2023 CAHPS ® 5.1H MEMBER SURVEY

Medicaid Adult Washington All Plan Report

Washington Medicaid Adult

CONTENTS

OVERVIEW

Press Ganey (PG), a National Committee for Quality Assurance (NCQA) certified HEDIS® Survey Vendor, was selected by Comagine Health to report its MY 2022 CAHPS® 5.1H Medicaid Adult Survey.

SURVEY OBJECTIVE The overall objective of the CAHPS® study is to capture accurate and complete information about consumer-reported experiences with health care. Specifically, the survey aims to measure how well plans are meeting their members' expectations and goals; to determine which areas of service have the greatest effect on members' overall satisfaction; and to identify areas of opportunity for improvement, which can aid plans in increasing the quality of provided care.

2023 NCQA CHANGES NCQA made no substantial changes to the survey or program for 2023.

Your Project Manager is Julia Schneider (Julia.Schneider@pressganey.com). Should you have any questions or comments regarding any aspect of the survey or reporting process, please feel free to email your Project Manager.

HEDIS ® is a registered trademark of the National Committee for Quality Assurance (NCQA).
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Acronyms

- **CAHPS** - Consumer Assessment of Healthcare Providers and Systems
  - Nationally run survey program aimed to measure consumer and patient experience with health care services.
- **HEDIS** – Healthcare Effectiveness Data and Information Set
  - A widely used set of performance metrics in the managed care industry.
- **NCQA** – National Committee for Quality Assurance
  - Government Agency aimed to improve the quality of healthcare, oversees Commercial and Medicaid CAHPS surveys.
- **PG** – Press Ganey
  - Certified CAHPS Vendor, purchased SPH Analytics in 2021.
- **HPR** – Health Plan Rating
  - 5 Star Ranking System of HEDIS and CAHPS measure ratings, plus Accreditation bonus points rounded to the nearest half point.
- **QC** – NCQA Quality Compass
  - National Average of all plans submitting to NCQA published in the fall of that reporting year. Used to gauge individual plan performance.
- **BOB** – Book of Business
  - All plans surveyed by Press Ganey, whether they submit to NCQA or not,
- **SRS** – Summary Rate Score
  - Percentage of respondents answering Yes, Always or Usually, 9,10 or 8,9,10 for the corresponding scaled questions

EXECUTIVE SUMMARY

The Consumer Assessment of Healthcare Providers and Systems survey (CAHPS) surveys address such areas as the timeliness of getting care, how well doctors communicate, global ratings of health care, access to specialized services and coordination of care. The survey aims to measure how well MCPs are meeting their members' expectations and goals; determine which areas of service have the greatest effect on members' overall satisfaction; and identify areas of opportunity for improvement. Results of the survey provide consumers, purchasers, health plans, and state Medicaid programs with information about a broad range of key consumer issues. Data in this report was collected by Washington State MCO's from members who participate in Apple Health.

- General findings:

- Scores for the State of Washington tend to fall below National Averages, consistent with the other states in their Health and Human Services Region (HHS) Region 10 – Seattle (Alaska, Oregon, Idaho and Washington).
- Flu Vaccinations are a relative strength across the state.
- Getting Needed Care, Rating of Health Plan and Rating of Health Care fall into the lowest percentile threshold for all plans in the State.

A comprehensive list of Key Measures comparing Apple Health plan performance with 2022 scores, Quality Compass Averages, and Regional Scores can be found in Appendix B.

PRESS GANEY RECOMMENDATIONS

- Access continues to be an issue in Washington as evident with the Getting Needed Care Scores. The size of the state and the rural East of the state are causes of this, but the utilization of telehealth and other technologies can help combat these issues

- Targeting high-risk members with a care coordination outreach program can be impactful

- Consider CG CAHPS Surveys to identify Clinician Groups to target communication and improvement efforts

- Collaborate with providers and share tools, resources, and best practices to support, or reinforce, a complete and effective information exchange with all patients

- Visit the [Press Ganey Resource Library](#) for more information.

METHODOLOGY

	Initial Sample Size	Undeliv-erables	Total Ineligible	Completed Surveys				Spanish Completes				Adjusted Response Rate*		
				Total	Mail Total	Phone Total	Internet Total	Total	Mail	Phone	Internet	2021	2022	2023
Washington Total	**9653**	**1599**	**123**	**1097**	**666**	**331**	**100**	**33**	**15**	**13**	**5**	**14.8%**	**11.9%**	**11.5%**
Amerigroup Washington (AMG)^	2160	NA	35	238	175	63	0	12	8	4	0	NA	12.3%	11.2%
Community Health Plan of Washington (CHPW)	2498	407	37	306	167	92	47	8	0	5	3	14.9%	12.3%	12.4%
Coordinated Care of Washington (CCW)	1350	465	12	140	78	44	18	4	0	2	2	13.7%	9.3%	10.5%
Molina Healthcare of Washington (MHW)	2025	361	24	236	149	82	5	6	5	1	0	15.0%	13.1%	11.8%
UnitedHealthcare Community Plan (UHC)	1620	366	15	177	97	50	30	3	2	1	0	15.1%	11.4%	11.0%

^ The survey for Amerigroup Washington was administered by CCS.

* Response rate is calculated using the following formula: $\dfrac{\text{Total completed surveys}}{\text{Total mailed } - \text{ Total ineligible}} \times 100$

METHODOLOGY

DATA COLLECTION

The MY 2022 Medicaid Adult version of the 5.1 CAHPS survey was administered via the following methodology:

First questionnaire mailed **NA**	Second questionnaire mailed **NA**	Initiate follow-up calls to non-responders **NA**	Last day to accept completed surveys **NA**

QUALIFIED RESPONDENTS

Included beneficiaries who were…
- *18 years and older (as of December 31st of the measurement year)*
- *Continuously enrolled in the plan for at least five of the last six months of the measurement year*

2023 RESPONSE RATE CALCULATION

$$\frac{1097 \text{ (Completed)}}{9653 \text{ (Sample)} - 123 \text{ (Ineligible)}} = \frac{1097}{9530} = \textbf{11.5\%}$$

COMPLETES - MODALITY BY LANGUAGE

Language	Mail	Phone	Internet	Internet Modes			Total
				QR Code	*Email*	*URL*	
English	651	318	95	*47*	*0*	*48*	**1064**
Spanish	15	13	5	*3*	*0*	*2*	**33**
Total	**666**	**331**	**100**	*50*	*0*	*50*	**1097**

RESPONSE RATE TRENDING

		2021	**2022**	**2023**
Completed	**SUBTOTAL**	**1054**	**1158**	**1097**
Ineligible	Does not Meet Eligibility Criteria (01)	55	79	80
	Language Barrier (03)	28	19	22
	Mentally/Physically Incapacitated (04)	10	16	15
	Deceased (05)	7	11	6
	SUBTOTAL	**100**	**125**	**123**
Non-response	Break-off/Incomplete (02)	52	87	108
	Refusal (06)	243	332	215
	Maximum Attempts Made (07)	5786	8140	8091
	Added to DNC List (08)	1	13	19
	SUBTOTAL	**6082**	**8572**	**8433**
	Total Sample	**7236**	**9855**	**9653**
	Oversampling %	**436.0%**	**630.0%**	**615.0%**
	Response Rate	**14.8%**	**11.9%**	**11.5%**
	PG Response Rate	*14.8%*	*12.2%*	*11.5%*

METHODOLOGY

DATA COLLECTION

The MY 2022 Medicaid Adult version of the 5.1 CAHPS survey was administered via the following methodology:

First questionnaire mailed	Second questionnaire mailed	Initiate follow-up calls to non-responders	Last day to accept completed surveys
NA^	**NA**	**NA**	**NA**

QUALIFIED RESPONDENTS

Included beneficiaries who were…
- *18 years and older (as of December 31st of the measurement year)*
- *Continuously enrolled in the plan for at least five of the last six months of the measurement year*

2023 RESPONSE RATE CALCULATION

$$\frac{238 \text{ (Completed)}}{2160 \text{ (Sample)} - 35 \text{ (Ineligible)}} = \frac{238}{2125} = \textbf{11.2\%}$$

COMPLETES - MODALITY BY LANGUAGE

Language	Mail	Phone	Internet	Internet Modes			Total
				QR Code	*Email*	*URL*	
English	167	59	0	0	0	0	**226**
Spanish	8	4	0	0	0	0	**12**
Total	**175**	**63**	**0**	*0*	*0*	*0*	**238**

RESPONSE RATE TRENDING

		2021	2022	2023
Completed	**SUBTOTAL**	---	262	**238**
Ineligible	Does not Meet Eligibility Criteria (01)	---	17	27
	Language Barrier (03)	---	3	2
	Mentally/Physically Incapacitated (04)	---	10	4
	Deceased (05)	---	2	2
	SUBTOTAL	---	**32**	**35**
Non-response	Break-off/Incomplete (02)	---	43	57
	Refusal (06)	---	104	66
	Maximum Attempts Made (07)	---	1706	1745
	Added to DNC List (08)	---	13	19
	SUBTOTAL	---	**1866**	**1887**
Total Sample		---	**2160**	**2160**
Oversampling %		---	**60.0%**	**60.0%**
Response Rate		**---**	**12.3%**	**11.2%**
PG Response Rate		*---*	*12.2%*	*11.5%*

^ The survey for Amerigroup Washington was administered by CCS.

METHODOLOGY

DATA COLLECTION

The MY 2022 Medicaid Adult version of the 5.1H CAHPS survey was administered via the following methodology:

| First questionnaire mailed **2/10/2023** | Second questionnaire mailed **3/17/2023** | Initiate follow-up calls to non-responders **4/7/2023 - 4/21/2023** | Last day to accept completed surveys **5/3/2023** |

QUALIFIED RESPONDENTS

Included beneficiaries who were…
- *18 years and older (as of December 31st of the measurement year)*
- *Continuously enrolled in the plan for at least five of the last six months of the measurement year*

2023 RESPONSE RATE CALCULATION

$$\frac{306 \text{ (Completed)}}{2498 \text{ (Sample)} - 37 \text{ (Ineligible)}} = \frac{306}{2461} = \textbf{12.4\%}$$

COMPLETES - MODALITY BY LANGUAGE

| Language | Mail | Phone | Internet | Internet Modes | | | Total |
				QR Code	Email	URL	
English	167	87	44	*21*	*0*	*23*	**298**
Spanish	0	5	3	*1*	*0*	*2*	**8**
Total	**167**	**92**	**47**	*22*	*0*	*25*	**306**

Number of Undeliverables: 407
Note: Respondents were given the option of completing the survey in Spanish. A telephone number was provided on the survey cover letter for members to call if they would like to complete the survey in Spanish.

RESPONSE RATE TRENDING

		2021	2022	2023
Completed	**SUBTOTAL**	330	327	**306**
Ineligible	Does not Meet Eligibility Criteria (01)	21	19	25
	Language Barrier (03)	7	8	7
	Mentally/Physically Incapacitated (04)	3	0	4
	Deceased (05)	1	4	1
	SUBTOTAL	**32**	**31**	**37**
Non-response	Break-off/Incomplete (02)	15	12	16
	Refusal (06)	67	62	53
	Maximum Attempts Made (07)	1796	2268	2086
	Added to DNC List (08)	1	0	0
	SUBTOTAL	**1879**	**2342**	**2155**
	Total Sample	**2241**	**2700**	**2498**
	Oversampling %	**66.0%**	**100%**	**85.0%**
	Response Rate	**14.9%**	**12.3%**	**12.4%**
	PG Response Rate	*14.8%*	*12.2%*	*11.5%*

METHODOLOGY

DATA COLLECTION

The MY 2022 Medicaid Adult version of the 5.1H CAHPS survey was administered via the following methodology:

| First questionnaire mailed **2/24/2023** | > | Second questionnaire mailed **3/31/2023** | > | Initiate follow-up calls to non-responders **4/21/2023 - 5/5/2023** | > | Last day to accept completed surveys **5/10/2023** |

QUALIFIED RESPONDENTS

Included beneficiaries who were…
- *18 years and older (as of December 31st of the measurement year)*
- *Continuously enrolled in the plan for at least five of the last six months of the measurement year*

2023 RESPONSE RATE CALCULATION

$$\frac{140\ (Completed)}{1350\ (Sample) - 12\ (Ineligible)} = \frac{140}{1338} = 10.5\%$$

COMPLETES - MODALITY BY LANGUAGE

| Language | Mail | Phone | Internet | Internet Modes | | | Total |
				QR Code	Email	URL	
English	78	42	16	6	0	10	**136**
Spanish	0	2	2	2	0	0	**4**
Total	**78**	**44**	**18**	*8*	*0*	*10*	**140**

Number of Undeliverables: 465
Note: Respondents were given the option of completing the survey in Spanish. A telephone number was provided on the survey cover letter for members to call if they would like to complete the survey in Spanish.

RESPONSE RATE TRENDING

		2021	2022	2023
Completed	SUBTOTAL	181	124	**140**
Ineligible	Does not Meet Eligibility Criteria (01)	9	10	9
	Language Barrier (03)	15	5	2
	Mentally/Physically Incapacitated (04)	0	3	1
	Deceased (05)	1	1	0
	SUBTOTAL	25	19	12
Non-response	Break-off/Incomplete (02)	8	8	8
	Refusal (06)	32	32	18
	Maximum Attempts Made (07)	1104	1167	1172
	Added to DNC List (08)	0	0	0
	SUBTOTAL	1144	1207	1198
	Total Sample	1350	1350	1350
	Oversampling %	0.0%	0.0%	0.0%
	Response Rate	13.7%	9.3%	10.5%
	PG Response Rate	*14.8%*	*12.2%*	*11.5%*

METHODOLOGY

DATA COLLECTION

The MY 2022 Medicaid Adult version of the 5.1H CAHPS survey was administered via the following methodology:

| First questionnaire mailed **3/7/2023** | > | Second questionnaire mailed **4/11/2023** | > | Initiate follow-up calls to non-responders **5/2/2023 - 5/16/2023** | > | Last day to accept completed surveys **5/17/2023** |

QUALIFIED RESPONDENTS

Included beneficiaries who were…
- *18 years and older (as of December 31st of the measurement year)*
- *Continuously enrolled in the plan for at least five of the last six months of the measurement year*

2023 RESPONSE RATE CALCULATION

$$\frac{236 \text{ (Completed)}}{2025 \text{ (Sample)} - 24 \text{ (Ineligible)}} = \frac{236}{2001} = \textbf{11.8\%}$$

COMPLETES - MODALITY BY LANGUAGE

Language	Mail	Phone	Internet	Internet Modes			Total
				QR Code	*Email*	*URL*	
English	144	81	5	*5*	*0*	*0*	**230**
Spanish	5	1	0	*0*	*0*	*0*	**6**
Total	**149**	**82**	**5**	*5*	*0*	*0*	**236**

Number of Undeliverables: 361
Note: Respondents were given the option of completing the survey in Spanish. All members selected in the sample received both an English and a Spanish mail survey. Additionally, cover letters included a telephone number for members to call and complete the survey in Spanish.

RESPONSE RATE TRENDING

		2021	2022	2023
Completed	**SUBTOTAL**	**301**	**263**	**236**
Ineligible	Does not Meet Eligibility Criteria (01)	11	18	12
	Language Barrier (03)	4	3	5
	Mentally/Physically Incapacitated (04)	4	0	4
	Deceased (05)	2	3	3
	SUBTOTAL	**21**	**24**	**24**
Non-response	Break-off/Incomplete (02)	15	11	15
	Refusal (06)	62	60	45
	Maximum Attempts Made (07)	1626	1667	1705
	Added to DNC List (08)	0	0	0
	SUBTOTAL	**1703**	**1738**	**1765**
	Total Sample	**2025**	**2025**	**2025**
	Oversampling %	**50.0%**	**50.0%**	**50.0%**
	Response Rate	**15.0%**	**13.1%**	**11.8%**
	PG Response Rate	*14.8%*	*12.2%*	*11.5%*

METHODOLOGY

DATA COLLECTION

The MY 2022 Medicaid Adult version of the 5.1H CAHPS survey was administered via the following methodology:

| First questionnaire mailed **2/28/2023** | > | Second questionnaire mailed **4/4/2023** | > | Initiate follow-up calls to non-responders **4/25/2023 - 5/9/2023** | > | Last day to accept completed surveys **5/15/2023** |

QUALIFIED RESPONDENTS

Included beneficiaries who were…
- *18 years and older (as of December 31st of the measurement year)*
- *Continuously enrolled in the plan for at least five of the last six months of the measurement year*

2023 RESPONSE RATE CALCULATION

$$\frac{177 \text{ (Completed)}}{1620 \text{ (Sample)} - 15 \text{ (Ineligible)}} = \frac{177}{1605} = \textbf{11.0\%}$$

COMPLETES - MODALITY BY LANGUAGE

| Language | Mail | Phone | Internet | Internet Modes | | | Total |
				QR Code	Email	URL	
English	95	49	30	*15*	*0*	*15*	**174**
Spanish	2	1	0	*0*	*0*	*0*	**3**
Total	**97**	**50**	**30**	*15*	*0*	*15*	**177**

Number of Undeliverables: 366
Note: Respondents were given the option of completing the survey in Spanish. All members selected in the sample received both an English and a Spanish mail survey. Additionally, cover letters included a telephone number for members to call and complete the survey in Spanish.

RESPONSE RATE TRENDING

		2021	2022	2023
Completed	**SUBTOTAL**	**242**	**182**	**177**
Ineligible	Does not Meet Eligibility Criteria (01)	14	15	7
	Language Barrier (03)	2	0	6
	Mentally/Physically Incapacitated (04)	3	3	2
	Deceased (05)	3	1	0
	SUBTOTAL	**22**	**19**	**15**
Non-response	Break-off/Incomplete (02)	14	13	12
	Refusal (06)	82	74	33
	Maximum Attempts Made (07)	1260	1332	1383
	Added to DNC List (08)	0	0	0
	SUBTOTAL	**1356**	**1419**	**1428**
	Total Sample	**1620**	**1620**	**1620**
	Oversampling %	**20.0%**	**20.0%**	**20.0%**
	Response Rate	**15.1%**	**11.4%**	**11.0%**
	PG Response Rate	*14.8%*	*12.2%*	*11.5%*

RESEARCH FINDINGS

OVERVIEW OF TERMS

Summary Rates are defined by NCQA in its HEDIS MY 2022 CAHPS® 5.1H guidelines and generally represent the most favorable response percentages. The Summary Rates for Effectiveness of Care Measures, with the exception of the *Flu Vaccinations (Adults 18-64)* measure, are calculated on a two-year rolling average due to anticipated small denominators.

No		Yes	
Never	Sometimes	Usually	Always

Rating questions are typically displayed with two Summary Rates:

0	1	2	3	4	5	6	7	8	9	10

0	1	2	3	4	5	6	7	8	9	10

Significance Testing All significance testing is performed at the 95% confidence level using a t-test.

Small Denominator Threshold NCQA will assign a measure result of NA to overall ratings or composites with a denominator (i.e., the average number of responses across all questions used to calculate the composite) less than 100.

NCQA BENCHMARK INFORMATION

The source for data contained in this publication is Quality Compass® All Plans 2022. It is used with the permission of NCQA. Any analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such analysis, interpretation, or conclusion. Quality Compass® is a registered trademark of NCQA.

COVID-19 IMPACT

Because the 2020 survey administration took place during extraordinary circumstances, please use caution when comparing and interpreting trend results.

