0.0%	---	100.0%	---	---	50.0%	50.0%	---	---	---	---	50.0%	---	100.0%	---
Wrote down the answers I gave	15	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	38.5%	0.0%	25.0%	0.0%	0.0%	0.0%	---	0.0%	---	---	0.0%	0.0%	---	---	---	---	0.0%	---	0.0%	---
Answered the questions for me	8	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	20.5%	0.0%	25.0%	0.0%	0.0%	0.0%	---	0.0%	---	---	0.0%	0.0%	---	---	---	---	0.0%	---	0.0%	---
Translated the questions into my language	10	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	25.6%	0.0%	50.0%	0.0%	0.0%	0.0%	---	0.0%	---	---	0.0%	0.0%	---	---	---	---	0.0%	---	0.0%	---
Helped in some other way	8	1	0	1	0	1	0	0	0	0	1	1	0	0	0	0	1	0	0	0
	20.5%	50.0%	0.0%	100.0%	0.0%	100.0%	---	0.0%	---	---	50.0%	50.0%	---	---	---	---	50.0%	---	0.0%	---

Please note that respondents could select more than one response option, therefore percentages may not add up to 100%.

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 83a**

Is your child between the ages of 3 and 5 years old?

Base: All respondents

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	2,219	217	245	42	172	34	105	75	14	38	162	126	64	24	24	154	36	2	95	4
Number missing or multiple answer	59	6	0	0	4	1	1	2	0	0	4	2	2	1	1	4	1	0	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,160	211	245	42	168	33	104	73	14	38	158	124	62	23	23	150	35	2	94	3
	97.3%	97.2%	100.0%	100.0%	97.7%	97.1%	99.0%	97.3%	100.0%	100.0%	97.5%	98.4%	96.9%	95.8%	95.8%	97.4%	97.2%	100.0%	98.9%	75.0%
Yes	294	22	31	7	15	22	0	0	1	4	17	16	5	1	1	17	4	0	12	0
	13.6%	10.4%	12.7%	16.7%	8.9%	66.7%	0.0%	0.0%	7.1%	10.5%	10.8%	12.9%	8.1%	4.3%	4.3%	11.3%	11.4%	0.0%	12.8%	0.0%
No	1,866	189	214	35	153	11	104	73	13	34	141	108	57	22	22	133	31	2	82	3
	86.4%	89.6%	87.3%	83.3%	91.1%	33.3%	100.0%	100.0%	92.9%	89.5%	89.2%	87.1%	91.9%	95.7%	95.7%	88.7%	88.6%	100.0%	87.2%	100.0%
Significantly different from column:*						GH	F	F												

NA - Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 83b**

When he or she is paying attention, how often can this child follow instructions to complete a simple task?

Base: All respondents whose child is between ages 3 and 5 years old (Q83b)

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	294	22	31	7	15	22	0	0	1	4	17	16	5	1	1	17	4	0	12	0
Number missing or multiple answer	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	290	22	31	7	15	22	0	0	1	4	17	16	5	1	1	17	4	0	12	0
	98.6%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---
None of the time	16	4	1	0	4	4	0	0	1	1	2	1	2	1	0	2	2	0	4	0
	5.5%	18.2%	3.2%	0.0%	26.7%	18.2%	---	---	100.0%	25.0%	11.8%	6.3%	40.0%	100.0%	0.0%	11.8%	50.0%	---	33.3%	---
Some of the time	58	6	10	3	3	6	0	0	0	1	5	5	1	0	0	5	1	0	1	0
	20.0%	27.3%	32.3%	42.9%	20.0%	27.3%	---	---	0.0%	25.0%	29.4%	31.3%	20.0%	0.0%	0.0%	29.4%	25.0%	---	8.3%	---
Most of the time	109	8	14	2	6	8	0	0	0	2	6	7	1	0	1	6	1	0	5	0
	37.6%	36.4%	45.2%	28.6%	40.0%	36.4%	---	---	0.0%	50.0%	35.3%	43.8%	20.0%	0.0%	100.0%	35.3%	25.0%	---	41.7%	---
All of the time	107	4	6	2	2	4	0	0	0	0	4	3	1	0	0	4	0	0	2	0
	36.9%	18.2%	19.4%	28.6%	13.3%	18.2%	---	---	0.0%	0.0%	23.5%	18.8%	20.0%	0.0%	0.0%	23.5%	0.0%	---	16.7%	---
Significantly different from column:*																				
All of the time or Most of the time	216	12	20	4	8	12	0	0	0	2	10	10	2	0	1	10	1	0	7	0
	74.5%	54.5%	64.5%	57.1%	53.3%	54.5%	---	---	0.0%	50.0%	58.8%	62.5%	40.0%	0.0%	100.0%	58.8%	25.0%	---	58.3%	---
Significantly different from column:*		A																		

NA - Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 83c**

How often does this child play well with others?

Base: All respondents whose child is between ages 3 and 5 years old (Q83b)

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	294	22	31	7	15	22	0	0	1	4	17	16	5	1	1	17	4	0	12	0
Number missing or multiple answer	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	291	22	31	7	15	22	0	0	1	4	17	16	5	1	1	17	4	0	12	0
	99.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---
None of the time	7	1	1	0	1	1	0	0	0	0	1	0	1	0	0	1	0	0	1	0
	2.4%	4.5%	3.2%	0.0%	6.7%	4.5%	---	---	0.0%	0.0%	5.9%	0.0%	20.0%	0.0%	0.0%	5.9%	0.0%	---	8.3%	---
Some of the time	52	10	5	4	6	10	0	0	1	3	6	7	2	1	1	6	3	0	4	0
	17.9%	45.5%	16.1%	57.1%	40.0%	45.5%	---	---	100.0%	75.0%	35.3%	43.8%	40.0%	100.0%	100.0%	35.3%	75.0%	---	33.3%	---
Most of the time	136	10	14	3	7	10	0	0	0	1	9	8	2	0	0	9	1	0	7	0
	46.7%	45.5%	45.2%	42.9%	46.7%	45.5%	---	---	0.0%	25.0%	52.9%	50.0%	40.0%	0.0%	0.0%	52.9%	25.0%	---	58.3%	---
All of the time	96	1	11	0	1	1	0	0	0	0	1	1	0	0	0	1	0	0	0	0
	33.0%	4.5%	35.5%	0.0%	6.7%	4.5%	---	---	0.0%	0.0%	5.9%	6.3%	0.0%	0.0%	0.0%	5.9%	0.0%	---	0.0%	---
Significantly different from column:*		A																		
All of the time or Most of the time	232	11	25	3	8	11	0	0	0	1	10	9	2	0	0	10	1	0	7	0
	79.7%	50.0%	80.6%	42.9%	53.3%	50.0%	---	---	0.0%	25.0%	58.8%	56.3%	40.0%	0.0%	0.0%	58.8%	25.0%	---	58.3%	---
Significantly different from column:*		C																		

NA - Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 83d**

How often can this child calm down when excited or all wound up?

Base: All respondents whose child is between ages 3 and 5 years old (Q83b)

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	294	22	31	7	15	22	0	0	1	4	17	16	5	1	1	17	4	0	12	0
Number missing or multiple answer	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	293	22	31	7	15	22	0	0	1	4	17	16	5	1	1	17	4	0	12	0
	99.7%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---
None of the time	5	1	2	0	1	1	0	0	0	0	1	1	0	0	0	1	0	0	1	0
	1.7%	4.5%	6.5%	0.0%	6.7%	4.5%	---	---	0.0%	0.0%	5.9%	6.3%	0.0%	0.0%	0.0%	5.9%	0.0%	---	8.3%	---
Some of the time	84	8	14	3	5	8	0	0	0	2	6	7	1	0	1	6	1	0	4	0
	28.7%	36.4%	45.2%	42.9%	33.3%	36.4%	---	---	0.0%	50.0%	35.3%	43.8%	20.0%	0.0%	100.0%	35.3%	25.0%	---	33.3%	---
Most of the time	143	12	14	4	8	12	0	0	1	2	9	7	4	1	0	9	3	0	7	0
	48.8%	54.5%	45.2%	57.1%	53.3%	54.5%	---	---	100.0%	50.0%	52.9%	43.8%	80.0%	100.0%	0.0%	52.9%	75.0%	---	58.3%	---
All of the time	61	1	1	0	1	1	0	0	0	0	1	1	0	0	0	1	0	0	0	0
	20.8%	4.5%	3.2%	0.0%	6.7%	4.5%	---	---	0.0%	0.0%	5.9%	6.3%	0.0%	0.0%	0.0%	5.9%	0.0%	---	0.0%	---
Significantly different from column:*																				
All of the time or Most of the time	204	13	15	4	9	13	0	0	1	2	10	8	4	1	0	10	3	0	7	0
	69.6%	59.1%	48.4%	57.1%	60.0%	59.1%	---	---	100.0%	50.0%	58.8%	50.0%	80.0%	100.0%	0.0%	58.8%	75.0%	---	58.3%	---
Significantly different from column:*																				

NA - Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 83e**

How often does this child lose control of his or her temper when things do not go his or her way?

