

2024 CAHPS[®] 5.1H MEMBER SURVEY

Medicaid Child with Chronic Conditions
Washington All Plan Report

Washington Medicaid Child

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OVERVIEW

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

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

2024 NCQA CHANGES NCQA made no substantial changes to the survey or program for 2024.

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).
- Coordination of Care and 'Doctor Explaining Things' shows as Key Drivers to Health Plan Satisfaction for many plans in the state. Most Doctor related questions do not tend to show as Key Drivers in the Industry but are present in Washington.
- Measures related to Getting Needed Care, Getting Care Quickly and How Well Doctors Communicate 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	Undeliverables	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	15923	NA	239	2028	663	937	428	557	111	318	128	12.2%	12.9%	12.9%
Community Health Plan of Washington (CHPW)	3465	621	45	404	118	181	105	112	0	76	36	12.8%	12.9%	11.8%
Coordinated Care of Washington (CCW)	1650	323	15	217	78	86	53	81	20	44	17	9.6%	14.9%	13.3%
Molina Healthcare of Washington (MHW)	4125	439	36	441	179	173	89	92	42	30	20	15.1%	11.4%	10.8%
UnitedHealthcare Community Plan (UHC)	2475	678	14	255	82	74	99	40	0	9	31	11.7%	9.2%	10.4%
Wellpoint Washington (previously Amerigroup Washington) (WLP)^	4208	NA	129	711	206	423	82	232	49	159	24	---	15.6%	17.4%

CHIP Members included in all Sample Frames

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

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

METHODOLOGY

DATA COLLECTION

The MY 2023 Medicaid Child with CCC 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...

- Parents of those 17 years and younger (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

$$\frac{2028 \text{ (Completed)}}{15923 \text{ (Sample)} - 239 \text{ (Ineligible)}} = \frac{2028}{15684} = 12.9\%$$

COMPLETES - MODALITY BY LANGUAGE

Language	Mail	Phone	Internet	Internet Modes			Total
				QR Code	Email	URL	
English	552	619	300	164	12	65	1471
Spanish	111	318	128	83	5	16	557
Total	663	937	428	247	18	81	2028

RESPONSE RATE TRENDING

		2022	2023	2024
Completed	SUBTOTAL	1447	2003	2028
Ineligible	Does not Meet Eligibility Criteria (01)	74	106	151
	Language Barrier (03)	69	101	86
	Mentally/Physically Incapacitated (04)	0	0	0
	Deceased (05)	0	2	2
	SUBTOTAL	143	209	239
Non-response	Break-off/Incomplete (02)	133	236	323
	Refusal (06)	336	448	353
	Maximum Attempts Made (07)	9904	12838	12934
	Added to DNC List (08)	0	25	46
	SUBTOTAL	10373	13547	13656
Total Sample		11963	15759	15923
Oversampling %		625.0%	855.1%	865.0%
Response Rate		12.2%	12.9%	12.9%
PG Response Rate		10.2%	9.9%	9.4%

Total Completed (General Pop + CCC)	2987	3706	3659
Total Ineligible (General Pop + CCC)	240	347	392
Total Sample (General Pop + CCC)	23923	27718	28067
Total Response Rate (General Pop + CCC)	12.6%	13.5%	13.2%
Supplemental (CCC) Sample Size	11960	11959	12144
Supplemental (CCC) Completes	1160	1237	1167

METHODOLOGY

DATA COLLECTION

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

First questionnaire
mailed
2/23/2024

Second questionnaire
mailed
3/29/2024

Initiate follow-up calls
to non-responders
4/19/2024 - 5/3/2024

Last day to accept
completed surveys
5/8/2024

QUALIFIED RESPONDENTS

Included beneficiaries who were...

- Parents of those 17 years and younger (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

$$\frac{404 \text{ (Completed)}}{3465 \text{ (Sample)} - 45 \text{ (Ineligible)}} = \frac{404}{3420} = 11.8\%$$

COMPLETES - MODALITY BY LANGUAGE

Language	Mail	Phone	Internet	Internet Modes			Total
				QR Code	Email	URL	
English	118	105	69	46	0	23	292
Spanish	0	76	36	31	0	5	112
Total	118	181	105	77	0	28	404

Total Number of Undeliverables: 621

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	438	440	404
	Does not Meet Eligibility Criteria (01)	19	20	25
Ineligible	Language Barrier (03)	17	35	20
	Mentally/Physically Incapacitated (04)	0	0	0
	Deceased (05)	0	0	0
	SUBTOTAL	36	55	45
Non-response	Break-off/Incomplete (02)	40	39	42
	Refusal (06)	53	45	38
	Maximum Attempts Made (07)	2898	2886	2936
	Added to DNC List (08)	0	0	0
	SUBTOTAL	2991	2970	3016
Total Sample		3465	3465	3465
Oversampling %		110.0%	110.0%	110.0%
Response Rate		12.8%	12.9%	11.8%
PG Response Rate		10.2%	9.9%	9.4%

Total Completed (General Pop + CCC)	980	1019	908
Total Ineligible (General Pop + CCC)	65	110	87
Total Sample (General Pop + CCC)	7329	7329	7329
Total Response Rate (General Pop + CCC)	13.5%	14.1%	12.5%
Supplemental (CCC) Sample Size	3864	3864	3864
Supplemental (CCC) Completes	316	328	284

METHODOLOGY

DATA COLLECTION

The MY 2023 Medicaid Child with CCC 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
5/10/2024

QUALIFIED RESPONDENTS

Included beneficiaries who were...

- Parents of those 17 years and younger (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

$$\frac{217 \text{ (Completed)}}{1650 \text{ (Sample)} - 15 \text{ (Ineligible)}} = \frac{217}{1635} = 13.3\%$$

COMPLETES - MODALITY BY LANGUAGE

Language	Mail	Phone	Internet	Internet Modes			Total
				QR Code	Email	URL	
English	58	42	36	17	13	6	136
Spanish	20	44	17	10	5	2	81
Total	78	86	53	27	18	8	217

Total Number of Undeliverables: 323

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	313	243	217
	Does not Meet Eligibility Criteria (01)	27	13	9
Ineligible	Language Barrier (03)	17	4	6
	Mentally/Physically Incapacitated (04)	0	0	0
	Deceased (05)	0	1	0
	SUBTOTAL	44	18	15
Non-response	Break-off/Incomplete (02)	23	16	20
	Refusal (06)	101	26	13
	Maximum Attempts Made (07)	2819	1347	1385
	Added to DNC List (08)	0	0	0
	SUBTOTAL	2943	1389	1418
Total Sample		3300	1650	1650
Oversampling %		100%	0.0%	0.0%
Response Rate		9.6%	14.9%	13.3%
PG Response Rate		10.2%	9.9%	9.4%

Total Completed (General Pop + CCC)	747	514	496
Total Ineligible (General Pop + CCC)	77	35	24
Total Sample (General Pop + CCC)	6980	3490	3490
Total Response Rate (General Pop + CCC)	10.8%	14.9%	14.3%
Supplemental (CCC) Sample Size	3680	1840	1840
Supplemental (CCC) Completes	380	213	188

METHODOLOGY

DATA COLLECTION

The MY 2023 Medicaid Child with CCC 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...

- Parents of those 17 years and younger (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

$$\frac{441 \text{ (Completed)}}{4125 \text{ (Sample)} - 36 \text{ (Ineligible)}} = \frac{441}{4089} = 10.8\%$$

COMPLETES - MODALITY BY LANGUAGE

Language	Mail	Phone	Internet	Internet Modes			Total
				QR Code	Email	URL	
English	137	143	69	49	0	20	349
Spanish	42	30	20	17	0	3	92
Total	179	173	89	66	0	23	441

Total Number of Undeliverables: 439

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	429	465	441
	Does not Meet Eligibility Criteria (01)	13	15	12
Ineligible	Language Barrier (03)	25	19	23
	Mentally/Physically Incapacitated (04)	0	0	0
	Deceased (05)	0	0	1
	SUBTOTAL	38	34	36
Non-response	Break-off/Incomplete (02)	47	47	64
	Refusal (06)	99	81	84
	Maximum Attempts Made (07)	2275	3498	3500
	Added to DNC List (08)	0	0	0
	SUBTOTAL	2421	3626	3648
Total Sample		2888	4125	4125
Oversampling %		75.0%	150.0%	150.0%
Response Rate		15.1%	11.4%	10.8%
PG Response Rate		10.2%	9.9%	9.4%

Total Completed (General Pop + CCC)	723	698	639
Total Ineligible (General Pop + CCC)	55	52	50
Total Sample (General Pop + CCC)	4728	5965	5965
Total Response Rate (General Pop + CCC)	15.5%	11.8%	10.8%
Supplemental (CCC) Sample Size	1840	1840	1840
Supplemental (CCC) Completes	264	239	211

METHODOLOGY

DATA COLLECTION

The MY 2023 Medicaid Child with CCC 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...

- Parents of those 17 years and younger (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

$$\frac{255 \text{ (Completed)}}{2475 \text{ (Sample)} - 14 \text{ (Ineligible)}} = \frac{255}{2461} = 10.4\%$$

COMPLETES - MODALITY BY LANGUAGE

Language	Mail	Phone	Internet	Internet Modes			Total
				QR Code	Email	URL	
English	82	65	68	52	0	16	215
Spanish	0	9	31	25	0	6	40
Total	82	74	99	77	0	22	255

Total Number of Undeliverables: 678

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	267	211	255
	Does not Meet Eligibility Criteria (01)	15	15	5
Ineligible	Language Barrier (03)	10	8	9
	Mentally/Physically Incapacitated (04)	0	0	0
	Deceased (05)	0	0	0
	SUBTOTAL	25	23	14
Non-response	Break-off/Incomplete (02)	23	19	28
	Refusal (06)	83	54	40
	Maximum Attempts Made (07)	1912	2004	2138
	Added to DNC List (08)	0	0	0
	SUBTOTAL	2018	2077	2206
Total Sample		2310	2311	2475
Oversampling %		40.0%	40.1%	50.0%
Response Rate		11.7%	9.2%	10.4%
PG Response Rate		10.2%	9.9%	9.4%

Total Completed (General Pop + CCC)	537	498	567
Total Ineligible (General Pop + CCC)	43	47	49
Total Sample (General Pop + CCC)	4886	4886	5235
Total Response Rate (General Pop + CCC)	11.1%	10.3%	10.9%
Supplemental (CCC) Sample Size	2576	2575	2760
Supplemental (CCC) Completes	200	177	196

DATA COLLECTION

The MY 2023 Medicaid Child with CCC 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...

- Parents of those 17 years and younger (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

$$\frac{711 \text{ (Completed)}}{4208 \text{ (Sample)} - 129 \text{ (Ineligible)}} = \frac{711}{4079} = 17.4\%$$

COMPLETES - MODALITY BY LANGUAGE

Language	Mail	Phone	Internet	Internet Modes			Total
				QR Code	Email	URL	
English	157	264	58	0	0	0	479
Spanish	49	159	24	0	0	0	232
Total	206	423	82	0	0	0	711

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

RESPONSE RATE TRENDING

		2022	2023	2024
Completed	SUBTOTAL	---	644	711
	Does not Meet Eligibility Criteria (01)	---	43	100
Ineligible	Language Barrier (03)	---	35	28
	Mentally/Physically Incapacitated (04)	---	0	0
	Deceased (05)	---	1	1
	SUBTOTAL	---	79	129
Non-response	Break-off/Incomplete (02)	---	115	169
	Refusal (06)	---	242	178
	Maximum Attempts Made (07)	---	3103	2975
	Added to DNC List (08)	---	25	46
	SUBTOTAL	---	3485	3368
Total Sample		---	4208	4208
Oversampling %		---	155.0%	155.0%
Response Rate		---	15.6%	17.4%
PG Response Rate		---	9.9%	9.4%
Total Completed (General Pop + CCC)		---	977	1049
Total Ineligible (General Pop + CCC)		---	103	182
Total Sample (General Pop + CCC)		---	6048	6048
Total Response Rate (General Pop + CCC)		---	16.4%	17.9%
Supplemental (CCC) Sample Size		---	1840	1840
Supplemental (CCC) Completes		---	280	288

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.

	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 CHILD: GENERAL POPULATION

	SCORE DEFINITION	2024 BASE	2024 HPR SCORE*	HPR 4 STAR THRESHOLD	HPR PERCENTILE BAND	PG ESTIMATED RATING
PATIENT EXPERIENCE						2
GETTING CARE						2
Getting Needed Care	Usually or Always	758	79.1%	86.6%	10 th	2
Getting Care Quickly	Usually or Always	810	83.8%	89.3%	10 th	2
SATISFACTION WITH PLAN PHYSICIANS						2
Rating of Personal Doctor	9 or 10	1574	74.4%	78.8%	10 th	2
SATISFACTION WITH PLAN AND PLAN SERVICES						1.5
Rating of Health Plan	9 or 10	1974	67.6%	74.4%	10 th	2
Rating of Health Care	9 or 10	1155	64.6%	73.1%	<10 th	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
<10 th Percentile	10 th – 32 nd Percentile	33 rd – 66 th Percentile	67 th – 89 th Percentile	≥90 th 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 CHILD: GENERAL POPULATION

	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	141	79.2%	86.6%	10 th	2
Getting Care Quickly	Usually or Always	141	78.2%	89.3%	<10 th	1
SATISFACTION WITH PLAN PHYSICIANS						2
Rating of Personal Doctor	9 or 10	300	72.0%	78.8%	10 th	2
SATISFACTION WITH PLAN AND PLAN SERVICES						1.5
Rating of Health Plan	9 or 10	389	68.8%	74.4%	10 th	2
Rating of Health Care	9 or 10	210	64.7%	73.1%	<10 th	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
<10 th Percentile	10 th – 32 nd Percentile	33 rd – 66 th Percentile	67 th – 89 th Percentile	≥90 th 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 CHILD: GENERAL POPULATION

	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	95	80.9%	86.6%	10 th	NA^
Getting Care Quickly	Usually or Always	98	87.5%	89.3%	33 rd	NA^
SATISFACTION WITH PLAN PHYSICIANS						4
Rating of Personal Doctor	9 or 10	179	79.3%	78.8%	67 th	4
SATISFACTION WITH PLAN AND PLAN SERVICES						2
Rating of Health Plan	9 or 10	211	71.5%	74.4%	33 rd	3
Rating of Health Care	9 or 10	141	65.2%	73.1%	<10 th	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
<10 th Percentile	10 th – 32 nd Percentile	33 rd – 66 th Percentile	67 th – 89 th Percentile	≥90 th 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.

^ 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.

