



**Oregon Health Plan Report of Results for  
Jackson Care Connect (Child Population)  
2021 CAHPS® 5.1H 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. Parents or caretakers of surveyed members are asked to rate various aspects of the health plan based on their experience with the plan during the previous 6 months.

## WHAT'S NEW IN 2021

### 2021 SURVEY FIELDING UPDATES

#### SURVEY INSTRUMENTS

In response to significant changes in consumer behavior during the past year and the accompanying shift in care delivery toward telemedicine, NCQA updated the CAHPS Health Plan Survey to version 5.1H. Several questions were reworded to include any care received “in person, by phone, or by video” during the past six months. References to “seeing a provider” or “visiting a doctor’s office or clinic” were removed or replaced with more inclusive language to reflect this expanded array of care settings. To date, NCQA has not issued trending guidelines for the revised questionnaires. OHA adopted these changes for the surveys administered to OHP members.

OHA also implemented additional survey items for the Adult Medicaid version of the survey instrument only to further understand the care experience with telemedicine and the impact of the COVID-19 pandemic.

The race/ethnicity survey items were also relocated to the end of both survey instrument versions and an additional survey item was introduced to identify a member’s primary racial or ethnic identity.

#### CHILDREN WITH CHRONIC CONDITIONS REPORTING

In order to align with NCQA reporting of CCC results, all children identified as having a chronic condition, as defined by the member’s responses to the CCC survey-based screening tool (i.e., Questions Q55 – Q68 in the child survey instrument). A child member is identified as having a chronic condition if all questions for at least one specific health consequence are answered “Yes.”

The general population data set and CCC population data set are not mutually exclusive groups. For example, if a child member is selected for the CAHPS child survey sample and is identified as having a chronic condition based on responses to the CCC survey-screening tool, the member is included in general population and CCC population results.

## IMPACT OF COVID-19 ON OHA REPORTING

Citing concerns about the impact of COVID-19 on CAHPS data collection and response rates, as well as the potential for response bias because members were asked to reflect on their health care experiences over the past year while simultaneously living through a pandemic, **NCQA issued a general recommendation against using the 2020 benchmarks for improvement scoring and year-over-year trending. In this context, your organization's 2021 survey results and any comparisons to prior-year performance benchmarks should be interpreted with caution.**

## UPDATES TO THE 2021 OHA CAHPS SURVEY RESULTS REPORT

CSS has made several updates to the 2021 CAHPS Results Reports:

- The *Member Profile and Analysis of Plan Ratings by Member Segment* section has been updated for revised primary race survey item.
- The *CSS Key Driver Model* has been updated using CSS's Book-of-Business data collected over the past two years.
- An updated *Health Plan Quality Improvement Resource Guide* is included.

## EXECUTIVE SUMMARY

CSS administered the Child Medicaid with CCC Measure version of the 2021 CAHPS Health Plan Survey for the Oregon Health Authority on behalf of Jackson Care Connect between January 7 and April 7, 2021.

The final survey sample for Jackson Care Connect included 1,525 members (950 from the general population and 575 from the CCC population). During the survey fielding period, 234 general population sample members completed the survey. After final survey eligibility criteria were applied, the resulting NCQA response rate was 24.84 percent.

This was the second survey administration cycle taking place during the COVID-19 pandemic. In response to significant changes in consumer behavior during the pandemic and the accompanying shift in care delivery toward telemedicine, NCQA expanded the CAHPS questionnaires to include any care received “in person, by phone, or by video.” While NCQA has not provided trending guidelines for the revised questionnaires, in June of 2020 NCQA recommended against using its 2020 CAHPS national benchmarks for improvement scoring and year-over-year trending<sup>1</sup>. **In this context, your organization’s 2021 survey results and any comparisons to prior-year performance benchmarks should be interpreted with caution.**

This Executive Summary focuses on key CAHPS performance metrics, including year-over-year changes in results and comparisons to relevant state Oregon Health Plan benchmarks. Also identified are top organizational priorities for quality improvement based on CSS’s *Key Driver Analysis*.

The measures highlighted in this section are limited to the general child Medicaid population only. CCC measure results are reported in the sections that follow. They are based on 128 completed surveys from both the general and supplemental CCC samples that met NCQA’s criteria for inclusion in the CCC measure set, based on survey responses.

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<sup>1</sup> For more information, see [www.ncqa.org/covid/](http://www.ncqa.org/covid/)

## RESULTS ON KEY SURVEY MEASURES

### STATISTICALLY SIGNIFICANT IMPROVEMENTS OR DECLINES COMPARED TO 2020

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 Benchmark	Reportable Rate BELOW Benchmark
2021 State OHP	
None	None

## 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 Jackson Care Connect 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 health plan provider network (highly-rated personal doctors)
2. Improving health plan provider network (highly-rated specialists)
3. Improving the ability of the health plan customer service to provide necessary information or help
4. Improving member access to care (ease of getting needed care, tests, or treatment)

All results reported in this section are based on the rates of members answering 8, 9 or 10 for the overall rating questions and *Usually* or *Always* for all other CAHPS measures.

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



## SURVEY RESULTS AT A GLANCE

An overview of summary measures is 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. 2021 JACKSON CARE CONNECT CHILD MEDICAID OHA CAHPS SURVEY: RESULTS AT A GLANCE

CAHPS 5.0H Survey Measures		Global Proportions and Question Summary Rates			Valid Responses			2021 State OHP
		2019	2020	2021	2019	2020	2021	
Overall Ratings (% 8, 9, or 10)	Q9. Rating of All Health Care	86.57%	87.94%	<b>90.00%</b>	216	257	<b>120</b>	85.96%
	Q36. Rating of Personal Doctor	91.37%	89.47%	<b>86.76%</b>	255	342	<b>204</b>	88.86%
	Q43. Rating of Specialist Seen Most Often	92.31%	83.61%	<b>81.82%</b>	52	61	<b>33</b>	84.75%
	Q49. Rating of Health Plan	86.62%	83.24%	<b>82.30%</b>	299	364	<b>226</b>	81.66%
Getting Needed Care (% Always or Usually)	<b>Getting Needed Care Composite</b>	84.48%	83.83%	<b>83.03%</b>	136	164	<b>79</b>	82.68%
	Q10. Easy to get needed care	92.59%	92.66%	<b>95.00%</b>	216	259	<b>120</b>	90.60%
	Q41. Easy to see specialists	76.36%	75.00%	<b>71.05%</b>	55	68	<b>38</b>	74.76%
Getting Care Quickly (% Always or Usually)	<b>Getting Care Quickly Composite</b>	91.76%	91.80%	<b>90.88%</b>	155	179	<b>79</b>	88.53%
	Q4. Got urgent care as soon as needed	94.74%	94.39%	<b>96.97%</b>	95	107	<b>33</b>	92.61%
	Q6. Got routine care as soon as needed	88.79%	89.20%	<b>84.80%</b>	214	250	<b>125</b>	84.44%
How Well Doctors Communicate* (% Always or Usually)	<b>How Well Doctors Communicate Composite</b>	96.23%	93.24%	<b>95.50%</b>	198	244	<b>128</b>	94.58%
	Q27. Doctor explained things	95.48%	93.88%	<b>97.66%</b>	199	245	<b>128</b>	94.14%
	Q28. Doctor listened carefully	99.49%	93.88%	<b>96.85%</b>	197	245	<b>127</b>	96.24%
	Q29. Doctor showed respect	98.48%	95.08%	<b>96.09%</b>	198	244	<b>128</b>	97.25%
Customer Service (% Always or Usually)	Q32. Doctor spent enough time	91.46%	90.12%	<b>91.41%</b>	199	243	<b>128</b>	90.68%
	<b>Customer Service Composite</b>	86.27%	92.20%	<b>89.39%</b>	84	77	<b>33</b>	87.83%
	Q45. Provided needed information/help	79.76%	85.71%	<b>81.82%</b>	84	77	<b>33</b>	82.11%
Children with Chronic Conditions Measures	Q46. Treated with courtesy/respect	92.77%	98.68%	<b>96.97%</b>	83	76	<b>33</b>	93.56%
	Q35. Coordination of Care (% Always or Usually)	87.21%	81.44%	<b>82.93%</b>	86	97	<b>41</b>	87.00%
	. Access to Prescription Medicines	97.22%	97.10%	<b>94.67%</b>	36	69	<b>75</b>	89.51%
Children with Chronic Conditions Measures	. Access to Specialized Services	62.40% (Low n)	76.45%	<b>66.56%</b>	16	31	<b>38</b>	68.21%
	. Getting Needed Information	89.13%	86.46%	<b>95.60%</b>	46	96	<b>91</b>	90.91%
	. Personal Doctor Who Knows Child	84.29%	83.51%	<b>86.02%</b>	41	71	<b>81</b>	89.62%
	. Coordination of Care for Children With Chronic Conditions	81.67% (Low n)	70.60% (Low n)	<b>65.74%</b>	20	28	<b>33</b>	75.90%

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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 2021 CAHPS report, prepared by CSS for Jackson Care Connect, are highlighted below.

- Except for the five measures designed for the population of children with chronic conditions (CCC), the results presented in this report pertain to the general Child Medicaid population only. CCC measure results are based on responses collected from both the general and supplemental CCC samples that met NCQA's criteria for inclusion in the CCC measure set.
- Survey results presented in this report were calculated following the NCQA guidelines published in *HEDIS 2021, 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 2021 Jackson Care Connect survey results are compared to the 2021 State OHP. The 2021 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 Jackson Care Connect performs significantly above or below the state Oregon Health Plan benchmarks. If prior-year survey results are available, any statistically significant improvements or declines on key survey measures are also noted. Top organizational priorities for quality improvement based on CSS's *Key Driver Analysis* are identified.
- *Summary of Survey Results* presents the 2021 Jackson Care Connect survey scores on key measures, including question summary rates, global proportions, and changes in rates and global proportion scores from the previous year (if applicable); and comparisons to relevant state 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 2021 Jackson Care Connect QSRs and global proportions are compared to the 2021 State OHP on all measures. Where available, a three-year trend in scores is also shown.
- *Member Profile and Analysis of Ratings by Member Segment* compares the 2021 Jackson Care Connect respondent profile to the relevant state Oregon Health Plan distribution(s) of demographic characteristics and utilization variables. Variation in *Rating of Health Plan* measure by member segment is examined.

- *Key Driver Analysis* identifies key member experience touch points that appear to drive the overall *Rating of Health Plan*. The *CSS Key Driver Model* quantifies the contribution of each key driver to the overall member assessment of the plan. The 2021 Jackson Care Connect results on each key driver are compared to the highest score among all the Child CCOs contributing to the 2021 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 Jackson Care Connect *Rating of Health Plan* score due to improved performance on the key driver measure. A separate section of the report provides some helpful resources for health plan quality improvement.
  
- The *Appendix* includes:
  - Score calculation guidelines and methodology
  
  - A glossary of terms
  
  - A copy of the survey instrument
  
  - Detailed cross-tabulations of survey responses for every survey question, with additional tables summarizing performance on key survey measures

## SURVEY METHODOLOGY

### SURVEY PROTOCOL AND TIMELINE

CSS administered the Child Medicaid with CCC Measure version of the 2021 CAHPS Health Plan Survey for the Oregon Health Authority on behalf of Jackson Care Connect 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 7;
- An initial questionnaire with cover letter, which was mailed on January 13;
- A replacement questionnaire with cover letter, which was mailed on February 11;
- 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 8; and
- Close of data collection on April 7, 2021.

### SURVEY MATERIALS

The survey instruments (both English and Spanish) used for Jackson Care Connect are provided in the Appendix. CSS designed the survey following instructions from OHA and the NCQA specifications detailed in *HEDIS 2021, Volume 3: Specifications for Survey Measures and Quality Assurance Plan for HEDIS 2021 Survey Measures*. The materials referred to Oregon Health Plan and included the Oregon Health Authority logo on all the mailing materials.

Each survey package included a postage-paid business reply envelope. Besides the core CAHPS questions, the survey included 26 additional questions added by OHA. These included questions on cultural competency, access to dental care, and REALD demographics. 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.

The website URL and a personal web ID was listed in the prenotification letter and second survey package cover letter to complete the survey online.

## SAMPLE SELECTION

CSS followed Oregon Health Authority's instructions to generate the survey sample for Jackson Care Connect. For the Child Medicaid with CCC Measure survey (general population), sample-eligible members were defined as plan members who were 17 years old or younger as of December 31, 2020; were currently enrolled; Sample-eligible members were defined as plan members who were 17 years old or younger as of November 30, 2020; 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. Eligibility for the Children with Chronic Conditions (CCC population) sample was determined using a pre-screen status code, which identified children likely to have a chronic condition based on claim and encounter records.

Prior to sampling, CSS carefully inspected the member file(s) and noted any errors or irregularities found (such as incomplete contact information 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 following the NCQA systematic sampling 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. Therefore, the final combined survey sample for Jackson Care Connect included 1,525 members (950 from the general population and 575 from the CCC population).

## DATA CAPTURE

Returned mail questionnaires 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 predefined degree of certainty. Responses from online questionnaires were stored on CSS internal servers.

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. CATI supervisors maintained quality control by monitoring the telephone interviews and response capture by interviewers in real time and auditing recorded interviews. At least 10 percent of the interviews were monitored by supervisors.

Due to the multiple outreach attempts, multiple survey responses could be received from the same sample member. In those cases, only one survey response (the most complete survey) was included in the final analysis dataset.

## MEMBER DISPOSITIONS AND RESPONSE RATE

During the survey fielding period, 234 general population sample members completed the survey. After final survey eligibility criteria were applied, the resulting NCQA response rate was 24.84 percent. Additional detail on sample member status at the end of data collection (dispositions) is provided in Exhibit 2.

EXHIBIT 2. 2021 JACKSON CARE CONNECT CHILD MEDICAID OHA CAHPS SURVEY: SAMPLE MEMBER DISPOSITIONS AND RESPONSE RATE

Disposition	Total		2021 State OHP
	Number	% Initial Sample	
<b>Initial Sample</b>	950	100.00%	---
<b>Disposition</b>			
Complete and Eligible - Mail	103	10.84%	11.60%
Complete and Eligible - Phone	108	11.37%	10.44%
Complete and Eligible - Internet	23	2.42%	1.95%
Complete and Eligible - Total	234	24.63%	23.98%
Does not meet Eligible Population criteria	8	0.84%	1.05%
Incomplete (but Eligible)	33	3.47%	2.70%
Ineligible	0	0.00%	0.22%
- Language barrier	0	0.00%	0.07%
- Mentally or physically incapacitated	0	0.00%	0.00%
- Deceased	0	0.00%	0.01%
Refusal	86	9.05%	6.75%
Nonresponse after maximum attempts	584	61.47%	65.04%
Added to Do Not Call (DNC) list	5	0.53%	0.41%
<b>Response Rate*</b>		<b>24.84%</b>	<b>24.25%</b>

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\*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

### PATIENT EXPERIENCE OF CARE MEASURES

#### GLOBAL RATINGS

CAHPS Health Plan Survey (version 5.1H) includes four global rating questions that utilize the scale of 0 to 10, representing the lowest and highest possible rating. Results are reported as the proportion of members selecting one of the top three ratings (8, 9, or 10).

- **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)

#### CAHPS COMPOSITES

NCQA calculates results for several CAHPS composite measures. CAHPS composites combine results from related survey questions into a single measure to summarize health plan performance in the areas listed below. The following composites are reported for the general child Medicaid population:

- **Getting Needed Care** combines two survey questions that address member access to care. Both questions use a *Never, Sometimes, Usually, or Always* response scale, with *Always* being the most favorable response. Results are based on the proportion of members answering the following questions as *Usually* or *Always*.
  - *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 check-up/routine care. The questions use a *Never, Sometimes, Usually, or Always* scale, with *Always* being the most favorable response. Results are based on the proportion of members selecting *Usually* or *Always* in response to the following questions:
  - *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, how often did you get an appointment for a check-up or routine care for your child as soon as your child needed?*
- **How Well Doctors Communicate** combines responses to four survey questions that address physician communication. The questions use a *Never, Sometimes, Usually, or Always* scale, with *Always* being the most favorable response. Results are reported as the proportion of members answering the following questions as *Usually* or *Always*:
  - *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. The questions 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* in response to the following questions:
  - *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?*
- **Coordination of Care** is based on a single survey question, which uses a *Never, Sometimes, Usually, or Always* scale (with *Always* being the most favorable response). Results are based on the proportion of members selecting *Usually* or *Always* in response to the question below:
  - *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?*



Additionally, NCQA calculates and reports the following measures for the CCC population:

- **Access to Specialized Services** combines responses to three survey questions addressing the child's access to special equipment or devices, therapies, treatments, or counseling. The questions use a *Never, Sometimes, Usually, or Always* scale, with *Always* being the most favorable response. Results are reported as the proportion of members answering the following questions as *Usually* or *Always*:
  - *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. The questions use a *Yes* or *No* scale. Results are reported as the proportion of members answering *Yes* to the following questions:
  - *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. The questions use a *Yes* or *No* scale. Results are reported as the proportion of members answering *Yes* to the following questions:
  - *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?*
- **Getting Needed Information** is based on a single survey question, which uses a *Never, Sometimes, Usually, or Always* scale (with *Always* being the most favorable response). Results are based on the proportion of members selecting *Usually* or *Always* in response to the question below:
  - *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** is based on a single survey question, which uses a *Never, Sometimes, Usually, or Always* scale (with *Always* being the most favorable response). Results are based on the proportion of members selecting *Usually* or *Always* in response to the question below:
  - *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** express the proportion of respondents selecting the desired response option(s) on a survey question. Examples include percent selecting *Usually* or *Always* or percent rating *9* or *10*.

**Composite Global Proportions** express the proportion of respondents selecting the desired response option(s) from a predefined set of two or more related questions on the survey. The proportions are calculated by first determining the relevant proportion on each survey question contributing to the composite and then averaging these proportions across all questions in the composite.

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 2021, Volume 3: Specifications for Survey Measures* or consult Appendix A.

### 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 2021 Jackson Care Connect results are compared to the 2021 State OHP as well as to the highest and lowest performing CCO. The 2021 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 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).

#### CHILDREN WITH CHRONIC CONDITION (CCC) MEASURE RESULTS

The results for the CCC population presented in this report are based on survey responses. A response was included in the CCC results if the child's parent or caretaker responded "Yes" to all of the screener questions for any one of the following summary measures:

- *Use of or Need of Prescription Medicines*
- *Above-Average Use or Need for Medical, Mental Health, or Education Services*
- *Functional Limitations Compared with Others of Same Age*
- *Use of or Need for Specialized Therapies*
- *Treatment or Counseling for Emotional or Developmental Problems*

All state Oregon Health Plan benchmarks reported for these measures are limited to the CCC population.

## SUMMARY OF SURVEY RESULTS

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

### EXHIBIT 3. 2021 JACKSON CARE CONNECT CHILD MEDICAID OHA CAHPS SURVEY: PATIENT EXPERIENCE MEASURES

CAHPS 5.0H Survey Measures*	2021 Rate	Difference** between 2021 Rate and...		
		2020 Rate	2019 Rate	2021 State OHP
<b>Ratings</b>				
Rating of Personal Doctor	86.76%	-2.71%	-4.61%	-2.09%
Rating of Specialist Seen Most Often	81.82%	-1.79%	-10.49%	-2.93%
Rating of All Health Care	90.00%	2.06%	3.43%	4.04%
Rating of Health Plan	82.30%	-0.94%	-4.32%	0.64%
<b>Composite Measures</b>				
Getting Needed Care	83.03%	-0.81%	-1.45%	0.35%
Getting Care Quickly	90.88%	-0.91%	-0.88%	2.36%
How Well Doctors Communicate	95.50%	2.26%	-0.73%	0.92%
Customer Service	89.39%	-2.81%	3.13%	1.56%
<b>Additional Content Areas</b>				
Coordination of Care	82.93%	1.48%	-4.28%	-4.07%
<b>Children with Chronic Conditions Measures</b>				
Access to Prescription Medicines	94.67%	-2.43%	-2.56%	5.15%
Access to Specialized Services	66.56%	-9.89%	4.16%	-1.65%
Getting Needed Information	95.60%	9.15% ▲	6.47%	4.70%
Personal Doctor Who Knows Child	86.02%	2.52%	1.74%	-3.60%
Coordination of Care for Children With Chronic Conditions	65.74%	-4.86%	-15.93%	-10.16%

7/3/20

\* Results were calculated following NCOA 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

Detailed charts are provided for CAHPS composite global proportions and question summary rates. Except for the five CCC measures, the results displayed are for the general member sample only. CCC measure results are based on responses collected from both the general and supplemental CCC samples that met NCQA's criteria for inclusion in the CCC measure set. The charts have the following features:

### TREND IN RESULTS

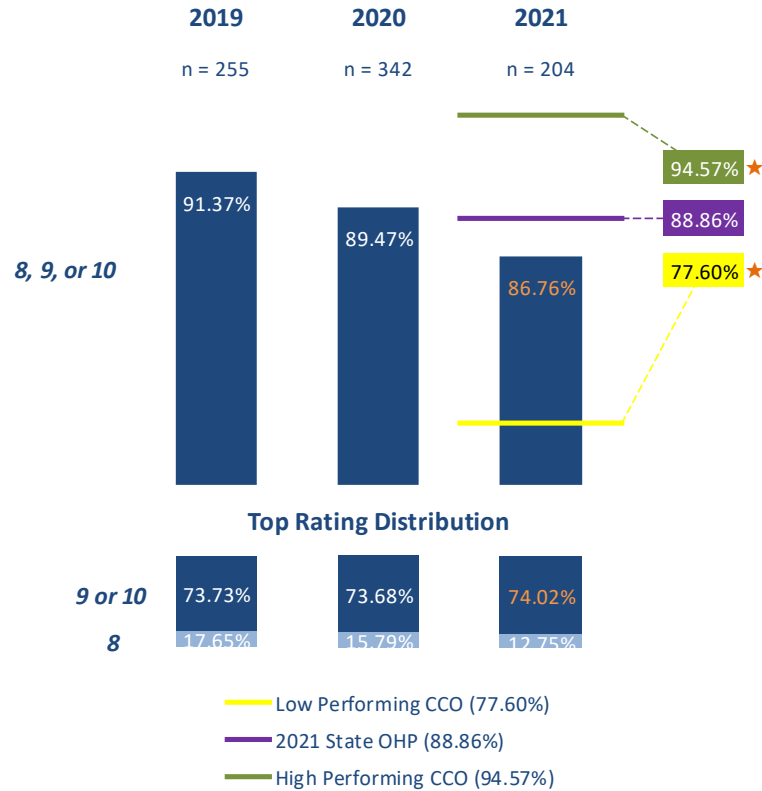
- Survey scores are trended over three consecutive years of data collection, if available. A result may not be available if the survey was not administered in a given year, if the measure is new, or if the measure is not deemed appropriate for trending. In such cases, "no data" appears in place of the 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 and each of the prior-year rates, if available. Differences in 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 2020 rate denotes a statistically significant difference between the 2021 and 2020 rates.

### COMPARISONS TO BENCHMARKS

- The horizontal lines displayed on the charts correspond to the 2021 State OHP as well as to the highest and lowest performing CCO. If the 2021 score is significantly different from any of these benchmark scores at the 95% confidence level, ★ appears next to the relevant score.

# Rating of Personal Doctor

Percent Responding 8, 9, or 10



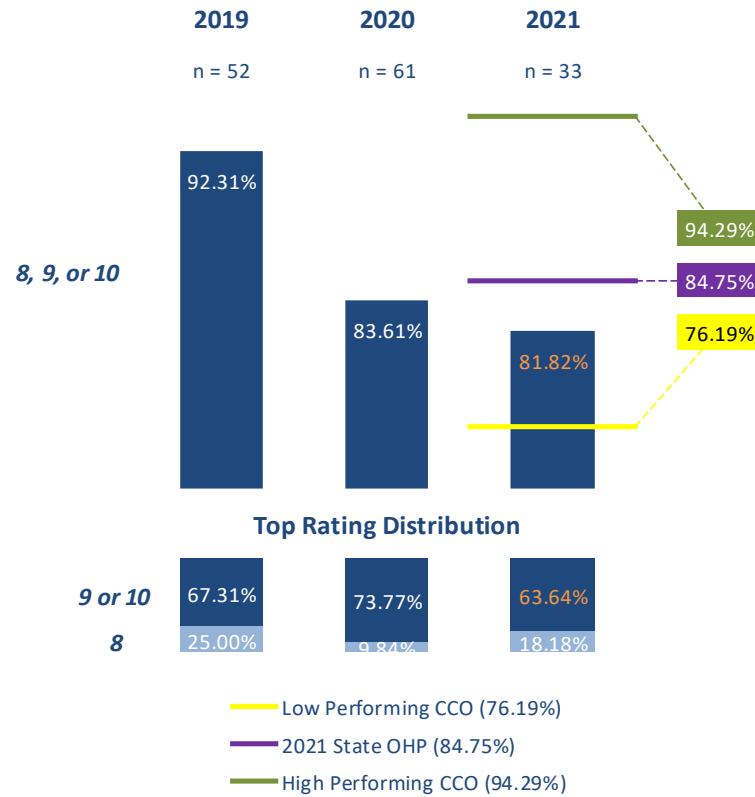
71370

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



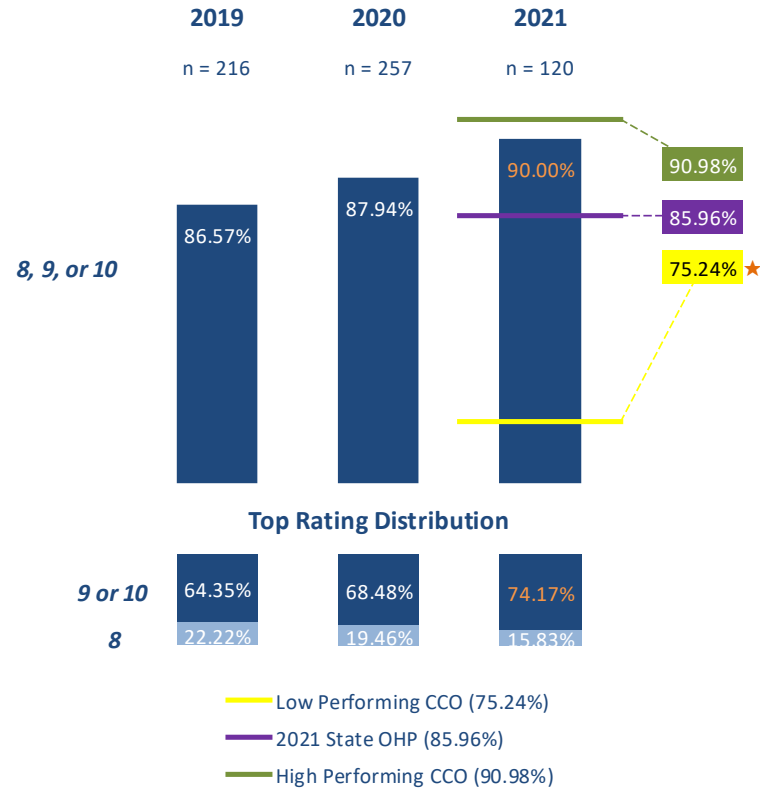
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Tests of statistical significance were conducted for the following reportable rates: (8 + 9 + 10) and (9 + 10). Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison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



71370

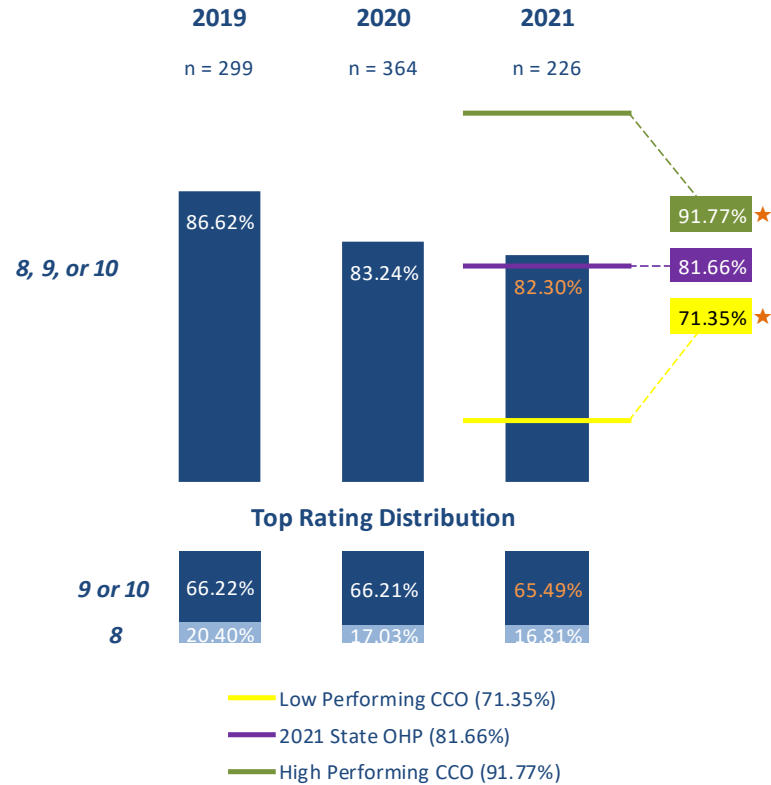
Tests of statistical significance were conducted for the following reportable rates: (8 + 9 + 10) and (9 + 10). Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked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



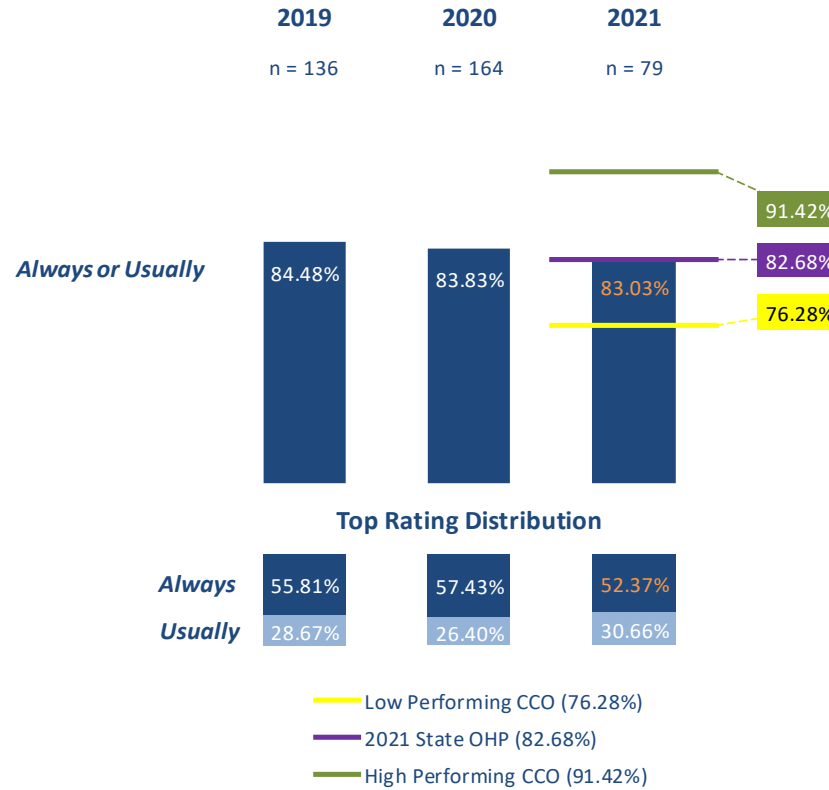
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Tests of statistical significance were conducted for the following reportable rates: (8 + 9 + 10) and (9 + 10). Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison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

# Getting Needed Care (Composite)

Percent Responding Always or Usually



71370

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

Q10. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?



Q41. In the last 6 months, how often did you get appointments for your child with a specialist as soon as he or she needed?



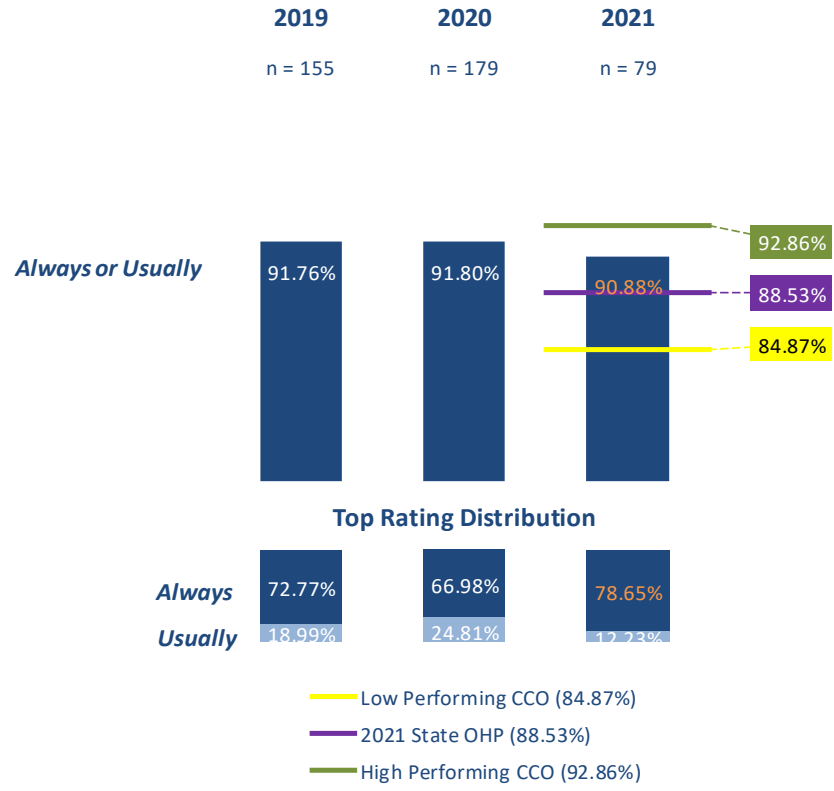
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Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's current-year rate and a comparison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

# Getting Care Quickly (Composite)

Percent Responding Always or Usually



71370

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, how often did you get an appointment for a check-up or routine care for your child as soon as your child needed?



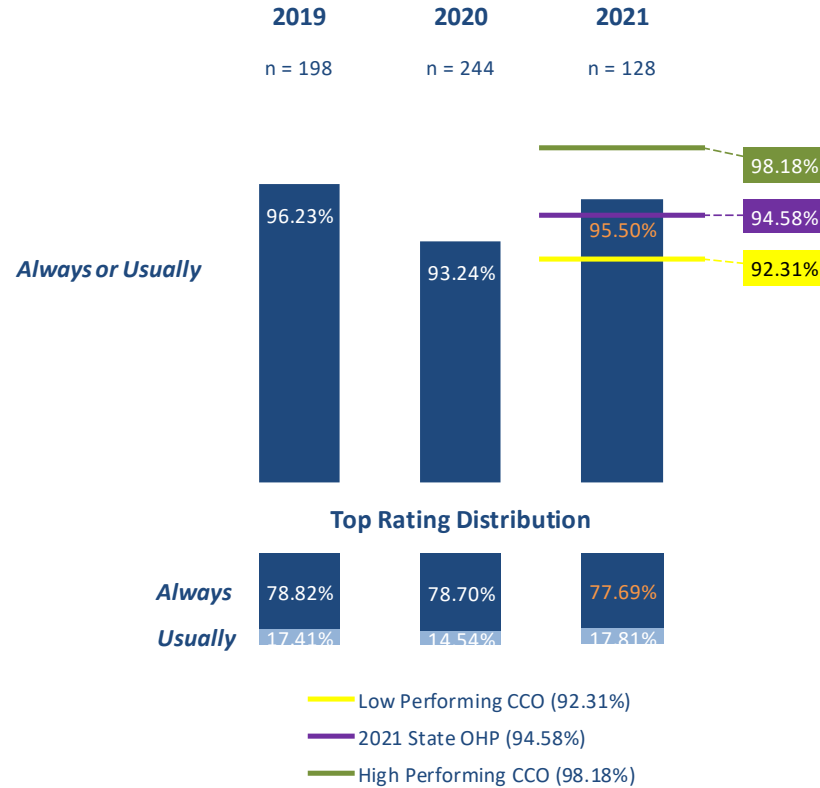
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Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison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

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 (Composite)

Percent Responding Always or Usually



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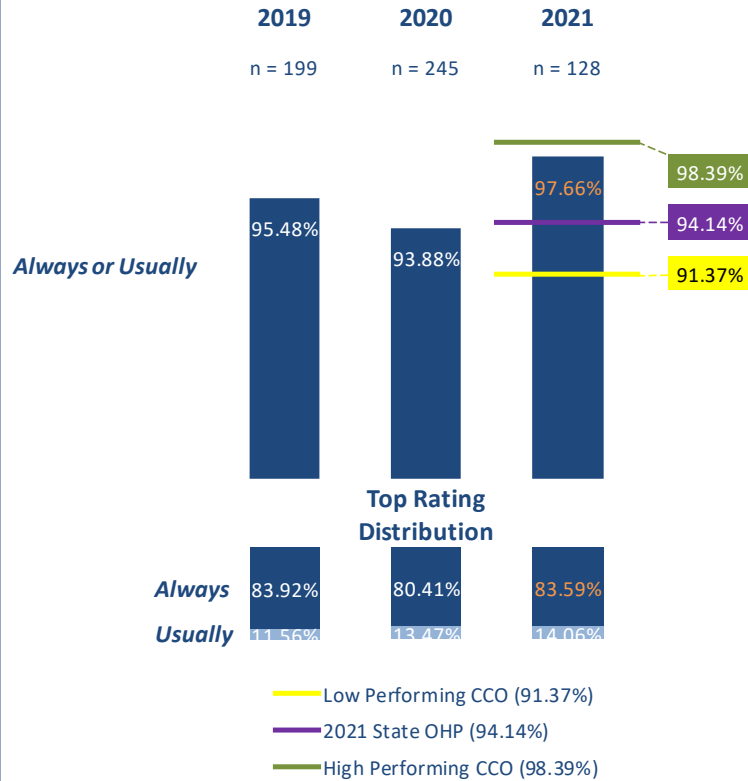
Tests of statistical significance were conducted for the following reportable rates: (*Always + Usually*) and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are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

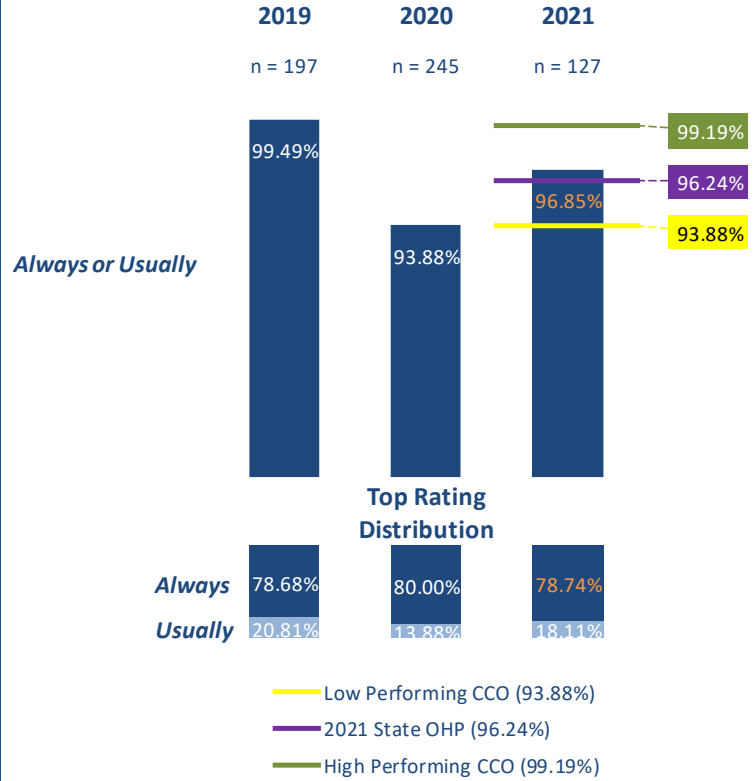
# How Well Doctors Communicate (Contributing Items)

Percent Responding Always or Usually

Q27. In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?



Q28. In the last 6 months, how often did your child's personal doctor listen carefully to you?



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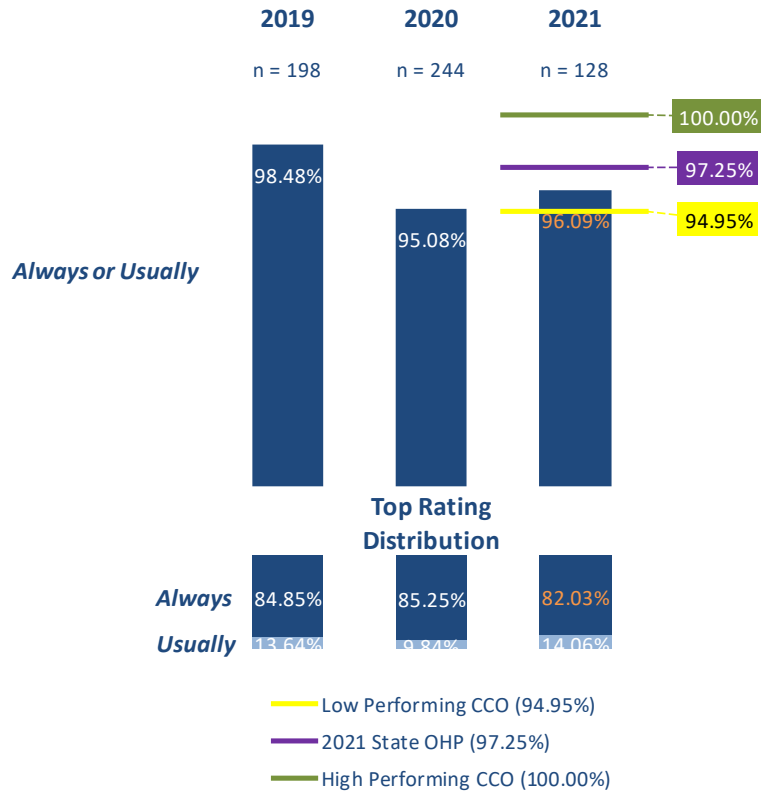
Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked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

# How Well Doctors Communicate (Contributing Items)

Percent Responding Always or Usually

Q29. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?



Q32. In the last 6 months, how often did your child's personal doctor spend enough time with your child?



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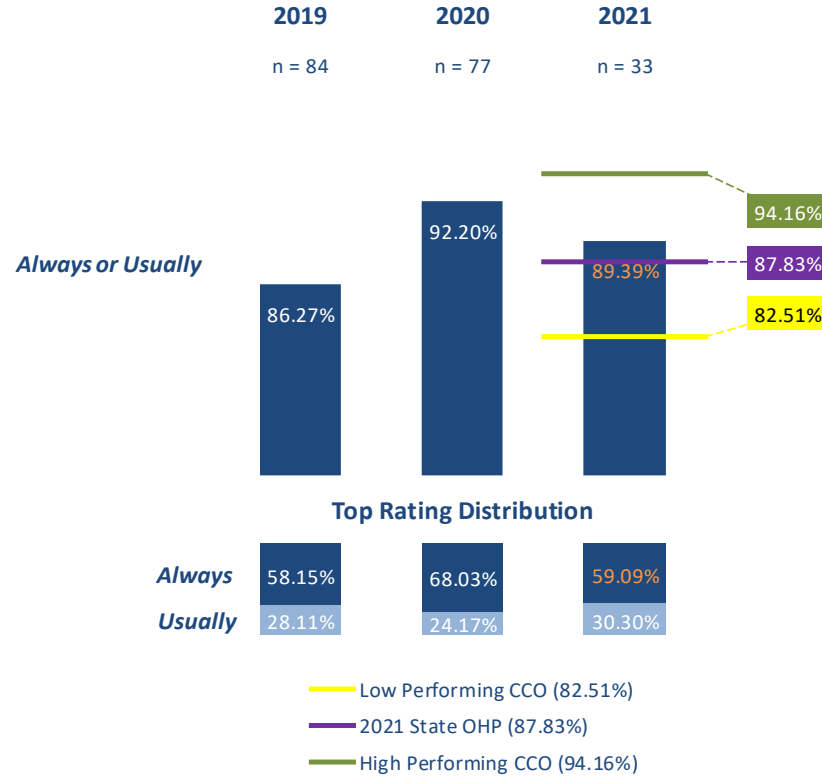
Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's current-year rate and a comparison rate (prior-year, or national rate) are marked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



# Customer Service (Composite)

Percent Responding Always or Usually



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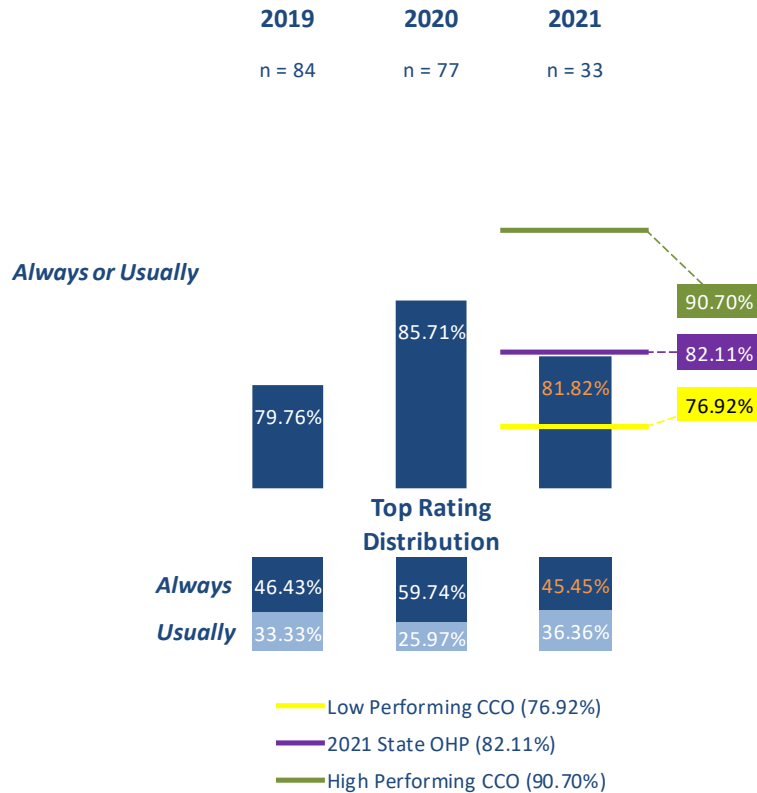
Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are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

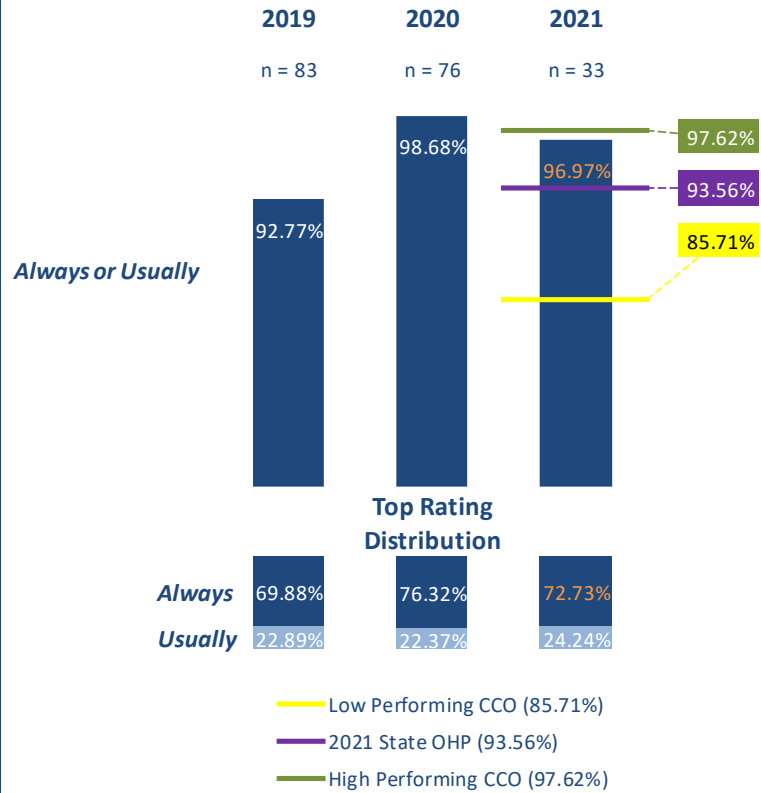
# Customer Service (Contributing Items)

Percent Responding Always or Usually

Q45. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?



Q46. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?



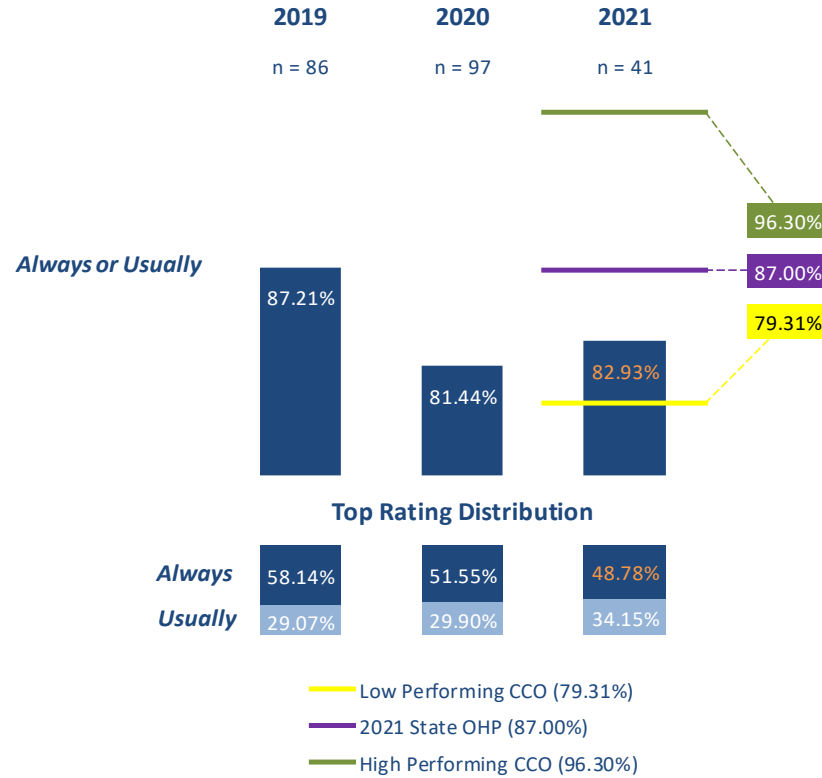
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Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's current-year rate and a comparison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

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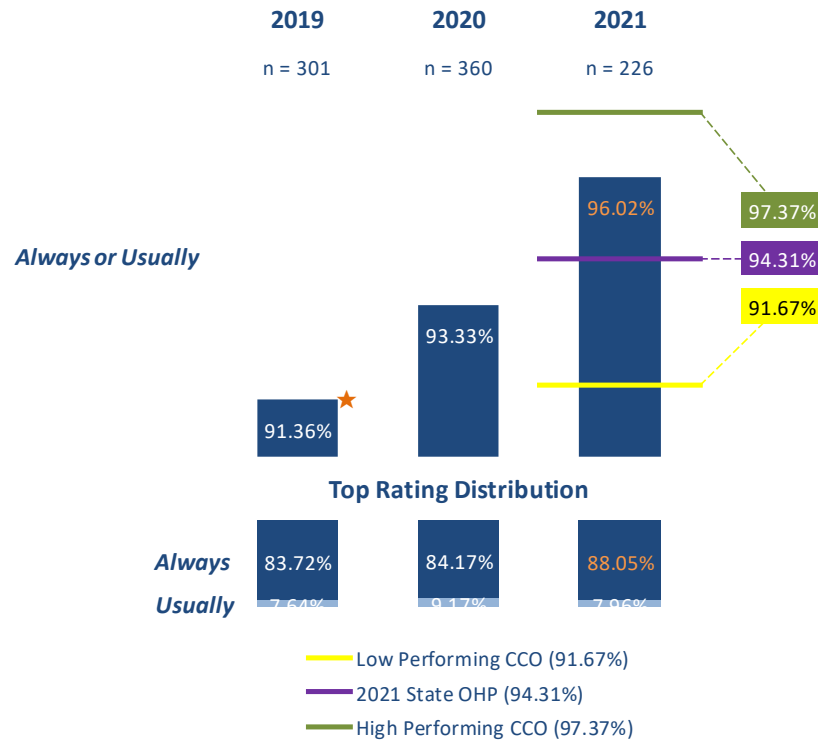
Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are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

Q48. 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".)



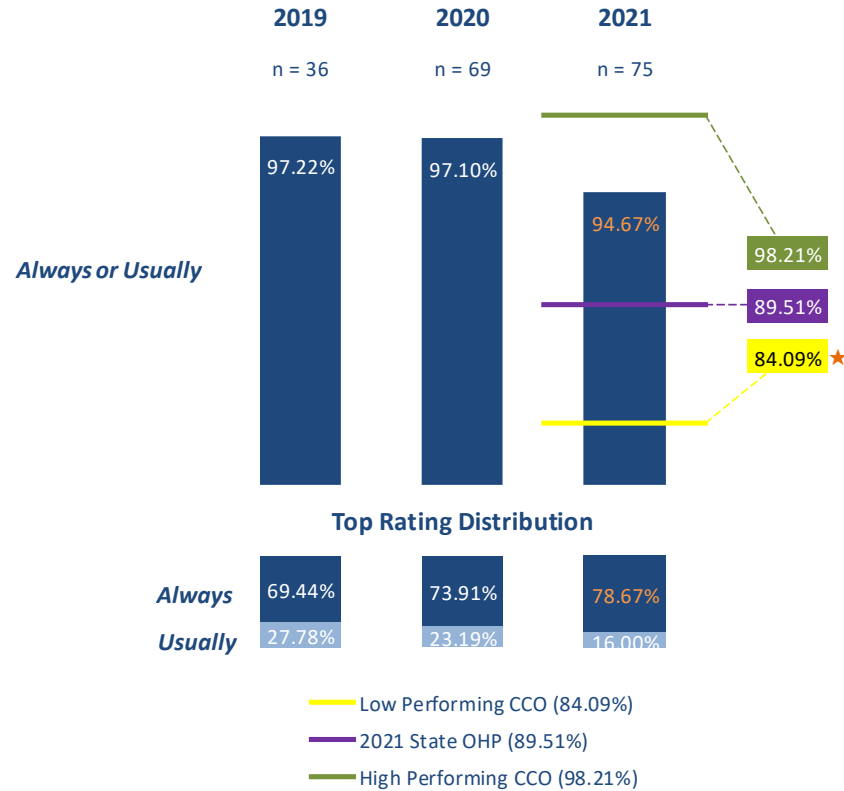
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Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's current-year rate and a comparison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

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 Prescription Medicines (Single Item)

Percent Responding Always or Usually



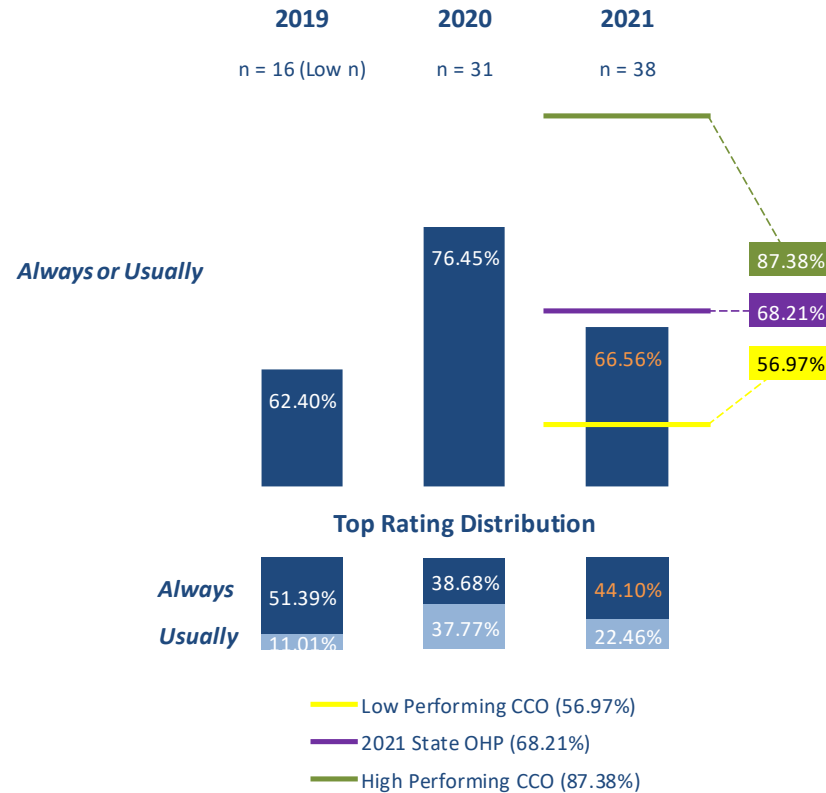
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Tests of statistical significance were conducted for the following reportable rates: (*Always + Usually*) and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and 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



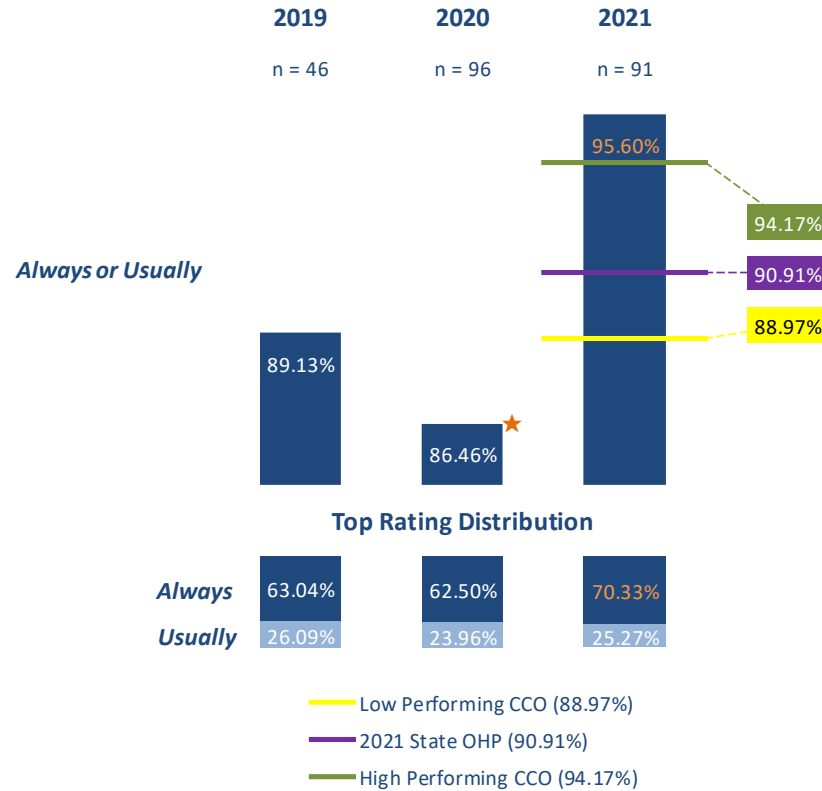
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Tests of statistical significance were conducted for the following reportable rates: (*Always + Usually*) and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and 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.

# Getting Needed Information (Single Item)

Percent Responding Always or Usually



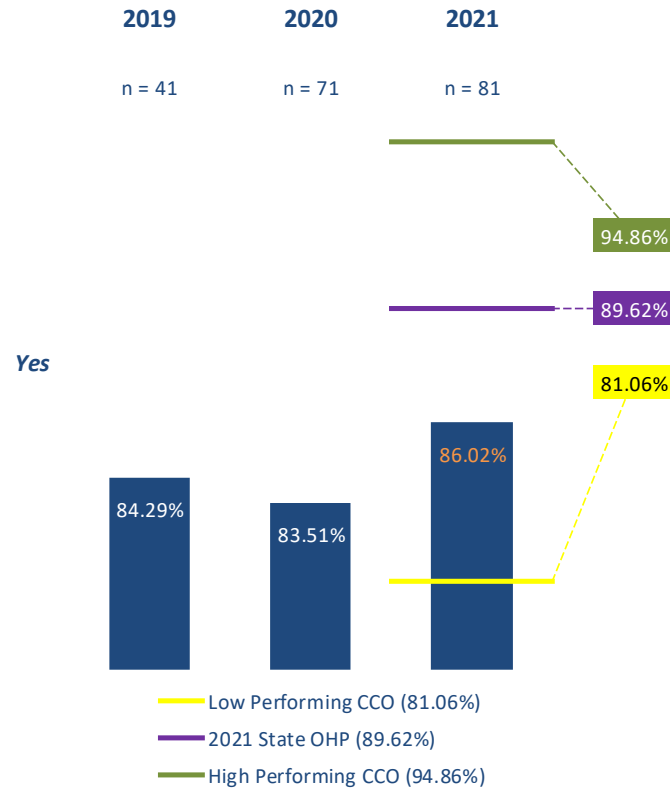
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Tests of statistical significance were conducted for the following reportable rates: (*Always + Usually*) and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and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

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.

# Personal Doctor Who Knows Child (Composite)

Percent Responding Yes



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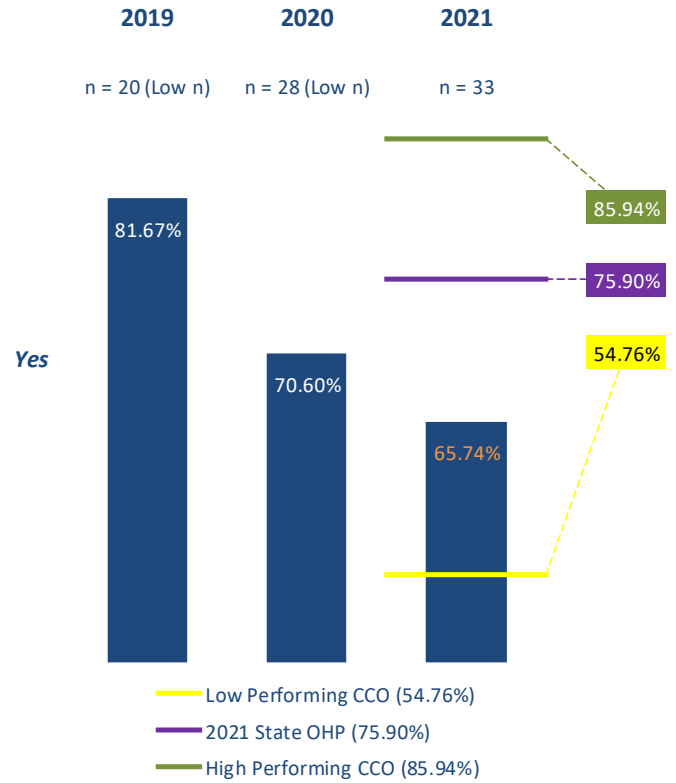
Tests of statistical significance were conducted for the Yes rate. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

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.



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

Percent Responding Yes



71370

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 RATINGS BY MEMBER SEGMENT

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

A CCO'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 assessments 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 Jackson Care Connect membership profile to the relevant state Oregon Health Plan benchmark distribution on demographic characteristics and utilization patterns. The pie chart in the upper half of each panel contrasts the distribution of the Jackson Care Connect membership on a given member attribute (e.g., gender, education level, number of doctor visits, etc.) with the 2021 state 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.

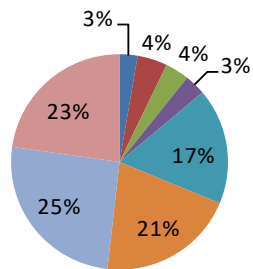
## HEALTH STATUS AND DEMOGRAPHICS

The following characteristics are profiled in this section:

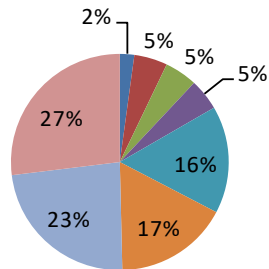
- Child's age
- Child's current gender identity
- Child's health status
- Child's mental or emotional health status
- Respondent's age
- Respondent's current gender identity
- Respondent's education level
- Respondent's relationship to the child
- Child's primary racial or ethnic identity

Q69. What is your child's age?

Your Organization

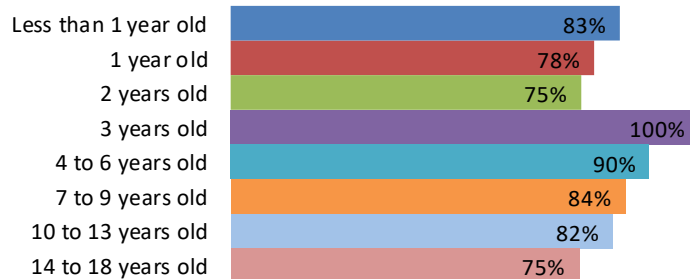


State OHP\*



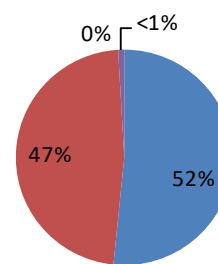
- Less than 1 year old
- 1 year old
- 2 years old
- 3 years old
- 4 to 6 years old
- 7 to 9 years old
- 10 to 13 years old
- 14 to 18 years old

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q69\*\*

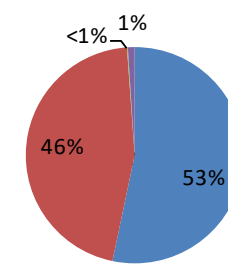


Q71. What is your child's current gender identity?

Your Organization

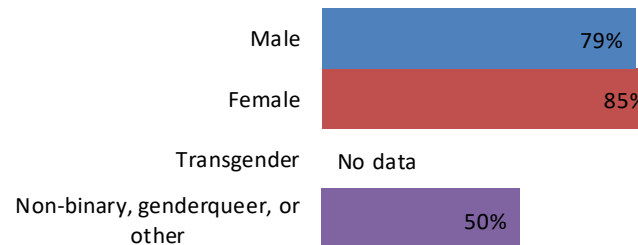


State OHP\*



- Male
- Female
- Transgender
- Non-binary, genderqueer, or other

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q71\*\*



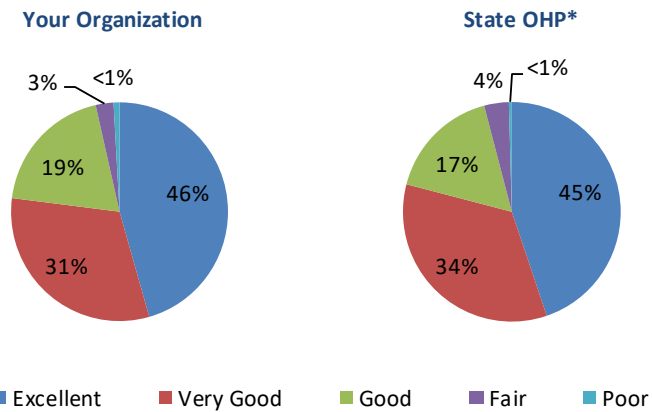
Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small.

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\* Represents the combined distribution of responses to this question for all plans included in the 2021 State OHP.

\*\* Includes members who answered the question and provided a valid response to Q49 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q49 or if no one rated the plan as 8, 9, or 10.

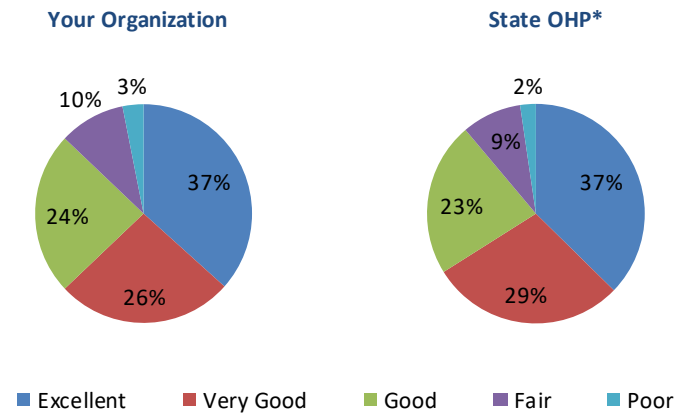
Q53. In general, how would you rate your child's overall health?



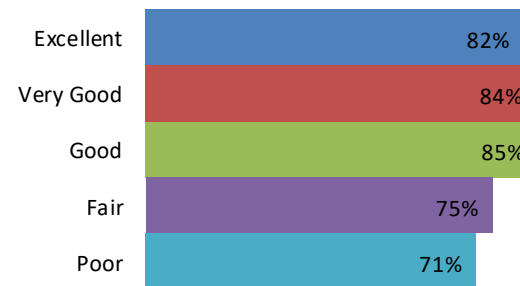
Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q53\*\*



Q54. In general, how would you rate your child's overall mental or emotional health?



Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q54\*\*



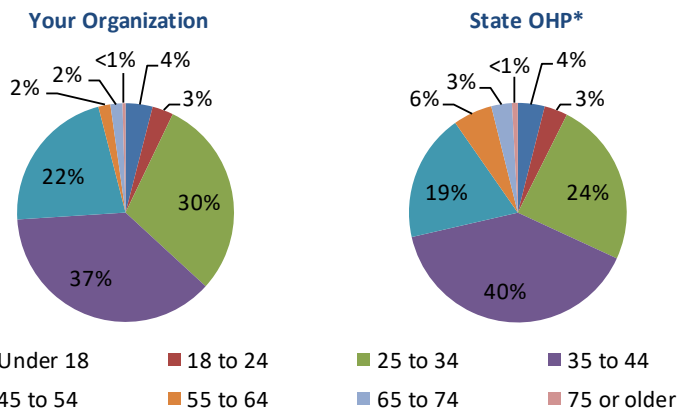
Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small.

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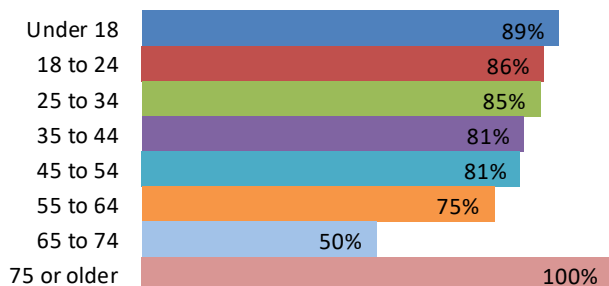
\* Represents the combined distribution of responses to this question for all plans included in the 2021 State OHP.

\*\* Includes members who answered the question and provided a valid response to Q49 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q49 or if no one rated the plan as 8, 9, or 10.

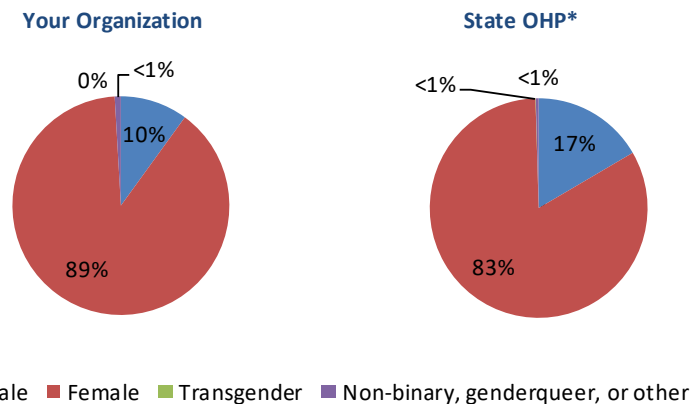
Q72. What is your age?



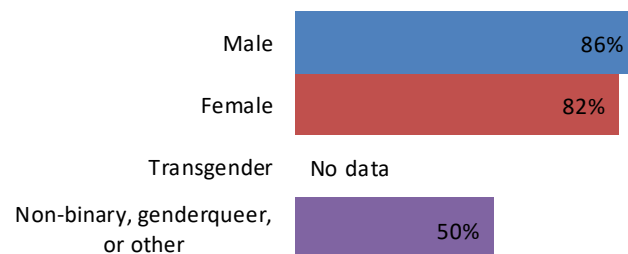
Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q72\*\*



Q73. What is your current gender identity?



Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q73\*\*



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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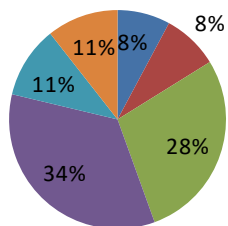
\* Represents the combined distribution of responses to this question for all plans included in the 2021 State OHP.

\*\* Includes members who answered the question and provided a valid response to Q49 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q49 or if no one rated the plan as 8, 9, or 10.

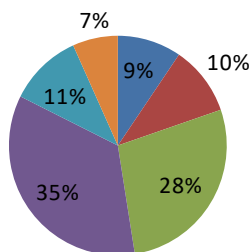
Q74. What is the highest grade or level of school that you have completed?

Q75. How are you related to the child?