ESTIMATED NCQA HEALTH INSURANCE PLAN RATINGS

MEDICAID ADULT

	SCORE DEFINITION	2023 BASE	2023 HPR SCORE*	HPR 4 STAR THRESHOLD	HPR PERCENTILE BAND	PG ESTIMATED RATING
PATIENT EXPERIENCE						**1**
GETTING CARE						**1.5**
Getting Needed Care	Usually or Always	520	72.8%	84.6%	<10th	1
Getting Care Quickly	Usually or Always	481	71.2%	83.8%	10th	2
SATISFACTION WITH PLAN PHYSICIANS						**1**
Rating of Personal Doctor	9 or 10	759	60.7%	71.1%	<10th	1
SATISFACTION WITH PLAN AND PLAN SERVICES						**1**
Rating of Health Plan	9 or 10	1020	50.1%	64.9%	<10th	1
Rating of Health Care	9 or 10	632	44.4%	58.7%	<10th	1
PREVENTION						
Flu Vaccinations *Adults Ages 18-64*	Yes	1014	38.3%	42.4%	33rd	3
TREATMENT						
Smoking Advice: *Rolling Average*	Sometimes, Usually or Always	551	64.1%	75.4%	10th	2

*HPR scores are truncated to three digits (XX.X%) according to the NCQA calculation protocol for Health Plan Ratings. Please note that scores on this slide may differ slightly compared to scores found throughout the rest of the report.

EXPLANATION

NCQA calculates **health plan ratings (HPR)** by evaluating plans in three categories: consumer satisfaction, clinical quality (includes prevention and treatment) and NCQA Accreditation Standards score.

The overall NCQA star rating is the weighted average of an organization's HEDIS and CAHPS measure ratings, plus Accreditation bonus points (if the organization has NCQA Accreditation), rounded to the nearest half point.

The CAHPS measures are classified based on their national percentile (10th, 33rd, 67th and 90th) into scores ranging from 1 to 5 (in increments of 0.5), where 5 is the highest score and 1 is the lowest.

Results are summarized in the table to the left. **Percentiles and ratings are estimated by PG** based on the 2022 NCQA data and benchmarks.

Rating = 1	Rating = 2	Rating = 3	Rating = 4	Rating = 5
<10th Percentile	10th – 32nd Percentile	33rd – 66th Percentile	67th – 89th Percentile	≥90th Percentile

Notes:

- *NCQA will assign a measure result of NA to overall ratings or composites with a denominator (i.e., the average number of responses across all questions used to calculate the composite) less than 100.*

- *Medicaid plans have the option to be scored on either Adult CAHPS or Child CAHPS data.*

ESTIMATED NCQA HEALTH INSURANCE PLAN RATINGS

MEDICAID ADULT

	SCORE DEFINITION	2023 BASE	2023 HPR SCORE*	HPR 4 STAR THRESHOLD	HPR PERCENTILE BAND	PG ESTIMATED RATING
PATIENT EXPERIENCE						**1**
GETTING CARE						1
Getting Needed Care	Usually or Always	106	70.0%	84.6%	<10th	1
Getting Care Quickly	Usually or Always	108	69.0%	83.8%	<10th	1
SATISFACTION WITH PLAN PHYSICIANS						1
Rating of Personal Doctor	9 or 10	165	58.7%	71.1%	<10th	1
SATISFACTION WITH PLAN AND PLAN SERVICES						1
Rating of Health Plan	9 or 10	224	50.0%	64.9%	<10th	1
Rating of Health Care	9 or 10	133	40.6%	58.7%	<10th	1
PREVENTION						
Flu Vaccinations *Adults Ages 18-64*	Yes	228	35.9%	42.4%	10th	2
TREATMENT						
Smoking Advice: *Rolling Average*	Sometimes, Usually or Always	132	62.9%	75.4%	<10th	1

EXPLANATION

NCQA calculates **health plan ratings (HPR)** by evaluating plans in three categories: consumer satisfaction, clinical quality (includes prevention and treatment) and NCQA Accreditation Standards score.

The overall NCQA star rating is the weighted average of an organization's HEDIS and CAHPS measure ratings, plus Accreditation bonus points (if the organization has NCQA Accreditation), rounded to the nearest half point.

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Rating = 1	Rating = 2	Rating = 3	Rating = 4	Rating = 5
<10th Percentile	10th – 32nd Percentile	33rd – 66th Percentile	67th – 89th Percentile	>90th Percentile

Notes:

- *NCQA will assign a measure result of NA to overall ratings or composites with a denominator (i.e., the average number of responses across all questions used to calculate the composite) less than 100.*

- *Medicaid plans have the option to be scored on either Adult CAHPS or Child CAHPS data.*

*HPR scores are truncated to three digits (XX.X%) according to the NCQA calculation protocol for Health Plan Ratings. Please note that scores on this slide may differ slightly compared to scores found throughout the rest of the report.

ESTIMATED NCQA HEALTH INSURANCE PLAN RATINGS

MEDICAID ADULT

	SCORE DEFINITION	2023 BASE	2023 HPR SCORE*	HPR 4 STAR THRESHOLD	HPR PERCENTILE BAND	PG ESTIMATED RATING
PATIENT EXPERIENCE						**1.5**
GETTING CARE						**1.5**
Getting Needed Care	Usually or Always	143	74.9%	84.6%	<10th	1
Getting Care Quickly	Usually or Always	125	74.4%	83.8%	10th	2
SATISFACTION WITH PLAN PHYSICIANS						**2**
Rating of Personal Doctor	9 or 10	201	65.1%	71.1%	10th	2
SATISFACTION WITH PLAN AND PLAN SERVICES						**1**
Rating of Health Plan	9 or 10	290	53.4%	64.9%	<10th	1
Rating of Health Care	9 or 10	174	43.6%	58.7%	<10th	1
PREVENTION						
Flu Vaccinations *Adults Ages 18-64*	Yes	278	38.1%	42.4%	33rd	3
TREATMENT						
Smoking Advice: *Rolling Average*	Sometimes, Usually or Always	155	68.4%	75.4%	10th	2

*HPR scores are truncated to three digits (XX.X%) according to the NCQA calculation protocol for Health Plan Ratings. Please note that scores on this slide may differ slightly compared to scores found throughout the rest of the report.

EXPLANATION

NCQA calculates **health plan ratings (HPR)** by evaluating plans in three categories: consumer satisfaction, clinical quality (includes prevention and treatment) and NCQA Accreditation Standards score.

The overall NCQA star rating is the weighted average of an organization's HEDIS and CAHPS measure ratings, plus Accreditation bonus points (if the organization has NCQA Accreditation), rounded to the nearest half point.

The CAHPS measures are classified based on their national percentile (10th, 33rd, 67th and 90th) into scores ranging from 1 to 5 (in increments of 0.5), where 5 is the highest score and 1 is the lowest.

Results are summarized in the table to the left. **Percentiles and ratings are estimated by PG** based on the 2022 NCQA data and benchmarks.

Rating = 1	Rating = 2	Rating = 3	Rating = 4	Rating = 5
<10th Percentile	10th – 32nd Percentile	33rd – 66th Percentile	67th – 89th Percentile	≥90th Percentile

Notes:

- *NCQA will assign a measure result of NA to overall ratings or composites with a denominator (i.e., the average number of responses across all questions used to calculate the composite) less than 100.*

- *Medicaid plans have the option to be scored on either Adult CAHPS or Child CAHPS data.*

ESTIMATED NCQA HEALTH INSURANCE PLAN RATINGS

MEDICAID ADULT

	SCORE DEFINITION	2023 BASE	2023 HPR SCORE*	HPR 4 STAR THRESHOLD	HPR PERCENTILE BAND	PG ESTIMATED RATING
PATIENT EXPERIENCE						**1**
GETTING CARE						**NA**
Getting Needed Care	Usually or Always	65	75.4%	84.6%	<10th	NA
Getting Care Quickly	Usually or Always	61	71.0%	83.8%	10th	NA
SATISFACTION WITH PLAN PHYSICIANS						**NA**
Rating of Personal Doctor	9 or 10	99	59.6%	71.1%	<10th	NA
SATISFACTION WITH PLAN AND PLAN SERVICES						**1**
Rating of Health Plan	9 or 10	129	47.2%	64.9%	<10th	1
Rating of Health Care	9 or 10	80	48.7%	58.7%	<10th	NA
PREVENTION						
Flu Vaccinations *Adults Ages 18-64*	Yes	128	44.5%	42.4%	67th	4
TREATMENT						
Smoking Advice: *Rolling Average*	Sometimes, Usually or Always	56	67.9%	75.4%	10th	NA

*HPR scores are truncated to three digits (XX.X%) according to the NCQA calculation protocol for Health Plan Ratings. Please note that scores on this slide may differ slightly compared to scores found throughout the rest of the report.

EXPLANATION

NCQA calculates **health plan ratings (HPR)** by evaluating plans in three categories: consumer satisfaction, clinical quality (includes prevention and treatment) and NCQA Accreditation Standards score.

The overall NCQA star rating is the weighted average of an organization's HEDIS and CAHPS measure ratings, plus Accreditation bonus points (if the organization has NCQA Accreditation), rounded to the nearest half point.

The CAHPS measures are classified based on their national percentile (10th, 33rd, 67th and 90th) into scores ranging from 1 to 5 (in increments of 0.5), where 5 is the highest score and 1 is the lowest.

Results are summarized in the table to the left. **Percentiles and ratings are estimated by PG** based on the 2022 NCQA data and benchmarks.

Rating = 1	Rating = 2	Rating = 3	Rating = 4	Rating = 5
<10th Percentile	10th – 32nd Percentile	33rd – 66th Percentile	67th – 89th Percentile	≥90th Percentile

Notes:

- *NCQA will assign a measure result of NA to overall ratings or composites with a denominator (i.e., the average number of responses across all questions used to calculate the composite) less than 100.*
- *Medicaid plans have the option to be scored on either Adult CAHPS or Child CAHPS data.*

ESTIMATED NCQA HEALTH INSURANCE PLAN RATINGS

MEDICAID ADULT

	SCORE DEFINITION	2023 BASE	2023 HPR SCORE*	HPR 4 STAR THRESHOLD	HPR PERCENTILE BAND	PG ESTIMATED RATING
PATIENT EXPERIENCE						**1.5**
GETTING CARE						**1.5**
Getting Needed Care	Usually or Always	116	74.0%	84.6%	<10th	1
Getting Care Quickly	Usually or Always	104	76.2%	83.8%	10th	2
SATISFACTION WITH PLAN PHYSICIANS						**3**
Rating of Personal Doctor	9 or 10	167	67.0%	71.1%	33rd	3
SATISFACTION WITH PLAN AND PLAN SERVICES						**1**
Rating of Health Plan	9 or 10	217	48.3%	64.9%	<10th	1
Rating of Health Care	9 or 10	139	47.4%	58.7%	<10th	1
PREVENTION						
Flu Vaccinations *Adults Ages 18-64*	Yes	218	37.1%	42.4%	33rd	3
TREATMENT						
Smoking Advice: *Rolling Average*	Sometimes, Usually or Always	110	57.3%	75.4%	<10th	1

*HPR scores are truncated to three digits (XX.X%) according to the NCQA calculation protocol for Health Plan Ratings. Please note that scores on this slide may differ slightly compared to scores found throughout the rest of the report.

EXPLANATION

NCQA calculates **health plan ratings (HPR)** by evaluating plans in three categories: consumer satisfaction, clinical quality (includes prevention and treatment) and NCQA Accreditation Standards score.

The overall NCQA star rating is the weighted average of an organization's HEDIS and CAHPS measure ratings, plus Accreditation bonus points (if the organization has NCQA Accreditation), rounded to the nearest half point.

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<10th Percentile	10th – 32nd Percentile	33rd – 66th Percentile	67th – 89th Percentile	≥90th Percentile

Notes:

- *NCQA will assign a measure result of NA to overall ratings or composites with a denominator (i.e., the average number of responses across all questions used to calculate the composite) less than 100.*

- *Medicaid plans have the option to be scored on either Adult CAHPS or Child CAHPS data.*

ESTIMATED NCQA HEALTH INSURANCE PLAN RATINGS

MEDICAID ADULT

	SCORE DEFINITION	2023 BASE	2023 HPR SCORE*	HPR 4 STAR THRESHOLD	HPR PERCENTILE BAND	PG ESTIMATED RATING
PATIENT EXPERIENCE						**1**
GETTING CARE						**NA**
Getting Needed Care	Usually or Always	90	69.3%	84.6%	<10th	NA
Getting Care Quickly	Usually or Always	82	63.4%	83.8%	<10th	NA
SATISFACTION WITH PLAN PHYSICIANS						**1**
Rating of Personal Doctor	9 or 10	127	48.8%	71.1%	<10th	1
SATISFACTION WITH PLAN AND PLAN SERVICES						**1**
Rating of Health Plan	9 or 10	160	48.7%	64.9%	<10th	1
Rating of Health Care	9 or 10	106	43.4%	58.7%	<10th	1
PREVENTION						
Flu Vaccinations *Adults Ages 18-64*	Yes	162	38.8%	42.4%	33rd	3
TREATMENT						
Smoking Advice: *Rolling Average*	Sometimes, Usually or Always	98	64.3%	75.4%	10th	NA

EXPLANATION

NCQA calculates **health plan ratings (HPR)** by evaluating plans in three categories: consumer satisfaction, clinical quality (includes prevention and treatment) and NCQA Accreditation Standards score.

The overall NCQA star rating is the weighted average of an organization's HEDIS and CAHPS measure ratings, plus Accreditation bonus points (if the organization has NCQA Accreditation), rounded to the nearest half point.

The CAHPS measures are classified based on their national percentile (10th, 33rd, 67th and 90th) into scores ranging from 1 to 5 (in increments of 0.5), where 5 is the highest score and 1 is the lowest.

Results are summarized in the table to the left. **Percentiles and ratings are estimated by PG** based on the 2022 NCQA data and benchmarks.

Rating = 1	Rating = 2	Rating = 3	Rating = 4	Rating = 5
<10th Percentile	10th – 32nd Percentile	33rd – 66th Percentile	67th – 89th Percentile	≥90th Percentile

Notes:

- *NCQA will assign a measure result of NA to overall ratings or composites with a denominator (i.e., the average number of responses across all questions used to calculate the composite) less than 100.*

- *Medicaid plans have the option to be scored on either Adult CAHPS or Child CAHPS data.*

*HPR scores are **truncated** to three digits (XX.X%) according to the NCQA calculation protocol for Health Plan Ratings. Please note that scores on this slide may differ slightly compared to scores found throughout the rest of the report.

PROFILE OF SURVEY RESPONDENTS

MEDICAID ADULT

Age

	18 – 34			35 - 44			45 - 54			55 or older		
	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	30.0%	27.3%	28.5%	14.8%	16.1%	18.0%‡	19.2%	17.3%	16.6%	36.0%	39.3%	37.0%
PG			23.9%▲			13.9%▲			16.6%			45.6%▼
QC			NA			NA			NA			NA

Gender

	Male			Female		
	2021	2022	2023	2021	2022	2023
Plan	47.4%	47.1%	48.2%	52.6%	52.9%	51.8%
PG			39.3%▲			60.7%▼
QC			NA			NA

Health Status

	Excellent/Very Good			Good			Fair/Poor		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	35.4%	34.8%	33.4%	35.5%	35.5%	36.2%	29.2%	29.7%	30.3%
PG			30.5%▲			34.8%			34.8%▼
QC			NA			NA			NA

Mental Health Status

	Excellent/Very Good			Good			Fair/Poor		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	38.2%	37.5%	39.1%	33.8%	32.5%	31.4%	28.0%	30.0%	29.4%
PG			36.9%			30.9%			32.2%▼
QC			NA			NA			NA

Significance Testing: Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (‡/‡) or benchmark score (▲/▼).
Benchmarks: PG refers to the 2023 PG Book of Business benchmark. **QC** refers to the 2022 QC National Data benchmark. NCQA did not publish demographics for the 2022 benchmark.

PROFILE OF SURVEY RESPONDENTS

MEDICAID ADULT

Education

	HS Grad or Less			Some College			College Grad or More		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	46.7%	47.3%	48.7%	34.6%	35.4%	34.7%	18.7%	17.3%	16.6%
PG			61.5% ▼			26.6% ▲			11.9% ▲
QC			NA			NA			NA

Ethnicity

	Hispanic/Latino			Not Hispanic/Latino		
	2021	2022	2023	2021	2022	2023
Plan	15.2%	13.2%	16.9% ↑	84.8%	86.8%	83.1% ↓
PG			19.8% ▼			80.2% ▲
QC			NA			NA

Race

	White			Black or African-American			Asian			Hawaiian/Pacific Islander			American Indian/Alaskan			Other		
	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	78.8%	74.4%	76.5%	6.9%	7.3%	8.7%	9.6%	10.5%	10.6%	2.3%	2.2%	2.1%	4.9%	4.8%	5.0%	11.8%	11.7%	10.6%
PG			64.5% ▲			22.5% ▼			5.7% ▲			1.3%			3.9%			11.5%
QC			NA			NA			NA			NA			NA			NA

Significance Testing: Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (⬆/⬇) or benchmark score (▲/▼).
Benchmarks: PG refers to the 2023 PG Book of Business benchmark. **QC** refers to the 2022 QC National Data benchmark. NCQA did not publish demographics for the 2022 benchmark.

POWeR Chart: Explanation

POWeR™ CHART CLASSIFICATION MATRIX

The SatisAction™ key driver statistical model was used to identify the key drivers of the rating of the health plan and the results are presented in the POWeR™ Chart classification matrix on the following page.

Overview The SatisAction™ key driver statistical model is a powerful, proprietary statistical methodology used to identify the key drivers of the rating of the health plan and provide actionable direction for satisfaction improvement programs. This methodology is the result of a number of years of development and testing using health care satisfaction data. We have been successfully using this approach since 1997.

The model provides the following:

- Identification of the elements that are important in driving of the rating of the health plan.

- Measurement of the relative importance of each of these elements.

- Measurement of how well members think the plan performed on those important elements.

- Presentation of the importance/performance results in a matrix that provides clear direction for member satisfaction improvement efforts by the plan.

Your plan performance relative to the PG Book of Business — Higher / Lower

RETAIN
Items in this quadrant have a relatively small impact on the rating of the health plan but performance is above average. *Simply maintain performance on these items.*

POWER
These items have a relatively large impact on the rating of the health plan and performance is above average. *Promote and leverage strengths in this quadrant.*

WAIT
These items are somewhat less important than those that fall on the right side of the chart and, relatively speaking, performance is below average. *Addressing these items can wait until more important items have been dealt with.*

OPPORTUNITY
Items in this quadrant have a relatively large impact on the rating of the health plan but performance is below average. *Focus resources on improving processes that underlie these items.*

Importance to your plan members — Lower / Higher

POWeR Chart: Your Results

Medicaid Adult

SURVEY MEASURE			2022		2023	
			SRS	%tile*	SRS	%tile*
POWER						
None						
OPPORTUNITY						
Rating	Q8	Rating of Health Care	---	---	44.5%	5th
Rating	Q18	Rating of Personal Doctor	---	---	60.7%	7th
Rating	Q22	Rating of Specialist +	---	---	58.8%	8th
GNC	Q20	Getting specialist appointment	---	---	69.2%	6th
GCQ	Q4	Getting urgent care	---	---	74.6%	8th
GNC	Q9	Getting care, tests, or treatment	---	---	76.4%	8th
GCQ	Q6	Getting routine care	---	---	67.9%	<5th
CS	Q25	Treated with courtesy and respect	---	---	92.2%	18th
WAIT						
HWDC	Q13	Dr. listened carefully	---	---	91.3%	23rd
HWDC	Q14	Dr. showed respect	---	---	92.0%	9th
CS	Q24	Provided information or help	---	---	78.3%	11th
HWDC	Q15	Dr. spent enough time	---	---	89.9%	37th
HWDC	Q12	Dr. explained things	---	---	91.1%	24th
CC	Q17	Coordination of Care +	---	---	79.4%	11th
CS	Q27	Ease of Filling Out Forms +	---	---	94.8%	38th
RETAIN						
None						

Percentiles based on the PG Book of Business of the listed year.

