2024 CAHPS ® 5.1H MEMBER SURVEY

Medicaid Adult Washington All Plan Report

Washington Medicaid Adult

CONTENTS

OVERVIEW

Press Ganey (PG), a National Committee for Quality Assurance (NCQA) certified HEDIS® Survey Vendor, was selected by Coordinated Care to conduct its MY 2023 CAHPS® 5.1H Medicaid Adult Survey. NCQA requires health plans to submit CAHPS survey results in compliance with HEDIS® accreditation requirements.

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

2024 NCQA CHANGES NCQA made changes to the survey or program for 2024.

One question was deleted from the 2024 Commercial Adult Survey and the 2024 Medicaid Adult Survey:

- Have you had either a flu shot or flu spray in the nose since July 1, 20XX?

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

ACRONYMS

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

EXECUTIVE SUMMARY

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

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

A comprehensive list of Key Measures comparing Apple Health plan performance with 2023 scores, Quality Compass Averages, and Regional Scores can be found in Appendix A.

PRESS GANEY RECOMMENDATIONS

- Access remains at the top of the list for Key Drivers of Health Plan Satisfaction. Utilizing technology can help with access issues in rural areas

- Consider running "Secret Shopper" access surveys to help identify where gaps may exist

- Identifying and targeting high-risk members with a Case Manager can also be impactful

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

- Visit the Press Ganey Resource Library for more information.

METHODOLOGY

METHODOLOGY

	Initial Sample Size	Undeliv-erables	Total Ineligible	Completed Surveys				Spanish Completes				Adjusted Response Rate*		
				Total	Mail Total	Phone Total	Internet Total	Total	Mail	Phone	Internet	2022	2023	2024
Washington Total	**9923**	**NA**	**171**	**1050**	**567**	**278**	**205**	**56**	**26**	**21**	**9**	**11.9%**	**11.5%**	**10.8%**
Community Health Plan of Washington (CHPW)	2498	294	40	265	152	65	48	5	5	0	0	12.3%	12.4%	10.8%
Coordinated Care of Washington (CCW)	1350	136	12	133	63	32	38	11	4	5	2	9.3%	10.5%	9.9%
Molina Healthcare of Washington (MHW)	2295	202	38	233	121	75	37	5	2	2	1	13.1%	11.8%	10.3%
UnitedHealthcare Community Plan (UHC)	1620	230	26	163	84	27	52	2	0	1	1	11.4%	11.0%	10.2%
Wellpoint Washington (previously Amerigroup Washington) (WLP)^	2160	NA	55	256	147	79	30	12	1	7	4	12.3%	11.2%	12.2%

^ The survey for Wellpoint Washington (previously Amerigroup Washington) was administered by CCS.

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

METHODOLOGY

DATA COLLECTION

The MY 2023 Medicaid Adult version of the 5.1 CAHPS survey was administered via the following methodology:

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

QUALIFIED RESPONDENTS

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

2024 RESPONSE RATE CALCULATION

$$\frac{1050 \text{ (Completed)}}{9923 \text{ (Sample)} - 171 \text{ (Ineligible)}} = \frac{1050}{9752} = \textbf{10.8\%}$$

COMPLETES - MODALITY BY LANGUAGE

| Language | Mail | Phone | Internet | Internet Modes | | | Total |
				QR Code	Email	URL	
English	536	257	196	*77*	*22*	*71*	**989**
Spanish	26	21	9	*3*	*1*	*1*	**56**
Chinese	5	0	0	*0*	*0*	*0*	**5**
Total	**567**	**278**	**205**	*80*	*23*	*72*	**1050**

RESPONSE RATE TRENDING

		2022	2023	2024
Completed	**SUBTOTAL**	**1158**	**1097**	**1050**
Ineligible	Does not Meet Eligibility Criteria (01)	79	80	105
	Language Barrier (03)	19	22	36
	Mentally/Physically Incapacitated (04)	16	15	21
	Deceased (05)	11	6	9
	SUBTOTAL	**125**	**123**	**171**
Non-response	Break-off/Incomplete (02)	87	108	91
	Refusal (06)	332	215	265
	Maximum Attempts Made (07)	8140	8091	8328
	Added to DNC List (08)	13	19	18
	SUBTOTAL	**8572**	**8433**	**8702**
	Total Sample	**9855**	**9653**	**9923**
	Oversampling %	**630.0%**	**615.0%**	**635.0%**
	Response Rate	**11.9%**	**11.5%**	**10.8%**
	PG Response Rate	*12.2%*	*11.5%*	*11.1%*

METHODOLOGY

DATA COLLECTION

The MY 2023 Medicaid Adult version of the 5.1H CAHPS survey was administered via the following methodology:

| First questionnaire mailed **3/5/2024** | > | Second questionnaire mailed **4/9/2024** | > | Initiate follow-up calls to non-responders **4/30/2024 - 5/14/2024** | > | Last day to accept completed surveys **5/15/2024** |

QUALIFIED RESPONDENTS

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

2024 RESPONSE RATE CALCULATION

$$\frac{265 \text{ (Completed)}}{2498 \text{ (Sample)} - 40 \text{ (Ineligible)}} = \frac{265}{2458} = \textbf{10.8\%}$$

COMPLETES - MODALITY BY LANGUAGE

| Language | Mail | Phone | Internet | Internet Modes | | | Total |
				QR Code	Email	URL	
English	128	59	47	20	0	27	**234**
Spanish	19	6	1	*1*	*0*	*0*	**26**
Chinese	5	0	0	*0*	*0*	*0*	**5**
Total	**152**	**65**	**48**	**21**	**0**	**27**	**265**

Total Number of Undeliverables: 294

Note: Respondents were given the option of completing the survey in English, Spanish, or Chinese. In place of the English survey, a Spanish or Chinese survey was mailed based on the preferred language of the member. Per NCQA guidelines, Chinese surveys could only be completed via the mail.

RESPONSE RATE TRENDING

		2022	2023	2024
Completed	**SUBTOTAL**	**327**	**306**	**265**
Ineligible	Does not Meet Eligibility Criteria (01)	19	25	14
	Language Barrier (03)	8	7	19
	Mentally/Physically Incapacitated (04)	0	4	2
	Deceased (05)	4	1	5
	SUBTOTAL	**31**	**37**	**40**
Non-response	Break-off/Incomplete (02)	12	16	9
	Refusal (06)	62	53	63
	Maximum Attempts Made (07)	2268	2086	2121
	Added to DNC List (08)	0	0	0
	SUBTOTAL	**2342**	**2155**	**2193**
Total Sample		**2700**	**2498**	**2498**
Oversampling %		**100%**	**85.0%**	**85.0%**
Response Rate		**12.3%**	**12.4%**	**10.8%**
PG Response Rate		*12.2%*	*11.5%*	*11.1%*

METHODOLOGY

DATA COLLECTION

The MY 2023 Medicaid Adult version of the 5.1H CAHPS survey was administered via the following methodology:

| Pre-notification mailed **2/23/2024** | > | First questionnaire mailed **3/1/2024** | > | Second questionnaire mailed **4/5/2024** | > | Initiate follow-up calls to non-responders **4/26/2024 - 5/10/2024** | > | Last day to accept completed surveys **5/15/2024** |

QUALIFIED RESPONDENTS

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

2024 RESPONSE RATE CALCULATION

$$\frac{133 \text{ (Completed)}}{1350 \text{ (Sample)} - 12 \text{ (Ineligible)}} = \frac{133}{1338} = \textbf{9.9\%}$$

COMPLETES - MODALITY BY LANGUAGE

Language	Mail	Phone	Internet	Internet Modes			Total
				QR Code	*Email*	*URL*	
English	59	27	36	10	22	4	**122**
Spanish	4	5	2	*1*	*1*	*0*	**11**
Total	**63**	**32**	**38**	**11**	**23**	**4**	**133**

Total Number of Undeliverables: 136
Note: Respondents were given the option of completing the survey in Spanish. In place of the English survey, a Spanish survey was mailed to members who were identified by the plan as Spanish-speaking. A telephone number was also provided on the survey cover letter for all members to call if they would like to complete the survey in Spanish.

RESPONSE RATE TRENDING

		2022	2023	2024
Completed	**SUBTOTAL**	**124**	**140**	**133**
Ineligible	Does not Meet Eligibility Criteria (01)	10	9	6
	Language Barrier (03)	5	2	1
	Mentally/Physically Incapacitated (04)	3	1	4
	Deceased (05)	1	0	1
	SUBTOTAL	**19**	**12**	**12**
Non-response	Break-off/Incomplete (02)	8	8	8
	Refusal (06)	32	18	27
	Maximum Attempts Made (07)	1167	1172	1170
	Added to DNC List (08)	0	0	0
	SUBTOTAL	**1207**	**1198**	**1205**
	Total Sample	**1350**	**1350**	**1350**
	Oversampling %	**0.0%**	**0.0%**	**0.0%**
	Response Rate	**9.3%**	**10.5%**	**9.9%**
	PG Response Rate	*12.2%*	*11.5%*	*11.1%*

METHODOLOGY

DATA COLLECTION

The MY 2023 Medicaid Adult version of the 5.1H CAHPS survey was administered via the following methodology:

| First questionnaire mailed **3/8/2024** | Second questionnaire mailed **4/12/2024** | Initiate follow-up calls to non-responders **5/3/2024 - 5/17/2024** | Last day to accept completed surveys **5/17/2024** |

QUALIFIED RESPONDENTS

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

2024 RESPONSE RATE CALCULATION

$$\frac{233 \text{ (Completed)}}{2295 \text{ (Sample)} - 38 \text{ (Ineligible)}} = \frac{233}{2257} = \textbf{10.3\%}$$

COMPLETES - MODALITY BY LANGUAGE

| Language | Mail | Phone | Internet | Internet Modes | | | Total |
				QR Code	Email	URL	
English	119	73	36	22	0	14	**228**
Spanish	2	2	1	0	0	1	**5**
Total	**121**	**75**	**37**	**22**	**0**	**15**	**233**

Total Number of Undeliverables: 202
Note: Respondents were given the option of completing the survey in Spanish. All members selected in the sample received both an English and a Spanish mail survey. Additionally, cover letters included a telephone number for members to call and complete the survey in Spanish.

RESPONSE RATE TRENDING

		2022	2023	2024
Completed	**SUBTOTAL**	**263**	**236**	**233**
Ineligible	Does not Meet Eligibility Criteria (01)	18	12	24
	Language Barrier (03)	3	5	7
	Mentally/Physically Incapacitated (04)	0	4	6
	Deceased (05)	3	3	1
	SUBTOTAL	**24**	**24**	**38**
Non-response	Break-off/Incomplete (02)	11	15	12
	Refusal (06)	60	45	55
	Maximum Attempts Made (07)	1667	1705	1957
	Added to DNC List (08)	0	0	0
	SUBTOTAL	**1738**	**1765**	**2024**
Total Sample		**2025**	**2025**	**2295**
Oversampling %		**50.0%**	**50.0%**	**70.0%**
Response Rate		**13.1%**	**11.8%**	**10.3%**
PG Response Rate		*12.2%*	*11.5%*	*11.1%*

METHODOLOGY

DATA COLLECTION

The MY 2023 Medicaid Adult version of the 5.1H CAHPS survey was administered via the following methodology:

| First questionnaire mailed **3/1/2024** | > | Second questionnaire mailed **4/5/2024** | > | Initiate follow-up calls to non-responders **4/26/2024 - 5/10/2024** | > | Last day to accept completed surveys **5/10/2024** |

QUALIFIED RESPONDENTS

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

2024 RESPONSE RATE CALCULATION

$$\frac{163 \text{ (Completed)}}{1620 \text{ (Sample)} - 26 \text{ (Ineligible)}} = \frac{163}{1594} = \mathbf{10.2\%}$$

COMPLETES - MODALITY BY LANGUAGE

| Language | Mail | Phone | Internet | Internet Modes | | | Total |
				QR Code	Email	URL	
English	84	26	51	25	0	26	**161**
Spanish	0	1	1	*1*	*0*	*0*	**2**
Total	**84**	**27**	**52**	**26**	**0**	**26**	**163**

Total Number of Undeliverables: 230
Note: Respondents were given the option of completing the survey in Spanish. A telephone number was provided on the survey cover letter for members to call if they would like to complete the survey in Spanish.

RESPONSE RATE TRENDING

		2022	2023	2024
Completed	**SUBTOTAL**	**182**	**177**	**163**
Ineligible	Does not Meet Eligibility Criteria (01)	15	7	19
	Language Barrier (03)	0	6	3
	Mentally/Physically Incapacitated (04)	3	2	3
	Deceased (05)	1	0	1
	SUBTOTAL	**19**	**15**	**26**
Non-response	Break-off/Incomplete (02)	13	12	5
	Refusal (06)	74	33	48
	Maximum Attempts Made (07)	1332	1383	1378
	Added to DNC List (08)	0	0	0
	SUBTOTAL	**1419**	**1428**	**1431**
	Total Sample	**1620**	**1620**	**1620**
	Oversampling %	**20.0%**	**20.0%**	**20.0%**
	Response Rate	**11.4%**	**11.0%**	**10.2%**
	PG Response Rate	*12.2%*	*11.5%*	*11.1%*

METHODOLOGY

DATA COLLECTION

The MY 2023 Medicaid Adult version of the 5.1 CAHPS survey was administered via the following methodology:

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

QUALIFIED RESPONDENTS

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

2024 RESPONSE RATE CALCULATION

$$\frac{256 \text{ (Completed)}}{2160 \text{ (Sample)} - 55 \text{ (Ineligible)}} = \frac{256}{2105} = \textbf{12.2\%}$$

COMPLETES - MODALITY BY LANGUAGE

Language	Mail	Phone	Internet	Internet Modes			Total
				QR Code	Email	URL	
English	146	72	26	0	0	0	244
Spanish	1	7	4	0	0	0	12
Total	147	79	30	0	0	0	256

RESPONSE RATE TRENDING

		2022	2023	2024
Completed	SUBTOTAL	262	238	256
Ineligible	Does not Meet Eligibility Criteria (01)	17	27	42
	Language Barrier (03)	3	2	6
	Mentally/Physically Incapacitated (04)	10	4	6
	Deceased (05)	2	2	1
	SUBTOTAL	32	35	55
Non-response	Break-off/Incomplete (02)	43	57	57
	Refusal (06)	104	66	72
	Maximum Attempts Made (07)	1706	1745	1702
	Added to DNC List (08)	13	19	18
	SUBTOTAL	1866	1887	1849
	Total Sample	2160	2160	2160
	Oversampling %	60.0%	60.0%	60.0%
	Response Rate	12.3%	11.2%	12.2%
	PG Response Rate	*12.2%*	*11.5%*	*11.1%*

^ The survey for Wellpoint Washington (previously Amerigroup Washington) was administered by CCS.

NCQA AND SUMMARY RATINGS

OVERVIEW OF TERMS

Summary Rates are defined by NCQA in its HEDIS MY 2023 CAHPS® 5.1H guidelines and generally represent the most favorable response percentages. The Summary Rates for Effectiveness of Care Measures are calculated on a two-year rolling average due to anticipated small denominators.

	No	Yes	
Never	Sometimes	Usually	Always
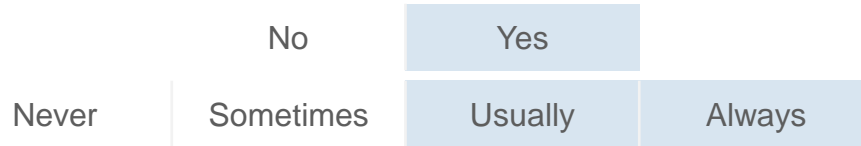
Rating questions are typically displayed with two Summary Rates:

0	1	2	3	4	5	6	7	8	9	10

0	1	2	3	4	5	6	7	8	9	10
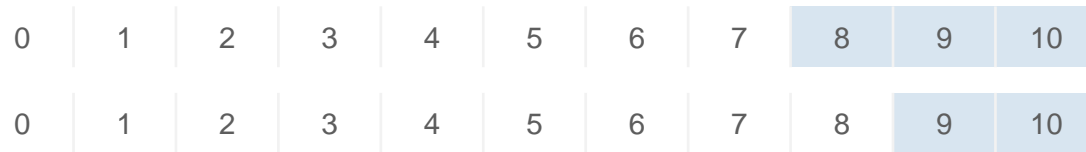
Significance Testing All significance testing is performed at the 95% confidence level using a t-test.

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

NCQA BENCHMARK INFORMATION

The source for data contained in this publication is Quality Compass® All Plans 2023. It is used with the permission of NCQA. Any analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such analysis, interpretation, or conclusion. Quality Compass® is a registered trademark of NCQA.

ESTIMATED NCQA HEALTH INSURANCE PLAN RATINGS

MEDICAID ADULT

	SCORE DEFINITION	2024 BASE	2024 HPR SCORE*	HPR 4 STAR THRESHOLD	HPR PERCENTILE BAND	PG ESTIMATED RATING
PATIENT EXPERIENCE						**1.5**
GETTING CARE						**1.5**
Getting Needed Care	Usually or Always	554	76.9%	84.6%	10th	2
Getting Care Quickly	Usually or Always	483	69.6%	83.8%	<10th	1
SATISFACTION WITH PLAN PHYSICIANS						**2**
Rating of Personal Doctor	9 or 10	750	64.2%	71.1%	10th	2
SATISFACTION WITH PLAN AND PLAN SERVICES						**1.5**
Rating of Health Plan	9 or 10	994	49.2%	64.9%	<10th	1
Rating of Health Care	9 or 10	645	49.3%	58.7%	10th	2
TREATMENT						
Smoking Advice: *Rolling Average*	Sometimes, Usually or Always	491	63.5%	75.4%	<10th	1

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

EXPLANATION

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

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

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

Results are summarized in the table to the left. **Percentiles and ratings are estimated by PG** based on the 2023 NCQA data and benchmarks.

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

Notes:

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

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

ESTIMATED NCQA HEALTH INSURANCE PLAN RATINGS

MEDICAID ADULT

	SCORE DEFINITION	2024 BASE	2024 HPR SCORE*	HPR 4 STAR THRESHOLD	HPR PERCENTILE BAND	PG ESTIMATED RATING
PATIENT EXPERIENCE						**2**
GETTING CARE						**2.5**
Getting Needed Care	Usually or Always	136	82.2%	84.6%	33rd	3
Getting Care Quickly	Usually or Always	114	70.1%	83.8%	10th	2
SATISFACTION WITH PLAN PHYSICIANS						**2**
Rating of Personal Doctor	9 or 10	188	62.7%	71.1%	10th	2
SATISFACTION WITH PLAN AND PLAN SERVICES						**1.5**
Rating of Health Plan	9 or 10	254	50.3%	64.9%	<10th	1
Rating of Health Care	9 or 10	156	50.0%	58.7%	10th	2
TREATMENT						
Smoking Advice: *Rolling Average*	Sometimes, Usually or Always	123	66.7%	75.4%	10th	2

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

EXPLANATION

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

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

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Results are summarized in the table to the left. **Percentiles and ratings are estimated by PG** based on the 2023 NCQA data and benchmarks.

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

Notes:

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

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

ESTIMATED NCQA HEALTH INSURANCE PLAN RATINGS

MEDICAID ADULT

	SCORE DEFINITION	2024 BASE	2024 HPR SCORE*	HPR 4 STAR THRESHOLD	HPR PERCENTILE BAND	PG ESTIMATED RATING
PATIENT EXPERIENCE						**1**
GETTING CARE						**NA^**
Getting Needed Care	Usually or Always	76	72.8%	84.6%	<10th	NA^
Getting Care Quickly	Usually or Always	69	74.8%	83.8%	10th	NA^
SATISFACTION WITH PLAN PHYSICIANS						**NA^**
Rating of Personal Doctor	9 or 10	99	65.6%	71.1%	33rd	NA^
SATISFACTION WITH PLAN AND PLAN SERVICES						**1**
Rating of Health Plan	9 or 10	124	50.0%	64.9%	<10th	1
Rating of Health Care	9 or 10	87	49.4%	58.7%	10th	NA^
TREATMENT						
Smoking Advice: *Rolling Average*	Sometimes, Usually or Always	53	73.6%	75.4%	33rd	NA^

^ NA assigned to ratings or composites with a denominator less than 100.

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

EXPLANATION

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

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

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

Results are summarized in the table to the left. **Percentiles and ratings are estimated by PG** based on the 2023 NCQA data and benchmarks.

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

Notes:

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

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

ESTIMATED NCQA HEALTH INSURANCE PLAN RATINGS

MEDICAID ADULT

	SCORE DEFINITION	2024 BASE	2024 HPR SCORE*	HPR 4 STAR THRESHOLD	HPR PERCENTILE BAND	PG ESTIMATED RATING
PATIENT EXPERIENCE						**1**
GETTING CARE						**1.5**
Getting Needed Care	Usually or Always	119	78.5%	84.6%	10th	2
Getting Care Quickly	Usually or Always	100	66.6%	83.8%	<10th	1
SATISFACTION WITH PLAN PHYSICIANS						**1**
Rating of Personal Doctor	9 or 10	159	61.0%	71.1%	<10th	1
SATISFACTION WITH PLAN AND PLAN SERVICES						**1**
Rating of Health Plan	9 or 10	218	43.5%	64.9%	<10th	1
Rating of Health Care	9 or 10	147	44.9%	58.7%	<10th	1
TREATMENT						
Smoking Advice: *Rolling Average*	Sometimes, Usually or Always	109	53.2%	75.4%	<10th	1

EXPLANATION

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

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

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

Results are summarized in the table to the left. **Percentiles and ratings are estimated by PG** based on the 2023 NCQA data and benchmarks.

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

Notes:

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

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

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

ESTIMATED NCQA HEALTH INSURANCE PLAN RATINGS

MEDICAID ADULT

	SCORE DEFINITION	2024 BASE	2024 HPR SCORE*	HPR 4 STAR THRESHOLD	HPR PERCENTILE BAND	PG ESTIMATED RATING
PATIENT EXPERIENCE						**2.5**
GETTING CARE						**NA^**
Getting Needed Care	Usually or Always	97	75.2%	84.6%	<10th	NA^
Getting Care Quickly	Usually or Always	84	66.9%	83.8%	<10th	NA^
SATISFACTION WITH PLAN PHYSICIANS						3
Rating of Personal Doctor	9 or 10	128	67.1%	71.1%	33rd	3
SATISFACTION WITH PLAN AND PLAN SERVICES						2
Rating of Health Plan	9 or 10	153	54.9%	64.9%	10th	2
Rating of Health Care	9 or 10	114	51.7%	58.7%	10th	2
TREATMENT						
Smoking Advice: *Rolling Average*	Sometimes, Usually or Always	80	66.3%	75.4%	10th	NA^

^ NA assigned to ratings or composites with a denominator less than 100.

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

EXPLANATION

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

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

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

Results are summarized in the table to the left. **Percentiles and ratings are estimated by PG** based on the 2023 NCQA data and benchmarks.