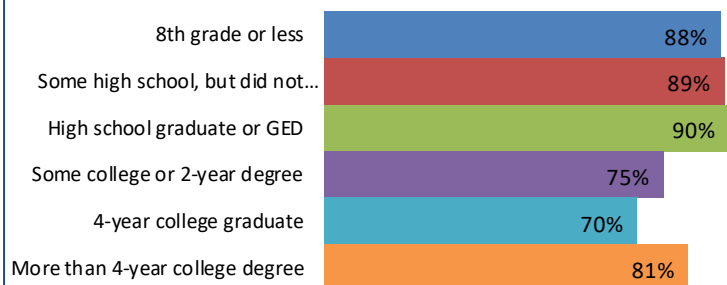
Your Organization



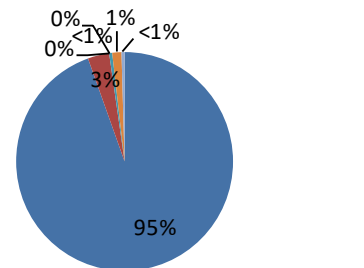
State OHP\*



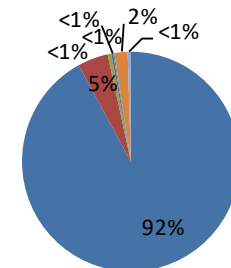
Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q74\*\*



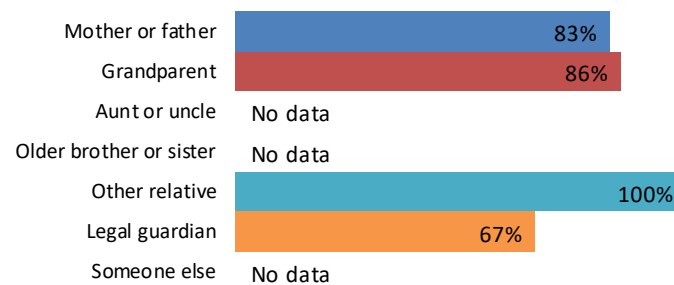
Your Organization



State OHP\*



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



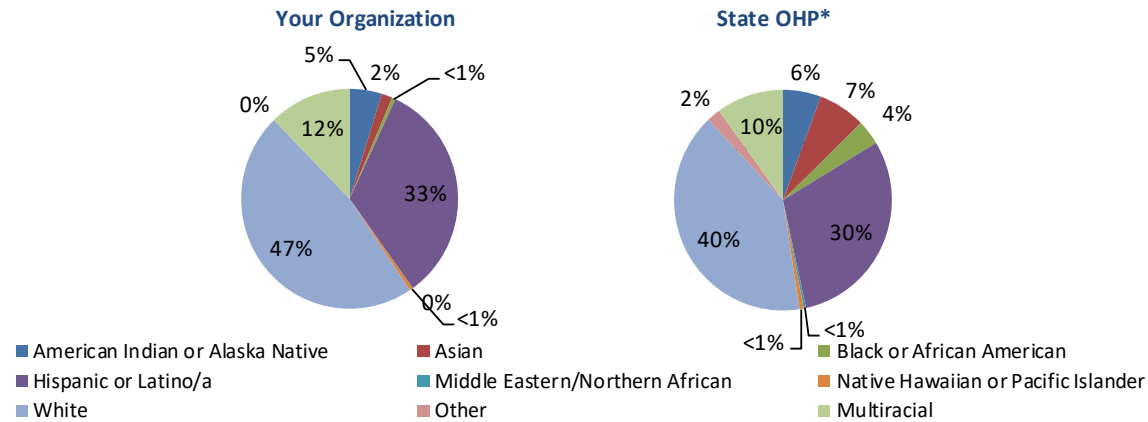
Note: all percentages are rounded for display. Rating of Health Plan score should be interpreted with caution if the size of the group (pie slice) is small.

71370

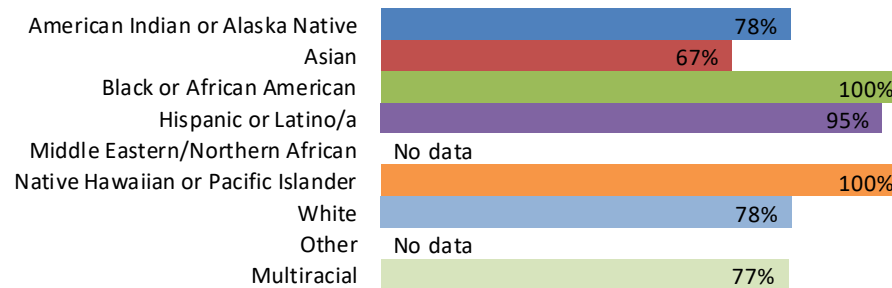
\* Represents the combined distribution of responses to this question for all plans included in the 2021 State OHP.

\*\* Includes members who answered the question and provided a valid response to Q49 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q49 or if no one rated the plan as 8, 9, or 10.

Q90. If you selected more than one racial or ethnic identity above, please CIRCLE the ONE that best represents your child's racial or ethnic identity. If your child have more than one primary racial or ethnic identity, please check here.



Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q90\*\*



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.

71370

\* Represents the combined distribution of responses to this question for all plans included in the 2021 State OHP.

\*\* Includes members who answered the question and provided a valid response to Q49 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q49 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
- Having a personal doctor
- Receiving care from a provider other than personal doctor
- Making an appointment to see a specialist
- Having a regular dentist
- Number of visits to a doctor's office or clinic
- Number of specialists seen

<p>Q3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away? (% Yes)</p>	<p>Q5. In the last 6 months, did you make any in person, phone, or video appointments for a check-up or routine care for your child? (% Yes)</p>	<p>Q25. A personal doctor is the one your child would talk to if he or she needs a check-up, has a health problem or gets sick or hurt. Does your child have a personal doctor? (% Yes)</p>
<p>Your Organization      State OHP*</p> <p>Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q3 (Yes/No)**</p> <p>Yes 86% No 82%</p>	<p>Your Organization      State OHP*</p> <p>Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q5 (Yes/No)**</p> <p>Yes 85% No 78%</p>	<p>Your Organization      State OHP*</p> <p>Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q25 (Yes/No)**</p> <p>Yes 83% No 76%</p>
<p>Q34. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor? (% Yes)</p>	<p>Q40. In the last 6 months, did you make any appointments for your child with a specialist? (% Yes)</p>	<p>Q52a. 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? (% Yes)</p>
<p>Your Organization      State OHP*</p> <p>Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q34 (Yes/No)**</p> <p>Yes 82% No 91%</p>	<p>Your Organization      State OHP*</p> <p>Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q40 (Yes/No)**</p> <p>Yes 84% No 82%</p>	<p>Your Organization      State OHP*</p> <p>Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q52a (Yes/No)**</p> <p>Yes 83% No 77%</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.

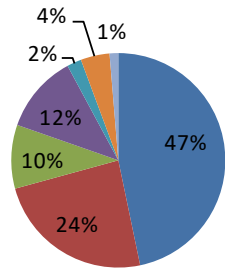
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\* Represents the combined distribution of responses to this question for all plans included in the 2021 State OHP.

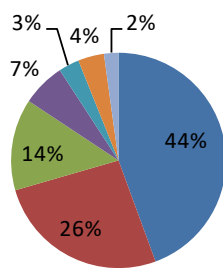
\*\* Includes members who answered the question and provided a valid response to Q49 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q49 or if no one rated the plan as 8, 9, or 10.

Q7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she get health care in person, by phone, or by video?

Your Organization

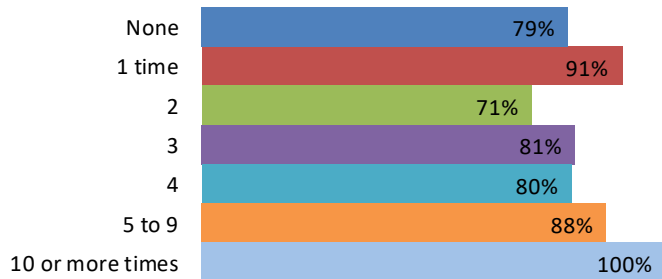


State OHP\*



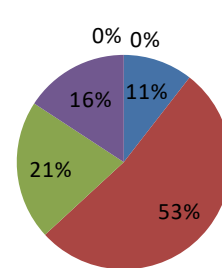
Legend: None (blue), 1 time (red), 2 (green), 3 (purple), 4 (teal), 5 to 9 (orange), 10 or more times (light blue)

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

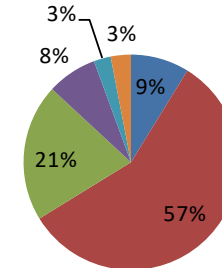


Q42. How many specialists has your child talked to in the last 6 months? (Note: the question applies only to those respondents who had appointments with specialists.)

Your Organization

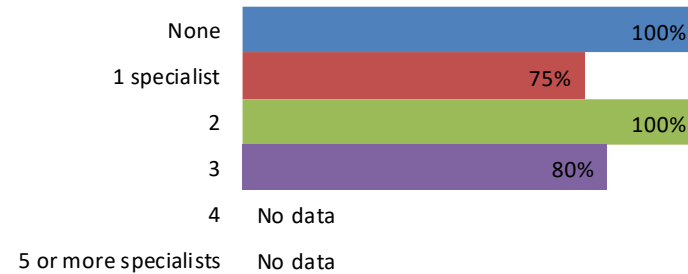


State OHP\*



Legend: None (blue), 1 specialist (red), 2 (green), 3 (purple), 4 (teal), 5 or more specialists (orange)

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q42\*\*



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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## 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 Jackson Care Connect to industry best practices in these areas
- 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, submitted a claim, etc.). CSS's analysis shows that these experience indicators 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 all measurable influences on the overall rating of the plan.

## IMPACT OF COVID-19 ON KEY DRIVER MODEL DEVELOPMENT AND RESULTS

Historically, CSS has relied on publicly available CAHPS survey data for insight into sources of variation in consumer ratings of health plans. Because NCQA did not release CAHPS results on individual health plans last year, CSS used its own Book-of-Business data collected during the past two survey cycles (2020 and 2021) as a substitute for the industry-wide dataset. Since the onset of the COVID-19 pandemic, countless factors have contributed to the evolution of the U.S. healthcare system, drastically influencing member experience and reshaping the performance measurement environment. The past two years have seen wide regional variation in infection rates, stay-at-home orders, mask mandates, and vaccine availability; systemic shifts in consumer and provider behavior; and changes in member interactions and experiences with the healthcare system. Variation in survey vendor practices in response to the pandemic as well as health plan decisions regarding survey protocols have further complicated the task of performance measurement. Importantly, the CAHPS survey instrument itself has been modified between 2020 and 2021 to account for the increased adoption of telemedicine tools during the pandemic. Since we do not have a way of quantifying these factors at the member or health plan level, our analysis of the key drivers of member experience is inherently limited.

The 2021 CSS *Key Driver Model* was developed using our 2020–2021 Book-of-Business plan-level dataset of Medicaid CAHPS survey results. The dataset comprised all Medicaid plans surveyed by CSS in 2020 and 2021, for a total of 277 observations. CSS performed regression analysis of health plan ratings to identify 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 member experience (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 four key drivers of 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 72 percent of the industry variation in 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 consider how Jackson Care Connect is currently performing on these measures. Improvement targets identified specifically for Jackson Care Connect, 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.

Medicaid member ratings of the plan are strongly related to members' ability to get the care they need when they need it (Q10). Being able to obtain needed information from customer service (Q45) and access to highly rated providers (Q36 and Q43) are all significant drivers of member experience.

Key Driver	Interpretation
Q36. Rating of Personal Doctor (percent 9 or 10)	The higher the proportion of members rating their personal doctor as 9 or 10, the higher the overall plan score
Q10. Ease of getting needed care, tests, or treatment (percent <i>Usually or Always</i> )	The higher the proportion of plan members reporting that the necessary care, tests, or treatment were easy to get, the higher the overall plan score
Q43. Rating of Specialist Seen Most Often (percent 9 or 10)	The higher the proportion of members rating their specialist as 9 or 10, the higher the overall plan score
Q45. Health plan customer service provided needed information or help (percent <i>Usually or Always</i> )	The higher the proportion of members who were able to get the information or help they needed from customer service, the higher the overall plan score









## OPPORTUNITIES FOR PLAN QUALITY IMPROVEMENT

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

The middle panel of the chart compares how Jackson Care Connect is performing compared to the *best practice* score on each key driver. CSS defined the best practice score as the highest score among all the Child CCOs contributing to the 2021 State OHP. Room for improvement, represented by the green arrows on the chart, is the difference between the current level of Jackson Care Connect performance and the best practice score.

The bar chart on the right displays the expected improvement in the overall *Rating of Health Plan* score Jackson Care Connect 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. 2021 JACKSON CARE CONNECT CHILD MEDICAID OHA CAHPS SURVEY : KEY AREAS AND PRIORITIES FOR IMPROVEMENT

Current Key Driver Performance		Room for Improvement on Key Driver	Overall Improvement Opportunity
2021 Rate		Percentage Point Difference Between Current Key Driver Score and the <b>Best Practice Score*</b>	Expected Percentage Point <b>Improvement</b> in <b>Rating of Health Plan</b> score (percent 9 or 10) if Key Driver Performs at Best Practice Level
Q36. Rating of Personal Doctor (percent 9 or 10)	<b>74.02%</b>	+7.01%  <b>81.03%</b>	 <b>+2.91%</b>
Q43. Rating of Specialist Seen Most Often (percent 9 or 10)	<b>63.64%</b>	+13.51%  <b>77.14%</b>	 <b>+1.78%</b>
Q45. Customer service provided information or help (percent <i>Usually</i> or <i>Always</i> )	<b>81.82%</b>	+8.88%  <b>90.70%</b>	 <b>+1.05%</b>
Q10. Ease of getting needed care, tests, or treatment (percent <i>Usually</i> or <i>Always</i> )	<b>95.00%</b>	+2.20%  <b>97.20%</b>	 <b>+0.55%</b>

\*Best score on the key driver measure among all plans included in the 2021 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 Jackson Care Connect. 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 plan managers in their quality improvement efforts. Some of these resources may be more applicable to your organization 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 ([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](http://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 MEMBER ACCESS TO CARE

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.

- *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 [www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/access/strategy6a-openaccess.html](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 [www.ahrq.gov/research/findings/final-reports/ptflow/index.html](http://www.ahrq.gov/research/findings/final-reports/ptflow/index.html) for AHRQ's guide to plan and implement patient flow improvement strategies.
- *Patient-Centered Medical Homes (PCMH)* – This model increases patient access to physicians, reducing barriers to receiving care ([www.ncbi.nlm.nih.gov/pmc/articles/PMC2869425/](http://www.ncbi.nlm.nih.gov/pmc/articles/PMC2869425/)). There are many valuable sources of information on the medical home model of care and health equity. To start, see this Institute of Medicine report: [nam.edu/wp-content/uploads/2015/06/PatientCenteredMedicalHome.pdf](http://nam.edu/wp-content/uploads/2015/06/PatientCenteredMedicalHome.pdf). Family Medicine for America's Health is a collaboration of family medicine organizations dedicated to improving health care by expanding and emphasizing primary care, particularly through the use of patient-centered medical homes. For AHRQ's resources detailing transitioning a practice to a patient-centered medical home model, see [www.pcmh.ahrq.gov/](http://www.pcmh.ahrq.gov/).



- *Alternative Access Centers* – This brief ([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 ([www.ncbi.nlm.nih.gov/pmc/articles/PMC4795318/](http://www.ncbi.nlm.nih.gov/pmc/articles/PMC4795318/)).
- *Telehealth Solutions to Pandemic-Related Issues* – The COVID-19 Pandemic has accelerated the usage and acceptance of telehealth by providers and patients alike. This article ([www.thelancet.com/journals/langlo/article/PIIS2214-109X\(20\)30362-4/fulltext](http://www.thelancet.com/journals/langlo/article/PIIS2214-109X(20)30362-4/fulltext)) details opportunities to expand telehealth beyond the pandemic. Telehealth can also be implemented to solve deferral of care issues brought about by the pandemic ([publichealth.jmir.org/2020/3/e21607?utm\\_source=TrendMD&utm\\_medium=cpc&utm\\_campaign=JMIR\\_TrendMD\\_1](http://publichealth.jmir.org/2020/3/e21607?utm_source=TrendMD&utm_medium=cpc&utm_campaign=JMIR_TrendMD_1)).

#### IMPROVING HEALTH PLAN PROVIDER NETWORK

These resources concentrate on improving the physician-patient relationship, with a focus on communication. Implementing the solutions proposed here may result in patients’ increased rating of doctors.

- *Improve Physician Communication* – Much of patient dissatisfaction stems from a failure of effective physician communication ([www.ncbi.nlm.nih.gov/pmc/articles/PMC3096184/](http://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 [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 [www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/communication/strategy6gtraining.html](http://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. See [www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/communication/strategy6i-shared-decisionmaking.html](http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/communication/strategy6i-shared-decisionmaking.html) and [www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/communication/strategy6htools.html](http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/communication/strategy6htools.html). For a sample communication document that providers can distribute to patients before or during visits, see [www.rwjf.org/content/dam/farm/toolkits/toolkits/2013/rwjf404048](http://www.rwjf.org/content/dam/farm/toolkits/toolkits/2013/rwjf404048).
- *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. A study of English National Health Service data found that confidence and trust in a doctor is an important predictor of overall patient satisfaction ([www.ncbi.nlm.nih.gov/pubmed/18416910/](http://www.ncbi.nlm.nih.gov/pubmed/18416910/)), while a Harvard study found that a positive physician-patient relationship correlates with better healthcare outcomes ([www.ncbi.nlm.nih.gov/pmc/articles/PMC3981763/](http://www.ncbi.nlm.nih.gov/pmc/articles/PMC3981763/)).

- *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 patient satisfaction with their specialist. For examples of interventions that improve care coordination efficiency and quality, see [www.ahrq.gov/innovations/index.html](http://www.ahrq.gov/innovations/index.html).

## IMPROVING CUSTOMER SERVICE AND HEALTH PLAN-RELATED INFORMATION

It is important that health plan information be provided to members and that the information addresses member concerns. As representatives of the plan, customer service staff must ensure that members have confidence and trust in their ability to address their concerns. The following resources contain recommendations for improving customer service.

- *Develop Customer Service Standards* – To improve customer service, the Agency for Healthcare Research and Quality 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 [www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/customer-service/strategy6q-custservice-standards.html](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 thoroughly assess member dissatisfaction 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 [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, proper handling of complaints can reassure patients and restore loyalty to the health plan. For more information, see [www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/customer-service/strategy6p-service-recovery.html](http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/customer-service/strategy6p-service-recovery.html).
- *Make Plan Information Accessible to All Members* – A Health Research and Educational Trust study found that demographic characteristics, including education, age, gender, and income, significantly impacted use of an Internet-based decision tool. The tool provided cost information as well as a health and wellness assessment. The study suggests that effort beyond Internet-based tools is necessary to reach certain demographics. For further information, see [www.ncbi.nlm.nih.gov/pmc/articles/PMC3447236/](http://www.ncbi.nlm.nih.gov/pmc/articles/PMC3447236/).

- *Increase Access to Trusted Health Information* – Many people look to their health plan for information not only on how the health plan works, but also on resources to help them improve their health, particularly when dealing with chronic illnesses. A recent meta-analysis confirmed that improved access to trusted health information leads to improved outcomes ([www.ncbi.nlm.nih.gov/pmc/articles/PMC5818676/](http://www.ncbi.nlm.nih.gov/pmc/articles/PMC5818676/)). The ONC Patient Engagement (PE) Playbook was created by the Office of the National Coordinator for Health Information Technology (ONC) to help healthcare professionals use health information technology (health IT) to provide better care to patients. The PE Playbook focuses specifically on electronic health record (EHR) patient portals, which allow both patients and healthcare teams, concurrent with patients' privacy preferences, to easily access patient health information — which may lead to increased benefits for healthcare, such as improved health outcomes and lower costs ([www.healthit.gov/playbook/pe/](http://www.healthit.gov/playbook/pe/)).
- *Evaluate the Organization's Health Literacy Programs* – The CDC has developed guidance on evaluating an organization's health literacy program, including recommended sources of communication and health literacy measures. See [www.cdc.gov/healthliteracy/researchevaluate/program-evaluation.html](http://www.cdc.gov/healthliteracy/researchevaluate/program-evaluation.html). The CDC's National Prevention Information Network also offers tools to create health materials in plain language to reduce health disparities ([npin.cdc.gov/pages/health-communication-language-and-literacy](http://npin.cdc.gov/pages/health-communication-language-and-literacy)).
- *Improve Patient Health Literacy* – This guide by the Office of Disease Prevention and Health Promotion outlines steps to improve health literacy, which may help patients to better absorb the information they obtain from written materials or the Internet. For detailed steps, see [health.gov/our-work/health-literacy/resources](http://health.gov/our-work/health-literacy/resources). AHRQ has also developed its own health literacy toolkit to support physicians: [www.ahrq.gov/professionals/quality-patient-safety/quality-resources/tools/literacy-toolkit/healthlittoolkit2.html](http://www.ahrq.gov/professionals/quality-patient-safety/quality-resources/tools/literacy-toolkit/healthlittoolkit2.html).

## APPENDIX

## CALCULATION GUIDELINES FOR RATING AND COMPOSITE GLOBAL PROPORTIONS

NCQA's *HEDIS 2021, Volume 3: Specifications for Survey Measures* contains detailed guidelines for calculating 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).
- Denominator reporting thresholds. Health plans must achieve a denominator of at least 100 responses to obtain a reportable result. If the denominator for a particular survey result calculation is less than 100, NCQA assigns a measure result of "NA".
- 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 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. The steps involved in calculating the composite global proportion are:

### Step 1

For each question in a composite, determine the proportion of respondents selecting the reported response option(s).

### Step 2

Calculate the average proportion across all the questions in the composite. These are the composite global proportions. Note: all questions in a composite are weighted equally, regardless of how many members respond.

Example:

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>Usually or Always</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 CSS Average, 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 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 5.1H 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 twelve months, whereas the Medicaid version refers to the previous six 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 to create national benchmarks for care and to report health plan performance to consumers. 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.
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.)

## Eligible Population

Members who are eligible to participate in the survey based on the following NCQA criteria:

- 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.
- Continuous enrollment (twelve months for Commercial and six months for Medicaid, with no more than one enrollment break of 45 days or less);
- Member age (18 years old or older for the Adult survey and 17 years old or younger for the Child survey as of December 31 of the measurement year);
- Primary coverage (through Medicaid or a commercial product line for Medicaid and Commercial surveys, respectively).

## Global proportions

Applies to composite measures. The proportion of respondents selecting the favorable response(s) (e.g., *Usually or Always*) averaged across the questions that make up the composite.

## 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

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 performing plans.

## 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 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 *Never, Sometimes, Usually, or Always* response scale, with *Always* being the most favorable outcome. Results are typically reported as the proportion of members selecting *Usually or Always*.



Response Rate

Survey response rate is calculated by NCQA using the following formula:

$$\text{Response Rate} = \frac{\text{Complete and Eligible Surveys}}{[\text{Complete and Eligible} + \text{Incomplete (but Eligible)} + \text{Refusal} + \text{Nonresponse after maximum attempts} + \text{Added to Do Not Call (DNC) List}]}$$

Sample size

OHA’s methodology used a sample size of 1,125 for Adult Medicaid samples, 925 for Child Medicaid samples, and 575 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., the NCQA National Average rate, the CSS Book-of-Business average, or the plan’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 (n)

See *Denominator*

Valid Response

Any acceptable response to a survey question (i.e., falling within a predefined set) that follows the NCQA skip pattern rules and data cleaning guidelines.

## 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)*

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## Your Child's Health Care in the Last 6 Months

These questions ask about your child's health care from a clinic, emergency room, or doctor's office. This includes care your child got in person, by phone, or by video. 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?  
<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 in person, phone, or video appointments for a check-up or routine care for your child?

- <sub>1</sub> Yes
- <sub>2</sub> No → **If No, Go to Question 7**

6. In the last 6 months, how often did you get an appointment for a check-up or routine care for your child as soon as your child needed?

- <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 get health care in person, by phone, or by video?

- <sub>0</sub> None → **If None, Go to Question 11**
- <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, 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

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

- |                            |                          |                          |                          |                          |                           |                          |                          |                          |                          |                          |
|----------------------------|--------------------------|--------------------------|--------------------------|--------------------------|---------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 0                          | 1                        | 2                        | 3                        | 4                        | 5                         | 6                        | 7                        | 8                        | 9                        | 10                       |
| <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Worst health care possible |                          |                          |                          |                          | Best health care possible |                          |                          |                          |                          |                          |

10. 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

11. 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 14**

12. 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 14**

13. 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

14. 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 17**

15. 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

16. 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

17. 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 20**

18. 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

19. 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

20. 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 23**

21. 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

22. 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

23. 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 25**

24. 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

25. A personal doctor is the one your child would talk to if he or she needs a check-up, 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 40**

26. In the last 6 months, how many times did your child have an in person, phone, or video visit with his or her personal doctor?

- <sub>0</sub> None → **If None, Go to Question 36**
- <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

26a. 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

27. 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

28. 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

29. 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

30. 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 32**

31. 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

32. 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

33. 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

34. 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 36**

35. 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

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

- |                                |                          |                          |                          |                          |                               |                          |                          |                          |                          |                          |
|--------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 0                              | 1                        | 2                        | 3                        | 4                        | 5                             | 6                        | 7                        | 8                        | 9                        | 10                       |
| <input type="checkbox"/>       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Worst personal doctor possible |                          |                          |                          |                          | Best personal doctor possible |                          |                          |                          |                          |                          |

37. 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 40**

38. 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

39. 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, include the care your child got in person, by phone, or by video. Do not include dental visits or care your child got when he or she stayed overnight in a hospital.

40. 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 with a specialist?

- <sub>1</sub> Yes
- <sub>2</sub> No → **If No, Go to Question 44**

41. In the last 6 months, how often did you get appointments for your child with a specialist as soon as he or she needed?

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

42. How many specialists has your child talked to in the last 6 months?

- <sub>0</sub> None → **If None, Go to Question 44**
- <sub>1</sub> 1 specialist
- <sub>2</sub> 2
- <sub>3</sub> 3
- <sub>4</sub> 4
- <sub>5</sub> 5 or more specialists

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

- |                           |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |
|---------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 0                         | 1                        | 2                        | 3                        | 4                        | 5                        | 6                        | 7                        | 8                        | 9                        | 10                       |                          |
| <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |                          |
| Worst specialist possible |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          | Best specialist possible |

## Your Child's Health Plan

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

44. 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 47**

45. 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

46. 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

47. 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 49**

48. 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

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

- |                            |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |                           |
|----------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|---------------------------|
| 0                          | 1                        | 2                        | 3                        | 4                        | 5                        | 6                        | 7                        | 8                        | 9                        | 10                       |                           |
| <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |                           |
| Worst health plan possible |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          | Best health plan possible |



## Prescription Medicines

50. 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 52a**

51. 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

52. 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

52a. 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

52b. 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 52d**

52c. 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

52d. 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

52e. 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?

- |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 0                        | 1                        | 2                        | 3                        | 4                        | 5                        | 6                        | 7                        | 8                        | 9                        | 10                       |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Extremely<br>difficult   |                          |                          |                          |                          |                          |                          |                          |                          |                          | Extremely<br>easy        |

## About Your Child and You

53. 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

54. 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

55. 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 58***

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

- <sub>1</sub> Yes
- <sub>2</sub> No → ***If No, Go to Question 58***

57. 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

58. 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 61***

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

- <sub>1</sub> Yes
- <sub>2</sub> No → ***If No, Go to Question 61***

60. 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

61. 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 64***

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

- <sub>1</sub> Yes
- <sub>2</sub> No → ***If No, Go to Question 64***

63. 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

64. 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 67***

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

- <sub>1</sub> Yes
- <sub>2</sub> No → ***If No, Go to Question 67***

66. 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

67. 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 69**

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

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

69. What is your child's age?

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

70. What was your child's biological sex at birth?

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

71. What is your child's current gender identity?

- <sub>1</sub> Male  
<sub>2</sub> Female  
<sub>3</sub> Transgender  
<sub>4</sub> Non-binary, genderqueer, or other

72. 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

73. What is your current gender identity?

- <sub>1</sub> Male  
<sub>2</sub> Female  
<sub>3</sub> Transgender  
<sub>4</sub> Non-binary, genderqueer, or other

74. 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

75. 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

76. How well does your child speak English?

- <sub>1</sub> Very well
- <sub>2</sub> Well
- <sub>3</sub> Not well
- <sub>4</sub> Not at all

77. What language does your child mainly speak at home?

- <sub>1</sub> English
  - <sub>2</sub> Spanish
  - <sub>3</sub> Other (*Please print*)
- 

78. Does your child need an interpreter for us to communicate with them?

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

79. Does your child need a sign language interpreter for us to communicate with them?

- <sub>1</sub> Yes
- <sub>2</sub> No → ***If No, Go to Question 80***

79a. Which type of sign language interpreter does your child need us to communicate with them? (ASL, PSE, tactile interpreting, etc.) (*Please print*)

---

80. Does your child need written materials in an alternate format (Braille, large print, audio recordings, etc.)?

- <sub>1</sub> Yes
- <sub>2</sub> No → ***If No, Go to Question 81***

80a. Which alternate format does your child need? (*Please print*)

---

81. Is your child deaf or does your child have serious difficulty hearing?

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

82. Is your child blind or does your child have serious difficulty seeing, even when wearing glasses?

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

83. Does a physical, mental, or emotional condition limit your child's activities in any way?

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

If your child is under age 5, go to Question 88.

84. Does your child have serious difficulty walking or climbing stairs?

<sub>1</sub> Yes

<sub>2</sub> No

85. Does your child have difficulty dressing or bathing?

<sub>1</sub> Yes

<sub>2</sub> No

86. Because of a physical, mental, or emotional condition, does your child have serious difficulty concentrating, remembering or making decisions?

<sub>1</sub> Yes

<sub>2</sub> No

If your child is under age 15, go to Question 88.

87. Because of a physical, mental, or emotional condition, does your child have serious difficulty doing errands alone such as visiting a doctor's office or shopping?

<sub>1</sub> Yes

<sub>2</sub> No

## Race and Ethnicity

88. How do you identify your child's race, ethnicity, tribal affiliation, country of origin, or ancestry?  
(Please print)

---

89. Which of the following describes your child's racial or ethnic identity? Please check ALL that apply.

American Indian or Alaska Native

- <sub>A</sub> American Indian
- <sub>B</sub> Alaska Native
- <sub>C</sub> Canadian Inuit, Metis, or First Nation
- <sub>D</sub> Indigenous Mexican, Central American, or South American

Asian

- <sub>E</sub> Asian Indian
- <sub>F</sub> Chinese
- <sub>G</sub> Filipino/a
- <sub>H</sub> Hmong
- <sub>I</sub> Japanese
- <sub>J</sub> Korean
- <sub>K</sub> Laotian
- <sub>L</sub> South Asian
- <sub>M</sub> Vietnamese
- <sub>N</sub> Other Asian

Black or African American

- <sub>O</sub> African American
- <sub>P</sub> African (Black)
- <sub>Q</sub> Caribbean (Black)
- <sub>R</sub> Other Black

Hispanic or Latino/a

- <sub>S</sub> Hispanic or Latino/a Central American
- <sub>T</sub> Hispanic or Latino/a Mexican
- <sub>U</sub> Hispanic or Latino/a South American
- <sub>V</sub> Other Hispanic or Latino/a

Middle Eastern/Northern African

- <sub>W</sub> Middle Eastern
- <sub>X</sub> Northern African

Native Hawaiian or Pacific Islander

- <sub>Y</sub> Guamanian or Chamorro
- <sub>Z</sub> Micronesian
- <sub>AA</sub> Native Hawaiian
- <sub>AB</sub> Samoan
- <sub>AC</sub> Tongan
- <sub>AD</sub> Other Pacific Islander

White

- <sub>AE</sub> Eastern European
- <sub>AF</sub> Slavic
- <sub>AG</sub> Western European
- <sub>AH</sub> Other White

Other Categories

- <sub>AI</sub> Other

90. If you selected more than one racial or ethnic identity above, please CIRCLE the ONE that best represents your child's racial or ethnic identity. If your child has more than one primary racial or ethnic identity please check here:

## 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.

## CROSS-TABULATIONS OF SURVEY RESPONSES

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Satisfaction With the Experience of Care**

Survey Measures*	Global Proportions			
	2021 State OHP	Plan Rate		
		2021	2020	2019
<b>Ratings</b>				
Rating of Personal Doctor	88.86%	<b>86.76%</b>	89.47%	91.37%
Rating of Specialist	84.75%	<b>81.82%</b>	83.61%	92.31%
Rating of All Health Care	85.96%	<b>90.00%</b>	87.94%	86.57%
Rating of Health Plan	81.66%	<b>82.30%</b>	83.24%	86.62%
<b>Composites</b>				
Getting Needed Care	82.68%	<b>83.03%</b>	83.83%	84.48%
Getting Care Quickly	88.53%	<b>90.88%</b>	91.80%	91.76%
How Well Doctors Communicate	94.58%	<b>95.50%</b>	93.24%	96.23%
Customer Service	87.83%	<b>89.39%</b>	92.20%	86.27%
<b>Additional Content Areas</b>				
Coordination of Care	87.00%	<b>82.93%</b>	81.44%	87.21%
<b>Children with Chronic Conditions Composites</b>				
Access to Prescription Medicine	90.09%	<b>92.06%</b>	96.85%	95.83%
Access to Specialized Services	70.42%	<b>69.38%</b>	75.00%	62.73%
Getting Needed Information	90.42%	<b>94.17%</b>	90.77%	94.05%
Personal Doctor or Nurse Who Knows Child	89.52%	<b>84.88%</b>	87.88%	86.07%
Coordination of Care w/CCC (Q16 & Q27)	74.59%	<b>74.90%</b>	72.78%	84.52%

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



**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 3**

In the last 6 months, did your child have an illness, injury, or condition that needed care right away?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	3,970	<b>232</b>	372	314	22	195	2	59	114	51	35	61	120	174	44	8	9	3	1	62	0	1	88	0	23	107	109	13
Number missing or multiple answer	67	<b>4</b>	6	5	0	4	0	2	2	0	1	1	2	4	0	0	1	0	0	0	0	0	0	0	1	2	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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,903	<b>228</b>	366	309	22	191	2	57	112	51	34	60	118	170	44	8	8	3	1	62	0	1	88	0	22	105	107	13
	98.3%	<b>98.3%</b>	98.4%	98.4%	100.0%	97.9%	100.0%	96.6%	98.2%	100.0%	97.1%	98.4%	98.3%	97.7%	100.0%	100.0%	88.9%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	95.7%	98.1%	98.2%	100.0%
Yes	554	<b>33</b>	107	96	1	30	0	8	13	9	4	3	24	22	4	5	2	0	0	5	0	0	13	0	5	6	20	7
	14.2%	<b>14.5%</b>	29.2%	31.1%	4.5%	15.7%	0.0%	14.0%	11.6%	17.6%	11.8%	5.0%	20.3%	12.9%	9.1%	62.5%	25.0%	0.0%	8.1%	---	0.0%	14.8%	---	22.7%	5.7%	18.7%	53.8%	
No	3,349	<b>195</b>	259	213	21	161	2	49	99	42	30	57	94	148	40	3	6	3	1	57	0	1	75	0	17	99	87	6
	85.8%	<b>85.5%</b>	70.8%	68.9%	95.5%	84.3%	100.0%	86.0%	88.4%	82.4%	88.2%	95.0%	79.7%	87.1%	90.9%	37.5%	75.0%	100.0%	91.9%	---	100.0%	85.2%	---	77.3%	94.3%	81.3%	46.2%	
Significantly different from column:*		<b>C,D</b>										M	L													AA	Z	

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**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)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	554	33	107	96	1	30	0	8	13	9	4	3	24	22	4	5	2	0	0	5	0	0	13	0	5	6	20	7
Number missing or multiple answer	13	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
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	541	33	107	95	1	30	0	8	13	9	4	3	24	22	4	5	2	0	0	5	0	0	13	0	5	6	20	7
	97.7%	100.0%	100.0%	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%	100.0%	100.0%	100.0%
Never	4	1	1	1	0	1	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0
	0.7%	3.0%	0.9%	1.1%	0.0%	3.3%	---	0.0%	7.7%	0.0%	0.0%	0.0%	4.2%	4.5%	0.0%	0.0%	0.0%	---	---	0.0%	---	---	7.7%	---	0.0%	0.0%	5.0%	0.0%
Sometimes	36	0	5	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
	6.7%	0.0%	4.7%	4.2%	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%
Usually	76	2	24	13	0	2	0	0	1	1	2	0	0	1	1	0	0	0	0	0	0	1	0	1	1	0	1	
	14.0%	6.1%	22.4%	13.7%	0.0%	6.7%	---	0.0%	7.7%	11.1%	50.0%	0.0%	0.0%	4.5%	25.0%	0.0%	0.0%	---	---	0.0%	---	---	7.7%	---	20.0%	16.7%	0.0%	14.3%
Always	425	30	77	77	1	27	0	8	11	8	2	3	23	20	3	5	2	0	0	5	0	0	11	0	4	5	19	6
	78.6%	90.9%	72.0%	81.1%	100.0%	90.0%	---	100.0%	84.6%	88.9%	50.0%	100.0%	95.8%	90.9%	75.0%	100.0%	100.0%	---	---	100.0%	---	---	84.6%	---	80.0%	83.3%	95.0%	85.7%
Significantly different from column:*		C																										
Usually or Always	501	32	101	90	1	29	0	8	12	9	4	3	23	21	4	5	2	0	0	5	0	0	12	0	5	6	19	7
	92.6%	97.0%	94.4%	94.7%	100.0%	96.7%	---	100.0%	92.3%	100.0%	100.0%	100.0%	95.8%	95.5%	100.0%	100.0%	100.0%	---	---	100.0%	---	---	92.3%	---	100.0%	100.0%	95.0%	100.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 5**

In the last 6 months, did you make any in person, phone, or video appointments for a check-up or routine care for your child?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	3,970	<b>232</b>	372	314	22	195	2	59	114	51	35	61	120	174	44	8	9	3	1	62	0	1	88	0	23	107	109	13
Number missing or multiple answer	62	<b>3</b>	5	6	0	3	0	1	1	0	1	0	2	2	1	0	1	0	0	0	0	1	0	1	2	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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,908	<b>229</b>	367	308	22	192	2	58	113	51	34	61	118	172	43	8	8	3	1	62	0	1	87	0	22	105	108	13
	98.4%	<b>98.7%</b>	98.7%	98.1%	100.0%	98.5%	100.0%	98.3%	99.1%	100.0%	97.1%	100.0%	98.3%	98.9%	97.7%	100.0%	88.9%	100.0%	100.0%	100.0%	---	100.0%	98.9%	---	95.7%	98.1%	99.1%	100.0%
Yes	2,168	<b>129</b>	262	216	10	112	1	39	60	26	21	31	69	88	31	6	4	2	0	34	0	0	52	0	12	20	94	12
	55.5%	<b>56.3%</b>	71.4%	70.1%	45.5%	58.3%	50.0%	67.2%	53.1%	51.0%	61.8%	50.8%	58.5%	51.2%	72.1%	75.0%	50.0%	66.7%	0.0%	54.8%	---	0.0%	59.8%	---	54.5%	19.0%	87.0%	92.3%
No	1,740	<b>100</b>	105	92	12	80	1	19	53	25	13	30	49	84	12	2	4	1	1	28	0	1	35	0	10	85	14	1
	44.5%	<b>43.7%</b>	28.6%	29.9%	54.5%	41.7%	50.0%	32.8%	46.9%	49.0%	38.2%	49.2%	41.5%	48.8%	27.9%	25.0%	50.0%	33.3%	100.0%	45.2%	---	100.0%	40.2%	---	45.5%	81.0%	13.0%	7.7%
Significantly different from column:*		<b>C,D</b>												O	N											AA	Z	

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 6**

In the last 6 months, how often did you get an appointment for a check-up or routine care for your child as soon as your child needed?

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,168	129	262	216	10	112	1	39	60	26	21	31	69	88	31	6	4	2	0	34	0	0	52	0	12	20	94	12
Number missing or multiple answer	53	4	12	2	1	3	0	0	1	3	0	2	2	3	1	0	0	1	0	1	0	0	1	0	0	0	4	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,115	125	250	214	9	109	1	39	59	23	21	29	67	85	30	6	4	1	0	33	0	0	51	0	12	20	90	12
	97.6%	96.9%	95.4%	99.1%	90.0%	97.3%	100.0%	100.0%	98.3%	88.5%	100.0%	93.5%	97.1%	96.6%	96.8%	100.0%	100.0%	50.0%	---	97.1%	---	---	98.1%	---	100.0%	100.0%	95.7%	100.0%
Never	39	2	1	2	0	2	0	0	1	1	0	1	1	2	0	0	0	0	0	0	0	0	2	0	0	0	2	0
	1.8%	1.6%	0.4%	0.9%	0.0%	1.8%	0.0%	0.0%	1.7%	4.3%	0.0%	3.4%	1.5%	2.4%	0.0%	0.0%	0.0%	0.0%	---	0.0%	---	---	3.9%	---	0.0%	0.0%	2.2%	0.0%
Sometimes	290	17	26	22	2	15	0	4	7	6	4	4	9	7	8	2	2	1	0	7	0	0	3	0	1	4	11	2
	13.7%	13.6%	10.4%	10.3%	22.2%	13.8%	0.0%	10.3%	11.9%	26.1%	19.0%	13.8%	13.4%	8.2%	26.7%	33.3%	50.0%	100.0%	---	21.2%	---	---	5.9%	---	8.3%	20.0%	12.2%	16.7%
Usually	456	23	68	52	0	23	0	3	13	7	6	7	10	14	5	3	1	0	0	9	0	0	8	0	3	2	18	3
	21.6%	18.4%	27.2%	24.3%	0.0%	21.1%	0.0%	7.7%	22.0%	30.4%	28.6%	24.1%	14.9%	16.5%	16.7%	50.0%	25.0%	0.0%	---	27.3%	---	---	15.7%	---	25.0%	10.0%	20.0%	25.0%
Always	1,330	83	155	138	7	69	1	32	38	9	11	17	47	62	17	1	1	0	0	17	0	0	38	0	8	14	59	7
	62.9%	66.4%	62.0%	64.5%	77.8%	63.3%	100.0%	82.1%	64.4%	39.1%	52.4%	58.6%	70.1%	72.9%	56.7%	16.7%	25.0%	0.0%	---	51.5%	---	---	74.5%	---	66.7%	70.0%	65.6%	58.3%
Significantly different from column:*								J	J	H,I									W			T						
Usually or Always	1,786	106	223	190	7	92	1	35	51	16	17	24	57	76	22	4	2	0	0	26	0	0	46	0	11	16	77	10
	84.4%	84.8%	89.2%	88.8%	77.8%	84.4%	100.0%	89.7%	86.4%	69.6%	81.0%	82.8%	85.1%	89.4%	73.3%	66.7%	50.0%	0.0%	---	78.8%	---	---	90.2%	---	91.7%	80.0%	85.6%	83.3%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**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 get health care in person, by phone, or by video?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	3,970	<b>232</b>	372	314	22	195	2	59	114	51	35	61	120	174	44	8	9	3	1	62	0	1	88	0	23	107	109	13
Number missing or multiple answer	112	<b>3</b>	11	7	1	2	0	2	0	1	1	0	1	2	1	0	0	0	0	3	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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,858	<b>229</b>	361	307	21	193	2	57	114	50	34	61	119	172	43	8	9	3	1	59	0	1	88	0	23	107	109	13
	97.2%	<b>98.7%</b>	97.0%	97.8%	95.5%	99.0%	100.0%	96.6%	100.0%	98.0%	97.1%	100.0%	99.2%	98.9%	97.7%	100.0%	100.0%	100.0%	100.0%	95.2%	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%
None	1,713	<b>107</b>	96	90	13	87	1	20	63	22	18	29	52	91	14	2	5	1	1	31	0	0	36	0	11	107	0	0
	44.4%	<b>46.7%</b>	26.6%	29.3%	61.9%	45.1%	50.0%	35.1%	55.3%	44.0%	52.9%	47.5%	43.7%	52.9%	32.6%	25.0%	55.6%	33.3%	100.0%	52.5%	---	0.0%	40.9%	---	47.8%	100.0%	0.0%	0.0%
1 time	1,008	<b>55</b>	137	91	4	48	1	17	26	11	9	17	26	41	12	1	2	1	0	11	0	0	24	0	6	0	55	0
	26.1%	<b>24.0%</b>	38.0%	29.6%	19.0%	24.9%	50.0%	29.8%	22.8%	22.0%	26.5%	27.9%	21.8%	23.8%	27.9%	12.5%	22.2%	33.3%	0.0%	18.6%	---	0.0%	27.3%	---	26.1%	0.0%	50.5%	0.0%
2	531	<b>22</b>	74	69	2	20	0	5	11	5	1	3	18	15	6	0	2	0	0	3	0	0	12	0	2	0	22	0
	13.8%	<b>9.6%</b>	20.5%	22.5%	9.5%	10.4%	0.0%	8.8%	9.6%	10.0%	2.9%	4.9%	15.1%	8.7%	14.0%	0.0%	22.2%	0.0%	0.0%	5.1%	---	0.0%	13.6%	---	8.7%	0.0%	20.2%	0.0%
3	251	<b>27</b>	21	23	2	22	0	9	7	9	4	6	15	17	8	1	0	1	0	8	0	1	9	0	2	0	27	0
	6.5%	<b>11.8%</b>	5.8%	7.5%	9.5%	11.4%	0.0%	15.8%	6.1%	18.0%	11.8%	9.8%	12.6%	9.9%	18.6%	12.5%	0.0%	33.3%	0.0%	13.6%	---	100.0%	10.2%	---	8.7%	0.0%	24.8%	0.0%
4	120	<b>5</b>	15	15	0	5	0	2	2	1	1	2	2	3	0	2	0	0	0	3	0	0	0	0	1	0	5	0
	3.1%	<b>2.2%</b>	4.2%	4.9%	0.0%	2.6%	0.0%	3.5%	1.8%	2.0%	2.9%	3.3%	1.7%	1.7%	0.0%	25.0%	0.0%	0.0%	0.0%	5.1%	---	0.0%	0.0%	---	4.3%	0.0%	4.6%	0.0%
5 to 9	151	<b>10</b>	13	17	0	8	0	3	3	2	1	3	4	4	2	1	0	0	0	2	0	0	6	0	0	0	0	10
	3.9%	<b>4.4%</b>	3.6%	5.5%	0.0%	4.1%	0.0%	5.3%	2.6%	4.0%	2.9%	4.9%	3.4%	2.3%	4.7%	12.5%	0.0%	0.0%	0.0%	3.4%	---	0.0%	6.8%	---	0.0%	0.0%	0.0%	76.9%
10 or more times	84	<b>3</b>	5	2	0	3	0	1	2	0	0	1	2	1	1	1	0	0	0	1	0	0	1	0	1	0	0	3
	2.2%	<b>1.3%</b>	1.4%	0.7%	0.0%	1.6%	0.0%	1.8%	1.8%	0.0%	0.0%	1.6%	1.7%	0.6%	2.3%	12.5%	0.0%	0.0%	0.0%	1.7%	---	0.0%	1.1%	---	4.3%	0.0%	0.0%	23.1%
5 or more times	235	<b>13</b>	18	19	0	11	0	4	5	2	1	4	6	5	3	2	0	0	0	3	0	0	7	0	1	0	0	13
	6.1%	<b>5.7%</b>	5.0%	6.2%	0.0%	5.7%	0.0%	7.0%	4.4%	4.0%	2.9%	6.6%	5.0%	2.9%	7.0%	25.0%	0.0%	0.0%	0.0%	5.1%	---	0.0%	8.0%	---	4.3%	0.0%	0.0%	100.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

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**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 8**

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)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,145	122	265	84	8	106	1	37	51	28	16	32	67	81	29	6	4	2	0	28	0	1	52	0	12	0	109	13
Number missing or multiple answer	27	2	5	0	0	2	0	1	1	0	0	0	2	2	0	0	0	0	0	1	0	0	1	0	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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,118 98.7%	120 98.4%	260 98.1%	84 100.0%	8 100.0%	104 98.1%	1 100.0%	36 97.3%	50 98.0%	28 100.0%	16 100.0%	32 100.0%	65 97.0%	79 97.5%	29 100.0%	6 100.0%	4 100.0%	2 100.0%	0 ---	27 96.4%	0 ---	1 100.0%	51 98.1%	0 ---	12 100.0%	0 ---	107 98.2%	13 100.0%
Never	47 2.2%	1 0.8%	3 1.2%	1 1.2%	0 0.0%	1 1.0%	0 0.0%	1 2.8%	0 0.0%	0 0.0%	0 0.0%	1 3.1%	0 0.0%	1 1.3%	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 0.9%	0 0.0%
Sometimes	156 7.4%	6 5.0%	21 8.1%	4 4.8%	1 12.5%	4 3.8%	0 0.0%	1 2.8%	2 4.0%	2 7.1%	0 0.0%	0 0.0%	4 6.2%	3 3.8%	2 6.9%	0 0.0%	0 0.0%	1 50.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	4 7.8%	0 0.0%	0 0.0%	0 0.0%	5 4.7%	1 7.7%
Usually	370 17.5%	28 23.3%	46 17.7%	24 28.6%	0 0.0%	27 26.0%	0 0.0%	7 19.4%	12 24.0%	8 28.6%	6 37.5%	9 28.1%	12 18.5%	16 20.3%	9 31.0%	2 33.3%	0 0.0%	0 0.0%	0 0.0%	12 44.4%	0 0.0%	0 0.0%	10 19.6%	0 0.0%	1 8.3%	0 0.0%	23 21.5%	5 38.5%
Always	1,545 72.9%	85 70.8%	190 73.1%	55 65.5%	7 87.5%	72 69.2%	1 100.0%	27 75.0%	36 72.0%	18 64.3%	10 62.5%	22 68.8%	49 75.4%	59 74.7%	18 62.1%	4 66.7%	4 100.0%	1 50.0%	0 0.0%	15 55.6%	0 0.0%	1 100.0%	37 72.5%	0 0.0%	11 91.7%	0 0.0%	78 72.9%	7 53.8%
Significantly different from column:*																												
Usually or Always	1,915 90.4%	113 94.2%	236 90.8%	79 94.0%	7 87.5%	99 95.2%	1 100.0%	34 94.4%	48 96.0%	26 92.9%	16 100.0%	31 96.9%	61 93.8%	75 94.9%	27 93.1%	6 100.0%	4 100.0%	1 50.0%	0 ---	27 100.0%	0 ---	1 100.0%	47 92.2%	0 ---	12 100.0%	0 ---	101 94.4%	12 92.3%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

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**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 9**

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)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	2,145	122	265	217	8	106	1	37	51	28	16	32	67	81	29	6	4	2	0	28	0	1	52	0	12	0	109	13
Number missing or multiple answer	30	2	8	1	0	2	0	1	0	0	0	0	2	1	1	0	1	0	0	0	0	1	0	0	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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,115 98.6%	120 98.4%	257 97.0%	216 99.5%	8 100.0%	104 98.1%	1 100.0%	36 97.3%	51 100.0%	28 100.0%	16 100.0%	32 100.0%	65 97.0%	80 98.8%	28 96.6%	6 100.0%	3 75.0%	2 100.0%	0 ---	28 100.0%	0 ---	1 100.0%	51 98.1%	0 ---	12 100.0%	0 ---	107 98.2%	13 100.0%
0 Worst health care possible	4 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%	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%
1	2 0.1%	0 0.0%	1 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 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%
2	3 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 0.0%	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%
3	6 0.3%	1 0.8%	0 0.0%	1 0.5%	1 12.5%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 3.6%	0 0.0%	0 0.0%	1 1.5%	0 0.0%	1 3.6%	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%	1 0.9%	0 0.0%	
4	8 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 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%
5	51 2.4%	4 3.3%	5 1.9%	2 0.9%	0 0.0%	4 3.8%	0 0.0%	1 2.8%	2 3.9%	1 3.6%	0 0.0%	1 3.1%	3 4.6%	2 2.5%	2 7.1%	0 0.0%	0 0.0%	1 50.0%	0 ---	1 3.6%	0 ---	0 0.0%	2 3.9%	0 ---	0 0.0%	0 3.7%	4 0.0%	
6	71 3.4%	3 2.5%	8 3.1%	8 3.7%	0 0.0%	3 2.9%	0 0.0%	1 2.8%	1 2.0%	1 3.6%	0 0.0%	1 3.1%	2 3.1%	3 3.8%	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 ---	1 8.3%	0 ---	3 2.8%	0 0.0%	
7	152 7.2%	4 3.3%	17 6.6%	18 8.3%	1 12.5%	2 1.9%	0 0.0%	0 0.0%	1 2.0%	2 7.1%	2 12.5%	0 0.0%	1 1.5%	2 2.5%	1 3.6%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 3.6%	0 ---	0 0.0%	1 2.0%	0 ---	0 0.0%	3 2.8%	1 7.7%	
8	388 18.3%	19 15.8%	50 19.5%	48 22.2%	1 12.5%	17 16.3%	0 0.0%	3 8.3%	9 17.6%	6 21.4%	2 12.5%	4 12.5%	12 18.5%	11 13.8%	6 21.4%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	3 10.7%	0 ---	0 0.0%	9 17.6%	0 ---	3 25.0%	0 12.1%	6 46.2%	
9	405 19.1%	28 23.3%	58 22.6%	40 18.5%	0 0.0%	26 25.0%	0 0.0%	10 27.8%	13 25.5%	4 14.3%	5 31.3%	8 25.0%	14 21.5%	18 22.5%	7 25.0%	3 50.0%	2 66.7%	0 0.0%	0 0.0%	7 25.0%	0 ---	0 0.0%	12 23.5%	0 ---	1 8.3%	0 22.4%	4 30.8%	
10 Best health care possible	1,025 48.5%	61 50.8%	118 45.9%	99 45.8%	5 62.5%	52 50.0%	1 100.0%	21 58.3%	25 49.0%	13 46.4%	7 43.8%	18 56.3%	32 49.2%	44 55.0%	11 39.3%	3 50.0%	1 33.3%	1 50.0%	0 ---	16 57.1%	0 ---	1 100.0%	25 49.0%	0 ---	7 58.3%	0 55.1%	2 15.4%	

NA - There is no "no experience" category for this question.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 9**

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)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,145	122	265	217	8	106	1	37	51	28	16	32	67	81	29	6	4	2	0	28	0	1	52	0	12	0	109	13
Number missing or multiple answer	30	2	8	1	0	2	0	1	0	0	0	0	2	1	1	0	1	0	0	0	0	0	1	0	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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,115 98.6%	120 98.4%	257 97.0%	216 99.5%	8 100.0%	104 98.1%	1 100.0%	36 97.3%	51 100.0%	28 100.0%	16 100.0%	32 100.0%	65 97.0%	80 98.8%	28 96.6%	6 100.0%	3 75.0%	2 100.0%	0 ---	28 100.0%	0 ---	1 100.0%	51 98.1%	0 ---	12 100.0%	0 ---	107 98.2%	13 100.0%
0 to 4	23 1.1%	1 0.8%	1 0.4%	1 0.5%	1 12.5%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 3.6%	0 0.0%	0 0.0%	1 1.5%	0 0.0%	1 3.6%	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 ---	1 0.9%	0 0.0%
5	51 2.4%	4 3.3%	5 1.9%	2 0.9%	0 0.0%	4 3.8%	0 0.0%	1 2.8%	2 3.9%	1 3.6%	0 0.0%	1 3.1%	3 4.6%	2 2.5%	2 7.1%	0 0.0%	0 0.0%	1 50.0%	0 ---	1 3.6%	0 ---	0 0.0%	2 3.9%	0 ---	0 0.0%	0 ---	4 3.7%	0 0.0%
6 or 7	223 10.5%	7 5.8%	25 9.7%	26 12.0%	1 12.5%	5 4.8%	0 0.0%	1 2.8%	2 3.9%	3 10.7%	2 12.5%	1 3.1%	3 4.6%	5 6.3%	1 3.6%	0 0.0%	0 0.0%	0 ---	0 3.6%	1 ---	0 0.0%	0 3.9%	2 ---	0 8.3%	1 ---	0 5.6%	6 7.7%	
8 to 10	1,818 86.0%	108 90.0%	226 87.9%	187 86.6%	6 75.0%	95 91.3%	1 100.0%	34 94.4%	47 92.2%	23 82.1%	14 87.5%	30 93.8%	58 89.2%	73 91.3%	24 85.7%	6 100.0%	3 100.0%	1 50.0%	0 ---	26 92.9%	0 ---	1 100.0%	46 90.2%	0 ---	11 91.7%	0 ---	96 89.7%	12 92.3%
Significantly different from column:*																												
0 to 6	145 6.9%	8 6.7%	14 5.4%	11 5.1%	1 12.5%	7 6.7%	0 0.0%	2 5.6%	3 5.9%	3 10.7%	0 0.0%	2 6.3%	6 9.2%	5 6.3%	3 10.7%	0 0.0%	0 0.0%	1 50.0%	0 ---	1 3.6%	0 ---	0 0.0%	4 7.8%	0 ---	1 8.3%	0 ---	8 7.5%	0 0.0%
7 to 8	540 25.5%	23 19.2%	67 26.1%	66 30.6%	2 25.0%	19 18.3%	0 0.0%	3 8.3%	10 19.6%	8 28.6%	4 25.0%	4 12.5%	13 20.0%	13 16.3%	7 25.0%	0 0.0%	0 0.0%	0 ---	4 14.3%	0 ---	0 0.0%	10 19.6%	0 ---	3 25.0%	0 ---	16 15.0%	7 53.8%	
9 to 10	1,430 67.6%	89 74.2%	176 68.5%	139 64.4%	5 62.5%	78 75.0%	1 100.0%	31 86.1%	38 74.5%	17 60.7%	12 75.0%	26 81.3%	46 70.8%	62 77.5%	18 64.3%	6 100.0%	3 100.0%	1 50.0%	0 ---	23 82.1%	0 ---	1 100.0%	37 72.5%	0 ---	8 66.7%	0 ---	83 77.6%	6 46.2%
Significantly different from column:*							J		H																			

NA - There is no "no experience" category for this question.

\*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.



**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 10**

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)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,145	122	265	217	8	106	1	37	51	28	16	32	67	81	29	6	4	2	0	28	0	1	52	0	12	0	109	13
Number missing or multiple answer	28	2	6	1	0	2	0	1	0	1	0	1	1	2	0	0	0	0	0	0	0	0	1	0	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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,117	120	259	216	8	104	1	36	51	27	16	31	66	79	29	6	4	2	0	28	0	1	51	0	12	0	107	13
	98.7%	98.4%	97.7%	99.5%	100.0%	98.1%	100.0%	97.3%	100.0%	96.4%	100.0%	96.9%	98.5%	97.5%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	98.1%	---	100.0%	---	98.2%	100.0%
Never	21	1	3	1	0	1	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0
	1.0%	0.8%	1.2%	0.5%	0.0%	1.0%	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%	1.5%	1.3%	0.0%	0.0%	0.0%	0.0%	---	0.0%	---	0.0%	2.0%	---	0.0%	---	0.9%	0.0%
Sometimes	178	5	16	15	1	4	0	2	1	2	0	2	3	1	4	0	0	0	1	0	0	1	0	2	0	5	0	
	8.4%	4.2%	6.2%	6.9%	12.5%	3.8%	0.0%	5.6%	2.0%	7.4%	0.0%	6.5%	4.5%	1.3%	13.8%	0.0%	0.0%	0.0%	---	3.6%	---	0.0%	2.0%	---	16.7%	---	4.7%	0.0%
Usually	566	42	72	61	1	38	0	11	18	9	6	12	20	24	10	4	2	1	0	13	0	0	17	0	2	0	33	9
	26.7%	35.0%	27.8%	28.2%	12.5%	36.5%	0.0%	30.6%	35.3%	33.3%	37.5%	38.7%	30.3%	30.4%	34.5%	66.7%	50.0%	50.0%	---	46.4%	---	0.0%	33.3%	---	16.7%	---	30.8%	69.2%
Always	1,352	72	168	139	6	61	1	23	31	16	10	17	42	53	15	2	2	1	0	14	0	1	32	0	8	0	68	4
	63.9%	60.0%	64.9%	64.4%	75.0%	58.7%	100.0%	63.9%	60.8%	59.3%	62.5%	54.8%	63.6%	67.1%	51.7%	33.3%	50.0%	50.0%	---	50.0%	---	100.0%	62.7%	---	66.7%	---	63.6%	30.8%
Significantly different from column:*																											AB	AA
Usually or Always	1,918	114	240	200	7	99	1	34	49	25	16	29	62	77	25	6	4	2	0	27	0	1	49	0	10	0	101	13
	90.6%	95.0%	92.7%	92.6%	87.5%	95.2%	100.0%	94.4%	96.1%	92.6%	100.0%	93.5%	93.9%	97.5%	86.2%	100.0%	100.0%	100.0%	---	96.4%	---	100.0%	96.1%	---	83.3%	---	94.4%	100.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 11**

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	<b>232</b>	372	113	22	195	2	59	114	51	35	61	120	174	44	8	9	3	1	62	0	1	88	0	23	107	109	13
Number missing or multiple answer	42	1	6	0	0	1	0	0	0	1	1	0	0	1	0	0	1	0	0	0	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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,928	<b>231</b>	366	113	22	194	2	59	114	50	34	61	120	173	44	8	8	3	1	62	0	1	88	0	23	107	108	13
	98.9%	<b>99.6%</b>	98.4%	100.0%	100.0%	99.5%	100.0%	100.0%	100.0%	98.0%	97.1%	100.0%	100.0%	99.4%	100.0%	100.0%	88.9%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	99.1%	100.0%
Yes	2,739	<b>159</b>	289	87	14	132	2	20	93	41	26	38	84	115	37	4	6	2	1	39	0	0	62	0	17	75	74	9
	69.7%	<b>68.8%</b>	79.0%	77.0%	63.6%	68.0%	100.0%	33.9%	81.6%	82.0%	76.5%	62.3%	70.0%	66.5%	84.1%	50.0%	75.0%	66.7%	100.0%	62.9%	---	0.0%	70.5%	---	73.9%	70.1%	68.5%	69.2%
No	1,189	<b>72</b>	77	26	8	62	0	39	21	9	8	23	36	58	7	4	2	1	0	23	0	1	26	0	6	32	34	4
	30.3%	<b>31.2%</b>	21.0%	23.0%	36.4%	32.0%	0.0%	66.1%	18.4%	18.0%	23.5%	37.7%	30.0%	33.5%	15.9%	50.0%	25.0%	33.3%	0.0%	37.1%	---	100.0%	29.5%	---	26.1%	29.9%	31.5%	30.8%
Significantly different from column:*		<b>C</b>						I,J	H	H				O	N													

NA - There is no "no experience" category for this question.

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**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 12**

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 (Q11)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	2,739	159	289	87	14	132	2	20	93	41	26	38	84	115	37	4	6	2	1	39	0	0	62	0	17	75	74	9
Number missing or multiple answer	63	3	6	1	0	2	0	0	1	1	0	1	1	1	0	0	0	0	0	1	0	0	1	0	0	2	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,676 97.7%	156 98.1%	283 97.9%	86 98.9%	14 100.0%	130 98.5%	2 100.0%	20 100.0%	92 98.9%	40 97.6%	26 100.0%	37 97.4%	83 98.8%	114 99.1%	36 97.3%	4 100.0%	6 100.0%	2 100.0%	1 100.0%	38 97.4%	0 ---	0 ---	61 98.4%	0 ---	17 100.0%	73 97.3%	74 100.0%	8 88.9%
Yes	193 7.2%	12 7.7%	30 10.6%	16 18.6%	2 14.3%	9 6.9%	1 50.0%	1 5.0%	6 6.5%	5 12.5%	1 3.8%	2 5.4%	9 10.8%	4 3.5%	7 19.4%	1 25.0%	0 0.0%	1 50.0%	0 0.0%	4 10.5%	0 ---	0 ---	4 6.6%	0 ---	0 0.0%	0 0.0%	12 16.2%	0 0.0%
No	2,483 92.8%	144 92.3%	253 89.4%	70 81.4%	12 85.7%	121 93.1%	1 50.0%	19 95.0%	86 93.5%	35 87.5%	25 96.2%	35 94.6%	74 89.2%	110 96.5%	29 80.6%	3 75.0%	6 100.0%	1 50.0%	1 100.0%	34 89.5%	0 ---	0 ---	57 93.4%	0 ---	17 100.0%	73 100.0%	62 83.8%	8 100.0%
Significantly different from column:*		<b>D</b>																								AA	Z	

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 13**

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 (Q11 & Q12)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)								Child's Doctor Visits in Last 6 Months (Q7)					
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more		
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB		
Number in sample	193	12	30	16	2	9	1	1	6	5	1	2	9	4	7	1	0	1	0	4	0	0	4	0	0	0	0	0	12	0
Number missing or multiple answer	1	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	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	192	12	29	16	2	9	1	1	6	5	1	2	9	4	7	1	0	1	0	4	0	0	4	0	0	0	0	12	0	
	99.5%	100.0%	96.7%	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%	---	---	
Yes	169	11	23	16	1	9	1	1	6	4	1	2	8	4	6	1	0	1	0	4	0	0	3	0	0	0	11	0		
	88.0%	91.7%	79.3%	100.0%	50.0%	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%	100.0%	88.9%	100.0%	85.7%	100.0%	---	100.0%	---	100.0%	---	---	75.0%	---	---	---	91.7%	---		
No	23	1	6	0	1	0	0	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	1	0	0	0	1	0		
	12.0%	8.3%	20.7%	0.0%	50.0%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%	11.1%	0.0%	14.3%	0.0%	---	0.0%	---	0.0%	---	---	25.0%	---	---	---	8.3%	---		
Significantly different from column:*																														

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 14**

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?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	3,970	<b>232</b>	372	113	22	195	2	59	114	51	35	61	120	174	44	8	9	3	1	62	0	1	88	0	23	107	109	13
Number missing or multiple answer	19	<b>0</b>	2	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
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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,951 99.5%	<b>232</b> <b>100.0%</b>	370 99.5%	111 98.2%	22 100.0%	195 100.0%	2 100.0%	59 100.0%	114 100.0%	51 100.0%	35 100.0%	61 100.0%	120 100.0%	174 100.0%	44 100.0%	8 100.0%	9 100.0%	3 100.0%	1 100.0%	62 100.0%	0 ---	1 100.0%	88 100.0%	0 ---	23 100.0%	107 100.0%	109 100.0%	13 100.0%
Yes	117 3.0%	<b>9</b> <b>3.9%</b>	15 4.1%	3 2.7%	0 0.0%	8 4.1%	0 0.0%	5 8.5%	2 1.8%	1 2.0%	4 11.4%	2 3.3%	2 1.7%	6 3.4%	1 2.3%	2 25.0%	0 0.0%	0 0.0%	0 0.0%	5 8.1%	0 ---	0 0.0%	3 3.4%	0 ---	0 0.0%	1 0.9%	7 6.4%	1 7.7%
No	3,834 97.0%	<b>223</b> <b>96.1%</b>	355 95.9%	108 97.3%	22 100.0%	187 95.9%	2 100.0%	54 91.5%	112 98.2%	50 98.0%	31 88.6%	59 96.7%	118 98.3%	168 96.6%	43 97.7%	6 75.0%	9 100.0%	3 100.0%	1 100.0%	57 91.9%	0 ---	1 100.0%	85 96.6%	0 ---	23 100.0%	106 99.1%	102 93.6%	12 92.3%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 15**

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 (Q14)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	117	9	15	3	0	8	0	5	2	1	4	2	2	6	1	2	0	0	0	5	0	0	3	0	0	1	7	1
Number missing or multiple answer	2	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	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	115 98.3%	9 100.0%	14 93.3%	3 100.0%	0 ---	8 100.0%	0 ---	5 100.0%	2 100.0%	1 100.0%	4 100.0%	2 100.0%	2 100.0%	6 100.0%	1 100.0%	2 100.0%	0 ---	0 ---	0 ---	5 100.0%	0 ---	0 ---	3 100.0%	0 ---	0 ---	1 100.0%	7 100.0%	1 100.0%
Never	10 8.7%	1 11.1%	1 7.1%	1 33.3%	0 ---	1 12.5%	0 ---	1 20.0%	0 0.0%	0 0.0%	0 0.0%	1 50.0%	0 0.0%	1 16.7%	0 0.0%	0 0.0%	0 ---	0 ---	0 0.0%	0 0.0%	0 ---	0 0.0%	1 33.3%	0 ---	0 0.0%	0 0.0%	0 100.0%	
Sometimes	24 20.9%	2 22.2%	2 14.3%	0 0.0%	0 ---	1 12.5%	0 ---	0 0.0%	1 50.0%	0 0.0%	1 25.0%	0 0.0%	0 0.0%	0 0.0%	1 100.0%	1 50.0%	0 ---	0 ---	1 20.0%	0 ---	0 ---	0 0.0%	0 ---	0 0.0%	0 0.0%	2 28.6%	0 0.0%	
Usually	25 21.7%	2 22.2%	7 50.0%	0 0.0%	0 ---	2 25.0%	0 ---	0 0.0%	1 50.0%	1 100.0%	1 25.0%	1 50.0%	0 0.0%	1 16.7%	0 0.0%	1 50.0%	0 ---	0 ---	0 0.0%	2 40.0%	0 ---	0 ---	0 0.0%	0 ---	0 0.0%	2 28.6%	0 0.0%	
Always	56 48.7%	4 44.4%	4 28.6%	2 66.7%	0 ---	4 50.0%	0 ---	4 80.0%	0 0.0%	0 0.0%	2 50.0%	0 0.0%	2 100.0%	4 66.7%	0 0.0%	0 0.0%	0 ---	0 ---	0 0.0%	2 40.0%	0 ---	0 ---	2 66.7%	0 ---	0 0.0%	1 100.0%	3 42.9%	0 0.0%
Significantly different from column:*																												
Usually or Always	81 70.4%	6 66.7%	11 78.6%	2 66.7%	0 ---	6 75.0%	0 ---	4 80.0%	1 50.0%	1 100.0%	3 75.0%	1 50.0%	2 100.0%	5 83.3%	0 0.0%	1 50.0%	0 ---	0 ---	0 0.0%	4 80.0%	0 ---	0 ---	2 66.7%	0 ---	0 0.0%	1 100.0%	5 71.4%	0 0.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 16**

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 (Q14)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	117	9	15	3	0	8	0	5	2	1	4	2	2	6	1	2	0	0	0	5	0	0	3	0	0	1	7	1
Number missing or multiple answer	1	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
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	116 99.1%	9 100.0%	14 93.3%	3 100.0%	0 ---	8 100.0%	0 ---	5 100.0%	2 100.0%	1 100.0%	4 100.0%	2 100.0%	2 100.0%	6 100.0%	1 100.0%	2 100.0%	0 ---	0 ---	0 ---	5 100.0%	0 ---	0 ---	3 100.0%	0 ---	0 ---	1 100.0%	7 100.0%	1 100.0%
Yes	89 76.7%	6 66.7%	11 78.6%	2 66.7%	0 ---	6 75.0%	0 ---	3 60.0%	2 100.0%	1 100.0%	4 100.0%	1 50.0%	1 50.0%	4 66.7%	0 0.0%	2 100.0%	0 ---	0 ---	0 ---	5 100.0%	0 ---	0 ---	1 33.3%	0 ---	0 ---	1 100.0%	5 71.4%	0 0.0%
No	27 23.3%	3 33.3%	3 21.4%	1 33.3%	0 ---	2 25.0%	0 ---	2 40.0%	0 0.0%	0 0.0%	0 0.0%	1 50.0%	1 50.0%	2 33.3%	1 100.0%	0 0.0%	0 ---	0 ---	0 0.0%	0 ---	0 ---	0 ---	2 66.7%	0 ---	0 ---	0 0.0%	2 28.6%	1 100.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 17**

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	<b>232</b>	372	113	22	195	2	59	114	51	35	61	120	174	44	8	9	3	1	62	0	1	88	0	23	107	109	13
Number missing or multiple answer	25	<b>0</b>	5	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
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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,945	<b>232</b>	367	113	22	195	2	59	114	51	35	61	120	174	44	8	9	3	1	62	0	1	88	0	23	107	109	13
	99.4%	<b>100.0%</b>	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%	---	100.0%	100.0%	100.0%	100.0%
Yes	419	<b>23</b>	45	19	1	20	0	9	7	4	4	6	11	14	6	1	2	0	0	8	0	1	7	0	1	8	13	2
	10.6%	<b>9.9%</b>	12.3%	16.8%	4.5%	10.3%	0.0%	15.3%	6.1%	7.8%	11.4%	9.8%	9.2%	8.0%	13.6%	12.5%	22.2%	0.0%	0.0%	12.9%	---	100.0%	8.0%	---	4.3%	7.5%	11.9%	15.4%
No	3,526	<b>209</b>	322	94	21	175	2	50	107	47	31	55	109	160	38	7	7	3	1	54	0	0	81	0	22	99	96	11
	89.4%	<b>90.1%</b>	87.7%	83.2%	95.5%	89.7%	100.0%	84.7%	93.9%	92.2%	88.6%	90.2%	90.8%	92.0%	86.4%	87.5%	77.8%	100.0%	100.0%	87.1%	---	0.0%	92.0%	---	95.7%	92.5%	88.1%	84.6%
Significantly different from column:*								I	H																			

NA - There is no "no experience" category for this question.

