



Report of Results

for

Mercy Care Child Population

2023 (MY2022) CAHPS® 5.1H Medicaid Member Experience Survey

Prepared for:

Mercy Care (June 16, 2023)

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INTRODUCTION

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 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 provider communication skills.

The National Committee for Quality Assurance (NCQA) uses the Health Plan CAHPS survey in its Health Plan Accreditation Program as part of the Healthcare Effectiveness Data and Information Set (HEDIS®). HEDIS measures health plan performance on important dimensions of care and service and is designed to provide purchasers and consumers with the information they need to reliably compare the performance of health care plans. The Health Plan CAHPS survey represents the member experience component of the HEDIS measurement set. The survey measures the member 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 six months.

EXECUTIVE SUMMARY

In 2022, Aetna Better Health contracted with the Center for the Study of Services (CSS), an NCQA-certified survey vendor, to administer the CAHPS® 5.1H Child Medicaid Survey. The purpose of the survey is to assess members' experience with their health plan and health care. The overall goal of the survey is to provide actionable performance feedback to help the plan improve the member experience.

CSS administered the Child Medicaid version of the CAHPS Health Plan Survey on behalf of Mercy Care between February 14 and May 10, 2023.

The final survey sample for Mercy Care included 3,300 members. During the survey fielding period, 571 sample members completed the survey. After the final survey eligibility criteria were applied, the resulting NCQA response rate was 17.57%. (See *Survey Response Rate* section on page 14 for response rate formula.)

This *Executive Summary* focuses on key CAHPS performance metrics, including year-over-year changes in results and comparisons to relevant national multi-plan benchmarks. Unofficial estimates of NCQA's 2023 Health Plan Ratings (HPR), calculated by CSS, are provided for reference. Also identified are top organizational priorities for quality improvement based on CSS's *Key Driver Analysis*.

RESULTS ON KEY SURVEY MEASURES

The findings presented in this section are based on the rates of Mercy Care Child sample members rating their experience favorably (i.e., 9 or 10 for the overall rating questions and *Usually* or *Always* for all other CAHPS measures).

MERCY CARE CHILD MEMBERS: STATISTICALLY SIGNIFICANT IMPROVEMENTS OR DECLINES IN PERFORMANCE COMPARED TO 2022

Reportable* Rate IMPROVED	Reportable* Rate DECLINED
No statistically significant improvements compared to 2022	No statistically significant declines compared to 2022

* Limited to CAHPS rating and composite measures that in 2023 reached the minimum required denominator of 100 or more valid responses to be reportable by NCQA. All CAHPS ratings and composites reached the reportable denominator and were eligible for inclusion in this summary.

MERCY CARE CHILD MEMBERS: STATISTICALLY SIGNIFICANT DIFFERENCES IN PERFORMANCE COMPARED TO NATIONAL MULTI-PLAN BENCHMARKS

Reportable* Rate ABOVE Benchmark	Reportable* Rate BELOW Benchmark
Benchmark: 2023 CSS Child Medicaid Average	
Rating of Health Plan (81.29% vs. 70.15% [+11.14 points])	No statistically significant differences compared to benchmark
Benchmark: 2022 (MY2021) NCQA Quality Compass National Average (All Lines of Business)	
Rating of Health Plan (81.29% vs. 71.99% [+9.3 points])	No statistically significant differences compared to benchmark

* Limited to CAHPS rating and composite measures that in 2023 reached the minimum required denominator of 100 or more valid responses to be reportable by NCQA. All CAHPS ratings and composites reached the reportable denominator and were eligible for inclusion in this summary.

MERCY CARE CHILD MEMBERS: ESTIMATED 2023 NCQA HEALTH PLAN RATINGS

Estimated* 2023 NCQA Health Plan Rating	
★★★★★	Rating of Health Plan
★★★☆☆	Getting Care Quickly, Rating of Personal Doctor, Rating of All Health Care
★★☆☆☆	Getting Needed Care

* Health Plan Ratings were estimated by CSS based on the prior-year (2022, or MY2021) NCQA Quality Compass national benchmarks and should be treated as UNOFFICIAL. The 2023 Health Plan Ratings, based on the current-year (2023, or MY2022) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2023. NCQA retired Rating of Specialist Seen Most Often (% 9 or 10) and Coordination of Care from HPR 2023. Rating of All Health Care (% 9 or 10) was moved to the Satisfaction With Plan and Plan Services sub-composite. Note: estimated star ratings are provided for all applicable CAHPS measures regardless of measure denominator.

MERCY CARE CHILD MEMBERS: TOP PRIORITIES FOR QUALITY IMPROVEMENT

CSS's *Key Driver Analysis* identifies the key member experience touch points that shape members' overall assessment of the health plan, as captured by the *Rating of Health Plan* question at the end of the survey. To the extent that the plan can improve these experiences, the overall rating of the plan will reflect these gains. Below are the quality improvement opportunities that will result in the largest incremental gains in the *Rating of Health Plan* measure for Mercy Care.

Top Priorities for Quality Improvement
1. Improving member access to care (having a personal doctor)
2. Improving the ability of the health plan customer service to provide necessary information or help
3. Improving health plan provider network (highly-rated personal doctors)
4. Improving member access to care (getting an appointment for urgent care as soon as needed)
5. Improving health plan provider network (highly-rated specialists)

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

WHAT IS NEW IN 2023

NCQA POLICY UPDATES

There were no substantive changes to NCQA's 2023 (MY2022) HEDIS/CAHPS questionnaires or survey administration protocols. NCQA issued the following updates and clarifications to the 2023 Health Plan Ratings (HPR) Methodology:

- NCQA will continue to rely on current-year (2023, or MY2022) Quality Compass® national percentiles for assigning HPR stars.
- NCQA retired the following measures from HPR due to historically low response rates: *Claims Processing* (Commercial), *Rating of Specialist Seen Most Often* (Medicaid), and *Coordination of Care* (Medicaid).

For additional details, see *Estimated NCQA Health Plan Ratings (Star Ratings)* on page 19 and *NCQA Health Plan Ratings Methodology* on page 71.

CSS REPORT UPDATES

CSS made the following updates to the 2023 CAHPS Results Report:

- Key results exhibits have been updated to include the 95% confidence interval for reported measure rates.
- The *Key Driver Model* has been refreshed using the most recent industry data (see *Key Driver Analysis* section on page 58).
- The *Health Plan Quality Improvement Resources* section has been updated and expanded (see page 62).

ABOUT THIS REPORT

The key features of this 2023 CAHPS results report are highlighted below.

- CSS calculated survey results following the NCQA scoring guidelines outlined in *HEDIS 2023, Volume 3: Specifications for Survey Measures*. All measure results adhere to these scoring guidelines but are presented regardless of denominator.
- Unofficial estimates of NCQA's 2023 Health Plan Ratings (HPR stars) are provided in advance of their planned release by NCQA in the fall of 2023. The CSS-calculated HPR stars are based on the 2022 (MY2021) Quality Compass national benchmarks and are reported regardless of measure denominator. Since the most recent NCQA benchmarks available to date are the prior-year (2022, or MY2021) Quality Compass benchmarks, the official HPR ratings scheduled to be released in the fall of 2023 will likely diverge from these preliminary estimates.
- Throughout the report, the 2023 Mercy Care survey results are compared to national multi-plan benchmark rates, represented by the 2023 CSS Child Medicaid Average and the 2022 (MY2021) NCQA Quality Compass Child Medicaid National Average for All Lines of Business (LOBs). The 2023 CSS Child Medicaid Average was calculated by pooling survey responses across 21 Child Medicaid plans surveyed and selected by CSS to represent the industry average. The 2022 (MY2021) NCQA Quality Compass Child Medicaid National Average (All LOBs) is made up of the Child Medicaid plans that submitted data to NCQA in 2022.
- *Executive Summary* (page 5) provides a high-level overview of survey findings for Mercy Care. It highlights the areas where Mercy Care performs significantly above or below the aforementioned national multi-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* (page 21) presents the 2023 Mercy Care survey scores on key measures, including question summary rates, global proportions, and estimated HPR ratings; changes in rates and global proportion scores from the previous year (if applicable); and comparisons to relevant national multi-plan benchmarks. Statistically significant differences in scores are noted.
- *Detailed Performance Charts* (page 23) are provided for the overall rating questions, composite measures, and individual survey items representing the various CAHPS domains of care. The 2023 Mercy Care results are compared to the 2023 CSS Child Medicaid Average on all measures. Where appropriate, the 2023 results are also compared to the 2022 (MY2021) NCQA Quality Compass Child Medicaid National Average (All LOBs) and performance percentiles. Where available, a three-year trend in scores is also shown.

- *Membership Profile and Analysis of Plan Ratings by Member Segment* (page 47) compares the 2023 Mercy Care respondent profile to the relevant national multi-plan distribution(s) of demographic characteristics and utilization variables. Variation in the *Rating of Health Plan* measure by member segment is examined.
- *Key Driver Analysis* (page 58) identifies the touch points of member experience that are most strongly related to the overall *Rating of Health Plan* measure. The *CSS Key Driver Model* quantifies the contribution of each key driver to the overall *Rating of Health Plan*. The 2023 Mercy Care results on each key driver are compared to the best result among the 21 plans contributing to the 2023 CSS Child Medicaid Average, yielding a measure of available room for improvement on each touch point. The result is weighted by the key driver’s contribution to the overall *Rating of Health Plan*. Opportunities for improvement are prioritized based on the incremental gain in the Mercy Care *Rating of Health Plan* measure expected due to improved performance on the individual key drivers. A separate section of the report provides some helpful resources for health plan quality improvement.
- *Appendices* (starting on page 69) include:
 - Score calculation guidelines and methodology
 - A glossary of terms
 - A one-page *Survey Results at a Glance* summary
 - Detailed cross-tabulations of survey responses for every survey question, with additional tables summarizing performance on key survey measures
 - A copy of the survey instrument and supporting materials

SURVEY METHODOLOGY

SURVEY PROTOCOL AND TIMELINE

CSS administered the Child Medicaid version of the 2023 CAHPS Health Plan Survey on behalf of Mercy Care in accordance with the NCQA methodology detailed in *HEDIS 2023, Volume 3: Specifications for Survey Measures and Quality Assurance Plan for HEDIS 2023 Survey Measures*. The survey can be administered using a mail-only or a mixed (mail with telephone follow-up) methodology. These standard survey protocols include two questionnaire mailings, each followed by a reminder postcard. Depending on the protocol chosen, non-respondents are either sent a third, final survey package (mail-only methodology) or contacted by telephone (mixed methodology).

Mercy Care elected to use an enhanced mixed methodology with email reminders to non-respondents in addition to the standard reminder postcards. An optional prenotification postcard was mailed to all sample members on February 14. Email invitations with a link to the online survey were sent to eligible members on February 14, February 17, and February 23.

The key milestones of the CAHPS data collection protocol are provided below:

- An initial survey package was mailed on February 17.
- An initial reminder/thank-you postcard was mailed on February 23.
- A replacement survey package was mailed on March 24.
- A second reminder/thank-you postcard was mailed on March 30.
- A telephone follow-up phase targeting non-respondents, with up to six telephone follow-up attempts at different times of the day and on different days of the week, started on April 3.
- Data collection closed on May 10.

Survey results were submitted to NCQA on May 24, 2023.

SURVEY MATERIALS

CSS designed all member-facing materials (see *Appendix D. Survey Materials*) for Aetna Better Health in accordance with the NCQA guidelines detailed in *HEDIS 2023, Volume 3: Specifications for Survey Measures and Quality Assurance Plan for HEDIS 2023 Survey Measures*. Standard NCQA text was used for all materials. Prior to being customized with the health plan name, logo, and other branding elements, all CSS-designed survey materials templates were approved by NCQA.

The survey instrument was the Child Medicaid version of the Health Plan CAHPS 5.1H survey. In addition to English, all sample members received a copy of the survey in Spanish. The cover letter was also printed in both languages.

The outer envelope used for survey mailings was marked “RESPONSE NEEDED” or “FINAL REMINDER – PLEASE RESPOND!”, depending on the mailing wave, to improve the likelihood of response. Each survey package included a postage-paid business reply envelope.

SAMPLE SELECTION

For the Child Medicaid survey, sample-eligible members were those who were 17 years old or younger as of December 31, 2022; 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.

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. CSS assigned each sampled member a unique identification number, which was used to track the member’s progress, or survey disposition, throughout the data collection process.

The standard NCQA-prescribed sample size for Child Medicaid plans is 1,650 members. NCQA’s sampling methodology does not allow disenrolled members to be removed from the sample after the start of survey administration. Health plans that were unable to identify disenrollees prior to December 31, 2022, were advised to oversample (i.e., increase their sample size to compensate for members expected to leave their plan by the time the survey was fielded). Oversampling could also be used to obtain more completed surveys. Mercy Care requested to oversample by 100%. The final survey sample for Mercy Care included 3,300 members.

DATA CAPTURE

Returned questionnaires were recorded using optical scanning. If the scanning technology was unable to identify the specific response option selected with a predefined degree of certainty, trained data entry operators were employed to ensure that each such response was accurately recorded.

Computer Assisted Telephone Interviewing (CATI) technology was used to electronically capture survey responses obtained during telephone interviews. Members were able to complete the telephone interview in either English or Spanish. CATI supervisors maintained quality control by monitoring the telephone interviews and responses captured by interviewers in real time and by auditing recorded interviews. At least 10% 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.

SURVEY RESPONSE RATE

During the survey fielding period, 571 sample members completed the survey. After the final survey eligibility criteria were applied, the resulting NCQA response rate was 17.57%. Additional detail on sample member status (disposition) at the end of data collection is provided in Exhibit 1.

EXHIBIT 1. 2023 MERCY CARE CHILD MEDICAID CAHPS SURVEY: SAMPLE MEMBER DISPOSITIONS AND RESPONSE RATE

Sample Member Disposition	2023 Your Organization		2023 CSS Child Medicaid Average
	Number	Percent of Initial Sample	Percent of Total Initial Sample
Initial Sample	3,300	100.00%	100.00%
Complete and Eligible - Mail	200	6.06%	7.92%
Complete and Eligible - Phone*	362	10.97%	8.64%
Complete and Eligible - Internet**	9	0.27%	0.20%
Complete and Eligible - Total	571	17.30%	16.76%
Does not meet Eligible Population criteria	26	0.79%	0.72%
Incomplete (but Eligible)	118	3.58%	3.63%
Language barrier	23	0.70%	0.94%
Deceased	1	0.03%	0.02%
Refusal	95	2.88%	5.53%
Nonresponse after maximum attempts	2,282	69.15%	70.58%
Added to Do Not Call (DNC) list	184	5.58%	1.80%
NCQA Response Rate***		17.57%	17.05%

* Applies to plans following mixed methodology.

** Any sample members who called and requested another survey were provided a unique login ID to complete the survey online. Members could also access the online survey by clicking the survey link in their email invitation.

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

Following is a more detailed breakdown of completed surveys by language, reflecting the language(s) in which the survey was offered. In addition to English, all sample members received a copy of the survey in Spanish. The cover letter was also printed in both languages. Members were able to complete the telephone interview in either English or Spanish.

EXHIBIT 2. 2023 MERCY CARE CHILD MEDICAID CAHPS SURVEY: COMPLETED SURVEYS BY LANGUAGE

Survey Language	2023 Your Organization	
	Number	Percent
Complete and Eligible - English	403	70.6%
Complete and Eligible - Spanish	168	29.4%
Complete and Eligible - Total	571	100.0%

4994000

SATISFACTION WITH THE EXPERIENCE OF CARE

PATIENT EXPERIENCE OF CARE MEASURES

This section includes all CAHPS measures for which NCQA calculates results, regardless of whether the measure is featured in NCQA's Health Plan Ratings. Measures that are reported in HPR¹ (i.e., assigned a star rating) are marked with a star symbol (★) below.

GLOBAL RATING QUESTIONS

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 ratings. Results are based on the proportion of members selecting one of the top two ratings (9 or 10) to align with NCQA's 2023 Health Plan Ratings Methodology. For convenience and trending, the proportion of respondents rating 8, 9, or 10 is also provided.

- ★ **Rating of Personal Doctor** (0 = worst personal doctor possible; 10 = best personal doctor possible) is included in HPR as part of the *Satisfaction With Plan Physicians* sub-composite.
- **Rating of Specialist Seen Most Often** (0 = worst specialist possible; 10 = best specialist possible) was retired from HPR in 2023 for the Medicaid product line.
- ★ **Rating of All Health Care** (0 = worst health care possible; 10 = best health care possible) is included in HPR as part of the *Satisfaction With Plan and Plan Services* sub-composite.
- ★ **Rating of Health Plan** (0 = worst health plan possible; 10 = best health plan possible) is included in HPR as part of the *Satisfaction With Plan and Plan Services* sub-composite.

CAHPS COMPOSITE MEASURES²

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.

¹ Any HPR scores that appear in this report were calculated by CSS and should be treated as UNOFFICIAL.

² This section focuses on CAHPS composites, which are distinct from HPR composites.

★ **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. This measure is reported in HPR as part of the *Getting Care* HPR sub-composite. 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 with 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. This measure is reported in HPR as part of the *Getting Care* HPR sub-composite. 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?*

• **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. This measure was retired from HPR in 2023 for the Medicaid product line. 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?*

• **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?*

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 2023, Volume 3: Specifications for Survey Measures* or consult Appendix A.

SURVEY-WIDE 95% MARGIN OF ERROR AND CONFIDENCE INTERVALS FOR MEASURE RESULTS

A margin of error indicates the extent to which survey results reflect the experiences of the entire member population. When different samples from the same population are surveyed, some degree of variation in survey results should be expected. Results will vary more from sample to sample if the sample size is small. Larger samples are more representative of the population and will exhibit less sample-to-sample variation in results. Additionally, the margin of error depends on the frequency of the reported response (e.g., the proportion of members answering *Yes*, *Usually* or *Always*, 9 or 10, etc.) and will thus vary from one survey measure to the next. The closer the reported rate is to 50%, the wider the margin of error. As the observed rate moves away from 50% in either direction, the margin of error decreases. For convenience, using the most conservative assumptions about measure rates (i.e., 50%) and the total number of completed surveys (571), the survey-wide 95% margin of error for Mercy Care is estimated to be $\pm 4.10\%$.

Measure-specific 95% confidence intervals (CI) provided in this report reflect measure rates and denominators observed in this survey sample. A 95% confidence interval around a measure rate indicates that if the same survey was fielded 100 times on different random samples drawn from the same member population, the true population rate would fall within that interval 95 of those times.

ESTIMATED NCQA HEALTH PLAN RATINGS (STAR RATINGS)

NCQA reports Health Plan Ratings to the public on a five-star scale, indicating how well a plan is performing compared to NCQA's Quality Compass national benchmarks (see <https://reportcards.ncqa.org/health-plans>). Quality measures are organized in HPR by composite (such as *Patient Experience*) and sub-

composite (such as *Getting Care*, *Satisfaction With Plan Physicians*, and *Satisfaction With Plan and Plan Services*).³ Following is the list of *Patient Experience* measures included in NCQA’s 2023 Health Plan Ratings:

HPR Measure	Individual Measures Included in HPR (Assigned a Star Rating)
Patient Experience	
Getting Care	Getting Needed Care (percent <i>Usually</i> or <i>Always</i>) Getting Care Quickly (percent <i>Usually</i> or <i>Always</i>)
Satisfaction With Plan Physicians	Rating of Personal Doctor (percent 9 or 10) Rating of Specialist Seen Most Often (percent 9 or 10) – Commercial ONLY; retired for Medicaid in HPR 2023 Coordination of Care (percent <i>Usually</i> or <i>Always</i>) – Commercial ONLY; retired for Medicaid in HPR 2023
Satisfaction With Plan and Plan Services	Rating of Health Plan (percent 9 or 10) Rating of All Health Care (percent 9 or 10)

According to NCQA’s 2023 HPR methodology, star ratings are assigned by comparing health plan performance on each reported measure to the current-year (2023, or MY2022) Quality Compass National 10th, 33rd, 67th, and 90th Percentiles for All Lines of Business, subject to minimum denominator rules.⁴ Since the most recent NCQA benchmarks available to date are the prior-year (2022, or MY2021) Quality Compass benchmarks, the official HPR ratings scheduled to be released in the fall of 2023 will likely diverge from these preliminary estimates. Any estimated star ratings that appear in this report were calculated by CSS and should be treated as UNOFFICIAL.

NCQA MINIMUM DENOMINATOR SIZE

For a measure result to be reportable by NCQA, it needs to be based on at least 100 valid responses (measure denominator). 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). If the rate denominator is less than 100, NCQA assigns a measure result of “NA.” This report presents results for all measures, regardless of denominator size. Additional rules apply to official HPR measure denominators.

³ In HPR, the terms “composite” (e.g., *Patient Experience*) and “sub-composite” (*Getting Care*, *Satisfaction With Plan Physicians*, and *Satisfaction With Plan and Plan Services*) are used differently than in the realm of CAHPS. NCQA’s HPR methodology refers to CAHPS composites as “individual measures.” For example, the CAHPS composite measure *Getting Care Quickly* is included as an *individual measure* in the calculation of the HPR sub-composite *Getting Care* and in the HPR *Patient Experience* composite.

⁴ See <https://www.ncqa.org/hedis/reports-and-research/ncqas-health-plan-ratings-2023/> as well as Appendix A of this report for details, including rules for measure denominators.

COMPARISONS TO NATIONAL MULTI-PLAN BENCHMARKS AND PRIOR-YEAR RESULTS

Throughout the report, the 2023 Mercy Care results are compared to the 2023 CSS Child Medicaid Average as well as to the 2022 (MY2021) NCQA Quality Compass Child Medicaid National Average (All LOBs). The 2023 CSS Child Medicaid Average was calculated by pooling survey responses across 21 Child Medicaid plans surveyed and selected by CSS to represent the industry average. The 2022 (MY2021) NCQA Quality Compass Child Medicaid National Average (All LOBs) is made up of the Child Medicaid plans that submitted data to NCQA in 2022.

If available, prior-year survey results are provided for comparison, and year-over-year changes in results are tested for statistical significance. All the statistical tests are conducted at the 95% confidence level (i.e., there is a 95% probability that the observed difference is real and not due to chance).

SUMMARY OF SURVEY RESULTS

Exhibit 3 provides a high-level Mercy Care performance overview on key survey measures. It includes the overall ratings, composite global proportions, and summary rates for additional measures. Where applicable, changes in scores over time and comparisons to relevant national multi-plan benchmarks are reported and tested for statistical significance.

EXHIBIT 3. 2023 MERCY CARE CHILD MEDICAID CAHPS SURVEY: PATIENT EXPERIENCE MEASURES

Survey Measures	Your Organization						Benchmark Comparisons				Your Organization's Estimated 2023 NCQA Health Plan (Star) Rating	
	2023			2022		2021		2023 CSS Child Medicaid Average		2022 (MY2021) NCQA Quality Compass National Average (All LOBs)		
	Rate	95% CI	(n)	Rate	Point Change	Rate	Point Change	Rate	Point Difference	Rate		Point Difference
<i>Patience Experience Measures Reported in NCQA Health Plan Ratings</i>											★★★★☆	
Getting Care											★★★★☆	
Getting Needed Care (% Always or Usually)	82.90%	(±4.59)	(259)	83.96%	[-1.06]	86.43%	[-3.54]	83.30%	[-0.41]	84.19%	[-1.29]	★★★★☆
Getting Care Quickly (% Always or Usually)	85.60%	(±4.38)	(247)	86.99%	[-1.39]	88.72%	[-3.13]	85.40%	[+0.20]	86.74%	[-1.14]	★★★★☆
Satisfaction With Plan Physicians											★★★★☆	
Rating of Personal Doctor (% 9 or 10)	77.03%	(±3.72)	(492)	82.38%	[-5.34]	77.22%	[-0.19]	74.73%	[+2.30]	77.15%	[-0.12]	★★★★☆
Satisfaction With Plan and Plan Services											★★★★☆	
Rating of Health Plan (% 9 or 10)	81.29%	(±3.24)	(556)	81.21%	[+0.09]	80.74%	[+0.56]	70.15%	[+11.14] ✓	71.99%	[+9.30] ✓	★★★★★
Rating of All Health Care (% 9 or 10)	71.11%	(±4.68)	(360)	75.98%	[-4.87]	81.40%	[-10.28] ✓	67.99%	[+3.13]	70.77%	[+0.34]	★★★★☆
<i>Additional Measures NOT Reported in NCQA Health Plan Ratings</i>												
Coordination of Care (% Always or Usually)	80.34%	(±5.84)	(178)	89.16%	[-8.82]	87.36%	[-7.02]	81.72%	[-1.38]	84.71%	[-4.37]	Not calculated
How Well Drs. Communicate (% Always or Usually)	92.26%	(±2.72)	(372)	92.97%	[-0.71]	94.84%	[-2.58]	93.19%	[-0.93]	94.18%	[-1.92]	
Customer Service (% Always or Usually)	87.14%	(±4.66)	(199)	90.40%	[-3.26]	90.05%	[-2.91]	87.43%	[-0.29]	88.06%	[-0.92]	
Rating of All Health Care (% 8, 9 or 10)	88.89%	(±3.25)	(360)	90.50%	[-1.61]	91.63%	[-2.74]	87.01%	[+1.88]	87.34%	[+1.55]	
Rating of Personal Doctor (% 8, 9 or 10)	90.04%	(±2.65)	(492)	92.34%	[-2.30]	91.72%	[-1.68]	88.95%	[+1.09]	90.18%	[-0.14]	
Rating of Specialist Seen Most Often (% 8, 9 or 10)	92.36%	(±4.34)	(144)	87.30%	[+5.06]	89.41%	[+2.95]	85.28%	[+7.09] ✓	86.54%	[+5.82] ✓	
Rating of Specialist Seen Most Often (% 9 or 10)	77.08%	(±6.86)	(144)	82.54%	[-5.46]	80.00%	[-2.92]	71.43%	[+5.65]	73.04%	[+4.04]	
Rating of Health Plan (% 8, 9 or 10)	91.91%	(±2.27)	(556)	89.60%	[+2.31]	90.77%	[+1.14]	86.40%	[+5.51] ✓	86.48%	[+5.43] ✓	

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Calculation and Reporting of Results

All rates were calculated by CSS following NCQA specifications. The 95% confidence interval (CI) around the reported rate indicates the range of values the true population rate will fall in 95% of the time if multiple random samples from the same member population were surveyed. The number of valid responses collected this year for each measure (n, or measure denominator) is reported in parentheses.

Rate Comparisons and Statistical Significance Testing

Comparisons to prior-year and benchmark rates were calculated prior to rounding and rounded for display. Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the comparison rate are marked with a checkmark (✓) symbol.

Health Plan Ratings (HPR)

Health Plan Ratings were estimated by CSS based on the prior-year (2022, or MY2021) NCQA Quality Compass national benchmarks and should be treated as UNOFFICIAL. The 2023 Health Plan Ratings, based on the current-year (2023, or MY2022) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2023. NCQA retired Rating of Specialist Seen Most Often (% 9 or 10) and Coordination of Care from HPR 2023. Rating of All Health Care (% 9 or 10) was moved to the Satisfaction With Plan and Plan Services sub-composite.

DETAILED PERFORMANCE CHARTS

Detailed charts are provided for CAHPS composite global proportions and question summary rates. The charts have the following features:

TREND IN RESULTS

- Survey results are trended over three consecutive years of data collection, if available. A result may not be available if the survey was not administered in a given year, or if the measure is new or not deemed appropriate for trending. In such cases, “no data” appears in place of the score.
- The number of valid responses (the NCQA-defined denominator, *n*) appears under each bar. If the number of responses is less than 100, “NA” appears next to the value of *n*, indicating that the result is not reportable by NCQA.
- 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 marked with a checkmark (✓) symbol next to the comparison score. For example, a checkmark appearing next to the 2022 rate denotes a statistically significant difference between the 2023 and 2022 rates.

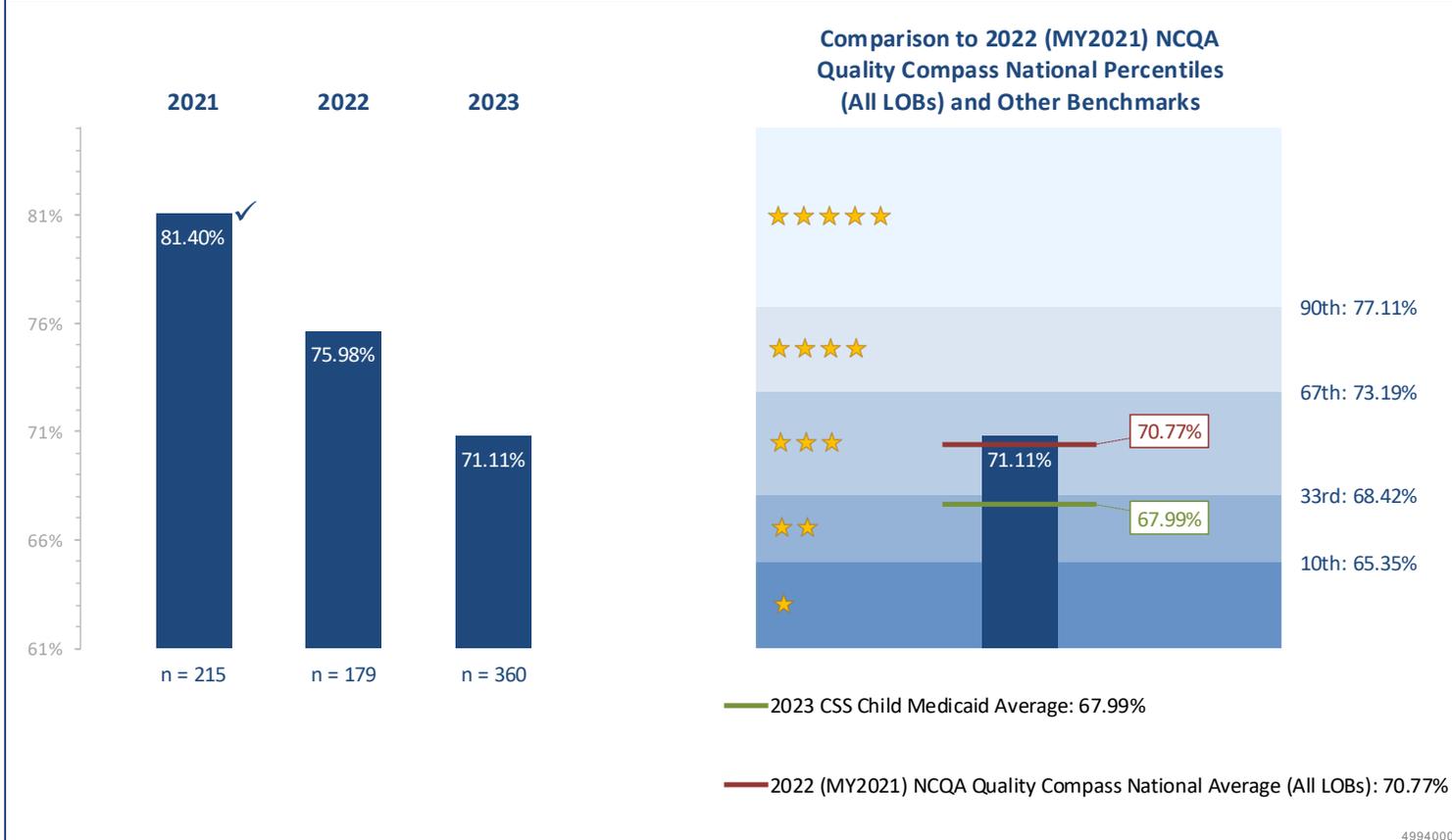
COMPARISON TO NATIONAL MULTI-PLAN BENCHMARKS AND 2022 (MY2021) NCQA QUALITY COMPASS PERCENTILES

To help health plans evaluate their competitive performance on key CAHPS measures, CSS licensed the 2022 (MY2021) *NCQA Quality Compass CAHPS Benchmarks*. This dataset includes question summary rates and global proportions corresponding to the national Quality Compass averages, as well as the national 10th, 33rd, 67th, and 90th health plan performance percentiles. CSS’s License Agreement with NCQA authorizes CSS to provide this information to eligible client organizations for their internal use only. Public reporting of these results is not authorized under the terms of this Agreement.

- For CAHPS ratings and composites, the bar representing the 2023 measure result is juxtaposed against the 2022 (MY2021) NCQA percentile distribution, providing an indication of competitive performance on the measure and, if applicable, the corresponding HPR (star) rating estimate.
- The horizontal lines displayed on the charts correspond to the 2023 CSS Child Medicaid Average as well as the 2022 (MY2021) NCQA Quality Compass Child Medicaid National Average (All LOBs). If the 2023 result is significantly different from any of these benchmark rates at the 95% confidence level, a checkmark (✓) appears next to the relevant result.

Rating of All Health Care

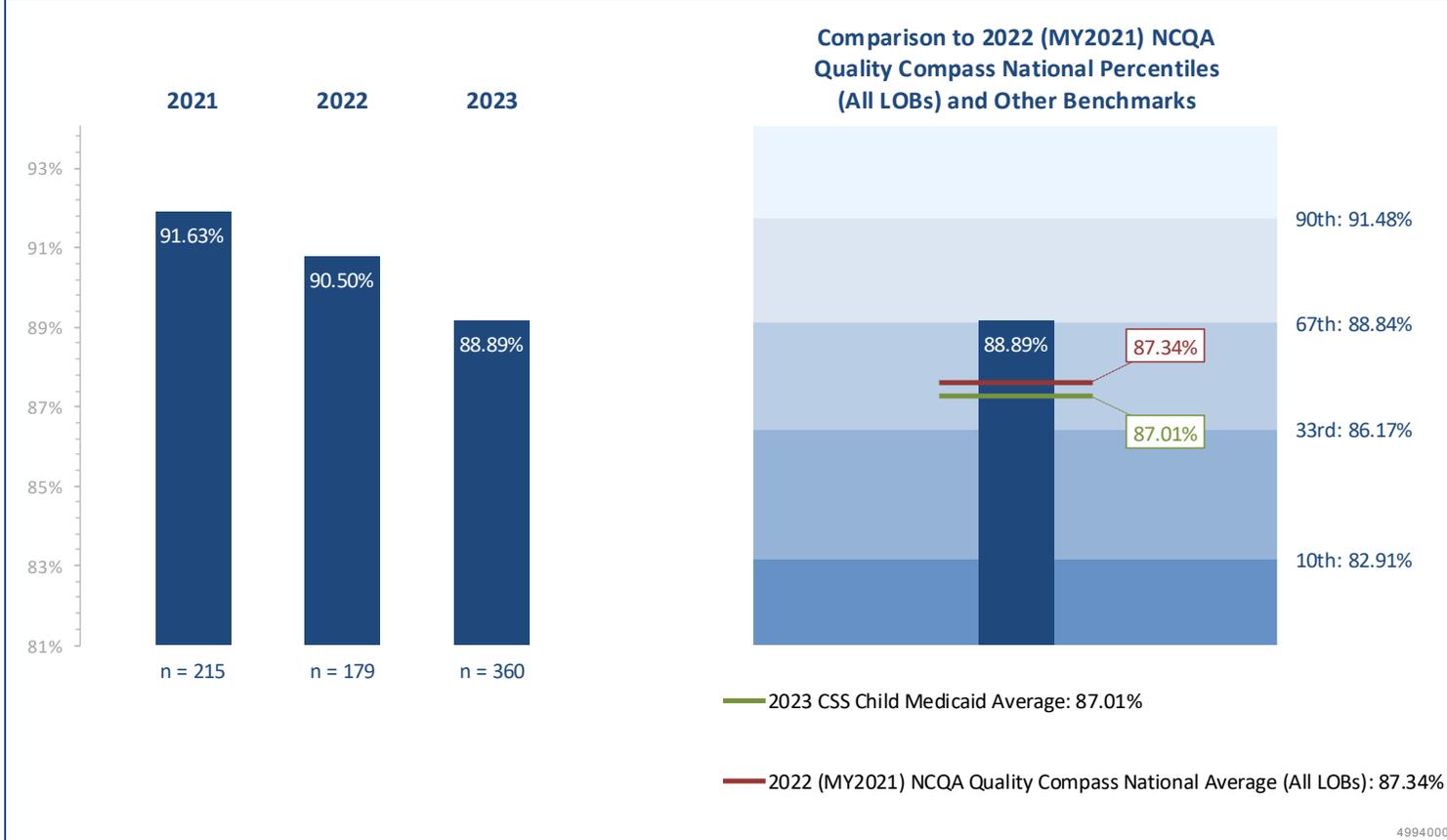
Percent Responding 9 or 10



Health Plan Ratings were estimated by CSS based on the prior-year (2022, or MY2021) NCOA Quality Compass national benchmarks and should be treated as UNOFFICIAL. The 2023 Health Plan Ratings, based on the current-year (2023, or MY2022) national benchmarks, will be posted by NCOA on the Health Plan Report Card website in September of 2023. All rates were calculated by CSS following NCOA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCOA. Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCOA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Rating of All Health Care

Percent Responding 8, 9 or 10



This measure is not included in NCOA's Health Plan Ratings.

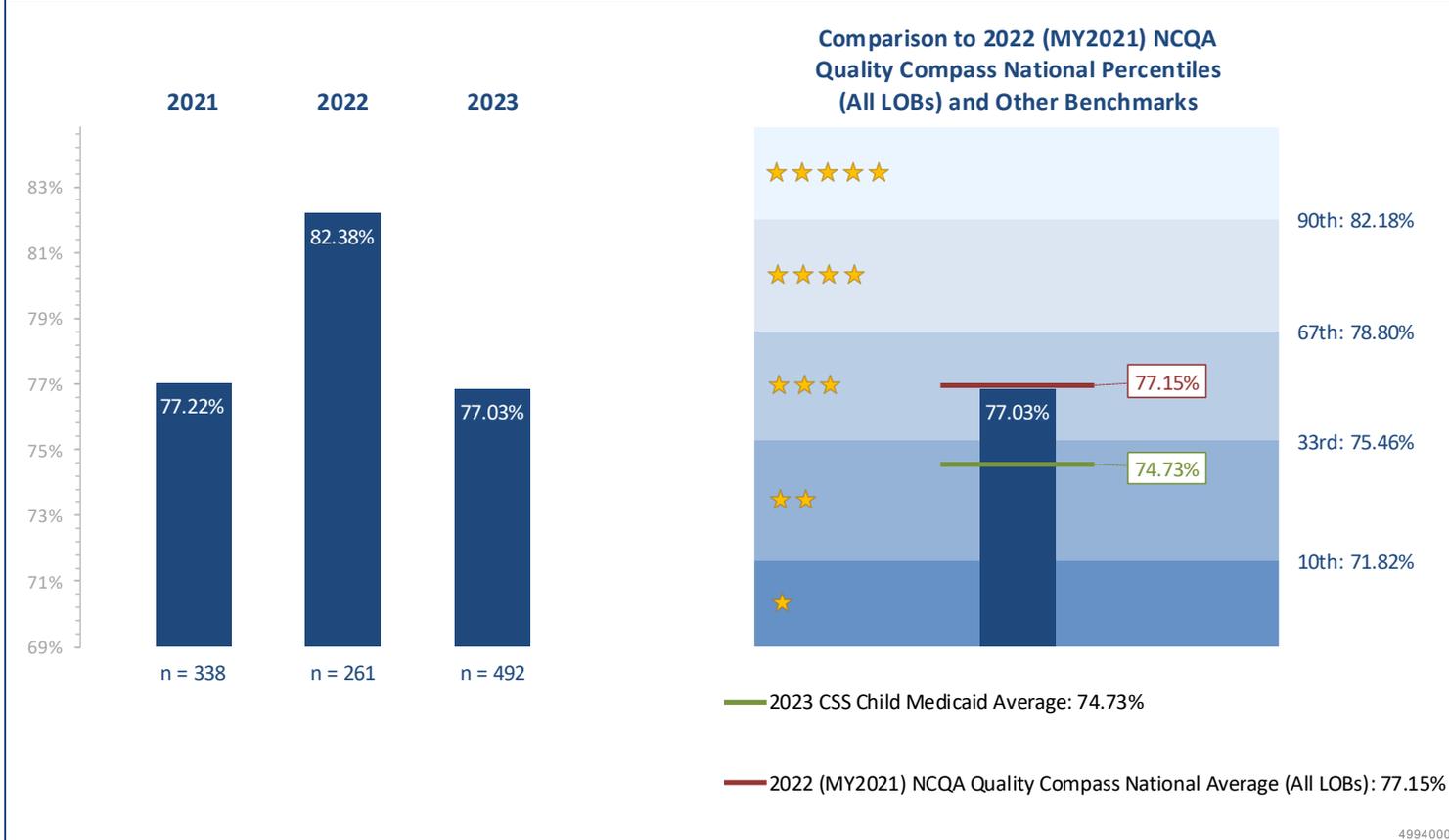
All rates were calculated by CSS following NCOA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCOA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCOA reporting ($n=100$). Differences in rates were tested for statistical significance using a t -test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

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Rating of Personal Doctor

Percent Responding 9 or 10

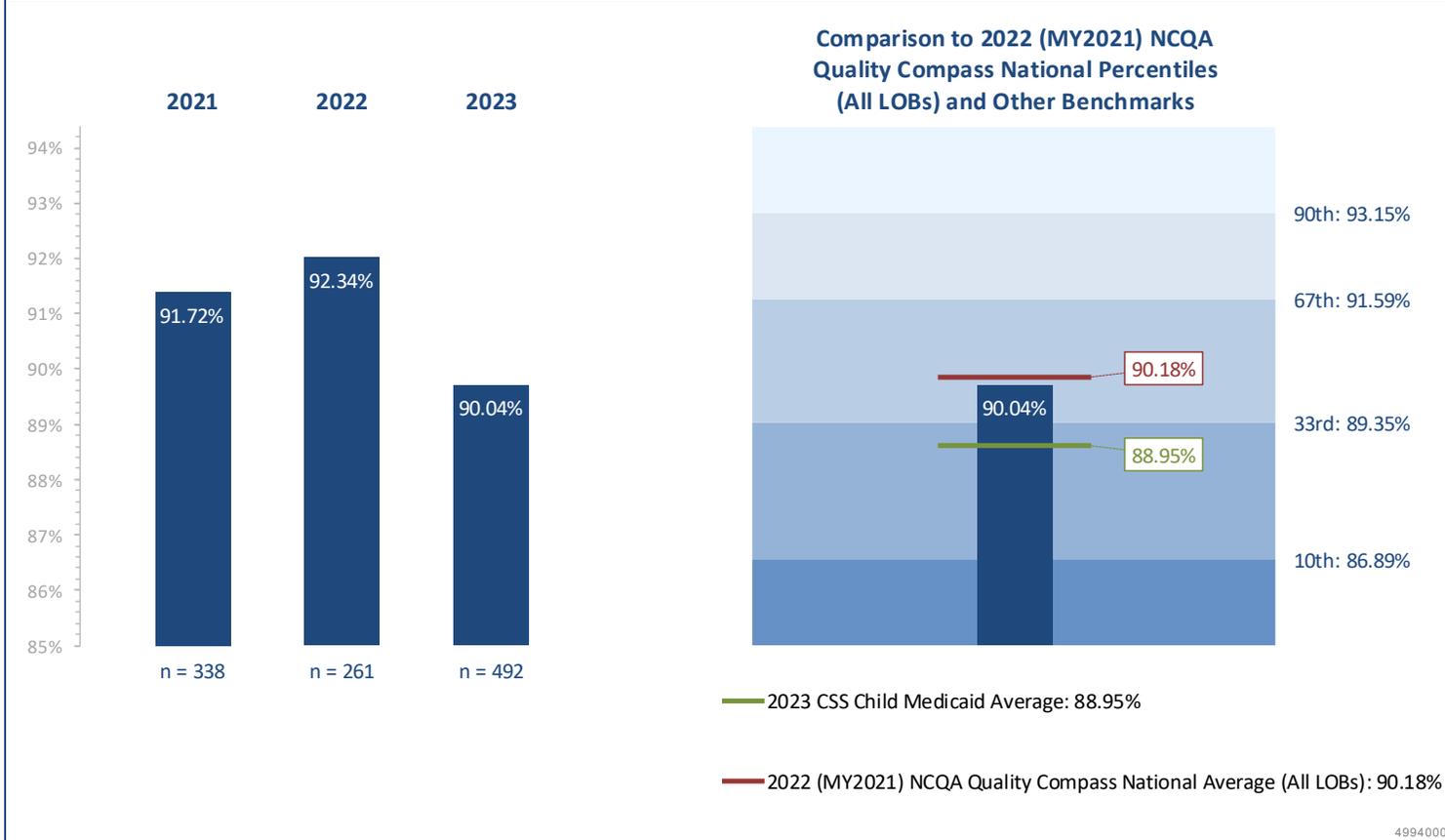


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Health Plan Ratings were estimated by CSS based on the prior-year (2022, or MY2021) NCCA Quality Compass national benchmarks and should be treated as UNOFFICIAL. The 2023 Health Plan Ratings, based on the current-year (2023, or MY2022) national benchmarks, will be posted by NCCA on the Health Plan Report Card website in September of 2023. All rates were calculated by CSS following NCCA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCCA. Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCCA reporting ($n=100$). Differences in rates were tested for statistical significance using a t -test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Rating of Personal Doctor

Percent Responding 8, 9 or 10



This measure is not included in NCQA's Health Plan Ratings.

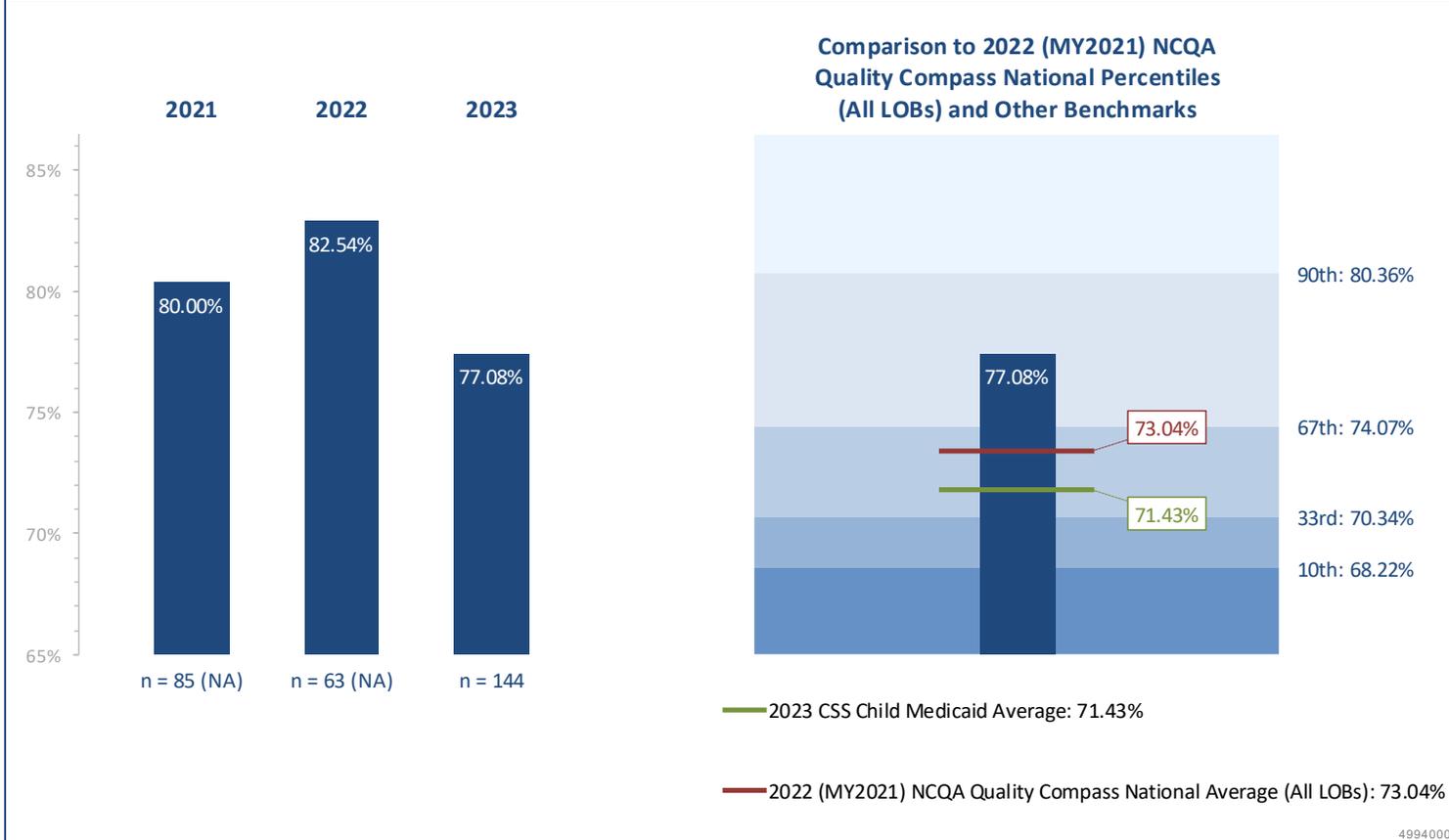
All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting ($n=100$). Differences in rates were tested for statistical significance using a t -test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

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Rating of Specialist Seen Most Often

Percent Responding 9 or 10



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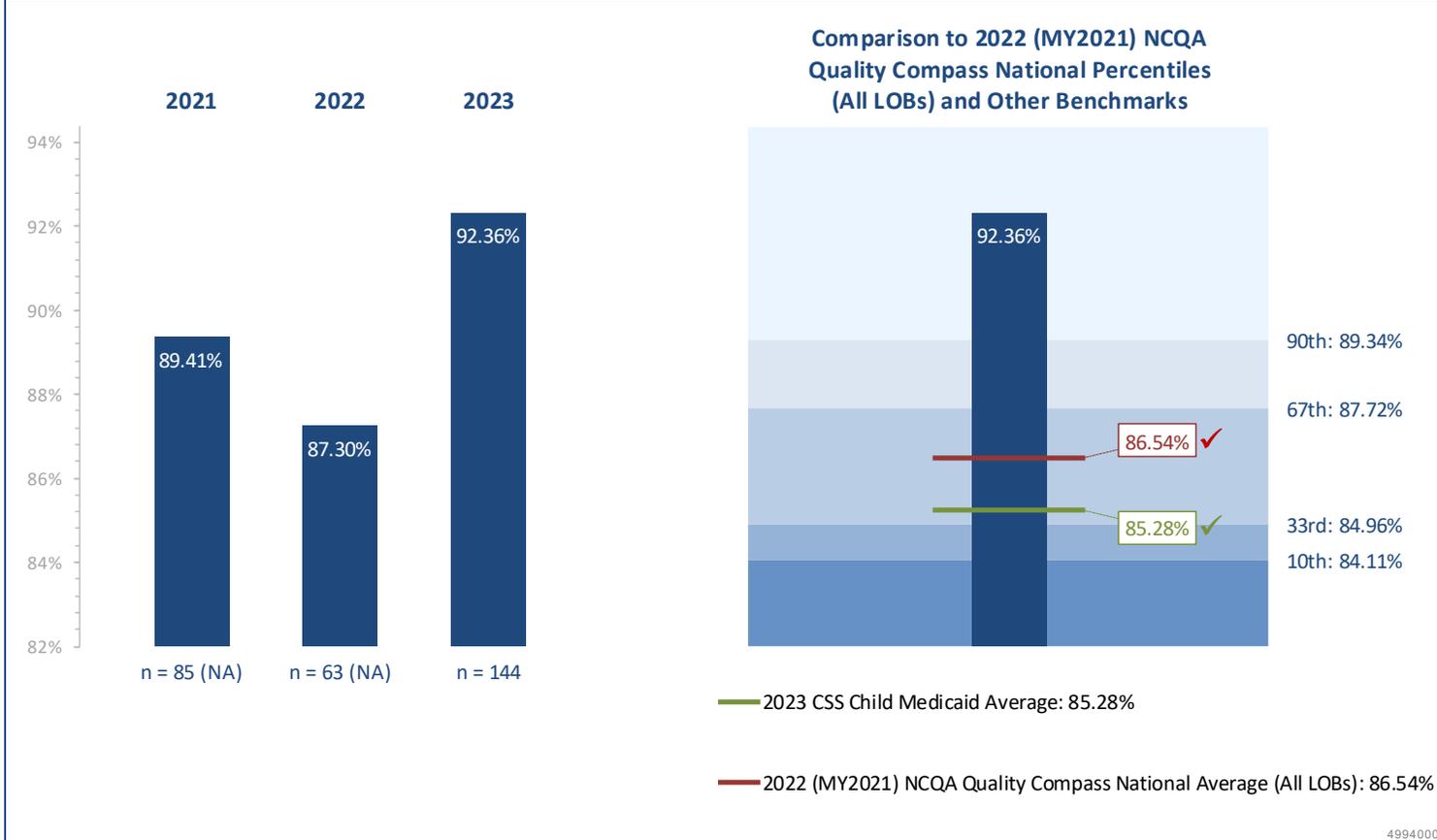
This measure is not included in NCQA's Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. If n is less than 100, 'NA' is displayed next to the value of n, indicating that the result is not reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Rating of Specialist Seen Most Often

Percent Responding 8, 9 or 10



This measure is not included in NCQA's Health Plan Ratings.