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

Notes:

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

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

ESTIMATED NCQA HEALTH INSURANCE PLAN RATINGS

MEDICAID ADULT

	SCORE DEFINITION	2024 BASE	2024 HPR SCORE*	HPR 4 STAR THRESHOLD	HPR PERCENTILE BAND	PG ESTIMATED RATING
PATIENT EXPERIENCE						**2**
GETTING CARE						**1.5**
Getting Needed Care	Usually or Always	126	73.7%	84.6%	<10th	1
Getting Care Quickly	Usually or Always	115	70.6%	83.8%	10th	2
SATISFACTION WITH PLAN PHYSICIANS						**3**
Rating of Personal Doctor	9 or 10	176	65.9%	71.1%	33rd	3
SATISFACTION WITH PLAN AND PLAN SERVICES						**1.5**
Rating of Health Plan	9 or 10	245	48.9%	64.9%	<10th	1
Rating of Health Care	9 or 10	141	51.0%	58.7%	10th	2
TREATMENT						
Smoking Advice: *Rolling Average*	Sometimes, Usually or Always	126	63.5%	75.4%	<10th	1

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

EXPLANATION

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

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

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

Results are summarized in the table to the left. **Percentiles and ratings are estimated by PG** based on the 2023 NCQA data and benchmarks.

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

Notes:

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

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

WASHINGTON PROFILE

PROFILE OF SURVEY RESPONDENTS

MEDICAID ADULT

Age

	18 – 34			35 - 44			45 - 54			55 or older		
	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	27.3%	28.5%	30.0%	16.1%	18.0%	15.3%	17.3%	16.6%	16.6%	39.3%	37.0%	38.1%
PG			22.5%▲			13.4%			15.9%			48.3%▼
QC			NA			NA			NA			NA

Gender

	Male			Female		
	2022	2023	2024	2022	2023	2024
Plan	47.1%	48.2%	43.1%↓	52.9%	51.8%	56.9%↑
PG			40.7%			59.3%
QC			NA			NA

Health Status

	Excellent/Very Good			Good			Fair/Poor		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	34.8%	33.4%	31.6%	35.5%	36.2%	37.7%	29.7%	30.3%	30.7%
PG			29.1%			34.7%▲			36.1%▼
QC			NA			NA			NA

Mental Health Status

	Excellent/Very Good			Good			Fair/Poor		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	37.5%	39.1%	37.6%	32.5%	31.4%	31.3%	30.0%	29.4%	31.0%
PG			35.9%			31.6%			32.4%
QC			NA			NA			NA

Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (⬆/⬇) or benchmark score (▲/▼).
Benchmarks: PG refers to the 2024 PG Book of Business benchmark. **QC** refers to the 2023 QC National Data benchmark. NCQA did not publish demographics for the 2023 benchmark.

PROFILE OF SURVEY RESPONDENTS

MEDICAID ADULT

Education

	HS Grad or Less			Some College			College Grad or More		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	47.3%	48.7%	47.6%	35.4%	34.7%	35.2%	17.3%	16.6%	17.2%
PG			62.3%▼			25.6%▲			12.1%▲
QC			NA			NA			NA

Ethnicity

	Hispanic/Latino			Not Hispanic/Latino		
	2022	2023	2024	2022	2023	2024
Plan	13.2%	16.9%	17.0%‡	86.8%	83.1%	83.0%‡
PG			19.0%			81.0%
QC			NA			NA

Race

	White			Black or African-American			Asian			Hawaiian/Pacific Islander			American Indian/Alaskan			Other		
	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	74.4%	76.5%	78.2%‡	7.3%	8.7%	7.4%	10.5%	10.6%	7.2%↓‡	2.2%	2.1%	2.8%	4.8%	5.0%	4.9%	11.7%	10.6%	12.1%
PG			65.1%▲			21.9%▼			6.2%			1.3%▲			3.7%			10.9%
QC			NA			NA			NA			NA			NA			NA

Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (‡/‡) or benchmark score (▲/▼).
Benchmarks: PG refers to the 2024 PG Book of Business benchmark. **QC** refers to the 2023 QC National Data benchmark. NCQA did not publish demographics for the 2023 benchmark.

POWER AND KEY DRIVERS

POWeR Chart: Explanation

POWeR™ CHART CLASSIFICATION MATRIX

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

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

The model provides the following:

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

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

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

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

Higher

Lower

Your plan performance relative to the PG Book of Business

RETAIN

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

POWER

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

WAIT

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

OPPORTUNITY

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

Lower   Importance to your plan members   **Higher**

POWeR Chart: Your Results

Medicaid Adult

	SURVEY MEASURE			2023		2024	
				SRS	%tile*	SRS	%tile*
	POWER						
	None						
	OPPORTUNITY						
■	Rating	Q8	Rating of Health Care	44.5%	5th	49.3%	10th
◆	GCQ	Q4	Getting urgent care	74.6%	8th	71.9%	<5th
◆	GCQ	Q6	Getting routine care	67.9%	<5th	67.4%	<5th
■	Rating	Q18	Rating of Personal Doctor	60.7%	7th	64.3%	14th
●	GNC	Q9	Getting care, tests, or treatment	76.4%	8th	81.2%	18th
■	Rating	Q22	Rating of Specialist +	58.8%	8th	66.4%	34th
●	CS	Q24	Provided information or help	78.3%	11th	79.0%	9th
●	GNC	Q20	Getting specialist appointment	69.2%	6th	72.7%	15th
	WAIT						
●	CS	Q25	Treated with courtesy and respect	92.2%	18th	95.0%	49th
◆	HWDC	Q13	Dr. listened carefully	91.3%	23rd	92.0%	25th
◆	HWDC	Q14	Dr. showed respect	92.0%	9th	93.7%	30th
◆	HWDC	Q15	Dr. spent enough time	89.9%	37th	88.2%	16th
■	CC	Q17	Coordination of Care +	79.4%	11th	80.7%	16th
◆	HWDC	Q12	Dr. explained things	91.1%	24th	92.0%	32nd
●	CS	Q27	Ease of Filling Out Forms +	94.8%	38th	94.7%	49th
	RETAIN						
	None						

Percentiles based on the PG Book of Business of the listed year.
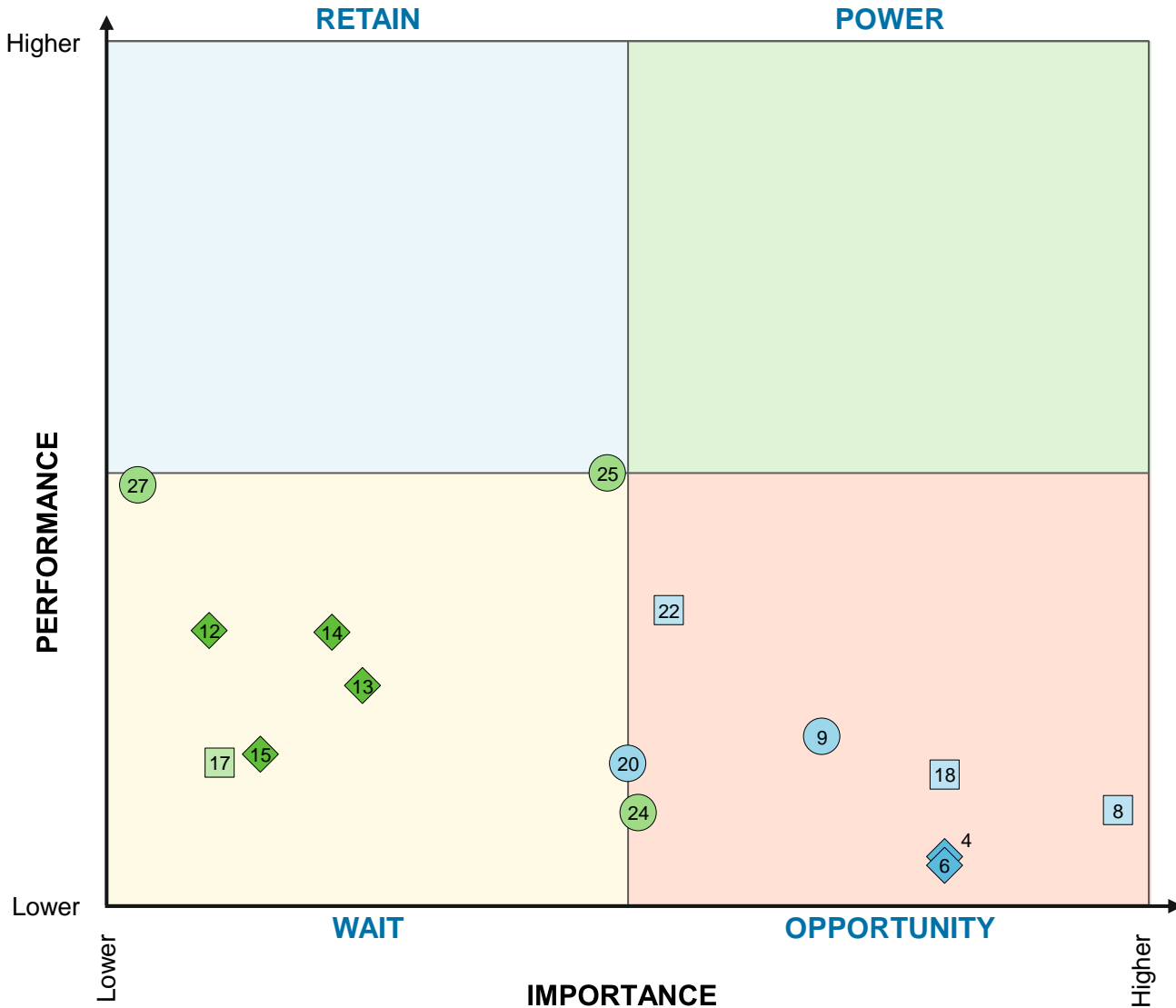
POWeR Chart: Your Results

Medicaid Adult

SURVEY MEASURE			2023		2024	
			SRS	%tile*	SRS	%tile*
POWER						
● GNC	**Q9**	Getting care, tests, or treatment	75.9%	8th	85.7%	53rd
OPPORTUNITY						
■ Rating	**Q18**	Rating of Personal Doctor	65.2%	27th	62.8%	10th
■ Rating	**Q8**	Rating of Health Care	43.7%	<5th	50.0%	12th
◆ GCQ	**Q4**	Getting urgent care	80.9%	36th	71.7%	<5th
◆ GCQ	**Q6**	Getting routine care	67.9%	<5th	68.6%	5th
● CS	**Q24**	Provided information or help	78.1%	10th	84.6%	45th
● CS	**Q25**	Treated with courtesy and respect	92.9%	21st	93.5%	26th
● GNC	**Q20**	Getting specialist appointment	74.1%	24th	78.8%	43rd
WAIT						
● CS	**Q27**	Ease of Filling Out Forms +	94.0%	23rd	93.5%	23rd
■ CC	**Q17**	Coordination of Care +	81.5%	20th	82.5%	27th
◆ HWDC	**Q15**	Dr. spent enough time	89.3%	32nd	90.0%	32nd
◆ HWDC	**Q12**	Dr. explained things	91.2%	26th	92.1%	36th
RETAIN						
■ Rating	**Q22**	Rating of Specialist +	57.5%	8th	71.6%	74th
◆ HWDC	**Q13**	Dr. listened carefully	89.1%	8th	94.9%	78th
◆ HWDC	**Q14**	Dr. showed respect	91.2%	5th	95.0%	52nd

Percentiles based on the PG Book of Business of the listed year.
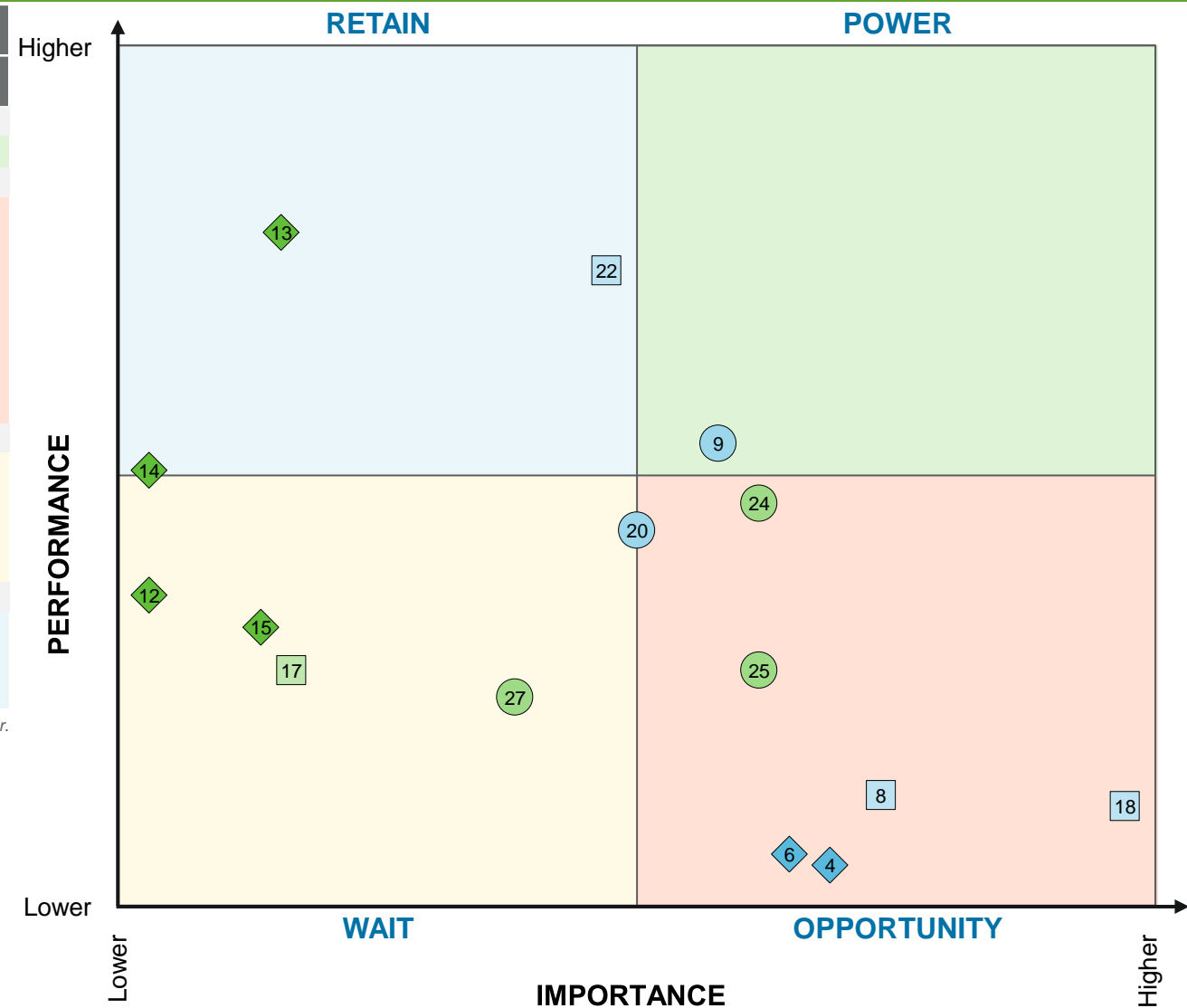
POWeR Chart: Your Results

Medicaid Adult

SURVEY MEASURE			2023		2024	
			SRS	%tile*	SRS	%tile*
POWER						
◆ HWDC	**Q14**	Dr. showed respect	93.6%	30th	96.2%	76th
◆ HWDC	**Q15**	Dr. spent enough time	93.6%	78th	93.5%	77th
OPPORTUNITY						
◆ GCQ	**Q4**	Getting urgent care	73.3%	6th	81.0%	35th
● GNC	**Q9**	Getting care, tests, or treatment	75.3%	<5th	79.1%	9th
◆ GCQ	**Q6**	Getting routine care	68.8%	<5th	68.8%	5th
▪ Rating	**Q8**	Rating of Health Care	48.8%	10th	49.4%	10th
▪ Rating	**Q18**	Rating of Personal Doctor	59.6%	<5th	65.7%	19th
◆ HWDC	**Q13**	Dr. listened carefully	91.0%	22nd	92.3%	28th
WAIT						
● CS	**Q24**	Provided information or help	78.6%	12th	84.1%	41st
● GNC	**Q20**	Getting specialist appointment	75.5%	27th	66.7%	<5th
▪ CC	**Q17**	Coordination of Care +	76.6%	6th	85.5%	43rd
▪ Rating	**Q22**	Rating of Specialist +	65.2%	37th	57.1%	<5th
RETAIN						
● CS	**Q25**	Treated with courtesy and respect	93.0%	23rd	97.7%	90th
◆ HWDC	**Q12**	Dr. explained things	92.2%	38th	93.6%	55th
● CS	**Q27**	Ease of Filling Out Forms +	93.8%	18th	96.0%	69th

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

POWeR Chart: Your Results

Medicaid Adult

SURVEY MEASURE			2023		2024	
			SRS	%tile*	SRS	%tile*
POWER						
None						
OPPORTUNITY						
◆ HWDC	Q13	Dr. listened carefully	95.7%	91st	88.3%	<5th
◆ GCQ	Q4	Getting urgent care	78.9%	25th	70.4%	<5th
▪ Rating	Q18	Rating of Personal Doctor	67.1%	40th	61.0%	7th
◆ HWDC	Q12	Dr. explained things	93.9%	63rd	89.9%	10th
● GNC	Q9	Getting care, tests, or treatment	79.4%	12th	82.3%	25th
▪ Rating	Q8	Rating of Health Care	47.5%	7th	44.9%	<5th
◆ HWDC	Q14	Dr. showed respect	95.7%	71st	91.7%	8th
◆ HWDC	Q15	Dr. spent enough time	94.0%	83rd	82.5%	<5th
WAIT						
◆ GCQ	Q6	Getting routine care	73.5%	18th	62.8%	<5th
▪ CC	Q17	Coordination of Care +	88.3%	74th	69.4%	<5th
▪ Rating	Q22	Rating of Specialist +	57.1%	6th	64.8%	25th
● GNC	Q20	Getting specialist appointment	68.8%	6th	74.7%	22nd
● CS	Q24	Provided information or help	83.1%	37th	75.8%	<5th
RETAIN						
● CS	Q27	Ease of Filling Out Forms +	95.4%	51st	95.8%	63rd
● CS	Q25	Treated with courtesy and respect	93.1%	24th	95.1%	50th

Percentiles based on the PG Book of Business of the listed year.
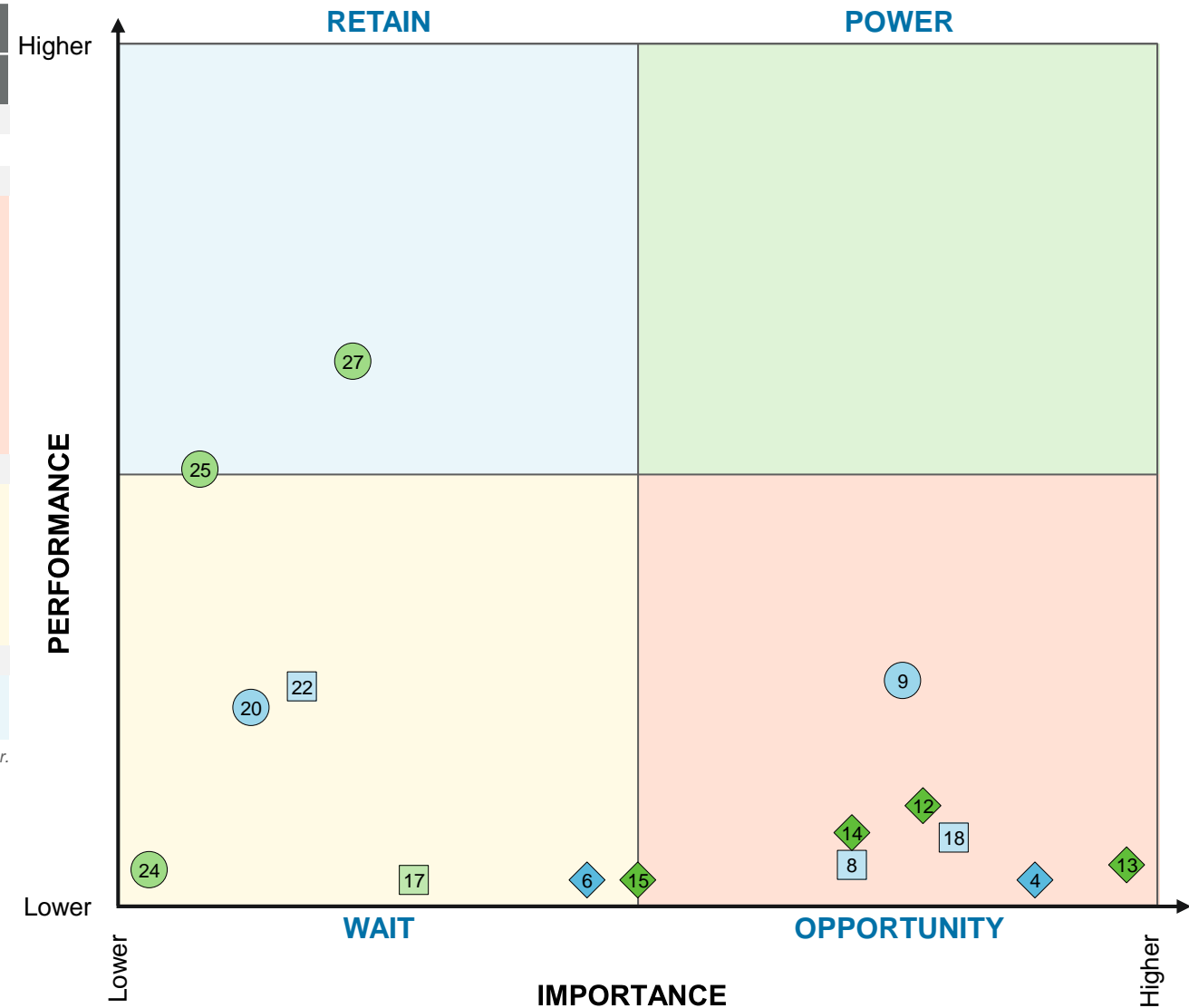
POWeR Chart: Your Results

Medicaid Adult

		SURVEY MEASURE	2023		2024	
			SRS	%tile*	SRS	%tile*
		POWER				
■	Rating **Q22**	Rating of Specialist +	62.0%	23rd	71.2%	70th
		OPPORTUNITY				
◆	GCQ **Q6**	Getting routine care	57.6%	<5th	62.7%	<5th
◆	HWDC **Q15**	Dr. spent enough time	86.7%	9th	88.3%	17th
◆	HWDC **Q13**	Dr. listened carefully	87.8%	<5th	91.2%	18th
■	Rating **Q18**	Rating of Personal Doctor	48.8%	<5th	67.2%	28th
●	SQ **Q45**	Overall rating of treatment/counseling	48.7%	---	52.3%	---
●	CS **Q25**	Treated with courtesy and respect	86.5%	<5th	94.5%	39th
◆	HWDC **Q14**	Dr. showed respect	89.9%	<5th	92.2%	11th
◆	HWDC **Q12**	Dr. explained things	86.5%	6th	91.1%	23rd
		WAIT				
◆	GCQ **Q4**	Getting urgent care	69.2%	<5th	71.2%	<5th
■	CC **Q17**	Coordination of Care +	73.6%	<5th	81.2%	18th
●	GNC **Q20**	Getting specialist appointment	63.0%	<5th	75.0%	25th
●	GNC **Q9**	Getting care, tests, or treatment	75.7%	6th	75.4%	<5th
■	Rating **Q8**	Rating of Health Care	43.4%	<5th	51.8%	18th
●	CS **Q24**	Provided information or help	76.9%	8th	80.7%	15th
●	CS **Q27**	Ease of Filling Out Forms +	93.8%	18th	92.9%	15th
		RETAIN				
●	SQ **Q51**	Dr. respected beliefs/cultural traditions	80.9%	---	85.1%	---