\*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.



**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 18**

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 (Q17)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	419	23	45	19	1	20	0	9	7	4	4	6	11	14	6	1	2	0	0	8	0	1	7	0	1	8	13	2	
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	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	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	414	23	45	19	1	20	0	9	7	4	4	6	11	14	6	1	2	0	0	8	0	1	7	0	1	8	13	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%	---	100.0%	100.0%	100.0%	100.0%	
Never	45	3	3	3	0	3	0	1	1	0	1	0	2	2	1	0	1	0	0	0	0	0	1	0	0	2	1	0	
	10.9%	13.0%	6.7%	15.8%	0.0%	15.0%	---	11.1%	14.3%	0.0%	25.0%	0.0%	18.2%	14.3%	16.7%	0.0%	50.0%	---	---	0.0%	---	0.0%	14.3%	---	0.0%	25.0%	7.7%	0.0%	
Sometimes	62	3	8	5	0	2	0	0	1	1	0	1	1	1	1	0	0	0	1	0	0	0	0	0	0	1	1	1	
	15.0%	13.0%	17.8%	26.3%	0.0%	10.0%	---	0.0%	14.3%	25.0%	0.0%	16.7%	9.1%	7.1%	16.7%	0.0%	0.0%	---	---	12.5%	---	0.0%	0.0%	---	0.0%	12.5%	7.7%	50.0%	
Usually	107	6	11	3	0	6	0	2	3	1	1	3	2	4	1	1	0	0	0	3	0	0	3	0	0	2	3	1	
	25.8%	26.1%	24.4%	15.8%	0.0%	30.0%	---	22.2%	42.9%	25.0%	25.0%	50.0%	18.2%	28.6%	16.7%	100.0%	0.0%	---	---	37.5%	---	0.0%	42.9%	---	0.0%	25.0%	23.1%	50.0%	
Always	200	11	23	8	1	9	0	6	2	2	2	2	6	7	3	0	1	0	0	4	0	1	3	0	1	3	8	0	
	48.3%	47.8%	51.1%	42.1%	100.0%	45.0%	---	66.7%	28.6%	50.0%	50.0%	33.3%	54.5%	50.0%	50.0%	0.0%	50.0%	---	---	50.0%	---	100.0%	42.9%	---	100.0%	37.5%	61.5%	0.0%	
Significantly different from column:*																													
Usually or Always	307	17	34	11	1	15	0	8	5	3	3	5	8	11	4	1	1	0	0	7	0	1	6	0	1	5	11	1	
	74.2%	73.9%	75.6%	57.9%	100.0%	75.0%	---	88.9%	71.4%	75.0%	75.0%	83.3%	72.7%	78.6%	66.7%	100.0%	50.0%	---	---	87.5%	---	100.0%	85.7%	---	100.0%	62.5%	84.6%	50.0%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 19**

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 (Q17)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	419	23	45	19	1	20	0	9	7	4	4	6	11	14	6	1	2	0	0	8	0	1	7	0	1	8	13	2
Number missing or multiple answer	9	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
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	410	23	44	19	1	20	0	9	7	4	4	6	11	14	6	1	2	0	0	8	0	1	7	0	1	8	13	2
	97.9%	100.0%	97.8%	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%	100.0%	100.0%
Yes	287	14	34	13	1	12	0	6	5	2	3	4	6	8	4	1	1	0	0	7	0	1	3	0	0	4	10	0
	70.0%	60.9%	77.3%	68.4%	100.0%	60.0%	---	66.7%	71.4%	50.0%	75.0%	66.7%	54.5%	57.1%	66.7%	100.0%	50.0%	---	---	87.5%	---	100.0%	42.9%	---	0.0%	50.0%	76.9%	0.0%
No	123	9	10	6	0	8	0	3	2	2	1	2	5	6	2	0	1	0	0	1	0	0	4	0	1	4	3	2
	30.0%	39.1%	22.7%	31.6%	0.0%	40.0%	---	33.3%	28.6%	50.0%	25.0%	33.3%	45.5%	42.9%	33.3%	0.0%	50.0%	---	---	12.5%	---	0.0%	57.1%	---	100.0%	50.0%	23.1%	100.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 20**

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	3,970	232	372	113	22	195	2	59	114	51	35	61	120	174	44	8	9	3	1	62	0	1	88	0	23	107	109	13	
Number missing or multiple answer	23	1	2	0	1	0	0	0	1	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	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	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,947 99.4%	231 99.6%	370 99.5%	113 100.0%	21 95.5%	195 100.0%	2 100.0%	59 100.0%	113 99.1%	51 100.0%	35 100.0%	60 98.4%	120 100.0%	174 100.0%	43 97.7%	8 100.0%	9 100.0%	3 100.0%	1 100.0%	62 100.0%	0 ---	1 100.0%	88 100.0%	0 ---	23 100.0%	106 99.1%	109 100.0%	13 100.0%	
Yes	614 15.6%	38 16.5%	80 21.6%	33 29.2%	2 9.5%	33 16.9%	0 0.0%	6 10.2%	15 13.3%	14 27.5%	5 14.3%	7 11.7%	24 20.0%	22 12.6%	10 23.3%	3 37.5%	1 11.1%	0 0.0%	0 0.0%	5 8.1%	0 ---	0 0.0%	19 21.6%	0 ---	5 21.7%	9 8.5%	22 20.2%	7 53.8%	
No	3,333 84.4%	193 83.5%	290 78.4%	80 70.8%	19 90.5%	162 83.1%	2 100.0%	53 89.8%	98 86.7%	37 72.5%	30 85.7%	53 88.3%	96 80.0%	152 87.4%	33 76.7%	5 62.5%	8 88.9%	3 100.0%	1 100.0%	57 91.9%	0 ---	1 100.0%	69 78.4%	0 ---	18 78.3%	97 91.5%	87 79.8%	6 46.2%	
Significantly different from column:*		<b>D</b>						J	J	H,I									W			T			AA	Z			

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 21**

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 (Q20)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	614	<b>38</b>	80	33	2	33	0	6	15	14	5	7	24	22	10	3	1	0	0	5	0	0	19	0	5	9	22	7
Number missing or multiple answer	8	1	1	0	0	1	0	0	1	0	0	0	1	0	1	0	0	0	0	0	0	1	0	0	0	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	606	<b>37</b>	79	33	2	32	0	6	14	14	5	7	23	22	9	3	1	0	5	0	0	18	0	5	9	22	6	
	98.7%	<b>97.4%</b>	98.8%	100.0%	100.0%	97.0%	---	100.0%	93.3%	100.0%	100.0%	100.0%	95.8%	100.0%	90.0%	100.0%	100.0%	---	---	100.0%	---	---	94.7%	---	100.0%	100.0%	100.0%	85.7%
Never	90	5	10	4	1	4	0	1	2	1	1	0	4	3	2	0	1	0	0	0	0	2	0	1	3	2	0	
	14.9%	<b>13.5%</b>	12.7%	12.1%	50.0%	12.5%	---	16.7%	14.3%	7.1%	20.0%	0.0%	17.4%	13.6%	22.2%	0.0%	100.0%	---	---	0.0%	---	---	11.1%	---	20.0%	33.3%	9.1%	0.0%
Sometimes	112	7	13	8	0	7	0	0	3	4	1	2	4	4	3	0	0	0	1	0	0	4	0	2	2	4	1	
	18.5%	<b>18.9%</b>	16.5%	24.2%	0.0%	21.9%	---	0.0%	21.4%	28.6%	20.0%	28.6%	17.4%	18.2%	33.3%	0.0%	0.0%	---	---	20.0%	---	---	22.2%	---	40.0%	22.2%	18.2%	16.7%
Usually	139	9	17	4	0	8	0	1	3	4	2	3	3	4	1	2	0	0	2	0	0	4	0	0	1	5	3	
	22.9%	<b>24.3%</b>	21.5%	12.1%	0.0%	25.0%	---	16.7%	21.4%	28.6%	40.0%	42.9%	13.0%	18.2%	11.1%	66.7%	0.0%	---	---	40.0%	---	---	22.2%	---	0.0%	11.1%	22.7%	50.0%
Always	265	16	39	17	1	13	0	4	6	5	1	2	12	11	3	1	0	0	2	0	0	8	0	2	3	11	2	
	43.7%	<b>43.2%</b>	49.4%	51.5%	50.0%	40.6%	---	66.7%	42.9%	35.7%	20.0%	28.6%	52.2%	50.0%	33.3%	33.3%	0.0%	---	---	40.0%	---	---	44.4%	---	40.0%	33.3%	50.0%	33.3%
Significantly different from column:*																												
Usually or Always	404	25	56	21	1	21	0	5	9	9	3	5	15	15	4	3	0	0	4	0	0	12	0	2	4	16	5	
	66.7%	<b>67.6%</b>	70.9%	63.6%	50.0%	65.6%	---	83.3%	64.3%	64.3%	60.0%	71.4%	65.2%	68.2%	44.4%	100.0%	0.0%	---	---	80.0%	---	---	66.7%	---	40.0%	44.4%	72.7%	83.3%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 22**

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 (Q20)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	614	38	80	33	2	33	0	6	15	14	5	7	24	22	10	3	1	0	0	5	0	0	19	0	5	9	22	7
Number missing or multiple answer	7	1	1	0	0	1	0	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	1	0	0	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	607	37	79	33	2	32	0	6	14	14	5	7	23	22	9	3	1	0	0	5	0	0	18	0	5	9	22	6
	98.9%	97.4%	98.8%	100.0%	100.0%	97.0%	---	100.0%	93.3%	100.0%	100.0%	100.0%	95.8%	100.0%	90.0%	100.0%	100.0%	---	---	100.0%	---	---	94.7%	---	100.0%	100.0%	100.0%	85.7%
Yes	342	15	35	16	1	11	0	2	6	4	4	1	8	6	4	2	1	0	0	3	0	0	6	0	1	1	10	4
	56.3%	40.5%	44.3%	48.5%	50.0%	34.4%	---	33.3%	42.9%	28.6%	80.0%	14.3%	34.8%	27.3%	44.4%	66.7%	100.0%	---	---	60.0%	---	---	33.3%	---	20.0%	11.1%	45.5%	66.7%
No	265	22	44	17	1	21	0	4	8	10	1	6	15	16	5	1	0	0	2	0	0	12	0	4	8	12	2	
	43.7%	59.5%	55.7%	51.5%	50.0%	65.6%	---	66.7%	57.1%	71.4%	20.0%	85.7%	65.2%	72.7%	55.6%	33.3%	0.0%	---	---	40.0%	---	---	66.7%	---	80.0%	88.9%	54.5%	33.3%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 23**

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	3,970	<b>232</b>	372	113	22	195	2	59	114	51	35	61	120	174	44	8	9	3	1	62	0	1	88	0	23	107	109	13	
Number missing or multiple answer	40	<b>2</b>	8	1	0	2	0	0	1	1	1	0	1	2	0	0	1	0	0	0	0	0	1	0	0	2	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	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,930	<b>230</b>	364	112	22	193	2	59	113	50	34	61	119	172	44	8	8	3	1	62	0	1	87	0	23	105	109	13	
	99.0%	<b>99.1%</b>	97.8%	99.1%	100.0%	99.0%	100.0%	100.0%	99.1%	98.0%	97.1%	100.0%	99.2%	98.9%	100.0%	100.0%	88.9%	100.0%	100.0%	100.0%	---	100.0%	98.9%	---	100.0%	98.1%	100.0%	100.0%	
Yes	753	<b>43</b>	82	43	3	36	0	14	13	13	8	7	24	26	11	3	2	1	0	9	0	1	15	0	3	6	30	6	
	19.2%	<b>18.7%</b>	22.5%	38.4%	13.6%	18.7%	0.0%	23.7%	11.5%	26.0%	23.5%	11.5%	20.2%	15.1%	25.0%	37.5%	25.0%	33.3%	0.0%	14.5%	---	100.0%	17.2%	---	13.0%	5.7%	27.5%	46.2%	
No	3,177	<b>187</b>	282	69	19	157	2	45	100	37	26	54	95	146	33	5	6	2	1	53	0	0	72	0	20	99	79	7	
	80.8%	<b>81.3%</b>	77.5%	61.6%	86.4%	81.3%	100.0%	76.3%	88.5%	74.0%	76.5%	88.5%	79.8%	84.9%	75.0%	62.5%	75.0%	66.7%	100.0%	85.5%	---	0.0%	82.8%	---	87.0%	94.3%	72.5%	53.8%	
Significantly different from column:*		<b>D</b>						I	H,J	I																AA	Z		

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 24**

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 (Q23)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	753	43	82	43	3	36	0	14	13	13	8	7	24	26	11	3	2	1	0	9	0	1	15	0	3	6	30	6
Number missing or multiple answer	9	0	2	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
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	744	43	80	42	3	36	0	14	13	13	8	7	24	26	11	3	2	1	0	9	0	1	15	0	3	6	30	6
	98.8%	100.0%	97.6%	97.7%	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%	100.0%
Yes	455	25	53	29	2	21	0	6	9	8	6	5	12	14	6	3	2	1	0	6	0	1	7	0	2	2	20	3
	61.2%	58.1%	66.3%	69.0%	66.7%	58.3%	---	42.9%	69.2%	61.5%	75.0%	71.4%	50.0%	53.8%	54.5%	100.0%	100.0%	100.0%	---	66.7%	---	100.0%	46.7%	---	66.7%	33.3%	66.7%	50.0%
No	289	18	27	13	1	15	0	8	4	5	2	2	12	12	5	0	0	0	3	0	0	8	0	1	4	10	3	
	38.8%	41.9%	33.8%	31.0%	33.3%	41.7%	---	57.1%	30.8%	38.5%	25.0%	28.6%	50.0%	46.2%	45.5%	0.0%	0.0%	0.0%	---	33.3%	---	0.0%	53.3%	---	33.3%	66.7%	33.3%	50.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 25**

A personal doctor is the one your child would talk to 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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB		
Number in sample	3,970	<b>232</b>	372	314	22	195	2	59	114	51	35	61	120	174	44	8	9	3	1	62	0	1	88	0	23	107	109	13	
Number missing or multiple answer	39	<b>2</b>	2	34	1	1	0	0	2	0	0	2	0	2	0	0	0	0	0	1	0	0	0	0	0	2	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	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,931	<b>230</b>	370	280	21	194	2	59	112	51	35	59	120	172	44	8	9	3	1	61	0	1	88	0	23	105	109	13	
	99.0%	<b>99.1%</b>	99.5%	89.2%	95.5%	99.5%	100.0%	100.0%	98.2%	100.0%	100.0%	96.7%	100.0%	98.9%	100.0%	100.0%	100.0%	100.0%	98.4%	---	100.0%	100.0%	---	100.0%	98.1%	100.0%	100.0%		
Yes	3,398	<b>208</b>	349	260	18	175	2	57	101	42	31	48	113	157	40	5	8	1	1	53	0	1	82	0	21	89	104	12	
	86.4%	<b>90.4%</b>	94.3%	92.9%	85.7%	90.2%	100.0%	96.6%	90.2%	82.4%	88.6%	81.4%	94.2%	91.3%	90.9%	62.5%	88.9%	33.3%	100.0%	86.9%	---	100.0%	93.2%	---	91.3%	84.8%	95.4%	92.3%	
No	533	<b>22</b>	21	20	3	19	0	2	11	9	4	11	7	15	4	3	1	2	0	8	0	0	6	0	2	16	5	1	
	13.6%	<b>9.6%</b>	5.7%	7.1%	14.3%	9.8%	0.0%	3.4%	9.8%	17.6%	11.4%	18.6%	5.8%	8.7%	9.1%	37.5%	11.1%	66.7%	0.0%	13.1%	---	0.0%	6.8%	---	8.7%	15.2%	4.6%	7.7%	
Significantly different from column:*								J	H			M	L													AA	Z		

NA - There is no "no experience" category for this question.

\*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.



**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 26**

In the last 6 months, how many times did your child have an in person, phone, or video visit with his or her personal doctor?

Base: All respondents whose child has a personal doctor (Q25)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)										Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB		
Number in sample	3,398	<b>208</b>	349	260	18	175	2	57	101	42	31	48	113	157	40	5	8	1	1	53	0	1	82	0	21	89	104	12	
Number missing or multiple answer	76	<b>2</b>	11	8	1	1	0	1	1	0	0	0	1	1	0	0	0	0	0	1	0	0	1	0	0	1	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	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	3,322 97.8%	<b>206</b> <b>99.0%</b>	338 96.8%	252 96.9%	17 94.4%	174 99.4%	2 100.0%	56 98.2%	100 99.0%	42 100.0%	31 100.0%	48 100.0%	112 99.1%	156 99.4%	39 97.5%	5 100.0%	8 100.0%	1 100.0%	1 100.0%	52 98.1%	0 ---	1 100.0%	81 98.8%	0 ---	21 100.0%	88 98.9%	104 100.0%	12 100.0%	
None	1,315 39.6%	<b>76</b> <b>36.9%</b>	91 26.9%	53 21.0%	6 35.3%	63 36.2%	1 50.0%	12 21.4%	42 42.0%	18 42.9%	10 32.3%	15 31.3%	43 38.4%	61 39.1%	13 33.3%	0 0.0%	3 37.5%	0 0.0%	1 100.0%	15 28.8%	0 ---	0 0.0%	33 40.7%	0 ---	6 28.6%	63 71.6%	12 11.5%	1 8.3%	
1 time	1,193 35.9%	<b>76</b> <b>36.9%</b>	143 42.3%	105 41.7%	8 47.1%	65 37.4%	1 50.0%	23 41.1%	41 41.0%	12 28.6%	14 45.2%	19 39.6%	41 36.6%	58 37.2%	16 41.0%	1 20.0%	3 37.5%	1 100.0%	0 0.0%	21 40.4%	0 ---	1 100.0%	30 37.0%	0 ---	6 28.6%	17 19.3%	56 53.8%	2 16.7%	
2	439 13.2%	<b>26</b> <b>12.6%</b>	59 17.5%	45 17.9%	1 5.9%	23 13.2%	0 0.0%	8 14.3%	10 10.0%	7 16.7%	4 12.9%	4 8.3%	16 14.3%	19 12.2%	6 15.4%	0 0.0%	1 12.5%	0 0.0%	0 0.0%	7 13.5%	0 ---	0 0.0%	10 12.3%	0 ---	4 19.0%	4 4.5%	19 18.3%	2 16.7%	
3	209 6.3%	<b>17</b> <b>8.3%</b>	21 6.2%	29 11.5%	1 5.9%	14 8.0%	0 0.0%	7 12.5%	6 6.0%	2 4.8%	1 3.2%	4 8.3%	10 8.9%	13 8.3%	2 5.1%	1 20.0%	1 12.5%	0 0.0%	0 0.0%	6 11.5%	0 ---	0 0.0%	4 4.9%	0 ---	3 14.3%	2 2.3%	13 12.5%	2 16.7%	
4	82 2.5%	<b>4</b> <b>1.9%</b>	15 4.4%	11 4.4%	1 5.9%	3 1.7%	0 0.0%	3 5.4%	0 0.0%	1 2.4%	0 0.0%	4 8.3%	0 0.0%	3 1.9%	1 2.6%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	2 2.5%	0 ---	2 9.5%	2 2.3%	2 1.9%	0 0.0%	
5 to 9	71 2.1%	<b>7</b> <b>3.4%</b>	7 2.1%	9 3.6%	0 0.0%	6 3.4%	0 0.0%	3 5.4%	1 1.0%	2 4.8%	2 6.5%	2 4.2%	2 1.8%	2 1.3%	1 2.6%	3 60.0%	0 0.0%	0 0.0%	0 0.0%	3 5.8%	0 ---	0 0.0%	2 2.5%	0 ---	0 0.0%	0 0.0%	2 1.9%	5 41.7%	
10 or more times	13 0.4%	<b>0</b> <b>0.0%</b>	2 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 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%	
2 or more times	814 24.5%	<b>54</b> <b>26.2%</b>	104 30.8%	94 37.3%	3 17.6%	46 26.4%	0 0.0%	21 37.5%	17 17.0%	12 28.6%	7 22.6%	14 29.2%	28 25.0%	37 23.7%	10 25.6%	4 80.0%	2 25.0%	0 0.0%	0 0.0%	16 30.8%	0 ---	0 0.0%	18 22.2%	0 ---	9 42.9%	8 9.1%	36 34.6%	9 75.0%	
Significantly different from column:*		<b>D</b>						<b>I</b>	<b>H</b>																	<b>AA</b>	<b>Z</b>		

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 26a**

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 (Q25 & Q26)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,007	130	247	199	11	111	1	44	58	24	21	33	69	95	26	5	5	1	0	37	0	1	48	0	15	25	92	11
Number missing or multiple answer	9	2	2	3	1	1	0	0	2	0	1	1	0	1	1	0	0	0	0	1	0	0	1	0	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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,998 99.6%	128 98.5%	245 99.2%	196 98.5%	10 90.9%	110 99.1%	1 100.0%	44 100.0%	56 96.6%	24 100.0%	20 95.2%	32 97.0%	69 100.0%	94 98.9%	25 96.2%	5 100.0%	5 100.0%	1 100.0%	0 ---	36 97.3%	0 ---	1 100.0%	47 97.9%	0 ---	15 100.0%	25 100.0%	90 97.8%	11 100.0%
Never	1,825 91.3%	117 91.4%	224 91.4%	183 93.4%	10 100.0%	101 91.8%	1 100.0%	39 88.6%	54 96.4%	21 87.5%	16 80.0%	27 84.4%	69 100.0%	90 95.7%	20 80.0%	4 80.0%	4 80.0%	1 100.0%	0 ---	28 77.8%	0 ---	1 100.0%	47 100.0%	0 ---	15 100.0%	24 96.0%	81 90.0%	10 90.9%
Sometimes	103 5.2%	8 6.3%	13 5.3%	8 4.1%	0 0.0%	6 5.5%	0 0.0%	2 4.5%	2 3.6%	3 12.5%	3 15.0%	3 9.4%	0 0.0%	3 3.2%	3 12.0%	1 20.0%	1 20.0%	0 0.0%	0 ---	6 16.7%	0 ---	0 0.0%	0 0.0%	0 ---	0 0.0%	1 4.0%	6 6.7%	1 9.1%
Usually	27 1.4%	1 0.8%	7 2.9%	3 1.5%	0 0.0%	1 0.9%	0 0.0%	1 2.3%	0 0.0%	0 0.0%	0 0.0%	1 3.1%	0 0.0%	0 0.0%	1 4.0%	0 0.0%	0 0.0%	0 ---	1 2.8%	0 ---	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	1 1.1%	0 0.0%	
Always	43 2.2%	2 1.6%	1 0.4%	2 1.0%	0 0.0%	2 1.8%	0 0.0%	2 4.5%	0 0.0%	0 0.0%	1 5.0%	1 3.1%	0 0.0%	1 1.1%	1 4.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	1 2.8%	0 ---	0 0.0%	0 0.0%	0 ---	0 0.0%	2 2.2%	0 0.0%	
Significantly different from column:*																												
Usually or Always	70 3.5%	3 2.3%	8 3.3%	5 2.6%	0 0.0%	3 2.7%	0 0.0%	3 6.8%	0 0.0%	0 0.0%	1 5.0%	2 6.3%	0 0.0%	1 1.1%	2 8.0%	0 0.0%	0 0.0%	0 ---	2 5.6%	0 ---	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	3 3.3%	0 0.0%	
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 27**

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 (Q25 & Q26)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	2,007	130	247	199	11	111	1	44	58	24	21	33	69	95	26	5	5	1	0	37	0	1	48	0	15	25	92	11
Number missing or multiple answer	9	2	2	0	1	1	0	0	2	0	1	0	1	2	0	0	0	0	0	1	0	0	1	0	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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,998 99.6%	128 98.5%	245 99.2%	199 100.0%	10 90.9%	110 99.1%	1 100.0%	44 100.0%	56 96.6%	24 100.0%	20 95.2%	33 100.0%	68 98.6%	93 97.9%	26 100.0%	5 100.0%	5 100.0%	1 100.0%	0 ---	36 97.3%	0 ---	1 100.0%	47 97.9%	0 ---	15 100.0%	25 100.0%	90 97.8%	11 100.0%
Never	65 3.3%	1 0.8%	5 2.0%	2 1.0%	1 10.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 4.2%	0 0.0%	0 0.0%	1 1.5%	0 0.0%	1 3.8%	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 0.0%	0 0.0%	1 1.1%	0 0.0%
Sometimes	52 2.6%	2 1.6%	10 4.1%	7 3.5%	0 0.0%	1 0.9%	0 0.0%	0 0.0%	1 1.8%	1 4.2%	0 0.0%	0 0.0%	1 1.5%	1 1.1%	1 3.8%	0 0.0%	0 100.0%	0 ---	1 2.8%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	2 8.0%	0 0.0%	0 0.0%
Usually	255 12.8%	18 14.1%	33 13.5%	23 11.6%	0 0.0%	18 16.4%	0 0.0%	3 6.8%	12 21.4%	3 12.5%	5 25.0%	6 18.2%	7 10.3%	12 12.9%	5 19.2%	1 20.0%	0 0.0%	0 0.0%	0 ---	9 25.0%	0 ---	0 0.0%	3 6.4%	0 ---	4 26.7%	2 8.0%	16 17.8%	0 0.0%
Always	1,626 81.4%	107 83.6%	197 80.4%	167 83.9%	9 90.0%	91 82.7%	1 100.0%	41 93.2%	43 76.8%	19 79.2%	15 75.0%	27 81.8%	59 86.8%	80 86.0%	19 73.1%	4 80.0%	5 100.0%	0 0.0%	0 ---	26 72.2%	0 ---	1 100.0%	43 91.5%	0 ---	11 73.3%	21 84.0%	73 81.1%	11 100.0%
Significantly different from column:*							I	H											W			T						
Usually or Always	1,881 94.1%	125 97.7%	230 93.9%	190 95.5%	9 90.0%	109 99.1%	1 100.0%	44 100.0%	55 98.2%	22 91.7%	20 100.0%	33 100.0%	66 97.1%	92 98.9%	24 92.3%	5 100.0%	5 100.0%	0 0.0%	0 ---	35 97.2%	0 ---	1 100.0%	46 97.9%	0 ---	15 100.0%	23 92.0%	89 98.9%	11 100.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 28**

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 (Q25 & Q26)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	2,007	<b>130</b>	247	199	11	111	1	44	58	24	21	33	69	95	26	5	5	1	0	37	0	1	48	0	15	25	92	11
Number missing or multiple answer	14	<b>3</b>	2	2	1	2	0	0	3	0	1	1	1	2	1	0	0	0	0	1	0	0	1	0	1	0	3	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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,993 99.3%	<b>127</b> <b>97.7%</b>	245 99.2%	197 99.0%	10 90.9%	109 98.2%	1 100.0%	44 100.0%	55 94.8%	24 100.0%	20 95.2%	32 97.0%	68 98.6%	93 97.9%	25 96.2%	5 100.0%	5 100.0%	1 100.0%	0 ---	36 97.3%	0 ---	1 100.0%	47 97.9%	0 ---	14 93.3%	25 100.0%	89 96.7%	11 100.0%
Never	26 1.3%	<b>2</b> <b>1.6%</b>	3 1.2%	0 0.0%	1 10.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 8.3%	0 0.0%	0 0.0%	1 1.5%	0 0.0%	2 8.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	1 2.8%	0 ---	0 0.0%	1 2.1%	0 ---	0 0.0%	1 4.0%	1 1.1%	0 0.0%
Sometimes	49 2.5%	<b>2</b> <b>1.6%</b>	12 4.9%	1 0.5%	0 0.0%	2 1.8%	0 0.0%	1 2.3%	1 1.8%	0 0.0%	0 0.0%	0 0.0%	2 2.9%	2 2.2%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 ---	0 0.0%	0 2.1%	1 ---	0 7.1%	1 0.0%	2 2.2%	0 0.0%	
Usually	279 14.0%	<b>23</b> <b>18.1%</b>	34 13.9%	41 20.8%	0 0.0%	23 21.1%	0 0.0%	5 11.4%	12 21.8%	5 20.8%	4 20.0%	7 21.9%	12 17.6%	16 17.2%	6 24.0%	1 20.0%	1 20.0%	1 100.0%	0 ---	7 19.4%	0 ---	0 0.0%	7 14.9%	0 ---	1 7.1%	7 28.0%	14 15.7%	2 18.2%
Always	1,639 82.2%	<b>100</b> <b>78.7%</b>	196 80.0%	155 78.7%	9 90.0%	84 77.1%	1 100.0%	38 86.4%	42 76.4%	17 70.8%	16 80.0%	25 78.1%	53 77.9%	75 80.6%	17 68.0%	4 80.0%	4 80.0%	0 0.0%	0 ---	28 77.8%	0 ---	1 100.0%	38 80.9%	0 ---	12 85.7%	17 68.0%	72 80.9%	9 81.8%
Significantly different from column:*																												
Usually or Always	1,918 96.2%	<b>123</b> <b>96.9%</b>	230 93.9%	196 99.5%	9 90.0%	107 98.2%	1 100.0%	43 97.7%	54 98.2%	22 91.7%	20 100.0%	32 100.0%	65 95.6%	91 97.8%	23 92.0%	5 100.0%	5 100.0%	1 100.0%	0 ---	35 97.2%	0 ---	1 100.0%	45 95.7%	0 ---	13 92.9%	24 96.0%	86 96.6%	11 100.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 29**

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 (Q25 & Q26)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	2,007	130	247	199	11	111	1	44	58	24	21	33	69	95	26	5	5	1	0	37	0	1	48	0	15	25	92	11
Number missing or multiple answer	7	2	3	1	1	1	0	0	2	0	1	1	0	1	1	0	0	0	0	0	0	0	1	0	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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,000 99.7%	128 98.5%	244 98.8%	198 99.5%	10 90.9%	110 99.1%	1 100.0%	44 100.0%	56 96.6%	24 100.0%	20 95.2%	32 97.0%	69 100.0%	94 98.9%	25 96.2%	5 100.0%	5 100.0%	1 100.0%	0 ---	37 100.0%	0 ---	1 100.0%	47 97.9%	0 ---	14 93.3%	25 100.0%	90 97.8%	11 100.0%
Never	19 1.0%	2 1.6%	1 0.4%	0 0.0%	1 10.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 8.3%	0 0.0%	0 0.0%	1 1.4%	0 0.0%	2 8.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	1 2.7%	0 ---	0 0.0%	1 2.1%	0 ---	0 0.0%	1 4.0%	1 1.1%	0 0.0%
Sometimes	36 1.8%	3 2.3%	11 4.5%	3 1.5%	0 0.0%	3 2.7%	0 0.0%	1 2.3%	2 3.6%	0 0.0%	1 5.0%	0 0.0%	2 2.9%	3 3.2%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 ---	0 0.0%	1 2.1%	0 ---	1 7.1%	1 4.0%	2 2.2%	0 0.0%
Usually	198 9.9%	18 14.1%	24 9.8%	27 13.6%	0 0.0%	18 16.4%	0 0.0%	5 11.4%	9 16.1%	3 12.5%	3 15.0%	7 21.9%	8 11.6%	11 11.7%	6 24.0%	1 20.0%	1 20.0%	0 0.0%	0 ---	7 18.9%	0 ---	0 0.0%	5 10.6%	0 ---	1 7.1%	4 16.0%	11 12.2%	3 27.3%
Always	1,747 87.4%	105 82.0%	208 85.2%	168 84.8%	9 90.0%	89 80.9%	1 100.0%	38 86.4%	45 80.4%	19 79.2%	16 80.0%	25 78.1%	58 84.1%	80 85.1%	17 68.0%	4 80.0%	4 80.0%	1 100.0%	0 ---	29 78.4%	0 ---	1 100.0%	40 85.1%	0 ---	12 85.7%	19 76.0%	76 84.4%	8 72.7%
Significantly different from column:*																												
Usually or Always	1,945 97.3%	123 96.1%	232 95.1%	195 98.5%	9 90.0%	107 97.3%	1 100.0%	43 97.7%	54 96.4%	22 91.7%	19 95.0%	32 100.0%	66 95.7%	91 96.8%	23 92.0%	5 100.0%	5 100.0%	1 100.0%	0 ---	36 97.3%	0 ---	1 100.0%	45 95.7%	0 ---	13 92.9%	23 92.0%	87 96.7%	11 100.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 30**

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 (Q25 & Q26)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,007	130	247	199	11	111	1	44	58	24	21	33	69	95	26	5	5	1	0	37	0	1	48	0	15	25	92	11
Number missing or multiple answer	13	1	3	3	1	0	0	0	1	0	1	0	0	1	0	0	0	0	0	0	0	0	1	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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,994 99.4%	129 99.2%	244 98.8%	196 98.5%	10 90.9%	111 100.0%	1 100.0%	44 100.0%	57 98.3%	24 100.0%	20 95.2%	33 100.0%	69 100.0%	94 98.9%	26 100.0%	5 100.0%	5 100.0%	1 ---	0 100.0%	37 ---	0 100.0%	1 97.9%	47 ---	0 100.0%	15 100.0%	25 98.9%	91 100.0%	11
Yes	1,349 67.7%	92 71.3%	191 78.3%	149 76.0%	8 80.0%	77 69.4%	1 100.0%	18 40.9%	50 87.7%	22 91.7%	12 60.0%	24 72.7%	52 75.4%	65 69.1%	21 80.8%	3 60.0%	3 60.0%	1 100.0%	0 ---	21 56.8%	0 ---	1 100.0%	36 76.6%	0 ---	12 80.0%	20 80.0%	64 70.3%	7 63.6%
No	645 32.3%	37 28.7%	53 21.7%	47 24.0%	2 20.0%	34 30.6%	0 0.0%	26 59.1%	7 12.3%	2 8.3%	8 40.0%	9 27.3%	17 24.6%	29 30.9%	5 19.2%	2 40.0%	2 40.0%	0 0.0%	0 ---	16 43.2%	0 ---	0 0.0%	11 23.4%	0 ---	3 20.0%	5 20.0%	27 29.7%	4 36.4%
Significantly different from column:*								I,J	H	H																		

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 31**

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 (Q25, Q26, & Q30)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	1,349	92	191	149	8	77	1	18	50	22	12	24	52	65	21	3	3	1	0	21	0	1	36	0	12	20	64	7
Number missing or multiple answer	13	2	1	3	0	2	0	1	0	1	1	0	1	1	0	1	1	0	0	0	0	0	1	0	0	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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,336 99.0%	90 97.8%	190 99.5%	146 98.0%	8 100.0%	75 97.4%	1 100.0%	17 94.4%	50 100.0%	21 95.5%	11 91.7%	24 100.0%	51 98.1%	64 98.5%	21 100.0%	2 66.7%	2 66.7%	1 100.0%	0 ---	21 100.0%	0 ---	1 100.0%	35 97.2%	0 ---	12 100.0%	19 95.0%	63 98.4%	7 100.0%
Never	11 0.8%	2 2.2%	1 0.5%	0 0.0%	1 12.5%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 9.5%	0 0.0%	0 0.0%	1 2.0%	0 0.0%	2 9.5%	0 0.0%	0 0.0%	0 0.0%	1 4.8%	0 ---	0 0.0%	1 2.9%	0 ---	0 0.0%	1 5.3%	1 1.6%	0 0.0%	
Sometimes	53 4.0%	2 2.2%	10 5.3%	7 4.8%	0 0.0%	1 1.3%	0 0.0%	1 5.9%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 2.0%	1 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%	1 5.3%	0 0.0%	1 14.3%	
Usually	258 19.3%	23 25.6%	44 23.2%	38 26.0%	1 12.5%	22 29.3%	0 0.0%	2 11.8%	16 32.0%	5 23.8%	3 27.3%	10 41.7%	10 19.6%	15 23.4%	7 33.3%	1 50.0%	0 0.0%	0 0.0%	0 ---	8 38.1%	0 ---	0 0.0%	9 25.7%	0 ---	2 16.7%	4 21.1%	17 27.0%	2 28.6%
Always	1,014 75.9%	63 70.0%	135 71.1%	101 69.2%	6 75.0%	52 69.3%	1 100.0%	14 82.4%	34 68.0%	14 66.7%	8 72.7%	14 58.3%	39 76.5%	48 75.0%	12 57.1%	1 50.0%	2 100.0%	1 100.0%	0 ---	12 57.1%	0 ---	1 100.0%	25 71.4%	0 ---	10 83.3%	13 68.4%	45 71.4%	4 57.1%
Significantly different from column:*																												
Usually or Always	1,272 95.2%	86 95.6%	179 94.2%	139 95.2%	7 87.5%	74 98.7%	1 100.0%	16 94.1%	50 100.0%	19 90.5%	11 100.0%	24 100.0%	49 96.1%	63 98.4%	19 90.5%	2 100.0%	2 100.0%	1 100.0%	0 ---	20 95.2%	0 ---	1 100.0%	34 97.1%	0 ---	12 100.0%	17 89.5%	62 98.4%	6 85.7%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 32**

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 (Q25 & Q26)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,007	130	247	199	11	111	1	44	58	24	21	33	69	95	26	5	5	1	0	37	0	1	48	0	15	25	92	11
Number missing or multiple answer	21	2	4	0	1	1	0	0	2	0	1	0	1	2	0	0	0	0	0	1	0	0	1	0	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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,986 99.0%	128 98.5%	243 98.4%	199 100.0%	10 90.9%	110 99.1%	1 100.0%	44 100.0%	56 96.6%	24 100.0%	20 95.2%	33 100.0%	68 98.6%	93 97.9%	26 100.0%	5 100.0%	5 100.0%	1 100.0%	0 ---	36 97.3%	0 ---	1 100.0%	47 97.9%	0 ---	15 100.0%	25 100.0%	90 97.8%	11 100.0%
Never	47 2.4%	4 3.1%	3 1.2%	5 2.5%	1 10.0%	2 1.8%	0 0.0%	1 2.3%	1 1.8%	2 8.3%	1 5.0%	1 3.0%	1 1.5%	0 0.0%	3 11.5%	1 20.0%	1 20.0%	0 0.0%	0 ---	1 2.8%	0 ---	0 0.0%	1 2.1%	0 ---	1 6.7%	2 8.0%	2 2.2%	0 0.0%
Sometimes	138 6.9%	7 5.5%	21 8.6%	12 6.0%	0 0.0%	7 6.4%	0 0.0%	2 4.5%	5 8.9%	0 0.0%	2 10.0%	2 6.1%	3 4.4%	7 7.5%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	--- 8.3%	3 ---	0 ---	0 0.0%	3 6.4%	0 ---	1 6.7%	0 0.0%	7 7.8%	0 0.0%
Usually	387 19.5%	32 25.0%	51 21.0%	47 23.6%	2 20.0%	27 24.5%	0 0.0%	6 13.6%	14 25.0%	8 33.3%	9 45.0%	10 30.3%	9 13.2%	19 20.4%	8 30.8%	2 40.0%	2 40.0%	1 100.0%	0 ---	11 30.6%	0 ---	0 0.0%	6 12.8%	0 ---	2 13.3%	7 28.0%	21 23.3%	4 36.4%
Always	1,414 71.2%	85 66.4%	168 69.1%	135 67.8%	7 70.0%	74 67.3%	1 100.0%	35 79.5%	36 64.3%	14 58.3%	8 40.0%	20 60.6%	55 80.9%	67 72.0%	15 57.7%	2 40.0%	2 40.0%	0 0.0%	--- 58.3%	21 ---	0 ---	1 100.0%	37 78.7%	0 ---	11 73.3%	16 64.0%	60 66.7%	7 63.6%
Significantly different from column:*											M	M	K,L						W			T						
Usually or Always	1,801 90.7%	117 91.4%	219 90.1%	182 91.5%	9 90.0%	101 91.8%	1 100.0%	41 93.2%	50 89.3%	22 91.7%	17 85.0%	30 90.9%	64 94.1%	86 92.5%	23 88.5%	4 80.0%	4 80.0%	1 100.0%	0 ---	32 88.9%	0 ---	1 100.0%	43 91.5%	0 ---	13 86.7%	23 92.0%	81 90.0%	11 100.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.



**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 33**

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 (Q25 & Q26)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,007	<b>130</b>	247	199	11	111	1	44	58	24	21	33	69	95	26	5	5	1	0	37	0	1	48	0	15	25	92	11
Number missing or multiple answer	16	<b>3</b>	2	2	1	1	0	0	3	0	2	0	0	3	0	0	0	0	0	1	0	0	1	0	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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,991 99.2%	<b>127</b> <b>97.7%</b>	245 99.2%	197 99.0%	10 90.9%	110 99.1%	1 100.0%	44 100.0%	55 94.8%	24 100.0%	19 90.5%	33 100.0%	69 100.0%	92 96.8%	26 100.0%	5 100.0%	5 100.0%	1 100.0%	0 ---	36 97.3%	0 ---	1 100.0%	47 97.9%	0 ---	15 100.0%	24 96.0%	90 97.8%	11 100.0%
Yes	1,749 87.8%	<b>106</b> <b>83.5%</b>	211 86.1%	174 88.3%	9 90.0%	92 83.6%	1 100.0%	41 93.2%	45 81.8%	17 70.8%	16 84.2%	27 81.8%	58 84.1%	78 84.8%	19 73.1%	5 100.0%	3 60.0%	1 100.0%	0 ---	33 91.7%	0 ---	0 0.0%	38 80.9%	0 ---	12 80.0%	19 79.2%	75 83.3%	10 90.9%
No	242 12.2%	<b>21</b> <b>16.5%</b>	34 13.9%	23 11.7%	1 10.0%	18 16.4%	0 0.0%	3 6.8%	10 18.2%	7 29.2%	3 15.8%	6 18.2%	11 15.9%	14 15.2%	7 26.9%	0 0.0%	2 40.0%	0 0.0%	0 ---	3 8.3%	0 ---	1 100.0%	9 19.1%	0 ---	3 20.0%	5 20.8%	15 16.7%	1 9.1%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 34**

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 (Q25 & Q26)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	2,007	130	247	199	11	111	1	44	58	24	21	33	69	95	26	5	5	1	0	37	0	1	48	0	15	25	92	11
Number missing or multiple answer	8	1	2	2	1	0	0	0	1	0	1	0	0	1	0	0	0	0	0	0	0	0	1	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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,999	129	245	197	10	111	1	44	57	24	20	33	69	94	26	5	5	1	0	37	0	1	47	0	15	25	91	11
	99.6%	99.2%	99.2%	99.0%	90.9%	100.0%	100.0%	100.0%	98.3%	100.0%	95.2%	100.0%	100.0%	98.9%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	97.9%	---	100.0%	100.0%	98.9%	100.0%
Yes	715	41	100	90	3	36	0	17	12	9	9	6	24	25	11	2	2	1	0	9	0	1	18	0	3	7	28	6
	35.8%	31.8%	40.8%	45.7%	30.0%	32.4%	0.0%	38.6%	21.1%	37.5%	45.0%	18.2%	34.8%	26.6%	42.3%	40.0%	40.0%	100.0%	---	24.3%	---	100.0%	38.3%	---	20.0%	28.0%	30.8%	54.5%
No	1,284	88	145	107	7	75	1	27	45	15	11	27	45	69	15	3	3	0	0	28	0	0	29	0	12	18	63	5
	64.2%	68.2%	59.2%	54.3%	70.0%	67.6%	100.0%	61.4%	78.9%	62.5%	55.0%	81.8%	65.2%	73.4%	57.7%	60.0%	60.0%	0.0%	---	75.7%	---	0.0%	61.7%	---	80.0%	72.0%	69.2%	45.5%
Significantly different from column:*		D									L	K																

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 35**

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 (Q25, Q26, & Q34)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	715	41	100	90	3	36	0	17	12	9	9	6	24	25	11	2	2	1	0	9	0	1	18	0	3	7	28	6
Number missing or multiple answer	15	0	3	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
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	700	41	97	86	3	36	0	17	12	9	9	6	24	25	11	2	2	1	0	9	0	1	18	0	3	7	28	6
	97.9%	100.0%	97.0%	95.6%	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%	100.0%	---	100.0%	100.0%	100.0%	100.0%
Never	29	3	6	7	1	2	0	1	0	1	0	0	3	1	2	0	1	0	0	0	0	0	2	0	0	0	3	0
	4.1%	7.3%	6.2%	8.1%	33.3%	5.6%	---	5.9%	0.0%	11.1%	0.0%	0.0%	12.5%	4.0%	18.2%	0.0%	50.0%	0.0%	---	0.0%	---	0.0%	11.1%	---	0.0%	0.0%	10.7%	0.0%
Sometimes	62	4	12	4	0	4	0	2	1	1	1	1	2	3	1	0	0	0	1	0	0	2	0	1	0	3	1	
	8.9%	9.8%	12.4%	4.7%	0.0%	11.1%	---	11.8%	8.3%	11.1%	11.1%	16.7%	8.3%	12.0%	9.1%	0.0%	0.0%	0.0%	---	11.1%	---	0.0%	11.1%	---	33.3%	0.0%	10.7%	16.7%
Usually	192	14	29	25	0	12	0	2	7	3	3	3	6	6	4	1	0	1	0	4	0	5	0	1	3	8	3	
	27.4%	34.1%	29.9%	29.1%	0.0%	33.3%	---	11.8%	58.3%	33.3%	33.3%	50.0%	25.0%	24.0%	36.4%	50.0%	0.0%	100.0%	---	44.4%	---	0.0%	27.8%	---	33.3%	42.9%	28.6%	50.0%
Always	417	20	50	50	2	18	0	12	4	4	5	2	13	15	4	1	1	0	0	4	0	9	0	1	4	14	2	
	59.6%	48.8%	51.5%	58.1%	66.7%	50.0%	---	70.6%	33.3%	44.4%	55.6%	33.3%	54.2%	60.0%	36.4%	50.0%	50.0%	0.0%	---	44.4%	---	100.0%	50.0%	---	33.3%	57.1%	50.0%	33.3%
Significantly different from column:*								I	H																			
Usually or Always	609	34	79	75	2	30	0	14	11	7	8	5	19	21	8	2	1	1	0	8	0	1	14	0	2	7	22	5
	87.0%	82.9%	81.4%	87.2%	66.7%	83.3%	---	82.4%	91.7%	77.8%	88.9%	83.3%	79.2%	84.0%	72.7%	100.0%	50.0%	100.0%	---	88.9%	---	100.0%	77.8%	---	66.7%	100.0%	78.6%	83.3%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

Jackson Care Connect

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 36

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 (Q25)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	3,398	208	349	260	18	175	2	57	101	42	31	48	113	157	40	5	8	1	1	53	0	1	82	0	21	89	104	12
Number missing or multiple answer	87	4	7	5	0	3	0	0	3	1	1	0	2	2	0	0	0	0	1	0	0	1	0	0	2	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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,311 97.4%	204 98.1%	342 98.0%	255 98.1%	18 100.0%	172 98.3%	2 100.0%	57 100.0%	98 97.0%	41 97.6%	30 96.8%	48 100.0%	111 98.2%	155 98.7%	38 95.0%	5 100.0%	8 100.0%	1 100.0%	1 100.0%	52 98.1%	0 ---	1 100.0%	81 98.8%	0 ---	21 100.0%	87 97.8%	103 99.0%	11 91.7%
0 Worst personal doctor possible	5 0.2%	1 0.5%	1 0.3%	0 0.0%	1 5.6%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 2.4%	0 0.0%	0 0.0%	1 0.9%	0 0.0%	1 2.6%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	1 1.2%	0 ---	0 0.0%	0 0.0%	1 1.0%	0 0.0%
1	3 0.1%	1 0.5%	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 2.6%	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%	1 1.0%	0 0.0%
2	3 0.1%	0 0.0%	1 0.3%	1 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 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	14 0.4%	1 0.5%	0 0.0%	0 0.0%	0 0.0%	1 0.6%	0 0.0%	0 0.0%	1 1.0%	0 0.0%	0 0.0%	0 0.0%	1 0.9%	1 0.6%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.9%	0 ---	0 0.0%	0 0.0%	0 ---	0 0.0%	1 1.1%	0 0.0%	0 0.0%
4	18 0.5%	1 0.5%	1 0.3%	0 0.0%	1 5.6%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 2.4%	0 0.0%	0 0.0%	1 0.9%	0 0.0%	1 2.6%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 ---	1 4.8%	1 1.1%	0 0.0%	0 0.0%
5	87 2.6%	3 1.5%	9 2.6%	3 1.2%	0 0.0%	3 1.7%	0 0.0%	0 0.0%	2 2.0%	1 2.4%	0 0.0%	1 2.1%	2 1.8%	3 1.9%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	2 2.5%	0 ---	1 4.8%	3 3.4%	0 0.0%	0 0.0%
6	56 1.7%	7 3.4%	9 2.6%	3 1.2%	0 0.0%	6 3.5%	1 50.0%	2 3.5%	2 2.0%	3 7.3%	0 0.0%	2 4.2%	5 4.5%	7 4.5%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	4 4.9%	0 ---	1 4.8%	2 2.3%	5 4.9%	0 0.0%
7	183 5.5%	13 6.4%	15 4.4%	15 5.9%	1 5.6%	11 6.4%	0 0.0%	3 5.3%	7 7.1%	3 7.3%	3 10.0%	0 0.0%	9 8.1%	11 7.1%	2 5.3%	0 0.0%	1 12.5%	1 100.0%	0 0.0%	1 1.9%	0 ---	0 0.0%	5 6.2%	0 ---	0 0.0%	7 8.0%	6 5.8%	0 0.0%
8	492 14.9%	26 12.7%	54 15.8%	45 17.6%	3 16.7%	21 12.2%	0 0.0%	2 3.5%	18 18.4%	3 7.3%	2 6.7%	4 8.3%	17 15.3%	20 12.9%	4 10.5%	0 0.0%	2 25.0%	0 0.0%	1 100.0%	5 9.6%	0 ---	0 0.0%	10 12.3%	0 ---	3 14.3%	16 18.4%	7 6.8%	3 27.3%
9	595 18.0%	32 15.7%	72 21.1%	38 14.9%	2 11.1%	28 16.3%	0 0.0%	10 17.5%	15 15.3%	6 14.6%	3 10.0%	12 25.0%	16 14.4%	20 12.9%	10 26.3%	1 20.0%	0 0.0%	0 0.0%	0 0.0%	9 17.3%	0 ---	0 0.0%	13 16.0%	0 ---	5 23.8%	11 12.6%	19 18.4%	2 18.2%
10 Best personal doctor possible	1,855 56.0%	119 58.3%	180 52.6%	150 58.8%	10 55.6%	102 59.3%	1 50.0%	40 70.2%	53 54.1%	23 56.1%	22 73.3%	29 60.4%	59 53.2%	93 60.0%	19 50.0%	4 80.0%	5 62.5%	0 0.0%	0 0.0%	36 69.2%	0 ---	1 100.0%	46 56.8%	0 ---	10 47.6%	46 52.9%	64 62.1%	6 54.5%

NA - There is no "no experience" category for this question.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 36**

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 (Q25)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,398	208	349	260	18	175	2	57	101	42	31	48	113	157	40	5	8	1	1	53	0	1	82	0	21	89	104	12
Number missing or multiple answer	87	4	7	5	0	3	0	0	3	1	1	0	2	2	0	0	0	0	0	1	0	0	1	0	0	2	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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,311 97.4%	204 98.1%	342 98.0%	255 98.1%	18 100.0%	172 98.3%	2 100.0%	57 100.0%	98 97.0%	41 97.6%	30 96.8%	48 100.0%	111 98.2%	155 98.7%	38 95.0%	5 100.0%	8 100.0%	1 100.0%	1 100.0%	52 98.1%	0 ---	1 100.0%	81 98.8%	0 ---	21 100.0%	87 97.8%	103 99.0%	11 91.7%
0 to 4	43 1.3%	4 2.0%	3 0.9%	1 0.4%	2 11.1%	1 0.6%	0 0.0%	0 0.0%	1 1.0%	2 4.9%	0 0.0%	0 0.0%	3 2.7%	1 0.6%	3 7.9%	0 0.0%	0 0.0%	0 0.0%	1 1.9%	0 ---	0 0.0%	1 1.2%	0 ---	1 4.8%	2 2.3%	2 1.9%	0 0.0%	
5	87 2.6%	3 1.5%	9 2.6%	3 1.2%	0 0.0%	3 1.7%	0 0.0%	0 0.0%	2 2.0%	1 2.4%	0 0.0%	1 2.1%	2 1.8%	3 1.9%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	2 2.5%	0 ---	1 4.8%	3 3.4%	0 0.0%	0 0.0%
6 or 7	239 7.2%	20 9.8%	24 7.0%	18 7.1%	1 5.6%	17 9.9%	1 50.0%	5 8.8%	9 9.2%	6 14.6%	3 10.0%	2 4.2%	14 12.6%	18 11.6%	2 5.3%	0 0.0%	1 12.5%	1 100.0%	0 0.0%	1 1.9%	0 ---	0 0.0%	9 11.1%	0 ---	1 4.8%	9 10.3%	11 10.7%	0 0.0%
8 to 10	2,942 88.9%	177 86.8%	306 89.5%	233 91.4%	15 83.3%	151 87.8%	1 50.0%	52 91.2%	86 87.8%	32 78.0%	27 90.0%	45 93.8%	92 82.9%	133 85.8%	33 86.8%	5 100.0%	7 87.5%	0 0.0%	1 100.0%	50 96.2%	0 ---	1 100.0%	69 85.2%	0 ---	18 85.7%	73 83.9%	90 87.4%	11 100.0%
Significantly different from column:*																			W			T						
0 to 6	186 5.6%	14 6.9%	21 6.1%	7 2.7%	2 11.1%	10 5.8%	1 50.0%	2 3.5%	5 5.1%	6 14.6%	0 0.0%	3 6.3%	10 9.0%	11 7.1%	3 7.9%	0 0.0%	0 0.0%	0 0.0%	1 1.9%	0 ---	0 0.0%	7 8.6%	0 ---	3 14.3%	7 8.0%	7 6.8%	0 0.0%	
7 to 8	675 20.4%	39 19.1%	69 20.2%	60 23.5%	4 22.2%	32 18.6%	0 0.0%	5 8.8%	25 25.5%	6 14.6%	5 16.7%	4 8.3%	26 23.4%	31 20.0%	6 15.8%	0 0.0%	3 37.5%	1 100.0%	1 100.0%	6 11.5%	0 ---	0 0.0%	15 18.5%	0 ---	3 14.3%	23 26.4%	13 12.6%	3 27.3%
9 to 10	2,450 74.0%	151 74.0%	252 73.7%	188 73.7%	12 66.7%	130 75.6%	1 50.0%	50 87.7%	68 69.4%	29 70.7%	25 83.3%	41 85.4%	75 67.6%	113 72.9%	29 76.3%	5 100.0%	5 62.5%	0 0.0%	0 0.0%	45 86.5%	0 ---	1 100.0%	59 72.8%	0 ---	15 71.4%	57 65.5%	83 80.6%	8 72.7%
Significantly different from column:*								I,J	H	H		M	L												AA	Z		

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 37**

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 (Q25)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	3,398	208	349	106	18	175	2	57	101	42	31	48	113	157	40	5	8	1	1	53	0	1	82	0	21	89	104	12
Number missing or multiple answer	55	2	8	3	0	2	0	1	0	1	1	0	1	2	0	0	0	0	0	1	0	0	1	0	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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,343 98.4%	206 99.0%	341 97.7%	103 97.2%	18 100.0%	173 98.9%	2 100.0%	56 98.2%	101 100.0%	41 97.6%	30 96.8%	48 100.0%	112 99.1%	155 98.7%	40 100.0%	5 100.0%	8 100.0%	1 100.0%	1 100.0%	52 98.1%	0 ---	1 100.0%	81 98.8%	0 ---	21 100.0%	88 98.9%	104 100.0%	12 100.0%
Yes	859 25.7%	50 24.3%	87 25.5%	47 45.6%	4 22.2%	40 23.1%	0 0.0%	9 16.1%	20 19.8%	15 36.6%	5 16.7%	11 22.9%	29 25.9%	28 18.1%	14 35.0%	4 80.0%	2 25.0%	0 0.0%	0 0.0%	8 15.4%	0 ---	1 100.0%	25 30.9%	0 ---	5 23.8%	12 13.6%	29 27.9%	9 75.0%
No	2,484 74.3%	156 75.7%	254 74.5%	56 54.4%	14 77.8%	133 76.9%	2 100.0%	47 83.9%	81 80.2%	26 63.4%	25 83.3%	37 77.1%	83 74.1%	127 81.9%	26 65.0%	1 20.0%	6 75.0%	1 100.0%	1 100.0%	44 84.6%	0 ---	0 0.0%	56 69.1%	0 ---	16 76.2%	76 86.4%	75 72.1%	3 25.0%
Significantly different from column:*		D						J	J	H,I				O	N				W			T			AA	Z		

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 38**

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 (Q25 & Q37)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	859	50	87	47	4	40	0	9	20	15	5	11	29	28	14	4	2	0	0	8	0	1	25	0	5	12	29	9
Number missing or multiple answer	23	2	2	0	1	1	0	0	1	1	0	1	1	1	1	0	0	0	0	0	0	1	0	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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	836	48	85	47	3	39	0	9	19	14	5	10	28	27	13	4	2	0	0	8	0	1	24	0	4	11	28	9
	97.3%	96.0%	97.7%	100.0%	75.0%	97.5%	---	100.0%	95.0%	93.3%	100.0%	90.9%	96.6%	96.4%	92.9%	100.0%	100.0%	---	---	100.0%	---	100.0%	96.0%	---	80.0%	91.7%	96.6%	100.0%
Yes	771	42	76	40	2	35	0	8	17	13	5	10	23	25	9	4	1	0	0	8	0	1	21	0	3	9	25	8
	92.2%	87.5%	89.4%	85.1%	66.7%	89.7%	---	88.9%	89.5%	92.9%	100.0%	100.0%	82.1%	92.6%	69.2%	100.0%	50.0%	---	---	100.0%	---	100.0%	87.5%	---	75.0%	81.8%	89.3%	88.9%
No	65	6	9	7	1	4	0	1	2	1	0	0	5	2	4	0	1	0	0	0	0	0	3	0	1	2	3	1
	7.8%	12.5%	10.6%	14.9%	33.3%	10.3%	---	11.1%	10.5%	7.1%	0.0%	0.0%	17.9%	7.4%	30.8%	0.0%	50.0%	---	---	0.0%	---	0.0%	12.5%	---	25.0%	18.2%	10.7%	11.1%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 39**

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 (Q25 & Q37)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	859	50	87	47	4	40	0	9	20	15	5	11	29	28	14	4	2	0	0	8	0	1	25	0	5	12	29	9
Number missing or multiple answer	24	1	3	1	1	0	0	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	1	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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	835	49	84	46	3	40	0	9	20	14	5	11	28	28	13	4	2	0	0	8	0	1	24	0	5	12	28	9
	97.2%	98.0%	96.6%	97.9%	75.0%	100.0%	---	100.0%	100.0%	93.3%	100.0%	100.0%	96.6%	100.0%	92.9%	100.0%	100.0%	---	---	100.0%	---	100.0%	96.0%	---	100.0%	100.0%	96.6%	100.0%
Yes	739	41	74	39	2	33	0	8	15	13	4	10	22	23	10	4	1	0	0	8	0	1	20	0	3	7	26	8
	88.5%	83.7%	88.1%	84.8%	66.7%	82.5%	---	88.9%	75.0%	92.9%	80.0%	90.9%	78.6%	82.1%	76.9%	100.0%	50.0%	---	---	100.0%	---	100.0%	83.3%	---	60.0%	58.3%	92.9%	88.9%
No	96	8	10	7	1	7	0	1	5	1	1	1	6	5	3	0	1	0	0	0	0	0	4	0	2	5	2	1
	11.5%	16.3%	11.9%	15.2%	33.3%	17.5%	---	11.1%	25.0%	7.1%	20.0%	9.1%	21.4%	17.9%	23.1%	0.0%	50.0%	---	---	0.0%	---	0.0%	16.7%	---	40.0%	41.7%	7.1%	11.1%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.



**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 40**

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)								Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	<b>232</b>	372	314	22	195	2	59	114	51	35	61	120	174	44	8	9	3	1	62	0	1	88	0	23	107	109	13
Number missing or multiple answer	17	<b>0</b>	1	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
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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,953	<b>232</b>	371	312	22	195	2	59	114	51	35	61	120	174	44	8	9	3	1	62	0	1	88	0	23	107	109	13
	99.6%	<b>100.0%</b>	99.7%	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%	100.0%	100.0%	100.0%
Yes	633	<b>38</b>	69	56	1	33	0	11	13	11	6	7	22	21	9	5	1	0	0	11	0	1	14	0	1	5	25	7
	16.0%	<b>16.4%</b>	18.6%	17.9%	4.5%	16.9%	0.0%	18.6%	11.4%	21.6%	17.1%	11.5%	18.3%	12.1%	20.5%	62.5%	11.1%	0.0%	0.0%	17.7%	---	100.0%	15.9%	---	4.3%	4.7%	22.9%	53.8%
No	3,320	<b>194</b>	302	256	21	162	2	48	101	40	29	54	98	153	35	3	8	3	1	51	0	0	74	0	22	102	84	6
	84.0%	<b>83.6%</b>	81.4%	82.1%	95.5%	83.1%	100.0%	81.4%	88.6%	78.4%	82.9%	88.5%	81.7%	87.9%	79.5%	37.5%	88.9%	100.0%	100.0%	82.3%	---	0.0%	84.1%	---	95.7%	95.3%	77.1%	46.2%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 41**

In the last 6 months, how often did you get appointments for your child with a specialist as soon as he or she needed?

Base: All respondents who made an appointment for their child to see a specialist (Q40)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	633	38	69	56	1	33	0	11	13	11	6	7	22	21	9	5	1	0	0	11	0	1	14	0	1	5	25	7
Number missing or multiple answer	3	0	1	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
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	630	38	68	55	1	33	0	11	13	11	6	7	22	21	9	5	1	0	0	11	0	1	14	0	1	5	25	7
	99.5%	100.0%	98.6%	98.2%	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%
Never	33	2	7	5	0	2	0	0	1	1	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	1	1	0
	5.2%	5.3%	10.3%	9.1%	0.0%	6.1%	---	0.0%	7.7%	9.1%	0.0%	0.0%	9.1%	9.5%	0.0%	0.0%	0.0%	---	---	0.0%	---	0.0%	0.0%	---	0.0%	20.0%	4.0%	0.0%
Sometimes	126	9	10	8	0	9	0	4	3	2	3	1	5	5	3	1	1	0	2	0	0	3	0	0	3	6	0	
	20.0%	23.7%	14.7%	14.5%	0.0%	27.3%	---	36.4%	23.1%	18.2%	50.0%	14.3%	22.7%	23.8%	33.3%	20.0%	100.0%	---	---	18.2%	---	0.0%	21.4%	---	0.0%	60.0%	24.0%	0.0%
Usually	170	10	17	16	0	9	0	3	3	3	2	4	3	4	3	2	0	0	5	0	0	3	0	0	0	7	2	
	27.0%	26.3%	25.0%	29.1%	0.0%	27.3%	---	27.3%	23.1%	27.3%	33.3%	57.1%	13.6%	19.0%	33.3%	40.0%	0.0%	---	---	45.5%	---	0.0%	21.4%	---	0.0%	0.0%	28.0%	28.6%
Always	301	17	34	26	1	13	0	4	6	5	1	2	12	10	3	2	0	0	4	0	1	8	0	1	1	11	5	
	47.8%	44.7%	50.0%	47.3%	100.0%	39.4%	---	36.4%	46.2%	45.5%	16.7%	28.6%	54.5%	47.6%	33.3%	40.0%	0.0%	---	---	36.4%	---	100.0%	57.1%	---	100.0%	20.0%	44.0%	71.4%
Significantly different from column:*																												
Usually or Always	471	27	51	42	1	22	0	7	9	8	3	6	15	14	6	4	0	0	9	0	1	11	0	1	1	18	7	
	74.8%	71.1%	75.0%	76.4%	100.0%	66.7%	---	63.6%	69.2%	72.7%	50.0%	85.7%	68.2%	66.7%	66.7%	80.0%	0.0%	---	---	81.8%	---	100.0%	78.6%	---	100.0%	20.0%	72.0%	100.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

Jackson Care Connect

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 42

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

Base: All respondents who made an appointment for their child to see a specialist (Q40)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	633	38	69	56	1	33	0	11	13	11	6	7	22	21	9	5	1	0	0	11	0	1	14	0	1	5	25	7	
Number missing or multiple answer	8	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	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	625 98.7%	38 100.0%	67 97.1%	56 100.0%	1 100.0%	33 100.0%	0 ---	11 100.0%	13 100.0%	11 100.0%	6 100.0%	7 100.0%	22 100.0%	21 100.0%	9 100.0%	5 100.0%	1 100.0%	0 ---	0 ---	11 100.0%	0 ---	1 100.0%	14 100.0%	0 ---	1 100.0%	5 100.0%	25 100.0%	7 100.0%	
None	55 8.8%	4 10.5%	5 7.5%	2 3.6%	0 0.0%	4 12.1%	0 ---	1 9.1%	2 15.4%	1 9.1%	1 16.7%	1 14.3%	2 9.1%	1 4.8%	2 22.2%	1 20.0%	1 100.0%	0 ---	0 ---	1 9.1%	0 ---	0 0.0%	0 0.0%	0 ---	0 0.0%	3 60.0%	1 4.0%	0 0.0%	
1 specialist	359 57.4%	20 52.6%	50 74.6%	41 73.2%	1 100.0%	18 54.5%	0 ---	6 54.5%	7 53.8%	7 63.6%	1 16.7%	2 28.6%	17 77.3%	14 66.7%	5 55.6%	1 20.0%	0 0.0%	0 ---	0 ---	3 27.3%	0 ---	1 100.0%	12 85.7%	0 ---	1 100.0%	1 20.0%	15 60.0%	3 42.9%	
2	129 20.6%	8 21.1%	10 14.9%	5 8.9%	0 0.0%	6 18.2%	0 ---	3 27.3%	2 15.4%	1 9.1%	1 16.7%	2 28.6%	3 13.6%	4 19.0%	1 11.1%	1 20.0%	0 0.0%	0 ---	0 ---	4 36.4%	0 ---	0 0.0%	1 7.1%	0 ---	0 0.0%	0 0.0%	6 24.0%	2 28.6%	
3	47 7.5%	6 15.8%	2 3.0%	5 8.9%	0 0.0%	5 15.2%	0 ---	1 9.1%	2 15.4%	2 18.2%	3 50.0%	2 28.6%	0 0.0%	2 9.5%	1 11.1%	2 40.0%	0 0.0%	0 ---	0 ---	3 27.3%	0 ---	0 0.0%	1 7.1%	0 ---	0 0.0%	1 20.0%	3 12.0%	2 28.6%	
4	16 2.6%	0 0.0%	0 0.0%	1 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%	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 or more specialists	19 3.0%	0 0.0%	0 0.0%	2 3.6%	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%	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 or more specialists	82 13.1%	6 15.8%	2 3.0%	8 14.3%	0 0.0%	5 15.2%	0 ---	1 9.1%	2 15.4%	2 18.2%	3 50.0%	2 28.6%	0 0.0%	2 9.5%	1 11.1%	2 40.0%	0 0.0%	0 ---	0 ---	3 27.3%	0 ---	0 0.0%	1 7.1%	0 ---	0 0.0%	1 20.0%	3 12.0%	2 28.6%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 43**

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 (Q40 & Q42)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	570	34	62	54	1	29	0	10	11	10	5	6	20	20	7	4	0	0	0	10	0	1	14	0	1	2	24	7
Number missing or multiple answer	6	1	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	564 98.9%	33 97.1%	61 98.4%	52 96.3%	1 100.0%	29 100.0%	0 ---	10 100.0%	11 100.0%	10 100.0%	5 100.0%	6 100.0%	20 100.0%	20 100.0%	7 100.0%	4 100.0%	0 ---	0 ---	0 ---	10 100.0%	0 ---	1 100.0%	14 100.0%	0 ---	1 100.0%	2 100.0%	24 85.7%	6
0 Worst specialist possible	0 0.0%	0 0.0%	1 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 0.0%	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 0.4%	1 3.0%	0 0.0%	0 0.0%	0 0.0%	1 3.4%	0 ---	0 0.0%	1 9.1%	0 0.0%	1 20.0%	0 0.0%	0 0.0%	1 5.0%	0 0.0%	0 0.0%	0 ---	0 ---	0 ---	0 0.0%	0 ---	0 0.0%	0 0.0%	0 ---	0 0.0%	1 50.0%	0 0.0%	0 0.0%
2	1 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 0.0%	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	7 1.2%	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 0.0%	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	4 0.7%	0 0.0%	3 4.9%	2 3.8%	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 ---	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	18 3.2%	1 3.0%	0 0.0%	2 3.8%	0 0.0%	1 3.4%	0 ---	0 0.0%	0 0.0%	1 10.0%	0 0.0%	0 0.0%	1 5.0%	1 5.0%	0 0.0%	0 0.0%	0 ---	0 ---	0 ---	0 0.0%	0 ---	0 0.0%	0 0.0%	0 ---	0 0.0%	1 4.2%	0 0.0%	
6	13 2.3%	1 3.0%	2 3.3%	0 0.0%	0 0.0%	1 3.4%	0 ---	0 0.0%	0 0.0%	1 10.0%	0 0.0%	0 0.0%	1 5.0%	1 5.0%	0 0.0%	0 0.0%	0 ---	0 ---	0 ---	0 0.0%	0 ---	0 0.0%	1 7.1%	0 ---	0 0.0%	1 4.2%	0 0.0%	
7	41 7.3%	3 9.1%	4 6.6%	0 0.0%	0 0.0%	3 10.3%	0 ---	1 10.0%	0 0.0%	2 20.0%	1 20.0%	0 0.0%	2 10.0%	2 10.0%	1 14.3%	0 0.0%	0 ---	0 ---	1 10.0%	0 ---	0 0.0%	2 14.3%	0 ---	0 0.0%	0 0.0%	3 12.5%	0 0.0%	
8	92 16.3%	6 18.2%	6 9.8%	13 25.0%	1 100.0%	5 17.2%	0 ---	4 40.0%	2 18.2%	0 0.0%	1 20.0%	1 16.7%	4 20.0%	4 20.0%	1 14.3%	1 25.0%	0 ---	0 ---	0 ---	2 20.0%	0 ---	0 0.0%	4 28.6%	0 ---	0 0.0%	3 12.5%	2 33.3%	
9	124 22.0%	8 24.2%	17 27.9%	7 13.5%	0 0.0%	6 20.7%	0 ---	1 10.0%	5 45.5%	1 10.0%	1 20.0%	1 16.7%	5 25.0%	6 30.0%	1 14.3%	0 0.0%	0 ---	0 ---	1 10.0%	0 ---	0 0.0%	4 28.6%	0 ---	0 0.0%	1 50.0%	5 20.8%	2 33.3%	
10 Best specialist possible	262 46.5%	13 39.4%	28 45.9%	28 53.8%	0 0.0%	12 41.4%	0 ---	4 40.0%	3 27.3%	5 50.0%	1 20.0%	4 66.7%	7 35.0%	5 25.0%	4 57.1%	3 75.0%	0 ---	0 ---	0 ---	6 60.0%	0 ---	1 100.0%	3 21.4%	0 ---	1 100.0%	11 45.8%	2 33.3%	

NA - There is no "no experience" category for this question.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 43**

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 (Q40 & Q42)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	570	34	62	54	1	29	0	10	11	10	5	6	20	20	7	4	0	0	0	10	0	1	14	0	1	2	24	7
Number missing or multiple answer	6	1	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	564 98.9%	33 97.1%	61 98.4%	52 96.3%	1 100.0%	29 100.0%	0 ---	10 100.0%	11 100.0%	10 100.0%	5 100.0%	6 100.0%	20 100.0%	20 100.0%	7 100.0%	4 100.0%	0 ---	0 ---	0 ---	10 100.0%	0 ---	1 100.0%	14 100.0%	0 ---	1 100.0%	2 100.0%	24 100.0%	6 85.7%
0 to 4	14 2.5%	1 3.0%	4 6.6%	2 3.8%	0 0.0%	1 3.4%	0 ---	0 0.0%	1 9.1%	0 0.0%	1 20.0%	0 0.0%	0 0.0%	1 5.0%	0 0.0%	0 0.0%	0 ---	0 ---	0 ---	0 0.0%	0 ---	0 0.0%	0 0.0%	0 ---	0 0.0%	1 50.0%	0 0.0%	0 0.0%
5	18 3.2%	1 3.0%	0 0.0%	2 3.8%	0 0.0%	1 3.4%	0 ---	0 0.0%	0 0.0%	1 10.0%	0 0.0%	0 0.0%	1 5.0%	1 5.0%	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 4.2%	0 0.0%	
6 or 7	54 9.6%	4 12.1%	6 9.8%	0 0.0%	0 0.0%	4 13.8%	0 ---	1 10.0%	0 0.0%	3 30.0%	1 20.0%	0 0.0%	3 15.0%	3 15.0%	1 14.3%	0 0.0%	0 ---	0 ---	0 ---	1 10.0%	0 ---	0 0.0%	3 21.4%	0 ---	0 0.0%	0 0.0%	4 16.7%	0 0.0%
8 to 10	478 84.8%	27 81.8%	51 83.6%	48 92.3%	1 100.0%	23 79.3%	0 ---	9 90.0%	10 90.9%	6 60.0%	3 60.0%	6 100.0%	16 80.0%	15 75.0%	6 85.7%	4 100.0%	0 ---	0 ---	0 ---	9 90.0%	0 ---	1 100.0%	11 78.6%	0 ---	1 100.0%	1 50.0%	19 79.2%	6 100.0%
Significantly different from column:*																												
0 to 6	45 8.0%	3 9.1%	6 9.8%	4 7.7%	0 0.0%	3 10.3%	0 ---	0 0.0%	1 9.1%	2 20.0%	1 20.0%	0 0.0%	2 10.0%	3 15.0%	0 0.0%	0 0.0%	0 ---	0 ---	0 ---	0 0.0%	0 ---	0 0.0%	1 7.1%	0 ---	0 0.0%	1 50.0%	2 8.3%	0 0.0%
7 to 8	133 23.6%	9 27.3%	10 16.4%	13 25.0%	1 100.0%	8 27.6%	0 ---	5 50.0%	2 18.2%	2 20.0%	2 40.0%	1 16.7%	6 30.0%	6 30.0%	2 28.6%	1 25.0%	0 ---	0 ---	0 ---	3 30.0%	0 ---	0 0.0%	6 42.9%	0 ---	0 0.0%	0 0.0%	6 25.0%	2 33.3%
9 to 10	386 68.4%	21 63.6%	45 73.8%	35 67.3%	0 0.0%	18 62.1%	0 ---	5 50.0%	8 72.7%	6 60.0%	2 40.0%	5 83.3%	12 60.0%	11 55.0%	5 71.4%	3 75.0%	0 ---	0 ---	0 ---	7 70.0%	0 ---	1 100.0%	7 50.0%	0 ---	1 100.0%	1 50.0%	16 66.7%	4 66.7%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 44**

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	3,970	<b>232</b>	372	314	22	195	2	59	114	51	35	61	120	174	44	8	9	3	1	62	0	1	88	0	23	107	109	13
Number missing or multiple answer	62	<b>3</b>	5	4	0	2	0	0	1	1	1	0	1	1	0	0	1	0	0	0	0	1	0	0	0	1	0	2
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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,908	<b>229</b>	367	310	22	193	2	59	113	50	34	61	119	173	44	8	8	3	1	62	0	1	87	0	23	106	109	11
	98.4%	<b>98.7%</b>	98.7%	98.7%	100.0%	99.0%	100.0%	100.0%	99.1%	98.0%	97.1%	100.0%	99.2%	99.4%	100.0%	100.0%	88.9%	100.0%	100.0%	100.0%	---	100.0%	98.9%	---	100.0%	99.1%	100.0%	84.6%
Yes	761	<b>34</b>	78	84	0	33	0	15	12	5	9	9	14	24	7	2	5	0	0	9	0	0	10	0	4	10	23	0
	19.5%	<b>14.8%</b>	21.3%	27.1%	0.0%	17.1%	0.0%	25.4%	10.6%	10.0%	26.5%	14.8%	11.8%	13.9%	15.9%	25.0%	62.5%	0.0%	0.0%	14.5%	---	0.0%	11.5%	---	17.4%	9.4%	21.1%	0.0%
No	3,147	<b>195</b>	289	226	22	160	2	44	101	45	25	52	105	149	37	6	3	3	1	53	0	1	77	0	19	96	86	11
	80.5%	<b>85.2%</b>	78.7%	72.9%	100.0%	82.9%	100.0%	74.6%	89.4%	90.0%	73.5%	85.2%	88.2%	86.1%	84.1%	75.0%	37.5%	100.0%	100.0%	85.5%	---	100.0%	88.5%	---	82.6%	90.6%	78.9%	100.0%
Significantly different from column:*		<b>D</b>						I,J	H	H	M		K												AA	Z		

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 45**

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 (Q44)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	761	34	78	84	0	33	0	15	12	5	9	9	14	24	7	2	5	0	0	9	0	0	10	0	4	10	23	0
Number missing or multiple answer	12	1	1	0	0	1	0	1	0	0	1	0	0	0	0	1	1	0	0	0	0	0	0	0	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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	749	33	77	84	0	32	0	14	12	5	8	9	14	24	7	1	4	0	0	9	0	0	10	0	4	9	23	0
	98.4%	97.1%	98.7%	100.0%	---	97.0%	---	93.3%	100.0%	100.0%	88.9%	100.0%	100.0%	100.0%	100.0%	50.0%	80.0%	---	---	100.0%	---	---	100.0%	---	100.0%	90.0%	100.0%	---
Never	33	3	2	2	0	3	0	0	2	1	0	1	2	3	0	0	0	0	0	1	0	0	0	0	0	2	1	0
	4.4%	9.1%	2.6%	2.4%	---	9.4%	---	0.0%	16.7%	20.0%	0.0%	11.1%	14.3%	12.5%	0.0%	0.0%	0.0%	---	---	11.1%	---	---	0.0%	---	0.0%	22.2%	4.3%	---
Sometimes	101	3	9	15	0	3	0	2	0	1	0	0	2	3	0	0	0	0	0	0	0	0	2	0	1	0	3	0
	13.5%	9.1%	11.7%	17.9%	---	9.4%	---	14.3%	0.0%	20.0%	0.0%	0.0%	14.3%	12.5%	0.0%	0.0%	0.0%	---	---	0.0%	---	---	20.0%	---	25.0%	0.0%	13.0%	---
Usually	194	12	20	28	0	12	0	4	5	2	5	2	5	5	6	1	2	0	0	5	0	0	3	0	1	3	8	0
	25.9%	36.4%	26.0%	33.3%	---	37.5%	---	28.6%	41.7%	40.0%	62.5%	22.2%	35.7%	20.8%	85.7%	100.0%	50.0%	---	---	55.6%	---	---	30.0%	---	25.0%	33.3%	34.8%	---
Always	421	15	46	39	0	14	0	8	5	1	3	6	5	13	1	0	2	0	0	3	0	0	5	0	2	4	11	0
	56.2%	45.5%	59.7%	46.4%	---	43.8%	---	57.1%	41.7%	20.0%	37.5%	66.7%	35.7%	54.2%	14.3%	0.0%	50.0%	---	---	33.3%	---	---	50.0%	---	50.0%	44.4%	47.8%	---
Significantly different from column:*																												
Usually or Always	615	27	66	67	0	26	0	12	10	3	8	8	10	18	7	1	4	0	0	8	0	0	8	0	3	7	19	0
	82.1%	81.8%	85.7%	79.8%	---	81.3%	---	85.7%	83.3%	60.0%	100.0%	88.9%	71.4%	75.0%	100.0%	100.0%	100.0%	---	---	88.9%	---	---	80.0%	---	75.0%	77.8%	82.6%	---
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 46**

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 (Q44)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB		
Number in sample	761	34	78	84	0	33	0	15	12	5	9	9	14	24	7	2	5	0	0	9	0	0	10	0	4	10	23	0	
Number missing or multiple answer	16	1	2	1	0	1	0	1	0	0	1	0	0	0	0	1	1	0	0	0	0	0	0	0	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	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	745	33	76	83	0	32	0	14	12	5	8	9	14	24	7	1	4	0	0	9	0	0	10	0	4	9	23	0	
	97.9%	97.1%	97.4%	98.8%	---	97.0%	---	93.3%	100.0%	100.0%	88.9%	100.0%	100.0%	100.0%	100.0%	50.0%	80.0%	---	---	100.0%	---	---	100.0%	---	100.0%	90.0%	100.0%	---	
Never	19	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
	2.6%	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%	0.0%	0.0%	0.0%	---
Sometimes	29	1	1	6	0	1	0	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	0	1	0	
	3.9%	3.0%	1.3%	7.2%	---	3.1%	---	7.1%	0.0%	0.0%	0.0%	0.0%	7.1%	4.2%	0.0%	0.0%	0.0%	---	---	0.0%	---	---	0.0%	---	25.0%	0.0%	4.3%	---	
Usually	129	8	17	19	0	8	0	3	2	2	3	1	3	3	4	1	1	0	0	4	0	0	2	0	0	0	7	0	
	17.3%	24.2%	22.4%	22.9%	---	25.0%	---	21.4%	16.7%	40.0%	37.5%	11.1%	21.4%	12.5%	57.1%	100.0%	25.0%	---	---	44.4%	---	---	20.0%	---	0.0%	0.0%	30.4%	---	
Always	568	24	58	58	0	23	0	10	10	3	5	8	10	20	3	0	3	0	0	5	0	0	8	0	3	9	15	0	
	76.2%	72.7%	76.3%	69.9%	---	71.9%	---	71.4%	83.3%	60.0%	62.5%	88.9%	71.4%	83.3%	42.9%	0.0%	75.0%	---	---	55.6%	---	---	80.0%	---	75.0%	100.0%	65.2%	---	
Significantly different from column:*																													
Usually or Always	697	32	75	77	0	31	0	13	12	5	8	9	13	23	7	1	4	0	0	9	0	0	10	0	3	9	22	0	
	93.6%	97.0%	98.7%	92.8%	---	96.9%	---	92.9%	100.0%	100.0%	100.0%	100.0%	92.9%	95.8%	100.0%	100.0%	100.0%	---	---	100.0%	---	---	100.0%	---	75.0%	100.0%	95.7%	---	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

\*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.