Base: All respondents whose child is between ages 3 and 5 years old (Q83b)

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	294	22	30	7	15	22	0	0	1	4	17	16	5	1	1	17	4	0	12	0
Number missing or multiple answer	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	292	22	30	7	15	22	0	0	1	4	17	16	5	1	1	17	4	0	12	0
	99.3%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---
None of the time	49	4	5	0	4	4	0	0	1	0	3	1	2	1	0	2	2	0	3	0
	16.8%	18.2%	16.7%	0.0%	26.7%	18.2%	---	---	100.0%	0.0%	17.6%	6.3%	40.0%	100.0%	0.0%	11.8%	50.0%	---	25.0%	---
Some of the time	186	12	17	4	8	12	0	0	0	1	11	10	2	0	0	10	2	0	6	0
	63.7%	54.5%	56.7%	57.1%	53.3%	54.5%	---	---	0.0%	25.0%	64.7%	62.5%	40.0%	0.0%	0.0%	58.8%	50.0%	---	50.0%	---
Most of the time	41	2	4	2	0	2	0	0	0	1	1	1	1	0	0	2	0	0	0	0
	14.0%	9.1%	13.3%	28.6%	0.0%	9.1%	---	---	0.0%	25.0%	5.9%	6.3%	20.0%	0.0%	0.0%	11.8%	0.0%	---	0.0%	---
All of the time	16	4	4	1	3	4	0	0	0	2	2	4	0	0	1	3	0	0	3	0
	5.5%	18.2%	13.3%	14.3%	20.0%	18.2%	---	---	0.0%	50.0%	11.8%	25.0%	0.0%	0.0%	100.0%	17.6%	0.0%	---	25.0%	---
Significantly different from column:*																				
All of the time or Most of the time	57	6	8	3	3	6	0	0	0	3	3	5	1	0	1	5	0	0	3	0
	19.5%	27.3%	26.7%	42.9%	20.0%	27.3%	---	---	0.0%	75.0%	17.6%	31.3%	20.0%	0.0%	100.0%	29.4%	0.0%	---	25.0%	---
Significantly different from column:*																				

NA - Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Fee-For-Service**

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

**Question 83f**

In the past 6 months, were you ever asked to keep your child home from any child care or preschool because of their behavior (things like hitting, kicking, biting, tantrums or disobeying)?

Base: All respondents whose child is between ages 3 and 5 years old (Q83b)

	2019 State OHP	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	294	22	30	7	15	22	0	0	1	4	17	16	5	1	1	17	4	0	12	0
Number missing or multiple answer	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	36	3	5	0	3	3	0	0	0	0	3	1	2	0	0	3	0	0	3	0
Usable responses	253	19	25	7	12	19	0	0	1	4	14	15	3	1	1	14	4	0	9	0
	86.1%	86.4%	83.3%	100.0%	80.0%	86.4%	---	---	100.0%	100.0%	82.4%	93.8%	60.0%	100.0%	100.0%	82.4%	100.0%	---	75.0%	---
No	234	17	23	6	11	17	0	0	1	3	13	13	3	1	0	13	4	0	8	0
	92.5%	89.5%	92.0%	85.7%	91.7%	89.5%	---	---	100.0%	75.0%	92.9%	86.7%	100.0%	100.0%	0.0%	92.9%	100.0%	---	88.9%	---
Yes, I was told to pick up my child early on 1 or more days	12	1	2	1	0	1	0	0	0	1	0	1	0	0	1	0	0	0	0	0
	4.7%	5.3%	8.0%	14.3%	0.0%	5.3%	---	---	0.0%	25.0%	0.0%	6.7%	0.0%	0.0%	100.0%	0.0%	0.0%	---	0.0%	---
Yes, I had to keep my child home for 1 full day or more	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.6%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	---
Yes permanently, I was told my child could no longer attend this childcare center or	3	1	0	0	1	1	0	0	0	0	1	1	0	0	0	1	0	0	1	0
	1.2%	5.3%	0.0%	0.0%	8.3%	5.3%	---	---	0.0%	0.0%	7.1%	6.7%	0.0%	0.0%	0.0%	7.1%	0.0%	---	11.1%	---
Significantly different from column:*																				
No	234	17	23	6	11	17	0	0	1	3	13	13	3	1	0	13	4	0	8	0
	92.5%	89.5%	92.0%	85.7%	91.7%	89.5%	---	---	100.0%	75.0%	92.9%	86.7%	100.0%	100.0%	0.0%	92.9%	100.0%	---	88.9%	---
Significantly different from column:*																				

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

## SURVEY INSTRUMENT

## Survey Instructions

Answer each question by marking the box to the left of your answer.

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

- <sub>1</sub> Yes → **If Yes, Go to Question 1**  
<sub>2</sub> No

Personally identifiable information will not be made public and will only be released in accordance with federal laws and regulations.

You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get. You may notice a number on the cover of this survey. This number is ONLY used to let us know if you returned your survey so we don't have to send you reminders.

If you want to know more about this study, please call 1-833-257-1377. For the hearing or speech impaired, call 711 to use the Telecommunications Relay Service (TRS).

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 Oregon Health Plan. Is that right?
- <sub>1</sub> Yes → **If Yes, Go to Question 3**  
<sub>2</sub> No

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?
- <sub>1</sub> Yes  
<sub>2</sub> No → **If 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?

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> 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?

- <sub>1</sub> Yes
- <sub>2</sub> No → **If 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?

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> 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?

- <sub>0</sub> None → **If None, Go to Question 16**
- <sub>1</sub> 1 time
- <sub>2</sub> 2
- <sub>3</sub> 3
- <sub>4</sub> 4
- <sub>5</sub> 5 to 9
- <sub>6</sub> 10 or more times

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?

- <sub>1</sub> Yes
- <sub>2</sub> No

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

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> 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?

- <sub>1</sub> Yes
- <sub>2</sub> No → **If 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?

- <sub>1</sub> Yes
- <sub>2</sub> 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?

- <sub>1</sub> Yes
- <sub>2</sub> 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?

- <sub>1</sub> Yes
- <sub>2</sub> 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?

- <sub>0</sub> 0 Worst health care possible
- <sub>1</sub> 1
- <sub>2</sub> 2
- <sub>3</sub> 3
- <sub>4</sub> 4
- <sub>5</sub> 5
- <sub>6</sub> 6
- <sub>7</sub> 7
- <sub>8</sub> 8
- <sub>9</sub> 9
- <sub>10</sub> 10 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?

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always

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

- <sub>1</sub> Yes
- <sub>2</sub> No → **If 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?

- <sub>1</sub> Yes
- <sub>2</sub> No → **If 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?

- <sub>1</sub> Yes
- <sub>2</sub> 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?

- <sub>1</sub> Yes
- <sub>2</sub> No → **If 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?

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> 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?

- <sub>1</sub> Yes
- <sub>2</sub> 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?

- <sub>1</sub> Yes
- <sub>2</sub> No → **If No, Go to Question 25**

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

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always

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

- <sub>1</sub> Yes
- <sub>2</sub> 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?

- <sub>1</sub> Yes
- <sub>2</sub> No → **If No, Go to Question 28**

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

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> 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?

- <sub>1</sub> Yes
- <sub>2</sub> No

28. 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?