Percentiles based on the PG Book of Business of the listed year.
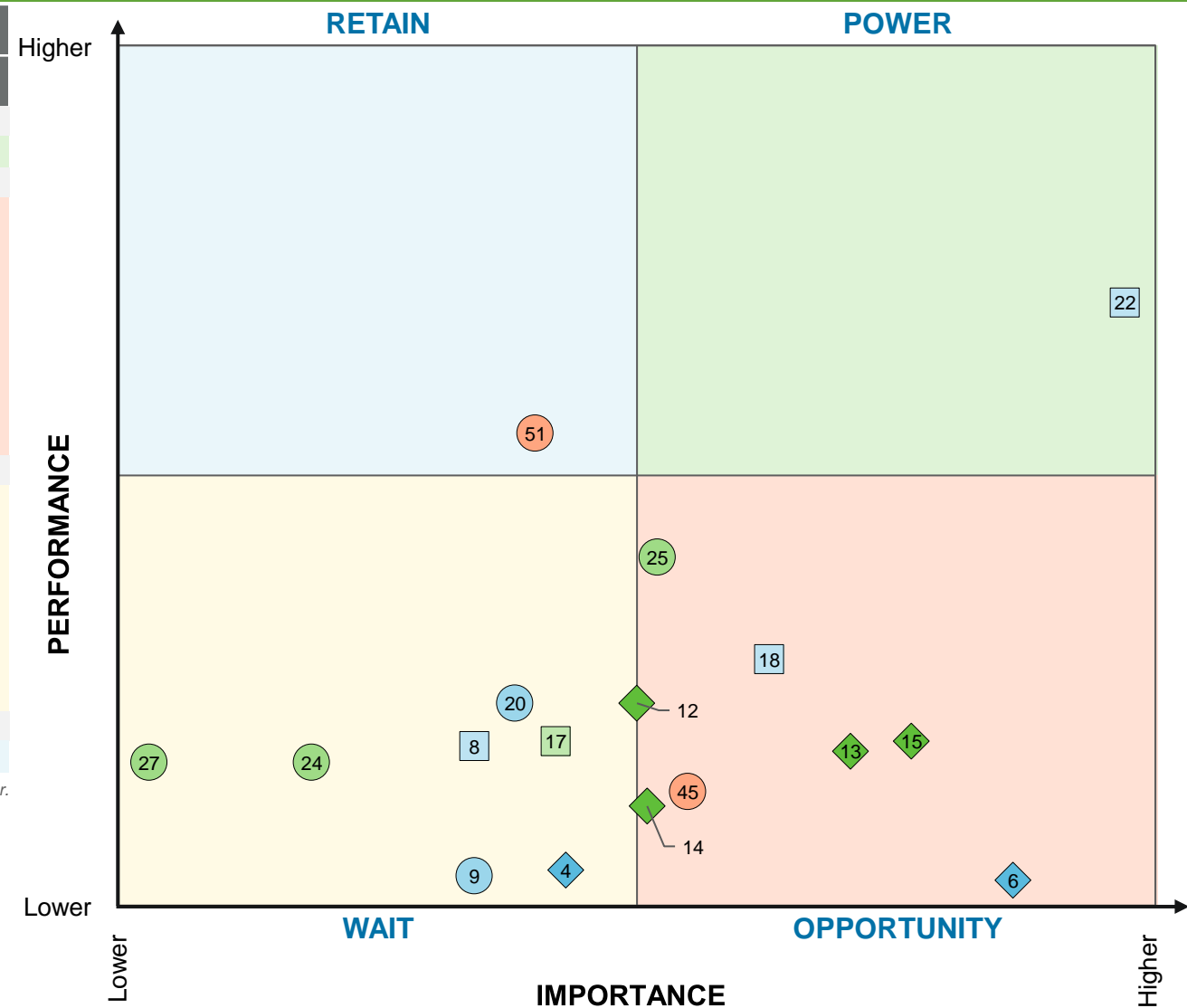
POWeR Chart: Your Results

Medicaid Adult

	SURVEY MEASURE		2023		2024	
			SRS	%tile*	SRS	%tile*
POWER						
◆ HWDC	Q12	Dr. explained things	90.8%	21st	93.5%	53rd
OPPORTUNITY						
● GNC	Q9	Getting care, tests, or treatment	75.4%	5th	81.1%	18th
◆ GCQ	Q6	Getting routine care	69.4%	5th	73.6%	17th
◆ HWDC	Q13	Dr. listened carefully	92.4%	39th	92.7%	37th
◆ HWDC	Q14	Dr. showed respect	90.0%	<5th	94.1%	36th
◆ GCQ	Q4	Getting urgent care	68.7%	<5th	67.8%	<5th
◆ HWDC	Q15	Dr. spent enough time	86.7%	9th	88.3%	17th
■ Rating	Q22	Rating of Specialist +	55.8%	<5th	64.5%	23rd
WAIT						
■ Rating	Q8	Rating of Health Care	40.6%	<5th	51.1%	15th
■ Rating	Q18	Rating of Personal Doctor	58.8%	<5th	65.9%	20th
● GNC	Q20	Getting specialist appointment	64.6%	<5th	66.4%	<5th
■ CC	Q17	Coordination of Care +	73.3%	<5th	84.9%	38th
● CS	Q24	Provided information or help	75.4%	5th	70.0%	<5th
RETAIN						
● CS	Q25	Treated with courtesy and respect	94.2%	37th	95.7%	62nd
● CS	Q27	Ease of Filling Out Forms +	96.4%	75th	95.2%	56th

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

KEY DRIVERS OF RATING OF HEALTH PLAN
MEDICAID ADULT

ALIGNMENT *Are your key drivers typical of the industry?*	KEY DRIVER RANK		ATTRIBUTE		SUMMARY RATE SCORE		PG BoB %TILE*		CLASSIFICATION	
	YOUR PLAN	INDUSTRY			YOUR PLAN	INDUSTRY			2023	2024
TOP 10 KEY DRIVERS			**Q28**	**Rating of Health Plan**	**49.2%**	**63.1%**	**<5th**	*(+0)*		
✓	1	1	Q8	Rating of Health Care	49.3%	57.3%	10th	*(+5)*	Opp.	Opp.
✓	2	6	Q4	Getting urgent care	71.9%	82.7%	<5th	*(-3)*	Opp.	Opp.
✓	3	4	Q6	Getting routine care	67.4%	79.7%	<5th	*(+0)*	Opp.	Opp.
✓	4	2	Q18	Rating of Personal Doctor	64.3%	70.3%	14th	*(+7)*	Opp.	Opp.
✓	5	5	Q9	Getting care, tests, or treatment	81.2%	85.1%	18th	*(+10)*	Opp.	Opp.
✓	6	3	Q22	Rating of Specialist +	66.4%	68.5%	34th	*(+26)*	Opp.	Opp.
✓	7	8	Q24	Provided information or help	79.0%	84.7%	9th	*(-2)*	Wait →	Opp.
✓	8	9	Q20	Getting specialist appointment	72.7%	79.1%	15th	*(+9)*	Opp.	Opp.
✓	9	7	Q25	Treated with courtesy and respect	95.0%	94.8%	49th	*(+31)*	Opp. →	Wait
✓	10	10	Q13	Dr. listened carefully	92.0%	93.3%	25th	*(+2)*	Wait	Wait

YOUR PLAN

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INDUSTRY

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

KEY DRIVERS OF RATING OF HEALTH PLAN
MEDICAID ADULT

ALIGNMENT *Are your key drivers typical of the industry?*	KEY DRIVER RANK		ATTRIBUTE		SUMMARY RATE SCORE		PG BoB %TILE*		CLASSIFICATION		
	YOUR PLAN	INDUSTRY			YOUR PLAN	INDUSTRY			2023		2024
TOP 10 KEY DRIVERS			**Q28**	**Rating of Health Plan**	**50.4%**	**63.1%**	**<5th**	**(-4)**			
✓	1	2	Q18	Rating of Personal Doctor	62.8%	70.3%	10th	(-17)	Opp.		Opp.
✓	2	1	Q8	Rating of Health Care	50.0%	57.3%	12th	(+8)	Opp.		Opp.
✓	3	6	Q4	Getting urgent care	71.7%	82.7%	<5th	(-33)	Wait	→	Opp.
✓	4	4	Q6	Getting routine care	68.6%	79.7%	5th	(+2)	Wait	→	Opp.
✓	5	8	Q24	Provided information or help	84.6%	84.7%	45th	(+35)	Opp.		Opp.
✓	6	7	Q25	Treated with courtesy and respect	93.5%	94.8%	26th	(+5)	Opp.		Opp.
✓	7	5	Q9	Getting care, tests, or treatment	85.7%	85.1%	53rd	(+45)	Wait	→	Power
✓	8	9	Q20	Getting specialist appointment	78.8%	79.1%	43rd	(+19)	Wait	→	Opp.
✓	9	3	Q22	Rating of Specialist +	71.6%	68.5%	74th	(+66)	Wait	→	Retain
	10	15	Q27	Ease of Filling Out Forms +	93.5%	94.8%	23rd	(+0)	Wait		Wait
	12	10	Q13	Dr. listened carefully	94.9%	93.3%	78th	(+70)	Opp.	→	Retain

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KEY DRIVERS OF RATING OF HEALTH PLAN

MEDICAID ADULT

ALIGNMENT *Are your key drivers typical of the industry?*	KEY DRIVER RANK		ATTRIBUTE		SUMMARY RATE SCORE		PG BoB %TILE*	CLASSIFICATION		
	YOUR PLAN	INDUSTRY			YOUR PLAN	INDUSTRY		2023		2024
TOP 10 KEY DRIVERS			**Q28**	**Rating of Health Plan**	**50.0%**	**63.1%**	**<5th**			
✓	1	6	Q4	Getting urgent care	81.0%	82.7%	35th (+29)	Opp.		Opp.
✓	2	5	Q9	Getting care, tests, or treatment	79.1%	85.1%	9th (+5)	Opp.		Opp.
✓	3	4	Q6	Getting routine care	68.8%	79.7%	5th (+1)	Wait	→	Opp.
✓	4	1	Q8	Rating of Health Care	49.4%	57.3%	10th (+0)	Opp.		Opp.
✓	5	2	Q18	Rating of Personal Doctor	65.7%	70.3%	19th (+15)	Opp.		Opp.
✓	6	10	Q13	Dr. listened carefully	92.3%	93.3%	28th (+6)	Opp.		Opp.
	7	11	Q14	Dr. showed respect	96.2%	94.9%	76th (+46)	Opp.	→	Power
	8	12	Q15	Dr. spent enough time	93.5%	91.4%	77th (-1)	Retain	→	Power
✓	9	8	Q24	Provided information or help	84.1%	84.7%	41st (+29)	Wait		Wait
✓	10	9	Q20	Getting specialist appointment	66.7%	79.1%	<5th (-24)	Wait		Wait
	12	7	Q25	Treated with courtesy and respect	97.7%	94.8%	90th (+67)	Wait	→	Retain
	14	3	Q22	Rating of Specialist +	57.1%	68.5%	<5th (-36)	Opp.	→	Wait

YOUR PLAN

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KEY DRIVERS OF RATING OF HEALTH PLAN

MEDICAID ADULT

ALIGNMENT *Are your key drivers typical of the industry?*	KEY DRIVER RANK			ATTRIBUTE		SUMMARY RATE SCORE		PG BoB %TILE*		CLASSIFICATION		
	YOUR PLAN	INDUSTRY				YOUR PLAN	INDUSTRY			2023		2024
TOP 10 KEY DRIVERS				**Q28**	**Rating of Health Plan**	**43.6%**	**63.1%**	**<5th**	*(-2)*			
✓	1	10		Q13	Dr. listened carefully	88.3%	93.3%	<5th	*(-88)*	Retain	→	Opp.
✓	2	6		Q4	Getting urgent care	70.4%	82.7%	<5th	*(-24)*	Opp.		Opp.
✓	3	2		Q18	Rating of Personal Doctor	61.0%	70.3%	7th	*(-33)*	Wait	→	Opp.
	4	13		Q12	Dr. explained things	89.9%	93.2%	10th	*(-53)*	Retain	→	Opp.
✓	5	5		Q9	Getting care, tests, or treatment	82.3%	85.1%	25th	*(+13)*	Opp.		Opp.
✓	6	1		Q8	Rating of Health Care	44.9%	57.3%	<5th	*(-4)*	Opp.		Opp.
	7	11		Q14	Dr. showed respect	91.7%	94.9%	8th	*(-63)*	Retain	→	Opp.
	8	12		Q15	Dr. spent enough time	82.5%	91.4%	<5th	*(-82)*	Retain	→	Opp.
✓	9	4		Q6	Getting routine care	62.8%	79.7%	<5th	*(-17)*	Opp.	→	Wait
	10	14		Q17	Coordination of Care +	69.4%	86.0%	<5th	*(-73)*	Retain	→	Wait
	12	3		Q22	Rating of Specialist +	64.8%	68.5%	25th	*(+19)*	Opp.	→	Wait
	13	9		Q20	Getting specialist appointment	74.7%	79.1%	22nd	*(+16)*	Opp.	→	Wait
	14	7		Q25	Treated with courtesy and respect	95.1%	94.8%	50th	*(+26)*	Opp.	→	Retain
	15	8		Q24	Provided information or help	75.8%	84.7%	<5th	*(-35)*	Opp.	→	Wait

YOUR PLAN

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KEY DRIVERS OF RATING OF HEALTH PLAN
MEDICAID ADULT

ALIGNMENT *Are your key drivers typical of the industry?*	KEY DRIVER RANK		ATTRIBUTE		SUMMARY RATE SCORE		PG BoB %TILE*		CLASSIFICATION		
	YOUR PLAN	INDUSTRY			YOUR PLAN	INDUSTRY			2023		2024
TOP 10 KEY DRIVERS			**Q28**	**Rating of Health Plan**	**54.9%**	**63.1%**	**8th**	*(+6)*			
✓	1	3	Q22	Rating of Specialist +	71.2%	68.5%	70th	*(+47)*	Opp.	→	Power
✓	2	4	Q6	Getting routine care	62.7%	79.7%	<5th	*(+0)*	Wait	→	Opp.
	3	12	Q15	Dr. spent enough time	88.3%	91.4%	17th	*(+8)*	Wait	→	Opp.
✓	4	10	Q13	Dr. listened carefully	91.2%	93.3%	18th	*(+15)*	Opp.		Opp.
✓	5	2	Q18	Rating of Personal Doctor	67.2%	70.3%	28th	*(+28)*	Opp.		Opp.
	6	---	Q45	Overall rating of treatment/counseling	52.3%	---	---		Opp.		Opp.
✓	7	7	Q25	Treated with courtesy and respect	94.5%	94.8%	39th	*(+39)*	Wait	→	Opp.
	8	11	Q14	Dr. showed respect	92.2%	94.9%	11th	*(+8)*	Opp.		Opp.
	9	13	Q12	Dr. explained things	91.1%	93.2%	23rd	*(+17)*	Wait	→	Opp.
✓	10	6	Q4	Getting urgent care	71.2%	82.7%	<5th	*(+1)*	Wait		Wait
	13	9	Q20	Getting specialist appointment	75.0%	79.1%	25th	*(+24)*	Opp.	→	Wait
	14	5	Q9	Getting care, tests, or treatment	75.4%	85.1%	<5th	*(-4)*	Opp.	→	Wait
	15	1	Q8	Rating of Health Care	51.8%	57.3%	18th	*(+15)*	Opp.	→	Wait
	16	8	Q24	Provided information or help	80.7%	84.7%	15th	*(+7)*	Wait		Wait

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KEY DRIVERS OF RATING OF HEALTH PLAN

MEDICAID ADULT

ALIGNMENT *Are your key drivers typical of the industry?*	KEY DRIVER RANK		ATTRIBUTE		SUMMARY RATE SCORE		PG BoB %TILE*		CLASSIFICATION	
	YOUR PLAN	INDUSTRY			YOUR PLAN	INDUSTRY			2023	2024
TOP 10 KEY DRIVERS			**Q28**	**Rating of Health Plan**	**49.0%**	**63.1%**	**<5th**	**(+0)**		
✓	1	5	Q9	Getting care, tests, or treatment	81.1%	85.1%	18th	(+13)	Opp.	Opp.
✓	2	4	Q6	Getting routine care	73.6%	79.7%	17th	(+12)	Opp.	Opp.
✓	3	10	Q13	Dr. listened carefully	92.7%	93.3%	37th	(-2)	Wait →	Opp.
	4	13	Q12	Dr. explained things	93.5%	93.2%	53rd	(+32)	Wait →	Power
	5	11	Q14	Dr. showed respect	94.1%	94.9%	36th	(+0)	Wait →	Opp.
✓	6	6	Q4	Getting urgent care	67.8%	82.7%	<5th	(+0)	Opp.	Opp.
	7	12	Q15	Dr. spent enough time	88.3%	91.4%	17th	(+8)	Wait →	Opp.
✓	8	3	Q22	Rating of Specialist +	64.5%	68.5%	23rd	(+19)	Opp.	Opp.
✓	9	1	Q8	Rating of Health Care	51.1%	57.3%	15th	(+11)	Opp. →	Wait
✓	10	2	Q18	Rating of Personal Doctor	65.9%	70.3%	20th	(+16)	Opp. →	Wait
	11	9	Q20	Getting specialist appointment	66.4%	79.1%	<5th	(+0)	Opp. →	Wait
	13	7	Q25	Treated with courtesy and respect	95.7%	94.8%	62nd	(+25)	Wait →	Retain
	14	8	Q24	Provided information or help	70.0%	84.7%	<5th	(-1)	Wait	Wait

YOUR PLAN

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

OVERALL RATINGS

HEALTH PLAN – PERCENT 9 OR 10

2024 Rating of Health Plan

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

2023 QC Avg.*
61%

Community Health Plan of Washington (CHPW): 54.6%, 53.4%, **50.4%**

Coordinated Care of Washington (CCW): 53.8%, 47.3%, **50.0%**

Molina Healthcare of Washington (MHW): 46.0%, 48.4%, **43.6%**

UnitedHealthcare Community Plan (UHC): 44.80%, 48.8%, **54.9%**

Wellpoint Washington (previously Amerigroup Washington) (WLP): 44.2%, 50.0%, **49.0%**

Washington Total: 48.60%, 50.1%, **49.2%**

Legend: 2024, 2023, 2022

* QC Avg. : "National Average of all plans submitting to NCQA published in the fall of that reporting year. Used to gauge individual plan performance."

28. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan? [RHP]
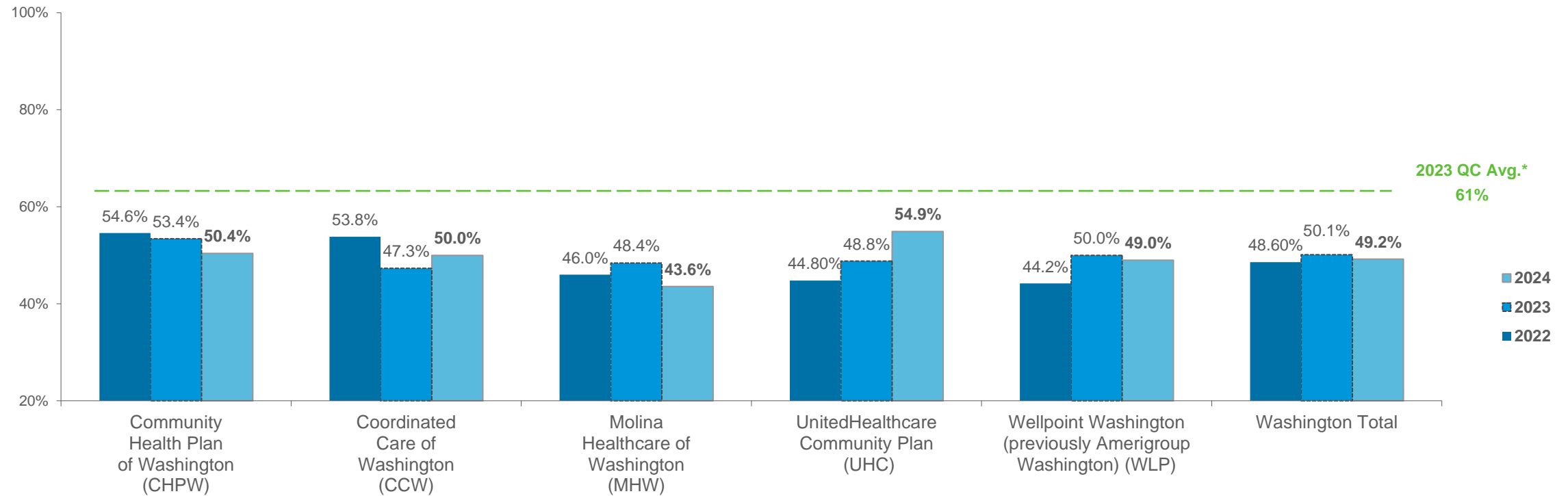
HEALTH PLAN – PERCENT 8, 9 OR 10

2024 Rating of Health Plan

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

2023 QC Avg.*
78%

	2024	2023	2022
Community Health Plan of Washington (CHPW)	73.2%	74.1%	73.9%
Coordinated Care of Washington (CCW)	65.3%	76.7%	75.2%
Molina Healthcare of Washington (MHW)	65.6%	71.4%	64.7%
UnitedHealthcare Community Plan (UHC)	73.2%	70.0%	68.60%
Wellpoint Washington (previously Amerigroup Washington) (WLP)	67.8%	69.2%	62.2%
Washington Total	69.2%	72.2%	68.40%

* QC Avg.: "National Average of all plans submitting to NCQA published in the fall of that reporting year. Used to gauge individual plan performance."

28. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan? [RHP]

HEALTH CARE – PERCENT 9 OR 10

2024 Rating of Health Care
% 9 or 10
(on a scale from 0 to 10, where 0 is the worst possible rating and 10 is the best possible rating)

* QC Avg.: "National Average of all plans submitting to NCQA published in the fall of that reporting year. Used to gauge individual plan performance."

8. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months? [RHC]

2024 Rating of Health Care

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

* QC Avg.: "National Average of all plans submitting to NCQA published in the fall of that reporting year. Used to gauge individual plan performance."

8. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months? [RHC]

2024 Rating of Personal Doctor

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

* QC Avg.: "National Average of all plans submitting to NCQA published in the fall of that reporting year. Used to gauge individual plan performance."

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

45
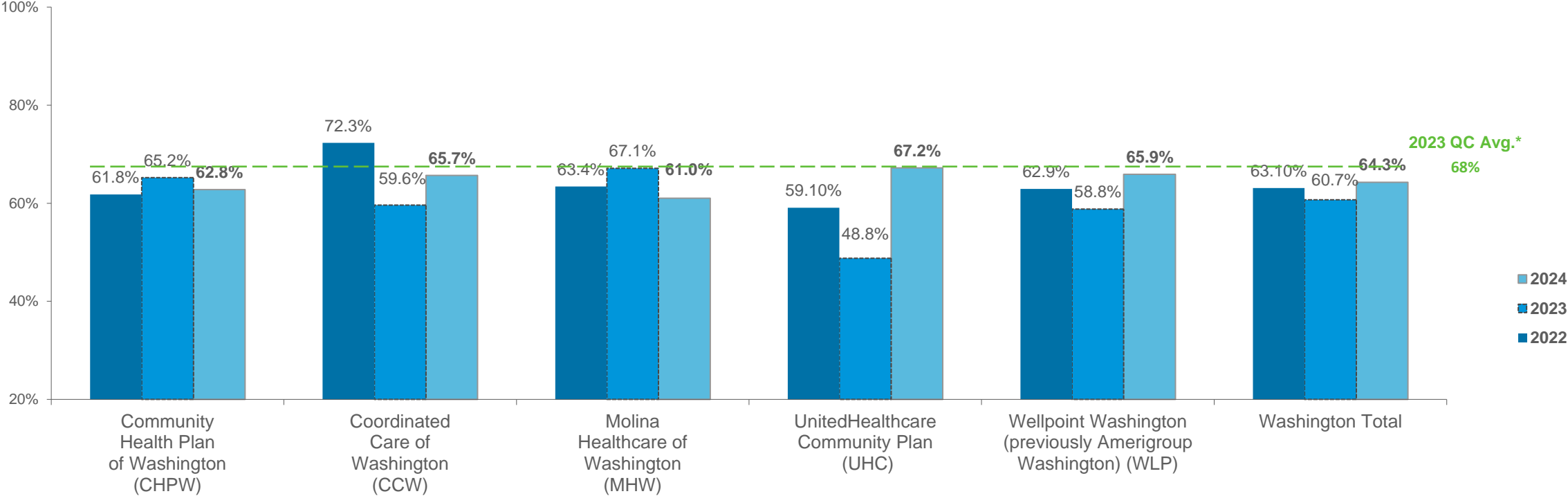
PERSONAL DOCTOR – PERCENT 8, 9 OR 10

2024 Rating of Personal Doctor

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

Community Health Plan of Washington (CHPW): 79.2% (2024), 80.6% (2023), 79.8% (2022)
Coordinated Care of Washington (CCW): 86.7% (2024), 83.8% (2023), 80.8% (2022)
Molina Healthcare of Washington (MHW): 79.7% (2024), 82.0% (2023), 76.1% (2022)
UnitedHealthcare Community Plan (UHC): 73.5% (2024), 72.4% (2023), 81.3% (2022)
Wellpoint Washington (previously Amerigroup Washington) (WLP): 79.4% (2024), 75.8% (2023), 81.3% (2022)
Washington Total: 79.2% (2024), 78.9% (2023), 79.7% (2022)

2023 QC Avg.*: 82%

Legend: 2024, 2023, 2022

* QC Avg.: "National Average of all plans submitting to NCQA published in the fall of that reporting year. Used to gauge individual plan performance."

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

SPECIALIST – PERCENT 9 OR 10

2024 Rating of Specialist

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

Community Health Plan of Washington (CHPW): 61.1% (2022), 57.5% (2023), 71.6% (2024)
Coordinated Care of Washington (CCW): 51.1% (2022), 65.2% (2023), 57.1% (2024)
Molina Healthcare of Washington (MHW): 59.8% (2022), 57.1% (2023), 64.8% (2024)
UnitedHealthcare Community Plan (UHC): 60.90% (2022), 62.0% (2023), 71.2% (2024)
Wellpoint Washington (previously Amerigroup Washington) (WLP): 60.5% (2022), 55.8% (2023), 64.5% (2024)
Washington Total: 59.40% (2022), 58.8% (2023), 66.4% (2024)

2023 QC Avg.* 66%

Legend: 2024, 2023, 2022

* QC Avg.: "National Average of all plans submitting to NCQA published in the fall of that reporting year. Used to gauge individual plan performance."

22. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist? [RS]

47

SPECIALIST – PERCENT 8, 9 OR 10

2024 Rating of Specialist

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

2023 QC Avg.*
81%

Community Health Plan of Washington (CHPW): 78.7%, 78.3%, 84.4%
Coordinated Care of Washington (CCW): 68.1%, 78.3%, 79.4%
Molina Healthcare of Washington (MHW): 78.4%, 74.7%, 80.7%
UnitedHealthcare Community Plan (UHC): 73.90%, 77.5%, 84.9%
Wellpoint Washington (previously Amerigroup Washington) (WLP): 84.2%, 80.5%, 79.4%
Washington Total: 77.60%, 77.7%, 81.8%

Legend: 2024, 2023, 2022

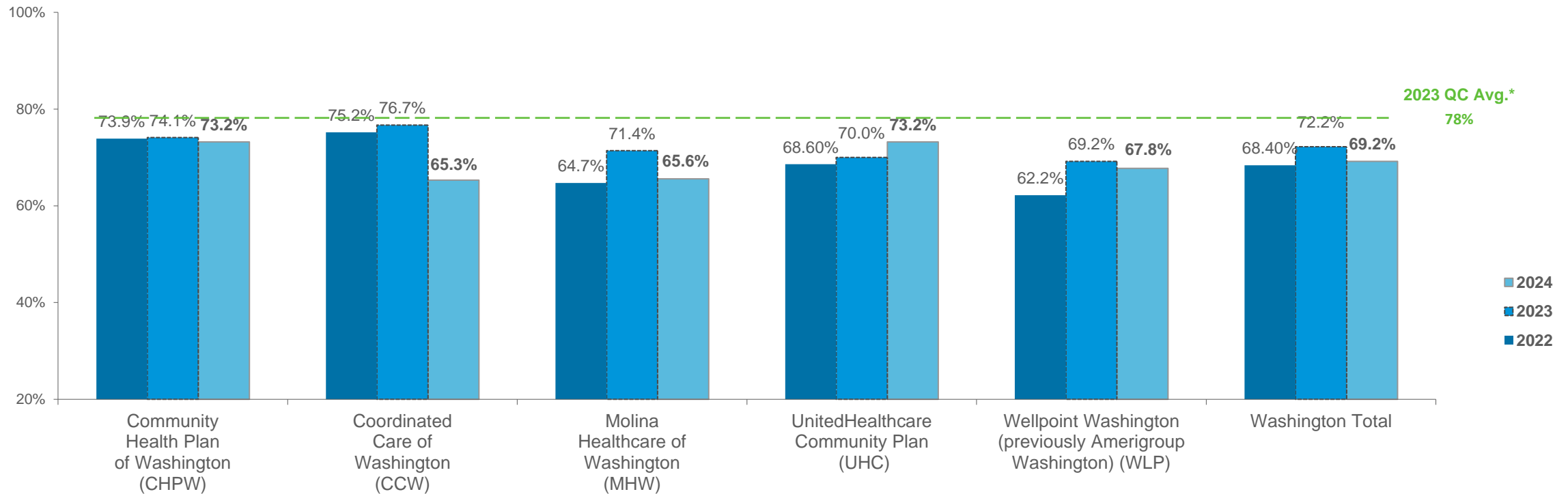* QC Avg.: "National Average of all plans submitting to NCQA published in the fall of that reporting year. Used to gauge individual plan performance."

22. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist? [RS]

48

COMPOSITES

GETTING NEEDED CARE

Getting Needed Care Composite Score

% Always or Usually

Community Health Plan of Washington (CHPW): 78.2%, 75.0%, **82.3%**
Coordinated Care of Washington (CCW): 73.6%, 75.4%, **72.9%**
Molina Healthcare of Washington (MHW): 71.2%, 74.1%, **78.5%**
UnitedHealthcare Community Plan (UHC): 74.40%, 69.4%, **75.2%**
Wellpoint Washington (previously Amerigroup Washington) (WLP): 74.8%, 70.0%, **73.7%**
Washington Total: 74.60%, 72.8%, **76.9%**
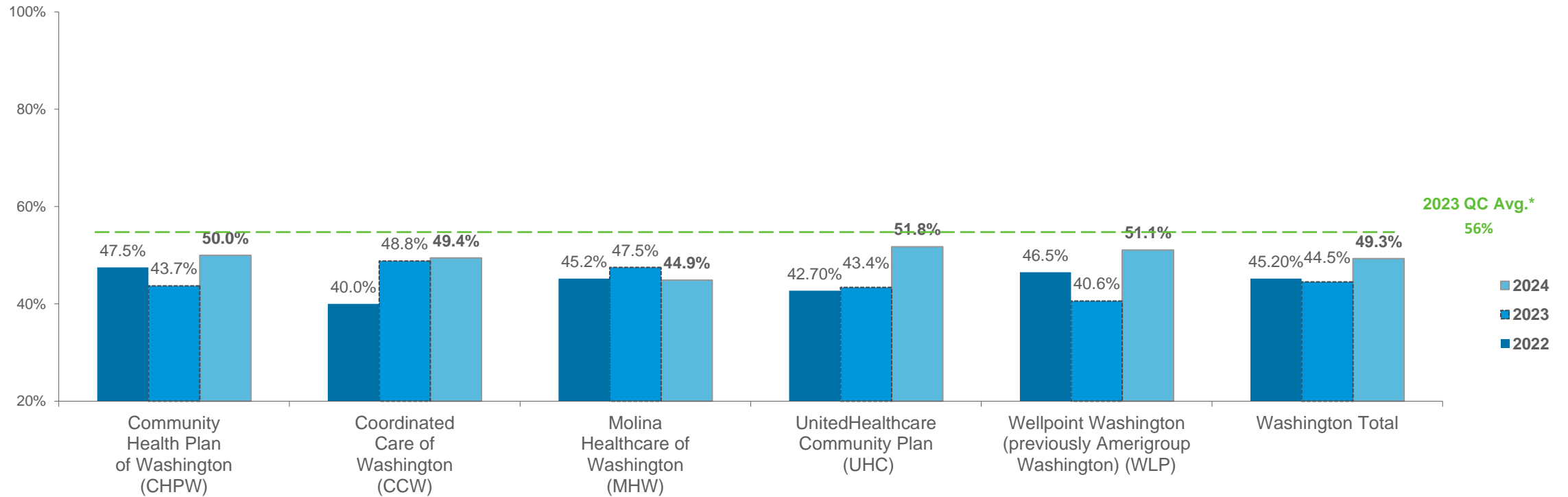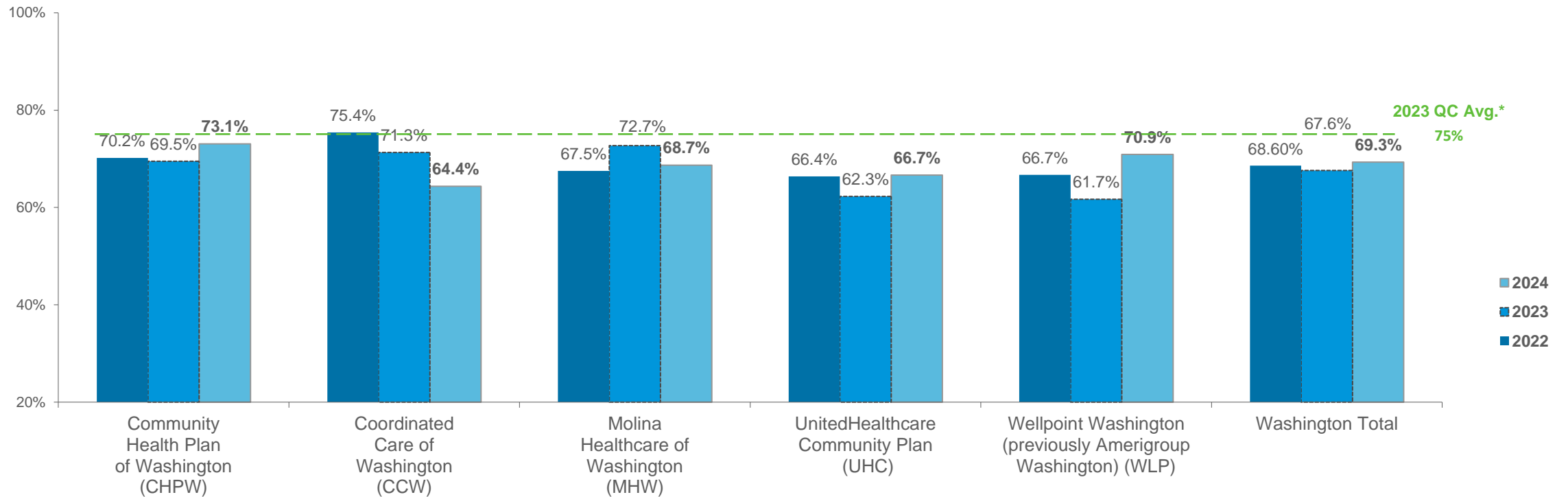
2023 QC Avg.* 81%

Legend: 2024, 2023, 2022

* QC Avg.: "National Average of all plans submitting to NCQA published in the fall of that reporting year. Used to gauge individual plan performance."

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

50

GETTING CARE QUICKLY

Getting Care Quickly Composite Score

% Always or Usually

2023 QC Avg.* 80%

Community Health Plan of Washington (CHPW)
- 72.4%
- 74.4%
- **70.2%**

Coordinated Care of Washington (CCW)
- 76.7%
- 71.1%
- **74.9%**

Molina Healthcare of Washington (MHW)
- 69.3%
- 76.2%
- **66.6%**

UnitedHealthcare Community Plan (UHC)
- 75.60%
- 63.4%
- **67.0%**

Wellpoint Washington (previously Amerigroup Washington) (WLP)
- 77.8%
- 69.0%
- **70.7%**

Washington Total
- 73.90%
- 71.2%
- **69.7%**

Legend: ■ 2024 ■ 2023 ■ 2022

* QC Avg.: "National Average of all plans submitting to NCQA published in the fall of that reporting year. Used to gauge individual plan performance."

Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?
Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?

51

CUSTOMER SERVICE

Customer Service Composite Score
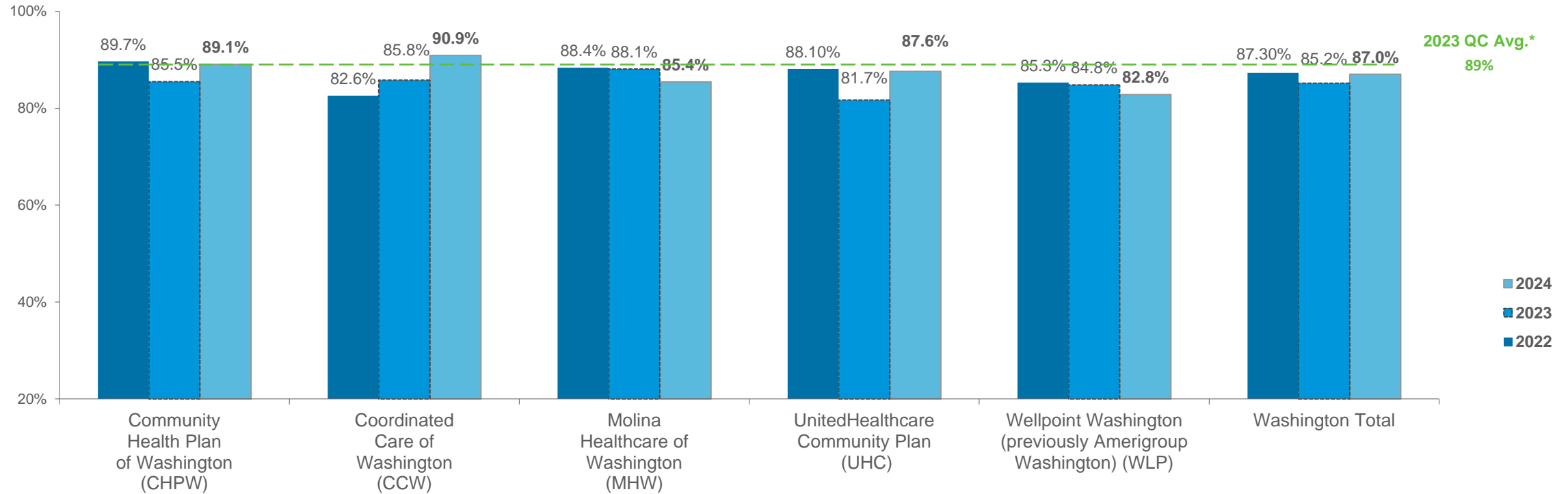
% Always or Usually

Community Health Plan of Washington (CHPW)
- 89.7%
- 85.5%
- **89.1%**

Coordinated Care of Washington (CCW)
- 82.6%
- 85.8%
- **90.9%**

Molina Healthcare of Washington (MHW)
- 88.4%
- 88.1%
- **85.4%**

UnitedHealthcare Community Plan (UHC)
- 88.10%
- 81.7%
- **87.6%**

Wellpoint Washington (previously Amerigroup Washington) (WLP)
- 85.3%
- 84.8%
- **82.8%**

Washington Total
- 87.30%
- 85.2%
- **87.0%**

2023 QC Avg.* 89

Legend: 2024, 2023, 2022

* QC Avg.: "National Average of all plans submitting to NCQA published in the fall of that reporting year. Used to gauge individual plan performance."
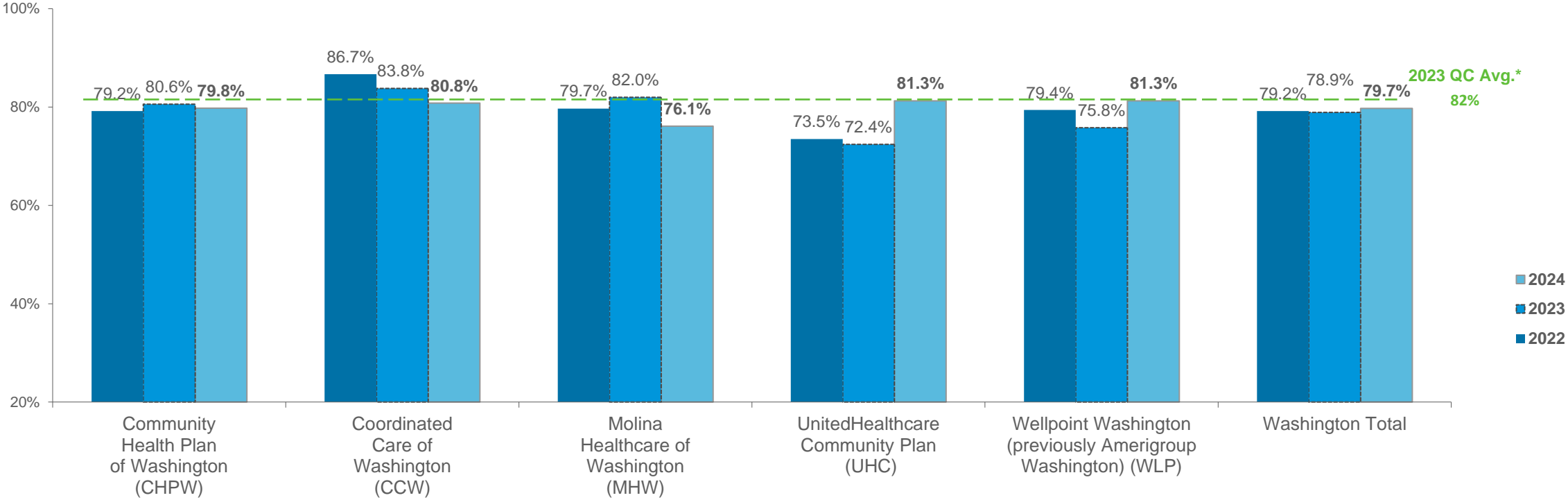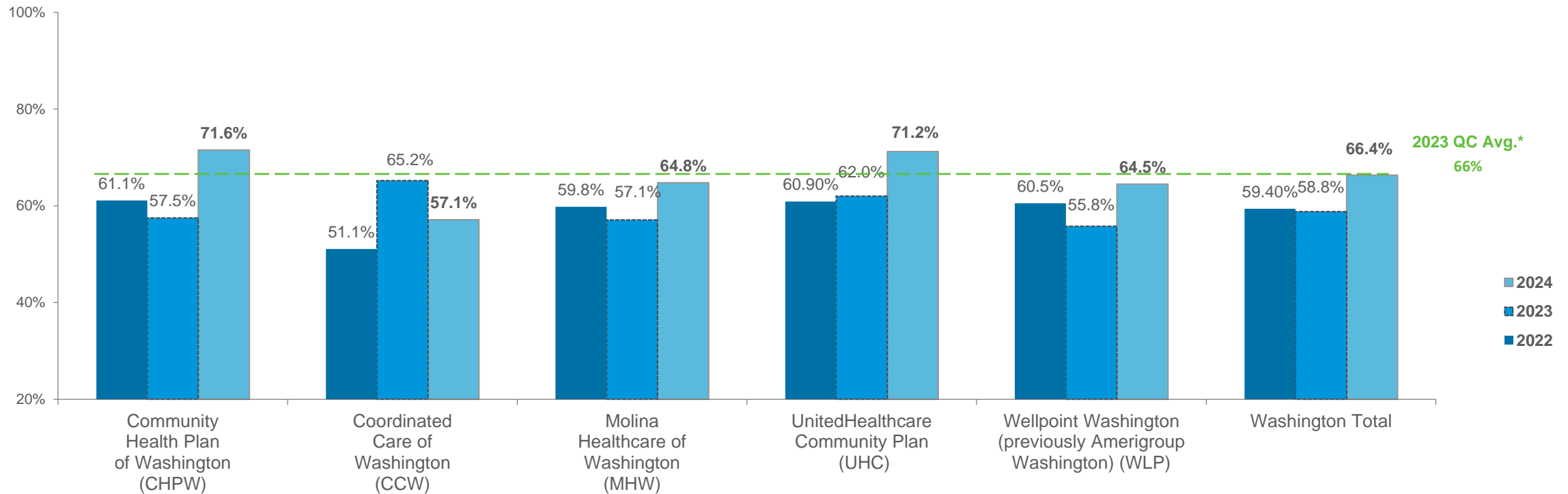
Q24. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?
Q25. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

