

Apple Health

CAHPS® 5.1H

Child Medicaid with Chronic Conditions

Comagine
Health

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This report was prepared under a subcontract with Comagine Health under contract K3866 with the Washington State Health Care Authority to conduct External Quality Review and Quality Improvement Activities. As Washington's Medicaid External Quality Review Organization (EQRO), Comagine Health provides external quality review and supports quality improvement for enrollees of Washington Apple Health managed care programs.



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Using This Report

The Consumer Assessment of Healthcare Providers and Systems survey (CAHPS® 5.1H) is the most comprehensive tool available for assessing consumer experiences with their health plans. CAHPS 5.1H provides consumers, purchasers, health plans and state Medicaid programs with information about a broad range of key consumer issues. The instrument adopted for the Apple Health survey project was the CAHPS 5.1H Child survey including the Child with Chronic Condition item set. The instrument consisted of eighty-three questions addressing areas such as getting care quickly, how well doctors communicate, global ratings of health care, access to specialized services and coordination of care. A set of questions collecting demographic data and optional supplemental items completed the survey.

This report summarizes the findings of the CAHPS 5.1H Child with Chronic Conditions (CCC) survey conducted by the Apple Health plans during the spring of 2021. It was designed to identify key opportunities for improving member experiences. Member responses to survey questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed as the proportion of responses qualifying as achievements. In general, somewhat positive responses are included with positive responses as achievements. For example, a member response of 'Usually' or 'Always' to the question "How often did your child get care as soon as he or she needed?" is considered an achievement, and the achievement score for this question is equal to the proportion of respondents who answered the question with 'Usually' or 'Always'. Because achievement scores for survey questions are computed as the proportion of members who indicate a positive experience, the lower the achievement score, the greater the need for improvement.

Achievement scores are computed and reported for all pertinent survey items. In addition, composite scores are built from achievements for groups of survey items that make up broad domains of members' experience: getting needed care, getting care quickly, how well doctors communicate and customer service. Composite scores are also built for the chronic condition composites: access to specialized services, family centered care: personal doctor or nurse who knows child and coordination of care.

The HEDIS-CAHPS® survey results are presented here in a format that is optimized for use in practical decision-making. These reports:

1. Identify strengths and weaknesses in plans' quality of care and services.
2. Demonstrate where resources are needed to improve weaknesses.
3. Show the effects of plan efforts to improve over time.

In the *Graphs* section of the report, composite scores and the achievement scores for their component questionnaire items are presented in the form of bar charts to facilitate comparison of scores. Correlations with overall health plan satisfaction are computed for each composite score and each achievement score of the composite's individual questionnaire items. In the *Priority Matrices* section of the report, these correlations are plotted against the achievement scores to help isolate specific areas where improvement efforts might have the greatest chance of increasing overall satisfaction among members.

Conclusions based on the information presented in this report should be tempered by a few caveats. First, for some survey items, relatively small numbers of responses could be collected due to skip patterns inherent in the instrument. Conclusions based on analysis of fewer than 30 observations should be viewed with caution. Second, in some of the data presentations included in this report, correlation coefficients are computed to explore the relationship between different measures. High correlations, however, do not necessarily indicate causation.

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Methodology and Definitions

The survey drew as potential respondents the parents/caretakers of children under the age of 18 who were enrolled in Apple Health during the measurement year of 2020. Five managed care plans participated in the 2021 CAHPS 5.1H Child-CCC survey: Amerigroup Washington, Inc. (AMG), Community Health Plan of Washington (CHPW), Coordinated Care of Washington (CCW), Molina Healthcare of Washington, Inc. (MHW) and UnitedHealthcare Community Plan (UHC).

The survey was administered over a 10-week period in early 2021. A mixed-mode data collection protocol was used by all five plans. The protocol consisted of an initial survey mailing and reminder postcard to all selected respondents, followed by a second survey mailing and reminder postcard to respondents from whom no completed questionnaire or final disposition was received after the first mailing. A telephone follow-up was conducted with all cases who did not respond to the mailings.

Two plans included a pre-approved Internet enhancement in the data collection protocol, where respondents had the option of completing the survey on the Internet.

Survey materials were addressed to the parent or guardian of the child member. The survey was conducted in English and Spanish.

Sampling Frame

A random sample of 21,858 child members was drawn across the five participating health plans. To be eligible, the child member had to be under the age of 18 and continuously enrolled for at least six months as of December 31, 2020, with no more than one enrollment gap during that time of 45 days or less. Each plan followed the NCQA sampling protocol, drawing two samples. Sample A consisted of 1,650 cases from all eligible child members; Sample B consisted of 1,840 cases from children identified as likely to have a chronic condition based on claims data. Children selected for Sample A were excluded from selection for Sample B. Three plans elected to oversample to increase the number of completed cases. Oversample rates ranged from 13% to 155%.

Selection of Cases for Analysis and Response Rate

Using NCQA protocol, questionnaires were considered complete if respondents did not say 'No' to Q1 and provided a valid response to at least three of five key questions defined by NCQA. For the 2021 survey, completed questionnaires were obtained from 4,371 respondents. The response rate, defined as the number of completed questionnaires divided by the number of eligible cases, was 20.3%.

Detailed information on protocols and methods can be found in *HEDIS 2021 Volume 3* and the *HEDIS 2021 Quality Assurance Plan*, both produced by NCQA.

Questionnaire

The survey instrument selected for the project was the CAHPS 5.1H Child Survey with the chronic conditions measurement set, made available by NCQA in English and Spanish. The core questions of the survey were developed by the CAHPS Consortium and tested nationally over many years, settings, and populations. NCQA adapted the instrument for use in assessing the performance of health plans. The chronic condition measurement set was developed as a survey-based tool to identify children with a range of chronic health conditions, to better understand their health care experiences and respond to their health care needs.

The Apple Health survey instrument consisted of 76 items addressing domains of member experience such as getting need care, getting care quickly, communications with providers, and overall satisfaction with their health care and health plan. Seven (7) behavioral health supplemental items were added by the Washington State Health Care Authority; three plans also added their own supplemental items.

Instrument Changes from 5.0H to 5.1H

NCQA revised the questionnaire for use in the Measurement Year 2020 survey, conducted in 2021. Items relating to shared decision-making were removed and response options were added to incorporate telehealth visits, which grew dramatically as a result of the COVID-19 pandemic. Questions regarding health care and seeing a provider were revised to cover care received in person, by phone, or by video/computer. There were no changes in composites or their items.

CCC Population and the Survey-Based Screening Tool

Question items Q55 through Q68 make up the chronic condition measurement set, used as a screening tool to identify the subset of children with chronic conditions, based on responses to these questions. Included in this group are all cases where respondents answered positively to the CCC items. In the report, this group is represented as the CCC Population.

General Population

In this report, the General Population includes responses from all selected child enrollees. The General and CCC populations are **not** mutually exclusive: respondents in the CCC Population are part of the General Population.

Definition of Achievement Scores

Member responses to survey questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed equal to the proportion of responses qualifying as achievements. In general, somewhat positive responses are included with positive responses as achievements. For example, a member response of 'Usually' or 'Always' to the question "How often did your child get care as soon as he or she needed?" is considered an achievement, and responses of '8', '9', or '10' to ratings questions are also considered achievements. Because achievement scores for survey questions are computed as the proportion of members who indicate a positive experience, the lower the achievement score, the greater the need for the health plan to improve. See the *Responses by Question* section for the assignment of achievement responses for each question.

For some survey items, relatively small numbers of responses were collected due to skip patterns inherent in the instrument. Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

Composites

Four composite scores in the core instrument summarize responses in key areas: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, and Customer Service. Following is a list of the questions that comprise each composite:

Getting Needed Care

- Q41. Usually or always got appointments with specialists as soon as child needed
- Q10. Usually or always easy to get the care, tests or treatment child needed

Getting Care Quickly

- Q4. Usually or always got care as soon as child needed
- Q6. Usually or always got appt. for care as soon as child needed

How Well Doctors Communicate

- Q27. Personal doctor usually or always explained things in a way that was easy to understand
- Q28. Personal doctor usually or always listened carefully to you
- Q29. Personal doctor usually or always showed respect for what you had to say
- Q32. Personal doctor usually or always spent enough time with child

Customer Service

- Q45. Customer service usually or always gave help you needed
- Q46. Customer service usually or always treated you with courtesy and respect

Children with Chronic Conditions Composites

Three composite scores summarize responses in key areas for the CCC measurement set: Family Centered Care: Personal Doctor or Nurse Who Knows Child, Coordination of Care, and Access to Specialized Services. The Access to Specialized Services composite uses the same scoring guidelines as the core CAHPS 5.1H composites. The other two CCC composites, Family Centered Care: Personal Doctor or Nurse Who Knows Child and Coordination of Care, are composed of questions with 'Yes' or 'No' response options. For these composites, global proportions are calculated. Detailed information regarding calculation of the CCC measurement set can be found in *HEDIS 2021 Volume 3* and the *HEDIS 2021 Quality Assurance Plan*. Following is a list of the questions that comprise each chronic condition composite:

Access to Specialized Services

- Q15. Usually or always easy to get special medical equipment or devices for child
- Q18. Usually or always easy to get therapy for child
- Q21. Usually or always easy to get treatment or counseling for child

Family Centered Care: Personal Doctor Who Knows Child

- Q33. Child's personal doctor talked with you about how child is feeling, growing, or behaving
- Q38. Doctor understands how health conditions affect child's day-to-day life
- Q39. Doctor understands how health conditions affect family's day-to-day life

Coordination of Care

- Q13. Child's doctors or other health providers gave you the help you needed in contacting your child's school or daycare
- Q24. Someone from child's health plan, doctor's office or clinic helped coordinate child's care among different types of providers or services

Correlation

Correlation is the degree to which two or more variables can change together. When the relationship is linear, which is the assumption in the CAHPS survey, the degree of association can be measured by a number called Pearson's correlation coefficient. This number can vary between -1 and +1. The closer the correlation coefficient is to -1 or +1, the stronger the associations. A positive coefficient means that as one variable increases, the other increases as well. If there is no relationship between two variables, the correlation coefficient is zero.

Correlation to Satisfaction

To understand the relationship between performance in particular areas of enrollee experience and overall satisfaction with the health plan, correlations are computed between responses to specific performance-related items and Q54, which is the rating question in the survey instrument measuring overall satisfaction with the health plan. In the context of this report, coefficients greater than or equal to .4 are considered more highly with satisfaction (medium to high); coefficients less than .4 represent lower correlations with satisfaction (medium to low).

Comparisons: Current Year and Trending

Two types of comparisons are presented in this report. Current year (2021) results from the five Apple Health plans are compared to Apple Health overall results, with statistical significance testing. Apple Health overall results represent the combined scores of the five participating health plans.

In the *Trend Analysis* section, 2021 results are compared to 2019 CAHPS 5.1H data. General and CCC Populations are presented in separate sections, and scores are divided into groups based on whether they were higher or lower over time, and their statistical significance.

For some survey items, relatively small numbers of responses were collected due to skip patterns inherent in the instrument. Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

Statistical Significance Testing

Significance testing is a way to measure the probability that two different measures of a population represent a true difference or are the result of chance. When comparing two random samples from a population, as we do

between health plans or within a health plan over time, for example, we often want to know if there is any meaningful change. If there is a difference, then we evaluate if it is simply by chance, or if it is a true difference using statistical significance tests. When the term 'statistically significantly different' is used in this report, it means that we can be 95% sure that the difference between the two measures is not simply due to chance.

Throughout this report, statistically significant differences between scores were determined using binomial and t-tests. If the test was valid, a significance level of .05 or less was considered statistically significant, and "↑" or "↓" was placed at the end/top of the appropriate bar. Tests were considered valid when the number of cases used to compute each score was 30 or greater and there was variation in the tested groups.

Red, Yellow and Green Dot Indicators

A red, yellow, or green dot has been assigned to item scores in a number of data presentations in the report. Their purpose is to easily identify scores that merit attention. The dot colors are defined as follows:

Green: Score is equal to or higher than 80%

Yellow: Score is less than 80% and but equal to or higher than 70%

Red: Score is less than 70%

Possible Effects of Covid-19 on Survey Results

In the winter of 2020, the United States was struck by the COVID-19 pandemic, with most of the United States entering into a shelter-in-place phase. Routine and elective appointments and procedures were curtailed, cancelled, or pushed out to unknown future dates. During surges in the virus, some hospital emergency rooms and Intensive Care Units (ICUs) reached capacity and had to turn patients away. Where possible, many medical appointments were converted to telehealth visits by phone or video. Nationwide shortages of tests and the lack of vaccines led to frustration and delays in care.

While it is impossible to calculate the effects of the pandemic on survey results, domains of care measured by the CAHPS survey, such as getting need care, getting care quickly, as well as ratings of care, providers, and health plans, may all be affected. Due to this unique set of circumstances, survey results for the current year and trend data should be viewed with caution.

Executive Summary

The Consumer Assessment of Healthcare Providers and Systems survey (CAHPS) is the most comprehensive tool available for assessing consumers' experiences with their health plans. Results of the survey provide consumers, purchasers, health plans and state Medicaid programs with information about a broad range of key consumer issues.

This report summarizes the findings of the CAHPS 5.1H Child Survey with the Children with Chronic Conditions (CCC) measurement set conducted by Apple Health in the spring of 2021. Attempts were made to survey 21,858 Apple Health member households enrolled in five health plans by mail, telephone, and the Internet using a standardized survey protocol. Complete questionnaires were obtained from 4,371 respondents.

The survey protocol and questionnaire were developed jointly by the Agency for Healthcare Research and Quality and NCQA, the National Committee for Quality Assurance. NCQA is an independent not-for-profit organization dedicated to measuring the quality of America's health care. Detailed information regarding protocols and methods can be found in *HEDIS 2021 Volume 3* and the *HEDIS 2021 Quality Assurance Plan*.

SUMMARY OF OVERALL RATING QUESTIONS

Graphs on the following page display results of the overall rating questions for the 2021 and 2019 Apple Health surveys, with statistical testing. Response options for rating questions range from 0 (worst) to 10 (best); ratings of 8, 9 or 10 are considered achievements, and the achievement score is presented as a proportion of members whose response was an achievement.

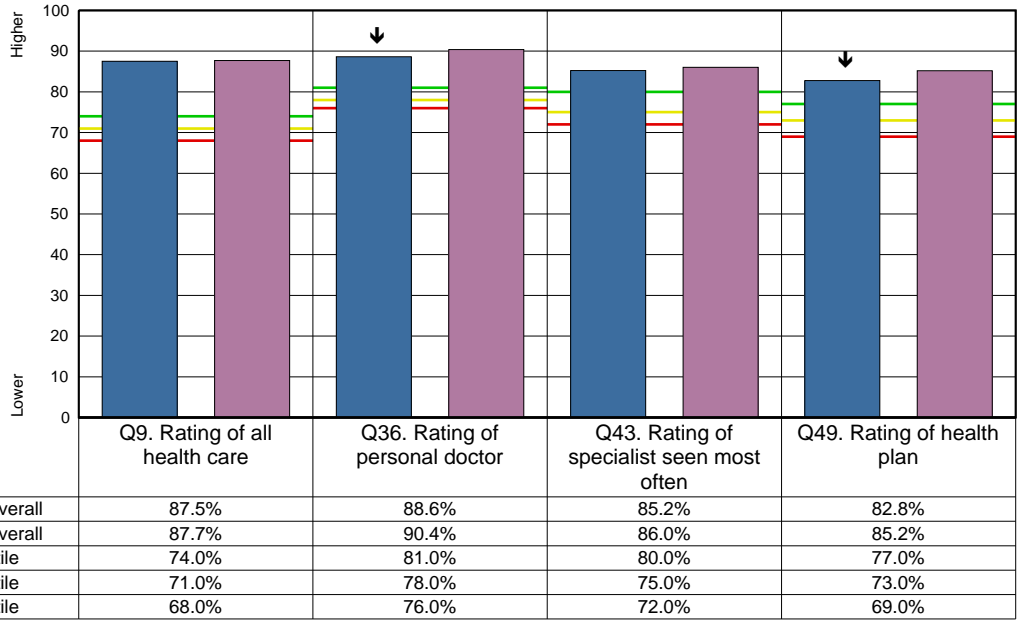
Also displayed are top box scores from the 2020 CAHPS Database, presented as lines for visual comparison. Child CAHPS scores were obtained from data submitted directly to AHRQ's CAHPS Database by state Medicaid agencies and individual health plans. The 2020 child comparative database includes 56,311 respondents from 137 child Medicaid sample submissions.

CAHPS Database top box scores are built using ratings of 9 or 10 as achievements. No significance testing is possible, given available data formats. No CAHPS Database benchmarks are available for the CCC measures and population.

The combination of all five Apple Health plans is presented as Apple Health.

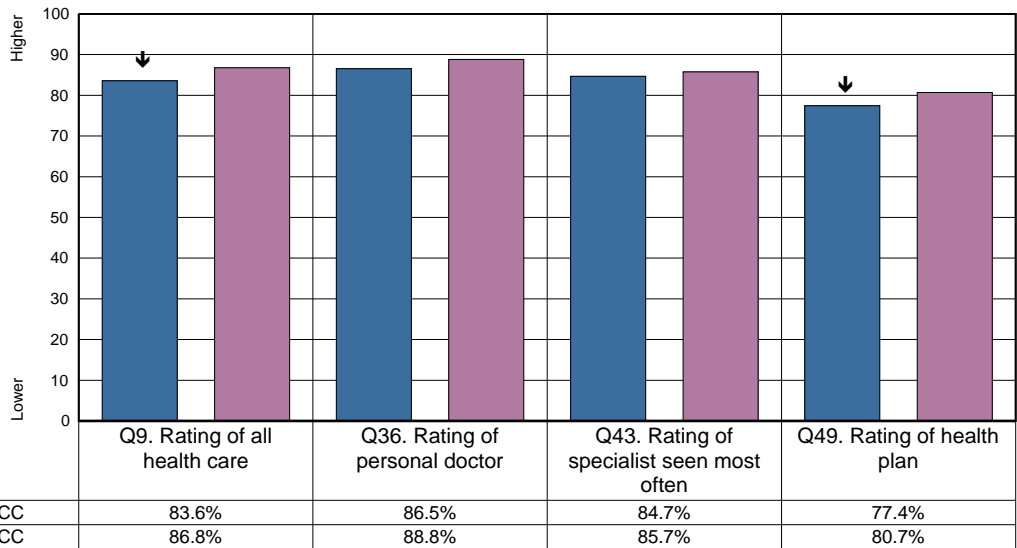
Note that the General Population includes responses from all selected eligible child enrollees, while the CCC Population includes responses from a subset of the General Population, whose responses to the survey-based screening tool indicated that the child has a chronic condition. The two populations are not mutually exclusive: CCC Population respondents are part of the General Population. Additional information about the survey-based screening tool can be found in the *Methodology and Definitions* section of this report.

Overall Rating Questions - General Population



↑↓ Statistically significantly higher/lower than Apple Health 2019 Overall

Overall Rating Questions - CCC Population



↑↓ Statistically significantly higher/lower than Apple Health 2019 CCC

SUMMARY OF COMPOSITES

Composite scores are calculated for each of four domains of member experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, and Customer Service. Composites are intended to give a summary assessment of how Apple Health plans performed across the domain.

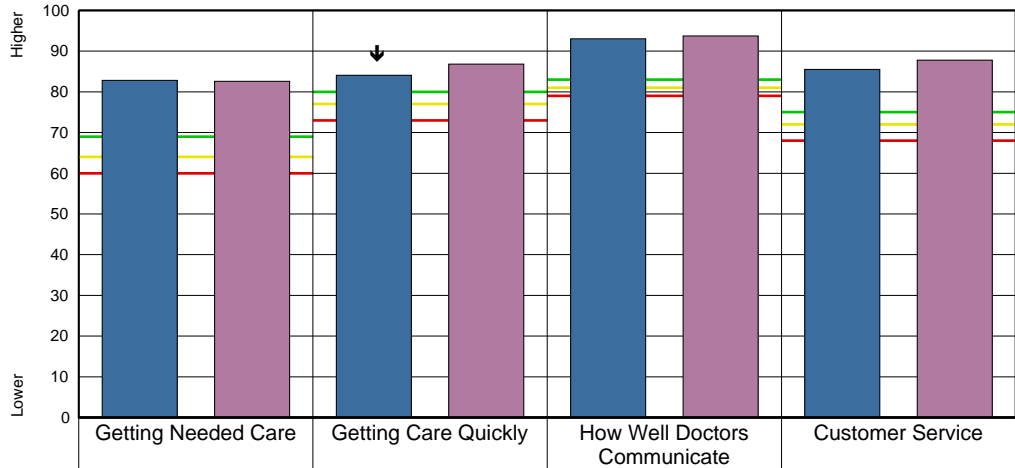
The 2021 and 2019 Apple Health child composite scores are presented on the following page. Proportions of positive response to composite items are reported as achievement scores. For the Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate and Customer Service composites, responses of 'Usually' or 'Always' are considered achievements.

Also displayed are top box scores from the 2020 CAHPS Database, presented as lines for visual comparison. No significance testing is possible, given available data formats. No CAHPS Database benchmarks are available for the CCC measures and population.

Note that the General Population includes responses from all selected eligible child enrollees, while the CCC Population includes responses from a subset of the General Population, whose responses to the survey-based screening tool indicated that the child has a chronic condition. The two populations are not mutually exclusive: CCC Population respondents are part of the General Population. Additional information about the survey-based screening tool can be found in the *Methodology and Definitions* section of this report.

The combination of all five Apple Health plans is presented as Apple Health.

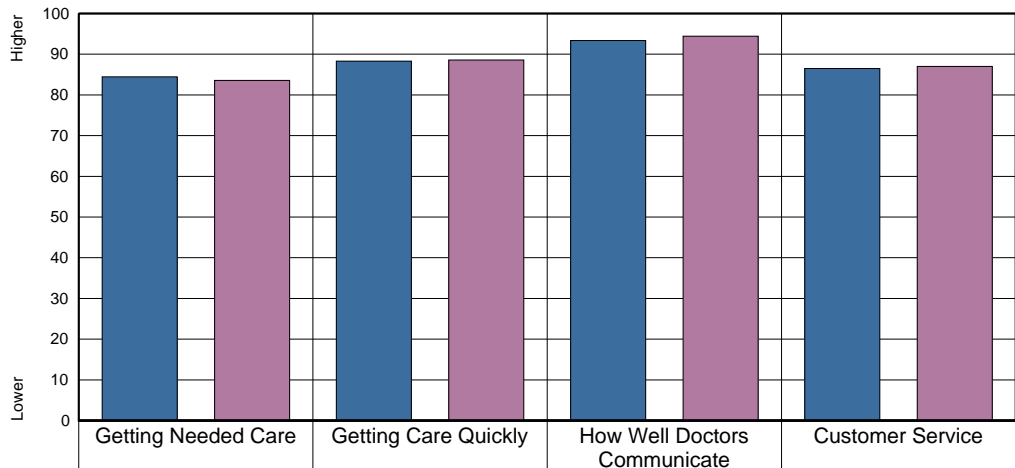
Standard Composites - General Population



	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Customer Service
Apple Health 2021 Overall	82.8%	84.1%	93.0%	85.5%
Apple Health 2019 Overall	82.6%	86.8%	93.7%	87.8%
CAHPS 90th Percentile	69.0%	80.0%	83.0%	75.0%
CAHPS 75th Percentile	64.0%	77.0%	81.0%	72.0%
CAHPS 50th Percentile	60.0%	73.0%	79.0%	68.0%

↑↓ Statistically significantly higher/lower than Apple Health 2019 Overall

Standard Composites - CCC Population



	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Customer Service
Apple Health 2021 CCC	84.5%	88.3%	93.4%	86.5%
Apple Health 2019 CCC	83.6%	88.6%	94.4%	87.0%

↑↓ Statistically significantly higher/lower than Apple Health 2019 CCC

SUMMARY OF CHILDREN WITH CHRONIC CONDITIONS CAHPS 5.1H COMPOSITES

The three CAHPS CCC composites summarize satisfaction with basic components of care essential for successful treatment, management and support of children with chronic conditions.

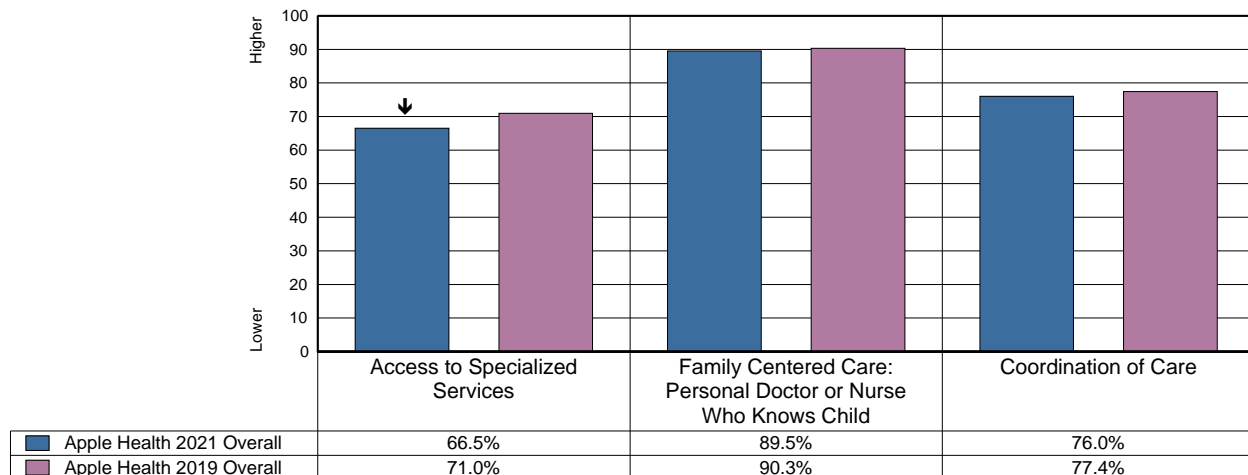
The Access to Specialized Care composite is composed of questions with response options of 'Never, Sometimes, Usually, or Always'; responses of 'Usually' or 'Always' are considered achievements.

The other two CCC composites, Family Centered Care: Personal Doctor or Nurse Who Knows Child, and Coordination of Care, have questions with response options of 'Yes' and 'No'; responses of 'Yes' are considered achievements. No CAHPS Database benchmarks are available for the CCC measures or population.

Note that the General Population includes responses from all selected eligible child enrollees, while the CCC Population includes responses from a subset of the General Population, whose responses to the survey-based screening tool indicated that the child has a chronic condition. The two populations are not mutually exclusive: CCC Population respondents are part of the General Population. Additional information about the survey-based screening tool can be found in the *Methodology and Definitions* section of this report.

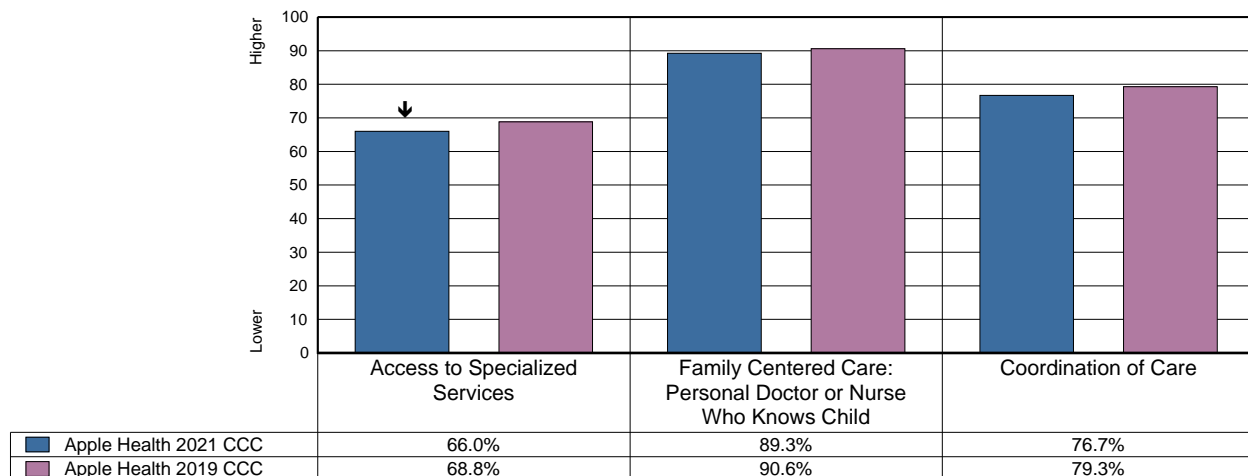
The combination of all five Apple Health plans is presented as Apple Health.

CCC Composites - General Population



↑↓ Statistically significantly higher/lower than Apple Health 2019 Overall

CCC Composites - CCC Population



↑↓ Statistically significantly higher/lower than Apple Health 2019 CCC

Key Strengths and Opportunities for Improvement

General Population

The table below displays the ten CAHPS 5.1H questions most highly correlated with the Apple Health's member satisfaction with their health plan for the General Population, along with the corresponding achievement scores and correlations. Achievement scores are considered "high" when the score is 80% or higher. A correlation coefficient of 0.40 or greater indicates a relatively high correlation with health plan satisfaction.

Among the ten items, the five questions with the highest achievement scores are presented first as Key Strengths. These are areas that appear to matter the most to members, and where the health plan is doing well. The five questions with the lowest achievement scores are presented second, as Opportunities for Improvement. These are areas that appear to matter the most to members, but where the health plan is not doing as well and could focus quality improvement efforts.

Note that the global rating questions for personal doctor, specialists, and overall health care have been excluded from this analysis. By their nature, global ratings tend to be more highly correlated with overall satisfaction with a health plan, and are typically not specific enough to provide clear pathways to action for improvement.

A red, yellow, or green dot is found next to each item score to easily identify items that merit attention. The dot colors are defined as follows: Green: score is equal to or higher than 80%, Yellow: score is less than 80% and but equal to or higher than 70%, Red: score is less than 70%.

Key Strengths

Question	Apple Health Achievement Score	Correlation w/ satisfaction
Q28. Personal doctor usually or always listened carefully to you	94.7 ●	0.25
Q46. Customer service usually or always treated you with courtesy and respect	92.4 ●	0.28
Q51. Usually or always easy to get prescription medicines for child through health plan	88.8 ●	0.25
Q10. Usually or always easy to get the care, tests or treatment child needed	88.3 ●	0.35
Q35. Personal doctor usually or always seemed informed about care child got from other providers	84.5 ●	0.24

Opportunities for Improvement

Question	Apple Health Achievement Score	Correlation w/ satisfaction
Q15. Usually or always easy to get special medical equipment or devices for child	64.2 ●	0.30
Q21. Usually or always easy to get treatment or counseling for child	65.9 ●	0.30
Q18. Usually or always easy to get therapy for child	69.6 ●	0.24
Q19. Someone from doctor's office helped get therapy for child	70.8 ●	0.25
Q45. Customer service usually or always gave help you needed	78.6 ●	0.32

Key Strengths and Opportunities for Improvement

CCC Population

This table displays the ten CAHPS 5.1H questions most highly correlated with the Apple Health's member satisfaction with their health plan for the CCC Population, along with the corresponding achievement scores and correlations. Achievement scores are considered "high" when the score is 80% or higher. A correlation coefficient of 0.40 or greater indicates a relatively high correlation with health plan satisfaction.

Among the ten items, the five questions with the highest achievement scores are presented first as Key Strengths. These are areas that appear to matter the most to members, and where the health plan is doing well. The five questions with the lowest achievement scores are presented second, as Opportunities for Improvement. These are areas that appear to matter the most to members, but where the health plan is not doing as well and could focus quality improvement efforts.

Note that the global rating questions for personal doctor, specialists, and overall health care have been excluded from this analysis. By their nature, global ratings tend to be more highly correlated with overall satisfaction with a health plan, and are typically not specific enough to provide clear pathways to action for improvement.

A red, yellow, or green dot is found next to each item score to easily identify items that merit attention. The dot colors are defined as follows: Green: score is equal to or higher than 80%, Yellow: score is less than 80% and but equal to or higher than 70%, Red: score is less than 70%.

Key Strengths

Question	Apple Health Achievement Score	Correlation w/ satisfaction
Q46. Customer service usually or always treated you with courtesy and respect	93.0 ●	0.31
Q38. Doctor understands how health conditions affect child's day-to-day life	91.4 ●	0.25
Q4. Usually or always got care as soon as child needed	91.1 ●	0.29
Q51. Usually or always easy to get prescription medicines for child through health plan	88.7 ●	0.26
Q10. Usually or always easy to get the care, tests or treatment child needed	88.3 ●	0.39

Opportunities for Improvement

Question	Apple Health Achievement Score	Correlation w/ satisfaction
Q15. Usually or always easy to get special medical equipment or devices for child	61.7 ●	0.32
Q21. Usually or always easy to get treatment or counseling for child	66.0 ●	0.34
Q18. Usually or always easy to get therapy for child	70.4 ●	0.29
Q19. Someone from doctor's office helped get therapy for child	70.7 ●	0.28
Q45. Customer service usually or always gave help you needed	79.9 ●	0.39



Recommendations

General Recommendations and Background

The five questions with the lowest achievement scores are presented in the tables on pages 11 and 12, as Opportunities for Improvement for the General population and the CCC population. These populations are not mutually exclusive. These are areas that appear to matter the most to members, but where the health plan is not doing as well and could focus quality improvement efforts. According to the Priority Matrices, no "Top Priority" areas of improvement have been identified. Top priority areas include "low achievement scored on items highly associated with overall member satisfaction - deserving further scrutiny".

The following recommendations, provided by Comagine Health, address "Medium Priority" areas including Access to Specialized Services and two additional single item measures. These include low achievement scores on items only slightly associated with overall member satisfaction, which may be possible targets for improvement depending upon other priorities.

While the CAHPS survey helps identify priorities, the MCOs should identify actionable areas for their own quality improvement activities, then conduct a root cause analysis to identify underlying causes and build quality improvement plans. MCOs may look at patient grievances to see what issues show up frequently. The two sources of information, CAHPS data and grievances, complement each other in attempts to understand the issues and get a complete picture.

MCOs should evaluate improvement methods and implement those most relevant to their improvement goals. MCOs should follow a process similar to the Plan-Do-Study-Act (PDSA) model to target low performing measures and include the following steps:

- What does the MCO want to achieve in their own improvement process?
- What strategies are the most important and feasible for the MCO to implement?
- Define the actions to be taken by the MCO through a written action plan.
- Re-examine to determine if actions result in desired improvement. If not, revise actions and repeat cycle.

In addition, MCOs should be clear about providers' realm of control and what providers can realistically influence and improve upon. MCOs may use process mapping to improve understanding of the details of care processes to know exactly, step by step, what happens within that process, and what each entity (MCOs/ providers) is responsible for and can impact.

By working collaboratively to understand these processes, the MCOs will be able to see where improvements can be made and how to make them. The five MCOs could collectively select a single process that providers are required to follow (i.e., authorizations) and work together to simplify and standardize that process across all MCOs so that there is no difference to providers and patients.

The following recommendations are offered to assist MCOs in focusing their efforts on the identified opportunities for improvement. Included are a few suggestions and examples of best practices, however, there are many additional processes and tools available.

Access to Specialized Services Composite

Three of the five opportunities for improvement reside within the composite measures of Access to Specialized Services (Q15, Q18, Q21). These include 'Usually' or 'Always' easy to get special medical equipment or device for child, get treatment or counseling for child, and get therapy for child.

Trending indicates that Access to Specialized Services for both the General and CCC population is statistically lower for the Access to Specialized Services composite than the Apple Health 2019 Overall achievement scores for both populations.

Quality improvement efforts targeted at the composite measure will create efficiencies while addressing all three questions identified as opportunities for improvement. MCOs should look at their current processes and workflow to identify target areas. MCOs may also want to convene focus groups with office staff, providers, and/or patients (families) to gather information on the barriers or challenges to accessing specialized services. Once new workflows and processes are identified and implemented, the MCOs should reassess whether these have resulted in improvements. This may include talking with and/or sending a short questionnaire to providers, patients and/or families asking if they are experiencing easier access to these services.

MCOs should remove as many barriers as possible to getting special medical equipment and devices (Q15), treatment and counseling (Q21), and therapy (Q18) for children when requested by provider offices. The most productive action MCOs could take to improve these scores is to standardize and simplify these services across MCOs so that there is no difference to providers and patients.

Someone from doctor's office helped get therapy for child

An additional opportunity for improvement for both populations include Q19 (Someone from doctor's office helped get therapy for child). Although this question does not fall within the Access to Specialized Services Composite, many of the improvement efforts listed above will also lead to improved achievement scores for this measure as well. It is further recommended that MCOs follow a focused quality improvement process that may include gathering information from providers and patients (families), as outlined above, to make improvements within this measure.

MCOs may focus their efforts on ensuring closed loop referrals are in place to ensure a child receives the recommended treatment. MCOs should ensure that members and providers are aware of appropriate therapy/treatment opportunities. MCOs may work with providers to ensure they have the necessary information to provide appropriate referrals to patients (families) and ensure that providers and members have access to up-to-date provider directories. MCOs may monitor referral patterns to ensure availability of needed providers. There may be many options to ensure that providers and members have access to appropriate referrals options, including provider directories, push notifications through provider and/or patient portals, mailers, ready links, etc.

Customer Service

Although Q46 (Customer Service usually or always treated you with courtesy and respect) is a Key Strength, Q45 (Customer service usually or always gave help you needed) is identified as an area where there is opportunity for improvement.

The MCOs should improve the ability of their customer service representatives to provide members with necessary information or help when requested. AHRQ offers Standards for Customer Service (Improvement Guide) to help MCOs direct improvement efforts (Strategy 6Q: Standards for Customer Service | Agency for Healthcare Research and Quality (ahrq.gov)). In addition to AHRQ's Improvement Guide, there is much information and resources available to support MCOs in improvement efforts for Customer Service departments. It is recommended that MCOs follow a focused quality improvement process that may include gathering information from providers and patients (families), as outlined above.

Overall, having clear, step-by-step directions in provider and member benefits manuals, that are supported by knowledgeable customer service teams, may result in a positive impact on the five opportunities of improvement noted for both the General and CCC populations. MCOs can use the results from the next CAHPS report to assess whether the improvements they have implemented have resulted in improved CAHPS scores for the above measures.

Respondent Profile

The Respondent Profile section presents four different breakouts of Apple Health overall survey results. Overall demographic characteristics of General Population respondents and the subset that comprises the CCC Population come first. The following three pages display breakouts by selected demographic categories of rating and composite scores and their individual items.

General Population includes responses from all selected eligible child enrollees, while the CCC Population includes responses from a subset of the General Population: those whose responses to the survey-based screening tool indicated that the child has a chronic condition. The two populations are not mutually exclusive, as CCC Population respondents are part of the General Population. Additional information regarding the survey-based screening tool can be found in the *Methodology and Definitions* section of this report.

A red, yellow, or green dot is found in each cell to easily identify scores that merit attention. The dot colors are defined as follows: Green: score is equal to or higher than 80%, Yellow: score is less than 80% and but equal to or higher than 70%, Red: score is less than 70%.

Respondent Profile Demographic Characteristics

<i>Child's Age (years)</i>	Gen Pop	CCC Pop
0 - 4	26.1%	13.0%
5 to 12	41.4%	44.6%
13 to 18	32.5%	42.3%

<i>Child's Gender</i>	Gen Pop	CCC Pop
Male	54.1%	56.8%
Female	45.9%	43.2%

<i>Child's Ethnicity</i>	Gen Pop	CCC Pop
Hispanic or Latino	38.7%	29.8%
Not Hispanic or Latino	61.3%	70.2%

<i>Child's Race</i>	Gen Pop	CCC Pop
White	68.4%	78.6%
Black or African American	13.3%	12.8%
Asian	11.3%	8.1%
American Indian or Alaska Native	5.2%	7.3%
Native Hawaiian or Other Pacific Islander	3.7%	3.1%
Other	21.0%	14.8%

Respondent Profile Scores by Demographics

Ratings	Gen Pop	CCC Pop	Age 0-4	Age 5-12	Age 13-18	Male	Female	Hisp.	Not Hisp.	White	Black	Asian	Am Ind	Pac. Is.	Other
Q9. Rating of all health care	87.5% 	83.6% 	91.3% 	88.2% 	84.1% 	88.2% 	87.1% 	89.8% 	86.4% 	87.7% 	83.3% 	83.9% 	85.2% 	86.3% 	85.6%
Q36. Rating of personal doctor	88.6% 	86.5% 	91.1% 	88.8% 	86.5% 	88.7% 	88.6% 	91.0% 	87.3% 	88.6% 	86.7% 	87.5% 	86.2% 	88.7% 	89.3%
Q43. Rating of specialist seen most often	85.2% 	84.7% 	86.9% 	90.2% 	79.1% 	86.9% 	83.1% 	86.5% 	84.7% 	85.1% 	83.9% 	80.6% 	71.4% 	82.4% 	84.9%
Q49. Rating of health plan	82.8% 	77.4% 	87.8% 	82.9% 	79.0% 	82.4% 	83.3% 	89.4% 	78.5% 	81.4% 	80.4% 	79.2% 	81.1% 	75.0% 	86.0%

Standard Composites	Gen Pop	CCC Pop	Age 0-4	Age 5-12	Age 13-18	Male	Female	Hisp.	Not Hisp.	White	Black	Asian	Am Ind	Pac. Is.	Other
Getting Needed Care	82.8% 	84.5% 	80.6% 	84.1% 	83.3% 	83.0% 	82.9% 	81.0% 	84.7% 	85.7% 	78.3% 	71.3% 	73.9% 	84.1% 	73.6%
Getting Care Quickly	84.1% 	88.3% 	84.8% 	84.7% 	83.4% 	84.4% 	84.5% 	81.7% 	86.4% 	88.8% 	80.3% 	70.6% 	84.6% 	88.6% 	76.3%
How Well Doctors Communicate	93.0% 	93.4% 	92.3% 	93.4% 	93.5% 	94.0% 	92.1% 	91.8% 	94.1% 	94.7% 	89.1% 	91.8% 	88.5% 	92.2% 	90.6%
Customer Service	85.5% 	86.5% 	87.6% 	82.9% 	87.8% 	85.3% 	86.2% 	86.6% 	85.0% 	88.2% 	79.8% 	78.6% 	85.4% 	93.2% 	81.4%

CCC Composites	Gen Pop	CCC Pop	Age 0-4	Age 5-12	Age 13-18	Male	Female	Hisp.	Not Hisp.	White	Black	Asian	Am Ind	Pac. Is.	Other
Access to Specialized Services	66.5% 	66.0% 	75.2% 	62.4% 	66.9% 	67.6% 	65.4% 	71.6% 	64.5% 	66.0% 	64.3% 	64.9% 	54.8% 	62.5% 	62.6%
Family Centered Care: Personal Doctor or Nurse Who Knows Child	89.5% 	89.3% 	92.1% 	90.0% 	87.4% 	90.5% 	88.6% 	89.5% 	89.6% 	90.3% 	89.0% 	84.7% 	87.0% 	90.2% 	87.9%
Coordination of Care	76.0% 	76.7% 	85.2% 	74.2% 	73.2% 	75.9% 	76.3% 	80.5% 	74.5% 	77.3% 	77.5% 	73.0% 	67.2% 	74.4% 	73.8%

Respondent Profile

Standard Composite Scores by Demographics

Getting Needed Care	Gen Pop	CCC Pop	Age 0-4	Age 5-12	Age 13-18	Male	Female	Hisp.	Not Hisp.	White	Black	Asian	Am Ind	Pac. Is.	Other
Composite	82.8% 	84.5% 	80.6% 	84.1% 	83.3% 	83.0% 	82.9% 	81.0% 	84.7% 	85.7% 	78.3% 	71.3% 	73.9% 	84.1% 	73.6%
Q41. Usually or always got appointments with specialists as soon as child needed	77.3% 	80.6% 	71.8% 	80.3% 	78.4% 	77.5% 	77.4% 	74.2% 	80.2% 	81.3% 	74.0% 	59.4% 	57.7% 	77.6% 	62.9%
Q10. Usually or always easy to get the care, tests or treatment child needed	88.3% 	88.3% 	89.5% 	88.0% 	88.2% 	88.5% 	88.4% 	87.7% 	89.2% 	90.0% 	82.7% 	83.2% 	90.2% 	90.7% 	84.3%

Getting Care Quickly	Gen Pop	CCC Pop	Age 0-4	Age 5-12	Age 13-18	Male	Female	Hisp.	Not Hisp.	White	Black	Asian	Am Ind	Pac. Is.	Other
Composite	84.1% 	88.3% 	84.8% 	84.7% 	83.4% 	84.4% 	84.5% 	81.7% 	86.4% 	88.8% 	80.3% 	70.6% 	84.6% 	88.6% 	76.3%
Q4. Usually or always got care as soon as child needed	88.6% 	91.1% 	88.5% 	89.7% 	88.8% 	88.4% 	90.3% 	86.5% 	90.9% 	92.2% 	86.8% 	76.5% 	87.5% 	93.3% 	80.0%
Q6. Usually or always got appt. for care as soon as child needed	79.6% 	85.5% 	81.2% 	79.7% 	77.9% 	80.4% 	78.7% 	77.0% 	81.8% 	85.5% 	73.7% 	64.8% 	81.7% 	83.8% 	72.6%

How Well Doctors Communicate	Gen Pop	CCC Pop	Age 0-4	Age 5-12	Age 13-18	Male	Female	Hisp.	Not Hisp.	White	Black	Asian	Am Ind	Pac. Is.	Other
Composite	93.0% 	93.4% 	92.3% 	93.4% 	93.5% 	94.0% 	92.1% 	91.8% 	94.1% 	94.7% 	89.1% 	91.8% 	88.5% 	92.2% 	90.6%
Q27. Personal doctor usually or always explained things in a way that was easy to understand	93.2% 	94.0% 	92.9% 	94.1% 	92.4% 	94.6% 	91.6% 	91.9% 	94.4% 	95.6% 	86.9% 	92.5% 	86.9% 	93.3% 	90.1%
Q28. Personal doctor usually or always listened carefully to you	94.7% 	94.3% 	95.3% 	95.4% 	93.7% 	95.7% 	94.0% 	94.5% 	95.2% 	95.8% 	91.7% 	95.4% 	90.2% 	93.4% 	92.5%
Q29. Personal doctor usually or always showed respect for what you had to say	95.7% 	95.4% 	95.8% 	95.9% 	95.7% 	96.3% 	95.4% 	95.8% 	95.9% 	96.3% 	92.6% 	94.8% 	95.0% 	95.3% 	94.8%
Q32. Personal doctor usually or always spent enough time with child	88.5% 	89.7% 	85.2% 	88.5% 	92.2% 	89.4% 	87.4% 	85.1% 	90.8% 	91.1% 	85.2% 	84.4% 	82.0% 	86.8% 	84.9%

Customer Service	Gen Pop	CCC Pop	Age 0-4	Age 5-12	Age 13-18	Male	Female	Hisp.	Not Hisp.	White	Black	Asian	Am Ind	Pac. Is.	Other
Composite	85.5% 	86.5% 	87.6% 	82.9% 	87.8% 	85.3% 	86.2% 	86.6% 	85.0% 	88.2% 	79.8% 	78.6% 	85.4% 	93.2% 	81.4%
Q45. Customer service usually or always gave help you needed	78.6% 	79.9% 	80.2% 	75.3% 	82.3% 	78.8% 	78.9% 	80.6% 	77.3% 	81.6% 	71.9% 	63.7% 	75.6% 	86.4% 	73.8%
Q46. Customer service usually or always treated you with courtesy and respect	92.4% 	93.0% 	95.0% 	90.4% 	93.4% 	91.8% 	93.6% 	92.7% 	92.7% 	94.9% 	87.6% 	93.4% 	95.1% 	100.0% 	89.1%

Respondent Profile

CCC Composite Scores by Demographics

Access to Specialized Services	Gen Pop	CCC Pop	Age 0-4	Age 5-12	Age 13-18	Male	Female	Hisp.	Not Hisp.	White	Black	Asian	Am Ind	Pac. Is.	Other
Composite	66.5% 	66.0% 	75.2% 	62.4% 	66.9% 	67.6% 	65.4% 	71.6% 	64.5% 	66.0% 	64.3% 	64.9% 	54.8% 	62.5% 	62.6%
Q15. Usually or always easy to get special medical equipment or devices for child	64.2% 	61.7% 	76.7% 	59.1% 	68.8% 	65.7% 	65.0% 	78.1% 	60.0% 	65.9% 	64.0% 	57.1% 	50.0% 	63.6% 	60.0%
Q18. Usually or always easy to get therapy for child	69.6% 	70.4% 	75.3% 	65.7% 	65.0% 	70.9% 	66.0% 	70.6% 	68.0% 	68.2% 	64.3% 	68.6% 	58.8% 	69.2% 	65.8%
Q21. Usually or always easy to get treatment or counseling for child	65.9% 	66.0% 	73.8% 	62.4% 	67.0% 	66.3% 	65.1% 	66.0% 	65.3% 	63.8% 	64.6% 	68.9% 	55.6% 	54.5% 	62.0%

Family Centered Care: Personal Doctor or Nurse Who Knows Child	Gen Pop	CCC Pop	Age 0-4	Age 5-12	Age 13-18	Male	Female	Hisp.	Not Hisp.	White	Black	Asian	Am Ind	Pac. Is.	Other
Composite	89.5% 	89.3% 	92.1% 	90.0% 	87.4% 	90.5% 	88.6% 	89.5% 	89.6% 	90.3% 	89.0% 	84.7% 	87.0% 	90.2% 	87.9%
Q33. Child's personal doctor talked with you about how child is feeling, growing, or behaving	88.8% 	88.2% 	92.0% 	89.8% 	84.2% 	89.3% 	88.4% 	88.5% 	89.1% 	90.1% 	86.7% 	82.8% 	91.8% 	84.9% 	86.3%
Q38. Doctor understands how health conditions affect child's day-to-day life	91.4% 	91.4% 	92.5% 	91.6% 	91.0% 	93.1% 	89.5% 	91.2% 	91.6% 	91.8% 	91.1% 	89.4% 	90.3% 	93.5% 	92.1%
Q39. Doctor understands how health conditions affect family's day-to-day life	88.3% 	88.2% 	91.8% 	88.6% 	86.9% 	89.1% 	87.9% 	88.9% 	88.0% 	89.0% 	89.2% 	82.1% 	78.8% 	92.1% 	85.5%

Coordination of Care	Gen Pop	CCC Pop	Age 0-4	Age 5-12	Age 13-18	Male	Female	Hisp.	Not Hisp.	White	Black	Asian	Am Ind	Pac. Is.	Other
Composite	76.0% 	76.7% 	85.2% 	74.2% 	73.2% 	75.9% 	76.3% 	80.5% 	74.5% 	77.3% 	77.5% 	73.0% 	67.2% 	74.4% 	73.8%
Q13. Child's doctors or other health providers gave you the help you needed in contacting your child's school or daycare	89.5% 	91.1% 	95.1% 	88.7% 	89.2% 	91.4% 	88.5% 	86.9% 	91.0% 	92.6% 	94.3% 	85.2% 	88.2% 	95.5% 	85.7%
Q24. Someone from child's health plan, doctor's office or clinic helped coordinate child's care among different types of providers or services	62.6% 	62.3% 	75.3% 	59.8% 	57.1% 	60.4% 	64.2% 	74.2% 	58.0% 	62.1% 	60.8% 	60.8% 	46.2% 	53.3% 	62.0%

Trend Analysis - Higher Scores - 2021 vs. 2019

General Population

Improvements in Apple Health scores are shown below, presented in order of greatest change first.

HIGHER SCORES - STATISTICALLY SIGNIFICANT

These questions had **statistically significantly higher scores** in 2021 as compared to the 2019 Apple Health scores.

Question	Apple Health 2021 Score	Apple Health 2019 Score	% Point Change	Composite Group
Q52. Someone from doctor's office helped get child's prescription medicines	69.0% ●	63.8% ●	+5.1	Single Items
Q31. Doctor usually or always explained things in a way that was easy for child to understand	95.3% ●	92.9% ●	+2.4	Single Items

HIGHER SCORES - NOT STATISTICALLY SIGNIFICANT

Other areas indicating improvement for Apple Health follow. Achievement scores for these questions are higher than last year, but the change is **not statistically significant**.

Question	Apple Health 2021 Score	Apple Health 2019 Score	% Point Change	Composite Group
Q35. Personal doctor usually or always seemed informed about care child got from other providers	84.5% ●	83.3% ●	+1.2	Single Items
Q41. Usually or always got appointments with specialists as soon as child needed	77.3% ●	76.2% ●	+1.1	Getting Needed Care
Q53. Excellent or very good rating of child's overall health	76.2% ●	75.2% ●	+1.0	Single Items
PQ48. Forms from child's health plan were usually or always easy to fill out	94.7% ●	94.1% ●	+0.6	Single Items
Q28. Personal doctor usually or always listened carefully to you	94.7% ●	94.5% ●	+0.3	Communication
Q24. Someone from child's health plan, doctor's office or clinic helped coordinate child's care among different types of providers or services	62.6% ●	62.5% ●	+0.1	Coordination of Care

Trend Analysis - Lower Scores - 2021 vs. 2019

General Population

Scores for Apple Health that have not improved over last period are presented below in order of greatest change first.

LOWER SCORES - STATISTICALLY SIGNIFICANT

These questions had **statistically significantly lower scores** in 2021 as compared to the 2019 Apple Health scores.

Question	Apple Health 2021 Score	Apple Health 2019 Score	% Point Change	Composite Group
HCA_6. Rating of treatment or counseling	68.8% ●	74.2% ●	-5.3	Supplemental Items
Q6. Usually or always got appt. for care as soon as child needed	79.6% ●	84.6% ●	-5.1	Getting Care Quickly
Q54. Excellent or very good rating of child's overall mental or emotional health	65.3% ●	68.2% ●	-2.9	Single Items
Q49. Rating of health plan	82.8% ●	85.2% ●	-2.4	Ratings
Q36. Rating of personal doctor	88.6% ●	90.4% ●	-1.8	Ratings

LOWER SCORES - NOT STATISTICALLY SIGNIFICANT

Other areas indicating a lack of improvement for Apple Health follow. Scores for these questions were lower than last period, but the change is **not statistically significant**.

Question	Apple Health 2021 Score	Apple Health 2019 Score	% Point Change	Composite Group
Q15. Usually or always easy to get special medical equipment or devices for child	64.2% ●	73.5% ●	-9.3	Access to Specialized Services
Q19. Someone from doctor's office helped get therapy for child	70.8% ●	75.2% ●	-4.4	Single Items
HCA_7. Usually or always involved as much as wanted in child's mental health care or counseling	56.1% ●	60.1% ●	-4.1	Supplemental Items
HCA_5. Usually or always easy to get needed treatment or counseling through health plan	59.1% ●	63.0% ●	-3.9	Supplemental Items
Q22. Someone from doctor's office helped get treatment or counseling for child	58.6% ●	62.2% ●	-3.6	Single Items
Q45. Customer service usually or always gave help you needed	78.6% ●	81.8% ●	-3.2	Customer Service
Q13. Child's doctors or other health providers gave you the help you needed in contacting your child's school or daycare	89.5% ●	92.4% ●	-2.9	Coordination of Care

Trend Analysis - Lower Scores - 2021 vs. 2019

General Population

(continued)

Question	Apple Health 2021 Score	Apple Health 2019 Score	% Point Change	Composite Group
Q18. Usually or always easy to get therapy for child	69.6% ●	71.8% ●	-2.2	Access to Specialized Services
Q21. Usually or always easy to get treatment or counseling for child	65.9% ●	67.7% ●	-1.8	Access to Specialized Services
Q46. Customer service usually or always treated you with courtesy and respect	92.4% ●	93.8% ●	-1.4	Customer Service
Q32. Personal doctor usually or always spent enough time with child	88.5% ●	89.8% ●	-1.3	Communication
Q27. Personal doctor usually or always explained things in a way that was easy to understand	93.2% ●	94.5% ●	-1.3	Communication
Q33. Child's personal doctor talked with you about how child is feeling, growing, or behaving	88.8% ●	90.1% ●	-1.3	Family Centered Care
Q51. Usually or always easy to get prescription medicines for child through health plan	88.8% ●	89.8% ●	-0.9	Single Items
Q38. Doctor understands how health conditions affect child's day-to-day life	91.4% ●	92.3% ●	-0.9	Family Centered Care
Q43. Rating of specialist seen most often	85.2% ●	86.0% ●	-0.8	Ratings
Q10. Usually or always easy to get the care, tests or treatment child needed	88.3% ●	89.0% ●	-0.7	Getting Needed Care
Q16. Someone from doctor's office helped get special medical equipment or devices for child	82.1% ●	82.6% ●	-0.5	Single Items
Q29. Personal doctor usually or always showed respect for what you had to say	95.7% ●	96.2% ●	-0.5	Communication
Q4. Usually or always got care as soon as child needed	88.6% ●	89.0% ●	-0.3	Getting Care Quickly
Q8. Doctor usually or always answered questions about child's health	88.5% ●	88.8% ●	-0.3	Single Items
Q9. Rating of all health care	87.5% ●	87.7% ●	-0.2	Ratings
Q39. Doctor understands how health conditions affect family's day-to-day life	88.3% ●	88.5% ●	-0.2	Family Centered Care

Trend Analysis - Higher Scores - 2021 vs. 2019

CCC Population

Improvements in Apple Health scores are shown below, presented in order of greatest change first.

HIGHER SCORES - STATISTICALLY SIGNIFICANT

These questions had **statistically significantly higher scores** in 2021 as compared to the 2019 Apple Health scores.

Question	Apple Health 2021 Score	Apple Health 2019 Score	% Point Change	Composite Group
Q52. Someone from doctor's office helped get child's prescription medicines	69.5% ●	64.5% ●	+5.0	Single Items

HIGHER SCORES - NOT STATISTICALLY SIGNIFICANT

Other areas indicating improvement for Apple Health follow. Achievement scores for these questions are higher than last year, but the change is **not statistically significant**.

Question	Apple Health 2021 Score	Apple Health 2019 Score	% Point Change	Composite Group
Q35. Personal doctor usually or always seemed informed about care child got from other providers	86.0% ●	82.6% ●	+3.3	Single Items
Q41. Usually or always got appointments with specialists as soon as child needed	80.6% ●	77.7% ●	+2.9	Getting Needed Care
Q18. Usually or always easy to get therapy for child	70.4% ●	67.5% ●	+2.8	Access to Specialized Services
Q31. Doctor usually or always explained things in a way that was easy for child to understand	95.3% ●	93.0% ●	+2.2	Single Items
Q4. Usually or always got care as soon as child needed	91.1% ●	90.4% ●	+0.7	Getting Care Quickly
Q46. Customer service usually or always treated you with courtesy and respect	93.0% ●	92.4% ●	+0.7	Customer Service
Q53. Excellent or very good rating of child's overall health	58.2% ●	57.7% ●	+0.4	Single Items
PQ48. Forms from child's health plan were usually or always easy to fill out	94.2% ●	93.9% ●	+0.3	Single Items

Trend Analysis - Lower Scores - 2021 vs. 2019

CCC Population

Scores for Apple Health that have not improved over last period are presented below in order of greatest change first.

LOWER SCORES - STATISTICALLY SIGNIFICANT

These questions had **statistically significantly lower scores** in 2021 as compared to the 2019 Apple Health scores.