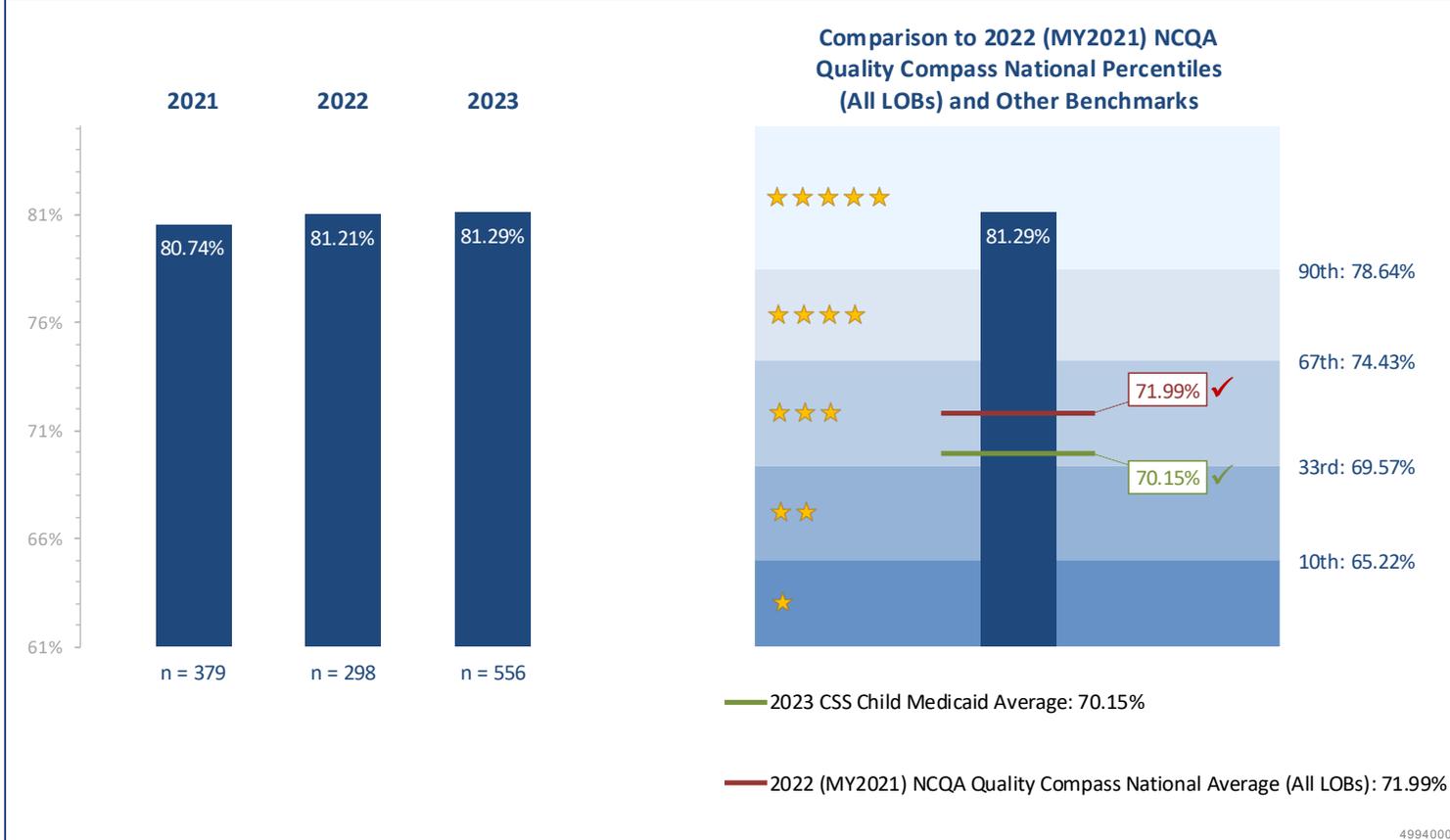
All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. If n is less than 100, 'NA' is displayed next to the value of n, indicating that the result is not reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

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Rating of Health Plan

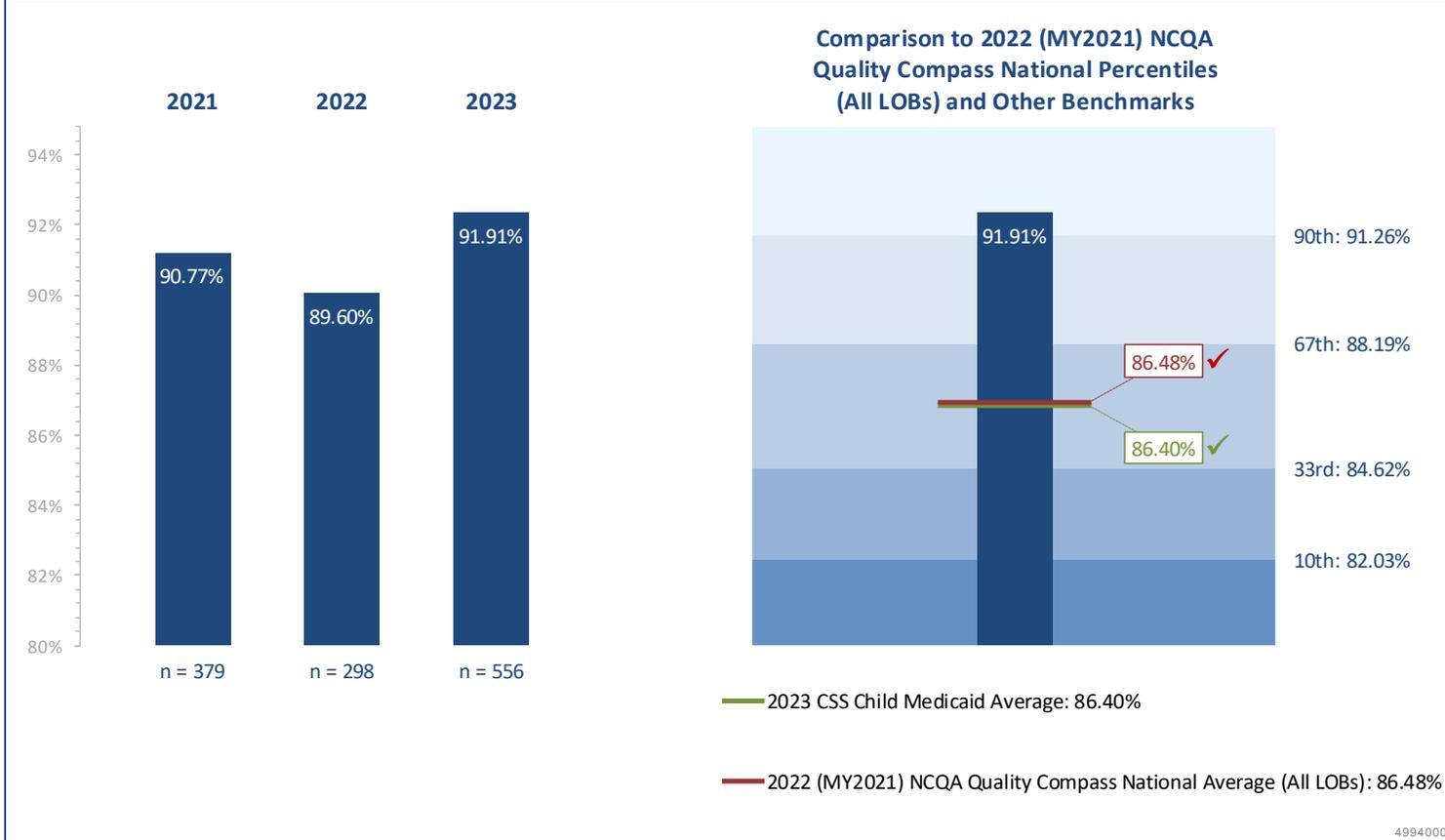
Percent Responding 9 or 10



Health Plan Ratings were estimated by CSS based on the prior-year (2022, or MY2021) NCQA Quality Compass national benchmarks and should be treated as UNOFFICIAL. The 2023 Health Plan Ratings, based on the current-year (2023, or MY2022) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2023. All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Rating of Health Plan

Percent Responding 8, 9 or 10



This measure is not included in NCOA's Health Plan Ratings.

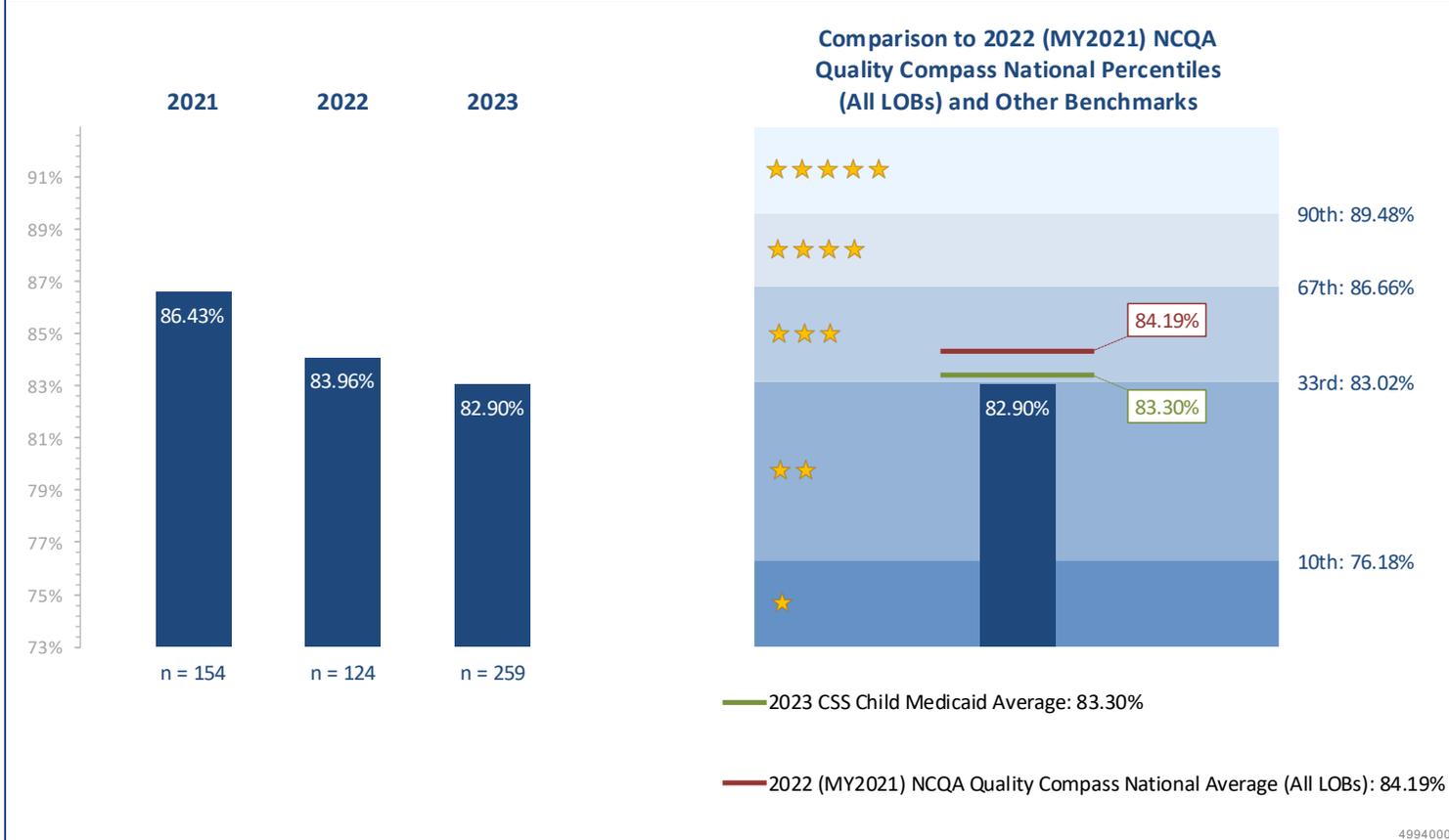
All rates were calculated by CSS following NCOA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCOA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCOA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

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Getting Needed Care

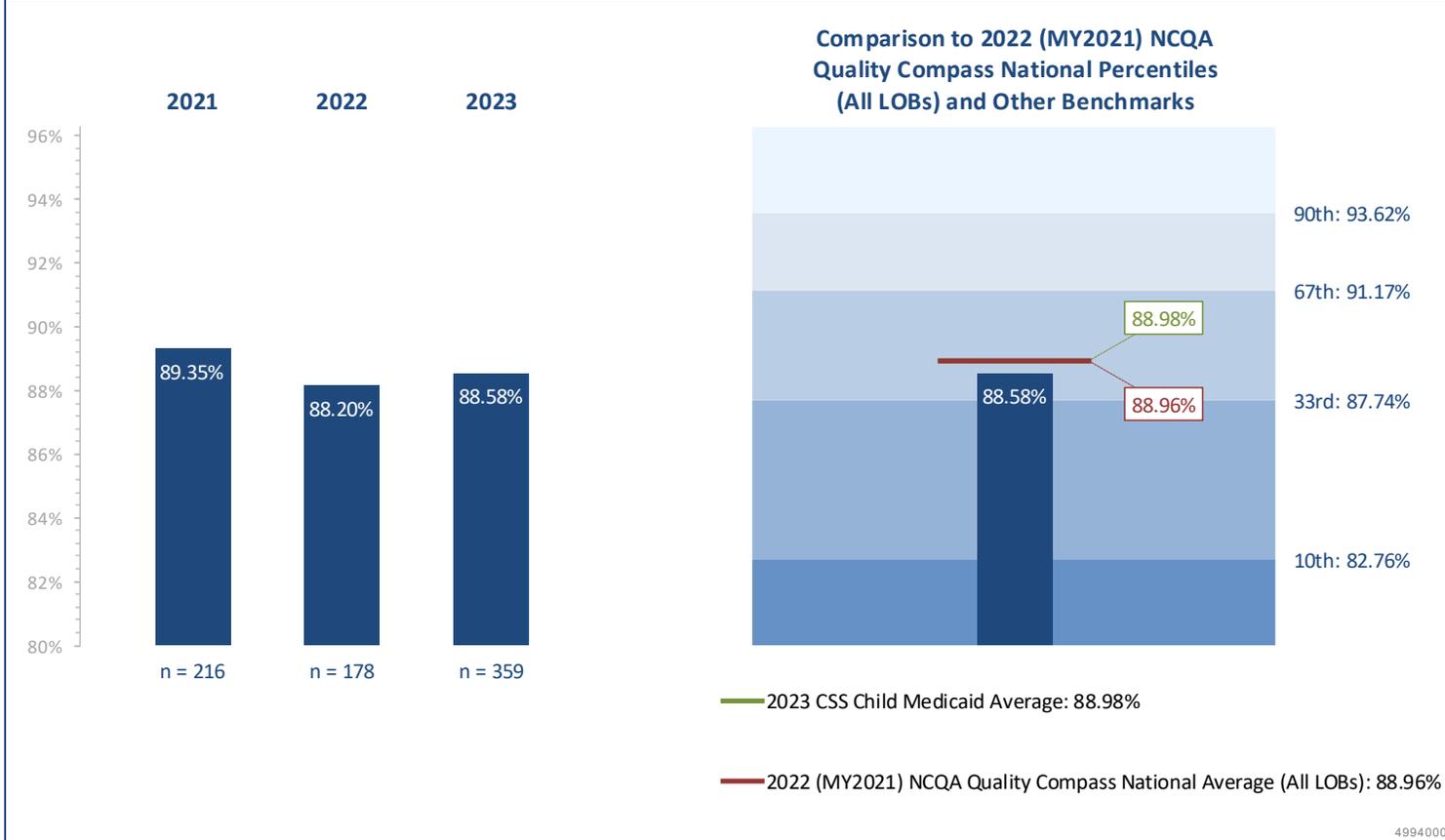
Percent Responding Always or Usually



Health Plan Ratings were estimated by CSS based on the prior-year (2022, or MY2021) NCQA Quality Compass national benchmarks and should be treated as UNOFFICIAL. The 2023 Health Plan Ratings, based on the current-year (2023, or MY2022) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2023. All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Getting Needed Care: Ease of Getting Needed Care (Q9)

Percent Responding Always or Usually



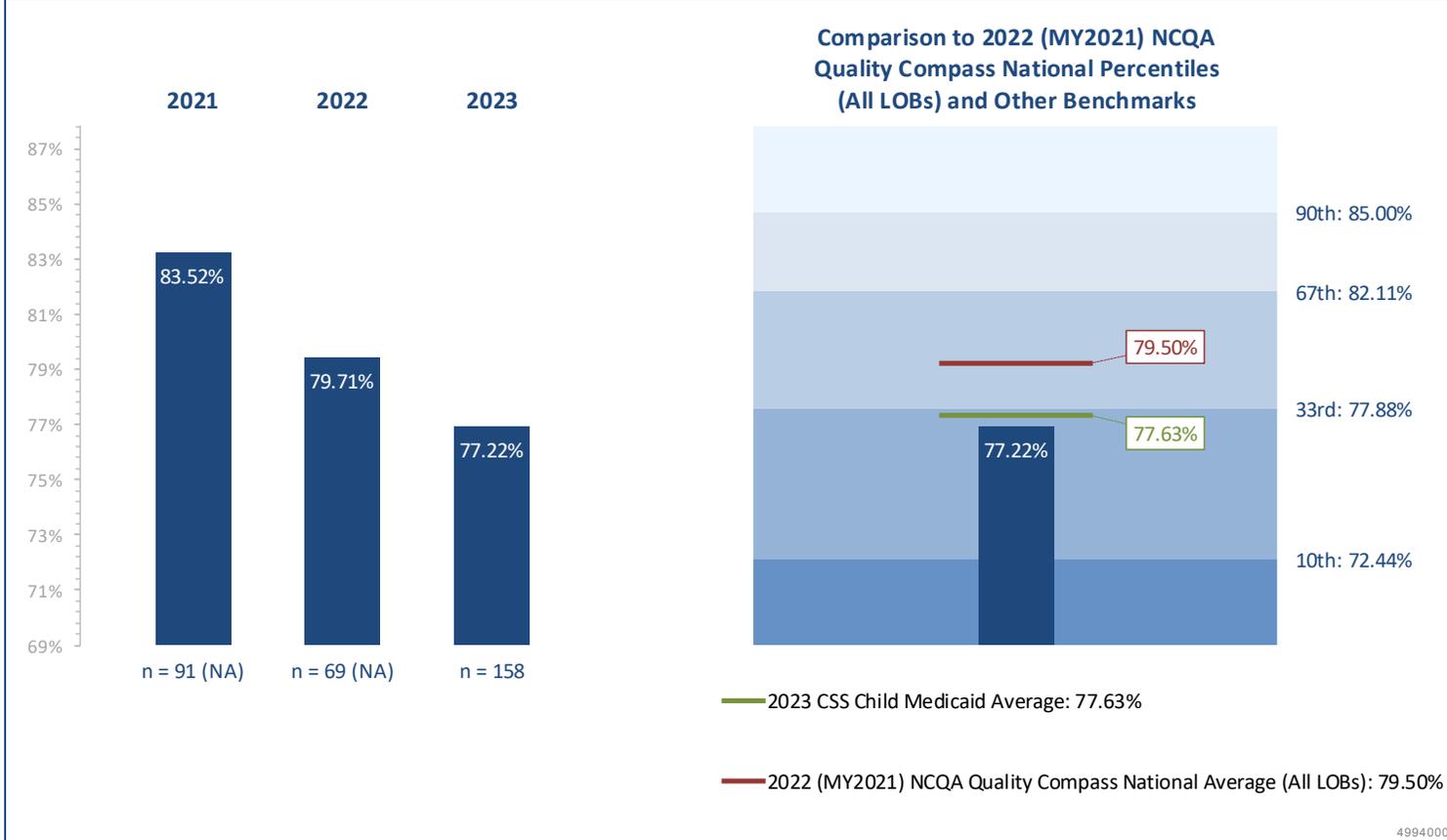
This measure is not included in NCQA's Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting ($n=100$). Differences in rates were tested for statistical significance using a t -test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Getting Needed Care: Ease of Seeing a Specialist (Q23)

Percent Responding Always or Usually



This measure is not included in NCQA's Health Plan Ratings.

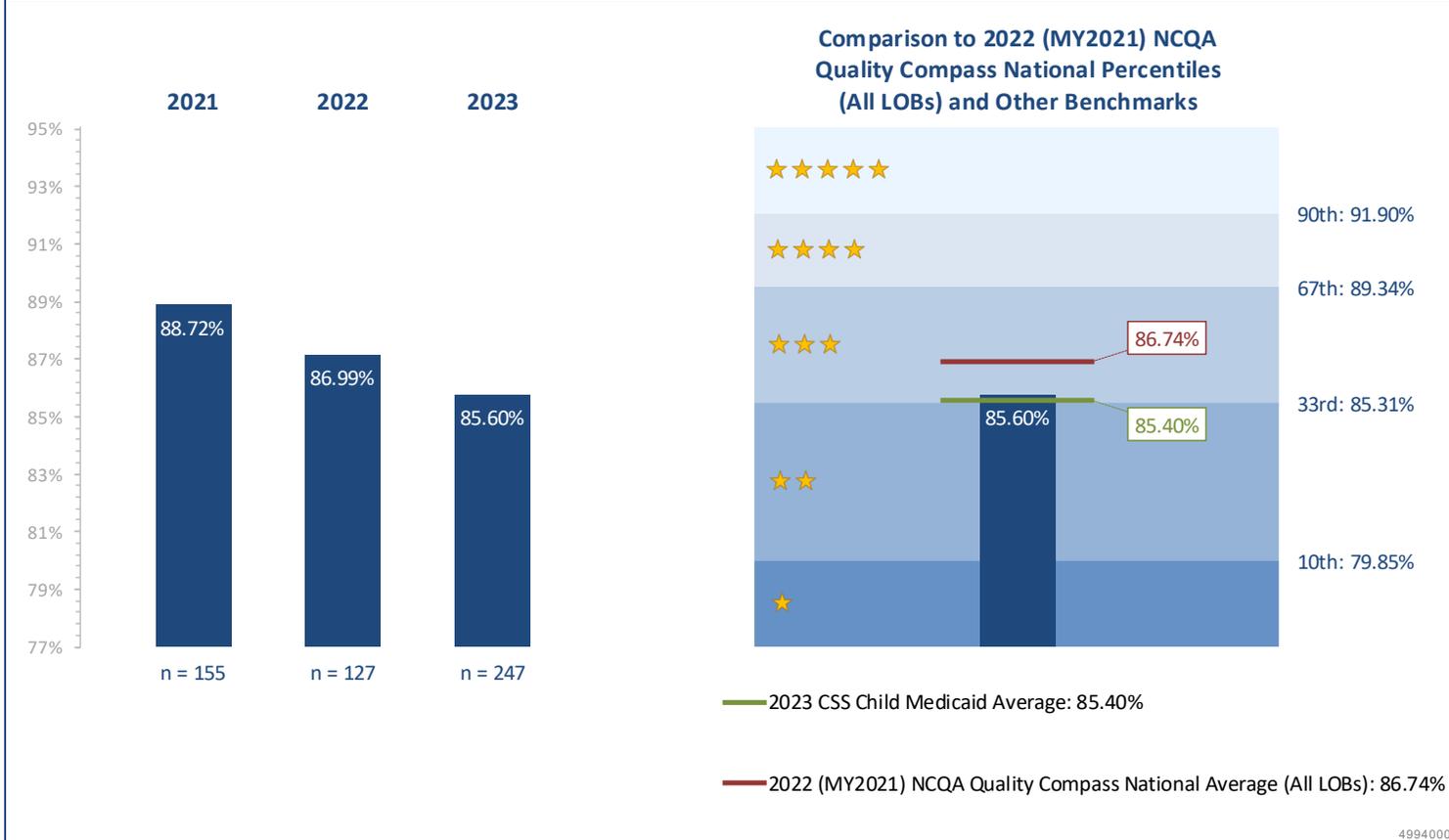
All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. If n is less than 100, 'NA' is displayed next to the value of n, indicating that the result is not reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

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Getting Care Quickly

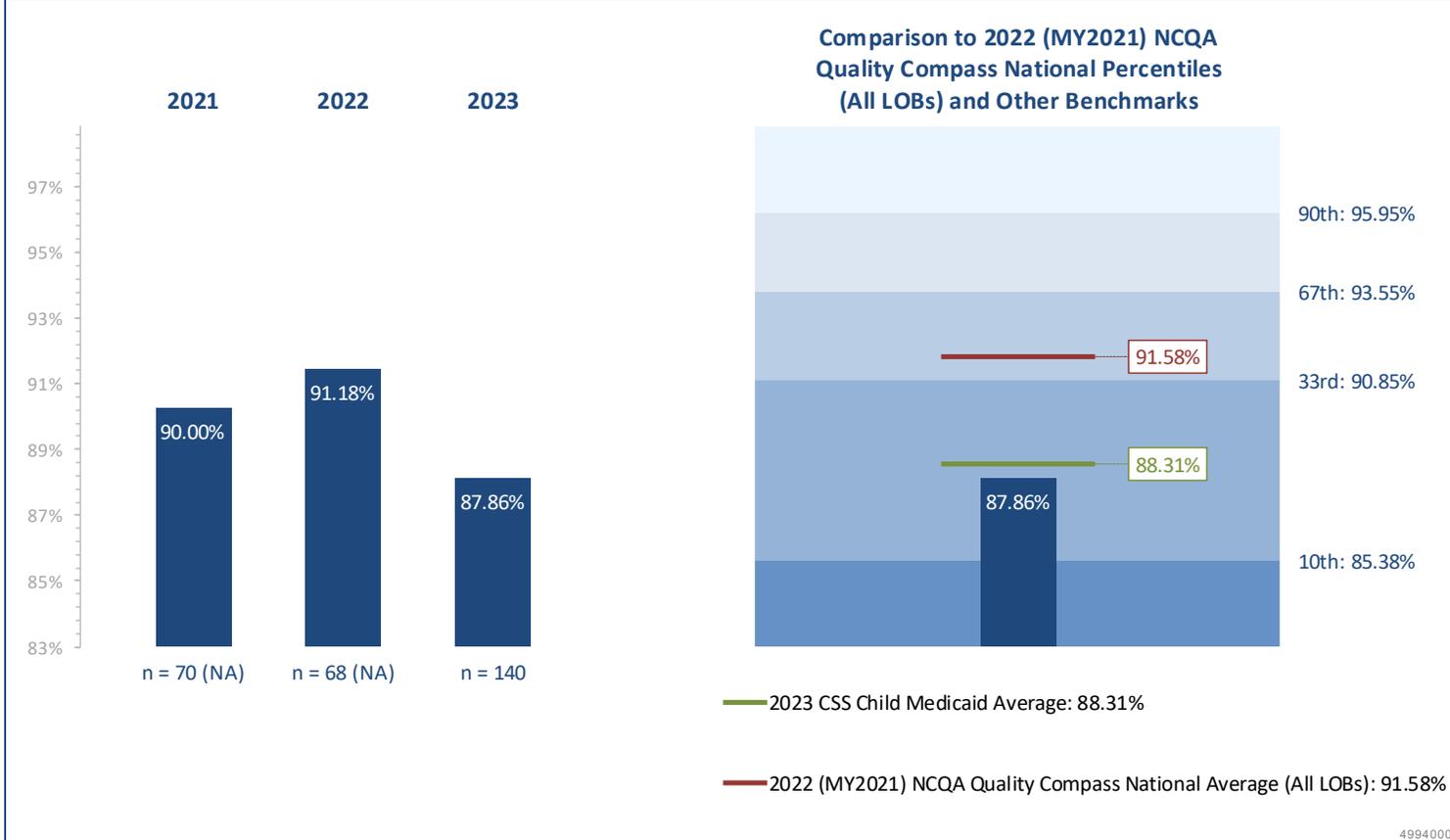
Percent Responding Always or Usually



Health Plan Ratings were estimated by CSS based on the prior-year (2022, or MY2021) NCQA Quality Compass national benchmarks and should be treated as UNOFFICIAL. The 2023 Health Plan Ratings, based on the current-year (2023, or MY2022) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2023. All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Getting Care Quickly: Ease of Getting Urgent Care (Q4)

Percent Responding Always or Usually



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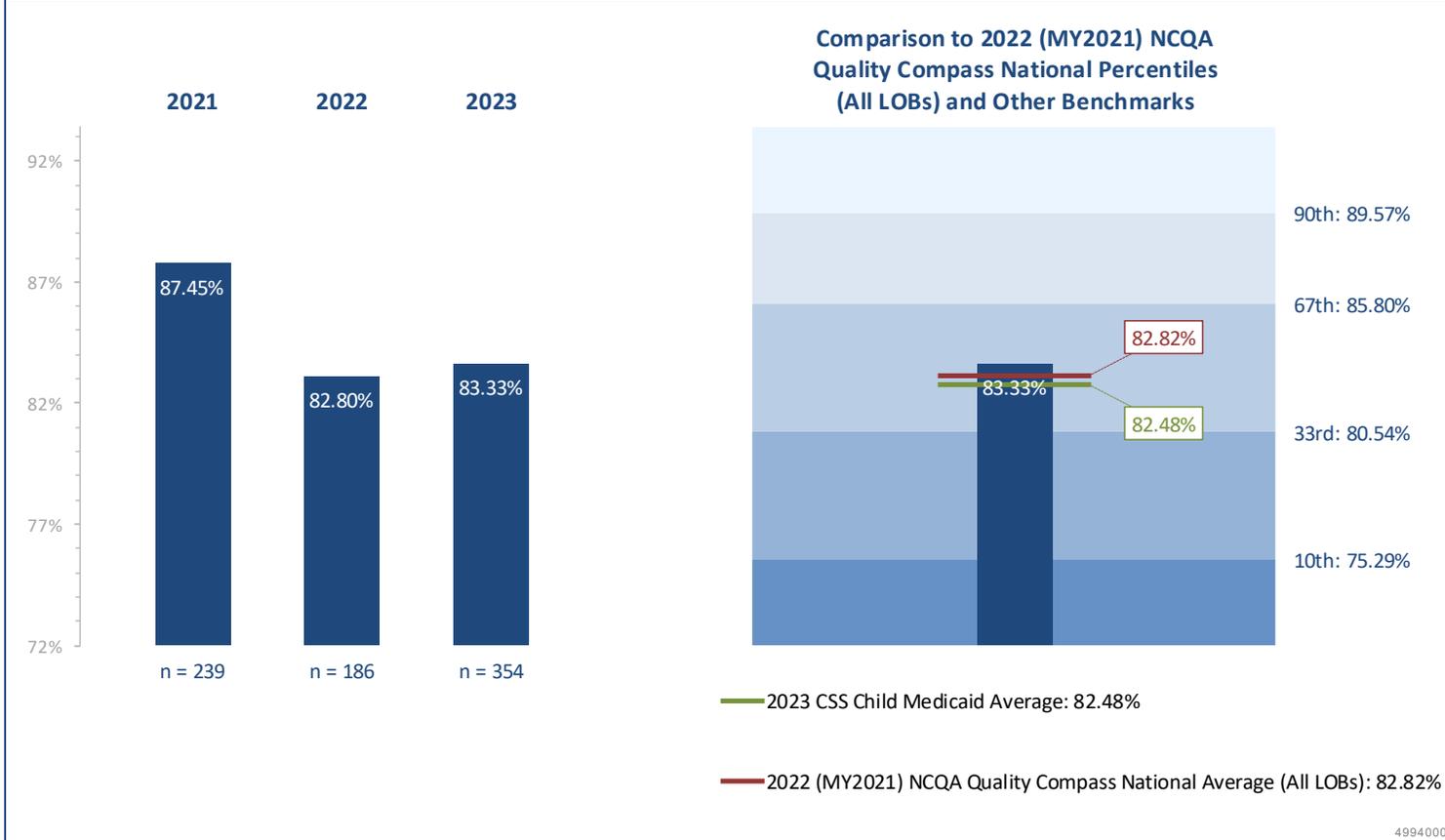
This measure is not included in NCQA's Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. If n is less than 100, 'NA' is displayed next to the value of n, indicating that the result is not reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Getting Care Quickly: Ease of Getting a Check-up or Routine Care (Q6)

Percent Responding Always or Usually



This measure is not included in NCQA's Health Plan Ratings.

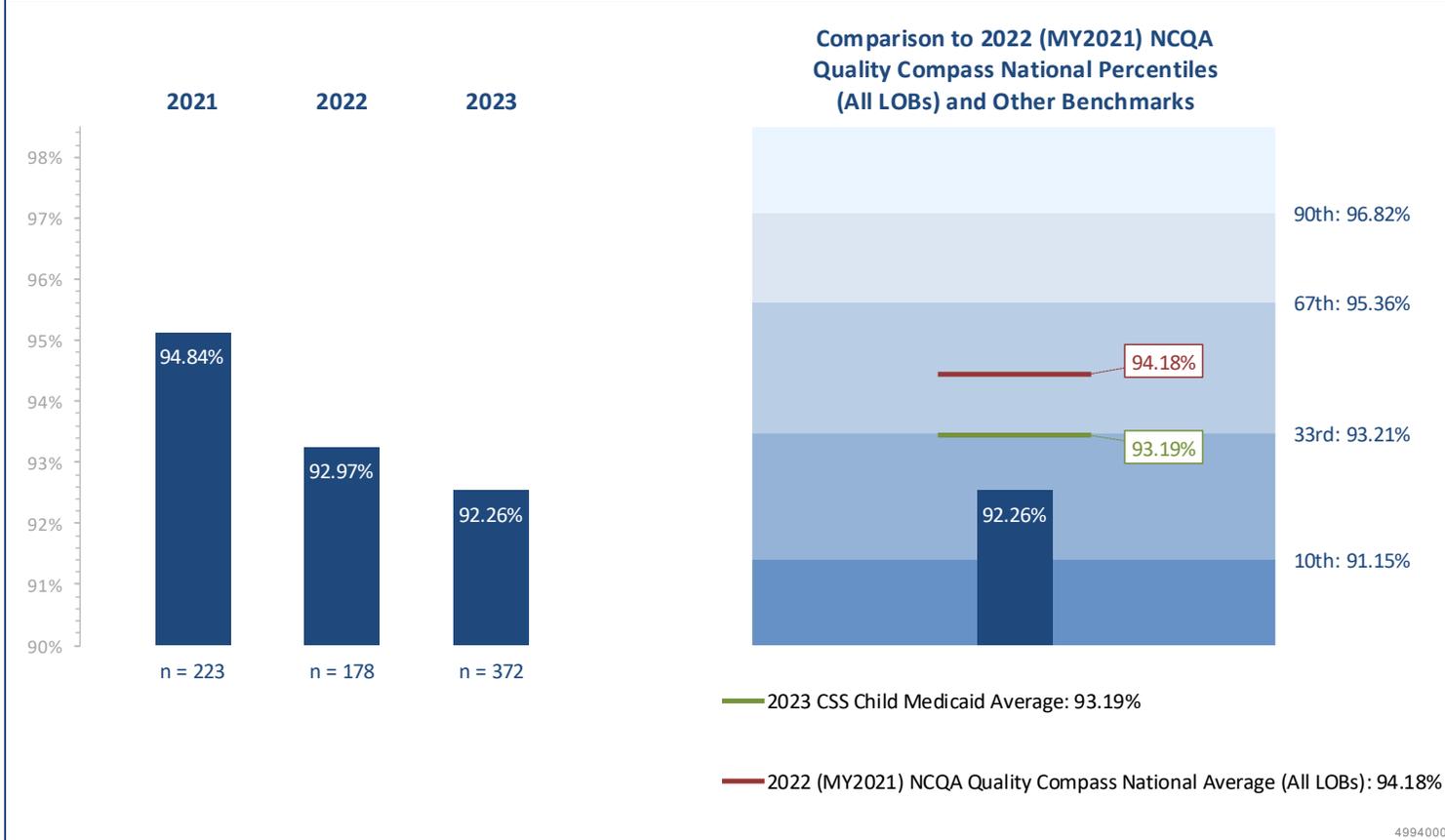
All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting ($n=100$). Differences in rates were tested for statistical significance using a t -test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

4994000

How Well Doctors Communicate

Percent Responding Always or Usually



This measure is not included in NCQA's Health Plan Ratings.

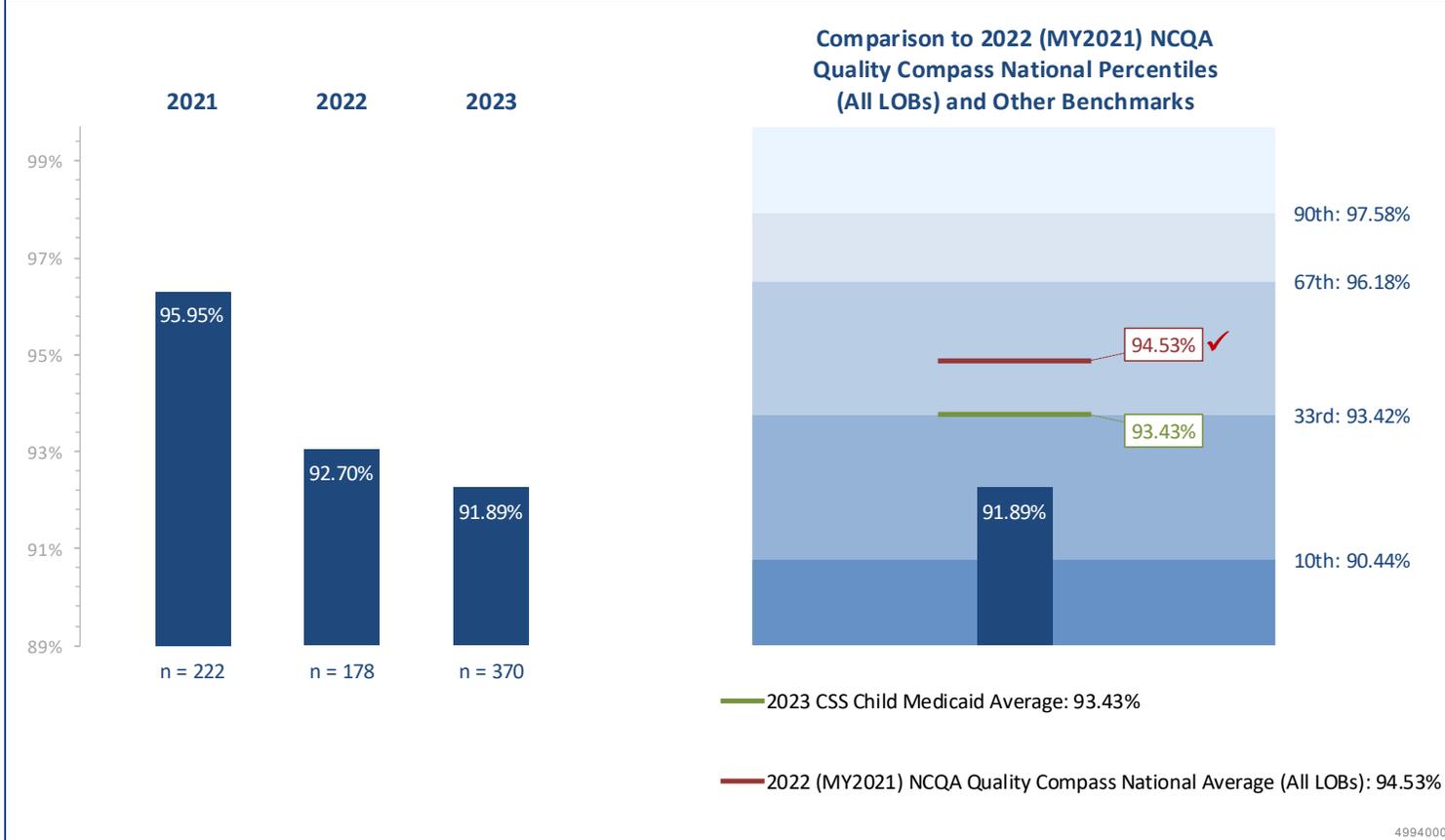
All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

4994000

How Well Doctors Communicate: Doctor Explained Things (Q12)

Percent Responding Always or Usually



This measure is not included in NCQA's Health Plan Ratings.

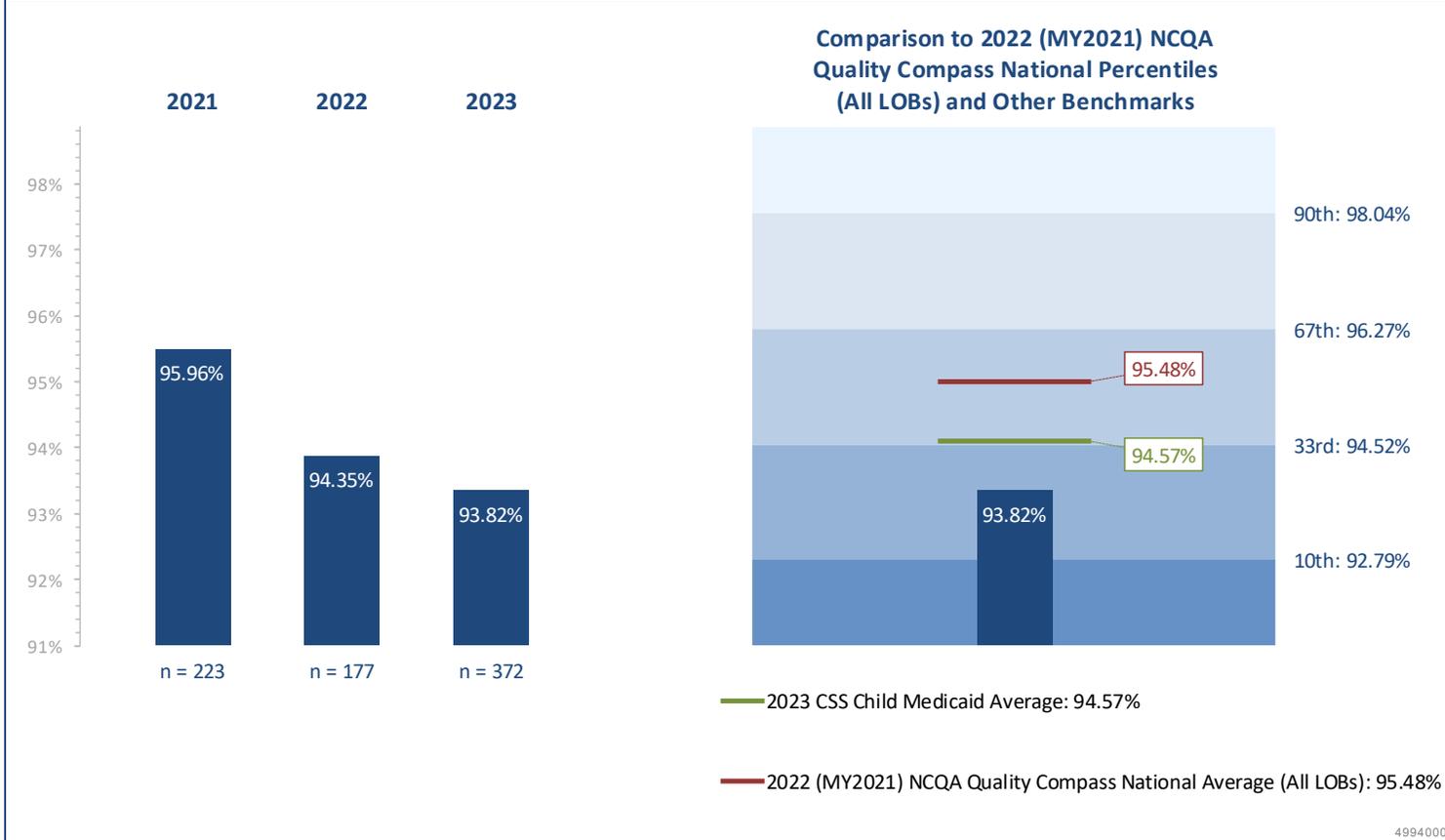
All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

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How Well Doctors Communicate: Doctor Listened Carefully (Q13)

Percent Responding Always or Usually



This measure is not included in NCQA's Health Plan Ratings.

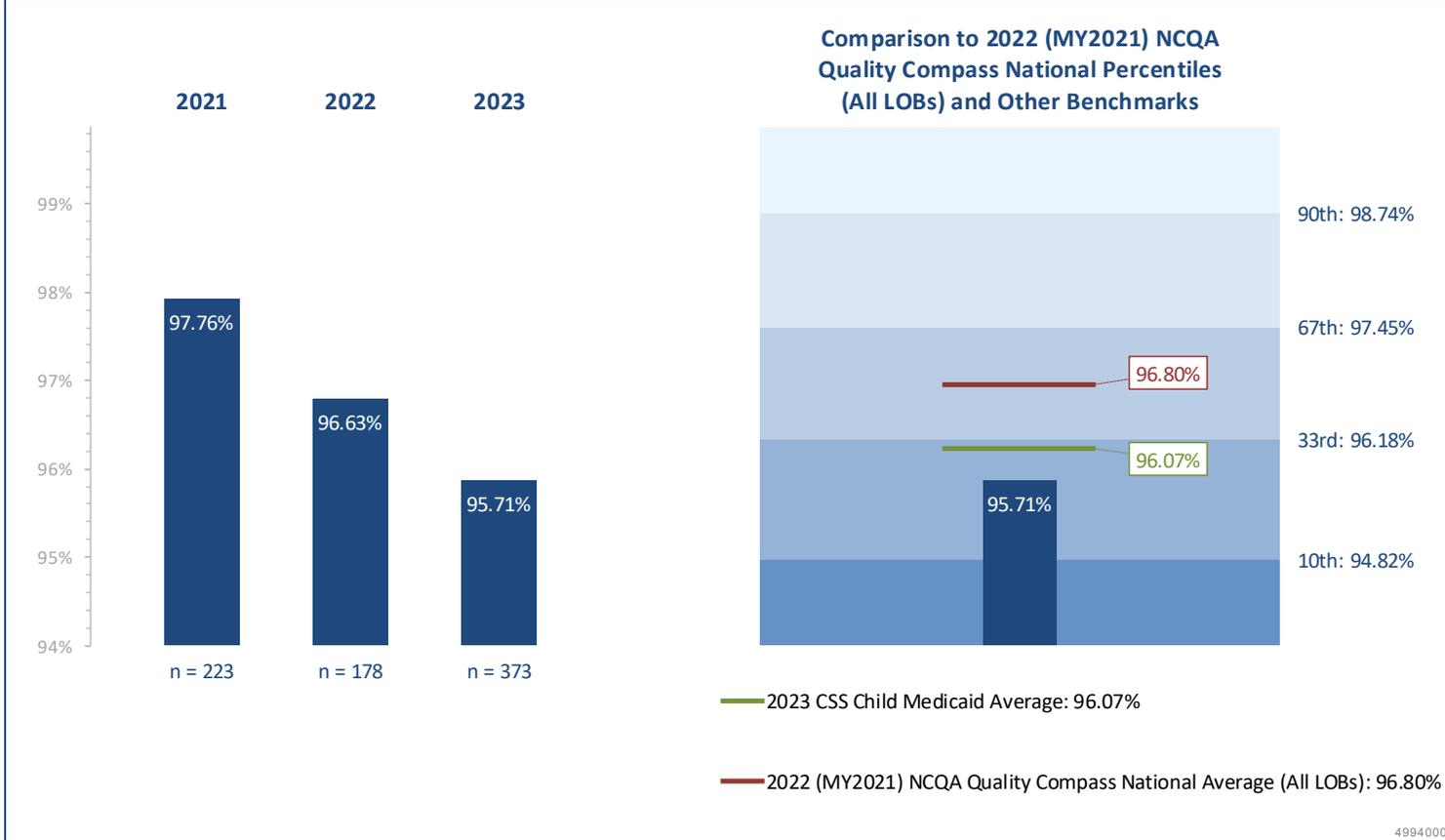
All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

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How Well Doctors Communicate: Doctor Showed Respect (Q14)

Percent Responding Always or Usually



This measure is not included in NCQA's Health Plan Ratings.