HOW WELL DOCTORS COMMUNICATE
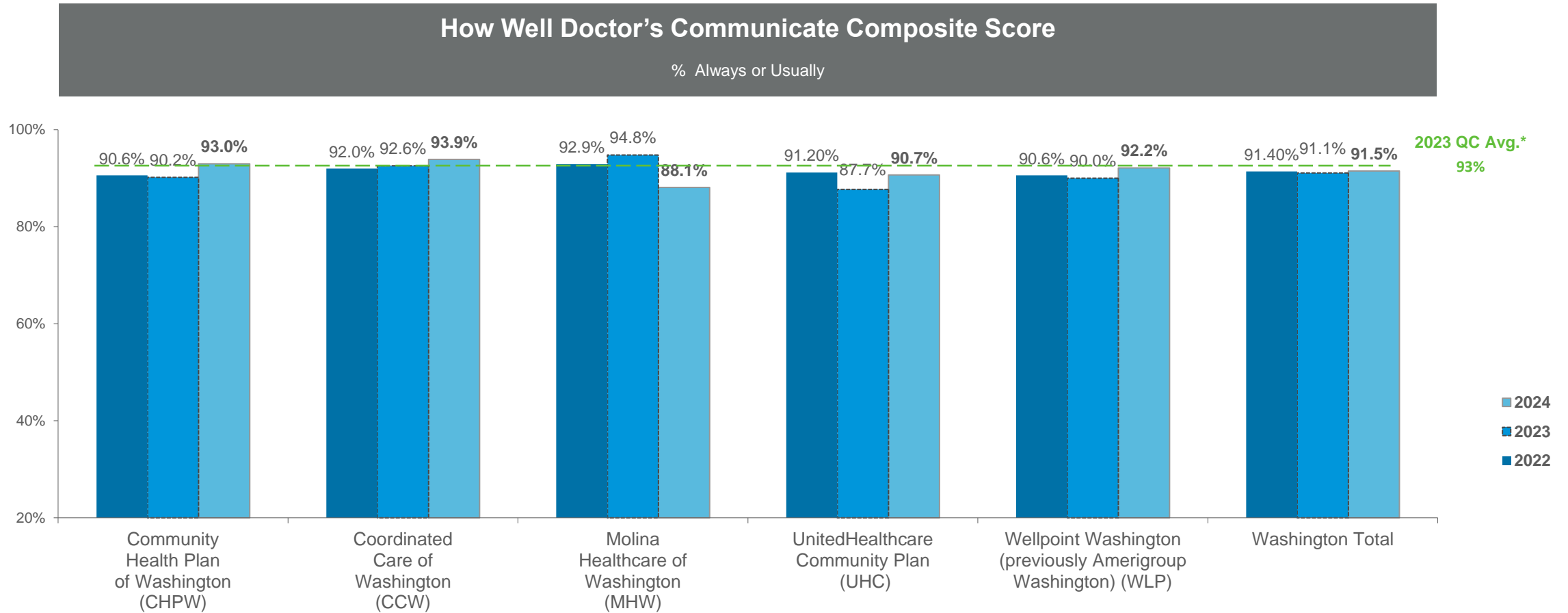
How Well Doctor's Communicate Composite Score
% Always or Usually

Community Health Plan of Washington (CHPW): 90.6%, 90.2%, **93.0%**
Coordinated Care of Washington (CCW): 92.0%, 92.6%, **93.9%**
Molina Healthcare of Washington (MHW): 92.9%, 94.8%, **88.1%**
UnitedHealthcare Community Plan (UHC): 91.20%, 87.7%, **90.7%**
Wellpoint Washington (previously Amerigroup Washington) (WLP): 90.6%, 90.0%, **92.2%**
Washington Total: 91.40%, 91.1%, **91.5%**

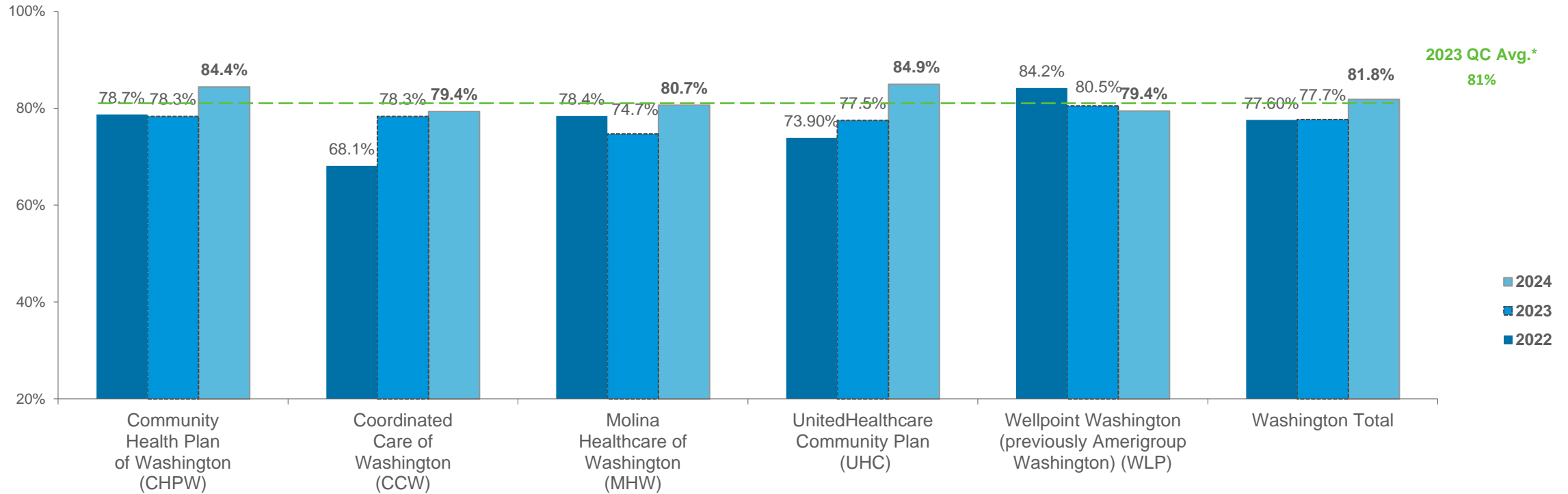2023 QC Avg.* **93%**

Legend: 2024, 2023, 2022

* QC Avg.: "National Average of all plans submitting to NCQA published in the fall of that reporting year. Used to gauge individual plan performance."

Q12. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?   Q13. In the last 6 months, how often did your personal doctor listen carefully to you?

Q14. In the last 6 months, how often did your personal doctor show respect for what you had to say?   Q15. In the last 6 months, how often did your personal doctor spend enough time with you?

CARE COORDINATION

Care Coordination Score

% Always or Usually
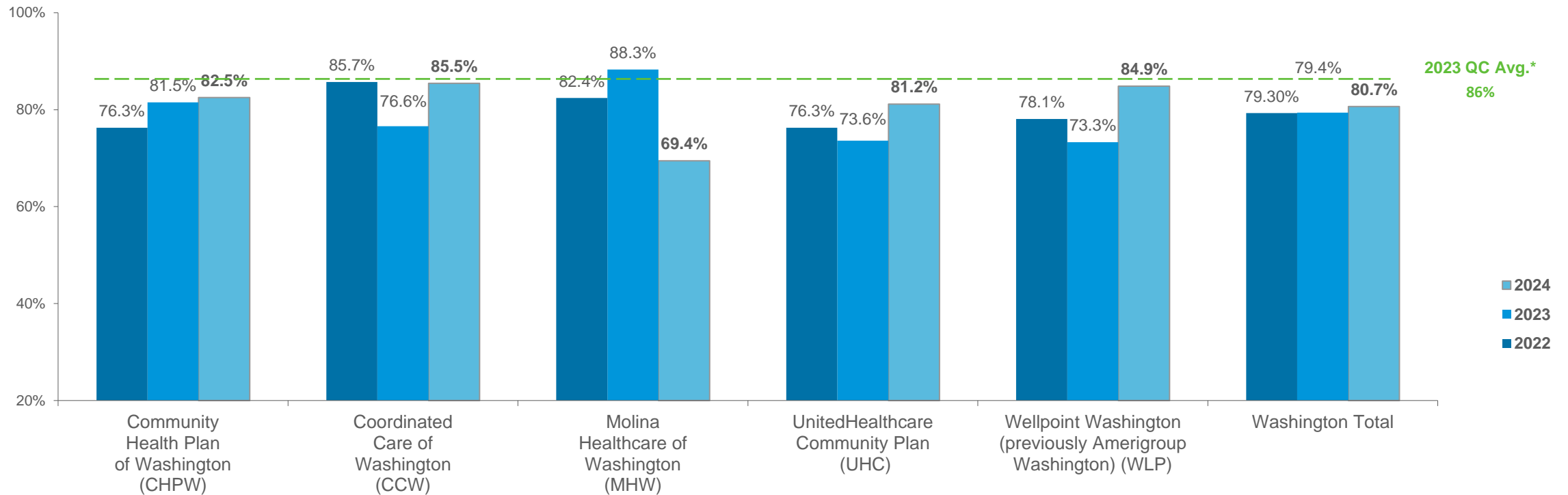
- Community Health Plan of Washington (CHPW): 2024: 76.3%, 2023: 81.5%, 2022: 82.5%
- Coordinated Care of Washington (CCW): 2024: 85.7%, 2023: 76.6%, 2022: 85.5%
- Molina Healthcare of Washington (MHW): 2024: 82.4%, 2023: 88.3%, 2022: 69.4%
- UnitedHealthcare Community Plan (UHC): 2024: 76.3%, 2023: 73.6%, 2022: 81.2%
- Wellpoint Washington (previously Amerigroup Washington) (WLP): 2024: 78.1%, 2023: 73.3%, 2022: 84.9%
- Washington Total: 2024: 79.30%, 2023: 79.4%, 2022: 80.7%

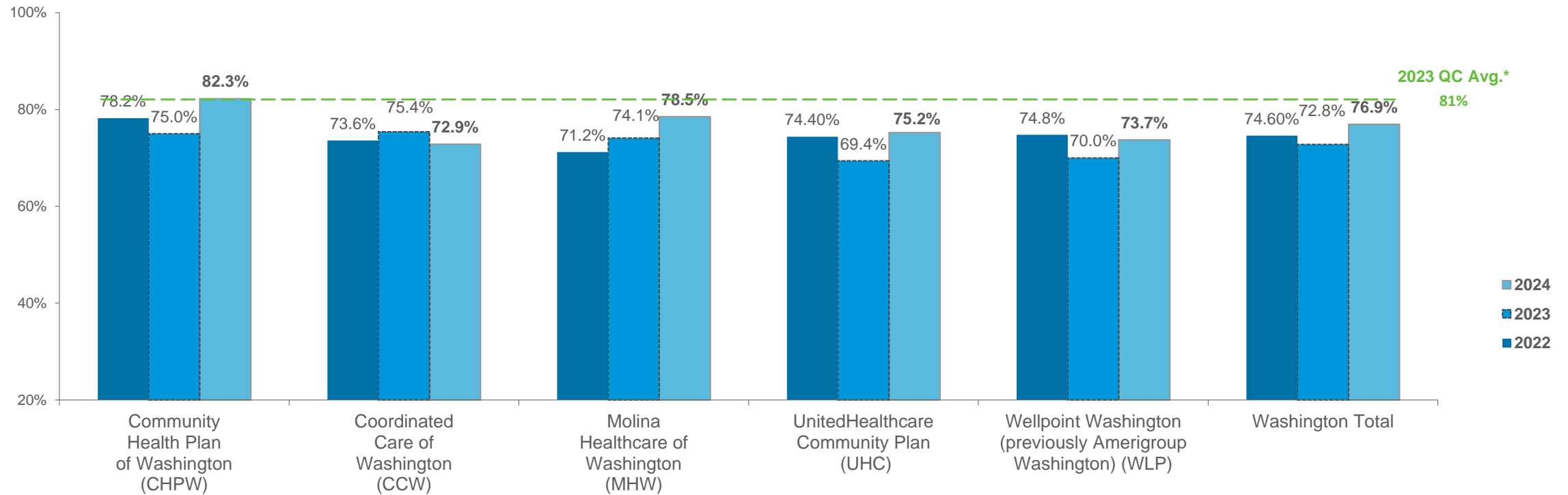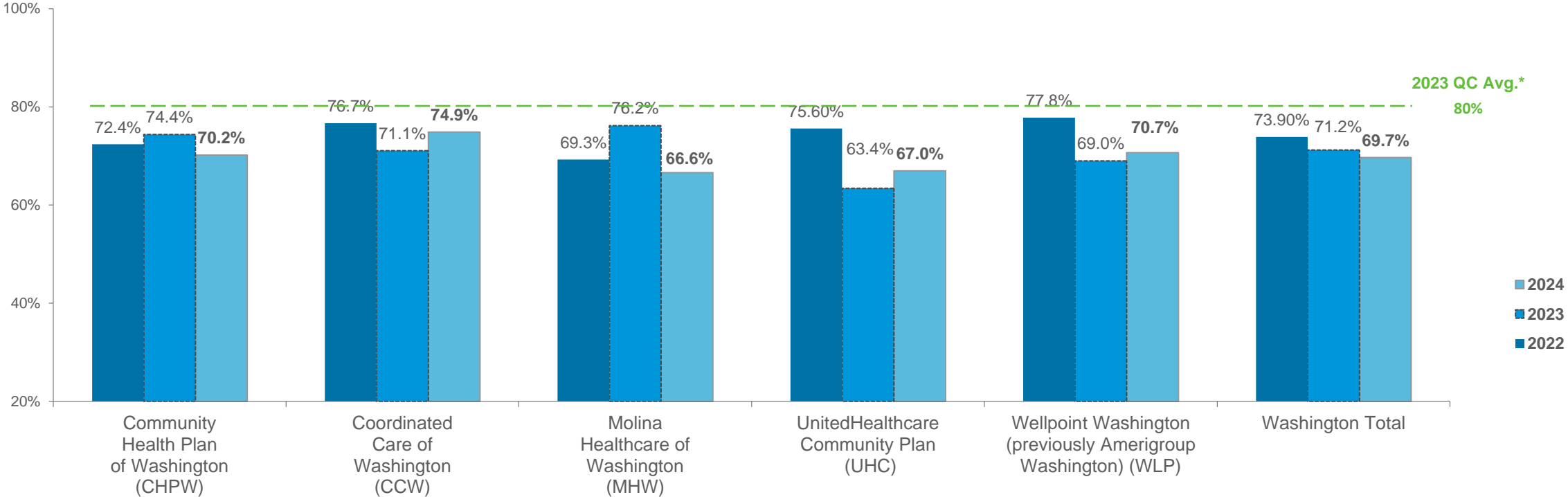**2023 QC Avg.* 86%**

Legend: 2024, 2023, 2022

* QC Avg.: "National Average of all plans submitting to NCQA published in the fall of that reporting year. Used to gauge individual plan performance."

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

APPENDIX A
SUMMARY TABLES

Summary of Terms

- **QC Avg.** – NCQA Quality Compass

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

- **SRS** – Summary Rate Score

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

- **Regional –** Region 10

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

KEY MEASURES – SUMMARY RATES

	2023	2024	2024 Num.	2024 Den.	2023 QC Avg.		Regional
Rating of Health Plan (Q28) (% 8, 9 or 10)	72.2%	69.2%	*688*	*994*	77.7%	▼	68.7%
Rating of Health Care (Q8) (% 8, 9 or 10)	67.6%	69.3%	*447*	*645*	74.6%	▼	67.4%
Rating of Personal Doctor (Q18) (% 8, 9 or 10)	78.9%	79.7%	*598*	*750*	82.4%		78.2%
Rating of Specialist (Q22) (% 8, 9 or 10)	77.7%	81.8%	*360*	*440*	81.4%		80.7%
Customer Service (% Always or Usually)	**85.2%**	**87.0%**	---	323	**89.2%**		**87.9%**
Q24. CS provided needed information or help	78.3%	79.0%	256	324	83.7%	▼	81.3%
Q25. CS treated member with courtesy and respect	92.2%	95.0%	306	322	94.7%		94.4%
Getting Needed Care (% Always or Usually)	**72.8%**	**76.9%**	---	554	**81.0%**	▼	**76.8%**
Q9. Ease of getting care, tests or treatment	76.4%	81.2%	523	644	84.2%		80.1%
Q20. Got appointment with specialist as soon as needed	69.2%	72.7%	338	465	78.3%	▼	73.4%
Getting Care Quickly (% Always or Usually)	**71.2%**	**69.7%**	---	483	**80.4%**	▼	**68.8%**
Q4. Got urgent care as soon as needed	74.6%	71.9%	266	370	82.0%	▼	71.8%
Q6. Got check-up or routine appointment as soon as needed	67.9%	67.4%	402	596	79.2%	▼	65.9%
How Well Doctors Communicate (% Always or Usually)	**91.1%**	**91.5%**	---	575	**92.5%**		**91.3%**
Q12. Personal doctor explained things	91.1%	92.0%	529	575	92.6%		91.8%
Q13. Personal doctor listened carefully	91.3%	92.0%	529	575	92.6%		91.6%
Q14. Personal doctor showed respect	92.0%	93.7%	539	575	94.4%		93.6%
Q15. Personal doctor spent enough time	89.9%	88.2%	509	577	90.3%		88.1%
Coordination of Care (Q17) (% Always or Usually)	**79.4%**	**80.7%**	292	362	**84.6%**		**80.6%**
Medical Assistance with Smoking and Tobacco Use Cessation							
Q33. Advising Smokers and Tobacco Users to Quit	66.9%	63.5%	*146*	*243*	72.8%		56.0%
Q34. Discussing Cessation Medications	45.7%	42.0%	*91*	*238*	51.2%		38.8%
Q35. Discussing Cessation Strategies	41.4%	39.9%	*91*	*237*	45.4%		35.1%

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

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

KEY MEASURES – SUMMARY RATES

	WA TOTAL		CHPW (B)		CCW (C)		MHW (D)		UHC (E)		WLP (A)	
Rating of Health Plan (Q28) (% 8, 9 or 10)	994	69.2%	254	73.2%	124	65.3%	218	65.6%	153	73.2%	245	67.8%
Rating of Health Care (Q8) (% 8, 9 or 10)	645	69.3%	156	73.1%	87^	64.4%	147	68.7%	114	66.7%	141	70.9%
Rating of Personal Doctor (Q18) (% 8, 9 or 10)	750	79.7%	188	79.8%	99^	80.8%	159	76.1%	128	81.3%	176	81.3%
Rating of Specialist (Q22) (% 8, 9 or 10)	440	81.8%	109	84.4%	63^	79.4%	88^	80.7%	73^	84.9%	107	79.4%
Customer Service (% Always or Usually)	323	87.0%	92^	89.1%	44^	90.9%	61^	85.4%	56^	87.6%	69^	82.8%
Q24. CS provided needed information or help	324	79.0%	91^	84.6% A	44^	84.1%	62^	75.8%	57^	80.7%	70^	70.0%
Q25. CS treated member with courtesy and respect	322	95.0%	93^	93.5%	44^	97.7%	61^	95.1%	55^	94.5%	69^	95.7%
Getting Needed Care (% Always or Usually)	554	76.9%	136	82.3%	76^	72.9%	119	78.5%	97^	75.2%	126	73.7%
Q9. Ease of getting care, tests or treatment	644	81.2%	154	85.7% E	86^	79.1%	147	82.3%	114	75.4%	143	81.1%
Q20. Got appointment with specialist as soon as needed	465	72.7%	118	78.8% A	66^	66.7%	91^	74.7%	80^	75.0%	110	66.4%
Getting Care Quickly (% Always or Usually)	483	69.7%	114	70.2%	69^	74.9%	100	66.6%	84^	67.0%	115	70.7%
Q4. Got urgent care as soon as needed	370	71.9%	92^	71.7%	58^	81.0%	71^	70.4%	59^	71.2%	90^	67.8%
Q6. Got check-up or routine appointment as soon as needed	596	67.4%	137	68.6%	80^	68.8%	129	62.8%	110	62.7%	140	73.6%
How Well Doctors Communicate (% Always or Usually)	575	91.5%	139	93.0%	77^	93.9%	119	88.1%	102	90.7%	137	92.2%
Q12. Personal doctor explained things	575	92.0%	139	92.1%	78^	93.6%	119	89.9%	101	91.1%	138	93.5%
Q13. Personal doctor listened carefully	575	92.0%	138	94.9%	78^	92.3%	120	88.3%	102	91.2%	137	92.7%
Q14. Personal doctor showed respect	575	93.7%	139	95.0%	78^	96.2%	120	91.7%	102	92.2%	136	94.1%
Q15. Personal doctor spent enough time	577	88.2%	140	90.0%	77^	93.5% D	120	82.5%	103	88.3%	137	88.3%
Coordination of Care (Q17) (% Always or Usually) Medical Assistance with Smoking and Tobacco Use Cessation	362	80.7%	80^	82.5%	55^	85.5% D	72^	69.4%	69^	81.2%	86^	84.9% D
Q33. Advising Smokers and Tobacco Users to Quit	243	63.5%	123	66.7%	53^	73.6%	109	53.2%	80^	66.3%	126	63.5%
Q34. Discussing Cessation Medications	238	42.0%	121	47.1%	53^	45.3%	107	35.5%	79^	44.3%	123	39.8%
Q35. Discussing Cessation Strategies	237	39.9%	118	42.4%	52^	44.2%	107	30.8%	76^	46.1%	121	39.7%

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

STATE SPECIFIC QUESTIONS

	WA TOTAL	CHPW (B)	CCW (C)	MHW (D)	UHC (E)	WLP (A)
Personal Doctor asked about Mental or Emotional Health (% Yes)	49.5%	41.7%	54.0%	48.1%	56.0%	53.6%
Received Mental Health Care (% Yes)	21.6%	18.2%	19.7%	27.9%	23.9%	19.0%
Received All Mental Health Care Needed (% Yes)	77.2%	75.6%	70.8%	80.0%	70.6%	83.7%
Involved in Mental Health Care as much as wanted (% Always or Usually)	65.2%	90.5%	52.0%	58.2%	59.4%	89.1%
Needed Treatment or Counseling for personal or family problem (% Yes)	27.3%	67.4%	21.1%	30.2%	23.6%	22.8%
Easy to of Receive Treatment or Counseling (% Always or Usually)	56.9%	69.6%	55.6%	50.8%	54.3%	55.4%
Rating of Treatment or Counseling (% 9,10)	43.5%	47.8%	37.0%	29.8%	52.3%	40.0%

PROFILE OF SURVEY RESPONDENTS

MEDICAID ADULT

Age

	18 – 34			35 - 44			45 - 54			55 or older		
	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	28.3%	28.2%	27.4%	17.4%	19.1%	16.0%	17.7%	16.8%	14.8%	36.6%	35.9%	41.8%
PG			22.5%			13.4%			15.9%			48.3% ▼
QC			NA			NA			NA			NA

Gender

	Male			Female		
	2022	2023	2024	2022	2023	2024
Plan	48.8%	49.3%	41.9%	51.2%	50.7%	58.1%
PG			40.7%			59.3%
QC			NA			NA

Health Status

	Excellent/Very Good			Good			Fair/Poor		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	34.1%	30.1%	28.5%	34.4%	38.1%	39.5%	31.6%	31.8%	31.9%
PG			29.1%			34.7%			36.1%
QC			NA			NA			NA

Mental Health Status

	Excellent/Very Good			Good			Fair/Poor		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	34.8%	38.9%	38.5%	35.4%	33.1%	30.8%	29.8%	28.0%	30.8%
PG			35.9%			31.6%			32.4%
QC			NA			NA			NA

Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (⬍/⬍) or benchmark score (▲/▼).
Benchmarks: PG refers to the 2024 PG Book of Business benchmark. **QC** refers to the 2023 QC National Data benchmark. NCQA did not publish demographics for the 2023 benchmark.