Question	Apple Health 2021 Score	Apple Health 2019 Score	% Point Change	Composite Group
HCA_6. Rating of treatment or counseling	64.0% ●	71.2% ●	-7.2	Supplemental Items
Q49. Rating of health plan	77.4% ●	80.7% ●	-3.2	Ratings
Q9. Rating of all health care	83.6% ●	86.8% ●	-3.2	Ratings
Q32. Personal doctor usually or always spent enough time with child	89.7% ●	92.3% ●	-2.6	Communication

LOWER SCORES - NOT STATISTICALLY SIGNIFICANT































Other areas indicating a lack of improvement for Apple Health follow. Scores for these questions were lower than last period, but the change is **not statistically significant**.

Question	Apple Health 2021 Score	Apple Health 2019 Score	% Point Change	Composite Group
Q15. Usually or always easy to get special medical equipment or devices for child	61.7% ●	72.4% ●	-10.8	Access to Specialized Services
HCA_5. Usually or always easy to get needed treatment or counseling through health plan	64.2% ●	69.6% ●	-5.4	Supplemental Items
HCA_7. Usually or always involved as much as wanted in child's mental health care or counseling	72.8% ●	76.9% ●	-4.2	Supplemental Items
Q16. Someone from doctor's office helped get special medical equipment or devices for child	82.2% ●	85.7% ●	-3.5	Single Items
Q13. Child's doctors or other health providers gave you the help you needed in contacting your child's school or daycare	91.1% ●	94.0% ●	-3.0	Coordination of Care
Q22. Someone from doctor's office helped get treatment or counseling for child	59.3% ●	61.9% ●	-2.6	Single Items
Q36. Rating of personal doctor	86.5% ●	88.8% ●	-2.3	Ratings
Q24. Someone from child's health plan, doctor's office or clinic helped coordinate child's care among different types of providers or services	62.3% ●	64.5% ●	-2.2	Coordination of Care

Trend Analysis - Lower Scores - 2021 vs. 2019

CCC Population

(continued)

Question	Apple Health 2021 Score	Apple Health 2019 Score	% Point Change	Composite Group
Q19. Someone from doctor's office helped get therapy for child	70.7% 	72.8% 	-2.1	Single Items
Q33. Child's personal doctor talked with you about how child is feeling, growing, or behaving	88.2% 	90.1% 	-2.0	Family Centered Care
Q54. Excellent or very good rating of child's overall mental or emotional health	35.9% 	37.7% 	-1.8	Single Items
Q51. Usually or always easy to get prescription medicines for child through health plan	88.7% 	90.4% 	-1.8	Single Items
Q45. Customer service usually or always gave help you needed	79.9% 	81.7% 	-1.7	Customer Service
Q38. Doctor understands how health conditions affect child's day-to-day life	91.4% 	92.7% 	-1.3	Family Centered Care
Q6. Usually or always got appt. for care as soon as child needed	85.5% 	86.8% 	-1.2	Getting Care Quickly
Q8. Doctor usually or always answered questions about child's health	89.6% 	90.9% 	-1.2	Single Items
Q10. Usually or always easy to get the care, tests or treatment child needed	88.3% 	89.4% 	-1.1	Getting Needed Care
Q43. Rating of specialist seen most often	84.7% 	85.7% 	-1.1	Ratings
Q27. Personal doctor usually or always explained things in a way that was easy to understand	94.0% 	95.0% 	-1.0	Communication
Q39. Doctor understands how health conditions affect family's day-to-day life	88.2% 	89.0% 	-0.8	Family Centered Care
Q21. Usually or always easy to get treatment or counseling for child	66.0% 	66.4% 	-0.4	Access to Specialized Services
Q29. Personal doctor usually or always showed respect for what you had to say	95.4% 	95.7% 	-0.3	Communication
Q28. Personal doctor usually or always listened carefully to you	94.3% 	94.5% 	-0.2	Communication

PRIORITY MATRICES

Priority matrices help focus improvement activities by graphically juxtaposing two kinds of information: the magnitude of the health plan's achievement scores and their correlation with overall plan satisfaction. For ratings questions, composites, and the questions on which composites are based, achievement scores are plotted against their correlation with overall health plan satisfaction.

Overall satisfaction with the Apple Health participating plans' services for children is based on Q54, which asks respondents to rate their experience with their health plan, using a 0-10 scale, from "Worst health plan possible" to "Best health plan possible". With respect to achievement scores, higher scores are obviously better. With respect to correlations however, their magnitude is best considered not in terms of better or worse, but rather in terms of importance. In the context of quality improvement activities, the most important composites or ratings are those which are most highly correlated with overall health plan satisfaction. For example, if one composite is more highly correlated with overall health plan satisfaction than the others, improving service in that particular area is more likely to improve ratings of overall plan satisfaction over time. Conversely, if an item is weakly correlated with overall plan satisfaction, altering services in that domain won't significantly alter ratings of the health plan.

For the purposes of the priority matrix, an achievement score is considered "high" when the score is 80% or higher. Correlation coefficients greater than or equal to .4 are considered "highly correlated" with health plan satisfaction; coefficients less than .4 are considered lower correlations with plan satisfaction. The plot of scores against correlations thus falls into a four-quadrant matrix, where the four quadrants are determined by an 80% score vertical axis and a .4 correlation horizontal axis.

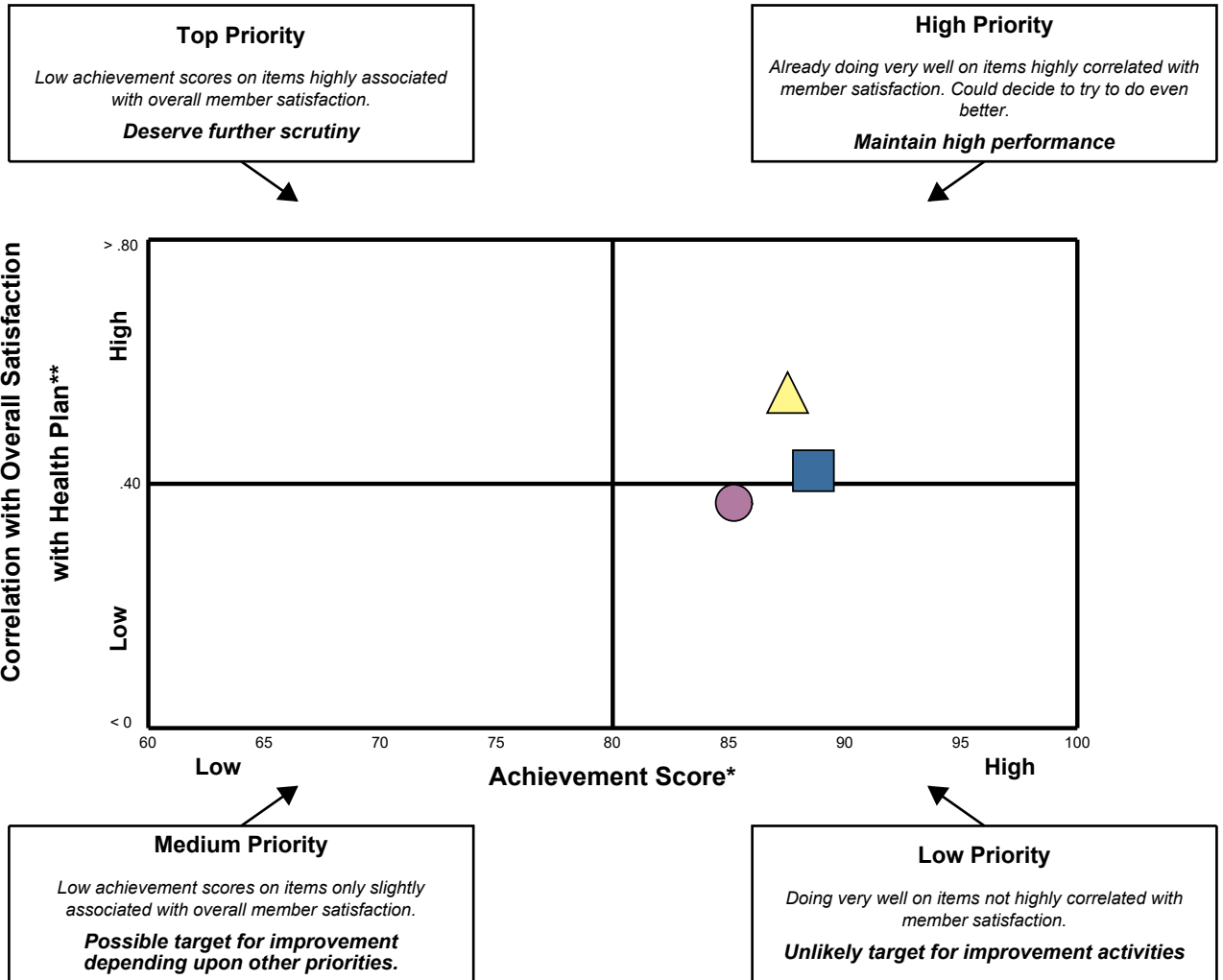
General Population includes responses from all selected eligible child enrollees, and CCC Population includes responses from only selected eligible child enrollees whose responses to the survey-based screening tool indicated that the child has a chronic condition. The two populations are not mutually exclusive, as the CCC Population respondents are also included in the General Population. Additional information regarding the survey-based screening tool can be found in the *Methodology and Definitions* section of this report.

Association with Overall Satisfaction**	High	<p>Top Priority</p> <p><i>Low achievement scores on items highly associated with overall member satisfaction.</i></p> <p>Deserve further scrutiny</p>	<p>High Priority</p> <p><i>Already doing very well on items highly correlated with member satisfaction. Could decide to try to do even better.</i></p> <p>Maintain high performance</p>
	Low	<p>Medium Priority</p> <p><i>Low achievement scores on items only slightly associated with overall member satisfaction.</i></p> <p>Possible target for improvement depending upon other priorities.</p>	<p>Low Priority</p> <p><i>Doing very well on items not highly correlated with member satisfaction.</i></p> <p>Unlikely target for improvement activities</p>
		Low	High
		Achievement Score*	

* An achievement score is ranked "high" when score is 80 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix Ratings General Population



■ Rating of Personal Doctor
● Rating of Specialist

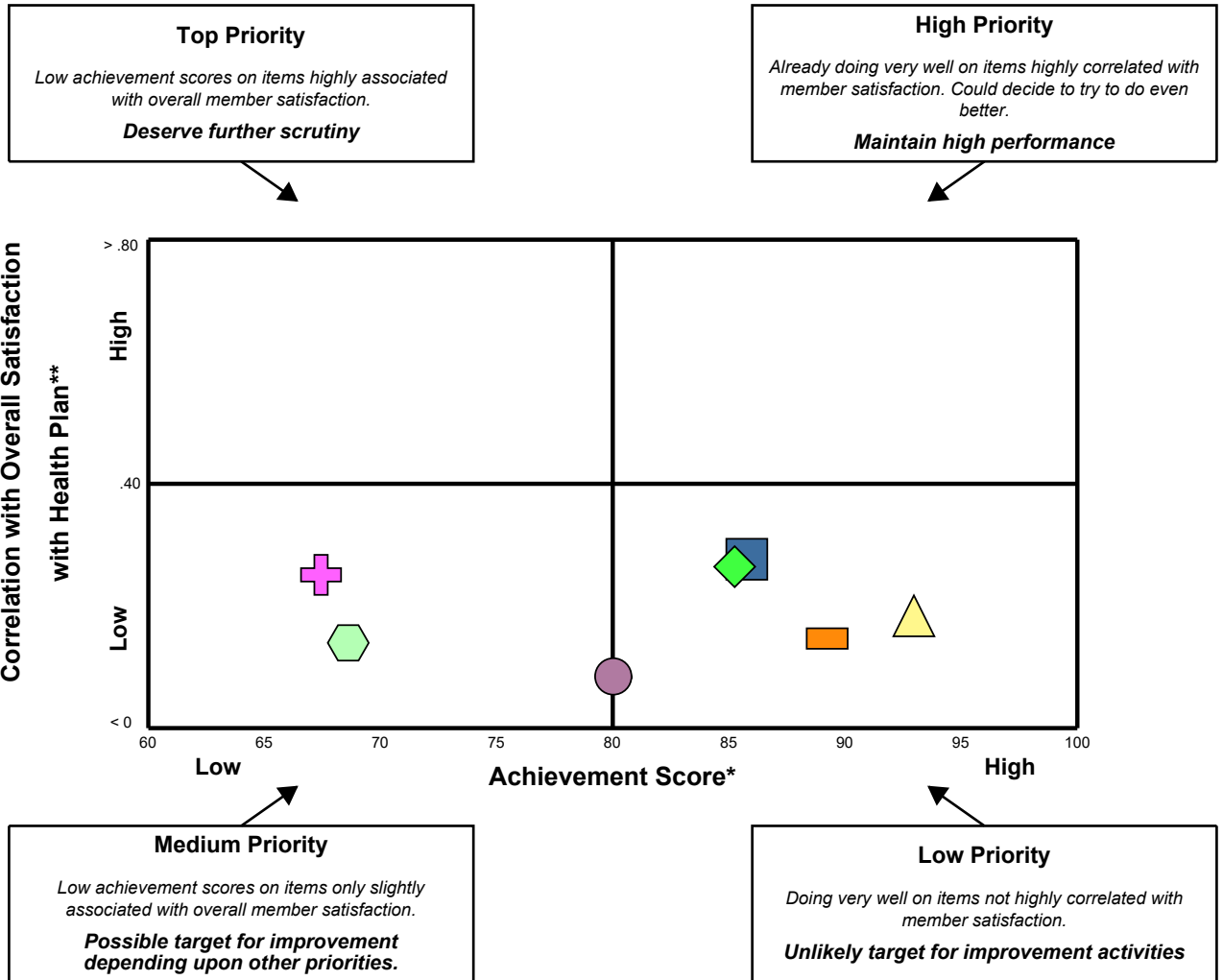
▲ Rating of All Health Care

* An achievement score is ranked "high" when score is 80 or higher.
 ** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - CAHPS® 5.1 Composites

Composite Measures

General Population



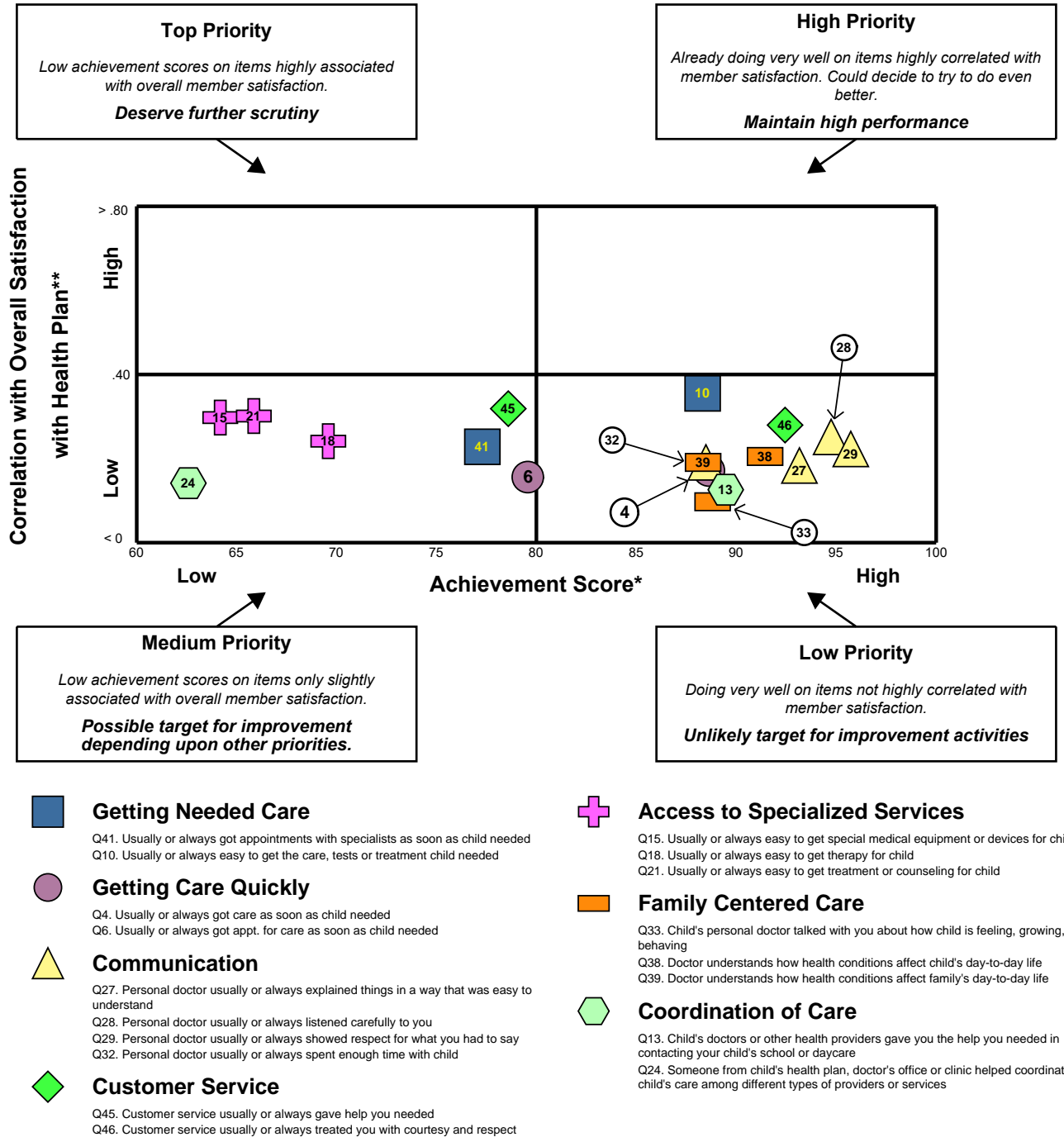
- Getting Needed Care
- Access to Specialized Services
- Getting Care Quickly
- Family Centered Care: Personal Doctor or Nurse Who Knows Child
- How Well Doctors Communicate
- Coordination of Care
- Customer Service

* An achievement score is ranked "high" when score is 80 or higher.
 ** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - CAHPS® 5.1 Composites

Composite Items

General Population



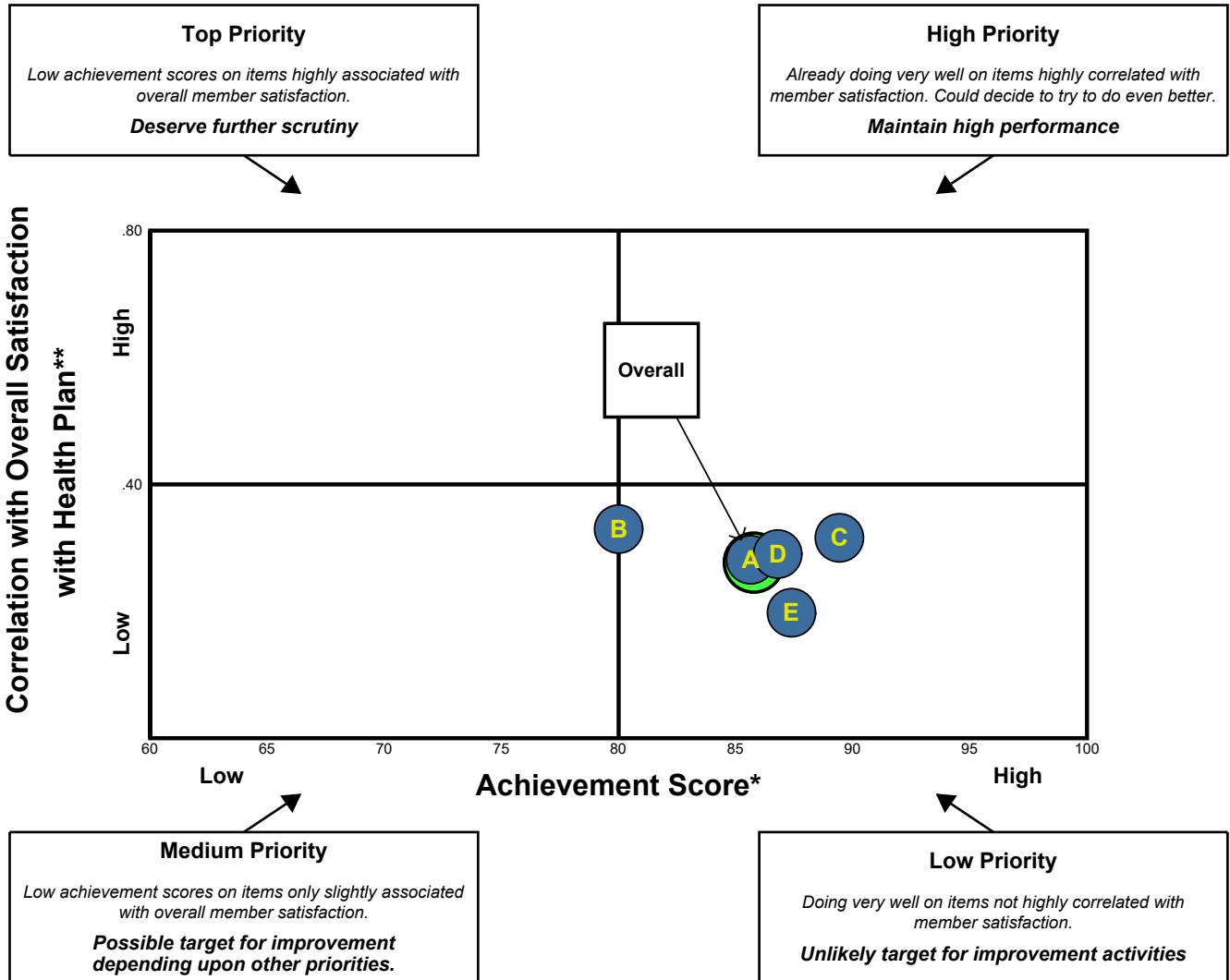
* An achievement score is ranked "high" when score is 80 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - Standard Composites

Getting Needed Care

General Population



- A Amerigroup
- D Molina Healthcare
- B Community Health Plan
- E UnitedHealthcare
- C Coordinated Care

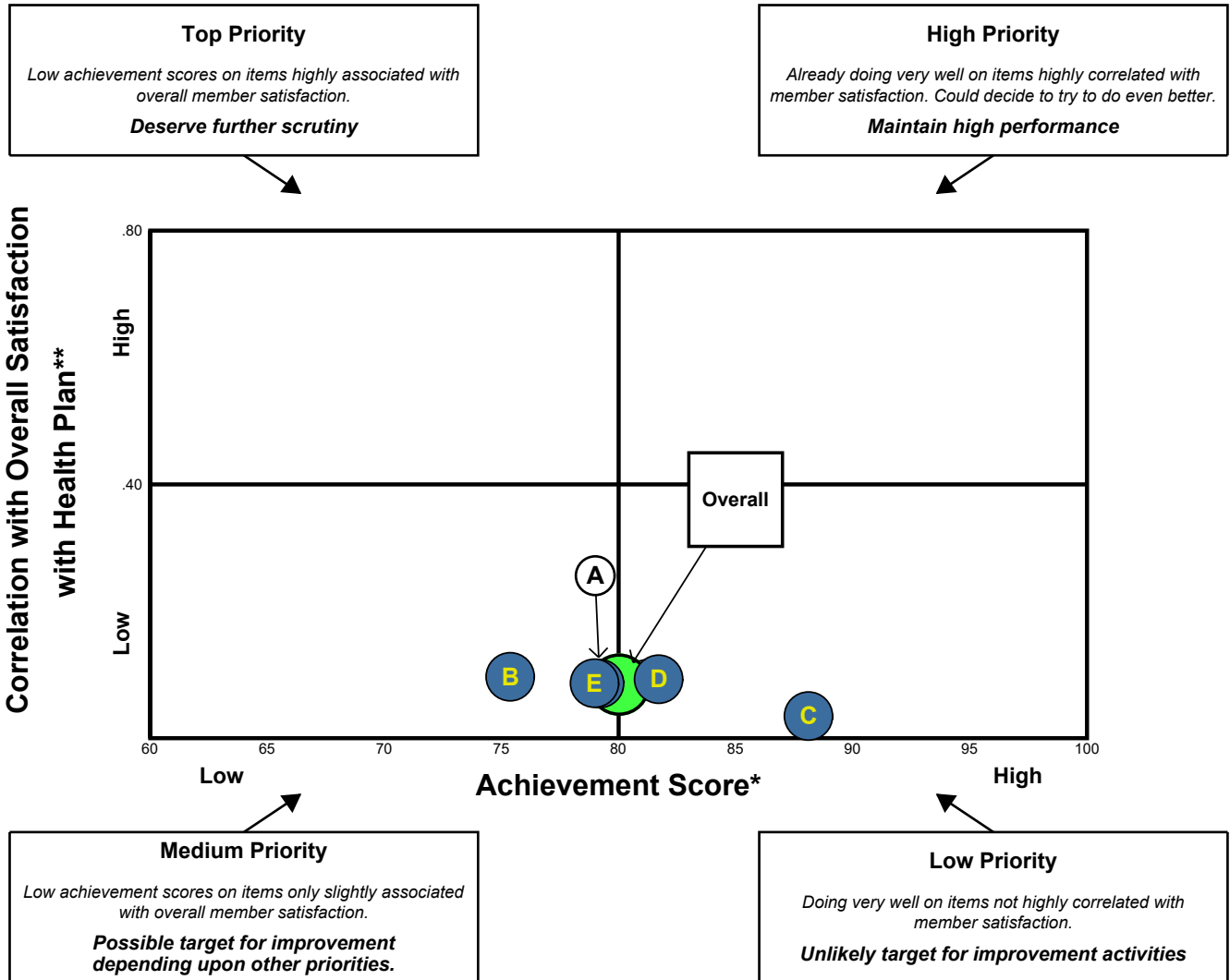
* An achievement score is ranked "high" when score is 80 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - Standard Composites

Getting Care Quickly

General Population



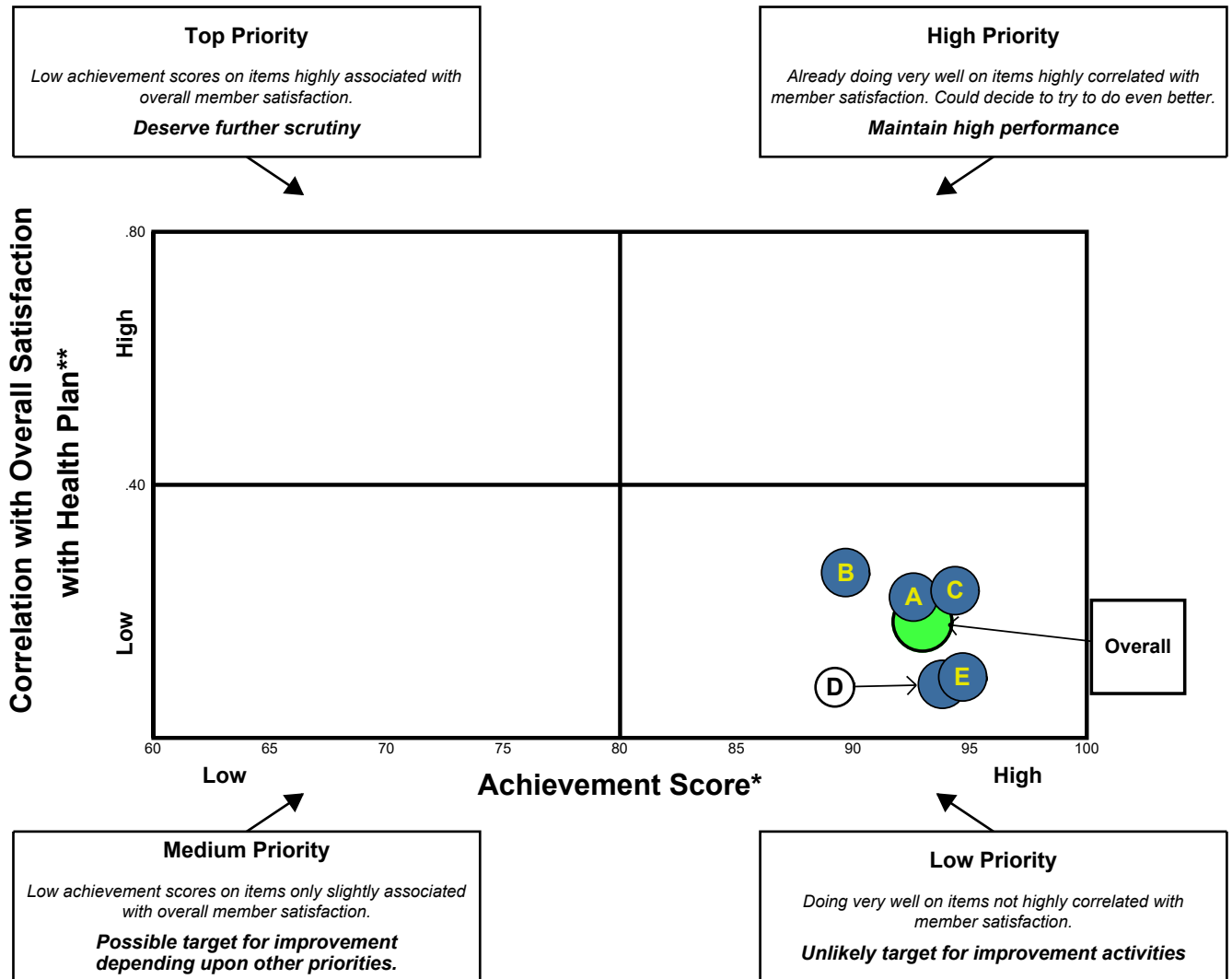
- A Amerigroup
- D Molina Healthcare
- B Community Health Plan
- E UnitedHealthcare
- C Coordinated Care

* An achievement score is ranked "high" when score is 80 or higher.
 ** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - Standard Composites

How Well Doctors Communicate

General Population



- A Amerigroup
- B Community Health Plan
- C Coordinated Care

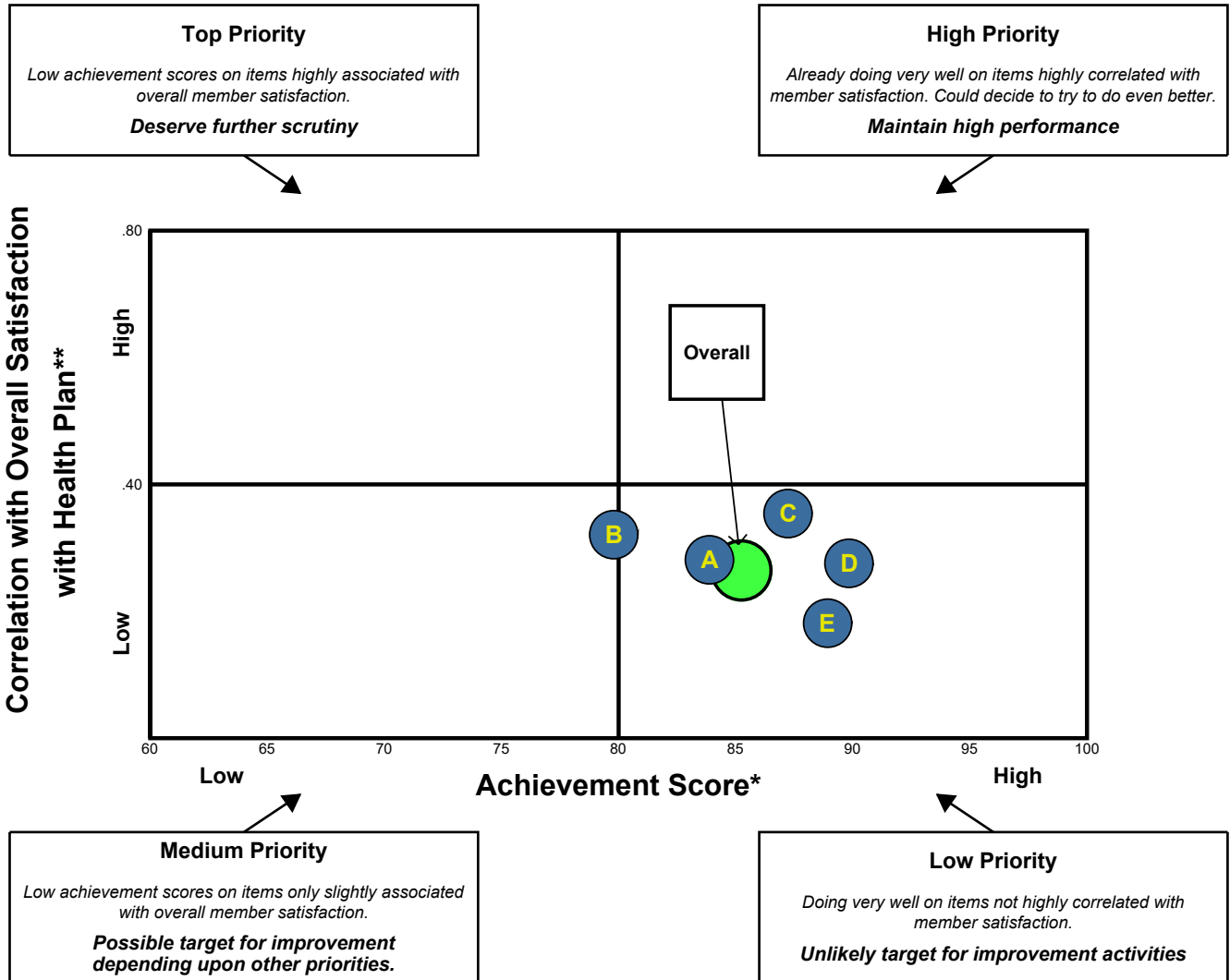
- D Molina Healthcare
- E UnitedHealthcare

* An achievement score is ranked "high" when score is 80 or higher.
 ** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - Standard Composites

Customer Service

General Population



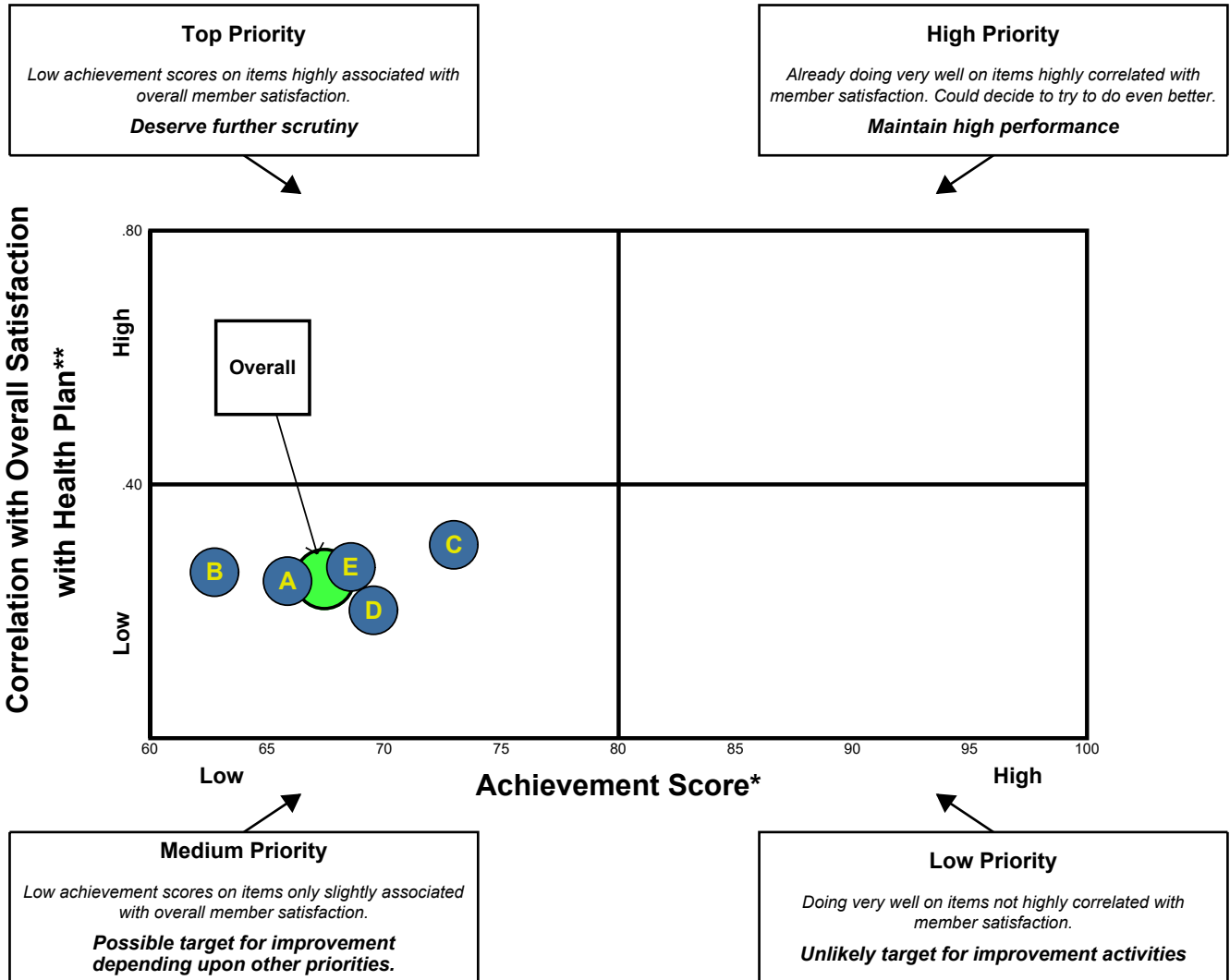
- A Amerigroup
- D Molina Healthcare
- B Community Health Plan
- E UnitedHealthcare
- C Coordinated Care

* An achievement score is ranked "high" when score is 80 or higher.
 ** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - CCC Composites

Access to Specialized Services

General Population

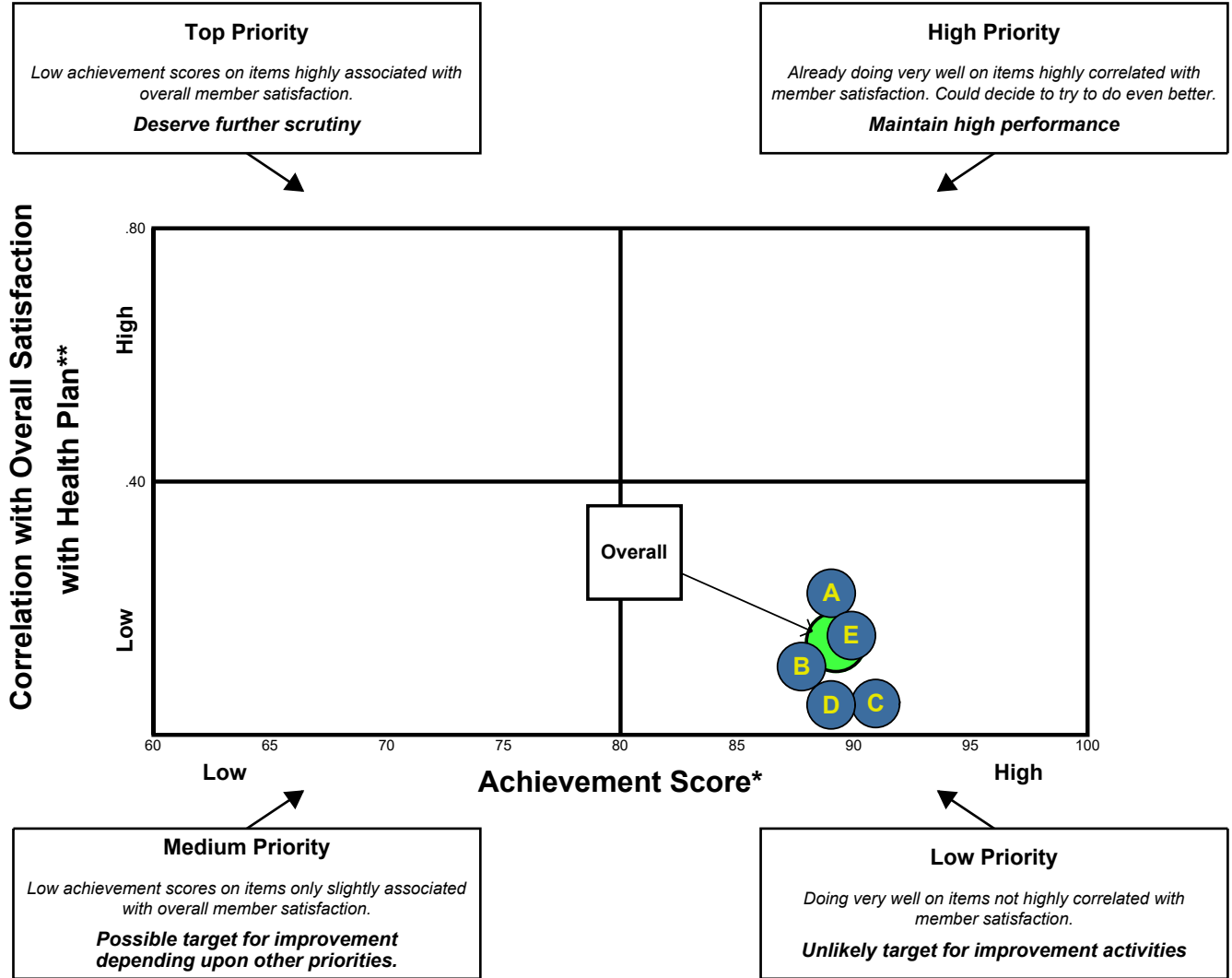


- A Amerigroup
- D Molina Healthcare
- B Community Health Plan
- E UnitedHealthcare
- C Coordinated Care

* An achievement score is ranked "high" when score is 80 or higher.
 ** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - CCC Composites

Family Centered Care: Personal Doctor or Nurse Who Knows Child General Population



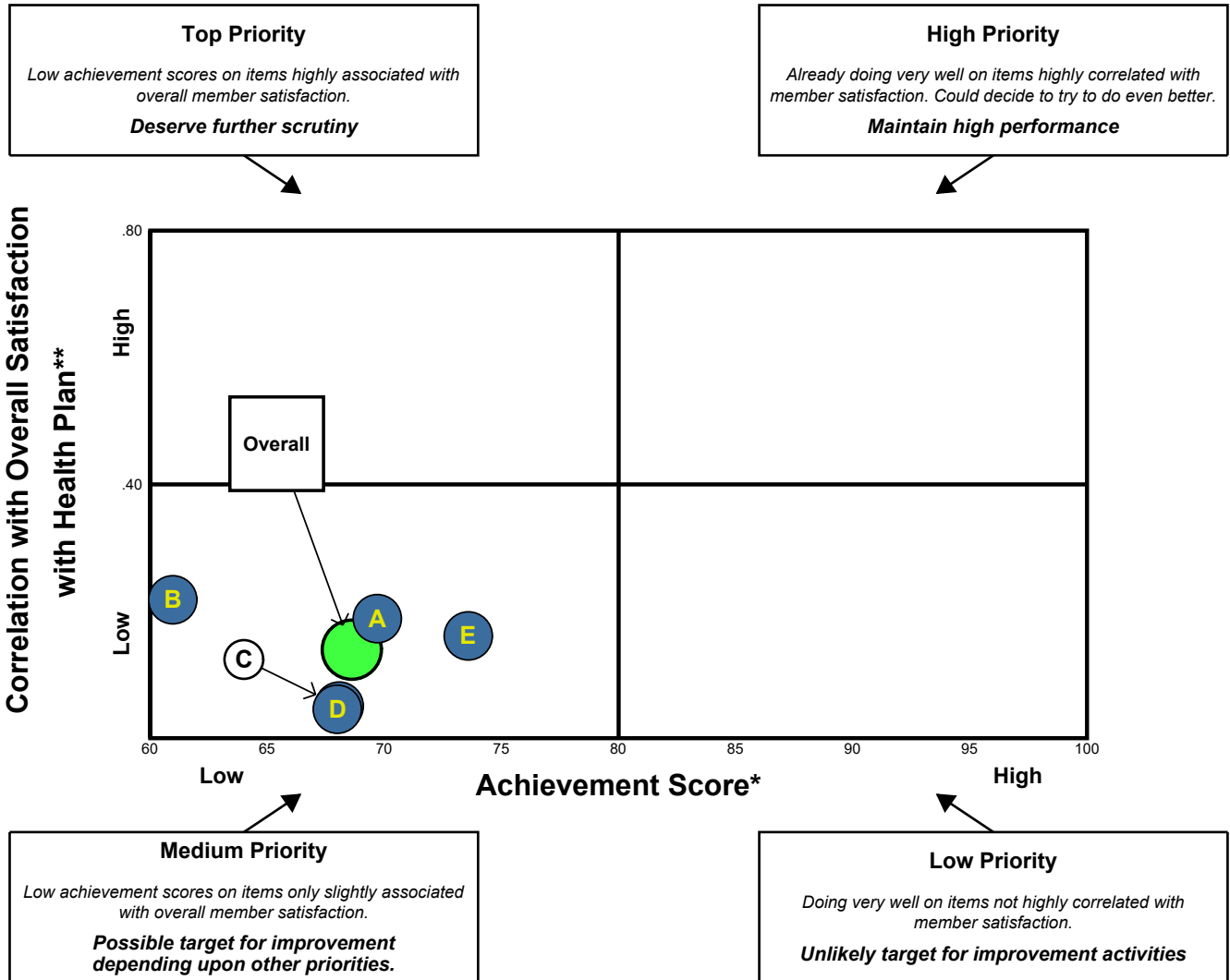
* An achievement score is ranked "high" when score is 80 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - CCC Composites

Coordination of Care

General Population

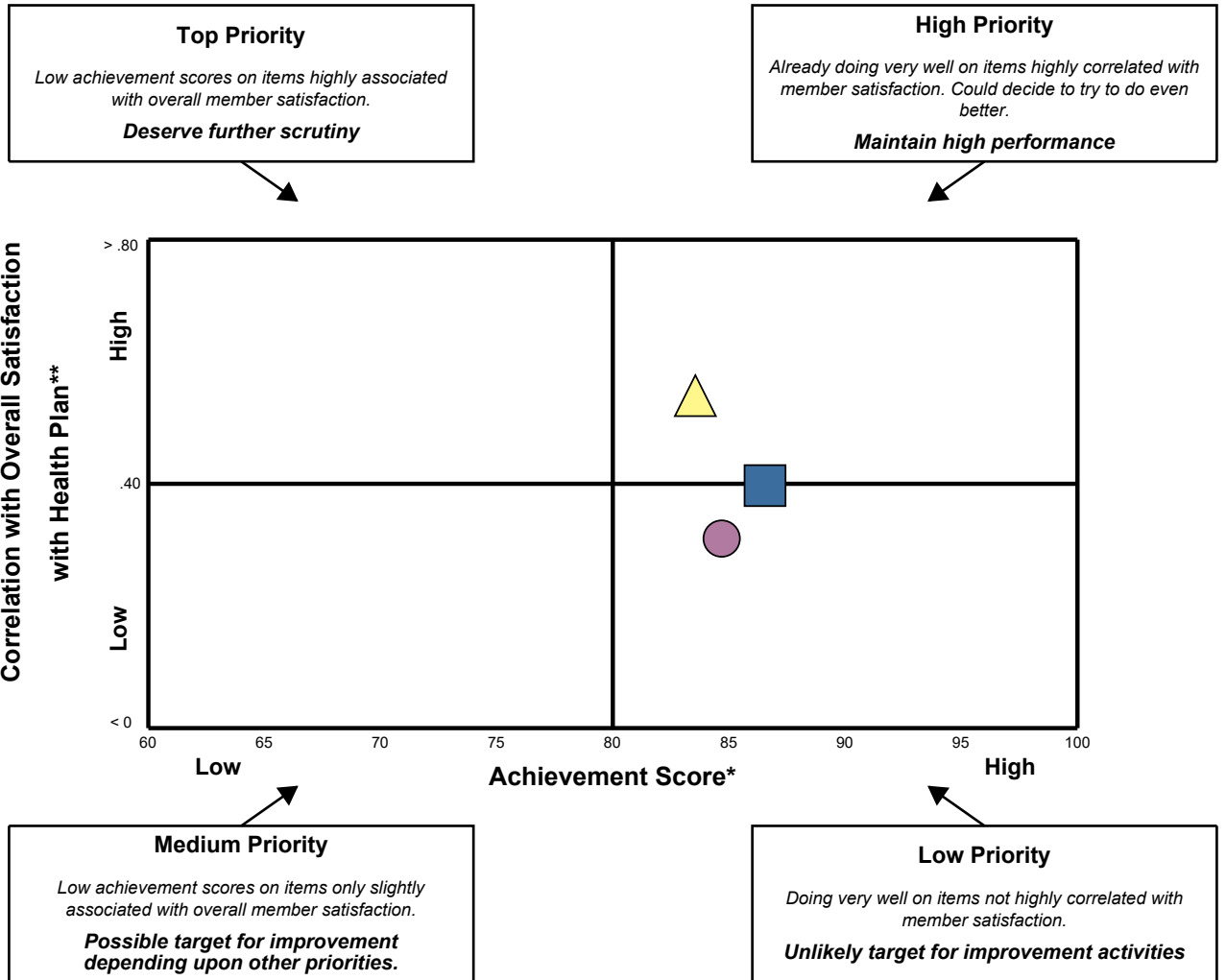


- A** Amerigroup
- B** Community Health Plan
- C** Coordinated Care

- D** Molina Healthcare
- E** UnitedHealthcare

* An achievement score is ranked "high" when score is 80 or higher.
 ** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix Ratings CCC Population



■ Rating of Personal Doctor
● Rating of Specialist

▲ Rating of All Health Care

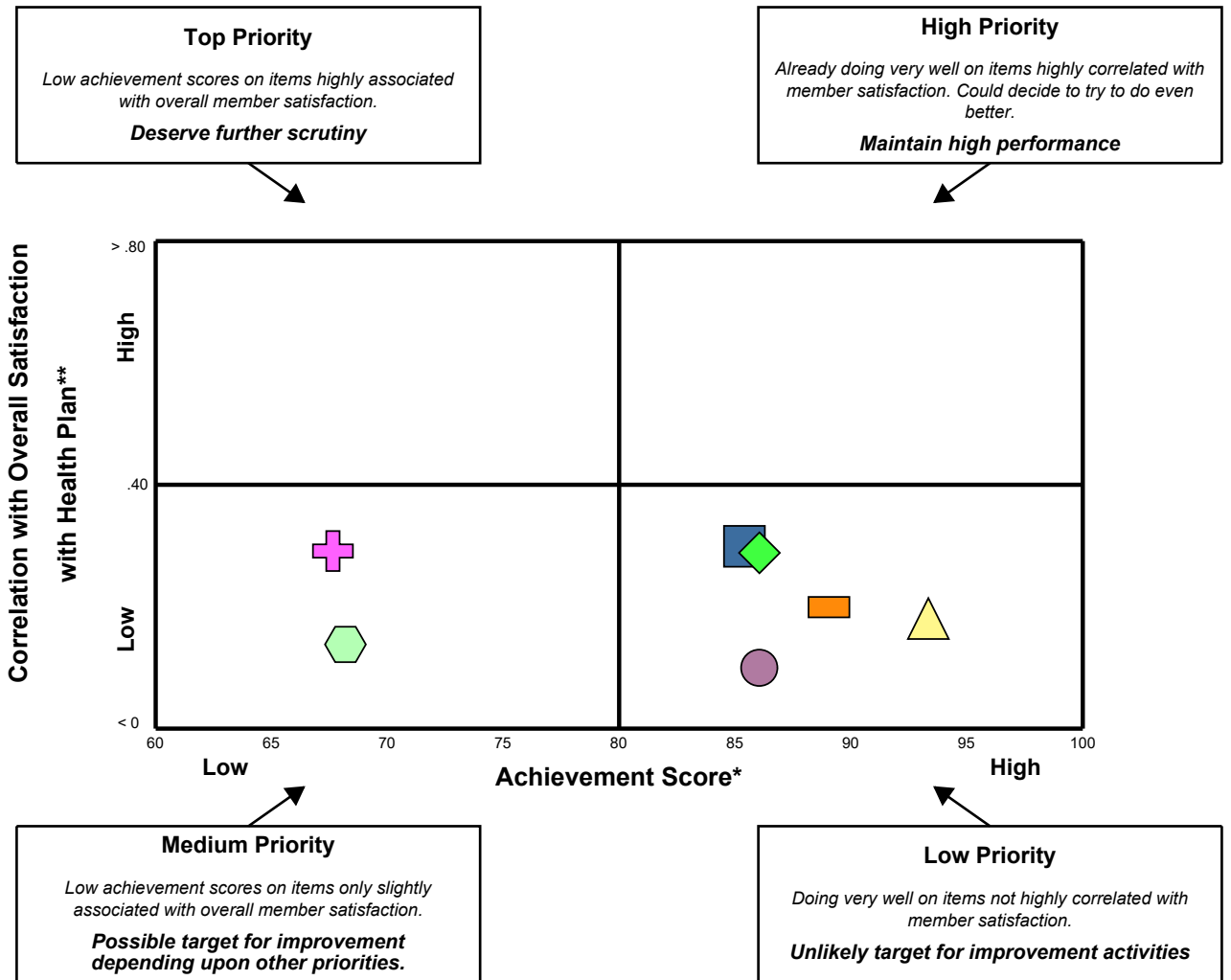
* An achievement score is ranked "high" when score is 80 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - CAHPS® 5.1 Composites

Composite Measures

CCC Population



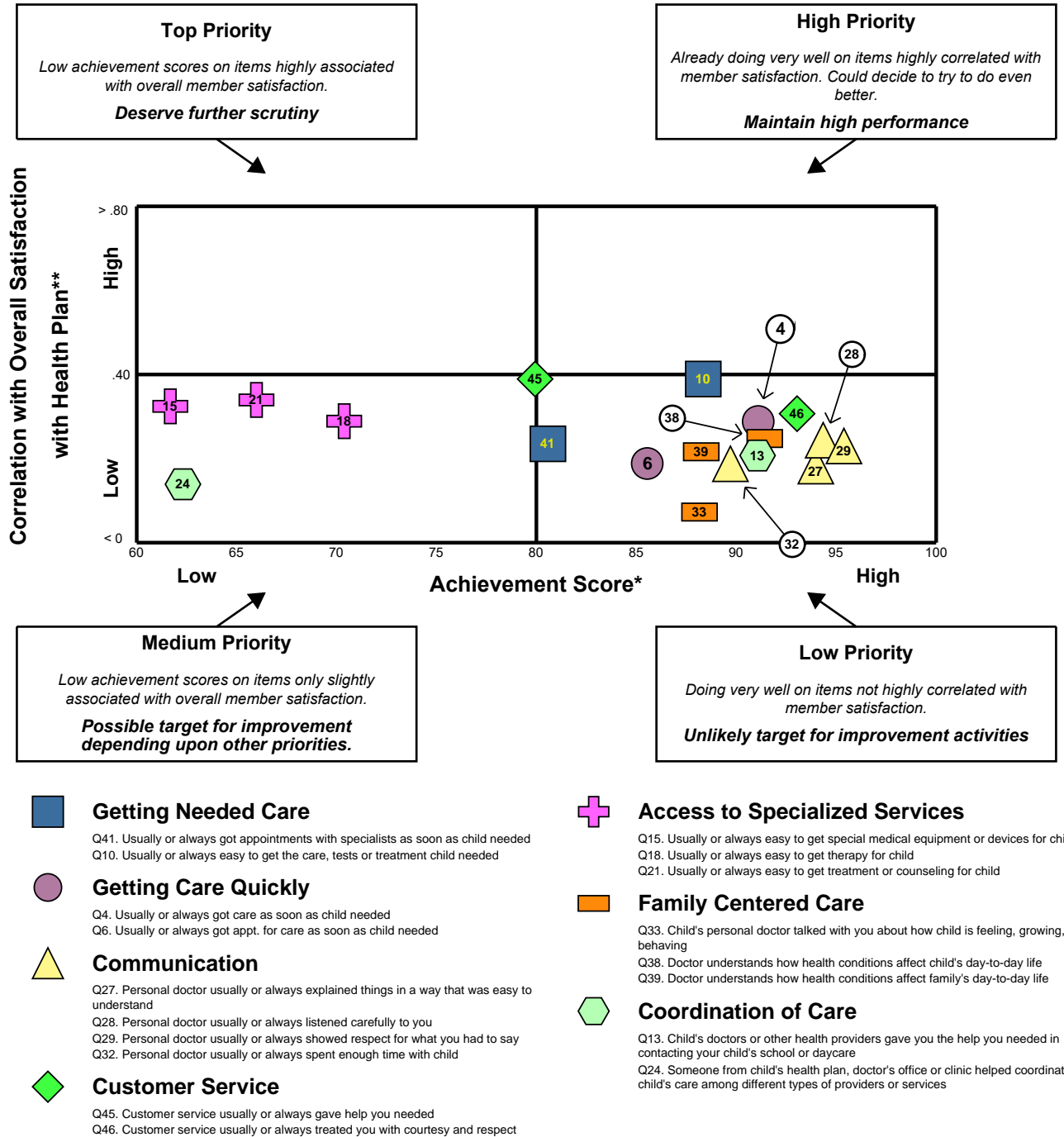
- Getting Needed Care**
- Access to Specialized Services**
- Getting Care Quickly**
- Family Centered Care: Personal Doctor or Nurse Who Knows Child**
- How Well Doctors Communicate**
- Coordination of Care**
- Customer Service**

* An achievement score is ranked "high" when score is 80 or higher.
 ** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - CAHPS® 5.1 Composites

Composite Items

CCC Population



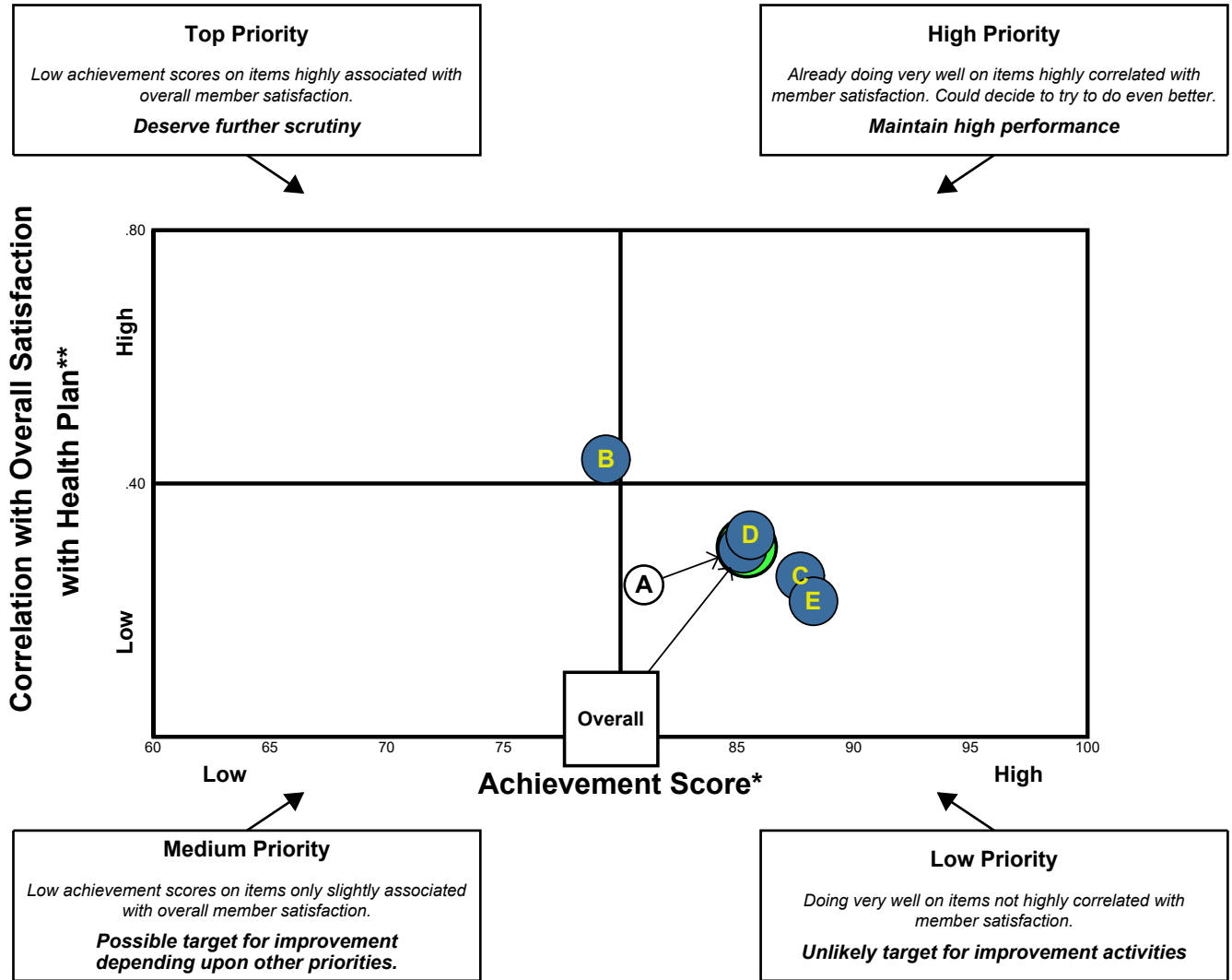
* An achievement score is ranked "high" when score is 80 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - Standard Composites