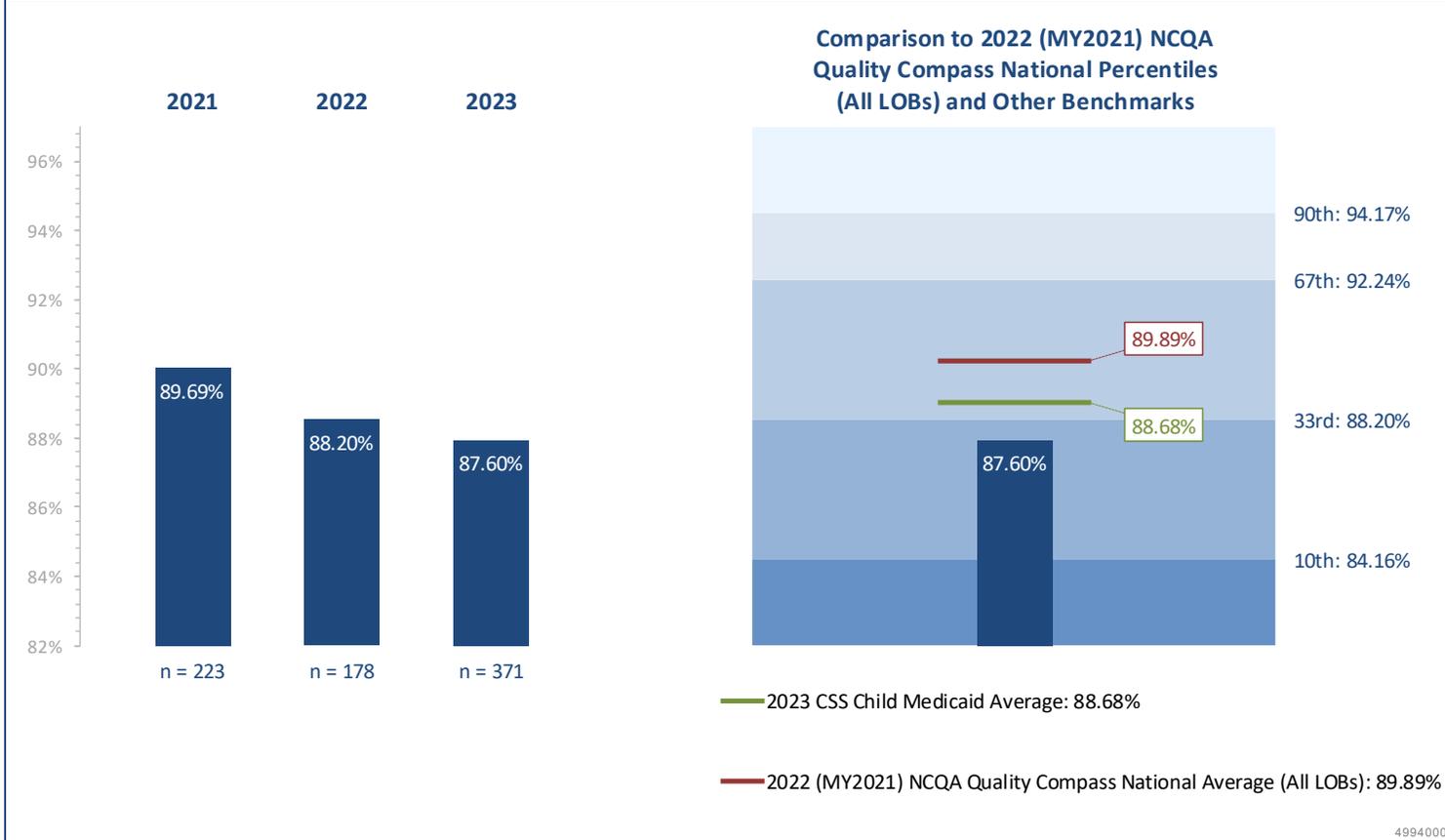
All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

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How Well Doctors Communicate: Doctor Spent Enough Time (Q17)

Percent Responding Always or Usually



This measure is not included in NCQA's Health Plan Ratings.

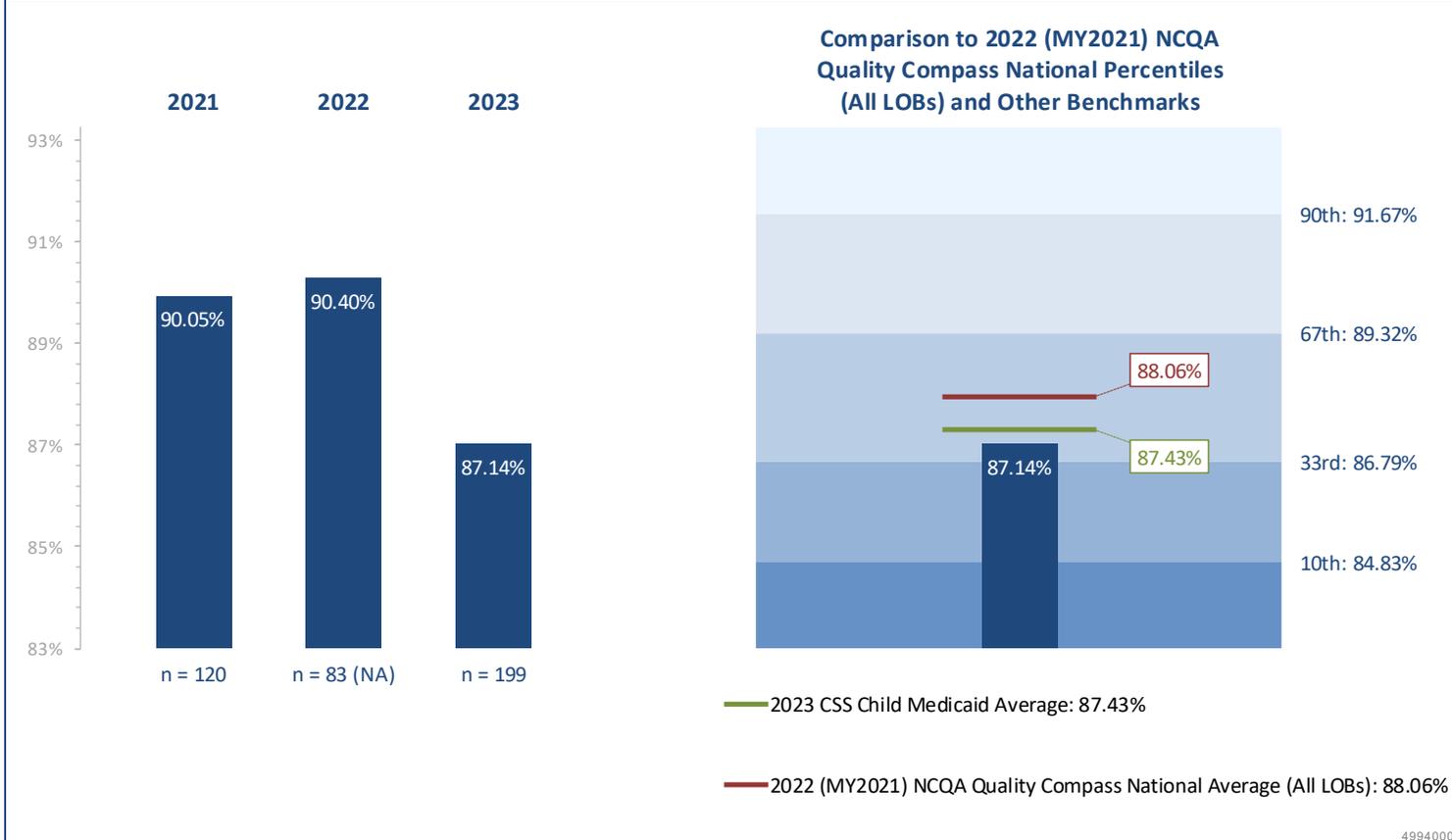
All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting ($n=100$). Differences in rates were tested for statistical significance using a t -test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

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Customer Service

Percent Responding Always or Usually



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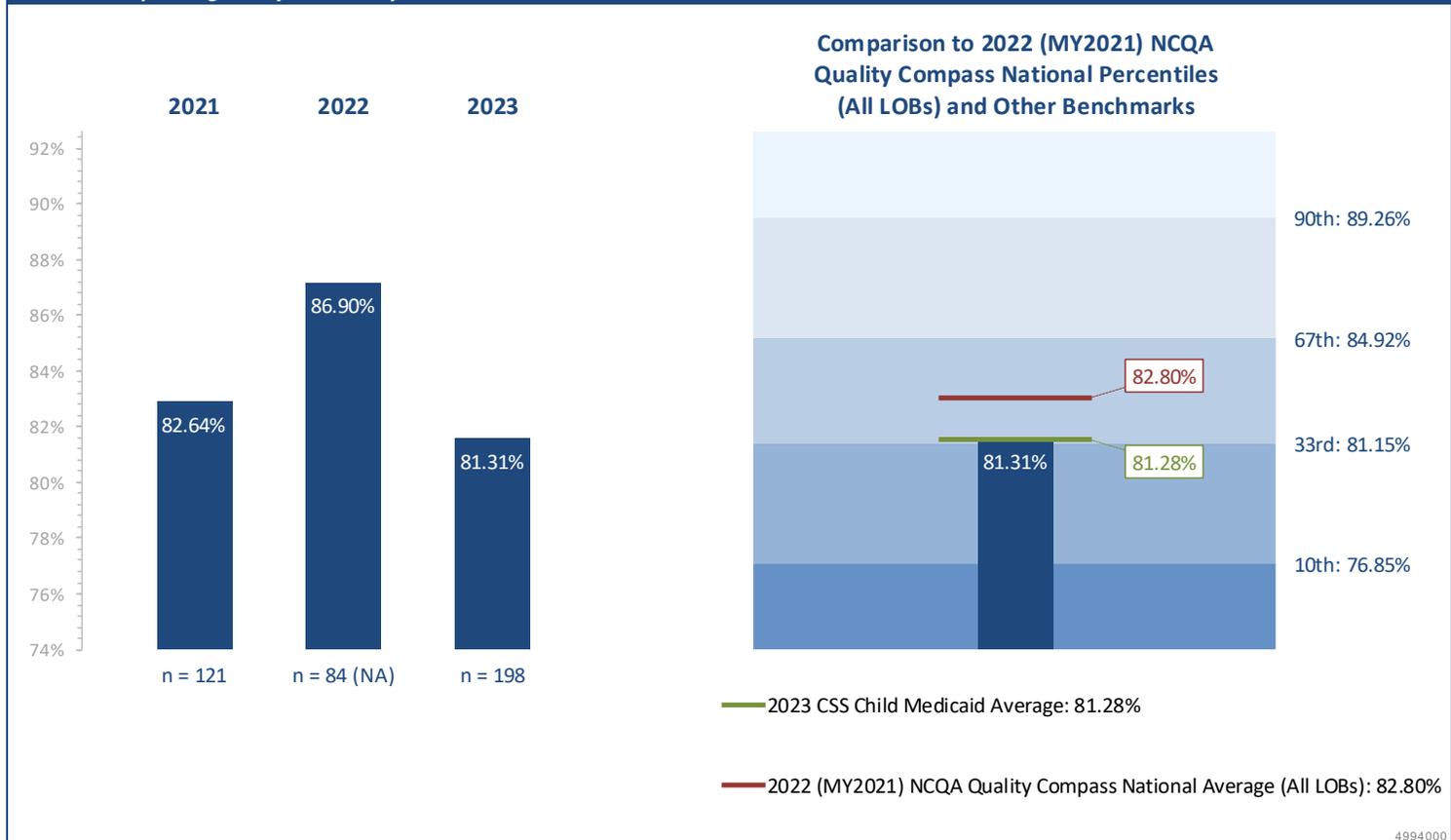
This measure is not included in NCQA's Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. If n is less than 100, 'NA' is displayed next to the value of n, indicating that the result is not reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Customer Service: Customer Service Provided Information/Help (Q27)

Percent Responding Always or Usually



4994000

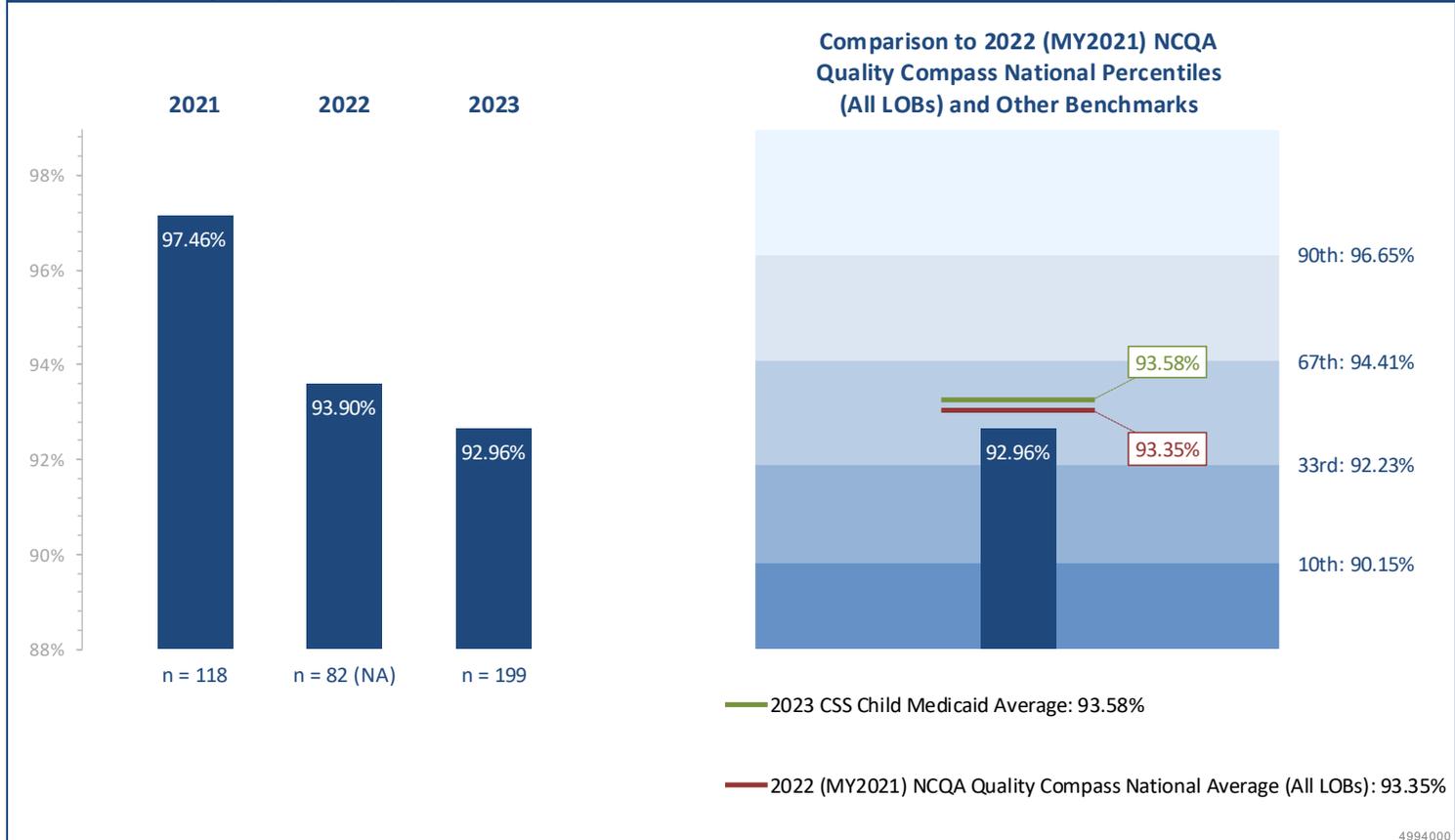
This measure is not included in NCQA's Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. If n is less than 100, 'NA' is displayed next to the value of n, indicating that the result is not reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Customer Service: Customer Service Was Courteous/Respectful (Q28)

Percent Responding Always or Usually



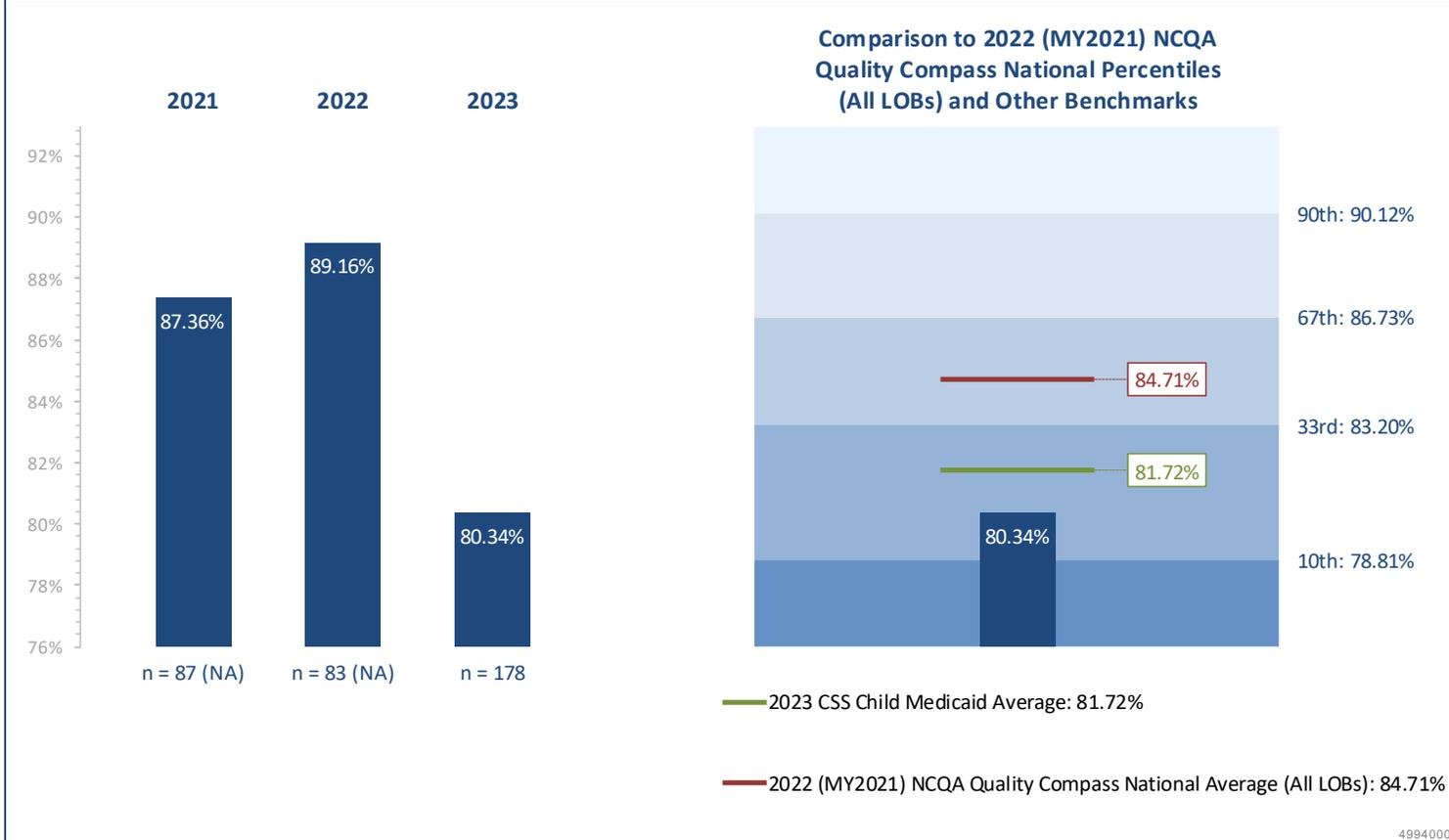
This measure is not included in NCQA's Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. If n is less than 100, 'NA' is displayed next to the value of n, indicating that the result is not reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Coordination of Care

Percent Responding Always or Usually



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This measure is not included in NCQA's Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. If n is less than 100, 'NA' is displayed next to the value of n, indicating that the result is not reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

MEMBERSHIP PROFILE AND ANALYSIS OF PLAN RATINGS BY MEMBER SEGMENT

This section of the report presents a detailed profile of the Mercy Care membership, including demographics, self-reported health status, and responses to survey questions that assess utilization of health care services.

A health plan's membership mix is shaped by multiple factors, most of which are beyond the scope of the CAHPS 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 health care needs, utilization patterns, expectations, experiences, as well as attitudes and perceptions, their assessments of the same product, provider, or service will likely differ.

Certain member characteristics (e.g., health status) appear to be directly related to differences in health care 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 health care 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 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 show how *Rating of Health Plan* (percent responding 9 or 10) varies by the member subgroup of Mercy Care compared to the relevant national multi-plan benchmark distribution(s). Each demographic or utilization subgroup is represented by a "bubble" on the chart. The label above the bubble and the percentage in square brackets below it identify the subgroup and its size. The area of the bubble visually represents the size of the subgroup. Unless a member belongs to more than one subgroup (e.g., race category), subgroup sizes should add up to 100%. Note that these charts only include members who answered the relevant demographic/utilization question on the survey and provided a valid response to the *Rating of Health Plan* question. For this reason, the reported subgroup sizes may differ slightly from the proportions reported in the cross-tabulations.

HEALTH STATUS AND DEMOGRAPHICS

The following characteristics are profiled in this section:

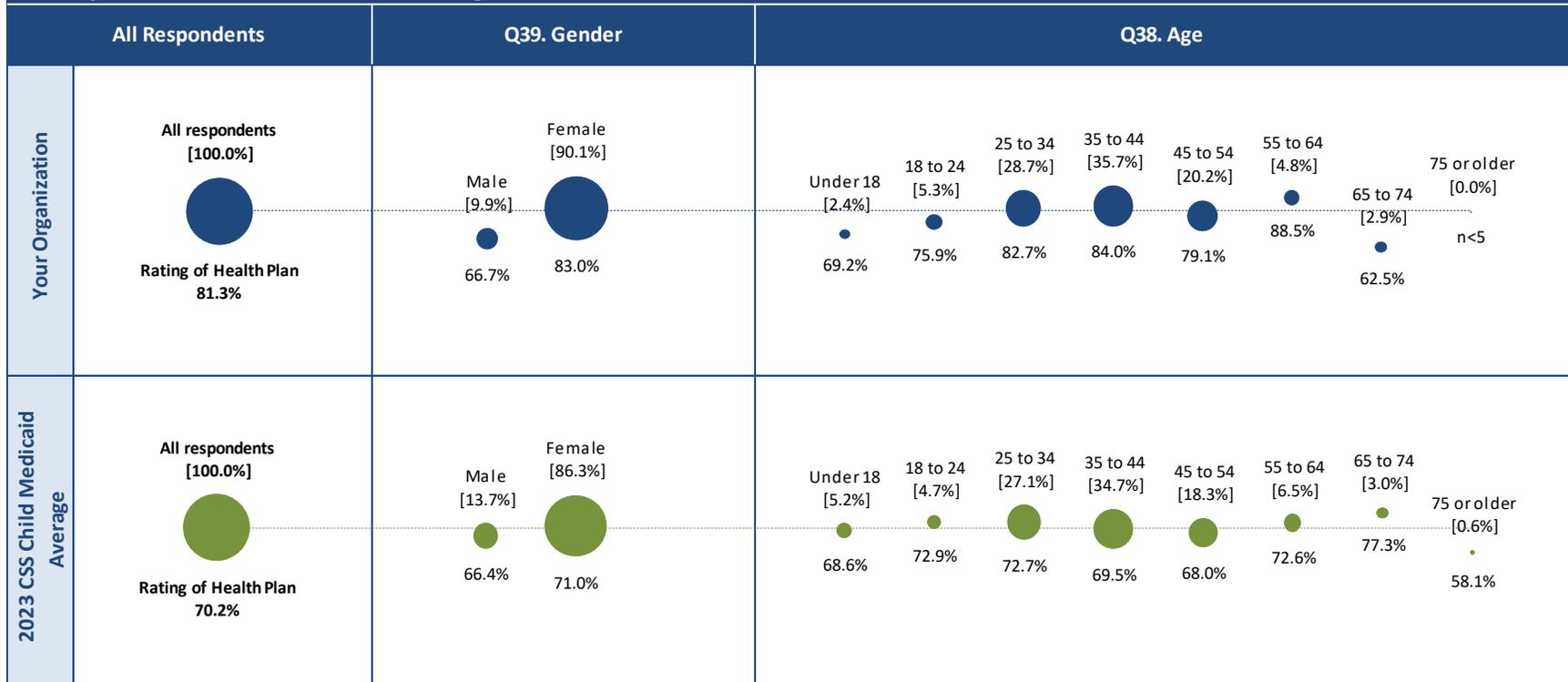
- Health status
- Gender
- Age
- Race
- Ethnicity (Hispanic or Latino)
- Education level

Member Health Status

	All Respondents	Q32. Rating of Overall Health	Q33. Rating of Overall Mental or Emotional Health
Your Organization	<p>All respondents [100.0%]</p> <p>Rating of Health Plan 81.3%</p>	<p>Excellent [38.8%] Verygood [33.6%] Good [22.4%] Fair [5.2%] Poor [0.0%]</p> <p>88.8% 78.0% 77.4% 65.5% n<5</p>	<p>Excellent [41.6%] Verygood [27.5%] Good [22.1%] Fair [7.6%] Poor [1.3%]</p> <p>90.4% 77.0% 76.2% 69.0% 57.1%</p>
2023 CSS Child Medicaid Average	<p>All respondents [100.0%]</p> <p>Rating of Health Plan 70.2%</p>	<p>Excellent [41.6%] Verygood [35.0%] Good [18.9%] Fair [4.2%] Poor [0.3%]</p> <p>79.8% 65.1% 63.0% 53.4% 40.9%</p>	<p>Excellent [42.9%] Verygood [27.3%] Good [20.8%] Fair [7.3%] Poor [1.7%]</p> <p>79.5% 65.9% 61.9% 60.2% 50.8%</p>

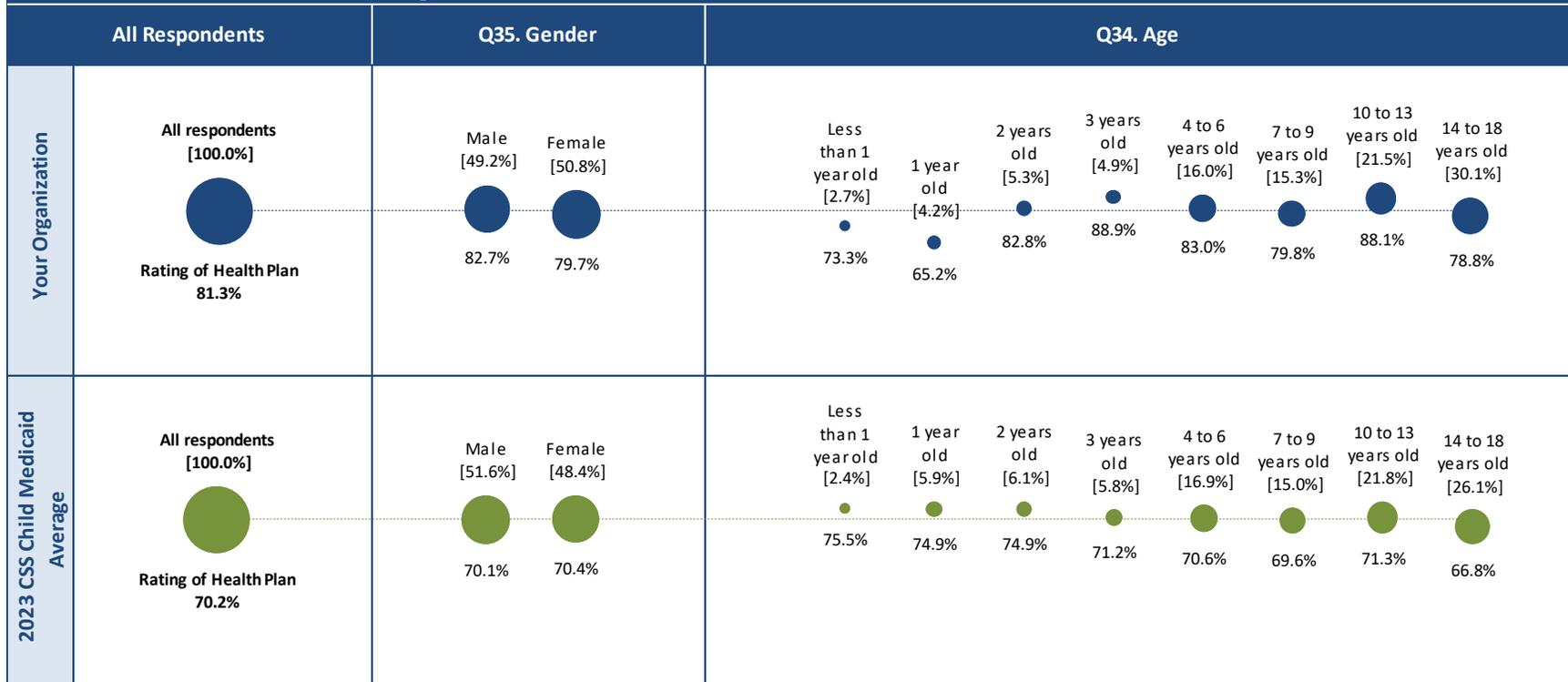
Only includes surveys with a valid (0 to 10) Rating of Health Plan (RHP) response. The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of the subgroup members providing a valid RHP rating. The reported result for RHP is the percentage of respondents rating their plan as 9 or 10. Results are reported only if 5 or more valid responses were obtained.

Respondent Gender and Age



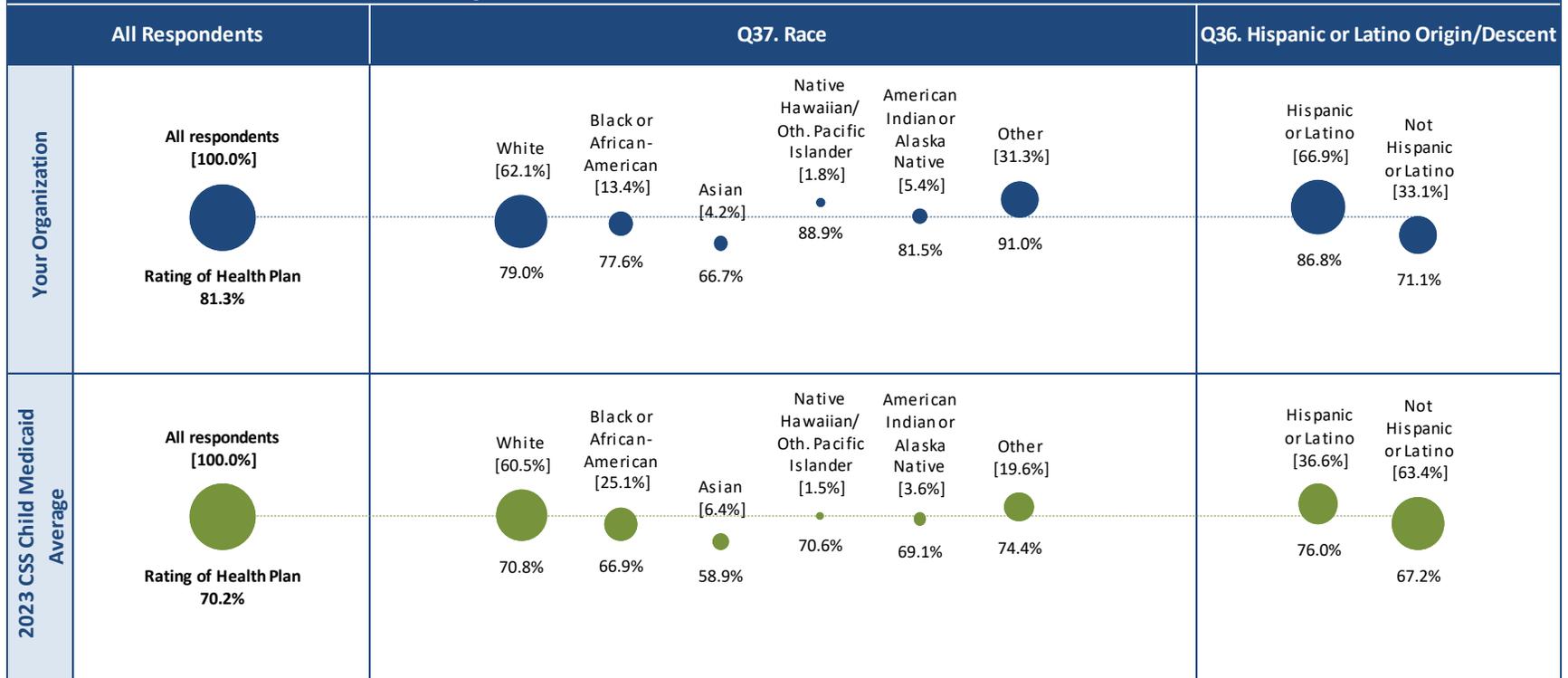
Only includes surveys with a valid (0 to 10) Rating of Health Plan (RHP) response. The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of the subgroup members providing a valid RHP rating. The reported result for RHP is the percentage of respondents rating their plan as 9 or 10. Results are reported only if 5 or more valid responses were obtained.

Member Gender and Age



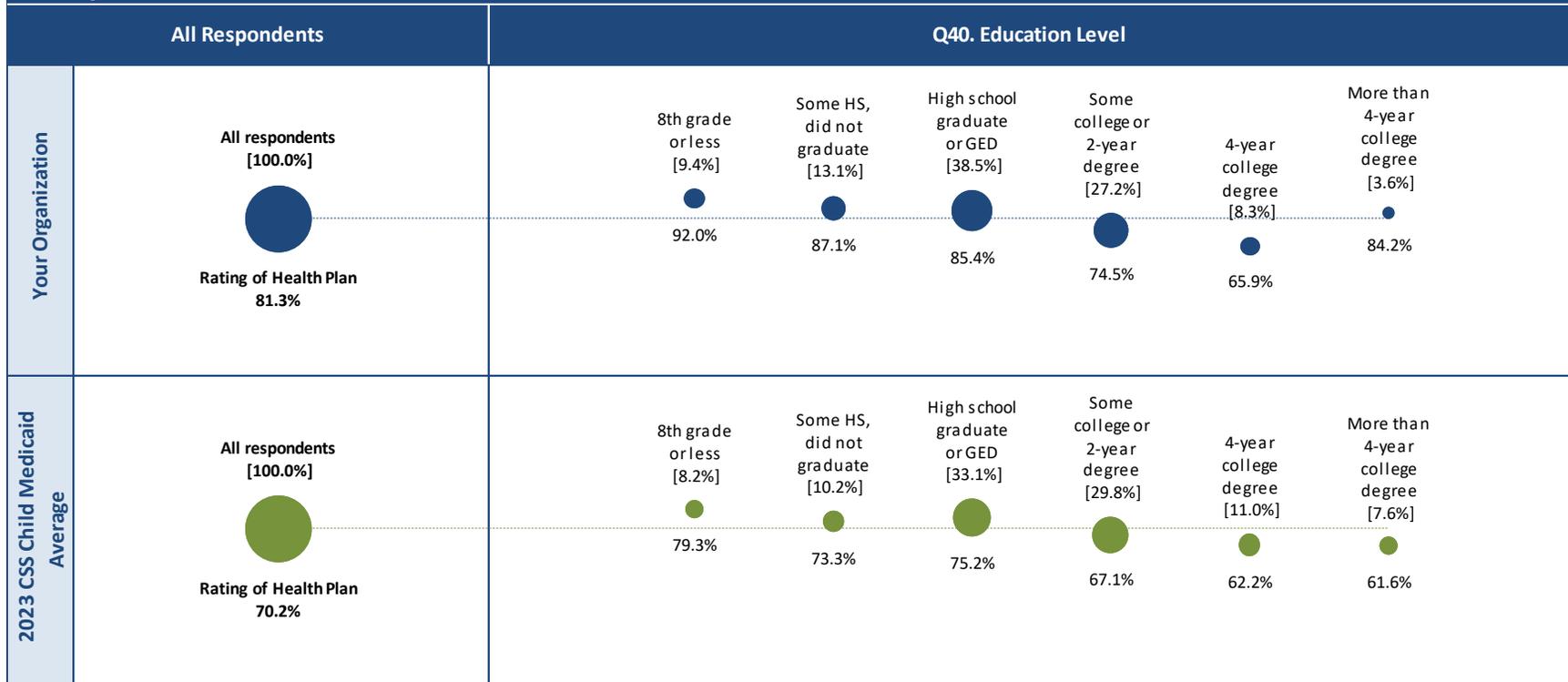
Only includes surveys with a valid (0 to 10) Rating of Health Plan (RHP) response. The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of the subgroup members providing a valid RHP rating. The reported result for RHP is the percentage of respondents rating their plan as 9 or 10. Results are reported only if 5 or more valid responses were obtained.

Member Race and Ethnicity



Only includes surveys with a valid (0 to 10) Rating of Health Plan (RHP) response. The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of the subgroup members providing a valid RHP rating. The reported result for RHP is the percentage of respondents rating their plan as 9 or 10. Results are reported only if 5 or more valid responses were obtained.

Respondent Education Level



Only includes surveys with a valid (0 to 10) Rating of Health Plan (RHP) response. The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of the subgroup members providing a valid RHP rating. The reported result for RHP is the percentage of respondents rating their plan as 9 or 10. Results are reported only if 5 or more valid responses were obtained.

USE OF SERVICES

The following utilization measures are included in this section:

- Type of care received
- Frequency of visits
- Care received from personal doctor
- Specialty and other non-primary care

Type of Care Received

	All Respondents	Q3. Required Urgent Care	Q5. Made Appointment(s) for Check-up or Routine Care	Q7. Visits to Doctor's Office or Clinic
Your Organization	<p>All respondents [100.0%]</p> <p>Rating of Health Plan 81.3%</p>	<p>Yes [25.8%] No [74.2%]</p> <p>75.2% 83.0%</p>	<p>Yes [65.0%] No [35.0%]</p> <p>81.9% 79.8%</p>	<p>None [33.1%] 1 time [22.2%] 2 [18.3%] 3 [9.9%] 4 [7.9%] 5 to 9 [6.5%] 10 or more [2.1%]</p> <p>83.1% 84.0% 74.5% 81.1% 81.0% 80.0% 81.8%</p>
2023 CSS Child Medicaid Average	<p>All respondents [100.0%]</p> <p>Rating of Health Plan 70.2%</p>	<p>Yes [30.2%] No [69.8%]</p> <p>69.5% 70.5%</p>	<p>Yes [63.2%] No [36.8%]</p> <p>71.4% 68.1%</p>	<p>None [35.2%] 1 time [20.8%] 2 [17.5%] 3 [11.0%] 4 [6.2%] 5 to 9 [6.9%] 10 or more [2.5%]</p> <p>68.4% 71.8% 70.5% 71.7% 67.5% 71.8% 71.8%</p>

Only includes surveys with a valid (0 to 10) Rating of Health Plan (RHP) response. The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of the subgroup members providing a valid RHP rating. The reported result for RHP is the percentage of respondents rating their plan as 9 or 10. Results are reported only if 5 or more valid responses were obtained.

Personal Doctor Care

	All Respondents	Q10. Has Personal Doctor	Q11. Visits to Personal Doctor
Your Organization	<p>All respondents [100.0%]</p> <p>Rating of Health Plan 81.3%</p>	<p>Yes [87.9%]</p> <p>No [12.1%]</p> <p>82.9% 71.6%</p>	<p>None [23.5%]</p> <p>1 time [32.9%]</p> <p>2 [21.6%]</p> <p>3 [11.1%]</p> <p>4 [4.6%]</p> <p>5 to 9 [5.2%]</p> <p>10 or more [1.0%]</p> <p>84.8% 81.5% 79.6% 92.5% 72.7% 84.0% 80.0%</p>
2023 CSS Child Medicaid Average	<p>All respondents [100.0%]</p> <p>Rating of Health Plan 70.2%</p>	<p>Yes [86.5%]</p> <p>No [13.5%]</p> <p>71.5% 62.6%</p>	<p>None [26.0%]</p> <p>1 time [31.6%]</p> <p>2 [20.1%]</p> <p>3 [10.6%]</p> <p>4 [4.9%]</p> <p>5 to 9 [5.6%]</p> <p>10 or more [1.2%]</p> <p>68.8% 70.9% 71.5% 76.4% 70.5% 76.1% 72.4%</p>

Only includes surveys with a valid (0 to 10) Rating of Health Plan (RHP) response. The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of the subgroup members providing a valid RHP rating. The reported result for RHP is the percentage of respondents rating their plan as 9 or 10. Results are reported only if 5 or more valid responses were obtained.

Non-Primary Care

	All Respondents	Q19. Visited Providers Besides Personal Doctor	Q22. Made Specialist Appointment(s)	Q24. Number of Specialists Seen
Your Organization	<p>All respondents [100.0%]</p> <p>Rating of Health Plan 81.3%</p>	<p>Yes [48.9%] No [51.1%]</p> <p>76.6% 87.4%</p>	<p>Yes [27.8%] No [72.2%]</p> <p>79.2% 82.2%</p>	<p>None [4.6%] 1 [59.6%] 2 [25.8%] 3 [7.9%] 4 [0.7%] 5 or more [1.3%]</p> <p>71.4% 77.8% 76.9% 91.7% n<5 n<5</p>
2023 CSS Child Medicaid Average	<p>All respondents [100.0%]</p> <p>Rating of Health Plan 70.2%</p>	<p>Yes [47.2%] No [52.8%]</p> <p>69.8% 74.4%</p>	<p>Yes [22.1%] No [77.9%]</p> <p>69.8% 70.2%</p>	<p>None [6.6%] 1 [60.3%] 2 [21.8%] 3 [6.7%] 4 [2.0%] 5 or more [2.5%]</p> <p>65.2% 71.3% 68.9% 68.1% 58.8% 69.8%</p>

Only includes surveys with a valid (0 to 10) Rating of Health Plan (RHP) response. The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of the subgroup members providing a valid RHP rating. The reported result for RHP is the percentage of respondents rating their plan as 9 or 10. Results are reported only if 5 or more valid responses were obtained.

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 Mercy Care 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. For example, if all plan members report poor access to care, access measures may show a misleadingly low correlation with the overall rating of the plan. As a result, the plan may underestimate the role of access in member experience 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 a 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 rating score. Additional components of the overall score include utilization rates and demographic characteristics of the plan’s membership, which are 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 member experience, the analysis must consider all of its measurable aspects.

The 2023 CSS *Key Driver Model* was developed based on survey results of 297 Medicaid plans surveyed by CSS in 2022 and 2023. CSS performed a regression analysis of health plan ratings to identify sources of variation in overall scores across the industry, using individual health plans as units of analysis. Regression analysis quantifies 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 availability of other survey questions addressing specific member experience touch points. If included, *Rating of All Health Care* would account for a large portion of the variance and confound coefficient estimates for the other variables in the model.

INDUSTRY KEY DRIVER MODEL

The table below lists five 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* measure. These variables have statistically significant coefficients in the regression model (p -value < 0.05). Performance on these variables, together with the control variables, explains 75% of the variation in *Rating of Health Plan* results among Medicaid plans. Note that this ordering reflects the strength of the overall relationship between each key driver and the *Rating of Health Plan* measure *at the industry level*. It does not consider how Mercy Care is *currently* performing on these measures. Improvement targets identified specifically for Mercy Care, which consider both the strength of each key driver and the current level of performance, are presented graphically in the next section.

Medicaid member ratings of the plan are strongly related to having a personal doctor (Q10) and being able to get urgent care as soon as needed (Q4). Getting needed information from customer service (Q27) and access to highly rated providers (Q21 and Q25) are all significant drivers of member experience.

Key Driver	Interpretation
Q21. Rating of Personal Doctor (percent 9 or 10)	The higher the proportion of respondents rating their child’s personal doctor as 9 or 10, the higher the overall plan score
Q10. Member has a personal doctor (percent Yes)	The higher the proportion of respondents reporting their child has a personal doctor, the higher the overall plan score
Q4. Got an appointment for urgent care as soon as needed (percent <i>Usually or Always</i>)	The higher the proportion of respondents reporting their child received urgently needed care as soon as needed, the higher the overall plan score
Q25. Rating of Specialist Seen Most Often (percent 9 or 10)	The higher the proportion of respondents rating their child’s specialist as 9 or 10, the higher the overall plan score
Q27. Health plan customer service provided needed information or help (percent <i>Usually or Always</i>)	The higher the proportion of respondents who were able to get the information or help they needed from the plan’s customer service, the higher the overall plan score

OPPORTUNITIES FOR HEALTH PLAN QUALITY IMPROVEMENT

Specific improvement opportunities for Mercy Care are presented in Exhibit 4. The ordering of the key drivers reflects both the strength of each key driver at the industry level and how well Mercy Care is currently performing on each measure. The middle panel of the chart compares how Mercy Care is performing relative to the *Best Practice* rate on each key driver. CSS defined the *Best Practice* rate as the best result among the 21 plans contributing to the 2023 CSS Child Medicaid Average. Room for improvement, represented by the green arrows on the chart, is the difference between the current level of Mercy Care performance and the *Best Practice* rate. The bar chart on the right displays the incremental gain in the overall *Rating of Health Plan* measure that Mercy Care 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* measure.

EXHIBIT 4. 2023 MERCY CARE CHILD MEDICAID CAHPS SURVEY: KEY AREAS AND PRIORITIES FOR IMPROVEMENT

Current Key Driver Performance		Room for Improvement on Key Driver	Overall Improvement Opportunity
Your Organization's 2023 Rate		Percentage Point Difference Between Current Key Driver Rate and the Best Practice Rate*	Expected Percentage Point Improvement in Rating of Health Plan measure (percent 9 or 10) if Key Driver Performs at Best Practice Level
Q10. Member has a personal doctor (percent Yes)	87.83%	+6.04% → 93.87%	+1.43%
Q27. Customer service provided information or help (percent Usually or Always)	81.31%	+11.63% → 92.94%	+1.15%
Q21. Rating of Personal Doctor (percent 9 or 10)	77.03%	+2.53% → 79.56%	+1.13%
Q4. Got an appointment for urgent care as soon as needed (percent Usually or Always)	87.86%	+7.60% → 95.45%	+0.83%
Q25. Rating of Specialist Seen Most Often (percent 9 or 10)	77.08%	+1.30% → 78.38%	+0.13%

* Best result on the key driver measure among all plans included in the 2023 CSS Child Medicaid Average

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HEALTH PLAN QUALITY IMPROVEMENT RESOURCES

CSS's *Key Driver Analysis* identified improvement opportunities and priorities for Mercy Care. This section, which lists some helpful publicly available quality improvement resources, is included as a guide to assist plan managers in their efforts. Inclusion of these sources should not be construed as an endorsement of any programs or activities. 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 Healthcare 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).

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 a 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.
- This article from *Healthcare Dive* describes the benefits and challenges of implementing same-day scheduling as well as some short case studies: <https://www.healthcaredive.com/news/same-day-scheduling-can-improve-patient-satisfaction-and-your-bottom-line/506048/>.
- An article in *Patient Engagement HIT* explains that the greatest challenge to implementing same-day appointments is clearing the backlog (see <https://patientengagementhit.com/news/exploring-open-access-scheduling-in-patient-access-to-care>).

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 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 <https://www.ahrq.gov/research/findings/final-reports/ptflow/index.html> for AHRQ's guide to plan and implement patient flow improvement strategies.
- **VIDEO** This webinar from the Virginia Mason Institute demonstrates how Virginia Mason Franciscan Health improved patient flow in the ambulatory setting (watch on YouTube at <https://www.youtube.com/watch?v=0R6isKaZqVo>).

Patient-Centered Medical Homes (PCMH)

- For AHRQ's resources detailing transitioning a practice to a patient-centered medical home model, see <https://www.ahrq.gov/ncepcr/research/care-coordination/pcmh/index.html>, with links to additional resources at <https://www.ahrq.gov/ncepcr/research/care-coordination/pcmh/define.html>.
- **VIDEO** This webinar from the National Association of Community Health Centers features presenters from The Joint Commission and the National Committee for Quality Assurance speaking about quality improvement as it relates to patient-centered medical homes (watch on YouTube at <https://www.youtube.com/watch?v=gJpKgvtyifl>).
- For more background on the patient-centered medical home model of care and health equity, see www.ncbi.nlm.nih.gov/pmc/articles/PMC2869425/ and nam.edu/wp-content/uploads/2015/06/PatientCenteredMedicalHome.pdf.

Alternative Access Centers

- This brief (<https://www.rwjf.org/en/insights/our-research/2015/04/the-value-proposition-of-retail-clinics.html>) 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 such alternative venues as telehealth 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/).
- This article from *Patient Engagement HIT* concludes that retail health clinics and virtual care improve health equity by providing greater access to care (see <https://patientengagementhit.com/features/retail-health-clinics-are-key-on-the-path-to-health-equity>).

- The National Center for Health Statistics provides statistics on retail health and urgent care center utilization in 2019 by sex, race, age, and education level (see <https://www.cdc.gov/nchs/products/databriefs/db409.htm>).

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 in *The Lancet* ([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 also can be implemented to solve deferral of care issues brought about by the pandemic (see publichealth.jmir.org/2020/3/e21607?utm_source=TrendMD&utm_medium=cpc&utm_campaign=JMIR_TrendMD_1).
- Telemedicine was underutilized until the COVID-19 pandemic, when changes to regulations and payment policies permitted its rapid growth. Telemedicine improves access and equity, though barriers remain (<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC9035352/>).
- **VIDEO** This webinar discusses “how people, processes, regulation and technology work together to support a successful telehealth transformation... potentially improving access, quality and costs” (<https://www.aha.org/education-events/telehealth-and-its-emergence-during-pandemic-may-17>).
- **PODCAST** Post-pandemic, telehealth is key to the future of digitally enabled care, which integrates in-person and virtual care in a clinically appropriate manner (<https://www.ama-assn.org/practice-management/digital/2022-moving-beyond-telehealth-digitally-enabled-care>).

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 improved patient ratings of doctors.

Improve Physician Communication

- Seminars and workshops for physicians serve as a resource for physicians to learn and practice patient-centered communication techniques. For general recommendations related to physician communication, see www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving-communication/strategy6gtraining.html.
- This article in *Physicians Practice* shares nine ways to improve communication with patients (see <https://www.physicianspractice.com/view/nine-ways-to-improve-your-patient-communications>). Click through the slides at the top of the page to read information on each strategy.
- Similarly, this blog post shares 10 tips for communicating with patients using the RELATE (Reassure, Explain, Listen, Answer questions, Take action, and Express appreciation) model (see <https://www.healthstream.com/resource/blog/10-ways-to-encourage-better-physician-communication>).

- Much of patient dissatisfaction stems from a failure of effective physician communication. For a review of the literature on doctor-patient communication, see (www.ncbi.nlm.nih.gov/pmc/articles/PMC3096184/).