POWeR CHART: YOUR RESULTS

MEDICAID ADULT

SURVEY MEASURE			2022		2023	
			SRS	%tile*	SRS	%tile*
POWER						
None						
OPPORTUNITY						
Rating	Q8	Rating of Health Care	---	---	40.6%	<5th
Rating	Q18	Rating of Personal Doctor	---	---	58.8%	<5th
Rating	Q22	Rating of Specialist +	---	---	55.8%	<5th
GNC	Q9	Getting care, tests, or treatment	---	---	75.4%	5th
GNC	Q20	Getting specialist appointment	---	---	64.6%	<5th
GCQ	Q6	Getting routine care	---	---	69.4%	5th
CC	Q17	Coordination of Care +	---	---	73.3%	<5th
GCQ	Q4	Getting urgent care	---	---	68.7%	<5th
WAIT						
HWDC	Q15	Dr. spent enough time	---	---	86.7%	9th
HWDC	Q13	Dr. listened carefully	---	---	92.4%	39th
HWDC	Q14	Dr. showed respect	---	---	90.0%	<5th
HWDC	Q12	Dr. explained things	---	---	90.8%	21st
CS	Q25	Treated with courtesy and respect	---	---	94.2%	37th
CS	Q24	Provided information or help	---	---	75.4%	5th
RETAIN						
CS	Q27	Ease of Filling Out Forms +	---	---	96.4%	75th

Percentiles based on the PG Book of Business of the listed year.

POWeR Chart: Your Results

Medicaid Adult

SURVEY MEASURE			2022		2023	
			SRS	%tile*	SRS	%tile*
POWER						
None						
OPPORTUNITY						
Rating	Q18	Rating of Personal Doctor	61.8%	10th	65.2%	27th
Rating	Q8	Rating of Health Care	47.5%	5th	43.7%	<5th
HWDC	Q15	Dr. spent enough time	87.0%	16th	89.3%	32nd
HWDC	Q14	Dr. showed respect	94.2%	41st	91.2%	5th
CS	Q25	Treated with courtesy and respect	96.2%	68th	92.9%	21st
CS	Q24	Provided information or help	83.2%	43rd	78.1%	10th
HWDC	Q13	Dr. listened carefully	91.5%	30th	89.1%	8th
HWDC	Q12	Dr. explained things	89.7%	16th	91.2%	26th
WAIT						
GNC	Q9	Getting care, tests, or treatment	81.8%	23rd	75.9%	8th
CC	Q17	Coordination of Care +	76.3%	5th	81.5%	20th
Rating	Q22	Rating of Specialist +	61.1%	11th	57.5%	8th
GCQ	Q6	Getting routine care	70.6%	10th	67.9%	<5th
GNC	Q20	Getting specialist appointment	74.6%	21st	74.1%	24th
GCQ	Q4	Getting urgent care	74.2%	17th	80.9%	36th
CS	Q27	Ease of Filling Out Forms +	93.8%	16th	94.0%	23rd
RETAIN						
None						

Percentiles based on the PG Book of Business of the listed year.

POWeR Chart: Your Results

Medicaid Adult

	SURVEY MEASURE			2022		2023	
				SRS	%tile*	SRS	%tile*
	POWER						
	None						
	OPPORTUNITY						
■	Rating	**Q8**	Rating of Health Care	40.0%	<5th	48.8%	10th
■	Rating	**Q22**	Rating of Specialist +	51.1%	<5th	65.2%	37th
■	Rating	**Q18**	Rating of Personal Doctor	72.3%	71st	59.6%	<5th
◆	GCQ	**Q4**	Getting urgent care	82.9%	52nd	73.3%	6th
◆	HWDC	**Q12**	Dr. explained things	93.3%	59th	92.2%	38th
◆	HWDC	**Q14**	Dr. showed respect	95.0%	58th	93.6%	30th
●	GNC	**Q9**	Getting care, tests, or treatment	81.8%	23rd	75.3%	<5th
◆	HWDC	**Q13**	Dr. listened carefully	91.5%	30th	91.0%	22nd
	WAIT						
◆	GCQ	**Q6**	Getting routine care	70.5%	10th	68.8%	<5th
●	CC	**Q17**	Coordination of Care +	85.7%	55th	76.6%	6th
●	GNC	**Q20**	Getting specialist appointment	65.3%	<5th	75.5%	27th
●	CS	**Q27**	Ease of Filling Out Forms +	93.1%	9th	93.8%	18th
●	CS	**Q24**	Provided information or help	76.6%	7th	78.6%	12th
●	CS	**Q25**	Treated with courtesy and respect	88.6%	<5th	93.0%	23rd
	RETAIN						
◆	HWDC	**Q15**	Dr. spent enough time	88.1%	21st	93.6%	78th

Percentiles based on the PG Book of Business of the listed year.

POWeR Chart: Your Results

Medicaid Adult

SURVEY MEASURE			2022		2023	
			SRS	%tile*	SRS	%tile*
POWER						
None						
OPPORTUNITY						
◆ GCQ	**Q6**	Getting routine care	65.0%	<5th	73.5%	18th
● GNC	**Q20**	Getting specialist appointment	65.1%	<5th	68.8%	6th
● GNC	**Q9**	Getting care, tests, or treatment	77.2%	5th	79.4%	12th
◆ GCQ	**Q4**	Getting urgent care	73.5%	13th	78.9%	25th
■ Rating	**Q22**	Rating of Specialist +	59.8%	8th	57.1%	6th
● CS	**Q24**	Provided information or help	81.2%	29th	83.1%	37th
● CS	**Q25**	Treated with courtesy and respect	95.6%	53rd	93.1%	24th
■ Rating	**Q8**	Rating of Health Care	45.2%	<5th	47.5%	7th
WAIT						
■ Rating	**Q18**	Rating of Personal Doctor	63.4%	16th	67.1%	40th
RETAIN						
◆ HWDC	**Q14**	Dr. showed respect	93.8%	35th	95.7%	71st
◆ HWDC	**Q12**	Dr. explained things	93.1%	55th	93.9%	63rd
◆ HWDC	**Q13**	Dr. listened carefully	93.8%	64th	95.7%	91st
▢ CC	**Q17**	Coordination of Care +	82.4%	31st	88.3%	74th
◆ HWDC	**Q15**	Dr. spent enough time	91.0%	49th	94.0%	83rd
● CS	**Q27**	Ease of Filling Out Forms +	95.3%	36th	95.4%	51st

Percentiles based on the PG Book of Business of the listed year.

POWeR Chart: Your Results

Medicaid Adult

SURVEY MEASURE			2022		2023	
			SRS	%tile*	SRS	%tile*
POWER						
None						
OPPORTUNITY						
Rating	Q8	Rating of Health Care	42.7%	<5th	43.4%	<5th
GNC	Q20	Getting specialist appointment	69.6%	7th	63.0%	<5th
Rating	Q18	Rating of Personal Doctor	59.1%	<5th	48.8%	<5th
SQ	Q46	Overall rating of treatment/counseling	40.5%	---	48.7%	---
Rating	Q22	Rating of Specialist +	60.9%	10th	62.0%	23rd
GNC	Q9	Getting care, tests, or treatment	79.1%	11th	75.7%	6th
SQ	Q47	Involved in MH decisions	52.6%	---	54.2%	---
HWDC	Q14	Dr. showed respect	92.0%	14th	89.9%	<5th
HWDC	Q13	Dr. listened carefully	93.1%	55th	87.8%	<5th
WAIT						
HWDC	Q12	Dr. explained things	93.3%	59th	86.5%	6th
GCQ	Q6	Getting routine care	72.6%	13th	57.6%	<5th
HWDC	Q15	Dr. spent enough time	86.4%	13th	86.7%	9th
GCQ	Q4	Getting urgent care	78.5%	27th	69.2%	<5th
CC	Q17	Coordination of Care +	76.3%	5th	73.6%	<5th
CS	Q25	Treated with courtesy and respect	96.2%	68th	86.5%	<5th
CS	Q24	Provided information or help	80.0%	21st	76.9%	8th
CS	Q27	Ease of Filling Out Forms +	94.8%	30th	93.8%	18th
RETAIN						
SQ	Q52	Dr. respected beliefs/cultural traditions	77.9%	---	80.9%	---

Percentiles based on the PG Book of Business of the listed year.

KEY DRIVERS OF RATING OF HEALTH PLAN
MEDICAID ADULT

ALIGNMENT *Are your key drivers typical of the industry?*	KEY DRIVER RANK		ATTRIBUTE		SUMMARY RATE SCORE		PG BoB %TILE*	CLASSIFICATION	
	YOUR PLAN	INDUSTRY			YOUR PLAN	INDUSTRY		2022	2023
TOP 10 KEY DRIVERS			**Q28**	**Rating of Health Plan**	**50.1%**	**63.6%**	**<5th**		
✓	1	1	Q8	Rating of Health Care	44.5%	56.8%	5th	---	Opp.
✓	2	3	Q18	Rating of Personal Doctor	60.7%	69.2%	7th	---	Opp.
✓	3	2	Q22	Rating of Specialist +	58.8%	67.4%	8th	---	Opp.
	4	11	Q20	Getting specialist appointment	69.2%	79.1%	6th	---	Opp.
✓	5	6	Q4	Getting urgent care	74.6%	82.7%	8th	---	Opp.
✓	6	4	Q9	Getting care, tests, or treatment	76.4%	84.8%	8th	---	Opp.
✓	7	5	Q6	Getting routine care	67.9%	80.4%	<5th	---	Opp.
✓	8	7	Q25	Treated with courtesy and respect	92.2%	95.0%	18th	---	Opp.
✓	9	9	Q13	Dr. listened carefully	91.3%	92.9%	23rd	---	Wait
✓	10	10	Q14	Dr. showed respect	92.0%	94.6%	9th	---	Wait
	11	8	Q24	Provided information or help	78.3%	84.5%	11th	---	Wait

YOUR PLAN: These items have a relatively large impact on the Rating of Health Plan. Leverage these questions since they are important to your members and the Rating of Health Plan score for this plan. They are listed in descending order of importance for your plan.

INDUSTRY: PG Book of Business regression analysis has identified Key Drivers of Rating of Health Plan. The numbers represent the ranked importance across the entire Book of Business.

All Industry scores & rankings are calculated based on the 2023 PG Book of Business. Any items below the dotted line are Top 10 industry key drivers that are not identified as key drivers for your plan.

*Differentials are based on comparisons to your plan's prior year percentile rankings.

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KEY DRIVERS OF RATING OF HEALTH PLAN

MEDICAID ADULT

ALIGNMENT *Are your key drivers typical of the industry?*	KEY DRIVER RANK		ATTRIBUTE		SUMMARY RATE SCORE		PG BoB %TILE*	CLASSIFICATION	
	YOUR PLAN	INDUSTRY			YOUR PLAN	INDUSTRY		2022	2023
TOP 10 KEY DRIVERS			**Q28**	**Rating of Health Plan**	**50.0%**	**63.6%**	**<5th**		
✓	1	1	Q8	Rating of Health Care	40.6%	56.8%	<5th	---	Opp.
✓	2	3	Q18	Rating of Personal Doctor	58.8%	69.2%	<5th	---	Opp.
✓	3	2	Q22	Rating of Specialist +	55.8%	67.4%	<5th	---	Opp.
✓	4	4	Q9	Getting care, tests, or treatment	75.4%	84.8%	5th	---	Opp.
	5	11	Q20	Getting specialist appointment	64.6%	79.1%	<5th	---	Opp.
✓	6	5	Q6	Getting routine care	69.4%	80.4%	5th	---	Opp.
	7	14	Q17	Coordination of Care +	73.3%	85.6%	<5th	---	Opp.
✓	8	6	Q4	Getting urgent care	68.7%	82.7%	<5th	---	Opp.
	9	12	Q15	Dr. spent enough time	86.7%	91.0%	9th	---	Wait
✓	10	9	Q13	Dr. listened carefully	92.4%	92.9%	39th	---	Wait
	12	10	Q14	Dr. showed respect	90.0%	94.6%	<5th	---	Wait
	14	7	Q25	Treated with courtesy and respect	94.2%	95.0%	37th	---	Wait
	15	8	Q24	Provided information or help	75.4%	84.5%	5th	---	Wait

YOUR PLAN

These items have a relatively large impact on the Rating of Health Plan. **Leverage** these questions since they are important to your members and the Rating of Health Plan score for this plan. They are listed in descending order of importance for your plan.

INDUSTRY

PG Book of Business regression analysis has identified **Key Drivers** of Rating of Health Plan. The numbers represent the ranked importance across the entire Book of Business.

All Industry scores & rankings are calculated based on the 2023 PG Book of Business. Any items below the dotted line are Top 10 industry key drivers that are not identified as key drivers for your plan.

Differentials are based on comparisons to your plan's prior year percentile rankings.

KEY DRIVERS OF RATING OF HEALTH PLAN
MEDICAID ADULT

ALIGNMENT Are your key drivers typical of the industry?	KEY DRIVER RANK		ATTRIBUTE		SUMMARY RATE SCORE		PG BoB %TILE*	CLASSIFICATION		
	YOUR PLAN	INDUSTRY			YOUR PLAN	INDUSTRY		2022		2023
TOP 10 KEY DRIVERS			Q28	**Rating of Health Plan**	**53.4%**	**63.6%**	**8th** *(-1)*			
✓	1	3	Q18	Rating of Personal Doctor	65.2%	69.2%	27th *(+17)*	Opp.		Opp.
✓	2	1	Q8	Rating of Health Care	43.7%	56.8%	<5th *(-1)*	Opp.		Opp.
	3	12	Q15	Dr. spent enough time	89.3%	91.0%	32nd *(+16)*	Wait	→	Opp.
✓	4	10	Q14	Dr. showed respect	91.2%	94.6%	5th *(-36)*	Opp.		Opp.
✓	5	7	Q25	Treated with courtesy and respect	92.9%	95.0%	21st *(-47)*	Retain	→	Opp.
✓	6	8	Q24	Provided information or help	78.1%	84.5%	10th *(-33)*	Wait	→	Opp.
✓	7	9	Q13	Dr. listened carefully	89.1%	92.9%	8th *(-22)*	Opp.		Opp.
	8	13	Q12	Dr. explained things	91.2%	92.8%	26th *(+10)*	Wait	→	Opp.
✓	9	4	Q9	Getting care, tests, or treatment	75.9%	84.8%	8th *(-15)*	Opp.	→	Wait
	10	14	Q17	Coordination of Care +	81.5%	85.6%	20th *(+15)*	Wait		Wait
	11	2	Q22	Rating of Specialist +	57.5%	67.4%	8th *(-3)*	Opp.	→	Wait
	12	5	Q6	Getting routine care	67.9%	80.4%	<5th *(-7)*	Opp.	→	Wait
	14	6	Q4	Getting urgent care	80.9%	82.7%	36th *(+19)*	Opp.	→	Wait

YOUR PLAN

These items have a relatively large impact on the Rating of Health Plan. **Leverage** these questions since they are important to your members and the Rating of Health Plan score for this plan. They are listed in descending order of importance for your plan.

INDUSTRY

PG Book of Business regression analysis has identified **Key Drivers** of Rating of Health Plan. The numbers represent the ranked importance across the entire Book of Business.

All Industry scores & rankings are calculated based on the 2023 PG Book of Business. Any items below the dotted line are Top 10 industry key drivers that are not identified as key drivers for your plan.

*Differentials are based on comparisons to your plan's prior year percentile rankings.

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KEY DRIVERS OF RATING OF HEALTH PLAN
MEDICAID ADULT

ALIGNMENT *Are your key drivers typical of the industry?*	KEY DRIVER RANK		ATTRIBUTE		SUMMARY RATE SCORE		PG BoB %TILE*	CLASSIFICATION		
	YOUR PLAN	INDUSTRY			YOUR PLAN	INDUSTRY		2022		2023
TOP 10 KEY DRIVERS			**Q28**	**Rating of Health Plan**	**47.3%**	**63.6%**	**<5th** (-6)			
✓	1	1	Q8	Rating of Health Care	48.8%	56.8%	10th (+10)	Opp.		Opp.
✓	2	2	Q22	Rating of Specialist +	65.2%	67.4%	37th (+37)	Opp.		Opp.
✓	3	3	Q18	Rating of Personal Doctor	59.6%	69.2%	<5th (-67)	Power	→	Opp.
✓	4	6	Q4	Getting urgent care	73.3%	82.7%	6th (-46)	Power	→	Opp.
	5	13	Q12	Dr. explained things	92.2%	92.8%	38th (-21)	Retain	→	Opp.
✓	6	10	Q14	Dr. showed respect	93.6%	94.6%	30th (-28)	Retain	→	Opp.
✓	7	4	Q9	Getting care, tests, or treatment	75.3%	84.8%	<5th (-19)	Wait	→	Opp.
✓	8	9	Q13	Dr. listened carefully	91.0%	92.9%	22nd (-8)	Wait	→	Opp.
	9	12	Q15	Dr. spent enough time	93.6%	91.0%	78th (+57)	Wait	→	Retain
✓	10	5	Q6	Getting routine care	68.8%	80.4%	<5th (-6)	Wait		Wait
	14	8	Q24	Provided information or help	78.6%	84.5%	12th (+5)	Wait		Wait
	15	7	Q25	Treated with courtesy and respect	93.0%	95.0%	23rd (+22)	Wait		Wait

YOUR PLAN — These items have a relatively large impact on the Rating of Health Plan. **Leverage** these questions since they are important to your members and the Rating of Health Plan score for this plan. They are listed in descending order of importance for your plan.

INDUSTRY — PG Book of Business regression analysis has identified **Key Drivers** of Rating of Health Plan. The numbers represent the ranked importance across the entire Book of Business.

All Industry scores & rankings are calculated based on the 2023 PG Book of Business. Any items below the dotted line are Top 10 industry key drivers that are not identified as key drivers for your plan.

*Differentials are based on comparisons to your plan's prior year percentile rankings.

KEY DRIVERS OF RATING OF HEALTH PLAN
MEDICAID ADULT

ALIGNMENT *Are your key drivers typical of the industry?*	KEY DRIVER RANK		ATTRIBUTE		SUMMARY RATE SCORE		PG BoB %TILE*		CLASSIFICATION		
	YOUR PLAN	INDUSTRY			YOUR PLAN	INDUSTRY			2022		2023
TOP 10 KEY DRIVERS			**Q28**	**Rating of Health Plan**	**48.4%**	**63.6%**	**<5th**	**(+1)**			
✓	1	5	Q6	Getting routine care	73.5%	80.4%	18th	(+18)	Wait	→	Opp.
	2	11	Q20	Getting specialist appointment	68.8%	79.1%	6th	(+5)	Wait	→	Opp.
✓	3	4	Q9	Getting care, tests, or treatment	79.4%	84.8%	12th	(+7)	Opp.		Opp.
✓	4	6	Q4	Getting urgent care	78.9%	82.7%	25th	(+12)	Opp.		Opp.
✓	5	2	Q22	Rating of Specialist +	57.1%	67.4%	6th	(-2)	Opp.		Opp.
✓	6	8	Q24	Provided information or help	83.1%	84.5%	37th	(+8)	Wait	→	Opp.
✓	7	7	Q25	Treated with courtesy and respect	93.1%	95.0%	24th	(-29)	Power	→	Opp.
✓	8	1	Q8	Rating of Health Care	47.5%	56.8%	7th	(+4)	Opp.		Opp.
✓	9	10	Q14	Dr. showed respect	95.7%	94.6%	71st	(+36)	Opp.	→	Retain
	10	13	Q12	Dr. explained things	93.9%	92.8%	63rd	(+8)	Retain		Retain
	11	9	Q13	Dr. listened carefully	95.7%	92.9%	91st	(+27)	Power	→	Retain
	14	3	Q18	Rating of Personal Doctor	67.1%	69.2%	40th	(+24)	Opp.	→	Wait

YOUR PLAN — These items have a relatively large impact on the Rating of Health Plan. **Leverage** these questions since they are important to your members and the Rating of Health Plan score for this plan. They are listed in descending order of importance for your plan.

INDUSTRY — PG Book of Business regression analysis has identified **Key Drivers** of Rating of Health Plan. The numbers represent the ranked importance across the entire Book of Business.

All Industry scores & rankings are calculated based on the 2023 PG Book of Business. Any items below the dotted line are Top 10 industry key drivers that are not identified as key drivers for your plan.

*Differentials are based on comparisons to your plan's prior year percentile rankings.