PROFILE OF SURVEY RESPONDENTS

MEDICAID ADULT

Education

	HS Grad or Less			Some College			College Grad or More		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	49.4%	52.9%	52.9%	34.7%	31.6%	31.8%	15.9%	15.5%	15.3%
PG			62.3% ▼			25.6% ▲			12.1%
QC			NA			NA			NA

Ethnicity

	Hispanic/Latino			Not Hispanic/Latino		
	2022	2023	2024	2022	2023	2024
Plan	17.4%	18.0%	26.9% ↑‡	82.6%	82.0%	73.1% ↓‡
PG			19.0% ▲			81.0% ▼
QC			NA			NA

Race

	White			Black or African-American			Asian			Hawaiian/Pacific Islander			American Indian/Alaskan			Other		
	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	68.1%	70.9%	71.7%	7.8%	8.5%	9.4%	11.1%	13.1%	8.2%	2.6%	2.1%	2.5%	4.9%	5.0%	4.1%	16.6%	13.1%	18.0%
PG			65.1% ▲			21.9% ▼			6.2%			1.3%			3.7%			10.9% ▲
QC			NA			NA			NA			NA			NA			NA

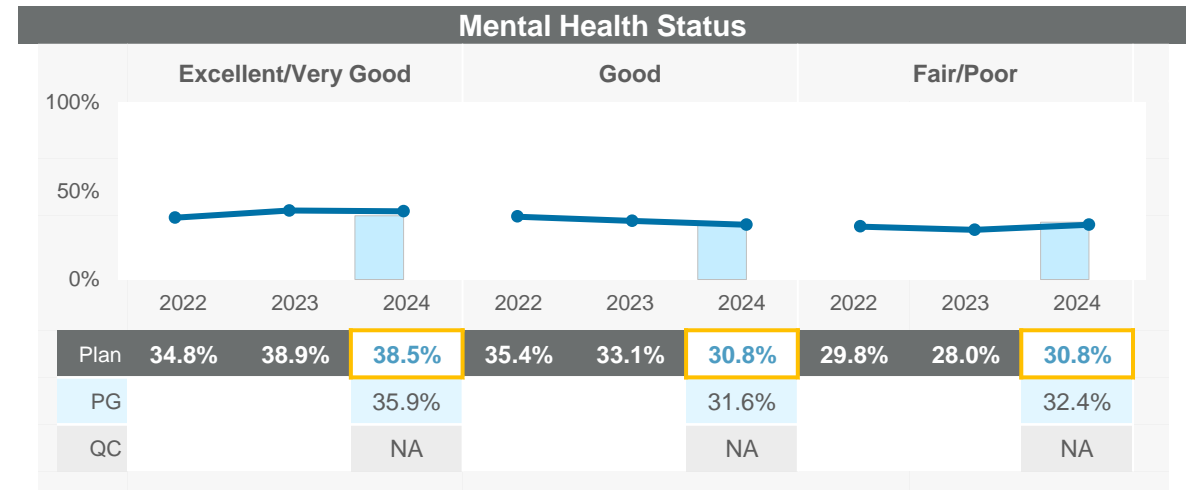**Significance Testing:** Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (‡/‡) or benchmark score (▲/▼).
Benchmarks: PG refers to the 2024 PG Book of Business benchmark. **QC** refers to the 2023 QC National Data benchmark. NCQA did not publish demographics for the 2023 benchmark.

PROFILE OF SURVEY RESPONDENTS

MEDICAID ADULT

Age

	18 – 34			35 - 44			45 - 54			55 or older		
	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	30.8%	34.3%	36.4%	16.7%	13.9%	14.0%	11.7%	15.3%	12.4%	40.8%	36.5%	37.2%
PG			22.5%▲			13.4%			15.9%			48.3%▼
QC			NA			NA			NA			NA

Gender

	Male			Female		
	2022	2023	2024	2022	2023	2024
Plan	52.1%	48.6%	40.8%	47.9%	51.4%	59.2%
PG			40.7%			59.3%
QC			NA			NA

Health Status

	Excellent/Very Good			Good			Fair/Poor		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	41.3%	42.2%	33.6%	31.4%	37.0%	41.2%	27.3%	20.7%	25.2%
PG			29.1%			34.7%			36.1%▼
QC			NA			NA			NA

Mental Health Status

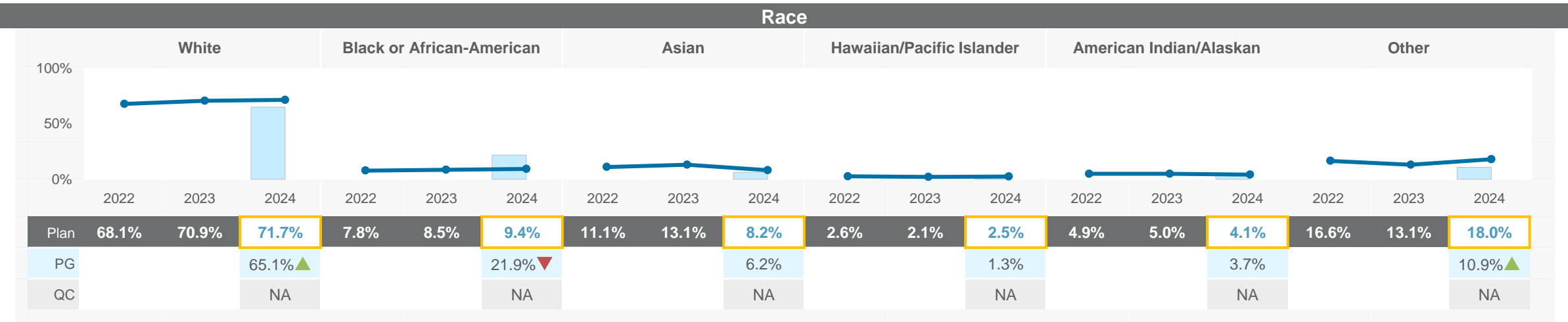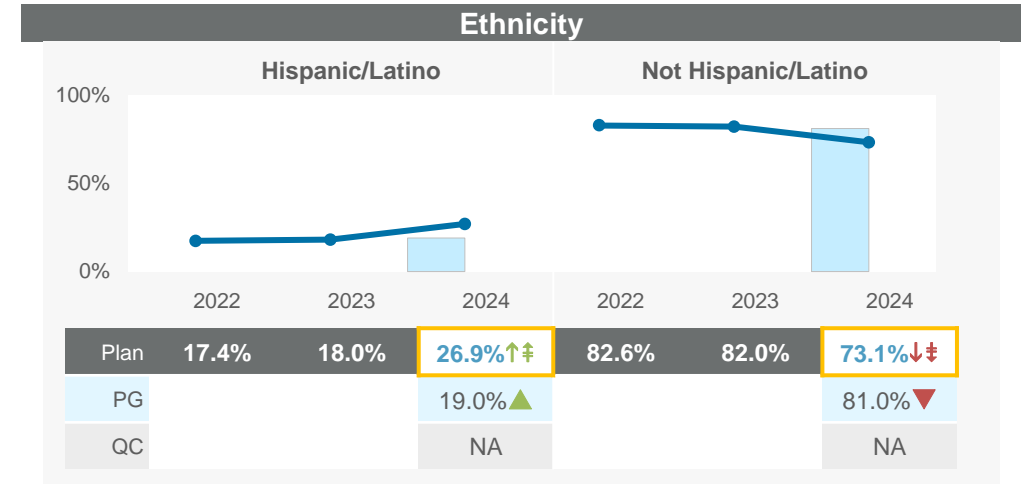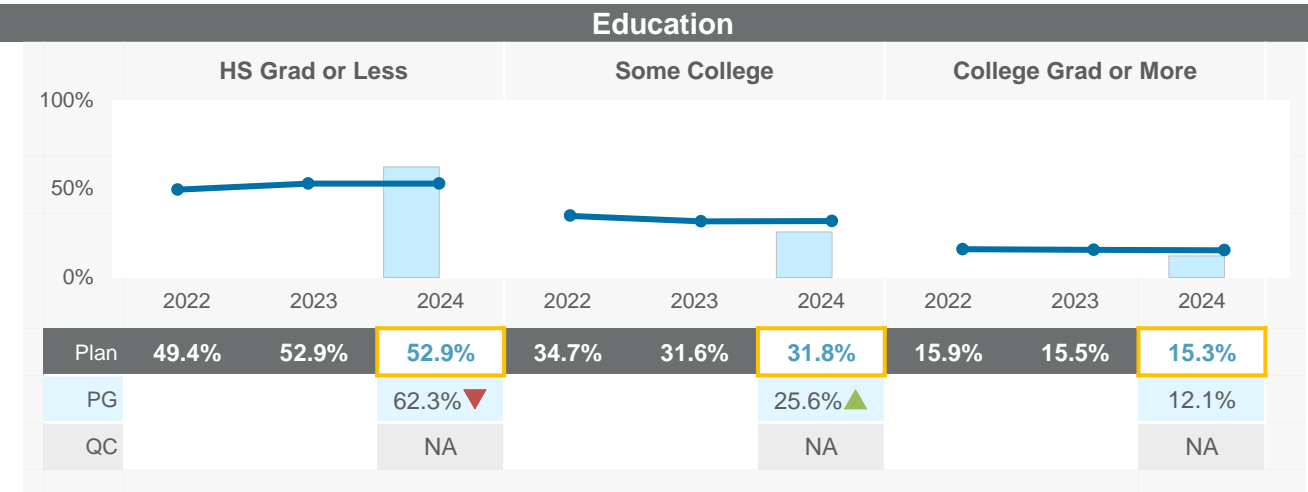|	Excellent/Very Good			Good			Fair/Poor		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	43.4%	41.6%	44.3%	24.6%	32.8%	29.8%	32.0%	25.5%	26.0%
PG			35.9%			31.6%			32.4%
QC			NA			NA			NA

Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (⬍/⬍) or benchmark score (▲/▼).
Benchmarks: PG refers to the 2024 PG Book of Business benchmark. **QC** refers to the 2023 QC National Data benchmark. NCQA did not publish demographics for the 2023 benchmark.

PROFILE OF SURVEY RESPONDENTS

MEDICAID ADULT

Education

	HS Grad or Less			Some College			College Grad or More		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	40.5%	54.1%	50.0%	36.4%	29.6%	32.3%	23.1%	16.3%	17.7%
PG			62.3%▼			25.6%			12.1%
QC			NA			NA			NA

Ethnicity

	Hispanic/Latino			Not Hispanic/Latino		
	2022	2023	2024	2022	2023	2024
Plan	20.8%	24.8%	19.4%	79.2%	75.2%	80.6%
PG			19.0%			81.0%
QC			NA			NA

Race

	White			Black or African-American			Asian			Hawaiian/Pacific Islander			American Indian/Alaskan			Other		
	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	74.8%	74.1%	78.0%	5.0%	9.6%	6.5%	11.8%	6.7%	6.5%	2.5%	0.7%	3.3%	4.2%	1.5%	3.3%	10.9%	13.3%	12.2%
PG			65.1%▲			21.9%▼			6.2%			1.3%			3.7%			10.9%
QC			NA			NA			NA			NA			NA			NA

Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↕/↕) or benchmark score (▲/▼).
Benchmarks: PG refers to the 2024 PG Book of Business benchmark. **QC** refers to the 2023 QC National Data benchmark. NCQA did not publish demographics for the 2023 benchmark.
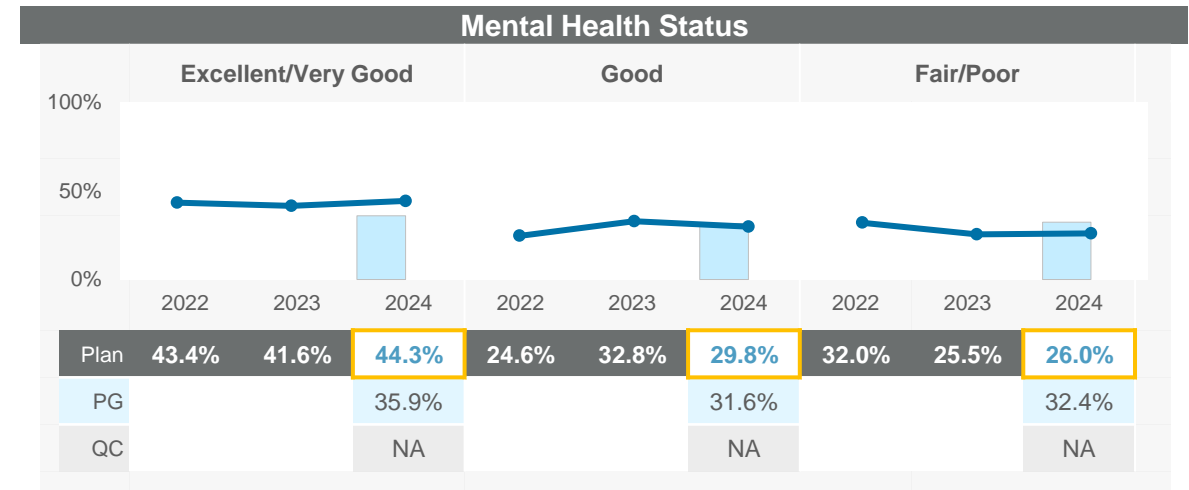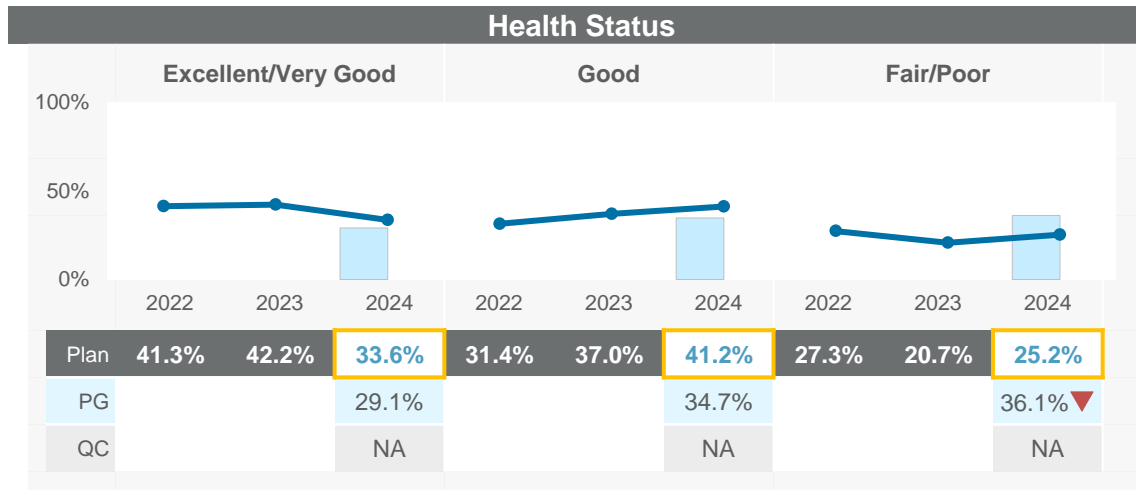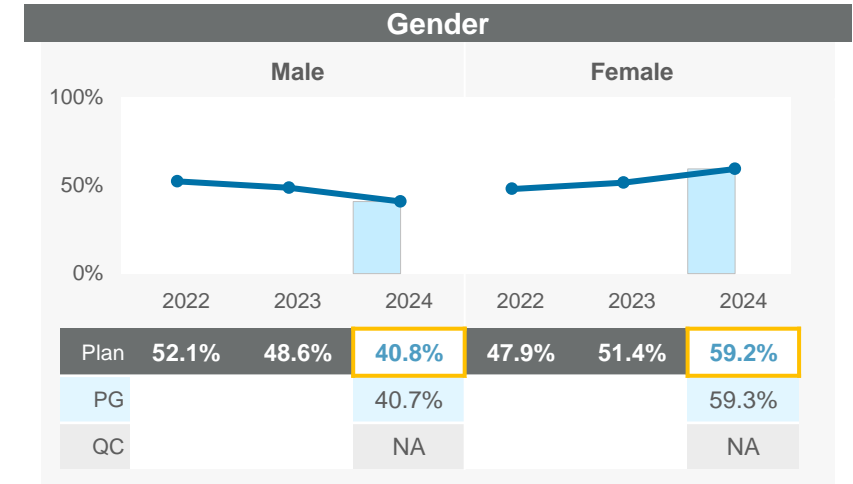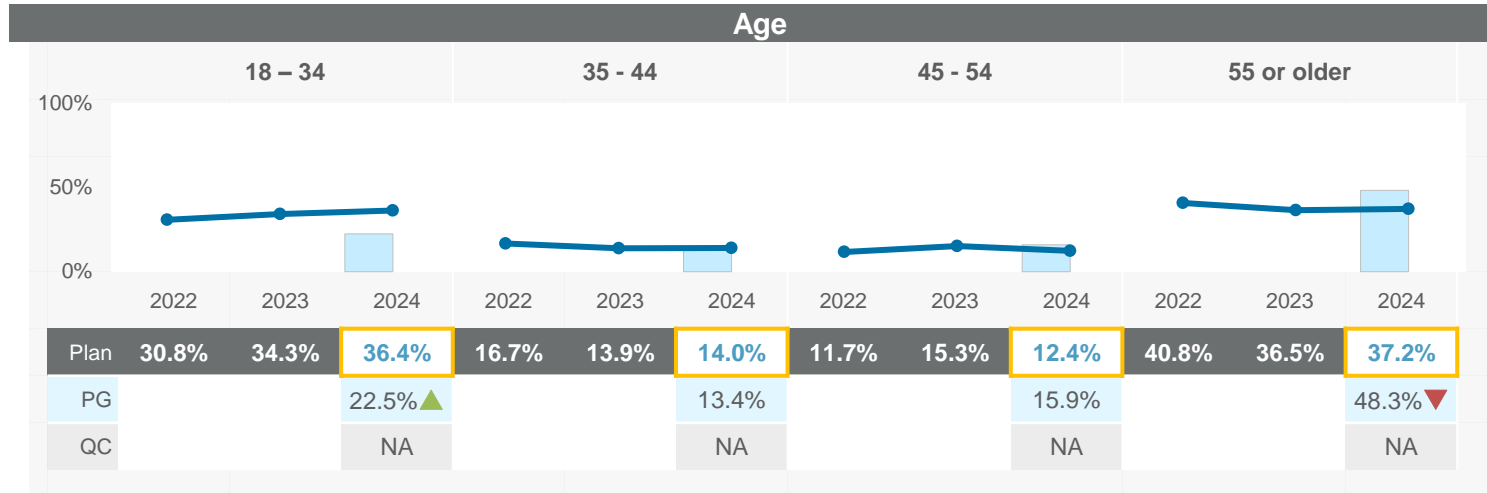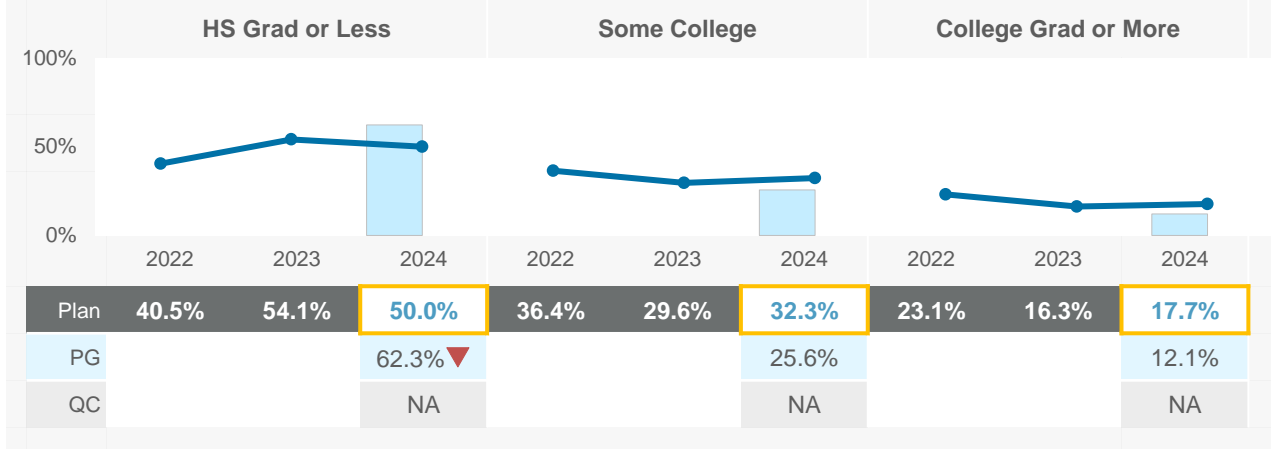
PROFILE OF SURVEY RESPONDENTS

MEDICAID ADULT

Age

	18 – 34			35 - 44			45 - 54			55 or older		
	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	29.5%	30.3%	31.3%	13.8%	17.3%	14.7%	17.2%	19.5%	18.3%	39.5%	32.9%	35.7%
PG			22.5%▲			13.4%			15.9%			48.3%▼
QC			NA			NA			NA			NA

Gender

	Male			Female		
	2022	2023	2024	2022	2023	2024
Plan	44.4%	45.9%	45.5%	55.6%	54.1%	54.5%
PG			40.7%			59.3%
QC			NA			NA

Health Status

	Excellent/Very Good			Good			Fair/Poor		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	36.7%	32.2%	33.6%	34.8%	40.4%	35.0%	28.5%	27.4%	31.4%
PG			29.1%			34.7%			36.1%
QC			NA			NA			NA

Mental Health Status

	Excellent/Very Good			Good			Fair/Poor		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	38.1%	39.2%	33.9%	32.7%	32.2%	33.9%	29.2%	28.6%	32.1%
PG			35.9%			31.6%			32.4%
QC			NA			NA			NA

Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (⇕/⇕) or benchmark score (▲/▼).
Benchmarks: PG refers to the 2024 PG Book of Business benchmark. **QC** refers to the 2023 QC National Data benchmark. NCQA did not publish demographics for the 2023 benchmark.
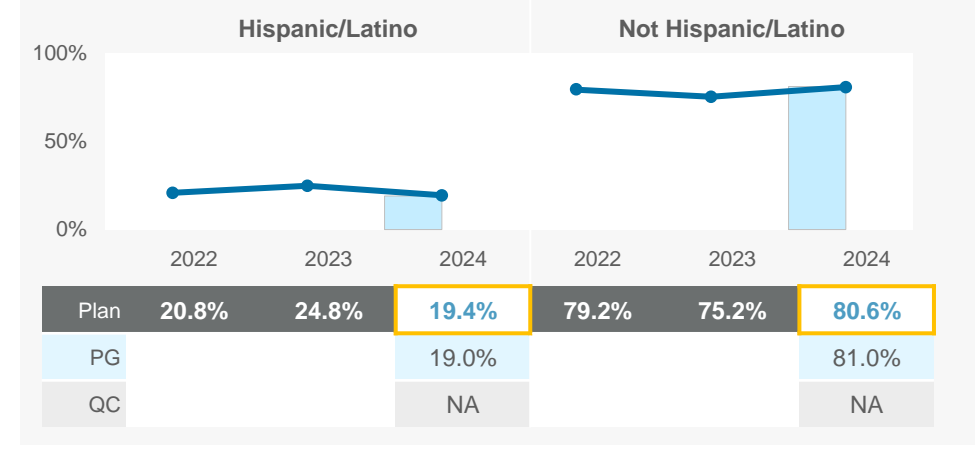
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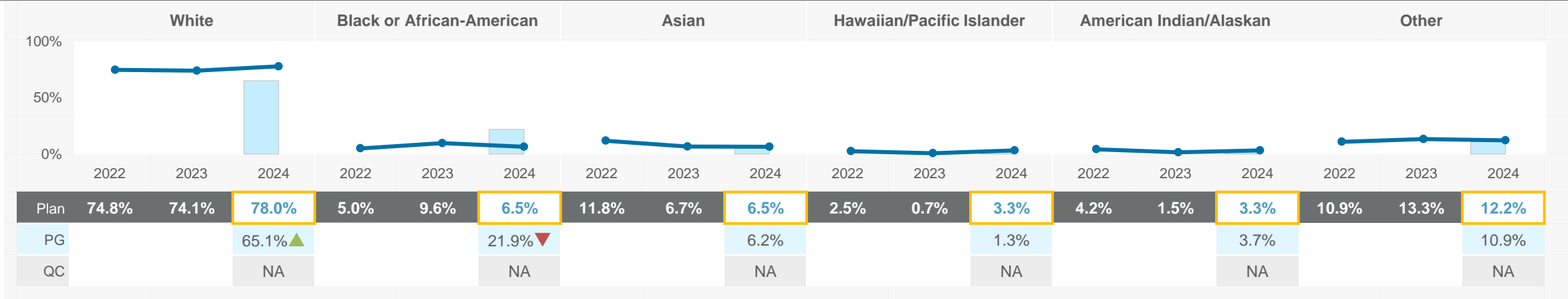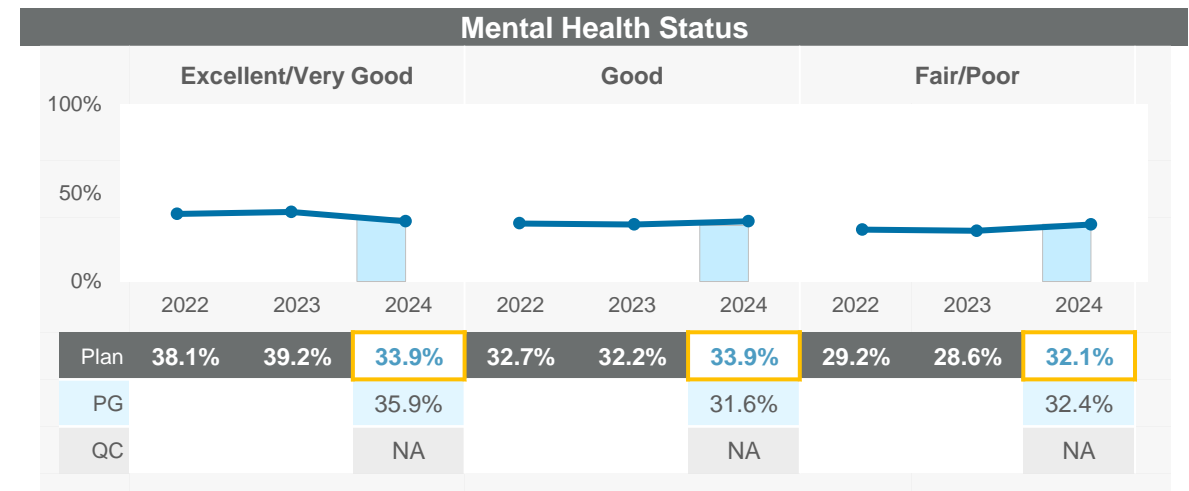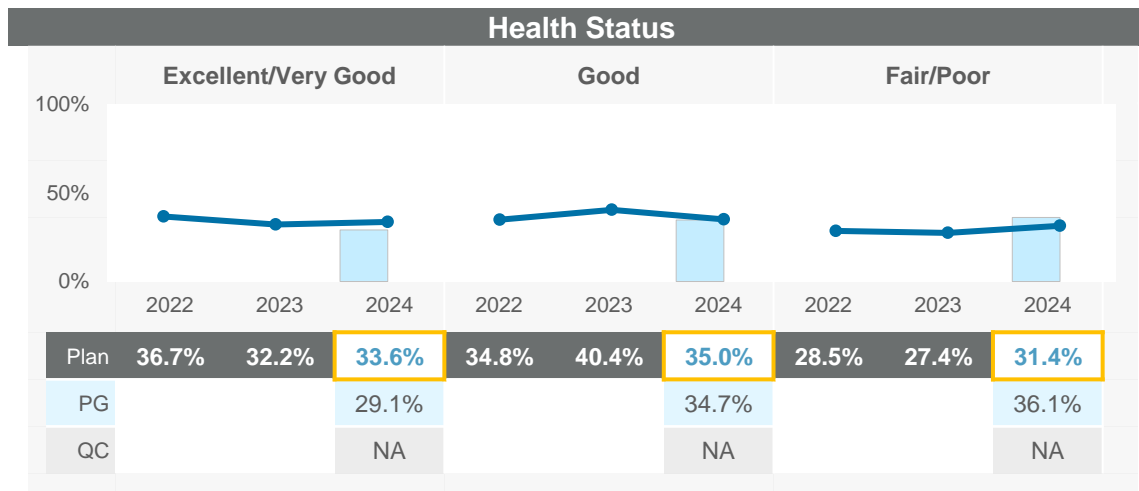# PROFILE OF SURVEY RESPONDENTS

MEDICAID ADULT

Education

	HS Grad or Less			Some College			College Grad or More		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	45.5%	48.5%	44.8%	38.1%	32.6%	39.0%	16.3%	18.9%	16.1%
PG			62.3% ▼			25.6% ▲			12.1%
QC			NA			NA			NA

Ethnicity

	Hispanic/Latino			Not Hispanic/Latino		
	2022	2023	2024	2022	2023	2024
Plan	9.7%	14.8%	11.7%	90.3%	85.2%	88.3%
PG			19.0% ▼			81.0% ▲
QC			NA			NA

Race

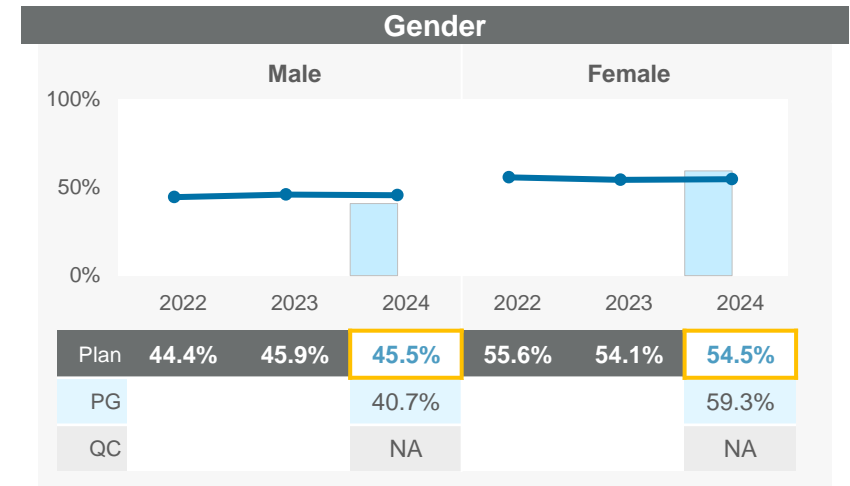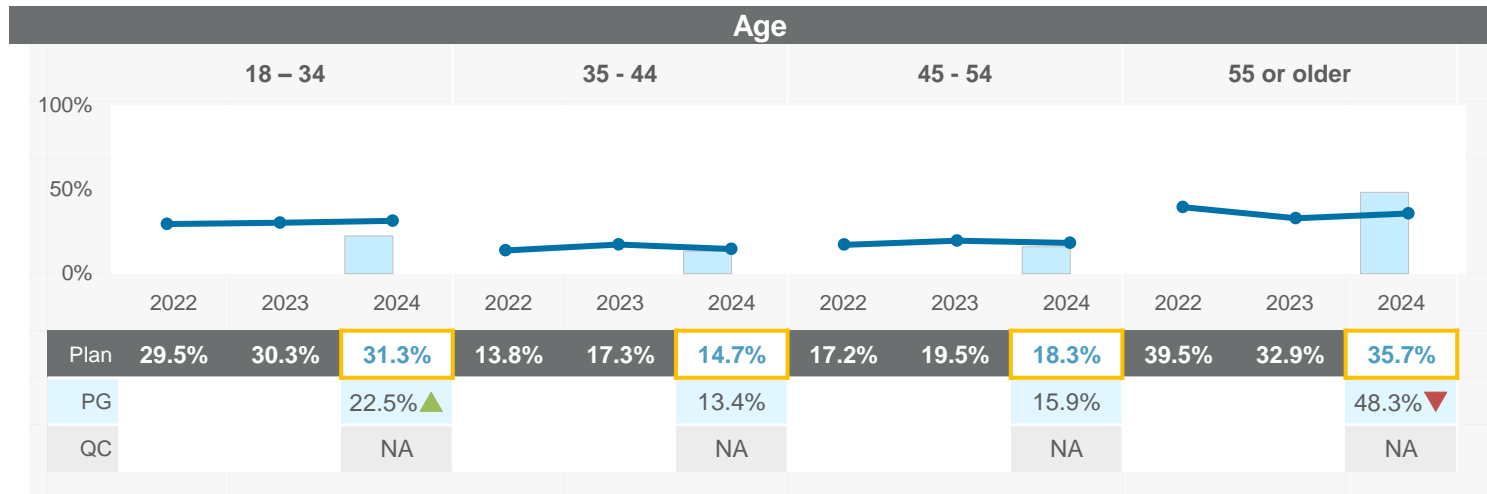|	White			Black or African-American			Asian			Hawaiian/Pacific Islander			American Indian/Alaskan			Other		
	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	76.5%	85.3%	79.8%	8.0%	5.4%	8.7%	11.2%	7.6%	6.0% ‡	1.2%	3.6%	2.8%	5.6%	7.1%	5.0%	10.4%	7.1%	10.6%
PG			65.1% ▲			21.9% ▼			6.2%			1.3%			3.7%			10.9%
QC			NA			NA			NA			NA			NA			NA

Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (‡/‡) or benchmark score (▲/▼).
Benchmarks: PG refers to the 2024 PG Book of Business benchmark. **QC** refers to the 2023 QC National Data benchmark. NCQA did not publish demographics for the 2023 benchmark.

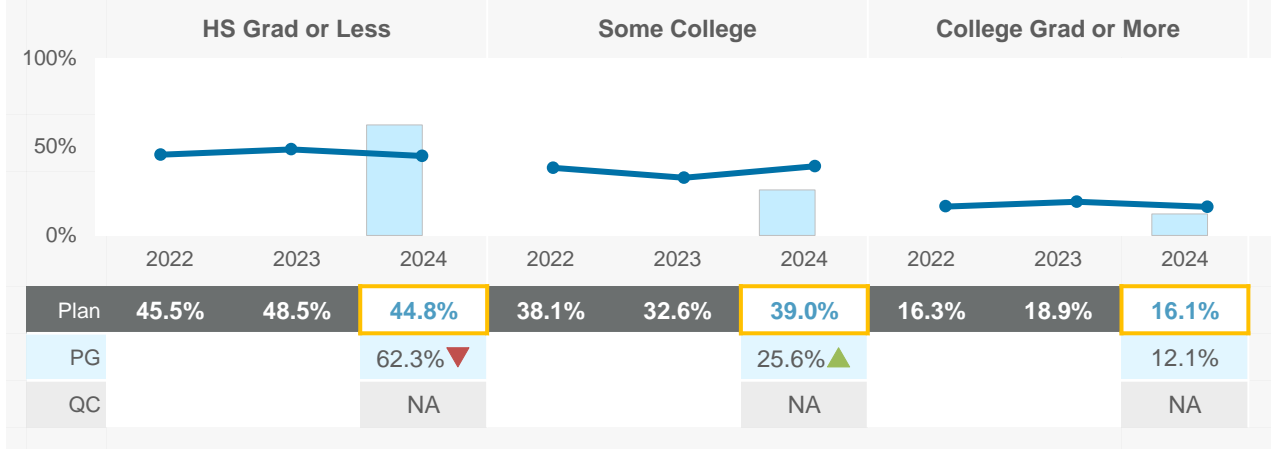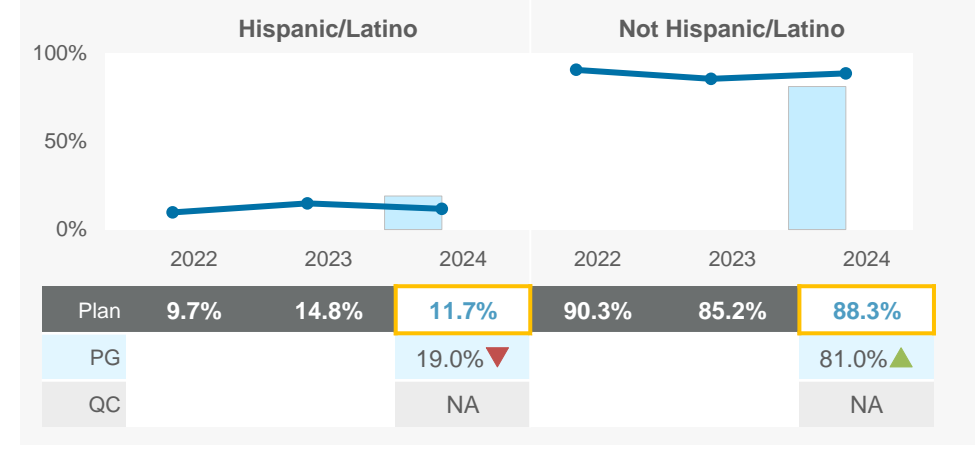# PROFILE OF SURVEY RESPONDENTS

MEDICAID ADULT

Age

	18 – 34			35 - 44			45 - 54			55 or older		
	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	22.0%	26.8%	20.1%	15.3%	16.1%	18.2%	17.5%	12.5%	18.9%	45.2%	44.6%	42.8%
PG			22.5%			13.4%			15.9%			48.3%
QC			NA			NA			NA			NA

Gender

	Male			Female		
	2022	2023	2024	2022	2023	2024
Plan	42.9%	50.0%	43.7%	57.1%	50.0%	56.3%
PG			40.7%			59.3%
QC			NA			NA

Health Status

	Excellent/Very Good			Good			Fair/Poor		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	31.8%	38.4%	30.6%	37.5%	31.4%	37.6%	30.7%	30.2%	31.8%
PG			29.1%			34.7%			36.1%
QC			NA			NA			NA

Mental Health Status

	Excellent/Very Good			Good			Fair/Poor		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	37.1%	42.7%	32.5%	29.7%	26.3%	31.2%	33.1%	31.0%	36.3%
PG			35.9%			31.6%			32.4%
QC			NA			NA			NA

Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↕/↕) or benchmark score (▲/▼).
Benchmarks: PG refers to the 2024 PG Book of Business benchmark. **QC** refers to the 2023 QC National Data benchmark. NCQA did not publish demographics for the 2023 benchmark.

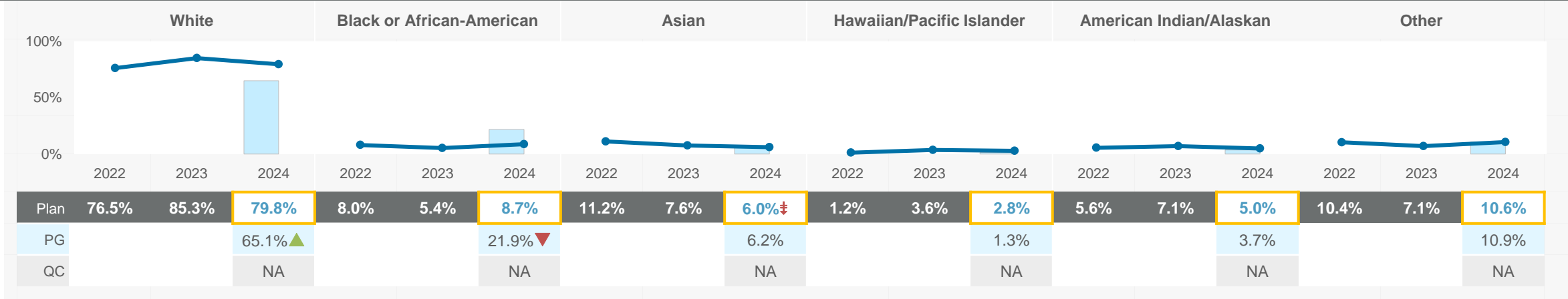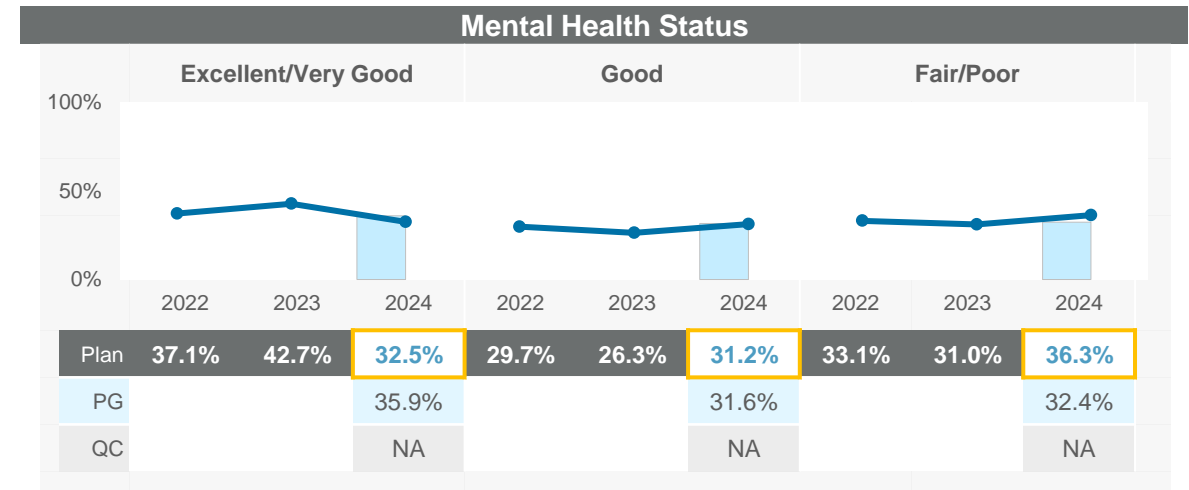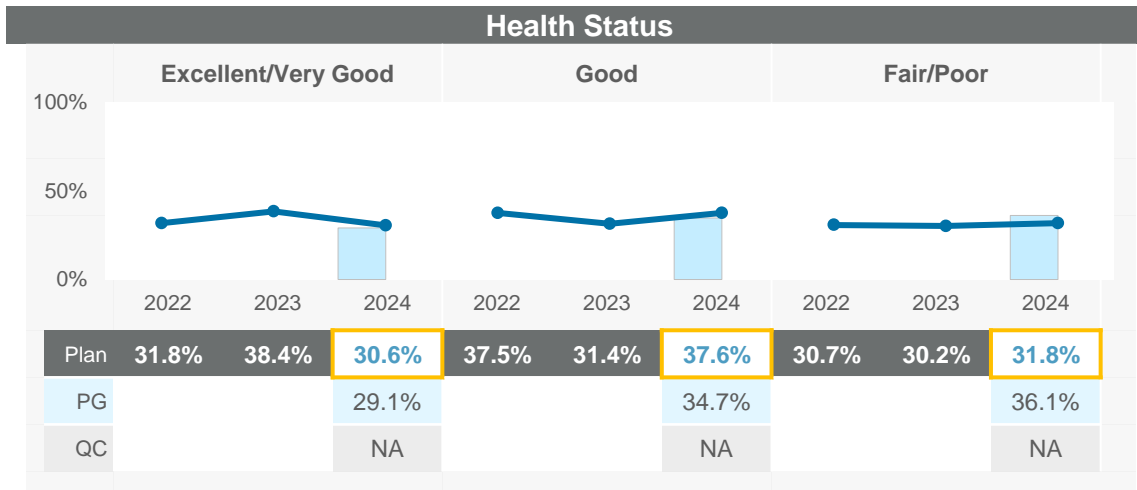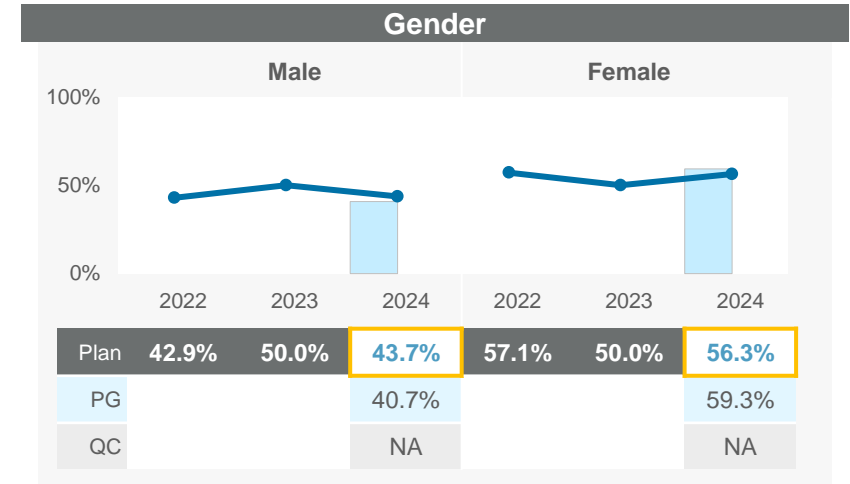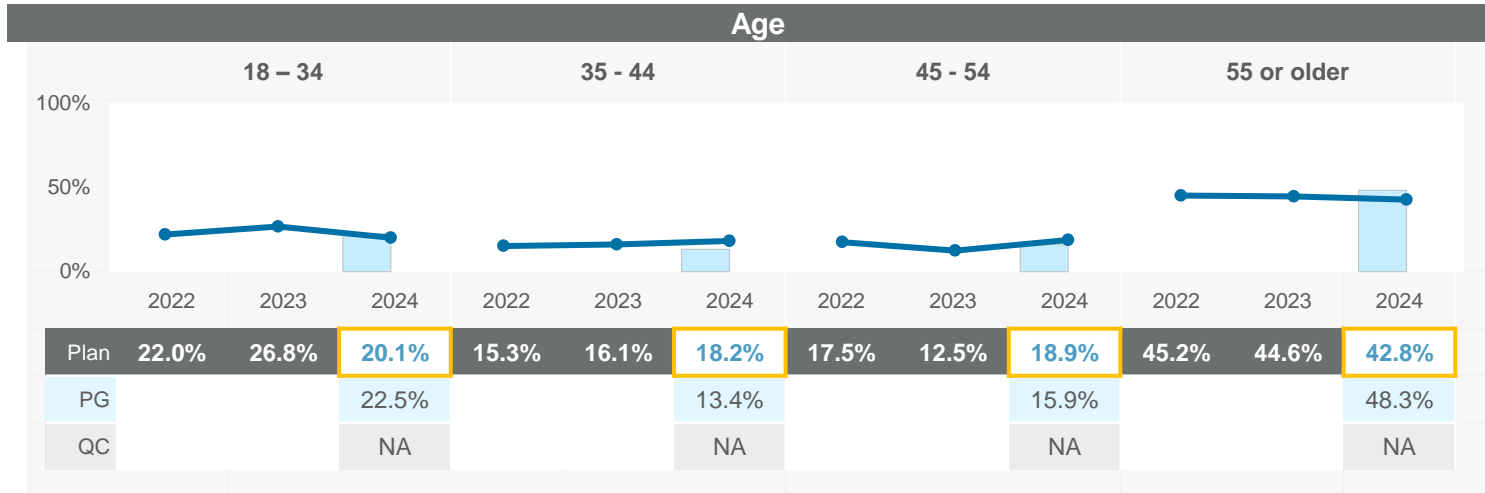# PROFILE OF SURVEY RESPONDENTS