ESTIMATED NCQA HEALTH INSURANCE PLAN RATINGS

MEDICAID CHILD: GENERAL POPULATION

	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	180	79.1%	86.6%	10 th	2
Getting Care Quickly	Usually or Always	191	86.6%	89.3%	33 rd	3
SATISFACTION WITH PLAN PHYSICIANS						3
Rating of Personal Doctor	9 or 10	348	77.3%	78.8%	33 rd	3
SATISFACTION WITH PLAN AND PLAN SERVICES						1.5
Rating of Health Plan	9 or 10	431	67.7%	74.4%	10 th	2
Rating of Health Care	9 or 10	268	64.5%	73.1%	<10 th	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
<10 th Percentile	10 th – 32 nd Percentile	33 rd – 66 th Percentile	67 th – 89 th Percentile	≥90 th 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 CHILD: GENERAL POPULATION

	SCORE DEFINITION	2024 BASE	2024 HPR SCORE*	HPR 4 STAR THRESHOLD	HPR PERCENTILE BAND	PG ESTIMATED RATING
PATIENT EXPERIENCE						2
GETTING CARE						2
Getting Needed Care	Usually or Always	95	77.0%	86.6%	10 th	NA [^]
Getting Care Quickly	Usually or Always	101	79.8%	89.3%	10 th	2
SATISFACTION WITH PLAN PHYSICIANS						2
Rating of Personal Doctor	9 or 10	201	75.1%	78.8%	10 th	2
SATISFACTION WITH PLAN AND PLAN SERVICES						1.5
Rating of Health Plan	9 or 10	247	65.5%	74.4%	10 th	2
Rating of Health Care	9 or 10	147	63.2%	73.1%	<10 th	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
<10 th Percentile	10 th – 32 nd Percentile	33 rd – 66 th Percentile	67 th – 89 th Percentile	≥90 th 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.

[^] 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.

ESTIMATED NCQA HEALTH INSURANCE PLAN RATINGS

MEDICAID CHILD: GENERAL POPULATION

	SCORE DEFINITION	2024 BASE	2024 HPR SCORE*	HPR 4 STAR THRESHOLD	HPR PERCENTILE BAND	PG ESTIMATED RATING
PATIENT EXPERIENCE						2
GETTING CARE						2
Getting Needed Care	Usually or Always	246	79.4%	86.6%	10 th	2
Getting Care Quickly	Usually or Always	278	84.6%	89.3%	10 th	2
SATISFACTION WITH PLAN PHYSICIANS						2
Rating of Personal Doctor	9 or 10	546	72.1%	78.8%	10 th	2
SATISFACTION WITH PLAN AND PLAN SERVICES						1.5
Rating of Health Plan	9 or 10	696	66.5%	74.4%	10 th	2
Rating of Health Care	9 or 10	389	65.0%	73.1%	<10 th	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
<10 th Percentile	10 th – 32 nd Percentile	33 rd – 66 th Percentile	67 th – 89 th Percentile	≥90 th Percentile

Notes:

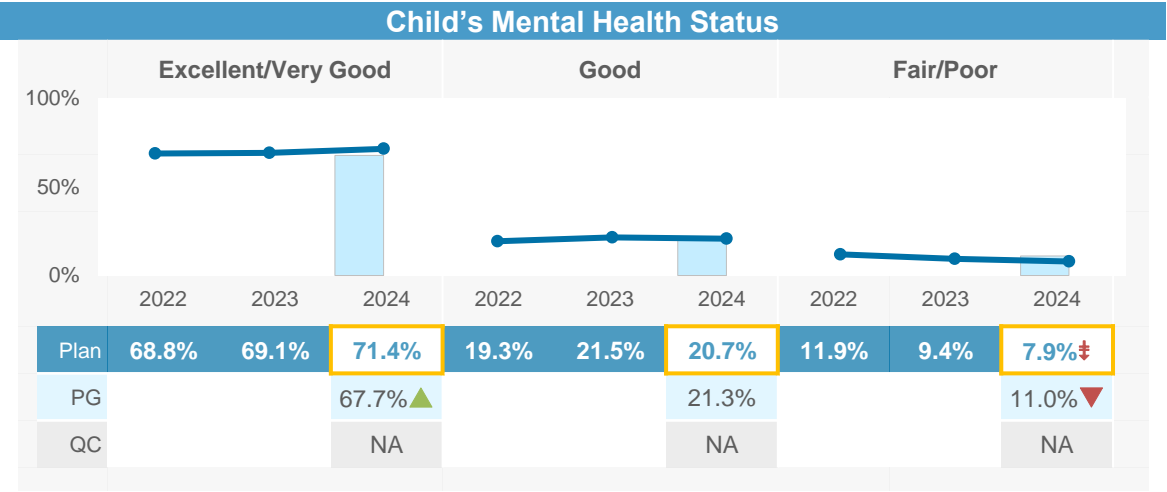
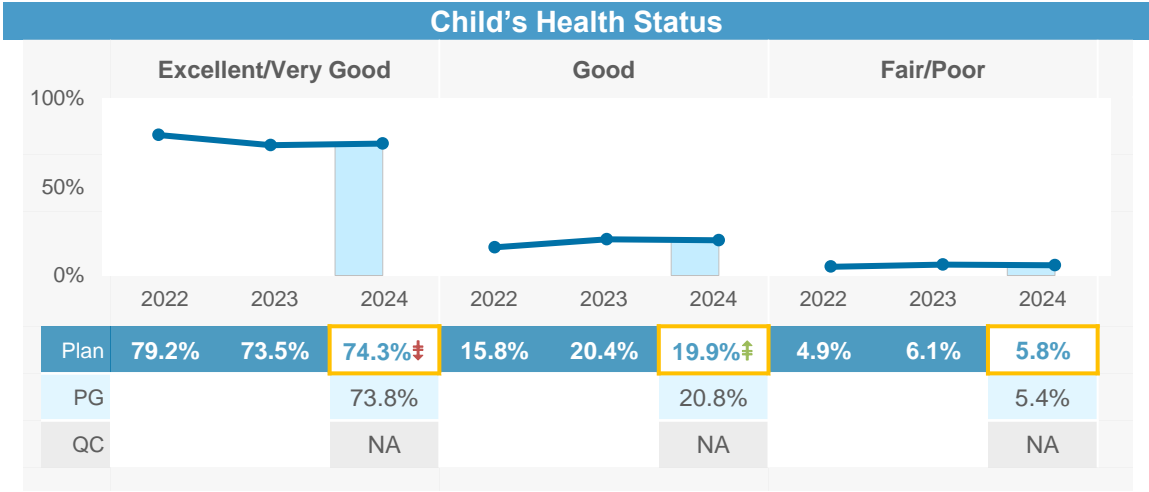
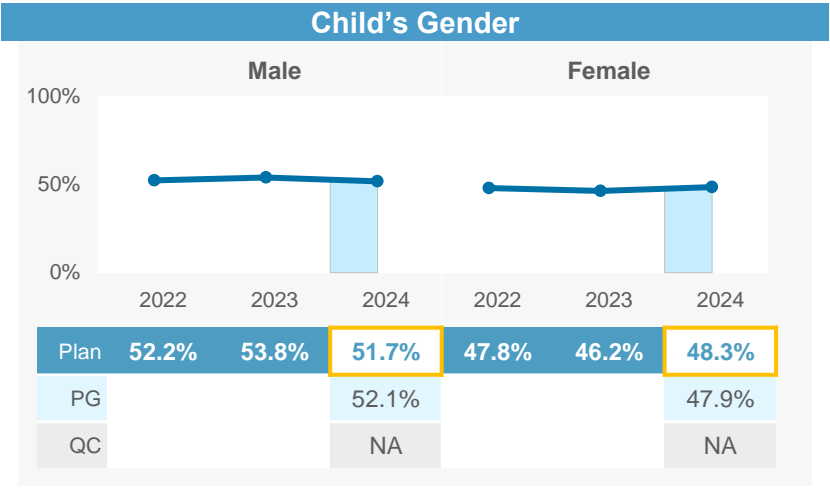
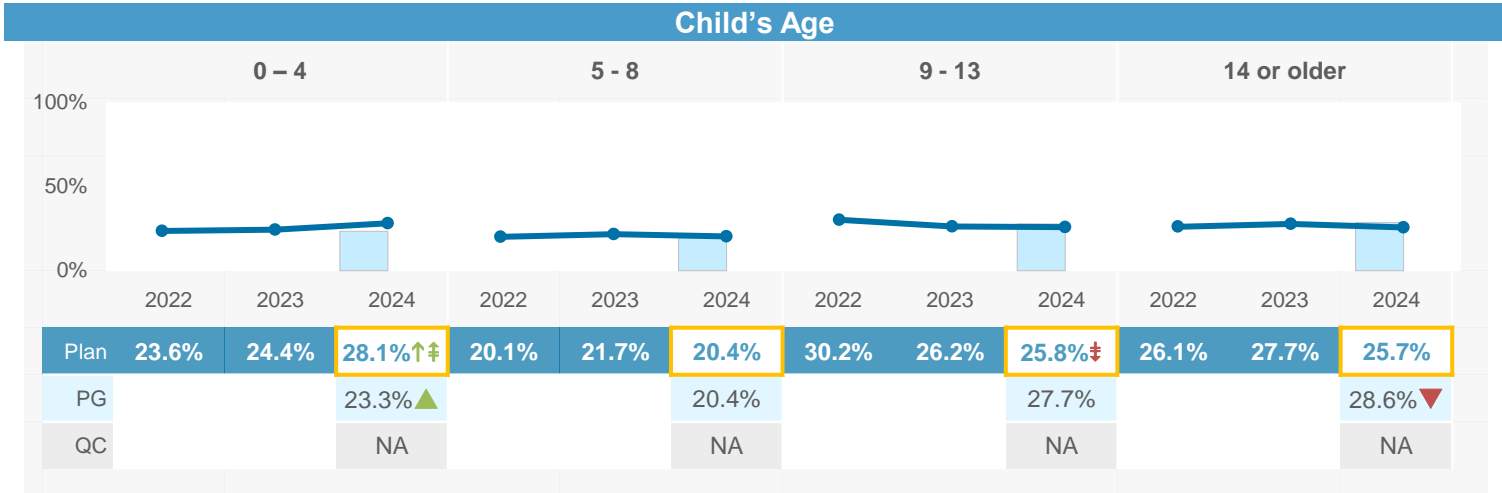
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- Medicaid plans have the option to be scored on either Adult CAHPS or Child CAHPS data.

*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.

WASHINGTON PROFILE

PROFILE OF SURVEY RESPONDENTS

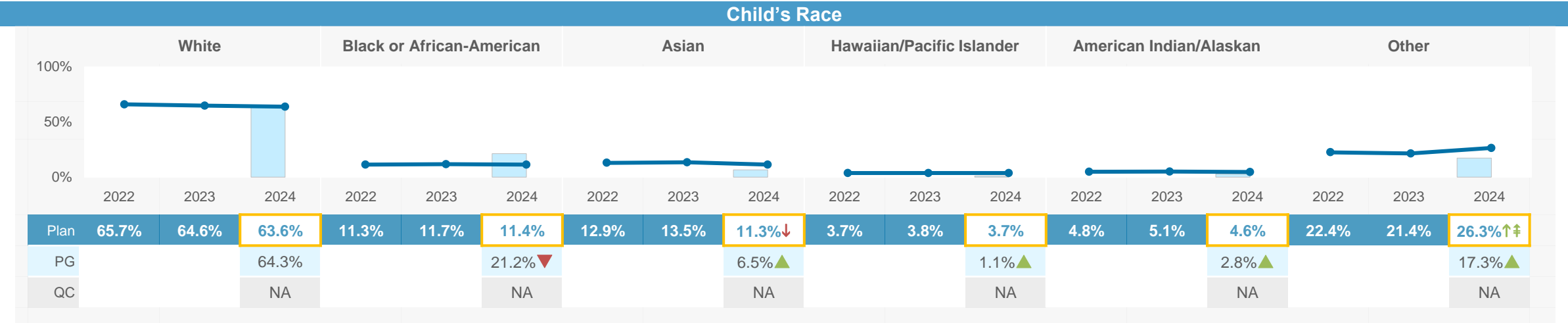
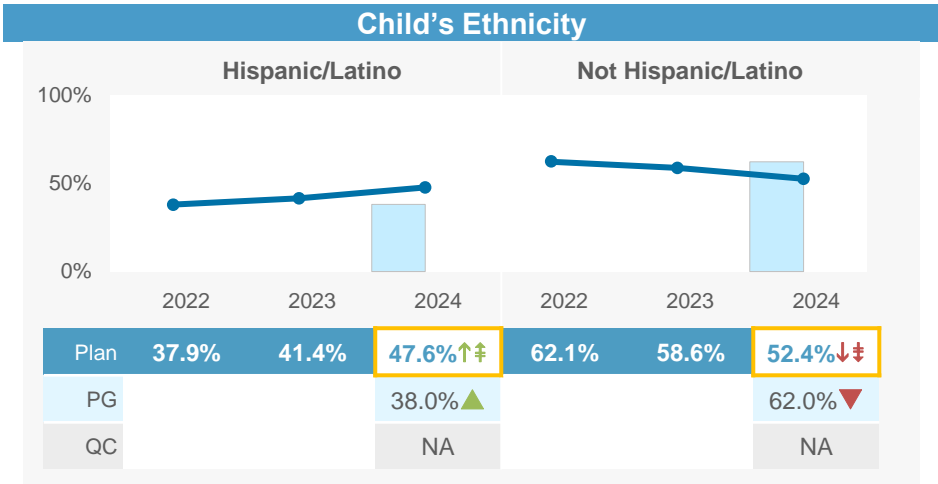
MEDICAID CHILD: GENERAL POPULATION



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 CHILD: GENERAL POPULATION

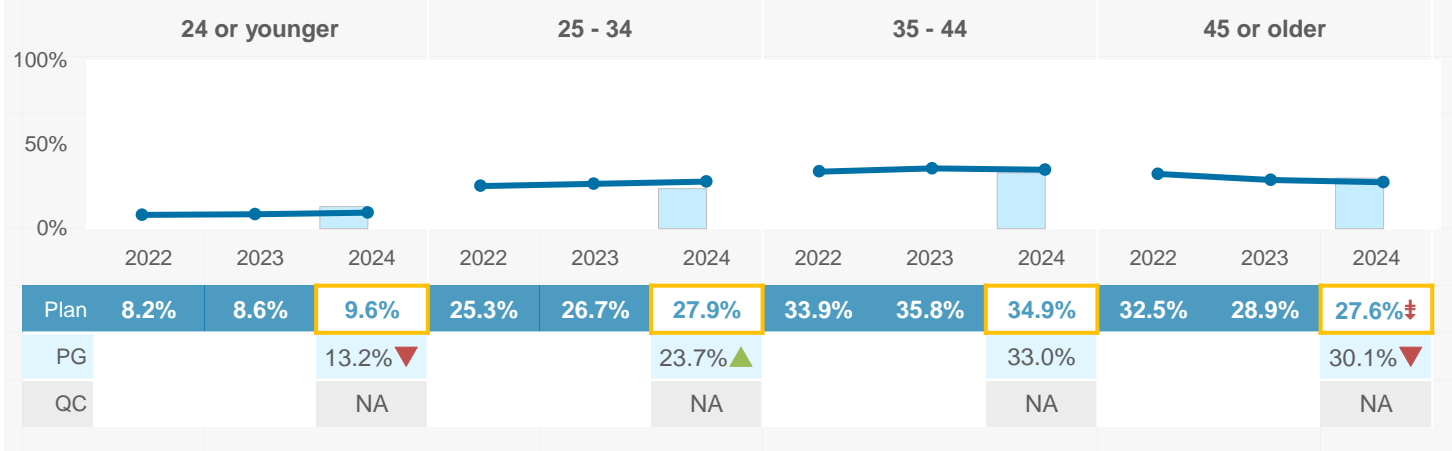


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Benchmarks: PG refers to the 2024 PG Book of Business benchmark. QC refers to the 2023 QC National Data benchmark. NCQA did not publish demographics for the 2023 benchmark.