KEY DRIVERS OF RATING OF HEALTH PLAN
MEDICAID ADULT

	ALIGNMENT *Are your key drivers typical of the industry?*	KEY DRIVER RANK		ATTRIBUTE		SUMMARY RATE SCORE		PG BoB %TILE*	CLASSIFICATION		
		YOUR PLAN	INDUSTRY			YOUR PLAN	INDUSTRY		2022		2023
TOP 10 KEY DRIVERS				**Q28**	**Rating of Health Plan**	**48.8%**	**63.6%**	**<5th** (+2)			
YOUR PLAN — These items have a relatively large impact on the Rating of Health Plan. **Leverage** these questions since they are important to your members and the Rating of Health Plan score for this plan. They are listed in descending order of importance for your plan.	✓	1	1	Q8	Rating of Health Care	43.4%	56.8%	<5th (+2)	Opp.		Opp.
		2	11	Q20	Getting specialist appointment	63.0%	79.1%	<5th (-6)	Opp.		Opp.
	✓	3	3	Q18	Rating of Personal Doctor	48.8%	69.2%	<5th (-2)	Opp.		Opp.
		4	---	Q46	Overall rating of treatment/counseling	48.7%	---	---	Wait	→	Opp.
	✓	5	2	Q22	Rating of Specialist +	62.0%	67.4%	23rd (+13)	Opp.		Opp.
	✓	6	4	Q9	Getting care, tests, or treatment	75.7%	84.8%	6th (-5)	Opp.		Opp.
INDUSTRY — PG Book of Business regression analysis has identified **Key Drivers** of Rating of Health Plan. The numbers represent the ranked importance across the entire Book of Business.		7	---	Q47	Involved in MH decisions	54.2%	---	---	---		Opp.
	✓	8	10	Q14	Dr. showed respect	89.9%	94.6%	<5th (-11)	Opp.		Opp.
	✓	9	9	Q13	Dr. listened carefully	87.8%	92.9%	<5th (-52)	Power	→	Opp.
		10	13	Q12	Dr. explained things	86.5%	92.8%	6th (-53)	Retain	→	Wait
		11	5	Q6	Getting routine care	57.6%	80.4%	<5th (-13)	Wait		Wait
		14	6	Q4	Getting urgent care	69.2%	82.7%	<5th (-25)	Wait		Wait
		16	7	Q25	Treated with courtesy and respect	86.5%	95.0%	<5th (-68)	Power	→	Wait
		17	8	Q24	Provided information or help	76.9%	84.5%	8th (-13)	Opp.	→	Wait

All Industry scores & rankings are calculated based on the 2023 PG Book of Business. Any items below the dotted line are Top 10 industry key drivers that are not identified as key drivers for your plan.

*Differentials are based on comparisons to your plan's prior year percentile rankings.

OVERALL RATINGS

HEALTH PLAN – PERCENT 9 OR 10

2023 Rating of Health Plan

% 9 or 10
(on a scale from 0 to 10, where 0 is the worst possible rating and 10 is the best possible rating)

- 2022 QC Avg. 62%
- Amerigroup Washington (AMG): 2023 50.0%, 2022 44.2%
- Community Health Plan of Washington (CHPW): 2023 53.4%, 2022 54.6%
- Coordinated Care of Washington (CCW): 2023 47.3%, 2022 53.8%
- Molina Healthcare of Washington (MHW): 2023 48.4%, 2022 46.0%
- UnitedHealthcare Community Plan (UHC): 2023 48.8%, 2022 44.8%

Legend: 2023, 2022, 2022 QC Avg.

28. 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 health plan? [RHP]

HEALTH PLAN – PERCENT 8, 9 OR 10

2023 Rating of Health Plan
% 8, 9 or 10
(on a scale from 0 to 10, where 0 is the worst possible rating and 10 is the best possible rating)

Legend:
- 2023 (solid gray line)
- 2022 (dashed black line)
- 2022 QC Avg. (dashed green line)

2022 QC Avg. 78%

	Amerigroup Washington (AMG)	Community Health Plan of Washington (CHPW)	Coordinated Care of Washington (CCW)	Molina Healthcare of Washington (MHW)	UnitedHealthcare Community Plan (UHC)
2023	69.2%	74.1%	76.7%	71.4%	70.0%
2022	62.2%	73.9%	75.2%	64.7%	68.6%

28. 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 health plan? [RHP]

HEALTH CARE – PERCENT 9 OR 10

2023 Rating of Health Care

% 9 or 10
(on a scale from 0 to 10, where 0 is the worst possible rating and 10 is the best possible rating)

2022 QC Avg.
57%

46.5%
47.5%
48.8%
47.5%
43.4%
40.6%
43.7%
40.0%
45.2%
42.7%

2023
2022
2022 QC Avg.

Amerigroup Washington (AMG)
Community Health Plan of Washington (CHPW)
Coordinated Care of Washington (CCW)
Molina Healthcare of Washington (MHW)
UnitedHealthcare Community Plan (UHC)

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 health care in the last 6 months? [RHC]

HEALTH CARE – PERCENT 8, 9 OR 10

2023 Rating of Health Care

% 8, 9 or 10
(on a scale from 0 to 10, where 0 is the worst possible rating and 10 is the best possible rating)

- 2023
- 2022
- 2022 QC Avg.

2022 QC Avg. 75%

	Amerigroup Washington (AMG)	Community Health Plan of Washington (CHPW)	Coordinated Care of Washington (CCW)	Molina Healthcare of Washington (MHW)	UnitedHealthcare Community Plan (UHC)
2023	61.7%	69.5%	71.3%	72.7%	62.3%
2022	66.7%	70.2%	75.4%	67.5%	66.4%

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 health care in the last 6 months? [RHC]

PERSONAL DOCTOR – PERCENT 9 OR 10

2023 Rating of Personal Doctor

% 9 or 10
(on a scale from 0 to 10, where 0 is the worst possible rating and 10 is the best possible rating)

2022 QC Avg. 68%

	Amerigroup Washington (AMG)	Community Health Plan of Washington (CHPW)	Coordinated Care of Washington (CCW)	Molina Healthcare of Washington (MHW)	UnitedHealthcare Community Plan (UHC)
2023	58.8%	65.2%	59.6%	67.1%	48.8%
2022	62.9%	61.8%	72.3%	63.4%	59.1%

Legend:
— 2023
- - - 2022
- - - 2022 QC Avg.

18. Using any number from 0 to 10, where 0 is the worst personal doctor and 10 is the best personal doctor possible, what number would you use to rate all your personal doctor? [RPD]

PERSONAL DOCTOR – PERCENT 8, 9 OR 10

2023 Rating of Personal Doctor
% 8, 9 or 10
(on a scale from 0 to 10, where 0 is the worst possible rating and 10 is the best possible rating)

Legend:
- 2023 (solid gray line)
- 2022 (dashed black line)
- 2022 QC Avg. (dashed green line)

Data points:
- Amerigroup Washington (AMG): 75.8% (2023), 79.4% (2022)
- Community Health Plan of Washington (CHPW): 79.2% (2023), 80.6% (2022)
- Coordinated Care of Washington (CCW): 83.8% (2023), 86.7% (2022)
- Molina Healthcare of Washington (MHW): 79.7% (2023), 82.0% (2022)
- UnitedHealthcare Community Plan (UHC): 72.4% (2023), 73.5% (2022)
- 2022 QC Avg.: 82%

18. Using any number from 0 to 10, where 0 is the worst personal doctor and 10 is the best personal doctor possible, what number would you use to rate all your personal doctor? [RPD]

43

SPECIALIST – PERCENT 9 OR 10

2023 Rating of Specialist

% 9 or 10
(on a scale from 0 to 10, where 0 is the worst possible rating and 10 is the best possible rating)

2022 QC Avg.
68%

	Amerigroup Washington (AMG)	Community Health Plan of Washington (CHPW)	Coordinated Care of Washington (CCW)	Molina Healthcare of Washington (MHW)	UnitedHealthcare Community Plan (UHC)
2023	55.8%	57.5%	65.2%	57.1%	62.0%
2022	60.5%	61.1%	51.1%	59.8%	60.9%

Legend: 2023 — 2022 (dashed) — 2022 QC Avg. (green dashed)

22. 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? [RS]

SPECIALIST – PERCENT 8, 9 OR 10

2023 Rating of Specialist
% 8, 9 or 10
(on a scale from 0 to 10, where 0 is the worst possible rating and 10 is the best possible rating)

	Amerigroup Washington (AMG)	Community Health Plan of Washington (CHPW)	Coordinated Care of Washington (CCW)	Molina Healthcare of Washington (MHW)	UnitedHealthcare Community Plan (UHC)
2023	80.5%	78.3%	78.3%	74.7%	77.5%
2022	84.2%	78.7%	68.1%	78.4%	73.9%
2022 QC Avg.	84%				

22. 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? [RS]

GETTING NEEDED CARE

Getting Needed Care Composite Score

% Always or Usually

2022 QC Avg. 82%

74.8%
78.2%
75.4%
74.1%
74.4%

70.0%
75.0%
73.6%
71.2%
69.4%

Amerigroup Washington (AMG)
Community Health Plan of Washington (CHPW)
Coordinated Care of Washington (CCW)
Molina Healthcare of Washington (MHW)
UnitedHealthcare Community Plan (UHC)

2023
2022
2022 QC Avg.
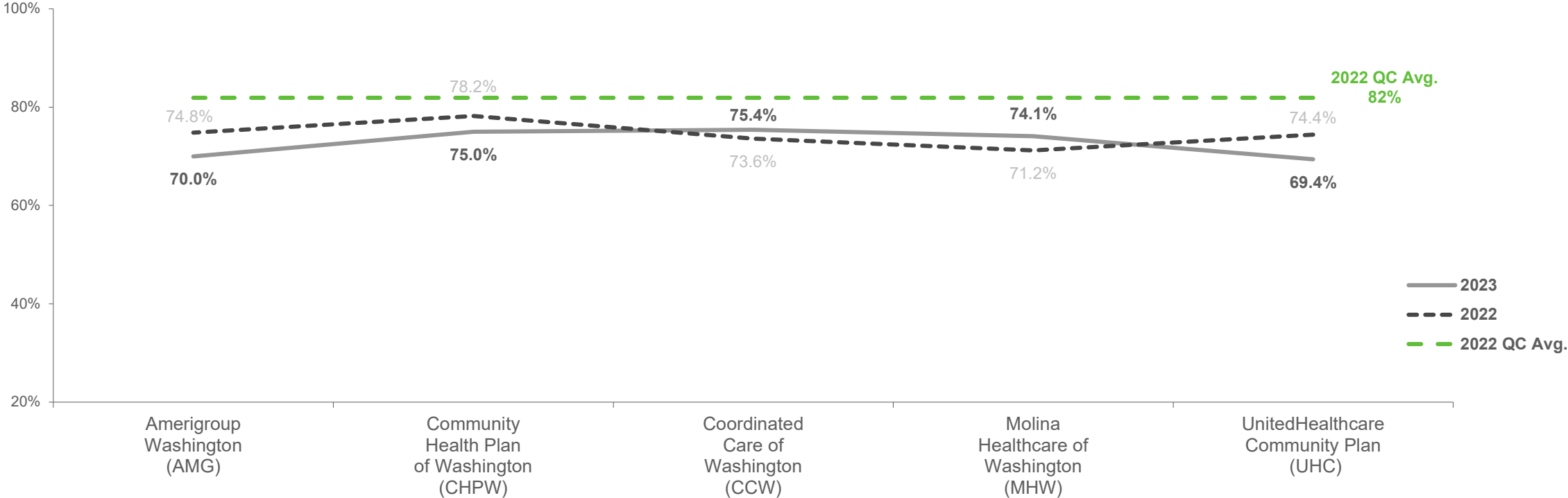
Q9. In the last 6 months, how often was it easy to get the care, tests or treatment you needed?
Q20. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?

GETTING CARE QUICKLY

Getting Care Quickly Composite Score

% Always or Usually

- 2023
- 2022
- 2022 QC Avg.

2022 QC Avg. **80%**

	Amerigroup Washington (AMG)	Community Health Plan of Washington (CHPW)	Coordinated Care of Washington (CCW)	Molina Healthcare of Washington (MHW)	UnitedHealthcare Community Plan (UHC)
2022	77.8%	72.4%	76.7%	76.2%	75.6%
2023 (2022 bold)	69.0%	74.4%	71.1%	69.3%	63.4%
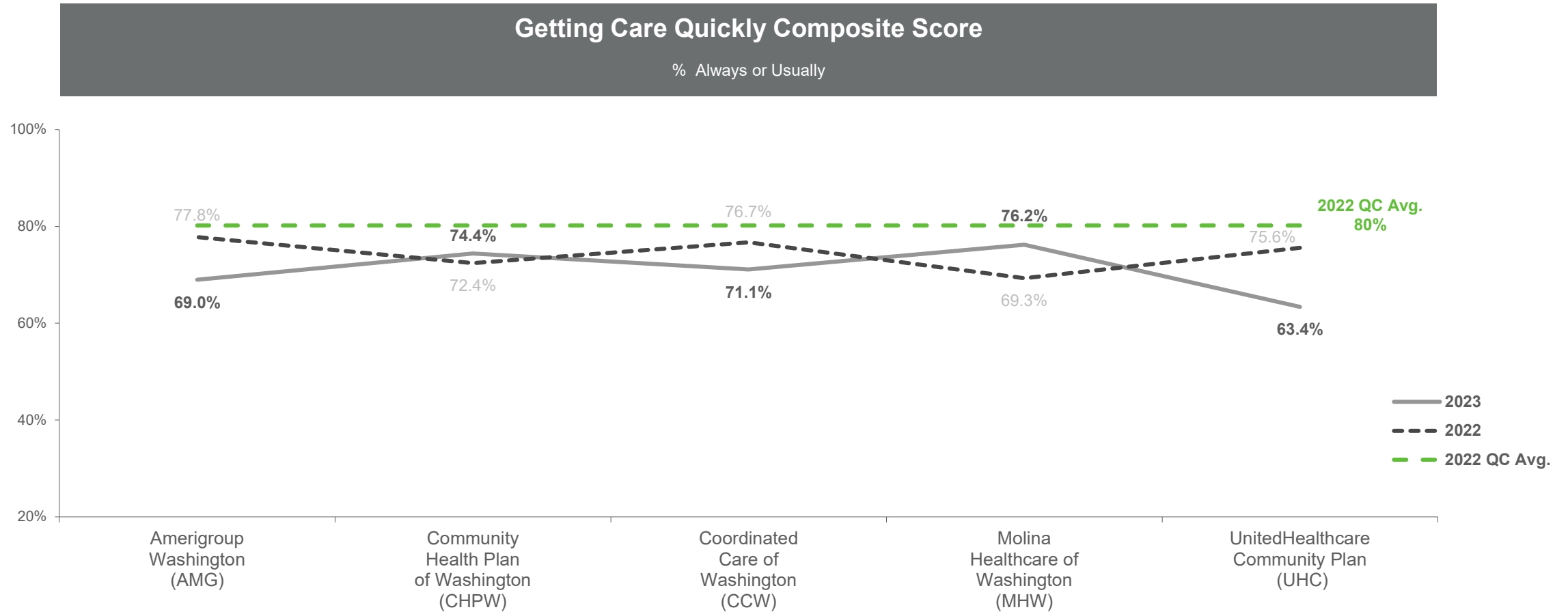
Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?
Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?

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CUSTOMER SERVICE

Customer Service Composite Score
% Always or Usually

- **2023** (solid gray line)
- **2022** (black dashed line)
- **2022 QC Avg.** (green dashed line)

	Amerigroup Washington (AMG)	Community Health Plan of Washington (CHPW)	Coordinated Care of Washington (CCW)	Molina Healthcare of Washington (MHW)	UnitedHealthcare Community Plan (UHC)
2022	85.3%	89.7%	85.8%	88.4%	88.1%
2023	84.8%	85.5%	82.6%	88.1%	81.7%

2022 QC Avg. 89%
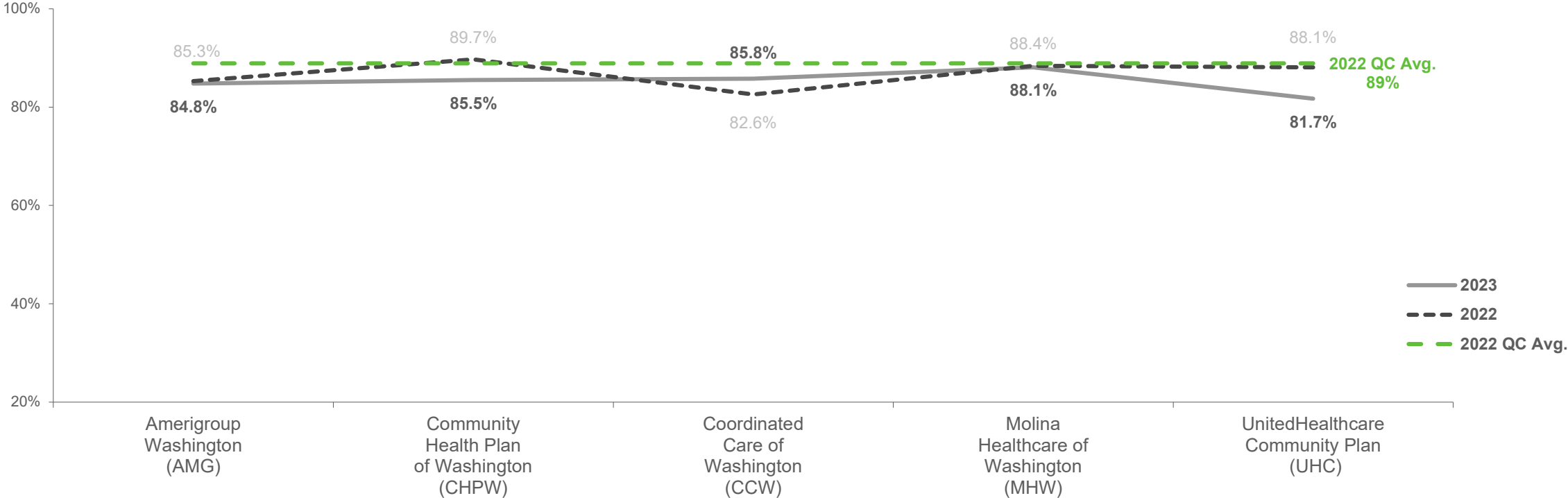
Q24. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?
Q25. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

HOW WELL DOCTORS COMMUNICATE

How Well Doctor's Communicate Composite Score
% Always or Usually

	Amerigroup Washington (AMG)	Community Health Plan of Washington (CHPW)	Coordinated Care of Washington (CCW)	Molina Healthcare of Washington (MHW)	UnitedHealthcare Community Plan (UHC)
2023	90.6%	90.6%	92.6%	94.8%	91.2%
2022	90.0%	90.2%	92.0%	92.9%	87.7%

2022 QC Avg. 93%

Legend:
- 2023
- 2022
- 2022 QC Avg.
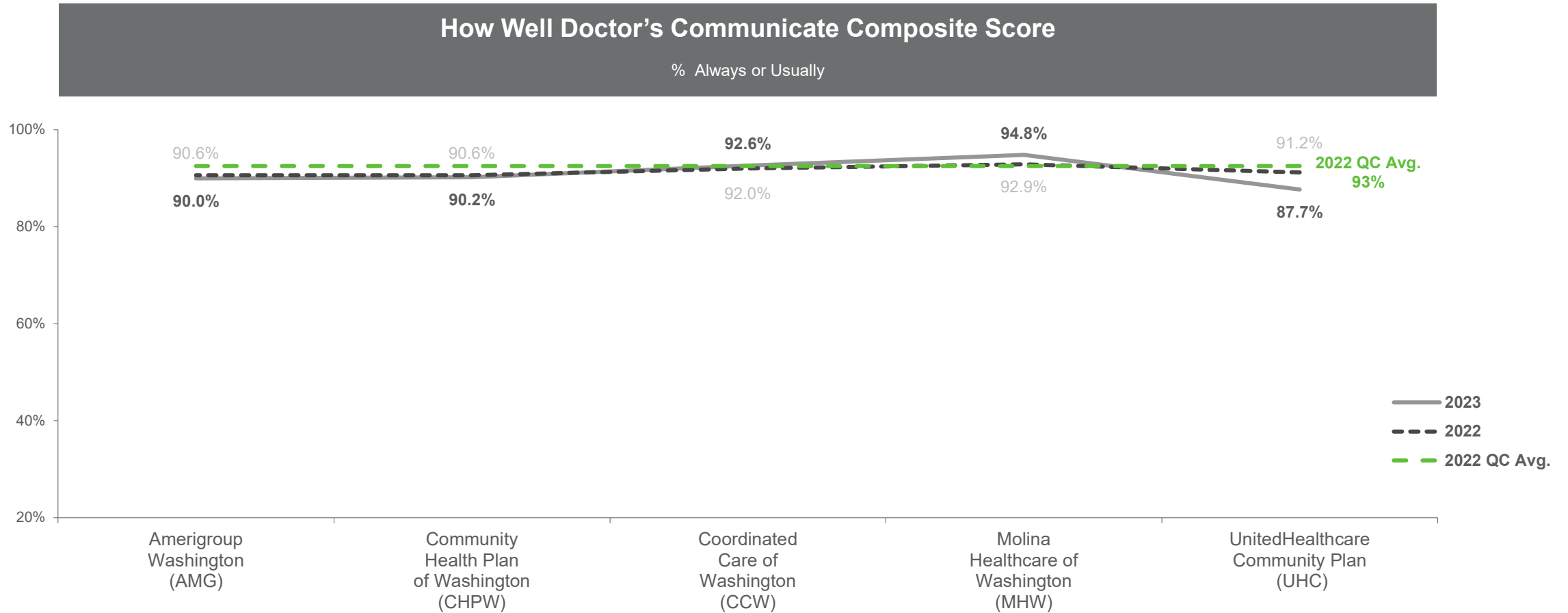
Q12. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?
Q13. In the last 6 months, how often did your personal doctor listen carefully to you?
Q14. In the last 6 months, how often did your personal doctor show respect for what you had to say?
Q15. In the last 6 months, how often did your personal doctor spend enough time with you?