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 and www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/communication/strategy6htools.html.
- **TOOL** For a sample discharge preparation/care transition document that providers can distribute to patients before or during visits, see www.rwjf.org/content/dam/farm/toolkits/toolkits/2013/rwjf404048.
- **TOOL** The National Institutes of Health provides five worksheets to help patients choose a new provider and to talk to their provider about family health history, medications, life changes, and health or other concerns (see <https://www.nia.nih.gov/health/talking-with-doctor-worksheets>)
- **TOOL** AHRQ provides tips for patients to become more engaged in their health care before, during, and after the appointment (see <https://www.ahrq.gov/questions/be-engaged/index.html>). A two-page PDF file can be downloaded from this page.
- **TOOL** AHRQ also provides a Question Builder tool that patients can use to customize a list of questions for their appointment. The tool is available for printing online at <https://www.ahrq.gov/questions/question-builder/online.html> and in a downloadable app in the Apple App Store and Google Play (see more information at <https://www.ahrq.gov/questions/question-builder/index.html>).

Build Physician-Patient Relationships

- A positive physician-patient relationship may correlate with better health care outcomes. This article describes three essential elements that contribute to a positive relationship between provider and patients: empathy, communication, and shared decision-making (see <https://patientengagementhit.com/news/3-key-traits-of-a-positive-patient-provider-relationship>).
- AHRQ discusses the SHARE Approach to shared decision-making and provides links to resources on their website at <https://www.ahrq.gov/health-literacy/professional-training/shared-decision/tools/factsheet.html>.
- Cultural competence is increasingly important to the physician-patient relationship. Tips and resources are available at <https://www.ahrq.gov/health-literacy/professional-training/shared-decision/tool/resource-7.html>.

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. The Medical Group Management Association has tips for building relationships with specialists (see <https://www.mgma.com/resources/operations-management/communication-lays-the-groundwork-for-successful-p>).
- AHRQ's Health Literacy Universal Precautions Toolkit includes a section on making the referral process easier for patients (see <https://www.ahrq.gov/health-literacy/improve/precautions/tool21.html>).
- High-functioning referral networks are critical for positive patient outcomes and require communication, measurement, and monitoring (see <https://www.hfma.org/finance-and-business-strategy/population-health-management/61094/>).
- A survey of Veterans Health Administration specialists found that use of referral templates was seen as helpful to improve the quality of referrals; service agreements and e-consults were less so (see <https://www.ajmc.com/view/tools-to-improve-referrals-from-primary-care-to-specialty-care>).

IMPROVING CUSTOMER SERVICE AND HEALTH PLAN-RELATED INFORMATION

It is important that health plan information is both easily available and useful to members. As representatives of the plan, customer service staff must ensure that members have confidence and trust in their ability to address their questions and 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 the plan. 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.

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.

Implement Service Recovery Procedures

- When members 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.
- This article in *Forbes* defines service recovery and describes effective strategies to implement it in your practice (see <https://www.forbes.com/sites/forbesagencycouncil/2022/12/15/service-recovery-in-healthcare-effective-strategies-to-retain-unsatisfied-patients/?sh=60c824e84cf7>).
- **VIDEO** This four-part training series was developed as part of a grant from the Health Resources & Services Administration (HRSA). The videos total one hour and focus on why service recovery matters, eight steps for front-line staff, tips for de-escalation, and embedding service recovery into everyday practice (see <https://stratishealth.org/service-recovery-in-health-care/>).

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 the 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/.
- This article addresses the importance of website accessibility for older adults and persons with disabilities to obtain, understand, and use health information (see <https://ahimafoundation.org/research/the-critical-role-of-web-accessibility-in-health-information-access-understanding-and-use/>).
- The Centers for Medicare & Medicaid Services (CMS) provides information on communication accessibility planning for people who are blind or have low vision (<https://www.cms.gov/files/document/omh-visual-sensory-disabilities-brochure-508c.pdf>), those who are deaf or hard-of-hearing (<https://www.cms.gov/files/document/audio-sensory-disabilities-brochure-508c.pdf>), and those with limited English proficiency (<https://www.cms.gov/About-CMS/Agency-Information/OMH/Downloads/Language-Access-Plan.PDF>).

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. Improved access to trusted health information has been shown to lead to improved outcomes (www.ncbi.nlm.nih.gov/pmc/articles/PMC5818676/).

- This James Madison University Library microsite includes sub-pages with links to reliable sources of health information, information for teens and young adults, and information about medications and supplements, among others (see <https://guides.lib.jmu.edu/consumerhealth/health-websites>).

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.
- 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).
- HHS has a strong focus on health literacy in its Healthy People 2030 initiative, with six objectives related to the topic. See information on these goals and the updated definitions of personal and organizational health literacy at <https://health.gov/healthypeople/priority-areas/health-literacy-healthy-people-2030>, and health literacy resources at <https://health.gov/health-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/national-health-initiatives/health-literacy/resources.
- AHRQ also has developed its own health literacy toolkit to support physicians, the *Health Literacy Universal Precautions Toolkit, 2nd Edition*: www.ahrq.gov/professionals/quality-patient-safety/quality-resources/tools/literacy-toolkit/healthlittoolkit2.html.
- The companion guide, *Implementing the AHRQ Health Literacy Universal Precautions Toolkit: Practical Ideas for Primary Care Practices*, presents advice based on the experiences of 12 primary-care practices that implemented the Toolkit. It is available at <https://www.ahrq.gov/health-literacy/improve/precautions/guide/index.html>.

APPENDIX A. SCORING METHODOLOGY AND GLOSSARY

NCQA CALCULATION GUIDELINES FOR RATING AND COMPOSITE GLOBAL PROPORTIONS

NCQA's *HEDIS 2023, 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 the definition of the submission entity (for example, 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. All questions in a composite are weighted equally, regardless of how many members responded.

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% and 75% 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 77.5% for the Getting Care Quickly composite.

NCQA HEALTH PLAN RATINGS METHODOLOGY

HEALTH PLAN ACCREDITATION (HPA) VS. HEALTH PLAN RATINGS (HPR)

Prior to 2020, plans could earn up to 100 points toward Accreditation from the following three sources: 50 points from Accreditation Standards (NCQA’s review of the plan’s quality processes, policies and procedures), 37 points from clinical quality measures (HEDIS), and 13 points from member experience measures (CAHPS). The Health Plan Accreditation (HPA) program mapped Standard elements, HEDIS measures, and CAHPS measures to five Accreditation categories: *Access and Service*, *Qualified Providers*, *Staying Healthy*, *Getting Better*, and *Living with Illness*. Points earned in each category were divided by the total points allocated to that category, and the resulting percentage determined the number of Accreditation stars (up to four) awarded by category (90% and above = four stars; 80%–89% = three stars, etc.). Accreditation star ratings were reported in NCQA’s *Health Plan Report Cards* along with the plan’s Accreditation status. The latter corresponded to the total number of Accreditation points earned by the plan (90–100 points = *Excellent*, 80–89.99 points = *Commendable*, and 65–79.99 points = *Accredited*).

In 2020, just before the onset of the COVID-19 pandemic, NCQA announced its intention to discontinue the four-star HPA scoring system. As part of this transition, NCQA phased out the three-point-scale mean scoring method, which had been used prior to 2020 to determine the CAHPS component of the plan’s Accreditation score. While accredited plans are still required to report CAHPS scores to NCQA, they no longer earn any points directly from CAHPS. Currently, accredited plans earn an overall star rating (on a five-star scale), which is reported to the public on NCQA’s *Health Plan Ratings* page along with individual measure-level, HPR composite-level, and HPR sub-composite-level star ratings.⁵

CALCULATION OF HPR STARS

Following is the list of CAHPS survey measures, composites, and sub-composites included in NCQA’s 2023 Health Plan Ratings. The *Patient Experience* HPR composite and its three sub-composites (*Getting Care*, *Satisfaction With Plan Physicians*, and *Satisfaction With Plan and Plan Services*) are also scored and reported as star ratings.

⁵ HPR uses the terms “composite” and “sub-composite” to refer to groupings of individual measures. Note that HPR composites (e.g., *Patient Experience*) are different from CAHPS composites (e.g., *Getting Care Quickly*).

HPR Measure	Individual Measures Included in HPR (Assigned a Star Rating)
Patient Experience	
Getting Care	Getting Needed Care (percent <i>Usually</i> or <i>Always</i>) Getting Care Quickly (percent <i>Usually</i> or <i>Always</i>)
Satisfaction With Plan Physicians	Rating of Personal Doctor (percent 9 or 10) Rating of Specialist Seen Most Often (percent 9 or 10) – Commercial ONLY; retired for Medicaid in HPR 2023 Coordination of Care (percent <i>Usually</i> or <i>Always</i>) – Commercial ONLY; retired for Medicaid in HPR 2023
Satisfaction With Plan and Plan Services	Rating of Health Plan (percent 9 or 10) Rating of All Health Care (percent 9 or 10)

Below are the steps to assign HPR (star) ratings to applicable measures.

Step 1

Compare reported rates to the current-year⁶ National Percentiles for All Lines of Business. The reported rate is translated into a measure rating score – the 1-5 score derived by comparing the plan’s reported rate to the current-year national 10th, 33rd, 67th, and 90th percentiles for All Lines of Business, unless the measure has a trending concern.

Step 2

Assign individual measure star ratings. The individual measure rating score (ultimately reported as a star rating) is calculated as follows:

- 5 stars: a plan that is in the top one-tenth (decile) of all plans
- 4 stars: a plan that is in the top one-third of plans, but not in the top decile
- 3 stars: a plan in the middle one-third of all plans

⁶ For any reports CSS issues prior to NCQA releasing the current-year benchmarks (usually in September), HPR scores are estimated based on the prior-year benchmarks. The reports CSS issues after NCQA releases the current-year benchmarks use these updated benchmarks.

- 2 stars: a plan that is in the bottom one-third of plans, but not in the bottom decile
- 1 star: a plan that is in the bottom decile of plans

Step 3

Assign domain (HPR “composite”) and sub-domain (HPR “sub-composite”) star ratings. Measure rating scores for the *Patient Experience* domain and its three sub-domains (*Getting Care*, *Satisfaction With Plan Physicians*, and *Satisfaction with Plan Services*) are calculated using the formula:

$$\text{Domain or Sub-Domain Measure Rating Score} = \sum (\text{Measure Rating} * \text{Measure Weight}) / \sum \text{Weights}$$

All CAHPS measures have a weight of 1.5.

For example, if a plan earns 3 stars on *Getting Needed Care* and 4 stars on *Getting Care Quickly*, the plan’s *Getting Care* sub-domain score is calculated as $(3*1.5 + 4*1.5) / (1.5 + 1.5) = 3.5$ stars.

Note on small denominators

To be included in HPR scoring, individual *Patient Experience* (CAHPS) measures must achieve a reportable denominator of at least 100 valid responses. An HPR composite or sub-composite star rating is calculated only if at least half of all individual measures comprising the composite or sub-composite have reportable denominators. (Note: CSS ignores individual measure denominators in calculating estimated HPR stars.)

GLOSSARY OF TERMS

Attributes	Areas of health plan performance and member experience assessed with the CAHPS survey.
Benchmark	A reference score (e.g., the NCOA National Average rate, the CSS multi-plan average, or the plan's own prior-year rate) against which performance on the measure is assessed.
Best Practice	The result of the top-performing plan on a given measure among all plans included in a reference distribution (e.g., the plans included in the calculation of the CSS multi-plan average).
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. NCOA 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 Interval	A confidence interval (CI) is a range of values that is likely to contain the value of an unknown population parameter (e.g., mean or proportion). Since it is usually impossible to measure entire populations, these parameters are estimated using samples. Parameter estimates are subject to random sampling error. A confidence interval places a margin of error around the sample estimate to help us understand how wrong the estimate might be. A narrower CI indicates a more precise estimate, while a wider CI indicates a less precise estimate. For example, suppose the proportion of sample members rating their plan as 9 or 10 is 52%. A 95% confidence interval for the proportion was computed to be [49%, 55%], or 52 (±3)%. This means that we are 95% confident that the proportion of the plan population that would rate it as 9 or 10 is between 49% and 55%.
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 the NCQA-required minimum of 100 responses, NCQA assigns a measure result of “NA.”
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	<p>Members who are eligible to participate in the survey based on the following NCQA criteria:</p> <ul style="list-style-type: none"> - 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., <i>Usually or Always</i>) averaged across the questions that make up the composite.
Health Plan Ratings (HPR)	<p>NCQA rates health plans in three categories: private/commercial plans in which people enroll through work or on their own; plans that serve Medicare beneficiaries in the Medicare Advantage program (not supplemental plans); and plans that serve Medicaid beneficiaries. NCQA ratings are based on three types of quality measures: measures of clinical quality from NCQA’s Healthcare Effectiveness Data and Information Set (HEDIS); measures of patient experience using the Consumer Assessment of Healthcare Providers and Systems (CAHPS); and results from NCQA’s review of a health plan’s health quality processes (NCQA Accreditation). NCQA rates health plans that choose to report measures publicly.</p> <p>The overall rating is the weighted average of a plan’s HEDIS and CAHPS measure ratings, plus Accreditation bonus points (if the plan is Accredited by NCQA), rounded to the nearest half point and displayed as stars. The overall rating is based on performance on dozens of measures of care and is calculated on a 0-5 (5 is highest) scale in half points. Performance includes three subcategories (also scored 0-5 in half points):</p>

- Patient Experience: Patient-reported experience of care, including experience with doctors, services and customer service (measures in the Patient Experience category).
- Rates for Clinical Measures: The proportion of eligible members who received preventive services (prevention measures) and the proportion of eligible members who received recommended care for certain conditions (treatment measures).
- NCQA Health Plan Accreditation: For a plan with an Accredited or Provisional status, 0.5 bonus points are added to the overall rating before being rounded to the nearest half point and displayed as stars. A plan with an Interim status receives 0.15 bonus points added to the overall rating before being rounded to the nearest half point and displayed as stars.

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, when viewed from the industry perspective, helps to distinguish highly-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.

Oversampling

Sampling more than the minimum NCQA-specified sample size for a given survey type. A health plan must oversample if it cannot eliminate disenrolled members from membership files; correct addresses and, when appropriate, telephone numbers; provide updated, accurate sample frames to the survey vendor by the required date; or if it anticipates a high rate of disenrollment after providing the sample frame to the survey vendor. In such cases, oversampling will help ensure that a sufficient number of survey-eligible members remain in the sample. Another reason to oversample is to obtain a greater number of completed surveys. For example, the health plan may oversample if it has a prior history of low survey response rates or if it anticipates that a considerable number of the telephone numbers in the membership files are inaccurate. Collecting more completed surveys will help the plan to achieve reportable results and/or detect statistically significant differences or changes in scores. The oversampling rate must be a whole number representing the percent of the base sample to be oversampled (e.g., 7).

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*.

Regression Analysis

Regression analysis is a statistical technique used to identify which variables (e.g., member experience touch points) have a measurable impact on an outcome measure of interest (e.g., overall rating of the health plan).

Response Rate

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

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

Rolling Average Rate Calculation Method

The rolling averages method was introduced by NCQA to accommodate measures with small denominators. To report the results of these measures, there must be at least 100 responses collected over two years of survey administration. The numerators and the denominators of these measures are combined over a two-year period to calculate the final reported rate.

Sample Size

The NCQA-required sample size is 1,100 for Adult Commercial plans, 1,350 for Adult Medicaid plans, and 1,650 for Child Medicaid plans.

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 multi-plan 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.

APPENDIX B. SURVEY RESULTS AT A GLANCE

2023 (MY2022) CAHPS® 5.1H Survey Results at a Glance



Mercy Care (Child Medicaid Survey)

Survey Measures	Your Organization						Benchmark Comparisons				Your Organization's Estimated 2023 NCQA Health Plan (Star) Rating	
	2023			2022		2021		2023 CSS Child Medicaid Average		2022 (MY2021) NCQA Quality Compass National Average (All LOBs)		
	Rate	95% CI	(n)	Rate	Point Change	Rate	Point Change	Rate	Point Difference	Rate		Point Difference
Patient Experience Measures Reported in NCQA Health Plan Ratings											★★★★☆	
Getting Care											★★★★☆	
Getting Needed Care Composite (% Always or Usually)	82.90%	(±4.59)	(259)	83.96%	[-1.06]	86.43%	[-3.54]	83.30%	[-0.41]	84.19%	[-1.29]	★★★★☆
Ease of Getting Needed Care (% Always or Usually)	88.58%	(±3.29)	(359)	88.20%	[+0.38]	89.35%	[-0.77]	88.98%	[-0.40]	88.96%	[-0.38]	★★★★☆
Ease of Seeing a Specialist (% Always or Usually)	77.22%	(±6.54)	(158)	79.71%	[-2.49]	83.52%	[-6.30]	77.63%	[-0.42]	79.50%	[-2.28]	Not calculated
Getting Care Quickly Composite (% Always or Usually)	85.60%	(±4.38)	(247)	86.99%	[-1.39]	88.72%	[-3.13]	85.40%	[+0.20]	86.74%	[-1.14]	★★★★☆
Ease of Getting Urgent Care (% Always or Usually)	87.86%	(±5.41)	(140)	91.18%	[-3.32]	90.00%	[-2.14]	88.31%	[-0.45]	91.58%	[-3.72]	★★★★☆
Ease of Getting a Check-up or Routine Care (% Always or Usually)	83.33%	(±3.88)	(354)	82.80%	[+0.54]	87.45%	[-4.11]	82.48%	[+0.85]	82.82%	[+0.51]	Not calculated
Satisfaction With Plan Physicians											★★★★☆	
Rating of Personal Doctor (% 9 or 10)	77.03%	(±3.72)	(492)	82.38%	[-5.34]	77.22%	[-0.19]	74.73%	[+2.30]	77.15%	[-0.12]	★★★★☆
Satisfaction With Plan and Plan Services											★★★★☆	
Rating of Health Plan (% 9 or 10)	81.29%	(±3.24)	(556)	81.21%	[+0.09]	80.74%	[+0.56]	70.15%	[+11.14] ✓	71.99%	[+9.30] ✓	★★★★☆
Rating of All Health Care (% 9 or 10)	71.11%	(±4.68)	(360)	75.98%	[-4.87]	81.40%	[-10.28] ✓	67.99%	[+3.13]	70.77%	[+0.34]	★★★★☆
Overall Ratings NOT Reported in NCQA Health Plan Ratings												
Rating of All Health Care (% 8, 9 or 10)	88.89%	(±3.25)	(360)	90.50%	[-1.61]	91.63%	[-2.74]	87.01%	[+1.88]	87.34%	[+1.55]	★★★★☆
Rating of Personal Doctor (% 8, 9 or 10)	90.04%	(±2.65)	(492)	92.34%	[-2.30]	91.72%	[-1.68]	88.95%	[+1.09]	90.18%	[-0.14]	★★★★☆
Rating of Specialist Seen Most Often (% 8, 9 or 10)	92.36%	(±4.34)	(144)	87.30%	[+5.06]	89.41%	[+2.95]	85.28%	[+7.09] ✓	86.54%	[+5.82] ✓	Not calculated
Rating of Specialist Seen Most Often (% 9 or 10)	77.08%	(±6.86)	(144)	82.54%	[-5.46]	80.00%	[-2.92]	71.43%	[+5.65]	73.04%	[+4.04]	★★★★☆
Rating of Health Plan (% 8, 9 or 10)	91.91%	(±2.27)	(556)	89.60%	[+2.31]	90.77%	[+1.14]	86.40%	[+5.51] ✓	86.48%	[+5.43] ✓	★★★★☆
Additional Measures NOT Reported in NCQA Health Plan Ratings												
Coordination of Care (% Always or Usually)												
How Well Doctors Communicate Composite (% Always or Usually)	80.34%	(±5.84)	(178)	89.16%	[-8.82]	87.36%	[-7.02]	81.72%	[-1.38]	84.71%	[-4.37]	★★★★☆
How Well Doctors Communicate Composite (% Always or Usually)	92.26%	(±2.72)	(372)	92.97%	[-0.71]	94.84%	[-2.58]	93.19%	[-0.93]	94.18%	[-1.92]	★★★★☆
Doctor Explained Things (% Always or Usually)	91.89%	(±2.78)	(370)	92.70%	[-0.80]	95.95%	[-4.05]	93.43%	[-1.54]	94.53%	[-2.64] ✓	★★★★☆
Doctor Listened Carefully (% Always or Usually)	93.82%	(±2.45)	(372)	94.35%	[-0.53]	95.96%	[-2.15]	94.57%	[-0.75]	95.48%	[-1.66]	★★★★☆
Doctor Showed Respect (% Always or Usually)	95.71%	(±2.06)	(373)	96.63%	[-0.92]	97.76%	[-2.05]	96.07%	[-0.36]	96.80%	[-1.09]	★★★★☆
Doctor Spent Enough Time (% Always or Usually)	87.60%	(±3.35)	(371)	88.20%	[-0.60]	89.69%	[-2.09]	88.68%	[-1.08]	89.89%	[-2.29]	★★★★☆
Customer Service Composite (% Always or Usually)												
Customer Service Composite (% Always or Usually)	87.14%	(±4.66)	(199)	90.40%	[-3.26]	90.05%	[-2.91]	87.43%	[-0.29]	88.06%	[-0.92]	★★★★☆
Customer Service Provided Information/Help (% Always or Usually)	81.31%	(±5.43)	(198)	86.90%	[-5.59]	82.64%	[-1.33]	81.28%	[+0.03]	82.80%	[-1.49]	★★★★☆
Customer Service Was Courteous/Respectful (% Always or Usually)	92.96%	(±3.55)	(199)	93.90%	[-0.94]	97.46%	[-4.49]	93.58%	[-0.62]	93.35%	[-0.39]	★★★★☆

Calculation and Reporting of Results

All rates were calculated by CSS following NCQA specifications.

The 95% confidence interval (CI) around the reported rate indicates the range of values the true population rate will fall in 95% of the time if multiple random samples from the same member population are surveyed.

The number of valid responses collected this year for each measure (n, or measure denominator) is reported in parentheses.

Rate Comparisons and Statistical Significance Testing

Comparisons to prior-year and benchmark rates were calculated prior to rounding and rounded for display. Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the comparison rate are marked with a checkmark (✓) symbol.

Health Plan Ratings (HPR)

Health Plan Ratings were estimated by CSS based on the prior-year (2022, or MY2021) NCQA Quality Compass national benchmarks and should be treated as UNOFFICIAL. The 2023 Health Plan Ratings, based on the current-year (2023, or MY2022) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2023.

NCQA retired Rating of Specialist Seen Most Often (% 9 or 10) and Coordination of Care from HPR 2023. Rating of All Health Care (% 9 or 10) was moved to the Satisfaction With Plan and Plan Services sub-composite.

APPENDIX C. CROSS-TABULATIONS

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CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Patient Experience Measures

	Reportable Rates					Estimated Health Plan Rating (HPR)	
	2022 NCQA Quality Compass Average, All LOBs	2023 CSS Average	Plan Rate			Percentile	Stars
			2023	2022	2021		
Consumer Satisfaction						3.0	
Getting Care						2.5	
Getting Needed Care	84.19%	83.30%	82.90%	83.96%	86.43%	10th	2.0
Getting Care Quickly	86.74%	85.40%	85.60%	86.99%	88.72%	33rd	3.0
Satisfaction with Plan Physicians						3.0	
Rating of Personal Doctor	77.15%	74.73%	77.03%	82.38%	77.22%	33rd	3.0
Satisfaction with Plan Services						4.0	
Rating of All Health Care	70.77%	67.99%	71.11%	75.98%	81.40%	33rd	3.0
Rating of Health Plan	71.99%	70.15%	81.29%	81.21%	80.74%	90th	5.0
Non-HPR Measures							
Rating of Specialist Seen Most Often	73.04%	71.43%	77.08%	82.54%	80.00%		
Coordination of Care	84.71%	81.72%	80.34%	89.16%	87.36%		
How Well Doctors Communicate	94.18%	93.19%	92.26%	92.97%	94.84%		
Customer Service	88.06%	87.43%	87.14%	90.40%	90.05%		

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Note: The official Health Plan Ratings (HPR) scores will be released by NCQA in September 2023 using current year (2023 or MY 2022 benchmarks). The results presented in this report use the 2022 (MY 2021) benchmarks released by NCQA to estimate the MY 2022 HPR; therefore the HPR scores presented in this report should be treated as estimates. Results are presented for NCQA's top-box rates (% 9+10 or % Usually+Always). At least 100 valid responses must be collected for a measure to be reportable by NCQA. A lighter display is used to indicate that a result is not reportable by NCQA due to insufficient denominator (less than 100 responses). In such cases, CSS calculates measure results only for internal plan reporting. NCQA retired Coordination of Care and Rating of Specialist Seen Most Often from HPR 2023. Rating of All Health Care (% 9 or 10) was moved to the Satisfaction With Plan and Plan Services sub-composite.

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CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 3

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

Base: All respondents

	2023 CSS Average	2023	2022	2021	Child Gender		Child Age			Child Health Status			Child Mental Health Status			Child Specialist Visits in Last 6 Mos.		
					(Q35)		(Q34)			(Q32)			(Q33)			(Q24)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	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	
Number in sample	8,003	571	313	387	275	283	153	233	168	406	124	29	387	122	49	8	146	2
Number missing or multiple answer	116	9	2	4	3	6	4	2	3	7	2	0	8	1	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
Usable responses	7,887	562	311	383	272	277	149	231	165	399	122	29	379	121	49	7	145	2
	98.6%	98.4%	99.4%	99.0%	98.9%	97.9%	97.4%	99.1%	98.2%	98.3%	98.4%	100.0%	97.9%	99.2%	100.0%	87.5%	99.3%	100.0%
Yes	2,370	146	70	71	73	69	48	55	36	97	31	13	92	35	14	3	59	1
	30.0%	26.0%	22.5%	18.5%	26.8%	24.9%	32.2%	23.8%	21.8%	24.3%	25.4%	44.8%	24.3%	28.9%	28.6%	42.9%	40.7%	50.0%
No	5,517	416	241	312	199	208	101	176	129	302	91	16	287	86	35	4	86	1
	70.0%	74.0%	77.5%	81.5%	73.2%	75.1%	67.8%	76.2%	78.2%	75.7%	74.6%	55.2%	75.7%	71.1%	71.4%	57.1%	59.3%	50.0%
Significantly different from column:*		AD					I		G	L	L	JK						

NA - Not applicable

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

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CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

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Question 3

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

Base: All respondents

	2023 CSS Average	2023	2022	2021	Respondent Gender (Q39)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q40)			Child Ethnicity (Q36)		Child Race (Q37)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	8,003	571	313	387	54	498	185	316	48	329	146	63	368	181	252	37	215
Number missing or multiple answer	116	9	2	4	3	6	2	7	0	6	1	2	7	2	5	0	3
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,887 98.6%	562 98.4%	311 99.4%	383 99.0%	51 94.4%	492 98.8%	183 98.9%	309 97.8%	48 100.0%	323 98.2%	145 99.3%	61 96.8%	361 98.1%	179 98.9%	247 98.0%	37 100.0%	212 98.6%
Yes	2,370 30.0%	146 26.0%	70 22.5%	71 18.5%	12 23.5%	125 25.4%	22 12.0%	95 30.7%	22 45.8%	70 21.7%	43 29.7%	19 31.1%	90 24.9%	50 27.9%	63 25.5%	12 32.4%	51 24.1%
No	5,517 70.0%	416 74.0%	241 77.5%	312 81.5%	39 76.5%	367 74.6%	161 88.0%	214 69.3%	26 54.2%	253 78.3%	102 70.3%	42 68.9%	271 75.1%	129 72.1%	184 74.5%	25 67.6%	161 75.9%
Significantly different from column:*		AD					HI	GI	GH								

NA - Not applicable

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

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CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

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 needed care right away (Q3)

	2023 CSS Average	2023	2022	2021	Child Gender (Q35)		Child Age (Q34)			Child Health Status (Q32)			Child Mental Health Status (Q33)			Child Specialist Visits in Last 6 Mos. (Q24)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	2,370	146	70	71	73	69	48	55	36	97	31	13	92	35	14	3	59	1
Number missing or multiple answer	60	6	2	1	5	1	2	3	1	4	0	2	3	2	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
Usable responses	2,310 97.5%	140 95.9%	68 97.1%	70 98.6%	68 93.2%	68 98.6%	46 95.8%	52 94.5%	35 97.2%	93 95.9%	31 100.0%	11 84.6%	89 96.7%	33 94.3%	14 100.0%	3 100.0%	57 96.6%	1 100.0%
Never	41 1.8%	1 0.7%	0 0.0%	0 0.0%	0 0.0%	1 1.5%	1 2.2%	0 0.0%	0 0.0%	0 0.0%	1 3.2%	0 0.0%	1 1.1%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Sometimes	229 9.9%	16 11.4%	6 8.8%	7 10.0%	8 11.8%	7 10.3%	6 13.0%	5 9.6%	4 11.4%	8 8.6%	4 12.9%	2 18.2%	9 10.1%	5 15.2%	1 7.1%	0 0.0%	6 10.5%	0 0.0%
Usually	304 13.2%	17 12.1%	10 14.7%	3 4.3%	9 13.2%	8 11.8%	6 13.0%	4 7.7%	7 20.0%	10 10.8%	6 19.4%	1 9.1%	9 10.1%	6 18.2%	2 14.3%	0 0.0%	7 12.3%	1 100.0%
Always	1,736 75.2%	106 75.7%	52 76.5%	60 85.7%	51 75.0%	52 76.5%	33 71.7%	43 82.7%	24 68.6%	75 80.6%	20 64.5%	8 72.7%	70 78.7%	22 66.7%	11 78.6%	3 100.0%	44 77.2%	0 0.0%
Significantly different from column:*																		
Usually or Always	2,040 88.3%	123 87.9%	62 91.2%	63 90.0%	60 88.2%	60 88.2%	39 84.8%	47 90.4%	31 88.6%	85 91.4%	26 83.9%	9 81.8%	79 88.8%	28 84.8%	13 92.9%	3 100.0%	51 89.5%	1 100.0%
Significantly different from column:*																		

NA - Not applicable

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

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CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

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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 needed care right away (Q3)

	2023 CSS Average	2023	2022	2021	Respondent Gender (Q39)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q40)			Child Ethnicity (Q36)		Child Race (Q37)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	2,370	146	70	71	12	125	22	95	22	70	43	19	90	50	63	12	51
Number missing or multiple answer	60	6	2	1	0	5	1	4	1	3	2	1	5	1	3	1	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,310 97.5%	140 95.9%	68 97.1%	70 98.6%	12 100.0%	120 96.0%	21 95.5%	91 95.8%	21 95.5%	67 95.7%	41 95.3%	18 94.7%	85 94.4%	49 98.0%	60 95.2%	11 91.7%	49 96.1%
Never	41 1.8%	1 0.7%	0 0.0%	0 0.0%	0 0.0%	1 0.8%	0 0.0%	1 1.1%	0 0.0%	0 0.0%	0 0.0%	1 5.6%	0 0.0%	1 2.0%	1 1.7%	0 0.0%	0 0.0%
Sometimes	229 9.9%	16 11.4%	6 8.8%	7 10.0%	0 0.0%	14 11.7%	4 19.0%	7 7.7%	1 4.8%	9 13.4%	3 7.3%	0 0.0%	11 12.9%	2 4.1%	6 10.0%	1 9.1%	4 8.2%
Usually	304 13.2%	17 12.1%	10 14.7%	3 4.3%	2 16.7%	14 11.7%	1 4.8%	13 14.3%	3 14.3%	8 11.9%	5 12.2%	3 16.7%	12 14.1%	5 10.2%	7 11.7%	1 9.1%	5 10.2%
Always	1,736 75.2%	106 75.7%	52 76.5%	60 85.7%	10 83.3%	91 75.8%	16 76.2%	70 76.9%	17 81.0%	50 74.6%	33 80.5%	14 77.8%	62 72.9%	41 83.7%	46 76.7%	9 81.8%	40 81.6%
Significantly different from column:*																	
Usually or Always	2,040 88.3%	123 87.9%	62 91.2%	63 90.0%	12 100.0%	105 87.5%	17 81.0%	83 91.2%	20 95.2%	58 86.6%	38 92.7%	17 94.4%	74 87.1%	46 93.9%	53 88.3%	10 90.9%	45 91.8%
Significantly different from column:*																	

NA - Not applicable

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

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CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

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

	2023 CSS Average	2023	2022	2021	Child Gender (Q35)		Child Age (Q34)			Child Health Status (Q32)			Child Mental Health Status (Q33)			Child Specialist Visits in Last 6 Mos. (Q24)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	8,003	571	313	387	275	283	153	233	168	406	124	29	387	122	49	8	146	2
Number missing or multiple answer	108	5	3	7	2	2	0	3	1	2	2	0	3	1	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,895	566	310	380	273	281	153	230	167	404	122	29	384	121	49	8	146	2
	98.7%	99.1%	99.0%	98.2%	99.3%	99.3%	100.0%	98.7%	99.4%	99.5%	98.4%	100.0%	99.2%	99.2%	100.0%	100.0%	100.0%	100.0%
Yes	4,961	365	191	241	177	183	108	153	94	250	86	23	247	81	30	6	116	2
	62.8%	64.5%	61.6%	63.4%	64.8%	65.1%	70.6%	66.5%	56.3%	61.9%	70.5%	79.3%	64.3%	66.9%	61.2%	75.0%	79.5%	100.0%
No	2,934	201	119	139	96	98	45	77	73	154	36	6	137	40	19	2	30	0
	37.2%	35.5%	38.4%	36.6%	35.2%	34.9%	29.4%	33.5%	43.7%	38.1%	29.5%	20.7%	35.7%	33.1%	38.8%	25.0%	20.5%	0.0%
Significantly different from column:*							I	I	GH									

NA - Not applicable

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

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

4994000

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

	2023 CSS Average	2023	2022	2021	Respondent Gender (Q39)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q40)			Child Ethnicity (Q36)		Child Race (Q37)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	8,003	571	313	387	54	498	185	316	48	329	146	63	368	181	252	37	215
Number missing or multiple answer	108	5	3	7	2	2	3	1	0	2	2	0	2	2	1	1	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,895 98.7%	566 99.1%	310 99.0%	380 98.2%	52 96.3%	496 99.6%	182 98.4%	315 99.7%	48 100.0%	327 99.4%	144 98.6%	63 100.0%	366 99.5%	179 98.9%	251 99.6%	36 97.3%	213 99.1%
Yes	4,961 62.8%	365 64.5%	191 61.6%	241 63.4%	27 51.9%	329 66.3%	53 29.1%	257 81.6%	39 81.3%	207 63.3%	99 68.8%	43 68.3%	244 66.7%	107 59.8%	164 65.3%	25 69.4%	133 62.4%
No	2,934 37.2%	201 35.5%	119 38.4%	139 36.6%	25 48.1%	167 33.7%	129 70.9%	58 18.4%	9 18.8%	120 36.7%	45 31.3%	20 31.7%	122 33.3%	72 40.2%	87 34.7%	11 30.6%	80 37.6%
Significantly different from column:*					F	E	HI	G	G								

NA - Not applicable

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

Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

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 a check-up or routine care (Q5)

	2023 CSS Average	2023	2022	2021	Child Gender		Child Age			Child Health Status			Child Mental Health Status			Child Specialist Visits in Last 6 Mos.		
					(Q35)		(Q34)			(Q32)			(Q33)			(Q24)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	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	
Number in sample	4,961	365	191	241	177	183	108	153	94	250	86	23	247	81	30	6	116	2
Number missing or multiple answer	115	11	5	2	4	7	4	5	2	9	2	0	9	2	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
Usable responses	4,846	354	186	239	173	176	104	148	92	241	84	23	238	79	30	6	114	2
	97.7%	97.0%	97.4%	99.2%	97.7%	96.2%	96.3%	96.7%	97.9%	96.4%	97.7%	100.0%	96.4%	97.5%	100.0%	100.0%	98.3%	100.0%
Never	78	3	2	6	1	2	2	1	0	2	1	0	3	0	0	0	1	0
	1.6%	0.8%	1.1%	2.5%	0.6%	1.1%	1.9%	0.7%	0.0%	0.8%	1.2%	0.0%	1.3%	0.0%	0.0%	0.0%	0.9%	0.0%
Sometimes	771	56	30	24	26	30	17	25	13	33	20	3	39	11	5	2	15	0
	15.9%	15.8%	16.1%	10.0%	15.0%	17.0%	16.3%	16.9%	14.1%	13.7%	23.8%	13.0%	16.4%	13.9%	16.7%	33.3%	13.2%	0.0%
Usually	965	68	30	52	32	34	21	27	17	36	23	6	36	22	8	3	27	0
	19.9%	19.2%	16.1%	21.8%	18.5%	19.3%	20.2%	18.2%	18.5%	14.9%	27.4%	26.1%	15.1%	27.8%	26.7%	50.0%	23.7%	0.0%
Always	3,032	227	124	157	114	110	64	95	62	170	40	14	160	46	17	1	71	2
	62.6%	64.1%	66.7%	65.7%	65.9%	62.5%	61.5%	64.2%	67.4%	70.5%	47.6%	60.9%	67.2%	58.2%	56.7%	16.7%	62.3%	100.0%
Significantly different from column:*										K	J							
Usually or Always	3,997	295	154	209	146	144	85	122	79	206	63	20	196	68	25	4	98	2
	82.5%	83.3%	82.8%	87.4%	84.4%	81.8%	81.7%	82.4%	85.9%	85.5%	75.0%	87.0%	82.4%	86.1%	83.3%	66.7%	86.0%	100.0%
Significantly different from column:*										K	J							

NA - Not applicable

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

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

4994000

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 a check-up or routine care (Q5)

	2023 CSS Average	2023	2022	2021	Respondent Gender (Q39)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q40)			Child Ethnicity (Q36)		Child Race (Q37)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	4,961	365	191	241	27	329	53	257	39	207	99	43	244	107	164	25	133
Number missing or multiple answer	115	11	5	2	2	8	4	6	0	4	7	0	6	5	3	2	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,846 97.7%	354 97.0%	186 97.4%	239 99.2%	25 92.6%	321 97.6%	49 92.5%	251 97.7%	39 100.0%	203 98.1%	92 92.9%	43 100.0%	238 97.5%	102 95.3%	159 97.0%	22 88.0%	131 98.5%
Never	78 1.6%	3 0.8%	2 1.1%	6 2.5%	0 0.0%	3 0.9%	0 0.0%	2 0.8%	0 0.0%	2 1.0%	0 0.0%	1 2.3%	2 0.8%	1 1.0%	2 1.3%	0 0.0%	1 0.8%
Sometimes	771 15.9%	56 15.8%	30 16.1%	24 10.0%	5 20.0%	51 15.9%	9 18.4%	42 16.7%	2 5.1%	36 17.7%	15 16.3%	3 7.0%	37 15.5%	17 16.7%	23 14.5%	4 18.2%	23 17.6%
Usually	965 19.9%	68 19.2%	30 16.1%	52 21.8%	6 24.0%	58 18.1%	10 20.4%	46 18.3%	11 28.2%	40 19.7%	17 18.5%	6 14.0%	46 19.3%	18 17.6%	32 20.1%	3 13.6%	22 16.8%
Always	3,032 62.6%	227 64.1%	124 66.7%	157 65.7%	14 56.0%	209 65.1%	30 61.2%	161 64.1%	26 66.7%	125 61.6%	60 65.2%	33 76.7%	153 64.3%	66 64.7%	102 64.2%	15 68.2%	85 64.9%
Significantly different from column:*																	
Usually or Always	3,997 82.5%	295 83.3%	154 82.8%	209 87.4%	20 80.0%	267 83.2%	40 81.6%	207 82.5%	37 94.9%	165 81.3%	77 83.7%	39 90.7%	199 83.6%	84 82.4%	134 84.3%	18 81.8%	107 81.7%
Significantly different from column:*							I	H									

NA - Not applicable

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Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

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

	2023 CSS Average	2023	2022	2021	Child Gender (Q35)		Child Age (Q34)			Child Health Status (Q32)			Child Mental Health Status (Q33)			Child Specialist Visits in Last 6 Mos. (Q24)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	8,003	571	313	387	275	283	153	233	168	406	124	29	387	122	49	8	146	2
Number missing or multiple answer	317	22	11	12	13	8	4	14	3	14	4	1	13	8	0	0	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,686	549	302	375	262	275	149	219	165	392	120	28	374	114	49	8	143	2
	96.0%	96.1%	96.5%	96.9%	95.3%	97.2%	97.4%	94.0%	98.2%	96.6%	96.8%	96.6%	96.6%	93.4%	100.0%	100.0%	97.9%	100.0%
None	2,722	185	122	158	91	87	31	75	71	136	37	7	124	36	20	1	20	0
	35.4%	33.7%	40.4%	42.1%	34.7%	31.6%	20.8%	34.2%	43.0%	34.7%	30.8%	25.0%	33.2%	31.6%	40.8%	12.5%	14.0%	0.0%
1 time	1,596	122	63	86	56	64	27	56	38	92	26	3	95	19	7	2	21	0
	20.8%	22.2%	20.9%	22.9%	21.4%	23.3%	18.1%	25.6%	23.0%	23.5%	21.7%	10.7%	25.4%	16.7%	14.3%	25.0%	14.7%	0.0%
2	1,331	99	52	51	50	48	33	38	24	65	30	3	68	22	7	1	37	0
	17.3%	18.0%	17.2%	13.6%	19.1%	17.5%	22.1%	17.4%	14.5%	16.6%	25.0%	10.7%	18.2%	19.3%	14.3%	12.5%	25.9%	0.0%
3	840	53	26	42	21	32	18	22	12	42	8	3	36	11	5	3	20	1
	10.9%	9.7%	8.6%	11.2%	8.0%	11.6%	12.1%	10.0%	7.3%	10.7%	6.7%	10.7%	9.6%	9.6%	10.2%	37.5%	14.0%	50.0%
4	471	42	17	21	15	27	21	13	8	28	9	5	28	9	4	0	20	0
	6.1%	7.7%	5.6%	5.6%	5.7%	9.8%	14.1%	5.9%	4.8%	7.1%	7.5%	17.9%	7.5%	7.9%	8.2%	0.0%	14.0%	0.0%
5 to 9	530	37	19	12	22	13	16	12	7	25	7	3	19	12	4	0	20	1
	6.9%	6.7%	6.3%	3.2%	8.4%	4.7%	10.7%	5.5%	4.2%	6.4%	5.8%	10.7%	5.1%	10.5%	8.2%	0.0%	14.0%	50.0%
10 or more times	196	11	3	5	7	4	3	3	5	4	3	4	4	5	2	1	5	0
	2.6%	2.0%	1.0%	1.3%	2.7%	1.5%	2.0%	1.4%	3.0%	1.0%	2.5%	14.3%	1.1%	4.4%	4.1%	12.5%	3.5%	0.0%
5 or more times	726	48	22	17	29	17	19	15	12	29	10	7	23	17	6	1	25	1
	9.4%	8.7%	7.3%	4.5%	11.1%	6.2%	12.8%	6.8%	7.3%	7.4%	8.3%	25.0%	6.1%	14.9%	12.2%	12.5%	17.5%	50.0%
Significantly different from column:*		D			F	E							N	M				

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

4994000

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

	2023 CSS Average	2023	2022	2021	Respondent Gender (Q39)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q40)			Child Ethnicity (Q36)		Child Race (Q37)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	8,003	571	313	387	54	498	185	316	48	329	146	63	368	181	252	37	215
Number missing or multiple answer	317	22	11	12	2	18	0	0	0	13	4	1	11	8	7	1	9
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,686 96.0%	549 96.1%	302 96.5%	375 96.9%	52 96.3%	480 96.4%	185 100.0%	316 100.0%	48 100.0%	316 96.0%	142 97.3%	62 98.4%	357 97.0%	173 95.6%	245 97.2%	36 97.3%	206 95.8%
None	2,722 35.4%	185 33.7%	122 40.4%	158 42.1%	21 40.4%	155 32.3%	185 100.0%	0 0.0%	0 0.0%	114 36.1%	41 28.9%	18 29.0%	109 30.5%	68 39.3%	73 29.8%	13 36.1%	76 36.9%
1 time	1,596 20.8%	122 22.2%	63 20.9%	86 22.9%	10 19.2%	109 22.7%	0 0.0%	122 38.6%	0 0.0%	73 23.1%	31 21.8%	13 21.0%	85 23.8%	32 18.5%	53 21.6%	7 19.4%	47 22.8%
2	1,331 17.3%	99 18.0%	52 17.2%	51 13.6%	8 15.4%	89 18.5%	0 0.0%	99 31.3%	0 0.0%	51 16.1%	33 23.2%	11 17.7%	71 19.9%	26 15.0%	54 22.0%	7 19.4%	29 14.1%
3	840 10.9%	53 9.7%	26 8.6%	42 11.2%	5 9.6%	47 9.8%	0 0.0%	53 16.8%	0 0.0%	29 9.2%	13 9.2%	9 14.5%	35 9.8%	17 9.8%	25 10.2%	2 5.6%	20 9.7%
4	471 6.1%	42 7.7%	17 5.6%	21 5.6%	3 5.8%	39 8.1%	0 0.0%	42 13.3%	0 0.0%	20 6.3%	16 11.3%	5 8.1%	29 8.1%	13 7.5%	20 8.2%	3 8.3%	16 7.8%
5 to 9	530 6.9%	37 6.7%	19 6.3%	12 3.2%	4 7.7%	31 6.5%	0 0.0%	0 0.0%	37 77.1%	23 7.3%	5 3.5%	5 8.1%	20 5.6%	14 8.1%	13 5.3%	4 11.1%	15 7.3%
10 or more times	196 2.6%	11 2.0%	3 1.0%	5 1.3%	1 1.9%	10 2.1%	0 0.0%	0 0.0%	11 22.9%	6 1.9%	3 2.1%	1 1.6%	8 2.2%	3 1.7%	7 2.9%	0 0.0%	3 1.5%
5 or more times	726 9.4%	48 8.7%	22 7.3%	17 4.5%	5 9.6%	41 8.5%	0 0.0%	0 0.0%	48 100.0%	29 9.2%	8 5.6%	6 9.7%	28 7.8%	17 9.8%	20 8.2%	4 11.1%	18 8.7%
Significantly different from column:*		D					I	I	GH								

NA - Not applicable

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Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 8

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 to get care (Q7)

	2023 CSS Average	2023	2022	2021	Child Gender		Child Age			Child Health Status			Child Mental Health Status			Child Specialist Visits in Last 6 Mos.		
					(Q35)		(Q34)			(Q32)			(Q33)			(Q24)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	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	
Number in sample	4,964	364	180	217	171	188	118	144	94	256	83	21	250	78	29	7	123	2
Number missing or multiple answer	60	4	1	2	2	2	1	2	1	4	0	0	2	1	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,904 98.8%	360 98.9%	179 99.4%	215 99.1%	169 98.8%	186 98.9%	117 99.2%	142 98.6%	93 98.9%	252 98.4%	83 100.0%	21 100.0%	248 99.2%	77 98.7%	29 100.0%	7 100.0%	123 100.0%	2 100.0%
0 Worst health care possible	5 0.1%	0 0.0%	0 0.0%	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%	0 0.0%	0 0.0%
1	8 0.2%	2 0.6%	1 0.6%	0 0.0%	1 0.6%	1 0.5%	0 0.0%	0 0.0%	2 2.2%	1 0.4%	1 1.2%	0 0.0%	0 0.0%	2 2.6%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
2	10 0.2%	1 0.3%	0 0.0%	0 0.0%	1 0.6%	0 0.0%	0 0.0%	0 0.0%	1 1.1%	1 0.4%	0 0.0%	0 0.0%	1 0.4%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
3	22 0.4%	2 0.6%	1 0.6%	0 0.0%	2 1.2%	0 0.0%	1 0.9%	1 0.7%	0 0.0%	1 0.4%	0 0.0%	1 4.8%	0 0.0%	1 1.3%	1 3.4%	0 0.0%	2 1.6%	0 0.0%
4	30 0.6%	1 0.3%	0 0.0%	1 0.5%	0 0.0%	1 0.5%	1 0.9%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 4.8%	0 0.0%	1 1.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
5	121 2.5%	8 2.2%	3 1.7%	2 0.9%	2 1.2%	6 3.2%	3 2.6%	1 0.7%	4 4.3%	6 2.4%	1 1.2%	1 4.8%	6 2.4%	1 1.3%	1 3.4%	1 14.3%	4 3.3%	0 0.0%
6	123 2.5%	13 3.6%	4 2.2%	7 3.3%	7 4.1%	6 3.2%	3 2.6%	4 2.8%	6 6.5%	5 2.0%	7 8.4%	1 4.8%	5 2.0%	5 6.5%	2 6.9%	1 14.3%	5 4.1%	0 0.0%
7	318 6.5%	13 3.6%	8 4.5%	7 3.3%	5 3.0%	8 4.3%	8 6.8%	2 1.4%	3 3.2%	6 2.4%	4 4.8%	3 14.3%	8 3.2%	2 2.6%	3 10.3%	1 14.3%	2 1.6%	0 0.0%
8	933 19.0%	64 17.8%	26 14.5%	22 10.2%	29 17.2%	35 18.8%	22 18.8%	24 16.9%	16 17.2%	41 16.3%	19 22.9%	4 19.0%	41 16.5%	17 22.1%	6 20.7%	1 14.3%	20 16.3%	0 0.0%
9	856 17.5%	59 16.4%	27 15.1%	35 16.3%	24 14.2%	33 17.7%	21 17.9%	21 14.8%	14 15.1%	45 17.9%	8 9.6%	4 19.0%	41 16.5%	14 18.2%	2 6.9%	1 14.3%	21 17.1%	1 50.0%
10 Best health care possible	2,478 50.5%	197 54.7%	109 60.9%	140 65.1%	98 58.0%	96 51.6%	58 49.6%	89 62.7%	47 50.5%	146 57.9%	43 51.8%	6 28.6%	146 58.9%	34 44.2%	14 48.3%	2 28.6%	69 56.1%	1 50.0%

NA - Not applicable

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

4994000

Question 8

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 to get care (Q7)