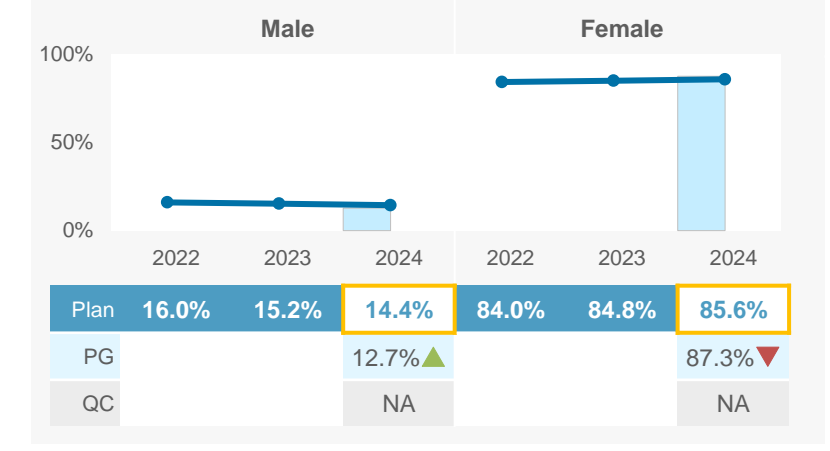
PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: GENERAL POPULATION

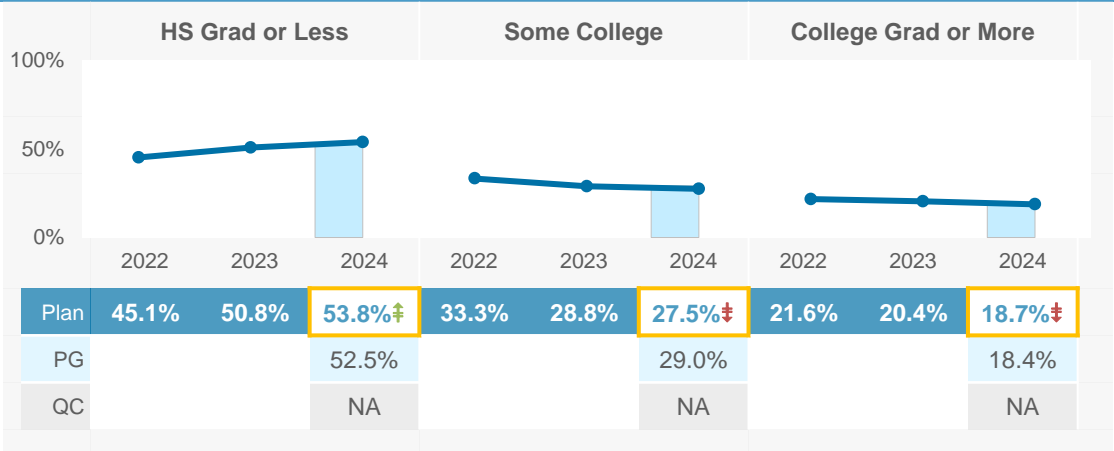
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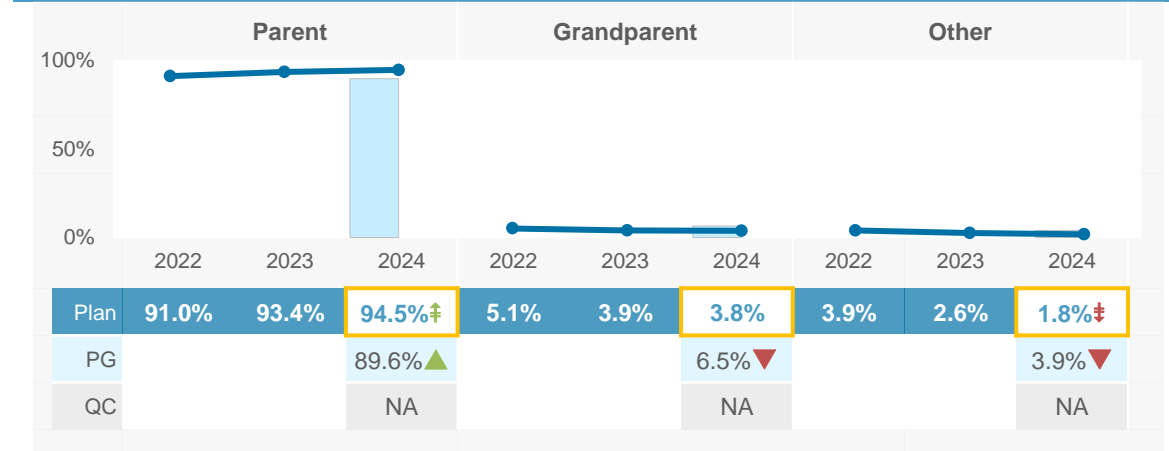
Respondent's Gender



Respondent's Education



Respondent's Relation to Child

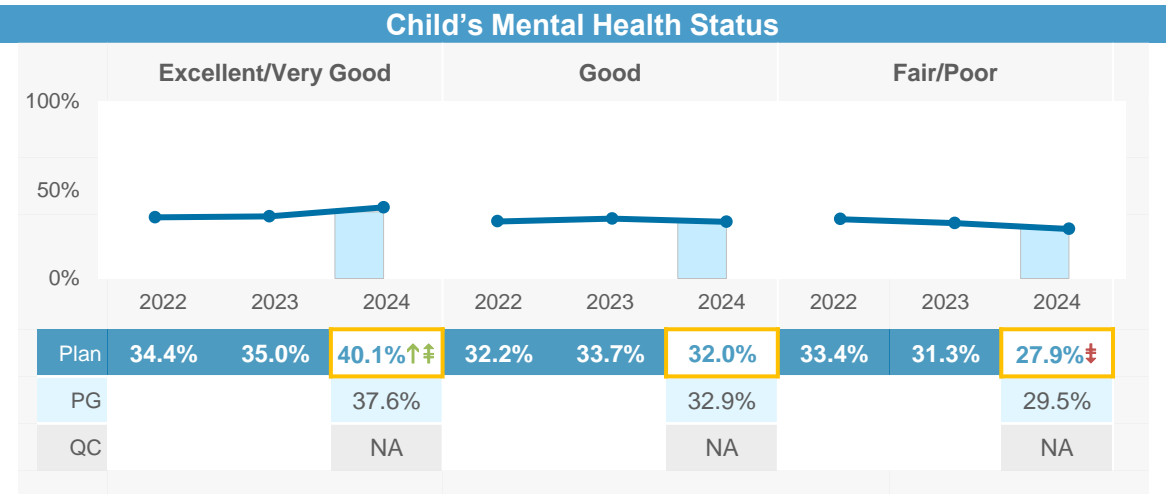
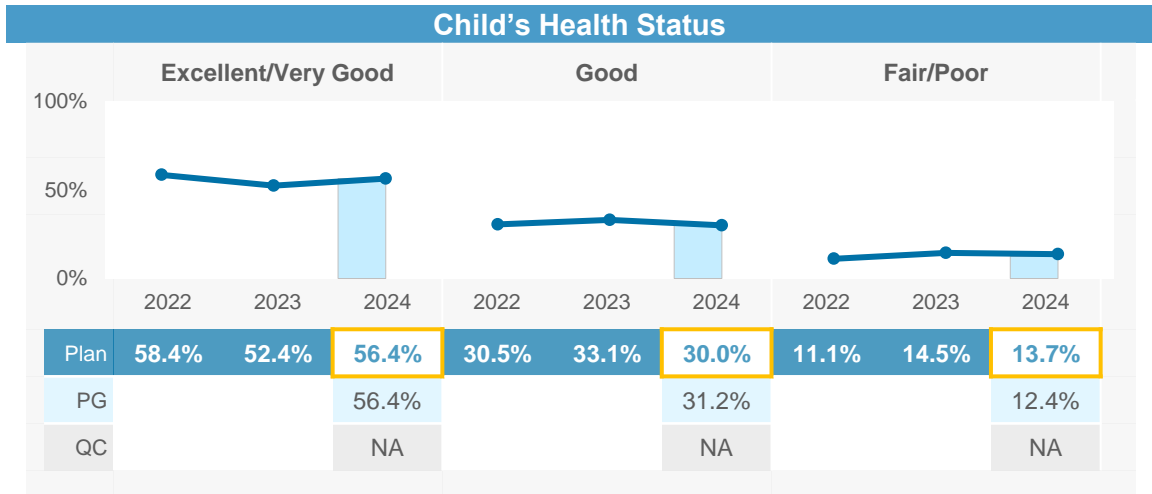
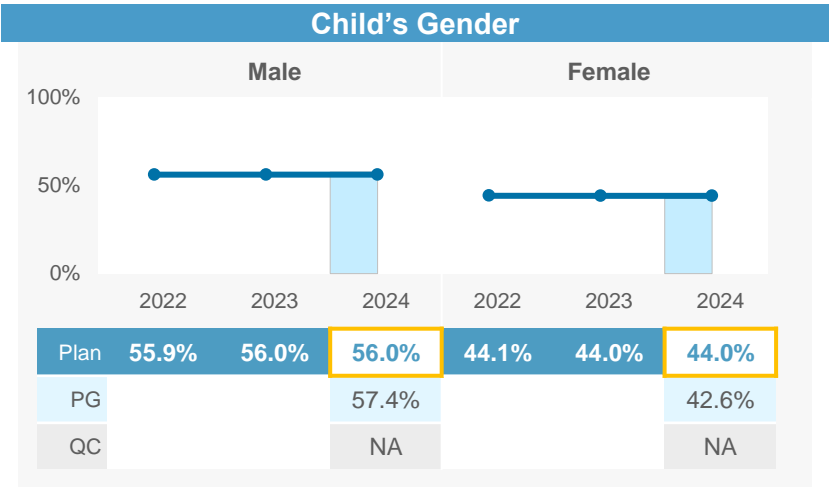
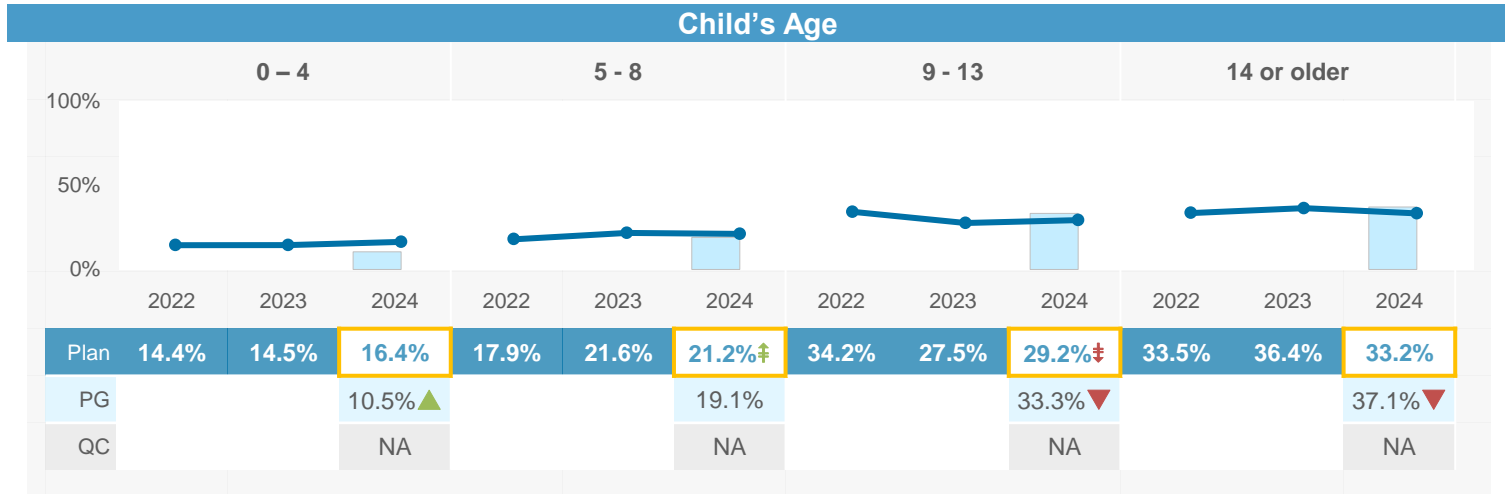


Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (‡/‡) or benchmark score (▲/▼).

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

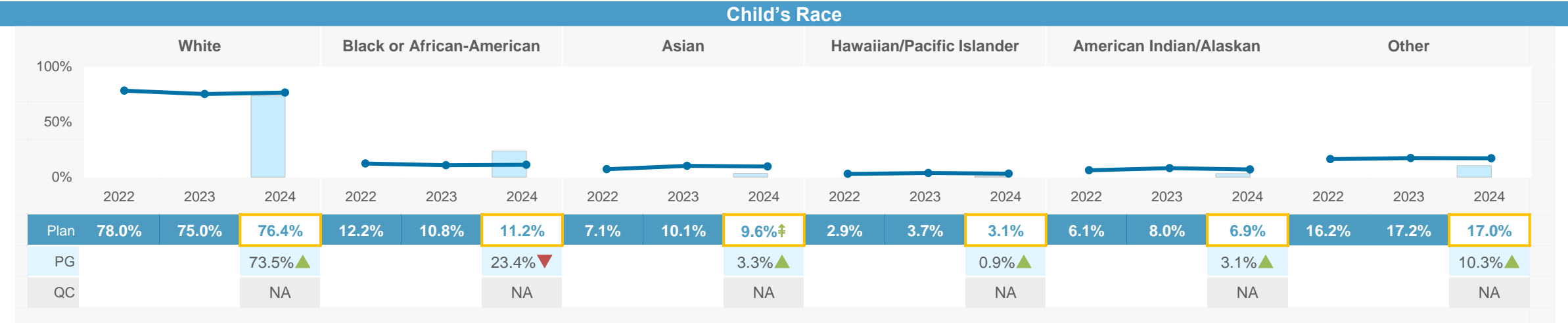
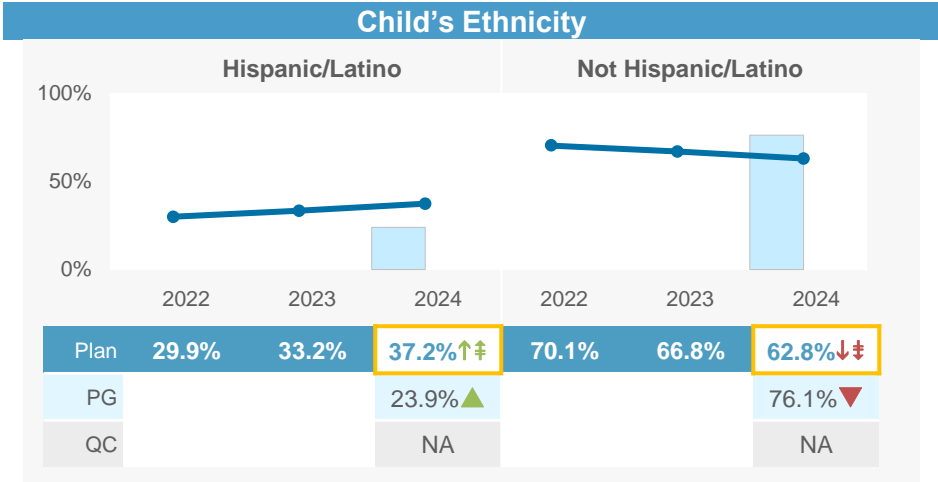
MEDICAID CHILD: CCC POPULATION