**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 47**

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	<b>232</b>	372	314	22	195	2	59	114	51	35	61	120	174	44	8	9	3	1	62	0	1	88	0	23	107	109	13
Number missing or multiple answer	125	<b>4</b>	10	10	0	2	1	0	2	1	0	1	2	1	1	0	0	0	0	0	0	0	2	0	1	1	1	2
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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,845	<b>228</b>	362	304	22	193	1	59	112	50	35	60	118	173	43	8	9	3	1	62	0	1	86	0	22	106	108	11
	96.9%	<b>98.3%</b>	97.3%	96.8%	100.0%	99.0%	50.0%	100.0%	98.2%	98.0%	100.0%	98.4%	98.3%	99.4%	97.7%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	97.7%	---	95.7%	99.1%	99.1%	84.6%
Yes	1,015	<b>48</b>	119	92	4	40	0	16	20	10	5	13	25	41	7	0	3	1	0	14	0	0	20	0	4	21	24	1
	26.4%	<b>21.1%</b>	32.9%	30.3%	18.2%	20.7%	0.0%	27.1%	17.9%	20.0%	14.3%	21.7%	21.2%	23.7%	16.3%	0.0%	33.3%	33.3%	0.0%	22.6%	---	0.0%	23.3%	---	18.2%	19.8%	22.2%	9.1%
No	2,830	<b>180</b>	243	212	18	153	1	43	92	40	30	47	93	132	36	8	6	2	1	48	0	1	66	0	18	85	84	10
	73.6%	<b>78.9%</b>	67.1%	69.7%	81.8%	79.3%	100.0%	72.9%	82.1%	80.0%	85.7%	78.3%	78.8%	76.3%	83.7%	100.0%	66.7%	66.7%	100.0%	77.4%	---	100.0%	76.7%	---	81.8%	80.2%	77.8%	90.9%
Significantly different from column:*		<b>C,D</b>																										

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 48**

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

Base: All respondents who received forms to fill out from child's health plan (Q47)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB		
Number in sample	3,845	228	362	304	22	193	1	59	112	50	35	60	118	173	43	8	9	3	1	62	0	1	86	0	22	106	108	11	
Number missing or multiple answer	30	2	2	3	0	2	0	0	1	1	0	1	1	2	0	0	0	0	0	1	0	0	0	0	0	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	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	3,815 99.2%	226 99.1%	360 99.4%	301 99.0%	22 100.0%	191 99.0%	1 100.0%	59 100.0%	111 99.1%	49 98.0%	35 100.0%	59 98.3%	117 99.2%	171 98.8%	43 100.0%	8 100.0%	9 100.0%	3 100.0%	1 98.4%	61 ---	0 100.0%	1 100.0%	86 ---	0 100.0%	22 100.0%	105 99.1%	107 99.1%	11 100.0%	
Never	49 1.3%	1 0.4%	3 0.8%	6 2.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.9%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 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%	1 1.0%	0 0.0%	0 0.0%	
Sometimes	168 4.4%	8 3.5%	21 5.8%	20 6.6%	1 4.5%	7 3.7%	0 0.0%	2 3.4%	4 3.6%	2 4.1%	2 5.7%	2 3.4%	4 3.4%	8 4.7%	0 0.0%	0 0.0%	0 0.0%	1 33.3%	0 0.0%	3 4.9%	0 ---	0 0.0%	3 3.5%	0 ---	1 4.5%	5 4.8%	3 2.8%	0 0.0%	
Usually	315 8.3%	18 8.0%	33 9.2%	23 7.6%	2 9.1%	14 7.3%	0 0.0%	4 6.8%	9 8.1%	3 6.1%	1 2.9%	4 6.8%	11 9.4%	14 8.2%	4 9.3%	0 0.0%	1 11.1%	0 0.0%	0 0.0%	4 6.6%	0 ---	0 0.0%	9 10.5%	0 ---	2 9.1%	6 5.7%	11 10.3%	1 9.1%	
Always	3,283 86.1%	199 88.1%	303 84.2%	252 83.7%	19 86.4%	170 89.0%	1 100.0%	53 89.8%	97 87.4%	44 89.8%	32 91.4%	53 89.8%	102 87.2%	148 86.5%	39 90.7%	8 100.0%	8 88.9%	2 66.7%	1 100.0%	54 88.5%	0 ---	1 100.0%	74 86.0%	0 ---	19 86.4%	93 88.6%	93 86.9%	10 90.9%	
Significantly different from column:*																													
Usually or Always	3,598 94.3%	217 96.0%	336 93.3%	275 91.4%	21 95.5%	184 96.3%	1 100.0%	57 96.6%	106 95.5%	47 95.9%	33 94.3%	57 96.6%	113 96.6%	162 94.7%	43 100.0%	8 100.0%	9 100.0%	2 66.7%	1 100.0%	58 95.1%	0 ---	1 100.0%	83 96.5%	0 ---	21 95.5%	99 94.3%	104 97.2%	11 100.0%	
Significantly different from column:*		D																											

NA - There is no "no experience" category for this question.

\*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 47 are reported to NCQA as "Always" in question 43, and are used in calculating the Customer Service composite score.

Jackson Care Connect

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 49

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	3,970	232	372	314	22	195	2	59	114	51	35	61	120	174	44	8	9	3	1	62	0	1	88	0	23	107	109	13
Number missing or multiple answer	98	6	8	15	0	4	0	1	3	0	0	1	3	3	1	0	0	0	0	0	0	2	0	1	1	3	2	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,872 97.5%	226 97.4%	364 97.8%	299 95.2%	22 100.0%	191 97.9%	2 100.0%	58 98.3%	111 97.4%	51 100.0%	35 100.0%	60 98.4%	117 97.5%	171 98.3%	43 97.7%	8 100.0%	9 100.0%	3 100.0%	1 100.0%	62 100.0%	0 ---	1 100.0%	86 97.7%	0 ---	22 95.7%	106 99.1%	106 97.2%	11 84.6%
0 Worst health plan possible	11 0.3%	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 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
1	6 0.2%	1 0.4%	1 0.3%	0 0.0%	1 4.5%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 2.0%	0 0.0%	1 1.7%	0 0.0%	1 0.6%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	1 1.2%	0 ---	0 0.0%	1 0.9%	0 0.0%	0 0.0%
2	6 0.2%	0 0.0%	2 0.5%	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 0.0%	0 0.0%	0 0.0%	0 0.0%
3	22 0.6%	1 0.4%	2 0.5%	1 0.3%	0 0.0%	1 0.5%	0 0.0%	0 0.0%	0 0.0%	1 2.0%	0 0.0%	1 1.7%	0 0.0%	0 0.0%	1 2.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	1 1.2%	0 ---	0 0.0%	1 0.9%	0 0.0%	0 0.0%	
4	28 0.7%	3 1.3%	3 0.8%	2 0.7%	0 0.0%	2 1.0%	0 0.0%	0 0.0%	0 0.0%	2 3.9%	0 0.0%	1 1.7%	1 0.9%	2 1.2%	1 2.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	1 1.2%	0 ---	0 0.0%	0 0.0%	3 2.8%	0 0.0%	
5	171 4.4%	7 3.1%	16 4.4%	4 1.3%	0 0.0%	7 3.7%	0 0.0%	2 3.4%	4 3.6%	1 2.0%	0 0.0%	0 0.0%	7 6.0%	5 2.9%	1 2.3%	0 0.0%	0 0.0%	0 0.0%	1 1.6%	0 ---	0 0.0%	4 4.7%	0 ---	1 4.5%	5 4.7%	2 1.9%	0 0.0%	
6	137 3.5%	9 4.0%	8 2.2%	8 2.7%	0 0.0%	8 4.2%	1 50.0%	2 3.4%	3 2.7%	4 7.8%	1 2.9%	1 1.7%	7 6.0%	7 4.1%	2 4.7%	0 0.0%	0 0.0%	0 0.0%	1 1.6%	0 ---	0 0.0%	7 8.1%	0 ---	0 0.0%	4 3.8%	4 3.8%	1 9.1%	
7	329 8.5%	19 8.4%	29 8.0%	25 8.4%	2 9.1%	17 8.9%	0 0.0%	3 5.2%	12 10.8%	4 7.8%	3 8.6%	2 3.3%	14 12.0%	14 8.2%	5 11.6%	0 0.0%	2 22.2%	1 33.3%	0 0.0%	1 1.6%	0 ---	0 0.0%	5 5.8%	0 ---	4 18.2%	11 10.4%	8 7.5%	0 0.0%
8	710 18.3%	38 16.8%	62 17.0%	61 20.4%	6 27.3%	29 15.2%	0 0.0%	8 13.8%	20 18.0%	8 15.7%	3 8.6%	13 21.7%	19 16.2%	26 15.2%	7 16.3%	3 37.5%	0 0.0%	0 0.0%	0 0.0%	10 16.1%	0 ---	0 0.0%	16 18.6%	0 ---	4 18.2%	20 18.9%	14 13.2%	4 36.4%
9	662 17.1%	46 20.4%	62 17.0%	61 20.4%	4 18.2%	41 21.5%	0 0.0%	12 20.7%	25 22.5%	8 15.7%	6 17.1%	18 30.0%	21 17.9%	34 19.9%	9 20.9%	3 37.5%	3 33.3%	0 0.0%	0 0.0%	15 24.2%	0 ---	0 0.0%	14 16.3%	0 ---	6 27.3%	19 17.9%	23 21.7%	4 36.4%
10 Best health plan possible	1,790 46.2%	102 45.1%	179 49.2%	137 45.8%	9 40.9%	86 45.0%	1 50.0%	31 53.4%	47 42.3%	22 43.1%	22 62.9%	23 38.3%	48 41.0%	82 48.0%	17 39.5%	2 25.0%	4 44.4%	2 66.7%	1 100.0%	34 54.8%	0 ---	1 100.0%	37 43.0%	0 ---	7 31.8%	45 42.5%	52 49.1%	2 18.2%

NA - There is no "no experience" category for this question.

Jackson Care Connect

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 49

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	3,970	232	372	314	22	195	2	59	114	51	35	61	120	174	44	8	9	3	1	62	0	1	88	0	23	107	109	13	
Number missing or multiple answer	98	6	8	15	0	4	0	1	3	0	0	1	3	3	1	0	0	0	0	0	0	2	0	1	1	3	2		
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	3,872 97.5%	226 97.4%	364 97.8%	299 95.2%	22 100.0%	191 97.9%	2 100.0%	58 98.3%	111 97.4%	51 100.0%	35 100.0%	60 98.4%	117 97.5%	171 98.3%	43 97.7%	8 100.0%	9 100.0%	3 100.0%	1 100.0%	62 100.0%	0 ---	1 100.0%	86 97.7%	0 ---	22 95.7%	106 99.1%	106 97.2%	11 84.6%	
0 to 4	73 1.9%	5 2.2%	8 2.2%	3 1.0%	1 4.5%	3 1.6%	0 0.0%	0 0.0%	0 0.0%	4 7.8%	0 0.0%	3 5.0%	1 0.9%	3 1.8%	2 4.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	3 3.5%	0 ---	0 0.0%	2 1.9%	3 2.8%	0 0.0%	
5	171 4.4%	7 3.1%	16 4.4%	4 1.3%	0 0.0%	7 3.7%	0 0.0%	2 3.4%	4 3.6%	1 2.0%	0 0.0%	0 0.0%	7 6.0%	5 2.9%	1 2.3%	0 0.0%	0 0.0%	0 0.0%	1 1.6%	0 ---	0 0.0%	4 4.7%	0 ---	1 4.5%	5 4.7%	2 1.9%	0 0.0%		
6 or 7	466 12.0%	28 12.4%	37 10.2%	33 11.0%	2 9.1%	25 13.1%	1 50.0%	5 8.6%	15 13.5%	8 15.7%	4 11.4%	3 5.0%	21 17.9%	21 12.3%	7 16.3%	0 0.0%	2 22.2%	1 33.3%	0 0.0%	2 3.2%	0 ---	0 0.0%	12 14.0%	0 ---	4 18.2%	15 14.2%	12 11.3%	1 9.1%	
8 to 10	3,162 81.7%	186 82.3%	303 83.2%	259 86.6%	19 86.4%	156 81.7%	1 50.0%	51 87.9%	92 82.9%	38 74.5%	31 88.6%	54 90.0%	88 75.2%	142 83.0%	33 76.7%	8 100.0%	7 77.8%	2 66.7%	1 100.0%	59 95.2%	0 ---	1 100.0%	67 77.9%	0 ---	17 77.3%	84 79.2%	89 84.0%	10 90.9%	
Significantly different from column:*												M	L						W			T							
0 to 6	381 9.8%	21 9.3%	32 8.8%	15 5.0%	1 4.5%	18 9.4%	1 50.0%	4 6.9%	7 6.3%	9 17.6%	1 2.9%	4 6.7%	15 12.8%	15 8.8%	5 11.6%	0 0.0%	0 0.0%	0 0.0%	2 3.2%	0 ---	0 0.0%	14 16.3%	0 ---	1 4.5%	11 10.4%	9 8.5%	1 9.1%		
7 to 8	1,039 26.8%	57 25.2%	91 25.0%	86 28.8%	8 36.4%	46 24.1%	0 0.0%	11 19.0%	32 28.8%	12 23.5%	6 17.1%	15 25.0%	33 28.2%	40 23.4%	12 27.9%	3 37.5%	2 22.2%	1 33.3%	0 0.0%	11 17.7%	0 ---	0 0.0%	21 24.4%	0 ---	8 36.4%	31 29.2%	22 20.8%	4 36.4%	
9 to 10	2,452 63.3%	148 65.5%	241 66.2%	198 66.2%	13 59.1%	127 66.5%	1 50.0%	43 74.1%	72 64.9%	30 58.8%	28 80.0%	41 68.3%	69 59.0%	116 67.8%	26 60.5%	5 62.5%	7 77.8%	2 66.7%	1 100.0%	49 79.0%	0 ---	1 100.0%	51 59.3%	0 ---	13 59.1%	64 60.4%	75 70.8%	6 54.5%	
Significantly different from column:*											M		K						W			T							

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 50**

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	<b>232</b>	372	113	22	195	2	59	114	51	35	61	120	174	44	8	9	3	1	62	0	1	88	0	23	107	109	13
Number missing or multiple answer	36	<b>3</b>	5	0	0	2	0	1	1	0	0	1	1	0	0	0	0	0	0	1	0	0	1	0	0	1	0	2
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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,934	<b>229</b>	367	113	22	193	2	58	113	51	35	60	119	173	44	8	9	3	1	61	0	1	87	0	23	106	109	11
	99.1%	<b>98.7%</b>	98.7%	100.0%	100.0%	99.0%	100.0%	98.3%	99.1%	100.0%	100.0%	98.4%	99.2%	99.4%	100.0%	100.0%	100.0%	100.0%	100.0%	98.4%	---	100.0%	98.9%	---	100.0%	99.1%	100.0%	84.6%
Yes	1,115	<b>63</b>	128	48	3	57	0	17	26	17	16	16	28	45	11	6	3	1	0	16	0	1	25	0	10	15	40	7
	28.3%	<b>27.5%</b>	34.9%	42.5%	13.6%	29.5%	0.0%	29.3%	23.0%	33.3%	45.7%	26.7%	23.5%	26.0%	25.0%	75.0%	33.3%	33.3%	0.0%	26.2%	---	100.0%	28.7%	---	43.5%	14.2%	36.7%	63.6%
No	2,819	<b>166</b>	239	65	19	136	2	41	87	34	19	44	91	128	33	2	6	2	1	45	0	0	62	0	13	91	69	4
	71.7%	<b>72.5%</b>	65.1%	57.5%	86.4%	70.5%	100.0%	70.7%	77.0%	66.7%	54.3%	73.3%	76.5%	74.0%	75.0%	25.0%	66.7%	66.7%	100.0%	73.8%	---	0.0%	71.3%	---	56.5%	85.8%	63.3%	36.4%
Significantly different from column:*		<b>D</b>									M	K														AA	Z	

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 51**

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 (Q50)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	1,115	63	128	48	3	57	0	17	26	17	16	16	28	45	11	6	3	1	0	16	0	1	25	0	10	15	40	7
Number missing or multiple answer	5	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
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,110	63	127	48	3	57	0	17	26	17	16	16	28	45	11	6	3	1	0	16	0	1	25	0	10	15	40	7
	99.6%	100.0%	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%	100.0%	100.0%	100.0%
Never	27	4	0	0	0	3	0	1	2	0	1	1	1	2	2	0	0	0	0	1	0	0	1	0	1	1	3	0
	2.4%	6.3%	0.0%	0.0%	0.0%	5.3%	---	5.9%	7.7%	0.0%	6.3%	6.3%	3.6%	4.4%	18.2%	0.0%	0.0%	0.0%	---	6.3%	---	0.0%	4.0%	---	10.0%	6.7%	7.5%	0.0%
Sometimes	83	1	4	2	0	1	0	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	0	0	1	0	1	0
	7.5%	1.6%	3.1%	4.2%	0.0%	1.8%	---	0.0%	0.0%	5.9%	0.0%	0.0%	3.6%	0.0%	9.1%	0.0%	0.0%	0.0%	---	0.0%	---	0.0%	0.0%	---	10.0%	0.0%	2.5%	0.0%
Usually	237	11	25	11	2	9	0	3	5	2	2	2	7	6	1	4	1	1	0	4	0	0	3	0	1	4	5	2
	21.4%	17.5%	19.7%	22.9%	66.7%	15.8%	---	17.6%	19.2%	11.8%	12.5%	12.5%	25.0%	13.3%	9.1%	66.7%	33.3%	100.0%	---	25.0%	---	0.0%	12.0%	---	10.0%	26.7%	12.5%	28.6%
Always	763	47	98	35	1	44	0	13	19	14	13	13	19	37	7	2	2	0	0	11	0	1	21	0	7	10	31	5
	68.7%	74.6%	77.2%	72.9%	33.3%	77.2%	---	76.5%	73.1%	82.4%	81.3%	81.3%	67.9%	82.2%	63.6%	33.3%	66.7%	0.0%	---	68.8%	---	100.0%	84.0%	---	70.0%	66.7%	77.5%	71.4%
Significantly different from column:*																												
Usually or Always	1,000	58	123	46	3	53	0	16	24	16	15	15	26	43	8	6	3	1	0	15	0	1	24	0	8	14	36	7
	90.1%	92.1%	96.9%	95.8%	100.0%	93.0%	---	94.1%	92.3%	94.1%	93.8%	93.8%	92.9%	95.6%	72.7%	100.0%	100.0%	100.0%	---	93.8%	---	100.0%	96.0%	---	80.0%	93.3%	90.0%	100.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 52**

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 (Q50)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,115	63	128	48	3	57	0	17	26	17	16	16	28	45	11	6	3	1	0	16	0	1	25	0	10	15	40	7
Number missing or multiple answer	24	3	5	0	0	3	0	0	2	1	0	1	2	3	0	0	0	0	0	0	0	0	2	0	1	2	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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,091	60	123	48	3	54	0	17	24	16	16	15	26	42	11	6	3	1	0	16	0	1	23	0	9	13	39	7
	97.8%	95.2%	96.1%	100.0%	100.0%	94.7%	---	100.0%	92.3%	94.1%	100.0%	93.8%	92.9%	93.3%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	92.0%	---	90.0%	86.7%	97.5%	100.0%
Yes	691	33	76	33	1	31	0	9	12	12	10	8	14	26	3	4	1	1	0	11	0	1	11	0	6	6	24	3
	63.3%	55.0%	61.8%	68.8%	33.3%	57.4%	---	52.9%	50.0%	75.0%	62.5%	53.3%	53.8%	61.9%	27.3%	66.7%	33.3%	100.0%	---	68.8%	---	100.0%	47.8%	---	66.7%	46.2%	61.5%	42.9%
No	400	27	47	15	2	23	0	8	12	4	6	7	12	16	8	2	2	0	0	5	0	0	12	0	3	7	15	4
	36.7%	45.0%	38.2%	31.3%	66.7%	42.6%	---	47.1%	50.0%	25.0%	37.5%	46.7%	46.2%	38.1%	72.7%	33.3%	66.7%	0.0%	---	31.3%	---	0.0%	52.2%	---	33.3%	53.8%	38.5%	57.1%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 52a**

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	3,970	<b>232</b>	372	314	22	195	2	59	114	51	35	61	120	174	44	8	9	3	1	62	0	1	88	0	23	107	109	13
Number missing or multiple answer	87	<b>4</b>	6	6	0	1	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	2	2
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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,883	<b>228</b>	366	308	22	194	2	59	113	51	35	61	119	174	44	8	9	3	1	62	0	1	87	0	23	107	107	11
	97.8%	<b>98.3%</b>	98.4%	98.1%	100.0%	99.5%	100.0%	100.0%	99.1%	100.0%	100.0%	100.0%	99.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	98.9%	---	100.0%	100.0%	98.2%	84.6%	
Yes	2,922	<b>181</b>	331	264	14	156	2	40	98	39	30	41	100	140	33	6	8	2	1	52	0	1	70	0	16	86	86	8
	75.3%	<b>79.4%</b>	90.4%	85.7%	63.6%	80.4%	100.0%	67.8%	86.7%	76.5%	85.7%	67.2%	84.0%	80.5%	75.0%	75.0%	88.9%	66.7%	100.0%	83.9%	---	100.0%	80.5%	---	69.6%	80.4%	80.4%	72.7%
No	961	<b>47</b>	35	44	8	38	0	19	15	12	5	20	19	34	11	2	1	1	0	10	0	0	17	0	7	21	21	3
	24.7%	<b>20.6%</b>	9.6%	14.3%	36.4%	19.6%	0.0%	32.2%	13.3%	23.5%	14.3%	32.8%	16.0%	19.5%	25.0%	25.0%	11.1%	33.3%	0.0%	16.1%	---	0.0%	19.5%	---	30.4%	19.6%	19.6%	27.3%
Significantly different from column:*		<b>C</b>						I	H		L	K,M	L															

NA - There is no "no experience" category for this question.

\*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.



**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 52b**

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	3,970	<b>232</b>	372	314	22	195	2	59	114	51	35	61	120	174	44	8	9	3	1	62	0	1	88	0	23	107	109	13
Number missing or multiple answer	76	<b>4</b>	6	4	0	1	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	2	2
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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,894	<b>228</b>	366	310	22	194	2	59	113	51	35	61	119	174	44	8	9	3	1	62	0	1	87	0	23	107	107	11
	98.1%	<b>98.3%</b>	98.4%	98.7%	100.0%	99.5%	100.0%	100.0%	99.1%	100.0%	100.0%	100.0%	99.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	98.9%	---	100.0%	100.0%	98.2%	84.6%	
Yes	1,934	<b>128</b>	262	215	9	109	2	30	71	24	20	31	70	99	22	7	5	2	0	39	0	1	48	0	12	55	65	7
	49.7%	<b>56.1%</b>	71.6%	69.4%	40.9%	56.2%	100.0%	50.8%	62.8%	47.1%	57.1%	50.8%	58.8%	56.9%	50.0%	87.5%	55.6%	66.7%	0.0%	62.9%	---	100.0%	55.2%	---	52.2%	51.4%	60.7%	63.6%
No	1,960	<b>100</b>	104	95	13	85	0	29	42	27	15	30	49	75	22	1	4	1	1	23	0	0	39	0	11	52	42	4
	50.3%	<b>43.9%</b>	28.4%	30.6%	59.1%	43.8%	0.0%	49.2%	37.2%	52.9%	42.9%	49.2%	41.2%	43.1%	50.0%	12.5%	44.4%	33.3%	100.0%	37.1%	---	0.0%	44.8%	---	47.8%	48.6%	39.3%	36.4%
Significantly different from column:*		<b>C,D</b>																										

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 52c**

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 (Q52b)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	1,934	<b>128</b>	262	215	9	109	2	30	71	24	20	31	70	99	22	7	5	2	0	39	0	1	48	0	12	55	65	7
Number missing or multiple answer	32	<b>2</b>	0	4	0	1	1	0	0	2	0	0	2	2	0	0	0	0	0	0	0	0	1	0	0	2	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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,902	<b>126</b>	262	211	9	108	1	30	71	22	20	31	68	97	22	7	5	2	0	39	0	1	47	0	12	53	65	7
	98.3%	<b>98.4%</b>	100.0%	98.1%	100.0%	99.1%	50.0%	100.0%	100.0%	91.7%	100.0%	100.0%	97.1%	98.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	97.9%	---	100.0%	96.4%	100.0%	100.0%
Never	33	<b>1</b>	2	1	0	1	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0
	1.7%	<b>0.8%</b>	0.8%	0.5%	0.0%	0.9%	0.0%	0.0%	1.4%	0.0%	0.0%	0.0%	1.5%	1.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	---	0.0%	2.1%	---	0.0%	0.0%	1.5%	0.0%
Sometimes	107	<b>6</b>	9	10	1	4	0	0	5	0	2	2	1	1	4	1	2	0	2	0	0	1	0	0	0	3	3	0
	5.6%	<b>4.8%</b>	3.4%	4.7%	11.1%	3.7%	0.0%	0.0%	7.0%	0.0%	10.0%	6.5%	1.5%	1.0%	18.2%	14.3%	40.0%	0.0%	---	5.1%	---	0.0%	2.1%	---	0.0%	5.7%	4.6%	0.0%
Usually	322	<b>25</b>	31	32	2	23	0	4	16	5	4	4	17	17	7	1	1	0	11	0	0	10	0	1	11	14	0	
	16.9%	<b>19.8%</b>	11.8%	15.2%	22.2%	21.3%	0.0%	13.3%	22.5%	22.7%	20.0%	12.9%	25.0%	17.5%	31.8%	14.3%	20.0%	50.0%	---	28.2%	---	0.0%	21.3%	---	8.3%	20.8%	21.5%	0.0%
Always	1,440	<b>94</b>	220	168	6	80	1	26	49	17	14	25	49	78	11	5	2	1	26	0	1	35	0	11	39	47	7	
	75.7%	<b>74.6%</b>	84.0%	79.6%	66.7%	74.1%	100.0%	86.7%	69.0%	77.3%	70.0%	80.6%	72.1%	80.4%	50.0%	71.4%	40.0%	50.0%	---	66.7%	---	100.0%	74.5%	---	91.7%	73.6%	72.3%	100.0%
Significantly different from column:*		<b>C</b>												<b>O</b>	<b>N</b>													
Usually or Always	1,762	<b>119</b>	251	200	8	103	1	30	65	22	18	29	66	95	18	6	3	2	0	37	0	1	45	0	12	50	61	7
	92.6%	<b>94.4%</b>	95.8%	94.8%	88.9%	95.4%	100.0%	100.0%	91.5%	100.0%	90.0%	93.5%	97.1%	97.9%	81.8%	85.7%	60.0%	100.0%	---	94.9%	---	100.0%	95.7%	---	100.0%	94.3%	93.8%	100.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

Jackson Care Connect

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 52d

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	3,970	232	372	314	22	195	2	59	114	51	35	61	120	174	44	8	9	3	1	62	0	1	88	0	23	107	109	13	
Number missing or multiple answer	209	12	16	12	1	7	0	2	4	2	1	1	5	4	3	0	0	0	1	0	0	4	0	0	3	5	3		
Number no experience	2950	181	283	247	18	153	2	51	83	44	28	50	94	145	28	8	7	2	1	50	0	1	68	0	19	85	86	8	
Usable responses	811	39	73	55	3	35	0	6	27	5	6	10	21	25	13	0	2	1	0	11	0	0	16	0	4	19	18	2	
	20.4%	16.8%	19.6%	17.5%	13.6%	17.9%	0.0%	10.2%	23.7%	9.8%	17.1%	16.4%	17.5%	14.4%	29.5%	0.0%	22.2%	33.3%	0.0%	17.7%	---	0.0%	18.2%	---	17.4%	17.8%	16.5%	15.4%	
Never	372	18	19	21	1	17	0	1	13	3	1	6	10	8	9	0	1	1	0	5	0	0	7	0	2	8	9	1	
	45.9%	46.2%	26.0%	38.2%	33.3%	48.6%	---	16.7%	48.1%	60.0%	16.7%	60.0%	47.6%	32.0%	69.2%	---	50.0%	100.0%	---	45.5%	---	---	43.8%	---	50.0%	42.1%	50.0%	50.0%	
Sometimes	115	1	13	5	0	1	0	0	1	0	0	0	1	1	0	0	0	0	1	0	0	0	0	0	0	1	0	0	
	14.2%	2.6%	17.8%	9.1%	0.0%	2.9%	---	0.0%	3.7%	0.0%	0.0%	0.0%	4.8%	4.0%	0.0%	---	0.0%	0.0%	---	9.1%	---	---	0.0%	---	0.0%	5.3%	0.0%	0.0%	
Usually	136	9	18	7	0	8	0	3	5	1	3	1	4	6	3	0	1	0	5	0	0	1	0	1	4	4	1		
	16.8%	23.1%	24.7%	12.7%	0.0%	22.9%	---	50.0%	18.5%	20.0%	50.0%	10.0%	19.0%	24.0%	23.1%	---	50.0%	0.0%	---	45.5%	---	---	6.3%	---	25.0%	21.1%	22.2%	50.0%	
Always	188	11	23	22	2	9	0	2	8	1	2	3	6	10	1	0	0	0	0	0	0	8	0	1	6	5	0		
	23.2%	28.2%	31.5%	40.0%	66.7%	25.7%	---	33.3%	29.6%	20.0%	33.3%	30.0%	28.6%	40.0%	7.7%	---	0.0%	0.0%	---	0.0%	---	---	50.0%	---	25.0%	31.6%	27.8%	0.0%	
Significantly different from column:*																													
Usually or Always	324	20	41	29	2	17	0	5	13	2	5	4	10	16	4	0	1	0	0	5	0	0	9	0	2	10	9	1	
	40.0%	51.3%	56.2%	52.7%	66.7%	48.6%	---	83.3%	48.1%	40.0%	83.3%	40.0%	47.6%	64.0%	30.8%	---	50.0%	0.0%	---	45.5%	---	---	56.3%	---	50.0%	52.6%	50.0%	50.0%	
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.

Jackson Care Connect

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 52e

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	3,970	232	372	314	22	195	2	59	114	51	35	61	120	174	44	8	9	3	1	62	0	1	88	0	23	107	109	13	
Number missing or multiple answer	304	16	20	16	0	11	0	6	5	0	2	5	4	10	0	1	1	0	0	1	0	0	4	0	2	8	5	3	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,666	216	352	298	22	184	2	53	109	51	33	56	116	164	44	7	8	3	1	61	0	1	84	0	21	99	104	10	
	92.3%	93.1%	94.6%	94.9%	100.0%	94.4%	100.0%	89.8%	95.6%	100.0%	94.3%	91.8%	96.7%	94.3%	100.0%	87.5%	88.9%	100.0%	100.0%	98.4%	---	100.0%	95.5%	---	91.3%	92.5%	95.4%	76.9%	
0 Extremely Difficult	152	6	7	9	0	6	0	1	2	3	0	1	5	4	2	0	0	1	0	1	0	0	0	0	1	1	4	0	
	4.1%	2.8%	2.0%	3.0%	0.0%	3.3%	0.0%	1.9%	1.8%	5.9%	0.0%	1.8%	4.3%	2.4%	4.5%	0.0%	0.0%	33.3%	0.0%	1.6%	---	0.0%	0.0%	---	4.8%	1.0%	3.8%	0.0%	
1	71	5	4	6	1	4	0	1	2	2	0	3	2	3	2	0	0	0	0	0	0	0	4	0	1	2	3	0	
	1.9%	2.3%	1.1%	2.0%	4.5%	2.2%	0.0%	1.9%	1.8%	3.9%	0.0%	5.4%	1.7%	1.8%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	4.8%	---	4.8%	2.0%	2.9%	0.0%	
2	69	2	7	5	0	2	0	1	0	1	0	1	1	1	1	0	0	0	0	1	0	0	1	0	0	0	2	0	
	1.9%	0.9%	2.0%	1.7%	0.0%	1.1%	0.0%	1.9%	0.0%	2.0%	0.0%	1.8%	0.9%	0.6%	2.3%	0.0%	0.0%	0.0%	0.0%	1.6%	---	0.0%	1.2%	---	0.0%	0.0%	1.9%	0.0%	
3	93	3	8	8	0	3	0	1	0	1	0	0	3	2	1	0	1	0	0	0	0	0	2	0	0	1	1	1	
	2.5%	1.4%	2.3%	2.7%	0.0%	1.6%	0.0%	1.9%	0.0%	2.0%	0.0%	0.0%	2.6%	1.2%	2.3%	0.0%	12.5%	0.0%	0.0%	0.0%	---	0.0%	2.4%	---	0.0%	1.0%	1.0%	10.0%	
4	89	5	8	5	0	4	0	1	2	2	1	2	2	2	3	0	0	0	0	1	0	0	2	0	0	3	2	0	
	2.4%	2.3%	2.3%	1.7%	0.0%	2.2%	0.0%	1.9%	1.8%	3.9%	3.0%	3.6%	1.7%	1.2%	6.8%	0.0%	0.0%	0.0%	0.0%	1.6%	---	0.0%	2.4%	---	0.0%	3.0%	1.9%	0.0%	
5	321	20	15	21	1	17	0	3	9	7	2	4	12	15	5	0	0	0	3	0	0	12	0	2	8	10	2		
	8.8%	9.3%	4.3%	7.0%	4.5%	9.2%	0.0%	5.7%	8.3%	13.7%	6.1%	7.1%	10.3%	9.1%	11.4%	0.0%	0.0%	0.0%	4.9%	---	0.0%	14.3%	---	9.5%	8.1%	9.6%	20.0%		
6	161	11	9	6	1	10	0	3	5	3	1	1	9	10	1	0	0	1	4	0	0	4	0	0	0	9	2	0	
	4.4%	5.1%	2.6%	2.0%	4.5%	5.4%	0.0%	5.7%	4.6%	5.9%	3.0%	1.8%	7.8%	6.1%	2.3%	0.0%	0.0%	33.3%	0.0%	6.6%	---	0.0%	4.8%	---	0.0%	9.1%	1.9%	0.0%	
7	264	19	26	17	3	16	0	5	13	1	5	6	7	15	3	1	2	0	1	8	0	0	4	0	2	8	11	0	
	7.2%	8.8%	7.4%	5.7%	13.6%	8.7%	0.0%	9.4%	11.9%	2.0%	15.2%	10.7%	6.0%	9.1%	6.8%	14.3%	25.0%	0.0%	100.0%	13.1%	---	0.0%	4.8%	---	9.5%	8.1%	10.6%	0.0%	
8	494	31	44	45	5	25	0	8	12	11	3	6	21	18	11	2	1	0	0	5	0	0	15	0	5	10	21	0	
	13.5%	14.4%	12.5%	15.1%	22.7%	13.6%	0.0%	15.1%	11.0%	21.6%	9.1%	10.7%	18.1%	11.0%	25.0%	28.6%	12.5%	0.0%	0.0%	8.2%	---	0.0%	17.9%	---	23.8%	10.1%	20.2%	0.0%	
9	460	29	50	42	2	24	1	8	17	3	3	11	13	23	4	1	0	0	11	0	0	13	0	2	13	12	4		
	12.5%	13.4%	14.2%	14.1%	9.1%	13.0%	50.0%	15.1%	15.6%	5.9%	9.1%	19.6%	11.2%	14.0%	9.1%	14.3%	0.0%	0.0%	0.0%	18.0%	---	0.0%	15.5%	---	9.5%	13.1%	11.5%	40.0%	
10 Extremely Easy	1,492	85	174	134	9	73	1	21	47	17	18	21	41	71	11	3	4	1	0	27	0	1	27	0	8	44	36	3	
	40.7%	39.4%	49.4%	45.0%	40.9%	39.7%	50.0%	39.6%	43.1%	33.3%	54.5%	37.5%	35.3%	43.3%	25.0%	42.9%	50.0%	33.3%	0.0%	44.3%	---	100.0%	32.1%	---	38.1%	44.4%	34.6%	30.0%	

NA - There is no "no experience" category for this question.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 52e**

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	3,970	232	372	314	22	195	2	59	114	51	35	61	120	174	44	8	9	3	1	62	0	1	88	0	23	107	109	13	
Number missing or multiple answer	304	16	20	16	0	11	0	6	5	0	2	5	4	10	0	1	1	0	0	1	0	0	4	0	2	8	5	3	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,666 92.3%	216 93.1%	352 94.6%	298 94.9%	22 100.0%	184 94.4%	2 100.0%	53 89.8%	109 95.6%	51 100.0%	33 94.3%	56 91.8%	116 96.7%	164 94.3%	44 100.0%	7 87.5%	8 88.9%	3 100.0%	1 98.4%	61 98.4%	0 ---	1 100.0%	84 95.5%	0 ---	21 91.3%	99 92.5%	104 95.4%	10 76.9%	
0 to 4	474 12.9%	21 9.7%	34 9.7%	33 11.1%	1 4.5%	19 10.3%	0 0.0%	5 9.4%	6 5.5%	9 17.6%	1 3.0%	7 12.5%	13 11.2%	12 7.3%	9 20.5%	0 0.0%	1 12.5%	1 33.3%	0 0.0%	3 4.9%	0 ---	0 0.0%	9 10.7%	0 ---	2 9.5%	7 7.1%	12 11.5%	1 10.0%	
5	321 8.8%	20 9.3%	15 4.3%	21 7.0%	1 4.5%	17 9.2%	0 0.0%	3 5.7%	9 8.3%	7 13.7%	2 6.1%	4 7.1%	12 10.3%	15 9.1%	5 11.4%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	3 4.9%	0 ---	0 0.0%	12 14.3%	0 ---	2 9.5%	8 8.1%	10 9.6%	2 20.0%	
6 or 7	425 11.6%	30 13.9%	35 9.9%	23 7.7%	4 18.2%	26 14.1%	0 0.0%	8 15.1%	18 16.5%	4 7.8%	6 18.2%	7 12.5%	16 13.8%	25 15.2%	4 9.1%	1 14.3%	2 25.0%	1 33.3%	1 100.0%	12 19.7%	0 ---	0 0.0%	8 9.5%	0 ---	2 9.5%	17 17.2%	13 12.5%	0 0.0%	
8 to 10	2,446 66.7%	145 67.1%	268 76.1%	221 74.2%	16 72.7%	122 66.3%	2 100.0%	37 69.8%	76 69.7%	31 60.8%	24 72.7%	38 67.9%	75 64.7%	112 68.3%	26 59.1%	6 85.7%	5 62.5%	1 33.3%	0 0.0%	43 70.5%	0 ---	1 100.0%	55 65.5%	0 ---	15 71.4%	67 67.7%	69 66.3%	7 70.0%	
Significantly different from column:*		C																											
0 to 6	956 26.1%	52 24.1%	58 16.5%	60 20.1%	3 13.6%	46 25.0%	0 0.0%	11 20.8%	20 18.3%	19 37.3%	4 12.1%	12 21.4%	34 29.3%	37 22.6%	15 34.1%	0 0.0%	1 12.5%	2 66.7%	0 0.0%	10 16.4%	0 ---	0 0.0%	25 29.8%	0 ---	4 19.0%	24 24.2%	24 23.1%	3 30.0%	
7 to 8	758 20.7%	50 23.1%	70 19.9%	62 20.8%	8 36.4%	41 22.3%	0 0.0%	13 24.5%	25 22.9%	12 23.5%	8 24.2%	12 21.4%	28 24.1%	33 20.1%	14 31.8%	3 42.9%	3 37.5%	0 0.0%	1 100.0%	13 21.3%	0 ---	0 0.0%	19 22.6%	0 ---	7 33.3%	18 18.2%	32 30.8%	0 0.0%	
9 to 10	1,952 53.2%	114 52.8%	224 63.6%	176 59.1%	11 50.0%	97 52.7%	2 100.0%	29 54.7%	64 58.7%	20 39.2%	21 63.6%	32 57.1%	54 46.6%	94 57.3%	15 34.1%	4 57.1%	4 50.0%	1 33.3%	0 0.0%	38 62.3%	0 ---	1 100.0%	40 47.6%	0 ---	10 47.6%	57 57.6%	48 46.2%	7 70.0%	
Significantly different from column:*		C						J	I					O	N														

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 53**

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	3,970	232	372	314	22	195	2	59	114	51	35	61	120	174	44	8	9	3	1	62	0	1	88	0	23	107	109	13
Number missing or multiple answer	91	6	8	0	0	2	0	0	2	0	0	0	2	0	0	0	0	0	0	0	0	2	0	0	0	0	3	3
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,879 97.7%	226 97.4%	364 97.8%	314 100.0%	22 100.0%	193 99.0%	2 100.0%	59 100.0%	112 98.2%	51 100.0%	35 100.0%	61 100.0%	118 98.3%	174 100.0%	44 100.0%	8 100.0%	9 100.0%	3 100.0%	1 100.0%	62 100.0%	0 ---	1 100.0%	86 97.7%	0 ---	23 100.0%	107 97.2%	106 76.9%	
Poor	17 0.4%	2 0.9%	0 0.0%	1 0.3%	0 0.0%	2 1.0%	0 0.0%	0 0.0%	1 0.9%	1 2.0%	1 2.9%	1 1.6%	0 0.0%	0 0.0%	0 25.0%	2 0.0%	0 0.0%	0 0.0%	2 3.2%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 1.9%	0 0.0%
Fair	142 3.7%	6 2.7%	12 3.3%	9 2.9%	1 4.5%	5 2.6%	0 0.0%	2 3.4%	1 0.9%	3 5.9%	2 5.7%	3 4.9%	1 0.8%	0 0.0%	0 0.0%	6 75.0%	1 11.1%	0 0.0%	0 0.0%	3 4.8%	0 ---	0 0.0%	1 1.2%	0 ---	0 0.0%	2 1.9%	2 1.9%	2 20.0%
Good	654 16.9%	44 19.5%	64 17.6%	47 15.0%	6 27.3%	35 18.1%	0 0.0%	6 10.2%	21 18.8%	15 29.4%	8 22.9%	17 27.9%	14 11.9%	0 0.0%	44 100.0%	0 0.0%	2 22.2%	1 33.3%	0 0.0%	19 30.6%	0 ---	0 0.0%	14 16.3%	0 ---	3 13.0%	14 13.1%	26 24.5%	3 30.0%
Very Good	1,328 34.2%	71 31.4%	138 37.9%	115 36.6%	5 22.7%	66 34.2%	0 0.0%	15 25.4%	38 33.9%	18 35.3%	10 28.6%	19 31.1%	42 35.6%	71 40.8%	0 0.0%	0 0.0%	2 22.2%	1 33.3%	0 0.0%	12 19.4%	0 ---	1 100.0%	33 38.4%	0 ---	11 47.8%	35 32.7%	31 29.2%	5 50.0%
Excellent	1,738 44.8%	103 45.6%	150 41.2%	142 45.2%	10 45.5%	85 44.0%	2 100.0%	36 61.0%	51 45.5%	14 27.5%	14 40.0%	21 34.4%	61 51.7%	103 59.2%	0 0.0%	0 0.0%	4 44.4%	1 33.3%	1 100.0%	26 41.9%	0 ---	0 0.0%	38 44.2%	0 ---	9 39.1%	56 52.3%	45 42.5%	0 0.0%
Significantly different from column:*								J	J	H,I		M	L	O	N													
Excellent, Very Good, or Good	3,720 95.9%	218 96.5%	352 96.7%	304 96.8%	21 95.5%	186 96.4%	2 100.0%	57 96.6%	110 98.2%	47 92.2%	32 91.4%	57 93.4%	117 99.2%	174 100.0%	44 100.0%	0 0.0%	8 88.9%	3 100.0%	1 100.0%	57 91.9%	0 ---	1 100.0%	85 98.8%	0 ---	23 100.0%	105 98.1%	102 96.2%	8 80.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 54**

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	3,970	232	372	314	22	195	2	59	114	51	35	61	120	174	44	8	9	3	1	62	0	1	88	0	23	107	109	13	
Number missing or multiple answer	101	8	8	2	0	3	0	0	3	0	0	0	3	4	0	0	0	0	1	0	0	2	0	1	2	4	2		
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	3,869 97.5%	224 96.6%	364 97.8%	312 99.4%	22 100.0%	192 98.5%	2 100.0%	59 100.0%	111 97.4%	51 100.0%	35 100.0%	61 100.0%	117 97.5%	170 97.7%	44 100.0%	8 100.0%	9 100.0%	3 100.0%	1 100.0%	61 98.4%	0 ---	1 100.0%	86 97.7%	0 ---	22 95.7%	105 98.1%	105 96.3%	11 84.6%	
Poor	90 2.3%	7 3.1%	5 1.4%	5 1.6%	2 9.1%	5 2.6%	0 0.0%	0 0.0%	3 2.7%	4 7.8%	2 5.7%	2 3.3%	3 2.6%	2 1.2%	5 11.4%	0 0.0%	1 11.1%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	6 7.0%	0 ---	0 0.0%	2 1.9%	4 3.8%	1 9.1%	
Fair	343 8.9%	22 9.8%	31 8.5%	25 8.0%	1 4.5%	21 10.9%	0 0.0%	4 6.8%	10 9.0%	7 13.7%	3 8.6%	6 9.8%	13 11.1%	11 6.5%	7 15.9%	3 37.5%	2 22.2%	0 0.0%	0 0.0%	6 9.8%	0 ---	0 0.0%	9 10.5%	0 ---	4 18.2%	5 4.8%	14 13.3%	3 27.3%	
Good	879 22.7%	54 24.1%	96 26.4%	54 17.3%	4 18.2%	46 24.0%	0 0.0%	8 13.6%	26 23.4%	19 37.3%	12 34.3%	15 24.6%	23 19.7%	27 15.9%	26 59.1%	1 12.5%	3 33.3%	2 66.7%	0 0.0%	18 29.5%	0 ---	0 0.0%	18 20.9%	0 ---	4 18.2%	25 23.8%	27 25.7%	1 9.1%	
Very Good	1,114 28.8%	59 26.3%	101 27.7%	82 26.3%	6 27.3%	50 26.0%	2 100.0%	11 18.6%	37 33.3%	11 21.6%	6 17.1%	17 27.9%	35 29.9%	52 30.6%	5 11.4%	2 25.0%	1 11.1%	1 33.3%	0 0.0%	15 24.6%	0 ---	0 0.0%	23 26.7%	0 ---	7 31.8%	36 34.3%	21 20.0%	2 18.2%	
Excellent	1,443 37.3%	82 36.6%	131 36.0%	146 46.8%	9 40.9%	70 36.5%	0 0.0%	36 61.0%	35 31.5%	10 19.6%	12 34.3%	21 34.4%	43 36.8%	78 45.9%	1 2.3%	2 25.0%	2 22.2%	0 0.0%	1 100.0%	22 36.1%	0 ---	1 100.0%	30 34.9%	0 ---	7 31.8%	37 35.2%	39 37.1%	4 36.4%	
Significantly different from column:*		D						I,J	H	H				O	N														
Excellent, Very Good, or Good	3,436 88.8%	195 87.1%	328 90.1%	282 90.4%	19 86.4%	166 86.5%	2 100.0%	55 93.2%	98 88.3%	40 78.4%	30 85.7%	53 86.9%	101 86.3%	157 92.4%	32 72.7%	5 62.5%	6 66.7%	3 100.0%	1 100.0%	55 90.2%	0 ---	1 100.0%	71 82.6%	0 ---	18 81.8%	98 93.3%	87 82.9%	7 63.6%	
Significantly different from column:*								J	H					O	N											AA	Z		

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 55**

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	3,970	<b>232</b>	372	113	22	195	2	59	114	51	35	61	120	174	44	8	9	3	1	62	0	1	88	0	23	107	109	13	
Number missing or multiple answer	97	<b>5</b>	8	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	1	2	2	
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	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,873	<b>227</b>	364	113	22	195	2	59	114	51	35	61	120	173	44	8	9	3	1	61	0	1	88	0	23	106	107	11	
	97.6%	<b>97.8%</b>	97.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.4%	100.0%	100.0%	100.0%	100.0%	100.0%	98.4%	---	100.0%	100.0%	---	100.0%	99.1%	98.2%	84.6%	
Yes	743	<b>33</b>	74	35	2	31	0	6	16	10	6	13	13	22	7	4	2	1	0	7	0	0	19	0	3	8	22	3	
	19.2%	<b>14.5%</b>	20.3%	31.0%	9.1%	15.9%	0.0%	10.2%	14.0%	19.6%	17.1%	21.3%	10.8%	12.7%	15.9%	50.0%	22.2%	33.3%	0.0%	11.5%	---	0.0%	21.6%	---	13.0%	7.5%	20.6%	27.3%	
No	3,130	<b>194</b>	290	78	20	164	2	53	98	41	29	48	107	151	37	4	7	2	1	54	0	1	69	0	20	98	85	8	
	80.8%	<b>85.5%</b>	79.7%	69.0%	90.9%	84.1%	100.0%	89.8%	86.0%	80.4%	82.9%	78.7%	89.2%	87.3%	84.1%	50.0%	77.8%	66.7%	100.0%	88.5%	---	100.0%	78.4%	---	87.0%	92.5%	79.4%	72.7%	
Significantly different from column:*		<b>D</b>																								AA	Z		

NA - There is no "no experience" category for this question.

\*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.



**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 56**

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

Base: All respondents whose child needs/uses medicine prescribed by a doctor (Q55)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	743	33	74	35	2	31	0	6	16	10	6	13	13	22	7	4	2	1	0	7	0	0	19	0	3	8	22	3
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	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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	734	33	74	35	2	31	0	6	16	10	6	13	13	22	7	4	2	1	0	7	0	0	19	0	3	8	22	3
	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%	---	100.0%	100.0%	100.0%	100.0%
Yes	624	29	63	33	2	27	0	5	14	9	6	12	11	18	7	4	2	0	0	6	0	0	17	0	3	7	19	3
	85.0%	87.9%	85.1%	94.3%	100.0%	87.1%	---	83.3%	87.5%	90.0%	100.0%	92.3%	84.6%	81.8%	100.0%	100.0%	100.0%	0.0%	---	85.7%	---	---	89.5%	---	100.0%	87.5%	86.4%	100.0%
No	110	4	11	2	0	4	0	1	2	1	0	1	2	4	0	0	0	1	0	1	0	0	2	0	0	1	3	0
	15.0%	12.1%	14.9%	5.7%	0.0%	12.9%	---	16.7%	12.5%	10.0%	0.0%	7.7%	15.4%	18.2%	0.0%	0.0%	0.0%	100.0%	---	14.3%	---	---	10.5%	---	0.0%	12.5%	13.6%	0.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 57**

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 (Q55 & Q56)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	624	29	63	33	2	27	0	5	14	9	6	12	11	18	7	4	2	0	0	6	0	0	17	0	3	7	19	3
Number missing or multiple answer	10	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
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	614	29	61	33	2	27	0	5	14	9	6	12	11	18	7	4	2	0	0	6	0	0	17	0	3	7	19	3
	98.4%	100.0%	96.8%	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%	100.0%
Yes	577	28	59	32	2	26	0	5	14	8	6	11	11	18	6	4	2	0	0	6	0	0	16	0	3	7	18	3
	94.0%	96.6%	96.7%	97.0%	100.0%	96.3%	---	100.0%	100.0%	88.9%	100.0%	91.7%	100.0%	100.0%	85.7%	100.0%	100.0%	---	---	100.0%	---	---	94.1%	---	100.0%	100.0%	94.7%	100.0%
No	37	1	2	1	0	1	0	0	0	1	0	1	0	0	1	0	0	0	0	0	0	0	1	0	0	0	1	0
	6.0%	3.4%	3.3%	3.0%	0.0%	3.7%	---	0.0%	0.0%	11.1%	0.0%	8.3%	0.0%	0.0%	14.3%	0.0%	0.0%	---	---	0.0%	---	---	5.9%	---	0.0%	0.0%	5.3%	0.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 58**

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	3,970	232	372	113	22	195	2	59	114	51	35	61	120	174	44	8	9	3	1	62	0	1	88	0	23	107	109	13
Number missing or multiple answer	125	6	11	3	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	1	0	0	0	0	0	2	2	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,845 96.9%	226 97.4%	361 97.0%	110 97.3%	22 100.0%	195 100.0%	2 100.0%	59 100.0%	114 100.0%	51 100.0%	35 100.0%	61 100.0%	120 100.0%	172 98.9%	44 100.0%	8 100.0%	9 100.0%	3 100.0%	1 100.0%	61 98.4%	0 ---	1 100.0%	88 100.0%	0 ---	23 100.0%	105 98.1%	107 98.2%	11 84.6%
Yes	682 17.7%	43 19.0%	70 19.4%	34 30.9%	3 13.6%	39 20.0%	0 0.0%	9 15.3%	20 17.5%	12 23.5%	6 17.1%	12 19.7%	24 20.0%	21 12.2%	18 40.9%	3 37.5%	3 33.3%	1 33.3%	0 0.0%	8 13.1%	0 ---	0 0.0%	24 27.3%	0 ---	5 21.7%	12 11.4%	25 23.4%	6 54.5%
No	3,163 82.3%	183 81.0%	291 80.6%	76 69.1%	19 86.4%	156 80.0%	2 100.0%	50 84.7%	94 82.5%	39 76.5%	29 82.9%	49 80.3%	96 80.0%	151 87.8%	26 59.1%	5 62.5%	6 66.7%	2 66.7%	1 100.0%	53 86.9%	0 ---	1 100.0%	64 72.7%	0 ---	18 78.3%	93 88.6%	82 76.6%	5 45.5%
Significantly different from column:*		D												O	N				W			T			AA	Z		

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 59**

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 (Q58)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	682	43	70	34	3	39	0	9	20	12	6	12	24	21	18	3	3	1	0	8	0	0	24	0	5	12	25	6
Number missing or multiple answer	9	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
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	673	43	70	32	3	39	0	9	20	12	6	12	24	21	18	3	3	1	0	8	0	0	24	0	5	12	25	6
	98.7%	100.0%	100.0%	94.1%	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	583	40	59	29	3	36	0	9	19	10	5	11	23	19	17	3	3	1	0	8	0	0	21	0	5	11	24	5
	86.6%	93.0%	84.3%	90.6%	100.0%	92.3%	---	100.0%	95.0%	83.3%	83.3%	91.7%	95.8%	90.5%	94.4%	100.0%	100.0%	100.0%	---	100.0%	---	---	87.5%	---	100.0%	91.7%	96.0%	83.3%
No	90	3	11	3	0	3	0	0	1	2	1	1	1	2	1	0	0	0	0	0	0	0	3	0	0	1	1	1
	13.4%	7.0%	15.7%	9.4%	0.0%	7.7%	---	0.0%	5.0%	16.7%	16.7%	8.3%	4.2%	9.5%	5.6%	0.0%	0.0%	---	0.0%	---	---	12.5%	---	0.0%	8.3%	4.0%	16.7%	
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 60**

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 (Q58 & Q59)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	583	40	59	29	3	36	0	9	19	10	5	11	23	19	17	3	3	1	0	8	0	0	21	0	5	11	24	5
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	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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	576	40	59	29	3	36	0	9	19	10	5	11	23	19	17	3	3	1	0	8	0	0	21	0	5	11	24	5
	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%	---	100.0%	100.0%	100.0%	100.0%
Yes	549	35	56	29	3	32	0	9	18	7	4	10	21	18	13	3	2	0	0	8	0	0	19	0	5	11	19	5
	95.3%	87.5%	94.9%	100.0%	100.0%	88.9%	---	100.0%	94.7%	70.0%	80.0%	90.9%	91.3%	94.7%	76.5%	100.0%	66.7%	0.0%	---	100.0%	---	---	90.5%	---	100.0%	100.0%	79.2%	100.0%
No	27	5	3	0	0	4	0	0	1	3	1	1	2	1	4	0	1	1	0	0	0	0	2	0	0	0	5	0
	4.7%	12.5%	5.1%	0.0%	0.0%	11.1%	---	0.0%	5.3%	30.0%	20.0%	9.1%	8.7%	5.3%	23.5%	0.0%	33.3%	100.0%	---	0.0%	---	---	9.5%	---	0.0%	0.0%	20.8%	0.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 61**

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	3,970	<b>232</b>	372	113	22	195	2	59	114	51	35	61	120	174	44	8	9	3	1	62	0	1	88	0	23	107	109	13	
Number missing or multiple answer	119	7	10	0	0	1	0	0	1	0	1	0	0	3	0	0	0	0	0	2	0	0	0	0	0	2	3	2	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	3,851 97.0%	<b>225</b> <b>97.0%</b>	362 97.3%	113 100.0%	22 100.0%	194 99.5%	2 100.0%	59 100.0%	113 99.1%	51 100.0%	34 97.1%	61 100.0%	120 100.0%	171 98.3%	44 100.0%	8 100.0%	9 100.0%	3 100.0%	1 100.0%	60 96.8%	0 ---	1 100.0%	88 100.0%	0 ---	23 100.0%	105 98.1%	106 97.2%	11 84.6%	
Yes	542 14.1%	<b>30</b> <b>13.3%</b>	43 11.9%	20 17.7%	6 27.3%	23 11.9%	0 0.0%	9 15.3%	12 10.6%	7 13.7%	6 17.6%	6 9.8%	16 13.3%	16 9.4%	11 25.0%	3 37.5%	2 22.2%	1 33.3%	0 0.0%	8 13.3%	0 ---	0 0.0%	14 15.9%	0 ---	3 13.0%	11 10.5%	15 14.2%	3 27.3%	
No	3,309 85.9%	<b>195</b> <b>86.7%</b>	319 88.1%	93 82.3%	16 72.7%	171 88.1%	2 100.0%	50 84.7%	101 89.4%	44 86.3%	28 82.4%	55 90.2%	104 86.7%	155 90.6%	33 75.0%	5 62.5%	7 77.8%	2 66.7%	1 100.0%	52 86.7%	0 ---	1 100.0%	74 84.1%	0 ---	20 87.0%	94 89.5%	91 85.8%	8 72.7%	
Significantly different from column:*														O	N														

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 62**

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 (Q61)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	542	30	43	20	6	23	0	9	12	7	6	6	16	16	11	3	2	1	0	8	0	0	14	0	3	11	15	3
Number missing or multiple answer	10	1	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	532	29	42	20	6	23	0	9	12	7	6	6	16	16	10	3	2	1	0	8	0	0	14	0	3	11	14	3
	98.2%	96.7%	97.7%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	90.9%	100.0%	100.0%	100.0%	---	100.0%	---	---	100.0%	---	100.0%	100.0%	93.3%	100.0%
Yes	394	21	39	19	3	18	0	6	8	6	3	5	13	11	8	2	2	0	0	4	0	0	13	0	2	6	12	3
	74.1%	72.4%	92.9%	95.0%	50.0%	78.3%	---	66.7%	66.7%	85.7%	50.0%	83.3%	81.3%	68.8%	80.0%	66.7%	100.0%	0.0%	---	50.0%	---	---	92.9%	---	66.7%	54.5%	85.7%	100.0%
No	138	8	3	1	3	5	0	3	4	1	3	1	3	5	2	1	0	1	0	4	0	0	1	0	1	5	2	0
	25.9%	27.6%	7.1%	5.0%	50.0%	21.7%	---	33.3%	33.3%	14.3%	50.0%	16.7%	18.8%	31.3%	20.0%	33.3%	0.0%	100.0%	---	50.0%	---	---	7.1%	---	33.3%	45.5%	14.3%	0.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 63**

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 (Q61 & Q62)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	394	21	39	19	3	18	0	6	8	6	3	5	13	11	8	2	2	0	0	4	0	0	13	0	2	6	12	3
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	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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	387	21	39	19	3	18	0	6	8	6	3	5	13	11	8	2	2	0	0	4	0	0	13	0	2	6	12	3
	98.2%	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%	100.0%
Yes	377	19	36	19	3	16	0	6	8	4	2	4	13	9	8	2	1	0	0	4	0	0	12	0	2	6	10	3
	97.4%	90.5%	92.3%	100.0%	100.0%	88.9%	---	100.0%	100.0%	66.7%	66.7%	80.0%	100.0%	81.8%	100.0%	100.0%	50.0%	---	---	100.0%	---	---	92.3%	---	100.0%	100.0%	83.3%	100.0%
No	10	2	3	0	0	2	0	0	0	2	1	1	0	2	0	0	1	0	0	0	0	0	1	0	0	0	2	0
	2.6%	9.5%	7.7%	0.0%	0.0%	11.1%	---	0.0%	0.0%	33.3%	33.3%	20.0%	0.0%	18.2%	0.0%	0.0%	50.0%	---	---	0.0%	---	---	7.7%	---	0.0%	0.0%	16.7%	0.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.