Getting Needed Care

CCC Population



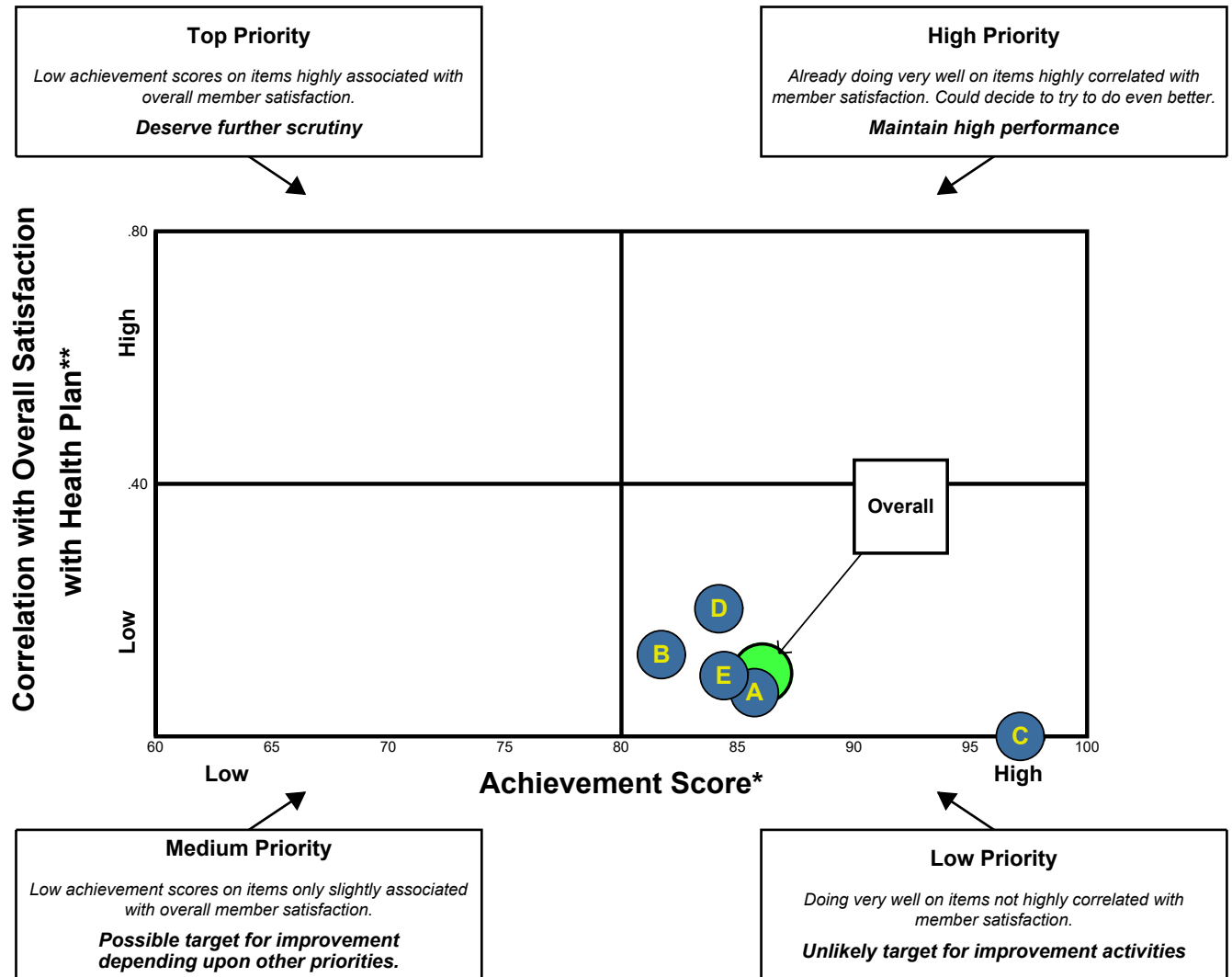
- A Amerigroup
- D Molina Healthcare
- B Community Health Plan
- E UnitedHealthcare
- C Coordinated Care

* An achievement score is ranked "high" when score is 80 or higher.
 ** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - Standard Composites

Getting Care Quickly

CCC Population



- A** Amerigroup
- B** Community Health Plan
- C** Coordinated Care

- D** Molina Healthcare
- E** UnitedHealthcare

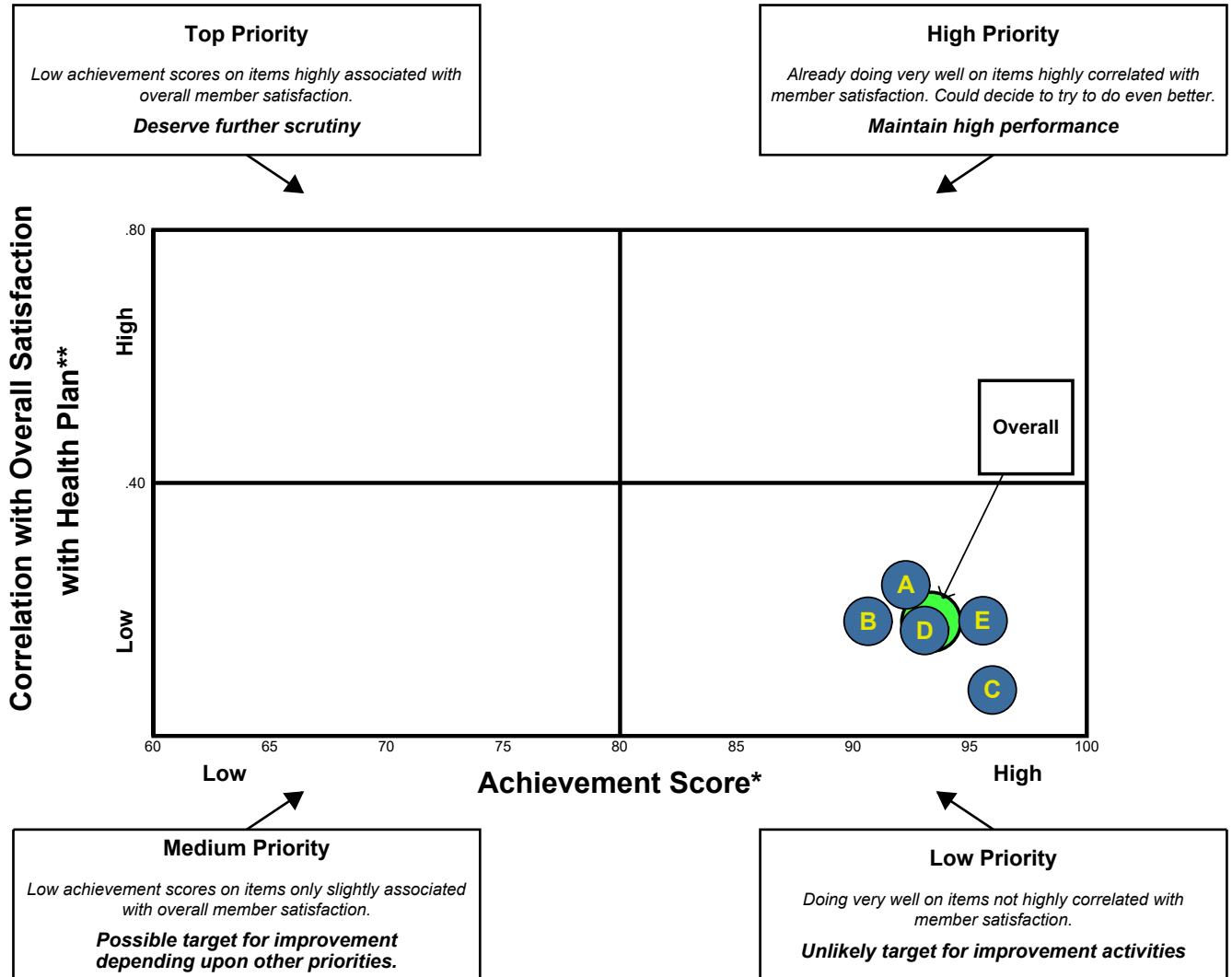
* An achievement score is ranked "high" when score is 80 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - Standard Composites

How Well Doctors Communicate

CCC Population



- A Amerigroup
- B Community Health Plan
- C Coordinated Care

- D Molina Healthcare
- E UnitedHealthcare

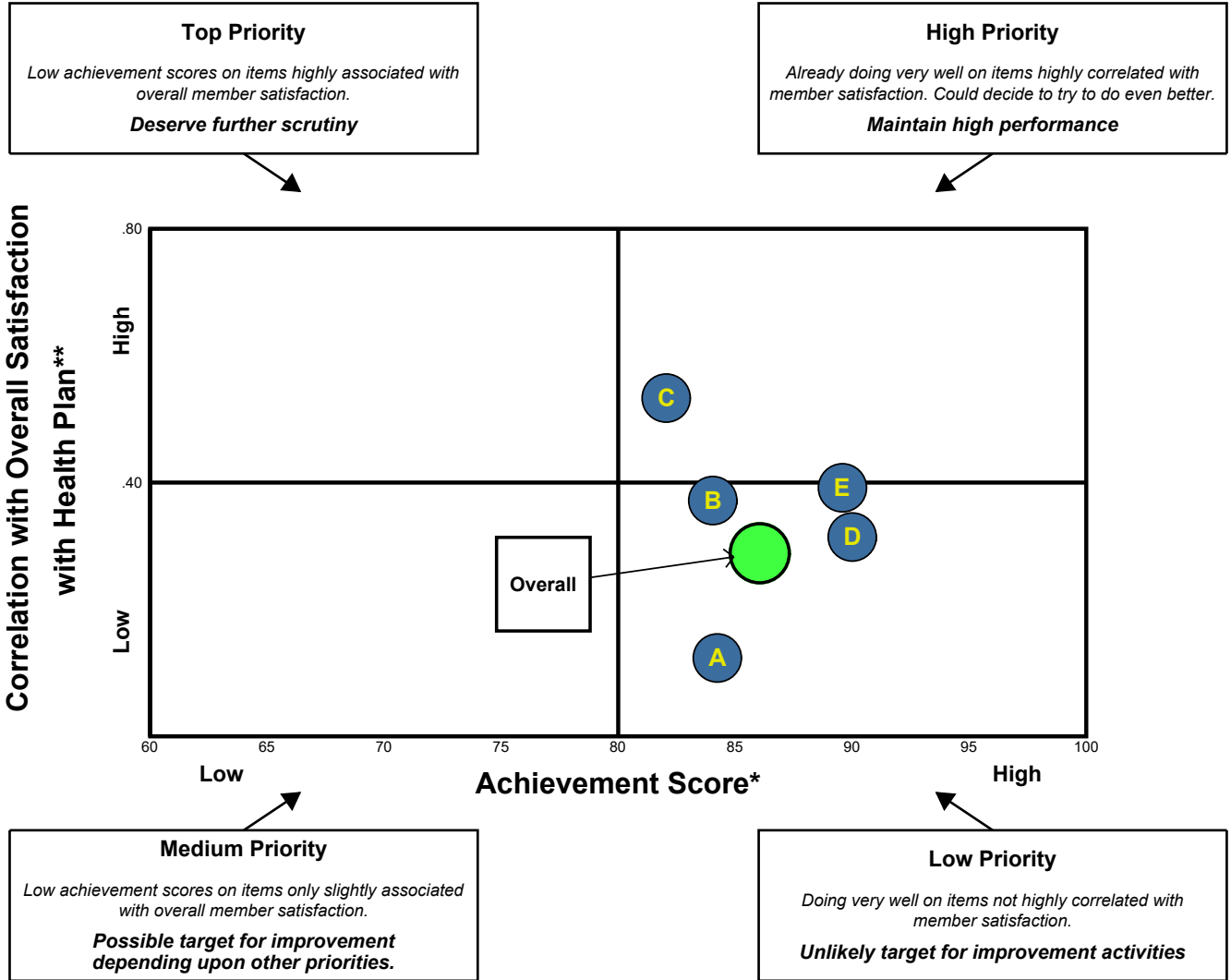
* An achievement score is ranked "high" when score is 80 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - Standard Composites

Customer Service

CCC Population



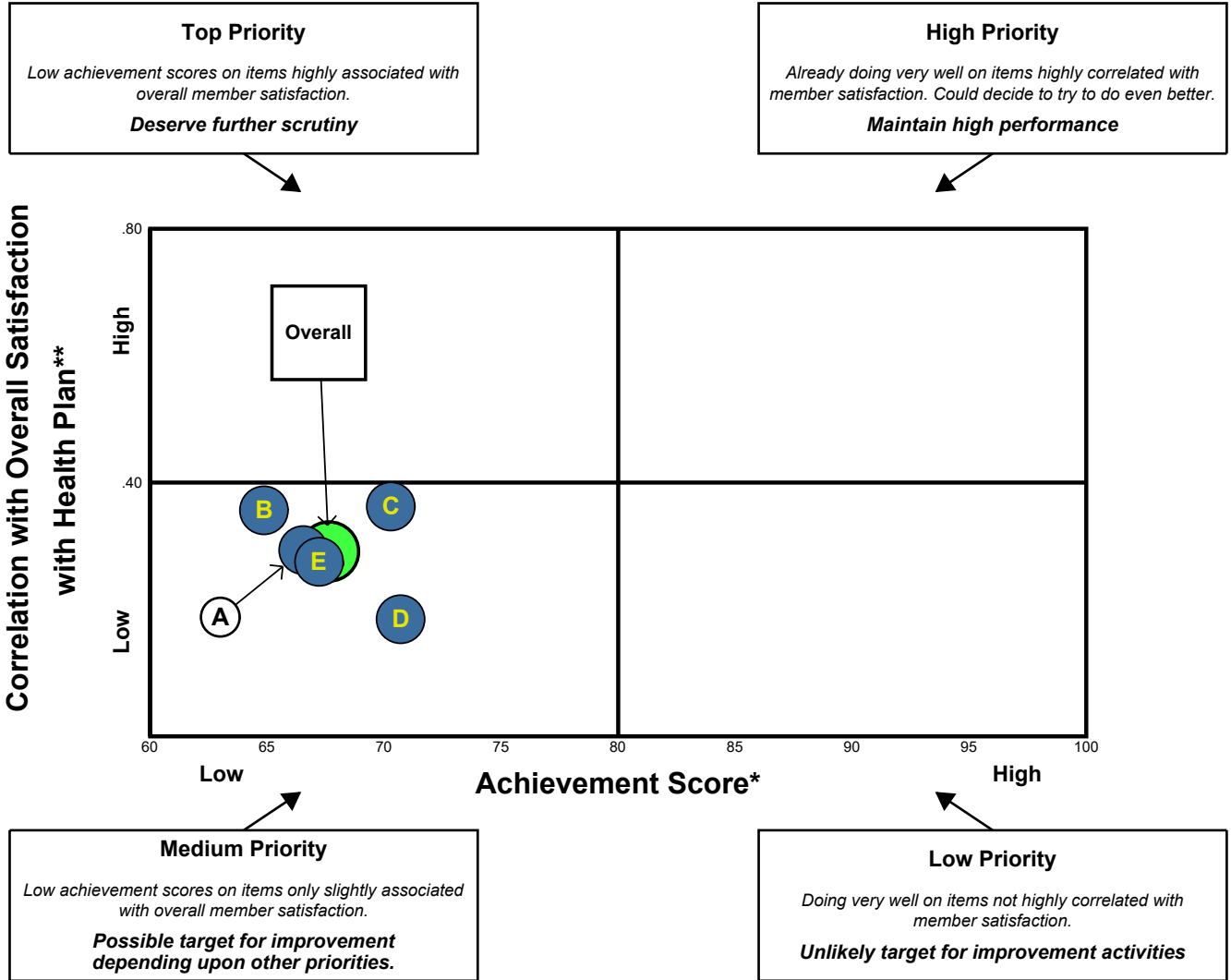
- A Amerigroup
- D Molina Healthcare
- B Community Health Plan
- E UnitedHealthcare
- C Coordinated Care

* An achievement score is ranked "high" when score is 80 or higher.
 ** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - CCC Composites

Access to Specialized Services

CCC Population



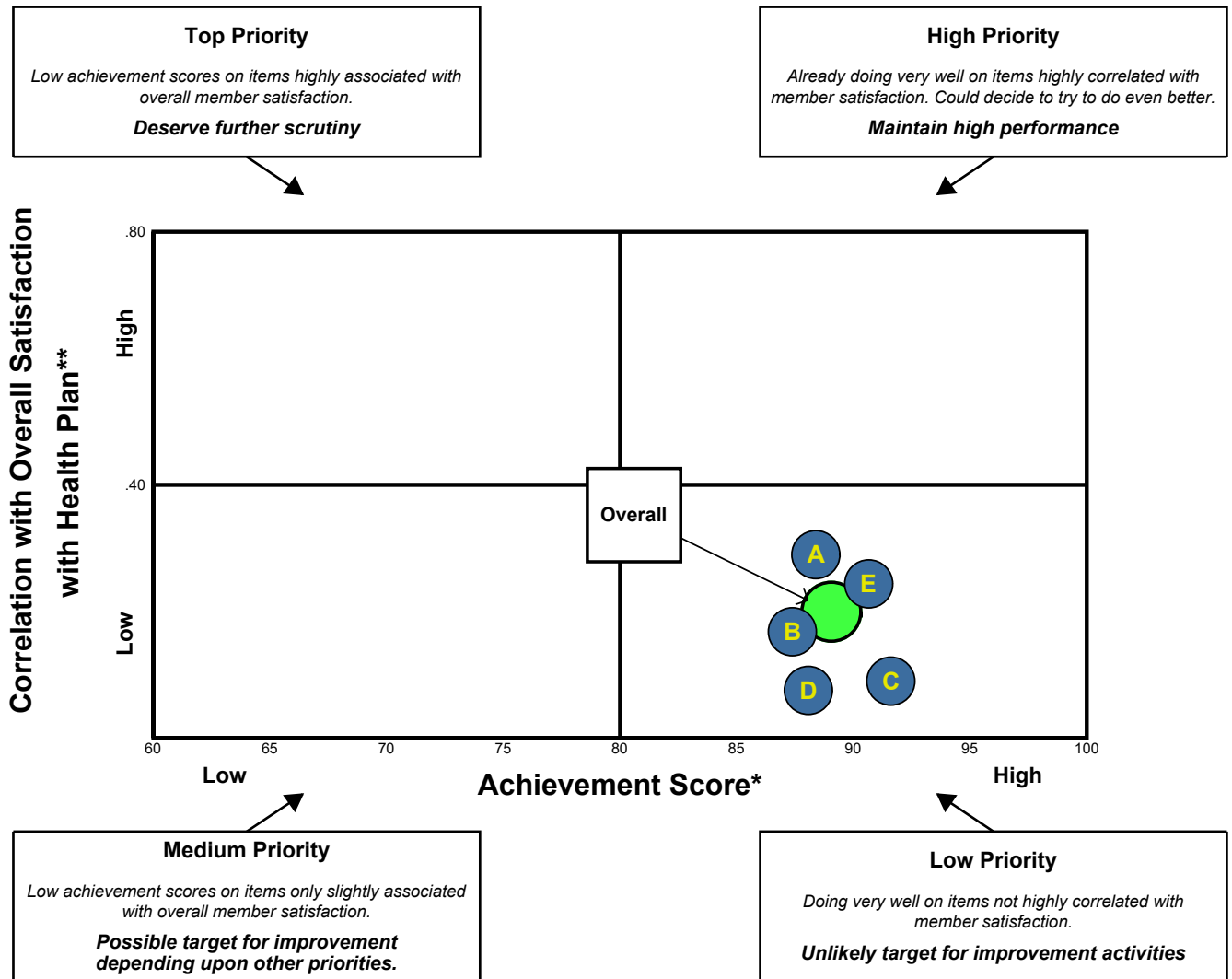
- A Amerigroup
- D Molina Healthcare
- B Community Health Plan
- E UnitedHealthcare
- C Coordinated Care

* An achievement score is ranked "high" when score is 80 or higher.
 ** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - CCC Composites

Family Centered Care: Personal Doctor or Nurse Who Knows Child

CCC Population



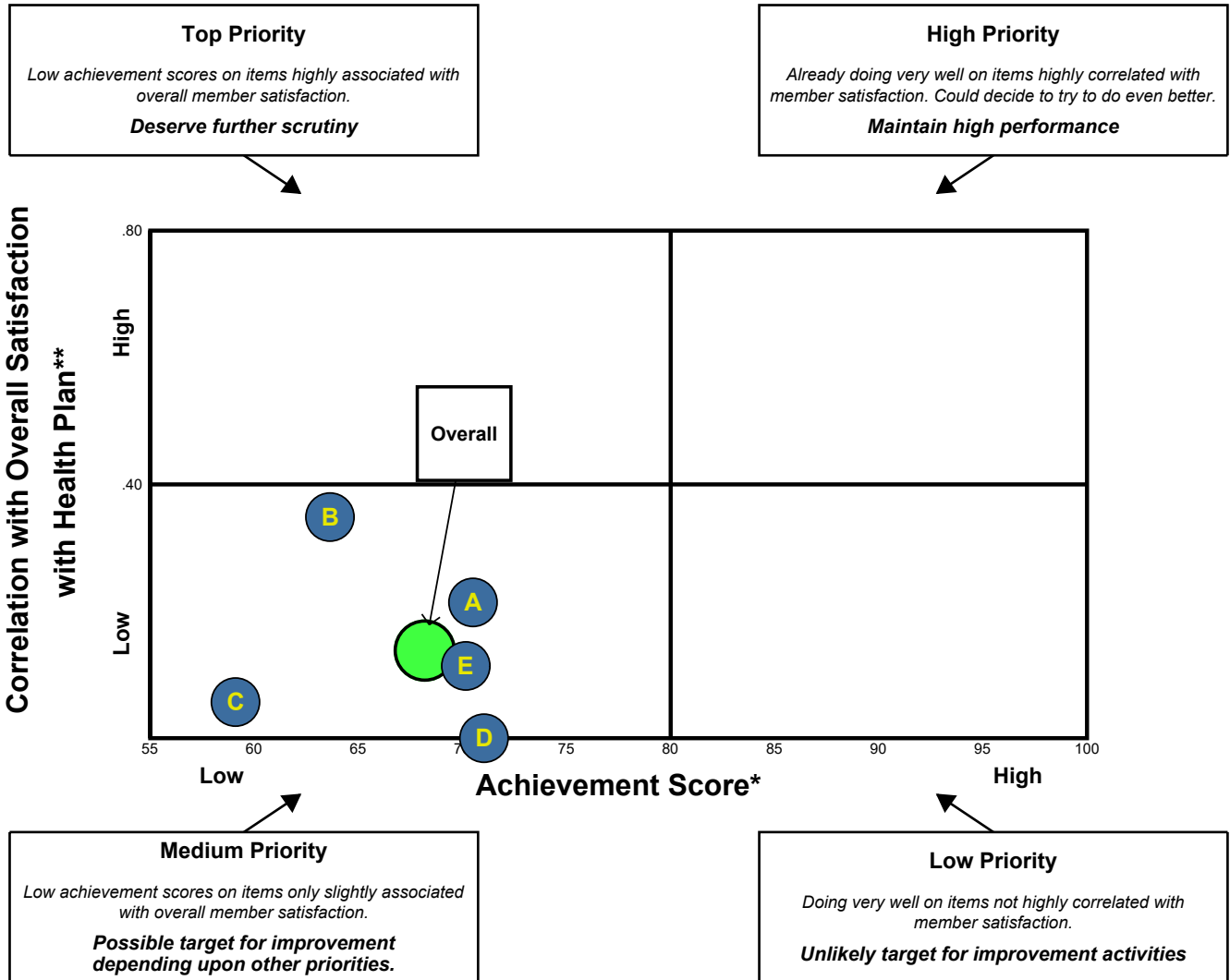
- A Amerigroup
- D Molina Healthcare
- B Community Health Plan
- E UnitedHealthcare
- C Coordinated Care

* An achievement score is ranked "high" when score is 80 or higher.
 ** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - CCC Composites

Coordination of Care

CCC Population



- A Amerigroup
- D Molina Healthcare
- B Community Health Plan
- E UnitedHealthcare
- C Coordinated Care

* An achievement score is ranked "high" when score is 80 or higher.
 ** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Items Most Highly Correlated with Satisfaction

Overall satisfaction with the health plan is based on Q54, which asks respondents to rate their experience with their health plan using a 0-10 scale, from "Worst health plan possible" to "Best health plan possible".

The tables in this section display, for each Population, the ten CAHPS 5.1H questions most highly correlated with the Apple Health enrollee satisfaction, in rank order of the correlation coefficient, highest to lowest, along with the corresponding overall achievement score. Achievement scores of 80% or greater are considered "high"; scores less than 80% represent opportunities for improvement. Correlation coefficients of .4 or greater are considered more highly correlated with satisfaction (medium to high); coefficients less than .4 represent lower correlations with satisfaction (medium to low).

General Population includes responses from all selected eligible child enrollees, while the CCC Population includes responses from a subset of the General Population: those whose responses to the survey-based screening tool indicated that the child has a chronic condition. The two populations are not mutually exclusive, as CCC Population respondents are part of the General Population. Additional information regarding the survey-based screening tool can be found in the *Methodology and Definitions* section of this report.

A red, yellow, or green dot is found next to each item score to easily identify scores that merit attention. The dot colors are defined as follows: Green: score is equal to or higher than 80%, Yellow: score is less than 80% and but equal to or higher than 70%, Red: score is less than 70%.

General Population

Question	Apple Health Achievement Score*	Correlation w/ satisfaction**
Q9. Rating of all health care	87.5 ●	0.55
Q36. Rating of personal doctor	88.6 ●	0.42
Q43. Rating of specialist seen most often	85.2 ●	0.37
Q10. Usually or always easy to get the care, tests or treatment child needed	88.3 ●	0.35
Q45. Customer service usually or always gave help you needed	78.6 ●	0.32
Q21. Usually or always easy to get treatment or counseling for child	65.9 ●	0.30
Q15. Usually or always easy to get special medical equipment or devices for child	64.2 ●	0.30
Q46. Customer service usually or always treated you with courtesy and respect	92.4 ●	0.28
Q19. Someone from doctor's office helped get therapy for child	70.8 ●	0.25
Q28. Personal doctor usually or always listened carefully to you	94.7 ●	0.25

* An achievement score is ranked "high" when score is 80 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Items Most Highly Correlated with Satisfaction

CCC Population

Question	Apple Health Achievement Score*	Correlation w/ satisfaction**
Q9. Rating of all health care	83.6 ●	0.54
Q36. Rating of personal doctor	86.5 ●	0.40
Q45. Customer service usually or always gave help you needed	79.9 ●	0.39
Q10. Usually or always easy to get the care, tests or treatment child needed	88.3 ●	0.39
Q21. Usually or always easy to get treatment or counseling for child	66.0 ●	0.34
Q15. Usually or always easy to get special medical equipment or devices for child	61.7 ●	0.32
Q43. Rating of specialist seen most often	84.7 ●	0.31
Q46. Customer service usually or always treated you with courtesy and respect	93.0 ●	0.31
Q18. Usually or always easy to get therapy for child	70.4 ●	0.29
Q4. Usually or always got care as soon as child needed	91.1 ●	0.29

* An achievement score is ranked "high" when score is 80 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Overall Ratings

The CAHPS 5.1H survey uses a 0-10 rating for assessing overall experience with health plans, providers, specialists, and health care. Proportions of respondents (N) assigning ratings of 8, 9, or 10 are reported as achievement scores (Score).

In this section, results for ratings of Apple Health overall and for each of the five participating plans are presented in graphs displaying several levels of information. The comparisons and statistical testing shown are done within each population, General and CCC, between 2021 plan scores and 2021 overall Apple Health scores. No statistical testing is done between the General and CCC Populations because they are not mutually exclusive.

When a plan score is statistically significantly higher than the Apple Health overall score, the plan's bar is in green, with an upward arrow on the right side of the bar. Where there is no statistically significant difference between the plan score and the Apple Health overall score, the plan bar is yellow. A plan bar in red signifies that its score is statistically significantly lower than the Apple Health overall score, and there is a downward arrow to the right side of the bar.

Also shown in the graphs are the Apple Health Overall scores for the General Population and the CCC Population from the 2019 survey. They are presented as vertical lines on each graph and are for visual comparison only; no statistical testing has been done across survey years.

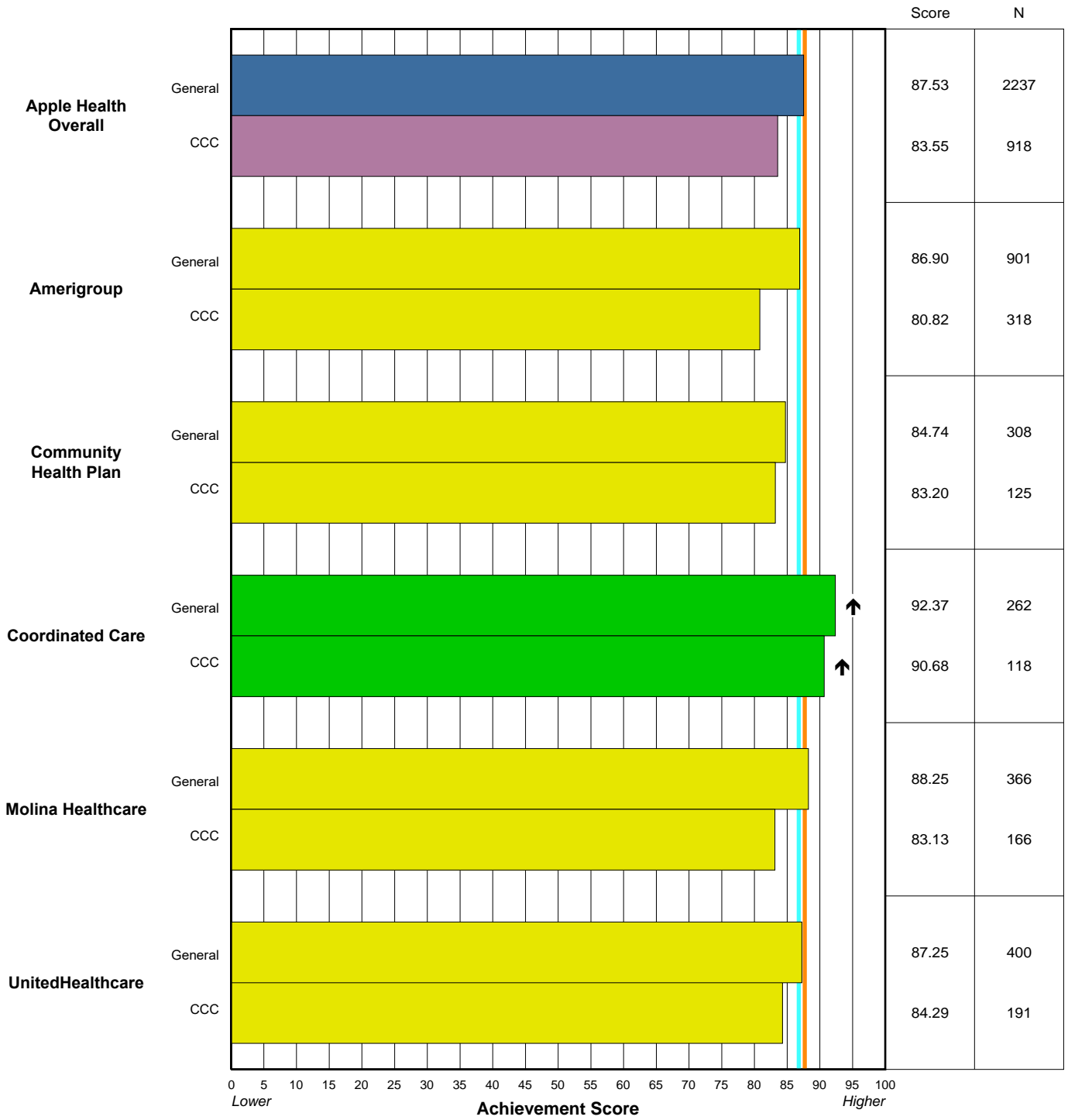
The term 'statistically significantly different' in this report means that we can be 95% sure that the difference between two measures is not simply due to chance. Additional information regarding significance testing can be found in the *Methodology and Definitions* section of this report.

General Population includes responses from all selected eligible child enrollees, while the CCC Population includes responses from a subset of the General Population, those whose responses to the survey-based screening tool indicated that the child has a chronic condition. The two populations are not mutually exclusive, as the CCC Population respondents are part of the General Population. Additional information regarding the survey-based screening tool can be found in the *Methodology and Definitions* section of this report.

In each graph, the combination of all five Apple Health plans is presented as Apple Health.

Overall Ratings

Q9. Rating of all health care

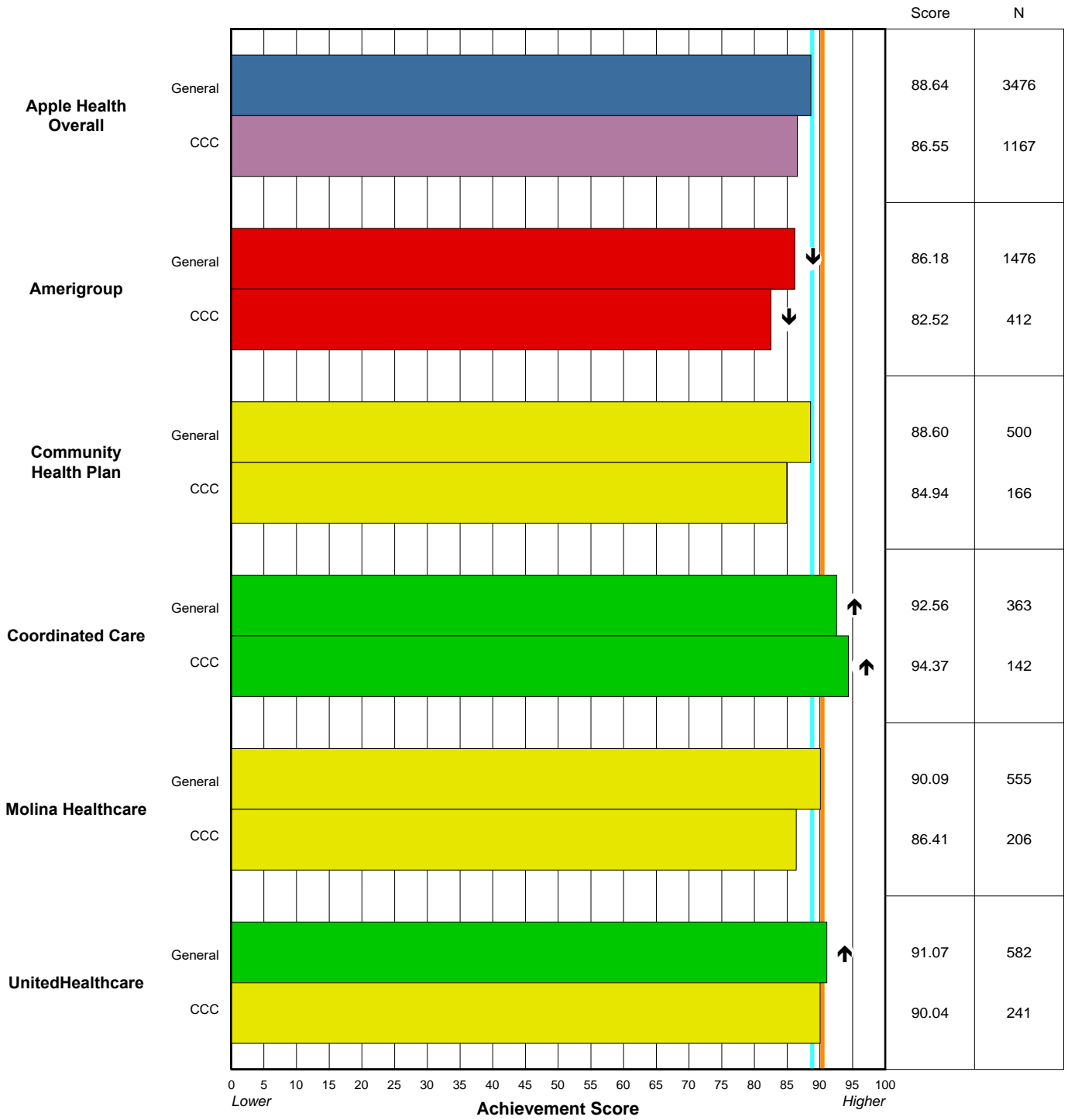


↑↓ Score statistically significantly higher/lower than corresponding Apple Health Overall Score

- Apple Health 2021 Overall General Population
- Statistically significantly higher than corresponding Overall score
- Apple Health 2019 Overall General Population
- Apple Health 2021 Overall CCC Population
- Not statistically significantly different than corresponding Overall score
- Apple Health 2019 Overall CCC Population
- Statistically significantly lower than corresponding Overall score

Overall Ratings

Q36. Rating of personal doctor

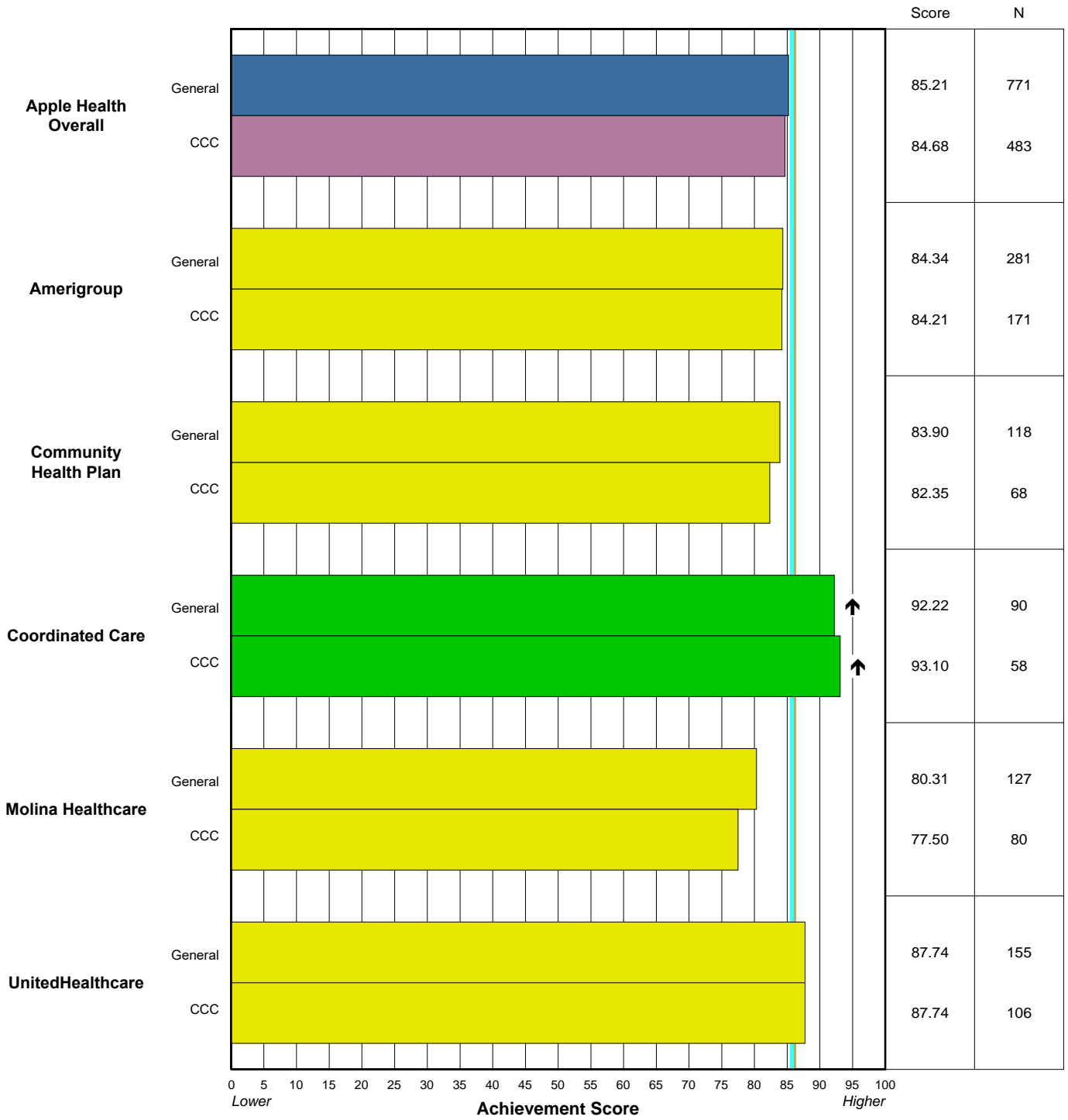


↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score

- Apple Health 2021 Overall General Population
- Apple Health 2021 Overall CCC Population
- Statistically significantly higher than corresponding Overall score
- Not statistically significantly different than corresponding Overall score
- Statistically significantly lower than corresponding Overall score
- Apple Health 2019 Overall General Population
- Apple Health 2019 Overall CCC Population

Overall Ratings

Q43. Rating of specialist seen most often

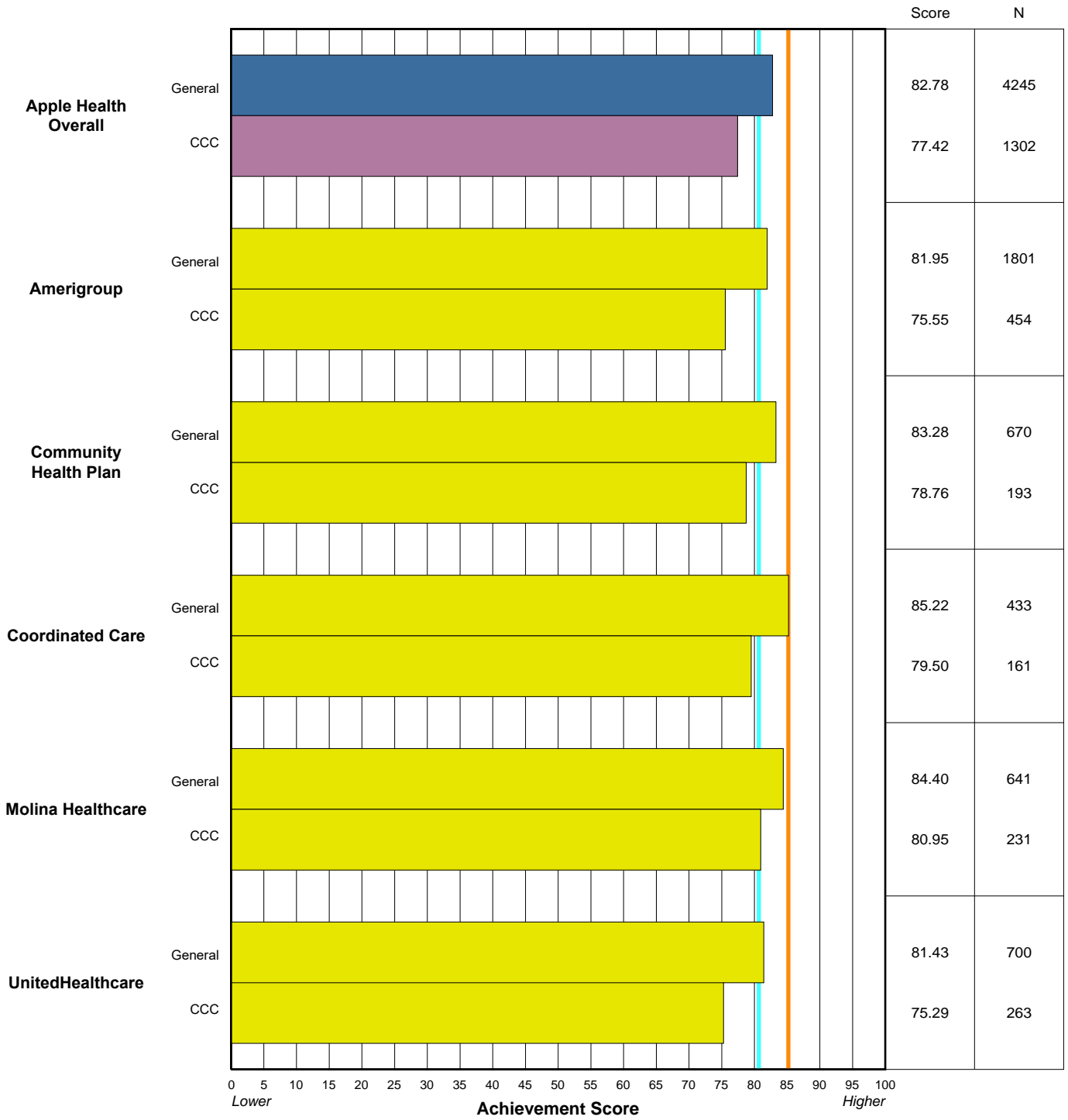


↑↓ Score statistically significantly higher/lower than corresponding Apple Health Overall Score

- Apple Health 2021 Overall General Population
- Statistically significantly higher than corresponding Overall score
- Apple Health 2019 Overall General Population
- Apple Health 2021 Overall CCC Population
- Not statistically significantly different than corresponding Overall score
- Statistically significantly lower than corresponding Overall score
- Apple Health 2019 Overall CCC Population

Overall Ratings

Q49. Rating of health plan



↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score

- Apple Health 2021 Overall General Population
- Statistically significantly higher than corresponding Overall score
- Apple Health 2019 Overall General Population
- Apple Health 2021 Overall CCC Population
- Not statistically significantly different than corresponding Overall score
- Apple Health 2019 Overall CCC Population
- Statistically significantly lower than corresponding Overall score

Composites

The CAHPS 5.1H Child-CCC survey has four standard composites and three CCC composites, each representing a domain of enrollee experience. An achievement score is calculated for each composite item; the mean of these achievement scores is presented in this section.

The achievement scores presented on the following pages reflect responses of 'Usually' or 'Always' to the questions comprising the Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service composites and Access to Specialized Care; and 'Yes' for the Family Centered Care: Personal Doctor or Nurse Who Knows Child composite and Coordination of Care composites. For full detail of response options for each question and which responses qualify as achievements, please refer to the *Responses by Question* section.

In this section for composites, results of Apple Health overall and for each of the five participating plans are presented in graphs displaying several levels of information. The comparisons and statistical testing shown are done within each population, General and CCC, between 2021 plan scores and 2021 overall Apple Health scores. No statistical testing is done between the General and CCC Populations because they are not mutually exclusive.

When a plan score is statistically significantly higher than the Apple Health overall score, the plan's bar is in green, with an upward arrow on the right side of the bar. Where there is no statistically significant difference between the plan score and the Apple Health overall score, the plan bar is yellow. A plan bar in red signifies that its score is statistically significantly lower than the Apple Health overall score, and there is a downward arrow to the right side of the bar.

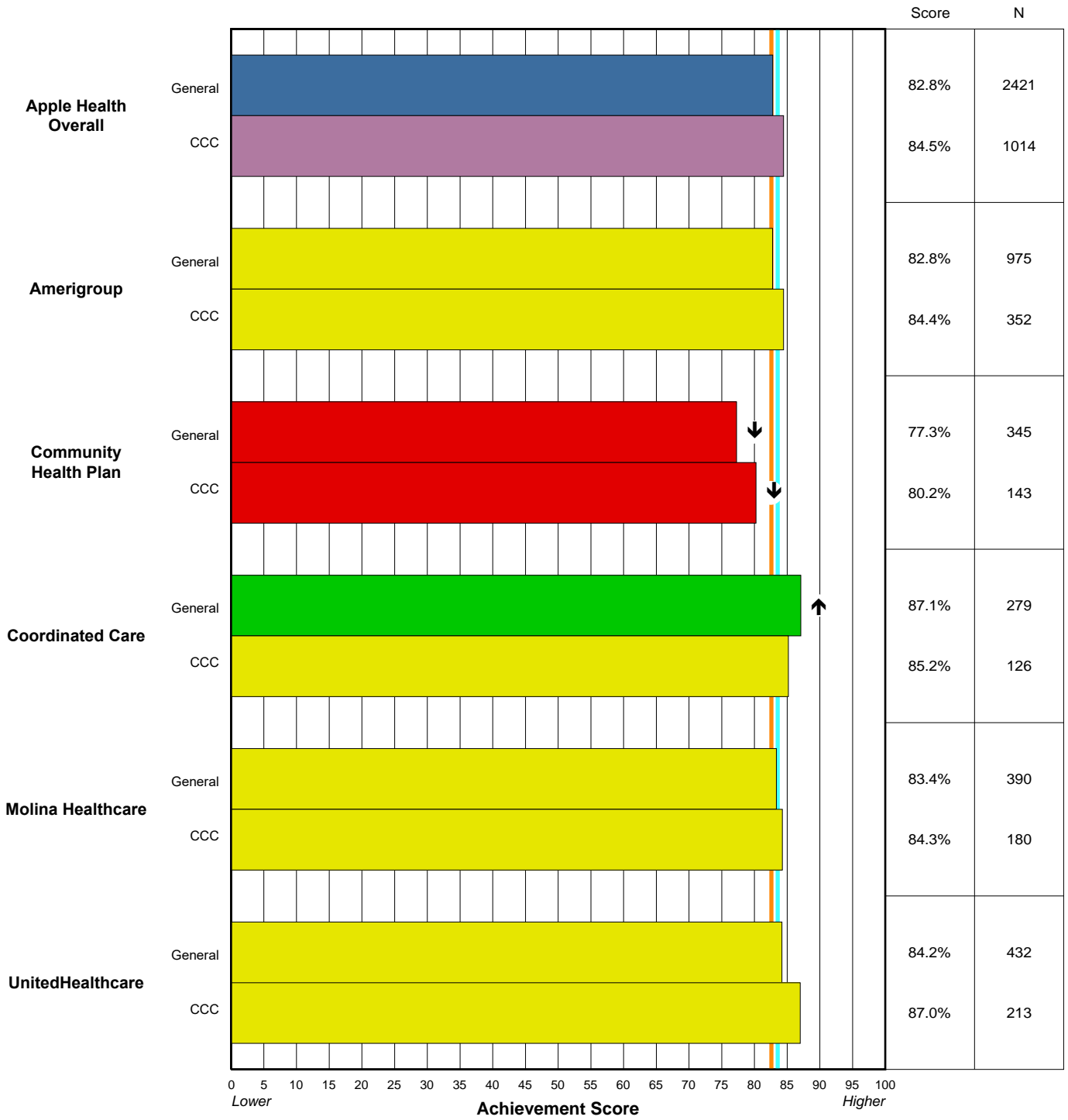
Also shown in the graphs are the Apple Health Overall scores for the General Population and the CCC Population from the 2019 survey. They are presented as vertical lines on each graph and are for visual comparison only; no statistical testing has been done across survey years.

The term 'statistically significantly different' in this report means that we can be 95% sure that the difference between two measures is not simply due to chance. Additional information regarding significance testing can be found in the *Methodology and Definitions* section of this report.

General Population includes responses from all selected eligible child enrollees, while the CCC Population includes responses from a subset of the General Population, those whose responses to the survey-based screening tool indicated that the child has a chronic condition. The two populations are not mutually exclusive, as the CCC Population respondents are part of the General Population. Additional information regarding the survey-based screening tool can be found in the *Methodology and Definitions* section of this report.

In each graph, the combination of all five Apple Health plans is presented as Apple Health.