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 CHILD: CCC POPULATION

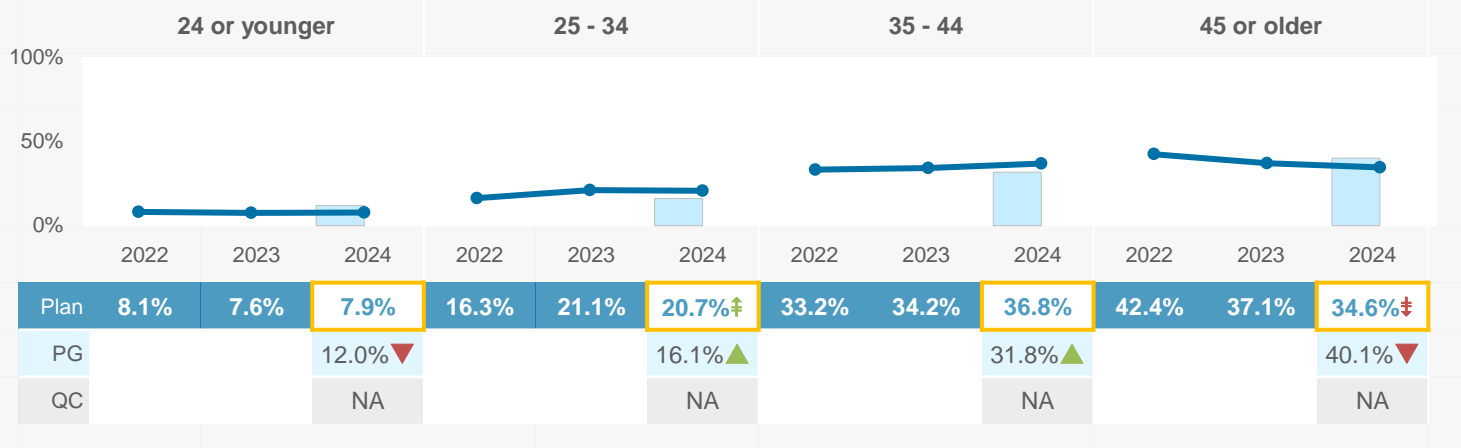


Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (‡/‡) or benchmark score (▲/▼).
Benchmarks: PG refers to the 2024 PG Book of Business benchmark. QC refers to the 2023 QC National Data benchmark. NCQA did not publish demographics for the 2023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

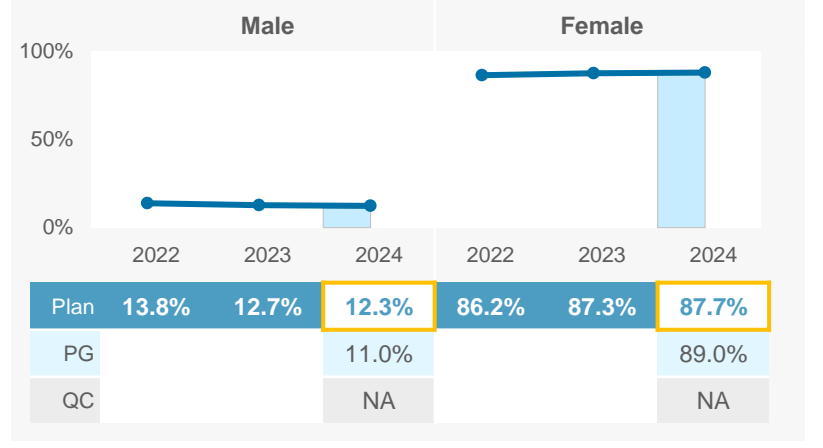
PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: CCC POPULATION

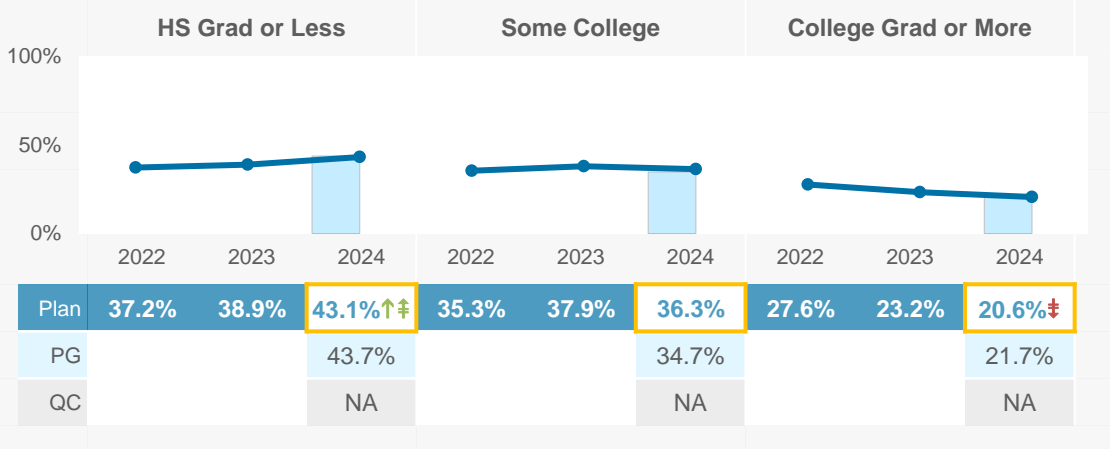
Respondent's Age



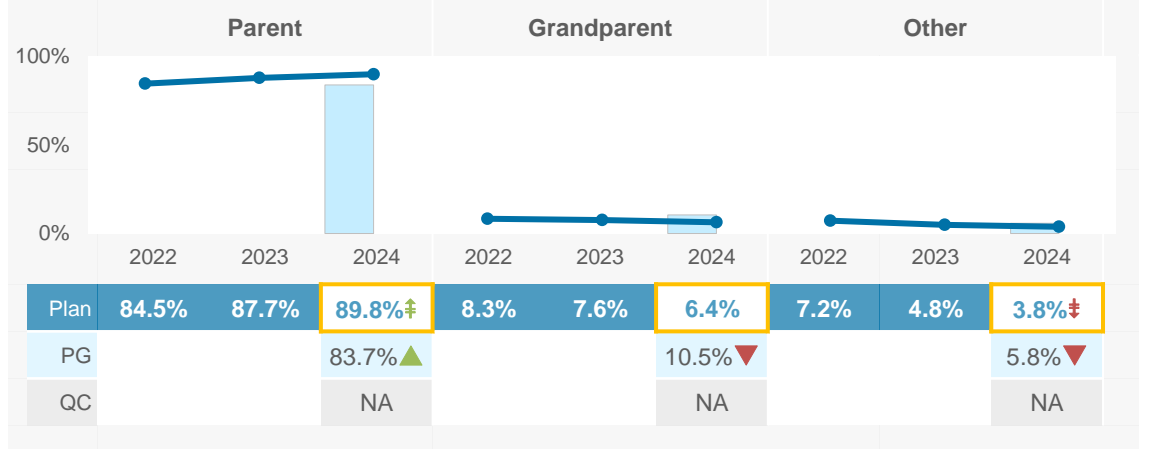
Respondent's Gender



Respondent's Education



Respondent's Relation to Child



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

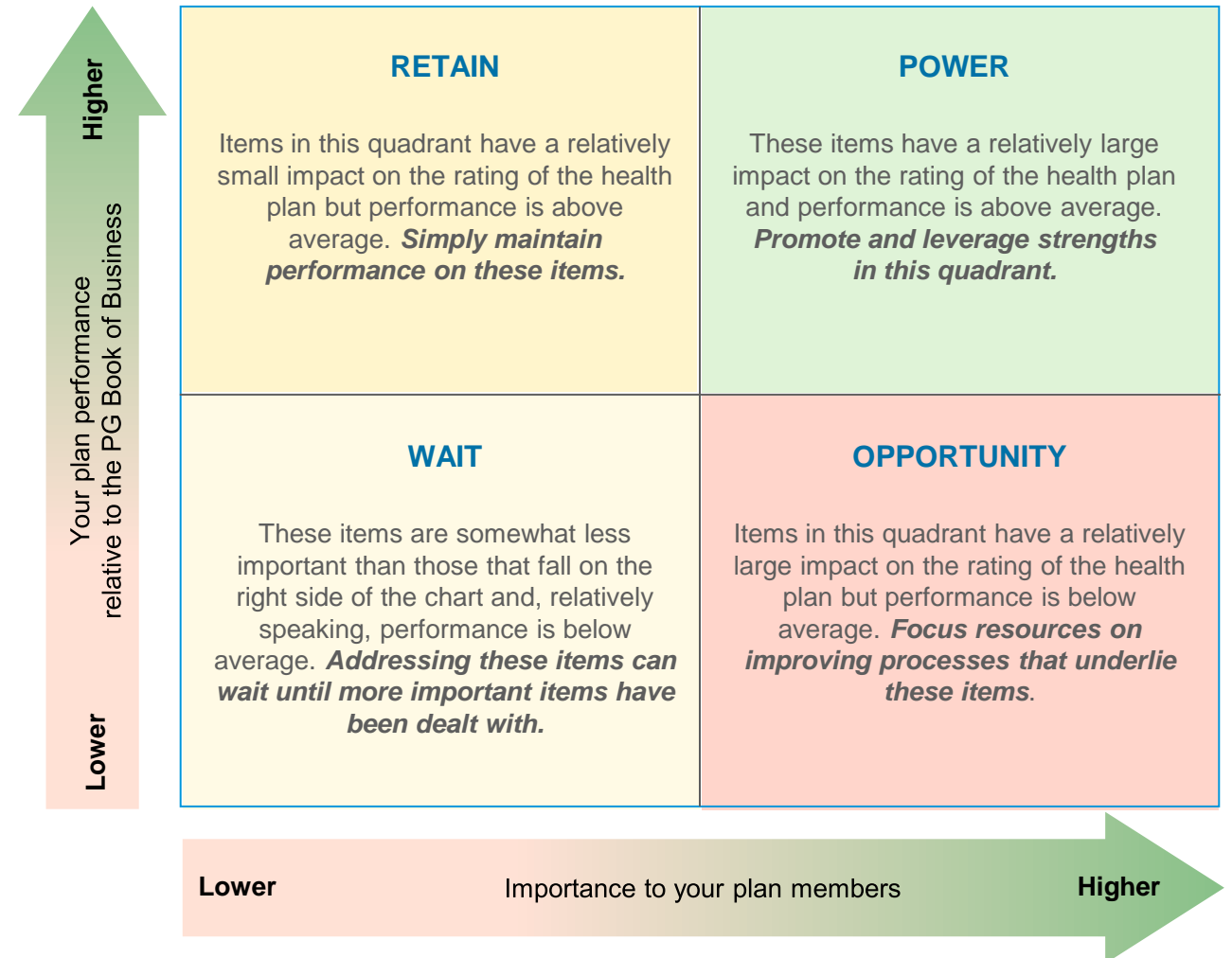
POWeR™ CHART CLASSIFICATION MATRIX

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.

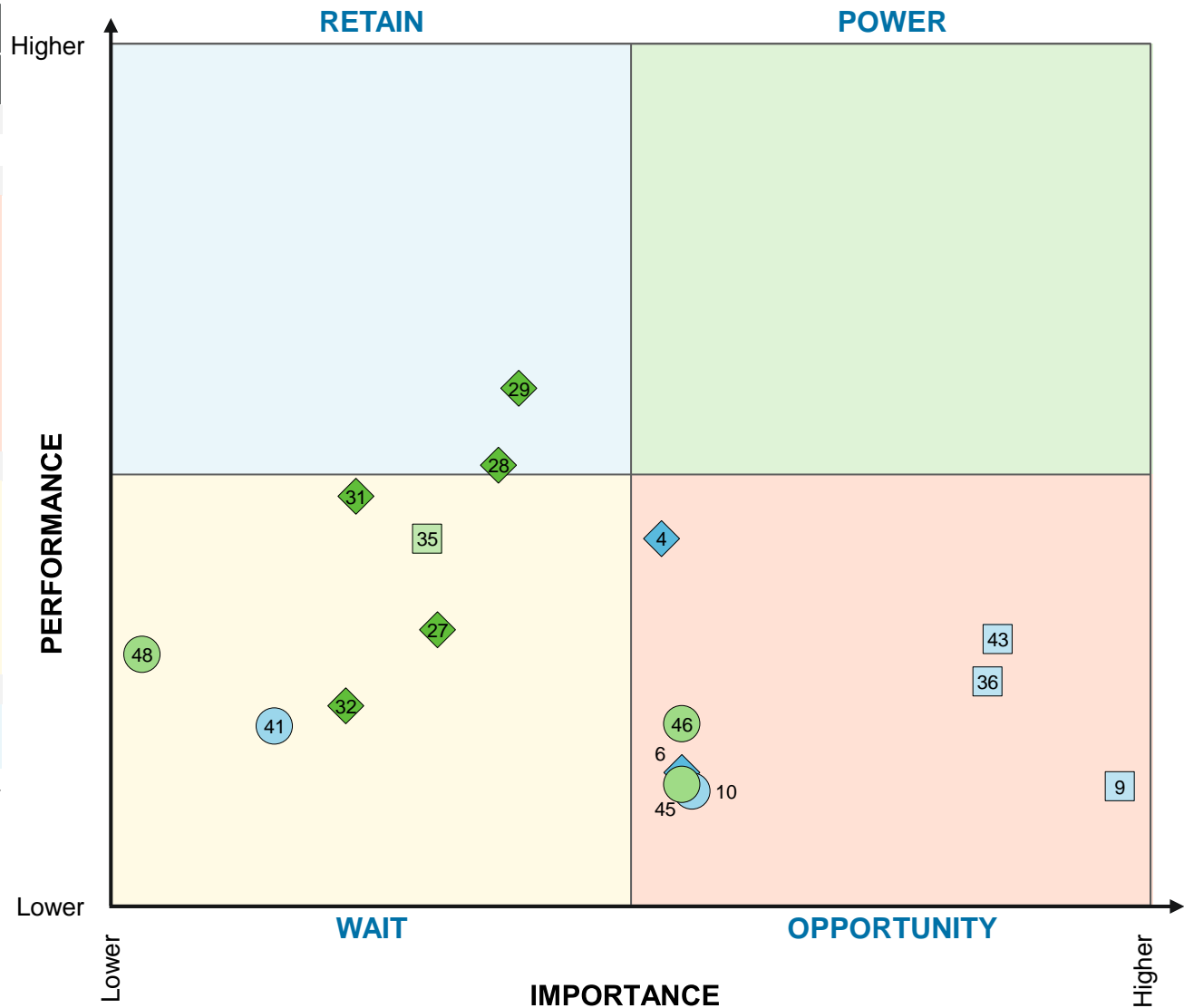


POWER CHART: YOUR RESULTS

MEDICAID CHILD: GENERAL POPULATION

SURVEY MEASURE			2023		2024	
			SRS	%tile*	SRS	%tile*
POWER						
None						
OPPORTUNITY						
Rating	Q9	Rating of Health Care	63.2%	10 th	64.7%	13 th
Rating	Q43	Rating of Specialist +	67.5%	25 th	69.8%	30 th
Rating	Q36	Rating of Personal Doctor	71.0%	11 th	74.5%	25 th
GNC	Q10	Getting care, tests, or treatment	82.8%	15 th	85.7%	12 th
CS	Q46	Treated with courtesy and respect	95.0%	58 th	92.0%	20 th
CS	Q45	Provided information or help	81.3%	34 th	77.8%	13 th
GCQ	Q6	Getting routine care	73.0%	7 th	77.4%	14 th
GCQ	Q4	Getting urgent care	84.6%	17 th	90.2%	41 st
WAIT						
HWDC	Q27	Dr. explained things	91.2%	12 th	93.8%	31 st
CC	Q35	Coordination of Care +	79.0%	17 th	83.5%	42 nd
HWDC	Q31	Dr. explained things to child	92.4%	18 th	94.3%	47 th
HWDC	Q32	Dr. spent enough time	86.3%	19 th	87.7%	22 nd
GNC	Q41	Getting specialist appointment	69.3%	15 th	72.7%	20 th
CS	Q48	Ease of Filling Out Forms +	95.6%	43 rd	93.9%	28 th
RETAIN						
HWDC	Q29	Dr. showed respect	94.3%	9 th	97.5%	60 th
HWDC	Q28	Dr. listened carefully	92.2%	9 th	95.7%	51 st