**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 64**

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	<b>232</b>	372	113	22	195	2	59	114	51	35	61	120	174	44	8	9	3	1	62	0	1	88	0	23	107	109	13
Number missing or multiple answer	111	<b>6</b>	8	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	1	0	0	0	0	0	2	2	2
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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,859	<b>226</b>	364	113	22	195	2	59	114	51	35	61	120	172	44	8	9	3	1	61	0	1	88	0	23	105	107	11
	97.2%	<b>97.4%</b>	97.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.9%	100.0%	100.0%	100.0%	100.0%	100.0%	98.4%	---	100.0%	100.0%	---	100.0%	98.1%	98.2%	84.6%
Yes	493	<b>25</b>	46	20	2	22	0	9	9	5	4	9	11	14	10	1	3	0	0	9	0	1	9	0	2	10	14	1
	12.8%	<b>11.1%</b>	12.6%	17.7%	9.1%	11.3%	0.0%	15.3%	7.9%	9.8%	11.4%	14.8%	9.2%	8.1%	22.7%	12.5%	33.3%	0.0%	0.0%	14.8%	---	100.0%	10.2%	---	8.7%	9.5%	13.1%	9.1%
No	3,366	<b>201</b>	318	93	20	173	2	50	105	46	31	52	109	158	34	7	6	3	1	52	0	0	79	0	21	95	93	10
	87.2%	<b>88.9%</b>	87.4%	82.3%	90.9%	88.7%	100.0%	84.7%	92.1%	90.2%	88.6%	85.2%	90.8%	91.9%	77.3%	87.5%	66.7%	100.0%	100.0%	85.2%	---	0.0%	89.8%	---	91.3%	90.5%	86.9%	90.9%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 65**

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

Base: All respondents whose child needs/gets special therapy (Q64)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	493	25	46	20	2	22	0	9	9	5	4	9	11	14	10	1	3	0	0	9	0	1	9	0	2	10	14	1
Number missing or multiple answer	9	1	1	0	0	1	0	1	0	0	1	0	0	0	1	0	0	0	1	0	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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	484	24	45	20	2	21	0	8	9	5	3	9	11	14	9	1	3	0	0	8	0	1	9	0	2	10	13	1
	98.2%	96.0%	97.8%	100.0%	100.0%	95.5%	---	88.9%	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%	90.0%	100.0%	100.0%	---	---	88.9%	---	100.0%	100.0%	---	100.0%	100.0%	92.9%	100.0%
Yes	347	17	34	14	2	15	0	5	7	4	2	5	10	11	5	1	2	0	0	3	0	1	9	0	2	7	9	1
	71.7%	70.8%	75.6%	70.0%	100.0%	71.4%	---	62.5%	77.8%	80.0%	66.7%	55.6%	90.9%	78.6%	55.6%	100.0%	66.7%	---	---	37.5%	---	100.0%	100.0%	---	100.0%	70.0%	69.2%	100.0%
No	137	7	11	6	0	6	0	3	2	1	1	4	1	3	4	0	1	0	0	5	0	0	0	0	0	3	4	0
	28.3%	29.2%	24.4%	30.0%	0.0%	28.6%	---	37.5%	22.2%	20.0%	33.3%	44.4%	9.1%	21.4%	44.4%	0.0%	33.3%	---	---	62.5%	---	0.0%	0.0%	---	0.0%	30.0%	30.8%	0.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 66**

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 (Q64 & Q65)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	347	17	34	14	2	15	0	5	7	4	2	5	10	11	5	1	2	0	0	3	0	1	9	0	2	7	9	1
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	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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	340	17	34	14	2	15	0	5	7	4	2	5	10	11	5	1	2	0	0	3	0	1	9	0	2	7	9	1
	98.0%	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%	100.0%	100.0%	100.0%
Yes	318	13	31	14	2	11	0	4	6	2	1	3	9	8	4	1	1	0	0	2	0	1	7	0	2	5	7	1
	93.5%	76.5%	91.2%	100.0%	100.0%	73.3%	---	80.0%	85.7%	50.0%	50.0%	60.0%	90.0%	72.7%	80.0%	100.0%	50.0%	---	---	66.7%	---	100.0%	77.8%	---	100.0%	71.4%	77.8%	100.0%
No	22	4	3	0	0	4	0	1	1	2	1	2	1	3	1	0	1	0	0	1	0	0	2	0	0	2	2	0
	6.5%	23.5%	8.8%	0.0%	0.0%	26.7%	---	20.0%	14.3%	50.0%	50.0%	40.0%	10.0%	27.3%	20.0%	0.0%	50.0%	---	---	33.3%	---	0.0%	22.2%	---	0.0%	28.6%	22.2%	0.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 67**

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	3,970	<b>232</b>	372	113	22	195	2	59	114	51	35	61	120	174	44	8	9	3	1	62	0	1	88	0	23	107	109	13
Number missing or multiple answer	120	<b>6</b>	10	4	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	1	0	0	0	0	0	2	2	2
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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,850	<b>226</b>	362	109	22	195	2	59	114	51	35	61	120	172	44	8	9	3	1	61	0	1	88	0	23	105	107	11
	97.0%	<b>97.4%</b>	97.3%	96.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.9%	100.0%	100.0%	100.0%	100.0%	100.0%	98.4%	---	100.0%	100.0%	---	100.0%	98.1%	98.2%	84.6%
Yes	715	<b>45</b>	82	33	4	40	0	5	23	16	5	15	25	26	15	3	3	0	0	5	0	0	26	0	7	14	26	5
	18.6%	<b>19.9%</b>	22.7%	30.3%	18.2%	20.5%	0.0%	8.5%	20.2%	31.4%	14.3%	24.6%	20.8%	15.1%	34.1%	37.5%	33.3%	0.0%	0.0%	8.2%	---	0.0%	29.5%	---	30.4%	13.3%	24.3%	45.5%
No	3,135	<b>181</b>	280	76	18	155	2	54	91	35	30	46	95	146	29	5	6	3	1	56	0	1	62	0	16	91	81	6
	81.4%	<b>80.1%</b>	77.3%	69.7%	81.8%	79.5%	100.0%	91.5%	79.8%	68.6%	85.7%	75.4%	79.2%	84.9%	65.9%	62.5%	66.7%	100.0%	100.0%	91.8%	---	100.0%	70.5%	---	69.6%	86.7%	75.7%	54.5%
Significantly different from column:*		<b>D</b>						I,J	H	H				O	N				W			T			AA	Z		

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 68**

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 (Q67)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	715	45	82	33	4	40	0	5	23	16	5	15	25	26	15	3	3	0	0	5	0	0	26	0	7	14	26	5
Number missing or multiple answer	28	1	1	0	0	0	0	0	0	1	0	0	1	1	0	0	0	0	0	0	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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	687	44	81	33	4	40	0	5	23	15	5	15	24	25	15	3	3	0	0	5	0	0	26	0	7	14	25	5
	96.1%	97.8%	98.8%	100.0%	100.0%	100.0%	---	100.0%	100.0%	93.8%	100.0%	100.0%	96.0%	96.2%	100.0%	100.0%	100.0%	---	---	100.0%	---	---	100.0%	---	100.0%	100.0%	96.2%	100.0%
Yes	632	39	71	31	4	35	0	4	21	13	3	13	23	21	14	3	2	0	0	4	0	0	23	0	7	11	23	5
	92.0%	88.6%	87.7%	93.9%	100.0%	87.5%	---	80.0%	91.3%	86.7%	60.0%	86.7%	95.8%	84.0%	93.3%	100.0%	66.7%	---	---	80.0%	---	---	88.5%	---	100.0%	78.6%	92.0%	100.0%
No	55	5	10	2	0	5	0	1	2	2	2	2	1	4	1	0	1	0	0	1	0	0	3	0	0	3	2	0
	8.0%	11.4%	12.3%	6.1%	0.0%	12.5%	---	20.0%	8.7%	13.3%	40.0%	13.3%	4.2%	16.0%	6.7%	0.0%	33.3%	---	---	20.0%	---	---	11.5%	---	0.0%	21.4%	8.0%	0.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

Jackson Care Connect

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 69

What is your child's age?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	3,970	232	372	314	22	195	2	59	114	51	35	61	120	174	44	8	9	3	1	62	0	1	88	0	23	107	109	13
Number missing or multiple answer	132	8	15	5	0	1	0	0	0	0	0	0	1	2	2	0	1	0	0	1	0	0	0	0	0	2	4	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,838	224	357	309	22	194	2	59	114	51	35	61	119	172	42	8	8	3	1	61	0	1	88	0	23	105	105	11
	96.7%	96.6%	96.0%	98.4%	100.0%	99.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.2%	98.9%	95.5%	100.0%	88.9%	100.0%	100.0%	98.4%	---	100.0%	100.0%	---	100.0%	98.1%	96.3%	84.6%
Less than 1 year old	82	6	0	1	1	5	0	6	0	0	1	2	2	4	1	1	1	0	0	1	0	0	3	0	1	3	1	1
	2.1%	2.7%	0.0%	0.3%	4.5%	2.6%	0.0%	10.2%	0.0%	0.0%	2.9%	3.3%	1.7%	2.3%	2.4%	12.5%	12.5%	0.0%	0.0%	1.6%	---	0.0%	3.4%	---	4.3%	2.9%	1.0%	9.1%
1 year old	190	10	8	5	2	8	0	10	0	0	1	4	4	10	0	0	0	0	0	6	0	0	1	0	2	1	7	1
	5.0%	4.5%	2.2%	1.6%	9.1%	4.1%	0.0%	16.9%	0.0%	0.0%	2.9%	6.6%	3.4%	5.8%	0.0%	0.0%	0.0%	0.0%	9.8%	---	0.0%	1.1%	---	8.7%	1.0%	6.7%	9.1%	
2 years old	186	8	15	19	1	7	0	8	0	0	0	1	7	6	1	1	0	0	0	4	0	0	2	0	0	2	5	1
	4.8%	3.6%	4.2%	6.1%	4.5%	3.6%	0.0%	13.6%	0.0%	0.0%	0.0%	1.6%	5.9%	3.5%	2.4%	12.5%	0.0%	0.0%	0.0%	6.6%	---	0.0%	2.3%	---	0.0%	1.9%	4.8%	9.1%
3 years old	180	7	16	16	0	7	0	7	0	0	2	3	1	6	1	0	0	0	0	3	0	0	3	0	1	4	3	0
	4.7%	3.1%	4.5%	5.2%	0.0%	3.6%	0.0%	11.9%	0.0%	0.0%	5.7%	4.9%	0.8%	3.5%	2.4%	0.0%	0.0%	0.0%	4.9%	---	0.0%	3.4%	---	4.3%	3.8%	2.9%	0.0%	
4 to 6 years old	616	39	61	39	1	38	0	28	11	0	5	11	23	35	4	0	2	0	0	12	0	0	14	0	2	14	23	2
	16.1%	17.4%	17.1%	12.6%	4.5%	19.6%	0.0%	47.5%	9.6%	0.0%	14.3%	18.0%	19.3%	20.3%	9.5%	0.0%	25.0%	0.0%	0.0%	19.7%	---	0.0%	15.9%	---	8.7%	13.3%	21.9%	18.2%
7 to 9 years old	651	46	57	71	4	38	1	0	46	0	5	13	26	38	7	1	1	1	0	14	0	0	15	0	7	30	16	0
	17.0%	20.5%	16.0%	23.0%	18.2%	19.6%	50.0%	0.0%	40.4%	0.0%	14.3%	21.3%	21.8%	22.1%	16.7%	12.5%	12.5%	33.3%	0.0%	23.0%	---	0.0%	17.0%	---	30.4%	28.6%	15.2%	0.0%
10 to 13 years old	899	57	98	87	8	48	0	0	57	0	11	14	29	41	13	1	1	1	1	12	0	0	28	0	6	29	24	4
	23.4%	25.4%	27.5%	28.2%	36.4%	24.7%	0.0%	0.0%	50.0%	0.0%	31.4%	23.0%	24.4%	23.8%	31.0%	12.5%	12.5%	33.3%	100.0%	19.7%	---	0.0%	31.8%	---	26.1%	27.6%	22.9%	36.4%
14 to 18 years old	1,034	51	102	71	5	43	1	0	0	51	10	13	27	32	15	4	3	1	0	9	0	1	22	0	4	22	26	2
	26.9%	22.8%	28.6%	23.0%	22.7%	22.2%	50.0%	0.0%	0.0%	100.0%	28.6%	21.3%	22.7%	18.6%	35.7%	50.0%	37.5%	33.3%	0.0%	14.8%	---	100.0%	25.0%	---	17.4%	21.0%	24.8%	18.2%
3 years old or younger	638	31	39	41	4	27	0	31	0	0	4	10	14	26	3	2	1	0	0	14	0	0	9	0	4	10	16	3
	16.6%	13.8%	10.9%	13.3%	18.2%	13.9%	0.0%	52.5%	0.0%	0.0%	11.4%	16.4%	11.8%	15.1%	7.1%	25.0%	12.5%	0.0%	0.0%	23.0%	---	0.0%	10.2%	---	17.4%	9.5%	15.2%	27.3%
Significantly different from column:*								I,J	H	H									W			T						

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 70**

What was your child's biological sex at birth?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	3,970	<b>232</b>	372	314	22	195	2	59	114	51	35	61	120	174	44	8	9	3	1	62	0	1	88	0	23	107	109	13
Number missing or multiple answer	140	7	13	3	0	0	0	0	0	0	0	0	0	2	1	0	0	0	0	1	0	0	0	0	0	2	3	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,830 96.5%	<b>225</b> <b>97.0%</b>	359 96.5%	311 99.0%	22 100.0%	195 100.0%	2 100.0%	59 100.0%	114 100.0%	51 100.0%	35 100.0%	61 100.0%	120 100.0%	172 98.9%	43 97.7%	8 100.0%	9 100.0%	3 100.0%	1 100.0%	61 98.4%	0 ---	1 100.0%	88 100.0%	0 ---	23 100.0%	105 98.1%	106 97.2%	11 84.6%
Male	2,047 53.4%	<b>113</b> <b>50.2%</b>	185 51.5%	167 53.7%	15 68.2%	95 48.7%	0 0.0%	32 54.2%	55 48.2%	25 49.0%	16 45.7%	34 55.7%	60 50.0%	85 49.4%	24 55.8%	4 50.0%	2 22.2%	1 33.3%	0 0.0%	30 49.2%	0 ---	1 100.0%	42 47.7%	0 ---	13 56.5%	55 52.4%	52 49.1%	5 45.5%
Female	1,783 46.6%	<b>112</b> <b>49.8%</b>	174 48.5%	144 46.3%	7 31.8%	100 51.3%	2 100.0%	27 45.8%	59 51.8%	26 51.0%	19 54.3%	27 44.3%	60 50.0%	87 50.6%	19 44.2%	4 50.0%	7 77.8%	2 66.7%	1 100.0%	31 50.8%	0 ---	0 0.0%	46 52.3%	0 ---	10 43.5%	50 47.6%	54 50.9%	6 54.5%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 71**

What is your child's current gender identity?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	3,970	<b>232</b>	372	---	22	195	2	59	114	51	35	61	120	174	44	8	9	3	1	62	0	1	88	0	23	107	109	13	
Number missing or multiple answer	184	<b>13</b>	14	---	0	1	0	1	3	2	0	0	3	6	3	0	0	0	0	3	0	0	0	0	1	5	5	2	
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	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,786	<b>219</b>	358	---	22	194	2	58	111	49	35	61	117	168	41	8	9	3	1	59	0	1	88	0	22	102	104	11	
	95.4%	<b>94.4%</b>	96.2%	---	100.0%	99.5%	100.0%	98.3%	97.4%	96.1%	100.0%	100.0%	97.5%	96.6%	93.2%	100.0%	100.0%	100.0%	100.0%	95.2%	---	100.0%	100.0%	---	95.7%	95.3%	95.4%	84.6%	
Male	2,017	<b>113</b>	186	---	17	95	0	33	54	25	17	34	59	84	25	4	2	1	0	31	0	1	43	0	12	54	52	5	
	53.3%	<b>51.6%</b>	52.0%	---	77.3%	49.0%	0.0%	56.9%	48.6%	51.0%	48.6%	55.7%	50.4%	50.0%	61.0%	50.0%	22.2%	33.3%	0.0%	52.5%	---	100.0%	48.9%	---	54.5%	52.9%	50.0%	45.5%	
Female	1,726	<b>104</b>	168	---	5	97	2	24	56	24	18	27	56	83	15	4	7	2	1	28	0	0	44	0	9	47	52	5	
	45.6%	<b>47.5%</b>	46.9%	---	22.7%	50.0%	100.0%	41.4%	50.5%	49.0%	51.4%	44.3%	47.9%	49.4%	36.6%	50.0%	77.8%	66.7%	100.0%	47.5%	---	0.0%	50.0%	---	40.9%	46.1%	50.0%	45.5%	
Transgender	5	<b>0</b>	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
	0.1%	<b>0.0%</b>	0.3%	---	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%
Non-binary, genderqueer, or other	38	<b>2</b>	3	---	0	2	0	1	1	0	0	0	2	1	1	0	0	0	0	0	0	0	1	0	1	1	0	1	
	1.0%	<b>0.9%</b>	0.8%	---	0.0%	1.0%	0.0%	1.7%	0.9%	0.0%	0.0%	0.0%	1.7%	0.6%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	1.1%	---	4.5%	1.0%	0.0%	9.1%	
Transgender, Non-binary, genderqueer, or other	43	<b>2</b>	4	---	0	2	0	1	1	0	0	0	2	1	1	0	0	0	0	0	0	0	1	0	1	1	0	1	
	1.1%	<b>0.9%</b>	1.1%	---	0.0%	1.0%	0.0%	1.7%	0.9%	0.0%	0.0%	1.7%	0.6%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	1.1%	---	4.5%	1.0%	0.0%	9.1%		
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

\*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.



**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 72**

What is your age?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	3,970	232	372	314	22	195	2	59	114	51	35	61	120	174	44	8	9	3	1	62	0	1	88	0	23	107	109	13
Number missing or multiple answer	154	9	11	5	0	0	0	0	2	0	0	0	0	3	2	0	0	0	1	0	0	0	0	0	4	3	2	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,816 96.1%	223 96.1%	361 97.0%	309 98.4%	22 100.0%	195 100.0%	2 100.0%	59 100.0%	112 98.2%	51 100.0%	35 100.0%	61 100.0%	120 100.0%	171 98.3%	42 95.5%	8 100.0%	9 100.0%	3 100.0%	1 98.4%	61 ---	0 100.0%	1 100.0%	88 ---	0 100.0%	23 100.0%	103 96.3%	106 97.2%	11 84.6%
Under 18	152 4.0%	9 4.0%	16 4.4%	16 5.2%	2 9.1%	7 3.6%	0 0.0%	3 5.1%	2 1.8%	4 7.8%	3 8.6%	1 1.6%	3 2.5%	7 4.1%	1 2.4%	1 12.5%	0 0.0%	0 0.0%	0 0.0%	3 4.9%	0 ---	0 0.0%	6 6.8%	0 ---	0 0.0%	5 4.9%	2 1.9%	2 18.2%
18 to 24	132 3.5%	7 3.1%	4 1.1%	10 3.2%	0 0.0%	7 3.6%	0 0.0%	6 10.2%	0 0.0%	1 2.0%	0 0.0%	5 8.2%	2 1.7%	7 4.1%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	3 4.9%	0 ---	0 0.0%	2 2.3%	0 ---	1 4.3%	5 4.9%	2 1.9%	0 0.0%
25 to 34	931 24.4%	66 29.6%	90 24.9%	79 25.6%	3 13.6%	63 32.3%	0 0.0%	31 52.5%	32 28.6%	3 5.9%	11 31.4%	24 39.3%	31 25.8%	53 31.0%	9 21.4%	4 50.0%	3 33.3%	0 0.0%	0 0.0%	25 41.0%	0 ---	0 0.0%	21 23.9%	0 ---	4 17.4%	23 22.3%	39 36.8%	3 27.3%
35 to 44	1,511 39.6%	83 37.2%	120 33.2%	128 41.4%	10 45.5%	70 35.9%	2 100.0%	15 25.4%	54 48.2%	14 27.5%	12 34.3%	20 32.8%	48 40.0%	65 38.0%	15 35.7%	3 37.5%	2 22.2%	2 66.7%	0 0.0%	22 36.1%	0 ---	1 100.0%	33 37.5%	0 ---	8 34.8%	46 44.7%	34 32.1%	3 27.3%
45 to 54	718 18.8%	49 22.0%	84 23.3%	49 15.9%	4 18.2%	42 21.5%	0 0.0%	4 6.8%	20 17.9%	24 47.1%	8 22.9%	9 14.8%	30 25.0%	35 20.5%	12 28.6%	0 0.0%	4 44.4%	1 33.3%	1 100.0%	8 13.1%	0 ---	0 0.0%	20 22.7%	0 ---	8 34.8%	20 19.4%	24 22.6%	3 27.3%
55 to 64	222 5.8%	4 1.8%	32 8.9%	17 5.5%	1 4.5%	3 1.5%	0 0.0%	0 0.0%	2 1.8%	2 3.9%	1 2.9%	1 1.6%	2 1.7%	2 1.2%	2 4.8%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	3 3.4%	0 ---	0 0.0%	1 1.0%	3 2.8%	0 0.0%
65 to 74	117 3.1%	4 1.8%	12 3.3%	8 2.6%	2 9.1%	2 1.0%	0 0.0%	0 0.0%	1 0.9%	3 5.9%	0 0.0%	1 1.6%	3 2.5%	1 0.6%	3 7.1%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	2 2.3%	0 ---	2 8.7%	2 1.9%	2 1.9%	0 0.0%
75 or older	33 0.9%	1 0.4%	3 0.8%	2 0.6%	0 0.0%	1 0.5%	0 0.0%	0 0.0%	1 0.9%	0 0.0%	0 0.0%	0 0.0%	1 0.8%	1 0.6%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	1 1.1%	0 ---	0 0.0%	1 1.0%	0 0.0%	0 0.0%
35 or older	2,601 68.2%	141 63.2%	251 69.5%	204 66.0%	17 77.3%	118 60.5%	2 100.0%	19 32.2%	78 69.6%	43 84.3%	21 60.0%	31 50.8%	84 70.0%	104 60.8%	32 76.2%	3 37.5%	6 66.7%	3 100.0%	1 100.0%	30 49.2%	0 ---	1 100.0%	59 67.0%	0 ---	18 78.3%	70 68.0%	63 59.4%	6 54.5%
Significantly different from column:*								I,J	H,J	H,I		M	L						W,Y			T		T				

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 73**

What is your current gender identity?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	3,970	232	372	---	22	195	2	59	114	51	35	61	120	174	44	8	9	3	1	62	0	1	88	0	23	107	109	13	
Number missing or multiple answer	170	13	15	---	0	0	0	0	4	2	0	0	2	6	3	0	0	0	0	2	0	0	0	0	1	6	5	2	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,800	219	357	---	22	195	2	59	110	49	35	61	118	168	41	8	9	3	1	60	0	1	88	0	22	101	104	11	
	95.7%	94.4%	96.0%	---	100.0%	100.0%	100.0%	100.0%	96.5%	96.1%	100.0%	100.0%	98.3%	96.6%	93.2%	100.0%	100.0%	100.0%	100.0%	96.8%	---	100.0%	100.0%	---	95.7%	94.4%	95.4%	84.6%	
Male	631	22	54	---	22	0	0	5	12	5	2	8	10	15	6	1	0	0	0	6	0	0	10	0	2	13	8	0	
	16.6%	10.0%	15.1%	---	100.0%	0.0%	0.0%	8.5%	10.9%	10.2%	5.7%	13.1%	8.5%	8.9%	14.6%	12.5%	0.0%	0.0%	0.0%	10.0%	---	0.0%	11.4%	---	9.1%	12.9%	7.7%	0.0%	
Female	3,151	195	302	---	0	195	0	54	97	43	33	53	106	151	35	7	9	3	1	54	0	1	76	0	20	87	95	11	
	82.9%	89.0%	84.6%	---	0.0%	100.0%	0.0%	91.5%	88.2%	87.8%	94.3%	86.9%	89.8%	89.9%	85.4%	87.5%	100.0%	100.0%	100.0%	90.0%	---	100.0%	86.4%	---	90.9%	86.1%	91.3%	100.0%	
Transgender	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
	0.1%	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%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%
Non-binary, genderqueer, or other	16	2	1	---	0	0	2	0	1	1	0	0	2	2	0	0	0	0	0	0	0	0	2	0	0	1	1	0	
	0.4%	0.9%	0.3%	---	0.0%	0.0%	100.0%	0.0%	0.9%	2.0%	0.0%	0.0%	1.7%	1.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	2.3%	---	0.0%	1.0%	1.0%	0.0%	
Transgender, Non-binary, genderqueer, or other	18	2	1	---	0	0	2	0	1	1	0	0	2	2	0	0	0	0	0	0	0	0	2	0	0	1	1	0	
	0.5%	0.9%	0.3%	---	0.0%	0.0%	100.0%	0.0%	0.9%	2.0%	0.0%	0.0%	1.7%	1.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	2.3%	---	0.0%	1.0%	1.0%	0.0%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 74**

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	<b>232</b>	372	314	22	195	2	59	114	51	35	61	120	174	44	8	9	3	1	62	0	1	88	0	23	107	109	13
Number missing or multiple answer	208	<b>16</b>	17	5	2	3	0	3	5	1	0	0	0	7	5	0	0	0	5	0	0	2	0	0	8	5	2	
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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,762	<b>216</b>	355	309	20	192	2	56	109	50	35	61	120	167	39	8	9	3	1	57	0	1	86	0	23	99	104	11
	94.8%	<b>93.1%</b>	95.4%	98.4%	90.9%	98.5%	100.0%	94.9%	95.6%	98.0%	100.0%	100.0%	100.0%	96.0%	88.6%	100.0%	100.0%	100.0%	91.9%	---	100.0%	97.7%	---	100.0%	92.5%	95.4%	84.6%	
8th grade or less	357	<b>17</b>	47	36	0	17	0	3	7	7	17	0	0	13	4	0	3	0	0	10	0	0	1	0	1	7	9	0
	9.5%	<b>7.9%</b>	13.2%	11.7%	0.0%	8.9%	0.0%	5.4%	6.4%	14.0%	48.6%	0.0%	0.0%	7.8%	10.3%	0.0%	33.3%	0.0%	0.0%	17.5%	---	0.0%	1.2%	---	4.3%	7.1%	8.7%	0.0%
Some high school, but did not graduate	385	<b>18</b>	44	34	2	16	0	5	10	3	18	0	0	11	4	3	2	0	0	6	0	0	5	0	1	11	6	1
	10.2%	<b>8.3%</b>	12.4%	11.0%	10.0%	8.3%	0.0%	8.9%	9.2%	6.0%	51.4%	0.0%	0.0%	6.6%	10.3%	37.5%	22.2%	0.0%	10.5%	---	0.0%	5.8%	---	4.3%	11.1%	5.8%	9.1%	
High school graduate or GED	1,045	<b>61</b>	87	77	8	53	0	18	30	13	0	61	0	40	17	4	0	0	27	0	0	20	0	5	29	28	4	
	27.8%	<b>28.2%</b>	24.5%	24.9%	40.0%	27.6%	0.0%	32.1%	27.5%	26.0%	0.0%	100.0%	0.0%	24.0%	43.6%	50.0%	0.0%	0.0%	47.4%	---	0.0%	23.3%	---	21.7%	29.3%	26.9%	36.4%	
Some college or 2-year degree	1,312	<b>74</b>	107	107	5	67	1	18	38	17	0	0	74	63	9	1	4	1	10	0	0	33	0	10	32	39	3	
	34.9%	<b>34.3%</b>	30.1%	34.6%	25.0%	34.9%	50.0%	32.1%	34.9%	34.0%	0.0%	0.0%	61.7%	37.7%	23.1%	12.5%	44.4%	33.3%	100.0%	17.5%	---	0.0%	38.4%	---	43.5%	32.3%	37.5%	27.3%
4-year college graduate	410	<b>23</b>	37	36	2	19	1	5	11	7	0	0	23	21	2	0	0	1	0	1	0	1	13	0	3	9	12	2
	10.9%	<b>10.6%</b>	10.4%	11.7%	10.0%	9.9%	50.0%	8.9%	10.1%	14.0%	0.0%	0.0%	19.2%	12.6%	5.1%	0.0%	0.0%	33.3%	0.0%	1.8%	---	100.0%	15.1%	---	13.0%	9.1%	11.5%	18.2%
More than 4-year college degree	253	<b>23</b>	33	19	3	20	0	7	13	3	0	0	23	19	3	0	0	1	0	3	0	0	14	0	3	11	10	1
	6.7%	<b>10.6%</b>	9.3%	6.1%	15.0%	10.4%	0.0%	12.5%	11.9%	6.0%	0.0%	0.0%	19.2%	11.4%	7.7%	0.0%	0.0%	33.3%	0.0%	5.3%	---	0.0%	16.3%	---	13.0%	11.1%	9.6%	9.1%
4-year college graduate or more	663	<b>46</b>	70	55	5	39	1	12	24	10	0	0	46	40	5	0	0	2	0	4	0	1	27	0	6	20	22	3
	17.6%	<b>21.3%</b>	19.7%	17.8%	25.0%	20.3%	50.0%	21.4%	22.0%	20.0%	0.0%	0.0%	38.3%	24.0%	12.8%	0.0%	0.0%	66.7%	0.0%	7.0%	---	100.0%	31.4%	---	26.1%	20.2%	21.2%	27.3%
Significantly different from column:*											M	M	K,L						W			T						

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 75**

How are you related to the child?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	3,970	232	372	314	22	195	2	59	114	51	35	61	120	174	44	8	9	3	1	62	0	1	88	0	23	107	109	13	
Number missing or multiple answer	210	13	19	7	0	3	0	1	4	1	0	1	2	6	3	0	0	0	0	1	0	0	2	0	1	6	5	2	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,760 94.7%	219 94.4%	353 94.9%	307 97.8%	22 100.0%	192 98.5%	2 100.0%	58 98.3%	110 96.5%	50 98.0%	35 100.0%	60 98.4%	118 98.3%	168 96.6%	41 93.2%	8 100.0%	9 100.0%	3 100.0%	1 100.0%	61 98.4%	0 ---	1 100.0%	86 97.7%	0 ---	22 95.7%	101 94.4%	104 95.4%	11 84.6%	
Mother or father	3,461 92.0%	207 94.5%	317 89.8%	282 91.9%	21 95.5%	181 94.3%	2 100.0%	56 96.6%	104 94.5%	46 92.0%	33 94.3%	56 93.3%	113 95.8%	160 95.2%	37 90.2%	8 100.0%	9 100.0%	3 100.0%	1 100.0%	59 96.7%	0 ---	1 100.0%	80 93.0%	0 ---	19 86.4%	93 92.1%	102 98.1%	10 90.9%	
Grandparent	170 4.5%	7 3.2%	25 7.1%	18 5.9%	1 4.5%	6 3.1%	0 0.0%	1 1.7%	4 3.6%	2 4.0%	2 5.7%	2 3.3%	2 1.7%	4 2.4%	3 7.3%	0 0.0%	0 0.0%	0 0.0%	1 1.6%	0 ---	0 0.0%	3 3.5%	0 ---	2 9.1%	4 4.0%	1 1.0%	1 9.1%		
Aunt or uncle	21 0.6%	0 0.0%	2 0.6%	2 0.7%	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 0.0%	0 0.0%	0 0.0%	
Older brother or sister	10 0.3%	0 0.0%	1 0.3%	1 0.3%	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 0.0%	0 0.0%	0 0.0%	
Other relative	7 0.2%	1 0.5%	0 0.0%	0 0.0%	0 0.0%	1 0.5%	0 0.0%	0 0.0%	0 0.0%	1 2.0%	0 0.0%	1 1.7%	0 0.0%	1 0.6%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.6%	0 ---	0 0.0%	0 0.0%	0 ---	0 0.0%	1 1.0%	0 0.0%	0 0.0%	0 0.0%	
Legal guardian	73 1.9%	3 1.4%	4 1.1%	1 0.3%	0 0.0%	3 1.6%	0 0.0%	1 1.7%	2 1.8%	0 0.0%	0 0.0%	0 0.0%	3 2.5%	3 1.8%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	2 2.3%	0 ---	1 4.5%	2 2.0%	1 1.0%	0 0.0%		
Someone else	18 0.5%	1 0.5%	4 1.1%	3 1.0%	0 0.0%	1 0.5%	0 0.0%	0 0.0%	0 0.0%	1 2.0%	0 0.0%	1 1.7%	0 0.0%	0 0.0%	1 2.4%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	1 1.2%	0 ---	0 0.0%	1 1.0%	0 0.0%	0 0.0%		

NA - There is no "no experience" category for this question.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 76**

How well does your child speak English?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	<b>232</b>	372	---	22	195	2	59	114	51	35	61	120	174	44	8	9	3	1	62	0	1	88	0	23	107	109	13
Number missing or multiple answer	217	<b>18</b>	16	---	2	7	0	7	5	0	0	1	6	10	4	0	0	0	4	0	0	1	0	1	6	8	2	
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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,753	<b>214</b>	356	---	20	188	2	52	109	51	35	60	114	164	40	8	9	3	1	58	0	1	87	0	22	101	101	11
	94.5%	<b>92.2%</b>	95.7%	---	90.9%	96.4%	100.0%	88.1%	95.6%	100.0%	100.0%	98.4%	95.0%	94.3%	90.9%	100.0%	100.0%	100.0%	100.0%	93.5%	---	100.0%	98.9%	---	95.7%	94.4%	92.7%	84.6%
Very well	2,715	<b>172</b>	271	---	19	147	2	30	95	45	23	41	104	139	28	3	6	2	1	33	0	1	81	0	20	89	76	6
	72.3%	<b>80.4%</b>	76.1%	---	95.0%	78.2%	100.0%	57.7%	87.2%	88.2%	65.7%	68.3%	91.2%	84.8%	70.0%	37.5%	66.7%	66.7%	100.0%	56.9%	---	100.0%	93.1%	---	90.9%	88.1%	75.2%	54.5%
Well	665	<b>22</b>	57	---	1	21	0	8	10	4	5	9	7	11	9	2	1	0	0	13	0	0	3	0	2	8	12	2
	17.7%	<b>10.3%</b>	16.0%	---	5.0%	11.2%	0.0%	15.4%	9.2%	7.8%	14.3%	15.0%	6.1%	6.7%	22.5%	25.0%	11.1%	0.0%	22.4%	---	0.0%	3.4%	---	9.1%	7.9%	11.9%	18.2%	
Not well	221	<b>11</b>	21	---	0	11	0	6	3	2	2	7	2	9	1	1	1	1	0	5	0	0	2	0	0	3	7	1
	5.9%	<b>5.1%</b>	5.9%	---	0.0%	5.9%	0.0%	11.5%	2.8%	3.9%	5.7%	11.7%	1.8%	5.5%	2.5%	12.5%	11.1%	33.3%	0.0%	8.6%	---	0.0%	2.3%	---	0.0%	3.0%	6.9%	9.1%
Not at all	152	<b>9</b>	7	---	0	9	0	8	1	0	5	3	1	5	2	2	1	0	0	7	0	0	1	0	0	1	6	2
	4.1%	<b>4.2%</b>	2.0%	---	0.0%	4.8%	0.0%	15.4%	0.9%	0.0%	14.3%	5.0%	0.9%	3.0%	5.0%	25.0%	11.1%	0.0%	12.1%	---	0.0%	1.1%	---	0.0%	1.0%	5.9%	18.2%	
Very well or Well	3,380	<b>194</b>	328	---	20	168	2	38	105	49	28	50	111	150	37	5	7	2	1	46	0	1	84	0	22	97	88	8
	90.1%	<b>90.7%</b>	92.1%	---	100.0%	89.4%	100.0%	73.1%	96.3%	96.1%	80.0%	83.3%	97.4%	91.5%	92.5%	62.5%	77.8%	66.7%	100.0%	79.3%	---	100.0%	96.6%	---	100.0%	96.0%	87.1%	72.7%
Significantly different from column:*								I,J	H	H									W			T			AA	Z		

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 77**

What language does your child mainly speak at home?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	3,970	<b>232</b>	372	---	22	195	2	59	114	51	35	61	120	174	44	8	9	3	1	62	0	1	88	0	23	107	109	13	
Number missing or multiple answer	267	<b>17</b>	34	---	2	6	0	3	6	2	1	3	3	9	3	1	2	1	0	2	0	0	0	0	2	10	5	2	
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	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,703	<b>215</b>	338	---	20	189	2	56	108	49	34	58	117	165	41	7	7	2	1	60	0	1	88	0	21	97	104	11	
	93.3%	<b>92.7%</b>	90.9%	---	90.9%	96.9%	100.0%	94.9%	94.7%	96.1%	97.1%	95.1%	97.5%	94.8%	93.2%	87.5%	77.8%	66.7%	100.0%	96.8%	---	100.0%	100.0%	---	91.3%	90.7%	95.4%	84.6%	
English	2,731	<b>158</b>	257	---	18	136	2	39	82	36	13	37	106	130	24	2	4	0	1	16	0	1	86	0	19	75	76	7	
	73.8%	<b>73.5%</b>	76.0%	---	90.0%	72.0%	100.0%	69.6%	75.9%	73.5%	38.2%	63.8%	90.6%	78.8%	58.5%	28.6%	57.1%	0.0%	100.0%	26.7%	---	100.0%	97.7%	---	90.5%	77.3%	73.1%	63.6%	
Spanish	736	<b>48</b>	78	---	1	45	0	13	22	12	19	20	6	29	14	5	3	0	39	0	0	1	0	1	20	24	2		
	19.9%	<b>22.3%</b>	23.1%	---	5.0%	23.8%	0.0%	23.2%	20.4%	24.5%	55.9%	34.5%	5.1%	17.6%	34.1%	71.4%	42.9%	0.0%	65.0%	---	0.0%	1.1%	---	4.8%	20.6%	23.1%	18.2%		
Other	215	<b>7</b>	3	---	0	7	0	2	4	1	2	1	4	5	2	0	0	2	3	0	0	1	0	1	2	3	2		
	5.8%	<b>3.3%</b>	0.9%	---	0.0%	3.7%	0.0%	3.6%	3.7%	2.0%	5.9%	1.7%	3.4%	3.0%	4.9%	0.0%	0.0%	100.0%	0.0%	5.0%	---	0.0%	1.1%	---	4.8%	2.1%	2.9%	18.2%	

NA - There is no "no experience" category for this question.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 78**

Does your child need an interpreter for us to communicate with them?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	3,970	<b>232</b>	372	---	22	195	2	59	114	51	35	61	120	174	44	8	9	3	1	62	0	1	88	0	23	107	109	13	
Number missing or multiple answer	192	<b>11</b>	16	---	0	2	0	0	5	0	0	1	1	4	3	0	0	0	0	0	0	0	0	0	1	5	4	2	
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	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,778	<b>221</b>	356	---	22	193	2	59	109	51	35	60	119	170	41	8	9	3	1	62	0	1	88	0	22	102	105	11	
	95.2%	<b>95.3%</b>	95.7%	---	100.0%	99.0%	100.0%	100.0%	95.6%	100.0%	100.0%	98.4%	99.2%	97.7%	93.2%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	95.7%	95.3%	96.3%	84.6%		
Yes	215	<b>8</b>	16	---	0	8	0	4	2	2	3	4	1	4	3	1	1	1	0	5	0	0	0	0	0	2	6	0	
	5.7%	<b>3.6%</b>	4.5%	---	0.0%	4.1%	0.0%	6.8%	1.8%	3.9%	8.6%	6.7%	0.8%	2.4%	7.3%	12.5%	11.1%	33.3%	0.0%	8.1%	---	0.0%	0.0%	---	0.0%	2.0%	5.7%	0.0%	
No	3,563	<b>213</b>	340	---	22	185	2	55	107	49	32	56	118	166	38	7	8	2	1	57	0	1	88	0	22	100	99	11	
	94.3%	<b>96.4%</b>	95.5%	---	100.0%	95.9%	100.0%	93.2%	98.2%	96.1%	91.4%	93.3%	99.2%	97.6%	92.7%	87.5%	88.9%	66.7%	100.0%	91.9%	---	100.0%	100.0%	---	100.0%	98.0%	94.3%	100.0%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 79**

Does your child need a sign language interpreter for us to communicate with them?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	3,970	<b>232</b>	372	---	22	195	2	59	114	51	35	61	120	174	44	8	9	3	1	62	0	1	88	0	23	107	109	13	
Number missing or multiple answer	173	<b>11</b>	16	---	0	2	0	0	5	0	0	1	1	4	3	0	0	0	0	0	0	0	0	0	1	5	4	2	
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	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,797	<b>221</b>	356	---	22	193	2	59	109	51	35	60	119	170	41	8	9	3	1	62	0	1	88	0	22	102	105	11	
	95.6%	<b>95.3%</b>	95.7%	---	100.0%	99.0%	100.0%	100.0%	95.6%	100.0%	100.0%	98.4%	99.2%	97.7%	93.2%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	95.7%	95.3%	96.3%	84.6%		
Yes	39	<b>2</b>	1	---	0	2	0	1	1	0	2	0	0	0	1	1	0	0	0	2	0	0	0	0	0	0	2	0	
	1.0%	<b>0.9%</b>	0.3%	---	0.0%	1.0%	0.0%	1.7%	0.9%	0.0%	5.7%	0.0%	0.0%	0.0%	2.4%	12.5%	0.0%	0.0%	0.0%	3.2%	---	0.0%	0.0%	---	0.0%	0.0%	1.9%	0.0%	
No	3,758	<b>219</b>	355	---	22	191	2	58	108	51	33	60	119	170	40	7	9	3	1	60	0	1	88	0	22	102	103	11	
	99.0%	<b>99.1%</b>	99.7%	---	100.0%	99.0%	100.0%	98.3%	99.1%	100.0%	94.3%	100.0%	100.0%	100.0%	97.6%	87.5%	100.0%	100.0%	100.0%	96.8%	---	100.0%	100.0%	---	100.0%	100.0%	98.1%	100.0%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

\*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.



**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 80**

Does your child need written materials in an alternate format (Braille, large print, audio recordings, etc.)?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	3,970	<b>232</b>	372	---	22	195	2	59	114	51	35	61	120	174	44	8	9	3	1	62	0	1	88	0	23	107	109	13	
Number missing or multiple answer	644	<b>31</b>	21	---	1	21	0	6	13	6	8	5	7	21	5	1	4	0	0	7	0	0	6	0	3	18	10	3	
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	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,326	<b>201</b>	351	---	21	174	2	53	101	45	27	56	113	153	39	7	5	3	1	55	0	1	82	0	20	89	99	10	
	83.8%	<b>86.6%</b>	94.4%	---	95.5%	89.2%	100.0%	89.8%	88.6%	88.2%	77.1%	91.8%	94.2%	87.9%	88.6%	87.5%	55.6%	100.0%	100.0%	88.7%	---	100.0%	93.2%	---	87.0%	83.2%	90.8%	76.9%	
Yes	48	<b>4</b>	3	---	0	4	0	1	3	0	3	0	1	1	2	1	0	1	0	3	0	0	0	0	0	0	4	0	
	1.4%	<b>2.0%</b>	0.9%	---	0.0%	2.3%	0.0%	1.9%	3.0%	0.0%	11.1%	0.0%	0.9%	0.7%	5.1%	14.3%	0.0%	33.3%	0.0%	5.5%	---	0.0%	0.0%	---	0.0%	0.0%	4.0%	0.0%	
No	3,278	<b>197</b>	348	---	21	170	2	52	98	45	24	56	112	152	37	6	5	2	1	52	0	1	82	0	20	89	95	10	
	98.6%	<b>98.0%</b>	99.1%	---	100.0%	97.7%	100.0%	98.1%	97.0%	100.0%	88.9%	100.0%	99.1%	99.3%	94.9%	85.7%	100.0%	66.7%	100.0%	94.5%	---	100.0%	100.0%	---	100.0%	100.0%	96.0%	100.0%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 81**

Is your child deaf or does your child have serious difficulty hearing?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	3,970	<b>232</b>	372	---	22	195	2	59	114	51	35	61	120	174	44	8	9	3	1	62	0	1	88	0	23	107	109	13	
Number missing or multiple answer	410	<b>22</b>	15	---	1	12	0	4	9	3	6	5	1	13	4	1	3	0	0	7	0	0	0	0	1	13	7	2	
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	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,560	<b>210</b>	357	---	21	183	2	55	105	48	29	56	119	161	40	7	6	3	1	55	0	1	88	0	22	94	102	11	
	89.7%	<b>90.5%</b>	96.0%	---	95.5%	93.8%	100.0%	93.2%	92.1%	94.1%	82.9%	91.8%	99.2%	92.5%	90.9%	87.5%	66.7%	100.0%	100.0%	88.7%	---	100.0%	100.0%	---	95.7%	87.9%	93.6%	84.6%	
Yes	45	<b>2</b>	6	---	0	2	0	1	0	1	1	1	0	2	0	0	0	0	0	0	0	0	2	0	0	1	0	1	
	1.3%	<b>1.0%</b>	1.7%	---	0.0%	1.1%	0.0%	1.8%	0.0%	2.1%	3.4%	1.8%	0.0%	1.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	2.3%	---	0.0%	1.1%	0.0%	9.1%	
No	3,515	<b>208</b>	351	---	21	181	2	54	105	47	28	55	119	159	40	7	6	3	1	55	0	1	86	0	22	93	102	10	
	98.7%	<b>99.0%</b>	98.3%	---	100.0%	98.9%	100.0%	98.2%	100.0%	97.9%	96.6%	98.2%	100.0%	98.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	97.7%	---	100.0%	98.9%	100.0%	90.9%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 82**

Is your child blind or does your child have serious difficulty seeing, even when wearing glasses?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	3,970	<b>232</b>	372	---	22	195	2	59	114	51	35	61	120	174	44	8	9	3	1	62	0	1	88	0	23	107	109	13	
Number missing or multiple answer	185	<b>12</b>	14	---	1	2	0	1	5	0	0	1	2	5	3	0	0	0	0	0	0	0	0	0	1	5	5	2	
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	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,785	<b>220</b>	358	---	21	193	2	58	109	51	35	60	118	169	41	8	9	3	1	62	0	1	88	0	22	102	104	11	
	95.3%	<b>94.8%</b>	96.2%	---	95.5%	99.0%	100.0%	98.3%	95.6%	100.0%	100.0%	98.4%	98.3%	97.1%	93.2%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	95.7%	95.3%	95.4%	84.6%		
Yes	73	<b>5</b>	3	---	0	5	0	1	3	1	2	1	2	3	1	1	0	0	0	2	0	0	3	0	0	2	3	0	
	1.9%	<b>2.3%</b>	0.8%	---	0.0%	2.6%	0.0%	1.7%	2.8%	2.0%	5.7%	1.7%	1.7%	1.8%	2.4%	12.5%	0.0%	0.0%	0.0%	3.2%	---	0.0%	3.4%	---	0.0%	2.0%	2.9%	0.0%	
No	3,712	<b>215</b>	355	---	21	188	2	57	106	50	33	59	116	166	40	7	9	3	1	60	0	1	85	0	22	100	101	11	
	98.1%	<b>97.7%</b>	99.2%	---	100.0%	97.4%	100.0%	98.3%	97.2%	98.0%	94.3%	98.3%	98.3%	98.2%	97.6%	87.5%	100.0%	100.0%	100.0%	96.8%	---	100.0%	96.6%	---	100.0%	98.0%	97.1%	100.0%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 83**

Does a physical, mental, or emotional condition limit your child's activities in any way?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	3,970	<b>232</b>	372	---	22	195	2	59	114	51	35	61	120	174	44	8	9	3	1	62	0	1	88	0	23	107	109	13
Number missing or multiple answer	177	<b>13</b>	15	---	1	3	0	1	5	1	0	2	2	5	4	0	0	0	0	0	0	1	0	1	5	6	2	
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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,793	<b>219</b>	357	---	21	192	2	58	109	50	35	59	118	169	40	8	9	3	1	62	0	1	87	0	22	102	103	11
	95.5%	<b>94.4%</b>	96.0%	---	95.5%	98.5%	100.0%	98.3%	95.6%	98.0%	100.0%	96.7%	98.3%	97.1%	90.9%	100.0%	100.0%	100.0%	100.0%	---	100.0%	98.9%	---	95.7%	95.3%	94.5%	84.6%	
Yes	428	<b>21</b>	40	---	3	18	0	3	7	10	5	4	12	7	12	2	2	0	0	2	0	0	13	0	2	4	14	3
	11.3%	<b>9.6%</b>	11.2%	---	14.3%	9.4%	0.0%	5.2%	6.4%	20.0%	14.3%	6.8%	10.2%	4.1%	30.0%	25.0%	22.2%	0.0%	0.0%	3.2%	---	0.0%	14.9%	---	9.1%	3.9%	13.6%	27.3%
No	3,365	<b>198</b>	317	---	18	174	2	55	102	40	30	55	106	162	28	6	7	3	1	60	0	1	74	0	20	98	89	8
	88.7%	<b>90.4%</b>	88.8%	---	85.7%	90.6%	100.0%	94.8%	93.6%	80.0%	85.7%	93.2%	89.8%	95.9%	70.0%	75.0%	77.8%	100.0%	100.0%	96.8%	---	100.0%	85.1%	---	90.9%	96.1%	86.4%	72.7%
Significantly different from column:*								J	J	H,I									W			T			AA	Z		

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 84**

Does your child have serious difficulty walking or climbing stairs?

Base: All respondents with children 5 or older

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	3,030	<b>181</b>	296	---	18	155	2	16	114	51	30	44	101	136	37	6	6	3	1	41	0	1	76	0	19	90	83	7	
Number missing or multiple answer	151	<b>11</b>	26	---	1	6	0	1	6	4	0	2	6	8	2	1	0	0	0	1	0	0	3	0	1	6	4	1	
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	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,879	<b>170</b>	270	---	17	149	2	15	108	47	30	42	95	128	35	5	6	3	1	40	0	1	73	0	18	84	79	6	
	95.0%	<b>93.9%</b>	91.2%	---	94.4%	96.1%	100.0%	93.8%	94.7%	92.2%	100.0%	95.5%	94.1%	94.1%	94.6%	83.3%	100.0%	100.0%	100.0%	97.6%	---	100.0%	96.1%	---	94.7%	93.3%	95.2%	85.7%	
Yes	54	<b>2</b>	2	---	0	2	0	0	1	1	1	1	0	0	0	2	0	0	0	2	0	0	0	0	0	0	2	0	0
	1.9%	<b>1.2%</b>	0.7%	---	0.0%	1.3%	0.0%	0.0%	0.9%	2.1%	3.3%	2.4%	0.0%	0.0%	0.0%	40.0%	0.0%	0.0%	0.0%	5.0%	---	0.0%	0.0%	---	0.0%	0.0%	2.5%	0.0%	
No	2,825	<b>168</b>	268	---	17	147	2	15	107	46	29	41	95	128	35	3	6	3	1	38	0	1	73	0	18	84	77	6	
	98.1%	<b>98.8%</b>	99.3%	---	100.0%	98.7%	100.0%	100.0%	99.1%	97.9%	96.7%	97.6%	100.0%	100.0%	100.0%	60.0%	100.0%	100.0%	95.0%	---	100.0%	100.0%	---	100.0%	100.0%	97.5%	100.0%	100.0%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 85**

Does your child have difficulty dressing or bathing?

Base: All respondents with children 5 or older

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,030	<b>181</b>	296	---	18	155	2	16	114	51	30	44	101	136	37	6	6	3	1	41	0	1	76	0	19	90	83	7
Number missing or multiple answer	160	<b>12</b>	26	---	1	7	0	1	7	4	0	2	7	8	2	1	0	0	0	1	0	0	4	0	1	6	5	1
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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,870	<b>169</b>	270	---	17	148	2	15	107	47	30	42	94	128	35	5	6	3	1	40	0	1	72	0	18	84	78	6
	94.7%	<b>93.4%</b>	91.2%	---	94.4%	95.5%	100.0%	93.8%	93.9%	92.2%	100.0%	95.5%	93.1%	94.1%	94.6%	83.3%	100.0%	100.0%	100.0%	97.6%	---	100.0%	94.7%	---	94.7%	93.3%	94.0%	85.7%
Yes	112	<b>4</b>	6	---	1	3	0	1	3	0	1	1	2	1	2	1	0	0	0	2	0	0	2	0	0	0	4	0
	3.9%	<b>2.4%</b>	2.2%	---	5.9%	2.0%	0.0%	6.7%	2.8%	0.0%	3.3%	2.4%	2.1%	0.8%	5.7%	20.0%	0.0%	0.0%	0.0%	5.0%	---	0.0%	2.8%	---	0.0%	0.0%	5.1%	0.0%
No	2,758	<b>165</b>	264	---	16	145	2	14	104	47	29	41	92	127	33	4	6	3	1	38	0	1	70	0	18	84	74	6
	96.1%	<b>97.6%</b>	97.8%	---	94.1%	98.0%	100.0%	93.3%	97.2%	100.0%	96.7%	97.6%	97.9%	99.2%	94.3%	80.0%	100.0%	100.0%	100.0%	95.0%	---	100.0%	97.2%	---	100.0%	100.0%	94.9%	100.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 86**

Because of a physical, mental, or emotional condition, does your child have serious difficulty concentrating, remembering or making decisions?

Base: All respondents with children 5 or older

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,030	181	296	---	18	155	2	16	114	51	30	44	101	136	37	6	6	3	1	41	0	1	76	0	19	90	83	7
Number missing or multiple answer	172	13	27	---	1	8	0	1	8	4	0	2	8	9	2	1	0	0	1	0	0	5	0	1	6	6	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,858	168	269	---	17	147	2	15	106	47	30	42	93	127	35	5	6	3	1	40	0	1	71	0	18	84	77	6
	94.3%	92.8%	90.9%	---	94.4%	94.8%	100.0%	93.8%	93.0%	92.2%	100.0%	95.5%	92.1%	93.4%	94.6%	83.3%	100.0%	100.0%	100.0%	97.6%	---	100.0%	93.4%	---	94.7%	93.3%	92.8%	85.7%
Yes	535	27	43	---	3	24	0	3	14	10	7	6	14	16	10	1	2	0	1	0	0	17	0	3	7	18	2	
	18.7%	16.1%	16.0%	---	17.6%	16.3%	0.0%	20.0%	13.2%	21.3%	23.3%	14.3%	15.1%	12.6%	28.6%	20.0%	33.3%	0.0%	2.5%	---	0.0%	23.9%	---	16.7%	8.3%	23.4%	33.3%	
No	2,323	141	226	---	14	123	2	12	92	37	23	36	79	111	25	4	4	3	39	0	1	54	0	15	77	59	4	
	81.3%	83.9%	84.0%	---	82.4%	83.7%	100.0%	80.0%	86.8%	78.7%	76.7%	85.7%	84.9%	87.4%	71.4%	80.0%	66.7%	100.0%	97.5%	---	100.0%	76.1%	---	83.3%	91.7%	76.6%	66.7%	
Significantly different from column:*														O	N				W			T			AA	Z		

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 87**

Because of a physical, mental, or emotional condition, does your child have serious difficulty doing errands alone such as visiting a doctor's office or shopping?

Base: All respondents with children 15 or older

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	765	36	77	---	1	32	1	0	0	36	8	9	18	23	11	2	3	1	0	7	0	1	16	0	3	12	21	2
Number missing or multiple answer	92	7	7	---	0	6	0	0	0	7	0	2	5	5	1	1	1	1	0	1	0	0	3	0	0	2	4	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	673	29	70	---	1	26	1	0	0	29	8	7	13	18	10	1	2	0	6	0	1	13	0	3	10	17	1	
	88.0%	80.6%	90.9%	---	100.0%	81.3%	100.0%	---	---	80.6%	100.0%	77.8%	72.2%	78.3%	90.9%	50.0%	66.7%	0.0%	---	85.7%	---	100.0%	81.3%	---	100.0%	83.3%	81.0%	50.0%
Yes	91	4	5	---	0	4	0	0	0	4	1	1	2	3	1	0	1	0	0	0	0	0	0	0	1	0	4	0
	13.5%	13.8%	7.1%	---	0.0%	15.4%	0.0%	---	---	13.8%	12.5%	14.3%	15.4%	16.7%	10.0%	0.0%	50.0%	---	---	0.0%	---	0.0%	0.0%	---	33.3%	0.0%	23.5%	0.0%
No	582	25	65	---	1	22	1	0	0	25	7	6	11	15	9	1	1	0	6	0	1	13	0	2	10	13	1	
	86.5%	86.2%	92.9%	---	100.0%	84.6%	100.0%	---	---	86.2%	87.5%	85.7%	84.6%	83.3%	90.0%	100.0%	50.0%	---	---	100.0%	---	100.0%	100.0%	---	66.7%	100.0%	76.5%	100.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.



**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

**Question 89**

Which of the following describes your child's racial or ethnic identity? Please check ALL that apply.

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	232	---	---	22	195	2	59	114	51	35	61	120	174	44	8	9	3	1	62	0	1	88	0	23	107	109	13
Number missing or multiple answer	766	45	---	---	4	31	0	8	20	11	6	9	21	35	5	1	0	0	0	0	0	0	0	0	0	22	21	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,204 80.7%	187 80.6%	---	---	18 81.8%	164 84.1%	2 100.0%	51 86.4%	94 82.5%	40 78.4%	29 82.9%	52 85.2%	99 82.5%	139 79.9%	39 88.6%	7 87.5%	9 100.0%	3 100.0%	1 100.0%	62 100.0%	0 ---	1 100.0%	88 100.0%	0 ---	23 100.0%	85 79.4%	88 80.7%	11 84.6%
American Indian or Alaska Native	392 12.2%	20 10.7%	---	---	1 5.6%	19 11.6%	0 0.0%	6 11.8%	8 8.5%	5 12.5%	8 27.6%	1 1.9%	11 11.1%	16 11.5%	3 7.7%	1 14.3%	9 100.0%	0 0.0%	0 0.0%	3 4.8%	0 ---	0 0.0%	4 4.5%	0 ---	4 17.4%	10 11.8%	9 10.2%	1 9.1%
Asian	314 9.8%	9 4.8%	---	---	2 11.1%	7 4.3%	0 0.0%	0 0.0%	7 7.4%	2 5.0%	0 0.0%	2 3.8%	7 7.1%	4 2.9%	5 12.8%	0 0.0%	0 0.0%	3 100.0%	0 0.0%	0 0.0%	--- ---	0 0.0%	2 2.3%	0 ---	4 17.4%	3 3.5%	4 4.5%	2 18.2%
Black or African American	206 6.4%	9 4.8%	---	---	0 0.0%	9 5.5%	0 0.0%	4 7.8%	4 4.3%	1 2.5%	0 0.0%	3 5.8%	6 6.1%	8 5.8%	1 2.6%	0 0.0%	0 0.0%	0 100.0%	1 0.0%	0 0.0%	--- ---	0 0.0%	1 1.1%	0 ---	7 30.4%	6 7.1%	2 2.3%	1 9.1%
Hispanic or Latino/a	1,259 39.3%	89 47.6%	---	---	7 38.9%	79 48.2%	0 0.0%	30 58.8%	41 43.6%	16 40.0%	22 75.9%	30 57.7%	32 32.3%	62 44.6%	21 53.8%	6 85.7%	6 66.7%	0 0.0%	0 0.0%	62 100.0%	0 ---	0 0.0%	6 6.8%	0 ---	15 65.2%	44 51.8%	39 44.3%	3 27.3%
Middle Eastern/Northern African	31 1.0%	1 0.5%	---	---	0 0.0%	1 0.6%	0 0.0%	0 0.0%	1 1.1%	0 0.0%	0 0.0%	1 1.9%	0 0.0%	0 0.0%	1 2.6%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	--- ---	0 0.0%	0 0.0%	0 ---	1 4.3%	0 0.0%	1 1.1%	0 0.0%
Native Hawaiian or Pacific Islander	47 1.5%	3 1.6%	---	---	0 0.0%	3 1.8%	0 0.0%	0 0.0%	1 1.1%	2 5.0%	0 0.0%	2 3.8%	1 1.0%	3 2.2%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	--- ---	1 100.0%	1 1.1%	0 ---	1 4.3%	1 1.2%	2 2.3%	0 0.0%
White	1,762 55.0%	116 62.0%	---	---	12 66.7%	101 61.6%	2 100.0%	25 49.0%	64 68.1%	26 65.0%	8 27.6%	25 48.1%	81 81.8%	91 65.5%	21 53.8%	2 28.6%	2 22.2%	0 0.0%	0 0.0%	7 11.3%	0 ---	1 100.0%	88 100.0%	0 ---	18 78.3%	47 55.3%	61 69.3%	8 72.7%
Other	177 5.5%	3 1.6%	---	---	0 0.0%	3 1.8%	0 0.0%	0 0.0%	3 3.2%	0 0.0%	1 3.4%	0 0.0%	2 2.0%	1 0.7%	2 5.1%	0 0.0%	0 0.0%	0 0.0%	1 1.6%	0 ---	0 0.0%	2 2.3%	0 ---	0 0.0%	2 2.4%	0 0.0%	1 9.1%	

NA - There is no "no experience" category for this question.

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

Jackson Care Connect

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 90

If you selected more than one racial or ethnic identity above, please CIRCLE the ONE that best represents your child's racial or ethnic identity. If your child have more than one primary racial or ethnic identity, please check here.

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	3,970	232	---	---	22	195	2	59	114	51	35	61	120	174	44	8	9	3	1	62	0	1	88	0	23	107	109	13
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	0	0	0	0	0	0
Number no experience	766	45	---	---	4	31	0	8	20	11	6	9	21	35	5	1	0	0	0	0	0	0	0	0	0	22	21	2
Usable responses	3,204 80.7%	187 80.6%	---	---	18 81.8%	164 84.1%	2 100.0%	51 86.4%	94 82.5%	40 78.4%	29 82.9%	52 85.2%	99 82.5%	139 79.9%	39 88.6%	7 87.5%	9 100.0%	3 100.0%	1 100.0%	62 100.0%	0 ---	1 100.0%	88 100.0%	0 ---	23 100.0%	85 79.4%	88 80.7%	11 84.6%
American Indian or Alaska Native	181 5.6%	9 4.8%	---	---	0 0.0%	9 5.5%	0 0.0%	3 5.9%	2 2.1%	3 7.5%	5 17.2%	0 0.0%	4 4.0%	6 4.3%	2 5.1%	1 14.3%	9 100.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 ---	0 0.0%	5 5.9%	4 4.5%	0 0.0%
Asian	226 7.1%	3 1.6%	---	---	0 0.0%	3 1.8%	0 0.0%	0 0.0%	2 2.1%	1 2.5%	0 0.0%	0 0.0%	3 3.0%	2 1.4%	1 2.6%	0 0.0%	0 0.0%	3 100.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 ---	0 0.0%	1 1.2%	2 2.3%	0 0.0%
Black or African American	116 3.6%	1 0.5%	---	---	0 0.0%	1 0.6%	0 0.0%	0 0.0%	1 1.1%	0 0.0%	0 0.0%	0 0.0%	1 1.0%	1 0.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 100.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 ---	0 0.0%	1 1.2%	0 0.0%	0 0.0%
Hispanic or Latino/a	970 30.3%	62 33.2%	---	---	6 33.3%	54 32.9%	0 0.0%	23 45.1%	29 30.9%	9 22.5%	16 55.2%	27 51.9%	14 14.1%	38 27.3%	19 48.7%	5 71.4%	0 0.0%	0 0.0%	0 0.0%	62 100.0%	0 ---	0 0.0%	0 0.0%	0 ---	0 0.0%	31 36.5%	25 28.4%	3 27.3%
Middle Eastern/Northern African	11 0.3%	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 0.0%	0 0.0%	0 0.0%	0 0.0%
Native Hawaiian or Pacific Islander	20 0.6%	1 0.5%	---	---	0 0.0%	1 0.6%	0 0.0%	0 0.0%	0 0.0%	1 2.5%	0 0.0%	0 0.0%	1 1.0%	1 0.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	1 100.0%	0 0.0%	0 ---	0 0.0%	1 1.1%	1 0.0%	0 0.0%
White	1,295 40.4%	88 47.1%	---	---	10 55.6%	76 46.3%	2 100.0%	20 39.2%	46 48.9%	22 55.0%	6 20.7%	20 38.5%	60 60.6%	71 51.1%	14 35.9%	1 14.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	88 100.0%	0 ---	0 0.0%	36 42.4%	45 51.1%	7 63.6%
Other	65 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 0.0%	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%
Multiracial	320 10.0%	23 12.3%	---	---	2 11.1%	20 12.2%	0 0.0%	5 9.8%	14 14.9%	4 10.0%	2 6.9%	5 9.6%	16 16.2%	20 14.4%	3 7.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 ---	23 100.0%	11 12.9%	11 12.5%	1 9.1%
Significantly different from column:*																				Y					T			

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Satisfaction With the Experience of Care**

Survey Measures*	Global Proportions			
	2021 State OHP	Plan Rate		
		2021	2020	2019
<b>Ratings</b>				
Rating of Personal Doctor	86.86%	<b>81.58%</b>	83.96%	88.89%
Rating of Specialist	81.96%	<b>75.56%</b>	84.38%	100.00%
Rating of All Health Care	81.77%	<b>88.89%</b>	81.05%	91.30%
Rating of Health Plan	73.74%	<b>79.20%</b>	79.28%	89.66%
<b>Composites</b>				
Getting Needed Care	81.22%	<b>83.86%</b>	81.42%	85.24%
Getting Care Quickly	88.78%	<b>91.55%</b>	89.21%	92.41%
How Well Doctors Communicate	94.92%	<b>94.60%</b>	90.46%	96.67%
Customer Service	87.69%	<b>89.29%</b>	89.66%	89.29%
<b>Additional Content Areas</b>				
Coordination of Care	82.39%	<b>77.27%</b>	75.00%	89.29%
<b>Children with Chronic Conditions Composites</b>				
Access to Prescription Medicine	89.51%	<b>94.67%</b>	97.10%	97.22%
Access to Specialized Services	68.21%	<b>66.56%</b>	76.45%	62.40%
Getting Needed Information	90.91%	<b>95.60%</b>	86.46%	89.13%
Personal Doctor or Nurse Who Knows Child	89.62%	<b>86.02%</b>	83.51%	84.29%
Coordination of Care w/CCC (Q16 & Q27)	75.90%	<b>65.74%</b>	70.60%	81.67%

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

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 3**

In the last 6 months, did your child have an illness, injury, or condition that needed care right away?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,281	<b>128</b>	113	58	13	114	0	26	62	39	19	38	70	81	37	8	6	0	0	19	0	1	66	0	16	36	77	14
Number missing or multiple answer	49	<b>1</b>	3	1	0	1	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	1	0	0	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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,232	<b>127</b>	110	57	13	113	0	26	61	39	19	38	69	80	37	8	6	0	0	19	0	1	65	0	16	36	76	14
	97.9%	<b>99.2%</b>	97.3%	98.3%	100.0%	99.1%	---	100.0%	98.4%	100.0%	100.0%	100.0%	98.6%	98.8%	100.0%	100.0%	100.0%	---	---	100.0%	---	100.0%	98.5%	---	100.0%	100.0%	98.7%	100.0%
Yes	562	<b>30</b>	42	22	1	28	0	7	10	12	3	6	21	20	5	4	2	0	0	5	0	0	13	0	3	1	21	8
	25.2%	<b>23.6%</b>	38.2%	38.6%	7.7%	24.8%	---	26.9%	16.4%	30.8%	15.8%	15.8%	30.4%	25.0%	13.5%	50.0%	33.3%	---	---	26.3%	---	0.0%	20.0%	---	18.8%	2.8%	27.6%	57.1%
No	1,670	<b>97</b>	68	35	12	85	0	19	51	27	16	32	48	60	32	4	4	0	0	14	0	1	52	0	13	35	55	6
	74.8%	<b>76.4%</b>	61.8%	61.4%	92.3%	75.2%	---	73.1%	83.6%	69.2%	84.2%	84.2%	69.6%	75.0%	86.5%	50.0%	66.7%	---	---	73.7%	---	100.0%	80.0%	---	81.3%	97.2%	72.4%	42.9%
Significantly different from column:*		<b>C,D</b>																								AA	Z	

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**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)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	562	30	42	22	1	28	0	7	10	12	3	6	21	20	5	4	2	0	0	5	0	0	13	0	3	1	21	8	
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	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	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	554	30	42	22	1	28	0	7	10	12	3	6	21	20	5	4	2	0	0	5	0	0	13	0	3	1	21	8	
	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%	---	---	100.0%	---	---	100.0%	---	100.0%	100.0%	100.0%	100.0%	
Never	6	2	0	1	0	2	0	0	2	0	0	1	1	2	0	0	0	0	0	0	0	0	1	0	0	1	1	0	
	1.1%	6.7%	0.0%	4.5%	0.0%	7.1%	---	0.0%	20.0%	0.0%	0.0%	16.7%	4.8%	10.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	---	7.7%	---	0.0%	100.0%	4.8%	0.0%	
Sometimes	43	0	3	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
	7.8%	0.0%	7.1%	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%	
Usually	93	1	12	5	0	1	0	0	0	1	1	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	1	
	16.8%	3.3%	28.6%	22.7%	0.0%	3.6%	---	0.0%	0.0%	8.3%	33.3%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%	---	---	0.0%	---	---	7.7%	---	0.0%	0.0%	0.0%	12.5%	
Always	412	27	27	16	1	25	0	7	8	11	2	5	20	18	4	4	2	0	0	5	0	0	11	0	3	0	20	7	
	74.4%	90.0%	64.3%	72.7%	100.0%	89.3%	---	100.0%	80.0%	91.7%	66.7%	83.3%	95.2%	90.0%	80.0%	100.0%	100.0%	---	---	100.0%	---	---	84.6%	---	100.0%	0.0%	95.2%	87.5%	
Significantly different from column:*		C																											
Usually or Always	505	28	39	21	1	26	0	7	8	12	3	5	20	18	5	4	2	0	0	5	0	0	12	0	3	0	20	8	
	91.2%	93.3%	92.9%	95.5%	100.0%	92.9%	---	100.0%	80.0%	100.0%	100.0%	83.3%	95.2%	90.0%	100.0%	100.0%	100.0%	---	---	100.0%	---	---	92.3%	---	100.0%	0.0%	95.2%	100.0%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 5**

In the last 6 months, did you make any in person, phone, or video appointments for a check-up or routine care for your child?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,281	128	113	58	13	114	0	26	62	39	19	38	70	81	37	8	6	0	0	19	0	1	66	0	16	36	77	14
Number missing or multiple answer	31	3	2	0	0	3	0	1	1	0	0	1	2	2	1	0	1	0	0	1	0	0	1	0	0	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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,250	125	111	58	13	111	0	25	61	39	19	37	68	79	36	8	5	0	0	18	0	1	65	0	16	35	76	14
	98.6%	97.7%	98.2%	100.0%	100.0%	97.4%	---	96.2%	98.4%	100.0%	100.0%	97.4%	97.1%	97.5%	97.3%	100.0%	83.3%	---	---	94.7%	---	100.0%	98.5%	---	100.0%	97.2%	98.7%	100.0%
Yes	1,630	91	92	47	10	80	0	19	46	26	15	22	53	57	27	6	4	0	0	12	0	0	53	0	8	8	70	13
	72.4%	72.8%	82.9%	81.0%	76.9%	72.1%	---	76.0%	75.4%	66.7%	78.9%	59.5%	77.9%	72.2%	75.0%	75.0%	80.0%	---	---	66.7%	---	0.0%	81.5%	---	50.0%	22.9%	92.1%	92.9%
No	620	34	19	11	3	31	0	6	15	13	4	15	15	22	9	2	1	0	0	6	0	1	12	0	8	27	6	1
	27.6%	27.2%	17.1%	19.0%	23.1%	27.9%	---	24.0%	24.6%	33.3%	21.1%	40.5%	22.1%	27.8%	25.0%	25.0%	20.0%	---	---	33.3%	---	100.0%	18.5%	---	50.0%	77.1%	7.9%	7.1%
Significantly different from column:*												M	L													AA,AB	Z	Z

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 6**

In the last 6 months, how often did you get an appointment for a check-up or routine care for your child as soon as your child needed?