CARE COORDINATION

Care Coordination Score

% Always or Usually

Amerigroup Washington (AMG): 2022 78.1%, 2023 73.3%
Community Health Plan of Washington (CHPW): 2023 81.5%, 2022 76.3%
Coordinated Care of Washington (CCW): 2022 85.7%, 2023 76.6%
Molina Healthcare of Washington (MHW): 2023 88.3%, 2022 82.4%
UnitedHealthcare Community Plan (UHC): 2022 76.3%, 2023 73.6%

2022 QC Avg. 84%

Legend:
— 2023
- - 2022
- - 2022 QC Avg.

Q17. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

APPENDIX B
SUMMARY TABLES

SUMMARY OF TERMS

- **QC Avg.** – NCQA Quality Compass

  - National Average of all plans submitting to NCQA published in the fall of that reporting year. Used to gauge individual plan performance.

- **SRS** – Summary Rate Score

  - Percentage of respondents answering Yes, Always or Usually, 9,10 or 8,9,10 for the corresponding scaled questions

- **Regional –** Region 10

  - Regional Data based on Press Ganey Book of Business for HHS (Health and Human Services) Region 10 – Seattle (Alaska, Oregon, Idaho and Washington)

KEY MEASURES – SUMMARY RATES

	2022	2023	2023 Num.	2023 Den.	2022 QC Avg.		Regional
Rating of Health Plan (Q28) (% 8, 9 or 10)	**68.4%**	72.2%	736	1020	78.0%	▼	**72.2%**
Rating of Health Care (Q8) (% 8, 9 or 10)	**68.6%**	67.6%	427	632	75.4%	▼	**68.4%**
Rating of Personal Doctor (Q18) (% 8, 9 or 10)	**79.2%**	78.9%	599	759	82.4%	▼	**80.1%**
Rating of Specialist (Q22) (% 8, 9 or 10)	**77.6%**	77.7%	304	391	83.5%	▼	**76.8%**
Customer Service (% Always or Usually)	**87.3%**	**85.2%**	---	319	88.9%		**85.6%**
Q24. CS provided needed information or help	79.9%	78.3%	249	318	83.4%	▼	79.6%
Q25. CS treated member with courtesy and respect	94.8%	92.2%	295	320	94.6%		91.6%
Getting Needed Care (% Always or Usually)	**74.6%**	**72.8%**	---	520	81.9%	▼	**73.3%**
Q9. Ease of getting care, tests or treatment	79.9%	76.4%	480	628	84.7%	▼	77.0%
Q20. Got appointment with specialist as soon as needed	69.2%	69.2%	285	412	78.6%	▼	69.6%
Getting Care Quickly (% Always or Usually)	**73.9%**	**71.2%**	---	481	80.2%	▼	**72.1%**
Q4. Got urgent care as soon as needed	77.8%	74.6%	267	358	80.9%	▼	75.4%
Q6. Got check-up or routine appointment as soon as needed	69.9%	67.9%	410	604	79.8%	▼	68.9%
How Well Doctors Communicate (% Always or Usually)	**91.4%**	**91.1%**	---	550	92.5%		**91.7%**
Q12. Personal doctor explained things	91.7%	91.1%	499	548	92.6%		91.6%
Q13. Personal doctor listened carefully	91.8%	91.3%	501	549	92.7%		91.0%
Q14. Personal doctor showed respect	93.9%	92.0%	507	551	94.3%		92.9%
Q15. Personal doctor spent enough time	88.3%	89.9%	497	553	90.4%		91.1%
Coordination of Care (Q17) (% Always or Usually)	**79.3%**	**79.4%**	273	344	84.0%	▼	**81.7%**
Flu Vaccinations for Adults Ages 18-64 (Q31) (% Yes)	**37.9%**	**38.4%**	389	1014	40.1%		**38.3%**
Medical Assistance with Smoking and Tobacco Use Cessation							
Q33. Advising Smokers and Tobacco Users to Quit	61.7%	66.9%	166	248	72.5%		69.6%
Q34. Discussing Cessation Medications	39.2%	45.7%	112	245	50.8%		47.2%
Q35. Discussing Cessation Strategies	37.0%	41.4%	98	237	45.3%		44.3%

Significance Testing: Current score is significantly higher/lower than the 2022 score (↑/↓) or benchmark score (▲/▼).

*Regional Data based on Press Ganey Book of Business for HHS (Health and Human Services) Region 10 – Seattle (Alaska, Oregon, Idaho and Washington)
Composite Averages calculated so that Numerator cannot be calculated.

KEY MEASURES – SUMMARY RATES

	AMG (A)	CHPW (B)	CCW (C)	MHW (D)	UHC (E)
Rating of Health Plan (Q28) (% 8, 9 or 10)	69.2%	74.1%	76.7%	71.4%	70.0%
Rating of Health Care (Q8) (% 8, 9 or 10)	61.7%	69.5%	71.3%	72.7%	62.3%
Rating of Personal Doctor (Q18) (% 8, 9 or 10)	75.8%	80.6%	83.8% E	82.0%	72.4%
Rating of Specialist (Q22) (% 8, 9 or 10)	80.5%	78.3%	78.3%	74.7%	77.5%
Customer Service (% Always or Usually)	84.8%	85.5%	85.8%	88.1%	81.7%
Q24. CS provided needed information or help	75.4%	78.1%	78.6%	83.1%	76.9%
Q25. CS treated member with courtesy and respect	94.2%	92.9%	93.0%	93.1%	86.5%
Getting Needed Care (% Always or Usually)	70.0%	75.0%	75.4%	74.1%	69.4%
Q9. Ease of getting care, tests or treatment	75.4%	75.9%	75.3%	79.4%	75.7%
Q20. Got appointment with specialist as soon as needed	64.6%	74.1%	75.5%	68.8%	63.0%
Getting Care Quickly (% Always or Usually)	69.0%	74.4% E	71.1%	76.2% E	63.4%
Q4. Got urgent care as soon as needed	68.7%	80.9%	73.3%	78.9%	69.2%
Q6. Got check-up or routine appointment as soon as needed	69.4%	67.9%	68.8%	73.5% E	57.6%
How Well Doctors Communicate (% Always or Usually)	90.0%	90.2%	92.6%	94.8%	87.7%
Q12. Personal doctor explained things	90.8%	91.2%	92.2%	93.9%	86.5%
Q13. Personal doctor listened carefully	92.4%	89.1%	91.0%	95.7% BE	87.8%
Q14. Personal doctor showed respect	90.0%	91.2%	93.6%	95.7%	89.9%
Q15. Personal doctor spent enough time	86.7%	89.3%	93.6%	94.0%	86.7%
Coordination of Care (Q17) (% Always or Usually)	73.3%	81.5%	76.6%	88.3% AE	73.6%
Flu Vaccinations for Adults Ages 18-64 (Q31) (% Yes)	35.5%	38.1%	44.5%	37.2%	38.9%
Medical Assistance with Smoking and Tobacco Use Cessation (2-year averages)					
Q33. Advising Smokers and Tobacco Users to Quit	35.1%	68.4% A	67.9% A	57.3% A	64.3% A
Q34. Discussing Cessation Medications	25.0%	42.3% A	48.2% A	37.0%	45.9% A
Q35. Discussing Cessation Strategies	14.8%	41.4% A	41.1% A	34.3% A	41.5% A

Significance Testing: Current score shown in green is significantly higher than score in the indicated column

STATE SPECIFIC QUESTIONS

	WA TOTAL	AMG (A)	CHPW (B)	CCW (C)	MHW (D)	UHC (E)
Personal Doctor asked about Mental or Emotional Health (% Yes)	45.7%	42.6%	47.9%	47.8%	44.8%	45.8%
Received Mental Health Care (% Yes)	21.0%	22.2%	18.8%	19.1%	24.1%	20.2%
Received All Mental Health Care Needed (% Yes)	74.5%	73.1%	73.6%	73.1%	69.6%	87.9% D
Involved in Mental Health Care as much as wanted (% Always or Usually)	63.7%	83.7% CDE	83.3% CDE	41.9%	58.2%	54.2%
Needed Treatment or Counseling for personal or family problem (% Yes)	24.9%	19.2%	72.2% ACDE	23.4%	20.5%	24.9%
Easy to of Receive Treatment or Counseling (% Always or Usually)	58.3%	55.0%	78.2% ACE	36.7%	61.4% C	45.9%
Rating of Treatment or Counseling (% 9,10)	39.9%	23.3%	41.2% C	20.0%	45.2% AC	48.7% AC

Significance Testing: Current score shown in green is significantly higher than score in the indicated column

PROFILE OF SURVEY RESPONDENTS

MEDICAID ADULT

Age

	18 – 34			35 - 44			45 - 54			55 or older		
	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	---	25.9%	24.8%	---	17.3%	20.9%	---	19.2%	17.1%	---	37.6%	37.2%
PG			23.9%			13.9%▲			16.6%			45.6%▼
QC			NA			NA			NA			NA

Gender

	Male			Female		
	2021	2022	2023	2021	2022	2023
Plan	---	48.0%	47.4%	---	52.0%	52.6%
PG			39.3%▲			60.7%▼
QC			NA			NA

Health Status

	Excellent/Very Good			Good			Fair/Poor		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	---	32.7%	30.2%	---	38.1%	32.8%	---	29.2%	37.1%
PG			30.5%			34.8%			34.8%
QC			NA			NA			NA

Mental Health Status

	Excellent/Very Good			Good			Fair/Poor		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	---	37.5%	35.3%	---	34.4%	31.5%	---	28.2%	33.2%
PG			36.9%			30.9%			32.2%
QC			NA			NA			NA

Significance Testing: Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (⬆/⬇) or benchmark score (▲/▼).
Benchmarks: PG refers to the 2023 PG Book of Business benchmark. **QC** refers to the 2022 QC National Data benchmark. NCQA did not publish demographics for the 2022 benchmark.

PROFILE OF SURVEY RESPONDENTS

MEDICAID ADULT

Education

	HS Grad or Less			Some College			College Grad or More		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	---	53.6%	46.6%	---	33.7%	38.4%	---	12.7%	15.1%
PG			61.5% ▼			26.6% ▲			11.9%
QC			NA			NA			NA

Ethnicity

	Hispanic/Latino			Not Hispanic/Latino		
	2021	2022	2023	2021	2022	2023
Plan	---	11.6%	16.8%	---	88.4%	83.2%
PG			19.8%			80.2%
QC			NA			NA

Race

	White			Black or African-American			Asian			Hawaiian/Pacific Islander			American Indian/Alaskan			Other		
	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	---	76.1%	78.6%	---	7.8%	11.2%	---	9.1%	9.4%	---	1.2%	0.0%	---	4.1%	5.8%	---	11.1%	10.3%
PG			64.5% ▲			22.5% ▼			5.7%			1.3% ▼			3.9%			11.5%
QC			NA			NA			NA			NA			NA			NA

Significance Testing: Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (⬍/⬍) or benchmark score (▲/▼).
Benchmarks: PG refers to the 2023 PG Book of Business benchmark. **QC** refers to the 2022 QC National Data benchmark. NCQA did not publish demographics for the 2022 benchmark.

PROFILE OF SURVEY RESPONDENTS

MEDICAID ADULT

Age

	18 – 34			35 - 44			45 - 54			55 or older		
	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	28.9%	28.3%	28.2%	15.1%	17.4%	19.1%	20.9%	17.7%	16.8%	35.1%	36.6%	35.9%
PG			23.9%			13.9%▲			16.6%			45.6%▼
QC			NA			NA			NA			NA

Gender

	Male			Female		
	2021	2022	2023	2021	2022	2023
Plan	50.2%	48.8%	49.3%	49.8%	51.2%	50.7%
PG			39.3%▲			60.7%▼
QC			NA			NA

Health Status

	Excellent/Very Good			Good			Fair/Poor		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	32.9%	34.1%	30.1%	36.3%	34.4%	38.1%	30.7%	31.6%	31.8%
PG			30.5%			34.8%			34.8%
QC			NA			NA			NA

Mental Health Status

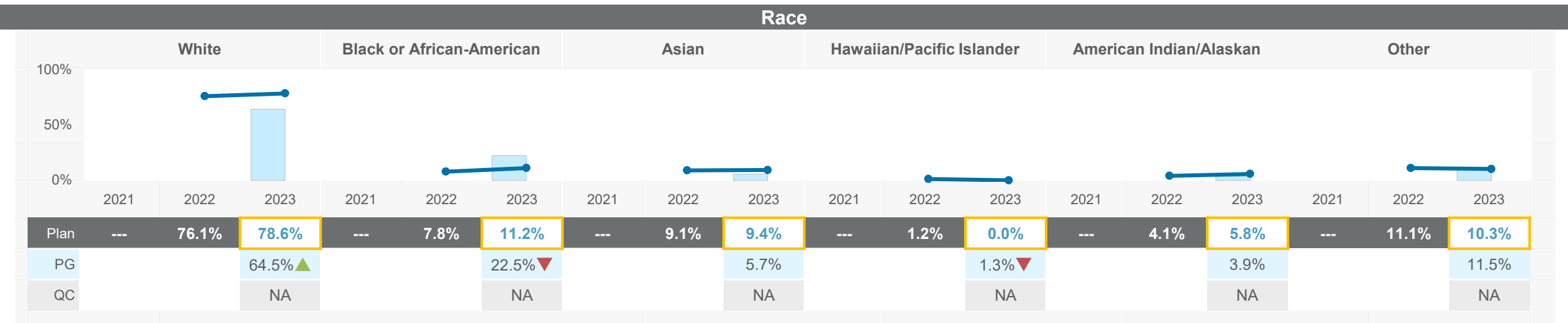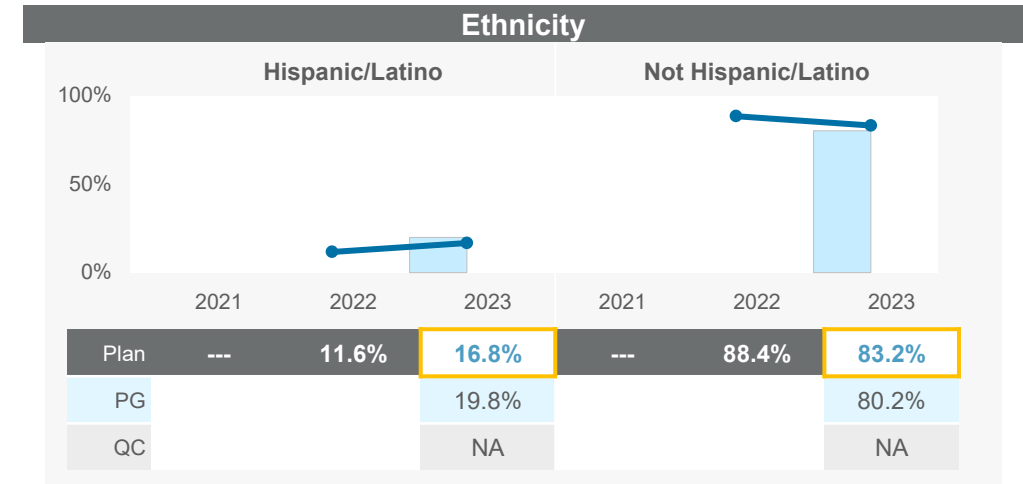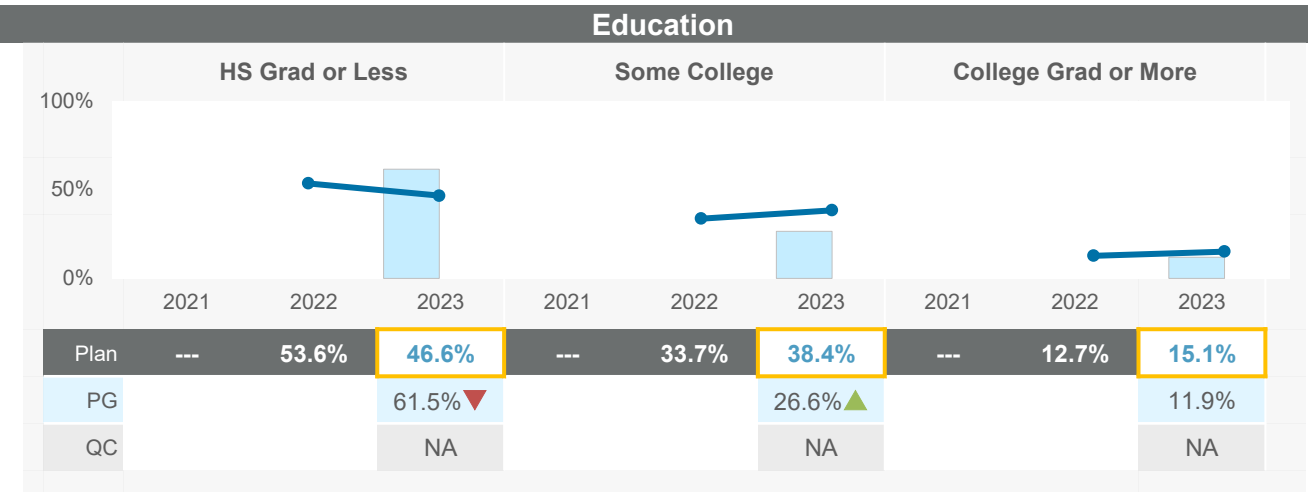|	Excellent/Very Good			Good			Fair/Poor		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	41.3%	34.8%	38.9%	33.5%	35.4%	33.1%	25.2%	29.8%	28.0%
PG			36.9%			30.9%			32.2%
QC			NA			NA			NA

Significance Testing: Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (↕/↕) or benchmark score (▲/▼).
Benchmarks: PG refers to the 2023 PG Book of Business benchmark. **QC** refers to the 2022 QC National Data benchmark. NCQA did not publish demographics for the 2022 benchmark.