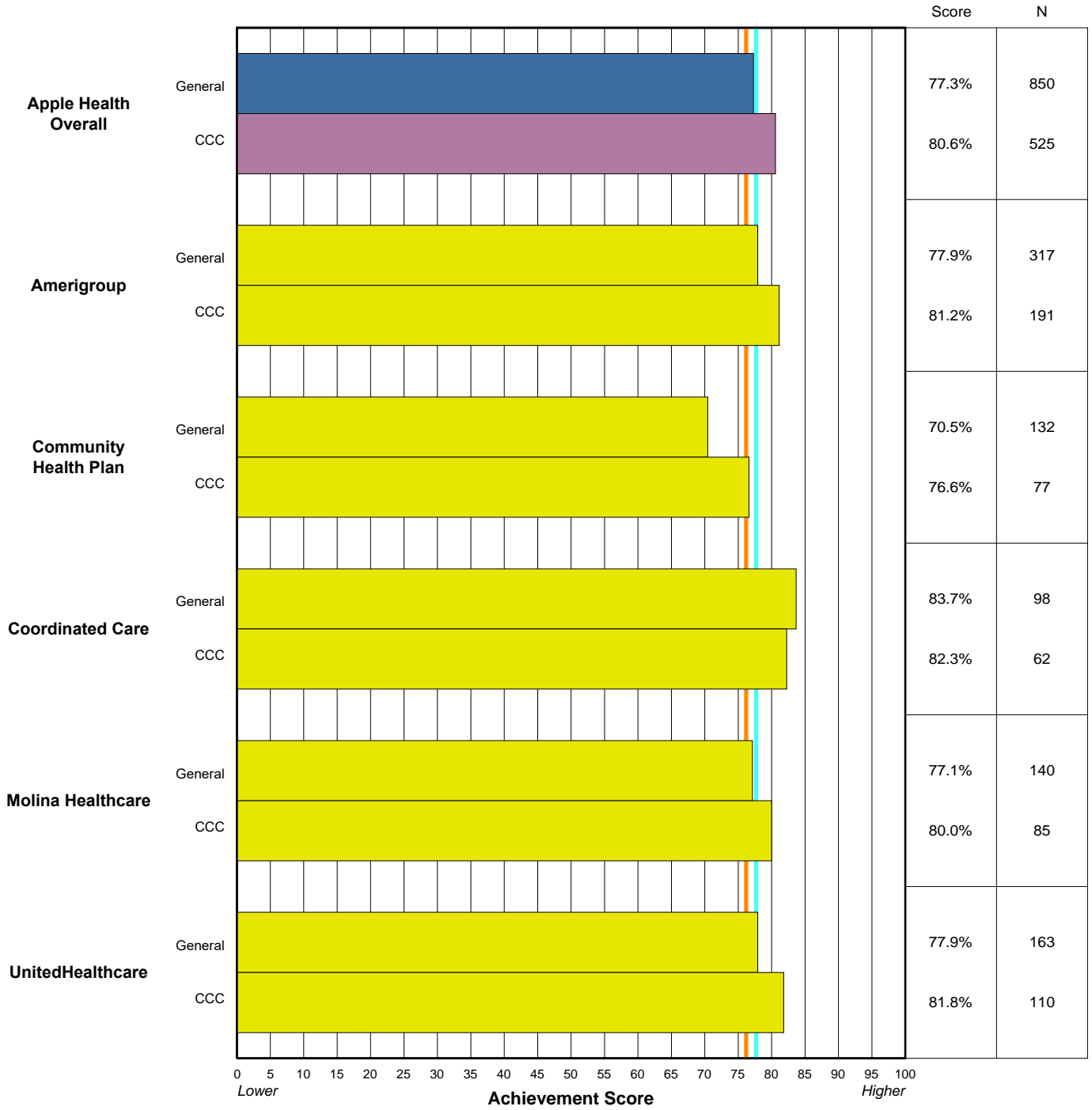
Composites Getting Needed Care



- Apple Health 2021 Overall General Population
- Apple Health 2021 Overall CCC Population
- Statistically significantly higher than corresponding Overall score
- Not statistically significantly different than corresponding Overall score
- Statistically significantly lower than corresponding Overall score
- Apple Health 2019 Overall General Population
- Apple Health 2019 Overall CCC Population

Getting Needed Care

Q41. Usually or always got appointments with specialists as soon as child needed

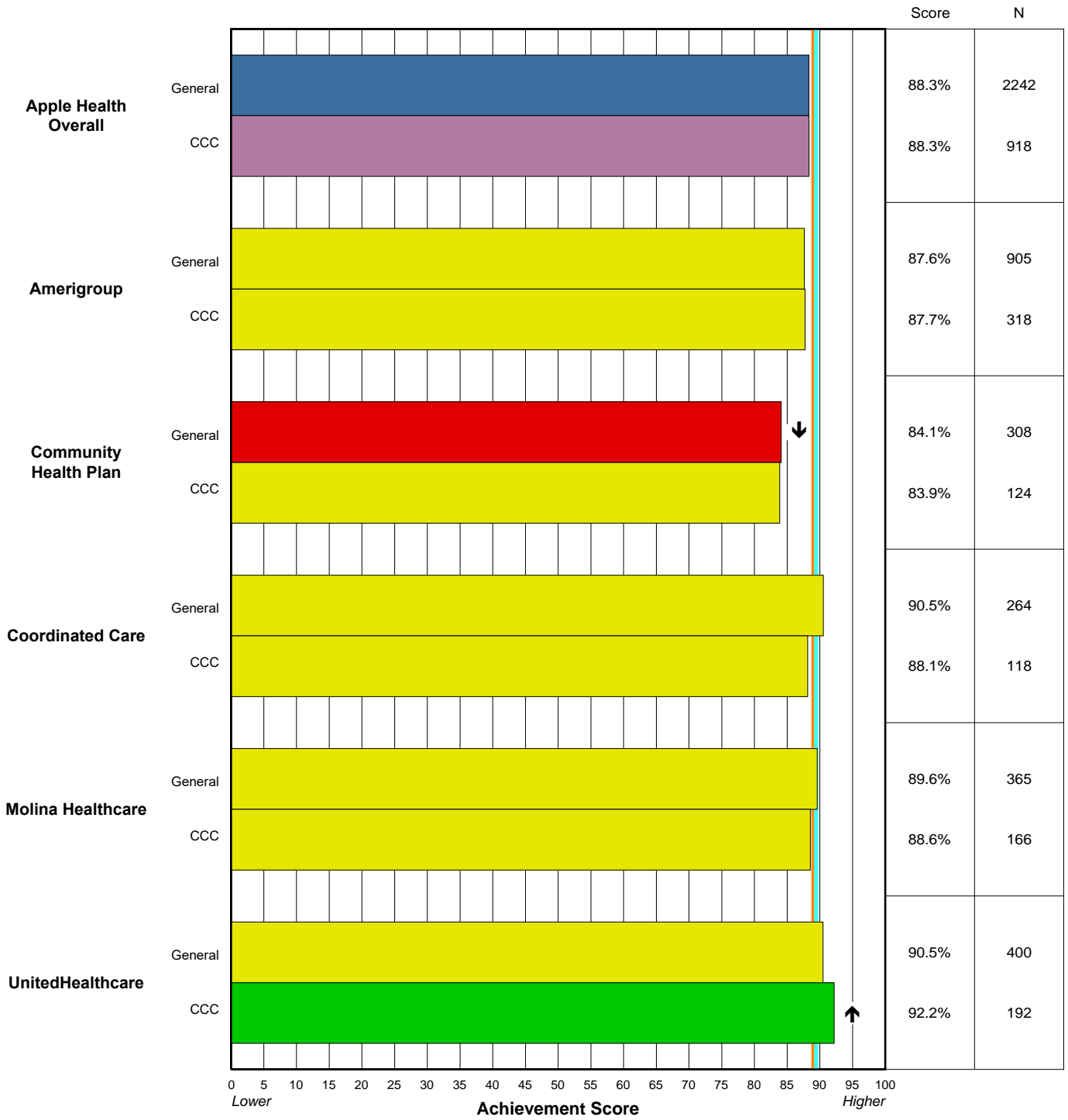


↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score

- Apple Health 2021 Overall General Population
- Apple Health 2021 Overall CCC Population
- Not statistically significantly different than corresponding Overall score
- Statistically significantly lower than corresponding Overall score
- Statistically significantly higher than corresponding Overall score
- Apple Health 2019 Overall General Population
- Apple Health 2019 Overall CCC Population

Getting Needed Care

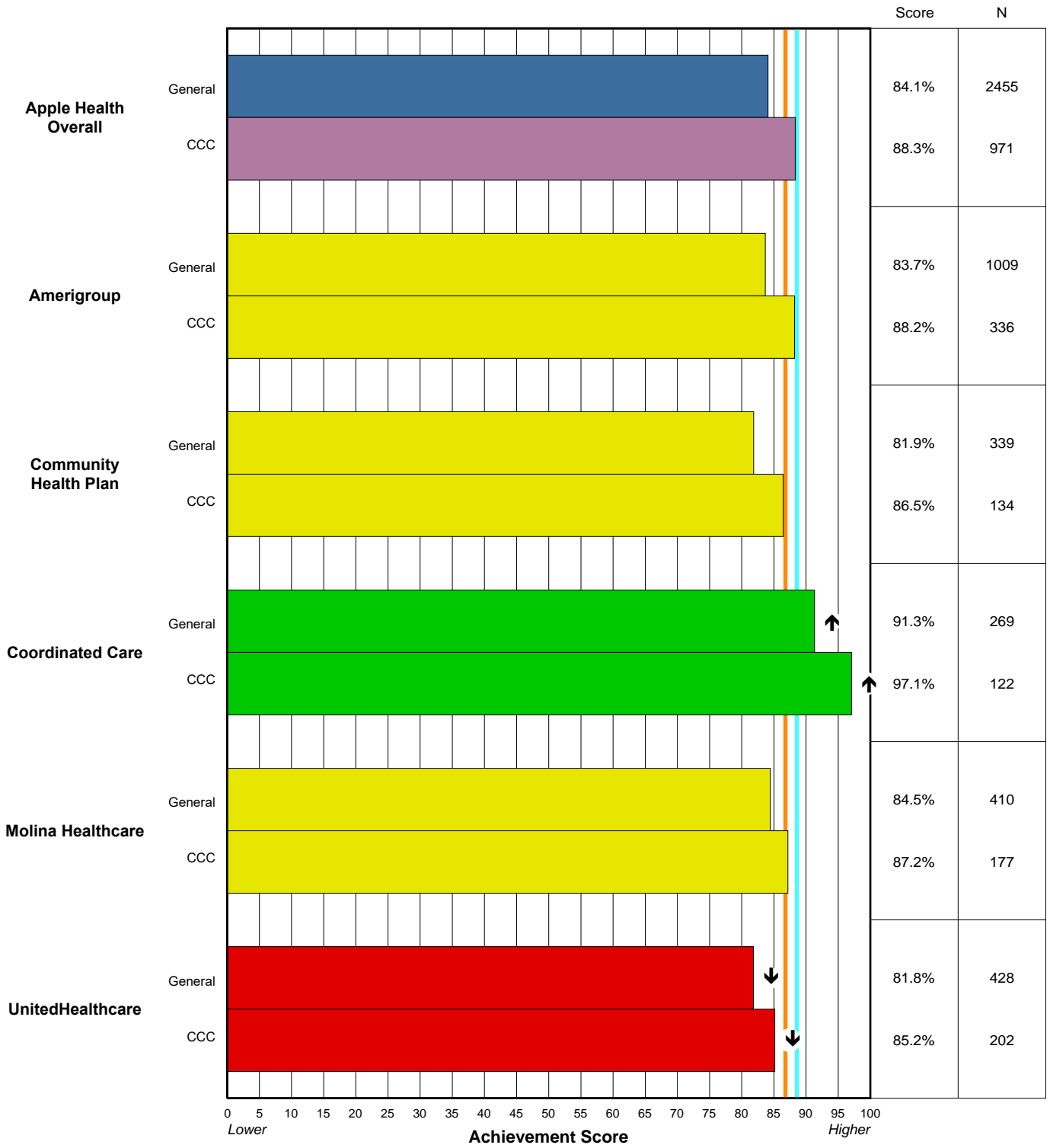
Q10. Usually or always easy to get the care, tests or treatment child needed



↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score

- Apple Health 2021 Overall General Population
- Statistically significantly higher than corresponding Overall score
- Apple Health 2019 Overall General Population
- Not statistically significantly different than corresponding Overall score
- Apple Health 2019 Overall CCC Population
- Statistically significantly lower than corresponding Overall score

Getting Care Quickly

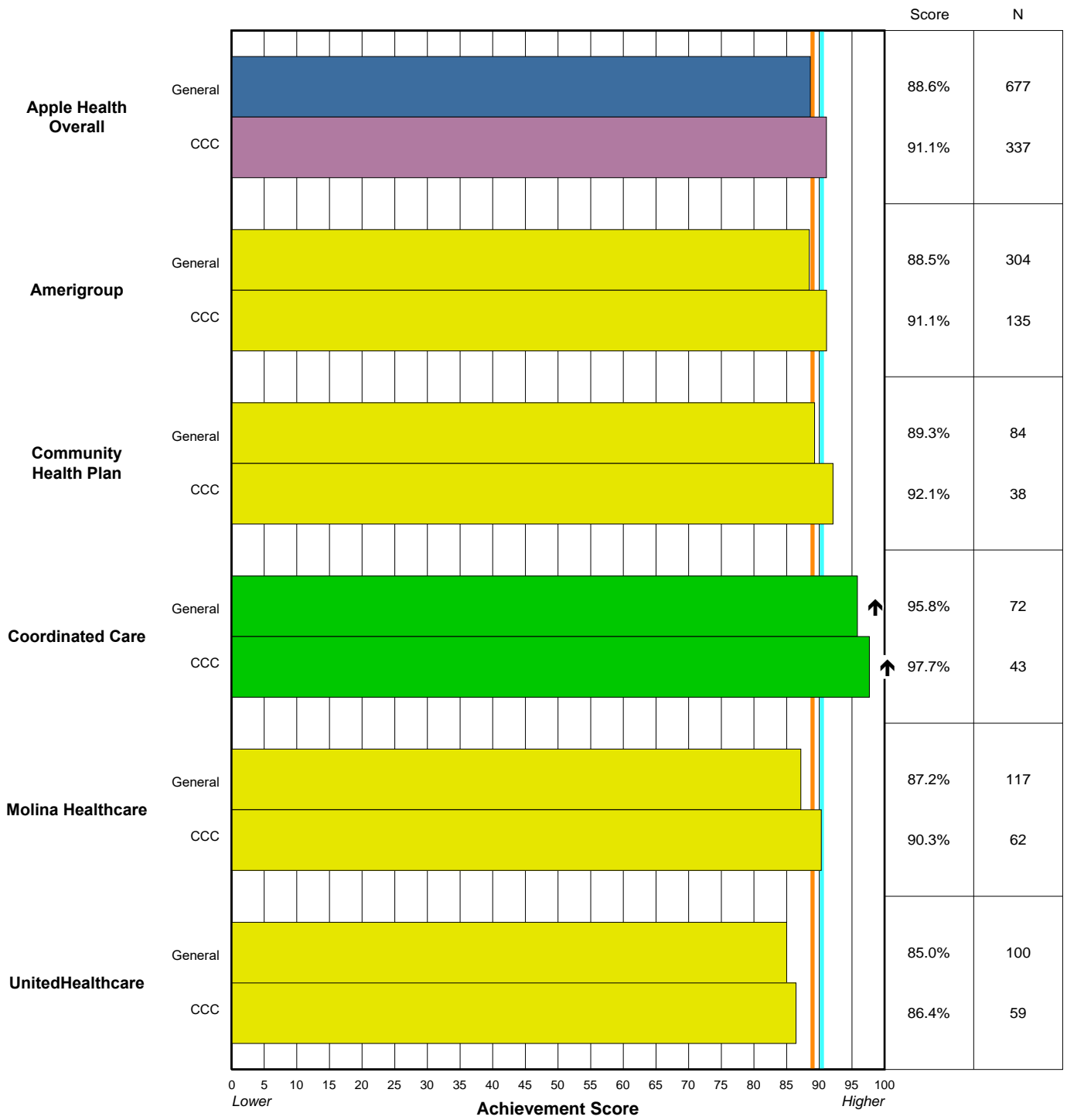


↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score

- Apple Health 2021 Overall General Population
- Statistically significantly higher than corresponding Overall score
- Apple Health 2019 Overall General Population
- Apple Health 2021 Overall CCC Population
- Not statistically significantly different than corresponding Overall score
- Apple Health 2019 Overall CCC Population
- Statistically significantly lower than corresponding Overall score

Getting Care Quickly

Q4. Usually or always got care as soon as child needed

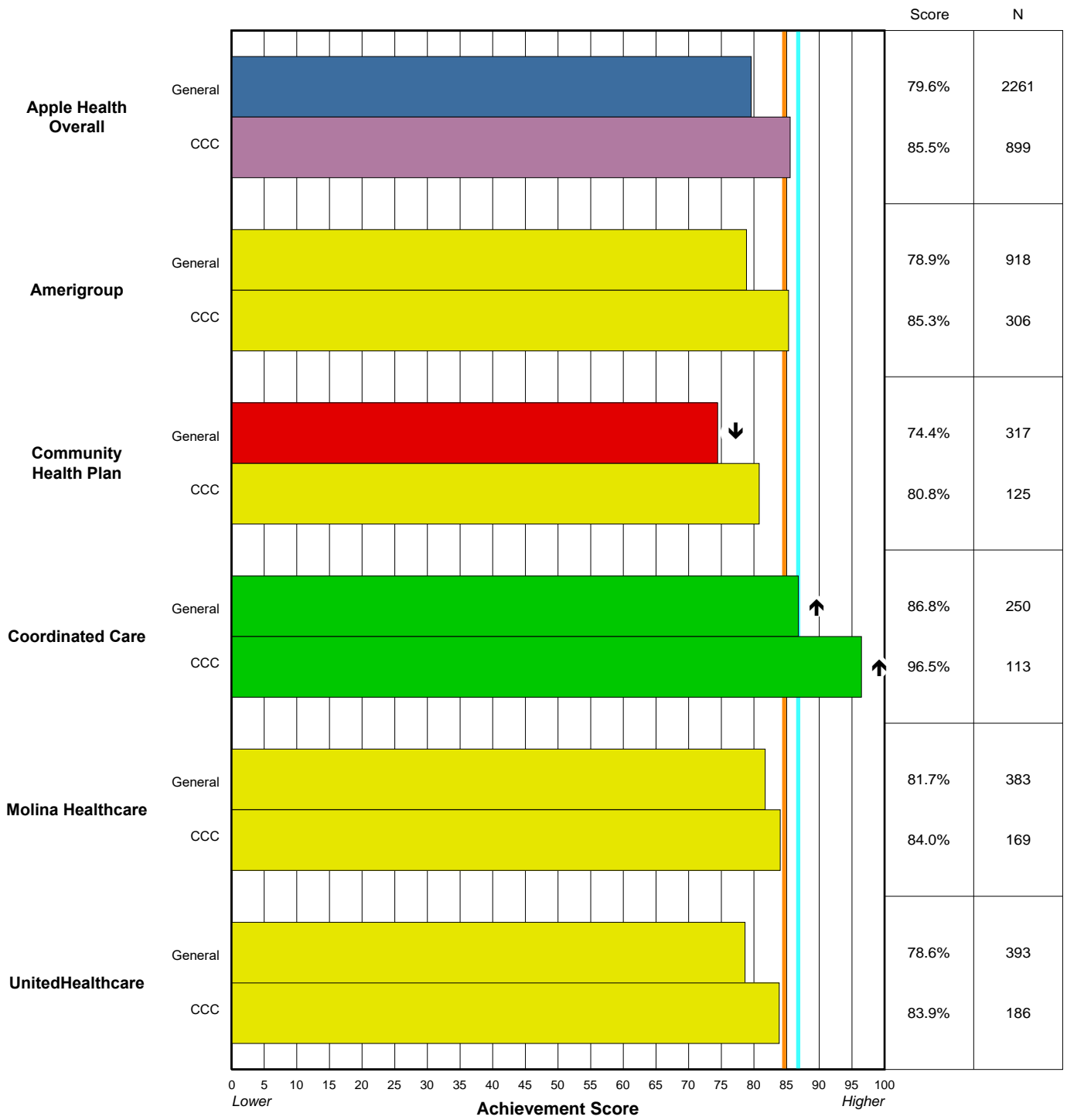


↑↓ Score statistically significantly higher/lower than corresponding Apple Health Overall Score

- Apple Health 2021 Overall General Population
- Statistically significantly higher than corresponding Overall score
- Apple Health 2019 Overall General Population
- Not statistically significantly different than corresponding Overall score
- Apple Health 2019 Overall CCC Population
- Statistically significantly lower than corresponding Overall score

Getting Care Quickly

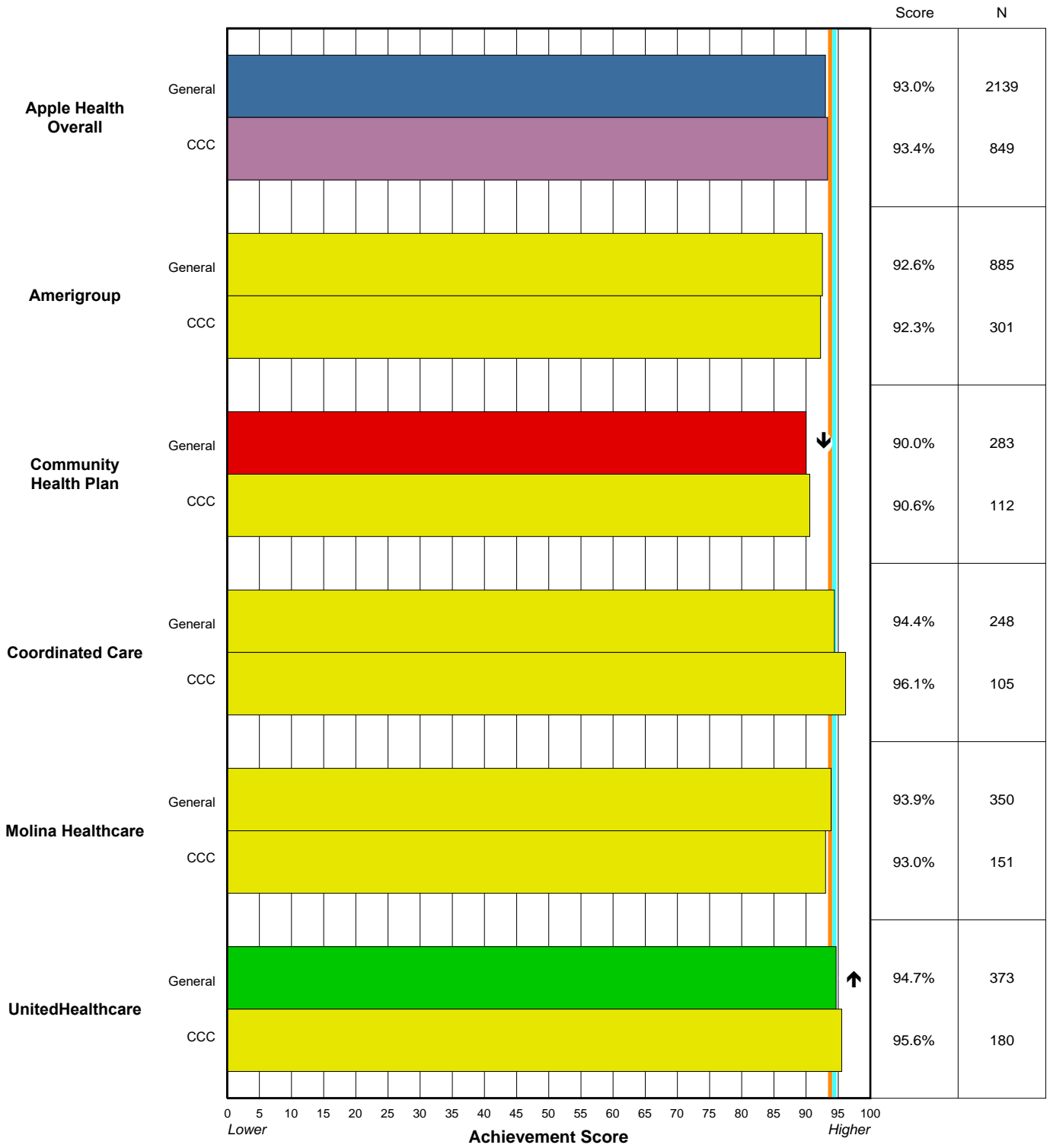
Q6. Usually or always got appt. for care as soon as child needed



↑↓ Score statistically significantly higher/lower than corresponding Apple Health Overall Score

- Apple Health 2021 Overall General Population
- Statistically significantly higher than corresponding Overall score
- Apple Health 2019 Overall General Population
- Not statistically significantly different than corresponding Overall score
- Apple Health 2019 Overall CCC Population
- Statistically significantly lower than corresponding Overall score

How Well Doctors Communicate

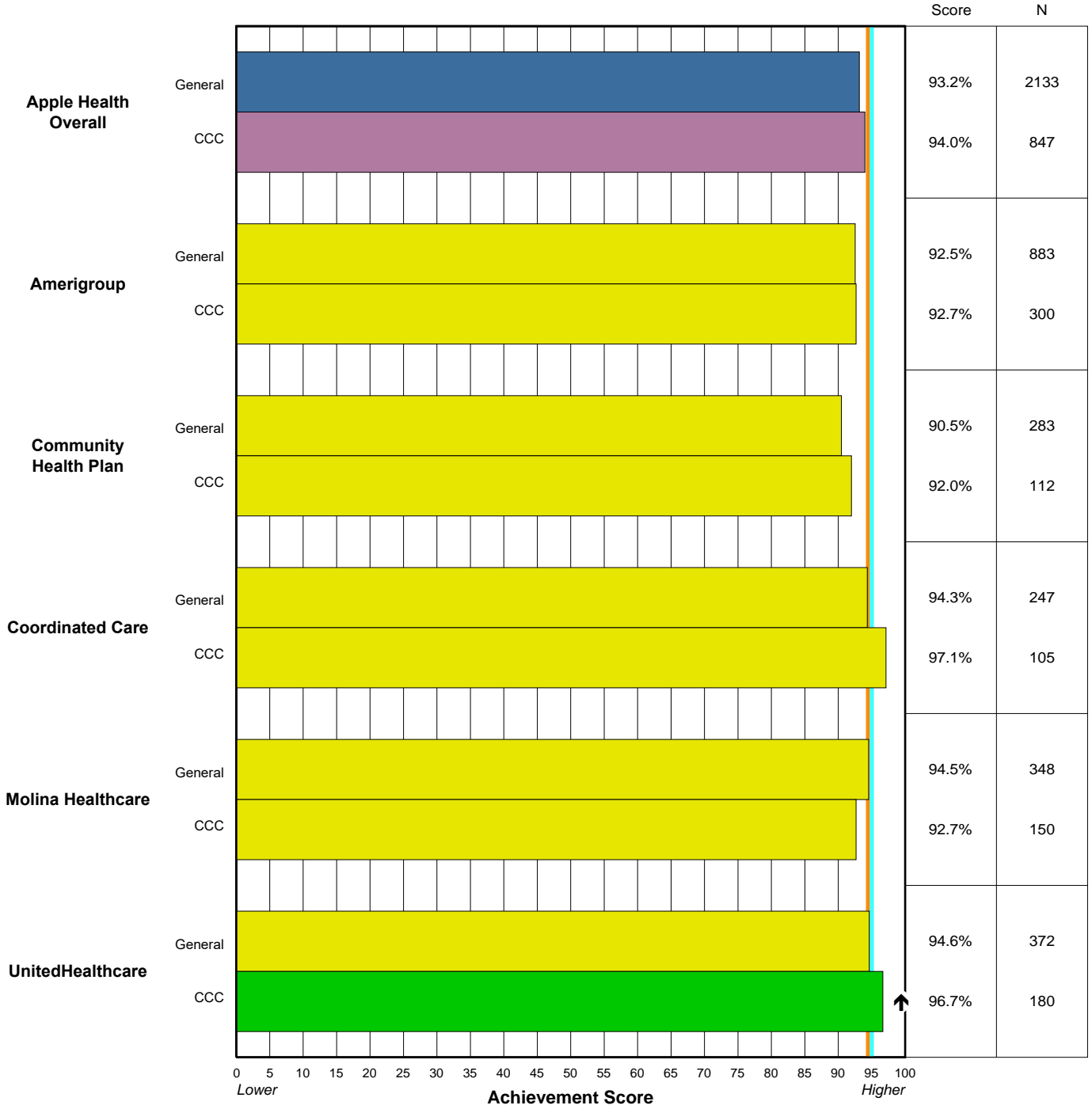


↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score

- Apple Health 2021 Overall General Population
- Statistically significantly higher than corresponding Overall score
- Apple Health 2019 Overall General Population
- Apple Health 2021 Overall CCC Population
- Not statistically significantly different than corresponding Overall score
- Apple Health 2019 Overall CCC Population
- Statistically significantly lower than corresponding Overall score

How Well Doctors Communicate

Q27. Personal doctor usually or always explained things in a way that was easy to understand

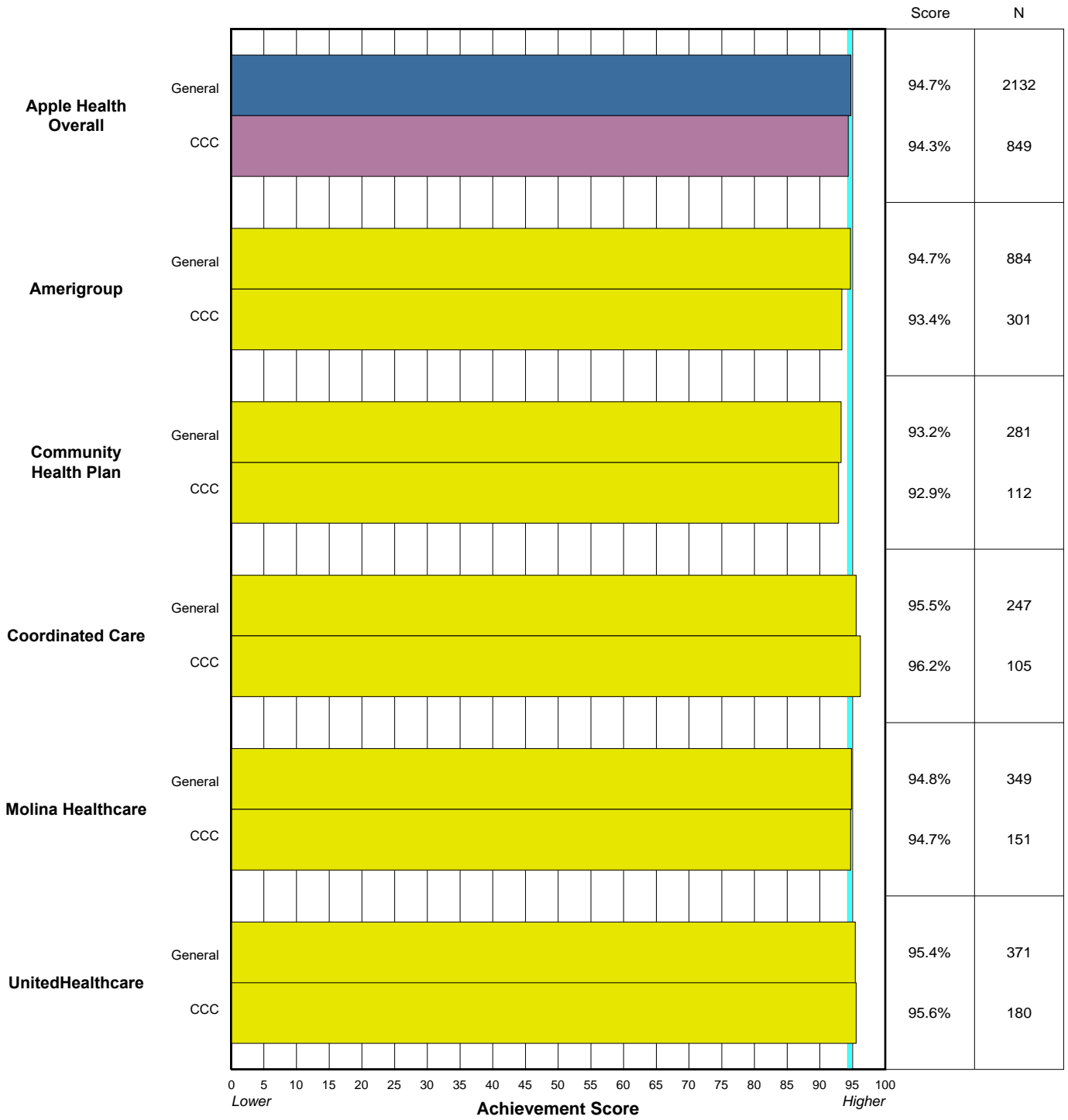


↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score

- Apple Health 2021 Overall General Population
- Apple Health 2021 Overall CCC Population
- Statistically significantly higher than corresponding Overall score
- Not statistically significantly different than corresponding Overall score
- Statistically significantly lower than corresponding Overall score
- Apple Health 2019 Overall General Population
- Apple Health 2019 Overall CCC Population

How Well Doctors Communicate

Q28. Personal doctor usually or always listened carefully to you

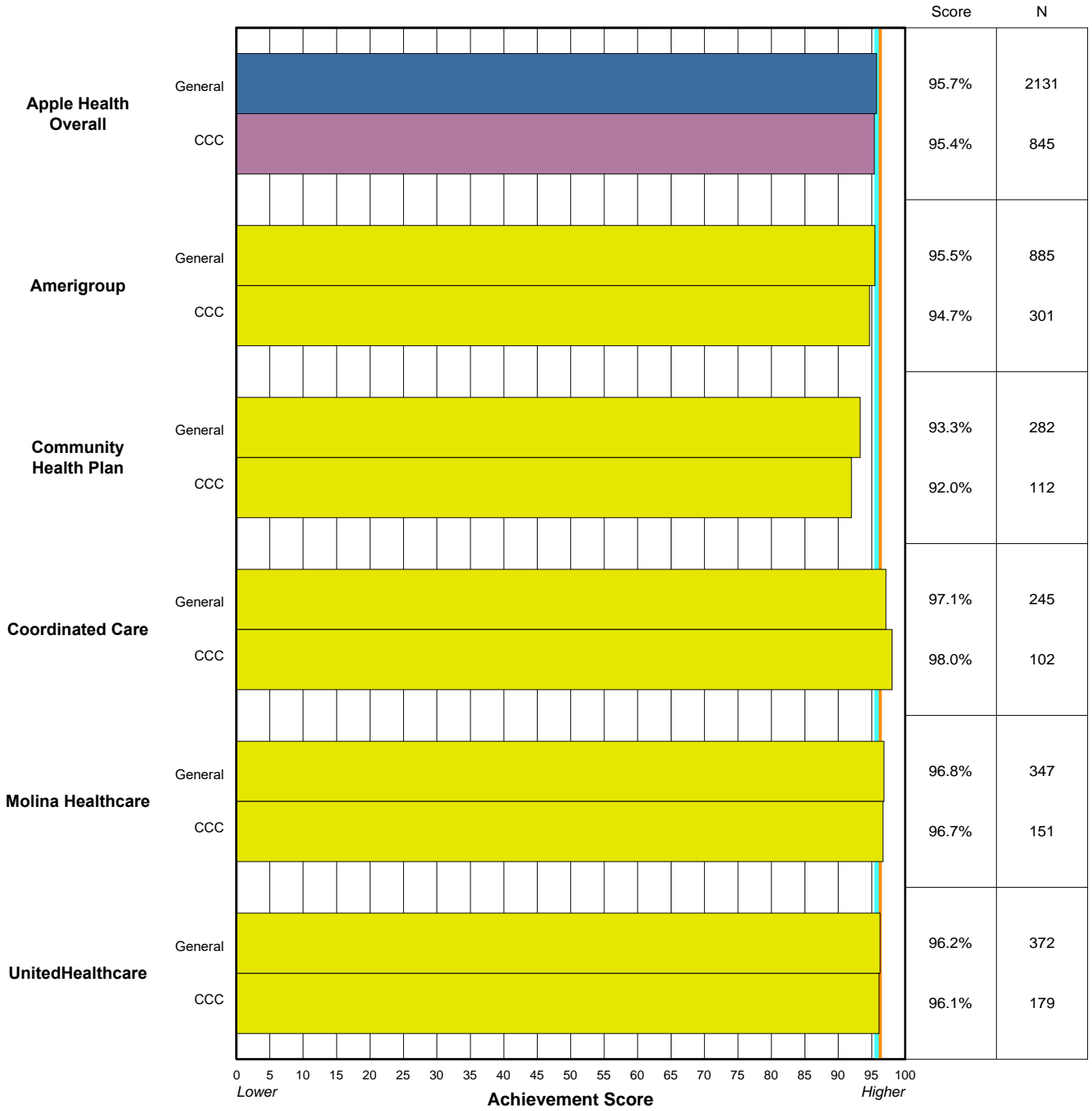


↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score

- Apple Health 2021 Overall General Population
- Statistically significantly higher than corresponding Overall score
- Apple Health 2019 Overall General Population
- Not statistically significantly different than corresponding Overall score
- Apple Health 2019 Overall CCC Population
- Statistically significantly lower than corresponding Overall score

How Well Doctors Communicate

Q29. Personal doctor usually or always showed respect for what you had to say

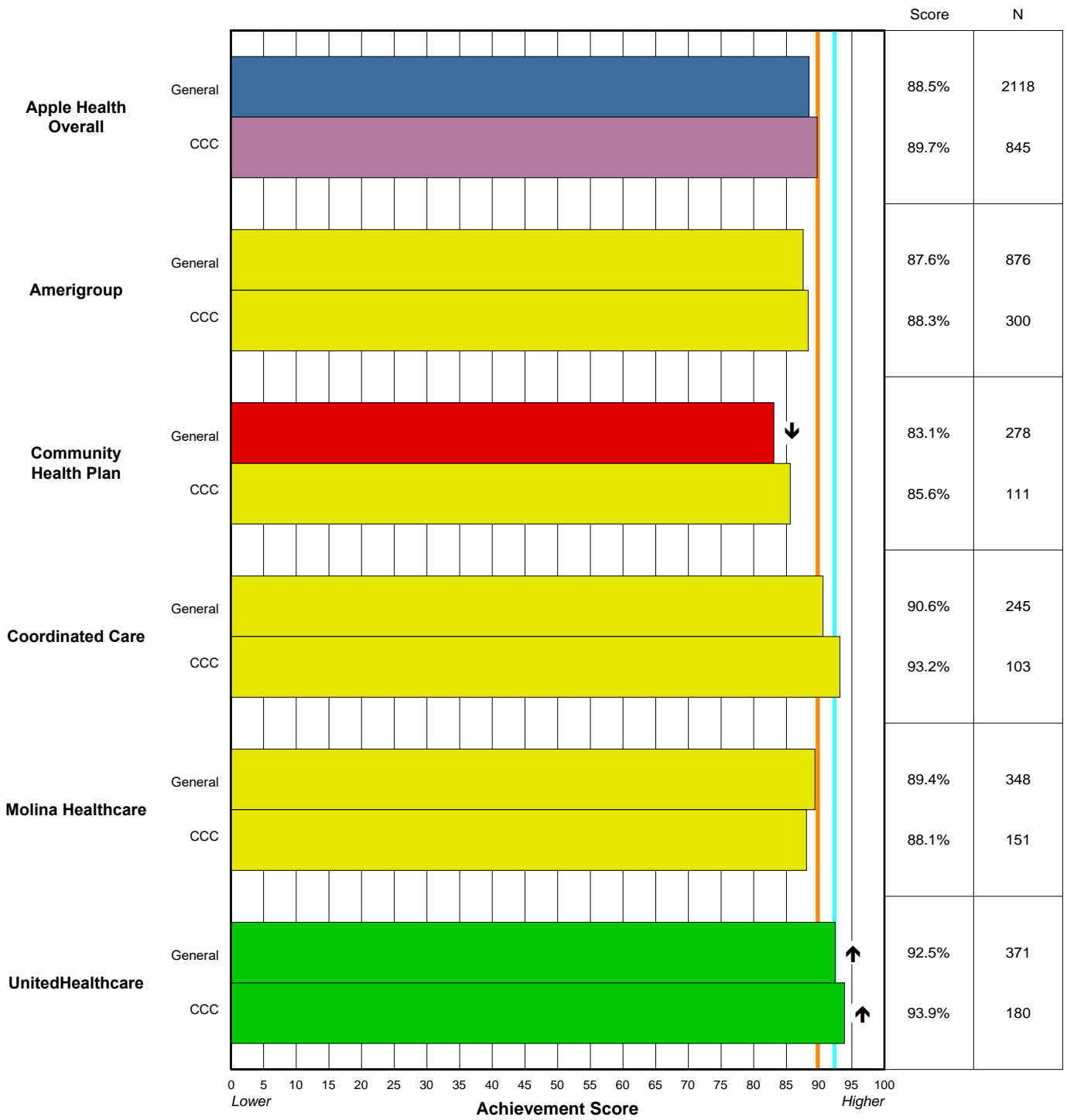


↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score

- Apple Health 2021 Overall General Population
- Apple Health 2021 Overall CCC Population
- Statistically significantly higher than corresponding Overall score
- Not statistically significantly different than corresponding Overall score
- Statistically significantly lower than corresponding Overall score
- Apple Health 2019 Overall General Population
- Apple Health 2019 Overall CCC Population

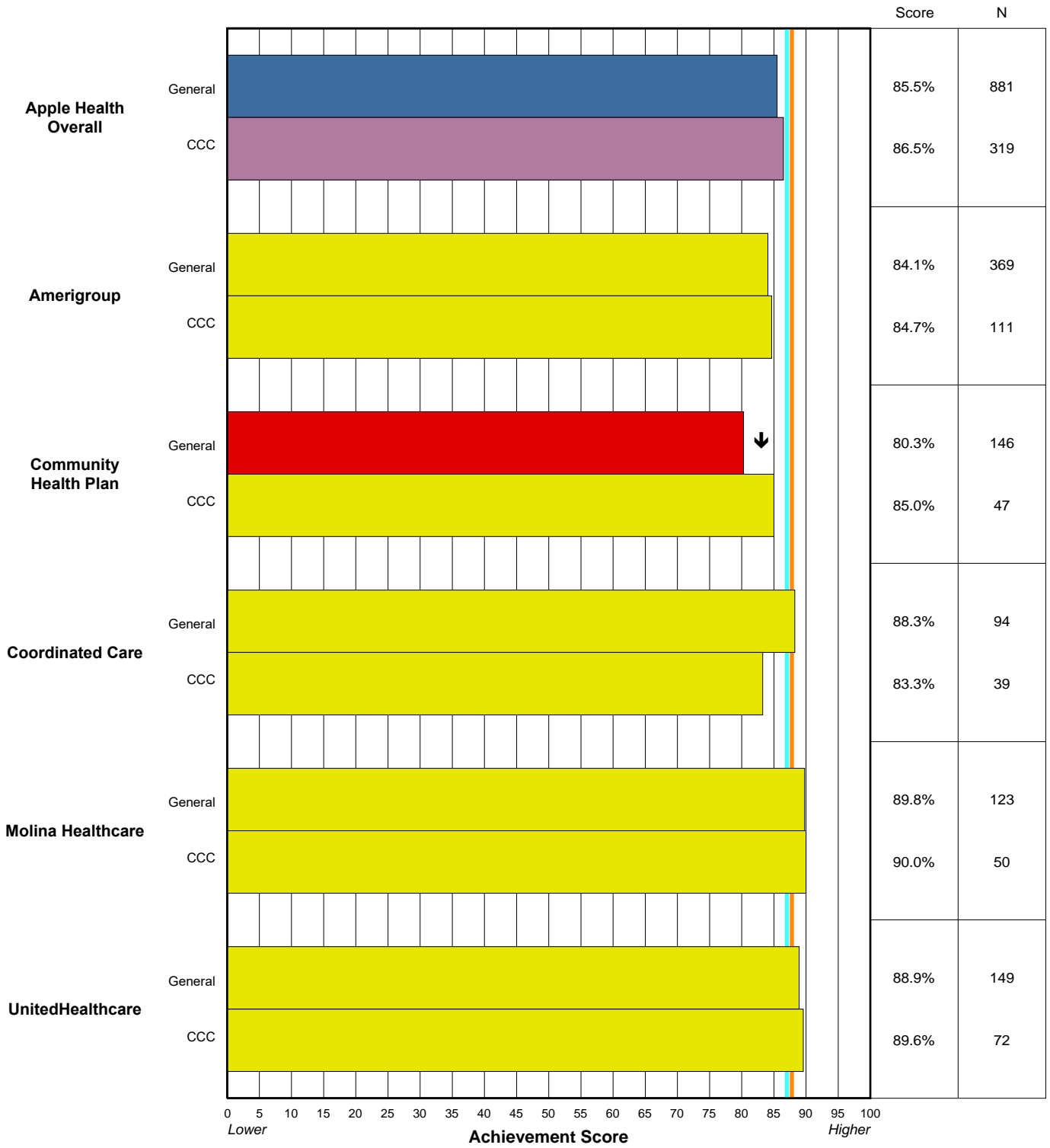
How Well Doctors Communicate

Q32. Personal doctor usually or always spent enough time with child



- Apple Health 2021 Overall General Population
- Apple Health 2021 Overall CCC Population
- Statistically significantly higher than corresponding Overall score
- Not statistically significantly different than corresponding Overall score
- Statistically significantly lower than corresponding Overall score
- Apple Health 2019 Overall General Population
- Apple Health 2019 Overall CCC Population

Customer Service

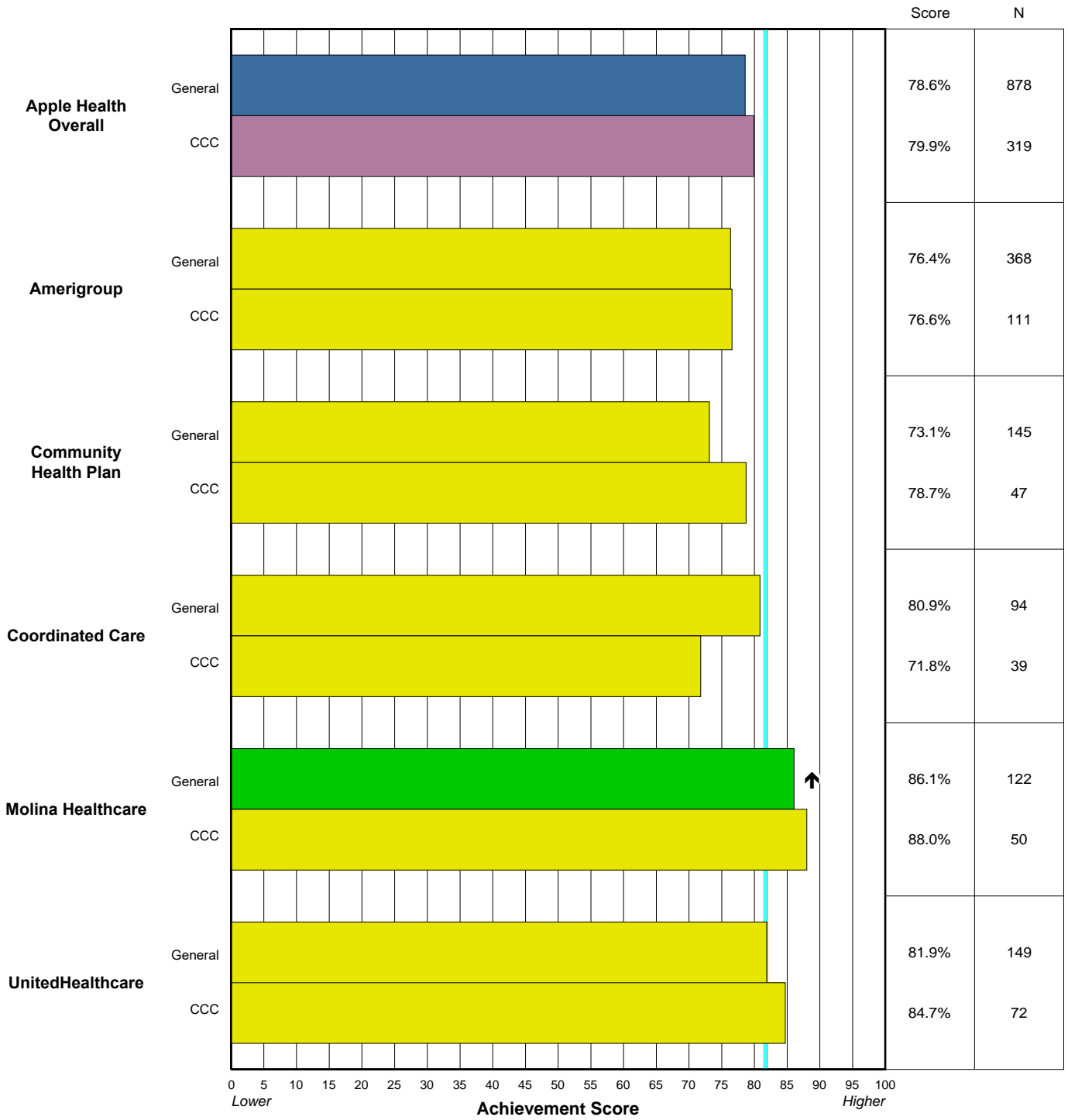


↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score

- Apple Health 2021 Overall General Population
- Apple Health 2021 Overall CCC Population
- Statistically significantly higher than corresponding Overall score
- Not statistically significantly different than corresponding Overall score
- Statistically significantly lower than corresponding Overall score
- Apple Health 2019 Overall General Population
- Apple Health 2019 Overall CCC Population

Customer Service

Q45. Customer service usually or always gave help you needed

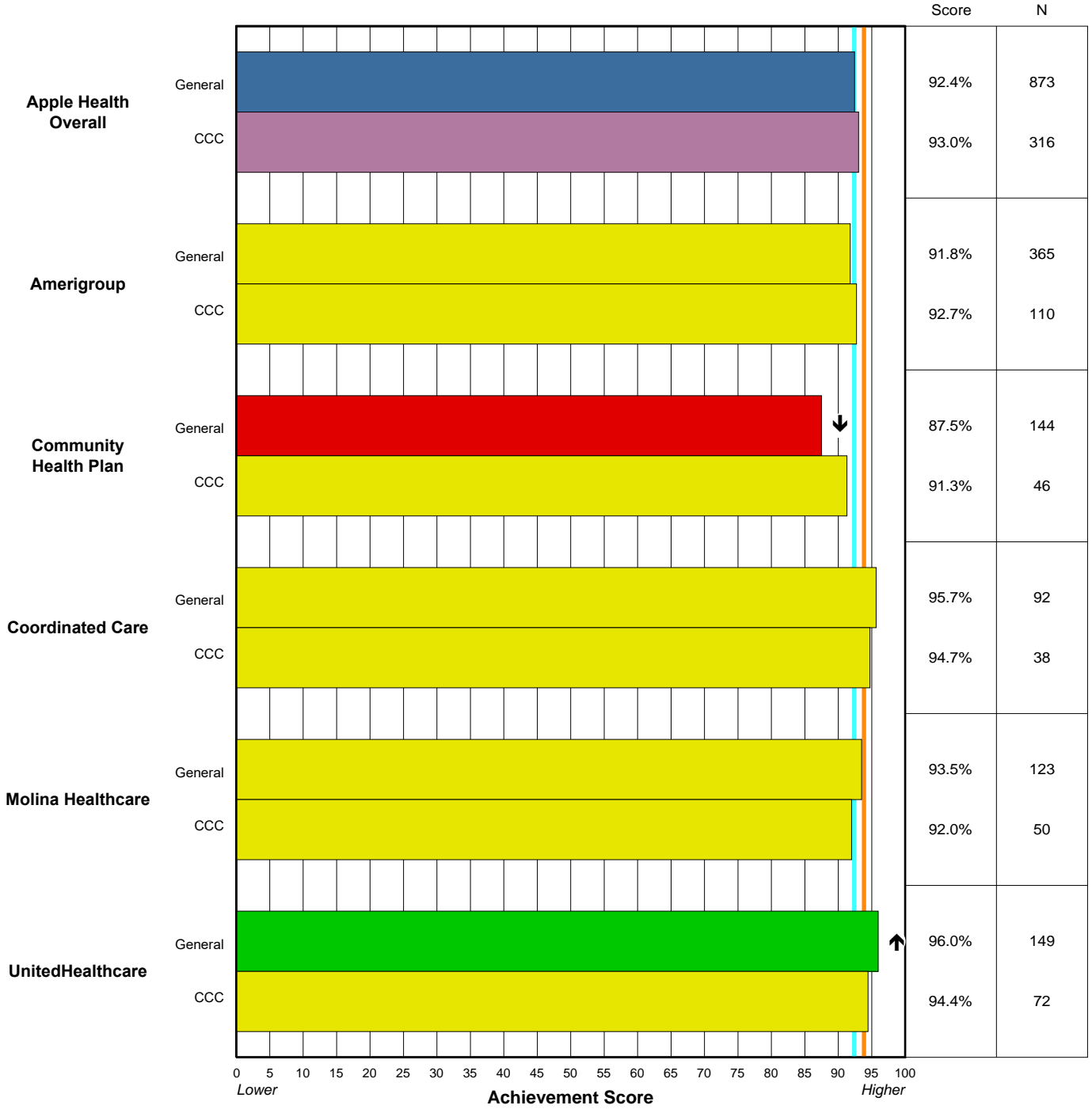


↑↓ Score statistically significantly higher/lower than corresponding Apple Health Overall Score

- Apple Health 2021 Overall General Population
- Statistically significantly higher than corresponding Overall score
- Apple Health 2019 Overall General Population
- Not statistically significantly different than corresponding Overall score
- Apple Health 2019 Overall CCC Population
- Statistically significantly lower than corresponding Overall score

Customer Service

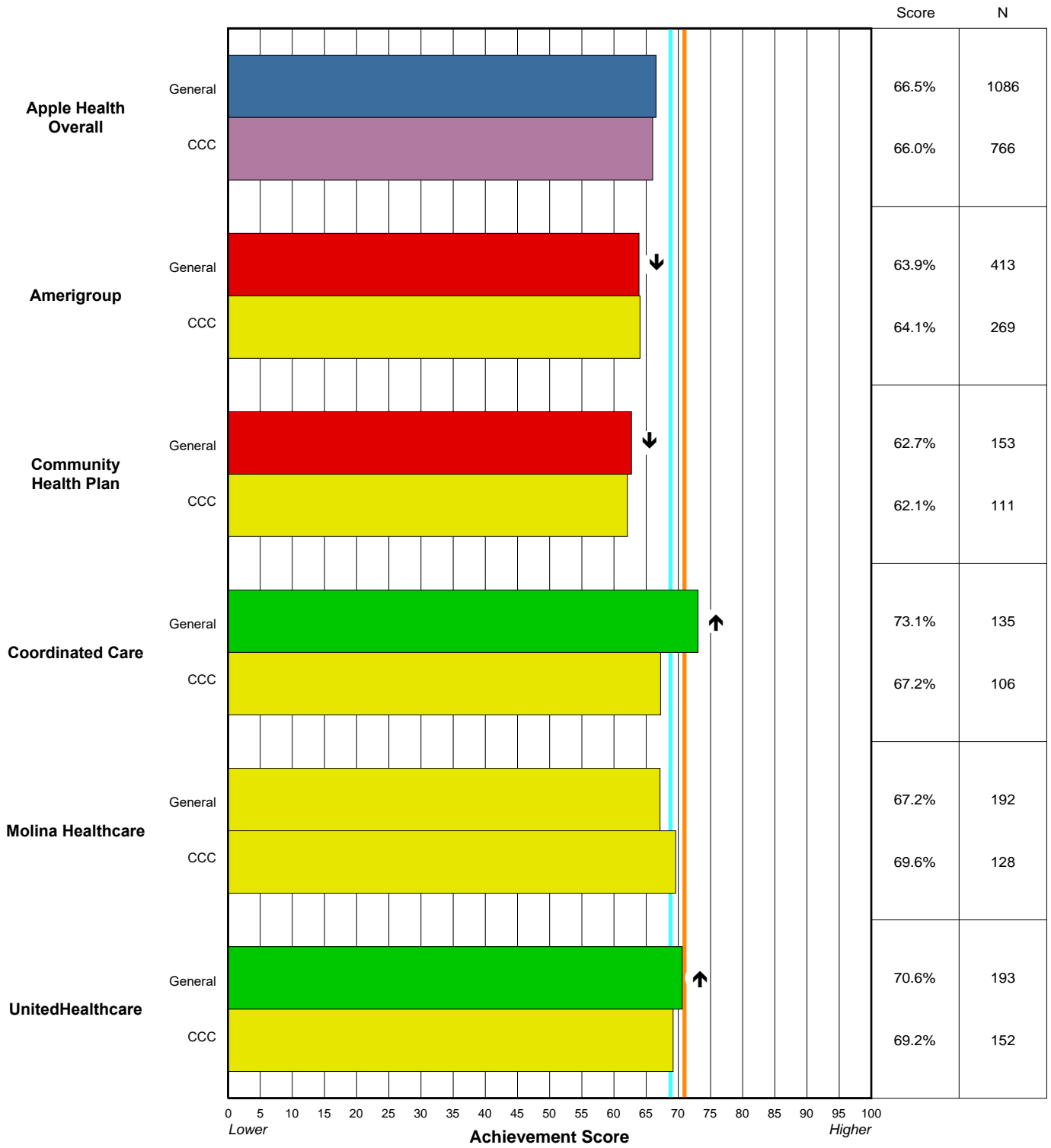
Q46. Customer service usually or always treated you with courtesy and respect



↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score

- Apple Health 2021 Overall General Population
- Apple Health 2021 Overall CCC Population
- Statistically significantly higher than corresponding Overall score
- Not statistically significantly different than corresponding Overall score
- Statistically significantly lower than corresponding Overall score
- Apple Health 2019 Overall General Population
- Apple Health 2019 Overall CCC Population

Access to Specialized Services

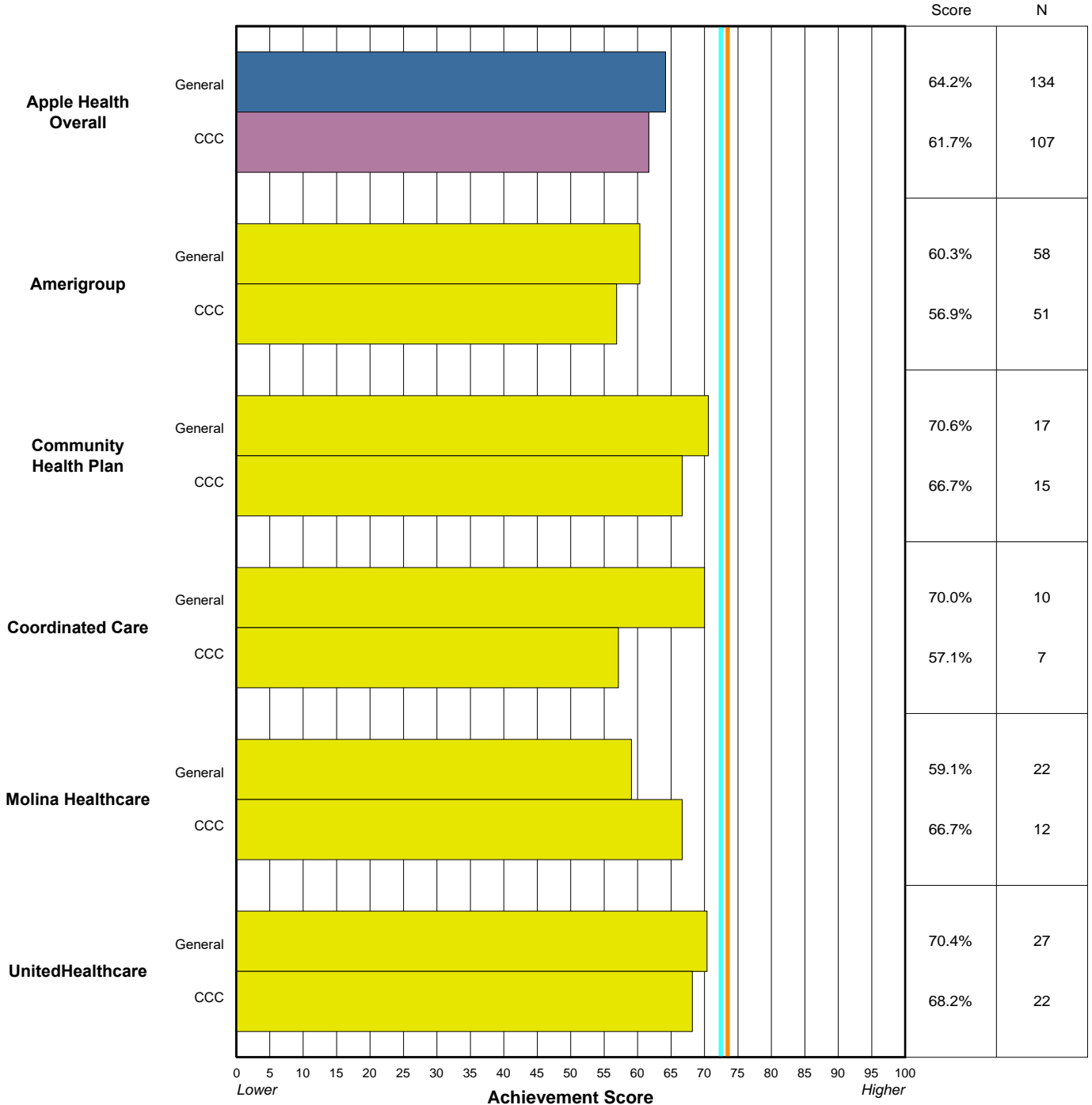


↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score

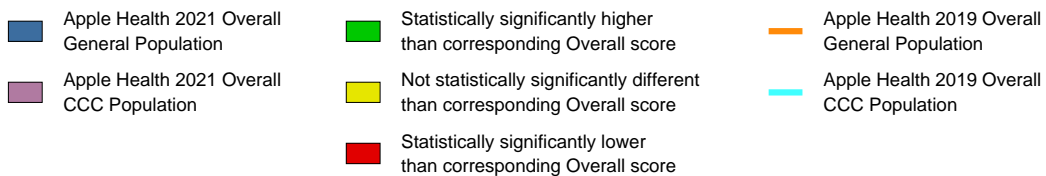
- Apple Health 2021 Overall General Population
- Apple Health 2021 Overall CCC Population
- Statistically significantly higher than corresponding Overall score
- Not statistically significantly different than corresponding Overall score
- Statistically significantly lower than corresponding Overall score
- Apple Health 2019 Overall General Population
- Apple Health 2019 Overall CCC Population

Access to Specialized Services

Q15. Usually or always easy to get special medical equipment or devices for child