- <sub>1</sub> Yes
- <sub>2</sub> No → **If No, Go to Question 30**

29. 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?

- <sub>1</sub> Yes
- <sub>2</sub> No

## Your Child's Personal Doctor

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

- <sub>1</sub> Yes
- <sub>2</sub> No → **If No, Go to Question 45**

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

- <sub>0</sub> None → **If None, Go to Question 41**
- <sub>1</sub> 1 time
- <sub>2</sub> 2
- <sub>3</sub> 3
- <sub>4</sub> 4
- <sub>5</sub> 5 to 9
- <sub>6</sub> 10 or more times

31a. In the last 6 months, how often did you have a hard time speaking with or understanding your child's personal doctor because you spoke different languages?

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always

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

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always

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

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always

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

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always

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

- <sub>1</sub> Yes
- <sub>2</sub> No → ***If No, Go to Question 37***

36. 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?

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always

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

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always

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

- <sub>1</sub> Yes
- <sub>2</sub> No

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

- <sub>1</sub> Yes
- <sub>2</sub> No → ***If No, Go to Question 41***

40. 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?

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always

41. 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?

- <sub>0</sub> 0 Worst personal doctor possible
- <sub>1</sub> 1
- <sub>2</sub> 2
- <sub>3</sub> 3
- <sub>4</sub> 4
- <sub>5</sub> 5
- <sub>6</sub> 6
- <sub>7</sub> 7
- <sub>8</sub> 8
- <sub>9</sub> 9
- <sub>10</sub> 10 Best personal doctor possible

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

- <sub>1</sub> Yes
- <sub>2</sub> No → ***If No, Go to Question 45***

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

- <sub>1</sub> Yes
- <sub>2</sub> No

44. 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?

- <sub>1</sub> Yes
- <sub>2</sub> No

## Getting Health Care from Specialists

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

45. 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?

- <sub>1</sub> Yes
- <sub>2</sub> No → ***If No, Go to Question 49***

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

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always

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

- <sub>0</sub> None → ***If None, Go to Question 49***
- <sub>1</sub> 1 specialist
- <sub>2</sub> 2
- <sub>3</sub> 3
- <sub>4</sub> 4
- <sub>5</sub> 5 or more specialists

48. 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?

- <sub>0</sub> 0 Worst specialist possible
- <sub>1</sub> 1
- <sub>2</sub> 2
- <sub>3</sub> 3
- <sub>4</sub> 4
- <sub>5</sub> 5
- <sub>6</sub> 6
- <sub>7</sub> 7
- <sub>8</sub> 8
- <sub>9</sub> 9
- <sub>10</sub> 10 Best specialist possible

## Your Child's Health Plan

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

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

- <sub>1</sub> Yes
- <sub>2</sub> No → **If No, Go to Question 52**

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

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always

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

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always

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

- <sub>1</sub> Yes
- <sub>2</sub> No → **If No, Go to Question 54**

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

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always

54. 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?

- <sub>0</sub> 0 Worst health plan possible
- <sub>1</sub> 1
- <sub>2</sub> 2
- <sub>3</sub> 3
- <sub>4</sub> 4
- <sub>5</sub> 5
- <sub>6</sub> 6
- <sub>7</sub> 7
- <sub>8</sub> 8
- <sub>9</sub> 9
- <sub>10</sub> 10 Best health plan possible

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

- <sub>1</sub> Yes
- <sub>2</sub> No → **If No, Go to Question 57a**

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

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always

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

- <sub>1</sub> Yes
- <sub>2</sub> No

### Access to Dental Care

57a. A regular dentist is one your child would go to for check-ups and cleanings or when he or she has a cavity or tooth pain. Does your child have a regular dentist?

- <sub>1</sub> Yes
- <sub>2</sub> No

57b. In the last 6 months, did your child go to a dentist's office or clinic for care?

- <sub>1</sub> Yes
- <sub>2</sub> No → *If No, Go to Question 57d*

57c. In the last 6 months, how often did the dentists or dental staff explain what they were doing while treating your child?

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always

57d. In the last 6 months, if your child needed to see a dentist right away because of a dental emergency, how often did he or she get to see a dentist as soon as you wanted?

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always
- <sub>5</sub> My child did not have a dental emergency in the last 6 months

57e. Using any number from 0 to 10, where 0 is extremely difficult and 10 is extremely easy, what number would you use to rate how easy it was for you to find a dentist for your child?

- <sub>0</sub> 0 Extremely difficult
- <sub>1</sub> 1
- <sub>2</sub> 2
- <sub>3</sub> 3
- <sub>4</sub> 4
- <sub>5</sub> 5
- <sub>6</sub> 6
- <sub>7</sub> 7
- <sub>8</sub> 8
- <sub>9</sub> 9
- <sub>10</sub> 10 Extremely easy

### About Your Child and You

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

- <sub>1</sub> Excellent
- <sub>2</sub> Very good
- <sub>3</sub> Good
- <sub>4</sub> Fair
- <sub>5</sub> Poor

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

- <sub>1</sub> Excellent
- <sub>2</sub> Very good
- <sub>3</sub> Good
- <sub>4</sub> Fair
- <sub>5</sub> Poor

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

- <sub>1</sub> Yes
- <sub>2</sub> No → ***If No, Go to Question 63***

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

- <sub>1</sub> Yes
- <sub>2</sub> No → ***If No, Go to Question 63***

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

- <sub>1</sub> Yes
- <sub>2</sub> No

63. 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?

- <sub>1</sub> Yes
- <sub>2</sub> No → ***If No, Go to Question 66***

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

- <sub>1</sub> Yes
- <sub>2</sub> No → ***If No, Go to Question 66***

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

- <sub>1</sub> Yes
- <sub>2</sub> No

66. 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?

- <sub>1</sub> Yes
- <sub>2</sub> No → ***If No, Go to Question 69***

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

- <sub>1</sub> Yes
- <sub>2</sub> No → ***If No, Go to Question 69***

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

- <sub>1</sub> Yes
- <sub>2</sub> No

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

- <sub>1</sub> Yes
- <sub>2</sub> No → ***If No, Go to Question 72***

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

- <sub>1</sub> Yes
- <sub>2</sub> No → ***If No, Go to Question 72***

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

- <sub>1</sub> Yes
- <sub>2</sub> No

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

- <sub>1</sub> Yes
- <sub>2</sub> No → ***If No, Go to Question 74***

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

- <sub>1</sub> Yes  
<sub>2</sub> No

74. What is your child's age?

- <sub>00</sub> Less than 1 year old  
\_\_\_\_\_ YEARS OLD (*write in*)

75. Is your child male or female?

- <sub>1</sub> Male  
<sub>2</sub> Female

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

- <sub>1</sub> Yes, Hispanic or Latino  
<sub>2</sub> No, not Hispanic or Latino

77. What is your child's race? Mark one or more.

- <sub>a</sub> White  
<sub>b</sub> Black or African-American  
<sub>c</sub> Asian  
<sub>d</sub> Native Hawaiian or other Pacific Islander  
<sub>e</sub> American Indian or Alaska Native  
<sub>f</sub> Other

78. What is your age?

- <sub>0</sub> Under 18  
<sub>1</sub> 18 to 24  
<sub>2</sub> 25 to 34  
<sub>3</sub> 35 to 44  
<sub>4</sub> 45 to 54  
<sub>5</sub> 55 to 64  
<sub>6</sub> 65 to 74  
<sub>7</sub> 75 or older

79. Are you male or female?

- <sub>1</sub> Male  
<sub>2</sub> Female

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

- <sub>1</sub> 8th grade or less  
<sub>2</sub> Some high school, but did not graduate  
<sub>3</sub> High school graduate or GED  
<sub>4</sub> Some college or 2-year degree  
<sub>5</sub> 4-year college graduate  
<sub>6</sub> More than 4-year college degree

81. How are you related to the child?

- <sub>1</sub> Mother or father  
<sub>2</sub> Grandparent  
<sub>3</sub> Aunt or uncle  
<sub>4</sub> Older brother or sister  
<sub>5</sub> Other relative  
<sub>6</sub> Legal guardian  
<sub>7</sub> Someone else

82. Did someone help you complete this survey?

- <sub>1</sub> Yes → ***If Yes, Go to Question 83***  
<sub>2</sub> No → ***If No, Go to Question 83a***

83. How did that person help you? Mark one or more.

- <sub>a</sub> Read the questions to me  
<sub>b</sub> Wrote down the answers I gave  
<sub>c</sub> Answered the questions for me  
<sub>d</sub> Translated the questions into my language  
<sub>e</sub> Helped in some other way

## Kindergarten Readiness

83a. Is your child between the ages of 3 and 5 years old?