PROFILE OF SURVEY RESPONDENTS

MEDICAID ADULT

Education

	HS Grad or Less			Some College			College Grad or More		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	49.5%	49.4%	52.9%	34.8%	34.7%	31.6%	15.7%	15.9%	15.5%
PG			61.5% ▼			26.6%			11.9%
QC			NA			NA			NA

Ethnicity

	Hispanic/Latino			Not Hispanic/Latino		
	2021	2022	2023	2021	2022	2023
Plan	17.9%	17.4%	18.0%	82.1%	82.6%	82.0%
PG			19.8%			80.2%
QC			NA			NA

Race

	White			Black or African-American			Asian			Hawaiian/Pacific Islander			American Indian/Alaskan			Other		
	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	76.7%	68.1%	70.9%	5.8%	7.8%	8.5%	12.6%	11.1%	13.1%	3.2%	2.6%	2.1%	4.5%	4.9%	5.0%	11.3%	16.6%	13.1%
PG			64.5% ▲			22.5% ▼			5.7% ▲			1.3%			3.9%			11.5%
QC			NA			NA			NA			NA			NA			NA

Significance Testing: Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (⇕/⇕) or benchmark score (▲/▼).
Benchmarks: PG refers to the 2023 PG Book of Business benchmark. **QC** refers to the 2022 QC National Data benchmark. NCQA did not publish demographics for the 2022 benchmark.
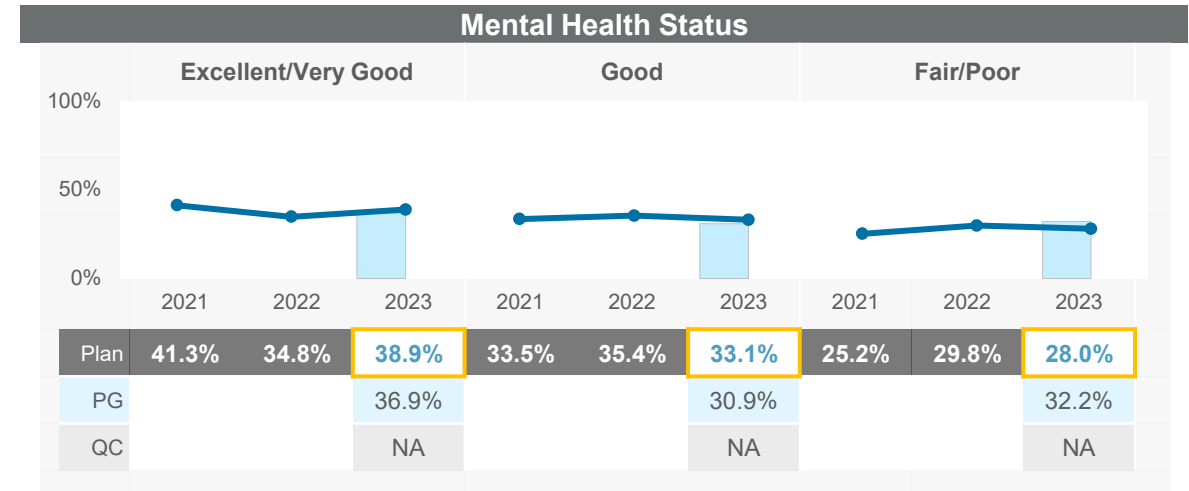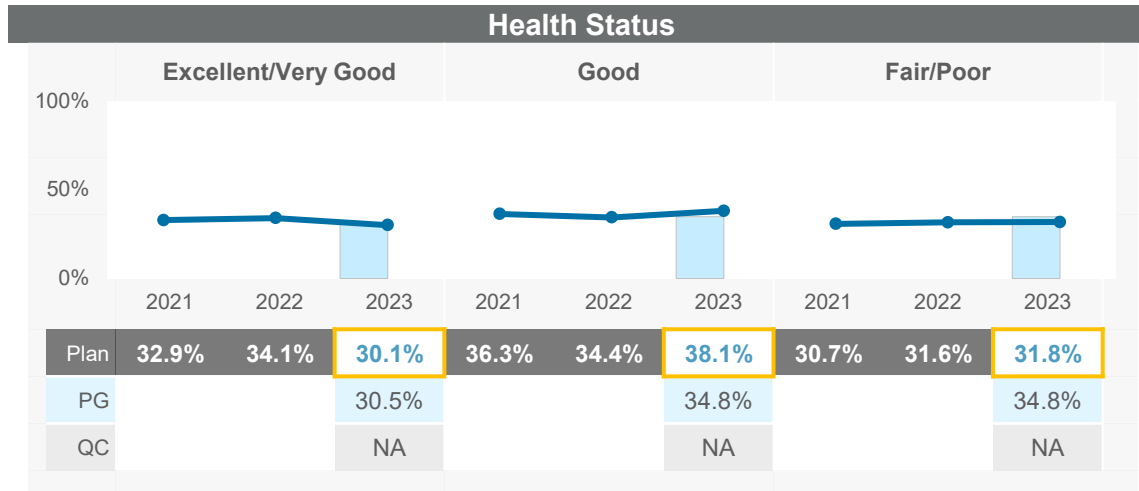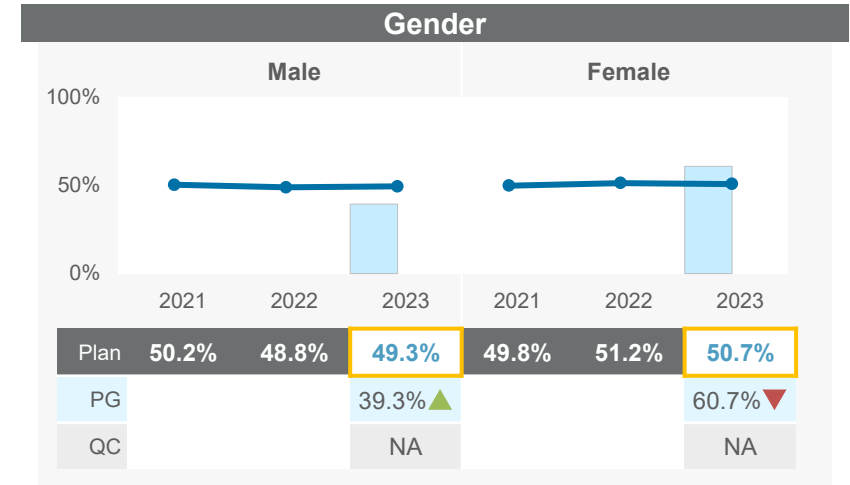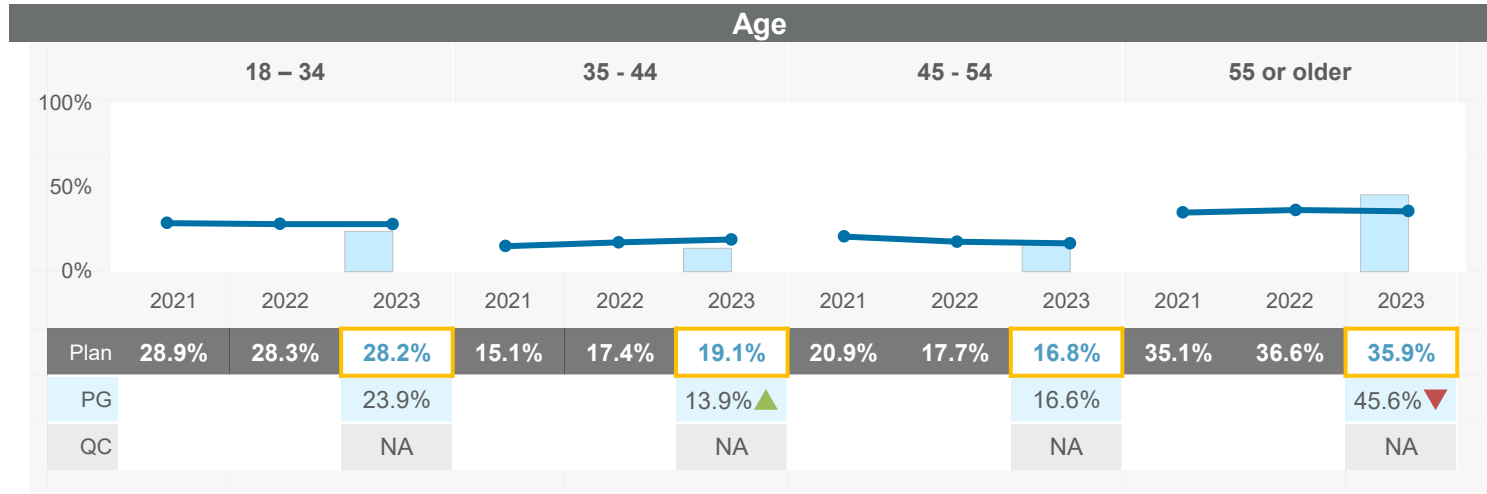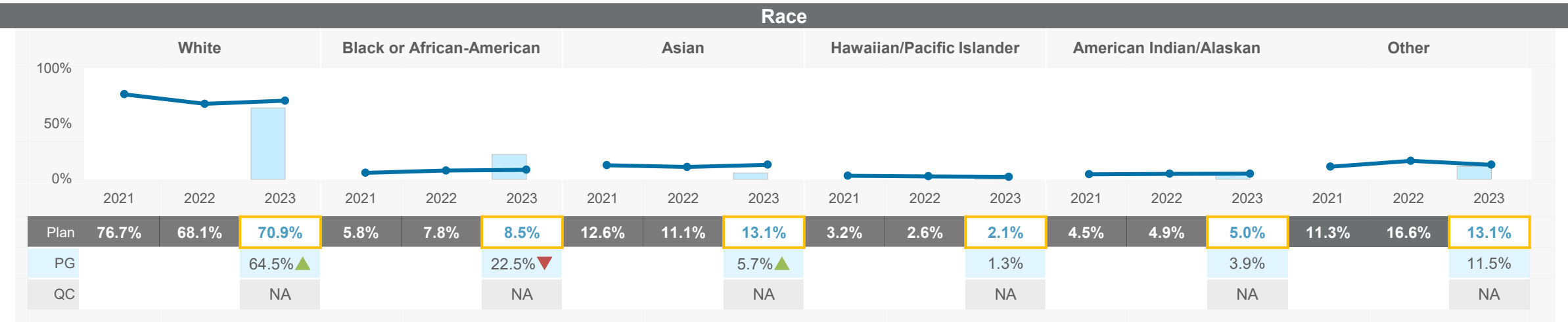
PROFILE OF SURVEY RESPONDENTS

MEDICAID ADULT

Age

	18 – 34			35 - 44			45 - 54			55 or older		
	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	31.1%	30.8%	34.3%	12.2%	16.7%	13.9%	19.4%	11.7%	15.3%	37.2%	40.8%	36.5%
PG			23.9%▲			13.9%			16.6%			45.6%▼
QC			NA			NA			NA			NA

Gender

	Male			Female		
	2021	2022	2023	2021	2022	2023
Plan	46.4%	52.1%	48.6%	53.6%	47.9%	51.4%
PG			39.3%▲			60.7%▼
QC			NA			NA

Health Status

	Excellent/Very Good			Good			Fair/Poor		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	36.9%	41.3%	42.2%	29.6%	31.4%	37.0%	33.5%	27.3%	20.7%‡
PG			30.5%▲			34.8%			34.8%▼
QC			NA			NA			NA

Mental Health Status

	Excellent/Very Good			Good			Fair/Poor		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	37.6%	43.4%	41.6%	30.3%	24.6%	32.8%	32.0%	32.0%	25.5%
PG			36.9%			30.9%			32.2%
QC			NA			NA			NA

Significance Testing: Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (‡/‡) or benchmark score (▲/▼).
Benchmarks: PG refers to the 2023 PG Book of Business benchmark. **QC** refers to the 2022 QC National Data benchmark. NCQA did not publish demographics for the 2022 benchmark.
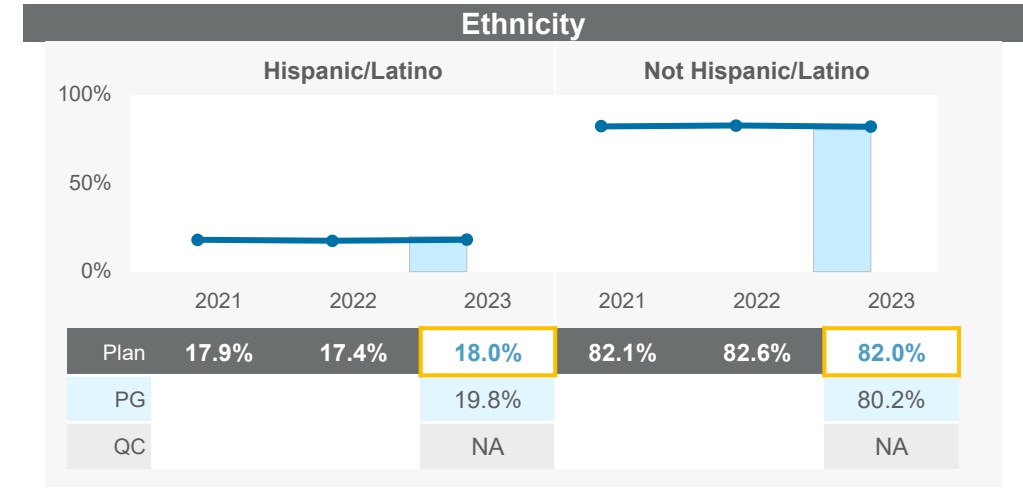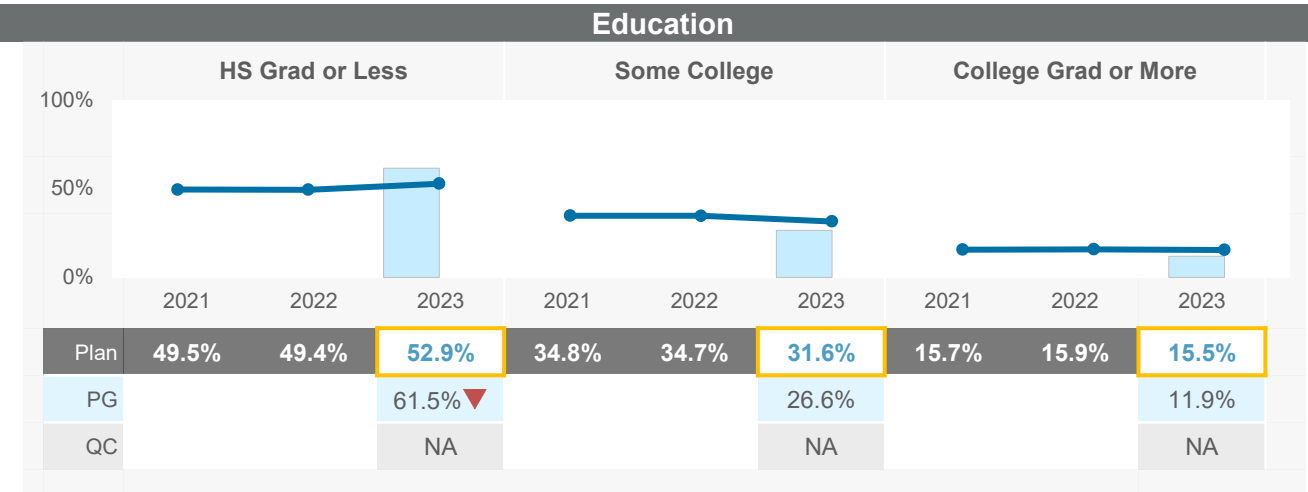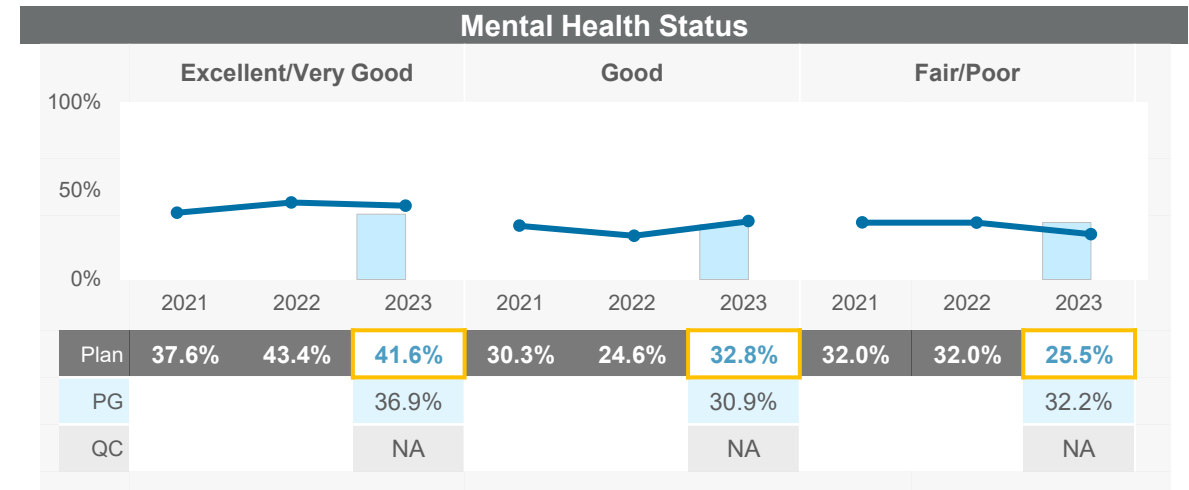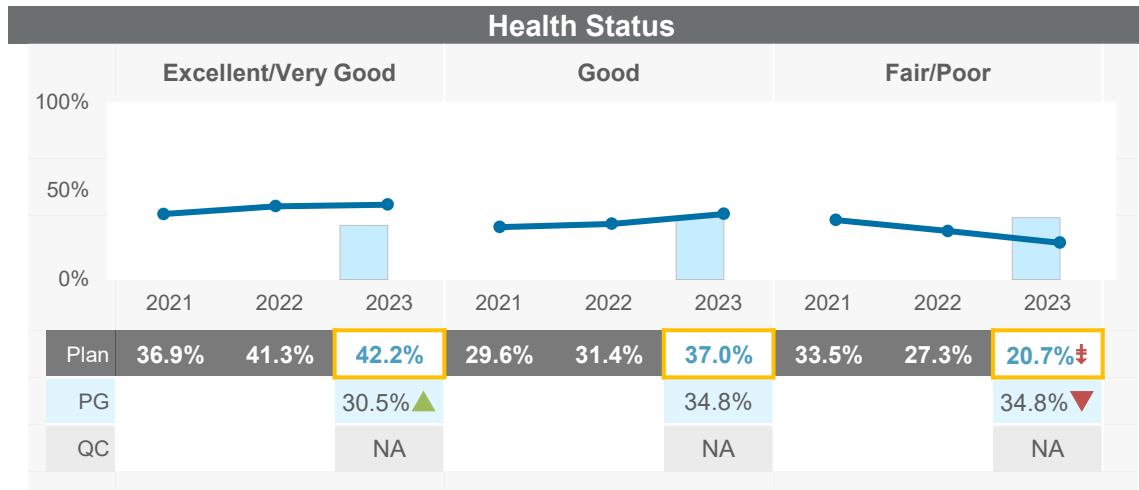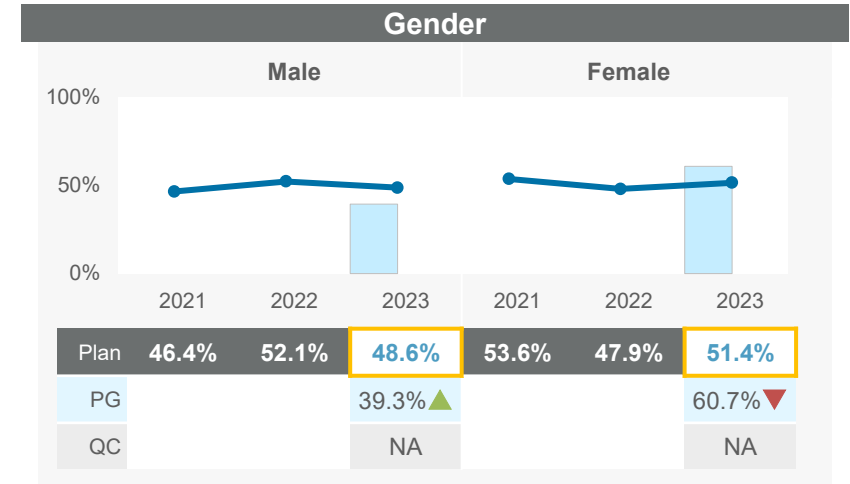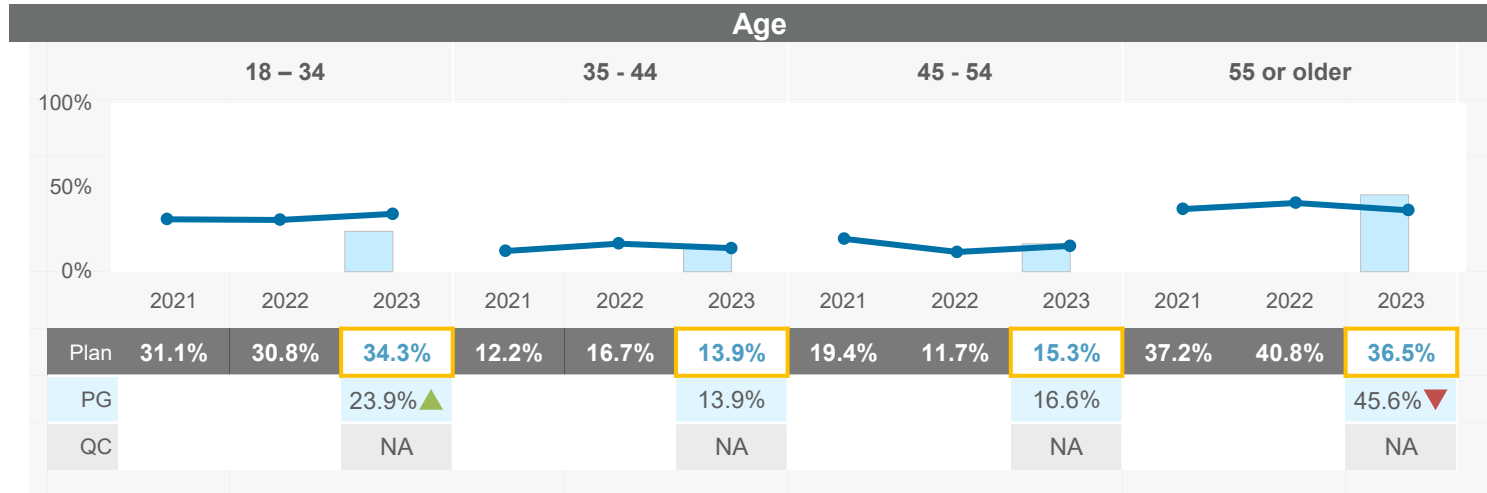
PROFILE OF SURVEY RESPONDENTS