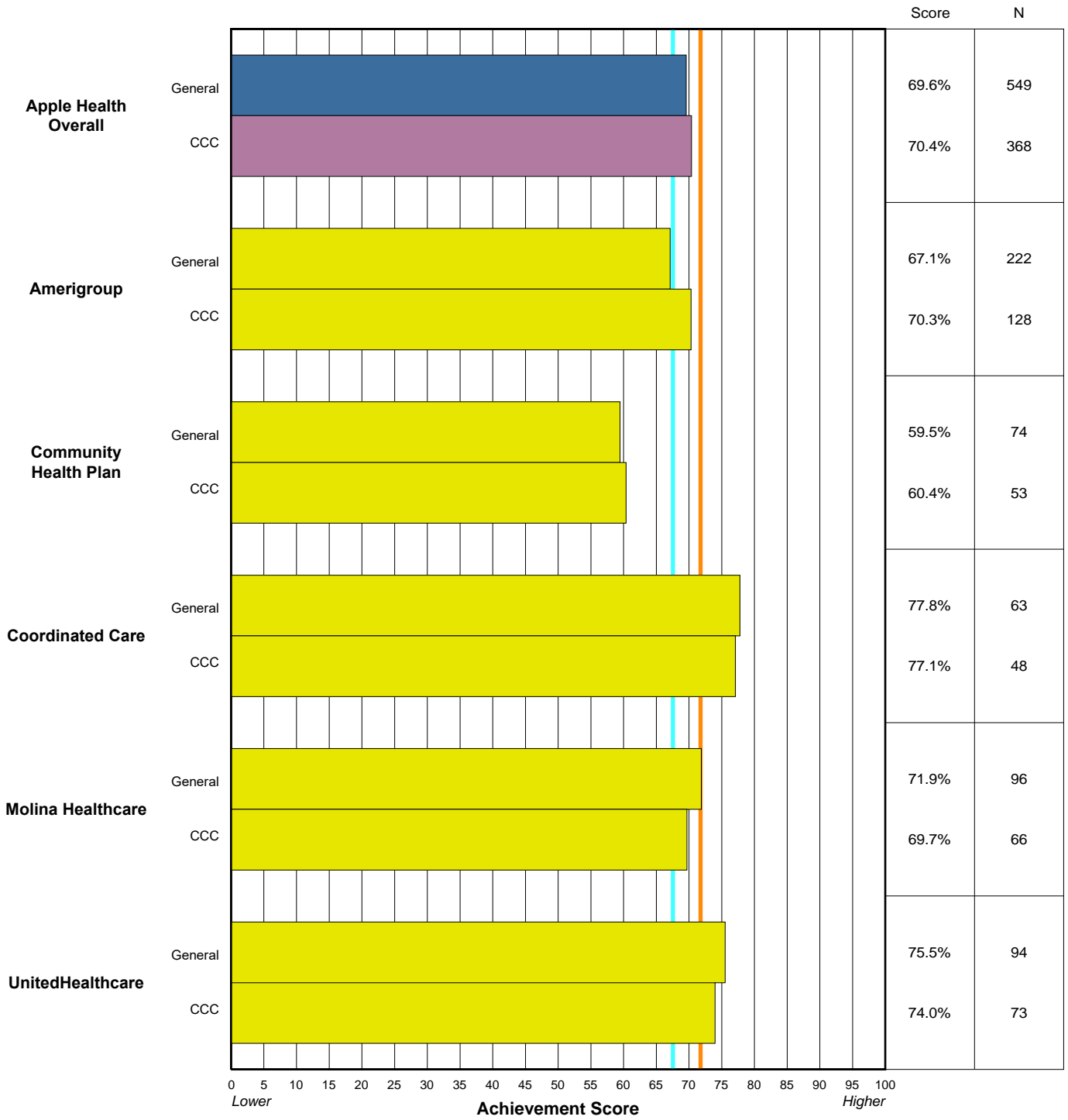


↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score



Access to Specialized Services

Q18. Usually or always easy to get therapy for child

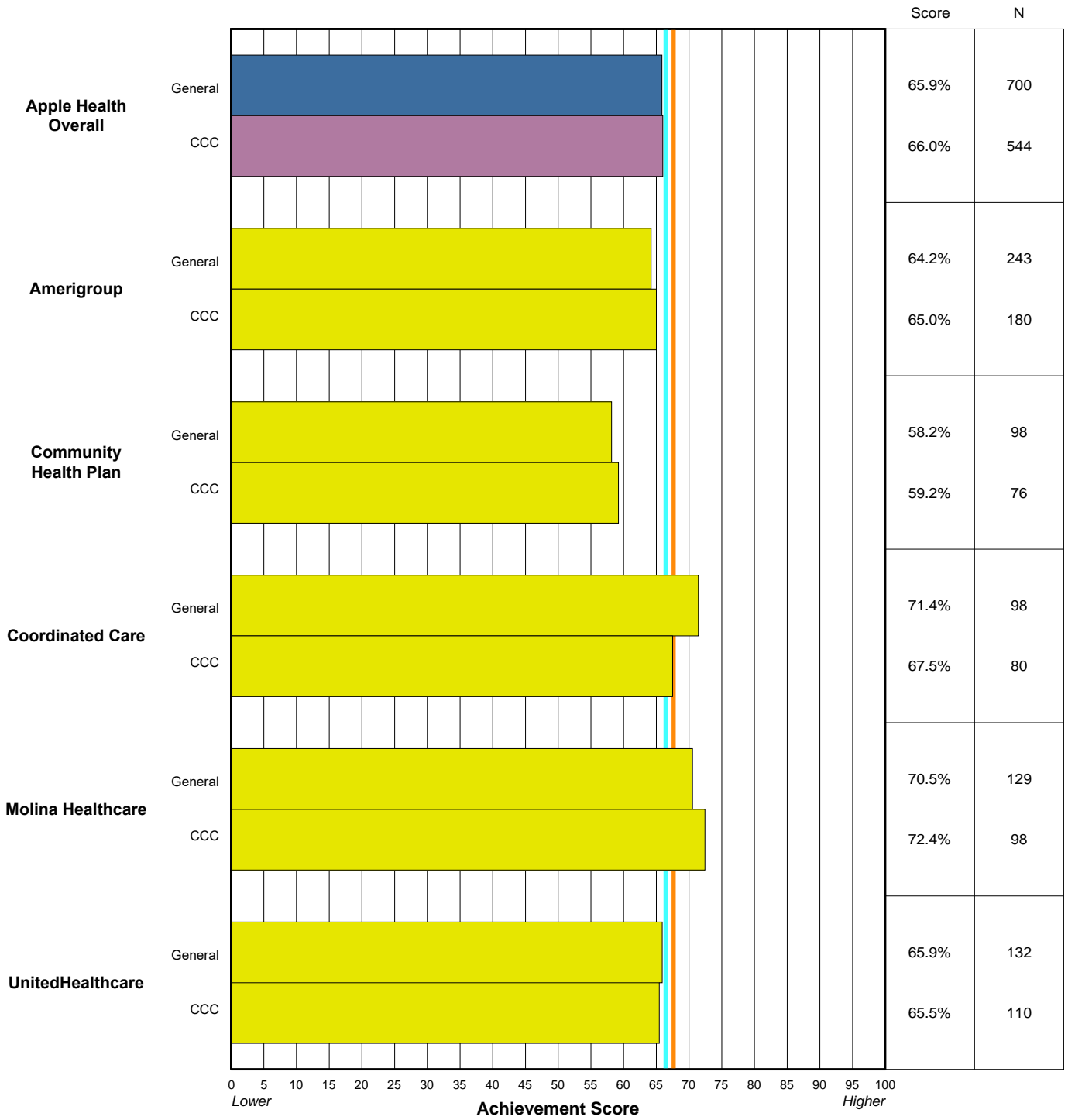


↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score

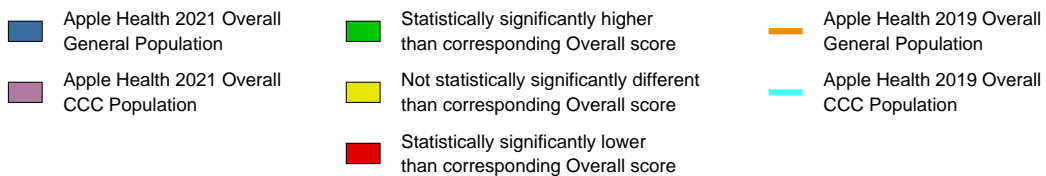
- Apple Health 2021 Overall General Population
- Apple Health 2021 Overall CCC Population
- Not statistically significantly different than corresponding Overall score
- Statistically significantly higher than corresponding Overall score
- Statistically significantly lower than corresponding Overall score
- Apple Health 2019 Overall General Population
- Apple Health 2019 Overall CCC Population

Access to Specialized Services

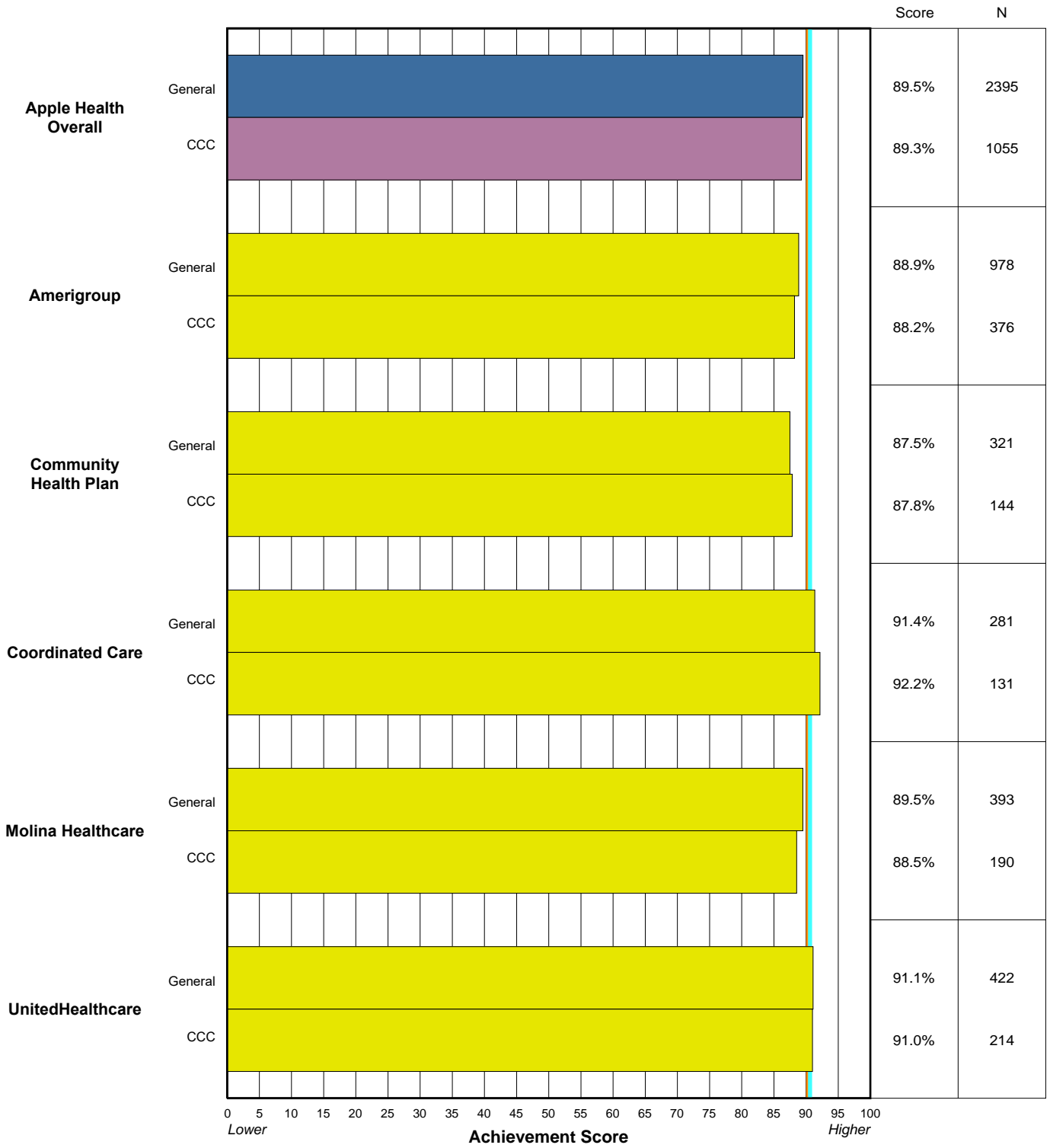
Q21. Usually or always easy to get treatment or counseling for child



↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score



Family Centered Care: Personal Doctor or Nurse Who Knows Child

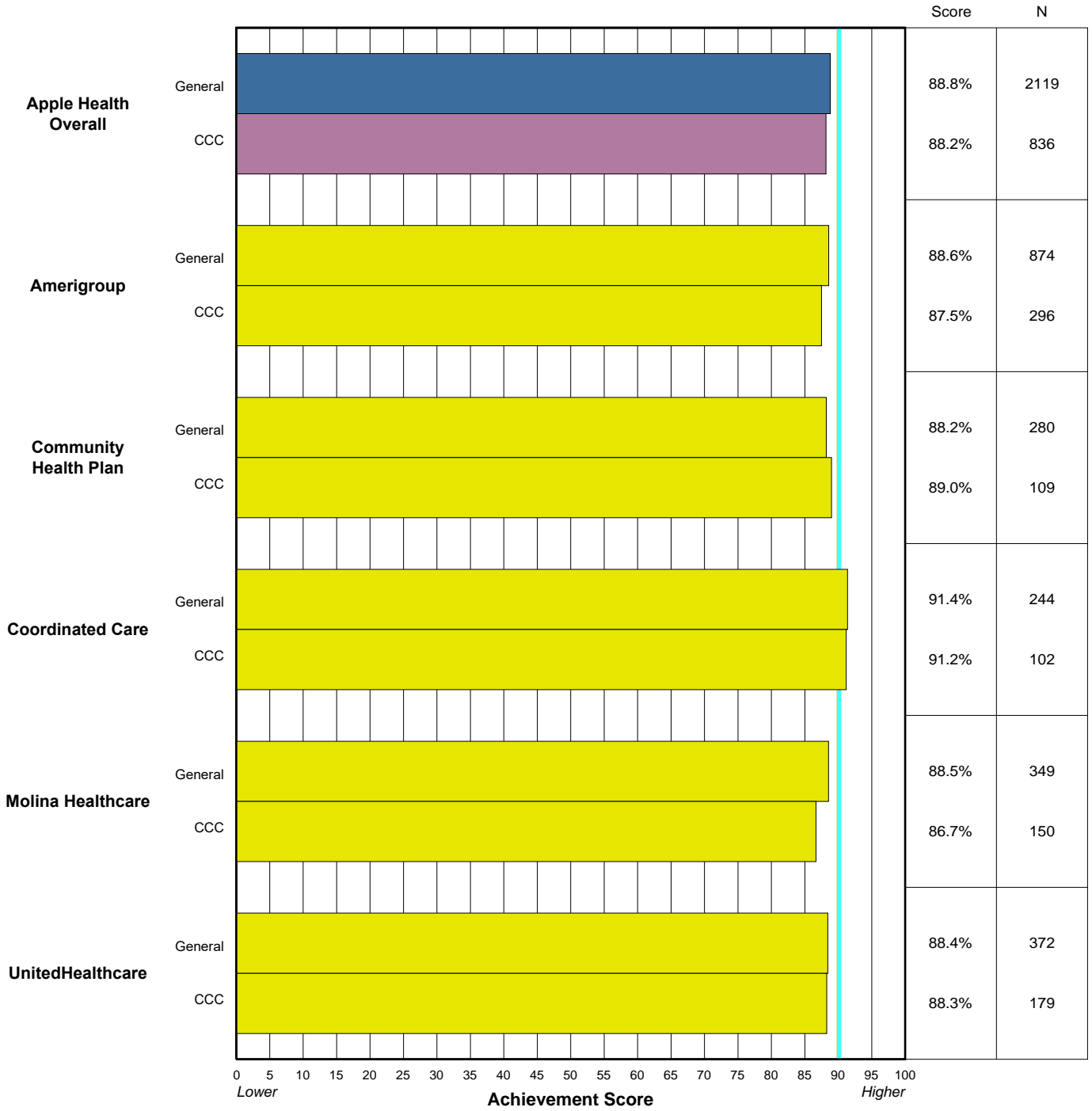


↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score

- Apple Health 2021 Overall General Population
- Statistically significantly higher than corresponding Overall score
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- Apple Health 2021 Overall CCC Population
- Not statistically significantly different than corresponding Overall score
- Apple Health 2019 Overall CCC Population
- Statistically significantly lower than corresponding Overall score

Family Centered Care: Personal Doctor or Nurse Who Knows Child

Q33. Child's personal doctor talked with you about how child is feeling, growing, or behaving

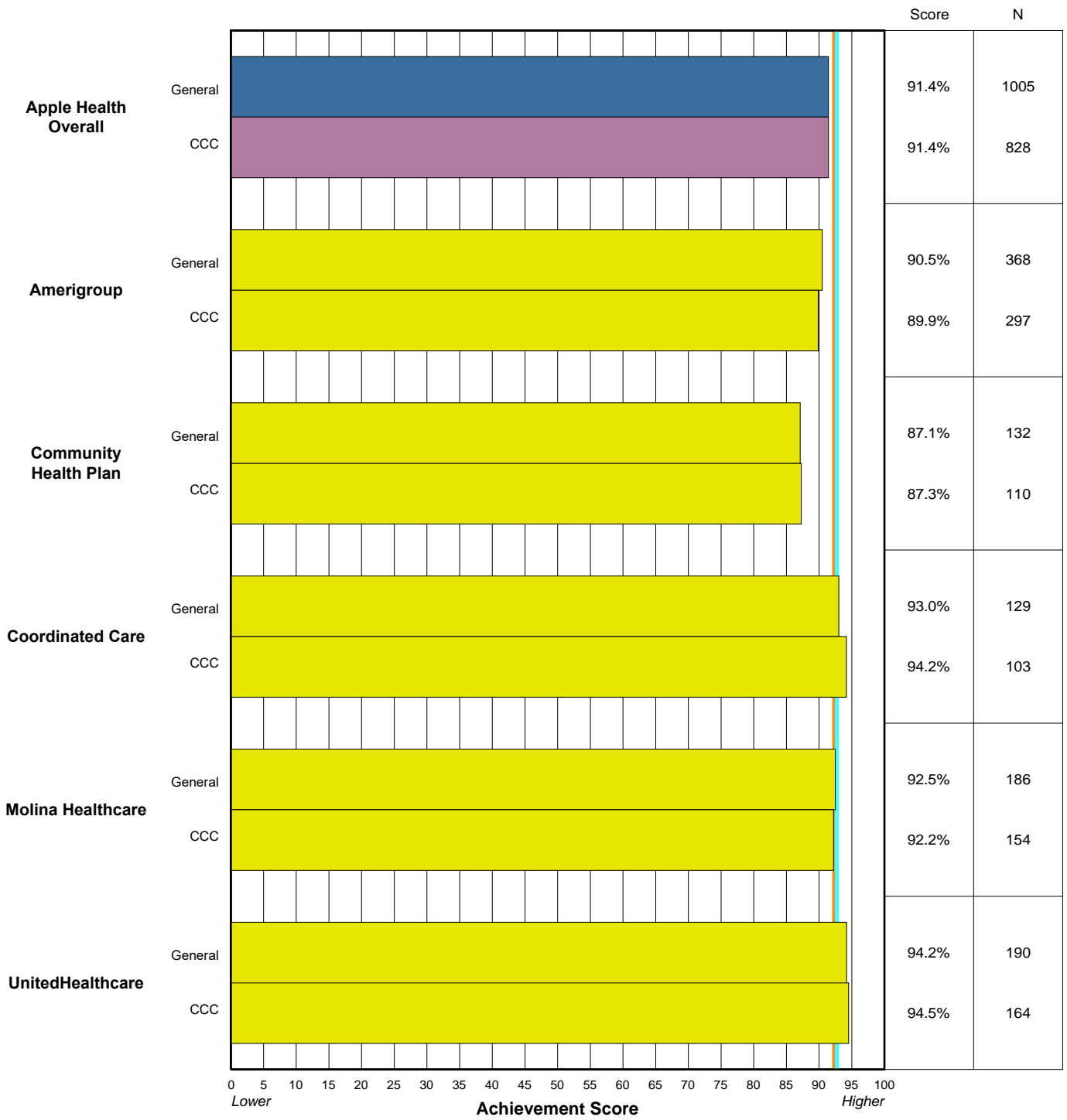


↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score

- Apple Health 2021 Overall General Population
- Statistically significantly higher than corresponding Overall score
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- Not statistically significantly different than corresponding Overall score
- Statistically significantly lower than corresponding Overall score
- Apple Health 2019 Overall CCC Population

Family Centered Care: Personal Doctor or Nurse Who Knows Child

Q38. Doctor understands how health conditions affect child's day-to-day life

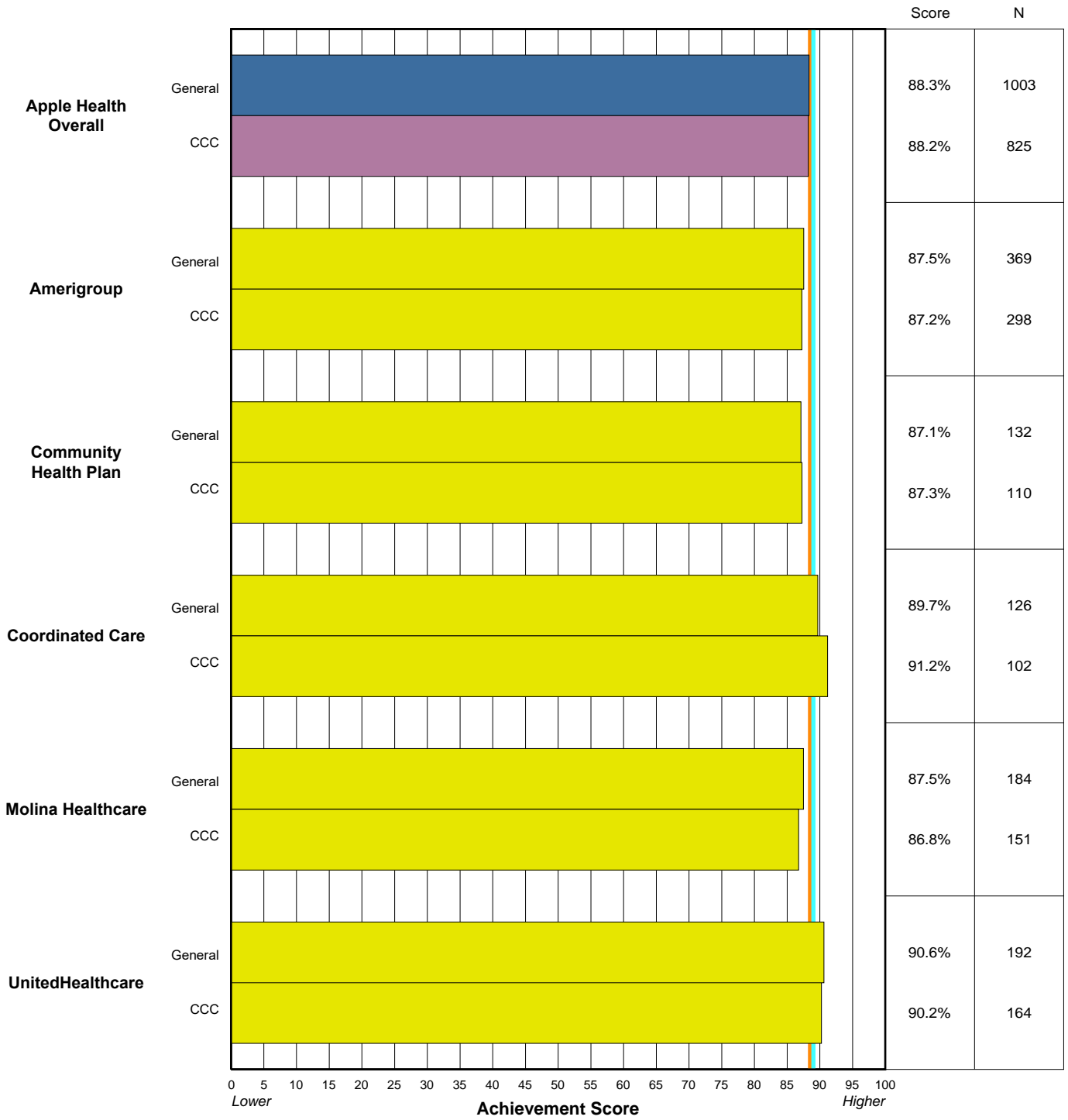


↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score

- Apple Health 2021 Overall General Population
- Statistically significantly higher than corresponding Overall score
- Apple Health 2019 Overall General Population
- Not statistically significantly different than corresponding Overall score
- Apple Health 2019 Overall CCC Population
- Statistically significantly lower than corresponding Overall score

Family Centered Care: Personal Doctor or Nurse Who Knows Child

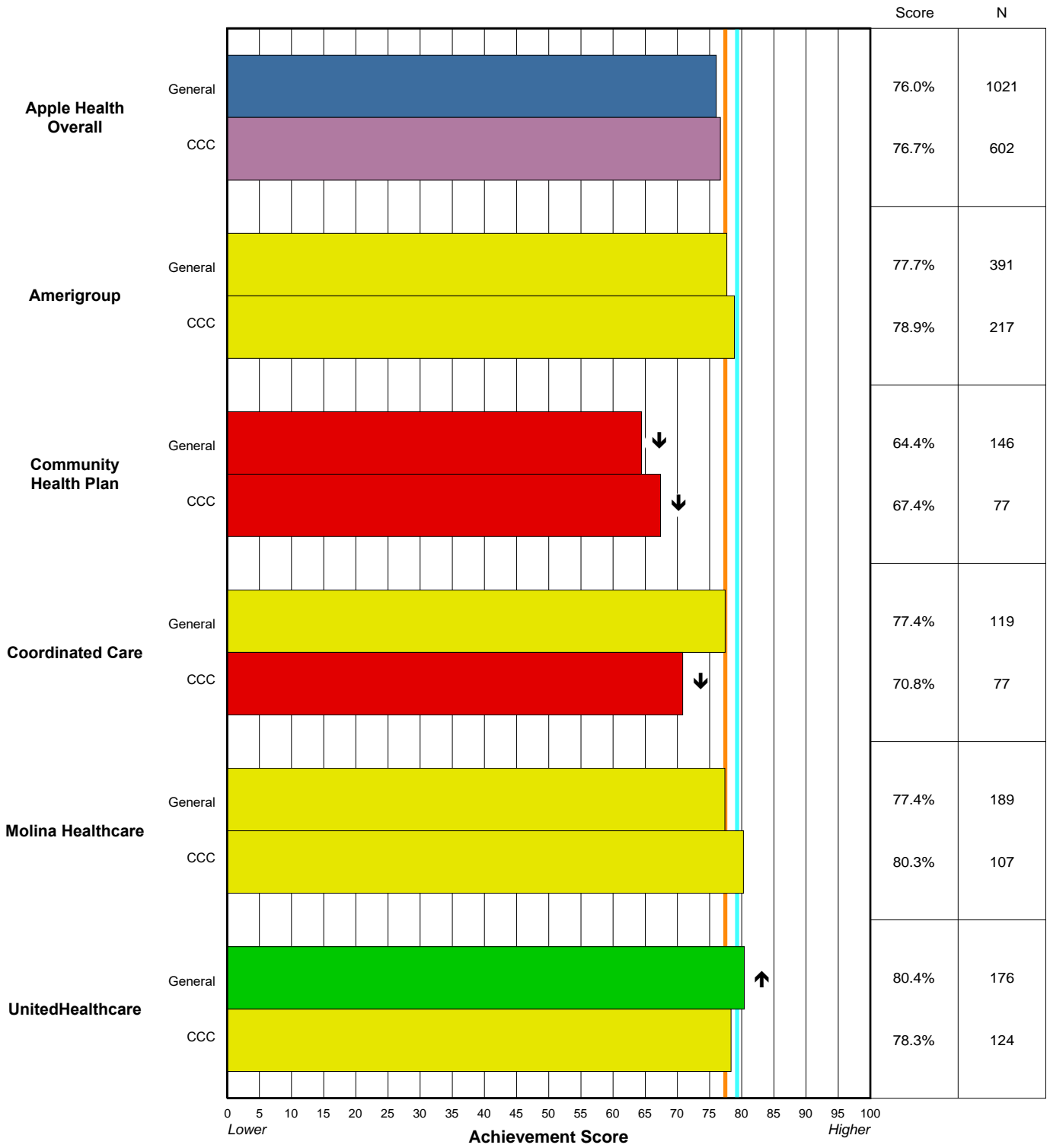
Q39. Doctor understands how health conditions affect family's day-to-day life



↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score

- Apple Health 2021 Overall General Population
- Statistically significantly higher than corresponding Overall score
- Apple Health 2019 Overall General Population
- Not statistically significantly different than corresponding Overall score
- Apple Health 2019 Overall CCC Population
- Statistically significantly lower than corresponding Overall score

Coordination of Care

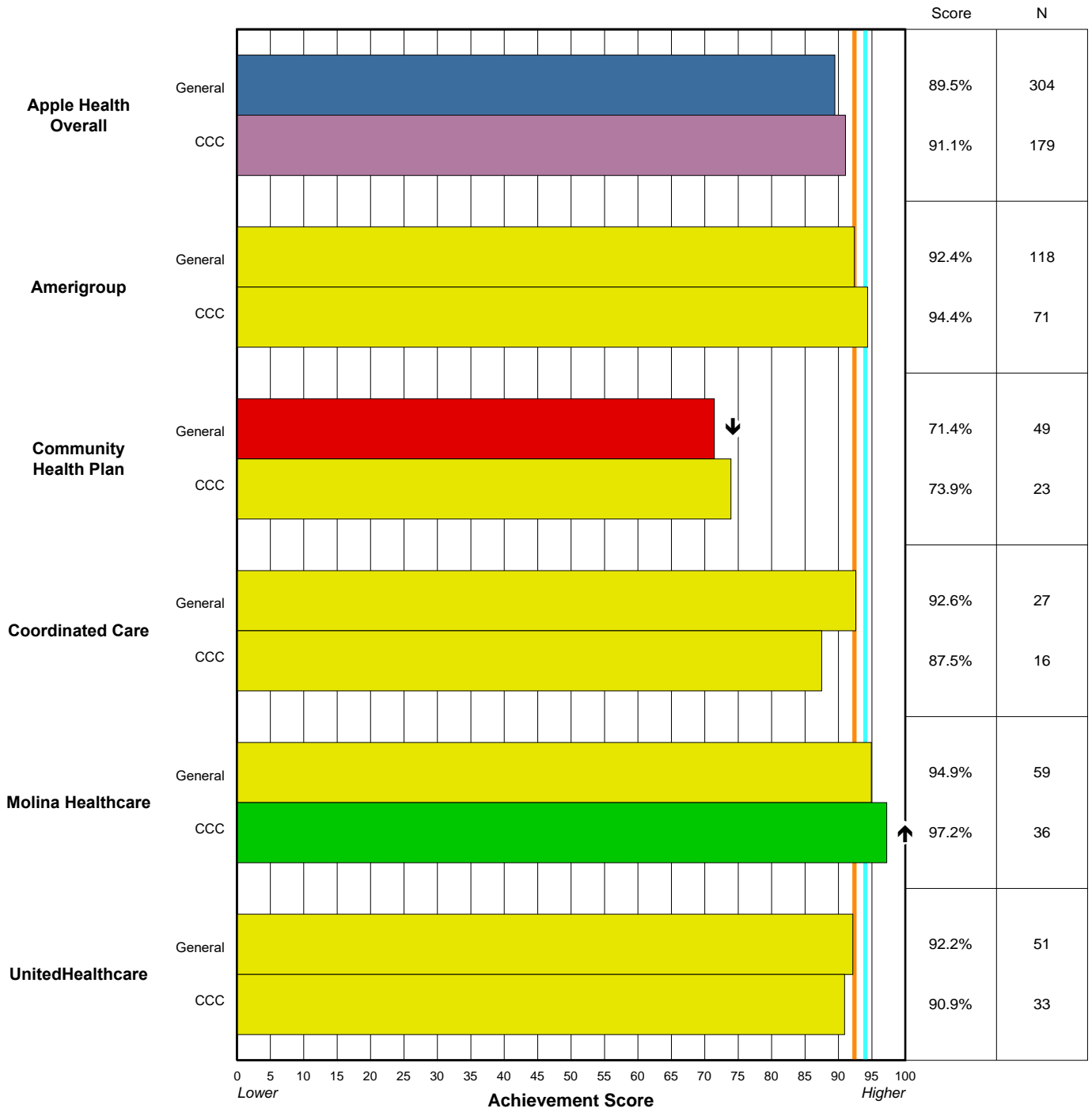


↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score

- Apple Health 2021 Overall General Population
- Statistically significantly higher than corresponding Overall score
- Apple Health 2019 Overall General Population
- Apple Health 2021 Overall CCC Population
- Not statistically significantly different than corresponding Overall score
- Apple Health 2019 Overall CCC Population
- Statistically significantly lower than corresponding Overall score

Coordination of Care

Q13. Child's doctors or other health providers gave you the help you needed in contacting your child's school or daycare

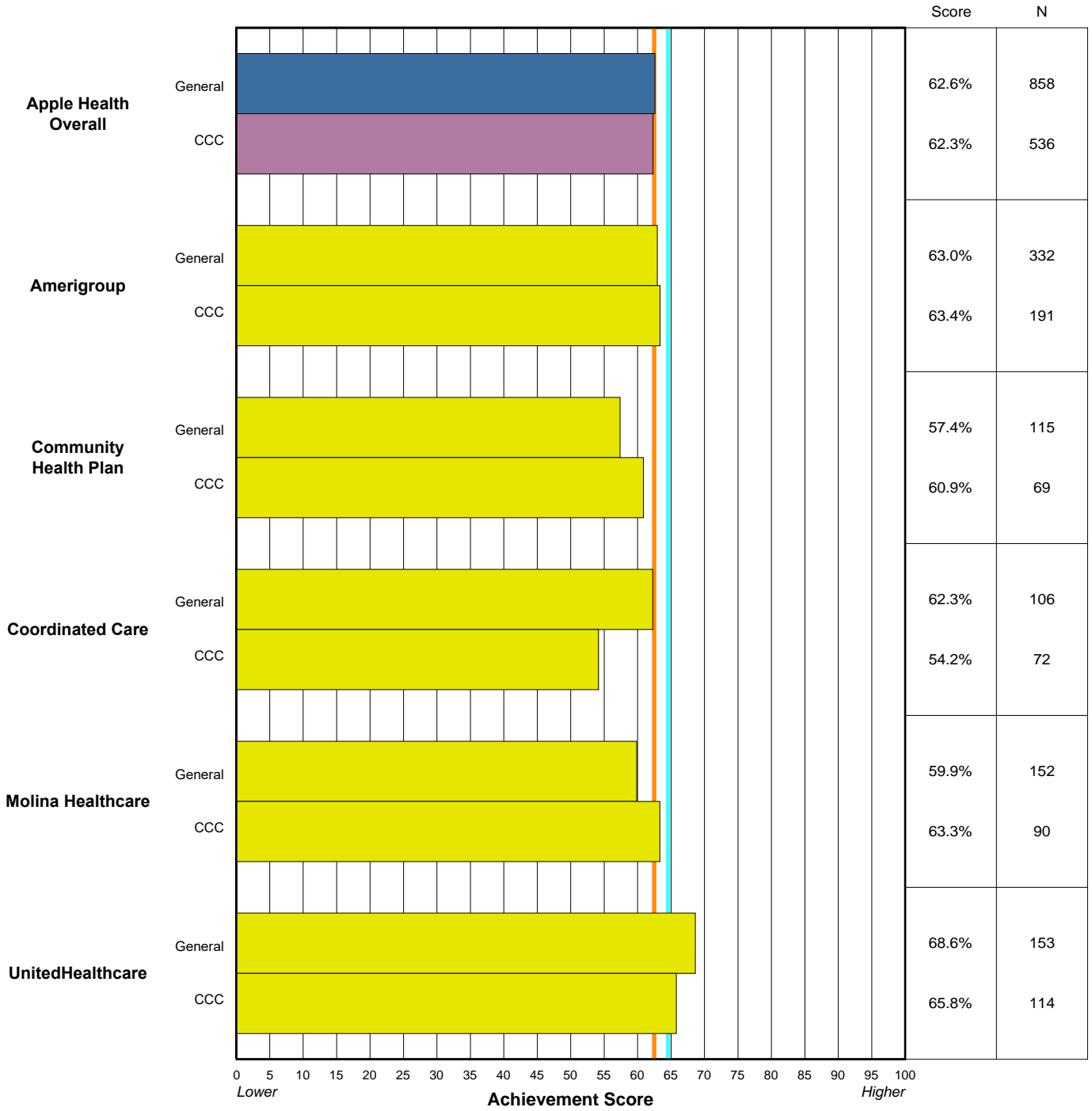


↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score

- Apple Health 2021 Overall General Population
- Statistically significantly higher than corresponding Overall score
- Apple Health 2019 Overall General Population
- Apple Health 2021 Overall CCC Population
- Not statistically significantly different than corresponding Overall score
- Apple Health 2019 Overall CCC Population
- Statistically significantly lower than corresponding Overall score

Coordination of Care

Q24. Someone from child's health plan, doctor's office or clinic helped coordinate child's care among different types of providers or services

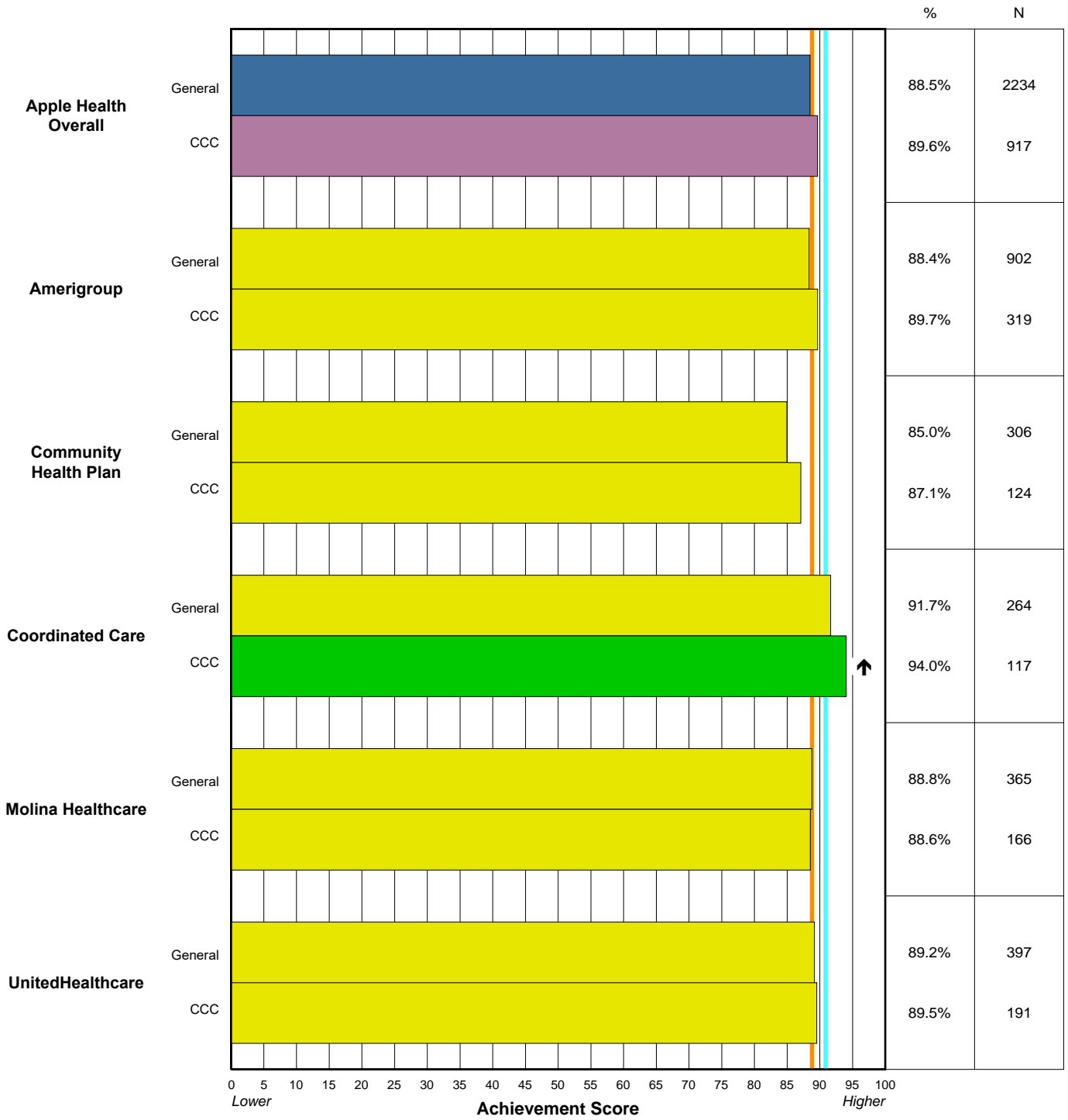


↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score

- Apple Health 2021 Overall General Population
- Apple Health 2021 Overall CCC Population
- Statistically significantly higher than corresponding Overall score
- Not statistically significantly different than corresponding Overall score
- Statistically significantly lower than corresponding Overall score
- Apple Health 2019 Overall General Population
- Apple Health 2019 Overall CCC Population

Single Items

Q8. Doctor usually or always answered questions about child's health

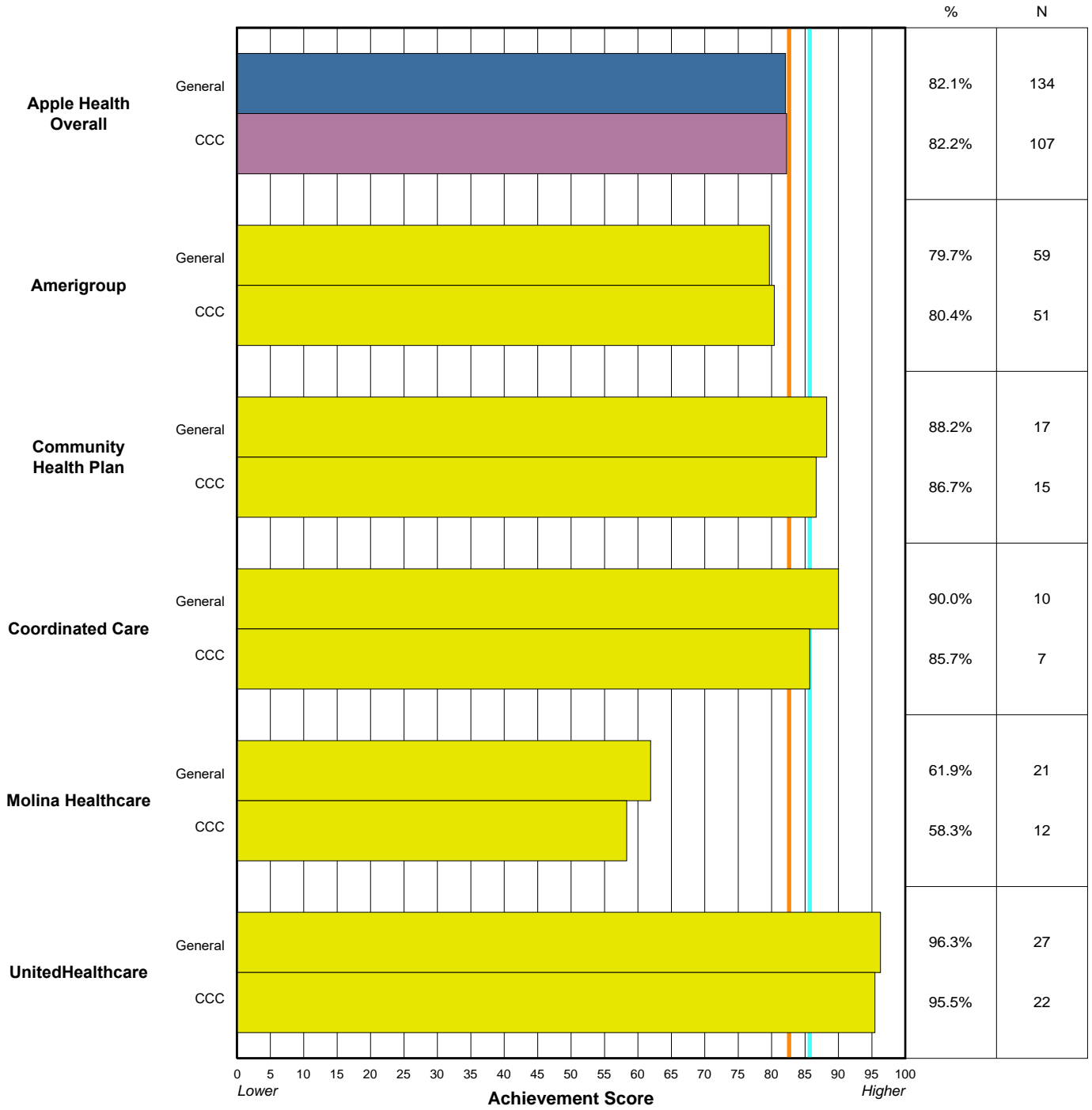


↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score

- Apple Health 2021 Overall General Population
- Statistically significantly higher than corresponding Overall score
- Apple Health 2019 Overall General Population
- Not statistically significantly different than corresponding Overall score
- Statistically significantly lower than corresponding Overall score
- Apple Health 2019 Overall CCC Population

Single Items

Q16. Someone from doctor's office helped get special medical equipment or devices for child

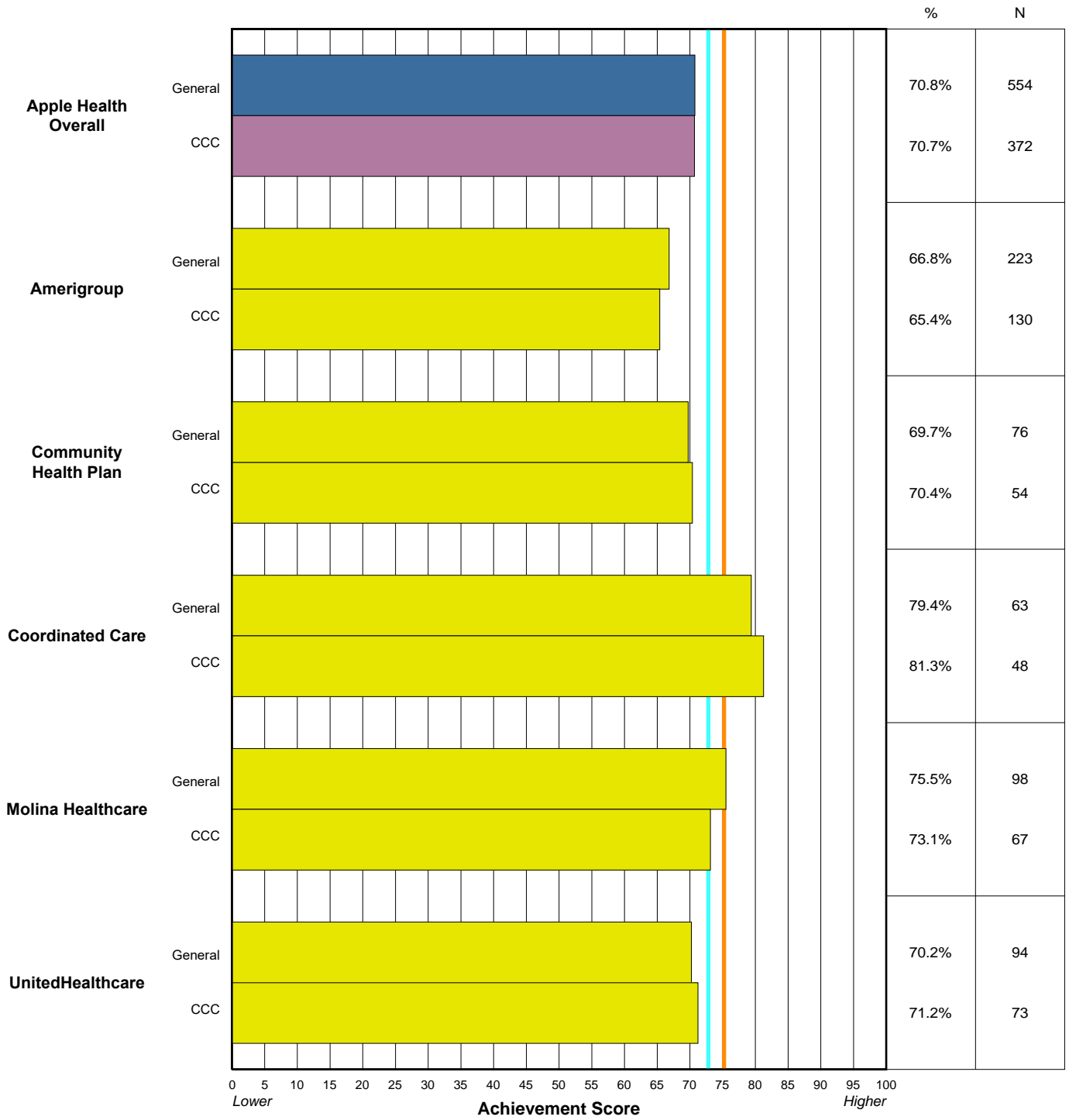


↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score

- Apple Health 2021 Overall General Population
- Apple Health 2021 Overall CCC Population
- Not statistically significantly different than corresponding Overall score
- Statistically significantly higher than corresponding Overall score
- Statistically significantly lower than corresponding Overall score
- Apple Health 2019 Overall General Population
- Apple Health 2019 Overall CCC Population

Single Items

Q19. Someone from doctor's office helped get therapy for child

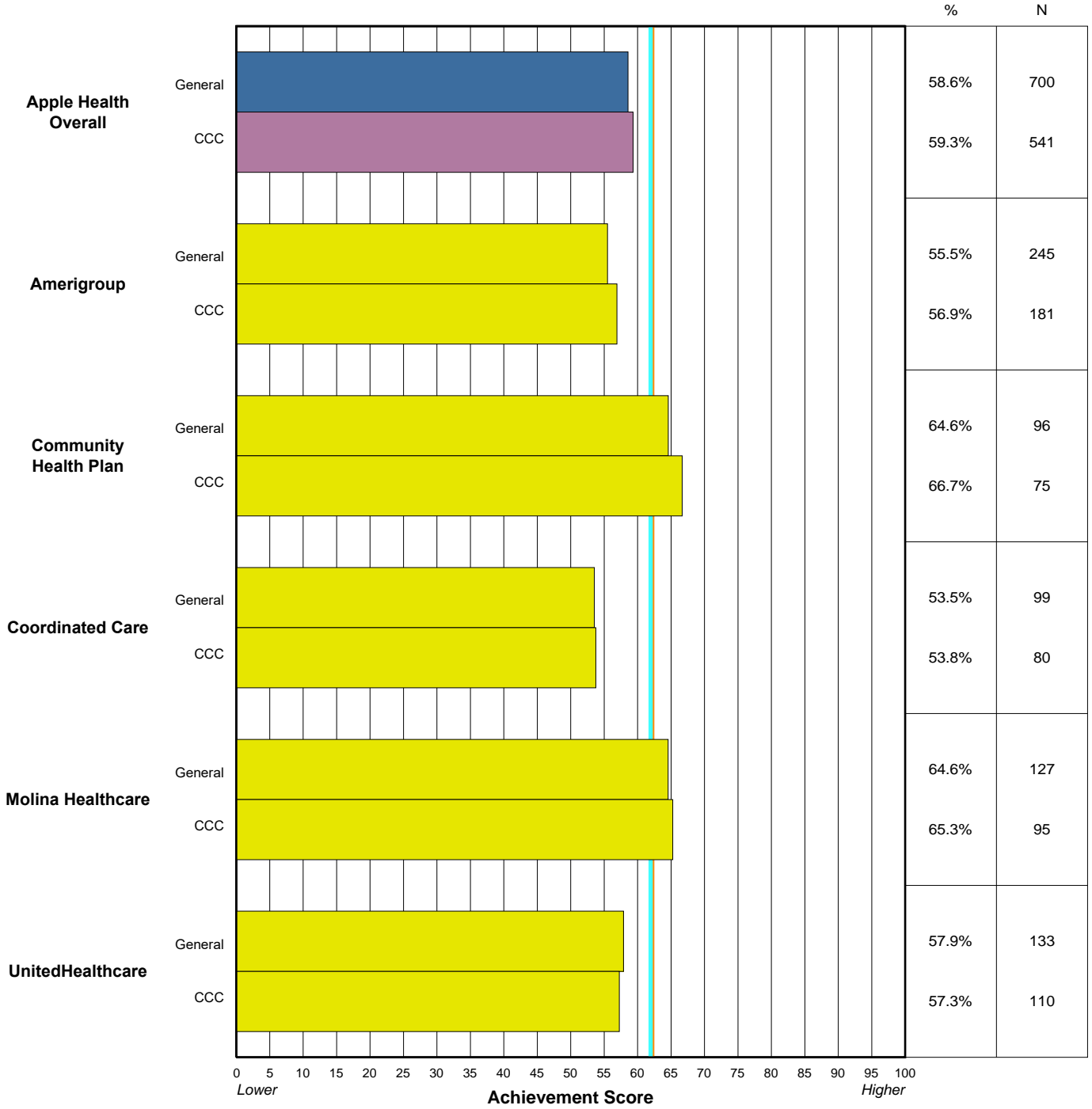


↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score

- Apple Health 2021 Overall General Population
- Apple Health 2021 Overall CCC Population
- Not statistically significantly different than corresponding Overall score
- Statistically significantly lower than corresponding Overall score
- Statistically significantly higher than corresponding Overall score
- Apple Health 2019 Overall General Population
- Apple Health 2019 Overall CCC Population

Single Items

Q22. Someone from doctor's office helped get treatment or counseling for child

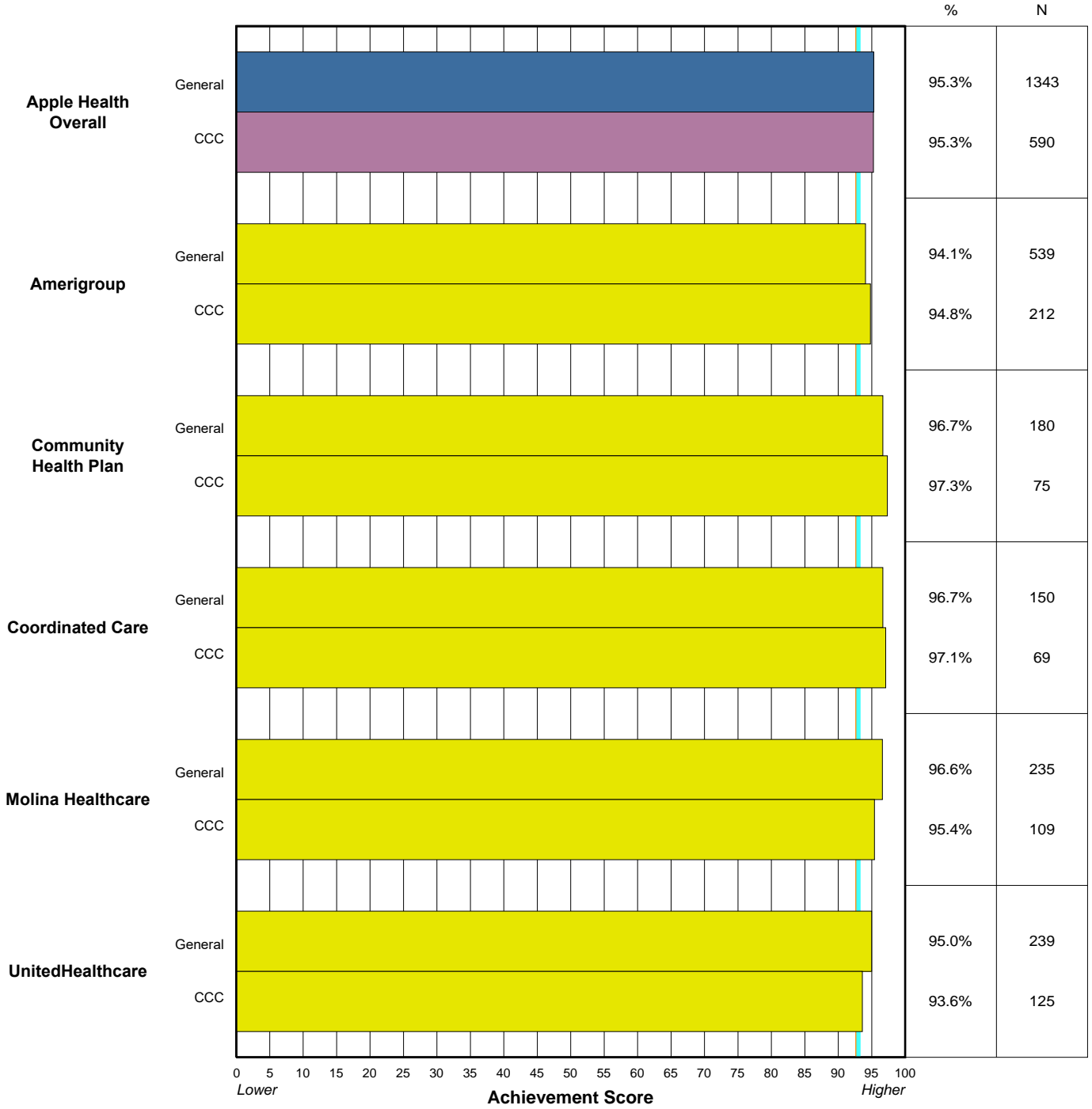


↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score

- Apple Health 2021 Overall General Population
- Statistically significantly higher than corresponding Overall score
- Apple Health 2019 Overall General Population
- Not statistically significantly different than corresponding Overall score
- Apple Health 2019 Overall CCC Population
- Statistically significantly lower than corresponding Overall score

Single Items

Q31. Doctor usually or always explained things in a way that was easy for child to understand

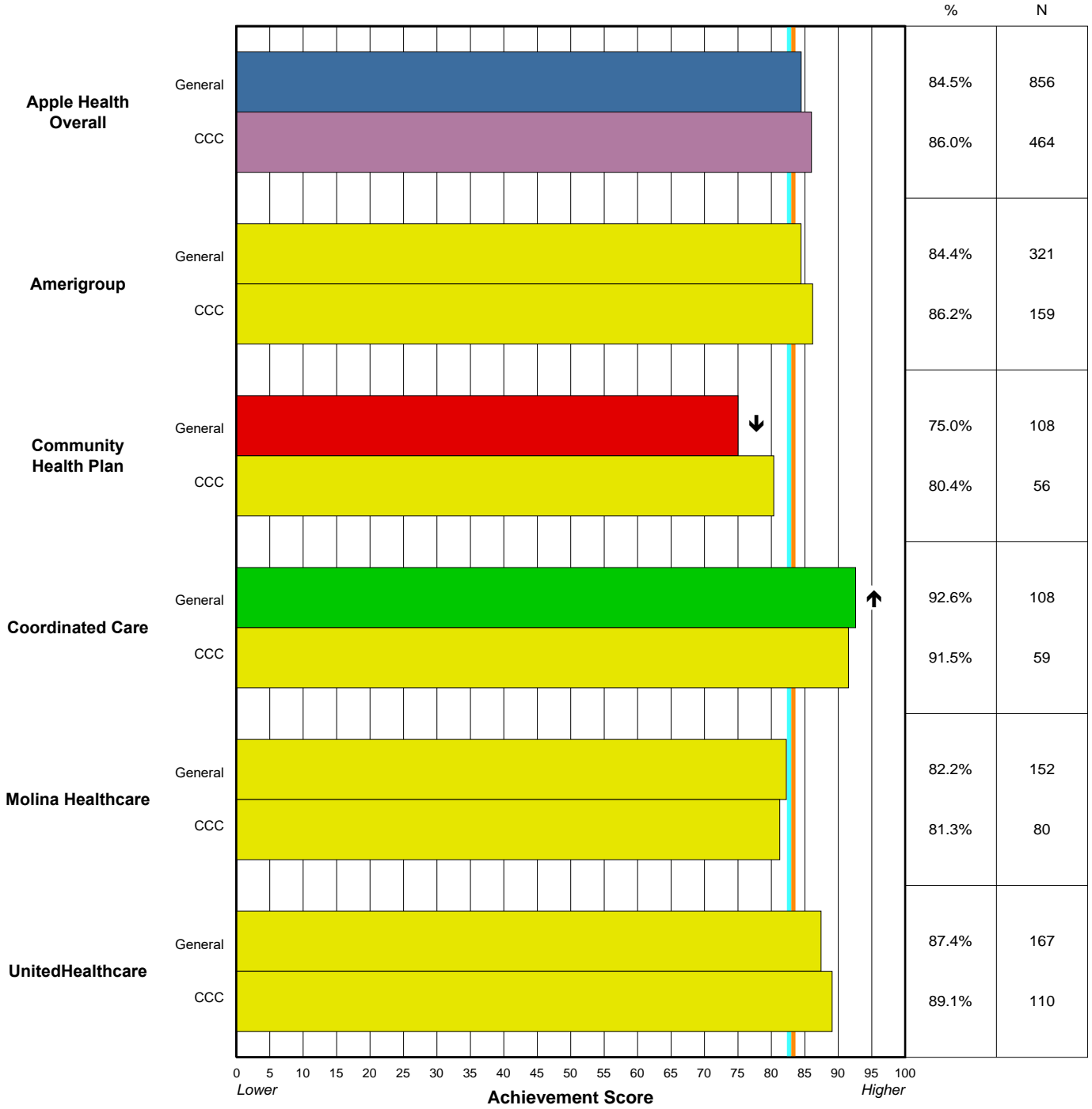


↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score

- Apple Health 2021 Overall General Population
- Statistically significantly higher than corresponding Overall score
- Apple Health 2019 Overall General Population
- Not statistically significantly different than corresponding Overall score
- Apple Health 2019 Overall CCC Population
- Statistically significantly lower than corresponding Overall score