- <sub>1</sub> Yes → ***If Yes, Go to Question 83b***
- <sub>2</sub> No → ***Thank you. Please return the survey in the postage-paid envelope.***

83b. When he or she is paying attention, how often can this child follow instructions to complete a simple task?

- <sub>1</sub> All of the time
- <sub>2</sub> Most of the time
- <sub>3</sub> Some of the time
- <sub>4</sub> None of the time

83c. How often does this child play well with others?

- <sub>1</sub> All of the time
- <sub>2</sub> Most of the time
- <sub>3</sub> Some of the time
- <sub>4</sub> None of the time

83d. How often can this child calm down when excited or all wound up?

- <sub>1</sub> All of the time
- <sub>2</sub> Most of the time
- <sub>3</sub> Some of the time
- <sub>4</sub> None of the time

83e. How often does this child lose control of his or her temper when things do not go his or her way?

- <sub>1</sub> All of the time
- <sub>2</sub> Most of the time
- <sub>3</sub> Some of the time
- <sub>4</sub> None of the time

83f. In the past 6 months, were you ever asked to keep your child home from any child care or preschool because of their behavior (things like hitting, kicking, biting, tantrums or disobeying)?

- <sub>1</sub> This child did not attend childcare or preschool
- <sub>2</sub> No
- <sub>3</sub> Yes, I was told to pick up my child early on 1 or more days
- <sub>4</sub> Yes, I had to keep my child home for 1 full day or more
- <sub>5</sub> Yes permanently, I was told my child could no longer attend this childcare center or preschool

## Thank You

Please return the completed survey in the postage-paid envelope to:

Center for the Study of Services  
PO Box 10820  
Herndon, VA 20172

Please do not include any other correspondence.



## Instrucciones para el cuestionario

Conteste cada pregunta marcando el cuadrado que aparece a la izquierda de la respuesta que usted elija.

A veces hay que saltarse alguna pregunta del cuestionario. Cuando esto ocurra, verá una flecha con una nota que le indicará cuál es la siguiente pregunta a la que tiene que pasar. Por ejemplo:

- <sub>1</sub> Sí → **Si contestó "Sí", pase a la pregunta 1**  
<sub>2</sub> No

La información personal identificable no se hará pública y solo se dará a conocer de conformidad con las leyes y reglamentos federales.

Usted puede optar por responder a esta encuesta o no. Si decide no participar, esto no afectará los beneficios que obtenga. Usted notará un número en la portada de esta encuesta. Este número se utiliza SOLO para hacernos saber si usted ya envió su encuesta para que no tengamos que enviarle recordatorios.

Si quiere informarse más sobre este estudio, llame al 1-833-257-1377. Las personas con problemas de audición o del habla pueden llamar al 711 para usar el Servicio de Retransmisión de Telecomunicaciones (TRS).

Por favor conteste las preguntas para el niño cuyo nombre está anotado en el sobre. No las conteste para ningún otro niño.

1. Nuestros registros muestran que su niño está ahora con Oregon Health Plan. ¿Es correcta esta información?  
<sub>1</sub> Sí → **Si contestó "Sí", pase a la pregunta 3**  
<sub>2</sub> No
2. ¿Cómo se llama el plan de salud de su niño?  
(Por favor escriba en letra de molde)

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## La atención médica que recibió su niño en los últimos 6 meses

Estas preguntas son acerca de la atención médica que ha recibido su niño. No incluya la atención que recibió su niño cuando pasó la noche hospitalizado. No incluya las consultas de su niño con el dentista.

3. En los últimos 6 meses, ¿tuvo su niño una enfermedad, lesión o problema de salud para el cual necesitó atención inmediata en una clínica, en una sala de emergencia o en un consultorio médico?  
<sub>1</sub> Sí  
<sub>2</sub> No → **Si contestó "No", pase a la pregunta 5**

4. En los últimos 6 meses, cuando su niño necesitó atención inmediata, ¿con qué frecuencia atendieron a su niño tan pronto como él o ella lo necesitaba?

- <sub>1</sub> Nunca
- <sub>2</sub> A veces
- <sub>3</sub> La mayoría de las veces
- <sub>4</sub> Siempre

5. En los últimos 6 meses, ¿hizo alguna cita para un chequeo o una consulta regular para su niño en un consultorio médico o en una clínica?

- <sub>1</sub> Sí
- <sub>2</sub> No → ***Si contestó "No", pase a la pregunta 7***

6. En los últimos 6 meses, ¿con qué frecuencia consiguió una cita para un chequeo o una consulta regular para su niño en un consultorio médico o en una clínica tan pronto como su niño la necesitaba?

- <sub>1</sub> Nunca
- <sub>2</sub> A veces
- <sub>3</sub> La mayoría de las veces
- <sub>4</sub> Siempre

7. En los últimos 6 meses, sin contar las veces en que su niño fue a una sala de emergencia, ¿cuántas veces fue su niño a un consultorio médico o a una clínica para que lo atendieran?

- <sub>0</sub> Ninguna vez → ***Si contestó "Ninguna vez", pase a la pregunta 16***
- <sub>1</sub> 1 vez
- <sub>2</sub> 2
- <sub>3</sub> 3
- <sub>4</sub> 4
- <sub>5</sub> 5 a 9
- <sub>6</sub> 10 veces o más

8. En los últimos 6 meses, ¿hablaron usted y el doctor u otro profesional médico de su niño sobre cosas específicas que usted podría hacer para prevenir que su niño se enferme?

- <sub>1</sub> Sí
- <sub>2</sub> No

9. En los últimos 6 meses, ¿con qué frecuencia le contestaron sus preguntas los doctores u otros profesionales médicos de su niño?

- <sub>1</sub> Nunca
- <sub>2</sub> A veces
- <sub>3</sub> La mayoría de las veces
- <sub>4</sub> Siempre

10. En los últimos 6 meses, ¿hablaron usted y el doctor u otro profesional médico de su niño sobre comenzar o suspender una medicina recetada?

- <sub>1</sub> Sí
- <sub>2</sub> No → ***Si contestó "No", pase a la pregunta 14***

11. ¿Hablaron usted y un doctor u otro profesional médico sobre las razones por las que tal vez usted quiera que su niño tome una medicina?

- <sub>1</sub> Sí
- <sub>2</sub> No

12. ¿Hablaron usted y un doctor u otro profesional médico sobre las razones por las que tal vez usted no quiera que su niño tome una medicina?

- <sub>1</sub> Sí
- <sub>2</sub> No

13. Cuando hablaron de comenzar o suspender una medicina recetada para su niño, ¿le preguntó un doctor u otro profesional médico sobre lo que usted creía que sería lo mejor para su niño?

- <sub>1</sub> Sí
- <sub>2</sub> No

14. Usando un número del 0 al 10, el 0 siendo la peor atención médica posible y el 10 la mejor atención médica posible, ¿qué número usaría para calificar toda la atención médica que su niño ha recibido en los últimos 6 meses?

- <sub>0</sub> 0 La peor atención médica posible
- <sub>1</sub> 1
- <sub>2</sub> 2
- <sub>3</sub> 3
- <sub>4</sub> 4
- <sub>5</sub> 5
- <sub>6</sub> 6
- <sub>7</sub> 7
- <sub>8</sub> 8
- <sub>9</sub> 9
- <sub>10</sub> 10 La mejor atención médica posible

15. En los últimos 6 meses, ¿con qué frecuencia le fue fácil conseguir la atención, las pruebas o el tratamiento que su niño necesitaba?

- <sub>1</sub> Nunca
- <sub>2</sub> A veces
- <sub>3</sub> La mayoría de las veces
- <sub>4</sub> Siempre

16. ¿Está matriculado actualmente su niño en algún tipo de escuela o guardería/cuidado infantil?