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,630	91	92	47	10	80	0	19	46	26	15	22	53	57	27	6	4	0	0	12	0	0	53	0	8	8	70	13
Number missing or multiple answer	27	3	2	0	1	2	0	0	0	3	0	2	1	1	2	0	0	0	0	0	0	2	0	0	1	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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,603	88	90	47	9	78	0	19	46	23	15	20	52	56	25	6	4	0	0	12	0	0	51	0	8	7	68	13
	98.3%	96.7%	97.8%	100.0%	90.0%	97.5%	---	100.0%	100.0%	88.5%	100.0%	90.9%	98.1%	98.2%	92.6%	100.0%	100.0%	---	---	100.0%	---	---	96.2%	---	100.0%	87.5%	97.1%	100.0%
Never	25	2	1	0	0	2	0	0	2	0	0	0	2	2	0	0	0	0	0	0	0	0	2	0	0	0	2	0
	1.6%	2.3%	1.1%	0.0%	0.0%	2.6%	---	0.0%	4.3%	0.0%	0.0%	0.0%	3.8%	3.6%	0.0%	0.0%	0.0%	---	---	0.0%	---	---	3.9%	---	0.0%	0.0%	2.9%	0.0%
Sometimes	193	7	12	5	3	4	0	1	5	1	2	0	5	5	2	0	0	0	1	0	0	4	0	1	1	5	1	
	12.0%	8.0%	13.3%	10.6%	33.3%	5.1%	---	5.3%	10.9%	4.3%	13.3%	0.0%	9.6%	8.9%	8.0%	0.0%	0.0%	---	---	8.3%	---	---	7.8%	---	12.5%	14.3%	7.4%	7.7%
Usually	398	26	28	15	2	23	0	1	16	9	7	7	11	11	10	4	1	0	7	0	0	14	0	2	1	18	7	
	24.8%	29.5%	31.1%	31.9%	22.2%	29.5%	---	5.3%	34.8%	39.1%	46.7%	35.0%	21.2%	19.6%	40.0%	66.7%	25.0%	---	---	58.3%	---	---	27.5%	---	25.0%	14.3%	26.5%	53.8%
Always	987	53	49	27	4	49	0	17	23	13	6	13	34	38	13	2	3	0	4	0	0	31	0	5	5	43	5	
	61.6%	60.2%	54.4%	57.4%	44.4%	62.8%	---	89.5%	50.0%	56.5%	40.0%	65.0%	65.4%	67.9%	52.0%	33.3%	75.0%	---	---	33.3%	---	---	60.8%	---	62.5%	71.4%	63.2%	38.5%
Significantly different from column:*								I,J	H	H																		
Usually or Always	1,385	79	77	42	6	72	0	18	39	22	13	20	45	49	23	6	4	0	0	11	0	0	45	0	7	6	61	12
	86.4%	89.8%	85.6%	89.4%	66.7%	92.3%	---	94.7%	84.8%	95.7%	86.7%	100.0%	86.5%	87.5%	92.0%	100.0%	100.0%	---	---	91.7%	---	---	88.2%	---	87.5%	85.7%	89.7%	92.3%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**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 get health care in person, by phone, or by video?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,281	128	113	58	13	114	0	26	62	39	19	38	70	81	37	8	6	0	0	19	0	1	66	0	16	36	77	14
Number missing or multiple answer	67	1	3	2	0	1	0	0	1	0	0	1	0	1	0	0	0	0	0	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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,214	127	110	56	13	113	0	26	61	39	19	37	70	80	37	8	6	0	0	18	0	1	66	0	16	36	77	14
	97.1%	99.2%	97.3%	96.6%	100.0%	99.1%	---	100.0%	98.4%	100.0%	100.0%	97.4%	100.0%	98.8%	100.0%	100.0%	100.0%	---	---	94.7%	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%
None	562	36	14	10	5	31	0	6	18	12	7	12	17	25	10	0	1	0	0	4	0	0	17	0	8	36	0	0
	25.4%	28.3%	12.7%	17.9%	38.5%	27.4%	---	23.1%	29.5%	30.8%	36.8%	32.4%	24.3%	31.3%	27.0%	0.0%	16.7%	---	---	22.2%	---	0.0%	25.8%	---	50.0%	100.0%	0.0%	0.0%
1 time	479	25	36	15	2	23	0	6	13	6	6	8	11	15	8	2	3	0	0	4	0	0	12	0	2	0	25	0
	21.6%	19.7%	32.7%	26.8%	15.4%	20.4%	---	23.1%	21.3%	15.4%	31.6%	21.6%	15.7%	18.8%	21.6%	25.0%	50.0%	---	---	22.2%	---	0.0%	18.2%	---	12.5%	0.0%	32.5%	0.0%
2	399	22	36	14	2	20	0	5	10	6	2	5	15	14	8	0	1	0	0	2	0	0	13	0	2	0	22	0
	18.0%	17.3%	32.7%	25.0%	15.4%	17.7%	---	19.2%	16.4%	15.4%	10.5%	13.5%	21.4%	17.5%	21.6%	0.0%	16.7%	---	---	11.1%	---	0.0%	19.7%	---	12.5%	0.0%	28.6%	0.0%
3	265	25	8	4	4	21	0	5	11	9	1	6	18	16	6	3	1	0	0	3	0	1	15	0	1	0	25	0
	12.0%	19.7%	7.3%	7.1%	30.8%	18.6%	---	19.2%	18.0%	23.1%	5.3%	16.2%	25.7%	20.0%	16.2%	37.5%	16.7%	---	---	16.7%	---	100.0%	22.7%	---	6.3%	0.0%	32.5%	0.0%
4	141	5	7	4	0	5	0	2	2	1	1	3	1	2	1	2	0	0	0	3	0	0	0	0	1	0	5	0
	6.4%	3.9%	6.4%	7.1%	0.0%	4.4%	---	7.7%	3.3%	2.6%	5.3%	8.1%	1.4%	2.5%	2.7%	25.0%	0.0%	---	---	16.7%	---	0.0%	0.0%	---	6.3%	0.0%	6.5%	0.0%
5 to 9	206	6	7	8	0	5	0	1	2	3	2	1	2	4	1	0	0	0	0	1	0	0	4	0	1	0	0	6
	9.3%	4.7%	6.4%	14.3%	0.0%	4.4%	---	3.8%	3.3%	7.7%	10.5%	2.7%	2.9%	5.0%	2.7%	0.0%	0.0%	---	---	5.6%	---	0.0%	6.1%	---	6.3%	0.0%	0.0%	42.9%
10 or more times	162	8	2	1	0	8	0	1	5	2	0	2	6	4	3	1	0	0	0	1	0	0	5	0	1	0	0	8
	7.3%	6.3%	1.8%	1.8%	0.0%	7.1%	---	3.8%	8.2%	5.1%	0.0%	5.4%	8.6%	5.0%	8.1%	12.5%	0.0%	---	---	5.6%	---	0.0%	7.6%	---	6.3%	0.0%	0.0%	57.1%
5 or more times	368	14	9	9	0	13	0	2	7	5	2	3	8	8	4	1	0	0	0	2	0	0	9	0	2	0	0	14
	16.6%	11.0%	8.2%	16.1%	0.0%	11.5%	---	7.7%	11.5%	12.8%	10.5%	8.1%	11.4%	10.0%	10.8%	12.5%	0.0%	---	---	11.1%	---	0.0%	13.6%	---	12.5%	0.0%	0.0%	100.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.



**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 8**

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)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,652	91	96	46	8	82	0	20	43	27	12	25	53	55	27	8	5	0	0	14	0	1	49	0	8	0	77	14
Number missing or multiple answer	13	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
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,639	91	96	46	8	82	0	20	43	27	12	25	53	55	27	8	5	0	0	14	0	1	49	0	8	0	77	14
	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%	---	100.0%	---	100.0%	100.0%
Never	23	1	2	1	0	1	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0
	1.4%	1.1%	2.1%	2.2%	0.0%	1.2%	---	5.0%	0.0%	0.0%	0.0%	4.0%	0.0%	1.8%	0.0%	0.0%	0.0%	---	---	0.0%	---	0.0%	2.0%	---	0.0%	---	1.3%	0.0%
Sometimes	126	3	11	4	0	3	0	0	2	1	0	0	3	2	1	0	0	0	0	0	0	0	3	0	0	0	3	0
	7.7%	3.3%	11.5%	8.7%	0.0%	3.7%	---	0.0%	4.7%	3.7%	0.0%	0.0%	5.7%	3.6%	3.7%	0.0%	0.0%	---	---	0.0%	---	0.0%	6.1%	---	0.0%	---	3.9%	0.0%
Usually	323	23	23	12	1	22	0	2	12	9	5	5	13	11	8	4	0	0	6	0	0	10	0	1	0	20	3	
	19.7%	25.3%	24.0%	26.1%	12.5%	26.8%	---	10.0%	27.9%	33.3%	41.7%	20.0%	24.5%	20.0%	29.6%	50.0%	0.0%	---	---	42.9%	---	0.0%	20.4%	---	12.5%	---	26.0%	21.4%
Always	1,167	64	60	29	7	56	0	17	29	17	7	19	37	41	18	4	5	0	8	0	1	35	0	7	0	53	11	
	71.2%	70.3%	62.5%	63.0%	87.5%	68.3%	---	85.0%	67.4%	63.0%	58.3%	76.0%	69.8%	74.5%	66.7%	50.0%	100.0%	---	---	57.1%	---	100.0%	71.4%	---	87.5%	---	68.8%	78.6%
Significantly different from column:*																												
Usually or Always	1,490	87	83	41	8	78	0	19	41	26	12	24	50	52	26	8	5	0	14	0	1	45	0	8	0	73	14	
	90.9%	95.6%	86.5%	89.1%	100.0%	95.1%	---	95.0%	95.3%	96.3%	100.0%	96.0%	94.3%	94.5%	96.3%	100.0%	100.0%	---	---	100.0%	---	100.0%	91.8%	---	100.0%	---	94.8%	100.0%
Significantly different from column:*		C																										

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

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**Question 9**

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)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,652	91	96	46	8	82	0	20	43	27	12	25	53	55	27	8	5	0	0	14	0	1	49	0	8	0	77	14
Number missing or multiple answer	17	1	1	0	0	1	0	0	0	0	0	0	1	0	1	0	1	0	0	0	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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,635	90	95	46	8	81	0	20	43	27	12	25	52	55	26	8	4	0	0	14	0	1	49	0	8	0	76	14
	99.0%	98.9%	99.0%	100.0%	100.0%	98.8%	---	100.0%	100.0%	100.0%	100.0%	100.0%	98.1%	100.0%	96.3%	100.0%	80.0%	---	---	100.0%	---	100.0%	100.0%	---	100.0%	---	98.7%	100.0%
0 Worst health care possible	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
	0.1%	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%	---	0.0%	0.0%
1	2	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
	0.1%	0.0%	1.1%	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%
2	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
	0.4%	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%	0.0%	---	0.0%	---	0.0%	0.0%
3	11	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
	0.7%	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%
4	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
	0.4%	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%	0.0%	---	0.0%	---	0.0%	0.0%
5	39	2	3	0	0	2	0	0	1	1	0	0	2	2	0	0	0	0	0	0	0	0	2	0	0	0	2	0
	2.4%	2.2%	3.2%	0.0%	0.0%	2.5%	---	0.0%	2.3%	3.7%	0.0%	0.0%	3.8%	3.6%	0.0%	0.0%	0.0%	---	---	0.0%	---	0.0%	4.1%	---	0.0%	---	2.6%	0.0%
6	76	4	3	3	0	4	0	0	2	2	0	1	3	2	2	0	0	0	0	0	0	3	0	0	0	0	4	0
	4.6%	4.4%	3.2%	6.5%	0.0%	4.9%	---	0.0%	4.7%	7.4%	0.0%	4.0%	5.8%	3.6%	7.7%	0.0%	0.0%	---	---	0.0%	---	0.0%	6.1%	---	0.0%	---	5.3%	0.0%
7	157	4	11	1	0	4	0	0	2	2	0	0	4	2	1	1	0	0	0	0	0	2	0	0	0	3	1	
	9.6%	4.4%	11.6%	2.2%	0.0%	4.9%	---	0.0%	4.7%	7.4%	0.0%	0.0%	7.7%	3.6%	3.8%	12.5%	0.0%	---	---	0.0%	---	0.0%	4.1%	---	0.0%	---	3.9%	7.1%
8	347	24	18	14	3	20	0	4	12	8	3	2	19	14	9	0	0	0	2	0	0	15	0	4	0	16	8	
	21.2%	26.7%	18.9%	30.4%	37.5%	24.7%	---	20.0%	27.9%	29.6%	25.0%	8.0%	36.5%	25.5%	34.6%	0.0%	0.0%	---	---	14.3%	---	0.0%	30.6%	---	50.0%	---	21.1%	57.1%
9	342	20	21	9	2	18	0	7	9	4	4	8	7	10	6	4	1	0	5	0	0	9	0	2	0	17	3	
	20.9%	22.2%	22.1%	19.6%	25.0%	22.2%	---	35.0%	20.9%	14.8%	33.3%	32.0%	13.5%	18.2%	23.1%	50.0%	25.0%	---	---	35.7%	---	0.0%	18.4%	---	25.0%	---	22.4%	21.4%
10 Best health care possible	648	36	38	19	3	33	0	9	17	10	5	14	17	25	8	3	3	0	7	0	1	18	0	2	0	34	2	
	39.6%	40.0%	40.0%	41.3%	37.5%	40.7%	---	45.0%	39.5%	37.0%	41.7%	56.0%	32.7%	45.5%	30.8%	37.5%	75.0%	---	---	50.0%	---	100.0%	36.7%	---	25.0%	---	44.7%	14.3%

NA - There is no "no experience" category for this question.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 9**

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)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,652	91	96	46	8	82	0	20	43	27	12	25	53	55	27	8	5	0	0	14	0	1	49	0	8	0	77	14
Number missing or multiple answer	17	1	1	0	0	1	0	0	0	0	0	0	1	0	1	0	1	0	0	0	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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,635	90	95	46	8	81	0	20	43	27	12	25	52	55	26	8	4	0	0	14	0	1	49	0	8	0	76	14
	99.0%	98.9%	99.0%	100.0%	100.0%	98.8%	---	100.0%	100.0%	100.0%	100.0%	100.0%	98.1%	100.0%	96.3%	100.0%	80.0%	---	---	100.0%	---	100.0%	100.0%	---	100.0%	---	98.7%	100.0%
0 to 4	26	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
	1.6%	0.0%	1.1%	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%
5	39	2	3	0	0	2	0	0	1	1	0	0	2	2	0	0	0	0	0	0	0	0	2	0	0	0	2	0
	2.4%	2.2%	3.2%	0.0%	0.0%	2.5%	---	0.0%	2.3%	3.7%	0.0%	0.0%	3.8%	3.6%	0.0%	0.0%	0.0%	---	---	0.0%	---	0.0%	4.1%	---	0.0%	---	2.6%	0.0%
6 or 7	233	8	14	4	0	8	0	0	4	4	0	1	7	4	3	1	0	0	0	0	0	0	5	0	0	0	7	1
	14.3%	8.9%	14.7%	8.7%	0.0%	9.9%	---	0.0%	9.3%	14.8%	0.0%	4.0%	13.5%	7.3%	11.5%	12.5%	0.0%	---	---	0.0%	---	0.0%	10.2%	---	0.0%	---	9.2%	7.1%
8 to 10	1,337	80	77	42	8	71	0	20	38	22	12	24	43	49	23	7	4	0	0	14	0	1	42	0	8	0	67	13
	81.8%	88.9%	81.1%	91.3%	100.0%	87.7%	---	100.0%	88.4%	81.5%	100.0%	96.0%	82.7%	89.1%	88.5%	87.5%	100.0%	---	---	100.0%	---	100.0%	85.7%	---	100.0%	---	88.2%	92.9%
Significantly different from column:*																												
0 to 6	141	6	7	3	0	6	0	0	3	3	0	1	5	4	2	0	0	0	0	0	0	0	5	0	0	0	6	0
	8.6%	6.7%	7.4%	6.5%	0.0%	7.4%	---	0.0%	7.0%	11.1%	0.0%	4.0%	9.6%	7.3%	7.7%	0.0%	0.0%	---	---	0.0%	---	0.0%	10.2%	---	0.0%	---	7.9%	0.0%
7 to 8	504	28	29	15	3	24	0	4	14	10	3	2	23	16	10	1	0	0	0	2	0	0	17	0	4	0	19	9
	30.8%	31.1%	30.5%	32.6%	37.5%	29.6%	---	20.0%	32.6%	37.0%	25.0%	8.0%	44.2%	29.1%	38.5%	12.5%	0.0%	---	---	14.3%	---	0.0%	34.7%	---	50.0%	---	25.0%	64.3%
9 to 10	990	56	59	28	5	51	0	16	26	14	9	22	24	35	14	7	4	0	0	12	0	1	27	0	4	0	51	5
	60.6%	62.2%	62.1%	60.9%	62.5%	63.0%	---	80.0%	60.5%	51.9%	75.0%	88.0%	46.2%	63.6%	53.8%	87.5%	100.0%	---	---	85.7%	---	100.0%	55.1%	---	50.0%	---	67.1%	35.7%
Significantly different from column:*								J	H			M	L							W			T				AB	AA

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 10**

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)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,652	91	96	46	8	82	0	20	43	27	12	25	53	55	27	8	5	0	0	14	0	1	49	0	8	0	77	14
Number missing or multiple answer	10	2	0	0	0	2	0	1	0	1	0	1	2	0	0	0	0	0	0	0	0	0	1	0	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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,642	89	96	46	8	80	0	19	43	26	12	24	52	53	27	8	5	0	0	14	0	1	48	0	8	0	75	14
	99.4%	97.8%	100.0%	100.0%	100.0%	97.6%	---	95.0%	100.0%	96.3%	100.0%	96.0%	98.1%	96.4%	100.0%	100.0%	100.0%	---	---	100.0%	---	100.0%	98.0%	---	100.0%	---	97.4%	100.0%
Never	19	1	3	0	0	1	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0
	1.2%	1.1%	3.1%	0.0%	0.0%	1.3%	---	0.0%	2.3%	0.0%	0.0%	0.0%	1.9%	1.9%	0.0%	0.0%	0.0%	---	---	0.0%	---	0.0%	2.1%	---	0.0%	---	1.3%	0.0%
Sometimes	191	5	6	4	0	5	0	0	4	1	0	1	4	1	4	0	0	0	0	0	0	0	4	0	1	0	4	1
	11.6%	5.6%	6.3%	8.7%	0.0%	6.3%	---	0.0%	9.3%	3.8%	0.0%	4.2%	7.7%	1.9%	14.8%	0.0%	0.0%	---	---	0.0%	---	0.0%	8.3%	---	12.5%	---	5.3%	7.1%
Usually	523	36	35	10	3	32	0	4	18	13	9	8	19	19	10	6	2	0	0	9	0	0	15	0	3	0	29	7
	31.9%	40.4%	36.5%	21.7%	37.5%	40.0%	---	21.1%	41.9%	50.0%	75.0%	33.3%	36.5%	35.8%	37.0%	75.0%	40.0%	---	---	64.3%	---	0.0%	31.3%	---	37.5%	---	38.7%	50.0%
Always	909	47	52	32	5	42	0	15	20	12	3	15	28	32	13	2	3	0	0	5	0	1	28	0	4	0	41	6
	55.4%	52.8%	54.2%	69.6%	62.5%	52.5%	---	78.9%	46.5%	46.2%	25.0%	62.5%	53.8%	60.4%	48.1%	25.0%	60.0%	---	---	35.7%	---	100.0%	58.3%	---	50.0%	---	54.7%	42.9%
Significantly different from column:*								I,J	H	H	L	K																
Usually or Always	1,432	83	87	42	8	74	0	19	38	25	12	23	47	51	23	8	5	0	0	14	0	1	43	0	7	0	70	13
	87.2%	93.3%	90.6%	91.3%	100.0%	92.5%	---	100.0%	88.4%	96.2%	100.0%	95.8%	90.4%	96.2%	85.2%	100.0%	100.0%	---	---	100.0%	---	100.0%	89.6%	---	87.5%	---	93.3%	92.9%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 11**

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,281	128	113	58	13	114	0	26	62	39	19	38	70	81	37	8	6	0	0	19	0	1	66	0	16	36	77	14
Number missing or multiple answer	19	1	2	0	0	1	0	0	0	1	1	0	0	1	0	0	1	0	0	0	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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,262	127	111	58	13	113	0	26	62	38	18	38	70	80	37	8	5	0	0	19	0	1	66	0	16	36	76	14
	99.2%	99.2%	98.2%	100.0%	100.0%	99.1%	---	100.0%	100.0%	97.4%	94.7%	100.0%	100.0%	98.8%	100.0%	100.0%	83.3%	---	---	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	98.7%	100.0%
Yes	1,887	102	94	49	11	90	0	15	54	33	17	32	52	64	29	7	4	0	0	15	0	0	52	0	13	27	63	11
	83.4%	80.3%	84.7%	84.5%	84.6%	79.6%	---	57.7%	87.1%	86.8%	94.4%	84.2%	74.3%	80.0%	78.4%	87.5%	80.0%	---	---	78.9%	---	0.0%	78.8%	---	81.3%	75.0%	82.9%	78.6%
No	375	25	17	9	2	23	0	11	8	5	1	6	18	16	8	1	1	0	0	4	0	1	14	0	3	9	13	3
	16.6%	19.7%	15.3%	15.5%	15.4%	20.4%	---	42.3%	12.9%	13.2%	5.6%	15.8%	25.7%	20.0%	21.6%	12.5%	20.0%	---	---	21.1%	---	100.0%	21.2%	---	18.8%	25.0%	17.1%	21.4%
Significantly different from column:*								I,J	H	H																		

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 12**

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 (Q11)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,887	102	94	49	11	90	0	15	54	33	17	32	52	64	29	7	4	0	0	15	0	0	52	0	13	27	63	11
Number missing or multiple answer	38	1	2	1	0	1	0	0	0	1	0	1	0	1	0	0	0	0	0	0	0	0	1	0	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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,849	101	92	48	11	89	0	15	54	32	17	31	52	64	28	7	4	0	0	15	0	0	51	0	13	26	63	11
	98.0%	99.0%	97.9%	98.0%	100.0%	98.9%	---	100.0%	100.0%	97.0%	100.0%	96.9%	100.0%	100.0%	96.6%	100.0%	100.0%	---	---	100.0%	---	---	98.1%	---	100.0%	96.3%	100.0%	100.0%
Yes	258	13	13	9	1	11	0	2	5	6	3	5	5	6	5	1	0	0	4	0	0	2	0	2	3	8	2	
	14.0%	12.9%	14.1%	18.8%	9.1%	12.4%	---	13.3%	9.3%	18.8%	17.6%	16.1%	9.6%	9.4%	17.9%	14.3%	0.0%	---	---	26.7%	---	---	3.9%	---	15.4%	11.5%	12.7%	18.2%
No	1,591	88	79	39	10	78	0	13	49	26	14	26	47	58	23	6	4	0	0	11	0	0	49	0	11	23	55	9
	86.0%	87.1%	85.9%	81.3%	90.9%	87.6%	---	86.7%	90.7%	81.3%	82.4%	83.9%	90.4%	90.6%	82.1%	85.7%	100.0%	---	---	73.3%	---	---	96.1%	---	84.6%	88.5%	87.3%	81.8%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 13**

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 (Q11 & Q12)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	258	13	13	9	1	11	0	2	5	6	3	5	5	6	5	1	0	0	0	4	0	0	2	0	2	3	8	2
Number missing or multiple answer	4	1	0	0	0	1	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	254	12	13	9	1	10	0	2	4	6	3	4	5	5	5	1	0	0	0	4	0	0	2	0	2	2	8	2
	98.4%	92.3%	100.0%	100.0%	100.0%	90.9%	---	100.0%	80.0%	100.0%	100.0%	80.0%	100.0%	83.3%	100.0%	100.0%	---	---	---	100.0%	---	---	100.0%	---	100.0%	66.7%	100.0%	100.0%
Yes	236	10	10	9	1	8	0	2	2	6	2	3	5	5	3	1	0	0	0	3	0	0	2	0	2	2	6	2
	92.9%	83.3%	76.9%	100.0%	100.0%	80.0%	---	100.0%	50.0%	100.0%	66.7%	75.0%	100.0%	100.0%	60.0%	100.0%	---	---	---	75.0%	---	---	100.0%	---	100.0%	100.0%	75.0%	100.0%
No	18	2	3	0	0	2	0	0	2	0	1	1	0	0	2	0	0	0	0	1	0	0	0	0	0	0	2	0
	7.1%	16.7%	23.1%	0.0%	0.0%	20.0%	---	0.0%	50.0%	0.0%	33.3%	25.0%	0.0%	0.0%	40.0%	0.0%	---	---	---	25.0%	---	---	0.0%	---	0.0%	0.0%	25.0%	0.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 14**

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?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,281	128	113	58	13	114	0	26	62	39	19	38	70	81	37	8	6	0	0	19	0	1	66	0	16	36	77	14	
Number missing or multiple answer	9	0	1	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	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,272	128	112	56	13	114	0	26	62	39	19	38	70	81	37	8	6	0	0	19	0	1	66	0	16	36	77	14	
	99.6%	100.0%	99.1%	96.6%	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%	---	100.0%	100.0%	100.0%	100.0%	
Yes	188	12	5	3	1	11	0	6	4	2	3	3	6	8	1	3	0	0	0	4	0	0	6	0	0	1	9	2	
	8.3%	9.4%	4.5%	5.4%	7.7%	9.6%	---	23.1%	6.5%	5.1%	15.8%	7.9%	8.6%	9.9%	2.7%	37.5%	0.0%	---	---	21.1%	---	0.0%	9.1%	---	0.0%	2.8%	11.7%	14.3%	
No	2,084	116	107	53	12	103	0	20	58	37	16	35	64	73	36	5	6	0	0	15	0	1	60	0	16	35	68	12	
	91.7%	90.6%	95.5%	94.6%	92.3%	90.4%	---	76.9%	93.5%	94.9%	84.2%	92.1%	91.4%	90.1%	97.3%	62.5%	100.0%	---	---	78.9%	---	100.0%	90.9%	---	100.0%	97.2%	88.3%	85.7%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

\*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.



**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 15**

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 (Q14)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	188	12	5	3	1	11	0	6	4	2	3	3	6	8	1	3	0	0	0	4	0	0	6	0	0	0	1	9	2
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	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	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	184	12	5	3	1	11	0	6	4	2	3	3	6	8	1	3	0	0	0	4	0	0	6	0	0	0	1	9	2
	97.9%	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	1	0	1	0	1	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
	11.4%	8.3%	0.0%	33.3%	0.0%	9.1%	---	16.7%	0.0%	0.0%	0.0%	33.3%	0.0%	12.5%	0.0%	0.0%	---	---	---	0.0%	---	---	16.7%	---	---	0.0%	0.0%	50.0%	
Sometimes	42	3	1	0	1	2	0	1	2	0	1	0	2	1	1	1	0	0	1	1	0	0	2	0	0	0	0	3	0
	22.8%	25.0%	20.0%	0.0%	100.0%	18.2%	---	16.7%	50.0%	0.0%	33.3%	0.0%	33.3%	12.5%	100.0%	33.3%	---	---	---	25.0%	---	---	33.3%	---	---	0.0%	33.3%	0.0%	
Usually	45	3	3	0	0	3	0	0	1	2	1	1	1	2	0	1	0	0	2	0	0	0	0	0	0	0	2	1	
	24.5%	25.0%	60.0%	0.0%	0.0%	27.3%	---	0.0%	25.0%	100.0%	33.3%	33.3%	16.7%	25.0%	0.0%	33.3%	---	---	---	50.0%	---	---	0.0%	---	---	0.0%	22.2%	50.0%	
Always	76	5	1	2	0	5	0	4	1	0	1	1	3	4	0	1	0	0	1	0	0	3	0	0	0	1	4	0	
	41.3%	41.7%	20.0%	66.7%	0.0%	45.5%	---	66.7%	25.0%	0.0%	33.3%	33.3%	50.0%	50.0%	0.0%	33.3%	---	---	---	25.0%	---	---	50.0%	---	---	100.0%	44.4%	0.0%	
Significantly different from column:*																													
Usually or Always	121	8	4	2	0	8	0	4	2	2	2	2	4	6	0	2	0	0	3	0	0	3	0	0	0	1	6	1	
	65.8%	66.7%	80.0%	66.7%	0.0%	72.7%	---	66.7%	50.0%	100.0%	66.7%	66.7%	66.7%	75.0%	0.0%	66.7%	---	---	---	75.0%	---	---	50.0%	---	---	100.0%	66.7%	50.0%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 16**

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 (Q14)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	188	12	5	3	1	11	0	6	4	2	3	3	6	8	1	3	0	0	0	4	0	0	6	0	0	0	1	9	2
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	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	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	186	12	5	3	1	11	0	6	4	2	3	3	6	8	1	3	0	0	0	4	0	0	6	0	0	0	1	9	2
	98.9%	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	144	9	4	2	1	8	0	4	4	1	3	2	4	5	1	3	0	0	0	4	0	0	4	0	0	0	1	8	0
	77.4%	75.0%	80.0%	66.7%	100.0%	72.7%	---	66.7%	100.0%	50.0%	100.0%	66.7%	66.7%	62.5%	100.0%	100.0%	---	---	---	100.0%	---	---	66.7%	---	---	100.0%	88.9%	0.0%	
No	42	3	1	1	0	3	0	2	0	1	0	1	2	3	0	0	0	0	0	0	0	0	2	0	0	0	0	1	2
	22.6%	25.0%	20.0%	33.3%	0.0%	27.3%	---	33.3%	0.0%	50.0%	0.0%	33.3%	33.3%	37.5%	0.0%	0.0%	---	---	---	0.0%	---	---	33.3%	---	---	0.0%	11.1%	100.0%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 17**

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,281	128	113	58	13	114	0	26	62	39	19	38	70	81	37	8	6	0	0	19	0	1	66	0	16	36	77	14
Number missing or multiple answer	14	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
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,267	128	112	58	13	114	0	26	62	39	19	38	70	81	37	8	6	0	0	19	0	1	66	0	16	36	77	14
	99.4%	100.0%	99.1%	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%
Yes	638	35	31	16	6	28	0	14	16	4	5	7	23	19	14	2	1	0	0	8	0	1	15	0	3	9	22	4
	28.1%	27.3%	27.7%	27.6%	46.2%	24.6%	---	53.8%	25.8%	10.3%	26.3%	18.4%	32.9%	23.5%	37.8%	25.0%	16.7%	---	---	42.1%	---	100.0%	22.7%	---	18.8%	25.0%	28.6%	28.6%
No	1,629	93	81	42	7	86	0	12	46	35	14	31	47	62	23	6	5	0	0	11	0	0	51	0	13	27	55	10
	71.9%	72.7%	72.3%	72.4%	53.8%	75.4%	---	46.2%	74.2%	89.7%	73.7%	81.6%	67.1%	76.5%	62.2%	75.0%	83.3%	---	---	57.9%	---	0.0%	77.3%	---	81.3%	75.0%	71.4%	71.4%
Significantly different from column:*								I,J	H	H																		

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 18**

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 (Q17)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	638	35	31	16	6	28	0	14	16	4	5	7	23	19	14	2	1	0	0	8	0	1	15	0	3	9	22	4
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	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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	630	35	31	16	6	28	0	14	16	4	5	7	23	19	14	2	1	0	0	8	0	1	15	0	3	9	22	4
	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%	100.0%	100.0%	100.0%
Never	79	7	2	3	0	7	0	2	4	0	2	1	4	3	4	0	1	0	0	1	0	0	3	0	1	3	4	0
	12.5%	20.0%	6.5%	18.8%	0.0%	25.0%	---	14.3%	25.0%	0.0%	40.0%	14.3%	17.4%	15.8%	28.6%	0.0%	100.0%	---	---	12.5%	---	0.0%	20.0%	---	33.3%	33.3%	18.2%	0.0%
Sometimes	118	6	5	4	1	4	0	2	2	2	1	1	4	4	2	0	0	0	2	0	0	2	0	0	0	1	4	1
	18.7%	17.1%	16.1%	25.0%	16.7%	14.3%	---	14.3%	12.5%	50.0%	20.0%	14.3%	17.4%	21.1%	14.3%	0.0%	0.0%	---	---	25.0%	---	0.0%	13.3%	---	0.0%	11.1%	18.2%	25.0%
Usually	156	7	10	3	2	5	0	3	4	0	1	3	3	4	2	1	0	0	2	0	0	3	0	0	0	5	2	
	24.8%	20.0%	32.3%	18.8%	33.3%	17.9%	---	21.4%	25.0%	0.0%	20.0%	42.9%	13.0%	21.1%	14.3%	50.0%	0.0%	---	---	25.0%	---	0.0%	20.0%	---	0.0%	0.0%	22.7%	50.0%
Always	277	15	14	6	3	12	0	7	6	2	1	2	12	8	6	1	0	0	3	0	1	7	0	2	5	9	1	
	44.0%	42.9%	45.2%	37.5%	50.0%	42.9%	---	50.0%	37.5%	50.0%	20.0%	28.6%	52.2%	42.1%	42.9%	50.0%	0.0%	---	---	37.5%	---	100.0%	46.7%	---	66.7%	55.6%	40.9%	25.0%
Significantly different from column:*																												
Usually or Always	433	22	24	9	5	17	0	10	10	2	2	5	15	12	8	2	0	0	5	0	1	10	0	2	5	14	3	
	68.7%	62.9%	77.4%	56.3%	83.3%	60.7%	---	71.4%	62.5%	50.0%	40.0%	71.4%	65.2%	63.2%	57.1%	100.0%	0.0%	---	---	62.5%	---	100.0%	66.7%	---	66.7%	55.6%	63.6%	75.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 19**

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 (Q17)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	638	35	31	16	6	28	0	14	16	4	5	7	23	19	14	2	1	0	0	8	0	1	15	0	3	9	22	4	
Number missing or multiple answer	11	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	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	627	35	30	16	6	28	0	14	16	4	5	7	23	19	14	2	1	0	0	8	0	1	15	0	3	9	22	4	
	98.3%	100.0%	96.8%	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%	100.0%	100.0%	100.0%
Yes	441	26	24	11	4	21	0	10	13	3	4	5	17	13	11	2	0	0	0	8	0	1	10	0	3	5	18	3	
	70.3%	74.3%	80.0%	68.8%	66.7%	75.0%	---	71.4%	81.3%	75.0%	80.0%	71.4%	73.9%	68.4%	78.6%	100.0%	0.0%	---	---	100.0%	---	100.0%	66.7%	---	100.0%	55.6%	81.8%	75.0%	
No	186	9	6	5	2	7	0	4	3	1	1	2	6	6	3	0	1	0	0	0	0	0	5	0	0	4	4	1	
	29.7%	25.7%	20.0%	31.3%	33.3%	25.0%	---	28.6%	18.8%	25.0%	20.0%	28.6%	26.1%	31.6%	21.4%	0.0%	100.0%	---	---	0.0%	---	0.0%	33.3%	---	0.0%	44.4%	18.2%	25.0%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 20**

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,281	128	113	58	13	114	0	26	62	39	19	38	70	81	37	8	6	0	0	19	0	1	66	0	16	36	77	14
Number missing or multiple answer	14	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
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,267 99.4%	128 100.0%	112 99.1%	58 100.0%	13 100.0%	114 100.0%	0 ---	26 100.0%	62 100.0%	39 100.0%	19 100.0%	38 100.0%	70 100.0%	81 100.0%	37 100.0%	8 100.0%	6 100.0%	0 ---	0 ---	19 100.0%	0 ---	1 100.0%	66 100.0%	0 ---	16 100.0%	36 100.0%	77 100.0%	14 100.0%
Yes	1,155 50.9%	70 54.7%	57 50.9%	28 48.3%	5 38.5%	64 56.1%	0 ---	12 46.2%	35 56.5%	22 56.4%	10 52.6%	12 31.6%	47 67.1%	41 50.6%	21 56.8%	6 75.0%	2 33.3%	0 ---	0 ---	8 42.1%	0 ---	0 0.0%	40 60.6%	0 ---	9 56.3%	14 38.9%	43 55.8%	13 92.9%
No	1,112 49.1%	58 45.3%	55 49.1%	30 51.7%	8 61.5%	50 43.9%	0 ---	14 53.8%	27 43.5%	17 43.6%	9 47.4%	26 68.4%	23 32.9%	40 49.4%	16 43.2%	2 25.0%	4 66.7%	0 ---	0 ---	11 57.9%	0 ---	1 100.0%	26 39.4%	0 ---	7 43.8%	22 61.1%	34 44.2%	1 7.1%
Significantly different from column:*												M	L													AB	AB	AA,Z

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 21**

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 (Q20)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	1,155	70	57	28	5	64	0	12	35	22	10	12	47	41	21	6	2	0	0	8	0	0	40	0	9	14	43	13	
Number missing or multiple answer	13	3	0	0	0	3	0	1	1	1	0	1	2	2	1	0	0	0	0	0	0	1	0	0	2	0	1		
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	1,142	67	57	28	5	61	0	11	34	21	10	11	45	39	20	6	2	0	0	8	0	0	39	0	9	12	43	12	
	98.9%	95.7%	100.0%	100.0%	100.0%	95.3%	---	91.7%	97.1%	95.5%	100.0%	91.7%	95.7%	95.1%	95.2%	100.0%	100.0%	---	---	100.0%	---	---	97.5%	---	100.0%	85.7%	100.0%	92.3%	
Never	151	12	8	3	1	11	0	3	5	3	1	2	9	6	5	1	1	0	0	0	0	0	7	0	2	4	8	0	
	13.2%	17.9%	14.0%	10.7%	20.0%	18.0%	---	27.3%	14.7%	14.3%	10.0%	18.2%	20.0%	15.4%	25.0%	16.7%	50.0%	---	---	0.0%	---	---	17.9%	---	22.2%	33.3%	18.6%	0.0%	
Sometimes	190	8	8	7	1	7	0	0	5	3	2	1	5	3	5	0	0	0	0	0	0	0	7	0	1	2	5	1	
	16.6%	11.9%	14.0%	25.0%	20.0%	11.5%	---	0.0%	14.7%	14.3%	20.0%	9.1%	11.1%	7.7%	25.0%	0.0%	0.0%	---	---	0.0%	---	---	17.9%	---	11.1%	16.7%	11.6%	8.3%	
Usually	289	15	12	4	0	14	0	1	7	7	5	3	7	9	2	2	0	0	0	5	0	0	7	0	2	3	7	5	
	25.3%	22.4%	21.1%	14.3%	0.0%	23.0%	---	9.1%	20.6%	33.3%	50.0%	27.3%	15.6%	23.1%	10.0%	33.3%	0.0%	---	---	62.5%	---	---	17.9%	---	22.2%	25.0%	16.3%	41.7%	
Always	512	32	29	14	3	29	0	7	17	8	2	5	24	21	8	3	1	0	0	3	0	0	18	0	4	3	23	6	
	44.8%	47.8%	50.9%	50.0%	60.0%	47.5%	---	63.6%	50.0%	38.1%	20.0%	45.5%	53.3%	53.8%	40.0%	50.0%	50.0%	---	---	37.5%	---	---	46.2%	---	44.4%	25.0%	53.5%	50.0%	
Significantly different from column:*																													
Usually or Always	801	47	41	18	3	43	0	8	24	15	7	8	31	30	10	5	1	0	0	8	0	0	25	0	6	6	30	11	
	70.1%	70.1%	71.9%	64.3%	60.0%	70.5%	---	72.7%	70.6%	71.4%	70.0%	72.7%	68.9%	76.9%	50.0%	83.3%	50.0%	---	---	100.0%	---	---	64.1%	---	66.7%	50.0%	69.8%	91.7%	
Significantly different from column:*														O	N														

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 22**

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 (Q20)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,155	70	57	28	5	64	0	12	35	22	10	12	47	41	21	6	2	0	0	8	0	0	40	0	9	14	43	13
Number missing or multiple answer	15	1	0	0	0	1	0	0	1	0	0	0	1	0	1	0	0	0	0	0	0	1	0	0	0	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,140	69	57	28	5	63	0	12	34	22	10	12	46	41	20	6	2	0	0	8	0	0	39	0	9	14	43	12
	98.7%	98.6%	100.0%	100.0%	100.0%	98.4%	---	100.0%	97.1%	100.0%	100.0%	100.0%	97.9%	100.0%	95.2%	100.0%	100.0%	---	---	100.0%	---	---	97.5%	---	100.0%	100.0%	100.0%	92.3%
Yes	606	28	29	14	3	24	0	6	12	9	8	3	16	14	9	3	1	0	0	6	0	0	13	0	5	4	16	8
	53.2%	40.6%	50.9%	50.0%	60.0%	38.1%	---	50.0%	35.3%	40.9%	80.0%	25.0%	34.8%	34.1%	45.0%	50.0%	50.0%	---	---	75.0%	---	---	33.3%	---	55.6%	28.6%	37.2%	66.7%
No	534	41	28	14	2	39	0	6	22	13	2	9	30	27	11	3	1	0	0	2	0	0	26	0	4	10	27	4
	46.8%	59.4%	49.1%	50.0%	40.0%	61.9%	---	50.0%	64.7%	59.1%	20.0%	75.0%	65.2%	65.9%	55.0%	50.0%	50.0%	---	---	25.0%	---	---	66.7%	---	44.4%	71.4%	62.8%	33.3%
Significantly different from column:*		A									L	K																

NA - There is no "no experience" category for this question.

\*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.



**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 23**

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,281	128	113	58	13	114	0	26	62	39	19	38	70	81	37	8	6	0	0	19	0	1	66	0	16	36	77	14
Number missing or multiple answer	21	1	4	1	0	1	0	0	0	1	1	0	0	1	0	0	1	0	0	0	0	0	0	0	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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,260	127	109	57	13	113	0	26	62	38	18	38	70	80	37	8	5	0	0	19	0	1	66	0	16	35	77	14
	99.1%	99.2%	96.5%	98.3%	100.0%	99.1%	---	100.0%	100.0%	97.4%	94.7%	100.0%	100.0%	98.8%	100.0%	100.0%	83.3%	---	---	100.0%	---	100.0%	100.0%	---	100.0%	97.2%	100.0%	100.0%
Yes	1,050	55	43	31	4	50	0	8	25	22	10	13	32	31	16	6	3	0	0	8	0	1	29	0	5	5	39	10
	46.5%	43.3%	39.4%	54.4%	30.8%	44.2%	---	30.8%	40.3%	57.9%	55.6%	34.2%	45.7%	38.8%	43.2%	75.0%	60.0%	---	---	42.1%	---	100.0%	43.9%	---	31.3%	14.3%	50.6%	71.4%
No	1,210	72	66	26	9	63	0	18	37	16	8	25	38	49	21	2	2	0	0	11	0	0	37	0	11	30	38	4
	53.5%	56.7%	60.6%	45.6%	69.2%	55.8%	---	69.2%	59.7%	42.1%	44.4%	65.8%	54.3%	61.3%	56.8%	25.0%	40.0%	---	---	57.9%	---	0.0%	56.1%	---	68.8%	85.7%	49.4%	28.6%
Significantly different from column:*								J		H																AA	Z	

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 24**

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 (Q23)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	1,050	55	43	31	4	50	0	8	25	22	10	13	32	31	16	6	3	0	0	8	0	1	29	0	5	5	39	10	
Number missing or multiple answer	14	1	1	1	1	0	0	0	0	1	1	0	0	0	1	0	0	0	0	0	0	0	1	0	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	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	1,036	54	42	30	3	50	0	8	25	21	9	13	32	31	15	6	3	0	0	8	0	1	28	0	5	4	39	10	
	98.7%	98.2%	97.7%	96.8%	75.0%	100.0%	---	100.0%	100.0%	95.5%	90.0%	100.0%	100.0%	100.0%	93.8%	100.0%	100.0%	---	---	100.0%	---	100.0%	96.6%	---	100.0%	80.0%	100.0%	100.0%	
Yes	610	26	27	19	2	23	0	1	12	13	7	5	14	15	8	3	2	0	0	6	0	1	11	0	2	1	21	4	
	58.9%	48.1%	64.3%	63.3%	66.7%	46.0%	---	12.5%	48.0%	61.9%	77.8%	38.5%	43.8%	48.4%	53.3%	50.0%	66.7%	---	---	75.0%	---	100.0%	39.3%	---	40.0%	25.0%	53.8%	40.0%	
No	426	28	15	11	1	27	0	7	13	8	2	8	18	16	7	3	1	0	0	2	0	0	17	0	3	3	18	6	
	41.1%	51.9%	35.7%	36.7%	33.3%	54.0%	---	87.5%	52.0%	38.1%	22.2%	61.5%	56.3%	51.6%	46.7%	50.0%	33.3%	---	---	25.0%	---	0.0%	60.7%	---	60.0%	75.0%	46.2%	60.0%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 25**

A personal doctor is the one your child would talk to 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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,281	128	113	58	13	114	0	26	62	39	19	38	70	81	37	8	6	0	0	19	0	1	66	0	16	36	77	14
Number missing or multiple answer	18	0	1	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
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,263	128	112	57	13	114	0	26	62	39	19	38	70	81	37	8	6	0	0	19	0	1	66	0	16	36	77	14
	99.2%	100.0%	99.1%	98.3%	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%	---	100.0%	100.0%	100.0%	100.0%
Yes	2,130	117	108	55	13	103	0	26	59	31	17	33	66	75	33	7	5	0	0	17	0	1	60	0	15	32	72	13
	94.1%	91.4%	96.4%	96.5%	100.0%	90.4%	---	100.0%	95.2%	79.5%	89.5%	86.8%	94.3%	92.6%	89.2%	87.5%	83.3%	---	---	89.5%	---	100.0%	90.9%	---	93.8%	88.9%	93.5%	92.9%
No	133	11	4	2	0	11	0	0	3	8	2	5	4	6	4	1	1	0	0	2	0	0	6	0	1	4	5	1
	5.9%	8.6%	3.6%	3.5%	0.0%	9.6%	---	0.0%	4.8%	20.5%	10.5%	13.2%	5.7%	7.4%	10.8%	12.5%	16.7%	---	---	10.5%	---	0.0%	9.1%	---	6.3%	11.1%	6.5%	7.1%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 26**

In the last 6 months, how many times did your child have an in person, phone, or video visit with his or her personal doctor?

Base: All respondents whose child has a personal doctor (Q25)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,130	117	108	55	13	103	0	26	59	31	17	33	66	75	33	7	5	0	0	17	0	1	60	0	15	32	72	13
Number missing or multiple answer	43	1	3	1	0	1	0	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	1	0	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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,087	116	105	54	13	102	0	26	59	30	17	33	65	75	32	7	5	0	0	17	0	1	59	0	15	31	72	13
	98.0%	99.1%	97.2%	98.2%	100.0%	99.0%	---	100.0%	100.0%	96.8%	100.0%	100.0%	98.5%	100.0%	97.0%	100.0%	100.0%	---	---	100.0%	---	100.0%	98.3%	---	100.0%	96.9%	100.0%	100.0%
None	539	32	18	9	4	28	0	6	16	10	2	11	19	23	8	0	2	0	0	4	0	0	13	0	8	23	8	1
	25.8%	27.6%	17.1%	16.7%	30.8%	27.5%	---	23.1%	27.1%	33.3%	11.8%	33.3%	29.2%	30.7%	25.0%	0.0%	40.0%	---	---	23.5%	---	0.0%	22.0%	---	53.3%	74.2%	11.1%	7.7%
1 time	726	39	42	17	4	35	0	10	23	6	9	11	18	25	11	2	2	0	0	4	0	1	22	0	3	5	29	5
	34.8%	33.6%	40.0%	31.5%	30.8%	34.3%	---	38.5%	39.0%	20.0%	52.9%	33.3%	27.7%	33.3%	34.4%	28.6%	40.0%	---	---	23.5%	---	100.0%	37.3%	---	20.0%	16.1%	40.3%	38.5%
2	406	21	25	12	1	20	0	5	10	6	1	4	16	13	7	1	0	0	0	2	0	0	14	0	2	2	17	2
	19.5%	18.1%	23.8%	22.2%	7.7%	19.6%	---	19.2%	16.9%	20.0%	5.9%	12.1%	24.6%	17.3%	21.9%	14.3%	0.0%	---	---	11.8%	---	0.0%	23.7%	---	13.3%	6.5%	23.6%	15.4%
3	215	15	9	6	3	12	0	3	8	3	1	4	10	9	4	2	1	0	0	2	0	0	8	0	1	1	13	1
	10.3%	12.9%	8.6%	11.1%	23.1%	11.8%	---	11.5%	13.6%	10.0%	5.9%	12.1%	15.4%	12.0%	12.5%	28.6%	20.0%	---	---	11.8%	---	0.0%	13.6%	---	6.7%	3.2%	18.1%	7.7%
4	96	4	6	4	1	3	0	1	1	2	1	2	1	3	1	0	0	0	0	1	0	0	2	0	1	0	3	1
	4.6%	3.4%	5.7%	7.4%	7.7%	2.9%	---	3.8%	1.7%	6.7%	5.9%	6.1%	1.5%	4.0%	3.1%	0.0%	0.0%	---	---	5.9%	---	0.0%	3.4%	---	6.7%	0.0%	4.2%	7.7%
5 to 9	83	4	5	6	0	3	0	1	1	2	3	1	0	1	1	2	0	0	0	4	0	0	0	0	0	0	2	2
	4.0%	3.4%	4.8%	11.1%	0.0%	2.9%	---	3.8%	1.7%	6.7%	17.6%	3.0%	0.0%	1.3%	3.1%	28.6%	0.0%	---	---	23.5%	---	0.0%	0.0%	---	0.0%	0.0%	2.8%	15.4%
10 or more times	22	1	0	0	0	1	0	0	0	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	1.1%	0.9%	0.0%	0.0%	0.0%	1.0%	---	0.0%	0.0%	3.3%	0.0%	0.0%	1.5%	1.3%	0.0%	0.0%	0.0%	---	---	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	7.7%
2 or more times	822	45	45	28	5	39	0	10	20	14	6	11	28	27	13	5	1	0	0	9	0	0	24	0	4	3	35	7
	39.4%	38.8%	42.9%	51.9%	38.5%	38.2%	---	38.5%	33.9%	46.7%	35.3%	33.3%	43.1%	36.0%	40.6%	71.4%	20.0%	---	---	52.9%	---	0.0%	40.7%	---	26.7%	9.7%	48.6%	53.8%
Significantly different from column:*																										AA	Z	

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 26a**

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 (Q25 & Q26)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,548	84	87	45	9	74	0	20	43	20	15	22	46	52	24	7	3	0	0	13	0	1	46	0	7	8	64	12
Number missing or multiple answer	6	1	0	1	0	1	0	0	1	0	0	1	0	0	1	0	0	0	1	0	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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,542	83	87	44	9	73	0	20	42	20	15	21	46	52	23	7	3	0	0	12	0	1	46	0	7	8	63	12
	99.6%	98.8%	100.0%	97.8%	100.0%	98.6%	---	100.0%	97.7%	100.0%	100.0%	95.5%	100.0%	100.0%	95.8%	100.0%	100.0%	---	---	92.3%	---	100.0%	100.0%	---	100.0%	100.0%	98.4%	100.0%
Never	1,441	78	78	40	9	69	0	19	41	17	11	21	45	49	22	6	2	0	0	9	0	1	46	0	7	8	60	10
	93.5%	94.0%	89.7%	90.9%	100.0%	94.5%	---	95.0%	97.6%	85.0%	73.3%	100.0%	97.8%	94.2%	95.7%	85.7%	66.7%	---	---	75.0%	---	100.0%	100.0%	---	100.0%	100.0%	95.2%	83.3%
Sometimes	56	3	6	0	0	3	0	0	1	2	2	0	1	2	0	1	1	0	0	1	0	0	0	0	0	0	2	1
	3.6%	3.6%	6.9%	0.0%	0.0%	4.1%	---	0.0%	2.4%	10.0%	13.3%	0.0%	2.2%	3.8%	0.0%	14.3%	33.3%	---	---	8.3%	---	0.0%	0.0%	---	0.0%	0.0%	3.2%	8.3%
Usually	17	1	2	3	0	0	0	0	0	1	1	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	1
	1.1%	1.2%	2.3%	6.8%	0.0%	0.0%	---	0.0%	0.0%	5.0%	6.7%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	---	---	8.3%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	8.3%
Always	28	1	1	1	0	1	0	1	0	0	1	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	1	0
	1.8%	1.2%	1.1%	2.3%	0.0%	1.4%	---	5.0%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	4.3%	0.0%	0.0%	---	---	8.3%	---	0.0%	0.0%	---	0.0%	0.0%	1.6%	0.0%
Significantly different from column:*																												
Usually or Always	45	2	3	4	0	1	0	1	0	1	2	0	0	1	1	0	0	0	0	2	0	0	0	0	0	0	1	1
	2.9%	2.4%	3.4%	9.1%	0.0%	1.4%	---	5.0%	0.0%	5.0%	13.3%	0.0%	0.0%	1.9%	4.3%	0.0%	0.0%	---	---	16.7%	---	0.0%	0.0%	---	0.0%	0.0%	1.6%	8.3%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 27**

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 (Q25 & Q26)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,548	84	87	45	9	74	0	20	43	20	15	22	46	52	24	7	3	0	0	13	0	1	46	0	7	8	64	12
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	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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,545	84	87	45	9	74	0	20	43	20	15	22	46	52	24	7	3	0	0	13	0	1	46	0	7	8	64	12
	99.8%	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%	---	100.0%	100.0%	100.0%	100.0%
Never	30	1	2	0	0	1	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0
	1.9%	1.2%	2.3%	0.0%	0.0%	1.4%	---	0.0%	2.3%	0.0%	0.0%	0.0%	2.2%	1.9%	0.0%	0.0%	0.0%	---	---	0.0%	---	0.0%	2.2%	---	0.0%	0.0%	1.6%	0.0%
Sometimes	42	2	8	2	1	1	0	0	2	0	1	0	1	0	2	0	0	0	0	0	0	0	2	0	0	0	2	0
	2.7%	2.4%	9.2%	4.4%	11.1%	1.4%	---	0.0%	4.7%	0.0%	6.7%	0.0%	2.2%	0.0%	8.3%	0.0%	0.0%	---	---	0.0%	---	0.0%	4.3%	---	0.0%	0.0%	3.1%	0.0%
Usually	220	12	20	7	0	11	0	0	7	5	4	4	4	8	1	3	0	0	4	0	0	3	0	1	0	9	3	
	14.2%	14.3%	23.0%	15.6%	0.0%	14.9%	---	0.0%	16.3%	25.0%	26.7%	18.2%	8.7%	15.4%	4.2%	42.9%	0.0%	---	---	30.8%	---	0.0%	6.5%	---	14.3%	0.0%	14.1%	25.0%
Always	1,253	69	57	36	8	61	0	20	33	15	10	18	40	43	21	4	3	0	9	0	1	40	0	6	8	52	9	
	81.1%	82.1%	65.5%	80.0%	88.9%	82.4%	---	100.0%	76.7%	75.0%	66.7%	81.8%	87.0%	82.7%	87.5%	57.1%	100.0%	---	---	69.2%	---	100.0%	87.0%	---	85.7%	100.0%	81.3%	75.0%
Significantly different from column:*		C																										
Usually or Always	1,473	81	77	43	8	72	0	20	40	20	14	22	44	51	22	7	3	0	13	0	1	43	0	7	8	61	12	
	95.3%	96.4%	88.5%	95.6%	88.9%	97.3%	---	100.0%	93.0%	100.0%	93.3%	100.0%	95.7%	98.1%	91.7%	100.0%	100.0%	---	---	100.0%	---	100.0%	93.5%	---	100.0%	100.0%	95.3%	100.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 28**

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 (Q25 & Q26)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	1,548	84	87	45	9	74	0	20	43	20	15	22	46	52	24	7	3	0	0	13	0	1	46	0	7	8	64	12	
Number missing or multiple answer	8	2	0	0	0	2	0	0	2	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	2	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	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,540	82	87	45	9	72	0	20	41	20	15	21	46	51	23	7	3	0	0	13	0	1	46	0	5	8	63	11	
	99.5%	97.6%	100.0%	100.0%	100.0%	97.3%	---	100.0%	95.3%	100.0%	100.0%	95.5%	100.0%	98.1%	95.8%	100.0%	100.0%	---	---	100.0%	---	100.0%	100.0%	---	71.4%	100.0%	98.4%	91.7%	
Never	12	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
	0.8%	0.0%	2.3%	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%	
Sometimes	47	4	5	0	1	3	0	0	3	1	2	1	1	2	1	1	0	0	1	0	0	0	2	0	0	0	4	0	
	3.1%	4.9%	5.7%	0.0%	11.1%	4.2%	---	0.0%	7.3%	5.0%	13.3%	4.8%	2.2%	3.9%	4.3%	14.3%	0.0%	---	---	7.7%	---	0.0%	4.3%	---	0.0%	0.0%	6.3%	0.0%	
Usually	257	19	20	14	1	17	0	1	9	8	5	5	9	11	6	2	1	0	4	0	0	8	0	1	4	12	3		
	16.7%	23.2%	23.0%	31.1%	11.1%	23.6%	---	5.0%	22.0%	40.0%	33.3%	23.8%	19.6%	21.6%	26.1%	28.6%	33.3%	---	---	30.8%	---	0.0%	17.4%	---	20.0%	50.0%	19.0%	27.3%	
Always	1,224	59	60	31	7	52	0	19	29	11	8	15	36	38	16	4	2	0	8	0	1	36	0	4	4	47	8		
	79.5%	72.0%	69.0%	68.9%	77.8%	72.2%	---	95.0%	70.7%	55.0%	53.3%	71.4%	78.3%	74.5%	69.6%	57.1%	66.7%	---	---	61.5%	---	100.0%	78.3%	---	80.0%	50.0%	74.6%	72.7%	
Significantly different from column:*								J		H																			
Usually or Always	1,481	78	80	45	8	69	0	20	38	19	13	20	45	49	22	6	3	0	12	0	1	44	0	5	8	59	11		
	96.2%	95.1%	92.0%	100.0%	88.9%	95.8%	---	100.0%	92.7%	95.0%	86.7%	95.2%	97.8%	96.1%	95.7%	85.7%	100.0%	---	---	92.3%	---	100.0%	95.7%	---	100.0%	100.0%	93.7%	100.0%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 29**

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 (Q25 & Q26)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	1,548	84	87	45	9	74	0	20	43	20	15	22	46	52	24	7	3	0	0	13	0	1	46	0	7	8	64	12	
Number missing or multiple answer	3	1	1	0	0	1	0	0	1	0	0	1	0	0	1	0	0	0	0	0	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	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,545	83	86	45	9	73	0	20	42	20	15	21	46	52	23	7	3	0	0	13	0	1	46	0	6	8	63	12	
	99.8%	98.8%	98.9%	100.0%	100.0%	98.6%	---	100.0%	97.7%	100.0%	100.0%	95.5%	100.0%	100.0%	95.8%	100.0%	100.0%	---	---	100.0%	---	100.0%	100.0%	---	85.7%	100.0%	98.4%	100.0%	
Never	13	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
	0.8%	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%	---	0.0%	0.0%	0.0%	0.0%	
Sometimes	39	5	4	0	2	3	0	0	3	2	3	1	1	2	2	1	0	0	0	0	0	0	3	0	0	2	3	0	
	2.5%	6.0%	4.7%	0.0%	22.2%	4.1%	---	0.0%	7.1%	10.0%	20.0%	4.8%	2.2%	3.8%	8.7%	14.3%	0.0%	---	---	0.0%	---	0.0%	6.5%	---	0.0%	25.0%	4.8%	0.0%	
Usually	182	11	16	7	0	10	0	2	5	3	3	4	4	5	4	2	1	0	4	0	0	4	0	0	1	8	2		
	11.8%	13.3%	18.6%	15.6%	0.0%	13.7%	---	10.0%	11.9%	15.0%	20.0%	19.0%	8.7%	9.6%	17.4%	28.6%	33.3%	---	---	30.8%	---	0.0%	8.7%	---	0.0%	12.5%	12.7%	16.7%	
Always	1,311	67	66	38	7	60	0	18	34	15	9	16	41	45	17	4	2	0	9	0	1	39	0	6	5	52	10		
	84.9%	80.7%	76.7%	84.4%	77.8%	82.2%	---	90.0%	81.0%	75.0%	60.0%	76.2%	89.1%	86.5%	73.9%	57.1%	66.7%	---	---	69.2%	---	100.0%	84.8%	---	100.0%	62.5%	82.5%	83.3%	
Significantly different from column:*																													
Usually or Always	1,493	78	82	45	7	70	0	20	39	18	12	20	45	50	21	6	3	0	13	0	1	43	0	6	6	60	12		
	96.6%	94.0%	95.3%	100.0%	77.8%	95.9%	---	100.0%	92.9%	90.0%	80.0%	95.2%	97.8%	96.2%	91.3%	85.7%	100.0%	---	---	100.0%	---	100.0%	93.5%	---	100.0%	75.0%	95.2%	100.0%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

\*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.



**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 30**

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 (Q25 & Q26)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,548	84	87	45	9	74	0	20	43	20	15	22	46	52	24	7	3	0	0	13	0	1	46	0	7	8	64	12
Number missing or multiple answer	11	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
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,537	84	87	45	9	74	0	20	43	20	15	22	46	52	24	7	3	0	0	13	0	1	46	0	7	8	64	12
	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%	---	---	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%
Yes	1,105	61	68	33	7	53	0	7	36	18	10	18	32	36	20	4	1	0	0	9	0	1	35	0	5	5	48	8
	71.9%	72.6%	78.2%	73.3%	77.8%	71.6%	---	35.0%	83.7%	90.0%	66.7%	81.8%	69.6%	69.2%	83.3%	57.1%	33.3%	---	---	69.2%	---	100.0%	76.1%	---	71.4%	62.5%	75.0%	66.7%
No	432	23	19	12	2	21	0	13	7	2	5	4	14	16	4	3	2	0	0	4	0	0	11	0	2	3	16	4
	28.1%	27.4%	21.8%	26.7%	22.2%	28.4%	---	65.0%	16.3%	10.0%	33.3%	18.2%	30.4%	30.8%	16.7%	42.9%	66.7%	---	---	30.8%	---	0.0%	23.9%	---	28.6%	37.5%	25.0%	33.3%
Significantly different from column:*								I,J	H	H																		

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 31**

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 (Q25, Q26, & Q30)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	1,105	61	68	33	7	53	0	7	36	18	10	18	32	36	20	4	1	0	0	9	0	1	35	0	5	5	48	8	
Number missing or multiple answer	5	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	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	1,100	61	67	33	7	53	0	7	36	18	10	18	32	36	20	4	1	0	0	9	0	1	35	0	5	5	48	8	
	99.5%	100.0%	98.5%	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%	100.0%	
Never	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
	0.5%	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%	
Sometimes	50	0	7	3	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
	4.5%	0.0%	10.4%	9.1%	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%	
Usually	245	21	24	9	2	18	0	0	12	9	5	7	9	11	7	3	0	0	0	5	0	0	10	0	1	2	16	3	
	22.3%	34.4%	35.8%	27.3%	28.6%	34.0%	---	0.0%	33.3%	50.0%	50.0%	38.9%	28.1%	30.6%	35.0%	75.0%	0.0%	---	---	55.6%	---	0.0%	28.6%	---	20.0%	40.0%	33.3%	37.5%	
Always	799	40	36	21	5	35	0	7	24	9	5	11	23	25	13	1	1	0	4	0	1	25	0	4	3	32	5		
	72.6%	65.6%	53.7%	63.6%	71.4%	66.0%	---	100.0%	66.7%	50.0%	50.0%	61.1%	71.9%	69.4%	65.0%	25.0%	100.0%	---	---	44.4%	---	100.0%	71.4%	---	80.0%	60.0%	66.7%	62.5%	
Significantly different from column:*																													
Usually or Always	1,044	61	60	30	7	53	0	7	36	18	10	18	32	36	20	4	1	0	0	9	0	1	35	0	5	5	48	8	
	94.9%	100.0%	89.6%	90.9%	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%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 32**

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 (Q25 & Q26)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	1,548	84	87	45	9	74	0	20	43	20	15	22	46	52	24	7	3	0	0	13	0	1	46	0	7	8	64	12	
Number missing or multiple answer	10	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	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	1,538	84	86	45	9	74	0	20	43	20	15	22	46	52	24	7	3	0	0	13	0	1	46	0	7	8	64	12	
	99.4%	100.0%	98.9%	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	23	1	2	2	0	1	0	0	1	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	1	0
	1.5%	1.2%	2.3%	4.4%	0.0%	1.4%	---	0.0%	2.3%	0.0%	0.0%	4.5%	0.0%	0.0%	4.2%	0.0%	0.0%	---	---	0.0%	---	0.0%	0.0%	---	14.3%	0.0%	1.6%	0.0%	
Sometimes	107	5	10	2	1	4	0	0	5	0	2	0	3	4	1	0	0	0	0	1	0	0	4	0	0	0	4	1	
	7.0%	6.0%	11.6%	4.4%	11.1%	5.4%	---	0.0%	11.6%	0.0%	13.3%	0.0%	6.5%	7.7%	4.2%	0.0%	0.0%	---	---	7.7%	---	0.0%	8.7%	---	0.0%	0.0%	6.3%	8.3%	
Usually	315	19	24	9	1	17	0	2	8	8	6	6	7	10	5	4	2	0	0	5	0	0	7	0	0	3	14	2	
	20.5%	22.6%	27.9%	20.0%	11.1%	23.0%	---	10.0%	18.6%	40.0%	40.0%	27.3%	15.2%	19.2%	20.8%	57.1%	66.7%	---	---	38.5%	---	0.0%	15.2%	---	0.0%	37.5%	21.9%	16.7%	
Always	1,093	59	50	32	7	52	0	18	29	12	7	15	36	38	17	3	1	0	0	7	0	1	35	0	6	5	45	9	
	71.1%	70.2%	58.1%	71.1%	77.8%	70.3%	---	90.0%	67.4%	60.0%	46.7%	68.2%	78.3%	73.1%	70.8%	42.9%	33.3%	---	---	53.8%	---	100.0%	76.1%	---	85.7%	62.5%	70.3%	75.0%	
Significantly different from column:*								J		H																			
Usually or Always	1,408	78	74	41	8	69	0	20	37	20	13	21	43	48	22	7	3	0	0	12	0	1	42	0	6	8	59	11	
	91.5%	92.9%	86.0%	91.1%	88.9%	93.2%	---	100.0%	86.0%	100.0%	86.7%	95.5%	93.5%	92.3%	91.7%	100.0%	100.0%	---	---	92.3%	---	100.0%	91.3%	---	85.7%	100.0%	92.2%	91.7%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 33**

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 (Q25 & Q26)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,548	84	87	45	9	74	0	20	43	20	15	22	46	52	24	7	3	0	0	13	0	1	46	0	7	8	64	12
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	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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,536	84	87	45	9	74	0	20	43	20	15	22	46	52	24	7	3	0	0	13	0	1	46	0	7	8	64	12
	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%	---	100.0%	100.0%	100.0%	100.0%
Yes	1,363	72	70	39	9	62	0	18	38	16	13	19	39	45	20	6	1	0	0	13	0	0	40	0	5	7	54	11
	88.7%	85.7%	80.5%	86.7%	100.0%	83.8%	---	90.0%	88.4%	80.0%	86.7%	86.4%	84.8%	86.5%	83.3%	85.7%	33.3%	---	---	100.0%	---	0.0%	87.0%	---	71.4%	87.5%	84.4%	91.7%
No	173	12	17	6	0	12	0	2	5	4	2	3	7	7	4	1	2	0	0	0	0	1	6	0	2	1	10	1
	11.3%	14.3%	19.5%	13.3%	0.0%	16.2%	---	10.0%	11.6%	20.0%	13.3%	13.6%	15.2%	13.5%	16.7%	14.3%	66.7%	---	---	0.0%	---	100.0%	13.0%	---	28.6%	12.5%	15.6%	8.3%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 34**

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 (Q25 & Q26)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,548	84	87	45	9	74	0	20	43	20	15	22	46	52	24	7	3	0	0	13	0	1	46	0	7	8	64	12
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	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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,541	84	87	45	9	74	0	20	43	20	15	22	46	52	24	7	3	0	0	13	0	1	46	0	7	8	64	12
	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%	100.0%	100.0%	100.0%
Yes	867	44	42	29	3	40	0	11	19	13	8	6	29	24	15	4	1	0	0	7	0	1	26	0	3	3	31	10
	56.3%	52.4%	48.3%	64.4%	33.3%	54.1%	---	55.0%	44.2%	65.0%	53.3%	27.3%	63.0%	46.2%	62.5%	57.1%	33.3%	---	---	53.8%	---	100.0%	56.5%	---	42.9%	37.5%	48.4%	83.3%
No	674	40	45	16	6	34	0	9	24	7	7	16	17	28	9	3	2	0	0	6	0	0	20	0	4	5	33	2
	43.7%	47.6%	51.7%	35.6%	66.7%	45.9%	---	45.0%	55.8%	35.0%	46.7%	72.7%	37.0%	53.8%	37.5%	42.9%	66.7%	---	---	46.2%	---	0.0%	43.5%	---	57.1%	62.5%	51.6%	16.7%
Significantly different from column:*												M	L														AB	AA

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 35**

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 (Q25, Q26, & Q34)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	867	44	42	29	3	40	0	11	19	13	8	6	29	24	15	4	1	0	0	7	0	1	26	0	3	3	31	10
Number missing or multiple answer	21	0	2	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
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	846	44	40	28	3	40	0	11	19	13	8	6	29	24	15	4	1	0	0	7	0	1	26	0	3	3	31	10
	97.6%	100.0%	95.2%	96.6%	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%	---	100.0%	100.0%	100.0%	100.0%
Never	47	3	2	1	0	3	0	1	0	1	0	0	3	1	1	1	1	0	0	0	0	0	1	0	0	0	3	0
	5.6%	6.8%	5.0%	3.6%	0.0%	7.5%	---	9.1%	0.0%	7.7%	0.0%	0.0%	10.3%	4.2%	6.7%	25.0%	100.0%	---	---	0.0%	---	0.0%	3.8%	---	0.0%	0.0%	9.7%	0.0%
Sometimes	102	7	8	2	0	7	0	2	4	1	1	2	4	4	3	0	0	0	1	0	0	5	0	1	0	4	3	
	12.1%	15.9%	20.0%	7.1%	0.0%	17.5%	---	18.2%	21.1%	7.7%	12.5%	33.3%	13.8%	16.7%	20.0%	0.0%	0.0%	---	---	14.3%	---	0.0%	19.2%	---	33.3%	0.0%	12.9%	30.0%
Usually	250	14	13	11	1	12	0	0	6	8	4	2	8	6	4	3	0	0	3	0	0	8	0	1	1	8	5	
	29.6%	31.8%	32.5%	39.3%	33.3%	30.0%	---	0.0%	31.6%	61.5%	50.0%	33.3%	27.6%	25.0%	26.7%	75.0%	0.0%	---	---	42.9%	---	0.0%	30.8%	---	33.3%	33.3%	25.8%	50.0%
Always	447	20	17	14	2	18	0	8	9	3	3	2	14	13	7	0	0	0	3	0	1	12	0	1	2	16	2	
	52.8%	45.5%	42.5%	50.0%	66.7%	45.0%	---	72.7%	47.4%	23.1%	37.5%	33.3%	48.3%	54.2%	46.7%	0.0%	0.0%	---	---	42.9%	---	100.0%	46.2%	---	33.3%	66.7%	51.6%	20.0%
Significantly different from column:*								J		H																		
Usually or Always	697	34	30	25	3	30	0	8	15	11	7	4	22	19	11	3	0	0	6	0	1	20	0	2	3	24	7	
	82.4%	77.3%	75.0%	89.3%	100.0%	75.0%	---	72.7%	78.9%	84.6%	87.5%	66.7%	75.9%	79.2%	73.3%	75.0%	0.0%	---	---	85.7%	---	100.0%	76.9%	---	66.7%	100.0%	77.4%	70.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 36**

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 (Q25)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,130	117	108	55	13	103	0	26	59	31	17	33	66	75	33	7	5	0	0	17	0	1	60	0	15	32	72	13
Number missing or multiple answer	44	3	2	1	0	3	0	0	2	1	0	0	3	2	1	0	0	0	0	0	0	0	2	0	0	1	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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,086	114	106	54	13	100	0	26	57	30	17	33	63	73	32	7	5	0	0	17	0	1	58	0	15	31	71	12
	97.9%	97.4%	98.1%	98.2%	100.0%	97.1%	---	100.0%	96.6%	96.8%	100.0%	100.0%	95.5%	97.3%	97.0%	100.0%	100.0%	---	---	100.0%	---	100.0%	96.7%	---	100.0%	96.9%	98.6%	92.3%
0 Worst personal doctor possible	3	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
	0.1%	0.0%	0.9%	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%
1	5	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%	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%
2	2	0	1	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
	0.1%	0.0%	0.9%	1.9%	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%
3	13	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
	0.6%	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%	0.0%	---	0.0%	0.0%	0.0%	0.0%
4	14	1	1	0	1	0	0	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	0	0	1	1	0	0
	0.7%	0.9%	0.9%	0.0%	7.7%	0.0%	---	0.0%	0.0%	3.3%	0.0%	0.0%	1.6%	0.0%	3.1%	0.0%	0.0%	---	---	0.0%	---	0.0%	0.0%	---	6.7%	3.2%	0.0%	0.0%
5	59	4	4	1	1	3	0	0	4	0	1	3	0	3	1	0	0	0	0	0	0	0	1	0	2	3	1	0
	2.8%	3.5%	3.8%	1.9%	7.7%	3.0%	---	0.0%	7.0%	0.0%	5.9%	9.1%	0.0%	4.1%	3.1%	0.0%	0.0%	---	---	0.0%	---	0.0%	1.7%	---	13.3%	9.7%	1.4%	0.0%
6	52	6	6	1	1	5	0	2	1	3	1	1	4	5	1	0	0	0	0	0	0	4	0	1	4	2	0	
	2.5%	5.3%	5.7%	1.9%	7.7%	5.0%	---	7.7%	1.8%	10.0%	5.9%	3.0%	6.3%	6.8%	3.1%	0.0%	0.0%	---	---	0.0%	---	0.0%	6.9%	---	6.7%	12.9%	2.8%	0.0%
7	126	10	4	3	0	10	0	1	4	5	1	2	7	7	3	0	0	0	0	1	0	0	4	0	1	6	3	1
	6.0%	8.8%	3.8%	5.6%	0.0%	10.0%	---	3.8%	7.0%	16.7%	5.9%	6.1%	11.1%	9.6%	9.4%	0.0%	0.0%	---	---	5.9%	---	0.0%	6.9%	---	6.7%	19.4%	4.2%	8.3%
8	293	13	23	9	1	11	0	0	7	5	1	1	11	8	4	1	2	0	0	2	0	0	7	0	2	3	7	3
	14.0%	11.4%	21.7%	16.7%	7.7%	11.0%	---	0.0%	12.3%	16.7%	5.9%	3.0%	17.5%	11.0%	12.5%	14.3%	40.0%	---	---	11.8%	---	0.0%	12.1%	---	13.3%	9.7%	9.9%	25.0%
9	420	21	17	9	3	18	0	7	9	5	3	8	10	10	7	3	0	0	0	5	0	0	9	0	3	1	17	3
	20.1%	18.4%	16.0%	16.7%	23.1%	18.0%	---	26.9%	15.8%	16.7%	17.6%	24.2%	15.9%	13.7%	21.9%	42.9%	0.0%	---	---	29.4%	---	0.0%	15.5%	---	20.0%	3.2%	23.9%	25.0%
10 Best personal doctor possible	1,099	59	49	30	6	53	0	16	32	11	10	18	30	40	15	3	3	0	0	9	0	1	33	0	5	13	41	5
	52.7%	51.8%	46.2%	55.6%	46.2%	53.0%	---	61.5%	56.1%	36.7%	58.8%	54.5%	47.6%	54.8%	46.9%	42.9%	60.0%	---	---	52.9%	---	100.0%	56.9%	---	33.3%	41.9%	57.7%	41.7%

NA - There is no "no experience" category for this question.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 36**

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 (Q25)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,130	117	108	55	13	103	0	26	59	31	17	33	66	75	33	7	5	0	0	17	0	1	60	0	15	32	72	13
Number missing or multiple answer	44	3	2	1	0	3	0	0	2	1	0	0	3	2	1	0	0	0	0	0	0	0	2	0	0	1	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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,086	114	106	54	13	100	0	26	57	30	17	33	63	73	32	7	5	0	0	17	0	1	58	0	15	31	71	12
	97.9%	97.4%	98.1%	98.2%	100.0%	97.1%	---	100.0%	96.6%	96.8%	100.0%	100.0%	95.5%	97.3%	97.0%	100.0%	100.0%	---	---	100.0%	---	100.0%	96.7%	---	100.0%	96.9%	98.6%	92.3%
0 to 4	37	1	3	1	1	0	0	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	1	1	0
	1.8%	0.9%	2.8%	1.9%	7.7%	0.0%	---	0.0%	0.0%	3.3%	0.0%	0.0%	1.6%	0.0%	3.1%	0.0%	0.0%	---	---	0.0%	---	0.0%	0.0%	---	6.7%	3.2%	0.0%	0.0%
5	59	4	4	1	1	3	0	0	4	0	1	3	0	3	1	0	0	0	0	0	0	0	1	0	2	3	1	0
	2.8%	3.5%	3.8%	1.9%	7.7%	3.0%	---	0.0%	7.0%	0.0%	5.9%	9.1%	0.0%	4.1%	3.1%	0.0%	0.0%	---	---	0.0%	---	0.0%	1.7%	---	13.3%	9.7%	1.4%	0.0%
6 or 7	178	16	10	4	1	15	0	3	5	8	2	3	11	12	4	0	0	0	0	1	0	0	8	0	2	10	5	1
	8.5%	14.0%	9.4%	7.4%	7.7%	15.0%	---	11.5%	8.8%	26.7%	11.8%	9.1%	17.5%	16.4%	12.5%	0.0%	0.0%	---	---	5.9%	---	0.0%	13.8%	---	13.3%	32.3%	7.0%	8.3%
8 to 10	1,812	93	89	48	10	82	0	23	48	21	14	27	51	58	26	7	5	0	0	16	0	1	49	0	10	17	65	11
	86.9%	81.6%	84.0%	88.9%	76.9%	82.0%	---	88.5%	84.2%	70.0%	82.4%	81.8%	81.0%	79.5%	81.3%	100.0%	100.0%	---	---	94.1%	---	100.0%	84.5%	---	66.7%	54.8%	91.5%	91.7%
Significantly different from column:*																										AA	Z	
0 to 6	148	11	13	3	3	8	0	2	5	4	2	4	5	8	3	0	0	0	0	0	0	0	5	0	4	8	3	0
	7.1%	9.6%	12.3%	5.6%	23.1%	8.0%	---	7.7%	8.8%	13.3%	11.8%	12.1%	7.9%	11.0%	9.4%	0.0%	0.0%	---	---	0.0%	---	0.0%	8.6%	---	26.7%	25.8%	4.2%	0.0%
7 to 8	419	23	27	12	1	21	0	1	11	10	2	3	18	15	7	1	2	0	0	3	0	0	11	0	3	9	10	4
	20.1%	20.2%	25.5%	22.2%	7.7%	21.0%	---	3.8%	19.3%	33.3%	11.8%	9.1%	28.6%	20.5%	21.9%	14.3%	40.0%	---	---	17.6%	---	0.0%	19.0%	---	20.0%	29.0%	14.1%	33.3%
9 to 10	1,519	80	66	39	9	71	0	23	41	16	13	26	40	50	22	6	3	0	0	14	0	1	42	0	8	14	58	8
	72.8%	70.2%	62.3%	72.2%	69.2%	71.0%	---	88.5%	71.9%	53.3%	76.5%	78.8%	63.5%	68.5%	68.8%	85.7%	60.0%	---	---	82.4%	---	100.0%	72.4%	---	53.3%	45.2%	81.7%	66.7%
Significantly different from column:*								J		H																AA	Z	

NA - There is no "no experience" category for this question.