	2023 CSS Average	2023	2022	2021	Respondent Gender (Q39)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q40)			Child Ethnicity (Q36)		Child Race (Q37)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	4,964	364	180	217	31	325	0	316	48	202	101	44	248	105	172	23	130
Number missing or multiple answer	60	4	1	2	1	2	0	4	0	3	1	0	4	0	2	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,904 98.8%	360 98.9%	179 99.4%	215 99.1%	30 96.8%	323 99.4%	0 ---	312 98.7%	48 100.0%	199 98.5%	100 99.0%	44 100.0%	244 98.4%	105 100.0%	170 98.8%	23 100.0%	129 99.2%
0 Worst health care possible	5 0.1%	0 0.0%	0 0.0%	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 0.0%
1	8 0.2%	2 0.6%	1 0.6%	0 0.0%	0 0.0%	2 0.6%	0 ---	2 0.6%	0 0.0%	0 0.0%	2 2.0%	0 0.0%	1 0.4%	1 1.0%	0 0.0%	0 0.0%	2 1.6%
2	10 0.2%	1 0.3%	0 0.0%	0 0.0%	0 0.0%	1 0.3%	0 ---	1 0.3%	0 0.0%	1 0.5%	0 0.0%	0 0.0%	1 0.4%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
3	22 0.4%	2 0.6%	1 0.6%	0 0.0%	0 0.0%	2 0.6%	0 ---	2 0.6%	0 0.0%	1 0.5%	0 0.0%	1 2.3%	0 0.0%	1 1.0%	1 0.6%	0 0.0%	1 0.8%
4	30 0.6%	1 0.3%	0 0.0%	1 0.5%	0 0.0%	1 0.3%	0 ---	1 0.3%	0 0.0%	1 0.5%	0 0.0%	0 0.0%	1 0.4%	0 0.0%	1 0.6%	0 0.0%	0 0.0%
5	121 2.5%	8 2.2%	3 1.7%	2 0.9%	1 3.3%	7 2.2%	0 ---	8 2.6%	0 0.0%	2 1.0%	5 5.0%	0 0.0%	2 0.8%	6 5.7%	5 2.9%	1 4.3%	1 0.8%
6	123 2.5%	13 3.6%	4 2.2%	7 3.3%	1 3.3%	11 3.4%	0 ---	11 3.5%	2 4.2%	6 3.0%	4 4.0%	2 4.5%	8 3.3%	5 4.8%	2 1.2%	3 13.0%	7 5.4%
7	318 6.5%	13 3.6%	8 4.5%	7 3.3%	0 0.0%	13 4.0%	0 ---	10 3.2%	3 6.3%	6 3.0%	4 4.0%	3 6.8%	5 2.0%	8 7.6%	5 2.9%	3 13.0%	3 2.3%
8	933 19.0%	64 17.8%	26 14.5%	22 10.2%	11 36.7%	53 16.4%	0 ---	59 18.9%	5 10.4%	34 17.1%	20 20.0%	10 22.7%	42 17.2%	22 21.0%	37 21.8%	3 13.0%	20 15.5%
9	856 17.5%	59 16.4%	27 15.1%	35 16.3%	4 13.3%	53 16.4%	0 ---	48 15.4%	11 22.9%	32 16.1%	15 15.0%	8 18.2%	39 16.0%	15 14.3%	30 17.6%	3 13.0%	18 14.0%
10 Best health care possible	2,478 50.5%	197 54.7%	109 60.9%	140 65.1%	13 43.3%	180 55.7%	0 ---	170 54.5%	27 56.3%	116 58.3%	50 50.0%	20 45.5%	145 59.4%	47 44.8%	89 52.4%	10 43.5%	77 59.7%

NA - Not applicable

Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 8

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 to get care (Q7)

	2023 CSS Average	2023	2022	2021	Child Gender (Q35)		Child Age (Q34)			Child Health Status (Q32)			Child Mental Health Status (Q33)			Child Specialist Visits in Last 6 Mos. (Q24)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	4,964	364	180	217	171	188	118	144	94	256	83	21	250	78	29	7	123	2
Number missing or multiple answer	60	4	1	2	2	2	1	2	1	4	0	0	2	1	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,904	360	179	215	169	186	117	142	93	252	83	21	248	77	29	7	123	2
	98.8%	98.9%	99.4%	99.1%	98.8%	98.9%	99.2%	98.6%	98.9%	98.4%	100.0%	100.0%	99.2%	98.7%	100.0%	100.0%	100.0%	100.0%
0 to 4	75	6	2	2	4	2	2	1	3	3	1	2	1	4	1	0	2	0
	1.5%	1.7%	1.1%	0.9%	2.4%	1.1%	1.7%	0.7%	3.2%	1.2%	1.2%	9.5%	0.4%	5.2%	3.4%	0.0%	1.6%	0.0%
5	121	8	3	2	2	6	3	1	4	6	1	1	6	1	1	1	4	0
	2.5%	2.2%	1.7%	0.9%	1.2%	3.2%	2.6%	0.7%	4.3%	2.4%	1.2%	4.8%	2.4%	1.3%	3.4%	14.3%	3.3%	0.0%
6 to 7	441	26	12	14	12	14	11	6	9	11	11	4	13	7	5	2	7	0
	9.0%	7.2%	6.7%	6.5%	7.1%	7.5%	9.4%	4.2%	9.7%	4.4%	13.3%	19.0%	5.2%	9.1%	17.2%	28.6%	5.7%	0.0%
8 to 10	4,267	320	162	197	151	164	101	134	77	232	70	14	228	65	22	4	110	2
	87.0%	88.9%	90.5%	91.6%	89.3%	88.2%	86.3%	94.4%	82.8%	92.1%	84.3%	66.7%	91.9%	84.4%	75.9%	57.1%	89.4%	100.0%
Significantly different from column:*							H	GI	H	K	J							
0 to 6	319	27	9	11	13	14	8	6	13	14	9	4	12	10	4	2	11	0
	6.5%	7.5%	5.0%	5.1%	7.7%	7.5%	6.8%	4.2%	14.0%	5.6%	10.8%	19.0%	4.8%	13.0%	13.8%	28.6%	8.9%	0.0%
7 to 8	1,251	77	34	29	34	43	30	26	19	47	23	7	49	19	9	2	22	0
	25.5%	21.4%	19.0%	13.5%	20.1%	23.1%	25.6%	18.3%	20.4%	18.7%	27.7%	33.3%	19.8%	24.7%	31.0%	28.6%	17.9%	0.0%
9 to 10	3,334	256	136	175	122	129	79	110	61	191	51	10	187	48	16	3	90	2
	68.0%	71.1%	76.0%	81.4%	72.2%	69.4%	67.5%	77.5%	65.6%	75.8%	61.4%	47.6%	75.4%	62.3%	55.2%	42.9%	73.2%	100.0%
Significantly different from column:*		D						I	H	KL	J	J	NO	M	M			

NA - Not applicable

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CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

4994000

Question 8

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 to get care (Q7)

	2023 CSS Average	2023	2022	2021	Respondent Gender (Q39)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q40)			Child Ethnicity (Q36)		Child Race (Q37)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	4,964	364	180	217	31	325	0	316	48	202	101	44	248	105	172	23	130
Number missing or multiple answer	60	4	1	2	1	2	0	4	0	3	1	0	4	0	2	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,904 98.8%	360 98.9%	179 99.4%	215 99.1%	30 96.8%	323 99.4%	0 ---	312 98.7%	48 100.0%	199 98.5%	100 99.0%	44 100.0%	244 98.4%	105 100.0%	170 98.8%	23 100.0%	129 99.2%
0 to 4	75 1.5%	6 1.7%	2 1.1%	2 0.9%	0 0.0%	6 1.9%	0 ---	6 1.9%	0 0.0%	3 1.5%	2 2.0%	1 2.3%	3 1.2%	2 1.9%	2 1.2%	0 0.0%	3 2.3%
5	121 2.5%	8 2.2%	3 1.7%	2 0.9%	1 3.3%	7 2.2%	0 ---	8 2.6%	0 0.0%	2 1.0%	5 5.0%	0 0.0%	2 0.8%	6 5.7%	5 2.9%	1 4.3%	1 0.8%
6 to 7	441 9.0%	26 7.2%	12 6.7%	14 6.5%	1 3.3%	24 7.4%	0 ---	21 6.7%	5 10.4%	12 6.0%	8 8.0%	5 11.4%	13 5.3%	13 12.4%	7 4.1%	6 26.1%	10 7.8%
8 to 10	4,267 87.0%	320 88.9%	162 90.5%	197 91.6%	28 93.3%	286 88.5%	0 ---	277 88.8%	43 89.6%	182 91.5%	85 85.0%	38 86.4%	226 92.6%	84 80.0%	156 91.8%	16 69.6%	115 89.1%
Significantly different from column:*													N	M			
0 to 6	319 6.5%	27 7.5%	9 5.0%	11 5.1%	2 6.7%	24 7.4%	0 ---	25 8.0%	2 4.2%	11 5.5%	11 11.0%	3 6.8%	13 5.3%	13 12.4%	9 5.3%	4 17.4%	11 8.5%
7 to 8	1,251 25.5%	77 21.4%	34 19.0%	29 13.5%	11 36.7%	66 20.4%	0 ---	69 22.1%	8 16.7%	40 20.1%	24 24.0%	13 29.5%	47 19.3%	30 28.6%	42 24.7%	6 26.1%	23 17.8%
9 to 10	3,334 68.0%	256 71.1%	136 76.0%	175 81.4%	17 56.7%	233 72.1%	0 ---	218 69.9%	38 79.2%	148 74.4%	65 65.0%	28 63.6%	184 75.4%	62 59.0%	119 70.0%	13 56.5%	95 73.6%
Significantly different from column:*		D											N	M			

NA - Not applicable

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CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 9

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 to get care (Q7)

	2023 CSS Average	2023	2022	2021	Child Gender		Child Age			Child Health Status			Child Mental Health Status			Child Specialist Visits in Last 6 Mos.		
					(Q35)		(Q34)			(Q32)			(Q33)			(Q24)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	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	
Number in sample	4,964	364	180	217	171	188	118	144	94	256	83	21	250	78	29	7	123	2
Number missing or multiple answer	65	5	2	1	2	3	1	3	1	5	0	0	3	1	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,899	359	178	216	169	185	117	141	93	251	83	21	247	77	29	7	123	2
	98.7%	98.6%	98.9%	99.5%	98.8%	98.4%	99.2%	97.9%	98.9%	98.0%	100.0%	100.0%	98.8%	98.7%	100.0%	100.0%	100.0%	100.0%
Never	78	5	3	2	2	3	3	2	0	3	1	1	4	1	0	1	2	0
	1.6%	1.4%	1.7%	0.9%	1.2%	1.6%	2.6%	1.4%	0.0%	1.2%	1.2%	4.8%	1.6%	1.3%	0.0%	14.3%	1.6%	0.0%
Sometimes	462	36	18	21	16	20	17	8	11	23	11	2	22	10	3	0	13	0
	9.4%	10.0%	10.1%	9.7%	9.5%	10.8%	14.5%	5.7%	11.8%	9.2%	13.3%	9.5%	8.9%	13.0%	10.3%	0.0%	10.6%	0.0%
Usually	1,144	80	37	51	39	40	24	31	22	46	28	5	54	20	5	2	27	0
	23.4%	22.3%	20.8%	23.6%	23.1%	21.6%	20.5%	22.0%	23.7%	18.3%	33.7%	23.8%	21.9%	26.0%	17.2%	28.6%	22.0%	0.0%
Always	3,215	238	120	142	112	122	73	100	60	179	43	13	167	46	21	4	81	2
	65.6%	66.3%	67.4%	65.7%	66.3%	65.9%	62.4%	70.9%	64.5%	71.3%	51.8%	61.9%	67.6%	59.7%	72.4%	57.1%	65.9%	100.0%
Significantly different from column:*										K	J							
Usually or Always	4,359	318	157	193	151	162	97	131	82	225	71	18	221	66	26	6	108	2
	89.0%	88.6%	88.2%	89.4%	89.3%	87.6%	82.9%	92.9%	88.2%	89.6%	85.5%	85.7%	89.5%	85.7%	89.7%	85.7%	87.8%	100.0%
Significantly different from column:*							H	G										

NA - Not applicable

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CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

4994000

Question 9

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 to get care (Q7)

	2023 CSS Average	2023	2022	2021	Respondent Gender (Q39)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q40)			Child Ethnicity (Q36)		Child Race (Q37)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	4,964	364	180	217	31	325	0	316	48	202	101	44	248	105	172	23	130
Number missing or multiple answer	65	5	2	1	1	3	0	5	0	4	1	0	5	0	2	0	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,899 98.7%	359 98.6%	178 98.9%	216 99.5%	30 96.8%	322 99.1%	0 ---	311 98.4%	48 100.0%	198 98.0%	100 99.0%	44 100.0%	243 98.0%	105 100.0%	170 98.8%	23 100.0%	128 98.5%
Never	78 1.6%	5 1.4%	3 1.7%	2 0.9%	0 0.0%	5 1.6%	0 ---	5 1.6%	0 0.0%	3 1.5%	0 0.0%	1 2.3%	4 1.6%	1 1.0%	3 1.8%	0 0.0%	1 0.8%
Sometimes	462 9.4%	36 10.0%	18 10.1%	21 9.7%	4 13.3%	31 9.6%	0 ---	35 11.3%	1 2.1%	23 11.6%	6 6.0%	5 11.4%	22 9.1%	14 13.3%	14 8.2%	3 13.0%	17 13.3%
Usually	1,144 23.4%	80 22.3%	37 20.8%	51 23.6%	9 30.0%	70 21.7%	0 ---	68 21.9%	12 25.0%	49 24.7%	26 26.0%	4 9.1%	54 22.2%	24 22.9%	40 23.5%	5 21.7%	25 19.5%
Always	3,215 65.6%	238 66.3%	120 67.4%	142 65.7%	17 56.7%	216 67.1%	0 ---	203 65.3%	35 72.9%	123 62.1%	68 68.0%	34 77.3%	163 67.1%	66 62.9%	113 66.5%	15 65.2%	85 66.4%
Significantly different from column:*																	
Usually or Always	4,359 89.0%	318 88.6%	157 88.2%	193 89.4%	26 86.7%	286 88.8%	0 ---	271 87.1%	47 97.9%	172 86.9%	94 94.0%	38 86.4%	217 89.3%	90 85.7%	153 90.0%	20 87.0%	110 85.9%
Significantly different from column:*								I	H								

NA - Not applicable

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CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 10

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

	2023 CSS Average	2023	2022	2021	Child Gender (Q35)		Child Age (Q34)			Child Health Status (Q32)			Child Mental Health Status (Q33)			Child Specialist Visits in Last 6 Mos. (Q24)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	8,003	571	313	387	275	283	153	233	168	406	124	29	387	122	49	8	146	2
Number missing or multiple answer	121	4	4	2	2	2	0	1	3	4	0	0	4	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
Usable responses	7,882	567	309	385	273	281	153	232	165	402	124	29	383	122	49	8	145	2
	98.5%	99.3%	98.7%	99.5%	99.3%	99.3%	100.0%	99.6%	98.2%	99.0%	100.0%	100.0%	99.0%	100.0%	100.0%	100.0%	99.3%	100.0%
Yes	6,804	498	263	343	230	256	131	207	144	358	103	27	336	108	43	7	135	2
	86.3%	87.8%	85.1%	89.1%	84.2%	91.1%	85.6%	89.2%	87.3%	89.1%	83.1%	93.1%	87.7%	88.5%	87.8%	87.5%	93.1%	100.0%
No	1,078	69	46	42	43	25	22	25	21	44	21	2	47	14	6	1	10	0
	13.7%	12.2%	14.9%	10.9%	15.8%	8.9%	14.4%	10.8%	12.7%	10.9%	16.9%	6.9%	12.3%	11.5%	12.2%	12.5%	6.9%	0.0%
Significantly different from column:*					F	E												

NA - Not applicable

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CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 10

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

	2023 CSS Average	2023	2022	2021	Respondent Gender (Q39)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q40)			Child Ethnicity (Q36)		Child Race (Q37)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	8,003	571	313	387	54	498	185	316	48	329	146	63	368	181	252	37	215
Number missing or multiple answer	121	4	4	2	1	3	3	1	0	3	0	1	2	2	1	0	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,882 98.5%	567 99.3%	309 98.7%	385 99.5%	53 98.1%	495 99.4%	182 98.4%	315 99.7%	48 100.0%	326 99.1%	146 100.0%	62 98.4%	366 99.5%	179 98.9%	251 99.6%	37 100.0%	213 99.1%
Yes	6,804 86.3%	498 87.8%	263 85.1%	343 89.1%	45 84.9%	438 88.5%	156 85.7%	279 88.6%	45 93.8%	288 88.3%	127 87.0%	56 90.3%	320 87.4%	158 88.3%	228 90.8%	33 89.2%	179 84.0%
No	1,078 13.7%	69 12.2%	46 14.9%	42 10.9%	8 15.1%	57 11.5%	26 14.3%	36 11.4%	3 6.3%	38 11.7%	19 13.0%	6 9.7%	46 12.6%	21 11.7%	23 9.2%	4 10.8%	34 16.0%
Significantly different from column:*															Q		O

NA - Not applicable

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CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 11

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 (Q10)

	2023 CSS Average	2023	2022	2021	Child Gender		Child Age			Child Health Status			Child Mental Health Status			Child Specialist Visits in Last 6 Mos.		
					(Q35)		(Q34)			(Q32)			(Q33)			(Q24)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	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	
Number in sample	6,804	498	263	343	230	256	131	207	144	358	103	27	336	108	43	7	135	2
Number missing or multiple answer	188	9	9	4	5	3	2	5	1	6	0	1	6	2	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA							
Usable responses	6,616 97.2%	489 98.2%	254 96.6%	339 98.8%	225 97.8%	253 98.8%	129 98.5%	202 97.6%	143 99.3%	352 98.3%	103 100.0%	26 96.3%	330 98.2%	106 98.1%	43 100.0%	7 100.0%	135 100.0%	2 100.0%
None	1,732 26.2%	116 23.7%	76 29.9%	116 34.2%	55 24.4%	57 22.5%	19 14.7%	45 22.3%	48 33.6%	82 23.3%	28 27.2%	3 11.5%	73 22.1%	28 26.4%	12 27.9%	2 28.6%	12 8.9%	0 0.0%
1 time	2,085 31.5%	162 33.1%	79 31.1%	109 32.2%	75 33.3%	83 32.8%	33 25.6%	76 37.6%	49 34.3%	124 35.2%	28 27.2%	8 30.8%	117 35.5%	28 26.4%	14 32.6%	2 28.6%	47 34.8%	0 0.0%
2	1,328 20.1%	104 21.3%	51 20.1%	62 18.3%	45 20.0%	58 22.9%	35 27.1%	39 19.3%	26 18.2%	82 23.3%	18 17.5%	3 11.5%	72 21.8%	23 21.7%	7 16.3%	1 14.3%	32 23.7%	0 0.0%
3	691 10.4%	53 10.8%	28 11.0%	28 8.3%	23 10.2%	30 11.9%	20 15.5%	20 9.9%	12 8.4%	34 9.7%	13 12.6%	6 23.1%	37 11.2%	11 10.4%	5 11.6%	2 28.6%	17 12.6%	1 50.0%
4	321 4.9%	23 4.7%	11 4.3%	12 3.5%	11 4.9%	11 4.3%	7 5.4%	11 5.4%	4 2.8%	9 2.6%	8 7.8%	5 19.2%	10 3.0%	9 8.5%	3 7.0%	0 0.0%	8 5.9%	0 0.0%
5 to 9	379 5.7%	26 5.3%	7 2.8%	10 2.9%	14 6.2%	11 4.3%	12 9.3%	9 4.5%	4 2.8%	18 5.1%	7 6.8%	0 0.0%	18 5.5%	5 4.7%	2 4.7%	0 0.0%	15 11.1%	1 50.0%
10 or more times	80 1.2%	5 1.0%	2 0.8%	2 0.6%	2 0.9%	3 1.2%	3 2.3%	2 1.0%	0 0.0%	3 0.9%	1 1.0%	1 3.8%	3 0.9%	2 1.9%	0 0.0%	0 0.0%	4 3.0%	0 0.0%
2 or more times	2,799 42.3%	211 43.1%	99 39.0%	114 33.6%	95 42.2%	113 44.7%	77 59.7%	81 40.1%	46 32.2%	146 41.5%	47 45.6%	15 57.7%	140 42.4%	50 47.2%	17 39.5%	3 42.9%	76 56.3%	2 100.0%
Significantly different from column:*		D					HI	G	G									

NA - Not applicable

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Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 11

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 (Q10)

	2023 CSS Average	2023	2022	2021	Respondent Gender (Q39)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q40)			Child Ethnicity (Q36)		Child Race (Q37)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	6,804	498	263	343	45	438	156	279	45	288	127	56	320	158	228	33	179
Number missing or multiple answer	188	9	9	4	2	5	1	3	1	7	0	0	1	6	4	1	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,616 97.2%	489 98.2%	254 96.6%	339 98.8%	43 95.6%	433 98.9%	155 99.4%	276 98.9%	44 97.8%	281 97.6%	127 100.0%	56 100.0%	319 99.7%	152 96.2%	224 98.2%	32 97.0%	177 98.9%
None	1,732 26.2%	116 23.7%	76 29.9%	116 34.2%	8 18.6%	103 23.8%	95 61.3%	15 5.4%	5 11.4%	67 23.8%	31 24.4%	10 17.9%	72 22.6%	38 25.0%	54 24.1%	6 18.8%	44 24.9%
1 time	2,085 31.5%	162 33.1%	79 31.1%	109 32.2%	16 37.2%	143 33.0%	37 23.9%	116 42.0%	5 11.4%	92 32.7%	44 34.6%	21 37.5%	101 31.7%	57 37.5%	76 33.9%	13 40.6%	56 31.6%
2	1,328 20.1%	104 21.3%	51 20.1%	62 18.3%	7 16.3%	95 21.9%	14 9.0%	79 28.6%	6 13.6%	60 21.4%	27 21.3%	12 21.4%	74 23.2%	26 17.1%	48 21.4%	7 21.9%	36 20.3%
3	691 10.4%	53 10.8%	28 11.0%	28 8.3%	7 16.3%	45 10.4%	4 2.6%	43 15.6%	4 9.1%	31 11.0%	12 9.4%	7 12.5%	36 11.3%	16 10.5%	24 10.7%	4 12.5%	20 11.3%
4	321 4.9%	23 4.7%	11 4.3%	12 3.5%	1 2.3%	21 4.8%	2 1.3%	14 5.1%	5 11.4%	14 5.0%	6 4.7%	2 3.6%	14 4.4%	7 4.6%	12 5.4%	1 3.1%	6 3.4%
5 to 9	379 5.7%	26 5.3%	7 2.8%	10 2.9%	3 7.0%	22 5.1%	2 1.3%	7 2.5%	17 38.6%	14 5.0%	6 4.7%	4 7.1%	18 5.6%	7 4.6%	8 3.6%	1 3.1%	13 7.3%
10 or more times	80 1.2%	5 1.0%	2 0.8%	2 0.6%	1 2.3%	4 0.9%	1 0.6%	2 0.7%	2 4.5%	3 1.1%	1 0.8%	0 0.0%	4 1.3%	1 0.7%	2 0.9%	0 0.0%	2 1.1%
2 or more times	2,799 42.3%	211 43.1%	99 39.0%	114 33.6%	19 44.2%	187 43.2%	23 14.8%	145 52.5%	34 77.3%	122 43.4%	52 40.9%	25 44.6%	146 45.8%	57 37.5%	94 42.0%	13 40.6%	77 43.5%
Significantly different from column:*		D					HI	GI	GH								

NA - Not applicable

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Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 12

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 his/her personal doctor (Q10 & Q11)

	2023 CSS Average	2023	2022	2021	Child Gender (Q35)		Child Age (Q34)			Child Health Status (Q32)			Child Mental Health Status (Q33)			Child Specialist Visits in Last 6 Mos. (Q24)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	4,884	373	178	223	170	196	110	157	95	270	75	23	257	78	31	5	123	2
Number missing or multiple answer	29	3	0	1	2	1	0	1	2	1	2	0	2	1	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,855 99.4%	370 99.2%	178 100.0%	222 99.6%	168 98.8%	195 99.5%	110 100.0%	156 99.4%	93 97.9%	269 99.6%	73 97.3%	23 100.0%	255 99.2%	77 98.7%	31 100.0%	5 100.0%	122 99.2%	2 100.0%
Never	62 1.3%	6 1.6%	4 2.2%	0 0.0%	4 2.4%	2 1.0%	3 2.7%	1 0.6%	2 2.2%	6 2.2%	0 0.0%	0 0.0%	6 2.4%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Sometimes	257 5.3%	24 6.5%	9 5.1%	9 4.1%	13 7.7%	10 5.1%	3 2.7%	6 3.8%	12 12.9%	12 4.5%	7 9.6%	4 17.4%	13 5.1%	5 6.5%	5 16.1%	0 0.0%	6 4.9%	0 0.0%
Usually	695 14.3%	64 17.3%	21 11.8%	25 11.3%	23 13.7%	40 20.5%	18 16.4%	24 15.4%	20 21.5%	42 15.6%	18 24.7%	3 13.0%	42 16.5%	18 23.4%	3 9.7%	1 20.0%	23 18.9%	0 0.0%
Always	3,841 79.1%	276 74.6%	144 80.9%	188 84.7%	128 76.2%	143 73.3%	86 78.2%	125 80.1%	59 63.4%	209 77.7%	48 65.8%	16 69.6%	194 76.1%	54 70.1%	23 74.2%	4 80.0%	93 76.2%	2 100.0%
Significantly different from column:*		AD					I	I	GH	K	J							
Usually or Always	4,536 93.4%	340 91.9%	165 92.7%	213 95.9%	151 89.9%	183 93.8%	104 94.5%	149 95.5%	79 84.9%	251 93.3%	66 90.4%	19 82.6%	236 92.5%	72 93.5%	26 83.9%	5 100.0%	116 95.1%	2 100.0%
Significantly different from column:*							I	I	GH									

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

4994000

Question 12

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 his/her personal doctor (Q10 & Q11)

	2023 CSS Average	2023	2022	2021	Respondent Gender (Q39)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q40)			Child Ethnicity (Q36)		Child Race (Q37)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	4,884	373	178	223	35	330	60	261	39	214	96	46	247	114	170	26	133
Number missing or multiple answer	29	3	0	1	0	3	0	3	0	3	0	0	3	0	3	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,855 99.4%	370 99.2%	178 100.0%	222 99.6%	35 100.0%	327 99.1%	60 100.0%	258 98.9%	39 100.0%	211 98.6%	96 100.0%	46 100.0%	244 98.8%	114 100.0%	167 98.2%	26 100.0%	133 100.0%
Never	62 1.3%	6 1.6%	4 2.2%	0 0.0%	0 0.0%	6 1.8%	4 6.7%	1 0.4%	0 0.0%	5 2.4%	1 1.0%	0 0.0%	4 1.6%	2 1.8%	2 1.2%	0 0.0%	3 2.3%
Sometimes	257 5.3%	24 6.5%	9 5.1%	9 4.1%	3 8.6%	20 6.1%	11 18.3%	12 4.7%	0 0.0%	16 7.6%	2 2.1%	2 4.3%	16 6.6%	7 6.1%	5 3.0%	2 7.7%	15 11.3%
Usually	695 14.3%	64 17.3%	21 11.8%	25 11.3%	10 28.6%	53 16.2%	11 18.3%	47 18.2%	5 12.8%	34 16.1%	19 19.8%	10 21.7%	41 16.8%	21 18.4%	26 15.6%	4 15.4%	22 16.5%
Always	3,841 79.1%	276 74.6%	144 80.9%	188 84.7%	22 62.9%	248 75.8%	34 56.7%	198 76.7%	34 87.2%	156 73.9%	74 77.1%	34 73.9%	183 75.0%	84 73.7%	134 80.2%	20 76.9%	93 69.9%
Significantly different from column:*		AD					HI	G	G						Q		O
Usually or Always	4,536 93.4%	340 91.9%	165 92.7%	213 95.9%	32 91.4%	301 92.0%	45 75.0%	245 95.0%	39 100.0%	190 90.0%	93 96.9%	44 95.7%	224 91.8%	105 92.1%	160 95.8%	24 92.3%	115 86.5%
Significantly different from column:*							HI	G	G	K	J				Q		O

NA - Not applicable

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Mercy Care

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CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 13

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 his/her personal doctor (Q10 & Q11)

	2023 CSS Average	2023	2022	2021	Child Gender (Q35)		Child Age (Q34)			Child Health Status (Q32)			Child Mental Health Status (Q33)			Child Specialist Visits in Last 6 Mos. (Q24)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	4,884	373	178	223	170	196	110	157	95	270	75	23	257	78	31	5	123	2
Number missing or multiple answer	24	1	1	0	1	0	0	1	0	1	0	0	1	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,860 99.5%	372 99.7%	177 99.4%	223 100.0%	169 99.4%	196 100.0%	110 100.0%	156 99.4%	95 100.0%	269 99.6%	75 100.0%	23 100.0%	256 99.6%	78 100.0%	31 100.0%	5 100.0%	123 100.0%	2 100.0%
Never	35 0.7%	4 1.1%	1 0.6%	1 0.4%	3 1.8%	1 0.5%	1 0.9%	0 0.0%	3 3.2%	2 0.7%	1 1.3%	1 4.3%	2 0.8%	1 1.3%	1 3.2%	0 0.0%	0 0.0%	0 0.0%
Sometimes	229 4.7%	19 5.1%	9 5.1%	8 3.6%	13 7.7%	6 3.1%	1 0.9%	9 5.8%	8 8.4%	8 3.0%	8 10.7%	3 13.0%	11 4.3%	3 3.8%	5 16.1%	0 0.0%	6 4.9%	0 0.0%
Usually	638 13.1%	51 13.7%	20 11.3%	21 9.4%	19 11.2%	30 15.3%	14 12.7%	18 11.5%	16 16.8%	30 11.2%	13 17.3%	6 26.1%	30 11.7%	15 19.2%	4 12.9%	2 40.0%	21 17.1%	0 0.0%
Always	3,958 81.4%	298 80.1%	147 83.1%	193 86.5%	134 79.3%	159 81.1%	94 85.5%	129 82.7%	68 71.6%	229 85.1%	53 70.7%	13 56.5%	213 83.2%	59 75.6%	21 67.7%	3 60.0%	96 78.0%	2 100.0%
Significantly different from column:*		D					I	I	GH	K	J		O		M			
Usually or Always	4,596 94.6%	349 93.8%	167 94.4%	214 96.0%	153 90.5%	189 96.4%	108 98.2%	147 94.2%	84 88.4%	259 96.3%	66 88.0%	19 82.6%	243 94.9%	74 94.9%	25 80.6%	5 100.0%	117 95.1%	2 100.0%
Significantly different from column:*					F	E	I		G									

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

4994000

Question 13

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 his/her personal doctor (Q10 & Q11)

	2023 CSS Average	2023	2022	2021	Respondent Gender (Q39)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q40)			Child Ethnicity (Q36)		Child Race (Q37)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	4,884	373	178	223	35	330	60	261	39	214	96	46	247	114	170	26	133
Number missing or multiple answer	24	1	1	0	0	1	0	1	0	1	0	0	1	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,860 99.5%	372 99.7%	177 99.4%	223 100.0%	35 100.0%	329 99.7%	60 100.0%	260 99.6%	39 100.0%	213 99.5%	96 100.0%	46 100.0%	246 99.6%	114 100.0%	169 99.4%	26 100.0%	133 100.0%
Never	35 0.7%	4 1.1%	1 0.6%	1 0.4%	0 0.0%	4 1.2%	1 1.7%	2 0.8%	0 0.0%	3 1.4%	1 1.0%	0 0.0%	2 0.8%	2 1.8%	1 0.6%	1 3.8%	1 0.8%
Sometimes	229 4.7%	19 5.1%	9 5.1%	8 3.6%	2 5.7%	16 4.9%	7 11.7%	10 3.8%	1 2.6%	12 5.6%	2 2.1%	3 6.5%	8 3.3%	10 8.8%	5 3.0%	3 11.5%	10 7.5%
Usually	638 13.1%	51 13.7%	20 11.3%	21 9.4%	4 11.4%	45 13.7%	7 11.7%	38 14.6%	6 15.4%	26 12.2%	15 15.6%	8 17.4%	33 13.4%	14 12.3%	23 13.6%	2 7.7%	19 14.3%
Always	3,958 81.4%	298 80.1%	147 83.1%	193 86.5%	29 82.9%	264 80.2%	45 75.0%	210 80.8%	32 82.1%	172 80.8%	78 81.3%	35 76.1%	203 82.5%	88 77.2%	140 82.8%	20 76.9%	103 77.4%
Significantly different from column:*		D															
Usually or Always	4,596 94.6%	349 93.8%	167 94.4%	214 96.0%	33 94.3%	309 93.9%	52 86.7%	248 95.4%	38 97.4%	198 93.0%	93 96.9%	43 93.5%	236 95.9%	102 89.5%	163 96.4%	22 84.6%	122 91.7%
Significantly different from column:*													N	M			

NA - Not applicable

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Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 14

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 his/her personal doctor (Q10 & Q11)

	2023 CSS Average	2023	2022	2021	Child Gender (Q35)		Child Age (Q34)			Child Health Status (Q32)			Child Mental Health Status (Q33)			Child Specialist Visits in Last 6 Mos. (Q24)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	4,884	373	178	223	170	196	110	157	95	270	75	23	257	78	31	5	123	2
Number missing or multiple answer	20	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
Usable responses	4,864 99.6%	373 100.0%	178 100.0%	223 100.0%	170 100.0%	196 100.0%	110 100.0%	157 100.0%	95 100.0%	270 100.0%	75 100.0%	23 100.0%	257 100.0%	78 100.0%	31 100.0%	5 100.0%	123 100.0%	2 100.0%
Never	37 0.8%	3 0.8%	0 0.0%	1 0.4%	2 1.2%	1 0.5%	0 0.0%	0 0.0%	2 2.1%	0 0.0%	1 1.3%	2 8.7%	0 0.0%	1 1.3%	2 6.5%	0 0.0%	0 0.0%	0 0.0%
Sometimes	154 3.2%	13 3.5%	6 3.4%	4 1.8%	8 4.7%	5 2.6%	3 2.7%	6 3.8%	4 4.2%	8 3.0%	3 4.0%	2 8.7%	10 3.9%	2 2.6%	1 3.2%	0 0.0%	5 4.1%	0 0.0%
Usually	494 10.2%	46 12.3%	20 11.2%	14 6.3%	23 13.5%	21 10.7%	12 10.9%	14 8.9%	17 17.9%	25 9.3%	13 17.3%	6 26.1%	23 8.9%	15 19.2%	6 19.4%	2 40.0%	18 14.6%	0 0.0%
Always	4,179 85.9%	311 83.4%	152 85.4%	204 91.5%	137 80.6%	169 86.2%	95 86.4%	137 87.3%	72 75.8%	237 87.8%	58 77.3%	13 56.5%	224 87.2%	60 76.9%	22 71.0%	3 60.0%	100 81.3%	2 100.0%
Significantly different from column:*		D						I	H	K	J		N	M				
Usually or Always	4,673 96.1%	357 95.7%	172 96.6%	218 97.8%	160 94.1%	190 96.9%	107 97.3%	151 96.2%	89 93.7%	262 97.0%	71 94.7%	19 82.6%	247 96.1%	75 96.2%	28 90.3%	5 100.0%	118 95.9%	2 100.0%
Significantly different from column:*																		

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

4994000

Question 14

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 his/her personal doctor (Q10 & Q11)

	2023 CSS Average	2023	2022	2021	Respondent Gender (Q39)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q40)			Child Ethnicity (Q36)		Child Race (Q37)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	4,884	373	178	223	35	330	60	261	39	214	96	46	247	114	170	26	133
Number missing or multiple answer	20	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
Usable responses	4,864 99.6%	373 100.0%	178 100.0%	223 100.0%	35 100.0%	330 100.0%	60 100.0%	261 100.0%	39 100.0%	214 100.0%	96 100.0%	46 100.0%	247 100.0%	114 100.0%	170 100.0%	26 100.0%	133 100.0%
Never	37 0.8%	3 0.8%	0 0.0%	1 0.4%	1 2.9%	2 0.6%	2 3.3%	1 0.4%	0 0.0%	3 1.4%	0 0.0%	0 0.0%	1 0.4%	2 1.8%	0 0.0%	1 3.8%	2 1.5%
Sometimes	154 3.2%	13 3.5%	6 3.4%	4 1.8%	1 2.9%	12 3.6%	3 5.0%	9 3.4%	0 0.0%	7 3.3%	2 2.1%	4 8.7%	7 2.8%	4 3.5%	7 4.1%	0 0.0%	3 2.3%
Usually	494 10.2%	46 12.3%	20 11.2%	14 6.3%	2 5.7%	42 12.7%	6 10.0%	34 13.0%	5 12.8%	21 9.8%	16 16.7%	6 13.0%	28 11.3%	16 14.0%	19 11.2%	3 11.5%	20 15.0%
Always	4,179 85.9%	311 83.4%	152 85.4%	204 91.5%	31 88.6%	274 83.0%	49 81.7%	217 83.1%	34 87.2%	183 85.5%	78 81.3%	36 78.3%	211 85.4%	92 80.7%	144 84.7%	22 84.6%	108 81.2%
Significantly different from column:*		D															
Usually or Always	4,673 96.1%	357 95.7%	172 96.6%	218 97.8%	33 94.3%	316 95.8%	55 91.7%	251 96.2%	39 100.0%	204 95.3%	94 97.9%	42 91.3%	239 96.8%	108 94.7%	163 95.9%	25 96.2%	128 96.2%
Significantly different from column:*																	

NA - Not applicable

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Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 15

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 his/her personal doctor (Q10 & Q11)

	2023 CSS Average	2023	2022	2021	Child Gender (Q35)		Child Age (Q34)			Child Health Status (Q32)			Child Mental Health Status (Q33)			Child Specialist Visits in Last 6 Mos. (Q24)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	4,884	373	178	223	170	196	110	157	95	270	75	23	257	78	31	5	123	2
Number missing or multiple answer	58	6	2	2	5	1	2	2	1	4	2	0	3	3	0	0	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,826	367	176	221	165	195	108	155	94	266	73	23	254	75	31	5	120	2
	98.8%	98.4%	98.9%	99.1%	97.1%	99.5%	98.2%	98.7%	98.9%	98.5%	97.3%	100.0%	98.8%	96.2%	100.0%	100.0%	97.6%	100.0%
Yes	3,223	271	127	155	116	149	39	132	93	199	53	15	184	57	24	2	84	2
	66.8%	73.8%	72.2%	70.1%	70.3%	76.4%	36.1%	85.2%	98.9%	74.8%	72.6%	65.2%	72.4%	76.0%	77.4%	40.0%	70.0%	100.0%
No	1,603	96	49	66	49	46	69	23	1	67	20	8	70	18	7	3	36	0
	33.2%	26.2%	27.8%	29.9%	29.7%	23.6%	63.9%	14.8%	1.1%	25.2%	27.4%	34.8%	27.6%	24.0%	22.6%	60.0%	30.0%	0.0%
Significantly different from column:*		A					HI	GI	GH									

NA - Not applicable

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CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 15

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 his/her personal doctor (Q10 & Q11)

	2023 CSS Average	2023	2022	2021	Respondent Gender (Q39)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q40)			Child Ethnicity (Q36)		Child Race (Q37)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	4,884	373	178	223	35	330	60	261	39	214	96	46	247	114	170	26	133
Number missing or multiple answer	58	6	2	2	0	6	0	5	1	4	2	0	4	1	2	0	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,826 98.8%	367 98.4%	176 98.9%	221 99.1%	35 100.0%	324 98.2%	60 100.0%	256 98.1%	38 97.4%	210 98.1%	94 97.9%	46 100.0%	243 98.4%	113 99.1%	168 98.8%	26 100.0%	131 98.5%
Yes	3,223 66.8%	271 73.8%	127 72.2%	155 70.1%	27 77.1%	237 73.1%	45 75.0%	187 73.0%	27 71.1%	164 78.1%	63 67.0%	30 65.2%	185 76.1%	79 69.9%	116 69.0%	20 76.9%	97 74.0%
No	1,603 33.2%	96 26.2%	49 27.8%	66 29.9%	8 22.9%	87 26.9%	15 25.0%	69 27.0%	11 28.9%	46 21.9%	31 33.0%	16 34.8%	58 23.9%	34 30.1%	52 31.0%	6 23.1%	34 26.0%
Significantly different from column:*		A								K	J						

NA - Not applicable

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CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 16

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 his/her personal doctor, and is able to talk with his/her doctors (Q10, Q11, & Q15)

	2023 CSS Average	2023	2022	2021	Child Gender (Q35)		Child Age (Q34)			Child Health Status (Q32)			Child Mental Health Status (Q33)			Child Specialist Visits in Last 6 Mos. (Q24)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	3,223	271	127	155	116	149	39	132	93	199	53	15	184	57	24	2	84	2
Number missing or multiple answer	41	2	1	1	1	1	0	1	1	2	0	0	2	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
Usable responses	3,182 98.7%	269 99.3%	126 99.2%	154 99.4%	115 99.1%	148 99.3%	39 100.0%	131 99.2%	92 98.9%	197 99.0%	53 100.0%	15 100.0%	182 98.9%	57 100.0%	24 100.0%	2 100.0%	84 100.0%	2 100.0%
Never	28 0.9%	2 0.7%	0 0.0%	1 0.6%	1 0.9%	1 0.7%	1 2.6%	1 0.8%	0 0.0%	2 1.0%	0 0.0%	0 0.0%	2 1.1%	0 0.0%	0 0.0%	0 0.0%	1 1.2%	0 0.0%
Sometimes	169 5.3%	14 5.2%	6 4.8%	10 6.5%	8 7.0%	6 4.1%	4 10.3%	4 3.1%	5 5.4%	6 3.0%	4 7.5%	4 26.7%	6 3.3%	4 7.0%	4 16.7%	0 0.0%	2 2.4%	0 0.0%
Usually	554 17.4%	43 16.0%	19 15.1%	22 14.3%	15 13.0%	26 17.6%	2 5.1%	23 17.6%	16 17.4%	24 12.2%	15 28.3%	2 13.3%	20 11.0%	16 28.1%	5 20.8%	1 50.0%	15 17.9%	0 0.0%
Always	2,431 76.4%	210 78.1%	101 80.2%	121 78.6%	91 79.1%	115 77.7%	32 82.1%	103 78.6%	71 77.2%	165 83.8%	34 64.2%	9 60.0%	154 84.6%	37 64.9%	15 62.5%	1 50.0%	66 78.6%	2 100.0%
Significantly different from column:*										K	J		N	M				
Usually or Always	2,985 93.8%	253 94.1%	120 95.2%	143 92.9%	106 92.2%	141 95.3%	34 87.2%	126 96.2%	87 94.6%	189 95.9%	49 92.5%	11 73.3%	174 95.6%	53 93.0%	20 83.3%	2 100.0%	81 96.4%	2 100.0%
Significantly different from column:*																		

NA - Not applicable

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CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

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Question 16

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 his/her personal doctor, and is able to talk with his/her doctors (Q10, Q11, & Q15)

	2023 CSS Average	2023	2022	2021	Respondent Gender (Q39)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q40)			Child Ethnicity (Q36)		Child Race (Q37)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	3,223	271	127	155	27	237	45	187	27	164	63	30	185	79	116	20	97
Number missing or multiple answer	41	2	1	1	0	2	0	2	0	2	0	0	2	0	0	0	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,182 98.7%	269 99.3%	126 99.2%	154 99.4%	27 100.0%	235 99.2%	45 100.0%	185 98.9%	27 100.0%	162 98.8%	63 100.0%	30 100.0%	183 98.9%	79 100.0%	116 100.0%	20 100.0%	95 97.9%
Never	28 0.9%	2 0.7%	0 0.0%	1 0.6%	0 0.0%	2 0.9%	2 4.4%	0 0.0%	0 0.0%	2 1.2%	0 0.0%	0 0.0%	2 1.1%	0 0.0%	2 1.7%	0 0.0%	0 0.0%
Sometimes	169 5.3%	14 5.2%	6 4.8%	10 6.5%	2 7.4%	12 5.1%	3 6.7%	9 4.9%	1 3.7%	11 6.8%	1 1.6%	2 6.7%	9 4.9%	5 6.3%	7 6.0%	1 5.0%	6 6.3%
Usually	554 17.4%	43 16.0%	19 15.1%	22 14.3%	3 11.1%	38 16.2%	5 11.1%	33 17.8%	5 18.5%	23 14.2%	13 20.6%	5 16.7%	26 14.2%	13 16.5%	15 12.9%	5 25.0%	15 15.8%
Always	2,431 76.4%	210 78.1%	101 80.2%	121 78.6%	22 81.5%	183 77.9%	35 77.8%	143 77.3%	21 77.8%	126 77.8%	49 77.8%	23 76.7%	146 79.8%	61 77.2%	92 79.3%	14 70.0%	74 77.9%
Significantly different from column:*																	
Usually or Always	2,985 93.8%	253 94.1%	120 95.2%	143 92.9%	25 92.6%	221 94.0%	40 88.9%	176 95.1%	26 96.3%	149 92.0%	62 98.4%	28 93.3%	172 94.0%	74 93.7%	107 92.2%	19 95.0%	89 93.7%
Significantly different from column:*																	

NA - Not applicable

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CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 17

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 his/her personal doctor (Q10 & Q11)

	2023 CSS Average	2023	2022	2021	Child Gender (Q35)		Child Age (Q34)			Child Health Status (Q32)			Child Mental Health Status (Q33)			Child Specialist Visits in Last 6 Mos. (Q24)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	4,884	373	178	223	170	196	110	157	95	270	75	23	257	78	31	5	123	2
Number missing or multiple answer	43	2	0	0	1	1	0	2	0	1	1	0	1	1	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,841 99.1%	371 99.5%	178 100.0%	223 100.0%	169 99.4%	195 99.5%	110 100.0%	155 98.7%	95 100.0%	269 99.6%	74 98.7%	23 100.0%	256 99.6%	77 98.7%	31 100.0%	5 100.0%	122 99.2%	2 100.0%
Never	100 2.1%	5 1.3%	2 1.1%	5 2.2%	1 0.6%	4 2.1%	1 0.9%	2 1.3%	2 2.1%	4 1.5%	1 1.4%	0 0.0%	4 1.6%	0 0.0%	1 3.2%	0 0.0%	3 2.5%	0 0.0%
Sometimes	448 9.3%	41 11.1%	19 10.7%	18 8.1%	21 12.4%	19 9.7%	11 10.0%	14 9.0%	13 13.7%	21 7.8%	12 16.2%	7 30.4%	23 9.0%	13 16.9%	4 12.9%	1 20.0%	9 7.4%	0 0.0%
Usually	992 20.5%	80 21.6%	40 22.5%	37 16.6%	40 23.7%	39 20.0%	21 19.1%	29 18.7%	27 28.4%	49 18.2%	24 32.4%	6 26.1%	52 20.3%	17 22.1%	10 32.3%	2 40.0%	25 20.5%	0 0.0%
Always	3,301 68.2%	245 66.0%	117 65.7%	163 73.1%	107 63.3%	133 68.2%	77 70.0%	110 71.0%	53 55.8%	195 72.5%	37 50.0%	10 43.5%	177 69.1%	47 61.0%	16 51.6%	2 40.0%	85 69.7%	2 100.0%
Significantly different from column:*							I	I	GH	KL	J	J	O		M			
Usually or Always	4,293 88.7%	325 87.6%	157 88.2%	200 89.7%	147 87.0%	172 88.2%	98 89.1%	139 89.7%	80 84.2%	244 90.7%	61 82.4%	16 69.6%	229 89.5%	64 83.1%	26 83.9%	4 80.0%	110 90.2%	2 100.0%
Significantly different from column:*										K	J							

NA - Not applicable

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Question 17

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 his/her personal doctor (Q10 & Q11)

	2023 CSS Average	2023	2022	2021	Respondent Gender (Q39)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q40)			Child Ethnicity (Q36)		Child Race (Q37)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	4,884	373	178	223	35	330	60	261	39	214	96	46	247	114	170	26	133
Number missing or multiple answer	43	2	0	0	1	1	0	2	0	1	1	0	1	1	1	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,841 99.1%	371 99.5%	178 100.0%	223 100.0%	34 97.1%	329 99.7%	60 100.0%	259 99.2%	39 100.0%	213 99.5%	95 99.0%	46 100.0%	246 99.6%	113 99.1%	169 99.4%	26 100.0%	132 99.2%
Never	100 2.1%	5 1.3%	2 1.1%	5 2.2%	2 5.9%	3 0.9%	1 1.7%	4 1.5%	0 0.0%	1 0.5%	2 2.1%	2 4.3%	2 0.8%	3 2.7%	2 1.2%	1 3.8%	2 1.5%
Sometimes	448 9.3%	41 11.1%	19 10.7%	18 8.1%	3 8.8%	36 10.9%	11 18.3%	23 8.9%	3 7.7%	27 12.7%	6 6.3%	5 10.9%	30 12.2%	9 8.0%	17 10.1%	2 7.7%	18 13.6%
Usually	992 20.5%	80 21.6%	40 22.5%	37 16.6%	6 17.6%	73 22.2%	14 23.3%	58 22.4%	7 17.9%	54 25.4%	20 21.1%	4 8.7%	55 22.4%	21 18.6%	32 18.9%	5 19.2%	30 22.7%
Always	3,301 68.2%	245 66.0%	117 65.7%	163 73.1%	23 67.6%	217 66.0%	34 56.7%	174 67.2%	29 74.4%	131 61.5%	67 70.5%	35 76.1%	159 64.6%	80 70.8%	118 69.8%	18 69.2%	82 62.1%
Significantly different from column:*																	
Usually or Always	4,293 88.7%	325 87.6%	157 88.2%	200 89.7%	29 85.3%	290 88.1%	48 80.0%	232 89.6%	36 92.3%	185 86.9%	87 91.6%	39 84.8%	214 87.0%	101 89.4%	150 88.8%	23 88.5%	112 84.8%
Significantly different from column:*							H	G									

NA - Not applicable

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Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 18

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 his/her personal doctor (Q10 & Q11)

	2023 CSS Average	2023	2022	2021	Child Gender (Q35)		Child Age (Q34)			Child Health Status (Q32)			Child Mental Health Status (Q33)			Child Specialist Visits in Last 6 Mos. (Q24)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	4,884	373	178	223	170	196	110	157	95	270	75	23	257	78	31	5	123	2
Number missing or multiple answer	40	2	1	1	1	0	1	0	0	1	0	0	1	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,844 99.2%	371 99.5%	177 99.4%	222 99.6%	169 99.4%	196 100.0%	109 99.1%	157 100.0%	95 100.0%	269 99.6%	75 100.0%	23 100.0%	256 99.6%	78 100.0%	31 100.0%	5 100.0%	123 100.0%	2 100.0%
Yes	4,369 90.2%	333 89.8%	166 93.8%	203 91.4%	151 89.3%	176 89.8%	99 90.8%	140 89.2%	84 88.4%	244 90.7%	67 89.3%	18 78.3%	232 90.6%	70 89.7%	26 83.9%	5 100.0%	108 87.8%	2 100.0%
No	475 9.8%	38 10.2%	11 6.2%	19 8.6%	18 10.7%	20 10.2%	10 9.2%	17 10.8%	11 11.6%	25 9.3%	8 10.7%	5 21.7%	24 9.4%	8 10.3%	5 16.1%	0 0.0%	15 12.2%	0 0.0%
Significantly different from column:*																		

NA - Not applicable

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

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CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

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Question 18

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 his/her personal doctor (Q10 & Q11)