Single Items

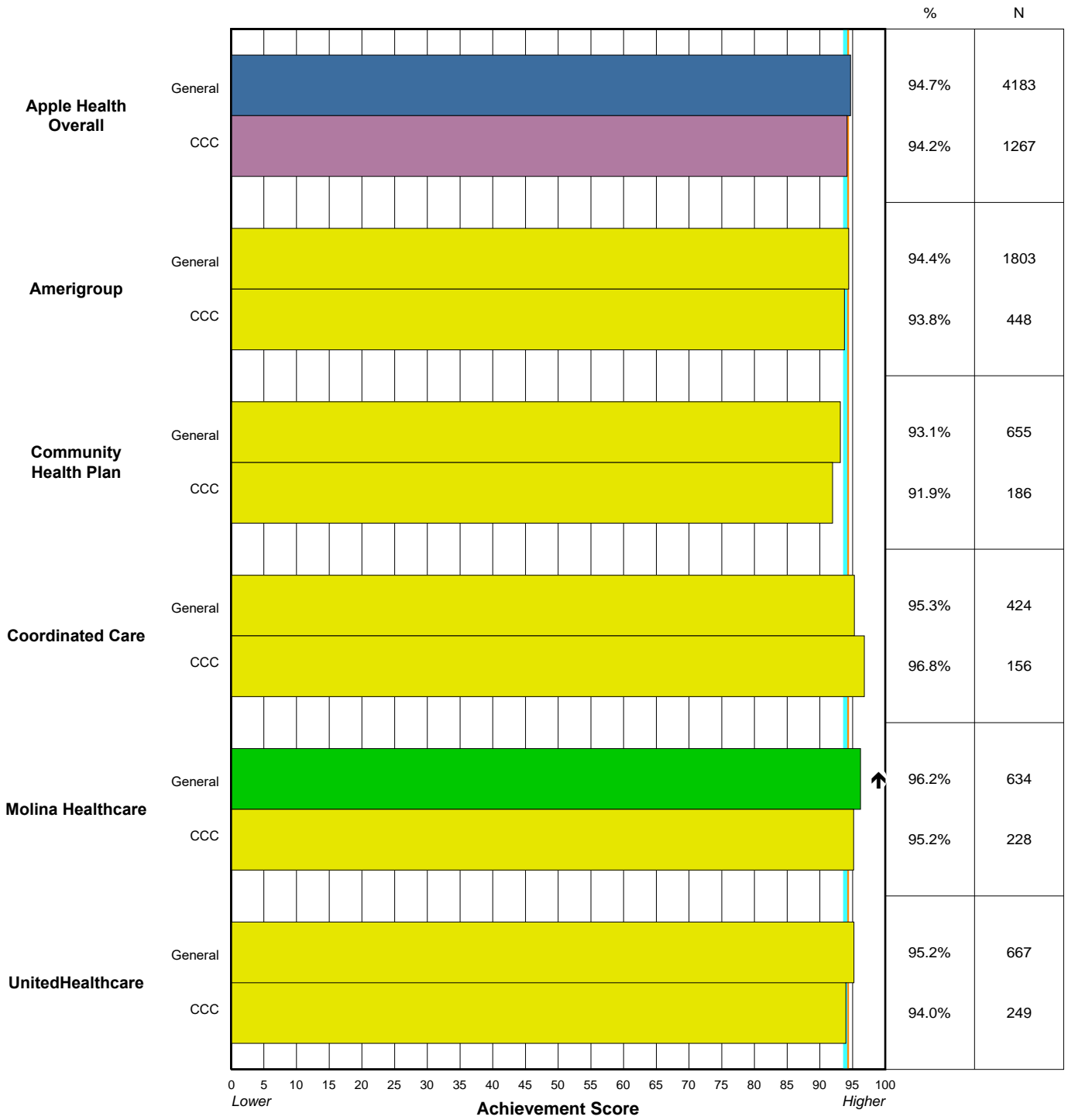
Q35. Personal doctor usually or always seemed informed about care child got from other providers



- Apple Health 2021 Overall General Population
- Apple Health 2021 Overall CCC Population
- Statistically significantly higher than corresponding Overall score
- Not statistically significantly different than corresponding Overall score
- Statistically significantly lower than corresponding Overall score
- Apple Health 2019 Overall General Population
- Apple Health 2019 Overall CCC Population

Single Items

PQ48. Forms from child's health plan were usually or always easy to fill out

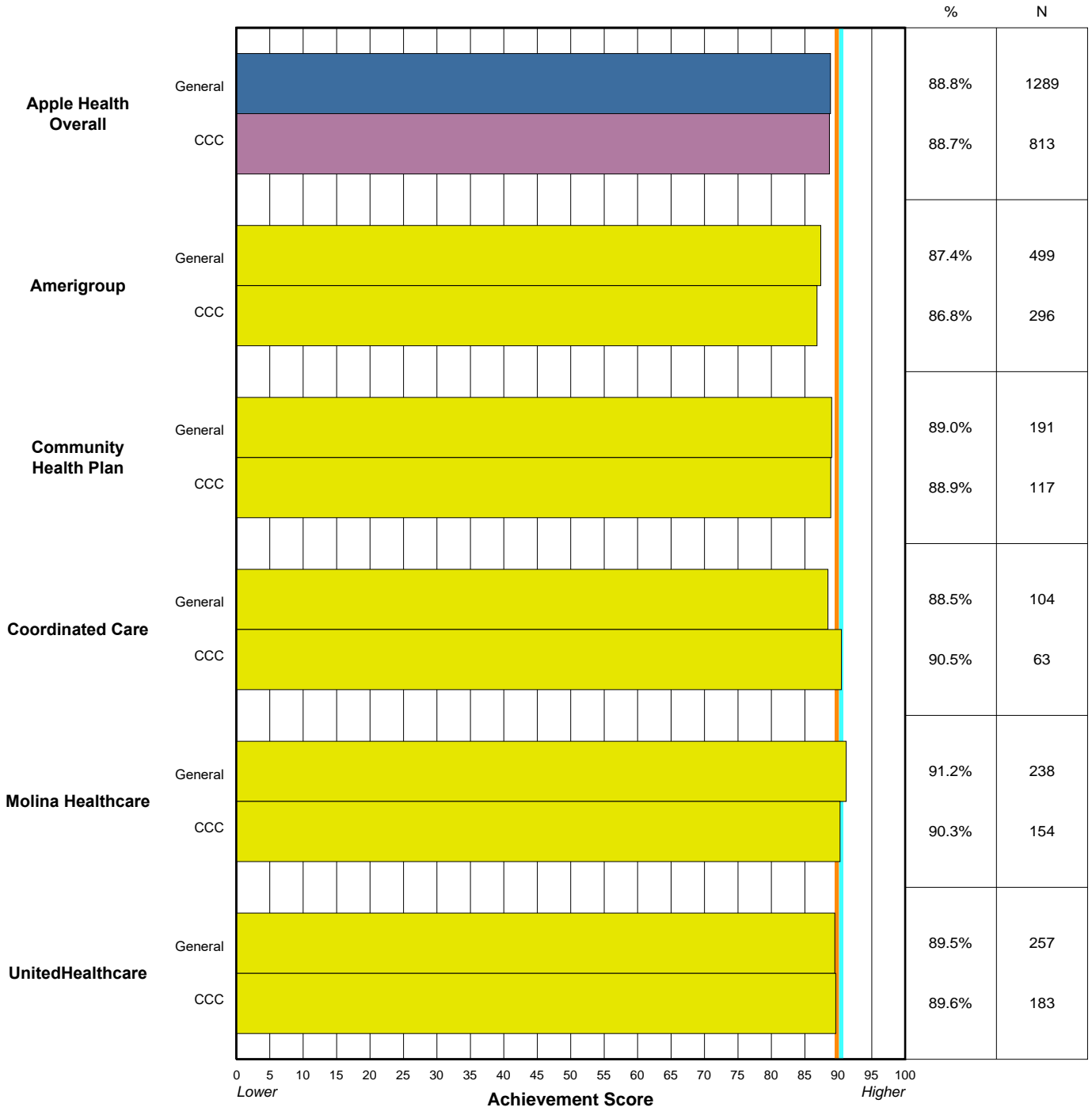


↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score

- Apple Health 2021 Overall General Population
- Statistically significantly higher than corresponding Overall score
- Apple Health 2019 Overall General Population
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- Apple Health 2019 Overall CCC Population
- Statistically significantly lower than corresponding Overall score

Single Items

Q51. Usually or always easy to get prescription medicines for child through health plan

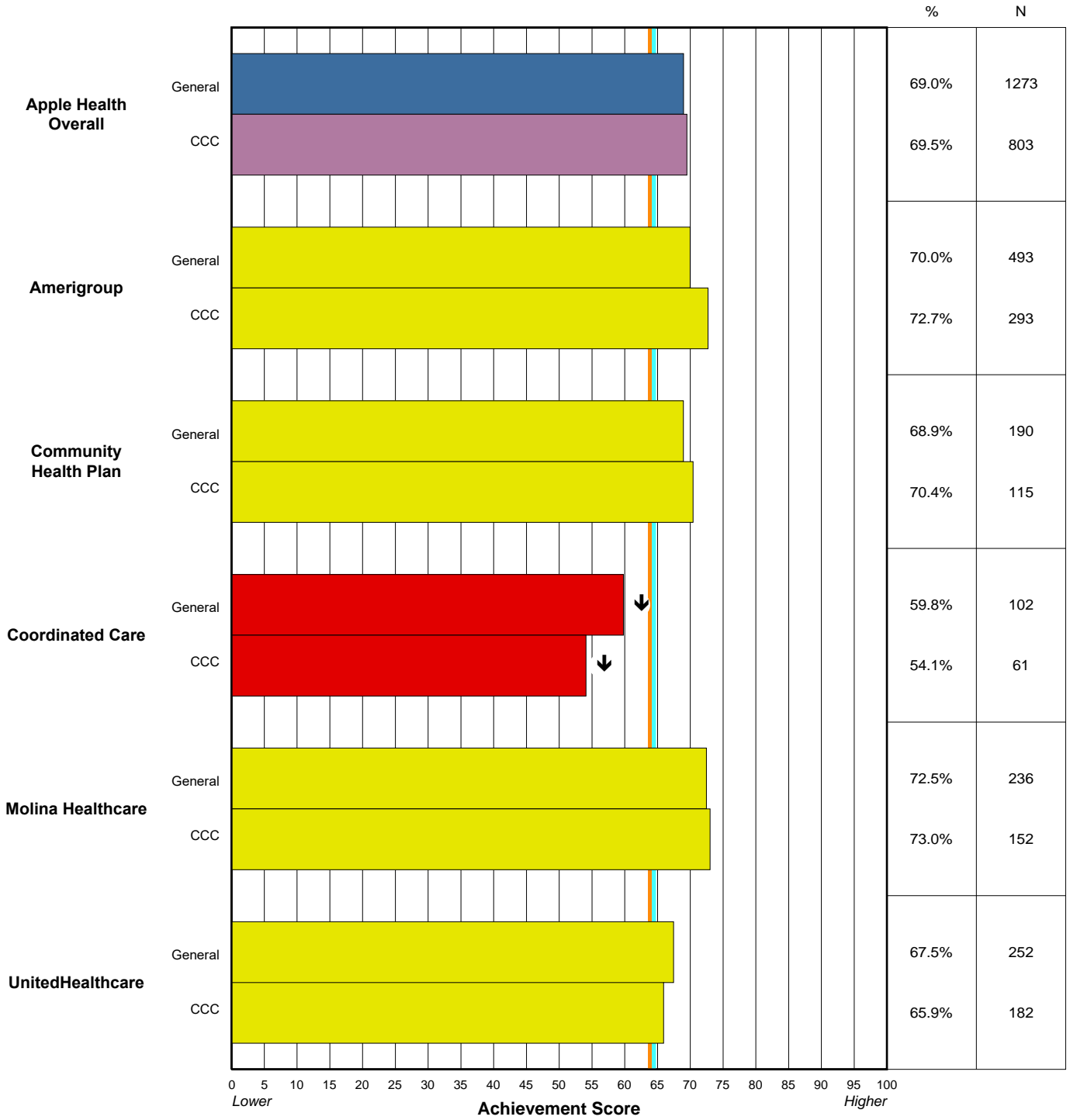


↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score

- Apple Health 2021 Overall General Population
- Statistically significantly higher than corresponding Overall score
- Apple Health 2019 Overall General Population
- Not statistically significantly different than corresponding Overall score
- Apple Health 2019 Overall CCC Population
- Statistically significantly lower than corresponding Overall score

Single Items

Q52. Someone from doctor's office helped get child's prescription medicines

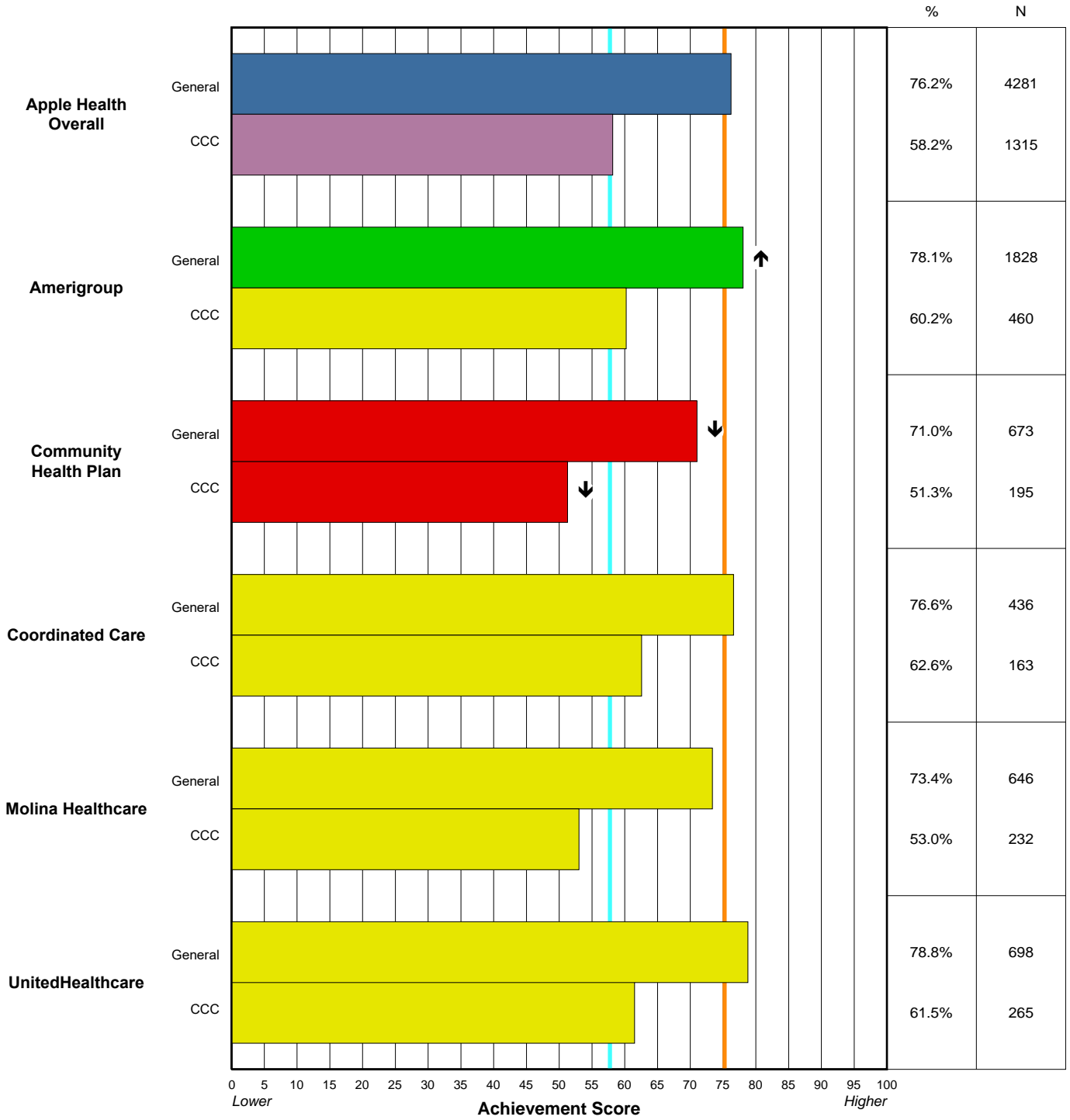


↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score

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- Apple Health 2019 Overall CCC Population
- Statistically significantly lower than corresponding Overall score

Single Items

Q53. Excellent or very good rating of child's overall health

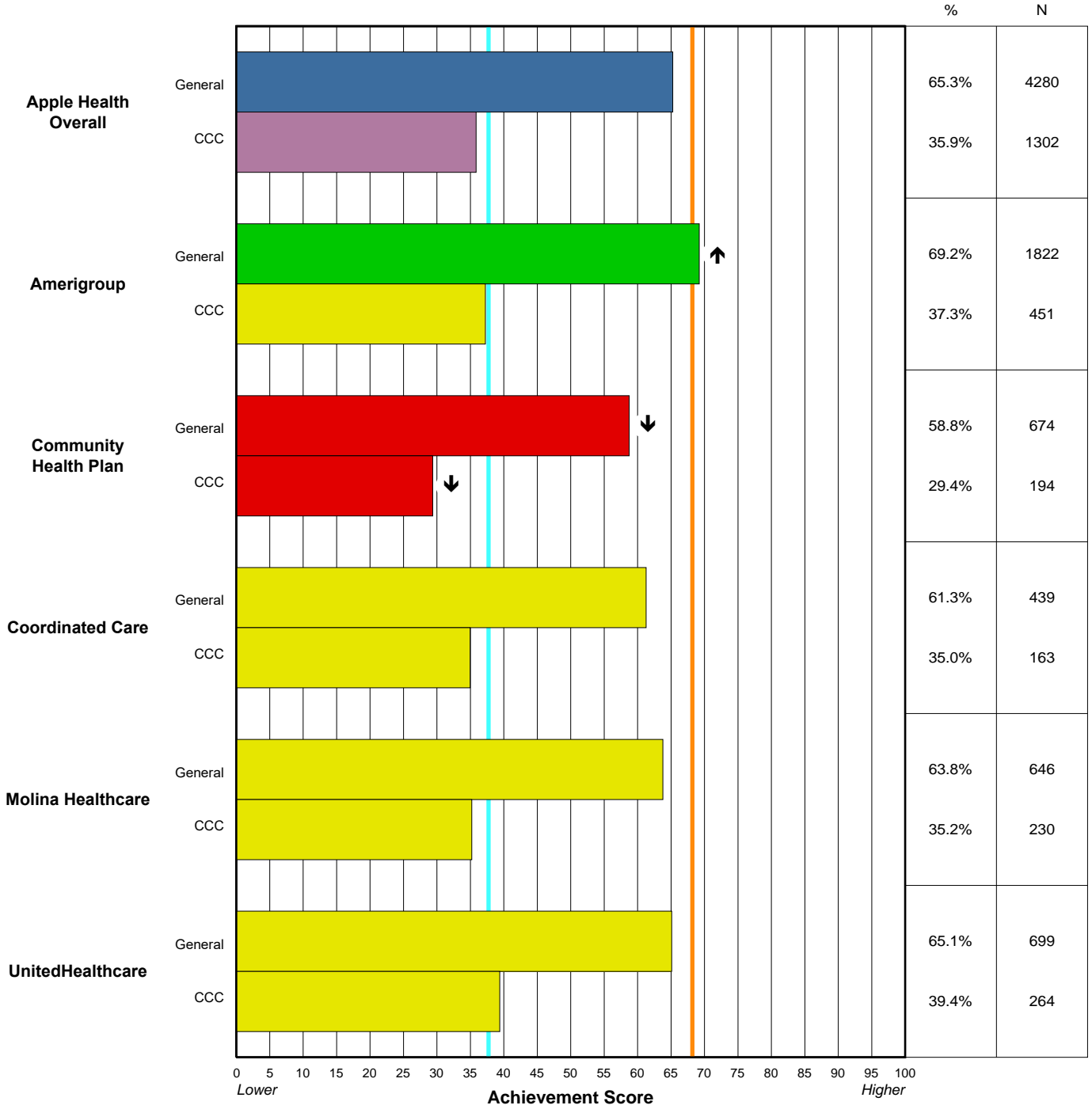


↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score

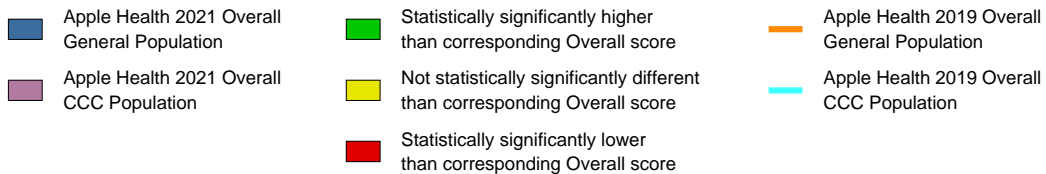
- Apple Health 2021 Overall General Population
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- Apple Health 2021 Overall CCC Population
- Not statistically significantly different than corresponding Overall score
- Apple Health 2019 Overall CCC Population
- Statistically significantly lower than corresponding Overall score

Single Items

Q54. Excellent or very good rating of child's overall mental or emotional health

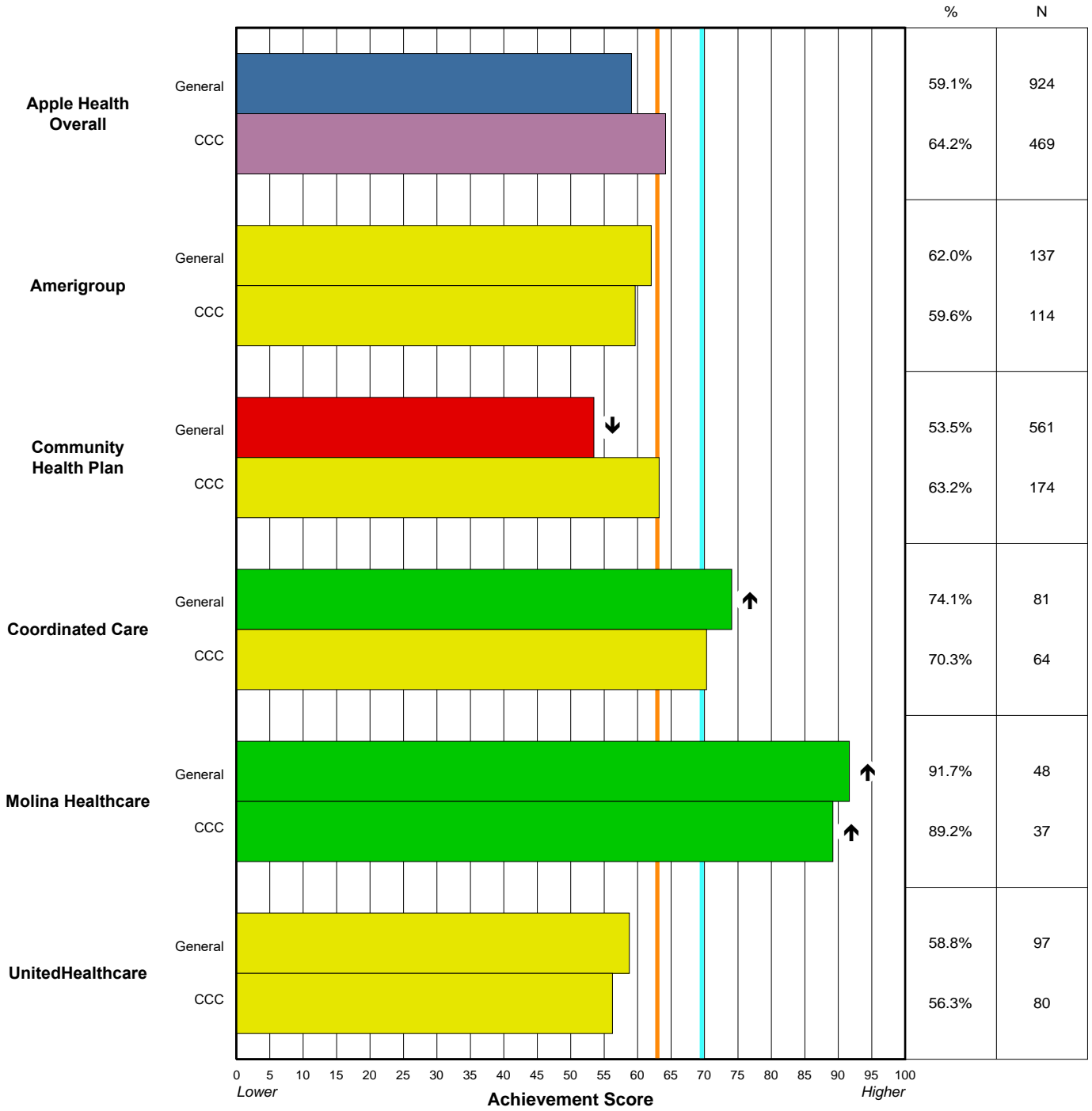


↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score



Supplemental Item Measures

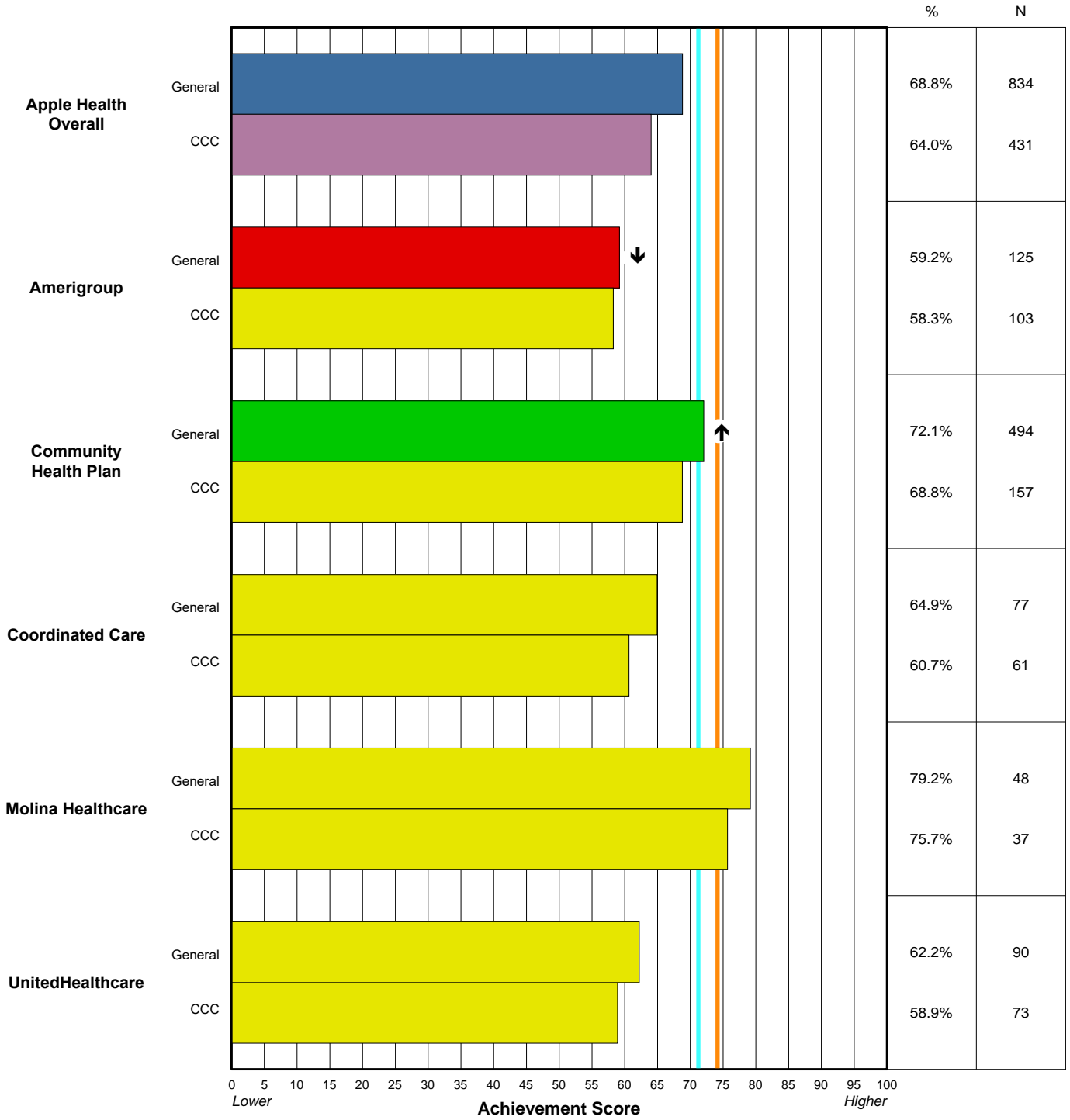
HCA_5. Usually or always easy to get needed treatment or counseling through health plan



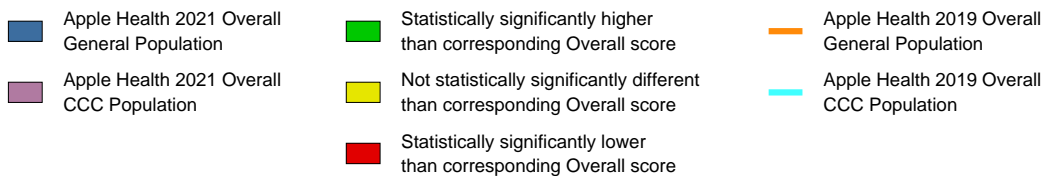
↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score

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- Statistically significantly higher than corresponding Overall score
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- Statistically significantly lower than corresponding Overall score

Supplemental Item Measures HCA_6. Rating of treatment or counseling

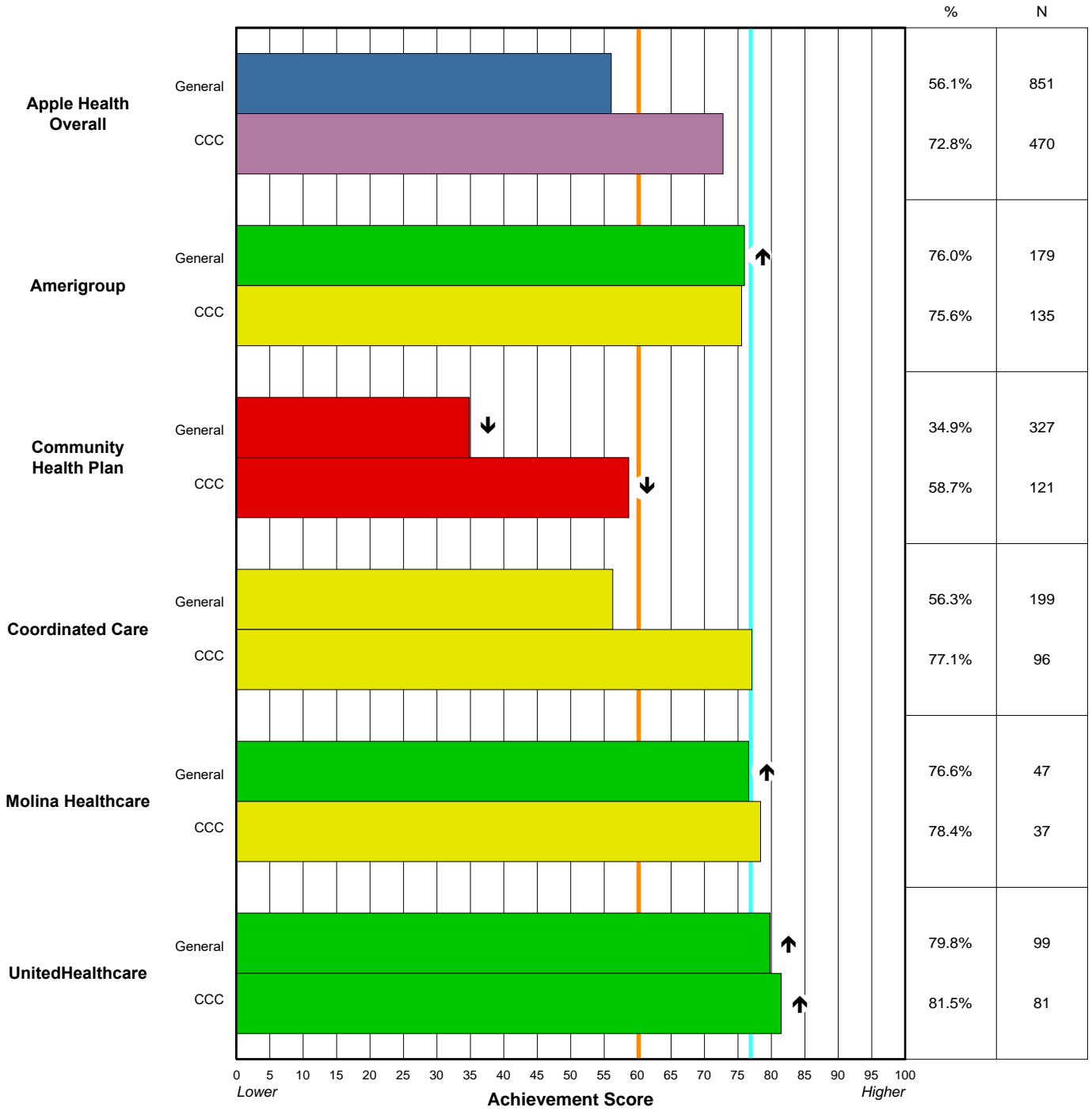


↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score



Supplemental Item Measures

HCA_7. Usually or always involved as much as wanted in child's mental health care or counseling



↑↓ Score statistically significantly higher/lower than corresponding Apple Health Overall Score

- Apple Health 2021 Overall General Population
- Statistically significantly higher than corresponding Overall score
- Apple Health 2019 Overall General Population
- Apple Health 2021 Overall CCC Population
- Not statistically significantly different than corresponding Overall score
- Apple Health 2019 Overall CCC Population
- Statistically significantly lower than corresponding Overall score

Responses by Question

The *Responses by Question* section shows the proportions of respondents (N) and the associated percentage (%) who selected each response option for each question in the survey. DataStat does not display cell counts with fewer than 11 observations on key demographic questions. For those questions, cells with fewer than 11 observations will be labelled with 'NA'.

Where applicable, the question presentation identifies the Reporting Category and displays the achievement score, the correlation with satisfaction, and the priority rating. The achievement score is computed as the proportion of responses qualifying as achievements. In general, somewhat positive responses are included with positive responses as achievements. Achievement scores are considered "high" when the score is 80% or higher. Correlations are computed between responses to specific performance-related items and Q54, which is the rating question in the survey instrument measuring overall satisfaction with the health plan. A correlation coefficient of 0.40 or greater indicates a relatively high correlation with health plan satisfaction. The priority rating corresponds to the quadrant in which the question falls on the priority matrix. Please see the *Priority Matrices* section for the full plot graph for each composite.

General Population includes responses from all selected eligible child enrollees, while the CCC Population includes responses from a subset of the General Population, those whose responses to the survey-based screening tool indicated that the child has a chronic condition. The two populations are not mutually exclusive, as the CCC Population respondents are part of the General Population. Additional information regarding the survey-based screening tool can be found in the *Methodology and Definitions* section of this report.

A red, yellow, or green dot is found next to each item score to easily identify items that merit attention. The dot colors are defined as follows: Green: score is equal to or higher than 80%, Yellow: score is less than 80% and but equal to or higher than 70%, Red: score is less than 70%.

The combination of all five Apple Health plans is presented as Apple Health. Participating plans were: Amerigroup Washington, Inc. (AMG), Community Health Plan of Washington (CHPW), Coordinated Care of Washington (CCW), Molina Healthcare of Washington, Inc. (MHW), and UnitedHealthcare Community Plan (UHC).

Q1. Our records show that your child is now in [HEALTH PLAN NAME]. Is that right?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	4298	100.0%	1300	100.0%	1863	100.0%	461	100.0%	666	100.0%	191	100.0%	442	100.0%	163	100.0%	639	100.0%	226	100.0%	688	100.0%	259	100.0%
No	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total	4298	100.0%	1300	100.0%	1863	100.0%	461	100.0%	666	100.0%	191	100.0%	442	100.0%	163	100.0%	639	100.0%	226	100.0%	688	100.0%	259	100.0%
Not Answered	73		25		11		3		17		5		3		1		20		8		22		8	

Your Child's Health Care in the Last 6 Months

Q3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Yes	695 16.1%	347 26.4%	309 16.7%	138 30.2%	89 13.1%	40 20.6%	76 17.2%	47 28.8%	119 18.1%	62 26.7%	102 14.4%	60 22.6%
No	3635 83.9%	965 73.6%	1539 83.3%	319 69.8%	588 86.9%	154 79.4%	365 82.8%	116 71.2%	538 81.9%	170 73.3%	605 85.6%	206 77.4%
Total	4330 100.0%	1312 100.0%	1848 100.0%	457 100.0%	677 100.0%	194 100.0%	441 100.0%	163 100.0%	657 100.0%	232 100.0%	707 100.0%	266 100.0%
Not Answered	41	13	26	7	6	2	4	1	2	2	3	1

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

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Never	14 2.1%	4 1.2%	7 2.3%	2 1.5%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	3 2.6%	0 0.0%	4 4.0%	2 3.4%
Sometimes	63 9.3%	26 7.7%	28 9.2%	10 7.4%	9 10.7%	3 7.9%	3 4.2%	1 2.3%	12 10.3%	6 9.7%	11 11.0%	6 10.2%
Usually	106 15.7%	56 16.6%	46 15.1%	19 14.1%	19 22.6%	11 28.9%	9 12.5%	7 16.3%	17 14.5%	10 16.1%	15 15.0%	9 15.3%
Always	494 73.0%	251 74.5%	223 73.4%	104 77.0%	56 66.7%	24 63.2%	60 83.3%	35 81.4%	85 72.6%	46 74.2%	70 70.0%	42 71.2%
Total	677 100.0%	337 100.0%	304 100.0%	135 100.0%	84 100.0%	38 100.0%	72 100.0%	43 100.0%	117 100.0%	62 100.0%	100 100.0%	59 100.0%
Not Answered	18	10	5	3	5	2	4	4	2	0	2	1
Reporting Category	Getting Care Quickly											
Achievement Score	88.6% ●	91.1% ●	88.5% ●	91.1% ●	89.3% ●	92.1% ●	95.8% ●	97.7% ●	87.2% ●	90.3% ●	85.0% ●	86.4% ●
Correlation with Satisfaction	0.172	0.288	0.180	0.215	0.274	0.363	0.049	0.046	0.098	0.341	0.181	0.421
Priority Rating	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	High

Q5. In the last 6 months, did you make any in person, phone, or video appointments for a check-up or routine care for your child?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Yes	2340 54.3%	922 70.5%	952 51.5%	312 68.1%	334 49.5%	130 67.4%	255 58.4%	117 72.7%	395 61.1%	172 74.5%	404 57.6%	191 72.1%
No	1970 45.7%	386 29.5%	898 48.5%	146 31.9%	341 50.5%	63 32.6%	182 41.6%	44 27.3%	252 38.9%	59 25.5%	297 42.4%	74 27.9%
Total	4310 100.0%	1308 100.0%	1850 100.0%	458 100.0%	675 100.0%	193 100.0%	437 100.0%	161 100.0%	647 100.0%	231 100.0%	701 100.0%	265 100.0%
Not Answered	61	17	24	6	8	3	8	3	12	3	9	2

○ Response scored as: ● Room for Improvement ● Achievement

Your Child's Health Care in the Last 6 Months (continued)

Q6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
● Never	50 2.2%	13 1.4%	31 3.4%	7 2.3%	6 1.9%	1 0.8%	5 2.0%	0 0.0%	3 0.8%	3 1.8%	5 1.3%	2 1.1%
● Sometimes	412 18.2%	117 13.0%	163 17.8%	38 12.4%	75 23.7%	23 18.4%	28 11.2%	4 3.5%	67 17.5%	24 14.2%	79 20.1%	28 15.1%
● Usually	434 19.2%	217 24.1%	163 17.8%	76 24.8%	69 21.8%	28 22.4%	54 21.6%	29 25.7%	82 21.4%	42 24.9%	66 16.8%	42 22.6%
● Always	1365 60.4%	552 61.4%	561 61.1%	185 60.5%	167 52.7%	73 58.4%	163 65.2%	80 70.8%	231 60.3%	100 59.2%	243 61.8%	114 61.3%
Total	2261 100.0%	899 100.0%	918 100.0%	306 100.0%	317 100.0%	125 100.0%	250 100.0%	113 100.0%	383 100.0%	169 100.0%	393 100.0%	186 100.0%
Not Answered	79	23	34	6	17	5	5	4	12	3	11	5
Reporting Category												
	Getting Care Quickly											
Achievement Score	79.6% ●	85.5% ●	78.9% ●	85.3% ●	74.4% ●	80.8% ●	86.8% ●	96.5% ●	81.7% ●	84.0% ●	78.6% ●	83.9% ●
Correlation with Satisfaction	0.156	0.188	0.163	0.184	0.151	0.203	0.064	0.075	0.193	0.288	0.164	0.145
Priority Rating	Medium	Low	Medium	Low	Medium	Low	Low	Low	Low	Low	Medium	Low

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

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
None	1972 46.5%	357 27.8%	920 50.3%	130 29.0%	343 52.4%	61 32.6%	159 37.1%	39 24.5%	269 42.0%	64 27.8%	281 40.8%	63 24.3%
1 time	999 23.6%	252 19.6%	413 22.6%	81 18.0%	152 23.2%	42 22.5%	117 27.3%	33 20.8%	143 22.3%	46 20.0%	174 25.3%	50 19.3%
2 times	572 13.5%	245 19.1%	219 12.0%	83 18.5%	78 11.9%	33 17.6%	69 16.1%	27 17.0%	97 15.1%	43 18.7%	109 15.8%	59 22.8%
3 times	298 7.0%	167 13.0%	121 6.6%	61 13.6%	37 5.6%	23 12.3%	29 6.8%	20 12.6%	59 9.2%	33 14.3%	52 7.5%	30 11.6%
4 times	144 3.4%	85 6.6%	47 2.6%	22 4.9%	18 2.7%	13 7.0%	21 4.9%	16 10.1%	36 5.6%	18 7.8%	22 3.2%	16 6.2%
5 to 9 times	155 3.7%	98 7.6%	74 4.0%	43 9.6%	16 2.4%	9 4.8%	17 4.0%	12 7.5%	20 3.1%	13 5.7%	28 4.1%	21 8.1%
10 or more times	102 2.4%	80 6.2%	35 1.9%	29 6.5%	11 1.7%	6 3.2%	16 3.7%	12 7.5%	17 2.7%	13 5.7%	23 3.3%	20 7.7%
Total	4242 100.0%	1284 100.0%	1829 100.0%	449 100.0%	655 100.0%	187 100.0%	428 100.0%	159 100.0%	641 100.0%	230 100.0%	689 100.0%	259 100.0%
Not Answered	129	41	45	15	28	9	17	5	18	4	21	8

○ Response scored as: ● Room for Improvement ● Achievement

Your Child's Health Care in the Last 6 Months (continued)

Q8. In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
● Never	54 2.4%	19 2.1%	20 2.2%	7 2.2%	7 2.3%	2 1.6%	10 3.8%	4 3.4%	7 1.9%	3 1.8%	10 2.5%	3 1.6%
● Sometimes	203 9.1%	76 8.3%	85 9.4%	26 8.2%	39 12.7%	14 11.3%	12 4.5%	3 2.6%	34 9.3%	16 9.6%	33 8.3%	17 8.9%
● Usually	376 16.8%	190 20.7%	150 16.6%	72 22.6%	58 19.0%	27 21.8%	40 15.2%	19 16.2%	64 17.5%	35 21.1%	64 16.1%	37 19.4%
● Always	1601 71.7%	632 68.9%	647 71.7%	214 67.1%	202 66.0%	81 65.3%	202 76.5%	91 77.8%	260 71.2%	112 67.5%	290 73.0%	134 70.2%
Total	2234 100.0%	917 100.0%	902 100.0%	319 100.0%	306 100.0%	124 100.0%	264 100.0%	117 100.0%	365 100.0%	166 100.0%	397 100.0%	191 100.0%
Not Answered	36	10	7	0	6	2	5	3	7	0	11	5
Reporting Category	Single Items											
Achievement Score	88.5% ●	89.6% ●	88.4% ●	89.7% ●	85.0% ●	87.1% ●	91.7% ●	94.0% ●	88.8% ●	88.6% ●	89.2% ●	89.5% ●
Correlation with Satisfaction	0.215	0.215	0.246	0.309	0.286	0.228	0.147	0.096	0.207	0.156	0.155	0.176
Priority Rating	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low

Q9. 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?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
● Worst health care possible	4 0.2%	1 0.1%	2 0.2%	1 0.3%	1 0.3%	0 0.0%	0 0.0%	0 0.0%	1 0.3%	0 0.0%	0 0.0%	0 0.0%
● 1	2 0.1%	1 0.1%	2 0.2%	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%
● 2	5 0.2%	3 0.3%	1 0.1%	1 0.3%	1 0.3%	1 0.8%	0 0.0%	0 0.0%	1 0.3%	0 0.0%	2 0.5%	1 0.5%
● 3	11 0.5%	4 0.4%	3 0.3%	1 0.3%	1 0.3%	0 0.0%	2 0.8%	1 0.8%	1 0.3%	1 0.6%	4 1.0%	1 0.5%
● 4	15 0.7%	6 0.7%	6 0.7%	3 0.9%	7 2.3%	2 1.6%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 0.5%	1 0.5%
● 5	42 1.9%	22 2.4%	20 2.2%	9 2.8%	8 2.6%	2 1.6%	3 1.1%	1 0.8%	6 1.6%	5 3.0%	5 1.3%	5 2.6%
● 6	46 2.1%	27 2.9%	14 1.6%	8 2.5%	10 3.2%	5 4.0%	5 1.9%	3 2.5%	10 2.7%	6 3.6%	7 1.8%	5 2.6%
● 7	154 6.9%	87 9.5%	70 7.8%	37 11.6%	19 6.2%	11 8.8%	10 3.8%	6 5.1%	24 6.6%	16 9.6%	31 7.8%	17 8.9%
● 8	409 18.3%	188 20.5%	168 18.6%	68 21.4%	68 22.1%	33 26.4%	38 14.5%	16 13.6%	69 18.9%	33 19.9%	66 16.5%	38 19.9%
● 9	417 18.6%	184 20.0%	165 18.3%	59 18.6%	62 20.1%	26 20.8%	63 24.0%	38 32.2%	53 14.5%	23 13.9%	74 18.5%	38 19.9%
● Best health care possible	1132 50.6%	395 43.0%	450 49.9%	130 40.9%	131 42.5%	45 36.0%	141 53.8%	53 44.9%	201 54.9%	82 49.4%	209 52.3%	85 44.5%
Total	2237 100.0%	918 100.0%	901 100.0%	318 100.0%	308 100.0%	125 100.0%	262 100.0%	118 100.0%	366 100.0%	166 100.0%	400 100.0%	191 100.0%
Not Answered	33	9	8	1	4	1	7	2	6	0	8	5
Reporting Category	Ratings											
Achievement Score	87.5% ●	83.6% ●	86.9% ●	80.8% ●	84.7% ●	83.2% ●	92.4% ●	90.7% ●	88.3% ●	83.1% ●	87.3% ●	84.3% ●
Correlation with Satisfaction	0.550	0.545	0.577	0.548	0.553	0.672	0.489	0.444	0.541	0.514	0.550	0.557
Priority Rating	High	High	High	High	High	High	High	High	High	High	High	High

○ Response scored as: ● Room for Improvement ● Achievement

Your Child's Health Care in the Last 6 Months (continued)

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

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
● Never	41 1.8%	11 1.2%	20 2.2%	6 1.9%	8 2.6%	2 1.6%	4 1.5%	1 0.8%	3 0.8%	1 0.6%	6 1.5%	1 0.5%
● Sometimes	221 9.9%	96 10.5%	92 10.2%	33 10.4%	41 13.3%	18 14.5%	21 8.0%	13 11.0%	35 9.6%	18 10.8%	32 8.0%	14 7.3%
● Usually	555 24.8%	286 31.2%	223 24.6%	106 33.3%	76 24.7%	35 28.2%	61 23.1%	29 24.6%	97 26.6%	52 31.3%	98 24.5%	64 33.3%
● Always	1425 63.6%	525 57.2%	570 63.0%	173 54.4%	183 59.4%	69 55.6%	178 67.4%	75 63.6%	230 63.0%	95 57.2%	264 66.0%	113 58.9%
Total	2242 100.0%	918 100.0%	905 100.0%	318 100.0%	308 100.0%	124 100.0%	264 100.0%	118 100.0%	365 100.0%	166 100.0%	400 100.0%	192 100.0%
Not Answered	28	9	4	1	4	2	5	2	7	0	8	4
Reporting Category												
	Getting Needed Care											
Achievement Score	88.3% ●	88.3% ●	87.6% ●	87.7% ●	84.1% ●	83.9% ●	90.5% ●	88.1% ●	89.6% ●	88.6% ●	90.5% ●	92.2% ●
Correlation with Satisfaction	0.355	0.389	0.381	0.419	0.369	0.436	0.363	0.365	0.321	0.340	0.324	0.390
Priority Rating	Low	Low	Low	High	Low	High	Low	Low	Low	Low	Low	Low

Q11. Is your child now enrolled in any kind of school or daycare?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Yes	2955 68.4%	1100 83.5%	1212 65.2%	389 84.0%	477 70.9%	162 82.7%	313 71.6%	139 85.8%	461 71.3%	192 82.4%	492 70.1%	218 82.6%
No	1363 31.6%	218 16.5%	647 34.8%	74 16.0%	196 29.1%	34 17.3%	124 28.4%	23 14.2%	186 28.7%	41 17.6%	210 29.9%	46 17.4%
Total	4318 100.0%	1318 100.0%	1859 100.0%	463 100.0%	673 100.0%	196 100.0%	437 100.0%	162 100.0%	647 100.0%	233 100.0%	702 100.0%	264 100.0%
Not Answered	53	7	15	1	10	0	8	2	12	1	8	3

Q12. In the last 6 months, did you need your child's doctors or other health providers to contact a school or daycare center about your child's health or health care?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Yes	308 10.7%	179 16.7%	122 10.2%	71 18.6%	49 10.5%	23 14.6%	27 9.1%	16 12.4%	59 13.1%	36 18.9%	51 10.8%	33 15.5%
No	2571 89.3%	893 83.3%	1070 89.8%	311 81.4%	417 89.5%	135 85.4%	271 90.9%	113 87.6%	390 86.9%	154 81.1%	423 89.2%	180 84.5%
Total	2879 100.0%	1072 100.0%	1192 100.0%	382 100.0%	466 100.0%	158 100.0%	298 100.0%	129 100.0%	449 100.0%	190 100.0%	474 100.0%	213 100.0%
Not Answered	76	28	20	7	11	4	15	10	12	2	18	5

○ Response scored as: ● Room for Improvement ● Achievement

Your Child's Health Care in the Last 6 Months (continued)

Q13. In the last 6 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Yes	272 89.5%	163 91.1%	109 92.4%	67 94.4%	35 71.4%	17 73.9%	25 92.6%	14 87.5%	56 94.9%	35 97.2%	47 92.2%	30 90.9%
No	32 10.5%	16 8.9%	9 7.6%	4 5.6%	14 28.6%	6 26.1%	2 7.4%	2 12.5%	3 5.1%	1 2.8%	4 7.8%	3 9.1%
Total	304 100.0%	179 100.0%	118 100.0%	71 100.0%	49 100.0%	23 100.0%	27 100.0%	16 100.0%	59 100.0%	36 100.0%	51 100.0%	33 100.0%
Not Answered	4	0	4	0	0	0	0	0	0	0	0	0
Reporting Category												
Coordination of Care												
Achievement Score	89.5% ●	91.1% ●	92.4% ●	94.4% ●	71.4% ●	73.9% ●	92.6% ●	87.5% ●	94.9% ●	97.2% ●	92.2% ●	90.9% ●
Correlation with Satisfaction	0.126	0.207	0.292	0.332	0.219	0.568	-0.092	-0.161	-0.095	-0.073	0.015	-0.052
Priority Rating	Low	Low	Low	Low	Medium	Top	Low	Low	Low	Low	Low	Low

Specialized Services

Q14. Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Yes	137 3.2%	109 8.3%	60 3.2%	52 11.2%	17 2.5%	15 7.7%	10 2.3%	7 4.3%	23 3.5%	13 5.6%	27 3.8%	22 8.4%
No	4193 96.8%	1208 91.7%	1804 96.8%	411 88.8%	657 97.5%	180 92.3%	429 97.7%	155 95.7%	626 96.5%	221 94.4%	677 96.2%	241 91.6%
Total	4330 100.0%	1317 100.0%	1864 100.0%	463 100.0%	674 100.0%	195 100.0%	439 100.0%	162 100.0%	649 100.0%	234 100.0%	704 100.0%	263 100.0%
Not Answered	41	8	10	1	9	1	6	2	10	0	6	4

Q15. In the last 6 months, how often was it easy to get special medical equipment or devices for your child?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Never	13 9.7%	11 10.3%	8 13.8%	8 15.7%	1 5.9%	1 6.7%	0 0.0%	0 0.0%	2 9.1%	0 0.0%	2 7.4%	2 9.1%
Sometimes	35 26.1%	30 28.0%	15 25.9%	14 27.5%	4 23.5%	4 26.7%	3 30.0%	3 42.9%	7 31.8%	4 33.3%	6 22.2%	5 22.7%
Usually	24 17.9%	19 17.8%	7 12.1%	6 11.8%	3 17.6%	3 20.0%	1 10.0%	1 14.3%	6 27.3%	4 33.3%	7 25.9%	5 22.7%
Always	62 46.3%	47 43.9%	28 48.3%	23 45.1%	9 52.9%	7 46.7%	6 60.0%	3 42.9%	7 31.8%	4 33.3%	12 44.4%	10 45.5%
Total	134 100.0%	107 100.0%	58 100.0%	51 100.0%	17 100.0%	15 100.0%	10 100.0%	7 100.0%	22 100.0%	12 100.0%	27 100.0%	22 100.0%
Not Answered	3	2	2	1	0	0	0	0	1	1	0	0
Reporting Category												
Access to Specialized Services												
Achievement Score	64.2% ●	61.7% ●	60.3% ●	56.9% ●	70.6% ●	66.7% ●	70.0% ●	57.1% ●	59.1% ●	66.7% ●	70.4% ●	68.2% ●
Correlation with Satisfaction	0.297	0.324	0.420	0.380	0.675	0.643	0.057	0.255	-0.021	-0.035	0.314	0.360
Priority Rating	Medium	Medium	Top	Medium	Top	Top	Medium	Medium	Medium	Medium	Medium	Medium

○ Response scored as: ● Room for Improvement ● Achievement

Specialized Services (continued)

Q16. Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
● Yes	110 82.1%	88 82.2%	47 79.7%	41 80.4%	15 88.2%	13 86.7%	9 90.0%	6 85.7%	13 61.9%	7 58.3%	26 96.3%	21 95.5%
● No	24 17.9%	19 17.8%	12 20.3%	10 19.6%	2 11.8%	2 13.3%	1 10.0%	1 14.3%	8 38.1%	5 41.7%	1 3.7%	1 4.5%
Total	134 100.0%	107 100.0%	59 100.0%	51 100.0%	17 100.0%	15 100.0%	10 100.0%	7 100.0%	21 100.0%	12 100.0%	27 100.0%	22 100.0%
Not Answered	3	2	1	1	0	0	0	0	2	1	0	0
Reporting Category	Single Items											
Achievement Score	82.1% ●	82.2% ●	79.7% ●	80.4% ●	88.2% ●	86.7% ●	90.0% ●	85.7% ●	61.9% ●	58.3% ●	96.3% ●	95.5% ●
Correlation with Satisfaction	0.146	0.178	0.141	0.184	0.307	0.283	0.405	0.700	0.093	-0.034	-0.178	-0.198
Priority Rating	Low	Low	Medium	Low	Low	Low	High	High	Medium	Medium	Low	Low

Q17. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Yes	565 13.1%	379 28.9%	228 12.3%	132 28.7%	77 11.4%	55 28.2%	63 14.3%	48 29.6%	102 15.8%	70 30.4%	95 13.5%	74 28.0%
No	3758 86.9%	932 71.1%	1631 87.7%	328 71.3%	597 88.6%	140 71.8%	377 85.7%	114 70.4%	544 84.2%	160 69.6%	609 86.5%	190 72.0%
Total	4323 100.0%	1311 100.0%	1859 100.0%	460 100.0%	674 100.0%	195 100.0%	440 100.0%	162 100.0%	646 100.0%	230 100.0%	704 100.0%	264 100.0%
Not Answered	48	14	15	4	9	1	5	2	13	4	6	3

Q18. In the last 6 months, how often was it easy to get this therapy for your child?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
● Never	64 11.7%	42 11.4%	25 11.3%	14 10.9%	14 18.9%	11 20.8%	6 9.5%	3 6.3%	7 7.3%	5 7.6%	12 12.8%	9 12.3%
● Sometimes	103 18.8%	67 18.2%	48 21.6%	24 18.8%	16 21.6%	10 18.9%	8 12.7%	8 16.7%	20 20.8%	15 22.7%	11 11.7%	10 13.7%
● Usually	122 22.2%	84 22.8%	49 22.1%	28 21.9%	12 16.2%	10 18.9%	14 22.2%	9 18.8%	17 17.7%	14 21.2%	30 31.9%	23 31.5%
● Always	260 47.4%	175 47.6%	100 45.0%	62 48.4%	32 43.2%	22 41.5%	35 55.6%	28 58.3%	52 54.2%	32 48.5%	41 43.6%	31 42.5%
Total	549 100.0%	368 100.0%	222 100.0%	128 100.0%	74 100.0%	53 100.0%	63 100.0%	48 100.0%	96 100.0%	66 100.0%	94 100.0%	73 100.0%
Not Answered	16	11	6	4	3	2	0	0	6	4	1	1
Reporting Category	Access to Specialized Services											
Achievement Score	69.6% ●	70.4% ●	67.1% ●	70.3% ●	59.5% ●	60.4% ●	77.8% ●	77.1% ●	71.9% ●	69.7% ●	75.5% ●	74.0% ●
Correlation with Satisfaction	0.242	0.289	0.293	0.351	0.282	0.375	0.284	0.478	0.122	0.045	0.180	0.198
Priority Rating	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Top	Medium	Medium	Medium	Medium

○ Response scored as: ● Room for Improvement ● Achievement

Specialized Services (continued)

Q19. Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Yes	392 70.8%	263 70.7%	149 66.8%	85 65.4%	53 69.7%	38 70.4%	50 79.4%	39 81.3%	74 75.5%	49 73.1%	66 70.2%	52 71.2%
No	162 29.2%	109 29.3%	74 33.2%	45 34.6%	23 30.3%	16 29.6%	13 20.6%	9 18.8%	24 24.5%	18 26.9%	28 29.8%	21 28.8%
Total	554 100.0%	372 100.0%	223 100.0%	130 100.0%	76 100.0%	54 100.0%	63 100.0%	48 100.0%	98 100.0%	67 100.0%	94 100.0%	73 100.0%
Not Answered	11	7	5	2	1	1	0	0	4	3	1	1
Reporting Category												
Single Items												
Achievement Score	70.8% ●	70.7% ●	66.8% ●	65.4% ●	69.7% ●	70.4% ●	79.4% ●	81.3% ●	75.5% ●	73.1% ●	70.2% ●	71.2% ●
Correlation with Satisfaction	0.251	0.279	0.316	0.343	0.156	0.212	0.229	0.347	0.079	0.040	0.360	0.381
Priority Rating	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Low	Medium	Medium	Medium	Medium