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

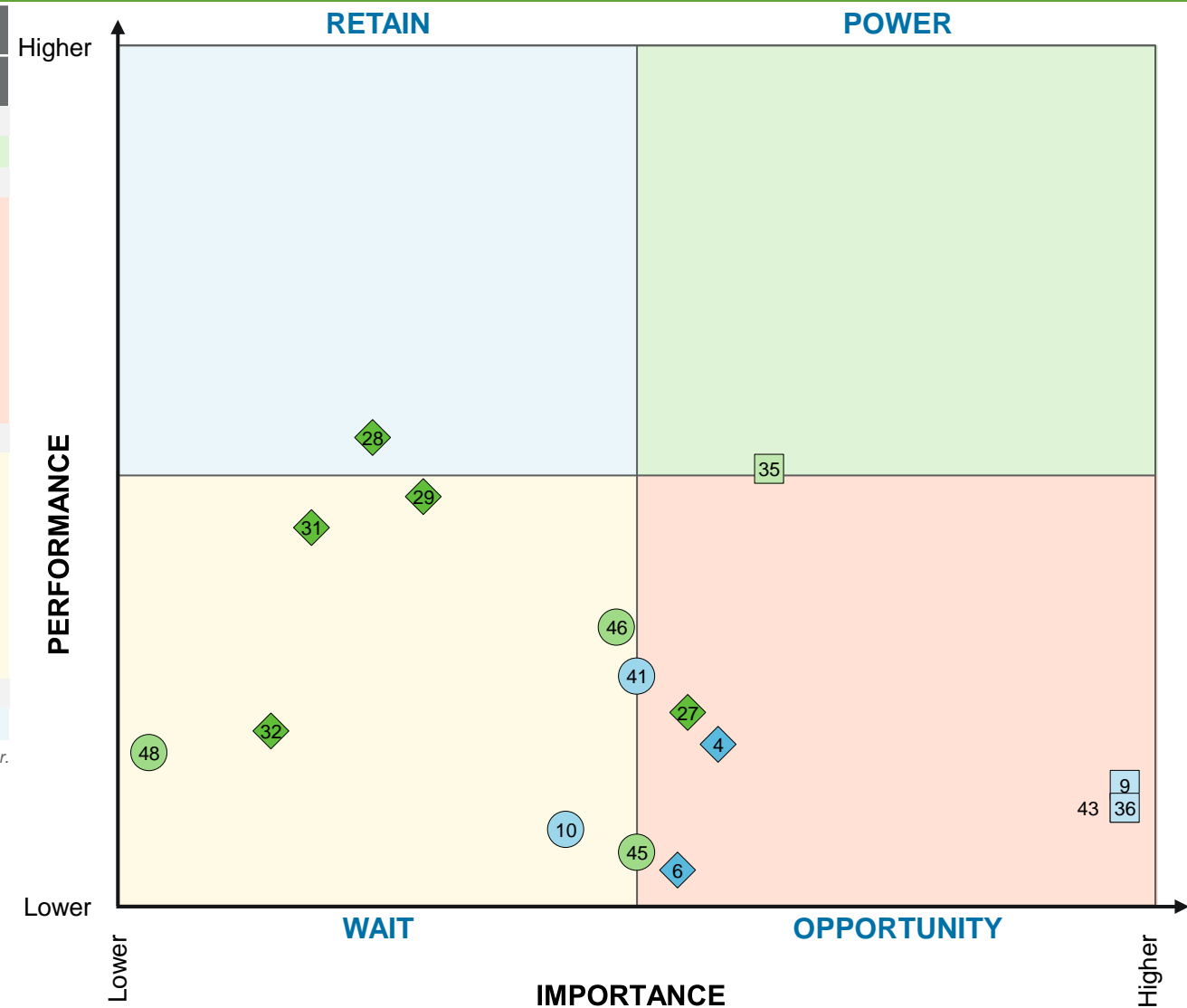


POWER CHART: YOUR RESULTS

MEDICAID CHILD: GENERAL POPULATION

SURVEY MEASURE			2023		2024		
			SRS	%tile*	SRS	%tile*	
POWER							
■	CC	Q35	Coordination of Care +	77.1%	12 th	84.4%	50 th
OPPORTUNITY							
■	Rating	Q43	Rating of Specialist +	65.7%	19 th	64.5%	10 th
■	Rating	Q9	Rating of Health Care	64.8%	18 th	64.8%	13 th
■	Rating	Q36	Rating of Personal Doctor	69.9%	10 th	72.0%	10 th
◆	GCQ	Q4	Getting urgent care	81.7%	8 th	85.7%	18 th
◆	HWDC	Q27	Dr. explained things	88.6%	<5 th	92.8%	21 st
◆	GCQ	Q6	Getting routine care	68.5%	<5 th	70.8%	<5 th
●	GNC	Q41	Getting specialist appointment	66.2%	9 th	73.9%	25 th
WAIT							
●	CS	Q45	Provided information or help	78.1%	16 th	75.4%	5 th
●	CS	Q46	Treated with courtesy and respect	95.3%	63 rd	93.2%	31 st
●	GNC	Q10	Getting care, tests, or treatment	80.3%	6 th	84.5%	7 th
◆	HWDC	Q29	Dr. showed respect	94.3%	9 th	96.9%	47 th
◆	HWDC	Q31	Dr. explained things to child	89.7%	5 th	93.8%	44 th
◆	HWDC	Q32	Dr. spent enough time	83.3%	9 th	87.1%	19 th
●	CS	Q48	Ease of Filling Out Forms +	94.0%	15 th	93.0%	16 th
RETAIN							
◆	HWDC	Q28	Dr. listened carefully	91.3%	5 th	95.9%	55 th

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

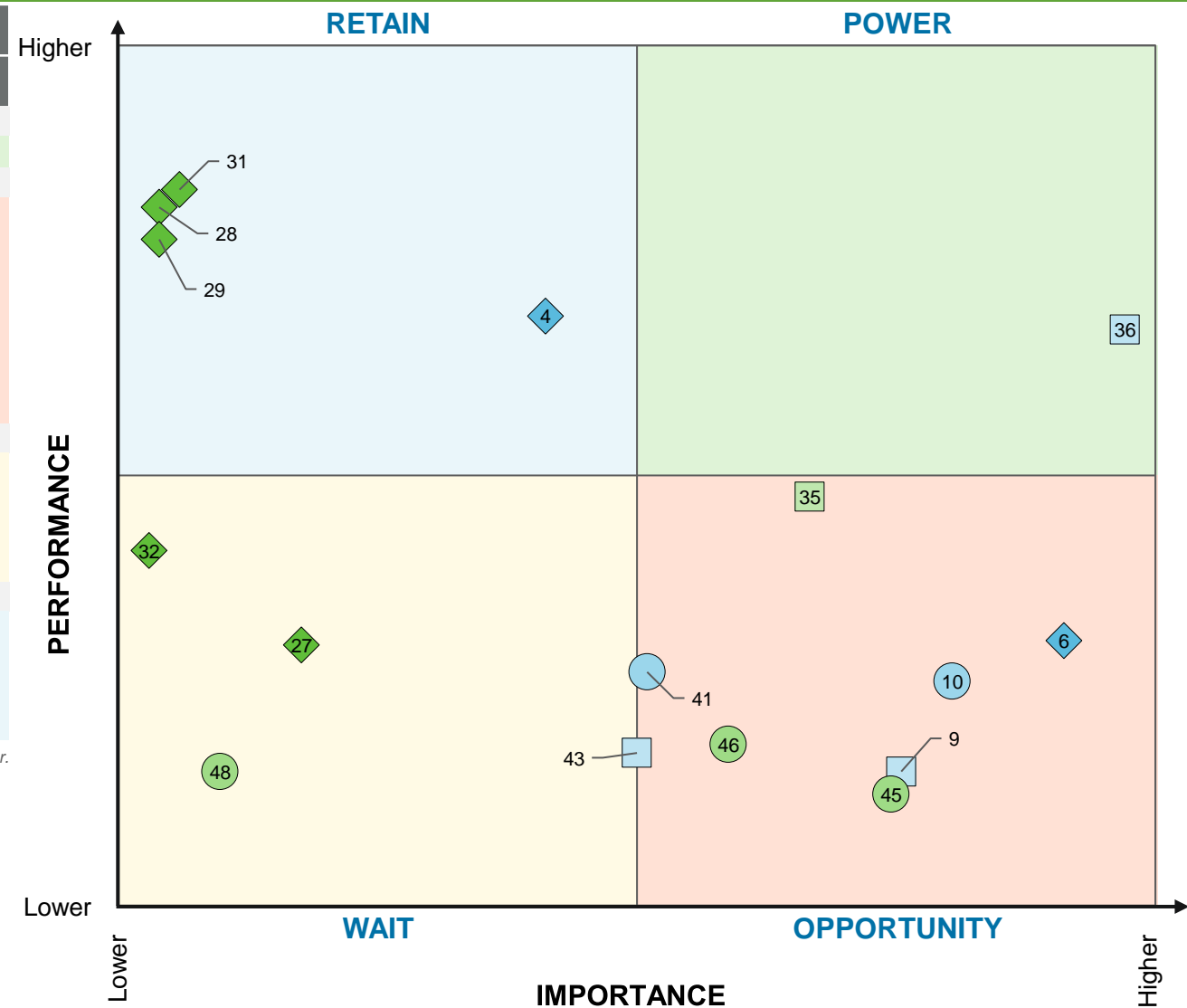


POWER CHART: YOUR RESULTS

MEDICAID CHILD: GENERAL POPULATION

SURVEY MEASURE				2023		2024	
				SRS	%tile*	SRS	%tile*
POWER							
Rating	Q36	Rating of Personal Doctor	69.1%	6 th	79.3%	67 th	
OPPORTUNITY							
GCQ	Q6	Getting routine care	76.5%	16 th	81.5%	31 st	
GNC	Q10	Getting care, tests, or treatment	88.1%	40 th	87.9%	25 th	
Rating	Q9	Rating of Health Care	67.1%	33 rd	65.2%	14 th	
CS	Q45	Provided information or help	95.6%	100 th	77.4%	12 th	
CC	Q35	Coordination of Care +	68.3%	<5 th	84.1%	46 th	
CS	Q46	Treated with courtesy and respect	95.5%	65 th	91.8%	18 th	
GNC	Q41	Getting specialist appointment	70.4%	19 th	74.0%	26 th	
WAIT							
Rating	Q43	Rating of Specialist +	68.6%	31 st	66.7%	20 th	
HWDC	Q27	Dr. explained things	89.1%	5 th	93.7%	30 th	
CS	Q48	Ease of Filling Out Forms +	96.5%	64 th	92.8%	14 th	
HWDC	Q32	Dr. spent enough time	86.7%	24 th	89.7%	41 st	
RETAIN							
GCQ	Q4	Getting urgent care	81.8%	9 th	93.5%	68 th	
HWDC	Q31	Dr. explained things to child	90.7%	11 th	97.3%	84 th	
HWDC	Q28	Dr. listened carefully	89.0%	<5 th	97.6%	81 st	
HWDC	Q29	Dr. showed respect	92.2%	<5 th	98.4%	77 th	

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

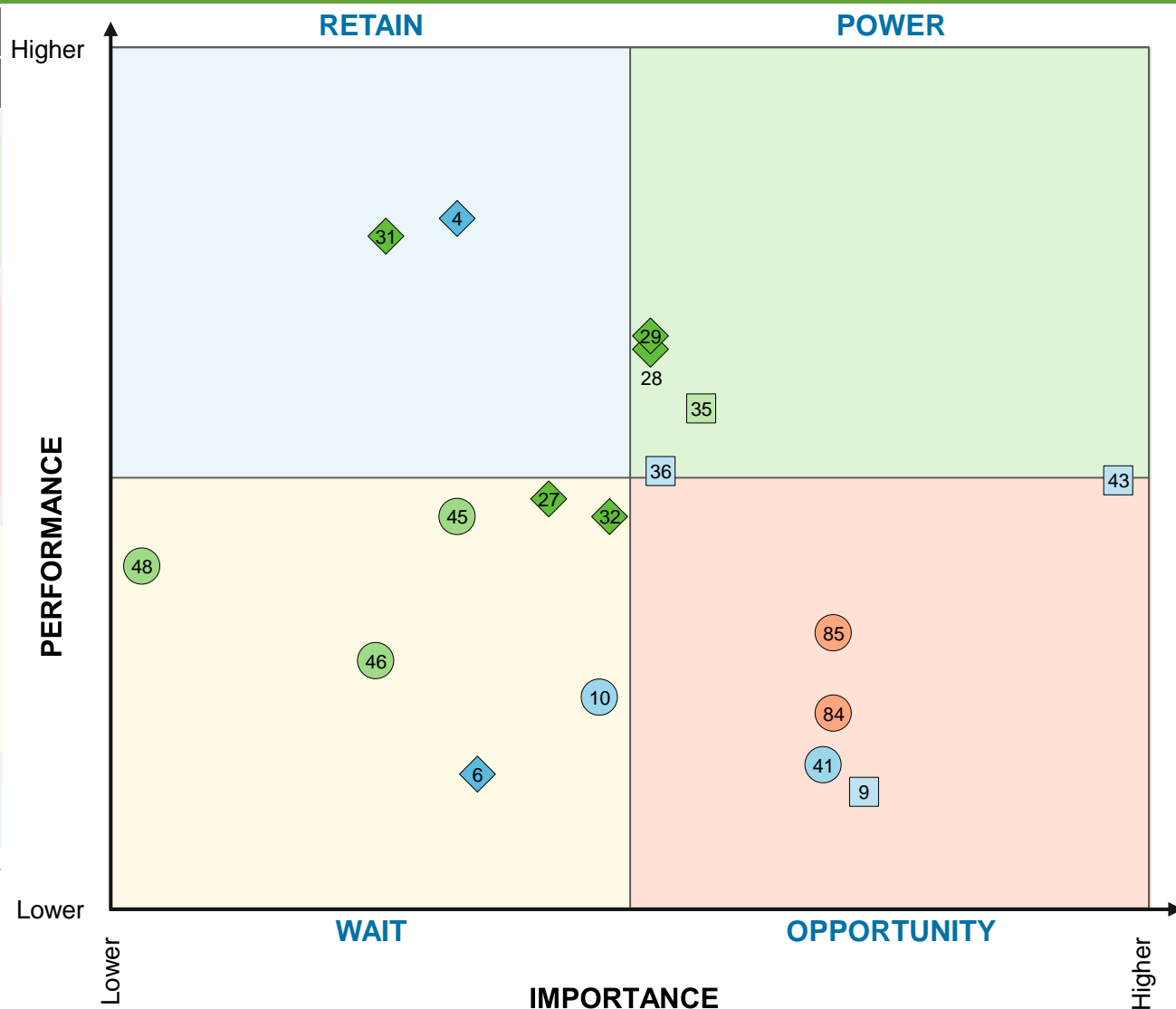


POWER CHART: YOUR RESULTS

MEDICAID CHILD: GENERAL POPULATION

SURVEY MEASURE			2023		2024	
			SRS	%tile*	SRS	%tile*
POWER						
■ CC	Q35	Coordination of Care +	82.2%	33 rd	85.2%	58 th
■ Rating	Q36	Rating of Personal Doctor	72.9%	21 st	77.3%	50 th
◆ HWDC	Q29	Dr. showed respect	94.4%	10 th	97.9%	67 th
◆ HWDC	Q28	Dr. listened carefully	93.2%	15 th	96.6%	64 th
OPPORTUNITY						
■ Rating	Q43	Rating of Specialist +	60.3%	6 th	74.4%	49 th
■ Rating	Q9	Rating of Health Care	61.9%	7 th	64.6%	12 th
● SQ	Q84	Overall experience with interpreter/language services utilized with Dr.	65.0%	---	62.1%	---
● SQ	Q85	Overall experience with interpreter/language services utilized with plan	60.9%	---	66.2%	---
● GNC	Q41	Getting specialist appointment	62.4%	<5 th	70.7%	16 th
WAIT						
◆ HWDC	Q32	Dr. spent enough time	88.4%	37 th	90.2%	45 th
● GNC	Q10	Getting care, tests, or treatment	80.0%	6 th	87.7%	23 rd
◆ HWDC	Q27	Dr. explained things	91.4%	15 th	94.9%	47 th
◆ GCQ	Q6	Getting routine care	72.0%	5 th	78.2%	15 th
● CS	Q45	Provided information or help	81.5%	36 th	83.2%	45 th
● CS	Q46	Treated with courtesy and respect	96.4%	76 th	92.8%	28 th
● CS	Q48	Ease of Filling Out Forms +	95.2%	33 rd	94.5%	39 th
RETAIN						
◆ GCQ	Q4	Getting urgent care	87.3%	29 th	95.1%	80 th
◆ HWDC	Q31	Dr. explained things to child	92.4%	25 th	96.9%	79 th