	2023 CSS Average	2023	2022	2021	Respondent Gender (Q39)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q40)			Child Ethnicity (Q36)		Child Race (Q37)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	4,884	373	178	223	35	330	60	261	39	214	96	46	247	114	170	26	133
Number missing or multiple answer	40	2	1	1	0	1	2	0	0	1	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
Usable responses	4,844 99.2%	371 99.5%	177 99.4%	222 99.6%	35 100.0%	329 99.7%	58 96.7%	261 100.0%	39 100.0%	213 99.5%	96 100.0%	46 100.0%	247 100.0%	113 99.1%	169 99.4%	26 100.0%	133 100.0%
Yes	4,369 90.2%	333 89.8%	166 93.8%	203 91.4%	31 88.6%	295 89.7%	44 75.9%	240 92.0%	36 92.3%	192 90.1%	86 89.6%	39 84.8%	224 90.7%	100 88.5%	155 91.7%	22 84.6%	119 89.5%
No	475 9.8%	38 10.2%	11 6.2%	19 8.6%	4 11.4%	34 10.3%	14 24.1%	21 8.0%	3 7.7%	21 9.9%	10 10.4%	7 15.2%	23 9.3%	13 11.5%	14 8.3%	4 15.4%	14 10.5%
Significantly different from column:*							HI	G	G								

NA - Not applicable

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

Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 19

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 his/her personal doctor (Q10 & Q11)

	2023 CSS Average	2023	2022	2021	Child Gender (Q35)		Child Age (Q34)			Child Health Status (Q32)			Child Mental Health Status (Q33)			Child Specialist Visits in Last 6 Mos. (Q24)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	4,884	373	178	223	170	196	110	157	95	270	75	23	257	78	31	5	123	2
Number missing or multiple answer	44	7	2	1	2	5	0	3	3	5	1	1	4	1	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
Usable responses	4,840 99.1%	366 98.1%	176 98.9%	222 99.6%	168 98.8%	191 97.4%	110 100.0%	154 98.1%	92 96.8%	265 98.1%	74 98.7%	22 95.7%	253 98.4%	77 98.7%	30 96.8%	5 100.0%	120 97.6%	2 100.0%
Yes	2,294 47.4%	181 49.5%	84 47.7%	89 40.1%	81 48.2%	96 50.3%	62 56.4%	65 42.2%	49 53.3%	122 46.0%	40 54.1%	15 68.2%	113 44.7%	47 61.0%	16 53.3%	4 80.0%	84 70.0%	1 50.0%
No	2,546 52.6%	185 50.5%	92 52.3%	133 59.9%	87 51.8%	95 49.7%	48 43.6%	89 57.8%	43 46.7%	143 54.0%	34 45.9%	7 31.8%	140 55.3%	30 39.0%	14 46.7%	1 20.0%	36 30.0%	1 50.0%
Significantly different from column:*		D					H	G		L		J	N	M				

NA - Not applicable

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

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

4994000

Question 19

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 his/her personal doctor (Q10 & Q11)

	2023 CSS Average	2023	2022	2021	Respondent Gender (Q39)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q40)			Child Ethnicity (Q36)		Child Race (Q37)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	4,884	373	178	223	35	330	60	261	39	214	96	46	247	114	170	26	133
Number missing or multiple answer	44	7	2	1	1	6	0	5	0	3	4	0	5	1	4	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,840 99.1%	366 98.1%	176 98.9%	222 99.6%	34 97.1%	324 98.2%	60 100.0%	256 98.1%	39 100.0%	211 98.6%	92 95.8%	46 100.0%	242 98.0%	113 99.1%	166 97.6%	26 100.0%	132 99.2%
Yes	2,294 47.4%	181 49.5%	84 47.7%	89 40.1%	12 35.3%	163 50.3%	22 36.7%	125 48.8%	29 74.4%	95 45.0%	49 53.3%	25 54.3%	119 49.2%	54 47.8%	88 53.0%	11 42.3%	61 46.2%
No	2,546 52.6%	185 50.5%	92 52.3%	133 59.9%	22 64.7%	161 49.7%	38 63.3%	131 51.2%	10 25.6%	116 55.0%	43 46.7%	21 45.7%	123 50.8%	59 52.2%	78 47.0%	15 57.7%	71 53.8%
Significantly different from column:*		D					I	I	GH								

NA - Not applicable

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

Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 20

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 his/her personal doctor, and got care from a doctor besides his/her personal doctor (Q10, Q11, & Q19)

	2023 CSS Average	2023	2022	2021	Child Gender		Child Age			Child Health Status			Child Mental Health Status			Child Specialist Visits in Last 6 Mos.		
					(Q35)		(Q34)			(Q32)			(Q33)			(Q24)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	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	
Number in sample	2,294	181	84	89	81	96	62	65	49	122	40	15	113	47	16	4	84	1
Number missing or multiple answer	40	3	1	2	0	3	3	0	0	3	0	0	2	1	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,254	178	83	87	81	93	59	65	49	119	40	15	111	46	16	4	83	1
	98.3%	98.3%	98.8%	97.8%	100.0%	96.9%	95.2%	100.0%	100.0%	97.5%	100.0%	100.0%	98.2%	97.9%	100.0%	100.0%	98.8%	100.0%
Never	125	11	1	1	5	6	3	3	4	7	3	1	6	4	1	0	5	0
	5.5%	6.2%	1.2%	1.1%	6.2%	6.5%	5.1%	4.6%	8.2%	5.9%	7.5%	6.7%	5.4%	8.7%	6.3%	0.0%	6.0%	0.0%
Sometimes	287	24	8	10	16	7	7	9	7	10	8	5	13	8	2	1	10	0
	12.7%	13.5%	9.6%	11.5%	19.8%	7.5%	11.9%	13.8%	14.3%	8.4%	20.0%	33.3%	11.7%	17.4%	12.5%	25.0%	12.0%	0.0%
Usually	531	45	17	19	18	25	10	18	15	26	11	6	22	15	6	1	24	0
	23.6%	25.3%	20.5%	21.8%	22.2%	26.9%	16.9%	27.7%	30.6%	21.8%	27.5%	40.0%	19.8%	32.6%	37.5%	25.0%	28.9%	0.0%
Always	1,311	98	57	57	42	55	39	35	23	76	18	3	70	19	7	2	44	1
	58.2%	55.1%	68.7%	65.5%	51.9%	59.1%	66.1%	53.8%	46.9%	63.9%	45.0%	20.0%	63.1%	41.3%	43.8%	50.0%	53.0%	100.0%
Significantly different from column:*		C					I	G	KL	J	J	N	M					
Usually or Always	1,842	143	74	76	60	80	49	53	38	102	29	9	92	34	13	3	68	1
	81.7%	80.3%	89.2%	87.4%	74.1%	86.0%	83.1%	81.5%	77.6%	85.7%	72.5%	60.0%	82.9%	73.9%	81.3%	75.0%	81.9%	100.0%
Significantly different from column:*					F	E												

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

4994000

Question 20

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 his/her personal doctor, and got care from a doctor besides his/her personal doctor (Q10, Q11, & Q19)

	2023 CSS Average	2023	2022	2021	Respondent Gender (Q39)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q40)			Child Ethnicity (Q36)		Child Race (Q37)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	2,294	181	84	89	12	163	22	125	29	95	49	25	119	54	88	11	61
Number missing or multiple answer	40	3	1	2	0	3	1	2	0	2	1	0	3	0	2	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,254 98.3%	178 98.3%	83 98.8%	87 97.8%	12 100.0%	160 98.2%	21 95.5%	123 98.4%	29 100.0%	93 97.9%	48 98.0%	25 100.0%	116 97.5%	54 100.0%	86 97.7%	11 100.0%	60 98.4%
Never	125 5.5%	11 6.2%	1 1.2%	1 1.1%	1 8.3%	10 6.3%	2 9.5%	9 7.3%	0 0.0%	5 5.4%	5 10.4%	1 4.0%	7 6.0%	4 7.4%	5 5.8%	2 18.2%	4 6.7%
Sometimes	287 12.7%	24 13.5%	8 9.6%	10 11.5%	0 0.0%	23 14.4%	2 9.5%	16 13.0%	4 13.8%	13 14.0%	5 10.4%	5 20.0%	15 12.9%	8 14.8%	12 14.0%	0 0.0%	10 16.7%
Usually	531 23.6%	45 25.3%	17 20.5%	19 21.8%	2 16.7%	40 25.0%	3 14.3%	34 27.6%	8 27.6%	24 25.8%	14 29.2%	3 12.0%	29 25.0%	12 22.2%	22 25.6%	3 27.3%	9 15.0%
Always	1,311 58.2%	98 55.1%	57 68.7%	57 65.5%	9 75.0%	87 54.4%	14 66.7%	64 52.0%	17 58.6%	51 54.8%	24 50.0%	16 64.0%	65 56.0%	30 55.6%	47 54.7%	6 54.5%	37 61.7%
Significantly different from column:*		C															
Usually or Always	1,842 81.7%	143 80.3%	74 89.2%	76 87.4%	11 91.7%	127 79.4%	17 81.0%	98 79.7%	25 86.2%	75 80.6%	38 79.2%	19 76.0%	94 81.0%	42 77.8%	69 80.2%	9 81.8%	46 76.7%
Significantly different from column:*																	

NA - Not applicable

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

Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 21

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 (Q10)

	2023 CSS Average	2023	2022	2021	Child Gender (Q35)		Child Age (Q34)			Child Health Status (Q32)			Child Mental Health Status (Q33)			Child Specialist Visits in Last 6 Mos. (Q24)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	6,804	498	263	343	230	256	131	207	144	358	103	27	336	108	43	7	135	2
Number missing or multiple answer	124	6	2	5	2	4	1	3	2	5	0	0	4	2	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,680 98.2%	492 98.8%	261 99.2%	338 98.5%	228 99.1%	252 98.4%	130 99.2%	204 98.6%	142 98.6%	353 98.6%	103 100.0%	27 100.0%	332 98.8%	106 98.1%	43 100.0%	7 100.0%	134 99.3%	2 100.0%
0 Worst personal doctor possible	14 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%
1	9 0.1%	2 0.4%	0 0.0%	0 0.0%	1 0.4%	1 0.4%	1 0.8%	0 0.0%	1 0.7%	1 0.3%	1 1.0%	0 0.0%	1 0.3%	1 0.9%	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 0.0%	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	29 0.4%	4 0.8%	0 0.0%	3 0.9%	3 1.3%	1 0.4%	1 0.8%	1 0.5%	2 1.4%	0 0.0%	2 1.9%	2 7.4%	2 0.6%	0 0.0%	2 4.7%	0 0.0%	3 2.2%	0 0.0%
4	39 0.6%	3 0.6%	1 0.4%	5 1.5%	2 0.9%	1 0.4%	1 0.8%	0 0.0%	1 0.7%	2 0.6%	1 1.0%	0 0.0%	1 0.3%	2 1.9%	0 0.0%	0 0.0%	2 1.5%	0 0.0%
5	149 2.2%	9 1.8%	6 2.3%	1 0.3%	3 1.3%	6 2.4%	0 0.0%	3 1.5%	6 4.2%	4 1.1%	5 4.9%	0 0.0%	5 1.5%	3 2.8%	1 2.3%	0 0.0%	1 0.7%	0 0.0%
6	145 2.2%	13 2.6%	5 1.9%	3 0.9%	5 2.2%	6 2.4%	3 2.3%	5 2.5%	3 2.1%	9 2.5%	1 1.0%	1 3.7%	6 1.8%	3 2.8%	2 4.7%	0 0.0%	3 2.2%	0 0.0%
7	342 5.1%	18 3.7%	8 3.1%	16 4.7%	6 2.6%	11 4.4%	4 3.1%	8 3.9%	5 3.5%	11 3.1%	4 3.9%	2 7.4%	10 3.0%	4 3.8%	3 7.0%	0 0.0%	10 7.5%	0 0.0%
8	950 14.2%	64 13.0%	26 10.0%	49 14.5%	30 13.2%	33 13.1%	20 15.4%	24 11.8%	18 12.7%	42 11.9%	15 14.6%	6 22.2%	36 10.8%	20 18.9%	6 14.0%	1 14.3%	14 10.4%	0 0.0%
9	1,037 15.5%	71 14.4%	41 15.7%	39 11.5%	32 14.0%	38 15.1%	19 14.6%	24 11.8%	26 18.3%	43 12.2%	22 21.4%	5 18.5%	46 13.9%	17 16.0%	7 16.3%	2 28.6%	17 12.7%	0 0.0%
10 Best personal doctor possible	3,955 59.2%	308 62.6%	174 66.7%	222 65.7%	146 64.0%	155 61.5%	81 62.3%	139 68.1%	80 56.3%	241 68.3%	52 50.5%	11 40.7%	225 67.8%	56 52.8%	22 51.2%	4 57.1%	84 62.7%	2 100.0%

NA - Not applicable

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

4994000

Question 21

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 (Q10)

	2023 CSS Average	2023	2022	2021	Respondent Gender (Q39)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q40)			Child Ethnicity (Q36)		Child Race (Q37)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	6,804	498	263	343	45	438	156	279	45	288	127	56	320	158	228	33	179
Number missing or multiple answer	124	6	2	5	1	4	3	1	1	3	2	0	4	1	5	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,680 98.2%	492 98.8%	261 99.2%	338 98.5%	44 97.8%	434 99.1%	153 98.1%	278 99.6%	44 97.8%	285 99.0%	125 98.4%	56 100.0%	316 98.8%	157 99.4%	223 97.8%	33 100.0%	179 100.0%
0 Worst personal doctor possible	14 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%
1	9 0.1%	2 0.4%	0 0.0%	0 0.0%	0 0.0%	2 0.5%	0 0.0%	2 0.7%	0 0.0%	2 0.7%	0 0.0%	0 0.0%	1 0.3%	1 0.6%	0 0.0%	0 0.0%	1 0.6%
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 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
3	29 0.4%	4 0.8%	0 0.0%	3 0.9%	0 0.0%	4 0.9%	1 0.7%	3 1.1%	0 0.0%	1 0.4%	1 0.8%	2 3.6%	1 0.3%	2 1.3%	2 0.9%	1 3.0%	1 0.6%
4	39 0.6%	3 0.6%	1 0.4%	5 1.5%	1 2.3%	2 0.5%	1 0.7%	2 0.7%	0 0.0%	1 0.4%	1 0.8%	1 1.8%	1 0.3%	2 1.3%	1 0.4%	0 0.0%	2 1.1%
5	149 2.2%	9 1.8%	6 2.3%	1 0.3%	3 6.8%	6 1.4%	7 4.6%	2 0.7%	0 0.0%	6 2.1%	1 0.8%	1 1.8%	3 0.9%	6 3.8%	4 1.8%	0 0.0%	4 2.2%
6	145 2.2%	13 2.6%	5 1.9%	3 0.9%	3 6.8%	8 1.8%	6 3.9%	7 2.5%	0 0.0%	5 1.8%	5 4.0%	1 1.8%	6 1.9%	5 3.2%	6 2.7%	0 0.0%	5 2.8%
7	342 5.1%	18 3.7%	8 3.1%	16 4.7%	2 4.5%	15 3.5%	5 3.3%	10 3.6%	3 6.8%	7 2.5%	7 5.6%	3 5.4%	8 2.5%	9 5.7%	12 5.4%	2 6.1%	3 1.7%
8	950 14.2%	64 13.0%	26 10.0%	49 14.5%	8 18.2%	55 12.7%	29 19.0%	29 10.4%	5 11.4%	43 15.1%	10 8.0%	10 17.9%	39 12.3%	22 14.0%	29 13.0%	5 15.2%	23 12.8%
9	1,037 15.5%	71 14.4%	41 15.7%	39 11.5%	5 11.4%	65 15.0%	17 11.1%	44 15.8%	8 18.2%	42 14.7%	18 14.4%	9 16.1%	51 16.1%	16 10.2%	31 13.9%	3 9.1%	31 17.3%
10 Best personal doctor possible	3,955 59.2%	308 62.6%	174 66.7%	222 65.7%	22 50.0%	277 63.8%	87 56.9%	179 64.4%	28 63.6%	178 62.5%	82 65.6%	29 51.8%	206 65.2%	94 59.9%	138 61.9%	22 66.7%	109 60.9%

NA - Not applicable

Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 21

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 (Q10)

	2023 CSS Average	2023	2022	2021	Child Gender (Q35)		Child Age (Q34)			Child Health Status (Q32)			Child Mental Health Status (Q33)			Child Specialist Visits in Last 6 Mos. (Q24)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	6,804	498	263	343	230	256	131	207	144	358	103	27	336	108	43	7	135	2
Number missing or multiple answer	124	6	2	5	2	4	1	3	2	5	0	0	4	2	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,680	492	261	338	228	252	130	204	142	353	103	27	332	106	43	7	134	2
	98.2%	98.8%	99.2%	98.5%	99.1%	98.4%	99.2%	98.6%	98.6%	98.6%	100.0%	100.0%	98.8%	98.1%	100.0%	100.0%	99.3%	100.0%
0 to 4	102	9	1	8	6	3	3	1	4	3	4	2	4	3	2	0	5	0
	1.5%	1.8%	0.4%	2.4%	2.6%	1.2%	2.3%	0.5%	2.8%	0.8%	3.9%	7.4%	1.2%	2.8%	4.7%	0.0%	3.7%	0.0%
5	149	9	6	1	3	6	0	3	6	4	5	0	5	3	1	0	1	0
	2.2%	1.8%	2.3%	0.3%	1.3%	2.4%	0.0%	1.5%	4.2%	1.1%	4.9%	0.0%	1.5%	2.8%	2.3%	0.0%	0.7%	0.0%
6 to 7	487	31	13	19	11	17	7	13	8	20	5	3	16	7	5	0	13	0
	7.3%	6.3%	5.0%	5.6%	4.8%	6.7%	5.4%	6.4%	5.6%	5.7%	4.9%	11.1%	4.8%	6.6%	11.6%	0.0%	9.7%	0.0%
8 to 10	5,942	443	241	310	208	226	120	187	124	326	89	22	307	93	35	7	115	2
	89.0%	90.0%	92.3%	91.7%	91.2%	89.7%	92.3%	91.7%	87.3%	92.4%	86.4%	81.5%	92.5%	87.7%	81.4%	100.0%	85.8%	100.0%
Significantly different from column:*																		
0 to 6	396	31	12	12	14	15	6	9	13	16	10	3	15	9	5	0	9	0
	5.9%	6.3%	4.6%	3.6%	6.1%	6.0%	4.6%	4.4%	9.2%	4.5%	9.7%	11.1%	4.5%	8.5%	11.6%	0.0%	6.7%	0.0%
7 to 8	1,292	82	34	65	36	44	24	32	23	53	19	8	46	24	9	1	24	0
	19.3%	16.7%	13.0%	19.2%	15.8%	17.5%	18.5%	15.7%	16.2%	15.0%	18.4%	29.6%	13.9%	22.6%	20.9%	14.3%	17.9%	0.0%
9 to 10	4,992	379	215	261	178	193	100	163	106	284	74	16	271	73	29	6	101	2
	74.7%	77.0%	82.4%	77.2%	78.1%	76.6%	76.9%	79.9%	74.6%	80.5%	71.8%	59.3%	81.6%	68.9%	67.4%	85.7%	75.4%	100.0%
Significantly different from column:*										L	J		NO	M	M			

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

4994000

Question 21

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 (Q10)

	2023 CSS Average	2023	2022	2021	Respondent Gender (Q39)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q40)			Child Ethnicity (Q36)		Child Race (Q37)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	6,804	498	263	343	45	438	156	279	45	288	127	56	320	158	228	33	179
Number missing or multiple answer	124	6	2	5	1	4	3	1	1	3	2	0	4	1	5	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,680 98.2%	492 98.8%	261 99.2%	338 98.5%	44 97.8%	434 99.1%	153 98.1%	278 99.6%	44 97.8%	285 99.0%	125 98.4%	56 100.0%	316 98.8%	157 99.4%	223 97.8%	33 100.0%	179 100.0%
0 to 4	102 1.5%	9 1.8%	1 0.4%	8 2.4%	1 2.3%	8 1.8%	2 1.3%	7 2.5%	0 0.0%	4 1.4%	2 1.6%	3 5.4%	3 0.9%	5 3.2%	3 1.3%	1 3.0%	4 2.2%
5	149 2.2%	9 1.8%	6 2.3%	1 0.3%	3 6.8%	6 1.4%	7 4.6%	2 0.7%	0 0.0%	6 2.1%	1 0.8%	1 1.8%	3 0.9%	6 3.8%	4 1.8%	0 0.0%	4 2.2%
6 to 7	487 7.3%	31 6.3%	13 5.0%	19 5.6%	5 11.4%	23 5.3%	11 7.2%	17 6.1%	3 6.8%	12 4.2%	12 9.6%	4 7.1%	14 4.4%	14 8.9%	18 8.1%	2 6.1%	8 4.5%
8 to 10	5,942 89.0%	443 90.0%	241 92.3%	310 91.7%	35 79.5%	397 91.5%	133 86.9%	252 90.6%	41 93.2%	263 92.3%	110 88.0%	48 85.7%	296 93.7%	132 84.1%	198 88.8%	30 90.9%	163 91.1%
Significantly different from column:*													N	M			
0 to 6	396 5.9%	31 6.3%	12 4.6%	12 3.6%	7 15.9%	22 5.1%	15 9.8%	16 5.8%	0 0.0%	15 5.3%	8 6.4%	5 8.9%	12 3.8%	16 10.2%	13 5.8%	1 3.0%	13 7.3%
7 to 8	1,292 19.3%	82 16.7%	34 13.0%	65 19.2%	10 22.7%	70 16.1%	34 22.2%	39 14.0%	8 18.2%	50 17.5%	17 13.6%	13 23.2%	47 14.9%	31 19.7%	41 18.4%	7 21.2%	26 14.5%
9 to 10	4,992 74.7%	379 77.0%	215 82.4%	261 77.2%	27 61.4%	342 78.8%	104 68.0%	223 80.2%	36 81.8%	220 77.2%	100 80.0%	38 67.9%	257 81.3%	110 70.1%	169 75.8%	25 75.8%	140 78.2%
Significantly different from column:*					F	E	H	G					N	M			

NA - Not applicable

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Mercy Care

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CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 22

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?

Base: All respondents

	2023 CSS Average	2023	2022	2021	Child Gender (Q35)		Child Age (Q34)			Child Health Status (Q32)			Child Mental Health Status (Q33)			Child Specialist Visits in Last 6 Mos. (Q24)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	8,003	571	313	387	275	283	153	233	168	406	124	29	387	122	49	8	146	2
Number missing or multiple answer	63	3	3	4	1	1	1	2	0	3	0	0	2	1	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,940 99.2%	568 99.5%	310 99.0%	383 99.0%	274 99.6%	282 99.6%	152 99.3%	231 99.1%	168 100.0%	403 99.3%	124 100.0%	29 100.0%	385 99.5%	121 99.2%	49 100.0%	8 100.0%	146 100.0%	2 100.0%
Yes	1,762 22.2%	159 28.0%	69 22.3%	92 24.0%	78 28.5%	77 27.3%	51 33.6%	55 23.8%	45 26.8%	105 26.1%	38 30.6%	11 37.9%	98 25.5%	36 29.8%	19 38.8%	8 100.0%	146 100.0%	2 100.0%
No	6,178 77.8%	409 72.0%	241 77.7%	291 76.0%	196 71.5%	205 72.7%	101 66.4%	176 76.2%	123 73.2%	298 73.9%	86 69.4%	18 62.1%	287 74.5%	85 70.2%	30 61.2%	0 0.0%	0 0.0%	0 0.0%
Significantly different from column:*		A					H	G					O	M				

NA - Not applicable

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Mercy Care

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CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 22

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?

Base: All respondents

	2023 CSS Average	2023	2022	2021	Respondent Gender (Q39)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q40)			Child Ethnicity (Q36)		Child Race (Q37)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	8,003	571	313	387	54	498	185	316	48	329	146	63	368	181	252	37	215
Number missing or multiple answer	63	3	3	4	1	2	2	0	0	2	1	0	1	2	1	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,940 99.2%	568 99.5%	310 99.0%	383 99.0%	53 98.1%	496 99.6%	183 98.9%	316 100.0%	48 100.0%	327 99.4%	145 99.3%	63 100.0%	367 99.7%	179 98.9%	251 99.6%	37 100.0%	214 99.5%
Yes	1,762 22.2%	159 28.0%	69 22.3%	92 24.0%	12 22.6%	143 28.8%	21 11.5%	108 34.2%	27 56.3%	79 24.2%	49 33.8%	22 34.9%	91 24.8%	59 33.0%	75 29.9%	12 32.4%	49 22.9%
No	6,178 77.8%	409 72.0%	241 77.7%	291 76.0%	41 77.4%	353 71.2%	162 88.5%	208 65.8%	21 43.8%	248 75.8%	96 66.2%	41 65.1%	276 75.2%	120 67.0%	176 70.1%	25 67.6%	165 77.1%
Significantly different from column:*		A					HI	GI	GH	K	J		N	M			

NA - Not applicable

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CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 23

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 (Q22)

	2023 CSS Average	2023	2022	2021	Child Gender		Child Age			Child Health Status			Child Mental Health Status			Child Specialist Visits in Last 6 Mos.		
					(Q35)		(Q34)			(Q32)			(Q33)			(Q24)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	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	
Number in sample	1,762	159	69	92	78	77	51	55	45	105	38	11	98	36	19	8	146	2
Number missing or multiple answer	23	1	0	1	0	1	1	0	0	1	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
Usable responses	1,739	158	69	91	78	76	50	55	45	104	38	11	97	36	19	8	145	2
	98.7%	99.4%	100.0%	98.9%	100.0%	98.7%	98.0%	100.0%	100.0%	99.0%	100.0%	100.0%	99.0%	100.0%	100.0%	100.0%	99.3%	100.0%
Never	69	5	2	4	1	4	3	2	0	2	2	1	3	2	0	2	3	0
	4.0%	3.2%	2.9%	4.4%	1.3%	5.3%	6.0%	3.6%	0.0%	1.9%	5.3%	9.1%	3.1%	5.6%	0.0%	25.0%	2.1%	0.0%
Sometimes	320	31	12	11	18	12	15	9	6	20	7	3	19	6	5	3	28	0
	18.4%	19.6%	17.4%	12.1%	23.1%	15.8%	30.0%	16.4%	13.3%	19.2%	18.4%	27.3%	19.6%	16.7%	26.3%	37.5%	19.3%	0.0%
Usually	386	39	24	15	20	18	6	16	13	24	13	1	23	7	6	0	38	0
	22.2%	24.7%	34.8%	16.5%	25.6%	23.7%	12.0%	29.1%	28.9%	23.1%	34.2%	9.1%	23.7%	19.4%	31.6%	0.0%	26.2%	0.0%
Always	964	83	31	61	39	42	26	28	26	58	16	6	52	21	8	3	76	2
	55.4%	52.5%	44.9%	67.0%	50.0%	55.3%	52.0%	50.9%	57.8%	55.8%	42.1%	54.5%	53.6%	58.3%	42.1%	37.5%	52.4%	100.0%
Significantly different from column:*		D																
Usually or Always	1,350	122	55	76	59	60	32	44	39	82	29	7	75	28	14	3	114	2
	77.6%	77.2%	79.7%	83.5%	75.6%	78.9%	64.0%	80.0%	86.7%	78.8%	76.3%	63.6%	77.3%	77.8%	73.7%	37.5%	78.6%	100.0%
Significantly different from column:*							I		G									

NA - Not applicable

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CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

4994000

Question 23

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 (Q22)

	2023 CSS Average	2023	2022	2021	Respondent Gender (Q39)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q40)			Child Ethnicity (Q36)		Child Race (Q37)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	1,762	159	69	92	12	143	21	108	27	79	49	22	91	59	75	12	49
Number missing or multiple answer	23	1	0	1	0	1	1	0	0	1	0	0	1	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,739 98.7%	158 99.4%	69 100.0%	91 98.9%	12 100.0%	142 99.3%	20 95.2%	108 100.0%	27 100.0%	78 98.7%	49 100.0%	22 100.0%	90 98.9%	59 100.0%	74 98.7%	12 100.0%	49 100.0%
Never	69 4.0%	5 3.2%	2 2.9%	4 4.4%	0 0.0%	5 3.5%	2 10.0%	2 1.9%	1 3.7%	4 5.1%	0 0.0%	0 0.0%	3 3.3%	2 3.4%	2 2.7%	1 8.3%	0 0.0%
Sometimes	320 18.4%	31 19.6%	12 17.4%	11 12.1%	4 33.3%	26 18.3%	3 15.0%	24 22.2%	4 14.8%	16 20.5%	8 16.3%	6 27.3%	14 15.6%	14 23.7%	15 20.3%	3 25.0%	10 20.4%
Usually	386 22.2%	39 24.7%	24 34.8%	15 16.5%	2 16.7%	36 25.4%	6 30.0%	27 25.0%	6 22.2%	17 21.8%	15 30.6%	6 27.3%	20 22.2%	17 28.8%	17 23.0%	4 33.3%	14 28.6%
Always	964 55.4%	83 52.5%	31 44.9%	61 67.0%	6 50.0%	75 52.8%	9 45.0%	55 50.9%	16 59.3%	41 52.6%	26 53.1%	10 45.5%	53 58.9%	26 44.1%	40 54.1%	4 33.3%	25 51.0%
Significantly different from column:*		D															
Usually or Always	1,350 77.6%	122 77.2%	55 79.7%	76 83.5%	8 66.7%	111 78.2%	15 75.0%	82 75.9%	22 81.5%	58 74.4%	41 83.7%	16 72.7%	73 81.1%	43 72.9%	57 77.0%	8 66.7%	39 79.6%
Significantly different from column:*																	

NA - Not applicable

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CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 24

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 (Q22)

	2023 CSS Average	2023	2022	2021	Child Gender (Q35)		Child Age (Q34)			Child Health Status (Q32)			Child Mental Health Status (Q33)			Child Specialist Visits in Last 6 Mos. (Q24)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	1,762	159	69	92	78	77	51	55	45	105	38	11	98	36	19	8	146	2
Number missing or multiple answer	33	3	0	1	2	1	0	0	3	2	1	0	3	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
Usable responses	1,729	156	69	91	76	76	51	55	42	103	37	11	95	36	19	8	146	2
	98.1%	98.1%	100.0%	98.9%	97.4%	98.7%	100.0%	100.0%	93.3%	98.1%	97.4%	100.0%	96.9%	100.0%	100.0%	100.0%	100.0%	100.0%
None	114	8	4	6	4	3	3	4	0	3	2	2	4	2	1	8	0	0
	6.6%	5.1%	5.8%	6.6%	5.3%	3.9%	5.9%	7.3%	0.0%	2.9%	5.4%	18.2%	4.2%	5.6%	5.3%	100.0%	0.0%	0.0%
1 specialist	1,040	93	40	58	39	52	32	35	21	66	20	4	65	17	8	0	93	0
	60.2%	59.6%	58.0%	63.7%	51.3%	68.4%	62.7%	63.6%	50.0%	64.1%	54.1%	36.4%	68.4%	47.2%	42.1%	0.0%	63.7%	0.0%
2	379	39	16	17	20	19	10	13	16	25	12	2	20	13	6	0	39	0
	21.9%	25.0%	23.2%	18.7%	26.3%	25.0%	19.6%	23.6%	38.1%	24.3%	32.4%	18.2%	21.1%	36.1%	31.6%	0.0%	26.7%	0.0%
3	117	12	5	6	11	1	5	2	4	7	2	3	5	3	3	0	12	0
	6.8%	7.7%	7.2%	6.6%	14.5%	1.3%	9.8%	3.6%	9.5%	6.8%	5.4%	27.3%	5.3%	8.3%	15.8%	0.0%	8.2%	0.0%
4	35	2	2	3	1	0	1	0	0	1	0	0	1	0	0	0	2	0
	2.0%	1.3%	2.9%	3.3%	1.3%	0.0%	2.0%	0.0%	0.0%	1.0%	0.0%	0.0%	1.1%	0.0%	0.0%	0.0%	1.4%	0.0%
5 or more specialists	44	2	2	1	1	1	0	1	1	1	1	0	0	1	1	0	0	2
	2.5%	1.3%	2.9%	1.1%	1.3%	1.3%	0.0%	1.8%	2.4%	1.0%	2.7%	0.0%	0.0%	2.8%	5.3%	0.0%	0.0%	100.0%
3 or more specialists	196	16	9	10	13	2	6	3	5	9	3	3	6	4	4	0	14	2
	11.3%	10.3%	13.0%	11.0%	17.1%	2.6%	11.8%	5.5%	11.9%	8.7%	8.1%	27.3%	6.3%	11.1%	21.1%	0.0%	9.6%	100.0%
Significantly different from column:*					F	E												

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

4994000

Question 24

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 (Q22)

	2023 CSS Average	2023	2022	2021	Respondent Gender (Q39)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q40)			Child Ethnicity (Q36)		Child Race (Q37)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	1,762	159	69	92	12	143	21	108	27	79	49	22	91	59	75	12	49
Number missing or multiple answer	33	3	0	1	0	3	0	3	0	3	0	0	1	1	1	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,729 98.1%	156 98.1%	69 100.0%	91 98.9%	12 100.0%	140 97.9%	21 100.0%	105 97.2%	27 100.0%	76 96.2%	49 100.0%	22 100.0%	90 98.9%	58 98.3%	74 98.7%	12 100.0%	48 98.0%
None	114 6.6%	8 5.1%	4 5.8%	6 6.6%	0 0.0%	7 5.0%	1 4.8%	6 5.7%	1 3.7%	4 5.3%	2 4.1%	0 0.0%	5 5.6%	2 3.4%	1 1.4%	1 8.3%	3 6.3%
1 specialist	1,040 60.2%	93 59.6%	40 58.0%	58 63.7%	6 50.0%	85 60.7%	14 66.7%	65 61.9%	12 44.4%	44 57.9%	26 53.1%	18 81.8%	58 64.4%	31 53.4%	50 67.6%	5 41.7%	27 56.3%
2	379 21.9%	39 25.0%	16 23.2%	17 18.7%	5 41.7%	34 24.3%	5 23.8%	25 23.8%	8 29.6%	24 31.6%	13 26.5%	2 9.1%	19 21.1%	18 31.0%	16 21.6%	4 33.3%	12 25.0%
3	117 6.8%	12 7.7%	5 7.2%	6 6.6%	1 8.3%	11 7.9%	1 4.8%	7 6.7%	4 14.8%	4 5.3%	7 14.3%	0 0.0%	7 7.8%	5 8.6%	5 6.8%	1 8.3%	6 12.5%
4	35 2.0%	2 1.3%	2 2.9%	3 3.3%	0 0.0%	1 0.7%	0 0.0%	1 1.0%	1 3.7%	0 0.0%	1 2.0%	0 0.0%	1 1.1%	0 0.0%	1 1.4%	0 0.0%	0 0.0%
5 or more specialists	44 2.5%	2 1.3%	2 2.9%	1 1.1%	0 0.0%	2 1.4%	0 0.0%	1 1.0%	1 3.7%	0 0.0%	0 0.0%	2 9.1%	0 0.0%	2 3.4%	1 1.4%	1 8.3%	0 0.0%
3 or more specialists	196 11.3%	16 10.3%	9 13.0%	10 11.0%	1 8.3%	14 10.0%	1 4.8%	9 8.6%	6 22.2%	4 5.3%	8 16.3%	2 9.1%	8 8.9%	7 12.1%	7 9.5%	2 16.7%	6 12.5%

Significantly different from column:*

NA - Not applicable

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

Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 25

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?

Base: All respondents who made an appointment for their child to see a specialist and their child saw a specialist (Q22 & Q24)

	2023 CSS Average	2023	2022	2021	Child Gender (Q35)		Child Age (Q34)			Child Health Status (Q32)			Child Mental Health Status (Q33)			Child Specialist Visits in Last 6 Mos. (Q24)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	1,615	148	65	85	72	73	48	51	42	100	35	9	91	34	18	0	146	2
Number missing or multiple answer	19	4	2	0	1	1	0	1	1	1	1	0	1	1	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
Usable responses	1,596	144	63	85	71	72	48	50	41	99	34	9	90	33	18	0	142	2
	98.8%	97.3%	96.9%	100.0%	98.6%	98.6%	100.0%	98.0%	97.6%	99.0%	97.1%	100.0%	98.9%	97.1%	100.0%	---	97.3%	100.0%
0 Worst specialist possible	12	1	0	0	0	1	1	0	0	1	0	0	1	0	0	0	1	0
	0.8%	0.7%	0.0%	0.0%	0.0%	1.4%	2.1%	0.0%	0.0%	1.0%	0.0%	0.0%	1.1%	0.0%	0.0%	---	0.7%	0.0%
1	3	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%
2	5	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%
3	14	4	0	0	3	1	2	1	1	3	0	1	2	0	2	0	4	0
	0.9%	2.8%	0.0%	0.0%	4.2%	1.4%	4.2%	2.0%	2.4%	3.0%	0.0%	11.1%	2.2%	0.0%	11.1%	---	2.8%	0.0%
4	14	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.9%	0.0%	3.2%	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%
5	40	0	1	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	2.5%	0.0%	1.6%	3.5%	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%
6	41	1	1	3	1	0	0	1	0	0	1	0	1	0	0	0	1	0
	2.6%	0.7%	1.6%	3.5%	1.4%	0.0%	0.0%	2.0%	0.0%	0.0%	2.9%	0.0%	1.1%	0.0%	0.0%	---	0.7%	0.0%
7	106	5	4	2	2	3	2	1	2	1	4	0	2	2	1	0	5	0
	6.6%	3.5%	6.3%	2.4%	2.8%	4.2%	4.2%	2.0%	4.9%	1.0%	11.8%	0.0%	2.2%	6.1%	5.6%	---	3.5%	0.0%
8	221	22	3	8	11	11	6	9	7	14	3	4	11	6	4	0	22	0
	13.8%	15.3%	4.8%	9.4%	15.5%	15.3%	12.5%	18.0%	17.1%	14.1%	8.8%	44.4%	12.2%	18.2%	22.2%	---	15.5%	0.0%
9	263	17	18	17	10	7	7	5	4	12	4	1	10	5	2	0	17	0
	16.5%	11.8%	28.6%	20.0%	14.1%	9.7%	14.6%	10.0%	9.8%	12.1%	11.8%	11.1%	11.1%	15.2%	11.1%	---	12.0%	0.0%
10 Best specialist possible	877	94	34	51	44	49	30	33	27	68	22	3	63	20	9	0	92	2
	54.9%	65.3%	54.0%	60.0%	62.0%	68.1%	62.5%	66.0%	65.9%	68.7%	64.7%	33.3%	70.0%	60.6%	50.0%	---	64.8%	100.0%

NA - Not applicable

Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 25

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?

Base: All respondents who made an appointment for their child to see a specialist and their child saw a specialist (Q22 & Q24)

	2023 CSS Average	2023	2022	2021	Respondent Gender (Q39)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q40)			Child Ethnicity (Q36)		Child Race (Q37)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	1,615	148	65	85	12	133	20	99	26	72	47	22	85	56	73	11	45
Number missing or multiple answer	19	4	2	0	0	2	1	2	1	1	1	0	1	1	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,596 98.8%	144 97.3%	63 96.9%	85 100.0%	12 100.0%	131 98.5%	19 95.0%	97 98.0%	25 96.2%	71 98.6%	46 97.9%	22 100.0%	84 98.8%	55 98.2%	73 100.0%	11 100.0%	45 100.0%
0 Worst specialist possible	12 0.8%	1 0.7%	0 0.0%	0 0.0%	0 0.0%	1 0.8%	1 5.3%	0 0.0%	0 0.0%	1 1.4%	0 0.0%	0 0.0%	1 1.2%	0 0.0%	1 1.4%	0 0.0%	0 0.0%
1	3 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%
2	5 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%
3	14 0.9%	4 2.8%	0 0.0%	0 0.0%	0 0.0%	4 3.1%	0 0.0%	4 4.1%	0 0.0%	2 2.8%	1 2.2%	1 4.5%	1 1.2%	2 3.6%	4 5.5%	0 0.0%	0 0.0%
4	14 0.9%	0 0.0%	2 3.2%	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 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
5	40 2.5%	0 0.0%	1 1.6%	3 3.5%	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%
6	41 2.6%	1 0.7%	1 1.6%	3 3.5%	0 0.0%	1 0.8%	1 5.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 4.5%	0 0.0%	1 1.8%	1 1.4%	0 0.0%	0 0.0%
7	106 6.6%	5 3.5%	4 6.3%	2 2.4%	0 0.0%	5 3.8%	0 0.0%	3 3.1%	2 8.0%	3 4.2%	2 4.3%	0 0.0%	1 1.2%	4 7.3%	2 2.7%	2 18.2%	0 0.0%
8	221 13.8%	22 15.3%	3 4.8%	8 9.4%	2 16.7%	20 15.3%	1 5.3%	16 16.5%	3 12.0%	8 11.3%	10 21.7%	4 18.2%	10 11.9%	10 18.2%	10 13.7%	4 36.4%	7 15.6%
9	263 16.5%	17 11.8%	18 28.6%	17 20.0%	4 33.3%	13 9.9%	2 10.5%	13 13.4%	2 8.0%	8 11.3%	6 13.0%	3 13.6%	11 13.1%	6 10.9%	11 15.1%	2 18.2%	4 8.9%
10 Best specialist possible	877 54.9%	94 65.3%	34 54.0%	51 60.0%	6 50.0%	87 66.4%	14 73.7%	61 62.9%	18 72.0%	49 69.0%	27 58.7%	13 59.1%	60 71.4%	32 58.2%	44 60.3%	3 27.3%	34 75.6%

NA - Not applicable

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CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 25

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?

Base: All respondents who made an appointment for their child to see a specialist and their child saw a specialist (Q22 & Q24)

	2023 CSS Average	2023	2022	2021	Child Gender (Q35)		Child Age (Q34)			Child Health Status (Q32)			Child Mental Health Status (Q33)			Child Specialist Visits in Last 6 Mos. (Q24)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	1,615	148	65	85	72	73	48	51	42	100	35	9	91	34	18	0	146	2
Number missing or multiple answer	19	4	2	0	1	1	0	1	1	1	1	0	1	1	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
Usable responses	1,596	144	63	85	71	72	48	50	41	99	34	9	90	33	18	0	142	2
	98.8%	97.3%	96.9%	100.0%	98.6%	98.6%	100.0%	98.0%	97.6%	99.0%	97.1%	100.0%	98.9%	97.1%	100.0%	---	97.3%	100.0%
0 to 4	48	5	2	1	3	2	3	1	1	4	0	1	3	0	2	0	5	0
	3.0%	3.5%	3.2%	1.2%	4.2%	2.8%	6.3%	2.0%	2.4%	4.0%	0.0%	11.1%	3.3%	0.0%	11.1%	---	3.5%	0.0%
5	40	0	1	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	2.5%	0.0%	1.6%	3.5%	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%
6 to 7	147	6	5	5	3	3	2	2	2	1	5	0	3	2	1	0	6	0
	9.2%	4.2%	7.9%	5.9%	4.2%	4.2%	4.2%	4.0%	4.9%	1.0%	14.7%	0.0%	3.3%	6.1%	5.6%	---	4.2%	0.0%
8 to 10	1,361	133	55	76	65	67	43	47	38	94	29	8	84	31	15	0	131	2
	85.3%	92.4%	87.3%	89.4%	91.5%	93.1%	89.6%	94.0%	92.7%	94.9%	85.3%	88.9%	93.3%	93.9%	83.3%	---	92.3%	100.0%
Significantly different from column:*		A																
0 to 6	129	6	4	7	4	2	3	2	1	4	1	1	4	0	2	0	6	0
	8.1%	4.2%	6.3%	8.2%	5.6%	2.8%	6.3%	4.0%	2.4%	4.0%	2.9%	11.1%	4.4%	0.0%	11.1%	---	4.2%	0.0%
7 to 8	327	27	7	10	13	14	8	10	9	15	7	4	13	8	5	0	27	0
	20.5%	18.8%	11.1%	11.8%	18.3%	19.4%	16.7%	20.0%	22.0%	15.2%	20.6%	44.4%	14.4%	24.2%	27.8%	---	19.0%	0.0%
9 to 10	1,140	111	52	68	54	56	37	38	31	80	26	4	73	25	11	0	109	2
	71.4%	77.1%	82.5%	80.0%	76.1%	77.8%	77.1%	76.0%	75.6%	80.8%	76.5%	44.4%	81.1%	75.8%	61.1%	---	76.8%	100.0%
Significantly different from column:*																		

NA - Not applicable

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Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 25

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Base: All respondents who made an appointment for their child to see a specialist and their child saw a specialist (Q22 & Q24)

	2023 CSS Average	2023	2022	2021	Respondent Gender (Q39)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q40)			Child Ethnicity (Q36)		Child Race (Q37)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	1,615	148	65	85	12	133	20	99	26	72	47	22	85	56	73	11	45
Number missing or multiple answer	19	4	2	0	0	2	1	2	1	1	1	0	1	1	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,596 98.8%	144 97.3%	63 96.9%	85 100.0%	12 100.0%	131 98.5%	19 95.0%	97 98.0%	25 96.2%	71 98.6%	46 97.9%	22 100.0%	84 98.8%	55 98.2%	73 100.0%	11 100.0%	45 100.0%
0 to 4	48 3.0%	5 3.5%	2 3.2%	1 1.2%	0 0.0%	5 3.8%	1 5.3%	4 4.1%	0 0.0%	3 4.2%	1 2.2%	1 4.5%	2 2.4%	2 3.6%	5 6.8%	0 0.0%	0 0.0%
5	40 2.5%	0 0.0%	1 1.6%	3 3.5%	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%
6 to 7	147 9.2%	6 4.2%	5 7.9%	5 5.9%	0 0.0%	6 4.6%	1 5.3%	3 3.1%	2 8.0%	3 4.2%	2 4.3%	1 4.5%	1 1.2%	5 9.1%	3 4.1%	2 18.2%	0 0.0%
8 to 10	1,361 85.3%	133 92.4%	55 87.3%	76 89.4%	12 100.0%	120 91.6%	17 89.5%	90 92.8%	23 92.0%	65 91.5%	43 93.5%	20 90.9%	81 96.4%	48 87.3%	65 89.0%	9 81.8%	45 100.0%
Significantly different from column:*		A															
0 to 6	129 8.1%	6 4.2%	4 6.3%	7 8.2%	0 0.0%	6 4.6%	2 10.5%	4 4.1%	0 0.0%	3 4.2%	1 2.2%	2 9.1%	2 2.4%	3 5.5%	6 8.2%	0 0.0%	0 0.0%
7 to 8	327 20.5%	27 18.8%	7 11.1%	10 11.8%	2 16.7%	25 19.1%	1 5.3%	19 19.6%	5 20.0%	11 15.5%	12 26.1%	4 18.2%	11 13.1%	14 25.5%	12 16.4%	6 54.5%	7 15.6%
9 to 10	1,140 71.4%	111 77.1%	52 82.5%	68 80.0%	10 83.3%	100 76.3%	16 84.2%	74 76.3%	20 80.0%	57 80.3%	33 71.7%	16 72.7%	71 84.5%	38 69.1%	55 75.3%	5 45.5%	38 84.4%
Significantly different from column:*													N	M			

NA - Not applicable

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CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 26

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

Base: All respondents

	2023 CSS Average	2023	2022	2021	Child Gender (Q35)		Child Age (Q34)			Child Health Status (Q32)			Child Mental Health Status (Q33)			Child Specialist Visits in Last 6 Mos. (Q24)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	8,003	571	313	387	275	283	153	233	168	406	124	29	387	122	49	8	146	2
Number missing or multiple answer	154	12	7	6	8	0	3	3	2	6	1	1	5	2	1	0	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,849	559	306	381	267	283	150	230	166	400	123	28	382	120	48	8	143	2
	98.1%	97.9%	97.8%	98.4%	97.1%	100.0%	98.0%	98.7%	98.8%	98.5%	99.2%	96.6%	98.7%	98.4%	98.0%	100.0%	97.9%	100.0%
Yes	2,070	204	85	121	95	102	57	83	57	143	49	7	131	49	18	5	75	1
	26.4%	36.5%	27.8%	31.8%	35.6%	36.0%	38.0%	36.1%	34.3%	35.8%	39.8%	25.0%	34.3%	40.8%	37.5%	62.5%	52.4%	50.0%
No	5,779	355	221	260	172	181	93	147	109	257	74	21	251	71	30	3	68	1
	73.6%	63.5%	72.2%	68.2%	64.4%	64.0%	62.0%	63.9%	65.7%	64.3%	60.2%	75.0%	65.7%	59.2%	62.5%	37.5%	47.6%	50.0%
Significantly different from column:*		AC																

NA - Not applicable

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

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Question 26

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Base: All respondents

	2023 CSS Average	2023	2022	2021	Respondent Gender (Q39)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q40)			Child Ethnicity (Q36)		Child Race (Q37)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	8,003	571	313	387	54	498	185	316	48	329	146	63	368	181	252	37	215
Number missing or multiple answer	154	12	7	6	2	6	3	5	3	6	0	1	6	2	5	0	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,849 98.1%	559 97.9%	306 97.8%	381 98.4%	52 96.3%	492 98.8%	182 98.4%	311 98.4%	45 93.8%	323 98.2%	146 100.0%	62 98.4%	362 98.4%	179 98.9%	247 98.0%	37 100.0%	213 99.1%
Yes	2,070 26.4%	204 36.5%	85 27.8%	121 31.8%	20 38.5%	176 35.8%	51 28.0%	124 39.9%	20 44.4%	124 38.4%	42 28.8%	23 37.1%	144 39.8%	51 28.5%	83 33.6%	12 32.4%	81 38.0%
No	5,779 73.6%	355 63.5%	221 72.2%	260 68.2%	32 61.5%	316 64.2%	131 72.0%	187 60.1%	25 55.6%	199 61.6%	104 71.2%	39 62.9%	218 60.2%	128 71.5%	164 66.4%	25 67.6%	132 62.0%
Significantly different from column:*		AC					HI	G	G	K	J		N	M			

NA - Not applicable

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

Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 27

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 or help from child's health plan's customer service (Q26)