Q20. In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Yes	719 16.6%	555 42.3%	250 13.4%	184 40.1%	100 14.8%	77 39.3%	101 23.0%	81 50.0%	132 20.4%	100 43.3%	136 19.4%	113 42.8%
No	3603 83.4%	757 57.7%	1611 86.6%	275 59.9%	574 85.2%	119 60.7%	338 77.0%	81 50.0%	516 79.6%	131 56.7%	564 80.6%	151 57.2%
Total	4322 100.0%	1312 100.0%	1861 100.0%	459 100.0%	674 100.0%	196 100.0%	439 100.0%	162 100.0%	648 100.0%	231 100.0%	700 100.0%	264 100.0%
Not Answered	49	13	13	5	9	0	6	2	11	3	10	3

Q21. In the last 6 months, how often was it easy to get this treatment or counseling for your child?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Never	103 14.7%	84 15.4%	42 17.3%	34 18.9%	16 16.3%	12 15.8%	14 14.3%	13 16.3%	9 7.0%	7 7.1%	22 16.7%	18 16.4%
Sometimes	136 19.4%	101 18.6%	45 18.5%	29 16.1%	25 25.5%	19 25.0%	14 14.3%	13 16.3%	29 22.5%	20 20.4%	23 17.4%	20 18.2%
Usually	168 24.0%	131 24.1%	55 22.6%	43 23.9%	23 23.5%	18 23.7%	21 21.4%	16 20.0%	34 26.4%	26 26.5%	35 26.5%	28 25.5%
Always	293 41.9%	228 41.9%	101 41.6%	74 41.1%	34 34.7%	27 35.5%	49 50.0%	38 47.5%	57 44.2%	45 45.9%	52 39.4%	44 40.0%
Total	700 100.0%	544 100.0%	243 100.0%	180 100.0%	98 100.0%	76 100.0%	98 100.0%	80 100.0%	129 100.0%	98 100.0%	132 100.0%	110 100.0%
Not Answered	19	11	7	4	2	1	3	1	3	2	4	3
Reporting Category												
Access to Specialized Services												
Achievement Score	65.9% ●	66.0% ●	64.2% ●	65.0% ●	58.2% ●	59.2% ●	71.4% ●	67.5% ●	70.5% ●	72.4% ●	65.9% ●	65.5% ●
Correlation with Satisfaction	0.301	0.339	0.297	0.338	0.338	0.390	0.308	0.362	0.204	0.203	0.364	0.378
Priority Rating	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium

○ Response scored as: ● Room for Improvement ● Achievement

Specialized Services (continued)

Q22. Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
● Yes	410 58.6%	321 59.3%	136 55.5%	103 56.9%	62 64.6%	50 66.7%	53 53.5%	43 53.8%	82 64.6%	62 65.3%	77 57.9%	63 57.3%
● No	290 41.4%	220 40.7%	109 44.5%	78 43.1%	34 35.4%	25 33.3%	46 46.5%	37 46.3%	45 35.4%	33 34.7%	56 42.1%	47 42.7%
Total	700 100.0%	541 100.0%	245 100.0%	181 100.0%	96 100.0%	75 100.0%	99 100.0%	80 100.0%	127 100.0%	95 100.0%	133 100.0%	110 100.0%
Not Answered	19	14	5	3	4	2	2	1	5	5	3	3
Reporting Category												
Single Items												
Achievement Score	58.6% ●	59.3% ●	55.5% ●	56.9% ●	64.6% ●	66.7% ●	53.5% ●	53.8% ●	64.6% ●	65.3% ●	57.9% ●	57.3% ●
Correlation with Satisfaction	0.217	0.208	0.215	0.224	0.193	0.200	0.264	0.331	0.134	0.025	0.254	0.231
Priority Rating	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium

Q23. In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Yes	869 20.2%	542 41.4%	340 18.3%	194 42.2%	115 17.1%	69 35.4%	108 24.7%	74 46.3%	153 23.6%	91 39.1%	153 22.0%	114 43.7%
No	3442 79.8%	767 58.6%	1515 81.7%	266 57.8%	559 82.9%	126 64.6%	329 75.3%	86 53.8%	495 76.4%	142 60.9%	544 78.0%	147 56.3%
Total	4311 100.0%	1309 100.0%	1855 100.0%	460 100.0%	674 100.0%	195 100.0%	437 100.0%	160 100.0%	648 100.0%	233 100.0%	697 100.0%	261 100.0%
Not Answered	60	16	19	4	9	1	8	4	11	1	13	6

Q24. In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these different providers or services?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
● Yes	537 62.6%	334 62.3%	209 63.0%	121 63.4%	66 57.4%	42 60.9%	66 62.3%	39 54.2%	91 59.9%	57 63.3%	105 68.6%	75 65.8%
● No	321 37.4%	202 37.7%	123 37.0%	70 36.6%	49 42.6%	27 39.1%	40 37.7%	33 45.8%	61 40.1%	33 36.7%	48 31.4%	39 34.2%
Total	858 100.0%	536 100.0%	332 100.0%	191 100.0%	115 100.0%	69 100.0%	106 100.0%	72 100.0%	152 100.0%	90 100.0%	153 100.0%	114 100.0%
Not Answered	11	6	8	3	0	0	2	2	1	1	0	0
Reporting Category												
Coordination of Care												
Achievement Score	62.6% ●	62.3% ●	63.0% ●	63.4% ●	57.4% ●	60.9% ●	62.3% ●	54.2% ●	59.9% ●	63.3% ●	68.6% ●	65.8% ●
Correlation with Satisfaction	0.141	0.139	0.194	0.219	0.252	0.327	0.063	0.087	0.018	-0.072	0.153	0.104
Priority Rating	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium

○ Response scored as: ● Room for Improvement ● Achievement

Your Child's Personal Doctor

Q25. A personal doctor is the one your child would see if he or she needs a checkup, has a health problem or gets sick or hurt. Does your child have a personal doctor?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	3560	82.8%	1194	91.0%	1506	81.5%	418	90.7%	514	76.7%	170	88.1%	375	86.0%	147	91.3%	571	88.3%	214	91.8%	594	84.7%	245	92.8%
No	742	17.2%	118	9.0%	342	18.5%	43	9.3%	156	23.3%	23	11.9%	61	14.0%	14	8.7%	76	11.7%	19	8.2%	107	15.3%	19	7.2%
Total	4302	100.0%	1312	100.0%	1848	100.0%	461	100.0%	670	100.0%	193	100.0%	436	100.0%	161	100.0%	647	100.0%	233	100.0%	701	100.0%	264	100.0%
Not Answered	69		13		26		3		13		3		9		3		12		1		9		3	

Q26. 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?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
None	1332	38.3%	321	27.4%	592	40.1%	110	26.8%	216	43.3%	53	32.1%	119	32.4%	41	28.1%	202	36.5%	58	27.8%	203	35.2%	59	24.7%
1 time	1234	35.5%	415	35.5%	527	35.7%	147	35.8%	158	31.7%	52	31.5%	133	36.2%	46	31.5%	194	35.0%	72	34.4%	222	38.5%	98	41.0%
2 times	529	15.2%	225	19.2%	206	13.9%	76	18.5%	74	14.8%	32	19.4%	68	18.5%	30	20.5%	91	16.4%	42	20.1%	90	15.6%	45	18.8%
3 times	208	6.0%	116	9.9%	87	5.9%	43	10.5%	21	4.2%	14	8.5%	26	7.1%	15	10.3%	43	7.8%	25	12.0%	31	5.4%	19	7.9%
4 times	91	2.6%	44	3.8%	29	2.0%	12	2.9%	17	3.4%	5	3.0%	14	3.8%	9	6.2%	12	2.2%	6	2.9%	19	3.3%	12	5.0%
5 to 9 times	61	1.8%	34	2.9%	27	1.8%	14	3.4%	10	2.0%	7	4.2%	6	1.6%	4	2.7%	9	1.6%	5	2.4%	9	1.6%	4	1.7%
10 or more times	20	0.6%	15	1.3%	10	0.7%	9	2.2%	3	0.6%	2	1.2%	1	0.3%	1	0.7%	3	0.5%	1	0.5%	3	0.5%	2	0.8%
Total	3475	100.0%	1170	100.0%	1478	100.0%	411	100.0%	499	100.0%	165	100.0%	367	100.0%	146	100.0%	554	100.0%	209	100.0%	577	100.0%	239	100.0%
Not Answered	85		24		28		7		15		5		8		1		17		5		17		6	

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

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	33	1.5%	10	1.2%	12	1.4%	3	1.0%	8	2.8%	4	3.6%	4	1.6%	2	1.9%	3	0.9%	1	0.7%	6	1.6%	0	0.0%
● Sometimes	113	5.3%	41	4.8%	54	6.1%	19	6.3%	19	6.7%	5	4.5%	10	4.0%	1	1.0%	16	4.6%	10	6.7%	14	3.8%	6	3.3%
● Usually	295	13.8%	132	15.6%	129	14.6%	55	18.3%	39	13.8%	16	14.3%	26	10.5%	9	8.6%	56	16.1%	26	17.3%	45	12.1%	26	14.4%
● Always	1692	79.3%	664	78.4%	688	77.9%	223	74.3%	217	76.7%	87	77.7%	207	83.8%	93	88.6%	273	78.4%	113	75.3%	307	82.5%	148	82.2%
Total	2133	100.0%	847	100.0%	883	100.0%	300	100.0%	283	100.0%	112	100.0%	247	100.0%	105	100.0%	348	100.0%	150	100.0%	372	100.0%	180	100.0%
Not Answered	10		2		3		1		0		0		1		0		4		1		2		0	
Reporting Category	Communication																							
Achievement Score	93.2%	●	94.0%	●	92.5%	●	92.7%	●	90.5%	●	92.0%	●	94.3%	●	97.1%	●	94.5%	●	92.7%	●	94.6%	●	96.7%	●
Correlation with Satisfaction	0.183		0.182		0.189		0.221		0.274		0.186		0.252		0.176		0.088		0.086		0.142		0.242	
Priority Rating	Low		Low		Low		Low		Low		Low		Low		Low		Low		Low		Low		Low	

○ Response scored as: ● Room for Improvement ● Achievement

Your Child's Personal Doctor (continued)

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

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
● Never	27 1.3%	9 1.1%	12 1.4%	3 1.0%	3 1.1%	1 0.9%	4 1.6%	2 1.9%	2 0.6%	1 0.7%	6 1.6%	2 1.1%
● Sometimes	85 4.0%	39 4.6%	35 4.0%	17 5.6%	16 5.7%	7 6.3%	7 2.8%	2 1.9%	16 4.6%	7 4.6%	11 3.0%	6 3.3%
● Usually	278 13.0%	120 14.1%	121 13.7%	48 15.9%	42 14.9%	15 13.4%	31 12.6%	14 13.3%	45 12.9%	23 15.2%	39 10.5%	20 11.1%
● Always	1742 81.7%	681 80.2%	716 81.0%	233 77.4%	220 78.3%	89 79.5%	205 83.0%	87 82.9%	286 81.9%	120 79.5%	315 84.9%	152 84.4%
Total	2132 100.0%	849 100.0%	884 100.0%	301 100.0%	281 100.0%	112 100.0%	247 100.0%	105 100.0%	349 100.0%	151 100.0%	371 100.0%	180 100.0%
Not Answered	11	0	2	0	2	0	1	0	3	0	3	0
Reporting Category												
Communication												
Achievement Score	94.7% ●	94.3% ●	94.7% ●	93.4% ●	93.2% ●	92.9% ●	95.5% ●	96.2% ●	94.8% ●	94.7% ●	95.4% ●	95.6% ●
Correlation with Satisfaction	0.251	0.244	0.282	0.306	0.255	0.264	0.325	0.193	0.183	0.217	0.197	0.198
Priority Rating	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low

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

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
● Never	21 1.0%	8 0.9%	10 1.1%	4 1.3%	4 1.4%	1 0.9%	1 0.4%	1 1.0%	2 0.6%	1 0.7%	4 1.1%	1 0.6%
● Sometimes	70 3.3%	31 3.7%	30 3.4%	12 4.0%	15 5.3%	8 7.1%	6 2.4%	1 1.0%	9 2.6%	4 2.6%	10 2.7%	6 3.4%
● Usually	201 9.4%	86 10.2%	82 9.3%	30 10.0%	28 9.9%	10 8.9%	22 9.0%	9 8.8%	35 10.1%	19 12.6%	34 9.1%	18 10.1%
● Always	1839 86.3%	720 85.2%	763 86.2%	255 84.7%	235 83.3%	93 83.0%	216 88.2%	91 89.2%	301 86.7%	127 84.1%	324 87.1%	154 86.0%
Total	2131 100.0%	845 100.0%	885 100.0%	301 100.0%	282 100.0%	112 100.0%	245 100.0%	102 100.0%	347 100.0%	151 100.0%	372 100.0%	179 100.0%
Not Answered	12	4	1	0	1	0	3	3	5	0	2	1
Reporting Category												
Communication												
Achievement Score	95.7% ●	95.4% ●	95.5% ●	94.7% ●	93.3% ●	92.0% ●	97.1% ●	98.0% ●	96.8% ●	96.7% ●	96.2% ●	96.1% ●
Correlation with Satisfaction	0.223	0.230	0.245	0.256	0.258	0.269	0.288	0.243	0.088	0.120	0.222	0.259
Priority Rating	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low

Q30. Is your child able to talk with doctors about his or her health care?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Yes	1354 64.0%	597 71.0%	546 62.5%	215 72.1%	180 64.3%	75 67.6%	153 62.4%	72 69.9%	235 67.3%	109 72.7%	240 65.0%	126 70.4%
No	762 36.0%	244 29.0%	327 37.5%	83 27.9%	100 35.7%	36 32.4%	92 37.6%	31 30.1%	114 32.7%	41 27.3%	129 35.0%	53 29.6%
Total	2116 100.0%	841 100.0%	873 100.0%	298 100.0%	280 100.0%	111 100.0%	245 100.0%	103 100.0%	349 100.0%	150 100.0%	369 100.0%	179 100.0%
Not Answered	27	8	13	3	3	1	3	2	3	1	5	1

○ Response scored as: ● Room for Improvement ● Achievement

Your Child's Personal Doctor (continued)

Q31. 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?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
● Never	13 1.0%	6 1.0%	7 1.3%	2 0.9%	2 1.1%	1 1.3%	1 0.7%	0 0.0%	2 0.9%	2 1.8%	1 0.4%	1 0.8%
● Sometimes	50 3.7%	22 3.7%	25 4.6%	9 4.2%	4 2.2%	1 1.3%	4 2.7%	2 2.9%	6 2.6%	3 2.8%	11 4.6%	7 5.6%
● Usually	235 17.5%	109 18.5%	107 19.9%	48 22.6%	33 18.3%	15 20.0%	20 13.3%	10 14.5%	33 14.0%	17 15.6%	42 17.6%	19 15.2%
● Always	1045 77.8%	453 76.8%	400 74.2%	153 72.2%	141 78.3%	58 77.3%	125 83.3%	57 82.6%	194 82.6%	87 79.8%	185 77.4%	98 78.4%
Total	1343 100.0%	590 100.0%	539 100.0%	212 100.0%	180 100.0%	75 100.0%	150 100.0%	69 100.0%	235 100.0%	109 100.0%	239 100.0%	125 100.0%
Not Answered	11	7	7	3	0	0	3	3	0	0	1	1
Reporting Category												
Single Items												
Achievement Score	95.3% ●	95.3% ●	94.1% ●	94.8% ●	96.7% ●	97.3% ●	96.7% ●	97.1% ●	96.6% ●	95.4% ●	95.0% ●	93.6% ●
Correlation with Satisfaction	0.150	0.197	0.180	0.305	0.191	0.171	0.105	0.171	0.088	0.106	0.137	0.134
Priority Rating	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low

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

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
● Never	52 2.5%	19 2.2%	19 2.2%	8 2.7%	10 3.6%	2 1.8%	4 1.6%	1 1.0%	10 2.9%	6 4.0%	9 2.4%	2 1.1%
● Sometimes	192 9.1%	68 8.0%	90 10.3%	27 9.0%	37 13.3%	14 12.6%	19 7.8%	6 5.8%	27 7.8%	12 7.9%	19 5.1%	9 5.0%
● Usually	412 19.5%	165 19.5%	182 20.8%	65 21.7%	53 19.1%	19 17.1%	40 16.3%	13 12.6%	71 20.4%	33 21.9%	66 17.8%	35 19.4%
● Always	1462 69.0%	593 70.2%	585 66.8%	200 66.7%	178 64.0%	76 68.5%	182 74.3%	83 80.6%	240 69.0%	100 66.2%	277 74.7%	134 74.4%
Total	2118 100.0%	845 100.0%	876 100.0%	300 100.0%	278 100.0%	111 100.0%	245 100.0%	103 100.0%	348 100.0%	151 100.0%	371 100.0%	180 100.0%
Not Answered	25	4	10	1	5	1	3	2	4	0	3	0
Reporting Category												
Communication												
Achievement Score	88.5% ●	89.7% ●	87.6% ●	88.3% ●	83.1% ●	85.6% ●	90.6% ●	93.2% ●	89.4% ●	88.1% ●	92.5% ●	93.9% ●
Correlation with Satisfaction	0.191	0.187	0.274	0.271	0.106	0.094	0.172	-0.003	0.142	0.176	0.145	0.236
Priority Rating	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low

Q33. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
● Yes	1882 88.8%	737 88.2%	774 88.6%	259 87.5%	247 88.2%	97 89.0%	223 91.4%	93 91.2%	309 88.5%	130 86.7%	329 88.4%	158 88.3%
● No	237 11.2%	99 11.8%	100 11.4%	37 12.5%	33 11.8%	12 11.0%	21 8.6%	9 8.8%	40 11.5%	20 13.3%	43 11.6%	21 11.7%
Total	2119 100.0%	836 100.0%	874 100.0%	296 100.0%	280 100.0%	109 100.0%	244 100.0%	102 100.0%	349 100.0%	150 100.0%	372 100.0%	179 100.0%
Not Answered	24	13	12	5	3	3	4	3	3	1	2	1
Reporting Category												
Family Centered Care												
Achievement Score	88.8% ●	88.2% ●	88.6% ●	87.5% ●	88.2% ●	89.0% ●	91.4% ●	91.2% ●	88.5% ●	86.7% ●	88.4% ●	88.3% ●
Correlation with Satisfaction	0.097	0.073	0.148	0.082	0.052	0.023	0.045	0.046	-0.010	-0.002	0.140	0.156
Priority Rating	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low

○ Response scored as: ● Room for Improvement ● Achievement

Your Child's Personal Doctor (continued)

Q34. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	872	41.2%	475	56.3%	329	37.4%	165	54.8%	110	39.3%	57	50.9%	111	46.1%	61	59.8%	153	44.1%	81	54.4%	169	45.6%	111	62.0%
No	1246	58.8%	368	43.7%	550	62.6%	136	45.2%	170	60.7%	55	49.1%	130	53.9%	41	40.2%	194	55.9%	68	45.6%	202	54.4%	68	38.0%
Total	2118	100.0%	843	100.0%	879	100.0%	301	100.0%	280	100.0%	112	100.0%	241	100.0%	102	100.0%	347	100.0%	149	100.0%	371	100.0%	179	100.0%
Not Answered	25		6		7		0		3		0		7		3		5		2		3		1	

Q35. 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?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	39	4.6%	20	4.3%	14	4.4%	6	3.8%	7	6.5%	2	3.6%	2	1.9%	2	3.4%	7	4.6%	3	3.8%	9	5.4%	7	6.4%
● Sometimes	94	11.0%	45	9.7%	36	11.2%	16	10.1%	20	18.5%	9	16.1%	6	5.6%	3	5.1%	20	13.2%	12	15.0%	12	7.2%	5	4.5%
● Usually	217	25.4%	121	26.1%	85	26.5%	42	26.4%	28	25.9%	17	30.4%	28	25.9%	18	30.5%	40	26.3%	20	25.0%	36	21.6%	24	21.8%
● Always	506	59.1%	278	59.9%	186	57.9%	95	59.7%	53	49.1%	28	50.0%	72	66.7%	36	61.0%	85	55.9%	45	56.3%	110	65.9%	74	67.3%
Total	856	100.0%	464	100.0%	321	100.0%	159	100.0%	108	100.0%	56	100.0%	108	100.0%	59	100.0%	152	100.0%	80	100.0%	167	100.0%	110	100.0%
Not Answered	16		11		8		6		2		1		3		2		1		1		2		1	
Reporting Category	Single Items																							
Achievement Score	84.5% ●	86.0% ●	84.4% ●	86.2% ●	75.0% ●	80.4% ●	92.6% ●	91.5% ●	82.2% ●	81.3% ●	87.4% ●	89.1% ●												
Correlation with Satisfaction	0.237	0.234	0.203	0.275	0.295	0.334	0.312	0.185	0.208	0.141	0.269	0.242												
Priority Rating	Low	Low	Low	Low	Medium	Low	Low	Low	Low	Low	Low	Low												

○ Response scored as: ● Room for Improvement ● Achievement

Your Child's Personal Doctor (continued)

Q36. 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?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
● Worst personal doctor possible	12 0.3%	6 0.5%	5 0.3%	3 0.7%	1 0.2%	1 0.6%	0 0.0%	0 0.0%	4 0.7%	1 0.5%	2 0.3%	1 0.4%
● 1	6 0.2%	4 0.3%	2 0.1%	2 0.5%	2 0.4%	0 0.0%	1 0.3%	1 0.7%	0 0.0%	0 0.0%	1 0.2%	1 0.4%
● 2	11 0.3%	4 0.3%	6 0.4%	1 0.2%	1 0.2%	0 0.0%	0 0.0%	0 0.0%	3 0.5%	2 1.0%	1 0.2%	1 0.4%
● 3	17 0.5%	4 0.3%	9 0.6%	2 0.5%	2 0.4%	1 0.6%	1 0.3%	0 0.0%	1 0.2%	0 0.0%	4 0.7%	1 0.4%
● 4	17 0.5%	9 0.8%	7 0.5%	4 1.0%	3 0.6%	1 0.6%	1 0.3%	0 0.0%	3 0.5%	3 1.5%	3 0.5%	1 0.4%
● 5	71 2.0%	29 2.5%	40 2.7%	12 2.9%	15 3.0%	7 4.2%	4 1.1%	0 0.0%	5 0.9%	4 1.9%	7 1.2%	6 2.5%
● 6	78 2.2%	33 2.8%	43 2.9%	18 4.4%	7 1.4%	2 1.2%	6 1.7%	2 1.4%	9 1.6%	4 1.9%	13 2.2%	7 2.9%
● 7	183 5.3%	68 5.8%	92 6.2%	30 7.3%	26 5.2%	13 7.8%	14 3.9%	5 3.5%	30 5.4%	14 6.8%	21 3.6%	6 2.5%
● 8	480 13.8%	157 13.5%	219 14.8%	62 15.0%	73 14.6%	22 13.3%	43 11.8%	13 9.2%	66 11.9%	26 12.6%	79 13.6%	34 14.1%
● 9	558 16.1%	199 17.1%	219 14.8%	65 15.8%	86 17.2%	29 17.5%	62 17.1%	33 23.2%	92 16.6%	31 15.0%	99 17.0%	41 17.0%
● Best personal doctor possible	2043 58.8%	654 56.0%	834 56.5%	213 51.7%	284 56.8%	90 54.2%	231 63.6%	88 62.0%	342 61.6%	121 58.7%	352 60.5%	142 58.9%
Total	3476 100.0%	1167 100.0%	1476 100.0%	412 100.0%	500 100.0%	166 100.0%	363 100.0%	142 100.0%	555 100.0%	206 100.0%	582 100.0%	241 100.0%
Not Answered	84	27	30	6	14	4	12	5	16	8	12	4
Reporting Category	Ratings											
Achievement Score	88.6% ●	86.5% ●	86.2% ●	82.5% ●	88.6% ●	84.9% ●	92.6% ●	94.4% ●	90.1% ●	86.4% ●	91.1% ●	90.0% ●
Correlation with Satisfaction	0.421	0.397	0.445	0.489	0.434	0.379	0.299	0.219	0.454	0.416	0.390	0.302
Priority Rating	High	Low	High	High	High	Low	Low	Low	High	High	Low	Low

Q37. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Yes	1033 29.6%	847 72.4%	381 25.6%	306 73.7%	135 27.0%	113 68.1%	131 35.8%	105 72.9%	189 33.8%	155 74.5%	197 34.1%	168 70.9%
No	2461 70.4%	323 27.6%	1109 74.4%	109 26.3%	365 73.0%	53 31.9%	235 64.2%	39 27.1%	371 66.3%	53 25.5%	381 65.9%	69 29.1%
Total	3494 100.0%	1170 100.0%	1490 100.0%	415 100.0%	500 100.0%	166 100.0%	366 100.0%	144 100.0%	560 100.0%	208 100.0%	578 100.0%	237 100.0%
Not Answered	66	24	16	3	14	4	9	3	11	6	16	8

○ Response scored as: ● Room for Improvement ● Achievement

Your Child's Personal Doctor (continued)

Q38. Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
● Yes	919 91.4%	757 91.4%	333 90.5%	267 89.9%	115 87.1%	96 87.3%	120 93.0%	97 94.2%	172 92.5%	142 92.2%	179 94.2%	155 94.5%
● No	86 8.6%	71 8.6%	35 9.5%	30 10.1%	17 12.9%	14 12.7%	9 7.0%	6 5.8%	14 7.5%	12 7.8%	11 5.8%	9 5.5%
Total	1005 100.0%	828 100.0%	368 100.0%	297 100.0%	132 100.0%	110 100.0%	129 100.0%	103 100.0%	186 100.0%	154 100.0%	190 100.0%	164 100.0%
Not Answered	28	19	13	9	3	3	2	2	3	1	7	4
Reporting Category												
Family Centered Care												
Achievement Score	91.4% ●	91.4% ●	90.5% ●	89.9% ●	87.1% ●	87.3% ●	93.0% ●	94.2% ●	92.5% ●	92.2% ●	94.2% ●	94.5% ●
Correlation with Satisfaction	0.205	0.248	0.343	0.378	0.132	0.230	0.018	0.059	0.097	0.106	0.214	0.268
Priority Rating	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low

Q39. Does your child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your family's day-to-day life?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
● Yes	886 88.3%	728 88.2%	323 87.5%	260 87.2%	115 87.1%	96 87.3%	113 89.7%	93 91.2%	161 87.5%	131 86.8%	174 90.6%	148 90.2%
● No	117 11.7%	97 11.8%	46 12.5%	38 12.8%	17 12.9%	14 12.7%	13 10.3%	9 8.8%	23 12.5%	20 13.2%	18 9.4%	16 9.8%
Total	1003 100.0%	825 100.0%	369 100.0%	298 100.0%	132 100.0%	110 100.0%	126 100.0%	102 100.0%	184 100.0%	151 100.0%	192 100.0%	164 100.0%
Not Answered	30	22	12	8	3	3	5	3	5	4	5	4
Reporting Category												
Family Centered Care												
Achievement Score	88.3% ●	88.2% ●	87.5% ●	87.2% ●	87.1% ●	87.3% ●	89.7% ●	91.2% ●	87.5% ●	86.8% ●	90.6% ●	90.2% ●
Correlation with Satisfaction	0.191	0.216	0.297	0.331	0.086	0.157	0.084	0.095	0.152	0.136	0.162	0.193
Priority Rating	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low

Getting Health Care From Specialists

Q40. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments for your child to see a specialist?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Yes	870 20.1%	535 40.7%	324 17.4%	194 42.1%	134 19.8%	77 39.9%	100 22.6%	64 39.5%	143 22.0%	87 37.7%	169 24.0%	113 42.5%
No	3465 79.9%	778 59.3%	1537 82.6%	267 57.9%	542 80.2%	116 60.1%	342 77.4%	98 60.5%	508 78.0%	144 62.3%	536 76.0%	153 57.5%
Total	4335 100.0%	1313 100.0%	1861 100.0%	461 100.0%	676 100.0%	193 100.0%	442 100.0%	162 100.0%	651 100.0%	231 100.0%	705 100.0%	266 100.0%
Not Answered	36	12	13	3	7	3	3	2	8	3	5	1

○ Response scored as: ● Room for Improvement ● Achievement

Getting Health Care From Specialists (continued)

Q41. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
● Never	44 5.2%	23 4.4%	19 6.0%	11 5.8%	11 8.3%	5 6.5%	2 2.0%	1 1.6%	6 4.3%	2 2.4%	6 3.7%	4 3.6%
● Sometimes	149 17.5%	79 15.0%	51 16.1%	25 13.1%	28 21.2%	13 16.9%	14 14.3%	10 16.1%	26 18.6%	15 17.6%	30 18.4%	16 14.5%
● Usually	218 25.6%	155 29.5%	75 23.7%	52 27.2%	35 26.5%	26 33.8%	29 29.6%	19 30.6%	36 25.7%	26 30.6%	43 26.4%	32 29.1%
● Always	439 51.6%	268 51.0%	172 54.3%	103 53.9%	58 43.9%	33 42.9%	53 54.1%	32 51.6%	72 51.4%	42 49.4%	84 51.5%	58 52.7%
Total	850 100.0%	525 100.0%	317 100.0%	191 100.0%	132 100.0%	77 100.0%	98 100.0%	62 100.0%	140 100.0%	85 100.0%	163 100.0%	110 100.0%
Not Answered	20	10	7	3	2	0	2	2	3	2	6	3
Reporting Category												
	Getting Needed Care											
Achievement Score	77.3% ●	80.6% ●	77.9% ●	81.2% ●	70.5% ●	76.6% ●	83.7% ●	82.3% ●	77.1% ●	80.0% ●	77.9% ●	81.8% ●
Correlation with Satisfaction	0.228	0.235	0.268	0.253	0.253	0.396	0.215	0.188	0.264	0.215	0.105	0.123
Priority Rating	Medium	Low	Medium	Low	Medium	Medium	Low	Low	Medium	Medium	Medium	Low

Q42. How many specialists has your child seen in the last 6 months?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
None	65 7.6%	38 7.2%	34 10.6%	18 9.4%	9 6.8%	7 9.2%	6 6.2%	3 4.8%	8 5.7%	5 5.8%	8 4.8%	5 4.5%
1 specialist	476 55.7%	249 47.2%	178 55.6%	92 47.9%	74 56.1%	32 42.1%	54 55.7%	30 48.4%	80 56.7%	43 50.0%	90 54.5%	52 46.8%
2 specialists	184 21.5%	125 23.7%	64 20.0%	44 22.9%	34 25.8%	24 31.6%	17 17.5%	10 16.1%	32 22.7%	20 23.3%	37 22.4%	27 24.3%
3 specialists	73 8.5%	61 11.6%	29 9.1%	24 12.5%	6 4.5%	5 6.6%	11 11.3%	10 16.1%	13 9.2%	10 11.6%	14 8.5%	12 10.8%
4 specialists	24 2.8%	23 4.4%	6 1.9%	6 3.1%	5 3.8%	4 5.3%	3 3.1%	3 4.8%	5 3.5%	5 5.8%	5 3.0%	5 4.5%
5 or more specialists	33 3.9%	31 5.9%	9 2.8%	8 4.2%	4 3.0%	4 5.3%	6 6.2%	6 9.7%	3 2.1%	3 3.5%	11 6.7%	10 9.0%
Total	855 100.0%	527 100.0%	320 100.0%	192 100.0%	132 100.0%	76 100.0%	97 100.0%	62 100.0%	141 100.0%	86 100.0%	165 100.0%	111 100.0%
Not Answered	15	8	4	2	2	1	3	2	2	1	4	2

○ Response scored as: ● Room for Improvement ● Achievement

Getting Health Care From Specialists (continued)

Q43. We want to know your rating of the specialist your child saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
● Worst specialist possible	1 0.1%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.8%	0 0.0%	0 0.0%	0 0.0%
● 1	1 0.1%	1 0.2%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.6%	1 0.9%
● 2	9 1.2%	5 1.0%	4 1.4%	1 0.6%	1 0.8%	1 1.5%	0 0.0%	0 0.0%	3 2.4%	2 2.5%	1 0.6%	1 0.9%
● 3	2 0.3%	2 0.4%	1 0.4%	1 0.6%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.8%	1 1.3%	0 0.0%	0 0.0%
● 4	11 1.4%	6 1.2%	3 1.1%	1 0.6%	1 0.8%	1 1.5%	0 0.0%	0 0.0%	4 3.1%	1 1.3%	3 1.9%	3 2.8%
● 5	20 2.6%	10 2.1%	12 4.3%	6 3.5%	3 2.5%	1 1.5%	1 1.1%	0 0.0%	2 1.6%	2 2.5%	2 1.3%	1 0.9%
● 6	14 1.8%	10 2.1%	5 1.8%	3 1.8%	1 0.8%	1 1.5%	1 1.1%	0 0.0%	2 1.6%	2 2.5%	5 3.2%	4 3.8%
● 7	56 7.3%	40 8.3%	19 6.8%	15 8.8%	13 11.0%	8 11.8%	5 5.6%	4 6.9%	12 9.4%	10 12.5%	7 4.5%	3 2.8%
● 8	90 11.7%	59 12.2%	33 11.7%	22 12.9%	16 13.6%	9 13.2%	10 11.1%	8 13.8%	16 12.6%	10 12.5%	15 9.7%	10 9.4%
● 9	145 18.8%	91 18.8%	49 17.4%	33 19.3%	35 29.7%	18 26.5%	13 14.4%	9 15.5%	18 14.2%	8 10.0%	30 19.4%	23 21.7%
● Best specialist possible	422 54.7%	259 53.6%	155 55.2%	89 52.0%	48 40.7%	29 42.6%	60 66.7%	37 63.8%	68 53.5%	44 55.0%	91 58.7%	60 56.6%
Total	771 100.0%	483 100.0%	281 100.0%	171 100.0%	118 100.0%	68 100.0%	90 100.0%	58 100.0%	127 100.0%	80 100.0%	155 100.0%	106 100.0%
Not Answered	19	6	5	3	5	1	1	1	6	1	2	0
Reporting Category												
	Ratings											
Achievement Score	85.2% ●	84.7% ●	84.3% ●	84.2% ●	83.9% ●	82.4% ●	92.2% ●	93.1% ●	80.3% ●	77.5% ●	87.7% ●	87.7% ●
Correlation with Satisfaction	0.369	0.310	0.447	0.304	0.369	0.413	0.234	0.196	0.333	0.259	0.378	0.369
Priority Rating	Low	Low	High	Low	Low	High	Low	Low	Low	Medium	Low	Low

Your Child's Health Plan

Q44. In the last 6 months, did you get information or help from customer service at your child's health plan?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Yes	892 20.9%	324 25.0%	374 20.5%	113 24.7%	147 22.0%	47 24.6%	97 22.5%	41 25.8%	123 19.0%	50 21.6%	151 21.8%	73 28.1%
No	3370 79.1%	974 75.0%	1447 79.5%	344 75.3%	522 78.0%	144 75.4%	334 77.5%	118 74.2%	524 81.0%	181 78.4%	543 78.2%	187 71.9%
Total	4262 100.0%	1298 100.0%	1821 100.0%	457 100.0%	669 100.0%	191 100.0%	431 100.0%	159 100.0%	647 100.0%	231 100.0%	694 100.0%	260 100.0%
Not Answered	109	27	53	7	14	5	14	5	12	3	16	7

○ Response scored as: ● Room for Improvement ● Achievement

Your Child's Health Plan (continued)

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

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
● Never	35 4.0%	12 3.8%	15 4.1%	4 3.6%	7 4.8%	3 6.4%	5 5.3%	2 5.1%	4 3.3%	1 2.0%	4 2.7%	2 2.8%
● Sometimes	153 17.4%	52 16.3%	72 19.6%	22 19.8%	32 22.1%	7 14.9%	13 13.8%	9 23.1%	13 10.7%	5 10.0%	23 15.4%	9 12.5%
● Usually	232 26.4%	89 27.9%	89 24.2%	28 25.2%	46 31.7%	15 31.9%	15 16.0%	8 20.5%	33 27.0%	11 22.0%	49 32.9%	27 37.5%
● Always	458 52.2%	166 52.0%	192 52.2%	57 51.4%	60 41.4%	22 46.8%	61 64.9%	20 51.3%	72 59.0%	33 66.0%	73 49.0%	34 47.2%
Total	878 100.0%	319 100.0%	368 100.0%	111 100.0%	145 100.0%	47 100.0%	94 100.0%	39 100.0%	122 100.0%	50 100.0%	149 100.0%	72 100.0%
Not Answered	14	5	6	2	2	0	3	2	1	0	2	1
Reporting Category												
Customer Service												
Achievement Score	78.6% ●	79.9% ●	76.4% ●	76.6% ●	73.1% ●	78.7% ●	80.9% ●	71.8% ●	86.1% ●	88.0% ●	81.9% ●	84.7% ●
Correlation with Satisfaction	0.319	0.389	0.341	0.286	0.314	0.434	0.400	0.553	0.304	0.294	0.271	0.494
Priority Rating	Medium	Medium	Medium	Medium	Medium	Top	High	Top	Low	Low	Low	High

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

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
● Never	26 3.0%	7 2.2%	8 2.2%	1 0.9%	10 6.9%	2 4.3%	1 1.1%	0 0.0%	5 4.1%	3 6.0%	2 1.3%	1 1.4%
● Sometimes	40 4.6%	15 4.7%	22 6.0%	7 6.4%	8 5.6%	2 4.3%	3 3.3%	2 5.3%	3 2.4%	1 2.0%	4 2.7%	3 4.2%
● Usually	150 17.2%	59 18.7%	63 17.3%	21 19.1%	24 16.7%	6 13.0%	11 12.0%	5 13.2%	15 12.2%	6 12.0%	37 24.8%	21 29.2%
● Always	657 75.3%	235 74.4%	272 74.5%	81 73.6%	102 70.8%	36 78.3%	77 83.7%	31 81.6%	100 81.3%	40 80.0%	106 71.1%	47 65.3%
Total	873 100.0%	316 100.0%	365 100.0%	110 100.0%	144 100.0%	46 100.0%	92 100.0%	38 100.0%	123 100.0%	50 100.0%	149 100.0%	72 100.0%
Not Answered	19	8	9	3	3	1	5	3	0	0	2	1
Reporting Category												
Customer Service												
Achievement Score	92.4% ●	93.0% ●	91.8% ●	92.7% ●	87.5% ●	91.3% ●	95.7% ●	94.7% ●	93.5% ●	92.0% ●	96.0% ●	94.4% ●
Correlation with Satisfaction	0.280	0.307	0.291	0.191	0.329	0.409	0.094	0.101	0.219	0.228	0.360	0.508
Priority Rating	Low	Low	Low	Low	Low	High	Low	Low	Low	Low	Low	High

Q47. In the last 6 months, did your child's health plan give you any forms to fill out?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Yes	997 23.7%	335 26.3%	421 23.2%	126 27.9%	142 21.5%	50 26.6%	93 21.8%	32 20.4%	171 26.8%	60 26.3%	170 25.1%	67 26.6%
No	3215 76.3%	941 73.7%	1390 76.8%	325 72.1%	519 78.5%	138 73.4%	334 78.2%	125 79.6%	466 73.2%	168 73.7%	506 74.9%	185 73.4%
Total	4212 100.0%	1276 100.0%	1811 100.0%	451 100.0%	661 100.0%	188 100.0%	427 100.0%	157 100.0%	637 100.0%	228 100.0%	676 100.0%	252 100.0%
Not Answered	159	49	63	13	22	8	18	7	22	6	34	15

○ Response scored as: ● Room for Improvement ● Achievement

Your Child's Health Plan (continued)

PQ48. In the last 6 months, how often were the forms from your child's health plan easy to fill out? [NOTE: Response of 'Always' padded with Q52 = 'No', based on NCQA scoring guidelines.]

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
● Never	45 1.1%	14 1.1%	23 1.3%	4 0.9%	10 1.5%	3 1.6%	5 1.2%	1 0.6%	4 0.6%	3 1.3%	3 0.4%	3 1.2%
● Sometimes	177 4.2%	60 4.7%	78 4.3%	24 5.4%	35 5.3%	12 6.5%	15 3.5%	4 2.6%	20 3.2%	8 3.5%	29 4.3%	12 4.8%
● Usually	272 6.5%	102 8.1%	109 6.0%	34 7.6%	34 5.2%	12 6.5%	28 6.6%	13 8.3%	56 8.8%	23 10.1%	45 6.7%	20 8.0%
● Always	3689 88.2%	1091 86.1%	1593 88.4%	386 86.2%	576 87.9%	159 85.5%	376 88.7%	138 88.5%	554 87.4%	194 85.1%	590 88.5%	214 85.9%
Total	4183 100.0%	1267 100.0%	1803 100.0%	448 100.0%	655 100.0%	186 100.0%	424 100.0%	156 100.0%	634 100.0%	228 100.0%	667 100.0%	249 100.0%
Not Answered	29	9	8	3	6	2	3	1	3	0	9	3
Reporting Category												
Single Items												
Achievement Score	94.7% ●	94.2% ●	94.4% ●	93.8% ●	93.1% ●	91.9% ●	95.3% ●	96.8% ●	96.2% ●	95.2% ●	95.2% ●	94.0% ●
Correlation with Satisfaction	0.012	0.029	0.023	0.058	-0.004	0.088	0.011	0.080	-0.029	-0.053	0.034	-0.024
Priority Rating	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low

Q49. 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?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
● Worst health plan possible	22 0.5%	9 0.7%	11 0.6%	5 1.1%	1 0.1%	1 0.5%	1 0.2%	0 0.0%	5 0.8%	1 0.4%	4 0.6%	2 0.8%
● 1	10 0.2%	4 0.3%	1 0.1%	0 0.0%	1 0.1%	1 0.5%	3 0.7%	0 0.0%	1 0.2%	0 0.0%	4 0.6%	3 1.1%
● 2	9 0.2%	5 0.4%	3 0.2%	1 0.2%	0 0.0%	0 0.0%	2 0.5%	1 0.6%	2 0.3%	1 0.4%	2 0.3%	2 0.8%
● 3	22 0.5%	13 1.0%	9 0.5%	6 1.3%	7 1.0%	3 1.6%	1 0.2%	1 0.6%	3 0.5%	2 0.9%	2 0.3%	1 0.4%
● 4	30 0.7%	18 1.4%	11 0.6%	6 1.3%	2 0.3%	1 0.5%	7 1.6%	4 2.5%	3 0.5%	2 0.9%	7 1.0%	5 1.9%
● 5	177 4.2%	65 5.0%	83 4.6%	25 5.5%	28 4.2%	8 4.1%	9 2.1%	6 3.7%	29 4.5%	14 6.1%	28 4.0%	12 4.6%
● 6	121 2.9%	48 3.7%	50 2.8%	13 2.9%	24 3.6%	11 5.7%	9 2.1%	5 3.1%	18 2.8%	9 3.9%	20 2.9%	10 3.8%
● 7	340 8.0%	132 10.1%	157 8.7%	55 12.1%	49 7.3%	16 8.3%	32 7.4%	16 9.9%	39 6.1%	15 6.5%	63 9.0%	30 11.4%
● 8	676 15.9%	231 17.7%	306 17.0%	77 17.0%	99 14.8%	32 16.6%	63 14.5%	30 18.6%	86 13.4%	39 16.9%	122 17.4%	53 20.2%
● 9	693 16.3%	224 17.2%	288 16.0%	75 16.5%	114 17.0%	33 17.1%	75 17.3%	32 19.9%	113 17.6%	42 18.2%	103 14.7%	42 16.0%
● Best health plan possible	2145 50.5%	553 42.5%	882 49.0%	191 42.1%	345 51.5%	87 45.1%	231 53.3%	66 41.0%	342 53.4%	106 45.9%	345 49.3%	103 39.2%
Total	4245 100.0%	1302 100.0%	1801 100.0%	454 100.0%	670 100.0%	193 100.0%	433 100.0%	161 100.0%	641 100.0%	231 100.0%	700 100.0%	263 100.0%
Not Answered	126	23	73	10	13	3	12	3	18	3	10	4
Reporting Category												
Ratings												
Achievement Score	82.8% ●	77.4% ●	82.0% ●	75.6% ●	83.3% ●	78.8% ●	85.2% ●	79.5% ●	84.4% ●	81.0% ●	81.4% ●	75.3% ●

○ Response scored as: ● Room for Improvement ● Achievement

Prescription Medications

Q50. In the last 6 months, did you get or refill any prescription medicines for your child?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Yes	1363 32.2%	832 65.4%	501 27.4%	297 64.7%	193 28.8%	117 60.0%	168 44.9%	80 66.1%	243 37.3%	154 66.1%	258 36.8%	184 69.4%
No	2867 67.8%	441 34.6%	1330 72.6%	162 35.3%	478 71.2%	78 40.0%	206 55.1%	41 33.9%	409 62.7%	79 33.9%	444 63.2%	81 30.6%
Total	4230 100.0%	1273 100.0%	1831 100.0%	459 100.0%	671 100.0%	195 100.0%	374 100.0%	121 100.0%	652 100.0%	233 100.0%	702 100.0%	265 100.0%
Not Answered	141	52	43	5	12	1	71	43	7	1	8	2

Q51. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Never	13 1.0%	7 0.9%	4 0.8%	2 0.7%	4 2.1%	2 1.7%	2 1.9%	0 0.0%	2 0.8%	2 1.3%	1 0.4%	1 0.5%
Sometimes	131 10.2%	85 10.5%	59 11.8%	37 12.5%	17 8.9%	11 9.4%	10 9.6%	6 9.5%	19 8.0%	13 8.4%	26 10.1%	18 9.8%
Usually	265 20.6%	173 21.3%	113 22.6%	74 25.0%	37 19.4%	17 14.5%	17 16.3%	11 17.5%	50 21.0%	35 22.7%	48 18.7%	36 19.7%
Always	880 68.3%	548 67.4%	323 64.7%	183 61.8%	133 69.6%	87 74.4%	75 72.1%	46 73.0%	167 70.2%	104 67.5%	182 70.8%	128 69.9%
Total	1289 100.0%	813 100.0%	499 100.0%	296 100.0%	191 100.0%	117 100.0%	104 100.0%	63 100.0%	238 100.0%	154 100.0%	257 100.0%	183 100.0%
Not Answered	74	19	2	1	2	0	64	17	5	0	1	1
Reporting Category	Single Items											
Achievement Score	88.8% ●	88.7% ●	87.4% ●	86.8% ●	89.0% ●	88.9% ●	88.5% ●	90.5% ●	91.2% ●	90.3% ●	89.5% ●	89.6% ●
Correlation with Satisfaction	0.250	0.259	0.294	0.326	0.216	0.216	0.399	0.480	0.152	0.121	0.217	0.247
Priority Rating	Low	Low	Low	Low	Low	Low	Low	High	Low	Low	Low	Low

Q52. Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Yes	878 69.0%	558 69.5%	345 70.0%	213 72.7%	131 68.9%	81 70.4%	61 59.8%	33 54.1%	171 72.5%	111 73.0%	170 67.5%	120 65.9%
No	395 31.0%	245 30.5%	148 30.0%	80 27.3%	59 31.1%	34 29.6%	41 40.2%	28 45.9%	65 27.5%	41 27.0%	82 32.5%	62 34.1%
Total	1273 100.0%	803 100.0%	493 100.0%	293 100.0%	190 100.0%	115 100.0%	102 100.0%	61 100.0%	236 100.0%	152 100.0%	252 100.0%	182 100.0%
Not Answered	90	29	8	4	3	2	66	19	7	2	6	2
Reporting Category	Single Items											
Achievement Score	69.0% ●	69.5% ●	70.0% ●	72.7% ●	68.9% ●	70.4% ●	59.8% ●	54.1% ●	72.5% ●	73.0% ●	67.5% ●	65.9% ●
Correlation with Satisfaction	0.133	0.169	0.103	0.147	0.252	0.341	0.180	0.218	0.172	0.200	0.053	0.054
Priority Rating	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium

○ Response scored as: ● Room for Improvement ● Achievement

About Your Child and You

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

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
● Excellent	1855 43.3%	278 21.1%	892 48.8%	104 22.6%	240 35.7%	38 19.5%	176 40.4%	33 20.2%	255 39.5%	46 19.8%	292 41.8%	57 21.5%
● Very Good	1408 32.9%	487 37.0%	535 29.3%	173 37.6%	238 35.4%	62 31.8%	158 36.2%	69 42.3%	219 33.9%	77 33.2%	258 37.0%	106 40.0%
● Good	789 18.4%	385 29.3%	306 16.7%	121 26.3%	152 22.6%	65 33.3%	84 19.3%	47 28.8%	130 20.1%	76 32.8%	117 16.8%	76 28.7%
● Fair	213 5.0%	150 11.4%	87 4.8%	54 11.7%	40 5.9%	27 13.8%	16 3.7%	12 7.4%	41 6.3%	33 14.2%	29 4.2%	24 9.1%
● Poor	16 0.4%	15 1.1%	8 0.4%	8 1.7%	3 0.4%	3 1.5%	2 0.5%	2 1.2%	1 0.2%	0 0.0%	2 0.3%	2 0.8%
Total	4281 100.0%	1315 100.0%	1828 100.0%	460 100.0%	673 100.0%	195 100.0%	436 100.0%	163 100.0%	646 100.0%	232 100.0%	698 100.0%	265 100.0%
Not Answered	90	10	46	4	10	1	9	1	13	2	12	2
Reporting Category												
Single Items												
Achievement Score	76.2% ●	58.2% ●	78.1% ●	60.2% ●	71.0% ●	51.3% ●	76.6% ●	62.6% ●	73.4% ●	53.0% ●	78.8% ●	61.5% ●
Correlation with Satisfaction	0.196	0.169	0.205	0.200	0.189	0.112	0.209	0.207	0.203	0.124	0.191	0.192
Priority Rating	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium

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

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
● Excellent	1663 38.9%	181 13.9%	829 45.5%	83 18.4%	208 30.9%	24 12.4%	147 33.5%	15 9.2%	222 34.4%	27 11.7%	257 36.8%	32 12.1%
● Very Good	1130 26.4%	286 22.0%	432 23.7%	85 18.8%	188 27.9%	33 17.0%	122 27.8%	42 25.8%	190 29.4%	54 23.5%	198 28.3%	72 27.3%
● Good	939 21.9%	419 32.2%	378 20.7%	157 34.8%	181 26.9%	65 33.5%	96 21.9%	44 27.0%	131 20.3%	65 28.3%	153 21.9%	88 33.3%
● Fair	441 10.3%	321 24.7%	149 8.2%	99 22.0%	76 11.3%	54 27.8%	56 12.8%	44 27.0%	87 13.5%	68 29.6%	73 10.4%	56 21.2%
● Poor	107 2.5%	95 7.3%	34 1.9%	27 6.0%	21 3.1%	18 9.3%	18 4.1%	18 11.0%	16 2.5%	16 7.0%	18 2.6%	16 6.1%
Total	4280 100.0%	1302 100.0%	1822 100.0%	451 100.0%	674 100.0%	194 100.0%	439 100.0%	163 100.0%	646 100.0%	230 100.0%	699 100.0%	264 100.0%
Not Answered	91	23	52	13	9	2	6	1	13	4	11	3
Reporting Category												
Single Items												
Achievement Score	65.3% ●	35.9% ●	69.2% ●	37.3% ●	58.8% ●	29.4% ●	61.3% ●	35.0% ●	63.8% ●	35.2% ●	65.1% ●	39.4% ●
Correlation with Satisfaction	0.222	0.213	0.211	0.213	0.256	0.223	0.266	0.199	0.172	0.183	0.264	0.272
Priority Rating	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium

Q55. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Yes	1108 25.8%	865 65.4%	395 21.6%	313 67.6%	155 23.1%	119 60.7%	139 31.7%	105 64.0%	196 30.2%	144 61.5%	223 31.8%	184 69.4%
No	3181 74.2%	457 34.6%	1435 78.4%	150 32.4%	516 76.9%	77 39.3%	299 68.3%	59 36.0%	453 69.8%	90 38.5%	478 68.2%	81 30.6%
Total	4289 100.0%	1322 100.0%	1830 100.0%	463 100.0%	671 100.0%	196 100.0%	438 100.0%	164 100.0%	649 100.0%	234 100.0%	701 100.0%	265 100.0%
Not Answered	82	3	44	1	12	0	7	0	10	0	9	2

○ Response scored as: ● Room for Improvement ● Achievement

About Your Child and You (continued)

Q56. Is this because of any medical, behavioral, or other health condition?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	905	82.4%	836	96.8%	328	83.2%	306	97.8%	120	78.9%	112	94.9%	109	79.0%	100	95.2%	159	82.8%	141	97.9%	189	85.1%	177	96.2%
No	193	17.6%	28	3.2%	66	16.8%	7	2.2%	32	21.1%	6	5.1%	29	21.0%	5	4.8%	33	17.2%	3	2.1%	33	14.9%	7	3.8%
Total	1098	100.0%	864	100.0%	394	100.0%	313	100.0%	152	100.0%	118	100.0%	138	100.0%	105	100.0%	192	100.0%	144	100.0%	222	100.0%	184	100.0%
Not Answered	10		1		1		0		3		1		1		0		4		0		1		0	

Q57. Is this a condition that has lasted or is expected to last for at least 12 months?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	813	92.4%	813	98.0%	302	95.0%	302	99.3%	108	92.3%	108	98.2%	98	91.6%	98	98.0%	132	86.3%	132	95.0%	173	93.5%	173	97.7%
No	67	7.6%	17	2.0%	16	5.0%	2	0.7%	9	7.7%	2	1.8%	9	8.4%	2	2.0%	21	13.7%	7	5.0%	12	6.5%	4	2.3%
Total	880	100.0%	830	100.0%	318	100.0%	304	100.0%	117	100.0%	110	100.0%	107	100.0%	100	100.0%	153	100.0%	139	100.0%	185	100.0%	177	100.0%
Not Answered	25		6		10		2		3		2		2		0		6		2		4		0	

Q58. Does your child need or use more medical care, mental health or educational services than is usual for most children of the same age?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	864	20.4%	764	59.1%	314	17.3%	270	59.9%	125	18.8%	111	57.8%	115	26.7%	105	66.0%	139	21.8%	122	52.8%	171	24.9%	156	60.2%
No	3368	79.6%	528	40.9%	1497	82.7%	181	40.1%	540	81.2%	81	42.2%	315	73.3%	54	34.0%	500	78.2%	109	47.2%	516	75.1%	103	39.8%
Total	4232	100.0%	1292	100.0%	1811	100.0%	451	100.0%	665	100.0%	192	100.0%	430	100.0%	159	100.0%	639	100.0%	231	100.0%	687	100.0%	259	100.0%
Not Answered	139		33		63		13		18		4		15		5		20		3		23		8	

Q59. Is this because of any medical, behavioral, or other health condition?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	748	87.7%	725	95.4%	268	85.9%	261	97.0%	105	86.1%	101	92.7%	100	89.3%	98	94.2%	118	85.5%	115	94.3%	157	92.9%	150	96.2%
No	105	12.3%	35	4.6%	44	14.1%	8	3.0%	17	13.9%	8	7.3%	12	10.7%	6	5.8%	20	14.5%	7	5.7%	12	7.1%	6	3.8%
Total	853	100.0%	760	100.0%	312	100.0%	269	100.0%	122	100.0%	109	100.0%	112	100.0%	104	100.0%	138	100.0%	122	100.0%	169	100.0%	156	100.0%
Not Answered	11		4		2		1		3		2		3		1		1		0		2		0	

About Your Child and You (continued)

Q60. Is this a condition that has lasted or is expected to last for at least 12 months?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	706	95.8%	706	98.1%	258	97.4%	258	99.6%	96	93.2%	96	96.0%	98	99.0%	98	100.0%	113	98.3%	113	99.1%	141	91.0%	141	94.6%
No	31	4.2%	14	1.9%	7	2.6%	1	0.4%	7	6.8%	4	4.0%	1	1.0%	0	0.0%	2	1.7%	1	0.9%	14	9.0%	8	5.4%
Total	737	100.0%	720	100.0%	265	100.0%	259	100.0%	103	100.0%	100	100.0%	99	100.0%	98	100.0%	115	100.0%	114	100.0%	155	100.0%	149	100.0%
Not Answered	11		5		3		2		2		1		1		0		3		1		2		1	

Q61. Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	744	17.5%	565	43.1%	263	14.5%	194	42.4%	132	19.8%	98	50.3%	82	18.9%	61	37.7%	133	20.7%	102	43.6%	134	19.4%	110	42.1%
No	3501	82.5%	745	56.9%	1546	85.5%	264	57.6%	536	80.2%	97	49.7%	353	81.1%	101	62.3%	510	79.3%	132	56.4%	556	80.6%	151	57.9%
Total	4245	100.0%	1310	100.0%	1809	100.0%	458	100.0%	668	100.0%	195	100.0%	435	100.0%	162	100.0%	643	100.0%	234	100.0%	690	100.0%	261	100.0%
Not Answered	126		15		65		6		15		1		10		2		16		0		20		6	

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

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	538	74.3%	525	94.4%	184	72.7%	178	94.7%	88	68.8%	87	91.6%	60	75.9%	57	93.4%	97	74.6%	95	93.1%	109	81.3%	108	98.2%
No	186	25.7%	31	5.6%	69	27.3%	10	5.3%	40	31.3%	8	8.4%	19	24.1%	4	6.6%	33	25.4%	7	6.9%	25	18.7%	2	1.8%
Total	724	100.0%	556	100.0%	253	100.0%	188	100.0%	128	100.0%	95	100.0%	79	100.0%	61	100.0%	130	100.0%	102	100.0%	134	100.0%	110	100.0%
Not Answered	20		9		10		6		4		3		3		0		3		0		0		0	

Q63. Is this a condition that has lasted or is expected to last for at least 12 months?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	511	96.2%	511	98.1%	177	97.8%	177	100.0%	83	95.4%	83	96.5%	57	96.6%	57	100.0%	89	92.7%	89	94.7%	105	97.2%	105	98.1%
No	20	3.8%	10	1.9%	4	2.2%	0	0.0%	4	4.6%	3	3.5%	2	3.4%	0	0.0%	7	7.3%	5	5.3%	3	2.8%	2	1.9%
Total	531	100.0%	521	100.0%	181	100.0%	177	100.0%	87	100.0%	86	100.0%	59	100.0%	57	100.0%	96	100.0%	94	100.0%	108	100.0%	107	100.0%
Not Answered	7		4		3		1		1		1		1		0		1		1		1		1	

About Your Child and You (continued)

Q64. Does your child need or get special therapy such as physical, occupational, or speech therapy?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	677	15.9%	507	38.9%	248	13.6%	173	37.8%	108	16.1%	84	42.9%	75	17.4%	62	38.5%	121	18.9%	92	40.0%	125	18.1%	96	37.1%
No	3577	84.1%	797	61.1%	1574	86.4%	285	62.2%	562	83.9%	112	57.1%	357	82.6%	99	61.5%	520	81.1%	138	60.0%	564	81.9%	163	62.9%
Total	4254	100.0%	1304	100.0%	1822	100.0%	458	100.0%	670	100.0%	196	100.0%	432	100.0%	161	100.0%	641	100.0%	230	100.0%	689	100.0%	259	100.0%
Not Answered	117		21		52		6		13		0		13		3		18		4		21		8	