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

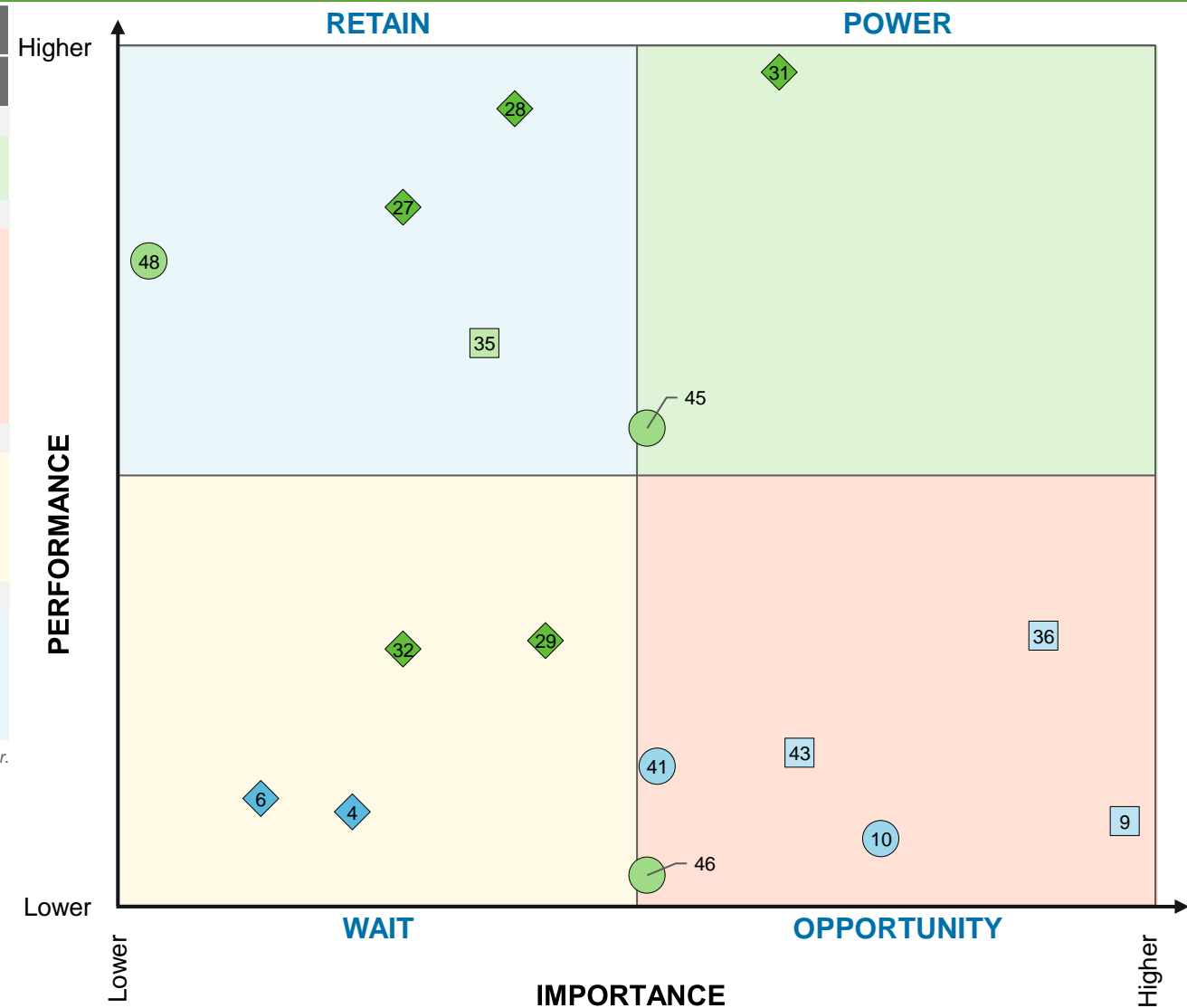


POWER CHART: YOUR RESULTS

MEDICAID CHILD: GENERAL POPULATION

SURVEY MEASURE			2023		2024	
			SRS	%tile*	SRS	%tile*
POWER						
◆ HWDC	Q31	Dr. explained things to child	94.7%	57 th	98.8%	98 th
● CS	Q45	Provided information or help	78.8%	20 th	84.6%	55 th
OPPORTUNITY						
■ Rating	Q9	Rating of Health Care	59.5%	<5 th	63.3%	9 th
■ Rating	Q36	Rating of Personal Doctor	70.9%	11 th	75.1%	30 th
● GNC	Q10	Getting care, tests, or treatment	82.4%	12 th	83.7%	6 th
■ Rating	Q43	Rating of Specialist +	72.5%	53 rd	66.7%	20 th
● GNC	Q41	Getting specialist appointment	81.8%	74 th	70.5%	15 th
● CS	Q46	Treated with courtesy and respect	92.2%	23 rd	87.9%	<5 th
WAIT						
◆ HWDC	Q29	Dr. showed respect	95.3%	18 th	96.2%	30 th
◆ HWDC	Q32	Dr. spent enough time	88.7%	39 th	88.5%	28 th
◆ GCQ	Q4	Getting urgent care	86.7%	25 th	83.6%	10 th
◆ GCQ	Q6	Getting routine care	76.2%	14 th	76.1%	12 th
RETAIN						
◆ HWDC	Q28	Dr. listened carefully	91.6%	6 th	98.5%	93 rd
■ CC	Q35	Coordination of Care +	76.0%	9 th	85.9%	64 th
◆ HWDC	Q27	Dr. explained things	91.7%	16 th	96.9%	79 th
● CS	Q48	Ease of Filling Out Forms +	96.0%	51 st	96.6%	75 th

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

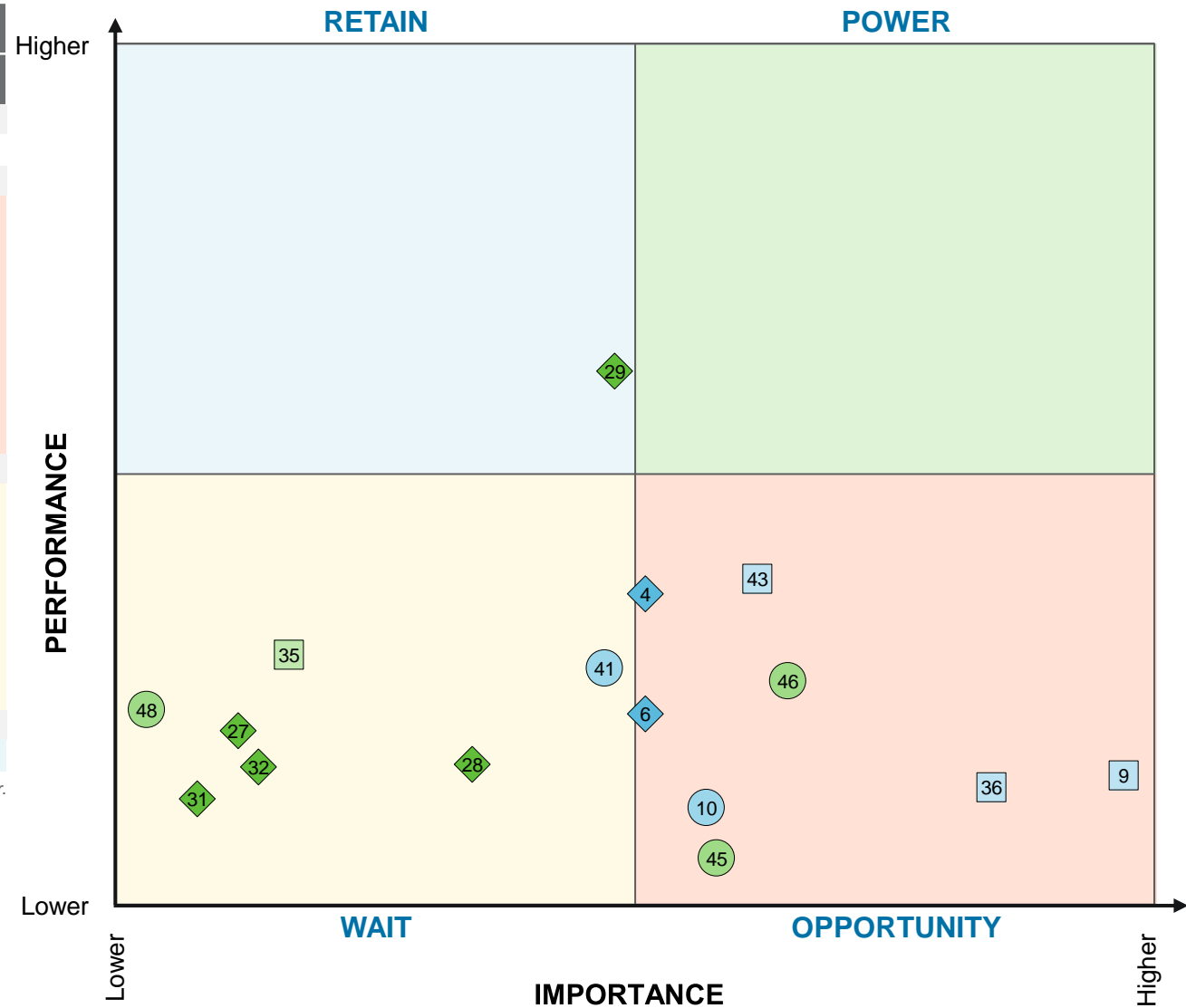


POWER CHART: YOUR RESULTS

MEDICAID CHILD: GENERAL POPULATION

SURVEY MEASURE			2023		2024	
			SRS	%tile*	SRS	%tile*
POWER						
None						
OPPORTUNITY						
Rating	Q9	Rating of Health Care	62.7%	10 th	65.0%	14 th
Rating	Q36	Rating of Personal Doctor	71.0%	11 th	72.2%	13 th
CS	Q46	Treated with courtesy and respect	94.8%	53 rd	92.4%	25 th
Rating	Q43	Rating of Specialist +	71.6%	47 th	72.0%	37 th
CS	Q45	Provided information or help	80.0%	26 th	74.5%	<5 th
GNC	Q10	Getting care, tests, or treatment	84.6%	20 th	84.8%	10 th
GCQ	Q6	Getting routine care	74.6%	11 th	79.7%	21 st
GCQ	Q4	Getting urgent care	84.6%	17 th	89.5%	35 th
WAIT						
GNC	Q41	Getting specialist appointment	71.7%	23 rd	74.0%	26 th
HWDC	Q28	Dr. listened carefully	93.6%	18 th	93.4%	15 th
CC	Q35	Coordination of Care +	83.4%	43 rd	80.9%	28 th
HWDC	Q32	Dr. spent enough time	86.1%	17 th	85.5%	15 th
HWDC	Q27	Dr. explained things	93.4%	32 nd	92.5%	19 th
HWDC	Q31	Dr. explained things to child	94.2%	49 th	90.2%	12 th
CS	Q48	Ease of Filling Out Forms +	96.4%	61 st	93.5%	22 nd
RETAIN						
HWDC	Q29	Dr. showed respect	94.5%	11 th	97.6%	62 nd

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



KEY DRIVERS OF RATING OF HEALTH PLAN

MEDICAID CHILD: GENERAL POPULATION

		ALIGNMENT <i>Are your key drivers typical of the industry?</i>	KEY DRIVER RANK		ATTRIBUTE		SUMMARY RATE SCORE		PG BoB %TILE*	CLASSIFICATION		
			YOUR PLAN	INDUSTRY			YOUR PLAN	INDUSTRY		2023	2024	
TOP 10 KEY DRIVERS					Q49	Rating of Health Plan	67.7%	72.0%	18th	(-7)		
YOUR PLAN	These items have a relatively large impact on the Rating of Health Plan. Leverage these questions since they are important to your members and the Rating of Health Plan score for this plan. They are listed in descending order of importance for your plan.	✓	1	1	Q9	Rating of Health Care	64.7%	70.5%	13 th	(+3)	Opp.	Opp.
		✓	2	3	Q43	Rating of Specialist +	69.8%	73.7%	30 th	(+5)	Opp.	Opp.
		✓	3	2	Q36	Rating of Personal Doctor	74.5%	77.2%	25 th	(+14)	Opp.	Opp.
		✓	4	5	Q10	Getting care, tests, or treatment	85.7%	90.3%	12 th	(-3)	Wait →	Opp.
		✓	5	6	Q46	Treated with courtesy and respect	92.0%	94.4%	20 th	(-38)	Retain →	Opp.
		✓	6	7	Q45	Provided information or help	77.8%	83.2%	13 th	(-21)	Wait →	Opp.
		✓	7	10	Q6	Getting routine care	77.4%	83.3%	14 th	(+7)	Wait →	Opp.
INDUSTRY	PG Book of Business regression analysis has identified Key Drivers of Rating of Health Plan. The numbers represent the ranked importance across the entire Book of Business.		8	11	Q4	Getting urgent care	90.2%	90.7%	41 st	(+24)	Wait →	Opp.
		✓	9	9	Q29	Dr. showed respect	97.5%	97.0%	60 th	(+51)	Opp. →	Retain
		✓	10	8	Q28	Dr. listened carefully	95.7%	95.6%	51 st	(+42)	Opp. →	Retain
			15	4	Q41	Getting specialist appointment	72.7%	78.6%	20 th	(+5)	Wait	Wait

All Industry scores & rankings are calculated based on the 2024 PG Book of Business. Any items below the dotted line are Top 10 industry key drivers that are not identified as key drivers for your plan.