	2023 CSS Average	2023	2022	2021	Child Gender (Q35)		Child Age (Q34)			Child Health Status (Q32)			Child Mental Health Status (Q33)			Child Specialist Visits in Last 6 Mos. (Q24)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	2,070	204	85	121	95	102	57	83	57	143	49	7	131	49	18	5	75	1
Number missing or multiple answer	40	6	1	0	2	2	0	2	2	1	3	0	4	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
Usable responses	2,030	198	84	121	93	100	57	81	55	142	46	7	127	49	18	5	73	1
	98.1%	97.1%	98.8%	100.0%	97.9%	98.0%	100.0%	97.6%	96.5%	99.3%	93.9%	100.0%	96.9%	100.0%	100.0%	100.0%	97.3%	100.0%
Never	54	2	2	3	1	1	0	1	1	1	1	0	1	0	1	0	0	0
	2.7%	1.0%	2.4%	2.5%	1.1%	1.0%	0.0%	1.2%	1.8%	0.7%	2.2%	0.0%	0.8%	0.0%	5.6%	0.0%	0.0%	0.0%
Sometimes	326	35	9	18	20	13	10	14	9	26	5	3	24	8	2	2	14	0
	16.1%	17.7%	10.7%	14.9%	21.5%	13.0%	17.5%	17.3%	16.4%	18.3%	10.9%	42.9%	18.9%	16.3%	11.1%	40.0%	19.2%	0.0%
Usually	522	42	20	26	15	26	10	16	14	23	18	0	28	10	3	0	17	0
	25.7%	21.2%	23.8%	21.5%	16.1%	26.0%	17.5%	19.8%	25.5%	16.2%	39.1%	0.0%	22.0%	20.4%	16.7%	0.0%	23.3%	0.0%
Always	1,128	119	53	74	57	60	37	50	31	92	22	4	74	31	12	3	42	1
	55.6%	60.1%	63.1%	61.2%	61.3%	60.0%	64.9%	61.7%	56.4%	64.8%	47.8%	57.1%	58.3%	63.3%	66.7%	60.0%	57.5%	100.0%
Significantly different from column:*										K	J							
Usually or Always	1,650	161	73	100	72	86	47	66	45	115	40	4	102	41	15	3	59	1
	81.3%	81.3%	86.9%	82.6%	77.4%	86.0%	82.5%	81.5%	81.8%	81.0%	87.0%	57.1%	80.3%	83.7%	83.3%	60.0%	80.8%	100.0%
Significantly different from column:*																		

NA - Not applicable

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

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

4994000

Question 27

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 or help from child's health plan's customer service (Q26)

	2023 CSS Average	2023	2022	2021	Respondent Gender (Q39)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q40)			Child Ethnicity (Q36)		Child Race (Q37)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	2,070	204	85	121	20	176	51	124	20	124	42	23	144	51	83	12	81
Number missing or multiple answer	40	6	1	0	1	3	3	2	1	2	1	1	3	1	3	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,030 98.1%	198 97.1%	84 98.8%	121 100.0%	19 95.0%	173 98.3%	48 94.1%	122 98.4%	19 95.0%	122 98.4%	41 97.6%	22 95.7%	141 97.9%	50 98.0%	80 96.4%	12 100.0%	80 98.8%
Never	54 2.7%	2 1.0%	2 2.4%	3 2.5%	0 0.0%	1 0.6%	2 4.2%	0 0.0%	0 0.0%	1 0.8%	0 0.0%	0 0.0%	2 1.4%	0 0.0%	0 0.0%	0 0.0%	1 1.3%
Sometimes	326 16.1%	35 17.7%	9 10.7%	18 14.9%	5 26.3%	28 16.2%	8 16.7%	22 18.0%	3 15.8%	20 16.4%	7 17.1%	4 18.2%	19 13.5%	13 26.0%	14 17.5%	5 41.7%	12 15.0%
Usually	522 25.7%	42 21.2%	20 23.8%	26 21.5%	4 21.1%	37 21.4%	10 20.8%	28 23.0%	28 21.1%	4 23.0%	28 17.1%	7 22.7%	5 24.1%	34 12.0%	6 22.5%	18 8.3%	14 17.5%
Always	1,128 55.6%	119 60.1%	53 63.1%	74 61.2%	10 52.6%	107 61.8%	28 58.3%	72 59.0%	12 63.2%	73 59.8%	27 65.9%	13 59.1%	86 61.0%	31 62.0%	48 60.0%	6 50.0%	53 66.3%
Significantly different from column:*																	
Usually or Always	1,650 81.3%	161 81.3%	73 86.9%	100 82.6%	14 73.7%	144 83.2%	38 79.2%	100 82.0%	16 84.2%	101 82.8%	34 82.9%	18 81.8%	120 85.1%	37 74.0%	66 82.5%	7 58.3%	67 83.8%
Significantly different from column:*																	

NA - Not applicable

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

Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 28

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 or help from child's health plan's customer service (Q26)

	2023 CSS Average	2023	2022	2021	Child Gender (Q35)		Child Age (Q34)			Child Health Status (Q32)			Child Mental Health Status (Q33)			Child Specialist Visits in Last 6 Mos. (Q24)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	2,070	204	85	121	95	102	57	83	57	143	49	7	131	49	18	5	75	1
Number missing or multiple answer	44	5	3	3	1	1	0	1	1	2	0	0	2	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
Usable responses	2,026 97.9%	199 97.5%	82 96.5%	118 97.5%	94 98.9%	101 99.0%	57 100.0%	82 98.8%	56 98.2%	141 98.6%	49 100.0%	7 100.0%	129 98.5%	49 100.0%	18 100.0%	5 100.0%	73 97.3%	1 100.0%
Never	42 2.1%	5 2.5%	1 1.2%	2 1.7%	2 2.1%	3 3.0%	1 1.8%	3 3.7%	1 1.8%	5 3.5%	0 0.0%	0 0.0%	5 3.9%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Sometimes	88 4.3%	9 4.5%	4 4.9%	1 0.8%	6 6.4%	3 3.0%	3 5.3%	4 4.9%	2 3.6%	5 3.5%	3 6.1%	1 14.3%	5 3.9%	3 6.1%	1 5.6%	0 0.0%	2 2.7%	0 0.0%
Usually	298 14.7%	35 17.6%	11 13.4%	31 26.3%	16 17.0%	18 17.8%	5 8.8%	15 18.3%	13 23.2%	18 12.8%	15 30.6%	1 14.3%	19 14.7%	10 20.4%	5 27.8%	1 20.0%	15 20.5%	0 0.0%
Always	1,598 78.9%	150 75.4%	66 80.5%	84 71.2%	70 74.5%	77 76.2%	48 84.2%	60 73.2%	40 71.4%	113 80.1%	31 63.3%	5 71.4%	100 77.5%	36 73.5%	12 66.7%	4 80.0%	56 76.7%	1 100.0%
Significantly different from column:*										K	J							
Usually or Always	1,896 93.6%	185 93.0%	77 93.9%	115 97.5%	86 91.5%	95 94.1%	53 93.0%	75 91.5%	53 94.6%	131 92.9%	46 93.9%	6 85.7%	119 92.2%	46 93.9%	17 94.4%	5 100.0%	71 97.3%	1 100.0%
Significantly different from column:*																		

NA - Not applicable

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

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

4994000

Question 28

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 or help from child's health plan's customer service (Q26)

	2023 CSS Average	2023	2022	2021	Respondent Gender (Q39)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q40)			Child Ethnicity (Q36)		Child Race (Q37)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	2,070	204	85	121	20	176	51	124	20	124	42	23	144	51	83	12	81
Number missing or multiple answer	44	5	3	3	0	2	3	1	1	1	0	0	2	0	1	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,026 97.9%	199 97.5%	82 96.5%	118 97.5%	20 100.0%	174 98.9%	48 94.1%	123 99.2%	19 95.0%	123 99.2%	42 100.0%	23 100.0%	142 98.6%	51 100.0%	82 98.8%	12 100.0%	80 98.8%
Never	42 2.1%	5 2.5%	1 1.2%	2 1.7%	0 0.0%	4 2.3%	3 6.3%	2 1.6%	0 0.0%	3 2.4%	1 2.4%	0 0.0%	4 2.8%	1 2.0%	1 1.2%	0 0.0%	3 3.8%
Sometimes	88 4.3%	9 4.5%	4 4.9%	1 0.8%	0 0.0%	9 5.2%	1 2.1%	6 4.9%	1 5.3%	6 4.9%	2 4.8%	1 4.3%	7 4.9%	1 2.0%	3 3.7%	0 0.0%	5 6.3%
Usually	298 14.7%	35 17.6%	11 13.4%	31 26.3%	5 25.0%	29 16.7%	5 10.4%	28 22.8%	2 10.5%	22 17.9%	8 19.0%	4 17.4%	26 18.3%	8 15.7%	15 18.3%	3 25.0%	7 8.8%
Always	1,598 78.9%	150 75.4%	66 80.5%	84 71.2%	15 75.0%	132 75.9%	39 81.3%	87 70.7%	16 84.2%	92 74.8%	31 73.8%	18 78.3%	105 73.9%	41 80.4%	63 76.8%	9 75.0%	65 81.3%
Significantly different from column:*																	
Usually or Always	1,896 93.6%	185 93.0%	77 93.9%	115 97.5%	20 100.0%	161 92.5%	44 91.7%	115 93.5%	18 94.7%	114 92.7%	39 92.9%	22 95.7%	131 92.3%	49 96.1%	78 95.1%	12 100.0%	72 90.0%
Significantly different from column:*																	

NA - Not applicable

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

Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 29

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

Base: All respondents

	2023 CSS Average	2023	2022	2021	Child Gender (Q35)		Child Age (Q34)			Child Health Status (Q32)			Child Mental Health Status (Q33)			Child Specialist Visits in Last 6 Mos. (Q24)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	8,003	571	313	387	275	283	153	233	168	406	124	29	387	122	49	8	146	2
Number missing or multiple answer	308	23	12	15	9	6	4	7	4	12	2	1	9	6	0	1	6	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,695	548	301	372	266	277	149	226	164	394	122	28	378	116	49	7	140	2
	96.2%	96.0%	96.2%	96.1%	96.7%	97.9%	97.4%	97.0%	97.6%	97.0%	98.4%	96.6%	97.7%	95.1%	100.0%	87.5%	95.9%	100.0%
Yes	1,859	130	72	97	51	78	35	55	39	91	32	6	95	25	9	1	41	0
	24.2%	23.7%	23.9%	26.1%	19.2%	28.2%	23.5%	24.3%	23.8%	23.1%	26.2%	21.4%	25.1%	21.6%	18.4%	14.3%	29.3%	0.0%
No	5,836	418	229	275	215	199	114	171	125	303	90	22	283	91	40	6	99	2
	75.8%	76.3%	76.1%	73.9%	80.8%	71.8%	76.5%	75.7%	76.2%	76.9%	73.8%	78.6%	74.9%	78.4%	81.6%	85.7%	70.7%	100.0%
Significantly different from column:*					F	E												

NA - Not applicable

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

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

4994000

Question 29

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

Base: All respondents

	2023 CSS Average	2023	2022	2021	Respondent Gender (Q39)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q40)			Child Ethnicity (Q36)		Child Race (Q37)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	8,003	571	313	387	54	498	185	316	48	329	146	63	368	181	252	37	215
Number missing or multiple answer	308	23	12	15	1	14	6	10	4	13	0	1	11	2	7	0	4
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,695 96.2%	548 96.0%	301 96.2%	372 96.1%	53 98.1%	484 97.2%	179 96.8%	306 96.8%	44 91.7%	316 96.0%	146 100.0%	62 98.4%	357 97.0%	179 98.9%	245 97.2%	37 100.0%	211 98.1%
Yes	1,859 24.2%	130 23.7%	72 23.9%	97 26.1%	8 15.1%	119 24.6%	37 20.7%	77 25.2%	9 20.5%	83 26.3%	27 18.5%	15 24.2%	91 25.5%	38 21.2%	51 20.8%	11 29.7%	55 26.1%
No	5,836 75.8%	418 76.3%	229 76.1%	275 73.9%	45 84.9%	365 75.4%	142 79.3%	229 74.8%	35 79.5%	233 73.7%	119 81.5%	47 75.8%	266 74.5%	141 78.8%	194 79.2%	26 70.3%	156 73.9%
Significantly different from column:*																	

NA - Not applicable

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

Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 30

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 their child's health plan (Q29)

	2023 CSS Average	2023	2022	2021	Child Gender (Q35)		Child Age (Q34)			Child Health Status (Q32)			Child Mental Health Status (Q33)			Child Specialist Visits in Last 6 Mos. (Q24)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	7,695	548	301	372	266	277	149	226	164	394	122	28	378	116	49	7	140	2
Number missing or multiple answer	54	4	2	2	1	3	0	2	2	1	2	0	0	3	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
Usable responses	7,641 99.3%	544 99.3%	299 99.3%	370 99.5%	265 99.6%	274 98.9%	149 100.0%	224 99.1%	162 98.8%	393 99.7%	120 98.4%	28 100.0%	378 100.0%	113 97.4%	48 98.0%	7 100.0%	139 99.3%	2 100.0%
Never	64 0.8%	3 0.6%	1 0.3%	4 1.1%	2 0.8%	1 0.4%	0 0.0%	2 0.9%	1 0.6%	1 0.3%	2 1.7%	0 0.0%	2 0.5%	1 0.9%	0 0.0%	0 0.0%	1 0.7%	0 0.0%
Sometimes	247 3.2%	16 2.9%	5 1.7%	12 3.2%	5 1.9%	11 4.0%	7 4.7%	5 2.2%	4 2.5%	11 2.8%	5 4.2%	0 0.0%	14 3.7%	2 1.8%	0 0.0%	0 0.0%	3 2.2%	0 0.0%
Usually	516 6.8%	30 5.5%	17 5.7%	23 6.2%	8 3.0%	22 8.0%	5 3.4%	14 6.3%	11 6.8%	23 5.9%	7 5.8%	0 0.0%	21 5.6%	5 4.4%	3 6.3%	0 0.0%	7 5.0%	0 0.0%
Always	6,814 89.2%	495 91.0%	276 92.3%	331 89.5%	250 94.3%	240 87.6%	137 91.9%	203 90.6%	146 90.1%	358 91.1%	106 88.3%	28 100.0%	341 90.2%	105 92.9%	45 93.8%	7 100.0%	128 92.1%	2 100.0%
Significantly different from column:*					F	E												
Usually or Always	7,330 95.9%	525 96.5%	293 98.0%	354 95.7%	258 97.4%	262 95.6%	142 95.3%	217 96.9%	157 96.9%	381 96.9%	113 94.2%	28 100.0%	362 95.8%	110 97.3%	48 100.0%	7 100.0%	135 97.1%	2 100.0%
Significantly different from column:*																		

NA - Not applicable

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

**Respondents answering "No" to question 29 are reported to NCQA as "Always" in question 30, and are used in calculating the Question Summary Rate.

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

4994000

Question 30

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 their child's health plan (Q29)

	2023 CSS Average	2023	2022	2021	Respondent Gender (Q39)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q40)			Child Ethnicity (Q36)		Child Race (Q37)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	7,695	548	301	372	53	484	179	306	44	316	146	62	357	179	245	37	211
Number missing or multiple answer	54	4	2	2	0	3	2	1	0	3	0	0	3	0	0	0	3
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,641 99.3%	544 99.3%	299 99.3%	370 99.5%	53 100.0%	481 99.4%	177 98.9%	305 99.7%	44 100.0%	313 99.1%	146 100.0%	62 100.0%	354 99.2%	179 100.0%	245 100.0%	37 100.0%	208 98.6%
Never	64 0.8%	3 0.6%	1 0.3%	4 1.1%	0 0.0%	3 0.6%	2 1.1%	0 0.0%	0 0.0%	3 1.0%	0 0.0%	0 0.0%	1 0.3%	2 1.1%	1 0.4%	1 2.7%	0 0.0%
Sometimes	247 3.2%	16 2.9%	5 1.7%	12 3.2%	0 0.0%	16 3.3%	7 4.0%	9 3.0%	0 0.0%	11 3.5%	2 1.4%	2 3.2%	11 3.1%	5 2.8%	7 2.9%	1 2.7%	7 3.4%
Usually	516 6.8%	30 5.5%	17 5.7%	23 6.2%	2 3.8%	28 5.8%	8 4.5%	18 5.9%	2 4.5%	24 7.7%	5 3.4%	1 1.6%	26 7.3%	4 2.2%	11 4.5%	2 5.4%	14 6.7%
Always	6,814 89.2%	495 91.0%	276 92.3%	331 89.5%	51 96.2%	434 90.2%	160 90.4%	278 91.1%	42 95.5%	275 87.9%	139 95.2%	59 95.2%	316 89.3%	168 93.9%	226 92.2%	33 89.2%	187 89.9%
Significantly different from column:*										K	J						
Usually or Always	7,330 95.9%	525 96.5%	293 98.0%	354 95.7%	53 100.0%	462 96.0%	168 94.9%	296 97.0%	44 100.0%	299 95.5%	144 98.6%	60 96.8%	342 96.6%	172 96.1%	237 96.7%	35 94.6%	201 96.6%
Significantly different from column:*																	

NA - Not applicable

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

**Respondents answering "No" to question 29 are reported to NCQA as "Always" in question 30, and are used in calculating the Question Summary Rate.

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CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 31

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

	2023 CSS Average	2023	2022	2021	Child Gender (Q35)		Child Age (Q34)			Child Health Status (Q32)			Child Mental Health Status (Q33)			Child Specialist Visits in Last 6 Mos. (Q24)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	8,003	571	313	387	275	283	153	233	168	406	124	29	387	122	49	8	146	2
Number missing or multiple answer	197	15	15	8	3	2	2	0	3	5	0	0	5	0	0	1	4	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,806 97.5%	556 97.4%	298 95.2%	379 97.9%	272 98.9%	281 99.3%	151 98.7%	233 100.0%	165 98.2%	401 98.8%	124 100.0%	29 100.0%	382 98.7%	122 100.0%	49 100.0%	7 87.5%	142 97.3%	2 100.0%
0 Worst health plan possible	23 0.3%	1 0.2%	0 0.0%	1 0.3%	1 0.4%	0 0.0%	1 0.7%	0 0.0%	0 0.0%	1 0.2%	0 0.0%	0 0.0%	1 0.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
1	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 0.0%	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	26 0.3%	1 0.2%	1 0.3%	0 0.0%	0 0.0%	1 0.4%	0 0.0%	1 0.4%	0 0.0%	1 0.2%	0 0.0%	0 0.0%	0 0.0%	1 0.8%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
3	38 0.5%	4 0.7%	0 0.0%	1 0.3%	3 1.1%	1 0.4%	0 0.0%	1 0.4%	3 1.8%	3 0.7%	0 0.0%	1 3.4%	2 0.5%	1 0.8%	1 2.0%	0 0.0%	1 0.7%	0 0.0%
4	41 0.5%	1 0.2%	1 0.3%	2 0.5%	1 0.4%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.8%	0 0.0%	0 0.0%	1 0.8%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
5	202 2.6%	9 1.6%	8 2.7%	9 2.4%	5 1.8%	4 1.4%	0 0.0%	5 2.1%	4 2.4%	3 0.7%	6 4.8%	0 0.0%	4 1.0%	4 3.3%	1 2.0%	0 0.0%	1 0.7%	0 0.0%
6	222 2.8%	10 1.8%	4 1.3%	4 1.1%	2 0.7%	8 2.8%	2 1.3%	2 0.9%	6 3.6%	5 1.2%	3 2.4%	1 3.4%	3 0.8%	5 4.1%	2 4.1%	0 0.0%	4 2.8%	0 0.0%
7	500 6.4%	19 3.4%	17 5.7%	18 4.7%	10 3.7%	9 3.2%	8 5.3%	6 2.6%	5 3.0%	12 3.0%	3 2.4%	4 13.8%	10 2.6%	3 2.5%	6 12.2%	1 14.3%	4 2.8%	0 0.0%
8	1,268 16.2%	59 10.6%	25 8.4%	38 10.0%	25 9.2%	34 12.1%	20 13.2%	20 8.6%	17 10.3%	40 10.0%	15 12.1%	4 13.8%	37 9.7%	14 11.5%	6 12.2%	1 14.3%	20 14.1%	0 0.0%
9	1,255 16.1%	79 14.2%	34 11.4%	63 16.6%	42 15.4%	37 13.2%	19 12.6%	35 15.0%	23 13.9%	49 12.2%	23 18.5%	6 20.7%	48 12.6%	27 22.1%	3 6.1%	2 28.6%	20 14.1%	1 50.0%
10 Best health plan possible	4,221 54.1%	373 67.1%	208 69.8%	243 64.1%	183 67.3%	187 66.5%	101 66.9%	163 70.0%	107 64.8%	287 71.6%	73 58.9%	13 44.8%	277 72.5%	66 54.1%	30 61.2%	3 42.9%	92 64.8%	1 50.0%

NA - Not applicable

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CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

4994000

Question 31

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

	2023 CSS Average	2023	2022	2021	Respondent Gender (Q39)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q40)			Child Ethnicity (Q36)		Child Race (Q37)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	8,003	571	313	387	54	498	185	316	48	329	146	63	368	181	252	37	215
Number missing or multiple answer	197	15	15	8	0	5	8	4	2	4	1	0	4	1	4	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,806 97.5%	556 97.4%	298 95.2%	379 97.9%	54 100.0%	493 99.0%	177 95.7%	312 98.7%	46 95.8%	325 98.8%	145 99.3%	63 100.0%	364 98.9%	180 99.4%	248 98.4%	37 100.0%	214 99.5%
0 Worst health plan possible	23 0.3%	1 0.2%	0 0.0%	1 0.3%	1 1.9%	0 0.0%	1 0.6%	0 0.0%	0 0.0%	1 0.3%	0 0.0%	0 0.0%	0 0.0%	1 0.6%	0 0.0%	0 0.0%	1 0.5%
1	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 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
2	26 0.3%	1 0.2%	0 0.3%	0 0.0%	1 1.9%	0 0.0%	1 0.6%	0 0.0%	0 0.0%	0 0.0%	1 0.7%	0 0.0%	0 0.0%	0 0.6%	0 0.0%	0 0.0%	1 0.5%
3	38 0.5%	4 0.7%	0 0.0%	1 0.3%	0 0.0%	4 0.8%	0 0.0%	4 1.3%	0 0.0%	1 0.3%	2 1.4%	1 1.6%	1 0.3%	2 1.1%	2 0.8%	0 0.0%	1 0.5%
4	41 0.5%	1 0.2%	1 0.3%	2 0.5%	1 1.9%	0 0.0%	1 0.6%	0 0.0%	0 0.0%	1 0.3%	0 0.0%	0 0.0%	0 0.0%	1 0.6%	0 0.0%	0 0.0%	1 0.5%
5	202 2.6%	9 1.6%	8 2.7%	8 2.4%	2 3.7%	6 1.2%	6 3.4%	2 0.6%	1 2.2%	4 1.2%	1 0.7%	2 3.2%	3 0.8%	6 3.3%	2 0.8%	2 5.4%	3 1.4%
6	222 2.8%	10 1.8%	4 1.3%	4 1.1%	1 1.9%	8 1.6%	1 0.6%	8 2.6%	0 0.0%	2 0.6%	4 2.8%	2 3.2%	3 0.8%	7 3.9%	6 2.4%	1 2.7%	1 0.5%
7	500 6.4%	19 3.4%	17 5.7%	18 4.7%	2 3.7%	17 3.4%	6 3.4%	10 3.2%	2 4.3%	9 2.8%	7 4.8%	2 3.2%	6 1.6%	11 6.1%	11 4.4%	3 8.1%	4 1.9%
8	1,268 16.2%	59 10.6%	25 8.4%	38 10.0%	10 18.5%	49 9.9%	14 7.9%	38 12.2%	6 13.0%	25 7.7%	22 15.2%	11 17.5%	35 9.6%	23 12.8%	31 12.5%	4 10.8%	17 7.9%
9	1,255 16.1%	79 14.2%	34 11.4%	63 16.6%	4 7.4%	74 15.0%	24 13.6%	44 14.1%	8 17.4%	53 16.3%	12 8.3%	11 17.5%	57 15.7%	20 11.1%	34 13.7%	3 8.1%	34 15.9%
10 Best health plan possible	4,221 54.1%	373 67.1%	208 69.8%	243 64.1%	32 59.3%	335 68.0%	123 69.5%	206 66.0%	29 63.0%	229 70.5%	96 66.2%	34 54.0%	259 71.2%	108 60.0%	162 65.3%	24 64.9%	151 70.6%

NA - Not applicable

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CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 31

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

	2023 CSS Average	2023	2022	2021	Child Gender (Q35)		Child Age (Q34)			Child Health Status (Q32)			Child Mental Health Status (Q33)			Child Specialist Visits in Last 6 Mos. (Q24)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	8,003	571	313	387	275	283	153	233	168	406	124	29	387	122	49	8	146	2
Number missing or multiple answer	197	15	15	8	3	2	2	0	3	5	0	0	5	0	0	1	4	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,806	556	298	379	272	281	151	233	165	401	124	29	382	122	49	7	142	2
	97.5%	97.4%	95.2%	97.9%	98.9%	99.3%	98.7%	100.0%	98.2%	98.8%	100.0%	100.0%	98.7%	100.0%	100.0%	87.5%	97.3%	100.0%
0 to 4	138	7	2	4	5	2	1	2	3	5	1	1	3	3	1	0	1	0
	1.8%	1.3%	0.7%	1.1%	1.8%	0.7%	0.7%	0.9%	1.8%	1.2%	0.8%	3.4%	0.8%	2.5%	2.0%	0.0%	0.7%	0.0%
5	202	9	8	9	5	4	0	5	4	3	6	0	4	4	1	0	1	0
	2.6%	1.6%	2.7%	2.4%	1.8%	1.4%	0.0%	2.1%	2.4%	0.7%	4.8%	0.0%	1.0%	3.3%	2.0%	0.0%	0.7%	0.0%
6 to 7	722	29	21	22	12	17	10	8	11	17	6	5	13	8	8	1	8	0
	9.2%	5.2%	7.0%	5.8%	4.4%	6.0%	6.6%	3.4%	6.7%	4.2%	4.8%	17.2%	3.4%	6.6%	16.3%	14.3%	5.6%	0.0%
8 to 10	6,744	511	267	344	250	258	140	218	147	376	111	23	362	107	39	6	132	2
	86.4%	91.9%	89.6%	90.8%	91.9%	91.8%	92.7%	93.6%	89.1%	93.8%	89.5%	79.3%	94.8%	87.7%	79.6%	85.7%	93.0%	100.0%
Significantly different from column:*		A											N	M				
0 to 6	562	26	14	17	12	14	3	9	13	13	10	2	10	12	4	0	6	0
	7.2%	4.7%	4.7%	4.5%	4.4%	5.0%	2.0%	3.9%	7.9%	3.2%	8.1%	6.9%	2.6%	9.8%	8.2%	0.0%	4.2%	0.0%
7 to 8	1,768	78	42	56	35	43	28	26	22	52	18	8	47	17	12	2	24	0
	22.6%	14.0%	14.1%	14.8%	12.9%	15.3%	18.5%	11.2%	13.3%	13.0%	14.5%	27.6%	12.3%	13.9%	24.5%	28.6%	16.9%	0.0%
9 to 10	5,476	452	242	306	225	224	120	198	130	336	96	19	325	93	33	5	112	2
	70.2%	81.3%	81.2%	80.7%	82.7%	79.7%	79.5%	85.0%	78.8%	83.8%	77.4%	65.5%	85.1%	76.2%	67.3%	71.4%	78.9%	100.0%
Significantly different from column:*		A								L	J		NO	M	M			

NA - Not applicable

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

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CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

4994000

Question 31

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

	2023 CSS Average	2023	2022	2021	Respondent Gender (Q39)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q40)			Child Ethnicity (Q36)		Child Race (Q37)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	8,003	571	313	387	54	498	185	316	48	329	146	63	368	181	252	37	215
Number missing or multiple answer	197	15	15	8	0	5	8	4	2	4	1	0	4	1	4	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,806 97.5%	556 97.4%	298 95.2%	379 97.9%	54 100.0%	493 99.0%	177 95.7%	312 98.7%	46 95.8%	325 98.8%	145 99.3%	63 100.0%	364 98.9%	180 99.4%	248 98.4%	37 100.0%	214 99.5%
0 to 4	138 1.8%	7 1.3%	2 0.7%	4 1.1%	3 5.6%	4 0.8%	3 1.7%	4 1.3%	0 0.0%	3 0.9%	3 2.1%	1 1.6%	1 0.3%	5 2.8%	2 0.8%	0 0.0%	4 1.9%
5	202 2.6%	9 1.6%	8 2.7%	9 2.4%	2 3.7%	6 1.2%	6 3.4%	2 0.6%	1 2.2%	4 1.2%	1 0.7%	2 3.2%	3 0.8%	6 3.3%	2 0.8%	2 5.4%	3 1.4%
6 to 7	722 9.2%	29 5.2%	21 7.0%	22 5.8%	3 5.6%	25 5.1%	7 4.0%	18 5.8%	2 4.3%	11 3.4%	11 7.6%	4 6.3%	9 2.5%	18 10.0%	17 6.9%	4 10.8%	5 2.3%
8 to 10	6,744 86.4%	511 91.9%	267 89.6%	344 90.8%	46 85.2%	458 92.9%	161 91.0%	288 92.3%	43 93.5%	307 94.5%	130 89.7%	56 88.9%	351 96.4%	151 83.9%	227 91.5%	31 83.8%	202 94.4%
Significantly different from column:*		A											N	M			
0 to 6	562 7.2%	26 4.7%	14 4.7%	17 4.5%	6 11.1%	18 3.7%	10 5.6%	14 4.5%	1 2.2%	9 2.8%	8 5.5%	5 7.9%	7 1.9%	18 10.0%	10 4.0%	3 8.1%	8 3.7%
7 to 8	1,768 22.6%	78 14.0%	42 14.1%	56 14.8%	12 22.2%	66 13.4%	20 11.3%	48 15.4%	8 17.4%	34 10.5%	29 20.0%	13 20.6%	41 11.3%	34 18.9%	42 16.9%	7 18.9%	21 9.8%
9 to 10	5,476 70.2%	452 81.3%	242 81.2%	306 80.7%	36 66.7%	409 83.0%	147 83.1%	250 80.1%	37 80.4%	282 86.8%	108 74.5%	45 71.4%	316 86.8%	128 71.1%	196 79.0%	27 73.0%	185 86.4%
Significantly different from column:*		A			F	E				KL	J	J	N	M	Q	Q	OP

NA - Not applicable

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

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CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 32

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

Base: All respondents

	2023 CSS Average	2023	2022	2021	Child Gender (Q35)		Child Age (Q34)			Child Health Status (Q32)			Child Mental Health Status (Q33)			Child Specialist Visits in Last 6 Mos. (Q24)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	8,003	571	313	387	275	283	153	233	168	406	124	29	387	122	49	8	146	2
Number missing or multiple answer	159	12	12	6	1	1	0	2	0	0	0	0	0	2	0	1	4	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,844 98.0%	559 97.9%	301 96.2%	381 98.4%	274 99.6%	282 99.6%	153 100.0%	231 99.1%	168 100.0%	406 100.0%	124 100.0%	29 100.0%	387 100.0%	120 98.4%	49 100.0%	7 87.5%	142 97.3%	2 100.0%
Poor	23 0.3%	0 0.0%	1 0.3%	3 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%
Fair	335 4.3%	29 5.2%	13 4.3%	20 5.2%	16 5.8%	13 4.6%	6 3.9%	14 6.1%	9 5.4%	0 0.0%	0 0.0%	29 100.0%	5 1.3%	11 9.2%	13 26.5%	2 28.6%	9 6.3%	0 0.0%
Good	1,482 18.9%	124 22.2%	72 23.9%	67 17.6%	58 21.2%	66 23.4%	27 17.6%	51 22.1%	45 26.8%	0 0.0%	124 100.0%	0 0.0%	53 13.7%	50 41.7%	21 42.9%	2 28.6%	34 23.9%	1 50.0%
Very good	2,746 35.0%	187 33.5%	90 29.9%	122 32.0%	89 32.5%	97 34.4%	40 26.1%	80 34.6%	64 38.1%	187 46.1%	0 0.0%	0 0.0%	137 35.4%	34 28.3%	14 28.6%	3 42.9%	54 38.0%	1 50.0%
Excellent	3,258 41.5%	219 39.2%	125 41.5%	169 44.4%	111 40.5%	106 37.6%	80 52.3%	86 37.2%	50 29.8%	219 53.9%	0 0.0%	0 0.0%	192 49.6%	25 20.8%	1 2.0%	0 0.0%	45 31.7%	0 0.0%
Significantly different from column:*							HI	G	G	KL	J	J	NO	MO	MN			
Excellent or Very good	6,004 76.5%	406 72.6%	215 71.4%	291 76.4%	200 73.0%	203 72.0%	120 78.4%	166 71.9%	114 67.9%	406 100.0%	0 0.0%	0 0.0%	329 85.0%	59 49.2%	15 30.6%	3 42.9%	99 69.7%	1 50.0%
Significantly different from column:*		A					I	G	G	K	J		NO	MO	MN			

NA - Not applicable

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

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

4994000

Question 32

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

Base: All respondents

	2023 CSS Average	2023	2022	2021	Respondent Gender (Q39)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q40)			Child Ethnicity (Q36)		Child Race (Q37)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	8,003	571	313	387	54	498	185	316	48	329	146	63	368	181	252	37	215
Number missing or multiple answer	159	12	12	6	0	1	5	2	2	0	0	1	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
Usable responses	7,844 98.0%	559 97.9%	301 96.2%	381 98.4%	54 100.0%	497 99.8%	180 97.3%	314 99.4%	46 95.8%	329 100.0%	146 100.0%	62 98.4%	368 100.0%	180 99.4%	251 99.6%	37 100.0%	215 100.0%
Poor	23 0.3%	0 0.0%	1 0.3%	3 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%
Fair	335 4.3%	29 5.2%	13 4.3%	20 5.2%	0 0.0%	29 5.8%	7 3.9%	14 4.5%	7 15.2%	21 6.4%	5 3.4%	1 1.6%	21 5.7%	6 3.3%	15 6.0%	3 8.1%	9 4.2%
Good	1,482 18.9%	124 22.2%	72 23.9%	67 17.6%	11 20.4%	111 22.3%	37 20.6%	73 23.2%	10 21.7%	81 24.6%	24 16.4%	13 21.0%	87 23.6%	37 20.6%	52 20.7%	10 27.0%	45 20.9%
Very good	2,746 35.0%	187 33.5%	90 29.9%	122 32.0%	17 31.5%	168 33.8%	57 31.7%	113 36.0%	13 28.3%	107 32.5%	55 37.7%	20 32.3%	119 32.3%	65 36.1%	86 34.3%	11 29.7%	73 34.0%
Excellent	3,258 41.5%	219 39.2%	125 41.5%	169 44.4%	26 48.1%	189 38.0%	79 43.9%	114 36.3%	16 34.8%	120 36.5%	62 42.5%	28 45.2%	141 38.3%	72 40.0%	98 39.0%	13 35.1%	88 40.9%
Significantly different from column:*																	
Excellent or Very good	6,004 76.5%	406 72.6%	215 71.4%	291 76.4%	43 79.6%	357 71.8%	136 75.6%	227 72.3%	29 63.0%	227 69.0%	117 80.1%	48 77.4%	260 70.7%	137 76.1%	184 73.3%	24 64.9%	161 74.9%
Significantly different from column:*		A								K	J						

NA - Not applicable

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

Mercy Care

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CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 33

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

Base: All respondents

	2023 CSS Average	2023	2022	2021	Child Gender (Q35)		Child Age (Q34)			Child Health Status (Q32)			Child Mental Health Status (Q33)			Child Specialist Visits in Last 6 Mos. (Q24)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	8,003	571	313	387	275	283	153	233	168	406	124	29	387	122	49	8	146	2
Number missing or multiple answer	172	13	12	7	2	1	1	0	1	3	0	0	0	0	0	1	5	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,831 97.9%	558 97.7%	301 96.2%	380 98.2%	273 99.3%	282 99.6%	152 99.3%	233 100.0%	167 99.4%	403 99.3%	124 100.0%	29 100.0%	387 100.0%	122 100.0%	49 100.0%	7 87.5%	141 96.6%	2 100.0%
Poor	133 1.7%	7 1.3%	2 0.7%	4 1.1%	4 1.5%	3 1.1%	0 0.0%	4 1.7%	3 1.8%	2 0.5%	3 2.4%	2 6.9%	0 0.0%	0 0.0%	7 14.3%	0 0.0%	2 1.4%	0 0.0%
Fair	573 7.3%	42 7.5%	17 5.6%	30 7.9%	21 7.7%	20 7.1%	5 3.3%	16 6.9%	21 12.6%	13 3.2%	18 14.5%	11 37.9%	0 0.0%	0 0.0%	42 85.7%	1 14.3%	15 10.6%	1 50.0%
Good	1,623 20.7%	122 21.9%	73 24.3%	67 17.6%	60 22.0%	62 22.0%	24 15.8%	55 23.6%	42 25.1%	59 14.6%	50 40.3%	11 37.9%	0 0.0%	122 100.0%	0 0.0%	2 28.6%	33 23.4%	1 50.0%
Very good	2,143 27.4%	154 27.6%	74 24.6%	121 31.8%	81 29.7%	72 25.5%	44 28.9%	66 28.3%	43 25.7%	124 30.8%	27 21.8%	3 10.3%	154 39.8%	0 0.0%	0 0.0%	2 28.6%	34 24.1%	0 0.0%
Excellent	3,359 42.9%	233 41.8%	135 44.9%	158 41.6%	107 39.2%	125 44.3%	79 52.0%	92 39.5%	58 34.7%	205 50.9%	26 21.0%	2 6.9%	233 60.2%	0 0.0%	0 0.0%	2 28.6%	57 40.4%	0 0.0%
Significantly different from column:*							HI	G	G	KL	J	J	NO	M	M			
Excellent or Very good	5,502 70.3%	387 69.4%	209 69.4%	279 73.4%	188 68.9%	197 69.9%	123 80.9%	158 67.8%	101 60.5%	329 81.6%	53 42.7%	5 17.2%	387 100.0%	0 0.0%	0 0.0%	4 57.1%	91 64.5%	0 0.0%
Significantly different from column:*							HI	G	G	KL	JL	JK	NO	M	M			

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

4994000

Question 33

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

Base: All respondents

	2023 CSS Average	2023	2022	2021	Respondent Gender (Q39)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q40)			Child Ethnicity (Q36)		Child Race (Q37)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	8,003	571	313	387	54	498	185	316	48	329	146	63	368	181	252	37	215
Number missing or multiple answer	172	13	12	7	0	3	5	5	2	1	2	0	2	1	1	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,831 97.9%	558 97.7%	301 96.2%	380 98.2%	54 100.0%	495 99.4%	180 97.3%	311 98.4%	46 95.8%	328 99.7%	144 98.6%	63 100.0%	366 99.5%	180 99.4%	251 99.6%	36 97.3%	214 99.5%
Poor	133 1.7%	7 1.3%	2 0.7%	4 1.1%	0 0.0%	7 1.4%	4 2.2%	3 1.0%	0 0.0%	3 0.9%	4 2.8%	0 0.0%	1 0.3%	6 3.3%	3 1.2%	2 5.6%	2 0.9%
Fair	573 7.3%	42 7.5%	17 5.6%	30 7.9%	3 5.6%	38 7.7%	16 8.9%	20 6.4%	6 13.0%	23 7.0%	12 8.3%	5 7.9%	22 6.0%	17 9.4%	17 6.8%	6 16.7%	14 6.5%
Good	1,623 20.7%	122 21.9%	73 24.3%	67 17.6%	9 16.7%	109 22.0%	36 20.0%	61 19.6%	17 37.0%	79 24.1%	28 19.4%	8 12.7%	84 23.0%	35 19.4%	51 20.3%	4 11.1%	51 23.8%
Very good	2,143 27.4%	154 27.6%	74 24.6%	121 31.8%	14 25.9%	139 28.1%	51 28.3%	93 29.9%	6 13.0%	87 26.5%	39 27.1%	25 39.7%	102 27.9%	50 27.8%	76 30.3%	9 25.0%	55 25.7%
Excellent	3,359 42.9%	233 41.8%	135 44.9%	158 41.6%	28 51.9%	202 40.8%	73 40.6%	134 43.1%	17 37.0%	136 41.5%	61 42.4%	25 39.7%	157 42.9%	72 40.0%	104 41.4%	15 41.7%	92 43.0%
Significantly different from column:*																	
Excellent or Very good	5,502 70.3%	387 69.4%	209 69.4%	279 73.4%	42 77.8%	341 68.9%	124 68.9%	227 73.0%	23 50.0%	223 68.0%	100 69.4%	50 79.4%	259 70.8%	122 67.8%	180 71.7%	24 66.7%	147 68.7%
Significantly different from column:*							I	I	GH								

NA - Not applicable

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CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 34

What is your child's age?

Base: All respondents

	2023 CSS Average	2023	2022	2021	Child Gender (Q35)		Child Age (Q34)			Child Health Status (Q32)			Child Mental Health Status (Q33)			Child Specialist Visits in Last 6 Mos. (Q24)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	8,003	571	313	387	275	283	153	233	168	406	124	29	387	122	49	8	146	2
Number missing or multiple answer	318	17	18	9	3	4	0	0	0	6	1	0	5	1	0	1	7	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,685	554	295	378	272	279	153	233	168	400	123	29	382	121	49	7	139	2
	96.0%	97.0%	94.2%	97.7%	98.9%	98.6%	100.0%	100.0%	100.0%	98.5%	99.2%	100.0%	98.7%	99.2%	100.0%	87.5%	95.2%	100.0%
Less than 1 year old	185	15	9	5	7	8	15	0	0	14	1	0	15	0	0	0	5	0
	2.4%	2.7%	3.1%	1.3%	2.6%	2.9%	9.8%	0.0%	0.0%	3.5%	0.8%	0.0%	3.9%	0.0%	0.0%	0.0%	3.6%	0.0%
1 year old	452	24	12	24	13	11	24	0	0	16	5	3	19	5	0	1	7	0
	5.9%	4.3%	4.1%	6.3%	4.8%	3.9%	15.7%	0.0%	0.0%	4.0%	4.1%	10.3%	5.0%	4.1%	0.0%	14.3%	5.0%	0.0%
2 years old	467	29	15	21	12	17	29	0	0	21	7	1	22	6	0	0	9	0
	6.1%	5.2%	5.1%	5.6%	4.4%	6.1%	19.0%	0.0%	0.0%	5.3%	5.7%	3.4%	5.8%	5.0%	0.0%	0.0%	6.5%	0.0%
3 years old	451	27	17	15	14	13	27	0	0	23	4	0	21	4	2	1	7	0
	5.9%	4.9%	5.8%	4.0%	5.1%	4.7%	17.6%	0.0%	0.0%	5.8%	3.3%	0.0%	5.5%	3.3%	4.1%	14.3%	5.0%	0.0%
4 to 6 years old	1,298	89	46	63	42	47	58	31	0	68	16	4	70	14	5	2	25	0
	16.9%	16.1%	15.6%	16.7%	15.4%	16.8%	37.9%	13.3%	0.0%	17.0%	13.0%	13.8%	18.3%	11.6%	10.2%	28.6%	18.0%	0.0%
7 to 9 years old	1,156	84	41	53	41	43	0	84	0	64	17	3	58	22	4	0	18	0
	15.0%	15.2%	13.9%	14.0%	15.1%	15.4%	0.0%	36.1%	0.0%	16.0%	13.8%	10.3%	15.2%	18.2%	8.2%	0.0%	12.9%	0.0%
10 to 13 years old	1,665	118	68	91	58	58	0	118	0	80	28	9	76	28	14	3	27	1
	21.7%	21.3%	23.1%	24.1%	21.3%	20.8%	0.0%	50.6%	0.0%	20.0%	22.8%	31.0%	19.9%	23.1%	28.6%	42.9%	19.4%	50.0%
14 to 18 years old	2,011	168	87	106	85	82	0	0	168	114	45	9	101	42	24	0	41	1
	26.2%	30.3%	29.5%	28.0%	31.3%	29.4%	0.0%	0.0%	100.0%	28.5%	36.6%	31.0%	26.4%	34.7%	49.0%	0.0%	29.5%	50.0%
3 years old or younger	1,555	95	53	65	46	49	95	0	0	74	17	4	77	15	2	2	28	0
	20.2%	17.1%	18.0%	17.2%	16.9%	17.6%	62.1%	0.0%	0.0%	18.5%	13.8%	13.8%	20.2%	12.4%	4.1%	28.6%	20.1%	0.0%
Significantly different from column:*							HI	G	G				O	M				

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

4994000

Question 34

What is your child's age?

Base: All respondents

	2023 CSS Average	2023	2022	2021	Respondent Gender (Q39)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q40)			Child Ethnicity (Q36)		Child Race (Q37)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	8,003	571	313	387	54	498	185	316	48	329	146	63	368	181	252	37	215
Number missing or multiple answer	318	17	18	9	2	5	8	6	2	4	3	0	5	2	4	0	3
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,685 96.0%	554 97.0%	295 94.2%	378 97.7%	52 96.3%	493 99.0%	177 95.7%	310 98.1%	46 95.8%	325 98.8%	143 97.9%	63 100.0%	363 98.6%	179 98.9%	248 98.4%	37 100.0%	212 98.6%
Less than 1 year old	185 2.4%	15 2.7%	9 3.1%	5 1.3%	3 5.8%	12 2.4%	3 1.7%	9 2.9%	3 6.5%	8 2.5%	4 2.8%	2 3.2%	6 1.7%	9 5.0%	6 2.4%	1 2.7%	8 3.8%
1 year old	452 5.9%	24 4.3%	12 4.1%	24 6.3%	1 1.9%	23 4.7%	2 1.1%	17 5.5%	4 8.7%	13 4.0%	7 4.9%	3 4.8%	15 4.1%	9 5.0%	13 5.2%	1 2.7%	9 4.2%
2 years old	467 6.1%	29 5.2%	15 5.1%	21 5.6%	2 3.8%	27 5.5%	6 3.4%	18 5.8%	5 10.9%	16 4.9%	8 5.6%	5 7.9%	17 4.7%	12 6.7%	14 5.6%	1 2.7%	12 5.7%
3 years old	451 5.9%	27 4.9%	17 5.8%	15 4.0%	3 5.8%	24 4.9%	8 4.5%	16 5.2%	2 4.3%	13 4.0%	6 4.2%	6 9.5%	18 5.0%	9 5.0%	14 5.6%	3 8.1%	9 4.2%
4 to 6 years old	1,298 16.9%	89 16.1%	46 15.6%	63 16.7%	12 23.1%	74 15.0%	22 12.4%	53 17.1%	8 17.4%	49 15.1%	30 21.0%	8 12.7%	69 19.0%	18 10.1%	45 18.1%	5 13.5%	33 15.6%
7 to 9 years old	1,156 15.0%	84 15.2%	41 13.9%	53 14.0%	13 25.0%	71 14.4%	29 16.4%	50 16.1%	2 4.3%	47 14.5%	24 16.8%	12 19.0%	54 14.9%	25 14.0%	36 14.5%	7 18.9%	31 14.6%
10 to 13 years old	1,665 21.7%	118 21.3%	68 23.1%	91 24.1%	5 9.6%	110 22.3%	36 20.3%	65 21.0%	10 21.7%	71 21.8%	27 18.9%	12 19.0%	71 19.6%	46 25.7%	55 22.2%	10 27.0%	40 18.9%
14 to 18 years old	2,011 26.2%	168 30.3%	87 29.5%	106 28.0%	13 25.0%	152 30.8%	71 40.1%	82 26.5%	12 26.1%	108 33.2%	37 25.9%	15 23.8%	113 31.1%	51 28.5%	65 26.2%	9 24.3%	70 33.0%
3 years old or younger	1,555 20.2%	95 17.1%	53 18.0%	65 17.2%	9 17.3%	86 17.4%	19 10.7%	60 19.4%	14 30.4%	50 15.4%	25 17.5%	16 25.4%	56 15.4%	39 21.8%	47 19.0%	6 16.2%	38 17.9%
Significantly different from column:*							HI	G	G								

NA - Not applicable

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Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 35

Is your child male or female?

Base: All respondents

	2023 CSS Average	2023	2022	2021	Child Gender (Q35)		Child Age (Q34)			Child Health Status (Q32)			Child Mental Health Status (Q33)			Child Specialist Visits in Last 6 Mos. (Q24)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	8,003	571	313	387	275	283	153	233	168	406	124	29	387	122	49	8	146	2
Number missing or multiple answer	279	13	16	9	0	0	0	2	1	3	0	0	2	0	1	1	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,724	558	297	378	275	283	153	231	167	403	124	29	385	122	48	7	143	2
	96.5%	97.7%	94.9%	97.7%	100.0%	100.0%	100.0%	99.1%	99.4%	99.3%	100.0%	100.0%	99.5%	100.0%	98.0%	87.5%	97.9%	100.0%
Male	3,997	275	165	190	275	0	71	116	85	200	58	16	188	60	25	4	71	1
	51.7%	49.3%	55.6%	50.3%	100.0%	0.0%	46.4%	50.2%	50.9%	49.6%	46.8%	55.2%	48.8%	49.2%	52.1%	57.1%	49.7%	50.0%
Female	3,727	283	132	188	0	283	82	115	82	203	66	13	197	62	23	3	72	1
	48.3%	50.7%	44.4%	49.7%	0.0%	100.0%	53.6%	49.8%	49.1%	50.4%	53.2%	44.8%	51.2%	50.8%	47.9%	42.9%	50.3%	50.0%
Significantly different from column:*					F	E												

NA - Not applicable

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

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

4994000

Question 35

Is your child male or female?

Base: All respondents

	2023 CSS Average	2023	2022	2021	Respondent Gender (Q39)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q40)			Child Ethnicity (Q36)		Child Race (Q37)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	8,003	571	313	387	54	498	185	316	48	329	146	63	368	181	252	37	215
Number missing or multiple answer	279	13	16	9	0	2	7	3	2	1	1	0	2	0	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,724 96.5%	558 97.7%	297 94.9%	378 97.7%	54 100.0%	496 99.6%	178 96.2%	313 99.1%	46 95.8%	328 99.7%	145 99.3%	63 100.0%	366 99.5%	181 100.0%	252 100.0%	37 100.0%	214 99.5%
Male	3,997 51.7%	275 49.3%	165 55.6%	190 50.3%	29 53.7%	239 48.2%	91 51.1%	142 45.4%	29 63.0%	158 48.2%	75 51.7%	28 44.4%	181 49.5%	88 48.6%	128 50.8%	14 37.8%	107 50.0%
Female	3,727 48.3%	283 50.7%	132 44.4%	188 49.7%	25 46.3%	257 51.8%	87 48.9%	171 54.6%	17 37.0%	170 51.8%	70 48.3%	35 55.6%	185 50.5%	93 51.4%	124 49.2%	23 62.2%	107 50.0%
Significantly different from column:*								I	H								

NA - Not applicable

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

Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 36

Is your child of Hispanic or Latino origin or descent?