\*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.



**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 37**

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 (Q25)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,130	117	108	55	13	103	0	26	59	31	17	33	66	75	33	7	5	0	0	17	0	1	60	0	15	32	72	13
Number missing or multiple answer	29	2	3	2	0	2	0	0	1	1	1	0	1	2	0	0	0	0	0	0	0	0	2	0	0	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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,101	115	105	53	13	101	0	26	58	30	16	33	65	73	33	7	5	0	0	17	0	1	58	0	15	31	71	13
	98.6%	98.3%	97.2%	96.4%	100.0%	98.1%	---	100.0%	98.3%	96.8%	94.1%	100.0%	98.5%	97.3%	100.0%	100.0%	100.0%	---	---	100.0%	---	100.0%	96.7%	---	100.0%	96.9%	98.6%	100.0%
Yes	1,627	81	66	39	8	72	0	16	40	24	10	25	45	49	24	6	4	0	0	11	0	1	44	0	10	21	48	12
	77.4%	70.4%	62.9%	73.6%	61.5%	71.3%	---	61.5%	69.0%	80.0%	62.5%	75.8%	69.2%	67.1%	72.7%	85.7%	80.0%	---	---	64.7%	---	100.0%	75.9%	---	66.7%	67.7%	67.6%	92.3%
No	474	34	39	14	5	29	0	10	18	6	6	8	20	24	9	1	1	0	0	6	0	0	14	0	5	10	23	1
	22.6%	29.6%	37.1%	26.4%	38.5%	28.7%	---	38.5%	31.0%	20.0%	37.5%	24.2%	30.8%	32.9%	27.3%	14.3%	20.0%	---	---	35.3%	---	0.0%	24.1%	---	33.3%	32.3%	32.4%	7.7%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 38**

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 (Q25 & Q37)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,627	81	66	39	8	72	0	16	40	24	10	25	45	49	24	6	4	0	0	11	0	1	44	0	10	21	48	12
Number missing or multiple answer	43	2	2	0	0	2	0	0	1	1	0	1	1	1	0	0	0	0	0	0	0	0	1	0	1	2	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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,584	79	64	39	8	70	0	16	39	23	10	24	44	48	23	6	4	0	0	11	0	1	43	0	9	19	48	12
	97.4%	97.5%	97.0%	100.0%	100.0%	97.2%	---	100.0%	97.5%	95.8%	100.0%	96.0%	97.8%	98.0%	95.8%	100.0%	100.0%	---	---	100.0%	---	100.0%	97.7%	---	90.0%	90.5%	100.0%	100.0%
Yes	1,453	70	55	33	7	62	0	15	34	21	10	23	36	43	20	5	3	0	0	11	0	1	38	0	7	16	43	11
	91.7%	88.6%	85.9%	84.6%	87.5%	88.6%	---	93.8%	87.2%	91.3%	100.0%	95.8%	81.8%	89.6%	87.0%	83.3%	75.0%	---	---	100.0%	---	100.0%	88.4%	---	77.8%	84.2%	89.6%	91.7%
No	131	9	9	6	1	8	0	1	5	2	0	1	8	5	3	1	1	0	0	0	0	0	5	0	2	3	5	1
	8.3%	11.4%	14.1%	15.4%	12.5%	11.4%	---	6.3%	12.8%	8.7%	0.0%	4.2%	18.2%	10.4%	13.0%	16.7%	25.0%	---	---	0.0%	---	0.0%	11.6%	---	22.2%	15.8%	10.4%	8.3%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 39**

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 (Q25 & Q37)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,627	81	66	39	8	72	0	16	40	24	10	25	45	49	24	6	4	0	0	11	0	1	44	0	10	21	48	12
Number missing or multiple answer	40	1	3	1	0	1	0	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	1	0	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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,587	80	63	38	8	71	0	16	40	23	10	25	44	49	23	6	4	0	0	11	0	1	43	0	10	20	48	12
	97.5%	98.8%	95.5%	97.4%	100.0%	98.6%	---	100.0%	100.0%	95.8%	100.0%	100.0%	97.8%	100.0%	95.8%	100.0%	100.0%	---	---	100.0%	---	100.0%	97.7%	---	100.0%	95.2%	100.0%	100.0%
Yes	1,403	67	53	31	6	60	0	15	32	20	8	23	35	41	19	5	3	0	0	11	0	1	36	0	7	13	43	11
	88.4%	83.8%	84.1%	81.6%	75.0%	84.5%	---	93.8%	80.0%	87.0%	80.0%	92.0%	79.5%	83.7%	82.6%	83.3%	75.0%	---	---	100.0%	---	100.0%	83.7%	---	70.0%	65.0%	89.6%	91.7%
No	184	13	10	7	2	11	0	1	8	3	2	2	9	8	4	1	1	0	0	0	0	0	7	0	3	7	5	1
	11.6%	16.3%	15.9%	18.4%	25.0%	15.5%	---	6.3%	20.0%	13.0%	20.0%	8.0%	20.5%	16.3%	17.4%	16.7%	25.0%	---	---	0.0%	---	0.0%	16.3%	---	30.0%	35.0%	10.4%	8.3%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 40**

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,281	128	113	58	13	114	0	26	62	39	19	38	70	81	37	8	6	0	0	19	0	1	66	0	16	36	77	14
Number missing or multiple answer	13	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
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,268	128	112	58	13	114	0	26	62	39	19	38	70	81	37	8	6	0	0	19	0	1	66	0	16	36	77	14
	99.4%	100.0%	99.1%	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%
Yes	840	47	37	24	3	44	0	8	23	16	7	11	28	24	17	5	1	0	0	9	0	1	23	0	4	6	35	6
	37.0%	36.7%	33.0%	41.4%	23.1%	38.6%	---	30.8%	37.1%	41.0%	36.8%	28.9%	40.0%	29.6%	45.9%	62.5%	16.7%	---	---	47.4%	---	100.0%	34.8%	---	25.0%	16.7%	45.5%	42.9%
No	1,428	81	75	34	10	70	0	18	39	23	12	27	42	57	20	3	5	0	0	10	0	0	43	0	12	30	42	8
	63.0%	63.3%	67.0%	58.6%	76.9%	61.4%	---	69.2%	62.9%	59.0%	63.2%	71.1%	60.0%	70.4%	54.1%	37.5%	83.3%	---	---	52.6%	---	0.0%	65.2%	---	75.0%	83.3%	54.5%	57.1%
Significantly different from column:*																										AA	Z	

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 41**

In the last 6 months, how often did you get appointments for your child with a specialist as soon as he or she needed?

Base: All respondents who made an appointment for their child to see a specialist (Q40)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	840	47	37	24	3	44	0	8	23	16	7	11	28	24	17	5	1	0	0	9	0	1	23	0	4	6	35	6
Number missing or multiple answer	4	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
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	836	47	36	24	3	44	0	8	23	16	7	11	28	24	17	5	1	0	0	9	0	1	23	0	4	6	35	6
	99.5%	100.0%	97.3%	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%	100.0%	---	100.0%	100.0%	100.0%	100.0%
Never	44	3	4	1	0	3	0	0	2	1	0	0	3	2	1	0	0	0	0	0	0	0	1	0	0	1	2	0
	5.3%	6.4%	11.1%	4.2%	0.0%	6.8%	---	0.0%	8.7%	6.3%	0.0%	0.0%	10.7%	8.3%	5.9%	0.0%	0.0%	---	---	0.0%	---	0.0%	4.3%	---	0.0%	16.7%	5.7%	0.0%
Sometimes	163	9	6	4	1	8	0	4	3	2	2	1	6	6	2	1	0	0	2	0	0	5	0	0	3	6	0	
	19.5%	19.1%	16.7%	16.7%	33.3%	18.2%	---	50.0%	13.0%	12.5%	28.6%	9.1%	21.4%	25.0%	11.8%	20.0%	0.0%	---	---	22.2%	---	0.0%	21.7%	---	0.0%	50.0%	17.1%	0.0%
Usually	251	15	10	5	0	15	0	2	6	7	3	7	5	3	8	3	0	0	4	0	0	8	0	1	1	12	2	
	30.0%	31.9%	27.8%	20.8%	0.0%	34.1%	---	25.0%	26.1%	43.8%	42.9%	63.6%	17.9%	12.5%	47.1%	60.0%	0.0%	---	---	44.4%	---	0.0%	34.8%	---	25.0%	16.7%	34.3%	33.3%
Always	378	20	16	14	2	18	0	2	12	6	2	3	14	13	6	1	1	0	3	0	1	9	0	3	1	15	4	
	45.2%	42.6%	44.4%	58.3%	66.7%	40.9%	---	25.0%	52.2%	37.5%	28.6%	27.3%	50.0%	54.2%	35.3%	20.0%	100.0%	---	---	33.3%	---	100.0%	39.1%	---	75.0%	16.7%	42.9%	66.7%
Significantly different from column:*																												
Usually or Always	629	35	26	19	2	33	0	4	18	13	5	10	19	16	14	4	1	0	7	0	1	17	0	4	2	27	6	
	75.2%	74.5%	72.2%	79.2%	66.7%	75.0%	---	50.0%	78.3%	81.3%	71.4%	90.9%	67.9%	66.7%	82.4%	80.0%	100.0%	---	---	77.8%	---	100.0%	73.9%	---	100.0%	33.3%	77.1%	100.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

Jackson Care Connect

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 42

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

Base: All respondents who made an appointment for their child to see a specialist (Q40)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	840	47	37	24	3	44	0	8	23	16	7	11	28	24	17	5	1	0	0	9	0	1	23	0	4	6	35	6
Number missing or multiple answer	13	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
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	827	47	35	24	3	44	0	8	23	16	7	11	28	24	17	5	1	0	0	9	0	1	23	0	4	6	35	6
	98.5%	100.0%	94.6%	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%	100.0%	---	100.0%	100.0%	100.0%	100.0%
None	45	2	3	2	0	2	0	0	2	0	0	1	1	1	1	0	0	0	0	1	0	0	0	0	0	2	0	0
	5.4%	4.3%	8.6%	8.3%	0.0%	4.5%	---	0.0%	8.7%	0.0%	0.0%	9.1%	3.6%	4.2%	5.9%	0.0%	0.0%	---	---	11.1%	---	0.0%	0.0%	---	0.0%	33.3%	0.0%	0.0%
1 specialist	428	27	25	13	3	24	0	4	13	10	3	6	17	13	11	2	1	0	0	1	0	1	16	0	3	2	24	1
	51.8%	57.4%	71.4%	54.2%	100.0%	54.5%	---	50.0%	56.5%	62.5%	42.9%	54.5%	60.7%	54.2%	64.7%	40.0%	100.0%	---	---	11.1%	---	100.0%	69.6%	---	75.0%	33.3%	68.6%	16.7%
2	194	12	6	3	0	12	0	3	6	3	2	2	8	7	4	1	0	0	0	5	0	0	5	0	1	1	9	2
	23.5%	25.5%	17.1%	12.5%	0.0%	27.3%	---	37.5%	26.1%	18.8%	28.6%	18.2%	28.6%	29.2%	23.5%	20.0%	0.0%	---	---	55.6%	---	0.0%	21.7%	---	25.0%	16.7%	25.7%	33.3%
3	85	5	1	3	0	5	0	1	2	2	2	2	1	3	0	2	0	0	0	2	0	0	1	0	0	1	2	2
	10.3%	10.6%	2.9%	12.5%	0.0%	11.4%	---	12.5%	8.7%	12.5%	28.6%	18.2%	3.6%	12.5%	0.0%	40.0%	0.0%	---	---	22.2%	---	0.0%	4.3%	---	0.0%	16.7%	5.7%	33.3%
4	36	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
	4.4%	0.0%	0.0%	4.2%	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%	0.0%
5 or more specialists	39	1	0	2	0	1	0	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	1	0	0	0	0	1
	4.7%	2.1%	0.0%	8.3%	0.0%	2.3%	---	0.0%	0.0%	6.3%	0.0%	0.0%	3.6%	0.0%	5.9%	0.0%	0.0%	---	---	0.0%	---	0.0%	4.3%	---	0.0%	0.0%	0.0%	16.7%
3 or more specialists	160	6	1	6	0	6	0	1	2	3	2	2	2	3	1	2	0	0	0	2	0	0	2	0	0	1	2	3
	19.3%	12.8%	2.9%	25.0%	0.0%	13.6%	---	12.5%	8.7%	18.8%	28.6%	18.2%	7.1%	12.5%	5.9%	40.0%	0.0%	---	---	22.2%	---	0.0%	8.7%	---	0.0%	16.7%	5.7%	50.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 43**

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 (Q40 & Q42)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	782	45	32	22	3	42	0	8	21	16	7	10	27	23	16	5	1	0	0	8	0	1	23	0	4	4	35	6
Number missing or multiple answer	6	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
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	776	45	32	20	3	42	0	8	21	16	7	10	27	23	16	5	1	0	0	8	0	1	23	0	4	4	35	6
	99.2%	100.0%	100.0%	90.9%	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%
0 Worst specialist possible	4	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
	0.5%	0.0%	3.1%	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%	0.0%
1	3	1	0	0	0	1	0	0	1	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0
	0.4%	2.2%	0.0%	0.0%	0.0%	2.4%	---	0.0%	4.8%	0.0%	14.3%	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%	---	---	0.0%	---	0.0%	0.0%	---	0.0%	25.0%	0.0%	0.0%
2	2	1	0	0	0	1	0	0	0	1	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0
	0.3%	2.2%	0.0%	0.0%	0.0%	2.4%	---	0.0%	0.0%	6.3%	0.0%	0.0%	3.7%	0.0%	0.0%	20.0%	0.0%	---	---	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	2.9%	0.0%
3	10	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
	1.3%	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%
4	4	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
	0.5%	0.0%	6.3%	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%
5	32	3	0	0	0	3	0	0	2	1	0	1	2	1	2	0	0	0	0	0	0	0	2	0	0	0	3	0
	4.1%	6.7%	0.0%	0.0%	0.0%	7.1%	---	0.0%	9.5%	6.3%	0.0%	10.0%	7.4%	4.3%	12.5%	0.0%	0.0%	---	---	0.0%	---	0.0%	8.7%	0.0%	0.0%	8.6%	0.0%	
6	26	3	0	0	0	3	0	0	1	2	1	0	2	2	0	0	0	0	0	0	0	0	2	0	1	2	1	0
	3.4%	6.7%	0.0%	0.0%	0.0%	7.1%	---	0.0%	4.8%	12.5%	14.3%	0.0%	7.4%	8.7%	0.0%	0.0%	0.0%	---	---	0.0%	---	0.0%	8.7%	---	25.0%	50.0%	2.9%	0.0%
7	59	3	2	0	0	3	0	1	0	2	0	0	3	2	1	0	0	0	0	0	0	0	3	0	0	0	2	1
	7.6%	6.7%	6.3%	0.0%	0.0%	7.1%	---	12.5%	0.0%	12.5%	0.0%	0.0%	11.1%	8.7%	6.3%	0.0%	0.0%	---	---	0.0%	---	0.0%	13.0%	---	0.0%	0.0%	5.7%	16.7%
8	149	10	3	4	2	8	0	3	3	4	1	2	7	6	2	2	0	0	0	1	0	0	6	0	1	0	8	2
	19.2%	22.2%	9.4%	20.0%	66.7%	19.0%	---	37.5%	14.3%	25.0%	14.3%	20.0%	25.9%	26.1%	12.5%	40.0%	0.0%	---	---	12.5%	---	0.0%	26.1%	---	25.0%	0.0%	22.9%	33.3%
9	159	5	9	2	0	5	0	1	4	0	1	0	4	3	2	0	0	0	0	1	0	0	3	0	0	0	5	0
	20.5%	11.1%	28.1%	10.0%	0.0%	11.9%	---	12.5%	19.0%	0.0%	14.3%	0.0%	14.8%	13.0%	12.5%	0.0%	0.0%	---	---	12.5%	---	0.0%	13.0%	---	0.0%	0.0%	14.3%	0.0%
10 Best specialist possible	328	19	15	14	1	18	0	3	10	6	3	7	8	8	9	2	1	0	0	6	0	1	7	0	2	1	15	3
	42.3%	42.2%	46.9%	70.0%	33.3%	42.9%	---	37.5%	47.6%	37.5%	42.9%	70.0%	29.6%	34.8%	56.3%	40.0%	100.0%	---	---	75.0%	---	100.0%	30.4%	---	50.0%	25.0%	42.9%	50.0%

NA - There is no "no experience" category for this question.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 43**

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 (Q40 & Q42)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	782	45	32	22	3	42	0	8	21	16	7	10	27	23	16	5	1	0	0	8	0	1	23	0	4	4	35	6
Number missing or multiple answer	6	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
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	776	45	32	20	3	42	0	8	21	16	7	10	27	23	16	5	1	0	0	8	0	1	23	0	4	4	35	6
	99.2%	100.0%	100.0%	90.9%	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%
0 to 4	23	2	3	0	0	2	0	0	1	1	1	0	1	1	0	1	0	0	0	0	0	0	0	0	0	1	1	0
	3.0%	4.4%	9.4%	0.0%	0.0%	4.8%	---	0.0%	4.8%	6.3%	14.3%	0.0%	3.7%	4.3%	0.0%	20.0%	0.0%	---	---	0.0%	---	0.0%	0.0%	---	0.0%	25.0%	2.9%	0.0%
5	32	3	0	0	0	3	0	0	2	1	0	1	2	1	2	0	0	0	0	0	0	0	0	2	0	0	3	0
	4.1%	6.7%	0.0%	0.0%	0.0%	7.1%	---	0.0%	9.5%	6.3%	0.0%	10.0%	7.4%	4.3%	12.5%	0.0%	0.0%	---	---	0.0%	---	0.0%	8.7%	---	0.0%	0.0%	8.6%	0.0%
6 or 7	85	6	2	0	0	6	0	1	1	4	1	0	5	4	1	0	0	0	0	0	0	0	5	0	1	2	3	1
	11.0%	13.3%	6.3%	0.0%	0.0%	14.3%	---	12.5%	4.8%	25.0%	14.3%	0.0%	18.5%	17.4%	6.3%	0.0%	0.0%	---	---	0.0%	---	0.0%	21.7%	---	25.0%	50.0%	8.6%	16.7%
8 to 10	636	34	27	20	3	31	0	7	17	10	5	9	19	17	13	4	1	0	8	0	1	16	0	3	1	28	5	
	82.0%	75.6%	84.4%	100.0%	100.0%	73.8%	---	87.5%	81.0%	62.5%	71.4%	90.0%	70.4%	73.9%	81.3%	80.0%	100.0%	---	---	100.0%	---	100.0%	69.6%	---	75.0%	25.0%	80.0%	83.3%
Significantly different from column:*																												
0 to 6	81	8	3	0	0	8	0	0	4	4	2	1	5	4	2	1	0	0	0	0	0	4	0	1	3	5	0	
	10.4%	17.8%	9.4%	0.0%	0.0%	19.0%	---	0.0%	19.0%	25.0%	28.6%	10.0%	18.5%	17.4%	12.5%	20.0%	0.0%	---	---	0.0%	---	17.4%	---	25.0%	75.0%	14.3%	0.0%	
7 to 8	208	13	5	4	2	11	0	4	3	6	1	2	10	8	3	2	0	0	1	0	0	9	0	1	0	10	3	
	26.8%	28.9%	15.6%	20.0%	66.7%	26.2%	---	50.0%	14.3%	37.5%	14.3%	20.0%	37.0%	34.8%	18.8%	40.0%	0.0%	---	---	12.5%	---	39.1%	---	25.0%	0.0%	28.6%	50.0%	
9 to 10	487	24	24	16	1	23	0	4	14	6	4	7	12	11	11	2	1	0	7	0	1	10	0	2	1	20	3	
	62.8%	53.3%	75.0%	80.0%	33.3%	54.8%	---	50.0%	66.7%	37.5%	57.1%	70.0%	44.4%	47.8%	68.8%	40.0%	100.0%	---	---	87.5%	---	100.0%	43.5%	---	50.0%	25.0%	57.1%	50.0%
Significantly different from column:*		D																										

NA - There is no "no experience" category for this question.

\*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.



**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 44**

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,281	128	113	58	13	114	0	26	62	39	19	38	70	81	37	8	6	0	0	19	0	1	66	0	16	36	77	14
Number missing or multiple answer	27	2	2	0	0	2	0	0	1	1	1	0	1	0	0	1	0	0	0	0	0	0	1	0	0	1	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,254	126	111	58	13	112	0	26	61	38	18	38	69	80	37	8	5	0	0	19	0	1	65	0	16	35	77	13
	98.8%	98.4%	98.2%	100.0%	100.0%	98.2%	---	100.0%	98.4%	97.4%	94.7%	100.0%	98.6%	98.8%	100.0%	100.0%	83.3%	---	---	100.0%	---	100.0%	98.5%	---	100.0%	97.2%	100.0%	92.9%
Yes	483	28	30	14	2	25	0	9	9	9	5	5	18	18	9	1	2	0	0	6	0	0	13	0	3	5	19	3
	21.4%	22.2%	27.0%	24.1%	15.4%	22.3%	---	34.6%	14.8%	23.7%	27.8%	13.2%	26.1%	22.5%	24.3%	12.5%	40.0%	---	---	31.6%	---	0.0%	20.0%	---	18.8%	14.3%	24.7%	23.1%
No	1,771	98	81	44	11	87	0	17	52	29	13	33	51	62	28	7	3	0	0	13	0	1	52	0	13	30	58	10
	78.6%	77.8%	73.0%	75.9%	84.6%	77.7%	---	65.4%	85.2%	76.3%	72.2%	86.8%	73.9%	77.5%	75.7%	87.5%	60.0%	---	---	68.4%	---	100.0%	80.0%	---	81.3%	85.7%	75.3%	76.9%
Significantly different from column:*								I	H																			

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 45**

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 (Q44)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	483	28	30	14	2	25	0	9	9	9	5	5	18	18	9	1	2	0	0	6	0	0	13	0	3	5	19	3
Number missing or multiple answer	7	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
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	476	28	29	14	2	25	0	9	9	9	5	5	18	18	9	1	2	0	0	6	0	0	13	0	3	5	19	3
	98.6%	100.0%	96.7%	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%
Never	16	1	2	0	0	1	0	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	1	0	0	0	1	0
	3.4%	3.6%	6.9%	0.0%	0.0%	4.0%	---	0.0%	11.1%	0.0%	0.0%	0.0%	5.6%	0.0%	11.1%	0.0%	0.0%	---	---	0.0%	---	---	7.7%	---	0.0%	0.0%	5.3%	0.0%
Sometimes	73	4	4	2	0	4	0	0	2	2	0	2	2	2	2	0	0	0	1	0	0	2	0	0	0	3	0	
	15.3%	14.3%	13.8%	14.3%	0.0%	16.0%	---	0.0%	22.2%	22.2%	0.0%	40.0%	11.1%	11.1%	22.2%	0.0%	0.0%	---	---	16.7%	---	---	15.4%	---	0.0%	0.0%	15.8%	0.0%
Usually	123	8	7	8	0	8	0	2	2	3	2	0	6	3	4	1	1	0	0	3	0	0	3	0	1	0	6	2
	25.8%	28.6%	24.1%	57.1%	0.0%	32.0%	---	22.2%	22.2%	33.3%	40.0%	0.0%	33.3%	16.7%	44.4%	100.0%	50.0%	---	---	50.0%	---	---	23.1%	---	33.3%	0.0%	31.6%	66.7%
Always	264	15	16	4	2	12	0	7	4	4	3	3	9	13	2	0	1	0	2	0	0	7	0	2	5	9	1	
	55.5%	53.6%	55.2%	28.6%	100.0%	48.0%	---	77.8%	44.4%	44.4%	60.0%	60.0%	50.0%	72.2%	22.2%	0.0%	50.0%	---	---	33.3%	---	---	53.8%	---	66.7%	100.0%	47.4%	33.3%
Significantly different from column:*																												
Usually or Always	387	23	23	12	2	20	0	9	6	7	5	3	15	16	6	1	2	0	0	5	0	0	10	0	3	5	15	3
	81.3%	82.1%	79.3%	85.7%	100.0%	80.0%	---	100.0%	66.7%	77.8%	100.0%	60.0%	83.3%	88.9%	66.7%	100.0%	100.0%	---	---	83.3%	---	---	76.9%	---	100.0%	100.0%	78.9%	100.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 46**

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 (Q44)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	483	28	30	14	2	25	0	9	9	9	5	5	18	18	9	1	2	0	0	6	0	0	13	0	3	5	19	3
Number missing or multiple answer	10	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
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	473	28	29	14	2	25	0	9	9	9	5	5	18	18	9	1	2	0	0	6	0	0	13	0	3	5	19	3
	97.9%	100.0%	96.7%	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%
Never	7	1	0	0	0	1	0	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	1	0	0	0	1	0
	1.5%	3.6%	0.0%	0.0%	0.0%	4.0%	---	0.0%	11.1%	0.0%	0.0%	0.0%	5.6%	0.0%	11.1%	0.0%	0.0%	---	---	0.0%	---	---	7.7%	---	0.0%	0.0%	5.3%	0.0%
Sometimes	21	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
	4.4%	0.0%	0.0%	7.1%	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%
Usually	77	7	8	2	0	6	0	1	2	3	2	1	4	3	3	1	1	0	0	3	0	0	2	0	1	1	3	2
	16.3%	25.0%	27.6%	14.3%	0.0%	24.0%	---	11.1%	22.2%	33.3%	40.0%	20.0%	22.2%	16.7%	33.3%	100.0%	50.0%	---	---	50.0%	---	---	15.4%	---	33.3%	20.0%	15.8%	66.7%
Always	368	20	21	11	2	18	0	8	6	6	3	4	13	15	5	0	1	0	0	3	0	0	10	0	2	4	15	1
	77.8%	71.4%	72.4%	78.6%	100.0%	72.0%	---	88.9%	66.7%	66.7%	60.0%	80.0%	72.2%	83.3%	55.6%	0.0%	50.0%	---	---	50.0%	---	---	76.9%	---	66.7%	80.0%	78.9%	33.3%
Significantly different from column:*																												
Usually or Always	445	27	29	13	2	24	0	9	8	9	5	5	17	18	8	1	2	0	0	6	0	0	12	0	3	5	18	3
	94.1%	96.4%	100.0%	92.9%	100.0%	96.0%	---	100.0%	88.9%	100.0%	100.0%	100.0%	94.4%	100.0%	88.9%	100.0%	100.0%	---	---	100.0%	---	---	92.3%	---	100.0%	100.0%	94.7%	100.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 47**

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,281	128	113	58	13	114	0	26	62	39	19	38	70	81	37	8	6	0	0	19	0	1	66	0	16	36	77	14
Number missing or multiple answer	50	3	3	1	0	3	0	0	3	0	0	2	1	1	0	0	0	0	0	0	0	0	1	0	1	1	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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,231	125	110	57	13	111	0	26	59	39	19	36	69	80	36	8	6	0	0	19	0	1	65	0	15	35	76	13
	97.8%	97.7%	97.3%	98.3%	100.0%	97.4%	---	100.0%	95.2%	100.0%	100.0%	94.7%	98.6%	98.8%	97.3%	100.0%	100.0%	---	---	100.0%	---	100.0%	98.5%	---	93.8%	97.2%	98.7%	92.9%
Yes	595	30	42	13	4	25	0	8	15	6	6	9	15	18	12	0	2	0	0	6	0	0	15	0	4	8	17	4
	26.7%	24.0%	38.2%	22.8%	30.8%	22.5%	---	30.8%	25.4%	15.4%	31.6%	25.0%	21.7%	22.5%	33.3%	0.0%	33.3%	---	---	31.6%	---	0.0%	23.1%	---	26.7%	22.9%	22.4%	30.8%
No	1,636	95	68	44	9	86	0	18	44	33	13	27	54	62	24	8	4	0	0	13	0	1	50	0	11	27	59	9
	73.3%	76.0%	61.8%	77.2%	69.2%	77.5%	---	69.2%	74.6%	84.6%	68.4%	75.0%	78.3%	77.5%	66.7%	100.0%	66.7%	---	---	68.4%	---	100.0%	76.9%	---	73.3%	77.1%	77.6%	69.2%
Significantly different from column:*		C																										

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 48**

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

Base: All respondents who received forms to fill out from child's health plan (Q47)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,231	125	110	57	13	111	0	26	59	39	19	36	69	80	36	8	6	0	0	19	0	1	65	0	15	35	76	13
Number missing or multiple answer	22	1	1	1	0	1	0	0	0	1	0	1	0	1	0	0	0	0	0	0	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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,209	124	109	56	13	110	0	26	59	38	19	35	69	79	36	8	6	0	0	19	0	1	65	0	15	35	75	13
	99.0%	99.2%	99.1%	98.2%	100.0%	99.1%	---	100.0%	100.0%	97.4%	100.0%	97.2%	100.0%	98.8%	100.0%	100.0%	100.0%	---	---	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	98.7%	100.0%
Never	28	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
	1.3%	0.0%	0.0%	3.6%	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%	0.0%	0.0%
Sometimes	99	5	4	1	0	5	0	2	2	1	1	1	3	3	2	0	0	0	0	0	0	0	4	0	1	3	0	2
	4.5%	4.0%	3.7%	1.8%	0.0%	4.5%	---	7.7%	3.4%	2.6%	5.3%	2.9%	4.3%	3.8%	5.6%	0.0%	0.0%	---	---	0.0%	---	0.0%	6.2%	---	6.7%	8.6%	0.0%	15.4%
Usually	203	8	13	4	2	5	0	1	4	2	3	0	5	4	4	0	1	0	0	3	0	0	3	0	1	2	5	1
	9.2%	6.5%	11.9%	7.1%	15.4%	4.5%	---	3.8%	6.8%	5.3%	15.8%	0.0%	7.2%	5.1%	11.1%	0.0%	16.7%	---	---	15.8%	---	0.0%	4.6%	---	6.7%	5.7%	6.7%	7.7%
Always	1,879	111	92	49	11	100	0	23	53	35	15	34	61	72	30	8	5	0	0	16	0	1	58	0	13	30	70	10
	85.1%	89.5%	84.4%	87.5%	84.6%	90.9%	---	88.5%	89.8%	92.1%	78.9%	97.1%	88.4%	91.1%	83.3%	100.0%	83.3%	---	---	84.2%	---	100.0%	89.2%	---	86.7%	85.7%	93.3%	76.9%
Significantly different from column:*																												
Usually or Always	2,082	119	105	53	13	105	0	24	57	37	18	34	66	76	34	8	6	0	0	19	0	1	61	0	14	32	75	11
	94.3%	96.0%	96.3%	94.6%	100.0%	95.5%	---	92.3%	96.6%	97.4%	94.7%	97.1%	95.7%	96.2%	94.4%	100.0%	100.0%	---	---	100.0%	---	100.0%	93.8%	---	93.3%	91.4%	100.0%	84.6%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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 47 are reported to NCOA as "Always" in question 43, and are used in calculating the Customer Service composite score.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 49**

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,281	128	113	58	13	114	0	26	62	39	19	38	70	81	37	8	6	0	0	19	0	1	66	0	16	36	77	14
Number missing or multiple answer	42	3	2	0	0	3	0	0	3	0	0	1	2	1	0	0	0	0	0	0	0	0	2	0	1	0	2	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,239	125	111	58	13	111	0	26	59	39	19	37	68	80	36	8	6	0	0	19	0	1	64	0	15	36	75	13
	98.2%	97.7%	98.2%	100.0%	100.0%	97.4%	---	100.0%	95.2%	100.0%	100.0%	97.4%	97.1%	98.8%	97.3%	100.0%	100.0%	---	---	100.0%	---	100.0%	97.0%	---	93.8%	100.0%	97.4%	92.9%
0 Worst health plan possible	11	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%	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%
1	2	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
	0.1%	0.0%	0.9%	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%
2	11	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
	0.5%	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%	0.0%	0.0%	0.0%
3	19	1	2	0	0	1	0	0	0	1	0	1	0	0	1	0	0	0	0	0	0	0	1	0	0	1	0	0
	0.8%	0.8%	1.8%	0.0%	0.0%	0.9%	---	0.0%	0.0%	2.6%	0.0%	2.7%	0.0%	0.0%	2.8%	0.0%	0.0%	---	---	0.0%	---	0.0%	1.6%	---	0.0%	2.8%	0.0%	0.0%
4	32	2	2	0	0	2	0	0	0	2	0	1	1	2	0	0	0	0	0	0	0	0	1	0	0	0	2	0
	1.4%	1.6%	1.8%	0.0%	0.0%	1.8%	---	0.0%	0.0%	5.1%	0.0%	2.7%	1.5%	2.5%	0.0%	0.0%	0.0%	---	---	0.0%	---	0.0%	1.6%	---	0.0%	0.0%	2.7%	0.0%
5	119	4	5	1	0	4	0	1	3	0	0	1	3	1	3	0	0	0	0	1	0	0	2	0	1	3	1	0
	5.3%	3.2%	4.5%	1.7%	0.0%	3.6%	---	3.8%	5.1%	0.0%	0.0%	2.7%	4.4%	1.3%	8.3%	0.0%	0.0%	---	---	5.3%	---	0.0%	3.1%	---	6.7%	8.3%	1.3%	0.0%
6	112	6	2	0	0	6	0	1	2	3	0	1	5	4	1	1	0	0	0	0	0	4	0	0	0	1	4	1
	5.0%	4.8%	1.8%	0.0%	0.0%	5.4%	---	3.8%	3.4%	7.7%	0.0%	2.7%	7.4%	5.0%	2.8%	12.5%	0.0%	---	---	0.0%	---	0.0%	6.3%	---	0.0%	2.8%	5.3%	7.7%
7	282	13	9	5	0	13	0	1	6	6	2	2	9	4	8	1	1	0	0	1	0	0	8	0	2	2	9	2
	12.6%	10.4%	8.1%	8.6%	0.0%	11.7%	---	3.8%	10.2%	15.4%	10.5%	5.4%	13.2%	5.0%	22.2%	12.5%	16.7%	---	---	5.3%	---	0.0%	12.5%	---	13.3%	5.6%	12.0%	15.4%
8	423	23	20	15	5	18	0	5	12	6	4	9	10	10	8	5	0	0	0	6	0	0	11	0	4	9	11	3
	18.9%	18.4%	18.0%	25.9%	38.5%	16.2%	---	19.2%	20.3%	15.4%	21.1%	24.3%	14.7%	12.5%	22.2%	62.5%	0.0%	---	---	31.6%	---	0.0%	17.2%	---	26.7%	25.0%	14.7%	23.1%
9	410	25	21	11	4	20	0	6	11	7	5	5	15	18	6	1	1	0	0	5	0	0	11	0	3	9	13	3
	18.3%	20.0%	18.9%	19.0%	30.8%	18.0%	---	23.1%	18.6%	17.9%	26.3%	13.5%	22.1%	22.5%	16.7%	12.5%	16.7%	---	---	26.3%	---	0.0%	17.2%	---	20.0%	25.0%	17.3%	23.1%
10 Best health plan possible	818	51	47	26	4	47	0	12	25	14	8	17	25	41	9	0	4	0	0	6	0	1	26	0	5	11	35	4
	36.5%	40.8%	42.3%	44.8%	30.8%	42.3%	---	46.2%	42.4%	35.9%	42.1%	45.9%	36.8%	51.3%	25.0%	0.0%	66.7%	---	---	31.6%	---	100.0%	40.6%	---	33.3%	30.6%	46.7%	30.8%

NA - There is no "no experience" category for this question.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 49**

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,281	128	113	58	13	114	0	26	62	39	19	38	70	81	37	8	6	0	0	19	0	1	66	0	16	36	77	14	
Number missing or multiple answer	42	3	2	0	0	3	0	0	3	0	0	1	2	1	0	0	0	0	0	0	0	0	2	0	1	0	2	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,239	125	111	58	13	111	0	26	59	39	19	37	68	80	36	8	6	0	0	19	0	1	64	0	15	36	75	13	
	98.2%	97.7%	98.2%	100.0%	100.0%	97.4%	---	100.0%	95.2%	100.0%	100.0%	97.4%	97.1%	98.8%	97.3%	100.0%	100.0%	---	---	100.0%	---	100.0%	97.0%	---	93.8%	100.0%	97.4%	92.9%	
0 to 4	75	3	7	0	0	3	0	0	0	3	0	2	1	2	1	0	0	0	0	0	0	0	2	0	0	1	2	0	
	3.3%	2.4%	6.3%	0.0%	0.0%	2.7%	---	0.0%	0.0%	7.7%	0.0%	5.4%	1.5%	2.5%	2.8%	0.0%	0.0%	---	---	0.0%	---	0.0%	3.1%	---	0.0%	2.8%	2.7%	0.0%	
5	119	4	5	1	0	4	0	1	3	0	0	1	3	1	3	0	0	0	0	1	0	0	2	0	1	3	1	0	
	5.3%	3.2%	4.5%	1.7%	0.0%	3.6%	---	3.8%	5.1%	0.0%	0.0%	2.7%	4.4%	1.3%	8.3%	0.0%	0.0%	---	---	5.3%	---	0.0%	3.1%	---	6.7%	8.3%	1.3%	0.0%	
6 or 7	394	19	11	5	0	19	0	2	8	9	2	3	14	8	9	2	1	0	0	1	0	0	12	0	2	3	13	3	
	17.6%	15.2%	9.9%	8.6%	0.0%	17.1%	---	7.7%	13.6%	23.1%	10.5%	8.1%	20.6%	10.0%	25.0%	25.0%	16.7%	---	---	5.3%	---	0.0%	18.8%	---	13.3%	8.3%	17.3%	23.1%	
8 to 10	1,651	99	88	52	13	85	0	23	48	27	17	31	50	69	23	6	5	0	0	17	0	1	48	0	12	29	59	10	
	73.7%	79.2%	79.3%	89.7%	100.0%	76.6%	---	88.5%	81.4%	69.2%	89.5%	83.8%	73.5%	86.3%	63.9%	75.0%	83.3%	---	---	89.5%	---	100.0%	75.0%	---	80.0%	80.6%	78.7%	76.9%	
Significantly different from column:*														O	N														
0 to 6	306	13	14	1	0	13	0	2	5	6	0	4	9	7	5	1	0	0	0	1	0	0	8	0	1	5	7	1	
	13.7%	10.4%	12.6%	1.7%	0.0%	11.7%	---	7.7%	8.5%	15.4%	0.0%	10.8%	13.2%	8.8%	13.9%	12.5%	0.0%	---	---	5.3%	---	0.0%	12.5%	---	6.7%	13.9%	9.3%	7.7%	
7 to 8	705	36	29	20	5	31	0	6	18	12	6	11	19	14	16	6	1	0	0	7	0	0	19	0	6	11	20	5	
	31.5%	28.8%	26.1%	34.5%	38.5%	27.9%	---	23.1%	30.5%	30.8%	31.6%	29.7%	27.9%	17.5%	44.4%	75.0%	16.7%	---	---	36.8%	---	0.0%	29.7%	---	40.0%	30.6%	26.7%	38.5%	
9 to 10	1,228	76	68	37	8	67	0	18	36	21	13	22	40	59	15	1	5	0	0	11	0	1	37	0	8	20	48	7	
	54.8%	60.8%	61.3%	63.8%	61.5%	60.4%	---	69.2%	61.0%	53.8%	68.4%	59.5%	58.8%	73.8%	41.7%	12.5%	83.3%	---	---	57.9%	---	100.0%	57.8%	---	53.3%	55.6%	64.0%	53.8%	
Significantly different from column:*														O	N														

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 50**

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,281	128	113	58	13	114	0	26	62	39	19	38	70	81	37	8	6	0	0	19	0	1	66	0	16	36	77	14
Number missing or multiple answer	12	1	1	0	0	1	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,269	127	112	58	13	113	0	26	61	39	19	38	69	81	37	8	6	0	0	19	0	1	65	0	16	36	77	13
	99.5%	99.2%	99.1%	100.0%	100.0%	99.1%	---	100.0%	98.4%	100.0%	100.0%	100.0%	98.6%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	---	100.0%	98.5%	---	100.0%	100.0%	100.0%	92.9%
Yes	1,447	75	69	36	8	66	0	13	36	25	12	26	36	46	23	6	4	0	0	13	0	1	37	0	6	13	50	11
	63.8%	59.1%	61.6%	62.1%	61.5%	58.4%	---	50.0%	59.0%	64.1%	63.2%	68.4%	52.2%	56.8%	62.2%	75.0%	66.7%	---	---	68.4%	---	100.0%	56.9%	---	37.5%	36.1%	64.9%	84.6%
No	822	52	43	22	5	47	0	13	25	14	7	12	33	35	14	2	2	0	0	6	0	0	28	0	10	23	27	2
	36.2%	40.9%	38.4%	37.9%	38.5%	41.6%	---	50.0%	41.0%	35.9%	36.8%	31.6%	47.8%	43.2%	37.8%	25.0%	33.3%	---	---	31.6%	---	0.0%	43.1%	---	62.5%	63.9%	35.1%	15.4%
Significantly different from column:*																										AA,AB	Z	Z

NA - There is no "no experience" category for this question.

\*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.



**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 51**

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 (Q50)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,447	75	69	36	8	66	0	13	36	25	12	26	36	46	23	6	4	0	0	13	0	1	37	0	6	13	50	11
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	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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,440	75	69	36	8	66	0	13	36	25	12	26	36	46	23	6	4	0	0	13	0	1	37	0	6	13	50	11
	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%	100.0%	100.0%	100.0%
Never	41	1	0	0	0	1	0	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	1	0	0	0	1	0
	2.8%	1.3%	0.0%	0.0%	0.0%	1.5%	---	0.0%	2.8%	0.0%	0.0%	0.0%	2.8%	0.0%	4.3%	0.0%	0.0%	---	---	0.0%	---	0.0%	2.7%	---	0.0%	0.0%	2.0%	0.0%
Sometimes	110	3	2	1	0	3	0	0	1	2	0	0	3	0	3	0	0	0	0	0	0	0	2	0	1	0	2	1
	7.6%	4.0%	2.9%	2.8%	0.0%	4.5%	---	0.0%	2.8%	8.0%	0.0%	0.0%	8.3%	0.0%	13.0%	0.0%	0.0%	---	---	0.0%	---	0.0%	5.4%	---	16.7%	0.0%	4.0%	9.1%
Usually	345	12	16	10	2	9	0	4	4	3	2	3	7	8	1	3	1	0	0	4	0	0	4	0	0	1	8	3
	24.0%	16.0%	23.2%	27.8%	25.0%	13.6%	---	30.8%	11.1%	12.0%	16.7%	11.5%	19.4%	17.4%	4.3%	50.0%	25.0%	---	---	30.8%	---	0.0%	10.8%	---	0.0%	7.7%	16.0%	27.3%
Always	944	59	51	25	6	53	0	9	30	20	10	23	25	38	18	3	3	0	0	9	0	1	30	0	5	12	39	7
	65.6%	78.7%	73.9%	69.4%	75.0%	80.3%	---	69.2%	83.3%	80.0%	83.3%	88.5%	69.4%	82.6%	78.3%	50.0%	75.0%	---	---	69.2%	---	100.0%	81.1%	---	83.3%	92.3%	78.0%	63.6%
Significantly different from column:*		<b>A</b>																										
Usually or Always	1,289	71	67	35	8	62	0	13	34	23	12	26	32	46	19	6	4	0	0	13	0	1	34	0	5	13	47	10
	89.5%	94.7%	97.1%	97.2%	100.0%	93.9%	---	100.0%	94.4%	92.0%	100.0%	100.0%	88.9%	100.0%	82.6%	100.0%	100.0%	---	---	100.0%	---	100.0%	91.9%	---	83.3%	100.0%	94.0%	90.9%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 52**

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 (Q50)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,447	75	69	36	8	66	0	13	36	25	12	26	36	46	23	6	4	0	0	13	0	1	37	0	6	13	50	11
Number missing or multiple answer	28	2	2	0	0	2	0	0	1	1	0	1	1	1	0	0	0	0	0	0	0	0	2	0	0	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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,419	73	67	36	8	64	0	13	35	24	12	25	35	45	22	6	4	0	0	13	0	1	35	0	6	12	49	11
	98.1%	97.3%	97.1%	100.0%	100.0%	97.0%	---	100.0%	97.2%	96.0%	100.0%	96.2%	97.2%	97.8%	95.7%	100.0%	100.0%	---	---	100.0%	---	100.0%	94.6%	---	100.0%	92.3%	98.0%	100.0%
Yes	888	36	40	25	4	31	0	7	14	15	10	11	14	21	10	5	2	0	0	11	0	1	12	0	4	8	23	5
	62.6%	49.3%	59.7%	69.4%	50.0%	48.4%	---	53.8%	40.0%	62.5%	83.3%	44.0%	40.0%	46.7%	45.5%	83.3%	50.0%	---	---	84.6%	---	100.0%	34.3%	---	66.7%	66.7%	46.9%	45.5%
No	531	37	27	11	4	33	0	6	21	9	2	14	21	24	12	1	2	0	0	2	0	0	23	0	2	4	26	6
	37.4%	50.7%	40.3%	30.6%	50.0%	51.6%	---	46.2%	60.0%	37.5%	16.7%	56.0%	60.0%	53.3%	54.5%	16.7%	50.0%	---	---	15.4%	---	0.0%	65.7%	---	33.3%	33.3%	53.1%	54.5%
Significantly different from column:*		A,D									L,M	K	K						W			T						

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 52a**

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,281	128	113	58	13	114	0	26	62	39	19	38	70	81	37	8	6	0	0	19	0	1	66	0	16	36	77	14	
Number missing or multiple answer	20	1	0	2	0	1	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,261	127	113	56	13	113	0	26	61	39	19	38	69	81	37	8	6	0	0	19	0	1	65	0	16	36	77	13	
	99.1%	99.2%	100.0%	96.6%	100.0%	99.1%	---	100.0%	98.4%	100.0%	100.0%	100.0%	98.6%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	---	100.0%	98.5%	---	100.0%	100.0%	100.0%	92.9%	
Yes	1,824	110	106	50	11	98	0	22	55	32	19	31	59	71	31	7	6	0	0	18	0	1	57	0	11	31	68	10	
	80.7%	86.6%	93.8%	89.3%	84.6%	86.7%	---	84.6%	90.2%	82.1%	100.0%	81.6%	85.5%	87.7%	83.8%	87.5%	100.0%	---	---	94.7%	---	100.0%	87.7%	---	68.8%	86.1%	88.3%	76.9%	
No	437	17	7	6	2	15	0	4	6	7	0	7	10	10	6	1	0	0	1	0	0	8	0	5	5	9	3		
	19.3%	13.4%	6.2%	10.7%	15.4%	13.3%	---	15.4%	9.8%	17.9%	0.0%	18.4%	14.5%	12.3%	16.2%	12.5%	0.0%	---	---	5.3%	---	0.0%	12.3%	---	31.3%	13.9%	11.7%	23.1%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 52b**

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,281	128	113	58	13	114	0	26	62	39	19	38	70	81	37	8	6	0	0	19	0	1	66	0	16	36	77	14
Number missing or multiple answer	19	1	0	1	0	1	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,262	127	113	57	13	113	0	26	61	39	19	38	69	81	37	8	6	0	0	19	0	1	65	0	16	36	77	13
	99.2%	99.2%	100.0%	98.3%	100.0%	99.1%	---	100.0%	98.4%	100.0%	100.0%	100.0%	98.6%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	---	100.0%	98.5%	---	100.0%	100.0%	100.0%	92.9%
Yes	1,225	81	86	41	6	74	0	17	45	18	13	22	45	48	25	7	3	0	0	18	0	1	41	0	8	18	51	11
	54.2%	63.8%	76.1%	71.9%	46.2%	65.5%	---	65.4%	73.8%	46.2%	68.4%	57.9%	65.2%	59.3%	67.6%	87.5%	50.0%	---	---	94.7%	---	100.0%	63.1%	---	50.0%	50.0%	66.2%	84.6%
No	1,037	46	27	16	7	39	0	9	16	21	6	16	24	33	12	1	3	0	0	1	0	0	24	0	8	18	26	2
	45.8%	36.2%	23.9%	28.1%	53.8%	34.5%	---	34.6%	26.2%	53.8%	31.6%	42.1%	34.8%	40.7%	32.4%	12.5%	50.0%	---	---	5.3%	---	0.0%	36.9%	---	50.0%	50.0%	33.8%	15.4%
Significantly different from column:*		A,C							J	I										W			T			AB		Z

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 52c**

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 (Q52b)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	1,225	81	86	41	6	74	0	17	45	18	13	22	45	48	25	7	3	0	0	18	0	1	41	0	8	18	51	11	
Number missing or multiple answer	11	1	0	2	0	1	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	1	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	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,214	80	86	39	6	73	0	17	44	18	13	21	45	47	25	7	3	0	0	18	0	1	41	0	7	17	51	11	
	99.1%	98.8%	100.0%	95.1%	100.0%	98.6%	---	100.0%	97.8%	100.0%	100.0%	95.5%	100.0%	97.9%	100.0%	100.0%	100.0%	---	---	100.0%	---	100.0%	100.0%	---	87.5%	94.4%	100.0%	100.0%	
Never	28	3	0	0	0	3	0	0	3	0	0	0	3	2	1	0	0	0	0	0	0	0	2	0	0	0	3	0	
	2.3%	3.8%	0.0%	0.0%	0.0%	4.1%	---	0.0%	6.8%	0.0%	0.0%	0.0%	6.7%	4.3%	4.0%	0.0%	0.0%	---	---	0.0%	---	0.0%	4.9%	---	0.0%	0.0%	5.9%	0.0%	
Sometimes	69	2	5	3	0	2	0	0	1	0	1	0	1	0	2	0	2	0	0	0	0	0	0	0	0	0	2	0	
	5.7%	2.5%	5.8%	7.7%	0.0%	2.7%	---	0.0%	2.3%	0.0%	7.7%	0.0%	2.2%	0.0%	8.0%	0.0%	66.7%	---	---	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	3.9%	0.0%	
Usually	215	19	11	7	1	17	0	1	10	8	5	2	12	7	8	3	0	0	6	0	0	8	0	2	3	13	3		
	17.7%	23.8%	12.8%	17.9%	16.7%	23.3%	---	5.9%	22.7%	44.4%	38.5%	9.5%	26.7%	14.9%	32.0%	42.9%	0.0%	---	---	33.3%	---	0.0%	19.5%	---	28.6%	17.6%	25.5%	27.3%	
Always	902	56	70	29	5	51	0	16	30	10	7	19	29	38	14	4	1	0	12	0	1	31	0	5	14	33	8		
	74.3%	70.0%	81.4%	74.4%	83.3%	69.9%	---	94.1%	68.2%	55.6%	53.8%	90.5%	64.4%	80.9%	56.0%	57.1%	33.3%	---	---	66.7%	---	100.0%	75.6%	---	71.4%	82.4%	64.7%	72.7%	
Significantly different from column:*												M	L	O	N														
Usually or Always	1,117	75	81	36	6	68	0	17	40	18	12	21	41	45	22	7	1	0	18	0	1	39	0	7	17	46	11		
	92.0%	93.8%	94.2%	92.3%	100.0%	93.2%	---	100.0%	90.9%	100.0%	92.3%	100.0%	91.1%	95.7%	88.0%	100.0%	33.3%	---	---	100.0%	---	100.0%	95.1%	---	100.0%	100.0%	90.2%	100.0%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 52d**

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,281	128	113	58	13	114	0	26	62	39	19	38	70	81	37	8	6	0	0	19	0	1	66	0	16	36	77	14
Number missing or multiple answer	98	4	4	5	1	3	0	0	3	1	0	2	2	1	0	0	0	0	0	0	0	0	2	0	1	1	2	1
Number no experience	1693	95	86	43	8	87	0	22	40	33	12	29	53	65	23	7	5	0	13	0	1	47	0	11	26	59	10	
Usable responses	490	29	23	10	4	24	0	4	19	5	7	7	15	14	13	1	1	0	6	0	0	17	0	4	9	16	3	
	21.5%	22.7%	20.4%	17.2%	30.8%	21.1%	---	15.4%	30.6%	12.8%	36.8%	18.4%	21.4%	17.3%	35.1%	12.5%	16.7%	---	31.6%	---	0.0%	25.8%	---	25.0%	25.0%	20.8%	21.4%	
Never	215	16	6	3	1	15	0	3	11	1	1	5	10	9	7	0	1	0	3	0	0	8	0	3	4	10	1	
	43.9%	55.2%	26.1%	30.0%	25.0%	62.5%	---	75.0%	57.9%	20.0%	14.3%	71.4%	66.7%	64.3%	53.8%	0.0%	100.0%	---	50.0%	---	---	47.1%	---	75.0%	44.4%	62.5%	33.3%	
Sometimes	61	1	5	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0
	12.4%	3.4%	21.7%	0.0%	0.0%	4.2%	---	0.0%	0.0%	20.0%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	---	---	0.0%	---	25.0%	11.1%	0.0%	0.0%	
Usually	86	5	5	4	1	3	0	0	3	2	3	0	2	1	3	1	0	0	2	0	0	3	0	0	1	2	2	
	17.6%	17.2%	21.7%	40.0%	25.0%	12.5%	---	0.0%	15.8%	40.0%	42.9%	0.0%	13.3%	7.1%	23.1%	100.0%	0.0%	---	33.3%	---	---	17.6%	---	0.0%	11.1%	12.5%	66.7%	
Always	128	7	7	3	2	5	0	1	5	1	2	2	3	4	3	0	0	0	1	0	0	6	0	0	3	4	0	
	26.1%	24.1%	30.4%	30.0%	50.0%	20.8%	---	25.0%	26.3%	20.0%	28.6%	28.6%	20.0%	28.6%	23.1%	0.0%	0.0%	---	16.7%	---	---	35.3%	---	0.0%	33.3%	25.0%	0.0%	
Significantly different from column:*																												
Usually or Always	214	12	12	7	3	8	0	1	8	3	5	2	5	5	6	1	0	0	3	0	0	9	0	0	4	6	2	
	43.7%	41.4%	52.2%	70.0%	75.0%	33.3%	---	25.0%	42.1%	60.0%	71.4%	28.6%	33.3%	35.7%	46.2%	100.0%	0.0%	---	50.0%	---	---	52.9%	---	0.0%	44.4%	37.5%	66.7%	
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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 52e**

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,281	128	113	58	13	114	0	26	62	39	19	38	70	81	37	8	6	0	0	19	0	1	66	0	16	36	77	14	
Number missing or multiple answer	105	4	7	5	0	4	0	1	2	1	0	2	2	3	0	0	0	0	0	0	0	0	2	0	2	1	2	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,176	124	106	53	13	110	0	25	60	38	19	36	68	78	37	8	6	0	0	19	0	1	64	0	14	35	75	13	
	95.4%	96.9%	93.8%	91.4%	100.0%	96.5%	---	96.2%	96.8%	97.4%	100.0%	94.7%	97.1%	96.3%	100.0%	100.0%	100.0%	---	---	100.0%	---	100.0%	97.0%	---	87.5%	97.2%	97.4%	92.9%	
0 Extremely Difficult	128	4	4	2	0	4	0	0	0	4	0	1	3	2	2	0	0	0	0	0	0	0	1	0	1	1	3	0	
	5.9%	3.2%	3.8%	3.8%	0.0%	3.6%	---	0.0%	0.0%	10.5%	0.0%	2.8%	4.4%	2.6%	5.4%	0.0%	0.0%	---	---	0.0%	---	0.0%	1.6%	---	7.1%	2.9%	4.0%	0.0%	
1	54	3	0	1	0	3	0	1	2	0	0	1	2	0	3	0	0	0	0	0	0	0	2	0	1	0	3	0	
	2.5%	2.4%	0.0%	1.9%	0.0%	2.7%	---	4.0%	3.3%	0.0%	0.0%	2.8%	2.9%	0.0%	8.1%	0.0%	0.0%	---	---	0.0%	---	0.0%	3.1%	---	7.1%	0.0%	4.0%	0.0%	
2	53	3	1	1	0	3	0	2	0	1	0	1	2	3	0	0	0	0	0	0	0	0	3	0	0	0	3	0	
	2.4%	2.4%	0.9%	1.9%	0.0%	2.7%	---	8.0%	0.0%	2.6%	0.0%	2.8%	2.9%	3.8%	0.0%	0.0%	0.0%	---	---	0.0%	---	0.0%	4.7%	---	0.0%	0.0%	4.0%	0.0%	
3	70	6	2	2	1	5	0	1	2	2	1	0	5	2	2	1	1	0	0	0	0	0	3	0	1	1	4	1	
	3.2%	4.8%	1.9%	3.8%	7.7%	4.5%	---	4.0%	3.3%	5.3%	5.3%	0.0%	7.4%	2.6%	5.4%	12.5%	16.7%	---	---	0.0%	---	0.0%	4.7%	---	7.1%	2.9%	5.3%	7.7%	
4	71	1	3	1	0	1	0	0	0	1	0	1	0	0	1	0	0	0	0	0	0	0	1	0	0	1	0	0	
	3.3%	0.8%	2.8%	1.9%	0.0%	0.9%	---	0.0%	0.0%	2.6%	0.0%	2.8%	0.0%	0.0%	2.7%	0.0%	0.0%	---	---	0.0%	---	0.0%	1.6%	---	0.0%	2.9%	0.0%	0.0%	
5	185	7	5	4	0	7	0	1	2	4	0	1	6	6	1	0	0	0	0	0	0	0	5	0	1	2	3	2	
	8.5%	5.6%	4.7%	7.5%	0.0%	6.4%	---	4.0%	3.3%	10.5%	0.0%	2.8%	8.8%	7.7%	2.7%	0.0%	0.0%	---	---	0.0%	---	0.0%	7.8%	---	7.1%	5.7%	4.0%	15.4%	
6	106	6	2	1	1	5	0	0	4	2	0	1	5	4	1	1	0	0	0	1	0	0	3	0	0	0	4	2	
	4.9%	4.8%	1.9%	1.9%	7.7%	4.5%	---	0.0%	6.7%	5.3%	0.0%	2.8%	7.4%	5.1%	2.7%	12.5%	0.0%	---	---	5.3%	---	0.0%	4.7%	---	0.0%	0.0%	5.3%	15.4%	
7	172	10	6	4	1	9	0	0	8	2	3	0	7	4	3	3	1	0	0	1	0	0	5	0	1	2	8	0	
	7.9%	8.1%	5.7%	7.5%	7.7%	8.2%	---	0.0%	13.3%	5.3%	15.8%	0.0%	10.3%	5.1%	8.1%	37.5%	16.7%	---	---	5.3%	---	0.0%	7.8%	---	7.1%	5.7%	10.7%	0.0%	
8	256	20	16	7	3	16	0	2	9	9	3	5	12	9	10	1	0	0	0	5	0	0	9	0	3	9	10	1	
	11.8%	16.1%	15.1%	13.2%	23.1%	14.5%	---	8.0%	15.0%	23.7%	15.8%	13.9%	17.6%	11.5%	27.0%	12.5%	0.0%	---	---	26.3%	---	0.0%	14.1%	---	21.4%	25.7%	13.3%	7.7%	
9	280	20	15	10	2	18	0	7	10	3	5	7	8	14	5	1	0	0	0	4	0	0	12	0	3	6	10	4	
	12.9%	16.1%	14.2%	18.9%	15.4%	16.4%	---	28.0%	16.7%	7.9%	26.3%	19.4%	11.8%	17.9%	13.5%	12.5%	0.0%	---	---	21.1%	---	0.0%	18.8%	---	21.4%	17.1%	13.3%	30.8%	
10 Extremely Easy	801	44	52	20	5	39	0	11	23	10	7	18	18	34	9	1	4	0	0	8	0	1	20	0	3	13	27	3	
	36.8%	35.5%	49.1%	37.7%	38.5%	35.5%	---	44.0%	38.3%	26.3%	36.8%	50.0%	26.5%	43.6%	24.3%	12.5%	66.7%	---	---	42.1%	---	100.0%	31.3%	---	21.4%	37.1%	36.0%	23.1%	

NA - There is no "no experience" category for this question.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 52e**

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,281	128	113	58	13	114	0	26	62	39	19	38	70	81	37	8	6	0	0	19	0	1	66	0	16	36	77	14
Number missing or multiple answer	105	4	7	5	0	4	0	1	2	1	0	2	2	3	0	0	0	0	0	0	0	2	0	2	1	2	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,176	124	106	53	13	110	0	25	60	38	19	36	68	78	37	8	6	0	0	19	0	1	64	0	14	35	75	13
	95.4%	96.9%	93.8%	91.4%	100.0%	96.5%	---	96.2%	96.8%	97.4%	100.0%	94.7%	97.1%	96.3%	100.0%	100.0%	100.0%	---	---	100.0%	---	100.0%	97.0%	---	87.5%	97.2%	97.4%	92.9%
0 to 4	376	17	10	7	1	16	0	4	4	8	1	4	12	7	8	1	1	0	0	0	0	10	0	3	3	13	1	
	17.3%	13.7%	9.4%	13.2%	7.7%	14.5%	---	16.0%	6.7%	21.1%	5.3%	11.1%	17.6%	9.0%	21.6%	12.5%	16.7%	---	---	0.0%	---	0.0%	15.6%	---	21.4%	8.6%	17.3%	7.7%
5	185	7	5	4	0	7	0	1	2	4	0	1	6	6	1	0	0	0	0	0	0	5	0	1	2	3	2	
	8.5%	5.6%	4.7%	7.5%	0.0%	6.4%	---	4.0%	3.3%	10.5%	0.0%	2.8%	8.8%	7.7%	2.7%	0.0%	0.0%	---	---	0.0%	---	0.0%	7.8%	---	7.1%	5.7%	4.0%	15.4%
6 or 7	278	16	8	5	2	14	0	0	12	4	3	1	12	8	4	4	1	0	0	2	0	0	8	0	1	2	12	2
	12.8%	12.9%	7.5%	9.4%	15.4%	12.7%	---	0.0%	20.0%	10.5%	15.8%	2.8%	17.6%	10.3%	10.8%	50.0%	16.7%	---	---	10.5%	---	0.0%	12.5%	---	7.1%	5.7%	16.0%	15.4%
8 to 10	1,337	84	83	37	10	73	0	20	42	22	15	30	38	57	24	3	4	0	0	17	0	1	41	0	9	28	47	8
	61.4%	67.7%	78.3%	69.8%	76.9%	66.4%	---	80.0%	70.0%	57.9%	78.9%	83.3%	55.9%	73.1%	64.9%	37.5%	66.7%	---	---	89.5%	---	100.0%	64.1%	---	64.3%	80.0%	62.7%	61.5%
Significantly different from column:*												M	L							W			T					
0 to 6	667	30	17	12	2	28	0	5	10	14	1	6	23	17	10	2	1	0	0	1	0	0	18	0	4	5	20	5
	30.7%	24.2%	16.0%	22.6%	15.4%	25.5%	---	20.0%	16.7%	36.8%	5.3%	16.7%	33.8%	21.8%	27.0%	25.0%	16.7%	---	---	5.3%	---	0.0%	28.1%	---	28.6%	14.3%	26.7%	38.5%
7 to 8	428	30	22	11	4	25	0	2	17	11	6	5	19	13	13	4	1	0	0	6	0	0	14	0	4	11	18	1
	19.7%	24.2%	20.8%	20.8%	30.8%	22.7%	---	8.0%	28.3%	28.9%	31.6%	13.9%	27.9%	16.7%	35.1%	50.0%	16.7%	---	---	31.6%	---	0.0%	21.9%	---	28.6%	31.4%	24.0%	7.7%
9 to 10	1,081	64	67	30	7	57	0	18	33	13	12	25	26	48	14	2	4	0	0	12	0	1	32	0	6	19	37	7
	49.7%	51.6%	63.2%	56.6%	53.8%	51.8%	---	72.0%	55.0%	34.2%	63.2%	69.4%	38.2%	61.5%	37.8%	25.0%	66.7%	---	---	63.2%	---	100.0%	50.0%	---	42.9%	54.3%	49.3%	53.8%
Significantly different from column:*								J	J	H,I		M	L	O	N													

NA - There is no "no experience" category for this question.

\*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.