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

KEY DRIVERS OF RATING OF HEALTH PLAN

MEDICAID CHILD: GENERAL POPULATION

		ALIGNMENT <i>Are your key drivers typical of the industry?</i>	KEY DRIVER RANK		ATTRIBUTE		SUMMARY RATE SCORE		PG BoB %TILE*	CLASSIFICATION		
			YOUR PLAN	INDUSTRY			YOUR PLAN	INDUSTRY		2023	2024	
TOP 10 KEY DRIVERS					Q49	Rating of Health Plan	68.9%	72.0%	24th	(-16)		
YOUR PLAN	These items have a relatively large impact on the Rating of Health Plan. Leverage these questions since they are important to your members and the Rating of Health Plan score for this plan. They are listed in descending order of importance for your plan.	✓	1	3	Q43	Rating of Specialist +	64.5%	73.7%	10 th	(-9)	Opp.	Opp.
		✓	2	1	Q9	Rating of Health Care	64.8%	70.5%	13 th	(-5)	Opp.	Opp.
		✓	3	2	Q36	Rating of Personal Doctor	72.0%	77.2%	10 th	(+0)	Opp.	Opp.
			4	15	Q35	Coordination of Care +	84.4%	84.3%	50 th	(+38)	Opp.	→ Power
			5	11	Q4	Getting urgent care	85.7%	90.7%	18 th	(+10)	Wait	→ Opp.
			6	12	Q27	Dr. explained things	92.8%	94.6%	21 st	(+17)	Wait	→ Opp.
INDUSTRY	PG Book of Business regression analysis has identified Key Drivers of Rating of Health Plan. The numbers represent the ranked importance across the entire Book of Business.	✓	7	10	Q6	Getting routine care	70.8%	83.3%	<5 th	(+1)	Wait	→ Opp.
		✓	8	4	Q41	Getting specialist appointment	73.9%	78.6%	25 th	(+16)	Opp.	Opp.
		✓	9	7	Q45	Provided information or help	75.4%	83.2%	5 th	(-11)	Opp.	→ Wait
		✓	10	6	Q46	Treated with courtesy and respect	93.2%	94.4%	31 st	(-32)	Retain	→ Wait
			11	5	Q10	Getting care, tests, or treatment	84.5%	90.3%	7 th	(+1)	Opp.	→ Wait
			12	9	Q29	Dr. showed respect	96.9%	97.0%	47 th	(+38)	Opp.	→ Wait
			13	8	Q28	Dr. listened carefully	95.9%	95.6%	55 th	(+50)	Wait	→ Retain

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KEY DRIVERS OF RATING OF HEALTH PLAN

MEDICAID CHILD: GENERAL POPULATION

		ALIGNMENT <i>Are your key drivers typical of the industry?</i>	KEY DRIVER RANK		ATTRIBUTE		SUMMARY RATE SCORE		PG BoB %TILE*	CLASSIFICATION	
			YOUR PLAN	INDUSTRY			YOUR PLAN	INDUSTRY		2023	2024
TOP 10 KEY DRIVERS					Q49	Rating of Health Plan	71.6%	72.0%	42nd <i>(-4)</i>		
YOUR PLAN	These items have a relatively large impact on the Rating of Health Plan. Leverage these questions since they are important to your members and the Rating of Health Plan score for this plan. They are listed in descending order of importance for your plan.	✓	1	2	Q36	Rating of Personal Doctor	79.3%	77.2%	67th <i>(+61)</i>	Opp.	→ Power
		✓	2	10	Q6	Getting routine care	81.5%	83.3%	31st <i>(+15)</i>	Wait	→ Opp.
		✓	3	5	Q10	Getting care, tests, or treatment	87.9%	90.3%	25th <i>(-15)</i>	Wait	→ Opp.
		✓	4	1	Q9	Rating of Health Care	65.2%	70.5%	14th <i>(-19)</i>	Opp.	→ Opp.
		✓	5	7	Q45	Provided information or help	77.4%	83.2%	12th <i>(-88)</i>	Power	→ Opp.
INDUSTRY	PG Book of Business regression analysis has identified Key Drivers of Rating of Health Plan. The numbers represent the ranked importance across the entire Book of Business.		6	15	Q35	Coordination of Care +	84.1%	84.3%	46th <i>(+45)</i>	Opp.	→ Opp.
		✓	7	6	Q46	Treated with courtesy and respect	91.8%	94.4%	18th <i>(-47)</i>	Retain	→ Opp.
		✓	8	4	Q41	Getting specialist appointment	74.0%	78.6%	26th <i>(+7)</i>	Wait	→ Opp.
		✓	9	3	Q43	Rating of Specialist +	66.7%	73.7%	20th <i>(-11)</i>	Opp.	→ Wait
			10	11	Q4	Getting urgent care	93.5%	90.7%	68th <i>(+59)</i>	Wait	→ Retain
	14	8	Q28	Dr. listened carefully	97.6%	95.6%	81st <i>(+80)</i>	Wait	→ Retain		
	15	9	Q29	Dr. showed respect	98.4%	97.0%	77th <i>(+76)</i>	Wait	→ Retain		

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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 CHILD: GENERAL POPULATION

		ALIGNMENT <i>Are your key drivers typical of the industry?</i>	KEY DRIVER RANK		ATTRIBUTE	SUMMARY RATE SCORE		PG BoB %TILE*	CLASSIFICATION					
			YOUR PLAN	INDUSTRY		YOUR PLAN	INDUSTRY		2023	2024				
TOP 10 KEY DRIVERS					Q49	Rating of Health Plan	67.7%	72.0%	18th	(+5)				
YOUR PLAN	These items have a relatively large impact on the Rating of Health Plan. Leverage these questions since they are important to your members and the Rating of Health Plan score for this plan. They are listed in descending order of importance for your plan.	✓	1	3	Q43	Rating of Specialist +	74.4%	73.7%	49 th	(+43)	Wait	→	Opp.	
		✓	2	1	Q9	Rating of Health Care	64.6%	70.5%	12 th	(+5)	Opp.		Opp.	
			3	---	Q84	Overall experience with interpreter/language services utilized with Dr.	62.1%	---	---	---	---			Opp.
			4	---	Q85	Overall experience with interpreter/language services utilized with plan	66.2%	---	---	---	---			Opp.
		✓	5	4	Q41	Getting specialist appointment	70.7%	78.6%	16 th	(+14)	Wait	→	Opp.	
			6	15	Q35	Coordination of Care +	85.2%	84.3%	58 th	(+25)	Opp.	→	Power	
INDUSTRY	PG Book of Business regression analysis has identified Key Drivers of Rating of Health Plan. The numbers represent the ranked importance across the entire Book of Business.	✓	7	2	Q36	Rating of Personal Doctor	77.3%	77.2%	50 th	(+29)	Opp.	→	Power	
		✓	8	9	Q29	Dr. showed respect	97.9%	97.0%	67 th	(+57)	Opp.	→	Power	
		✓	9	8	Q28	Dr. listened carefully	96.6%	95.6%	64 th	(+49)	Opp.	→	Power	
			10	14	Q32	Dr. spent enough time	90.2%	90.2%	45 th	(+8)	Opp.	→	Wait	
			11	5	Q10	Getting care, tests, or treatment	87.7%	90.3%	23 rd	(+17)	Wait		Wait	
	13	10	Q6	Getting routine care	78.2%	83.3%	15 th	(+10)	Wait		Wait			
	15	7	Q45	Provided information or help	83.2%	83.2%	45 th	(+9)	Wait		Wait			
	17	6	Q46	Treated with courtesy and respect	92.8%	94.4%	28 th	(-48)	Retain	→	Wait			

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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 CHILD: GENERAL POPULATION

		ALIGNMENT <i>Are your key drivers typical of the industry?</i>	KEY DRIVER RANK		ATTRIBUTE		SUMMARY RATE SCORE		PG BoB %TILE*		CLASSIFICATION	
			YOUR PLAN	INDUSTRY			YOUR PLAN	INDUSTRY			2023	2024
TOP 10 KEY DRIVERS					Q49	Rating of Health Plan	65.6%	72.0%	11th	(-8)		
YOUR PLAN	These items have a relatively large impact on the Rating of Health Plan. Leverage these questions since they are important to your members and the Rating of Health Plan score for this plan. They are listed in descending order of importance for your plan.	✓	1	1	Q9	Rating of Health Care	63.3%	70.5%	9 th	(+7)	Opp.	Opp.
		✓	2	2	Q36	Rating of Personal Doctor	75.1%	77.2%	30 th	(+19)	Opp.	Opp.
		✓	3	5	Q10	Getting care, tests, or treatment	83.7%	90.3%	6 th	(-6)	Wait	→ Opp.
		✓	4	3	Q43	Rating of Specialist +	66.7%	73.7%	20 th	(-33)	Retain	→ Opp.
			5	13	Q31	Dr. explained things to child	98.8%	94.3%	98 th	(+41)	Power	Power
		✓	6	4	Q41	Getting specialist appointment	70.5%	78.6%	15 th	(-59)	Retain	→ Opp.
INDUSTRY	PG Book of Business regression analysis has identified Key Drivers of Rating of Health Plan. The numbers represent the ranked importance across the entire Book of Business.	✓	7	6	Q46	Treated with courtesy and respect	87.9%	94.4%	<5 th	(-21)	Wait	→ Opp.
		✓	8	7	Q45	Provided information or help	84.6%	83.2%	55 th	(+35)	Wait	→ Power
		✓	9	9	Q29	Dr. showed respect	96.2%	97.0%	30 th	(+12)	Opp.	→ Wait
		✓	10	8	Q28	Dr. listened carefully	98.5%	95.6%	93 rd	(+87)	Opp.	→ Retain
			15	10	Q6	Getting routine care	76.1%	83.3%	12 th	(-2)	Wait	Wait

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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 CHILD: GENERAL POPULATION

		ALIGNMENT <i>Are your key drivers typical of the industry?</i>	KEY DRIVER RANK		ATTRIBUTE		SUMMARY RATE SCORE		PG BoB %TILE*	CLASSIFICATION		
			YOUR PLAN	INDUSTRY			YOUR PLAN	INDUSTRY		2023	2024	
TOP 10 KEY DRIVERS					Q49	Rating of Health Plan	66.5%	72.0%	13th	(-12)		
YOUR PLAN	These items have a relatively large impact on the Rating of Health Plan. Leverage these questions since they are important to your members and the Rating of Health Plan score for this plan. They are listed in descending order of importance for your plan.	✓	1	1	Q9	Rating of Health Care	65.0%	70.5%	14 th	(+4)	Opp.	Opp.
		✓	2	2	Q36	Rating of Personal Doctor	72.2%	77.2%	13 th	(+2)	Opp.	Opp.
		✓	3	6	Q46	Treated with courtesy and respect	92.4%	94.4%	25 th	(-28)	Power →	Opp.
		✓	4	3	Q43	Rating of Specialist +	72.0%	73.7%	37 th	(-10)	Opp.	Opp.
		✓	5	7	Q45	Provided information or help	74.5%	83.2%	<5 th	(-22)	Wait →	Opp.
		✓	6	5	Q10	Getting care, tests, or treatment	84.8%	90.3%	10 th	(-10)	Opp.	Opp.
		✓	7	10	Q6	Getting routine care	79.7%	83.3%	21 st	(+10)	Opp.	Opp.
INDUSTRY	PG Book of Business regression analysis has identified Key Drivers of Rating of Health Plan. The numbers represent the ranked importance across the entire Book of Business.		8	11	Q4	Getting urgent care	89.5%	90.7%	35 th	(+18)	Opp.	Opp.
		✓	9	9	Q29	Dr. showed respect	97.6%	97.0%	62 nd	(+51)	Wait →	Retain
		✓	10	4	Q41	Getting specialist appointment	74.0%	78.6%	26 th	(+3)	Opp. →	Wait
			11	8	Q28	Dr. listened carefully	93.4%	95.6%	15 th	(-3)	Wait	Wait

All Industry scores & rankings are calculated based on the 2024 PG Book of Business. Any items below the dotted line are Top 10 industry key drivers that are not identified as key drivers for your plan.

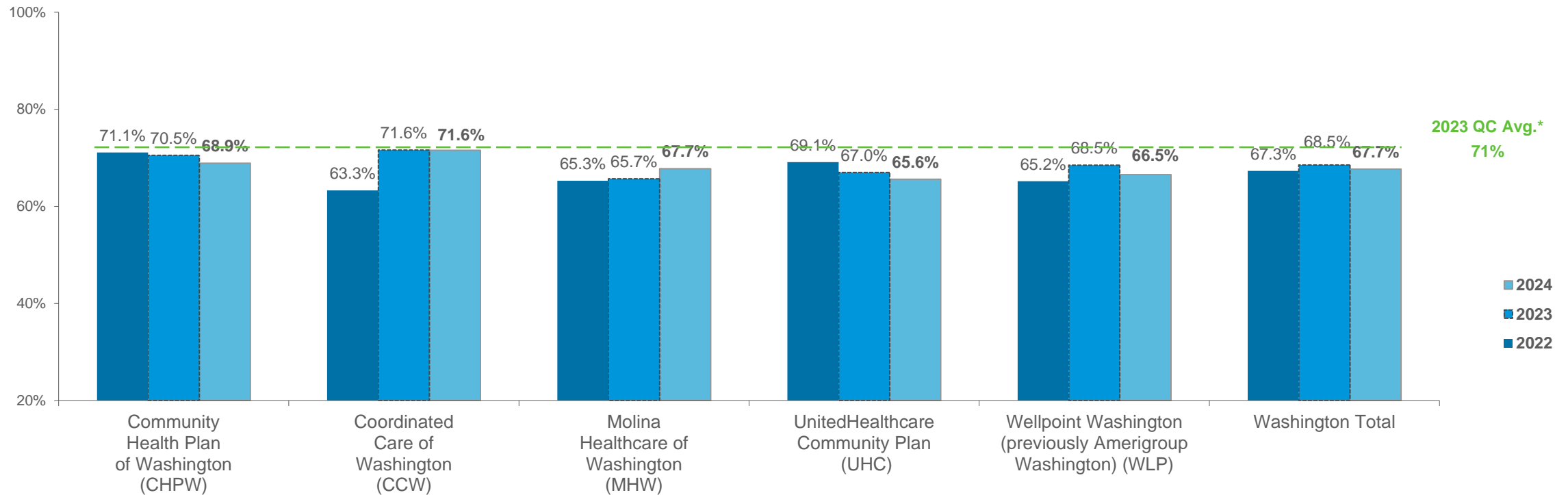
*Differentials are based on comparisons to your plan's prior year percentile rankings.