Base: All respondents

	2023 CSS Average	2023	2022	2021	Child Gender (Q35)		Child Age (Q34)			Child Health Status (Q32)			Child Mental Health Status (Q33)			Child Specialist Visits in Last 6 Mos. (Q24)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	8,003	571	313	387	275	283	153	233	168	406	124	29	387	122	49	8	146	2
Number missing or multiple answer	391	22	18	15	6	5	1	7	4	9	0	2	6	3	3	1	7	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,612	549	295	372	269	278	152	226	164	397	124	27	381	119	46	7	139	2
	95.1%	96.1%	94.2%	96.1%	97.8%	98.2%	99.3%	97.0%	97.6%	97.8%	100.0%	93.1%	98.4%	97.5%	93.9%	87.5%	95.2%	100.0%
Yes, Hispanic or Latino	2,789	368	200	229	181	185	101	149	113	260	87	21	259	84	23	5	85	0
	36.6%	67.0%	67.8%	61.6%	67.3%	66.5%	66.4%	65.9%	68.9%	65.5%	70.2%	77.8%	68.0%	70.6%	50.0%	71.4%	61.2%	0.0%
No, not Hispanic or Latino	4,823	181	95	143	88	93	51	77	51	137	37	6	122	35	23	2	54	2
	63.4%	33.0%	32.2%	38.4%	32.7%	33.5%	33.6%	34.1%	31.1%	34.5%	29.8%	22.2%	32.0%	29.4%	50.0%	28.6%	38.8%	100.0%
Significantly different from column:*		A											O	O	MN			

NA - Not applicable

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

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

4994000

Question 36

Is your child of Hispanic or Latino origin or descent?

Base: All respondents

	2023 CSS Average	2023	2022	2021	Respondent Gender (Q39)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q40)			Child Ethnicity (Q36)		Child Race (Q37)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	8,003	571	313	387	54	498	185	316	48	329	146	63	368	181	252	37	215
Number missing or multiple answer	391	22	18	15	0	10	8	8	3	5	4	1	0	0	3	0	4
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,612	549	295	372	54	488	177	308	45	324	142	62	368	181	249	37	211
	95.1%	96.1%	94.2%	96.1%	100.0%	98.0%	95.7%	97.5%	93.8%	98.5%	97.3%	98.4%	100.0%	100.0%	98.8%	100.0%	98.1%
Yes, Hispanic or Latino	2,789	368	200	229	19	343	109	220	28	250	80	24	368	0	156	6	158
	36.6%	67.0%	67.8%	61.6%	35.2%	70.3%	61.6%	71.4%	62.2%	77.2%	56.3%	38.7%	100.0%	0.0%	62.7%	16.2%	74.9%
No, not Hispanic or Latino	4,823	181	95	143	35	145	68	88	17	74	62	38	0	181	93	31	53
	63.4%	33.0%	32.2%	38.4%	64.8%	29.7%	38.4%	28.6%	37.8%	22.8%	43.7%	61.3%	0.0%	100.0%	37.3%	83.8%	25.1%
Significantly different from column:*		A			F	E	H	G		KL	JL	JK	N	M	PQ	OQ	OP

NA - Not applicable

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

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CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 37

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

Base: All respondents

	2023 CSS Average	2023	2022	2021	Child Gender		Child Age			Child Health Status			Child Mental Health Status			Child Specialist Visits in Last 6 Mos.		
					(Q35)		(Q34)			(Q32)			(Q33)			(Q24)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	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	
Number in sample	8,003	571	313	387	275	283	153	233	168	406	124	29	387	122	49	8	146	2
Number missing or multiple answer	708	67	57	50	26	29	8	25	24	37	17	2	36	16	5	3	19	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA							
Usable responses	7,295 91.2%	504 88.3%	256 81.8%	337 87.1%	249 90.5%	254 89.8%	145 94.8%	208 89.3%	144 85.7%	369 90.9%	107 86.3%	27 93.1%	351 90.7%	106 86.9%	44 89.8%	5 62.5%	127 87.0%	2 100.0%
White	4,413 60.5%	315 62.5%	168 65.6%	213 63.2%	157 63.1%	158 62.2%	101 69.7%	127 61.1%	82 56.9%	230 62.3%	68 63.6%	16 59.3%	215 61.3%	73 68.9%	26 59.1%	1 20.0%	87 68.5%	1 50.0%
Black or African-American	1,837 25.2%	67 13.3%	27 10.5%	56 16.6%	29 11.6%	38 15.0%	19 13.1%	33 15.9%	15 10.4%	48 13.0%	16 15.0%	3 11.1%	41 11.7%	13 12.3%	12 27.3%	1 20.0%	16 12.6%	1 50.0%
Asian	470 6.4%	21 4.2%	11 4.3%	14 4.2%	13 5.2%	8 3.1%	6 4.1%	6 2.9%	8 5.6%	17 4.6%	4 3.7%	0 0.0%	14 4.0%	6 5.7%	1 2.3%	0 0.0%	5 3.9%	0 0.0%
Native Hawaiian or other Pacific Islander	110 1.5%	9 1.8%	2 0.8%	7 2.1%	3 1.2%	6 2.4%	2 1.4%	4 1.9%	3 2.1%	9 2.4%	0 0.0%	0 0.0%	7 2.0%	2 1.9%	0 0.0%	0 0.0%	4 3.1%	0 0.0%
American Indian or Alaska Native	262 3.6%	27 5.4%	10 3.9%	27 8.0%	19 7.6%	8 3.1%	11 7.6%	7 3.4%	9 6.3%	22 6.0%	3 2.8%	2 7.4%	13 3.7%	11 10.4%	3 6.8%	0 0.0%	8 6.3%	0 0.0%
Other	1,439 19.7%	157 31.2%	76 29.7%	101 30.0%	75 30.1%	81 31.9%	36 24.8%	64 30.8%	55 38.2%	112 30.4%	37 34.6%	8 29.6%	113 32.2%	30 28.3%	13 29.5%	3 60.0%	31 24.4%	0 0.0%

NA - Not applicable

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

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CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

4994000

Question 37

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

Base: All respondents

	2023 CSS Average	2023	2022	2021	Respondent Gender (Q39)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q40)			Child Ethnicity (Q36)		Child Race (Q37)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	8,003	571	313	387	54	498	185	316	48	329	146	63	368	181	252	37	215
Number missing or multiple answer	708	67	57	50	3	47	23	33	6	36	10	1	48	4	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,295 91.2%	504 88.3%	256 81.8%	337 87.1%	51 94.4%	451 90.6%	162 87.6%	283 89.6%	42 87.5%	293 89.1%	136 93.2%	62 98.4%	320 87.0%	177 97.8%	252 100.0%	37 100.0%	215 100.0%
White	4,413 60.5%	315 62.5%	168 65.6%	213 63.2%	30 58.8%	284 63.0%	91 56.2%	188 66.4%	28 66.7%	171 58.4%	92 67.6%	44 71.0%	191 59.7%	121 68.4%	252 100.0%	0 0.0%	63 29.3%
Black or African-American	1,837 25.2%	67 13.3%	27 10.5%	56 16.6%	8 15.7%	59 13.1%	22 13.6%	34 12.0%	8 19.0%	28 9.6%	28 20.6%	9 14.5%	16 5.0%	51 28.8%	0 0.0%	37 100.0%	30 14.0%
Asian	470 6.4%	21 4.2%	11 4.3%	14 4.2%	9 17.6%	11 2.4%	13 8.0%	5 1.8%	2 4.8%	10 3.4%	1 0.7%	7 11.3%	5 1.6%	16 9.0%	0 0.0%	0 0.0%	21 9.8%
Native Hawaiian or other Pacific Islander	110 1.5%	9 1.8%	2 0.8%	7 2.1%	1 2.0%	8 1.8%	1 0.6%	6 2.1%	0 0.0%	4 1.4%	2 1.5%	2 3.2%	3 0.9%	6 3.4%	0 0.0%	0 0.0%	9 4.2%
American Indian or Alaska Native	262 3.6%	27 5.4%	10 3.9%	27 8.0%	3 5.9%	24 5.3%	6 3.7%	16 5.7%	4 9.5%	11 3.8%	10 7.4%	4 6.5%	12 3.8%	13 7.3%	0 0.0%	0 0.0%	27 12.6%
Other	1,439 19.7%	157 31.2%	76 29.7%	101 30.0%	15 29.4%	141 31.3%	54 33.3%	88 31.1%	10 23.8%	107 36.5%	33 24.3%	11 17.7%	139 43.4%	15 8.5%	0 0.0%	0 0.0%	157 73.0%

NA - Not applicable

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

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CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 38

What is your age?

Base: All respondents

	2023 CSS Average	2023	2022	2021	Child Gender (Q35)		Child Age (Q34)			Child Health Status (Q32)			Child Mental Health Status (Q33)			Child Specialist Visits in Last 6 Mos. (Q24)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	8,003	571	313	387	275	283	153	233	168	406	124	29	387	122	49	8	146	2
Number missing or multiple answer	381	22	22	11	7	4	1	5	6	8	3	0	7	4	1	1	4	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,622 95.2%	549 96.1%	291 93.0%	376 97.2%	268 97.5%	279 98.6%	152 99.3%	228 97.9%	162 96.4%	398 98.0%	121 97.6%	29 100.0%	380 98.2%	118 96.7%	48 98.0%	7 87.5%	142 97.3%	2 100.0%
Under 18	404 5.3%	13 2.4%	13 4.5%	19 5.1%	8 3.0%	5 1.8%	4 2.6%	2 0.9%	6 3.7%	10 2.5%	3 2.5%	0 0.0%	11 2.9%	1 0.8%	1 2.1%	0 0.0%	4 2.8%	1 50.0%
18 to 24	354 4.6%	30 5.5%	12 4.1%	16 4.3%	16 6.0%	14 5.0%	26 17.1%	2 0.9%	2 1.2%	23 5.8%	4 3.3%	3 10.3%	21 5.5%	8 6.8%	0 0.0%	1 14.3%	6 4.2%	0 0.0%
25 to 34	2,058 27.0%	157 28.6%	78 26.8%	101 26.9%	72 26.9%	85 30.5%	68 44.7%	72 31.6%	12 7.4%	125 31.4%	30 24.8%	2 6.9%	121 31.8%	23 19.5%	11 22.9%	0 0.0%	44 31.0%	0 0.0%
35 to 44	2,645 34.7%	196 35.7%	101 34.7%	144 38.3%	100 37.3%	95 34.1%	43 28.3%	87 38.2%	65 40.1%	139 34.9%	43 35.5%	13 44.8%	133 35.0%	43 36.4%	20 41.7%	1 14.3%	48 33.8%	0 0.0%
45 to 54	1,393 18.3%	111 20.2%	60 20.6%	65 17.3%	51 19.0%	60 21.5%	8 5.3%	46 20.2%	57 35.2%	69 17.3%	33 27.3%	9 31.0%	66 17.4%	31 26.3%	14 29.2%	3 42.9%	30 21.1%	0 0.0%
55 to 64	498 6.5%	26 4.7%	19 6.5%	16 4.3%	12 4.5%	13 4.7%	1 0.7%	15 6.6%	10 6.2%	22 5.5%	3 2.5%	1 3.4%	19 5.0%	7 5.9%	0 0.0%	2 28.6%	6 4.2%	1 50.0%
65 to 74	226 3.0%	16 2.9%	7 2.4%	14 3.7%	9 3.4%	7 2.5%	2 1.3%	4 1.8%	10 6.2%	10 2.5%	5 4.1%	1 3.4%	9 2.4%	5 4.2%	2 4.2%	0 0.0%	4 2.8%	0 0.0%
75 or older	44 0.6%	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%
35 or older	4,806 63.1%	349 63.6%	188 64.6%	240 63.8%	172 64.2%	175 62.7%	54 35.5%	152 66.7%	142 87.7%	240 60.3%	84 69.4%	24 82.8%	227 59.7%	86 72.9%	36 75.0%	6 85.7%	88 62.0%	1 50.0%
Significantly different from column:*							HI	GI	GH	L		J	NO	M	M			

NA - Not applicable

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

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CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

4994000

Question 38

What is your age?

Base: All respondents

	2023 CSS Average	2023	2022	2021	Respondent Gender (Q39)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q40)			Child Ethnicity (Q36)		Child Race (Q37)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	8,003	571	313	387	54	498	185	316	48	329	146	63	368	181	252	37	215
Number missing or multiple answer	381	22	22	11	0	4	11	6	3	3	1	0	6	3	1	1	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,622 95.2%	549 96.1%	291 93.0%	376 97.2%	54 100.0%	494 99.2%	174 94.1%	310 98.1%	45 93.8%	326 99.1%	145 99.3%	63 100.0%	362 98.4%	178 98.3%	251 99.6%	36 97.3%	213 99.1%
Under 18	404 5.3%	13 2.4%	13 4.5%	19 5.1%	1 1.9%	12 2.4%	3 1.7%	8 2.6%	1 2.2%	8 2.5%	4 2.8%	1 1.6%	7 1.9%	6 3.4%	5 2.0%	5 13.9%	3 1.4%
18 to 24	354 4.6%	30 5.5%	12 4.1%	16 4.3%	2 3.7%	28 5.7%	6 3.4%	19 6.1%	3 6.7%	22 6.7%	7 4.8%	1 1.6%	20 5.5%	10 5.6%	13 5.2%	2 5.6%	13 6.1%
25 to 34	2,058 27.0%	157 28.6%	78 26.8%	101 26.9%	18 33.3%	139 28.1%	39 22.4%	97 31.3%	16 35.6%	75 23.0%	58 40.0%	20 31.7%	101 27.9%	53 29.8%	81 32.3%	12 33.3%	52 24.4%
35 to 44	2,645 34.7%	196 35.7%	101 34.7%	144 38.3%	13 24.1%	182 36.8%	64 36.8%	109 35.2%	12 26.7%	130 39.9%	40 27.6%	21 33.3%	140 38.7%	52 29.2%	86 34.3%	7 19.4%	87 40.8%
45 to 54	1,393 18.3%	111 20.2%	60 20.6%	65 17.3%	11 20.4%	100 20.2%	48 27.6%	53 17.1%	10 22.2%	73 22.4%	23 15.9%	12 19.0%	76 21.0%	35 19.7%	47 18.7%	7 19.4%	43 20.2%
55 to 64	498 6.5%	26 4.7%	19 6.5%	16 4.3%	6 11.1%	20 4.0%	9 5.2%	15 4.8%	2 4.4%	12 3.7%	8 5.5%	4 6.3%	12 3.3%	13 7.3%	12 4.8%	2 5.6%	9 4.2%
65 to 74	226 3.0%	16 2.9%	7 2.4%	14 3.7%	3 5.6%	13 2.6%	5 2.9%	9 2.9%	1 2.2%	6 1.8%	5 3.4%	4 6.3%	6 1.7%	9 5.1%	7 2.8%	1 2.8%	6 2.8%
75 or older	44 0.6%	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%
35 or older	4,806 63.1%	349 63.6%	188 64.6%	240 63.8%	33 61.1%	315 63.8%	126 72.4%	186 60.0%	25 55.6%	221 67.8%	76 52.4%	41 65.1%	234 64.6%	109 61.2%	152 60.6%	17 47.2%	145 68.1%
Significantly different from column:*							HI	G	G	K	J					Q	P

NA - Not applicable

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

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4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 39

Are you male or female?

Base: All respondents

	2023 CSS Average	2023	2022	2021	Child Gender (Q35)		Child Age (Q34)			Child Health Status (Q32)			Child Mental Health Status (Q33)			Child Specialist Visits in Last 6 Mos. (Q24)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	8,003	571	313	387	275	283	153	233	168	406	124	29	387	122	49	8	146	2
Number missing or multiple answer	338	19	20	8	7	1	1	5	3	6	2	0	4	4	1	1	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,665	552	293	379	268	282	152	228	165	400	122	29	383	118	48	7	143	2
	95.8%	96.7%	93.6%	97.9%	97.5%	99.6%	99.3%	97.9%	98.2%	98.5%	98.4%	100.0%	99.0%	96.7%	98.0%	87.5%	97.9%	100.0%
Male	1,050	54	37	40	29	25	16	23	13	43	11	0	42	9	3	0	12	0
	13.7%	9.8%	12.6%	10.6%	10.8%	8.9%	10.5%	10.1%	7.9%	10.8%	9.0%	0.0%	11.0%	7.6%	6.3%	0.0%	8.4%	0.0%
Female	6,615	498	256	339	239	257	136	205	152	357	111	29	341	109	45	7	131	2
	86.3%	90.2%	87.4%	89.4%	89.2%	91.1%	89.5%	89.9%	92.1%	89.3%	91.0%	100.0%	89.0%	92.4%	93.8%	100.0%	91.6%	100.0%
Significantly different from column:*		A																

NA - Not applicable

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

Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 39

Are you male or female?

Base: All respondents

	2023 CSS Average	2023	2022	2021	Respondent Gender (Q39)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q40)			Child Ethnicity (Q36)		Child Race (Q37)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	8,003	571	313	387	54	498	185	316	48	329	146	63	368	181	252	37	215
Number missing or multiple answer	338	19	20	8	0	0	9	6	2	0	1	0	6	1	1	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,665 95.8%	552 96.7%	293 93.6%	379 97.9%	54 100.0%	498 100.0%	176 95.1%	310 98.1%	46 95.8%	329 100.0%	145 99.3%	63 100.0%	362 98.4%	180 99.4%	251 99.6%	37 100.0%	214 99.5%
Male	1,050 13.7%	54 9.8%	37 12.6%	40 10.6%	54 100.0%	0 0.0%	21 11.9%	26 8.4%	5 10.9%	32 9.7%	11 7.6%	11 17.5%	19 5.2%	35 19.4%	22 8.8%	4 10.8%	25 11.7%
Female	6,615 86.3%	498 90.2%	256 87.4%	339 89.4%	0 0.0%	498 100.0%	155 88.1%	284 91.6%	41 89.1%	297 90.3%	134 92.4%	52 82.5%	343 94.8%	145 80.6%	229 91.2%	33 89.2%	189 88.3%
Significantly different from column:*		A			F	E					L	K	N	M			

NA - Not applicable

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

Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 40

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

Base: All respondents

	2023 CSS Average	2023	2022	2021	Child Gender		Child Age			Child Health Status			Child Mental Health Status			Child Specialist Visits in Last 6 Mos.		
					(Q35)		(Q34)			(Q32)			(Q33)			(Q24)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	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	
Number in sample	8,003	571	313	387	275	283	153	233	168	406	124	29	387	122	49	8	146	2
Number missing or multiple answer	483	33	27	13	14	8	5	10	8	14	6	2	14	7	2	2	7	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,520	538	286	374	261	275	148	223	160	392	118	27	373	115	47	6	139	2
	94.0%	94.2%	91.4%	96.6%	94.9%	97.2%	96.7%	95.7%	95.2%	96.6%	95.2%	93.1%	96.4%	94.3%	95.9%	75.0%	95.2%	100.0%
8th grade or less	620	50	32	35	22	27	13	17	20	36	10	4	38	6	6	3	7	0
	8.2%	9.3%	11.2%	9.4%	8.4%	9.8%	8.8%	7.6%	12.5%	9.2%	8.5%	14.8%	10.2%	5.2%	12.8%	50.0%	5.0%	0.0%
Some high school, but did not graduate	771	72	43	62	31	41	14	28	29	43	21	8	41	24	6	1	17	0
	10.3%	13.4%	15.0%	16.6%	11.9%	14.9%	9.5%	12.6%	18.1%	11.0%	17.8%	29.6%	11.0%	20.9%	12.8%	16.7%	12.2%	0.0%
High school graduate or GED	2,486	207	91	111	105	102	55	90	59	148	50	9	144	49	14	0	48	0
	33.1%	38.5%	31.8%	29.7%	40.2%	37.1%	37.2%	40.4%	36.9%	37.8%	42.4%	33.3%	38.6%	42.6%	29.8%	0.0%	34.5%	0.0%
Some college or 2-year degree	2,241	146	87	114	75	70	43	63	37	117	24	5	100	28	16	2	47	0
	29.8%	27.1%	30.4%	30.5%	28.7%	25.5%	29.1%	28.3%	23.1%	29.8%	20.3%	18.5%	26.8%	24.3%	34.0%	33.3%	33.8%	0.0%
4-year college graduate	826	44	22	26	18	26	19	16	9	32	10	1	37	4	3	0	11	0
	11.0%	8.2%	7.7%	7.0%	6.9%	9.5%	12.8%	7.2%	5.6%	8.2%	8.5%	3.7%	9.9%	3.5%	6.4%	0.0%	7.9%	0.0%
More than 4-year college degree	576	19	11	26	10	9	4	9	6	16	3	0	13	4	2	0	9	2
	7.7%	3.5%	3.8%	7.0%	3.8%	3.3%	2.7%	4.0%	3.8%	4.1%	2.5%	0.0%	3.5%	3.5%	4.3%	0.0%	6.5%	100.0%
4-year college graduate or more	1,402	63	33	52	28	35	23	25	15	48	13	1	50	8	5	0	20	2
	18.6%	11.7%	11.5%	13.9%	10.7%	12.7%	15.5%	11.2%	9.4%	12.2%	11.0%	3.7%	13.4%	7.0%	10.6%	0.0%	14.4%	100.0%
Significantly different from column:*		A																

NA - Not applicable

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

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

4994000

Question 40

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

Base: All respondents

	2023 CSS Average	2023	2022	2021	Respondent Gender (Q39)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q40)			Child Ethnicity (Q36)		Child Race (Q37)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	8,003	571	313	387	54	498	185	316	48	329	146	63	368	181	252	37	215
Number missing or multiple answer	483	33	27	13	0	15	12	12	5	0	0	0	14	7	5	0	8
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,520 94.0%	538 94.2%	286 91.4%	374 96.6%	54 100.0%	483 97.0%	173 93.5%	304 96.2%	43 89.6%	329 100.0%	146 100.0%	63 100.0%	354 96.2%	174 96.1%	247 98.0%	37 100.0%	207 96.3%
8th grade or less	620 8.2%	50 9.3%	32 11.2%	35 9.4%	7 13.0%	43 8.9%	18 10.4%	26 8.6%	3 7.0%	50 15.2%	0 0.0%	0 0.0%	43 12.1%	6 3.4%	13 5.3%	1 2.7%	30 14.5%
Some high school, but did not graduate	771 10.3%	72 13.4%	43 15.0%	62 16.6%	4 7.4%	68 14.1%	22 12.7%	39 12.8%	8 18.6%	72 21.9%	0 0.0%	0 0.0%	56 15.8%	16 9.2%	32 13.0%	4 10.8%	33 15.9%
High school graduate or GED	2,486 33.1%	207 38.5%	91 31.8%	111 29.7%	21 38.9%	186 38.5%	74 42.8%	108 35.5%	18 41.9%	207 62.9%	0 0.0%	0 0.0%	151 42.7%	52 29.9%	95 38.5%	13 35.1%	72 34.8%
Some college or 2-year degree	2,241 29.8%	146 27.1%	87 30.4%	114 30.5%	11 20.4%	134 27.7%	41 23.7%	93 30.6%	8 18.6%	146 100.0%	0 0.0%	0 0.0%	80 22.6%	62 35.6%	73 29.6%	15 40.5%	48 23.2%
4-year college graduate	826 11.0%	44 8.2%	22 7.7%	26 7.0%	7 13.0%	37 7.7%	12 6.9%	28 9.2%	3 7.0%	0 0.0%	0 0.0%	44 69.8%	17 4.8%	26 14.9%	23 9.3%	2 5.4%	18 8.7%
More than 4-year college degree	576 7.7%	19 3.5%	11 3.8%	26 7.0%	4 7.4%	15 3.1%	6 3.5%	10 3.3%	3 7.0%	0 0.0%	0 0.0%	19 30.2%	7 2.0%	12 6.9%	11 4.5%	2 5.4%	6 2.9%
4-year college graduate or more	1,402 18.6%	63 11.7%	33 11.5%	52 13.9%	11 20.4%	52 10.8%	18 10.4%	38 12.5%	6 14.0%	0 0.0%	0 0.0%	63 100.0%	24 6.8%	38 21.8%	34 13.8%	4 10.8%	24 11.6%
Significantly different from column:*		A			F	E				L	L	JK	N	M			

NA - Not applicable

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

Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 41

How are you related to the child?

Base: All respondents

	2023 CSS Average	2023	2022	2021	Child Gender		Child Age			Child Health Status			Child Mental Health Status			Child Specialist Visits in Last 6 Mos.		
					(Q35)		(Q34)			(Q32)			(Q33)			(Q24)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	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	
Number in sample	8,003	571	313	387	275	283	153	233	168	406	124	29	387	122	49	8	146	2
Number missing or multiple answer	535	29	25	13	12	6	3	12	4	14	4	0	12	6	1	1	5	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA							
Usable responses	7,468 93.3%	542 94.9%	288 92.0%	374 96.6%	263 95.6%	277 97.9%	150 98.0%	221 94.8%	164 97.6%	392 96.6%	120 96.8%	29 100.0%	375 96.9%	116 95.1%	48 98.0%	7 87.5%	141 96.6%	2 100.0%
Mother or father	6,855 91.8%	520 95.9%	273 94.8%	345 92.2%	251 95.4%	268 96.8%	148 98.7%	212 95.9%	153 93.3%	376 95.9%	116 96.7%	27 93.1%	365 97.3%	110 94.8%	43 89.6%	6 85.7%	138 97.9%	1 50.0%
Grandparent	386 5.2%	9 1.7%	11 3.8%	18 4.8%	5 1.9%	4 1.4%	2 1.3%	3 1.4%	4 2.4%	5 1.3%	2 1.7%	2 6.9%	3 0.8%	5 4.3%	1 2.1%	1 14.3%	2 1.4%	0 0.0%
Aunt or uncle	55 0.7%	3 0.6%	0 0.0%	3 0.8%	2 0.8%	1 0.4%	1 0.0%	2 0.9%	1 0.6%	2 0.5%	1 0.8%	0 0.0%	1 0.3%	0 0.0%	2 4.2%	0 0.0%	1 0.7%	1 50.0%
Older brother or sister	16 0.2%	3 0.6%	1 0.3%	2 0.5%	1 0.4%	2 0.7%	0 0.0%	2 0.9%	1 0.6%	3 0.8%	0 0.0%	0 0.0%	3 0.8%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Other relative	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 0.0%	0 0.0%							
Legal guardian	124 1.7%	6 1.1%	2 0.7%	5 1.3%	3 1.1%	2 0.7%	0 0.0%	2 0.9%	4 2.4%	5 1.3%	1 0.8%	0 0.0%	3 0.8%	1 0.9%	2 4.2%	0 0.0%	0 0.0%	0 0.0%
Someone else	27 0.4%	1 0.2%	1 0.3%	1 0.3%	1 0.4%	0 0.0%	0 0.0%	0 0.0%	1 0.6%	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%

NA - Not applicable

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

4994000

Question 41

How are you related to the child?

Base: All respondents

	2023 CSS Average	2023	2022	2021	Respondent Gender (Q39)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q40)			Child Ethnicity (Q36)		Child Race (Q37)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	8,003	571	313	387	54	498	185	316	48	329	146	63	368	181	252	37	215
Number missing or multiple answer	535	29	25	13	0	11	15	9	3	5	2	2	9	7	6	0	6
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,468 93.3%	542 94.9%	288 92.0%	374 96.6%	54 100.0%	487 97.8%	170 91.9%	307 97.2%	45 93.8%	324 98.5%	144 98.6%	61 96.8%	359 97.6%	174 96.1%	246 97.6%	37 100.0%	209 97.2%
Mother or father	6,855 91.8%	520 95.9%	273 94.8%	345 92.2%	51 94.4%	468 96.1%	164 96.5%	295 96.1%	43 95.6%	317 97.8%	133 92.4%	59 96.7%	349 97.2%	163 93.7%	237 96.3%	35 94.6%	202 96.7%
Grandparent	386 5.2%	9 1.7%	11 3.8%	18 4.8%	0 0.0%	9 1.8%	2 1.2%	6 2.0%	0 0.0%	3 0.9%	4 2.8%	0 0.0%	3 0.8%	6 3.4%	4 1.6%	1 2.7%	2 1.0%
Aunt or uncle	55 0.7%	3 0.6%	0 0.0%	3 0.8%	0 0.0%	3 0.6%	1 0.6%	1 0.3%	1 2.2%	1 0.3%	1 0.7%	1 1.6%	1 0.3%	2 1.1%	1 0.4%	1 2.7%	1 0.5%
Older brother or sister	16 0.2%	3 0.6%	1 0.3%	2 0.5%	2 3.7%	1 0.2%	1 0.6%	1 0.3%	0 0.0%	0 0.0%	2 1.4%	1 1.6%	0 0.0%	2 1.1%	1 0.4%	0 0.0%	1 0.5%
Other relative	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 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	124 1.7%	6 1.1%	2 0.7%	5 1.3%	1 1.9%	5 1.0%	2 1.2%	3 1.0%	1 2.2%	2 0.6%	4 2.8%	0 0.0%	5 1.4%	1 0.6%	3 1.2%	0 0.0%	2 1.0%
Someone else	27 0.4%	1 0.2%	1 0.3%	1 0.3%	0 0.0%	1 0.2%	0 0.0%	1 0.3%	0 0.0%	1 0.3%	0 0.0%	0 0.0%	0 0.0%	1 0.3%	0 0.0%	0 0.0%	1 0.5%

NA - Not applicable

APPENDIX D. SURVEY MATERIALS



mercy care

Mercy Care is conducting a survey to find out about the services that it provides to children. Your child's name was selected at random to tell us what you think. In a few days, you will receive a survey in the mail from the Center for the Study of Services (CSS), an independent research firm. Would you please help us by completing the survey?

Thank you!

Mercy Care está realizando una encuesta para averiguar sobre los servicios que proporciona a los niños. El nombre de su hijo fue seleccionado al azar para que nos diga lo que piensa. En pocos días, recibirá una encuesta por correo de Center for the Study of Services (CSS), una firma independiente de investigaciones. Le agradeceríamos que nos ayude completando la encuesta.

¡Gracias!



mercy care

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**RESPONSE
NEEDED**

CSS Processing
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Hopkins, MN 55343



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Baltimore, MD

FINAL REMINDER – PLEASE RESPOND!

CSS Processing
PO Box 3416
Hopkins, MN 55343



MER4_1

How can Mercy Care serve your family better? How can people choose the health care plan that is best for them?

This survey gives you the chance to tell us what you think about the services we provide to your child at Mercy Care. It will take less than 20 minutes to complete. The person who knows the most about your child's health care should fill out the survey.

The survey is part of a national project by the National Committee for Quality Assurance (NCQA), a non-profit group that helps people learn more about health care plans.

The Center for the Study of Services (CSS) is an independent research firm that is helping us conduct the survey. No one but the staff at CSS and NCQA will see your answers. Your answers will not have your name on them and will be part of a pool of information from others like you. Please call CSS at the toll-free number 1-800-874-5561 or e-mail them at questions@cssresearch.org if you have any questions.

Because we are asking only a few people to take the survey, **it is very important that you fill out the survey and return it right away.** Please use the pre-paid envelope to return the survey.

Thank you for helping to make health care better for all children.

Sincerely,

Sandra Wendt
V.P. of Quality Management



MER4_3

About three weeks ago, we sent you a survey about the services we provide to your child at Mercy Care. If you sent your survey back, thank you for your help! You can ignore this letter.

We sent you another survey, just in case you misplaced the first one. Please take a little time to complete it. It will take less than 20 minutes to complete. The person who knows the most about your child's health care should fill out the survey.

The survey is part of a national project by the National Committee for Quality Assurance (NCQA), a non-profit group that helps people learn more about health care plans.

The Center for the Study of Services (CSS) is an independent research firm that is helping us conduct the survey. No one but the staff at CSS and NCQA will see your answers. Your answers will not have your name on them and will be part of a pool of information from others like you. Please call CSS at the toll-free number 1-800-874-5561 or e-mail them at questions@cssresearch.org if you have any questions.

Because we asked only a few people to take the survey, **it is very important that you fill out the survey and return it right away.** Please return it in the pre-paid envelope.

Thank you for helping to make health care better for all children.

Sincerely,

Sandra Wendt
V.P. of Quality Management

We need your help! Recently, we sent you a short survey about your child's health care. Your answers will help to improve the services we provide to children. The survey will also help other people learn more about health care plans, but it will help only if everyone who gets the survey sends it back.

After you finish the survey, please return it in the pre-paid envelope to the Center for the Study of Services (CSS), a research firm working with us on this survey.

If you did not get the survey, or if you misplaced it, please call CSS at the toll-free number 1-800-874-5561 or e-mail them at questions@cssresearch.org. They will mail you another one. You can also call that number if you have any questions.

If you have already sent in your survey, thank you! You can ignore this reminder.

Thanks again for your help!

¡Necesitamos su ayuda! Hace poco le enviamos una breve encuesta sobre la atención médica de su hijo. Sus respuestas nos ayudarán a mejorar los servicios que ofrecemos a los niños. La encuesta también ayudará a otras personas a informarse mejor sobre los planes de atención médica, pero solamente será útil si todos los que la reciban la devuelven.

Cuando haya respondido la encuesta, devuélvala en el sobre prepagado a Center for the Study of Services (CSS), que es una firma de investigaciones que está trabajando con nosotros en esta encuesta.

Si no recibió la encuesta o si se le ha perdido, llame a CSS al número de teléfono gratuito 1-800-874-5561 o por correo electrónico a questions@cssresearch.org. Ellos le enviarán otra por correo. También puede llamar a dicho número si tiene alguna pregunta.

Si ya ha devuelto la encuesta, se lo agradecemos de sobremano. De ser el caso, puede ignorar este recordatorio.

¡Muchas gracias de nuevo por su ayuda!



mercy care

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MER4-S



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:

- ₁ Yes → *If Yes, Go to Question 1*
- ₂ 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 your child receives. 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 1-800-874-5561.

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 Mercy Care. Is that right?

- ₁ Yes → *If Yes, Go to Question 3*
- ₂ No

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

YOUR CHILD'S HEALTH CARE IN THE LAST 6 MONTHS

These questions ask about your child's health care 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?

- ₁ Yes
- ₂ 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?

- ₁ Never
- ₂ Sometimes
- ₃ Usually
- ₄ 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?

- ₁ Yes
- ₂ 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?

- ₁ Never
- ₂ Sometimes
- ₃ Usually
- ₄ 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?

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

8. 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					

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

- ₁ Never
- ₂ Sometimes
- ₃ Usually
- ₄ Always

YOUR CHILD'S PERSONAL DOCTOR

10. 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?

- ₁ Yes
- ₂ No → **If No, Go to Question 22**

11. 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?

- ₀ None → **If None, Go to Question 21**
- ₁ 1 time
- ₂ 2
- ₃ 3
- ₄ 4
- ₅ 5 to 9
- ₆ 10 or more times

12. 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?

- ₁ Never
- ₂ Sometimes
- ₃ Usually
- ₄ Always

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

- ₁ Never
- ₂ Sometimes
- ₃ Usually
- ₄ Always

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

- ₁ Never
- ₂ Sometimes
- ₃ Usually
- ₄ Always

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

- ₁ Yes
- ₂ No → **If No, Go to Question 17**

16. 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?

- ₁ Never
- ₂ Sometimes
- ₃ Usually
- ₄ Always

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

- ₁ Never
- ₂ Sometimes
- ₃ Usually
- ₄ Always

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

- ₁ Yes
- ₂ No

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

- ₁ Yes
- ₂ No → **If No, Go to Question 21**

20. 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?

- ₁ Never
- ₂ Sometimes
- ₃ Usually
- ₄ Always

21. 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					

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.

22. 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?

₁ Yes
₂ No → **If No, Go to Question 26**

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

₁ Never
₂ Sometimes
₃ Usually
₄ Always

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

₀ None → **If None, Go to Question 26**
₁ 1 specialist
₂ 2
₃ 3
₄ 4
₅ 5 or more specialists

25. 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.

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

₁ Yes
₂ No → **If No, Go to Question 29**

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

₁ Never
₂ Sometimes
₃ Usually
₄ Always

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

₁ Never
₂ Sometimes
₃ Usually
₄ Always

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

₁ Yes
₂ No → **If No, Go to Question 31**

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

₁ Never
₂ Sometimes
₃ Usually
₄ Always

31. 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					

ABOUT YOUR CHILD AND YOU

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

- ₁ Excellent
- ₂ Very good
- ₃ Good
- ₄ Fair
- ₅ Poor

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

- ₁ Excellent
- ₂ Very good
- ₃ Good
- ₄ Fair
- ₅ Poor

34. What is your child's age?

- ₀₀ Less than 1 year old
- _____ YEARS OLD (*write in*)

35. Is your child male or female?

- ₁ Male
- ₂ Female

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

- ₁ Yes, Hispanic or Latino
- ₂ No, not Hispanic or Latino

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

- _a White
- _b Black or African-American
- _c Asian
- _d Native Hawaiian or other Pacific Islander
- _e American Indian or Alaska Native
- _f Other

38. What is your age?

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

39. Are you male or female?

- ₁ Male
- ₂ Female

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

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

41. How are you related to the child?

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

THANK YOU

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

Center for the Study of Services
PO Box 3416
Hopkins, MN 55343

Please do not include any other correspondence.



MER4_1 - S

¿Cómo puede Mercy Care servirle mejor a su familia? ¿Cómo pueden las personas escoger el plan de atención médica más conveniente para ellas?

Esta encuesta le brinda la oportunidad de decirnos lo que piensa sobre los servicios que le ofrecemos a su hijo en Mercy Care. Le tomará menos de 20 minutos responderla. La persona que sepa más sobre la atención médica de su hijo debe responder la encuesta.

La encuesta forma parte de un proyecto nacional del Comité Nacional de Control de Calidad (NCQA, por sus siglas en inglés), una organización sin fines de lucro que ayuda a las personas a informarse mejor sobre los planes de atención médica.

Center for the Study of Services (CSS) es una firma independiente de investigaciones que nos está ayudando a llevar a cabo la encuesta. Solamente el personal de CSS y de NCQA podrá ver sus respuestas. Sus respuestas no llevarán su nombre y serán parte de un conjunto de información de otras personas como usted. Comuníquese con CSS al número de teléfono gratuito 1-800-874-5561 o por correo electrónico a questions@cssresearch.org si tiene alguna pregunta.

Debido a que le pedimos solo a unas pocas personas que participen en la encuesta, **es muy importante que usted complete la encuesta y la devuelva de inmediato**. Utilice el sobre prepago para devolverla.

Gracias por contribuir a que la atención médica sea mejor para todos los niños.

Atentamente,

Sandra Wendt
V.P. of Quality Management



MER4_3-S

Hace unas tres semanas le enviamos una encuesta sobre los servicios que le proporcionamos a su hijo en Mercy Care. Si devolvió su encuesta, se lo agradecemos de sobremanera. De ser el caso, puede ignorar esta carta.

Le enviamos otra encuesta, en caso de que haya perdido la primera. Le pedimos que se tome un poco de tiempo para completarla. Le tomará menos de 20 minutos responderla. La persona que sepa más sobre la atención médica de su hijo debe responder la encuesta.

La encuesta forma parte de un proyecto nacional del Comité Nacional de Control de Calidad (NCQA, por sus siglas en inglés), una organización sin fines de lucro que ayuda a las personas a informarse mejor sobre los planes de atención médica.

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Debido a que le pedimos solo a unas pocas personas que participen en la encuesta, **es muy importante que usted complete la encuesta y la devuelva de inmediato**. Utilice el sobre prepagado para devolverla.

Gracias por contribuir a que la atención médica sea mejor para todos los niños.

Atentamente,

Sandra Wendt
V.P. of Quality Management



INSTRUCCIONES PARA EL CUESTIONARIO

Conteste cada pregunta marcando el cuadro que aparece a la izquierda de su respuesta.

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

- ₁ Sí → ***Si contestó "Sí", pase a la pregunta 1***
₂ No

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

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

Si quiere informarse más sobre este estudio, llame al 1-800-874-5561.

Conteste las preguntas para el niño cuyo nombre figura en el sobre. No las conteste para ningún otro niño.

1. Nuestros registros muestran que su niño actualmente está inscrito en Mercy Care. ¿Es correcta esta información?
- ₁ Sí → ***Si contestó "Sí", pase a la pregunta 3***
₂ No
2. ¿Cómo se llama el plan de salud de su niño?
(Escriba en letra imprenta)
-

LA ATENCIÓN MÉDICA QUE RECIBIÓ SU NIÑO EN LOS ÚLTIMOS 6 MESES

Estas preguntas se refieren a la atención médica que su niño recibió en una clínica, sala de emergencias o consultorio médico. Esto incluye la atención que su niño recibió en persona, por teléfono o por video. **No** incluya la atención que su niño recibió cuando pasó la noche hospitalizado. **No** incluya las consultas de su niño al dentista.

3. En los últimos 6 meses, ¿su niño tuvo alguna enfermedad, lesión o afección que requiriera atención inmediata?
- ₁ Sí
₂ No → ***Si contestó "No", pase a la pregunta 5***

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

Nunca A veces La mayoría de las veces Siempre

₁ ₂ ₃ ₄

5. En los últimos 6 meses, ¿hizo alguna cita en persona, por teléfono o por video para un chequeo o atención de rutina para su niño?
- ₁ Sí
₂ No → ***Si contestó "No", pase a la pregunta 7***

6. En los últimos 6 meses, ¿con qué frecuencia consiguió una cita para un chequeo o atención de rutina para su niño tan pronto como lo necesitaba?

Nunca A veces La mayoría de las veces Siempre

₁ ₂ ₃ ₄

7. En los últimos 6 meses, sin contar las veces que su niño fue a una sala de emergencia, ¿cuántas veces su niño recibió atención médica en persona, por teléfono o por video?

₀ Ninguna vez → ***Si contestó "Ninguna vez", pase a la pregunta 10***

- ₁ 1 vez
₂ 2
₃ 3
₄ 4
₅ 5 a 9
₆ 10 veces o más

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

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"/>
La peor atención médica posible					La mejor atención médica posible					

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

Nunca	A veces	La mayoría de las veces	Siempre
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

EL DOCTOR PERSONAL DE SU NIÑO

10. Un doctor personal es con quien su niño hablaría si necesita un chequeo, si tiene algún problema de salud, o si se enferma o lesiona. ¿Tiene su niño un doctor personal?

₁ Sí
 ₂ No → ***Si contestó "No", pase a la pregunta 22***

11. En los últimos 6 meses, ¿cuántas veces su niño tuvo una consulta en persona, por teléfono o por video con su doctor personal?

₀ Ninguna vez → ***Si contestó "Ninguna vez", pase a la pregunta 21***

₁ 1 vez
 ₂ 2
 ₃ 3
 ₄ 4
 ₅ 5 a 9
 ₆ 10 veces o más

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

Nunca	A veces	La mayoría de las veces	Siempre
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño le escuchó a usted con atención?

Nunca	A veces	La mayoría de las veces	Siempre
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño demostró respeto por lo que usted tenía que decir?

Nunca	A veces	La mayoría de las veces	Siempre
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15. ¿Puede su niño hablar con los doctores sobre su atención médica?

₁ Sí
 ₂ No → ***Si contestó "No", pase a la pregunta 17***

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

Nunca	A veces	La mayoría de las veces	Siempre
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

17. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño pasó suficiente tiempo con este?

Nunca	A veces	La mayoría de las veces	Siempre
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

18. En los últimos 6 meses, ¿habló el doctor personal de su niño con usted sobre cómo su niño se estaba sintiendo, estaba creciendo o se estaba comportando?

₁ Sí
 ₂ No

19. En los últimos 6 meses, ¿atendió a su niño algún doctor u otro profesional médico además de su doctor personal?

₁ Sí
 ₂ No → ***Si contestó "No", pase a la pregunta 21***

20. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño parecía estar informado y al día acerca de la atención que su niño había recibido de estos doctores u otros profesionales médicos?

Nunca	A veces	La mayoría de las veces	Siempre
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

21. Usando un número del 0 al 10, siendo 0 el peor doctor personal posible y 10 el mejor doctor personal posible, ¿qué número usaría para calificar al doctor personal de su niño?

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"/>
El peor doctor personal posible						El mejor doctor personal posible				

25. Queremos saber su calificación sobre el especialista con quien su niño habló con más frecuencia en los últimos 6 meses. Usando cualquier número del 0 al 10, siendo 0 es el peor especialista posible y 10 es el mejor especialista posible, ¿qué número usaría para calificar a dicho especialista?

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"/>
El peor especialista posible						El mejor especialista posible				

LA ATENCIÓN MÉDICA QUE RECIBIÓ DE ESPECIALISTAS

Quando responda las siguientes preguntas, incluya la atención que su niño recibió en persona, por teléfono o por video. **No** incluya las consultas al dentista ni la atención que su niño recibió cuando pasó la noche hospitalizado.

22. Los especialistas son doctores, como cirujanos, cardiólogos, alergistas, dermatólogos y otros doctores, quienes se especializan en un área de la atención médica. En los últimos 6 meses, ¿concertó alguna cita para su niño con un especialista?

₁ Sí
₂ No → **Si contestó "No", pase a la pregunta 26**

23. En los últimos 6 meses, ¿con qué frecuencia consiguió citas para su niño con un especialista tan pronto como lo necesitaba?

Nunca	A veces	La mayoría de las veces	Siempre
<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄

24. ¿Con cuántos especialistas ha hablado su niño en los últimos 6 meses?

₀ Ninguno → **Si contestó "Ninguno", pase a la pregunta 26**

₁ 1 especialista
₂ 2
₃ 3
₄ 4
₅ 5 especialistas o más

EL PLAN DE SALUD DE SU NIÑO

Las siguientes preguntas son acerca de su experiencia con el plan de salud de su niño.

26. En los últimos 6 meses, ¿recibió información o ayuda por parte del servicio al cliente del plan de salud de su niño?

₁ Sí
₂ No → **Si contestó "No", pase a la pregunta 29**

27. En los últimos 6 meses, ¿con qué frecuencia el servicio al cliente del plan de salud de su niño le dio la información o ayuda que usted necesitaba?

Nunca	A veces	La mayoría de las veces	Siempre
<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄

28. En los últimos 6 meses, ¿con qué frecuencia el personal de servicio al cliente del plan de salud de su niño le trató con cortesía y respeto?

Nunca	A veces	La mayoría de las veces	Siempre
<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄

29. En los últimos 6 meses, ¿le dio el plan de salud de su niño algún formulario para completar?

₁ Sí
₂ No → **Si contestó "No", pase a la pregunta 31**

30. En los últimos 6 meses, ¿con qué frecuencia fueron fáciles de completar los formularios del plan de salud de su niño?

Nunca	A veces	La mayoría de las veces	Siempre
<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄

31. Usando un número del 0 al 10, siendo 0 el peor plan de salud posible y 10 el mejor plan de salud posible, ¿qué número usaría para calificar al plan de salud de su niño?

- 0 1 2 3 4 5 6 7 8 9 10

El peor plan de salud posible El mejor plan de salud posible

ACERCA DE USTED Y DE SU NIÑO

32. En general, ¿cómo calificaría toda la salud de su niño?

- ₁ Excelente
₂ Muy buena
₃ Buena
₄ Regular
₅ Mala

33. En general, ¿cómo calificaría toda la salud mental o emocional de su niño?

- ₁ Excelente
₂ Muy buena
₃ Buena
₄ Regular
₅ Mala

34. ¿Qué edad tiene su niño?

- ₀₀ Menos de un año
_____ AÑOS (*escriba la respuesta*)

35. ¿Es su niño de sexo masculino o femenino?

- ₁ Masculino
₂ Femenino

36. ¿Es su niño de ascendencia u origen hispano o latino?

- ₁ Sí, hispano o latino
₂ No, ni hispano ni latino

37. ¿A qué raza pertenece su niño? Marque una o más.

- _a Blanco
_b Negro o afroamericano
_c Asiático
_d Nativo de Hawái o de otras islas del Pacífico
_e Indígena americano o nativo de Alaska
_f Otra

38. ¿Qué edad tiene usted?

- ₀ Menos de 18 años
₁ 18 a 24
₂ 25 a 34
₃ 35 a 44
₄ 45 a 54
₅ 55 a 64
₆ 65 a 74
₇ 75 años o más

39. ¿Es usted hombre o mujer?

- ₁ Hombre
₂ Mujer

40. ¿Cuál es el grado o nivel escolar más alto que ha completado?

- ₁ 8 años de escuela o menos
₂ 9 a 12 años de escuela, pero sin graduarse
₃ Graduado de la escuela secundaria (*high school*), Diploma de escuela secundaria, preparatoria o su equivalente (o GED)
₄ Algunos cursos universitarios o un título universitario de un programa de 2 años
₅ Título universitario de 4 años
₆ Título universitario de más de 4 años

41. ¿Qué relación tiene con el niño?

- ₁ Madre o padre
₂ Abuela o abuelo
₃ Tía o tío
₄ Hermana o hermano mayor
₅ Otro familiar
₆ Tutor legal del niño
₇ Otra persona

GRACIAS

Utilice el sobre con el franqueo pagado para devolver la encuesta a:

Center for the Study of Services
PO Box 3416
Hopkins, MN 55343

Por favor no incluya cualquier otra correspondencia.



mercy care

Dear parent or guardian of Example Sample Member:

How can Mercy Care serve your family better? How can people choose the health care plan that is best for them?

This survey gives you the chance to tell us what you think about the services we provide to your child at Mercy Care. It will take less than 20 minutes to complete. The person who knows the most about your child's health care should fill out the survey.

[Begin Survey](#)

[Haga clic aqui](#) para realizar una encuesta sobre su medico en español.

The survey is part of a national project by the National Committee for Quality Assurance (NCQA), a non-profit group that helps people learn more about health care plans.

CSS is an independent research firm that is helping us conduct the survey. No one but the staff at CSS and NCQA will see your answers. Your answers will not have your name on them and will be part of a pool of information from others like you. Please email (questions@cssresearch.org) CSS or call the toll-free number (1-800-874-5561) if you have any questions.

Because we are asking only a few people to take the survey, **it is very important that you fill out the survey right away.**

Thank you for helping to make health care better for all children.

Sincerely,

Sandra Wendt

V.P. of Quality Management

Center for the Study of Services
1625 K St NW, Suite 800
Washington, DC 20006



mercy care

Dear parent or guardian of Example Sample Member:

We need your help! Recently, we sent you an invitation to take a short survey about your child's health care. Your answers will help to improve the services we provide to children. The survey will also help other people learn more about health care plans, but it will help only if everyone who gets the survey sends it back.

[Begin Survey](#)

[Haga clic aqui](#) para realizar una encuesta sobre su medico en español.

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If you have already completed your survey, thank you! You can ignore this reminder.

Thanks again for your help!

Sandra Wendt

V.P. of Quality Management

Center for the Study of Services
1625 K St NW, Suite 800
Washington, DC 20006

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[Unsubscribe](#)

This invitation is sent by CSS on behalf of Mercy Care



Dear parent or guardian of Example Sample Member:

About three weeks ago, we sent you an email invitation to take an online survey about the services we provide to your child Kevin McGrath at Mercy Care. If you completed your survey, thank you for your help! You can ignore this email.

Please take a little time to complete it. It will take less than 20 minutes to complete. The person who knows the most about your child's health care should fill out the survey.

[Begin Survey](#)

[Haga clic aqui](#) para realizar una encuesta sobre su medico en español.

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