- <sub>1</sub> Sí
- <sub>2</sub> No → ***Si contestó "No", pase a la pregunta 19***

17. En los últimos 6 meses, ¿necesitó que los doctores o los otros profesionales médicos de su niño se pusieran en contacto con una escuela o guardería acerca de la salud o la atención médica de su niño?

- <sub>1</sub> Sí
- <sub>2</sub> No → ***Si contestó "No", pase a la pregunta 19***

18. En los últimos 6 meses, ¿consiguió la ayuda de los doctores o los otros profesionales médicos de su niño que necesitaba para ponerse en contacto con la escuela o guardería de su niño?

- <sub>1</sub> Sí
- <sub>2</sub> No

## Servicios especializados

19. En el equipo o dispositivo médico especial se incluye un andador, silla de ruedas, nebulizador, tubos de alimentación o equipo de oxígeno. En los últimos 6 meses, ¿consiguió o intentó conseguir algún equipo o dispositivo médico especial para su niño?

- <sub>1</sub> Sí
- <sub>2</sub> No → ***Si contestó "No", pase a la pregunta 22***

20. En los últimos 6 meses, ¿con qué frecuencia fue fácil conseguir equipo o dispositivos médicos especiales para su niño?

- <sub>1</sub> Nunca
- <sub>2</sub> A veces
- <sub>3</sub> La mayoría de las veces
- <sub>4</sub> Siempre

21. ¿Alguien del plan de salud, del consultorio médico o clínica de su niño le ayudó a conseguir el equipo o dispositivos médicos especiales para su niño?

- <sub>1</sub> Sí
- <sub>2</sub> No

22. En los últimos 6 meses, ¿consiguió o intentó conseguir terapia especial para su niño tal como terapia física, ocupacional o del habla?

- <sub>1</sub> Sí
- <sub>2</sub> No → ***Si contestó "No", pase a la pregunta 25***

23. En los últimos 6 meses, ¿con qué frecuencia fue fácil conseguir esta terapia para su niño?

- <sub>1</sub> Nunca
- <sub>2</sub> A veces
- <sub>3</sub> La mayoría de las veces
- <sub>4</sub> Siempre

24. ¿Alguien del plan de salud, consultorio médico o clínica de su niño le ayudó a conseguir esta terapia para su niño?

- <sub>1</sub> Sí
- <sub>2</sub> No

25. En los últimos 6 meses, ¿consiguió o intentó conseguir tratamiento o consejería para su niño, para un problema emocional, de desarrollo o de comportamiento?

- <sub>1</sub> Sí
- <sub>2</sub> No → ***Si contestó "No", pase a la pregunta 28***

26. En los últimos 6 meses, ¿con qué frecuencia fue fácil conseguir este tratamiento o consejería para su niño?

- <sub>1</sub> Nunca
- <sub>2</sub> A veces
- <sub>3</sub> La mayoría de las veces
- <sub>4</sub> Siempre

27. ¿Alguien del plan de salud, consultorio médico o clínica de su niño le ayudó a conseguir este tratamiento o consejería para su niño?

- <sub>1</sub> Sí
- <sub>2</sub> No

28. En los últimos 6 meses, ¿recibió su niño atención de más de un tipo de profesional médico, o usó más de un tipo de servicio de salud?

- <sub>1</sub> Sí
- <sub>2</sub> No → ***Si contestó "No", pase a la pregunta 30***

29. En los últimos 6 meses, ¿alguien del plan de salud, consultorio médico o clínica de su niño le ayudó a coordinar la atención médica de su niño entre estos profesionales o servicios diferentes?

- <sub>1</sub> Sí
- <sub>2</sub> No

## El doctor personal de su niño

30. El doctor personal es aquel a quien su niño va si necesita un chequeo, tiene un problema de salud o si se enferma o lastima. ¿Tiene su niño un doctor personal?

- <sub>1</sub> Sí
- <sub>2</sub> No → ***Si contestó "No", pase a la pregunta 45***

31. En los últimos 6 meses, ¿cuántas veces fue su niño a ver a su doctor personal para recibir atención médica?

- <sub>0</sub> Ninguna vez → ***Si contestó "Ninguna vez", pase a la pregunta 41***

- <sub>1</sub> 1 vez
- <sub>2</sub> 2
- <sub>3</sub> 3
- <sub>4</sub> 4
- <sub>5</sub> 5 a 9
- <sub>6</sub> 10 veces o más

31a. En los últimos 6 meses, ¿con qué frecuencia se le hizo difícil hablar con el doctor personal de su niño o entenderlo porque hablaban idiomas diferentes?

- <sub>1</sub> Nunca
- <sub>2</sub> A veces
- <sub>3</sub> La mayoría de las veces
- <sub>4</sub> Siempre

32. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño le explicó las cosas sobre la salud de su niño de una manera fácil de entender?

- <sub>1</sub> Nunca
- <sub>2</sub> A veces
- <sub>3</sub> La mayoría de las veces
- <sub>4</sub> Siempre

33. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño le escuchó a usted con atención?

- <sub>1</sub> Nunca
- <sub>2</sub> A veces
- <sub>3</sub> La mayoría de las veces
- <sub>4</sub> Siempre

34. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño demostró respeto por lo que usted tenía que decir?

- <sub>1</sub> Nunca
- <sub>2</sub> A veces
- <sub>3</sub> La mayoría de las veces
- <sub>4</sub> Siempre

35. ¿Su niño puede hablar con los doctores sobre su atención médica?

- <sub>1</sub> Sí
- <sub>2</sub> No → ***Si contestó "No", pase a la pregunta 37***

36. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño le explicó las cosas a su niño de una manera fácil de entender?

- <sub>1</sub> Nunca
- <sub>2</sub> A veces
- <sub>3</sub> La mayoría de las veces
- <sub>4</sub> Siempre

37. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño pasó suficiente tiempo con su niño?

- <sub>1</sub> Nunca
- <sub>2</sub> A veces
- <sub>3</sub> La mayoría de las veces
- <sub>4</sub> Siempre

38. En los últimos 6 meses, ¿habló el doctor personal de su niño con usted sobre cómo su niño se estaba sintiendo, estaba creciendo o se estaba comportando?

- <sub>1</sub> Sí
- <sub>2</sub> No

39. En los últimos 6 meses, ¿atendió a su niño algún doctor u otro profesional médico además de su doctor personal?

- <sub>1</sub> Sí
- <sub>2</sub> No → ***Si contestó "No", pase a la pregunta 41***

40. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño parecía estar informado y al día acerca de la atención que su niño había recibido de estos doctores u otros profesionales médicos?

- <sub>1</sub> Nunca
- <sub>2</sub> A veces
- <sub>3</sub> La mayoría de las veces
- <sub>4</sub> Siempre

41. Usando un número del 0 al 10, el 0 siendo el peor doctor personal posible y el 10 el mejor doctor personal posible, ¿qué número usaría para calificar al doctor personal de su niño?

- <sub>0</sub> 0 El peor doctor personal posible
- <sub>1</sub> 1
- <sub>2</sub> 2
- <sub>3</sub> 3
- <sub>4</sub> 4
- <sub>5</sub> 5
- <sub>6</sub> 6
- <sub>7</sub> 7
- <sub>8</sub> 8
- <sub>9</sub> 9
- <sub>10</sub> 10 El mejor doctor personal posible

42. ¿Tiene su niño alguna condición médica, de comportamiento u otra condición de salud que ha durado por más de 3 meses?

- <sub>1</sub> Sí
- <sub>2</sub> No → ***Si contestó "No", pase a la pregunta 45***

43. ¿El doctor o enfermera personal de su niño entiende cómo estas condiciones médicas, de comportamiento u otras condiciones de salud afectan la vida cotidiana de su niño?

- <sub>1</sub> Sí
- <sub>2</sub> No

44. ¿El doctor o enfermera personal de su niño entiende cómo estas condiciones médicas, de comportamiento u otras condiciones de salud afectan la vida cotidiana de su familia?