MEDICAID ADULT

Education

	HS Grad or Less			Some College			College Grad or More		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	49.1%	40.5%	**54.1%↑**	28.6%	36.4%	**29.6%**	22.3%	23.1%	**16.3%**
PG			61.5%			26.6%			11.9%
QC			NA			NA			NA

Ethnicity

	Hispanic/Latino			Not Hispanic/Latino		
	2021	2022	2023	2021	2022	2023
Plan	19.5%	20.8%	**24.8%**	80.5%	79.2%	**75.2%**
PG			19.8%			80.2%
QC			NA			NA

Race

	White			Black or African-American			Asian			Hawaiian/Pacific Islander			American Indian/Alaskan			Other		
	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	76.6%	74.8%	**74.1%**	5.4%	5.0%	**9.6%**	9.0%	11.8%	**6.7%**	3.0%	2.5%	**0.7%**	4.8%	4.2%	**1.5%**	15.6%	10.9%	**13.3%**
PG			64.5%▲			22.5%▼			5.7%			1.3%			3.9%▼			11.5%
QC			NA			NA			NA			NA			NA			NA

Significance Testing: Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (⬍/⬍) or benchmark score (▲/▼).
Benchmarks: PG refers to the 2023 PG Book of Business benchmark. **QC** refers to the 2022 QC National Data benchmark. NCQA did not publish demographics for the 2022 benchmark.

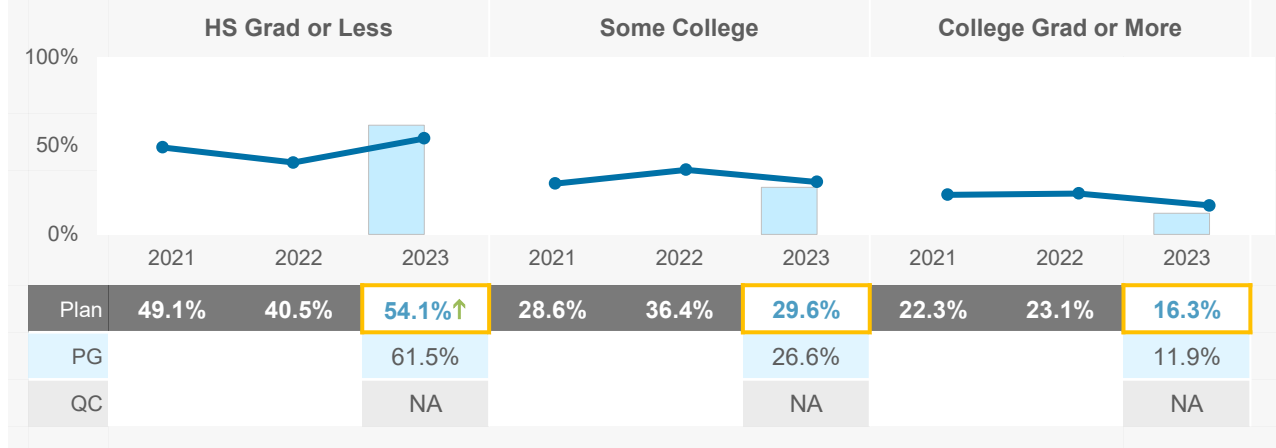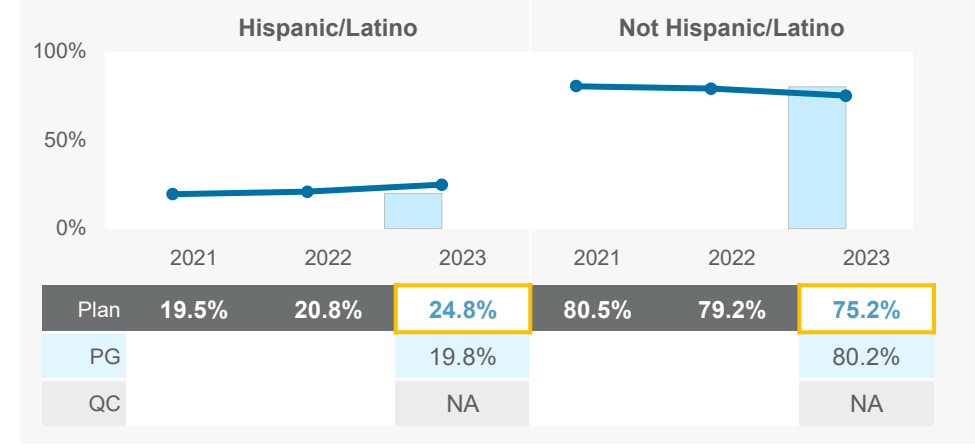# PROFILE OF SURVEY RESPONDENTS

MEDICAID ADULT

Age

	18 – 34			35 - 44			45 - 54			55 or older		
	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	31.7%	29.5%	30.3%	15.7%	13.8%	17.3%	17.3%	17.2%	19.5%	35.3%	39.5%	32.9%
PG			23.9%▲			13.9%			16.6%			45.6%▼
QC			NA			NA			NA			NA

Gender

	Male			Female		
	2021	2022	2023	2021	2022	2023
Plan	48.2%	44.4%	45.9%	51.8%	55.6%	54.1%
PG			39.3%▲			60.7%▼
QC			NA			NA

Health Status

	Excellent/Very Good			Good			Fair/Poor		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	33.0%	36.7%	32.2%	36.7%	34.8%	40.4%	30.3%	28.5%	27.4%
PG			30.5%			34.8%			34.8%▼
QC			NA			NA			NA

Mental Health Status

	Excellent/Very Good			Good			Fair/Poor		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	36.3%	38.1%	39.2%	34.6%	32.7%	32.2%	29.2%	29.2%	28.6%
PG			36.9%			30.9%			32.2%
QC			NA			NA			NA

Significance Testing: Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (⬆/⬇) or benchmark score (▲/▼).
Benchmarks: PG refers to the 2023 PG Book of Business benchmark. **QC** refers to the 2022 QC National Data benchmark. NCQA did not publish demographics for the 2022 benchmark.

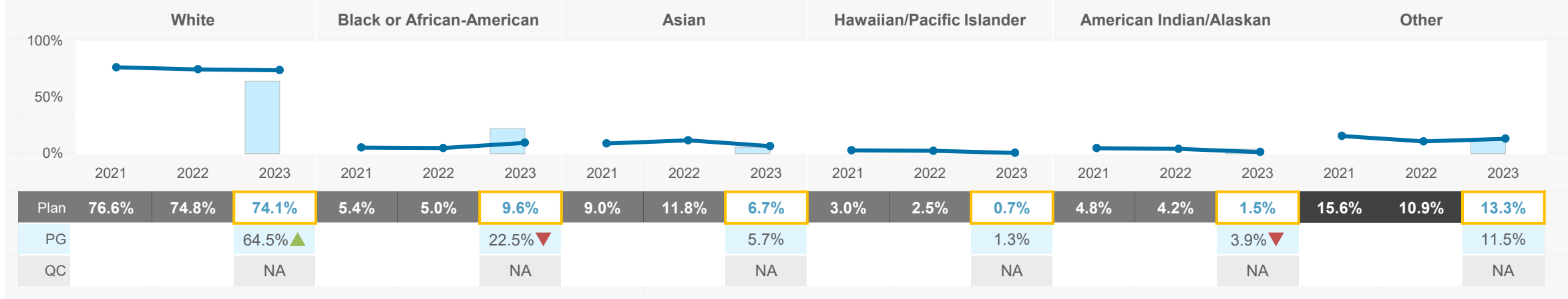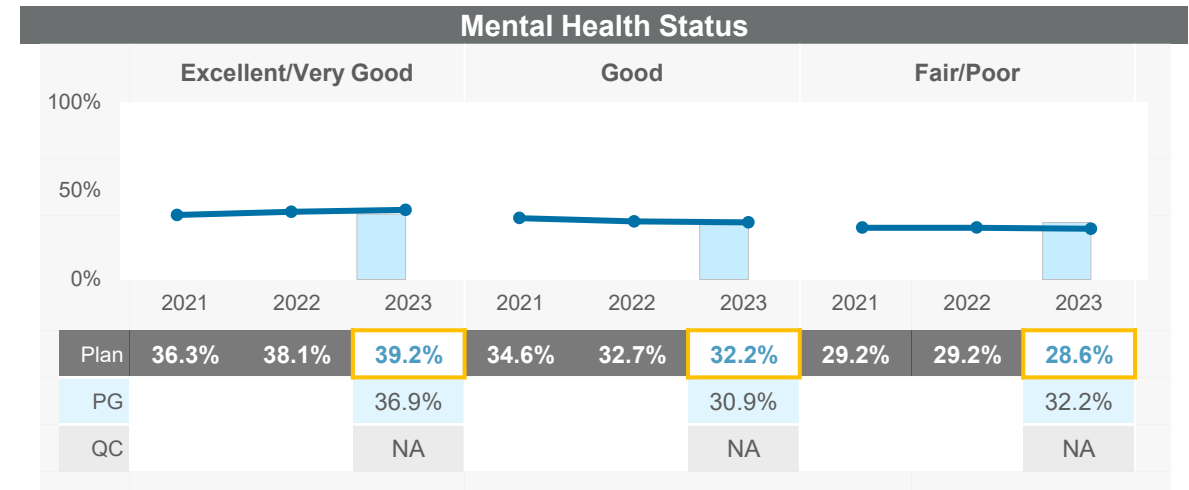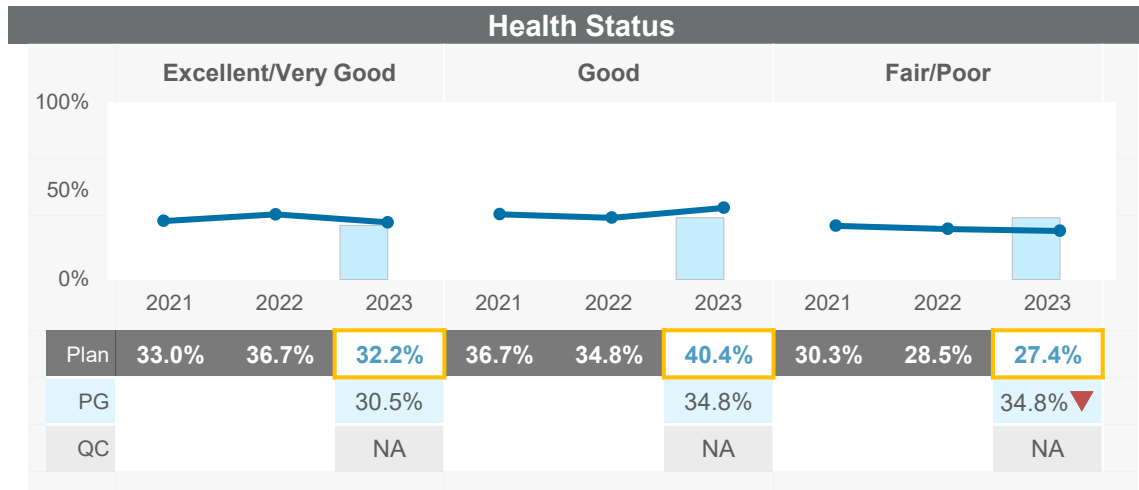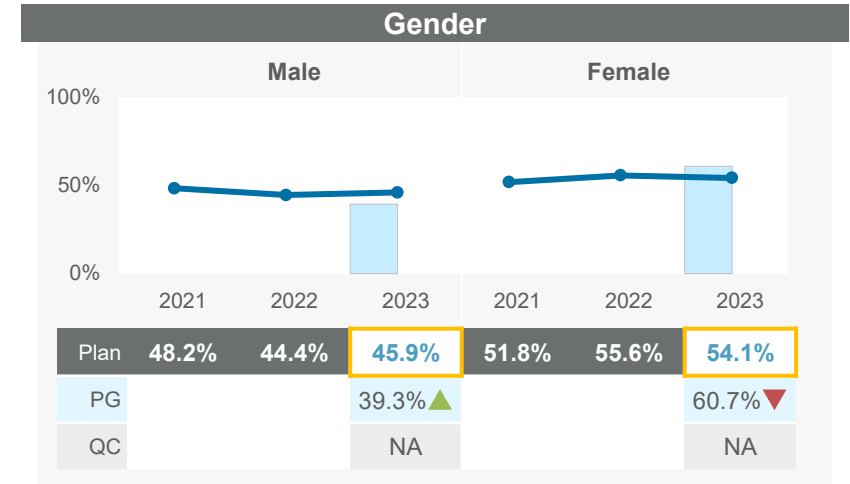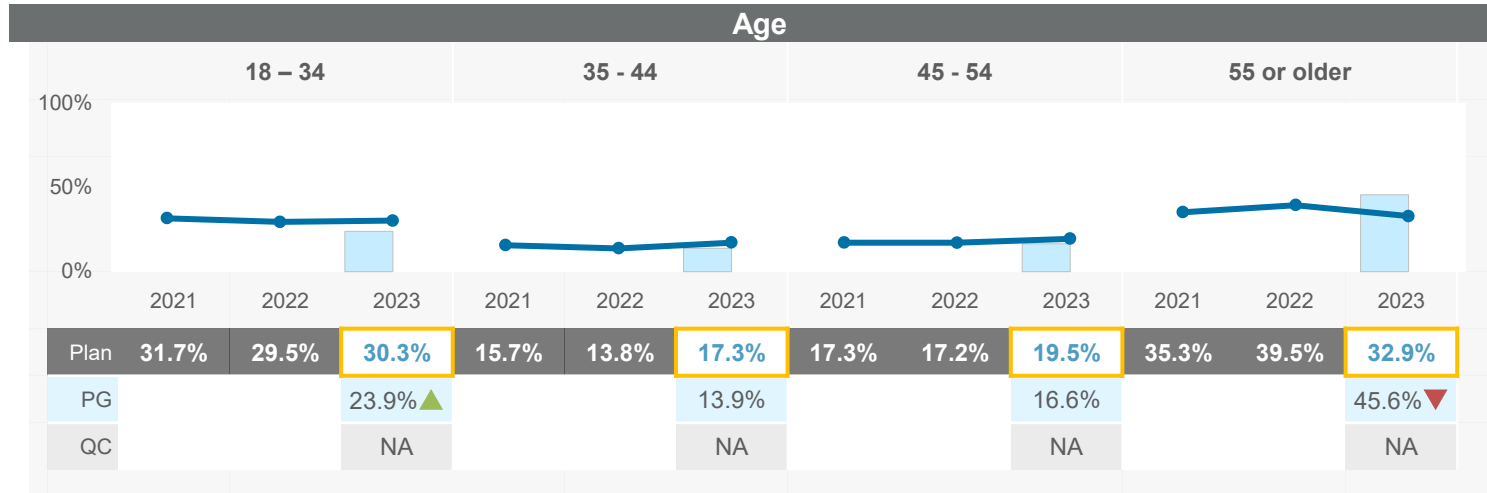# PROFILE OF SURVEY RESPONDENTS

MEDICAID ADULT

Education

	HS Grad or Less			Some College			College Grad or More		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	46.9%	45.5%	48.5%	35.7%	38.1%	32.6%	17.3%	16.3%	18.9%
PG			61.5% ▼			26.6%			11.9% ▲
QC			NA			NA			NA

Ethnicity

	Hispanic/Latino			Not Hispanic/Latino		
	2021	2022	2023	2021	2022	2023
Plan	15.0%	9.7%	14.8%	85.0%	90.3%	85.2%
PG			19.8% ▼			80.2% ▲
QC			NA			NA

Race

	White			Black or African-American			Asian			Hawaiian/Pacific Islander			American Indian/Alaskan			Other		
	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	80.2%	76.5%	85.3% ↑	9.0%	8.0%	5.4%	6.9%	11.2%	7.6%	1.0%	1.2%	3.6%	6.3%	5.6%	7.1%	12.8%	10.4%	7.1% ↕
PG			64.5% ▲			22.5% ▼			5.7%			1.3%			3.9%			11.5% ▼
QC			NA			NA			NA			NA			NA			NA

Significance Testing: Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (↕/↕) or benchmark score (▲/▼).
Benchmarks: PG refers to the 2023 PG Book of Business benchmark. **QC** refers to the 2022 QC National Data benchmark. NCQA did not publish demographics for the 2022 benchmark.