MEDICAID ADULT

Education

	HS Grad or Less			Some College			College Grad or More		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	42.0%	40.1%	45.9%	34.5%	41.9%	31.2%↓	23.6%	18.0%	22.9%
PG			62.3%▼			25.6%			12.1%▲
QC			NA			NA			NA

Ethnicity

	Hispanic/Latino			Not Hispanic/Latino		
	2022	2023	2024	2022	2023	2024
Plan	7.7%	11.2%	6.4%	92.3%	88.8%	93.6%
PG			19.0%▼			81.0%▲
QC			NA			NA

Race

	White			Black or African-American			Asian			Hawaiian/Pacific Islander			American Indian/Alaskan			Other		
	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	80.0%	73.5%	80.1%	6.5%	9.6%	5.8%	9.4%	15.1%	8.3%	4.1%	4.2%	2.6%	4.7%	4.2%	5.8%	6.5%	9.0%	7.1%
PG			65.1%▲			21.9%▼			6.2%			1.3%			3.7%			10.9%
QC			NA			NA			NA			NA			NA			NA

Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (⬆/⬇) or benchmark score (▲/▼).
Benchmarks: PG refers to the 2024 PG Book of Business benchmark. **QC** refers to the 2023 QC National Data benchmark. NCQA did not publish demographics for the 2023 benchmark.
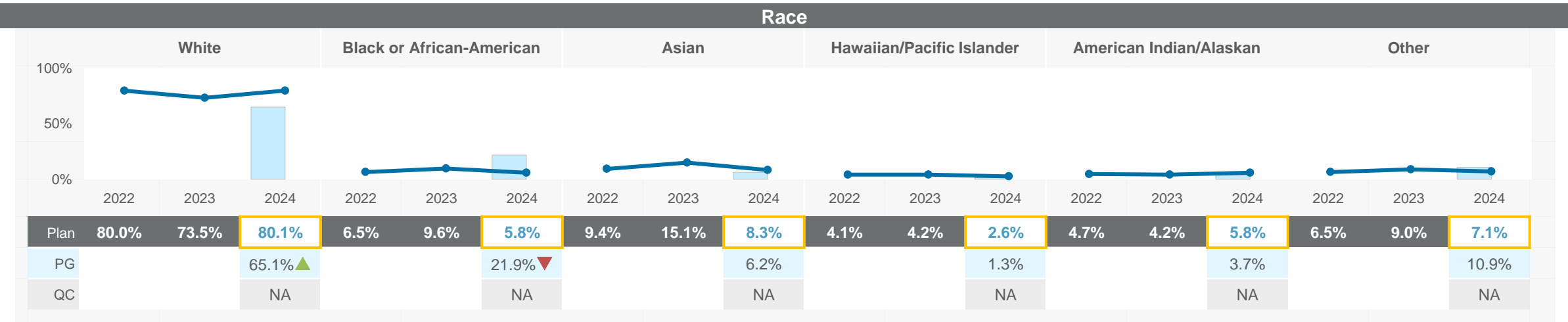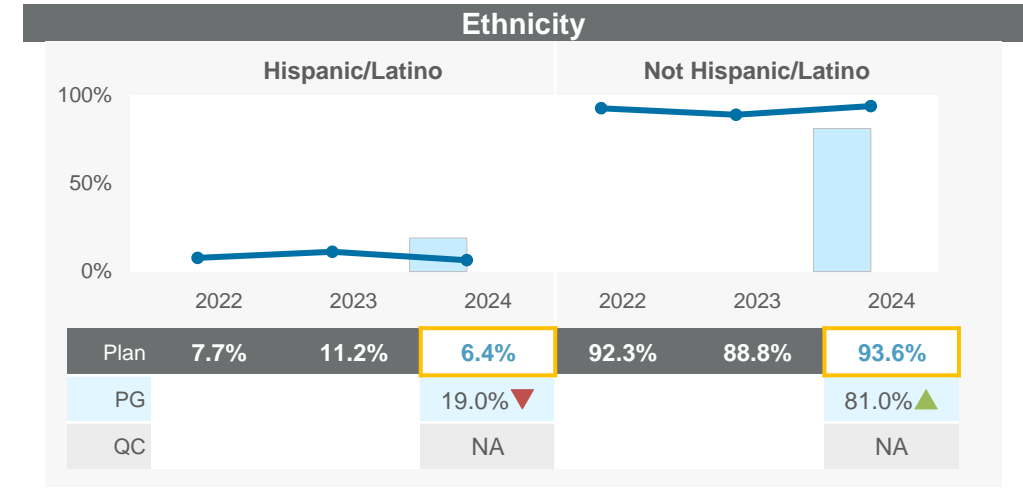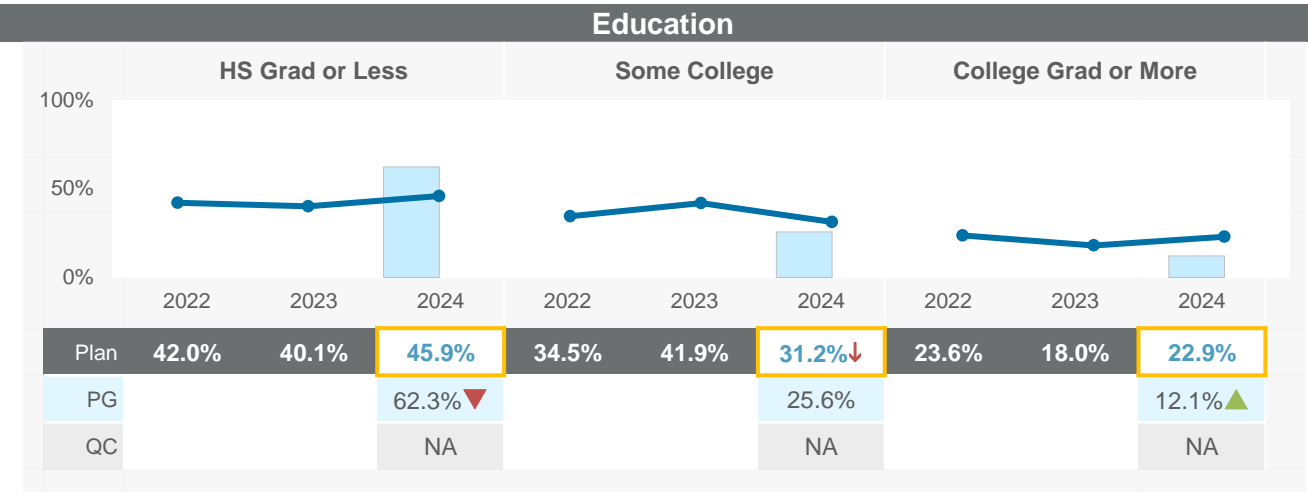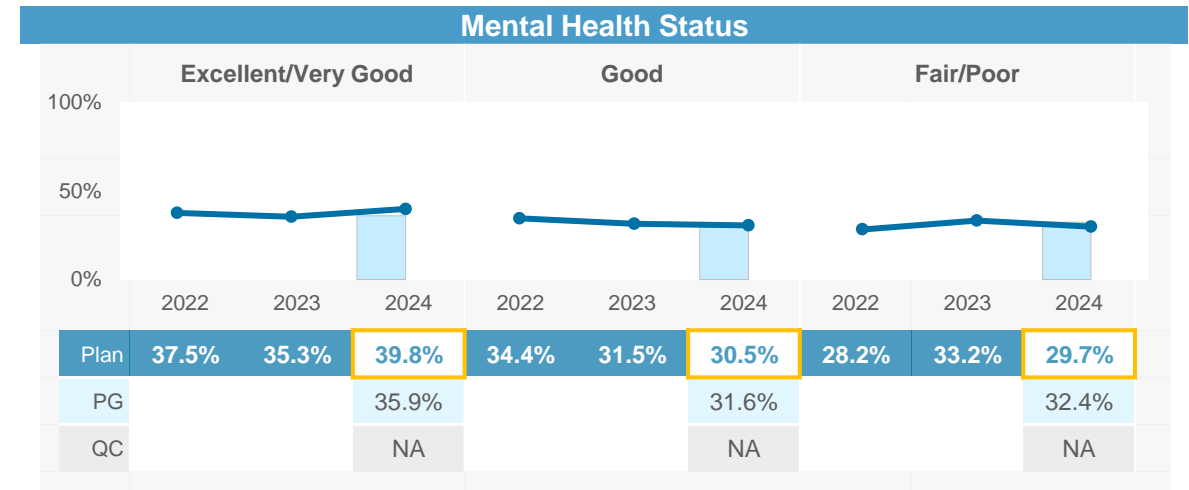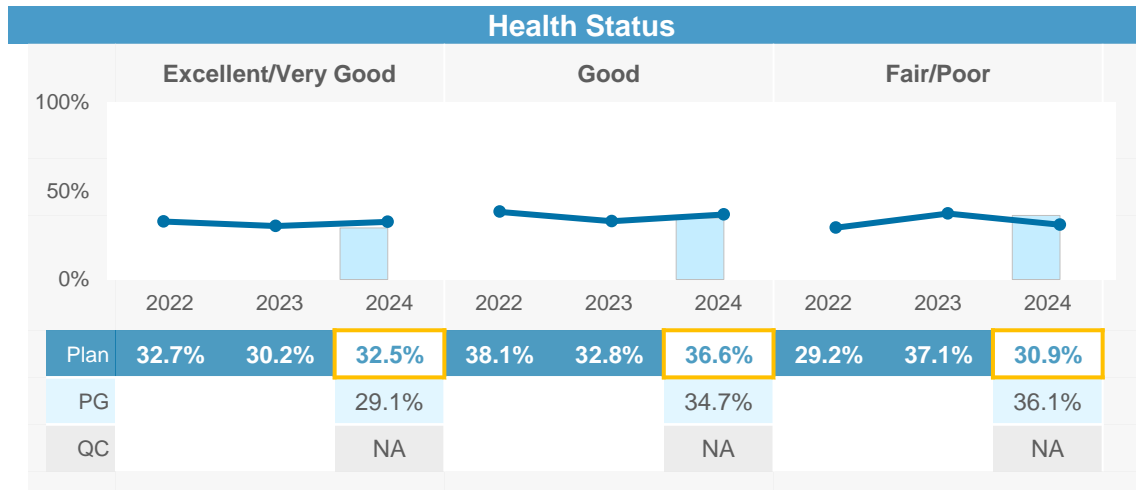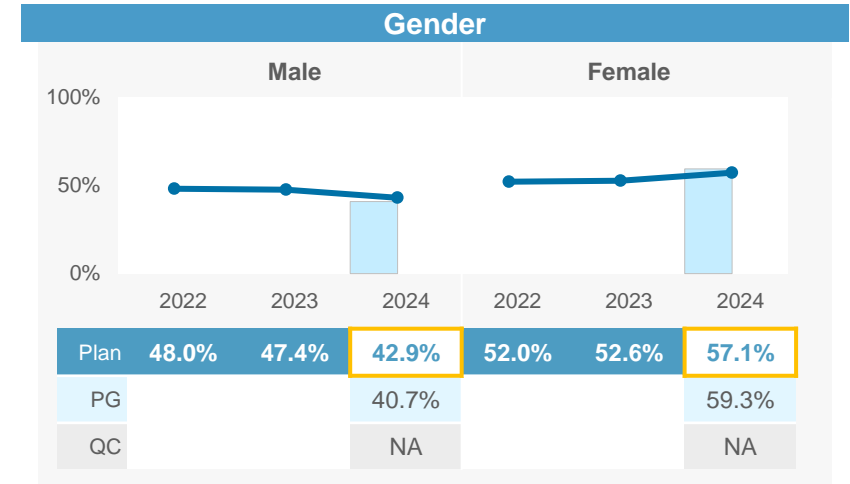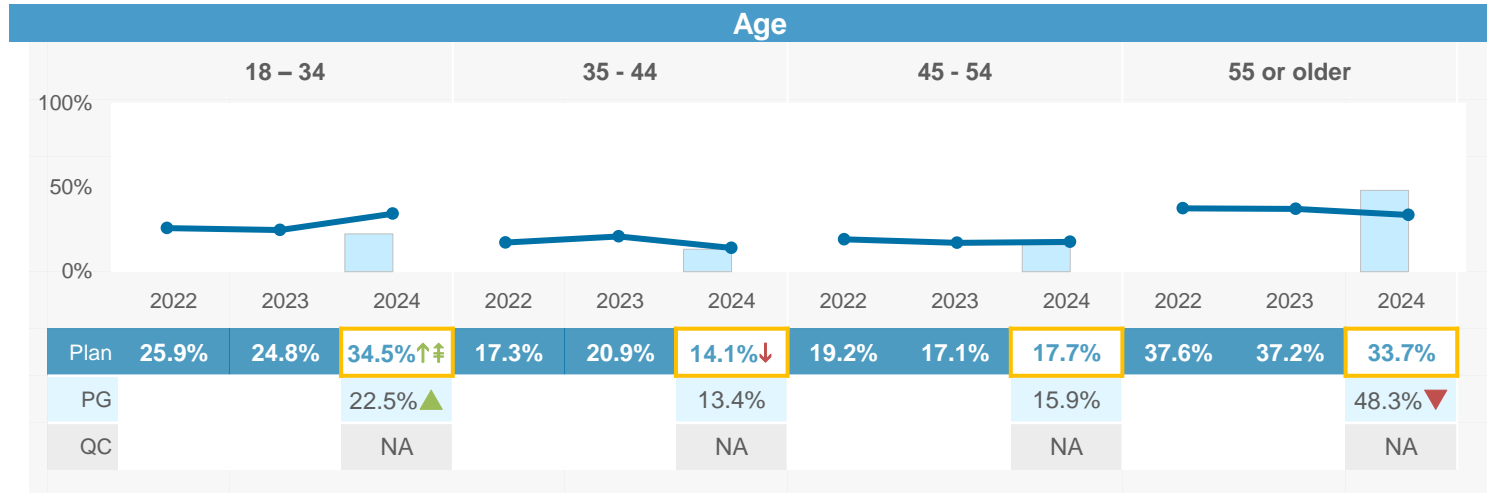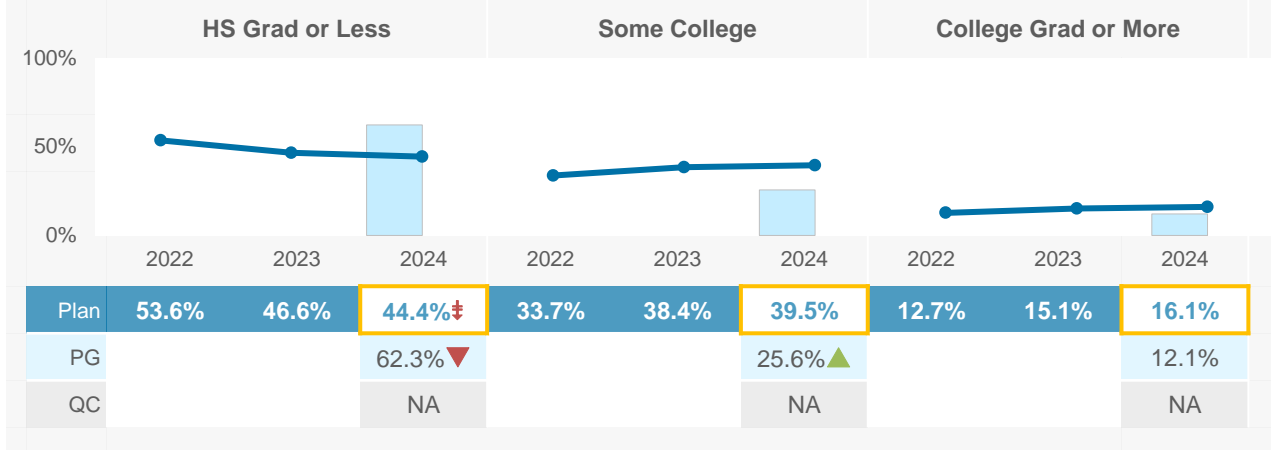
PROFILE OF SURVEY RESPONDENTS

MEDICAID ADULT

Age

	18 – 34			35 - 44			45 - 54			55 or older		
	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	25.9%	24.8%	34.5%↑‡	17.3%	20.9%	14.1%↓	19.2%	17.1%	17.7%	37.6%	37.2%	33.7%
PG			22.5%▲			13.4%			15.9%			48.3%▼
QC			NA			NA			NA			NA

Gender

	Male			Female		
	2022	2023	2024	2022	2023	2024
Plan	48.0%	47.4%	42.9%	52.0%	52.6%	57.1%
PG			40.7%			59.3%
QC			NA			NA

Health Status

	Excellent/Very Good			Good			Fair/Poor		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	32.7%	30.2%	32.5%	38.1%	32.8%	36.6%	29.2%	37.1%	30.9%
PG			29.1%			34.7%			36.1%
QC			NA			NA			NA

Mental Health Status

	Excellent/Very Good			Good			Fair/Poor		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	37.5%	35.3%	39.8%	34.4%	31.5%	30.5%	28.2%	33.2%	29.7%
PG			35.9%			31.6%			32.4%
QC			NA			NA			NA

Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (‡/‡) or benchmark score (▲/▼).
Benchmarks: PG refers to the 2024 PG Book of Business benchmark. **QC** refers to the 2023 QC National Data benchmark. NCQA did not publish demographics for the 2023 benchmark.

Education

	HS Grad or Less			Some College			College Grad or More		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	53.6%	46.6%	44.4%‡	33.7%	38.4%	39.5%	12.7%	15.1%	16.1%
PG			62.3%▼			25.6%▲			12.1%
QC			NA			NA			NA

Ethnicity

	Hispanic/Latino			Not Hispanic/Latino		
	2022	2023	2024	2022	2023	2024
Plan	11.6%	16.8%	17.0%	88.4%	83.2%	83.0%
PG			19.0%			81.0%
QC			NA			NA

Race

	White			Black or African-American			Asian			Hawaiian/Pacific Islander			American Indian/Alaskan			Other		
	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	76.1%	78.6%	82.1%	7.8%	11.2%	5.8%↓	9.1%	9.4%	7.1%	1.2%	0.0%	2.9%↑	4.1%	5.8%	5.8%	11.1%	10.3%	10.8%
PG			65.1%▲			21.9%▼			6.2%			1.3%			3.7%			10.9%
QC			NA			NA			NA			NA			NA			NA

Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (‡/‡) or benchmark score (▲/▼).
Benchmarks: PG refers to the 2024 PG Book of Business benchmark. **QC** refers to the 2023 QC National Data benchmark. NCQA 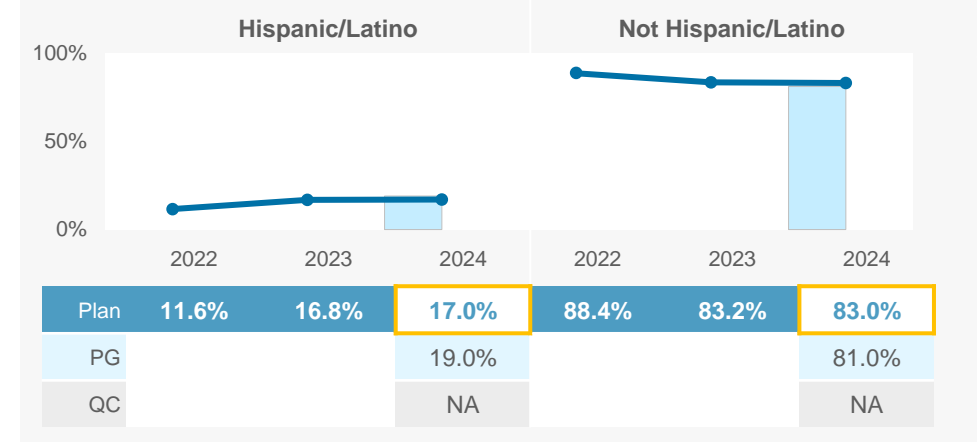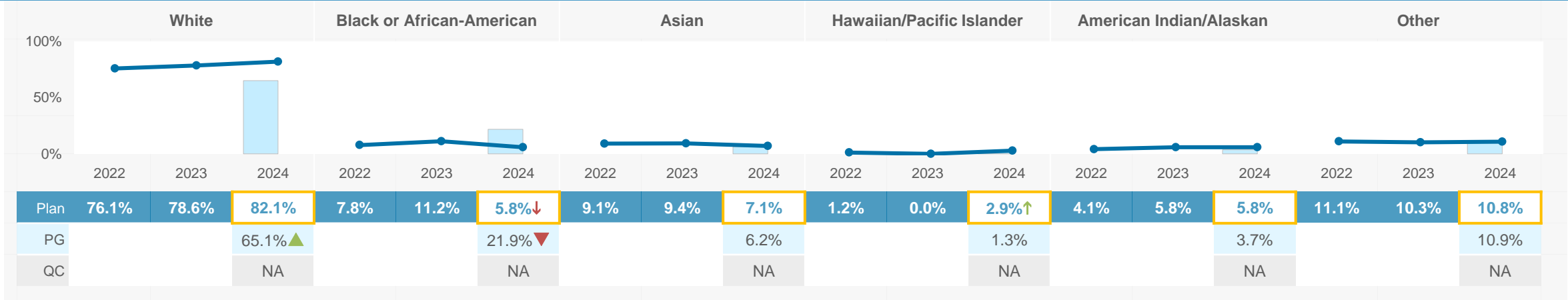did not publish demographics for the 2023 benchmark.