- <sub>1</sub> Sí
- <sub>2</sub> No

## La atención médica que recibió de especialistas

Al contestar las siguientes preguntas no incluya las veces que su niño fue a ver al dentista ni la atención que recibió cuando pasó la noche hospitalizado.

45. Los especialistas son doctores que se especializan en un área de la medicina. Pueden ser cirujanos, doctores especialistas en el corazón, las alergias, la piel y otras áreas. En los últimos 6 meses, ¿hizo alguna cita para su niño con un especialista?

- <sub>1</sub> Sí
- <sub>2</sub> No → ***Si contestó "No", pase a la pregunta 49***

46. En los últimos 6 meses, ¿con qué frecuencia consiguió una cita con un especialista para su niño tan pronto como él o ella la necesitaba?

- <sub>1</sub> Nunca
- <sub>2</sub> A veces
- <sub>3</sub> La mayoría de las veces
- <sub>4</sub> Siempre

47. ¿Cuántos especialistas ha visto su niño en los últimos 6 meses?

- <sub>0</sub> Ninguno → ***Si contestó "Ninguno", pase a la pregunta 49***
- <sub>1</sub> 1 especialista
- <sub>2</sub> 2
- <sub>3</sub> 3
- <sub>4</sub> 4
- <sub>5</sub> 5 especialistas o más

48. Queremos saber cómo califica al especialista al que su niño fue con más frecuencia en los últimos 6 meses. Usando un número del 0 al 10, el 0 siendo el peor especialista posible y el 10 el mejor especialista posible, ¿qué número usaría para calificar a ese especialista?

- <sub>0</sub> 0 El peor especialista posible
- <sub>1</sub> 1
- <sub>2</sub> 2
- <sub>3</sub> 3
- <sub>4</sub> 4
- <sub>5</sub> 5
- <sub>6</sub> 6
- <sub>7</sub> 7
- <sub>8</sub> 8
- <sub>9</sub> 9
- <sub>10</sub> 10 El mejor especialista posible

### El plan de salud de su niño

Las siguientes preguntas se refieren a su experiencia con el plan de salud de su niño.

49. En los últimos 6 meses, ¿recibió información o ayuda de parte del servicio al cliente del plan de salud de su niño?

- <sub>1</sub> Sí
- <sub>2</sub> No → ***Si contestó "No", pase a la pregunta 52***

50. En los últimos 6 meses, ¿con qué frecuencia el servicio al cliente del plan de salud de su niño le dio la información o ayuda que usted necesitaba?

- <sub>1</sub> Nunca
- <sub>2</sub> A veces
- <sub>3</sub> La mayoría de las veces
- <sub>4</sub> Siempre

51. En los últimos 6 meses, ¿con qué frecuencia el personal de servicio al cliente del plan de salud de su niño le trató con cortesía y respeto?

- <sub>1</sub> Nunca
- <sub>2</sub> A veces
- <sub>3</sub> La mayoría de las veces
- <sub>4</sub> Siempre

52. En los últimos 6 meses, ¿le dio el plan de salud de su niño algún formulario para llenar?

- <sub>1</sub> Sí
- <sub>2</sub> No → ***Si contestó "No", pase a la pregunta 54***

53. En los últimos 6 meses, ¿con qué frecuencia fueron fáciles de llenar los formularios del plan de salud de su niño?

- <sub>1</sub> Nunca
- <sub>2</sub> A veces
- <sub>3</sub> La mayoría de las veces
- <sub>4</sub> Siempre

54. Usando un número del 0 al 10, el 0 siendo el peor plan de salud posible y el 10 el mejor plan de salud posible, ¿qué número usaría para calificar al plan de salud de su niño?

- <sub>0</sub> 0 El peor plan de salud posible
- <sub>1</sub> 1
- <sub>2</sub> 2
- <sub>3</sub> 3
- <sub>4</sub> 4
- <sub>5</sub> 5
- <sub>6</sub> 6
- <sub>7</sub> 7
- <sub>8</sub> 8
- <sub>9</sub> 9
- <sub>10</sub> 10 El mejor plan de salud posible

## Medicinas recetadas

55. En los últimos 6 meses, ¿consiguió alguna medicina recetada o renovó una receta para una medicina recetada para su niño?
- <sub>1</sub> Sí  
<sub>2</sub> No → ***Si contestó “No”, pase a la pregunta 57a***
56. En los últimos 6 meses, ¿con qué frecuencia fue fácil conseguir medicinas recetadas para su niño a través de su plan de salud?
- <sub>1</sub> Nunca  
<sub>2</sub> A veces  
<sub>3</sub> La mayoría de las veces  
<sub>4</sub> Siempre
57. ¿Alguien del plan de salud, consultorio médico o clínica de su niño le ayudó a conseguir las medicinas recetadas para su niño?
- <sub>1</sub> Sí  
<sub>2</sub> No

## Acceso a atención dental

- 57a. Un dentista regular es a quien su niño va a ver para un chequeo y limpieza o cuando tiene una carie o un dolor de diente. ¿Su niño tiene un dentista regular?
- <sub>1</sub> Sí  
<sub>2</sub> No
- 57b. En los últimos 6 meses, ¿fue su niño al consultorio de un dentista o a una clínica dental para recibir atención?
- <sub>1</sub> Sí  
<sub>2</sub> No → ***Si contestó “No”, pase a la pregunta 57d***

57c. En los últimos 6 meses, ¿con qué frecuencia el personal dental o el dentista le explicaron lo que le hacían mientras trataron a su niño?

- <sub>1</sub> Nunca  
<sub>2</sub> A veces  
<sub>3</sub> La mayoría de las veces  
<sub>4</sub> Siempre

57d. En los últimos 6 meses, si su niño necesitó ver a un dentista de inmediato por una emergencia dental, ¿con qué frecuencia él o ella pudo ver a un dentista tan pronto como usted quería?

- <sub>1</sub> Nunca  
<sub>2</sub> A veces  
<sub>3</sub> La mayoría de las veces  
<sub>4</sub> Siempre  
<sub>5</sub> Mi niño no tuvo una emergencia dental en los últimos 6 meses

57e. Usando un número del 0 al 10, el 0 siendo extremadamente difícil y el 10 extremadamente fácil, ¿qué número usaría para calificar cuán fácil le fue encontrar un dentista para su niño?

- <sub>0</sub> 0 Extremadamente difícil  
<sub>1</sub> 1  
<sub>2</sub> 2  
<sub>3</sub> 3  
<sub>4</sub> 4  
<sub>5</sub> 5  
<sub>6</sub> 6  
<sub>7</sub> 7  
<sub>8</sub> 8  
<sub>9</sub> 9  
<sub>10</sub> 10 Extremadamente fácil

## Acerca de usted y de su niño

58. En general, ¿cómo calificaría toda la salud de su niño?

- <sub>1</sub> Excelente
- <sub>2</sub> Muy buena
- <sub>3</sub> Buena
- <sub>4</sub> Regular
- <sub>5</sub> Mala

59. En general, ¿cómo calificaría toda la salud mental o emocional de su niño?

- <sub>1</sub> Excelente
- <sub>2</sub> Muy buena
- <sub>3</sub> Buena
- <sub>4</sub> Regular
- <sub>5</sub> Mala

60. ¿Actualmente necesita o usa su niño una medicina recetada por un doctor (aparte de vitaminas)?

- <sub>1</sub> Sí
- <sub>2</sub> No → ***Si contestó "No", pase a la pregunta 63***

61. ¿Es esto debido a alguna condición médica, de comportamiento u otra condición de salud?

- <sub>1</sub> Sí
- <sub>2</sub> No → ***Si contestó "No", pase a la pregunta 63***

62. ¿Es ésta una condición que ha durado o que se espera que dure por lo menos 12 meses?

- <sub>1</sub> Sí
- <sub>2</sub> No

63. ¿Necesita o usa su niño más servicios médicos, de salud mental o educativos de lo que es normal para la mayoría de los niños de la misma edad?

- <sub>1</sub> Sí
- <sub>2</sub> No → ***Si contestó "No", pase a la pregunta 66***

64. ¿Es esto debido a alguna condición médica, de comportamiento u otra condición de salud?