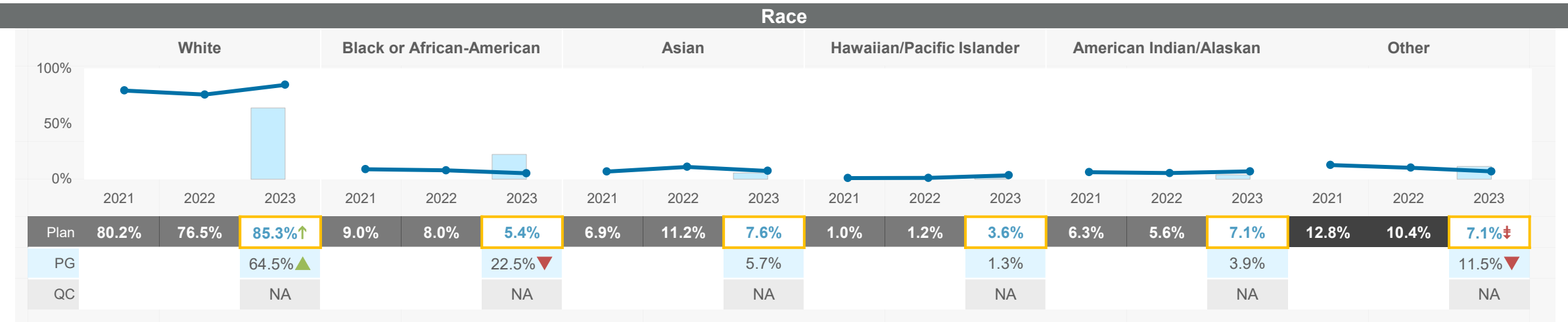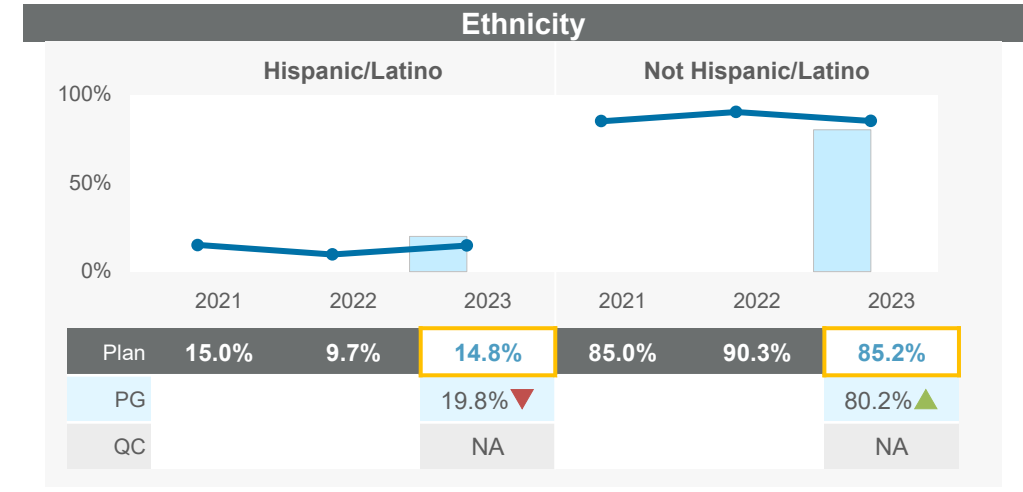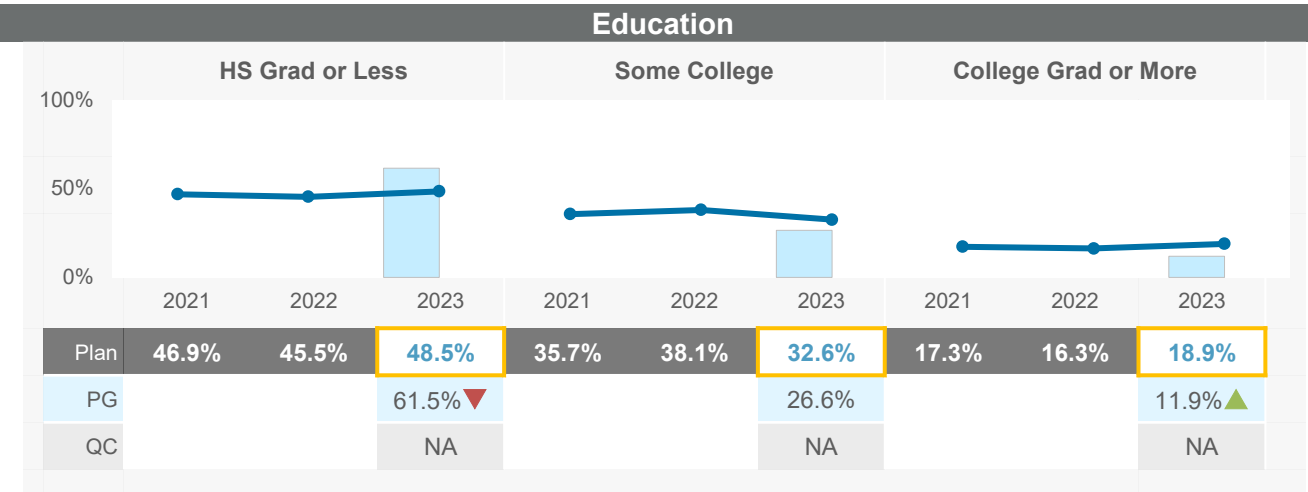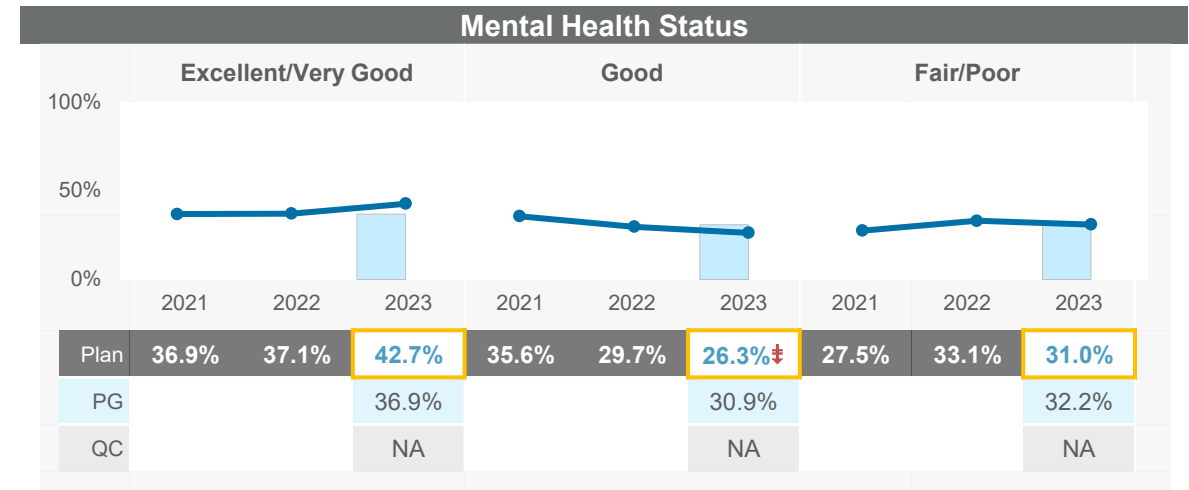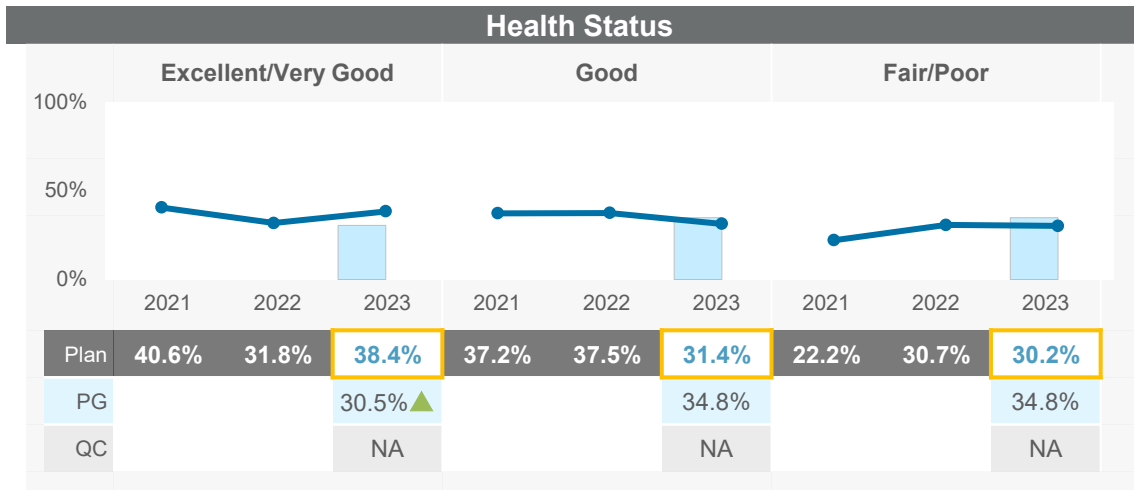# PROFILE OF SURVEY RESPONDENTS

MEDICAID ADULT

Age

	18 – 34			35 - 44			45 - 54			55 or older		
	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	28.5%	22.0%	26.8%	15.3%	15.3%	16.1%	19.1%	17.5%	12.5%	37.0%	45.2%	44.6%
PG			23.9%			13.9%			16.6%			45.6%
QC			NA			NA			NA			NA

Gender

	Male			Female		
	2021	2022	2023	2021	2022	2023
Plan	43.2%	42.9%	50.0%	56.8%	57.1%	50.0%
PG			39.3% ▲			60.7% ▼
QC			NA			NA

Health Status

	Excellent/Very Good			Good			Fair/Poor		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	40.6%	31.8%	38.4%	37.2%	37.5%	31.4%	22.2%	30.7%	30.2%
PG			30.5% ▲			34.8%			34.8%
QC			NA			NA			NA

Mental Health Status

	Excellent/Very Good			Good			Fair/Poor		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	36.9%	37.1%	42.7%	35.6%	29.7%	26.3% ‡	27.5%	33.1%	31.0%
PG			36.9%			30.9%			32.2%
QC			NA			NA			NA

Significance Testing: Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (⬍/⬍) or benchmark score (▲/▼).
Benchmarks: PG refers to the 2023 PG Book of Business benchmark. **QC** refers to the 2022 QC National Data benchmark. NCQA did not publish demographics for the 2022 benchmark.
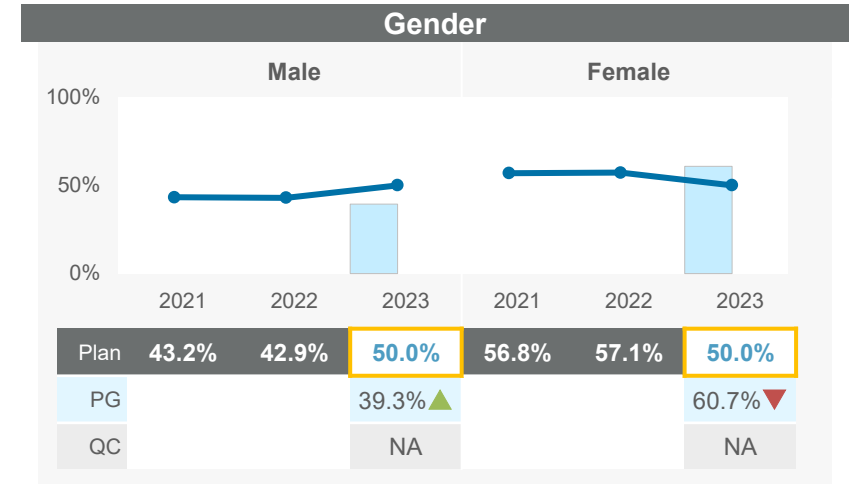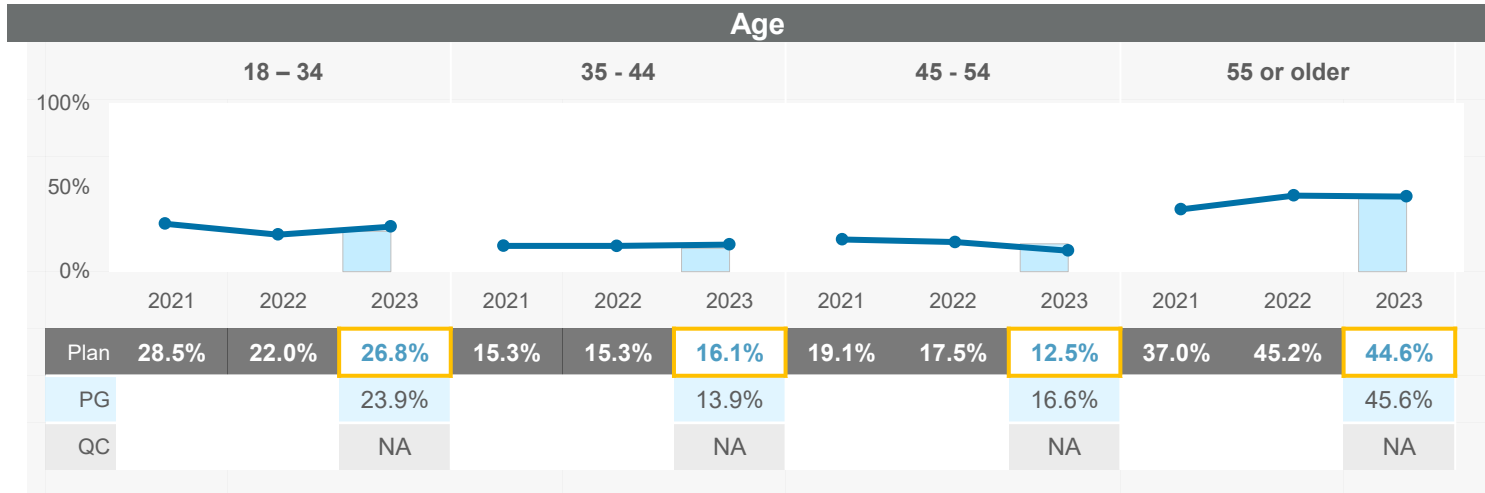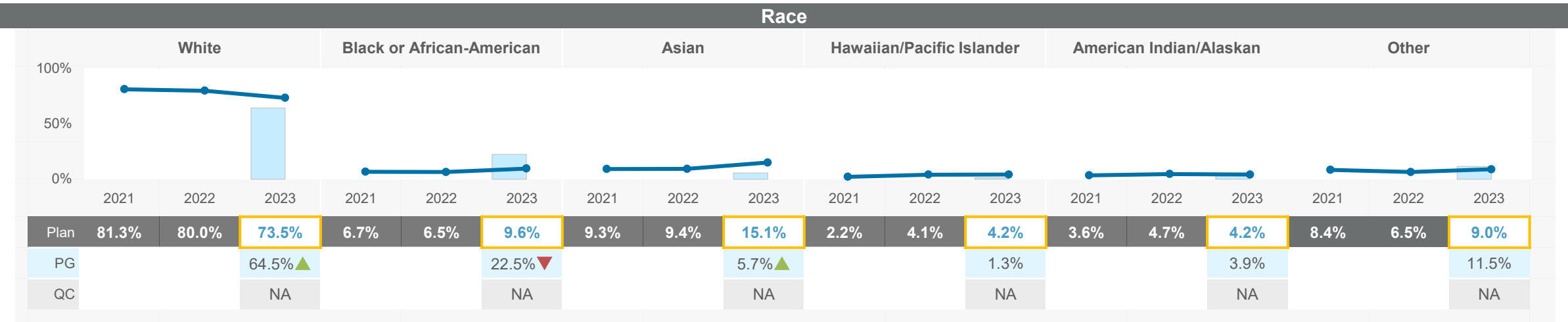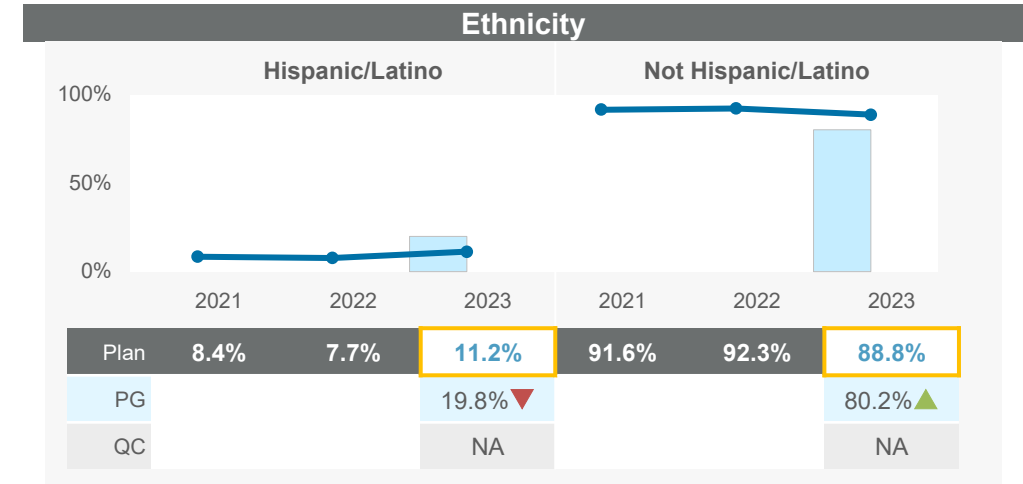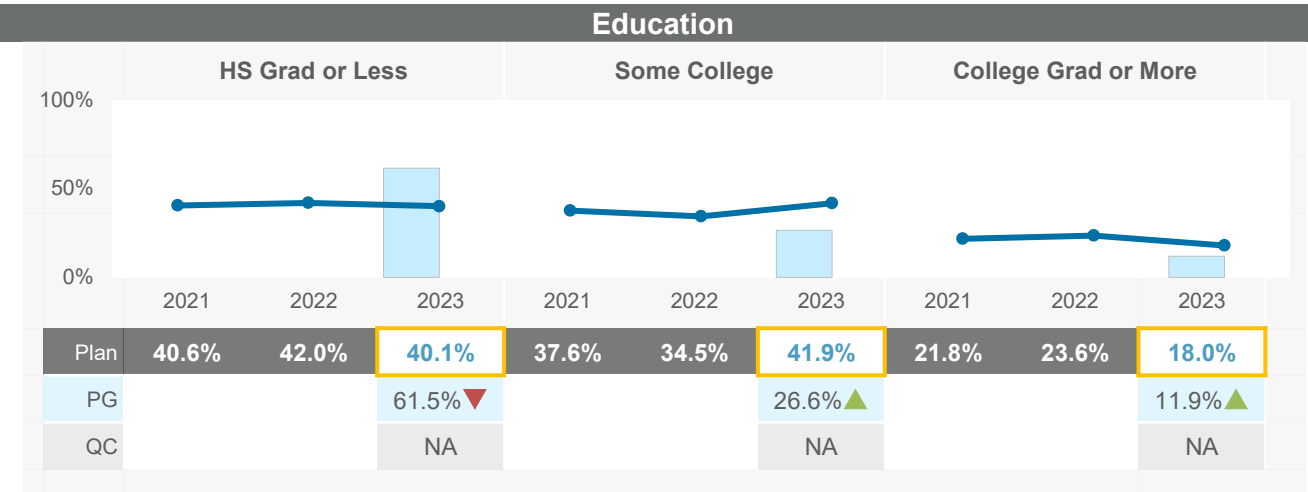
PROFILE OF SURVEY RESPONDENTS

MEDICAID ADULT

Education

	HS Grad or Less			Some College			College Grad or More		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	40.6%	42.0%	40.1%	37.6%	34.5%	41.9%	21.8%	23.6%	18.0%
PG			61.5% ▼			26.6% ▲			11.9% ▲
QC			NA			NA			NA

Ethnicity

	Hispanic/Latino			Not Hispanic/Latino		
	2021	2022	2023	2021	2022	2023
Plan	8.4%	7.7%	11.2%	91.6%	92.3%	88.8%
PG			19.8% ▼			80.2% ▲
QC			NA			NA

Race

	White			Black or African-American			Asian			Hawaiian/Pacific Islander			American Indian/Alaskan			Other		
	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	81.3%	80.0%	73.5%	6.7%	6.5%	9.6%	9.3%	9.4%	15.1%	2.2%	4.1%	4.2%	3.6%	4.7%	4.2%	8.4%	6.5%	9.0%
PG			64.5% ▲			22.5% ▼			5.7% ▲			1.3%			3.9%			11.5%
QC			NA			NA			NA			NA			NA			NA

Significance Testing: Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (⇕/⇕) or benchmark score (▲/▼).
Benchmarks: PG refers to the 2023 PG Book of Business benchmark. **QC** refers to the 2022 QC National Data benchmark. NCQA did not publish demographics for the 2022 benchmark.