**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 53**

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,281	128	113	58	13	114	0	26	62	39	19	38	70	81	37	8	6	0	0	19	0	1	66	0	16	36	77	14
Number missing or multiple answer	19	2	1	0	0	2	0	0	1	1	1	0	1	0	0	0	0	0	0	0	0	0	1	0	1	1	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,262	126	112	58	13	112	0	26	61	38	18	38	69	81	37	8	6	0	0	19	0	1	65	0	15	35	77	13
	99.2%	98.4%	99.1%	100.0%	100.0%	98.2%	---	100.0%	98.4%	97.4%	94.7%	100.0%	98.6%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	---	100.0%	98.5%	---	93.8%	97.2%	100.0%	92.9%
Poor	23	2	0	1	0	2	0	0	1	1	1	1	0	0	0	2	0	0	0	2	0	0	0	0	0	0	2	0
	1.0%	1.6%	0.0%	1.7%	0.0%	1.8%	---	0.0%	1.6%	2.6%	5.6%	2.6%	0.0%	0.0%	0.0%	25.0%	0.0%	---	10.5%	---	0.0%	0.0%	---	0.0%	0.0%	2.6%	0.0%	
Fair	207	6	7	4	0	6	0	1	2	3	0	3	3	0	0	6	0	0	0	2	0	0	2	0	0	0	5	1
	9.2%	4.8%	6.3%	6.9%	0.0%	5.4%	---	3.8%	3.3%	7.9%	0.0%	7.9%	4.3%	0.0%	0.0%	75.0%	0.0%	---	10.5%	---	0.0%	3.1%	---	0.0%	0.0%	6.5%	7.7%	
Good	640	37	31	18	7	30	0	3	20	13	7	13	17	0	37	0	2	0	8	0	0	20	0	5	10	23	4	
	28.3%	29.4%	27.7%	31.0%	53.8%	26.8%	---	11.5%	32.8%	34.2%	38.9%	34.2%	24.6%	0.0%	100.0%	0.0%	33.3%	---	42.1%	---	0.0%	30.8%	---	33.3%	28.6%	29.9%	30.8%	
Very Good	883	57	49	23	3	53	0	11	29	17	7	13	36	57	0	0	3	0	6	0	1	30	0	6	18	30	8	
	39.0%	45.2%	43.8%	39.7%	23.1%	47.3%	---	42.3%	47.5%	44.7%	38.9%	34.2%	52.2%	70.4%	0.0%	0.0%	50.0%	---	31.6%	---	100.0%	46.2%	---	40.0%	51.4%	39.0%	61.5%	
Excellent	509	24	25	12	3	21	0	11	9	4	3	8	13	24	0	0	1	0	1	0	0	13	0	4	7	17	0	
	22.5%	19.0%	22.3%	20.7%	23.1%	18.8%	---	42.3%	14.8%	10.5%	16.7%	21.1%	18.8%	29.6%	0.0%	0.0%	16.7%	---	5.3%	---	0.0%	20.0%	---	26.7%	20.0%	22.1%	0.0%	
Significantly different from column:*								I,J	H	H				O	N													
Excellent, Very Good, or Good	2,032	118	105	53	13	104	0	25	58	34	17	34	66	81	37	0	6	0	15	0	1	63	0	15	35	70	12	
	89.8%	93.7%	93.8%	91.4%	100.0%	92.9%	---	96.2%	95.1%	89.5%	94.4%	89.5%	95.7%	100.0%	100.0%	0.0%	100.0%	---	78.9%	---	100.0%	96.9%	---	100.0%	100.0%	90.9%	92.3%	
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 54**

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,281	128	113	58	13	114	0	26	62	39	19	38	70	81	37	8	6	0	0	19	0	1	66	0	16	36	77	14	
Number missing or multiple answer	20	2	2	0	0	2	0	0	2	0	0	0	2	2	0	0	0	0	0	0	0	0	1	0	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	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,261 99.1%	126 98.4%	111 98.2%	58 100.0%	13 100.0%	112 98.2%	0 ---	26 100.0%	60 96.8%	39 100.0%	19 100.0%	38 100.0%	68 97.1%	79 97.5%	37 100.0%	8 100.0%	6 100.0%	0 ---	0 ---	19 100.0%	0 ---	1 100.0%	65 98.5%	0 ---	15 93.8%	36 100.0%	75 97.4%	14 100.0%	
Poor	171 7.6%	13 10.3%	5 4.5%	3 5.2%	3 23.1%	10 8.9%	0 ---	0 0.0%	5 8.3%	8 20.5%	3 15.8%	3 7.9%	7 10.3%	2 2.5%	9 24.3%	1 12.5%	1 16.7%	0 ---	0 ---	0 0.0%	0 ---	0 0.0%	9 13.8%	0 ---	1 6.7%	3 8.3%	7 9.3%	3 21.4%	
Fair	564 24.9%	41 32.5%	22 19.8%	18 31.0%	3 23.1%	38 33.9%	0 ---	4 15.4%	25 41.7%	11 28.2%	6 31.6%	12 31.6%	23 33.8%	21 26.6%	14 37.8%	5 62.5%	3 50.0%	0 ---	0 ---	8 42.1%	0 ---	0 0.0%	20 30.8%	0 ---	5 33.3%	10 27.8%	26 34.7%	5 35.7%	
Good	777 34.4%	34 27.0%	46 41.4%	14 24.1%	3 23.1%	30 26.8%	0 ---	5 19.2%	16 26.7%	13 33.3%	6 31.6%	10 26.3%	17 25.0%	23 29.1%	10 27.0%	1 12.5%	1 16.7%	0 ---	0 ---	6 31.6%	0 ---	0 0.0%	19 29.2%	0 ---	4 26.7%	10 27.8%	19 25.3%	4 28.6%	
Very Good	496 21.9%	23 18.3%	28 25.2%	11 19.0%	2 15.4%	21 18.8%	0 ---	8 30.8%	11 18.3%	4 10.3%	2 10.5%	7 18.4%	14 20.6%	22 27.8%	1 2.7%	0 0.0%	1 16.7%	0 ---	0 ---	3 15.8%	0 ---	0 0.0%	9 13.8%	0 ---	4 26.7%	10 27.8%	12 16.0%	1 7.1%	
Excellent	253 11.2%	15 11.9%	10 9.0%	12 20.7%	2 15.4%	13 11.6%	0 ---	9 34.6%	3 5.0%	3 7.7%	2 10.5%	6 15.8%	7 10.3%	11 13.9%	3 8.1%	1 12.5%	0 0.0%	0 ---	0 ---	2 10.5%	0 ---	1 100.0%	8 12.3%	0 ---	1 6.7%	3 8.3%	11 14.7%	1 7.1%	
Significantly different from column:*																													
Excellent, Very Good, or Good	1,526 67.5%	72 57.1%	84 75.7%	37 63.8%	7 53.8%	64 57.1%	0 ---	22 84.6%	30 50.0%	20 51.3%	10 52.6%	23 60.5%	38 55.9%	56 70.9%	14 37.8%	2 25.0%	2 33.3%	0 ---	0 ---	11 57.9%	0 ---	1 100.0%	36 55.4%	0 ---	9 60.0%	23 63.9%	42 56.0%	6 42.9%	
Significantly different from column:*		A,C						I,J	H	H				O	N														

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 55**

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,281	128	113	58	13	114	0	26	62	39	19	38	70	81	37	8	6	0	0	19	0	1	66	0	16	36	77	14
Number missing or multiple answer	8	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
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,273	128	112	58	13	114	0	26	62	39	19	38	70	81	37	8	6	0	0	19	0	1	66	0	16	36	77	14
	99.6%	100.0%	99.1%	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%
Yes	1,384	65	62	32	6	58	0	10	31	23	9	25	30	39	19	7	3	0	0	10	0	0	35	0	4	14	41	9
	60.9%	50.8%	55.4%	55.2%	46.2%	50.9%	---	38.5%	50.0%	59.0%	47.4%	65.8%	42.9%	48.1%	51.4%	87.5%	50.0%	---	---	52.6%	---	0.0%	53.0%	---	25.0%	38.9%	53.2%	64.3%
No	889	63	50	26	7	56	0	16	31	16	10	13	40	42	18	1	3	0	0	9	0	1	31	0	12	22	36	5
	39.1%	49.2%	44.6%	44.8%	53.8%	49.1%	---	61.5%	50.0%	41.0%	52.6%	34.2%	57.1%	51.9%	48.6%	12.5%	50.0%	---	---	47.4%	---	100.0%	47.0%	---	75.0%	61.1%	46.8%	35.7%
Significantly different from column:*		A										M	L									Y			W			

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 56**

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

Base: All respondents whose child needs/uses medicine prescribed by a doctor (Q55)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,384	65	62	32	6	58	0	10	31	23	9	25	30	39	19	7	3	0	0	10	0	0	35	0	4	14	41	9
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	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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,379	65	62	32	6	58	0	10	31	23	9	25	30	39	19	7	3	0	0	10	0	0	35	0	4	14	41	9
	99.6%	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%	---	---	100.0%	---	---	100.0%	---	100.0%	100.0%	100.0%	100.0%
Yes	1,330	63	60	32	6	56	0	10	30	22	9	25	28	38	18	7	3	0	0	10	0	0	34	0	4	14	40	8
	96.4%	96.9%	96.8%	100.0%	100.0%	96.6%	---	100.0%	96.8%	95.7%	100.0%	100.0%	93.3%	97.4%	94.7%	100.0%	100.0%	---	---	100.0%	---	---	97.1%	---	100.0%	100.0%	97.6%	88.9%
No	49	2	2	0	0	2	0	0	1	1	0	0	2	1	1	0	0	0	0	0	0	0	1	0	0	0	1	1
	3.6%	3.1%	3.2%	0.0%	0.0%	3.4%	---	0.0%	3.2%	4.3%	0.0%	0.0%	6.7%	2.6%	5.3%	0.0%	0.0%	---	---	0.0%	---	---	2.9%	---	0.0%	0.0%	2.4%	11.1%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 57**

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 (Q55 & Q56)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,330	63	60	32	6	56	0	10	30	22	9	25	28	38	18	7	3	0	0	10	0	0	34	0	4	14	40	8
Number missing or multiple answer	8	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
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,322	63	59	32	6	56	0	10	30	22	9	25	28	38	18	7	3	0	0	10	0	0	34	0	4	14	40	8
	99.4%	100.0%	98.3%	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%	---	100.0%	100.0%	100.0%	100.0%
Yes	1,295	60	59	32	5	54	0	9	29	21	9	23	27	36	17	7	3	0	0	9	0	0	33	0	4	14	38	8
	98.0%	95.2%	100.0%	100.0%	83.3%	96.4%	---	90.0%	96.7%	95.5%	100.0%	92.0%	96.4%	94.7%	94.4%	100.0%	100.0%	---	---	90.0%	---	---	97.1%	---	100.0%	100.0%	95.0%	100.0%
No	27	3	0	0	1	2	0	1	1	1	0	2	1	2	1	0	0	0	0	1	0	0	1	0	0	0	2	0
	2.0%	4.8%	0.0%	0.0%	16.7%	3.6%	---	10.0%	3.3%	4.5%	0.0%	8.0%	3.6%	5.3%	5.6%	0.0%	0.0%	---	---	10.0%	---	---	2.9%	---	0.0%	0.0%	5.0%	0.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 58**

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,281	128	113	58	13	114	0	26	62	39	19	38	70	81	37	8	6	0	0	19	0	1	66	0	16	36	77	14	
Number missing or multiple answer	37	1	3	3	0	1	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	1	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	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,244	127	110	55	13	113	0	26	61	39	19	38	69	80	37	8	6	0	0	19	0	1	65	0	16	36	76	14	
	98.4%	99.2%	97.3%	94.8%	100.0%	99.1%	---	100.0%	98.4%	100.0%	100.0%	100.0%	98.6%	98.8%	100.0%	100.0%	100.0%	---	---	100.0%	---	100.0%	98.5%	---	100.0%	100.0%	98.7%	100.0%	
Yes	1,426	76	62	32	7	68	0	14	40	21	12	24	40	37	31	6	5	0	0	15	0	0	40	0	9	20	44	11	
	63.5%	59.8%	56.4%	58.2%	53.8%	60.2%	---	53.8%	65.6%	53.8%	63.2%	63.2%	58.0%	46.3%	83.8%	75.0%	83.3%	---	---	78.9%	---	0.0%	61.5%	---	56.3%	55.6%	57.9%	78.6%	
No	818	51	48	23	6	45	0	12	21	18	7	14	29	43	6	2	1	0	0	4	0	1	25	0	7	16	32	3	
	36.5%	40.2%	43.6%	41.8%	46.2%	39.8%	---	46.2%	34.4%	46.2%	36.8%	36.8%	42.0%	53.8%	16.2%	25.0%	16.7%	---	---	21.1%	---	100.0%	38.5%	---	43.8%	44.4%	42.1%	21.4%	
Significantly different from column:*														O	N														

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 59**

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 (Q58)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,426	76	62	32	7	68	0	14	40	21	12	24	40	37	31	6	5	0	0	15	0	0	40	0	9	20	44	11
Number missing or multiple answer	10	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
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,416	76	62	31	7	68	0	14	40	21	12	24	40	37	31	6	5	0	0	15	0	0	40	0	9	20	44	11
	99.3%	100.0%	100.0%	96.9%	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	1,351	73	58	29	6	66	0	13	39	20	10	24	39	36	29	6	5	0	0	15	0	0	38	0	8	19	43	10
	95.4%	96.1%	93.5%	93.5%	85.7%	97.1%	---	92.9%	97.5%	95.2%	83.3%	100.0%	97.5%	97.3%	93.5%	100.0%	100.0%	---	---	100.0%	---	---	95.0%	---	88.9%	95.0%	97.7%	90.9%
No	65	3	4	2	1	2	0	1	1	1	2	0	1	1	2	0	0	0	0	0	0	0	2	0	1	1	1	1
	4.6%	3.9%	6.5%	6.5%	14.3%	2.9%	---	7.1%	2.5%	4.8%	16.7%	0.0%	2.5%	2.7%	6.5%	0.0%	0.0%	---	---	0.0%	---	---	5.0%	---	11.1%	5.0%	2.3%	9.1%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 60**

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 (Q58 & Q59)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,351	73	58	29	6	66	0	13	39	20	10	24	39	36	29	6	5	0	0	15	0	0	38	0	8	19	43	10
Number missing or multiple answer	10	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
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,341	73	58	29	6	66	0	13	39	20	10	24	39	36	29	6	5	0	0	15	0	0	38	0	8	19	43	10
	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%	---	---	100.0%	---	---	100.0%	---	100.0%	100.0%	100.0%	100.0%
Yes	1,323	70	56	29	6	63	0	13	39	17	9	23	38	35	27	6	4	0	0	15	0	0	36	0	8	19	40	10
	98.7%	95.9%	96.6%	100.0%	100.0%	95.5%	---	100.0%	100.0%	85.0%	90.0%	95.8%	97.4%	97.2%	93.1%	100.0%	80.0%	---	---	100.0%	---	---	94.7%	---	100.0%	100.0%	93.0%	100.0%
No	18	3	2	0	0	3	0	0	0	3	1	1	1	1	2	0	1	0	0	0	0	0	2	0	0	0	3	0
	1.3%	4.1%	3.4%	0.0%	0.0%	4.5%	---	0.0%	0.0%	15.0%	10.0%	4.2%	2.6%	2.8%	6.9%	0.0%	20.0%	---	---	0.0%	---	---	5.3%	---	0.0%	0.0%	7.0%	0.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.



**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 61**

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,281	128	113	58	13	114	0	26	62	39	19	38	70	81	37	8	6	0	0	19	0	1	66	0	16	36	77	14	
Number missing or multiple answer	32	2	1	0	0	2	0	0	2	0	1	0	1	2	0	0	0	0	0	1	0	0	1	0	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	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,249	126	112	58	13	112	0	26	60	39	18	38	69	79	37	8	6	0	0	18	0	1	65	0	16	36	75	14	
	98.6%	98.4%	99.1%	100.0%	100.0%	98.2%	---	100.0%	96.8%	100.0%	94.7%	100.0%	98.6%	97.5%	100.0%	100.0%	100.0%	---	---	94.7%	---	100.0%	98.5%	---	100.0%	100.0%	97.4%	100.0%	
Yes	1,029	49	36	20	8	40	0	10	26	12	5	12	32	23	21	5	3	0	0	9	0	0	29	0	5	11	29	8	
	45.8%	38.9%	32.1%	34.5%	61.5%	35.7%	---	38.5%	43.3%	30.8%	27.8%	31.6%	46.4%	29.1%	56.8%	62.5%	50.0%	---	---	50.0%	---	0.0%	44.6%	---	31.3%	30.6%	38.7%	57.1%	
No	1,220	77	76	38	5	72	0	16	34	27	13	26	37	56	16	3	3	0	0	9	0	1	36	0	11	25	46	6	
	54.2%	61.1%	67.9%	65.5%	38.5%	64.3%	---	61.5%	56.7%	69.2%	72.2%	68.4%	53.6%	70.9%	43.2%	37.5%	50.0%	---	---	50.0%	---	100.0%	55.4%	---	68.8%	69.4%	61.3%	42.9%	
Significantly different from column:*														O	N														

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 62**

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 (Q61)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,029	49	36	20	8	40	0	10	26	12	5	12	32	23	21	5	3	0	0	9	0	0	29	0	5	11	29	8
Number missing or multiple answer	11	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
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,018	49	36	20	8	40	0	10	26	12	5	12	32	23	21	5	3	0	0	9	0	0	29	0	5	11	29	8
	98.9%	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%	100.0%
Yes	967	46	36	19	6	39	0	9	24	12	5	12	29	20	21	5	3	0	0	9	0	0	28	0	3	10	27	8
	95.0%	93.9%	100.0%	95.0%	75.0%	97.5%	---	90.0%	92.3%	100.0%	100.0%	100.0%	90.6%	87.0%	100.0%	100.0%	100.0%	---	---	100.0%	---	---	96.6%	---	60.0%	90.9%	93.1%	100.0%
No	51	3	0	1	2	1	0	1	2	0	0	0	3	3	0	0	0	0	0	0	0	0	1	0	2	1	2	0
	5.0%	6.1%	0.0%	5.0%	25.0%	2.5%	---	10.0%	7.7%	0.0%	0.0%	0.0%	9.4%	13.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	---	3.4%	---	40.0%	9.1%	6.9%	0.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 63**

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 (Q61 & Q62)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	967	46	36	19	6	39	0	9	24	12	5	12	29	20	21	5	3	0	0	9	0	0	28	0	3	10	27	8
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	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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	959	46	36	19	6	39	0	9	24	12	5	12	29	20	21	5	3	0	0	9	0	0	28	0	3	10	27	8
	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%	100.0%	100.0%	100.0%
Yes	953	45	36	19	6	38	0	9	24	11	4	12	29	19	21	5	2	0	0	9	0	0	28	0	3	10	26	8
	99.4%	97.8%	100.0%	100.0%	100.0%	97.4%	---	100.0%	100.0%	91.7%	80.0%	100.0%	100.0%	95.0%	100.0%	100.0%	66.7%	---	---	100.0%	---	---	100.0%	---	100.0%	100.0%	96.3%	100.0%
No	6	1	0	0	0	1	0	0	0	1	1	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	1	0
	0.6%	2.2%	0.0%	0.0%	0.0%	2.6%	---	0.0%	0.0%	8.3%	20.0%	0.0%	0.0%	5.0%	0.0%	0.0%	33.3%	---	---	0.0%	---	---	0.0%	---	0.0%	0.0%	3.7%	0.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 64**

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,281	128	113	58	13	114	0	26	62	39	19	38	70	81	37	8	6	0	0	19	0	1	66	0	16	36	77	14
Number missing or multiple answer	20	2	0	0	0	2	0	0	1	1	0	1	1	2	0	0	1	0	0	0	0	0	1	0	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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,261	126	113	58	13	112	0	26	61	38	19	37	69	79	37	8	5	0	0	19	0	1	65	0	16	36	75	14
	99.1%	98.4%	100.0%	100.0%	100.0%	98.2%	---	100.0%	98.4%	97.4%	100.0%	97.4%	98.6%	97.5%	100.0%	100.0%	83.3%	---	---	100.0%	---	100.0%	98.5%	---	100.0%	100.0%	97.4%	100.0%
Yes	869	48	34	16	7	40	0	15	24	8	5	12	31	27	19	2	2	0	0	11	0	1	23	0	6	12	31	4
	38.4%	38.1%	30.1%	27.6%	53.8%	35.7%	---	57.7%	39.3%	21.1%	26.3%	32.4%	44.9%	34.2%	51.4%	25.0%	40.0%	---	---	57.9%	---	100.0%	35.4%	---	37.5%	33.3%	41.3%	28.6%
No	1,392	78	79	42	6	72	0	11	37	30	14	25	38	52	18	6	3	0	0	8	0	0	42	0	10	24	44	10
	61.6%	61.9%	69.9%	72.4%	46.2%	64.3%	---	42.3%	60.7%	78.9%	73.7%	67.6%	55.1%	65.8%	48.6%	75.0%	60.0%	---	---	42.1%	---	0.0%	64.6%	---	62.5%	66.7%	58.7%	71.4%
Significantly different from column:*								J		H																		

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 65**

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

Base: All respondents whose child needs/gets special therapy (Q64)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	869	<b>48</b>	34	16	7	40	0	15	24	8	5	12	31	27	19	2	2	0	0	11	0	1	23	0	6	12	31	4	
Number missing or multiple answer	6	<b>1</b>	1	0	0	1	0	1	0	0	1	0	0	0	1	0	0	0	0	1	0	0	0	0	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	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	863	<b>47</b>	33	16	7	39	0	14	24	8	4	12	31	27	18	2	2	0	0	10	0	1	23	0	6	12	30	4	
	99.3%	<b>97.9%</b>	97.1%	100.0%	100.0%	97.5%	---	93.3%	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%	94.7%	100.0%	100.0%	---	---	90.9%	---	100.0%	100.0%	---	100.0%	100.0%	96.8%	100.0%	
Yes	800	<b>39</b>	32	14	6	32	0	10	22	6	4	10	25	22	15	2	2	0	0	8	0	1	20	0	4	10	24	4	
	92.7%	<b>83.0%</b>	97.0%	87.5%	85.7%	82.1%	---	71.4%	91.7%	75.0%	100.0%	83.3%	80.6%	81.5%	83.3%	100.0%	100.0%	---	---	80.0%	---	100.0%	87.0%	---	66.7%	83.3%	80.0%	100.0%	
No	63	<b>8</b>	1	2	1	7	0	4	2	2	0	2	6	5	3	0	0	0	0	2	0	0	3	0	2	2	6	0	
	7.3%	<b>17.0%</b>	3.0%	12.5%	14.3%	17.9%	---	28.6%	8.3%	25.0%	0.0%	16.7%	19.4%	18.5%	16.7%	0.0%	0.0%	---	---	20.0%	---	0.0%	13.0%	---	33.3%	16.7%	20.0%	0.0%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 66**

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 (Q64 & Q65)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	800	39	32	14	6	32	0	10	22	6	4	10	25	22	15	2	2	0	0	8	0	1	20	0	4	10	24	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	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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	797	39	32	14	6	32	0	10	22	6	4	10	25	22	15	2	2	0	0	8	0	1	20	0	4	10	24	4
	99.6%	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%	---	---	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%
Yes	782	37	31	14	6	30	0	10	22	4	3	9	25	21	14	2	1	0	0	8	0	1	19	0	4	10	22	4
	98.1%	94.9%	96.9%	100.0%	100.0%	93.8%	---	100.0%	100.0%	66.7%	75.0%	90.0%	100.0%	95.5%	93.3%	100.0%	50.0%	---	---	100.0%	---	100.0%	95.0%	---	100.0%	100.0%	91.7%	100.0%
No	15	2	1	0	0	2	0	0	0	2	1	1	0	1	1	0	1	0	0	0	0	0	1	0	0	0	2	0
	1.9%	5.1%	3.1%	0.0%	0.0%	6.3%	---	0.0%	0.0%	33.3%	25.0%	10.0%	0.0%	4.5%	6.7%	0.0%	50.0%	---	---	0.0%	---	0.0%	5.0%	---	0.0%	0.0%	8.3%	0.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 67**

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,281	128	113	58	13	114	0	26	62	39	19	38	70	81	37	8	6	0	0	19	0	1	66	0	16	36	77	14	
Number missing or multiple answer	20	2	2	3	0	2	0	0	0	2	0	1	1	1	0	1	0	0	0	0	0	0	0	0	0	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	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,261	126	111	55	13	112	0	26	62	37	19	37	69	80	37	7	6	0	0	19	0	1	66	0	16	35	76	14	
	99.1%	98.4%	98.2%	94.8%	100.0%	98.2%	---	100.0%	100.0%	94.9%	100.0%	97.4%	98.6%	98.8%	100.0%	87.5%	100.0%	---	---	100.0%	---	100.0%	100.0%	---	100.0%	97.2%	98.7%	100.0%	
Yes	1,515	83	73	32	9	73	0	11	43	28	11	23	49	47	28	6	4	0	0	10	0	0	47	0	12	21	50	12	
	67.0%	65.9%	65.8%	58.2%	69.2%	65.2%	---	42.3%	69.4%	75.7%	57.9%	62.2%	71.0%	58.8%	75.7%	85.7%	66.7%	---	---	52.6%	---	0.0%	71.2%	---	75.0%	60.0%	65.8%	85.7%	
No	746	43	38	23	4	39	0	15	19	9	8	14	20	33	9	1	2	0	0	9	0	1	19	0	4	14	26	2	
	33.0%	34.1%	34.2%	41.8%	30.8%	34.8%	---	57.7%	30.6%	24.3%	42.1%	37.8%	29.0%	41.3%	24.3%	14.3%	33.3%	---	---	47.4%	---	100.0%	28.8%	---	25.0%	40.0%	34.2%	14.3%	
Significantly different from column:*								I,J	H	H																			

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 68**

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 (Q67)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,515	83	73	32	9	73	0	11	43	28	11	23	49	47	28	6	4	0	0	10	0	0	47	0	12	21	50	12
Number missing or multiple answer	18	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
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,497	83	72	32	9	73	0	11	43	28	11	23	49	47	28	6	4	0	0	10	0	0	47	0	12	21	50	12
	98.8%	100.0%	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%	---	100.0%	100.0%	100.0%	100.0%
Yes	1,482	82	71	31	9	72	0	11	43	27	10	23	49	46	28	6	3	0	0	10	0	0	47	0	12	21	49	12
	99.0%	98.8%	98.6%	96.9%	100.0%	98.6%	---	100.0%	100.0%	96.4%	90.9%	100.0%	100.0%	97.9%	100.0%	100.0%	75.0%	---	---	100.0%	---	---	100.0%	---	100.0%	100.0%	98.0%	100.0%
No	15	1	1	1	0	1	0	0	0	1	1	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	1	0
	1.0%	1.2%	1.4%	3.1%	0.0%	1.4%	---	0.0%	0.0%	3.6%	9.1%	0.0%	0.0%	2.1%	0.0%	0.0%	25.0%	---	---	0.0%	---	---	0.0%	---	0.0%	0.0%	2.0%	0.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.



Jackson Care Connect

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 69

What is your child's age?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,281	128	113	58	13	114	0	26	62	39	19	38	70	81	37	8	6	0	0	19	0	1	66	0	16	36	77	14
Number missing or multiple answer	13	1	1	1	0	1	0	0	0	0	0	0	1	0	1	0	1	0	0	0	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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,268	127	112	57	13	113	0	26	62	39	19	38	69	81	36	8	5	0	0	19	0	1	66	0	16	36	76	14
	99.4%	99.2%	99.1%	98.3%	100.0%	99.1%	---	100.0%	100.0%	100.0%	100.0%	100.0%	98.6%	100.0%	97.3%	100.0%	83.3%	---	---	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	98.7%	100.0%
Less than 1 year old	11	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%	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%
1 year old	33	1	0	0	0	1	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	1	0	1	0
	1.5%	0.8%	0.0%	0.0%	0.0%	0.9%	---	3.8%	0.0%	0.0%	0.0%	2.6%	0.0%	1.2%	0.0%	0.0%	0.0%	---	---	0.0%	---	0.0%	0.0%	---	6.3%	0.0%	1.3%	0.0%
2 years old	46	5	2	2	2	3	0	5	0	0	0	2	3	4	0	1	0	0	1	0	0	2	0	0	0	4	1	
	2.0%	3.9%	1.8%	3.5%	15.4%	2.7%	---	19.2%	0.0%	0.0%	0.0%	5.3%	4.3%	4.9%	0.0%	12.5%	0.0%	---	---	5.3%	---	0.0%	3.0%	---	0.0%	0.0%	5.3%	7.1%
3 years old	64	5	2	4	0	5	0	5	0	0	2	1	2	3	2	0	0	0	2	0	0	1	0	2	3	2	0	
	2.8%	3.9%	1.8%	7.0%	0.0%	4.4%	---	19.2%	0.0%	0.0%	10.5%	2.6%	2.9%	3.7%	5.6%	0.0%	0.0%	---	---	10.5%	---	0.0%	1.5%	---	12.5%	8.3%	2.6%	0.0%
4 to 6 years old	272	20	19	3	1	19	0	15	5	0	1	6	13	16	4	0	0	0	2	0	0	11	0	2	5	12	3	
	12.0%	15.7%	17.0%	5.3%	7.7%	16.8%	---	57.7%	8.1%	0.0%	5.3%	15.8%	18.8%	19.8%	11.1%	0.0%	0.0%	---	---	10.5%	---	0.0%	16.7%	---	12.5%	13.9%	15.8%	21.4%
7 to 9 years old	392	28	19	10	4	24	0	0	28	0	3	8	17	17	8	3	0	0	7	0	0	17	0	1	9	17	1	
	17.3%	22.0%	17.0%	17.5%	30.8%	21.2%	---	0.0%	45.2%	0.0%	15.8%	21.1%	24.6%	21.0%	22.2%	37.5%	0.0%	---	---	36.8%	---	0.0%	25.8%	---	6.3%	25.0%	22.4%	7.1%
10 to 13 years old	630	29	29	23	3	26	0	0	29	0	4	10	14	19	9	0	1	0	3	0	0	18	0	5	7	18	4	
	27.8%	22.8%	25.9%	40.4%	23.1%	23.0%	---	0.0%	46.8%	0.0%	21.1%	26.3%	20.3%	23.5%	25.0%	0.0%	20.0%	---	---	15.8%	---	0.0%	27.3%	---	31.3%	19.4%	23.7%	28.6%
14 to 18 years old	820	39	41	15	3	35	0	0	0	39	9	10	20	21	13	4	4	0	4	0	1	17	0	5	12	22	5	
	36.2%	30.7%	36.6%	26.3%	23.1%	31.0%	---	0.0%	0.0%	100.0%	47.4%	26.3%	29.0%	25.9%	36.1%	50.0%	80.0%	---	---	21.1%	---	100.0%	25.8%	---	31.3%	33.3%	28.9%	35.7%
3 years old or younger	154	11	4	6	2	9	0	11	0	0	2	4	5	8	2	1	0	0	3	0	0	3	0	3	3	7	1	
	6.8%	8.7%	3.6%	10.5%	15.4%	8.0%	---	42.3%	0.0%	0.0%	10.5%	10.5%	7.2%	9.9%	5.6%	12.5%	0.0%	---	---	15.8%	---	0.0%	4.5%	---	18.8%	8.3%	9.2%	7.1%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 70**

What was your child's biological sex at birth?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,281	128	113	58	13	114	0	26	62	39	19	38	70	81	37	8	6	0	0	19	0	1	66	0	16	36	77	14
Number missing or multiple answer	13	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
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,268	128	112	58	13	114	0	26	62	39	19	38	70	81	37	8	6	0	0	19	0	1	66	0	16	36	77	14
	99.4%	100.0%	99.1%	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%
Male	1,296	72	68	36	10	61	0	18	31	22	11	23	37	46	24	2	3	0	0	9	0	1	31	0	11	23	43	6
	57.1%	56.3%	60.7%	62.1%	76.9%	53.5%	---	69.2%	50.0%	56.4%	57.9%	60.5%	52.9%	56.8%	64.9%	25.0%	50.0%	---	---	47.4%	---	100.0%	47.0%	---	68.8%	63.9%	55.8%	42.9%
Female	972	56	44	22	3	53	0	8	31	17	8	15	33	35	13	6	3	0	0	10	0	0	35	0	5	13	34	8
	42.9%	43.8%	39.3%	37.9%	23.1%	46.5%	---	30.8%	50.0%	43.6%	42.1%	39.5%	47.1%	43.2%	35.1%	75.0%	50.0%	---	---	52.6%	---	0.0%	53.0%	---	31.3%	36.1%	44.2%	57.1%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 71**

What is your child's current gender identity?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,281	128	113	---	13	114	0	26	62	39	19	38	70	81	37	8	6	0	0	19	0	1	66	0	16	36	77	14
Number missing or multiple answer	28	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
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,253	128	111	---	13	114	0	26	62	39	19	38	70	81	37	8	6	0	0	19	0	1	66	0	16	36	77	14
	98.8%	100.0%	98.2%	---	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%
Male	1,283	72	67	---	10	61	0	18	31	22	11	23	37	46	24	2	3	0	0	9	0	1	31	0	11	23	43	6
	56.9%	56.3%	60.4%	---	76.9%	53.5%	---	69.2%	50.0%	56.4%	57.9%	60.5%	52.9%	56.8%	64.9%	25.0%	50.0%	---	---	47.4%	---	100.0%	47.0%	---	68.8%	63.9%	55.8%	42.9%
Female	919	54	41	---	3	51	0	8	30	16	8	15	31	34	12	6	3	0	0	10	0	0	33	0	5	13	34	6
	40.8%	42.2%	36.9%	---	23.1%	44.7%	---	30.8%	48.4%	41.0%	42.1%	39.5%	44.3%	42.0%	32.4%	75.0%	50.0%	---	---	52.6%	---	0.0%	50.0%	---	31.3%	36.1%	44.2%	42.9%
Transgender	12	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
	0.5%	0.0%	0.9%	---	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%
Non-binary, genderqueer, or other	39	2	2	---	0	2	0	0	1	1	0	0	2	1	1	0	0	0	0	0	0	0	2	0	0	0	0	2
	1.7%	1.6%	1.8%	---	0.0%	1.8%	---	0.0%	1.6%	2.6%	0.0%	0.0%	2.9%	1.2%	2.7%	0.0%	0.0%	---	---	0.0%	---	0.0%	3.0%	---	0.0%	0.0%	0.0%	14.3%
Transgender, Non-binary, genderqueer, or other	51	2	3	---	0	2	0	0	1	1	0	0	2	1	1	0	0	0	0	0	0	0	2	0	0	0	0	2
	2.3%	1.6%	2.7%	---	0.0%	1.8%	---	0.0%	1.6%	2.6%	0.0%	0.0%	2.9%	1.2%	2.7%	0.0%	0.0%	---	---	0.0%	---	0.0%	3.0%	---	0.0%	0.0%	0.0%	14.3%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

Jackson Care Connect

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 72

What is your age?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,281	128	113	58	13	114	0	26	62	39	19	38	70	81	37	8	6	0	0	19	0	1	66	0	16	36	77	14
Number missing or multiple answer	29	2	1	0	0	1	0	0	1	1	1	0	1	2	0	0	0	0	0	1	0	0	1	0	0	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	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,252 98.7%	126 98.4%	112 99.1%	58 100.0%	13 100.0%	113 99.1%	0 ---	26 100.0%	61 98.4%	38 97.4%	18 94.7%	38 100.0%	69 98.6%	79 97.5%	37 100.0%	8 100.0%	6 100.0%	0 ---	0 ---	18 94.7%	0 ---	1 100.0%	65 98.5%	0 ---	16 100.0%	36 100.0%	76 98.7%	13 92.9%
Under 18	116 5.2%	11 8.7%	4 3.6%	1 1.7%	4 30.8%	7 6.2%	0 ---	3 11.5%	3 4.9%	5 13.2%	5 27.8%	1 2.6%	5 7.2%	7 8.9%	4 10.8%	0 0.0%	0 0.0%	0 ---	0 ---	1 5.6%	0 ---	0 0.0%	6 9.2%	0 ---	2 12.5%	4 11.1%	6 7.9%	1 7.7%
18 to 24	39 1.7%	2 1.6%	0 0.0%	2 3.4%	0 0.0%	2 1.8%	0 ---	2 7.7%	0 0.0%	0 0.0%	0 0.0%	2 5.3%	0 0.0%	2 2.5%	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 2.8%	1 1.3%	0 0.0%
25 to 34	395 17.5%	29 23.0%	16 14.3%	11 19.0%	2 15.4%	27 23.9%	0 ---	8 30.8%	19 31.1%	2 5.3%	5 27.8%	13 34.2%	11 15.9%	17 21.5%	7 18.9%	5 62.5%	0 0.0%	0 ---	0 ---	11 61.1%	0 ---	0 0.0%	15 23.1%	0 ---	1 6.3%	7 19.4%	20 26.3%	1 7.7%
35 to 44	789 35.0%	37 29.4%	38 33.9%	19 32.8%	2 15.4%	35 31.0%	0 ---	9 34.6%	20 32.8%	8 21.1%	4 22.2%	8 21.1%	25 36.2%	25 31.6%	10 27.0%	2 25.0%	1 16.7%	0 ---	0 ---	5 27.8%	0 ---	1 100.0%	20 30.8%	0 ---	5 31.3%	12 33.3%	21 27.6%	4 30.8%
45 to 54	505 22.4%	31 24.6%	36 32.1%	15 25.9%	1 7.7%	30 26.5%	0 ---	3 11.5%	10 16.4%	17 44.7%	3 16.7%	7 18.4%	21 30.4%	17 21.5%	12 32.4%	1 12.5%	4 66.7%	0 ---	0 ---	1 5.6%	0 ---	0 0.0%	17 26.2%	0 ---	5 31.3%	9 25.0%	18 23.7%	4 30.8%
55 to 64	233 10.3%	10 7.9%	10 8.9%	7 12.1%	1 7.7%	9 8.0%	0 ---	1 3.8%	5 8.2%	4 10.5%	1 5.6%	5 13.2%	3 4.3%	8 10.1%	1 2.7%	0 0.0%	1 16.7%	0 ---	0 ---	0 0.0%	0 ---	0 0.0%	4 6.2%	0 ---	2 12.5%	1 2.8%	6 7.9%	3 23.1%
65 to 74	146 6.5%	5 4.0%	7 6.3%	2 3.4%	3 23.1%	2 1.8%	0 ---	0 0.0%	3 4.9%	2 5.3%	0 0.0%	1 2.6%	4 5.8%	2 2.5%	3 8.1%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 ---	0 0.0%	0 0.0%	3 4.6%	0 ---	1 6.3%	1 2.8%	4 5.3%	0 0.0%
75 or older	29 1.3%	1 0.8%	1 0.9%	1 1.7%	0 0.0%	1 0.9%	0 ---	0 0.0%	1 1.6%	0 0.0%	0 0.0%	1 2.6%	0 0.0%	1 1.3%	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 2.8%	0 0.0%	0 0.0%
35 or older	1,702 75.6%	84 66.7%	92 82.1%	44 75.9%	7 53.8%	77 68.1%	0 ---	13 50.0%	39 63.9%	31 81.6%	8 44.4%	22 57.9%	53 76.8%	53 67.1%	26 70.3%	3 37.5%	6 100.0%	0 ---	0 ---	6 33.3%	0 ---	1 100.0%	44 67.7%	0 ---	13 81.3%	24 66.7%	49 64.5%	11 84.6%
Significantly different from column:*		A,C						J		H	M	M	K,L						W,Y			T		T				

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 73**

What is your current gender identity?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,281	128	113	---	13	114	0	26	62	39	19	38	70	81	37	8	6	0	0	19	0	1	66	0	16	36	77	14
Number missing or multiple answer	29	1	2	---	0	0	0	0	0	1	1	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,252	127	111	---	13	114	0	26	62	38	18	38	70	80	37	8	6	0	0	18	0	1	66	0	16	36	77	13
	98.7%	99.2%	98.2%	---	100.0%	100.0%	---	100.0%	100.0%	97.4%	94.7%	100.0%	100.0%	98.8%	100.0%	100.0%	100.0%	---	---	94.7%	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	92.9%
Male	304	13	15	---	13	0	0	3	7	3	2	3	8	6	7	0	0	0	0	1	0	0	7	0	2	5	8	0
	13.5%	10.2%	13.5%	---	100.0%	0.0%	---	11.5%	11.3%	7.9%	11.1%	7.9%	11.4%	7.5%	18.9%	0.0%	0.0%	---	---	5.6%	---	0.0%	10.6%	---	12.5%	13.9%	10.4%	0.0%
Female	1,937	114	95	---	0	114	0	23	55	35	16	35	62	74	30	8	6	0	0	17	0	1	59	0	14	31	69	13
	86.0%	89.8%	85.6%	---	0.0%	100.0%	---	88.5%	88.7%	92.1%	88.9%	92.1%	88.6%	92.5%	81.1%	100.0%	100.0%	---	---	94.4%	---	100.0%	89.4%	---	87.5%	86.1%	89.6%	100.0%
Transgender	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%	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%
Non-binary, genderqueer, or other	10	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
	0.4%	0.0%	0.9%	---	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%
Transgender, Non-binary, genderqueer, or other	11	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
	0.5%	0.0%	0.9%	---	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%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 74**

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,281	128	113	58	13	114	0	26	62	39	19	38	70	81	37	8	6	0	0	19	0	1	66	0	16	36	77	14	
Number missing or multiple answer	46	1	2	0	0	1	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,235	127	111	58	13	113	0	26	61	39	19	38	70	80	37	8	6	0	0	19	0	1	66	0	15	36	77	13	
	98.0%	99.2%	98.2%	100.0%	100.0%	99.1%	---	100.0%	98.4%	100.0%	100.0%	100.0%	100.0%	98.8%	100.0%	100.0%	100.0%	---	---	100.0%	---	100.0%	100.0%	---	93.8%	100.0%	100.0%	92.9%	
8th grade or less	89	7	14	4	1	5	0	0	4	3	7	0	0	5	2	0	2	0	0	3	0	0	2	0	0	1	5	1	
	4.0%	5.5%	12.6%	6.9%	7.7%	4.4%	---	0.0%	6.6%	7.7%	36.8%	0.0%	0.0%	6.3%	5.4%	0.0%	33.3%	---	---	15.8%	---	0.0%	3.0%	---	0.0%	2.8%	6.5%	7.7%	
Some high school, but did not graduate	150	12	13	5	1	11	0	2	4	6	12	0	0	5	5	1	1	0	0	4	0	0	5	0	1	6	5	1	
	6.7%	9.4%	11.7%	8.6%	7.7%	9.7%	---	7.7%	6.6%	15.4%	63.2%	0.0%	0.0%	6.3%	13.5%	12.5%	16.7%	---	---	21.1%	---	0.0%	7.6%	---	6.7%	16.7%	6.5%	7.7%	
High school graduate or GED	549	38	18	16	3	35	0	9	19	10	0	38	0	21	13	4	2	0	0	8	0	0	14	0	6	12	22	3	
	24.6%	29.9%	16.2%	27.6%	23.1%	31.0%	---	34.6%	31.1%	25.6%	0.0%	100.0%	0.0%	26.3%	35.1%	50.0%	33.3%	---	---	42.1%	---	0.0%	21.2%	---	40.0%	33.3%	28.6%	23.1%	
Some college or 2-year degree	912	39	46	22	4	35	0	9	18	11	0	0	39	29	8	1	1	0	0	2	0	0	27	0	1	9	24	6	
	40.8%	30.7%	41.4%	37.9%	30.8%	31.0%	---	34.6%	29.5%	28.2%	0.0%	0.0%	55.7%	36.3%	21.6%	12.5%	16.7%	---	---	10.5%	---	0.0%	40.9%	---	6.7%	25.0%	31.2%	46.2%	
4-year college graduate	304	17	7	9	2	15	0	4	8	5	0	0	17	12	4	1	0	0	0	1	0	1	11	0	3	2	14	1	
	13.6%	13.4%	6.3%	15.5%	15.4%	13.3%	---	15.4%	13.1%	12.8%	0.0%	0.0%	24.3%	15.0%	10.8%	12.5%	0.0%	---	---	5.3%	---	100.0%	16.7%	---	20.0%	5.6%	18.2%	7.7%	
More than 4-year college degree	231	14	13	2	2	12	0	2	8	4	0	0	14	8	5	1	0	0	0	1	0	0	7	0	4	6	7	1	
	10.3%	11.0%	11.7%	3.4%	15.4%	10.6%	---	7.7%	13.1%	10.3%	0.0%	0.0%	20.0%	10.0%	13.5%	12.5%	0.0%	---	---	5.3%	---	0.0%	10.6%	---	26.7%	16.7%	9.1%	7.7%	
4-year college graduate or more	535	31	20	11	4	27	0	6	16	9	0	0	31	20	9	2	0	0	0	2	0	1	18	0	7	8	21	2	
	23.9%	24.4%	18.0%	19.0%	30.8%	23.9%	---	23.1%	26.2%	23.1%	0.0%	0.0%	44.3%	25.0%	24.3%	25.0%	0.0%	---	---	10.5%	---	100.0%	27.3%	---	46.7%	22.2%	27.3%	15.4%	
Significantly different from column:*											M	M	K,L																

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 75**

How are you related to the child?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,281	128	113	58	13	114	0	26	62	39	19	38	70	81	37	8	6	0	0	19	0	1	66	0	16	36	77	14
Number missing or multiple answer	109	4	4	2	0	4	0	0	3	1	0	1	3	3	1	0	0	0	0	0	0	3	0	0	0	4	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,172	124	109	56	13	110	0	26	59	38	19	37	67	78	36	8	6	0	0	19	0	1	63	0	16	36	73	14
	95.2%	96.9%	96.5%	96.6%	100.0%	96.5%	---	100.0%	95.2%	97.4%	100.0%	97.4%	95.7%	96.3%	97.3%	100.0%	100.0%	---	---	100.0%	---	100.0%	95.5%	---	100.0%	100.0%	94.8%	100.0%
Mother or father	1,842	104	92	48	12	92	0	23	48	32	15	29	59	66	30	7	5	0	0	17	0	1	52	0	13	28	64	11
	84.8%	83.9%	84.4%	85.7%	92.3%	83.6%	---	88.5%	81.4%	84.2%	78.9%	78.4%	88.1%	84.6%	83.3%	87.5%	83.3%	---	---	89.5%	---	100.0%	82.5%	---	81.3%	77.8%	87.7%	78.6%
Grandparent	167	9	12	5	1	8	0	2	3	4	2	6	1	5	3	0	1	0	0	0	0	0	3	0	3	4	4	1
	7.7%	7.3%	11.0%	8.9%	7.7%	7.3%	---	7.7%	5.1%	10.5%	10.5%	16.2%	1.5%	6.4%	8.3%	0.0%	16.7%	---	---	0.0%	---	0.0%	4.8%	---	18.8%	11.1%	5.5%	7.1%
Aunt or uncle	23	2	0	1	0	2	0	0	2	0	1	1	0	1	1	0	0	0	0	1	0	0	1	0	0	0	2	0
	1.1%	1.6%	0.0%	1.8%	0.0%	1.8%	---	0.0%	3.4%	0.0%	5.3%	2.7%	0.0%	1.3%	2.8%	0.0%	0.0%	---	---	5.3%	---	0.0%	1.6%	---	0.0%	0.0%	2.7%	0.0%
Older brother or sister	3	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%	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	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
	0.3%	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%
Legal guardian	98	6	3	0	0	6	0	1	5	0	0	0	6	4	1	1	0	0	0	0	0	0	5	0	0	3	2	1
	4.5%	4.8%	2.8%	0.0%	0.0%	5.5%	---	3.8%	8.5%	0.0%	0.0%	0.0%	9.0%	5.1%	2.8%	12.5%	0.0%	---	---	0.0%	---	0.0%	7.9%	---	0.0%	8.3%	2.7%	7.1%
Someone else	33	3	2	2	0	2	0	0	1	2	1	1	1	2	1	0	0	0	0	1	0	0	2	0	0	1	1	1
	1.5%	2.4%	1.8%	3.6%	0.0%	1.8%	---	0.0%	1.7%	5.3%	5.3%	2.7%	1.5%	2.6%	2.8%	0.0%	0.0%	---	---	5.3%	---	0.0%	3.2%	---	0.0%	2.8%	1.4%	7.1%

NA - There is no "no experience" category for this question.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 76**

How well does your child speak English?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,281	128	113	---	13	114	0	26	62	39	19	38	70	81	37	8	6	0	0	19	0	1	66	0	16	36	77	14	
Number missing or multiple answer	61	2	4	---	0	2	0	0	2	0	0	1	1	1	0	0	0	0	0	0	0	0	1	0	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	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,220	126	109	---	13	112	0	26	60	39	19	37	69	80	36	8	6	0	0	19	0	1	65	0	15	36	75	14	
	97.3%	98.4%	96.5%	---	100.0%	98.2%	---	100.0%	96.8%	100.0%	100.0%	97.4%	98.6%	98.8%	97.3%	100.0%	100.0%	---	---	100.0%	---	100.0%	98.5%	---	93.8%	100.0%	97.4%	100.0%	
Very well	1,659	97	85	---	9	87	0	13	47	36	15	26	55	64	27	4	5	0	0	7	0	1	55	0	13	33	54	10	
	74.7%	77.0%	78.0%	---	69.2%	77.7%	---	50.0%	78.3%	92.3%	78.9%	70.3%	79.7%	80.0%	75.0%	50.0%	83.3%	---	---	36.8%	---	100.0%	84.6%	---	86.7%	91.7%	72.0%	71.4%	
Well	331	19	16	---	2	17	0	8	8	3	2	6	11	12	5	2	1	0	0	8	0	0	6	0	1	1	15	3	
	14.9%	15.1%	14.7%	---	15.4%	15.2%	---	30.8%	13.3%	7.7%	10.5%	16.2%	15.9%	15.0%	13.9%	25.0%	16.7%	---	---	42.1%	---	0.0%	9.2%	---	6.7%	2.8%	20.0%	21.4%	
Not well	129	6	7	---	2	4	0	4	2	0	0	4	2	4	2	0	0	0	0	1	0	0	3	0	1	1	3	1	
	5.8%	4.8%	6.4%	---	15.4%	3.6%	---	15.4%	3.3%	0.0%	0.0%	10.8%	2.9%	5.0%	5.6%	0.0%	0.0%	---	---	5.3%	---	0.0%	4.6%	---	6.7%	2.8%	4.0%	7.1%	
Not at all	101	4	1	---	0	4	0	1	3	0	2	1	1	0	2	2	0	0	0	3	0	0	1	0	0	1	3	0	
	4.5%	3.2%	0.9%	---	0.0%	3.6%	---	3.8%	5.0%	0.0%	10.5%	2.7%	1.4%	0.0%	5.6%	25.0%	0.0%	---	---	15.8%	---	0.0%	1.5%	---	0.0%	2.8%	4.0%	0.0%	
Very well or Well	1,990	116	101	---	11	104	0	21	55	39	17	32	66	76	32	6	6	0	0	15	0	1	61	0	14	34	69	13	
	89.6%	92.1%	92.7%	---	84.6%	92.9%	---	80.8%	91.7%	100.0%	89.5%	86.5%	95.7%	95.0%	88.9%	75.0%	100.0%	---	---	78.9%	---	100.0%	93.8%	---	93.3%	94.4%	92.0%	92.9%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

\*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.



**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 77**

What language does your child mainly speak at home?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,281	128	113	---	13	114	0	26	62	39	19	38	70	81	37	8	6	0	0	19	0	1	66	0	16	36	77	14	
Number missing or multiple answer	79	1	10	---	0	1	0	0	1	0	0	1	0	0	1	0	0	0	0	0	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	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,202	127	103	---	13	113	0	26	61	39	19	37	70	81	36	8	6	0	0	19	0	1	66	0	15	36	76	14	
	96.5%	99.2%	91.2%	---	100.0%	99.1%	---	100.0%	98.4%	100.0%	100.0%	97.4%	100.0%	100.0%	97.3%	100.0%	100.0%	---	---	100.0%	---	100.0%	100.0%	---	93.8%	100.0%	98.7%	100.0%	
English	1,937	111	90	---	12	98	0	23	52	35	12	30	68	75	29	5	4	0	0	5	0	1	66	0	15	32	66	13	
	88.0%	87.4%	87.4%	---	92.3%	86.7%	---	88.5%	85.2%	89.7%	63.2%	81.1%	97.1%	92.6%	80.6%	62.5%	66.7%	---	---	26.3%	---	100.0%	100.0%	---	100.0%	88.9%	86.8%	92.9%	
Spanish	180	15	13	---	1	14	0	3	8	4	7	6	2	6	6	3	2	0	0	13	0	0	0	0	0	3	10	1	
	8.2%	11.8%	12.6%	---	7.7%	12.4%	---	11.5%	13.1%	10.3%	36.8%	16.2%	2.9%	7.4%	16.7%	37.5%	33.3%	---	---	68.4%	---	0.0%	0.0%	---	0.0%	8.3%	13.2%	7.1%	
Other	68	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	
	3.1%	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%	0.0%	0.0%	

NA - There is no "no experience" category for this question.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 78**

Does your child need an interpreter for us to communicate with them?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,281	128	113	---	13	114	0	26	62	39	19	38	70	81	37	8	6	0	0	19	0	1	66	0	16	36	77	14	
Number missing or multiple answer	46	1	3	---	0	1	0	0	1	0	0	1	0	0	1	0	0	0	0	0	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	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,235	127	110	---	13	113	0	26	61	39	19	37	70	81	36	8	6	0	0	19	0	1	66	0	15	36	76	14	
	98.0%	99.2%	97.3%	---	100.0%	99.1%	---	100.0%	98.4%	100.0%	100.0%	97.4%	100.0%	100.0%	97.3%	100.0%	100.0%	---	---	100.0%	---	100.0%	100.0%	---	93.8%	100.0%	98.7%	100.0%	
Yes	105	3	3	---	1	2	0	2	1	0	0	1	2	2	1	0	0	0	0	2	0	0	1	0	0	0	3	0	
	4.7%	2.4%	2.7%	---	7.7%	1.8%	---	7.7%	1.6%	0.0%	0.0%	2.7%	2.9%	2.5%	2.8%	0.0%	0.0%	---	---	10.5%	---	0.0%	1.5%	---	0.0%	0.0%	3.9%	0.0%	
No	2,130	124	107	---	12	111	0	24	60	39	19	36	68	79	35	8	6	0	0	17	0	1	65	0	15	36	73	14	
	95.3%	97.6%	97.3%	---	92.3%	98.2%	---	92.3%	98.4%	100.0%	100.0%	97.3%	97.1%	97.5%	97.2%	100.0%	100.0%	---	---	89.5%	---	100.0%	98.5%	---	100.0%	100.0%	96.1%	100.0%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 79**

Does your child need a sign language interpreter for us to communicate with them?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,281	128	113	---	13	114	0	26	62	39	19	38	70	81	37	8	6	0	0	19	0	1	66	0	16	36	77	14	
Number missing or multiple answer	45	1	3	---	0	1	0	0	1	0	0	1	0	0	1	0	0	0	0	0	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	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,236	127	110	---	13	113	0	26	61	39	19	37	70	81	36	8	6	0	0	19	0	1	66	0	15	36	76	14	
	98.0%	99.2%	97.3%	---	100.0%	99.1%	---	100.0%	98.4%	100.0%	100.0%	97.4%	100.0%	100.0%	97.3%	100.0%	100.0%	---	---	100.0%	---	100.0%	100.0%	---	93.8%	100.0%	98.7%	100.0%	
Yes	43	3	1	---	0	2	0	1	1	1	3	0	0	1	1	1	0	0	0	3	0	0	0	0	0	0	2	1	
	1.9%	2.4%	0.9%	---	0.0%	1.8%	---	3.8%	1.6%	2.6%	15.8%	0.0%	0.0%	1.2%	2.8%	12.5%	0.0%	---	---	15.8%	---	0.0%	0.0%	---	0.0%	0.0%	2.6%	7.1%	
No	2,193	124	109	---	13	111	0	25	60	38	16	37	70	80	35	7	6	0	0	16	0	1	66	0	15	36	74	13	
	98.1%	97.6%	99.1%	---	100.0%	98.2%	---	96.2%	98.4%	97.4%	84.2%	100.0%	100.0%	98.8%	97.2%	87.5%	100.0%	---	---	84.2%	---	100.0%	100.0%	---	100.0%	100.0%	97.4%	92.9%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 80**

Does your child need written materials in an alternate format (Braille, large print, audio recordings, etc.)?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,281	128	113	---	13	114	0	26	62	39	19	38	70	81	37	8	6	0	0	19	0	1	66	0	16	36	77	14	
Number missing or multiple answer	249	8	3	---	1	7	0	0	5	3	4	3	0	5	3	0	1	0	0	2	0	0	3	0	2	2	3	2	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,032	120	110	---	12	107	0	26	57	36	15	35	70	76	34	8	5	0	0	17	0	1	63	0	14	34	74	12	
	89.1%	93.8%	97.3%	---	92.3%	93.9%	---	100.0%	91.9%	92.3%	78.9%	92.1%	100.0%	93.8%	91.9%	100.0%	83.3%	---	---	89.5%	---	100.0%	95.5%	---	87.5%	94.4%	96.1%	85.7%	
Yes	78	2	1	---	0	2	0	1	1	0	2	0	0	0	1	1	0	0	0	2	0	0	0	0	0	0	2	0	
	3.8%	1.7%	0.9%	---	0.0%	1.9%	---	3.8%	1.8%	0.0%	13.3%	0.0%	0.0%	0.0%	2.9%	12.5%	0.0%	---	---	11.8%	---	0.0%	0.0%	---	0.0%	2.7%	0.0%		
No	1,954	118	109	---	12	105	0	25	56	36	13	35	70	76	33	7	5	0	0	15	0	1	63	0	14	34	72	12	
	96.2%	98.3%	99.1%	---	100.0%	98.1%	---	96.2%	98.2%	100.0%	86.7%	100.0%	100.0%	100.0%	97.1%	87.5%	100.0%	---	---	88.2%	---	100.0%	100.0%	---	100.0%	100.0%	97.3%	100.0%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 81**

Is your child deaf or does your child have serious difficulty hearing?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,281	128	113	---	13	114	0	26	62	39	19	38	70	81	37	8	6	0	0	19	0	1	66	0	16	36	77	14	
Number missing or multiple answer	104	4	1	---	0	4	0	0	3	1	2	2	0	3	1	0	1	0	0	2	0	0	0	0	1	1	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	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,177	124	112	---	13	110	0	26	59	38	17	36	70	78	36	8	5	0	0	17	0	1	66	0	15	35	75	14	
	95.4%	96.9%	99.1%	---	100.0%	96.5%	---	100.0%	95.2%	97.4%	89.5%	94.7%	100.0%	96.3%	97.3%	100.0%	83.3%	---	---	89.5%	---	100.0%	100.0%	---	93.8%	97.2%	97.4%	100.0%	
Yes	73	4	3	---	1	3	0	2	1	1	1	3	0	2	2	0	0	0	0	1	0	0	2	0	1	3	0	1	
	3.4%	3.2%	2.7%	---	7.7%	2.7%	---	7.7%	1.7%	2.6%	5.9%	8.3%	0.0%	2.6%	5.6%	0.0%	0.0%	---	---	5.9%	---	0.0%	3.0%	---	6.7%	8.6%	0.0%	7.1%	
No	2,104	120	109	---	12	107	0	24	58	37	16	33	70	76	34	8	5	0	0	16	0	1	64	0	14	32	75	13	
	96.6%	96.8%	97.3%	---	92.3%	97.3%	---	92.3%	98.3%	97.4%	94.1%	91.7%	100.0%	97.4%	94.4%	100.0%	100.0%	---	---	94.1%	---	100.0%	97.0%	---	93.3%	91.4%	100.0%	92.9%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 82**

Is your child blind or does your child have serious difficulty seeing, even when wearing glasses?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,281	128	113	---	13	114	0	26	62	39	19	38	70	81	37	8	6	0	0	19	0	1	66	0	16	36	77	14	
Number missing or multiple answer	52	1	1	---	0	1	0	0	1	0	0	1	0	0	1	0	0	0	0	0	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	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,229	127	112	---	13	113	0	26	61	39	19	37	70	81	36	8	6	0	0	19	0	1	66	0	15	36	76	14	
	97.7%	99.2%	99.1%	---	100.0%	99.1%	---	100.0%	98.4%	100.0%	100.0%	97.4%	100.0%	100.0%	97.3%	100.0%	100.0%	---	---	100.0%	---	100.0%	100.0%	---	93.8%	100.0%	98.7%	100.0%	
Yes	82	5	1	---	0	5	0	1	4	0	1	0	4	3	1	1	0	0	0	1	0	0	4	0	0	0	5	0	
	3.7%	3.9%	0.9%	---	0.0%	4.4%	---	3.8%	6.6%	0.0%	5.3%	0.0%	5.7%	3.7%	2.8%	12.5%	0.0%	---	---	5.3%	---	0.0%	6.1%	---	0.0%	0.0%	6.6%	0.0%	
No	2,147	122	111	---	13	108	0	25	57	39	18	37	66	78	35	7	6	0	0	18	0	1	62	0	15	36	71	14	
	96.3%	96.1%	99.1%	---	100.0%	95.6%	---	96.2%	93.4%	100.0%	94.7%	100.0%	94.3%	96.3%	97.2%	87.5%	100.0%	---	---	94.7%	---	100.0%	93.9%	---	100.0%	100.0%	93.4%	100.0%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 83**

Does a physical, mental, or emotional condition limit your child's activities in any way?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,281	128	113	---	13	114	0	26	62	39	19	38	70	81	37	8	6	0	0	19	0	1	66	0	16	36	77	14	
Number missing or multiple answer	62	2	2	---	0	2	0	0	1	1	0	2	0	0	2	0	0	0	0	0	0	0	1	0	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	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,219	126	111	---	13	112	0	26	61	38	19	36	70	81	35	8	6	0	0	19	0	1	65	0	15	36	75	14	
	97.3%	98.4%	98.2%	---	100.0%	98.2%	---	100.0%	98.4%	97.4%	100.0%	94.7%	100.0%	100.0%	94.6%	100.0%	100.0%	---	---	100.0%	---	100.0%	98.5%	---	93.8%	100.0%	97.4%	100.0%	
Yes	961	44	37	---	6	38	0	7	20	16	4	12	28	20	20	3	3	0	0	5	0	0	26	0	4	9	27	7	
	43.3%	34.9%	33.3%	---	46.2%	33.9%	---	26.9%	32.8%	42.1%	21.1%	33.3%	40.0%	24.7%	57.1%	37.5%	50.0%	---	---	26.3%	---	0.0%	40.0%	---	26.7%	25.0%	36.0%	50.0%	
No	1,258	82	74	---	7	74	0	19	41	22	15	24	42	61	15	5	3	0	0	14	0	1	39	0	11	27	48	7	
	56.7%	65.1%	66.7%	---	53.8%	66.1%	---	73.1%	67.2%	57.9%	78.9%	66.7%	60.0%	75.3%	42.9%	62.5%	50.0%	---	---	73.7%	---	100.0%	60.0%	---	73.3%	75.0%	64.0%	50.0%	
Significantly different from column:*														O	N														

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 84**

Does your child have serious difficulty walking or climbing stairs?

Base: All respondents with children 5 or older

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,038	109	102	---	11	97	0	8	62	39	17	31	60	67	33	7	5	0	0	16	0	1	59	0	12	32	64	12	
Number missing or multiple answer	78	1	5	---	0	1	0	0	1	0	0	1	0	0	1	0	0	0	0	0	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	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,960	108	97	---	11	96	0	8	61	39	17	30	60	67	32	7	5	0	0	16	0	1	59	0	11	32	63	12	
	96.2%	99.1%	95.1%	---	100.0%	99.0%	---	100.0%	98.4%	100.0%	100.0%	96.8%	100.0%	100.0%	97.0%	100.0%	100.0%	---	---	100.0%	---	100.0%	100.0%	---	91.7%	100.0%	98.4%	100.0%	
Yes	109	5	1	---	0	5	0	0	4	1	1	2	2	0	2	3	0	0	0	2	0	0	2	0	0	0	5	0	
	5.6%	4.6%	1.0%	---	0.0%	5.2%	---	0.0%	6.6%	2.6%	5.9%	6.7%	3.3%	0.0%	6.3%	42.9%	0.0%	---	---	12.5%	---	0.0%	3.4%	---	0.0%	0.0%	7.9%	0.0%	
No	1,851	103	96	---	11	91	0	8	57	38	16	28	58	67	30	4	5	0	0	14	0	1	57	0	11	32	58	12	
	94.4%	95.4%	99.0%	---	100.0%	94.8%	---	100.0%	93.4%	97.4%	94.1%	93.3%	96.7%	100.0%	93.8%	57.1%	100.0%	---	---	87.5%	---	100.0%	96.6%	---	100.0%	100.0%	92.1%	100.0%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

\*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.



**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 85**

Does your child have difficulty dressing or bathing?

Base: All respondents with children 5 or older

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,038	109	102	---	11	97	0	8	62	39	17	31	60	67	33	7	5	0	0	16	0	1	59	0	12	32	64	12	
Number missing or multiple answer	80	1	5	---	0	1	0	0	1	0	0	1	0	1	0	0	0	0	0	0	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	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,958	108	97	---	11	96	0	8	61	39	17	30	60	67	32	7	5	0	0	16	0	1	59	0	11	32	63	12	
	96.1%	99.1%	95.1%	---	100.0%	99.0%	---	100.0%	98.4%	100.0%	100.0%	96.8%	100.0%	100.0%	97.0%	100.0%	100.0%	---	---	100.0%	---	100.0%	100.0%	---	91.7%	100.0%	98.4%	100.0%	
Yes	270	13	6	---	2	11	0	2	9	2	2	4	7	3	7	3	0	0	0	5	0	0	6	0	0	1	11	0	
	13.8%	12.0%	6.2%	---	18.2%	11.5%	---	25.0%	14.8%	5.1%	11.8%	13.3%	11.7%	4.5%	21.9%	42.9%	0.0%	---	---	31.3%	---	0.0%	10.2%	---	0.0%	3.1%	17.5%	0.0%	
No	1,688	95	91	---	9	85	0	6	52	37	15	26	53	64	25	4	5	0	0	11	0	1	53	0	11	31	52	12	
	86.2%	88.0%	93.8%	---	81.8%	88.5%	---	75.0%	85.2%	94.9%	88.2%	86.7%	88.3%	95.5%	78.1%	57.1%	100.0%	---	---	68.8%	---	100.0%	89.8%	---	100.0%	96.9%	82.5%	100.0%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 86**

Because of a physical, mental, or emotional condition, does your child have serious difficulty concentrating, remembering or making decisions?

Base: All respondents with children 5 or older

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,038	109	102	---	11	97	0	8	62	39	17	31	60	67	33	7	5	0	0	16	0	1	59	0	12	32	64	12	
Number missing or multiple answer	86	3	5	---	0	3	0	0	3	0	0	1	2	2	1	0	0	0	0	0	0	2	0	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	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	1,952	106	97	---	11	94	0	8	59	39	17	30	58	65	32	7	5	0	0	16	0	1	57	0	11	32	61	12	
	95.8%	97.2%	95.1%	---	100.0%	96.9%	---	100.0%	95.2%	100.0%	100.0%	96.8%	96.7%	97.0%	97.0%	100.0%	100.0%	---	---	100.0%	---	100.0%	96.6%	---	91.7%	100.0%	95.3%	100.0%	
Yes	1,086	48	37	---	4	44	0	4	27	17	10	12	26	25	18	4	3	0	0	6	0	0	26	0	5	13	29	6	
	55.6%	45.3%	38.1%	---	36.4%	46.8%	---	50.0%	45.8%	43.6%	58.8%	40.0%	44.8%	38.5%	56.3%	57.1%	60.0%	---	---	37.5%	---	0.0%	45.6%	---	45.5%	40.6%	47.5%	50.0%	
No	866	58	60	---	7	50	0	4	32	22	7	18	32	40	14	3	2	0	0	10	0	1	31	0	6	19	32	6	
	44.4%	54.7%	61.9%	---	63.6%	53.2%	---	50.0%	54.2%	56.4%	41.2%	60.0%	55.2%	61.5%	43.8%	42.9%	40.0%	---	---	62.5%	---	100.0%	54.4%	---	54.5%	59.4%	52.5%	50.0%	
Significantly different from column:*		A																											

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 87**

Because of a physical, mental, or emotional condition, does your child have serious difficulty doing errands alone such as visiting a doctor's office or shopping?

Base: All respondents with children 15 or older

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	638	30	31	---	1	29	0	0	0	30	5	8	17	15	11	3	3	0	0	2	0	1	12	0	4	9	17	4	
Number missing or multiple answer	57	2	1	---	0	2	0	0	0	2	0	1	1	1	0	0	0	0	0	0	0	0	1	0	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	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	581	28	30	---	1	27	0	0	0	28	5	7	16	14	10	3	3	0	0	2	0	1	11	0	4	9	15	4	
	91.1%	93.3%	96.8%	---	100.0%	93.1%	---	---	---	93.3%	100.0%	87.5%	94.1%	93.3%	90.9%	100.0%	100.0%	---	---	100.0%	---	100.0%	91.7%	---	100.0%	100.0%	88.2%	100.0%	
Yes	207	10	5	---	0	10	0	0	0	10	2	2	6	5	4	1	1	0	0	1	0	0	3	0	1	0	7	3	
	35.6%	35.7%	16.7%	---	0.0%	37.0%	---	---	---	35.7%	40.0%	28.6%	37.5%	35.7%	40.0%	33.3%	33.3%	---	---	50.0%	---	0.0%	27.3%	---	25.0%	0.0%	46.7%	75.0%	
No	374	18	25	---	1	17	0	0	0	18	3	5	10	9	6	2	2	0	0	1	0	1	8	0	3	9	8	1	
	64.4%	64.3%	83.3%	---	100.0%	63.0%	---	---	---	64.3%	60.0%	71.4%	62.5%	64.3%	60.0%	66.7%	66.7%	---	---	50.0%	---	100.0%	72.7%	---	75.0%	100.0%	53.3%	25.0%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

\*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.

**Jackson Care Connect**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

**Question 89**

Which of the following describes your child's racial or ethnic identity? Please check ALL that apply.

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)										Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,281	128	---	---	13	114	0	26	62	39	19	38	70	81	37	8	6	0	0	19	0	1	66	0	16	36	77	14	
Number missing or multiple answer	435	20	---	---	3	17	0	5	7	8	1	8	11	16	2	2	0	0	0	0	0	0	0	0	0	6	13	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,846	108	---	---	10	97	0	21	55	31	18	30	59	65	35	6	6	0	0	19	0	1	66	0	16	30	64	13	
	80.9%	84.4%	---	---	76.9%	85.1%	---	80.8%	88.7%	79.5%	94.7%	78.9%	84.3%	80.2%	94.6%	75.0%	100.0%	---	---	100.0%	---	100.0%	100.0%	---	100.0%	83.3%	83.1%	92.9%	
American Indian or Alaska Native	242	13	---	---	1	12	0	2	5	5	4	2	7	9	3	0	6	0	0	0	0	0	3	0	4	4	8	1	
	13.1%	12.0%	---	---	10.0%	12.4%	---	9.5%	9.1%	16.1%	22.2%	6.7%	11.9%	13.8%	8.6%	0.0%	100.0%	---	---	0.0%	---	0.0%	4.5%	---	25.0%	13.3%	12.5%	7.7%	
Asian	152	10	---	---	2	8	0	1	6	3	1	4	5	4	5	0	0	0	0	0	0	0	2	0	8	5	3	2	
	8.2%	9.3%	---	---	20.0%	8.2%	---	4.8%	10.9%	9.7%	5.6%	13.3%	8.5%	6.2%	14.3%	0.0%	0.0%	---	---	0.0%	---	0.0%	3.0%	---	50.0%	16.7%	4.7%	15.4%	
Black or African American	160	4	---	---	0	4	0	2	1	1	0	2	2	2	2	0	0	0	0	0	0	1	0	3	2	1	1		
	8.7%	3.7%	---	---	0.0%	4.1%	---	9.5%	1.8%	3.2%	0.0%	6.7%	3.4%	3.1%	5.7%	0.0%	0.0%	---	---	0.0%	---	0.0%	1.5%	---	18.8%	6.7%	1.6%	7.7%	
Hispanic or Latino/a	492	35	---	---	2	32	0	9	15	10	10	11	13	19	11	4	4	0	0	19	0	0	4	0	8	11	20	3	
	26.7%	32.4%	---	---	20.0%	33.0%	---	42.9%	27.3%	32.3%	55.6%	36.7%	22.0%	29.2%	31.4%	66.7%	66.7%	---	---	100.0%	---	0.0%	6.1%	---	50.0%	36.7%	31.3%	23.1%	
Middle Eastern/Northern African	20	1	---	---	0	1	0	0	1	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	1	0	1	0	
	1.1%	0.9%	---	---	0.0%	1.0%	---	0.0%	1.8%	0.0%	0.0%	3.3%	0.0%	0.0%	2.9%	0.0%	0.0%	---	---	0.0%	---	0.0%	0.0%	---	6.3%	0.0%	1.6%	0.0%	
Native Hawaiian or Pacific Islander	34	3	---	---	0	3	0	0	1	2	1	1	1	2	0	0	0	0	0	0	0	1	0	0	2	2	1	0	
	1.8%	2.8%	---	---	0.0%	3.1%	---	0.0%	1.8%	6.5%	5.6%	3.3%	1.7%	3.1%	0.0%	0.0%	0.0%	---	---	0.0%	---	100.0%	0.0%	---	12.5%	6.7%	1.6%	0.0%	
White	1,288	89	---	---	10	79	0	19	46	23	9	21	58	55	29	3	1	0	0	6	0	1	66	0	15	26	52	11	
	69.8%	82.4%	---	---	100.0%	81.4%	---	90.5%	83.6%	74.2%	50.0%	70.0%	98.3%	84.6%	82.9%	50.0%	16.7%	---	---	31.6%	---	100.0%	100.0%	---	93.8%	86.7%	81.3%	84.6%	
Other	129	7	---	---	0	7	0	1	5	1	1	1	5	4	3	0	0	0	0	1	0	0	4	0	2	3	3	1	
	7.0%	6.5%	---	---	0.0%	7.2%	---	4.8%	9.1%	3.2%	5.6%	3.3%	8.5%	6.2%	8.6%	0.0%	0.0%	---	---	5.3%	---	0.0%	6.1%	---	12.5%	10.0%	4.7%	7.7%	

NA - There is no "no experience" category for this question.

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

Jackson Care Connect

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 90

If you selected more than one racial or ethnic identity above, please CIRCLE the ONE that best represents your child's racial or ethnic identity. If your child have more than one primary racial or ethnic identity, please check here.

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	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	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,281	128	---	---	13	114	0	26	62	39	19	38	70	81	37	8	6	0	0	19	0	1	66	0	16	36	77	14	
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	0	0	0	0	0	0	
Number no experience	435	20	---	---	3	17	0	5	7	8	1	8	11	16	2	2	0	0	0	0	0	0	0	0	6	13	1		
Usable responses	1,846	108	---	---	10	97	0	21	55	31	18	30	59	65	35	6	6	0	0	19	0	1	66	0	16	30	64	13	
	80.9%	84.4%	---	---	76.9%	85.1%	---	80.8%	88.7%	79.5%	94.7%	78.9%	84.3%	80.2%	94.6%	75.0%	100.0%	---	---	100.0%	---	100.0%	100.0%	---	100.0%	83.3%	83.1%	92.9%	
American Indian or Alaska Native	98	6	---	---	0	6	0	0	1	4	3	2	1	4	2	0	6	0	0	0	0	0	0	0	0	1	5	0	
	5.3%	5.6%	---	---	0.0%	6.2%	---	0.0%	1.8%	12.9%	16.7%	6.7%	1.7%	6.2%	5.7%	0.0%	100.0%	---	---	0.0%	---	0.0%	0.0%	---	0.0%	3.3%	7.8%	0.0%	
Asian	79	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
	4.3%	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%	
Black or African American	94	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
	5.1%	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%	0.0%	
Hispanic or Latino/a	303	19	---	---	1	17	0	4	11	4	7	8	4	7	8	4	0	0	19	0	0	0	0	0	0	4	12	2	
	16.4%	17.6%	---	---	10.0%	17.5%	---	19.0%	20.0%	12.9%	38.9%	26.7%	6.8%	10.8%	22.9%	66.7%	0.0%	---	---	100.0%	---	0.0%	0.0%	---	0.0%	13.3%	18.8%	15.4%	
Middle Eastern/Northern African	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	
	0.3%	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%	
Native Hawaiian or Pacific Islander	12	1	---	---	0	1	0	0	0	1	0	0	1	1	0	0	0	0	0	0	0	1	0	0	0	0	1	0	
	0.7%	0.9%	---	---	0.0%	1.0%	---	0.0%	0.0%	3.2%	0.0%	0.0%	1.7%	1.5%	0.0%	0.0%	0.0%	---	---	0.0%	---	100.0%	0.0%	---	0.0%	1.6%	0.0%		
White	960	66	---	---	7	59	0	13	36	17	7	14	45	43	20	2	0	0	0	0	0	0	66	0	0	17	40	9	
	52.0%	61.1%	---	---	70.0%	60.8%	---	61.9%	65.5%	54.8%	38.9%	46.7%	76.3%	66.2%	57.1%	33.3%	0.0%	---	---	0.0%	---	0.0%	100.0%	---	0.0%	56.7%	62.5%	69.2%	
Other	38	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	
	2.1%	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%	0.0%	
Multiracial	256	16	---	---	2	14	0	4	7	5	1	6	8	10	5	0	0	0	0	0	0	0	0	0	16	8	6	2	
	13.9%	14.8%	---	---	20.0%	14.4%	---	19.0%	12.7%	16.1%	5.6%	20.0%	13.6%	15.4%	14.3%	0.0%	0.0%	---	---	0.0%	---	0.0%	0.0%	---	100.0%	26.7%	9.4%	15.4%	
Significantly different from column:*																				Y					T				

\*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.