- <sub>1</sub> Sí
- <sub>2</sub> No → ***Si contestó "No", pase a la pregunta 66***

65. ¿Es ésta una condición que ha durado o que se espera que dure por lo menos 12 meses?

- <sub>1</sub> Sí
- <sub>2</sub> No

66. ¿Está su niño limitado o impedido de alguna manera en su habilidad de hacer lo que pueden hacer la mayoría de los niños de la misma edad?

- <sub>1</sub> Sí
- <sub>2</sub> No → ***Si contestó "No", pase a la pregunta 69***

67. ¿Es esto debido a alguna condición médica, de comportamiento u otra condición de salud?

- <sub>1</sub> Sí
- <sub>2</sub> No → ***Si contestó "No", pase a la pregunta 69***

68. ¿Es ésta una condición que ha durado o que se espera que dure por lo menos 12 meses?

- <sub>1</sub> Sí
- <sub>2</sub> No

69. ¿Necesita o recibe su niño terapia especial, tal como terapia física, ocupacional o del habla?

- <sub>1</sub> Sí  
<sub>2</sub> No → ***Si contestó "No", pase a la pregunta 72***

70. ¿Es esto debido a alguna condición médica, de comportamiento u otra condición de salud?

- <sub>1</sub> Sí  
<sub>2</sub> No → ***Si contestó "No", pase a la pregunta 72***

71. ¿Es ésta una condición que ha durado o que se espera que dure por lo menos 12 meses?

- <sub>1</sub> Sí  
<sub>2</sub> No

72. ¿Tiene su niño algún problema emocional, de desarrollo o de comportamiento, para el cual necesita o recibe tratamiento o consejería?

- <sub>1</sub> Sí  
<sub>2</sub> No → ***Si contestó "No", pase a la pregunta 74***

73. ¿Ha durado este problema o se espera que dure por lo menos 12 meses?

- <sub>1</sub> Sí  
<sub>2</sub> No

74. ¿Qué edad tiene su niño?

- <sub>00</sub> Menos de un año  
\_\_\_\_\_ AÑOS (*escriba la respuesta*)

75. ¿Es su niño de sexo masculino o femenino?

- <sub>1</sub> Masculino  
<sub>2</sub> Femenino

76. ¿Es su niño de origen o ascendencia hispana o latina?

- <sub>1</sub> Sí, hispano o latino  
<sub>2</sub> No, ni hispano ni latino

77. ¿A qué raza pertenece su niño? Por favor marque una o más.

- <sub>a</sub> Blanca  
<sub>b</sub> Negra o afroamericana  
<sub>c</sub> Asiática  
<sub>d</sub> Nativo de Hawái o de otras islas del Pacífico  
<sub>e</sub> Indígena americano o nativo de Alaska  
<sub>f</sub> Otra

78. ¿Qué edad tiene usted?

- <sub>0</sub> Menos de 18 años  
<sub>1</sub> 18 a 24  
<sub>2</sub> 25 a 34  
<sub>3</sub> 35 a 44  
<sub>4</sub> 45 a 54  
<sub>5</sub> 55 a 64  
<sub>6</sub> 65 a 74  
<sub>7</sub> 75 años o más

79. ¿Es usted hombre o mujer?

- <sub>1</sub> Hombre  
<sub>2</sub> Mujer

80. ¿Cuál es el grado o nivel escolar más alto que usted ha completado?

- <sub>1</sub> 8 años de escuela o menos  
<sub>2</sub> 9 a 12 años de escuela, pero sin graduarse  
<sub>3</sub> Graduado de la escuela secundaria (*high school*), Diploma de escuela secundaria, preparatoria o su equivalente (o GED)  
<sub>4</sub> Algunos cursos universitarios o un título universitario de un programa de 2 años  
<sub>5</sub> Título universitario de 4 años  
<sub>6</sub> Título universitario de más de 4 años

81. ¿Qué relación tiene con el niño?

- <sub>1</sub> Madre o padre
- <sub>2</sub> Abuelo o abuela
- <sub>3</sub> Tía o tío
- <sub>4</sub> Hermano o hermana mayor
- <sub>5</sub> Otro familiar
- <sub>6</sub> Tutor legal del niño
- <sub>7</sub> Otra persona

82. ¿Le ayudó alguien a completar esta encuesta?

- <sub>1</sub> Sí → ***Si contestó "Sí", pase a la pregunta 83***
- <sub>2</sub> No → ***Si contestó "No", pase a la pregunta 83a***

83. ¿Cómo le ayudó a usted esta persona? Marque una o más.

- <sub>a</sub> Me leyó las preguntas
- <sub>b</sub> Anotó las respuestas que le di
- <sub>c</sub> Contestó las preguntas por mí
- <sub>d</sub> Tradujo las preguntas a mi idioma
- <sub>e</sub> Me ayudó de otra forma

## Preparación para el kindergarten

83a. ¿Su niño tiene entre 3 y 5 años de edad?

- <sub>1</sub> Sí → ***Si contestó "Sí", pase a la pregunta 83b***
- <sub>2</sub> No → ***Gracias. Por favor, devuelva esta encuesta en el sobre con el porte o franqueo pagado.***

83b. Cuando el niño está prestando atención, ¿con qué frecuencia puede seguir instrucciones para completar una tarea simple?

- <sub>1</sub> Siempre
- <sub>2</sub> Casi siempre
- <sub>3</sub> Algunas veces
- <sub>4</sub> Nunca

83c. ¿Con qué frecuencia el niño juega bien con los demás?

- <sub>1</sub> Siempre
- <sub>2</sub> Casi siempre
- <sub>3</sub> Algunas veces
- <sub>4</sub> Nunca

83d. ¿Con qué frecuencia puede calmarse el niño cuando está excitado?

- <sub>1</sub> Siempre
- <sub>2</sub> Casi siempre
- <sub>3</sub> Algunas veces
- <sub>4</sub> Nunca

83e. ¿Con qué frecuencia pierde el niño el control de su temperamento cuando las cosas no salen a su manera?

- <sub>1</sub> Siempre
- <sub>2</sub> Casi siempre
- <sub>3</sub> Algunas veces
- <sub>4</sub> Nunca

83f. En los últimos 6 meses, ¿alguna vez le pidieron que el niño se quedara en casa y no fuera a la guardería o preescolar debido a su comportamiento (por golpear, patear, morder, hacer rabietas o desobedecer)?

- <sub>1</sub> El niño no asistió a la guardería ni al preescolar
- <sub>2</sub> No
- <sub>3</sub> Sí, me dijeron que recogiera al niño temprano 1 o más días
- <sub>4</sub> Sí, tuve que mantener al niño en casa por 1 día completo o más
- <sub>5</sub> Sí, me dijeron que el niño ya no podría asistir a la guardería preescolar

## Gracias

Por favor devuelva esta encuesta en el sobre con el porte o franqueo pagado a:

Center for the Study of Services  
PO Box 10820  
Herndon, VA 20172

Por favor no incluya cualquier otra correspondencia.

## CALCULATION GUIDELINES FOR GLOBAL PROPORTIONS

NCQA's *HEDIS 2019, Volume 3: Specifications for Survey Measures* contains detailed guidelines for calculation of survey results. These guidelines include:

- Criteria for including a survey in the results calculation. A questionnaire must have the final disposition code of *Complete and Valid Survey* to be included in the calculation of plan-level scores.
- Rules for handling appropriately answered questions (i.e., questions that comply with survey skip-pattern instructions).
- Rules for handling inappropriately answered questions (e.g., unanswered questions, multiple-mark questions, questions that should have been skipped, and questions within a skip pattern of an inappropriately answered or skipped gate item).
- Rules for calculating denominators for questions and composites. The denominator for a question is equal to the total number of responses to that question. The denominator for a composite is the average number of responses across all questions in the composite.
- Rules for calculating rolling average composites and question summary rates. *For OHA analysis, rolling average measures were calculated using single year rates.*
- Rules for handling changes in submission entity (i.e., if a health plan changes how it reports CAHPS results from one year to the next.)

### COMPOSITE GLOBAL PROPORTIONS

Global Proportions are *average* proportions of respondents who gave the plan a favorable rating on each question in a composite. There are three steps needed to calculate the composite global proportion:

#### **Step 1**

For each question in a composite, count the number of members who selected a favorable response option:

- For all composite questions except those in the *Shared Decision Making* composite, the favorable responses are Usually and Always.
- For the *Shared Decision Making* questions, the favorable response is Yes.