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

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	489	74.1%	466	93.2%	171	69.8%	160	93.0%	77	74.8%	74	91.4%	58	80.6%	57	93.4%	90	76.3%	85	94.4%	93	76.2%	90	93.8%
No	171	25.9%	34	6.8%	74	30.2%	12	7.0%	26	25.2%	7	8.6%	14	19.4%	4	6.6%	28	23.7%	5	5.6%	29	23.8%	6	6.3%
Total	660	100.0%	500	100.0%	245	100.0%	172	100.0%	103	100.0%	81	100.0%	72	100.0%	61	100.0%	118	100.0%	90	100.0%	122	100.0%	96	100.0%
Not Answered	17		7		3		1		5		3		3		1		3		2		3		0	

Q66. Is this a condition that has lasted or is expected to last for at least 12 months?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	453	93.6%	453	97.6%	155	91.2%	155	96.9%	70	90.9%	70	94.6%	56	96.6%	56	98.2%	84	95.5%	84	100.0%	88	96.7%	88	98.9%
No	31	6.4%	11	2.4%	15	8.8%	5	3.1%	7	9.1%	4	5.4%	2	3.4%	1	1.8%	4	4.5%	0	0.0%	3	3.3%	1	1.1%
Total	484	100.0%	464	100.0%	170	100.0%	160	100.0%	77	100.0%	74	100.0%	58	100.0%	57	100.0%	88	100.0%	84	100.0%	91	100.0%	89	100.0%
Not Answered	5		2		1		0		0		0		0		0		2		1		2		1	

Q67. Does your child have any kind of emotional, developmental, or behavioral problems for which he or she needs or gets treatment or counseling?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	876	20.7%	811	62.4%	289	16.0%	267	58.8%	127	19.1%	118	61.1%	125	29.1%	117	72.2%	168	26.3%	152	66.1%	167	24.1%	157	60.2%
No	3359	79.3%	489	37.6%	1521	84.0%	187	41.2%	537	80.9%	75	38.9%	305	70.9%	45	27.8%	471	73.7%	78	33.9%	525	75.9%	104	39.8%
Total	4235	100.0%	1300	100.0%	1810	100.0%	454	100.0%	664	100.0%	193	100.0%	430	100.0%	162	100.0%	639	100.0%	230	100.0%	692	100.0%	261	100.0%
Not Answered	136		25		64		10		19		3		15		2		20		4		18		6	

About Your Child and You (continued)

Q68. Has this problem lasted or is it expected to last for at least 12 months?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Yes	776 91.9%	776 96.9%	258 92.1%	258 97.4%	111 90.2%	111 95.7%	114 94.2%	114 98.3%	143 89.9%	143 96.6%	150 93.2%	150 96.2%
No	68 8.1%	25 3.1%	22 7.9%	7 2.6%	12 9.8%	5 4.3%	7 5.8%	2 1.7%	16 10.1%	5 3.4%	11 6.8%	6 3.8%
Total	844 100.0%	801 100.0%	280 100.0%	265 100.0%	123 100.0%	116 100.0%	121 100.0%	116 100.0%	159 100.0%	148 100.0%	161 100.0%	156 100.0%
Not Answered	32	10	9	2	4	2	4	1	9	4	6	1

NQ69. What is your child's age?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Less than 1 year old	1105 26.1%	170 13.0%	549 30.3%	70 15.3%	133 20.0%	25 12.8%	119 27.2%	19 11.7%	146 23.1%	23 10.1%	158 22.9%	33 12.6%
1 to 2 years old	1755 41.4%	583 44.6%	732 40.4%	201 43.9%	299 44.9%	83 42.3%	180 41.1%	78 47.9%	258 40.8%	105 46.3%	286 41.4%	116 44.3%
3 to 4 years old	1376 32.5%	553 42.3%	529 29.2%	187 40.8%	234 35.1%	88 44.9%	139 31.7%	66 40.5%	228 36.1%	99 43.6%	246 35.7%	113 43.1%
5 to 7 years old	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
8 to 10 years old	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
11 to 13 years old	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
14 to 18 years old	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total	4236 100.0%	1306 100.0%	1810 100.0%	458 100.0%	666 100.0%	196 100.0%	438 100.0%	163 100.0%	632 100.0%	227 100.0%	690 100.0%	262 100.0%
Not Answered	0	0	0	0	0	0	0	0	0	0	0	0

Q70. Is your child male or female?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Male	2291 54.1%	743 56.8%	980 54.2%	263 57.3%	358 53.5%	105 54.1%	229 52.8%	96 58.9%	329 51.8%	129 56.3%	395 57.1%	150 57.0%
Female	1947 45.9%	565 43.2%	828 45.8%	196 42.7%	311 46.5%	89 45.9%	205 47.2%	67 41.1%	306 48.2%	100 43.7%	297 42.9%	113 43.0%
Total	4238 100.0%	1308 100.0%	1808 100.0%	459 100.0%	669 100.0%	194 100.0%	434 100.0%	163 100.0%	635 100.0%	229 100.0%	692 100.0%	263 100.0%
Not Answered	133	17	66	5	14	2	11	1	24	5	18	4

Q71. Is your child of Hispanic or Latino origin or descent?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Yes, Hispanic or Latino	1616 38.7%	387 29.8%	644 36.2%	114 25.2%	343 52.6%	89 46.6%	188 43.8%	46 28.6%	262 41.2%	81 35.1%	179 26.4%	57 21.8%
No, Not Hispanic or Latino	2558 61.3%	911 70.2%	1135 63.8%	339 74.8%	309 47.4%	102 53.4%	241 56.2%	115 71.4%	374 58.8%	150 64.9%	499 73.6%	205 78.2%
Total	4174 100.0%	1298 100.0%	1779 100.0%	453 100.0%	652 100.0%	191 100.0%	429 100.0%	161 100.0%	636 100.0%	231 100.0%	678 100.0%	262 100.0%
Not Answered	197	27	95	11	31	5	16	3	23	3	32	5

About Your Child and You (continued)

Q72. What is your child's race?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
White	2704 68.4%	990 78.6%	1221 71.8%	352 79.8%	346 58.8%	135 76.3%	284 69.3%	130 81.3%	425 71.0%	182 80.5%	428 65.2%	191 74.9%
Black or African-American	526 13.3%	161 12.8%	242 14.2%	70 15.9%	62 10.5%	NA -	49 12.0%	22 13.8%	64 10.7%	23 10.2%	109 16.6%	37 14.5%
Asian	448 11.3%	102 8.1%	171 10.1%	32 7.3%	84 14.3%	16 9.0%	24 5.9%	NA -	60 10.0%	14 6.2%	109 16.6%	33 12.9%
Native Hawaiian or other Pacific Islander	148 3.7%	39 3.1%	74 4.4%	20 4.5%	13 2.2%	NA -	14 3.4%	NA -	22 3.7%	NA -	25 3.8%	NA -
American Indian or Alaska Native	205 5.2%	92 7.3%	100 5.9%	39 8.8%	18 3.1%	NA -	27 6.6%	15 9.4%	27 4.5%	12 5.3%	33 5.0%	19 7.5%
Other	830 21.0%	186 14.8%	344 20.2%	67 15.2%	156 26.5%	36 20.3%	97 23.7%	21 13.1%	132 22.0%	39 17.3%	101 15.4%	23 9.0%
Total	3954 100.0%	1259 100.0%	1701 100.0%	441 100.0%	588 100.0%	177 100.0%	410 100.0%	160 100.0%	599 100.0%	226 100.0%	656 100.0%	255 100.0%
Not Answered	417	66	173	23	95	19	35	4	60	8	54	12

Q73. What is your age?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Under 18	176 4.2%	53 4.1%	43 2.4%	NA -	37 5.6%	NA -	25 5.8%	NA -	35 5.5%	17 7.4%	36 5.2%	14 5.3%
18 to 24	186 4.4%	26 2.0%	98 5.5%	12 2.7%	32 4.9%	NA -	14 3.2%	NA -	23 3.6%	NA -	19 2.8%	NA -
25 to 34	1175 28.1%	260 20.1%	570 32.1%	112 24.8%	164 24.9%	28 14.7%	95 22.0%	17 10.6%	159 25.2%	47 20.5%	187 27.2%	56 21.2%
35 to 44	1547 37.0%	493 38.1%	653 36.7%	169 37.5%	246 37.4%	84 44.0%	139 32.2%	48 30.0%	252 39.9%	93 40.6%	257 37.4%	99 37.5%
45 to 54	721 17.2%	285 22.0%	296 16.6%	100 22.2%	130 19.8%	46 24.1%	65 15.0%	39 24.4%	107 17.0%	40 17.5%	123 17.9%	60 22.7%
55 to 64	251 6.0%	117 9.0%	92 5.2%	41 9.1%	27 4.1%	NA -	55 12.7%	30 18.8%	37 5.9%	21 9.2%	40 5.8%	19 7.2%
65 to 74	103 2.5%	45 3.5%	21 1.2%	NA -	13 2.0%	NA -	31 7.2%	16 10.0%	18 2.9%	NA -	20 2.9%	NA -
75 or older	27 0.6%	16 1.2%	NA -	NA -	NA -	NA -	NA -	NA -	0 0.0%	0 0.0%	NA -	NA -
Total	4186 100.0%	1295 100.0%	1778 100.0%	451 100.0%	658 100.0%	191 100.0%	432 100.0%	160 100.0%	631 100.0%	229 100.0%	687 100.0%	264 100.0%
Not Answered	185	30	96	13	25	5	13	4	28	5	23	3

Q74. Are you male or female?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Male	642 15.2%	162 12.4%	319 17.8%	65 14.3%	100 15.1%	25 13.0%	60 13.8%	22 13.6%	64 10.1%	15 6.5%	99 14.3%	35 13.2%
Female	3578 84.8%	1144 87.6%	1478 82.2%	390 85.7%	563 84.9%	168 87.0%	374 86.2%	140 86.4%	571 89.9%	216 93.5%	592 85.7%	230 86.8%
Total	4220 100.0%	1306 100.0%	1797 100.0%	455 100.0%	663 100.0%	193 100.0%	434 100.0%	162 100.0%	635 100.0%	231 100.0%	691 100.0%	265 100.0%
Not Answered	151	19	77	9	20	3	11	2	24	3	19	2

About Your Child and You (continued)

Q75. What is the highest grade or level of school that you have completed?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
8th grade or less	384 9.3%	78 6.1%	166 9.5%	22 4.9%	96 15.1%	23 12.4%	45 10.5%	NA -	54 8.6%	20 8.8%	23 3.4%	NA -
Some high school but did not graduate	399 9.7%	84 6.5%	161 9.2%	39 8.7%	75 11.8%	NA -	37 8.7%	NA -	66 10.6%	15 6.6%	60 8.9%	17 6.5%
High school graduate or GED	1228 29.9%	328 25.5%	517 29.5%	116 25.8%	210 33.0%	58 31.2%	132 30.9%	33 20.5%	187 29.9%	61 26.8%	182 27.0%	60 23.0%
Some college or 2-year degree	1357 33.0%	512 39.8%	613 35.0%	190 42.3%	162 25.5%	56 30.1%	127 29.7%	69 42.9%	203 32.5%	84 36.8%	252 37.4%	113 43.3%
4-year college graduate	459 11.2%	165 12.8%	180 10.3%	42 9.4%	57 9.0%	20 10.8%	56 13.1%	32 19.9%	63 10.1%	29 12.7%	103 15.3%	42 16.1%
More than 4-year college degree	284 6.9%	118 9.2%	113 6.5%	40 8.9%	36 5.7%	19 10.2%	30 7.0%	18 11.2%	52 8.3%	19 8.3%	53 7.9%	22 8.4%
Total	4111 100.0%	1285 100.0%	1750 100.0%	449 100.0%	636 100.0%	186 100.0%	427 100.0%	161 100.0%	625 100.0%	228 100.0%	673 100.0%	261 100.0%
Not Answered	260	40	124	15	47	10	18	3	34	6	37	6

Q76. How are you related to the child?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Mother or father	3830 92.7%	1113 88.7%	1686 94.9%	410 91.5%	607 93.5%	167 91.3%	338 82.4%	107 72.8%	578 93.8%	195 89.0%	621 91.3%	234 90.7%
Grandparent	186 4.5%	98 7.8%	56 3.2%	30 6.7%	25 3.9%	13 7.1%	36 8.8%	20 13.6%	28 4.5%	17 7.8%	41 6.0%	18 7.0%
Aunt or uncle	27 0.7%	11 0.9%	9 0.5%	4 0.9%	5 0.8%	1 0.5%	6 1.5%	2 1.4%	2 0.3%	1 0.5%	5 0.7%	3 1.2%
Older brother or sister	15 0.4%	2 0.2%	6 0.3%	2 0.4%	5 0.8%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	4 0.6%	0 0.0%
Other relative	8 0.2%	4 0.3%	4 0.2%	1 0.2%	1 0.2%	1 0.5%	2 0.5%	2 1.4%	0 0.0%	0 0.0%	1 0.1%	0 0.0%
Legal guardian	42 1.0%	16 1.3%	9 0.5%	0 0.0%	5 0.8%	1 0.5%	15 3.7%	9 6.1%	5 0.8%	3 1.4%	8 1.2%	3 1.2%
Someone else	23 0.6%	11 0.9%	6 0.3%	1 0.2%	1 0.2%	0 0.0%	13 3.2%	7 4.8%	3 0.5%	3 1.4%	0 0.0%	0 0.0%
Total	4131 100.0%	1255 100.0%	1776 100.0%	448 100.0%	649 100.0%	183 100.0%	410 100.0%	147 100.0%	616 100.0%	219 100.0%	680 100.0%	258 100.0%
Not Answered	240	70	98	16	34	13	35	17	43	15	30	9

Additional Questions

HCA_1. In the last 6 months, did your child's personal doctor or anyone from that office ask you about your child's mental or emotional health?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Yes	1316 31.6%	667 51.8%	492 27.8%	224 50.0%	199 30.4%	91 48.7%	152 35.6%	95 59.0%	231 36.6%	113 49.3%	242 35.6%	144 55.0%
No	2847 68.4%	620 48.2%	1278 72.2%	224 50.0%	456 69.6%	96 51.3%	275 64.4%	66 41.0%	401 63.4%	116 50.7%	437 64.4%	118 45.0%
Total	4163 100.0%	1287 100.0%	1770 100.0%	448 100.0%	655 100.0%	187 100.0%	427 100.0%	161 100.0%	632 100.0%	229 100.0%	679 100.0%	262 100.0%
Not Answered	208	38	104	16	28	9	18	3	27	5	31	5

Additional Questions (continued)

HCA_2. Did your child receive mental health care or counseling in the last 6 months?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Yes	562 13.5%	441 34.2%	190 10.7%	143 31.6%	82 12.5%	65 34.2%	90 20.9%	73 45.6%	98 15.7%	78 34.5%	102 15.0%	82 31.5%
No	3608 86.5%	848 65.8%	1588 89.3%	310 68.4%	572 87.5%	125 65.8%	340 79.1%	87 54.4%	528 84.3%	148 65.5%	580 85.0%	178 68.5%
Total	4170 100.0%	1289 100.0%	1778 100.0%	453 100.0%	654 100.0%	190 100.0%	430 100.0%	160 100.0%	626 100.0%	226 100.0%	682 100.0%	260 100.0%
Not Answered	201	36	96	11	29	6	15	4	33	8	28	7

HCA_3. Did your child receive all the mental health care or counseling that he or she needed?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Yes	579 54.8%	367 66.2%	145 77.5%	107 75.9%	230 39.0%	99 53.5%	64 73.6%	49 68.1%	68 72.3%	54 71.1%	72 73.5%	58 72.5%
No	477 45.2%	187 33.8%	42 22.5%	34 24.1%	360 61.0%	86 46.5%	23 26.4%	23 31.9%	26 27.7%	22 28.9%	26 26.5%	22 27.5%
Total	1056 100.0%	554 100.0%	187 100.0%	141 100.0%	590 100.0%	185 100.0%	87 100.0%	72 100.0%	94 100.0%	76 100.0%	98 100.0%	80 100.0%
Not Answered	107	18	3	2	93	11	3	1	4	2	4	2

HCA_4. In the last 6 months, did your child need any treatment or counseling for a personal or family problem?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Yes	454 12.6%	360 32.4%	141 7.9%	116 25.8%	79 12.1%	57 30.5%	84 19.6%	66 41.3%	48 71.6%	37 69.8%	102 14.9%	84 32.2%
No	3149 87.4%	750 67.6%	1633 92.1%	333 74.2%	572 87.9%	130 69.5%	344 80.4%	94 58.8%	19 28.4%	16 30.2%	581 85.1%	177 67.8%
Total	3603 100.0%	1110 100.0%	1774 100.0%	449 100.0%	651 100.0%	187 100.0%	428 100.0%	160 100.0%	67 100.0%	53 100.0%	683 100.0%	261 100.0%
Not Answered	177	35	100	15	32	9	17	4	1	1	27	6

HCA_5. In the last 6 months, how often was it easy to get the treatment or counseling your child needed through your child's health plan?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
● Never	244 26.4%	87 18.6%	31 22.6%	27 23.7%	188 33.5%	39 22.4%	7 8.6%	7 10.9%	0 0.0%	0 0.0%	18 18.6%	14 17.5%
● Sometimes	134 14.5%	81 17.3%	21 15.3%	19 16.7%	73 13.0%	25 14.4%	14 17.3%	12 18.8%	4 8.3%	4 10.8%	22 22.7%	21 26.3%
● Usually	185 20.0%	100 21.3%	30 21.9%	24 21.1%	105 18.7%	32 18.4%	19 23.5%	16 25.0%	13 27.1%	11 29.7%	18 18.6%	17 21.3%
● Always	361 39.1%	201 42.9%	55 40.1%	44 38.6%	195 34.8%	78 44.8%	41 50.6%	29 45.3%	31 64.6%	22 59.5%	39 40.2%	28 35.0%
Total	924 100.0%	469 100.0%	137 100.0%	114 100.0%	561 100.0%	174 100.0%	81 100.0%	64 100.0%	48 100.0%	37 100.0%	97 100.0%	80 100.0%
Not Answered	134	30	4	2	122	22	3	2	0	0	5	4
Reporting Category	Supplemental Items											
Achievement Score	59.1% ●	64.2% ●	62.0% ●	59.6% ●	53.5% ●	63.2% ●	74.1% ●	70.3% ●	91.7% ●	89.2% ●	58.8% ●	56.3% ●
Correlation with Satisfaction	0.252	0.366	0.418	0.411	0.201	0.355	0.357	0.303	0.213	0.240	0.480	0.408
Priority Rating	Medium	Medium	Top	Top	Medium	Medium	Medium	Medium	Low	Low	Top	Top

○ Response scored as: ● Room for Improvement ● Achievement

Additional Questions (continued)

HCA_6. Using any number from 0 to 10, where 0 is the worst treatment or counseling possible and 10 is the best treatment or counseling possible, what number would you use to rate your child's treatment or counseling in the last 6 months?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
● Worst treatment or counseling possible	48 5.8%	32 7.4%	11 8.8%	11 10.7%	25 5.1%	10 6.4%	4 5.2%	4 6.6%	1 2.1%	1 2.7%	7 7.8%	6 8.2%
● 1	12 1.4%	8 1.9%	1 0.8%	1 1.0%	6 1.2%	4 2.5%	2 2.6%	1 1.6%	1 2.1%	1 2.7%	2 2.2%	1 1.4%
● 2	8 1.0%	5 1.2%	3 2.4%	2 1.9%	2 0.4%	1 0.6%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	3 3.3%	2 2.7%
● 3	9 1.1%	6 1.4%	4 3.2%	3 2.9%	2 0.4%	0 0.0%	1 1.3%	1 1.6%	1 2.1%	1 2.7%	1 1.1%	1 1.4%
● 4	11 1.3%	8 1.9%	3 2.4%	3 2.9%	5 1.0%	3 1.9%	1 1.3%	1 1.6%	0 0.0%	0 0.0%	2 2.2%	1 1.4%
● 5	58 7.0%	36 8.4%	14 11.2%	13 12.6%	30 6.1%	10 6.4%	5 6.5%	4 6.6%	2 4.2%	2 5.4%	7 7.8%	7 9.6%
● 6	44 5.3%	23 5.3%	8 6.4%	5 4.9%	27 5.5%	10 6.4%	4 5.2%	3 4.9%	2 4.2%	2 5.4%	3 3.3%	3 4.1%
● 7	70 8.4%	37 8.6%	7 5.6%	5 4.9%	41 8.3%	11 7.0%	10 13.0%	10 16.4%	3 6.3%	2 5.4%	9 10.0%	9 12.3%
● 8	140 16.8%	76 17.6%	18 14.4%	15 14.6%	86 17.4%	30 19.1%	13 16.9%	11 18.0%	9 18.8%	6 16.2%	14 15.6%	14 19.2%
● 9	140 16.8%	70 16.2%	18 14.4%	15 14.6%	83 16.8%	26 16.6%	19 24.7%	15 24.6%	9 18.8%	7 18.9%	11 12.2%	7 9.6%
● Best treatment or counseling possible	294 35.3%	130 30.2%	38 30.4%	30 29.1%	187 37.9%	52 33.1%	18 23.4%	11 18.0%	20 41.7%	15 40.5%	31 34.4%	22 30.1%
Total	834 100.0%	431 100.0%	125 100.0%	103 100.0%	494 100.0%	157 100.0%	77 100.0%	61 100.0%	48 100.0%	37 100.0%	90 100.0%	73 100.0%
Not Answered	224	68	16	13	189	39	7	5	0	0	12	11
Reporting Category												
Achievement Score	68.8% ●	64.0% ●	59.2% ●	58.3% ●	72.1% ●	68.8% ●	64.9% ●	60.7% ●	79.2% ●	75.7% ●	62.2% ●	58.9% ●
Correlation with Satisfaction	0.444	0.420	0.365	0.341	0.430	0.453	0.368	0.199	0.469	0.447	0.619	0.608
Priority Rating	Top	Top	Medium	Medium	Top	Top	Medium	Medium	Top	Top	Top	Top
Supplemental Items												

HCA_7. If your child received mental health care or counseling in the last 6 months, how often were you involved as much as you wanted in your child's mental health care or counseling?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
● Never	270 31.7%	58 12.3%	13 7.3%	9 6.7%	178 54.4%	34 28.1%	73 36.7%	11 11.5%	3 6.4%	2 5.4%	3 3.0%	2 2.5%
● Sometimes	104 12.2%	70 14.9%	30 16.8%	24 17.8%	35 10.7%	16 13.2%	14 7.0%	11 11.5%	8 17.0%	6 16.2%	17 17.2%	13 16.0%
● Usually	109 12.8%	81 17.2%	36 20.1%	30 22.2%	22 6.7%	11 9.1%	20 10.1%	14 14.6%	9 19.1%	7 18.9%	22 22.2%	19 23.5%
● Always	368 43.2%	261 55.5%	100 55.9%	72 53.3%	92 28.1%	60 49.6%	92 46.2%	60 62.5%	27 57.4%	22 59.5%	57 57.6%	47 58.0%
No use of mental health care in the last 6 months	509	120	4	2	288	60	214	57	1	0	2	1
Total	851 100.0%	470 100.0%	179 100.0%	135 100.0%	327 100.0%	121 100.0%	199 100.0%	96 100.0%	47 100.0%	37 100.0%	99 100.0%	81 100.0%
Not Answered	108	32	7	6	68	15	32	11	0	0	1	0
Reporting Category												
Achievement Score	56.1% ●	72.8% ●	76.0% ●	75.6% ●	34.9% ●	58.7% ●	56.3% ●	77.1% ●	76.6% ●	78.4% ●	79.8% ●	81.5% ●
Correlation with Satisfaction	-0.035	0.088	0.211	0.220	-0.035	0.033	-0.197	-0.121	0.328	0.440	0.078	0.113
Priority Rating	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Top	Medium	Low
Supplemental Items												

○ Response scored as: ● Room for Improvement ● Achievement

Sample Disposition

	Apple Health Overall
Total mailing - sent	21,858
*First mailing - usable survey returned	1,174
*Second mailing - usable survey returned	793
*Phone - usable surveys	2,262
*Internet - usable surveys	142
Total - usable surveys	4,371
†Ineligible: According to population criteria‡	183
†Ineligible: Language barrier	91
†Ineligible: Deceased	3
Bad address and/or bad phone number	2,469
Refusal	1,005
Incomplete survey - mail or phone	514
Nonresponse - Unavailable by mail or phone	13,222
Response Rate	20.25%

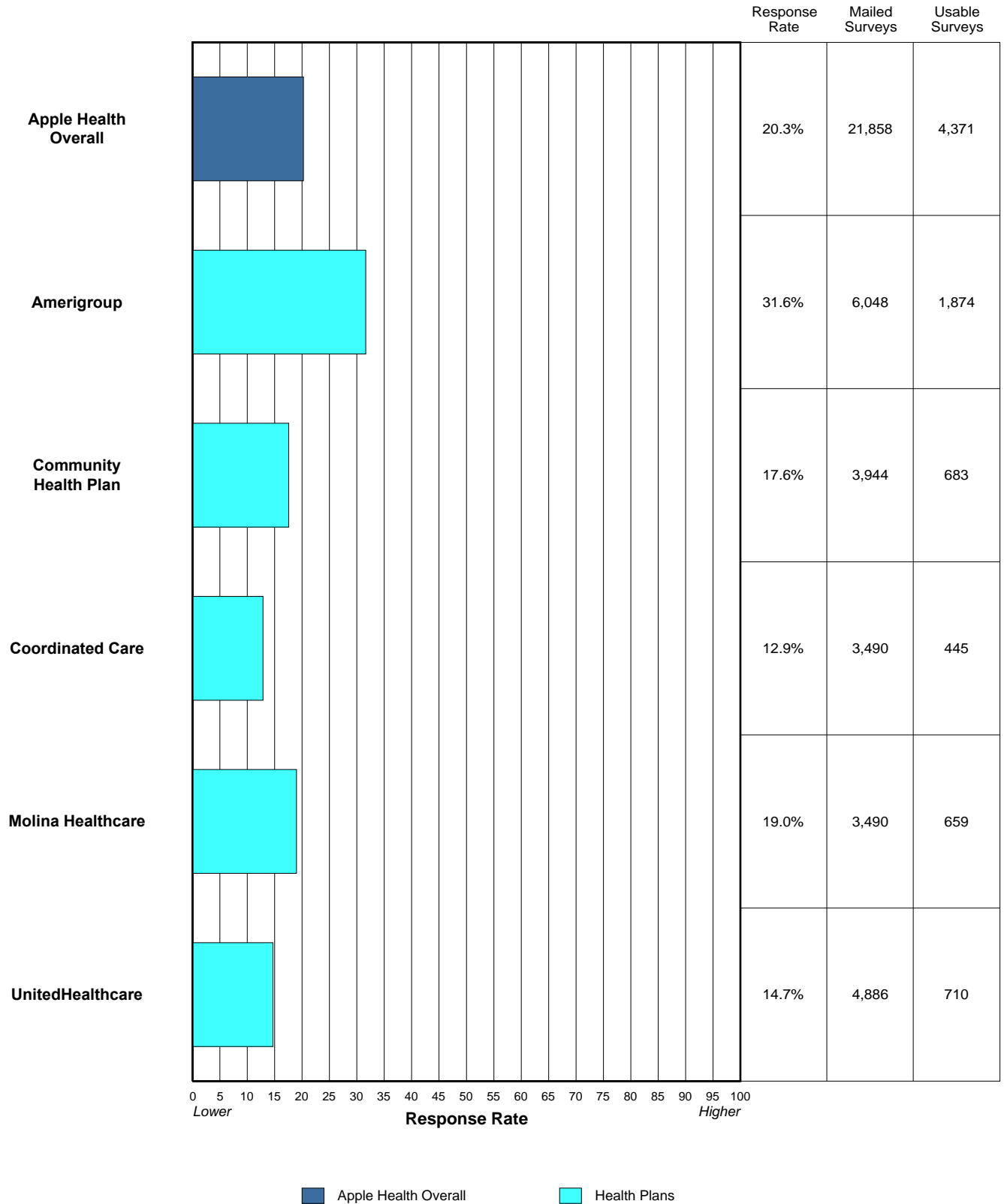
*Included in response rate numerator

†Excluded from response rate denominator

‡Population criteria: The designated respondent must meet the age requirements of the survey methodology.

Note: $Response\ Rate = Total\ Usable\ Surveys / Total\ Eligible\ Cases$

Response Rates Variation Across Health Plans



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 Amerigroup Washington, Inc. 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 11**
- ₁ 1 time
- ₂ 2
- ₃ 3
- ₄ 4
- ₅ 5 to 9
- ₆ 10 or more times

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

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

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

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

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

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

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

- ₁ Yes
- ₂ No → **If No, Go to Question 14**

12. In the last 6 months, did you need your child's doctors or other health providers to contact a school or daycare center about your child's health or health care?

- ₁ Yes
- ₂ No → **If No, Go to Question 14**

13. In the last 6 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare?

- ₁ Yes
- ₂ No

SPECIALIZED SERVICES

14. Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?

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

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

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

16. Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?

- ₁ Yes
- ₂ No

17. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?

- ₁ Yes
- ₂ No → **If No, Go to Question 20**

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

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

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

- ₁ Yes
- ₂ No

20. In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem?

- ₁ Yes
- ₂ No → **If No, Go to Question 23**

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

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

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

- ₁ Yes
- ₂ No

23. In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?

- ₁ Yes
- ₂ No → **If No, Go to Question 25**

24. In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these different providers or services?

- ₁ Yes
- ₂ No

YOUR CHILD'S PERSONAL DOCTOR

25. A personal doctor is the one your child would talk to if he or she needs a check-up, has a health problem or gets sick or hurt. Does your child have a personal doctor?

- ₁ Yes
- ₂ No → **If No, Go to Question 40**

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

- ₀ None → **If None, Go to Question 36**
- ₁ 1 time
- ₂ 2
- ₃ 3
- ₄ 4
- ₅ 5 to 9
- ₆ 10 or more times

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

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

28. 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

29. 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

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

- ₁ Yes
- ₂ No → **If No, Go to Question 32**

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

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

32. 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

33. 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

34. 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 36**

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

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

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

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

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

- ₁ Yes
- ₂ No → **If No, Go to Question 40**

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

- ₁ Yes
- ₂ No

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

- ₁ Yes
- ₂ No

GETTING HEALTH CARE FROM SPECIALISTS

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

40. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments for your child with a specialist?

- ₁ Yes
- ₂ No → **If No, Go to Question 44**

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

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

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

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

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

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

YOUR CHILD'S HEALTH PLAN

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

44. In the last 6 months, did you get information or help from customer service at your child's health plan?
- ₁ Yes
₂ No → **If No, Go to Question 47**
45. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?
- ₁ Never
₂ Sometimes
₃ Usually
₄ Always
46. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?
- ₁ Never
₂ Sometimes
₃ Usually
₄ Always
47. 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 49**
48. 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
49. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?
- 0 1 2 3 4 5 6 7 8 9 10

Worst health plan possible Best health plan possible

PRESCRIPTION MEDICINES

50. In the last 6 months, did you get or refill any prescription medicines for your child?
- ₁ Yes
₂ No → **If No, Go to Question 53**
51. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?
- ₁ Never
₂ Sometimes
₃ Usually
₄ Always
52. Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?
- ₁ Yes
₂ No

ABOUT YOUR CHILD AND YOU

53. In general, how would you rate your child's overall health?
- ₁ Excellent
₂ Very good
₃ Good
₄ Fair
₅ Poor
54. 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
55. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?
- ₁ Yes
₂ No → **If No, Go to Question 58**

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

- ₁ Yes
₂ No → **If No, Go to Question 58**

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

- ₁ Yes
₂ No

58. Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?

- ₁ Yes
₂ No → **If No, Go to Question 61**

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

- ₁ Yes
₂ No → **If No, Go to Question 61**

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

- ₁ Yes
₂ No

61. Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?

- ₁ Yes
₂ No → **If No, Go to Question 64**

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

- ₁ Yes
₂ No → **If No, Go to Question 64**

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

- ₁ Yes
₂ No

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

- ₁ Yes
₂ No → **If No, Go to Question 67**

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

- ₁ Yes
₂ No → **If No, Go to Question 67**

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

- ₁ Yes
₂ No

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

- ₁ Yes
₂ No → **If No, Go to Question 69**

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

- ₁ Yes
₂ No

69. What is your child's age?

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

70. Is your child male or female?

- ₁ Male
₂ Female

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

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

72. 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

73. 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

74. Are you male or female?

- ₁ Male
- ₂ Female

75. 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

76. 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

Now we would like to ask a few more questions about the services your child's health plan provides.

77. In the last 6 months, did your child's personal doctor or anyone from that office ask you about your child's mental or emotional health?

- ₁ Yes
- ₂ No

78. Did your child receive mental health care or counseling in the last 6 months?

- ₁ Yes
- ₂ No → **If No, Go to Question 81**

79. Did your child receive all the mental health care or counseling that he or she needed?

- ₁ Yes
- ₂ No

80. If your child received mental health care or counseling in the last 6 months, how often were you involved as much as you wanted in your child's mental health care or counseling?

- ₁ Never
- ₂ Sometimes
- ₃ Usually
- ₄ Always
- ₅ No use of mental health care in last 6 months

81. In the last 6 months, did your child need any treatment or counseling for a personal or family problem?

- ₁ Yes
- ₂ No → **Thank you. Please return the completed survey in the postage-paid envelope.**

82. In the last 6 months, how often was it easy to get the treatment or counseling your child needed through your child's health plan?

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

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

- | | | | | | | | | | | |
|--|--------------------------|--------------------------|--------------------------|--------------------------|---------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| <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 treatment or counseling possible | | | | | Best treatment or counseling possible | | | | | |

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.



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:

- Yes → **If Yes, Go to Question 1**
 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 back 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 1-888-797-3605.

Please answer the questions for the child listed on the letter. Please do not answer for any other children.

1. Our records show that your child is now in Coordinated Care of Washington, Inc. Is that right?

- Yes → **If Yes, Go to Question 3**
 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?

- Yes
 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?

- Never
 Sometimes
 Usually
 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?

- Yes
 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?

- Never
 Sometimes
 Usually
 Always



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

- None → *If None, Go to Question 11*
- 1 time
- 2
- 3
- 4
- 5 to 9
- 10 or more times

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

- Never
- Sometimes
- Usually
- Always

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

- 0 Worst health care possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best health care possible

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *If No, Go to Question 14*

12. In the last 6 months, did you need your child's doctors or other health providers to contact a school or daycare center about your child's health or health care?

- Yes
- No → *If No, Go to Question 14*

13. In the last 6 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare?

- Yes
- No

SPECIALIZED SERVICES

14. Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment.

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

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

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

- Never
- Sometimes
- Usually
- Always

16. Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?

- Yes
- No

17. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?

- Yes
 No → *If No, Go to Question 20*

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

- Never
 Sometimes
 Usually
 Always

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

- Yes
 No

20. In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem?

- Yes
 No → *If No, Go to Question 23*

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

- Never
 Sometimes
 Usually
 Always

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

- Yes
 No

23. In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?

- Yes
 No → *If No, Go to Question 25*

24. In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these different providers or services?

- Yes
 No

YOUR CHILD'S PERSONAL DOCTOR

25. A personal doctor is the one your child would talk to if he or she needs a check-up, has a health problem or gets sick or hurt. Does your child have a personal doctor?

- Yes
 No → *If No, Go to Question 40*

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

- None → *If None, Go to Question 36*
 1 time
 2
 3
 4
 5 to 9
 10 or more times

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

- Never
 Sometimes
 Usually
 Always

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

- Never
 Sometimes
 Usually
 Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *If No, Go to Question 32*

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

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

- Yes
- No → *If No, Go to Question 36*

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

- Never
- Sometimes
- Usually
- Always

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

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

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

- Yes
- No → *If No, Go to Question 40*

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

- Yes
- No

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

- Yes
- No

GETTING HEALTH CARE FROM SPECIALISTS

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

40. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments for your child with a specialist?

- Yes
- No → *If No, Go to Question 44*

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

- Never
- Sometimes
- Usually
- Always

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

- None → *If None, Go to Question 44*
- 1 specialist
- 2
- 3
- 4
- 5 or more specialists

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

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

YOUR CHILD'S HEALTH PLAN

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

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

- Yes
- No → *If No, Go to Question 47*

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *If No, Go to Question 49*

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

- Never
- Sometimes
- Usually
- Always

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

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

PRESCRIPTION MEDICINES

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

- Yes
- No → *If No, Go to Question 53*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

ABOUT YOUR CHILD AND YOU

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

- Excellent
- Very Good
- Good
- Fair
- Poor

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

- Excellent
- Very Good
- Good
- Fair
- Poor

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

- Yes
- No → *If No, Go to Question 58*

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

- Yes
- No → *If No, Go to Question 58*

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

- Yes
- No

58. Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?

- Yes
- No → *If No, Go to Question 61*

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

- Yes
- No → *If No, Go to Question 61*

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

- Yes
- No

61. Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?

- Yes
- No → *If No, Go to Question 64*

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

- Yes
 No → *If No, Go to Question 64*

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

- Yes
 No

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

- Yes
 No → *If No, Go to Question 67*

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

- Yes
 No → *If No, Go to Question 67*

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

- Yes
 No

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

- Yes
 No → *If No, Go to Question 69*

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

- Yes
 No

69. What is your child's age?

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

70. Is your child male or female?

- Male
 Female

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

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

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

- White
 Black or African-American
 Asian
 Native Hawaiian or other Pacific Islander
 American Indian or Alaska Native
 Other

73. What is your age?

- Under 18
 18 to 24
 25 to 34
 35 to 44
 45 to 54
 55 to 64
 65 to 74
 75 or older

74. Are you male or female?

- Male
 Female

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

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

76. How are you related to the child?

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

ADDITIONAL QUESTIONS

Now we would like to ask a few more questions about the services your child's health plan provides.

77. In the last 6 months, did your child's personal doctor or anyone from that office ask you about your child's mental or emotional health?

- Yes
 No

78. Did your child receive mental health care or counseling in the last 6 months?

- Yes
 No

79. Did your child receive all the mental health care or counseling that he or she needed?

- Yes
 No

80. In the last 12 months, did your child need any treatment or counseling for a personal or family problem?

- Yes
 No → *If No, Go to Question 83*

81. In the last 12 months, how often was it easy to get the treatment or counseling your child needed through your child's health plan?

- Never
 Sometimes
 Usually
 Always

82. Using any number from 0 to 10, where 0 is the worst treatment or counseling possible and 10 is the best treatment or counseling possible, what number would you use to rate all your child's treatment or counseling in the last 12 months?

- 0 Worst treatment or counseling possible
 1
 2
 3
 4
 5
 6
 7
 8
 9
 10 Best treatment or counseling possible

83. If your child received mental health care or counseling in the last 6 months, how often were you involved as much as you wanted in your child's mental health care or counseling?

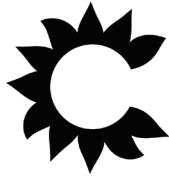
- Never
 Sometimes
 Usually
 Always
 No use of mental health care in last 6 months

Thank You

Please return the completed survey
in the postage-paid envelope or send to:
SPH Analytics • P.O. Box 985009
Ft. Worth, TX 76185-5009

If you have any questions, please call 1-888-797-3605.





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:

Yes → **If Yes, Go to Question 1**
 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 back 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 1-888-797-3605.

Please answer the questions for the child listed on the letter. Please do not answer for any other children.

1. Our records show that your child is now in Community Health Plan of Washington. Is that right?

Yes → **If Yes, Go to Question 3**
 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?

Yes
 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?

Never
 Sometimes
 Usually
 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?

Yes
 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?

Never
 Sometimes
 Usually
 Always

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

None → **If None, Go to Question 11**
 1 time
 2
 3
 4
 5 to 9
 10 or more times



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

- Never
- Sometimes
- Usually
- Always

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

- 0 Worst health care possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best health care possible

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *If No, Go to Question 14*

12. In the last 6 months, did you need your child's doctors or other health providers to contact a school or daycare center about your child's health or health care?

- Yes
- No → *If No, Go to Question 14*

13. In the last 6 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare?

- Yes
- No

SPECIALIZED SERVICES

14. Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment.

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

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

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

- Never
- Sometimes
- Usually
- Always

16. Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?

- Yes
- No

17. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?

- Yes
- No → *If No, Go to Question 20*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

20. In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem?

- Yes
- No → *If No, Go to Question 23*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

23. In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?

- Yes
- No → *If No, Go to Question 25*

24. In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these different providers or services?

- Yes
- No

YOUR CHILD'S PERSONAL DOCTOR

25. A personal doctor is the one your child would talk to if he or she needs a check-up, has a health problem or gets sick or hurt. Does your child have a personal doctor?

- Yes
- No → *If No, Go to Question 40*

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

- None → *If None, Go to Question 36*
- 1 time
- 2
- 3
- 4
- 5 to 9
- 10 or more times

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *If No, Go to Question 32*

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

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

- Yes
 No → *If No, Go to Question 36*

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

- Never
 Sometimes
 Usually
 Always

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

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

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

- Yes
 No → *If No, Go to Question 40*

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

- Yes
 No

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

- Yes
 No

GETTING HEALTH CARE FROM SPECIALISTS

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

40. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments for your child with a specialist?

- Yes
 No → *If No, Go to Question 44*

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

- Never
 Sometimes
 Usually
 Always

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

- None → *If None, Go to Question 44*
 1 specialist
 2
 3
 4
 5 or more specialists

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

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

YOUR CHILD'S HEALTH PLAN

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

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

- Yes
 No → *If No, Go to Question 47*

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

- Never
 Sometimes
 Usually
 Always

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

- Never
 Sometimes
 Usually
 Always

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

- Yes
 No → *If No, Go to Question 49*

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

- Never
 Sometimes
 Usually
 Always

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

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

PRESCRIPTION MEDICINES

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

- Yes
 No → *If No, Go to Question 53*

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

- Never
 Sometimes
 Usually
 Always

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

- Yes
 No

ABOUT YOUR CHILD AND YOU

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

- Excellent
 Very Good
 Good
 Fair
 Poor

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

- Excellent
 Very Good
 Good
 Fair
 Poor

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

- Yes
 No → *If No, Go to Question 58*

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

- Yes
 No → *If No, Go to Question 58*

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

- Yes
 No

58. Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?

- Yes
 No → *If No, Go to Question 61*

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

- Yes
 No → *If No, Go to Question 61*

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

- Yes
 No

61. Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?

- Yes
 No → *If No, Go to Question 64*

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

- Yes
 No → *If No, Go to Question 64*

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

- Yes
 No

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

- Yes
 No → *If No, Go to Question 67*

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

- Yes
 No → *If No, Go to Question 67*

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

- Yes
 No

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

- Yes
 No → *If No, Go to Question 69*

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

- Yes
 No

69. What is your child's age?

- Less than 1 year old

_____ YEARS OLD (*write in*)

70. Is your child male or female?

- Male
 Female

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

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

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

- White
 Black or African-American
 Asian
 Native Hawaiian or other Pacific Islander
 American Indian or Alaska Native
 Other

73. What is your age?

- Under 18
 18 to 24
 25 to 34
 35 to 44
 45 to 54
 55 to 64
 65 to 74
 75 or older

74. Are you male or female?

- Male
 Female

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

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

76. How are you related to the child?

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

ADDITIONAL QUESTIONS

Now we would like to ask a few more questions about the services your child's health plan provides.

77. In the last 6 months, did your child's personal doctor or anyone from that office ask you about your child's mental or emotional health?

- Yes
- No

78. Did your child receive mental health care or counseling in the last 6 months?

- Yes
- No

79. Did your child receive all the mental health care or counseling that he or she needed?

- Yes
- No

80. In the last 12 months, did your child need any treatment or counseling for a personal or family problem?

- Yes
- No

81. If your child received mental health care or counseling in the last 6 months, how often were you involved as much as you wanted in your child's mental health care or counseling?

- Never
- Sometimes
- Usually
- Always
- No use of mental health care in last 6 months

82. In the last 12 months, how often was it easy to get the treatment or counseling your child needed through your child's health plan?

- Never
- Sometimes
- Usually
- Always

83. Using any number from 0 to 10, where 0 is the worst treatment or counseling possible and 10 is the best treatment or counseling possible, what number would you use to rate all your child's treatment or counseling in the last 12 months?

- 0 Worst treatment or counseling possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best treatment or counseling possible

84. In the last 6 months, if you had a hard time seeing a specialist for your child, which specialist type(s) were a problem for you? (Check all that apply)

- I did not have a hard time seeing a specialist
- I did not make an appointment to see a specialist
- Allergist (Doctor for allergies)
- Obstetrics & Gynecology (Doctor for women)
- Cardiologist (Heart Doctor)
- Dermatologist (Skin Doctor)
- Gastroenterologist (Stomach Doctor)
- Neurologist (Brain Doctor)
- Oncologist (Cancer Doctor)
- Ophthalmologist (Eye Doctor)
- Otolaryngologist (Ear, Nose, Throat Doctor)
- Orthopedic Surgeon (Bone and Muscle Doctor)
- Other (please specify):

85. In the last 6 months, how many days did your child have to wait for an appointment for a check-up or routine care?

- Same day
- 1 day
- 2 to 3 days
- 4 to 7 days
- 8 to 14 days
- 15 to 30 days
- More than 30 days
- My child did not need an appointment for a check-up or routine care

86. Have you participated in a Telehealth video visit with a medical practitioner in the last 6 months?

- Yes
- No

87. How likely are you to recommend a Telehealth video visit to your friends and family?

- Definitely would
- Probably would
- Might or might not
- Probably would not
- Definitely would not

Thank You
Please return the completed survey
in the postage-paid envelope or send to:
SPH Analytics • P.O. Box 985009
Ft. Worth, TX 76185-5009

If you have any questions, please call 1-888-797-3605.



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:

Yes → **If Yes, Go to Question 1**
 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 back 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 1-888-797-3605.

Please answer the questions for the child listed on the letter. Please do not answer for any other children.

1. Our records show that your child is now in Molina Healthcare of Washington. Is that right?

Yes → **If Yes, Go to Question 3**
 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?

Yes
 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?

Never
 Sometimes
 Usually
 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?

Yes
 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?

Never
 Sometimes
 Usually
 Always

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

None → **If None, Go to Question 11**
 1 time
 2
 3
 4
 5 to 9
 10 or more times



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

- Never
- Sometimes
- Usually
- Always

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

- 0 Worst health care possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best health care possible

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *If No, Go to Question 14*

12. In the last 6 months, did you need your child's doctors or other health providers to contact a school or daycare center about your child's health or health care?

- Yes
- No → *If No, Go to Question 14*

13. In the last 6 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare?

- Yes
- No

SPECIALIZED SERVICES

14. Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment.

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

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

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

- Never
- Sometimes
- Usually
- Always

16. Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?

- Yes
- No

17. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?

- Yes
- No → *If No, Go to Question 20*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

20. In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem?

- Yes
- No → *If No, Go to Question 23*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

23. In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?

- Yes
- No → *If No, Go to Question 25*

24. In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these different providers or services?

- Yes
- No

YOUR CHILD'S PERSONAL DOCTOR

25. A personal doctor is the one your child would talk to if he or she needs a check-up, has a health problem or gets sick or hurt. Does your child have a personal doctor?

- Yes
- No → *If No, Go to Question 40*

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

- None → *If None, Go to Question 36*
- 1 time
- 2
- 3
- 4
- 5 to 9
- 10 or more times

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *If No, Go to Question 32*

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

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

- Yes
 No → *If No, Go to Question 36*

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

- Never
 Sometimes
 Usually
 Always

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

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

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

- Yes
 No → *If No, Go to Question 40*

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

- Yes
 No

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

- Yes
 No

GETTING HEALTH CARE FROM SPECIALISTS

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

40. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments for your child with a specialist?

- Yes
 No → *If No, Go to Question 44*

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

- Never
 Sometimes
 Usually
 Always

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

- None → *If None, Go to Question 44*
 1 specialist
 2
 3
 4
 5 or more specialists

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

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

YOUR CHILD'S HEALTH PLAN

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

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

- Yes
 No → *If No, Go to Question 47*

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

- Never
 Sometimes
 Usually
 Always

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

- Never
 Sometimes
 Usually
 Always

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

- Yes
 No → *If No, Go to Question 49*

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

- Never
 Sometimes
 Usually
 Always

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

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

PRESCRIPTION MEDICINES

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

- Yes
 No → *If No, Go to Question 53*

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

- Never
 Sometimes
 Usually
 Always

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

- Yes
 No

ABOUT YOUR CHILD AND YOU

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

- Excellent
 Very Good
 Good
 Fair
 Poor

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

- Excellent
 Very Good
 Good
 Fair
 Poor

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

- Yes
 No → *If No, Go to Question 58*

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

- Yes
 No → *If No, Go to Question 58*

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

- Yes
 No

58. Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?

- Yes
 No → *If No, Go to Question 61*

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

- Yes
 No → *If No, Go to Question 61*

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

- Yes
 No

61. Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?

- Yes
 No → *If No, Go to Question 64*

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

- Yes
 No → *If No, Go to Question 64*

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

- Yes
 No

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

- Yes
 No → *If No, Go to Question 67*

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

- Yes
 No → *If No, Go to Question 67*

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

- Yes
 No

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

- Yes
 No → *If No, Go to Question 69*

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

- Yes
 No

69. What is your child's age?

- Less than 1 year old

_____ YEARS OLD (*write in*)

70. Is your child male or female?

- Male
 Female

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

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

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

- White
 Black or African-American
 Asian
 Native Hawaiian or other Pacific Islander
 American Indian or Alaska Native
 Other

73. What is your age?

- Under 18
 18 to 24
 25 to 34
 35 to 44
 45 to 54
 55 to 64
 65 to 74
 75 or older

74. Are you male or female?

- Male
 Female

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

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

76. How are you related to the child?

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

ADDITIONAL QUESTIONS

Now we would like to ask a few more questions about the services your child's health plan provides.

77. In the last 6 months, did your child's personal doctor or anyone from that office ask you about your child's mental or emotional health?

- Yes
- No

78. Did your child receive mental health care or counseling in the last 6 months?

- Yes
- No → *If No, Go to Question 84*

79. Did your child receive all the mental health care or counseling that he or she needed?

- Yes
- No

80. In the last 12 months, did your child need any treatment or counseling for a personal or family problem?

- Yes
- No

81. In the last 12 months, how often was it easy to get the treatment or counseling your child needed through your child's health plan?

- Never
- Sometimes
- Usually
- Always

82. Using any number from 0 to 10, where 0 is the worst treatment or counseling possible and 10 is the best treatment or counseling possible, what number would you use to rate all your child's treatment or counseling in the last 12 months?

- 0 Worst treatment or counseling possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best treatment or counseling possible

83. If your child received mental health care or counseling in the last 6 months, how often were you involved as much as you wanted in your child's mental health care or counseling?

- Never
- Sometimes
- Usually
- Always
- No use of mental health care in last 6 months

84. In the last 6 months, if you utilized an interpreter or language services to help speak with your child's doctors or other healthcare providers, how would you rate your experience (with 0 being the worst possible experience, and 10 being the best possible experience)?

- 0 Worst possible experience
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best possible experience
- Not Applicable

85. In the last 6 months, if you utilized an interpreter or language services to help speak with your child's Health Plan, how would you rate your experience (with 0 being the worst possible experience, and 10 being the best possible experience)?

- 0 Worst possible experience
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best possible experience
- Not Applicable

86. In the last 6 months, how long did it take to get an appointment for your child for regular or routine care? (For example, preventive care or a complete physical)

- 1- 7 days
- 8 – 21 days
- 22 - 30 days
- 31 days or more
- My child did not need an appointment for regular or routine care

87. In the last 6 months, if your child had a scheduled doctor's appointment, how long did he/she usually have to wait before the doctor saw him/her?

- Less than 30 minutes
- More than 30 minutes

88. In the last 6 months, if you had a problem getting the care, tests, or treatment you thought your child needed through your health plan, what was the main problem you had? (Please select only one)

- Plan did not approve my child's care, tests, or treatment
- Care, tests, or treatment delayed while waiting for plan's approval
- Providers I wanted my child to see were not in plan or network
- Could not get an appointment with provider at a convenient time
- The cost to me for my child's care, tests, or treatment was too high
- Brand name medications I wanted cost more than the generic available
- The cost of my child's medications was too high
- Problem getting plan to pay claims after getting care, tests, or treatment
- Problem getting a referral to a specialist
- Other (Specify):

- I did not have a problem getting care, tests, or treatment

Thank You
Please return the completed survey
in the postage-paid envelope or send to:
SPH Analytics • P.O. Box 985009
Ft. Worth, TX 76185-5009

If you have any questions, please call 1-888-797-3605.



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:

Yes → **If Yes, Go to Question 1**
 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 back 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 1-888-797-3605.

Please answer the questions for the child listed on the letter. Please do not answer for any other children.

1. Our records show that your child is now in UnitedHealthcare Community Plan. Is that right?

Yes → **If Yes, Go to Question 3**
 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?

Yes
 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?

Never
 Sometimes
 Usually
 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?

Yes
 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?

Never
 Sometimes
 Usually
 Always

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

None → **If None, Go to Question 11**
 1 time
 2
 3
 4
 5 to 9
 10 or more times



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

- Never
- Sometimes
- Usually
- Always

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

- 0 Worst health care possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best health care possible

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *If No, Go to Question 14*

12. In the last 6 months, did you need your child's doctors or other health providers to contact a school or daycare center about your child's health or health care?

- Yes
- No → *If No, Go to Question 14*

13. In the last 6 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare?

- Yes
- No

SPECIALIZED SERVICES

14. Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment.

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

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

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

- Never
- Sometimes
- Usually
- Always

16. Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?

- Yes
- No

17. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?

- Yes
- No → *If No, Go to Question 20*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

20. In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem?

- Yes
- No → *If No, Go to Question 23*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

23. In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?

- Yes
- No → *If No, Go to Question 25*

24. In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these different providers or services?

- Yes
- No

YOUR CHILD'S PERSONAL DOCTOR

25. A personal doctor is the one your child would talk to if he or she needs a check-up, has a health problem or gets sick or hurt. Does your child have a personal doctor?

- Yes
- No → *If No, Go to Question 40*

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

- None → *If None, Go to Question 36*
- 1 time
- 2
- 3
- 4
- 5 to 9
- 10 or more times

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *If No, Go to Question 32*

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

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

- Yes
- No → *If No, Go to Question 36*

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

- Never
- Sometimes
- Usually
- Always

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

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

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

- Yes
- No → *If No, Go to Question 40*

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

- Yes
- No

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

- Yes
- No

GETTING HEALTH CARE FROM SPECIALISTS

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

40. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments for your child with a specialist?

- Yes
- No → *If No, Go to Question 44*

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

- Never
- Sometimes
- Usually
- Always

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

- None → *If None, Go to Question 44*
- 1 specialist
- 2
- 3
- 4
- 5 or more specialists

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

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

YOUR CHILD'S HEALTH PLAN

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

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

- Yes
 No → *If No, Go to Question 47*

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

- Never
 Sometimes
 Usually
 Always

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

- Never
 Sometimes
 Usually
 Always

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

- Yes
 No → *If No, Go to Question 49*

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

- Never
 Sometimes
 Usually
 Always

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

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

PRESCRIPTION MEDICINES

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

- Yes
 No → *If No, Go to Question 53*

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

- Never
 Sometimes
 Usually
 Always

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

- Yes
 No

ABOUT YOUR CHILD AND YOU

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

- Excellent
 Very Good
 Good
 Fair
 Poor

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

- Excellent
 Very Good
 Good
 Fair
 Poor

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

- Yes
 No → *If No, Go to Question 58*

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

- Yes
 No → *If No, Go to Question 58*

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

- Yes
 No

58. Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?

Yes

No → *If No, Go to Question 61*

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

Yes

No → *If No, Go to Question 61*

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

Yes

No

61. Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?

Yes

No → *If No, Go to Question 64*

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

Yes

No → *If No, Go to Question 64*

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

Yes

No

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

Yes

No → *If No, Go to Question 67*

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

Yes

No → *If No, Go to Question 67*

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

Yes

No

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

Yes

No → *If No, Go to Question 69*

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

Yes

No

69. What is your child's age?

Less than 1 year old

_____ YEARS OLD (*write in*)

70. Is your child male or female?

Male

Female

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

Yes, Hispanic or Latino

No, not Hispanic or Latino

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

White

Black or African-American

Asian

Native Hawaiian or other Pacific Islander

American Indian or Alaska Native

Other

73. What is your age?

Under 18

18 to 24

25 to 34

35 to 44

45 to 54

55 to 64

65 to 74

75 or older

74. Are you male or female?

Male

Female

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

8th grade or less

Some high school, but did not graduate

High school graduate or GED

Some college or 2-year degree

4-year college graduate

More than 4-year college degree

76. How are you related to the child?

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

ADDITIONAL QUESTIONS

Now we would like to ask a few more questions about the services your child's health plan provides.

77. In the last 6 months, did your child's personal doctor or anyone from that office ask you about your child's mental or emotional health?

- Yes
- No

78. Did your child receive mental health care or counseling in the last 6 months?

- Yes
- No → *If No, Go to Question 81*

79. Did your child receive all the mental health care or counseling that he or she needed?

- Yes
- No

80. If your child received mental health care or counseling in the last 6 months, how often were you involved as much as you wanted in your child's mental health care or counseling?

- Never
- Sometimes
- Usually
- Always
- No use of mental health care in last 6 months

81. In the last 12 months, did your child need any treatment or counseling for a personal or family problem?

- Yes
- No → *If No, Go to Question 84*

82. In the last 12 months, how often was it easy to get the treatment or counseling your child needed through your child's health plan?

- Never
- Sometimes
- Usually
- Always

83. Using any number from 0 to 10, where 0 is the worst treatment or counseling possible and 10 is the best treatment or counseling possible, what number would you use to rate all your child's treatment or counseling in the last 12 months?

- 0 Worst treatment or counseling possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best treatment or counseling possible

84. In the last 6 months, how often were you happy with the language help you got in the doctor's office?

- Never
- Sometimes
- Usually
- Always

85. In the last 6 months, when you needed an interpreter to help you speak with your child's doctors or other health providers, how often did you get one?

- Never
- Sometimes
- Usually
- Always
- I did not need an interpreter to help me speak with my child's doctors or other health providers

86. In the last 6 months, how often was it easy to find a doctor that respects your beliefs and cultural traditions?

- Never
- Sometimes
- Usually
- Always

87. In the last 6 months, if it was not easy to get the care, tests, or treatment you thought your child needed, what was the main reason for the difficulty? (Please mark *ONLY one*)

- I had to wait too long for the health plan to give the OK
- I did not know where to go to get a physician for care, lab work, or an x-ray
- I could not find a doctor, lab, or x-ray facility in my child's network
- I could not find a doctor, lab, or x-ray facility that was easy to get to
- I had to wait too long to get an appointment
- Other, personal reason
- I did not try to get any care, tests, or treatment for my child in the last 6 months

88. In the last 6 months, when you called a doctor's office or clinic after hours, how often did you get the help you wanted for your child?

- Never
- Sometimes
- Usually
- Always
- I did not call after hours in the last 6 months

Thank You

**Please return the completed survey
in the postage-paid envelope or send to:
SPH Analytics • P.O. Box 985009
Ft. Worth, TX 76185-5009**

If you have any questions, please call 1-888-797-3605.