**Step 2**

For each question, determine the proportion of respondents rating favorably (i.e., *Usually/Always* or *Yes*).

**Step 3**

Calculate the average proportion rating favorably across all the questions in the composite. These are the composite global proportions. Note: each question in a composite is weighted equally, regardless of how many members respond.

Using the example above, here is an illustration of the step-by-step calculation of the *Getting Care Quickly* composite global proportion. Missing responses are not included in the denominator.

Response option	Q4	Q6	Global Proportion
<i>Never or Sometimes</i>	$1 / 5 = 0.20$	$1 / 4 = 0.25$	$(0.20 + 0.25) / 2 = 0.2250$
<i>Usually</i>	$2 / 5 = 0.40$	$1 / 4 = 0.25$	$(0.40 + 0.25) / 2 = 0.3250$
<i>Always</i>	$2 / 5 = 0.40$	$2 / 4 = 0.50$	$(0.40 + 0.50) / 2 = 0.4500$
<i>Always or Usually</i>	$4 / 5 = 0.80$	$3 / 4 = 0.75$	$(0.80 + 0.75) / 2 = 0.7750$

Therefore, 80.00 percent and 75.00 percent of members respectively provided favorable responses to the *Getting Care Quickly* questions Q4 and Q6. Averaging these two proportions yields the global proportion score of 77.50 percent for the *Getting Care Quickly* composite.

## GLOSSARY OF TERMS

Attributes	Areas of health plan performance and member experience assessed with the CAHPS survey
Benchmark	A reference score (e.g., the State Oregon Health Plan, the highest or lowest performing CCO, or the CCO's own prior-year rate) against which performance on the measure is assessed. See <i>Comparisons to Benchmarks and Prior-Year Results</i> .
CAHPS 5.0H Surveys	Consumer Assessment of Healthcare Providers and Systems (CAHPS) is a series of surveys designed to collect consumer feedback on their health care experiences. The CAHPS 5.0H Health Plan Survey asks members to report on their experiences with access to appointments and care through their health plan, communication with doctors available through the plan, and customer service. The Commercial plan version asks about member experiences in the previous 12 months, whereas the Medicaid version refers to the previous six (6) months. The Medicaid version is available for adults and children; the Commercial version is for adults only. The Adult survey is intended for respondents who are 18 and older; the Child survey asks parents or guardians about the experiences of children 17 and younger. Health plans report survey results as part of HEDIS data collection. NCQA uses survey results in health plan performance reports, to inform accreditation decisions, and to create national benchmarks for care. Health plans might also collect CAHPS survey data for internal quality improvement purposes.
Composite Measures	Composite measures combine results from related survey questions into a single score to summarize health plan performance in a specific area of care or service. The set of applicable composites varies slightly by survey version. See <i>Experience of Care Measures</i> .
Confidence Level	A confidence level is associated with tests of statistical significance of observed differences in survey scores. It is expressed as a percentage and represents how often the observed difference (e.g., between the plan's current-year rate and the relevant benchmark rate) is real and not simply due to chance. A 95% confidence level associated with a statistical test means that if repeated samples were surveyed, in 95 out of 100 samples the observed measure score would be truly different from the comparison score.
Correlation	A degree of association between two variables, or attributes, typically measured by the <i>Pearson correlation coefficient</i> . The coefficient value of 1 indicates a strong positive relationship; -1 indicates a strong negative relationship; zero indicates no relationship at all.
Denominator ( <i>n</i> , or Usable Responses)	Number of valid (appropriately answered) responses available to calculate a measure result. Examples of inappropriately answered questions include ambiguously marked answers, multiple marks when a single answer choice is expected, and responses that violate survey skip patterns. The denominator for an individual question is the total number of valid responses to that question. The denominator for a composite is the average number of responses across all questions in the composite. If the denominator is less than 30 responses, a measure result of "Low n" was assigned.

Disposition	The final status given to a member record in the survey sample at the end of the study (e.g., completed survey, refusal, non-response, etc.) See <i>Member Dispositions and Response Rate</i> .
Effectiveness of Care	Effectiveness of Care measures are relevant to Adult surveys only and include <i>Flu Vaccinations for Adults Ages 18–64 (FVA)</i> and <i>Medical Assistance with Smoking and Tobacco Use Cessation (MSC)</i> .
Eligible Population	Members who are eligible to participate in the survey based on the following criteria: <ul style="list-style-type: none"> <li>- Current enrollment (as of the date the sample frame is generated). Some members may no longer be enrolled by the time they complete the survey. They become ineligible and will be excluded from survey results based on their responses to the first two questions on the survey, which confirm membership.</li> <li>- Continuous enrollment (six months for Medicaid, with no more than one enrollment break of 45 days or less);</li> <li>- Member age (18 years old or older for the Adult survey and 17 years old or younger for the Child survey as of November 30 of the measurement year);</li> <li>- Primary coverage (through Medicaid or a commercial product line for Medicaid and Commercial surveys, respectively).</li> </ul>
Global proportions	Applies to composite measures. The proportion of respondents selecting the favorable response(s) (e.g., <i>Always</i> or <i>Usually</i> ) averaged across the questions that make up the composite. See <i>Question Summary Rates and Composite Global Proportions</i> .
HEDIS	The Healthcare Effectiveness Data and Information Set (HEDIS) is a set of performance measures in the managed care industry, developed and maintained by NCQA. HEDIS was designed to allow consumers to compare health plan performance to other plans and to national or regional benchmarks as well as to track year-to-year performance. HEDIS is one component of NCQA's accreditation process, although some plans submit HEDIS data without seeking accreditation. CAHPS measures are a subset of HEDIS.
Key Drivers and Priorities for Improvement	Key Drivers are plan attributes that have been shown to be closely related to members' overall assessment of the plan. Performance on these attributes predicts how the plan is rated overall and, viewed from the industry perspective, helps to distinguish high-rated plans from poorly rated plans. Specific priorities for improvement for <i>your organization</i> are identified based on how it is currently performing on the key driver attributes compared to industry best practices.
NCQA	The National Committee for Quality Assurance (NCQA) is an independent non-profit organization that works to improve health care quality through the administration of evidence-based standards, measures, programs, and accreditation. NCQA manages voluntary accreditation programs for individual physicians, health plans, and medical groups. Health plans seek accreditation and measure performance through the administration and submission of the Healthcare Effectiveness Data and Information Set (HEDIS) and Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey.

Question Summary Rate	Question Summary Rates (QSRs) express the proportion of respondents selecting the response option(s) of interest (typically representing the most favorable outcome(s) from a given question on the survey). Many survey items use a <i>Never, Sometimes, Usually, or Always</i> response scale, with <i>Always</i> being the most favorable outcome. Results are typically reported as the proportion of members selecting <i>Usually</i> or <i>Always</i> . See <i>Question Summary Rates and Composite Global Proportions</i> .
Response Rate	<p>Survey response rate is calculated using the following formula:</p> $\text{Response Rate} = \frac{\text{Complete and Eligible Surveys}}{[\text{Complete and Eligible} + \text{Incomplete (but Eligible)} + \text{Refusal} + \text{Nonresponse after maximum attempts} + \text{Added to Do Not Call (DNC) List}]}$
Sample size	OHA’s methodology used a sample size of 1,000 for Adult Medicaid samples, 800 for Child Medicaid samples, and 450 for Child Medicaid with Chronic Conditions samples.
Statistically Significant Difference	When survey results are calculated based on sample data and compared to a benchmark score (e.g., State Oregon Health Plan, the highest or lowest performing CCO, or the CCO’s own prior-year rate), the question is whether the observed difference is real or due to chance. A difference is said to be statistically significant at a given confidence level (e.g., 95%) if it has a 95% chance of being true.
Trending	Comparison of survey results over time
Usable Responses ( <i>n</i> )	See <i>Denominator</i>
Valid Response	Any acceptable (falling within a pre-defined set) response to a survey question that follows the NCQA skip pattern rules and data cleaning guidelines.