OVERALL RATINGS

HEALTH PLAN – PERCENT 9 OR 10

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)



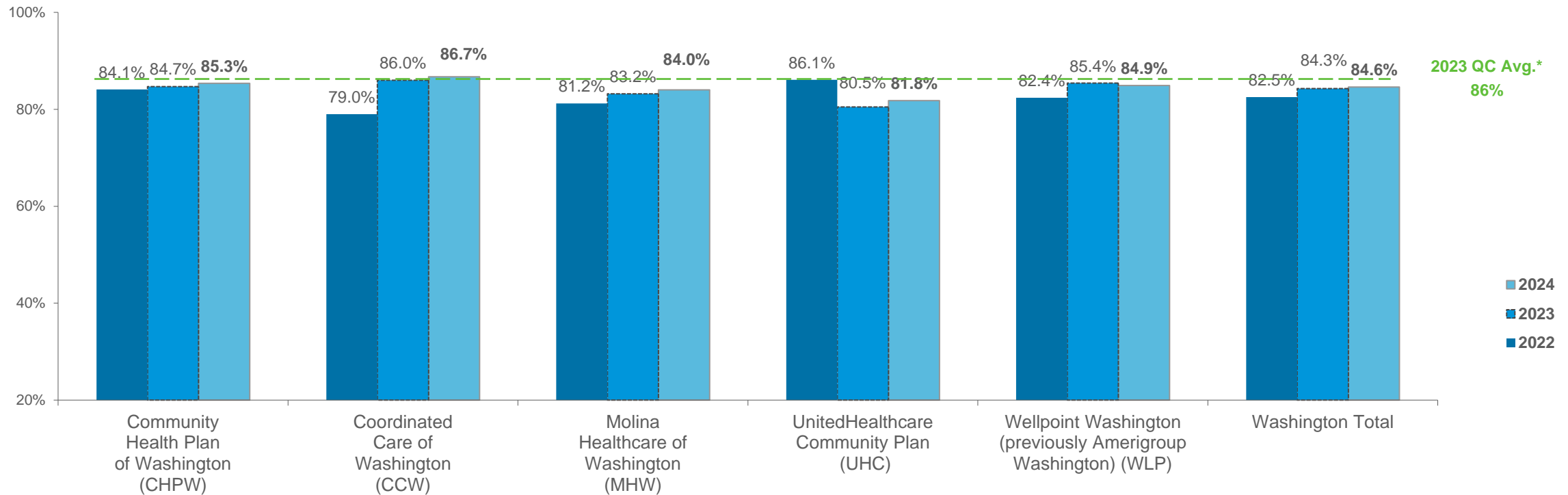
^The survey for Wellpoint Washington (previously Amerigroup Washington) (WLP) was administered in 2021 (not 2022) as yearly surveys were not yet contractually required by the HCA.

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

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)



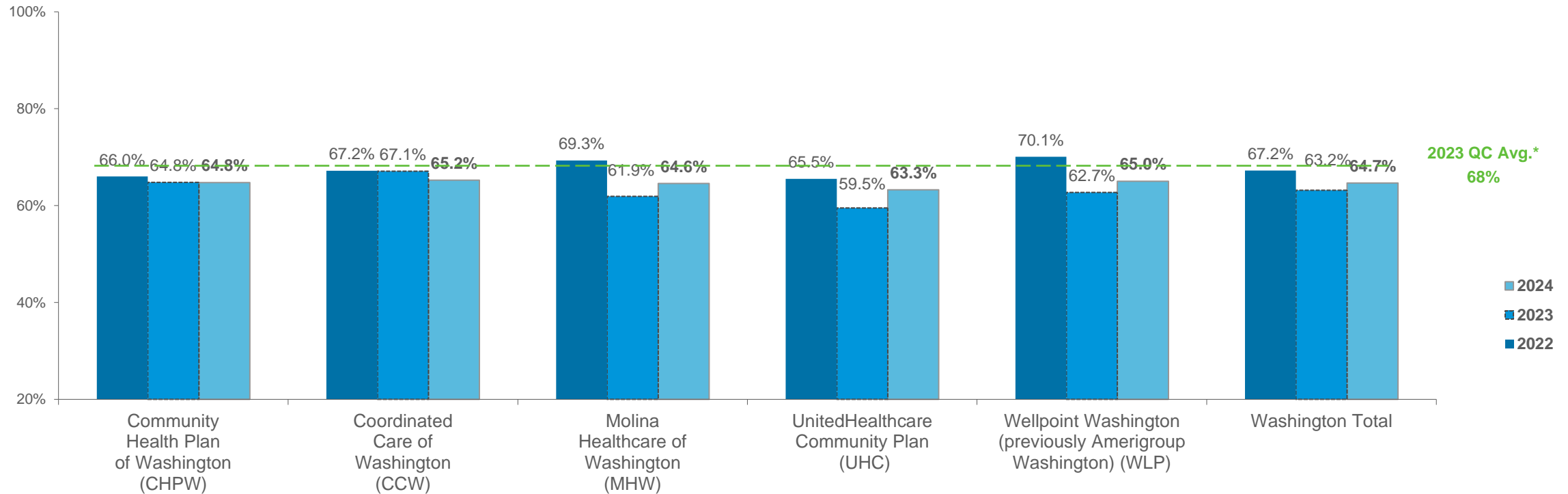
^The survey for Wellpoint Washington (previously Amerigroup Washington) (WLP) was administered in 2021 (not 2022) as yearly surveys were not yet contractually required by the HCA.

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

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)



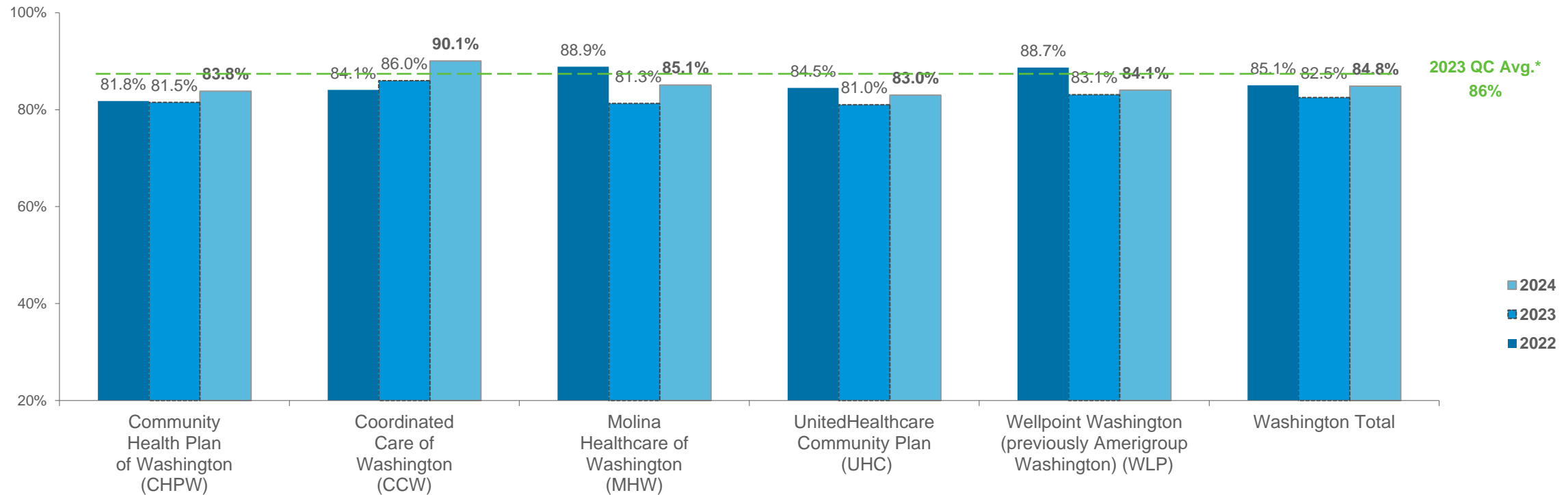
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* QC Avg.: "National Average of all plans submitting to NCQA published in the fall of that reporting year. Used to gauge individual plan performance."

HEALTH CARE – PERCENT 8, 9 OR 10

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)

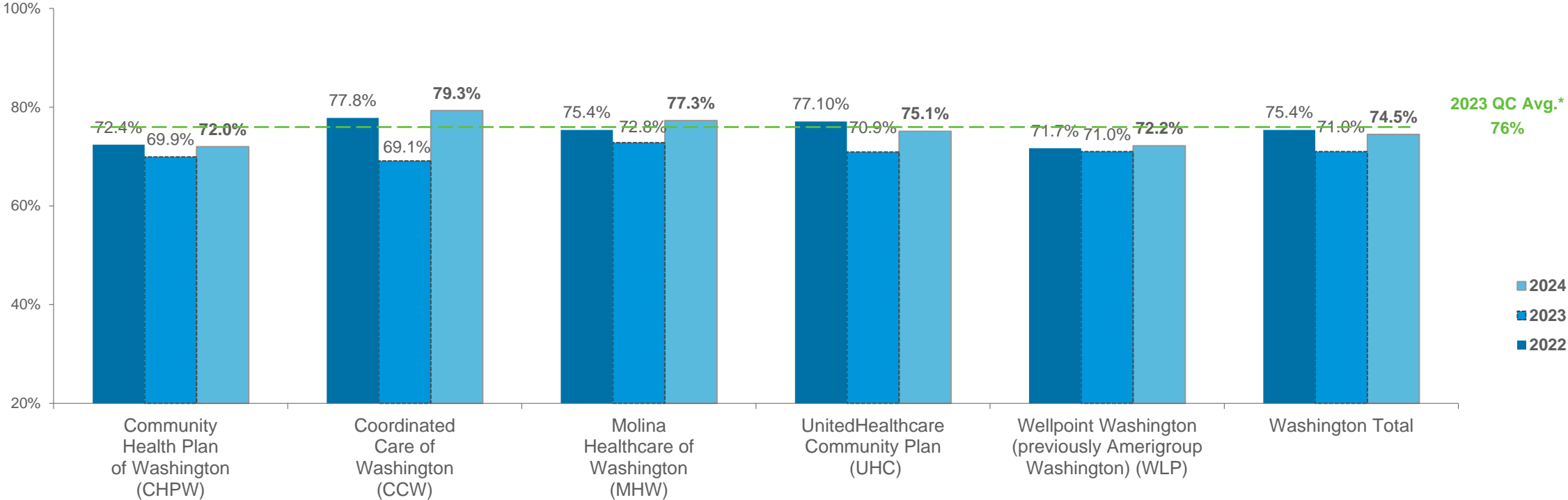


^The survey for Wellpoint Washington (previously Amerigroup Washington) (WLP) was administered in 2021 (not 2022) as yearly surveys were not yet contractually required by the HCA.

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

PERSONAL DOCTOR – PERCENT 9 OR 10

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)

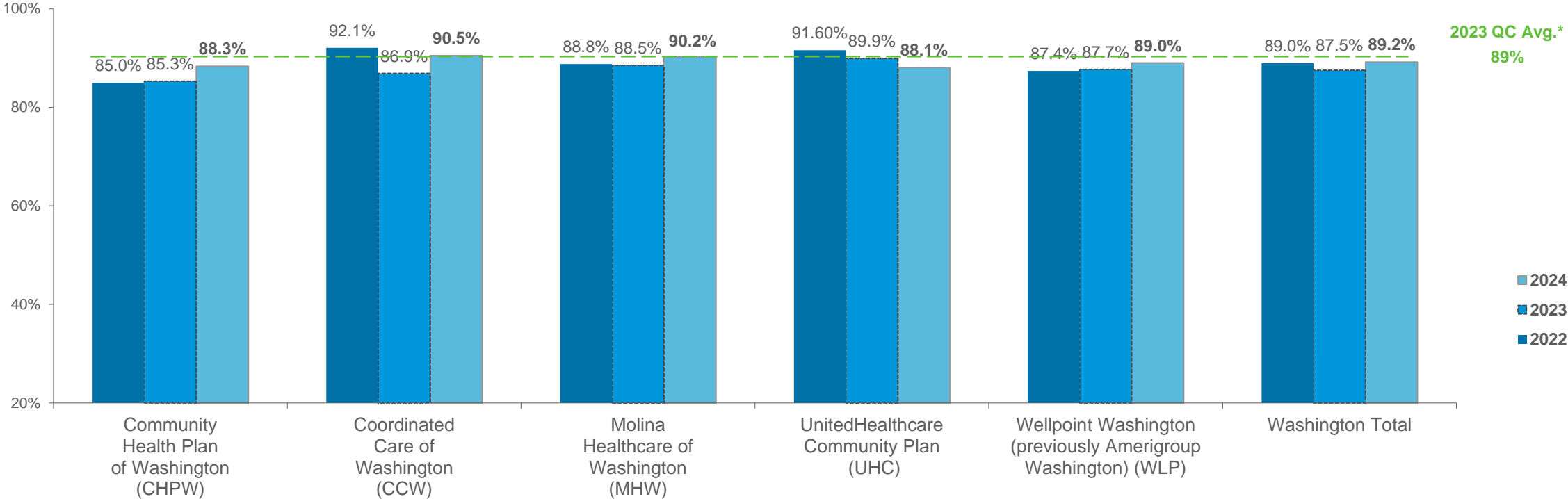


^The survey for Wellpoint Washington (previously Amerigroup Washington) (WLP) was administered in 2021 (not 2022) as yearly surveys were not yet contractually required by the HCA.

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

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)



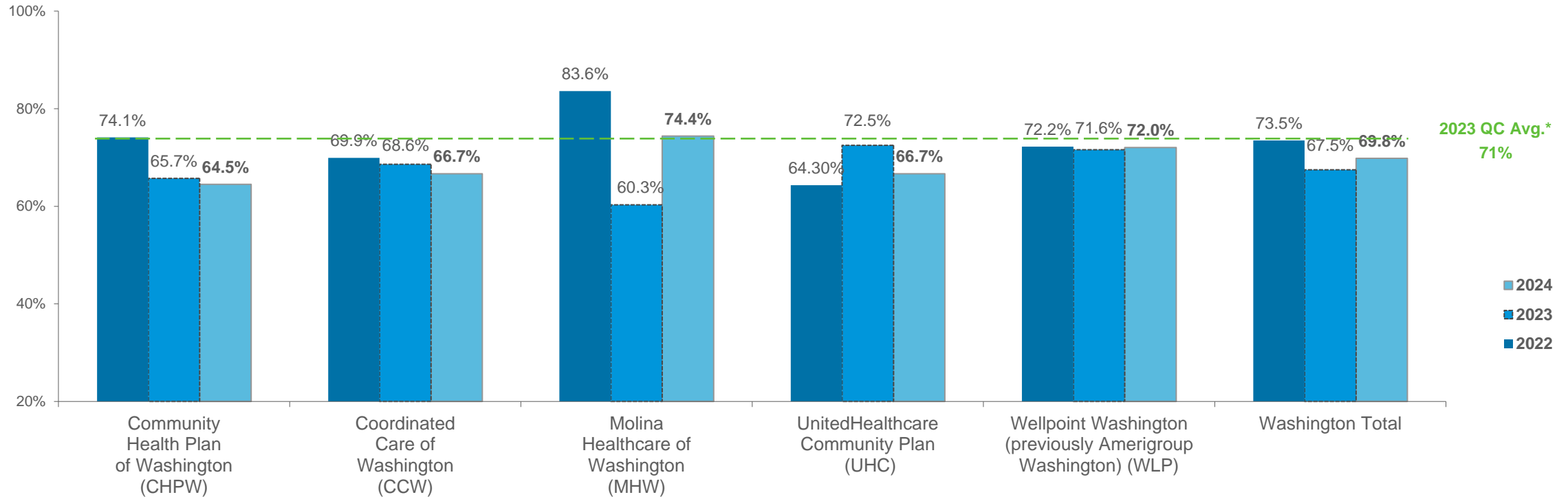
^The survey for Wellpoint Washington (previously Amerigroup Washington) (WLP) was administered in 2021 (not 2022) as yearly surveys were not yet contractually required by the HCA.

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

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)



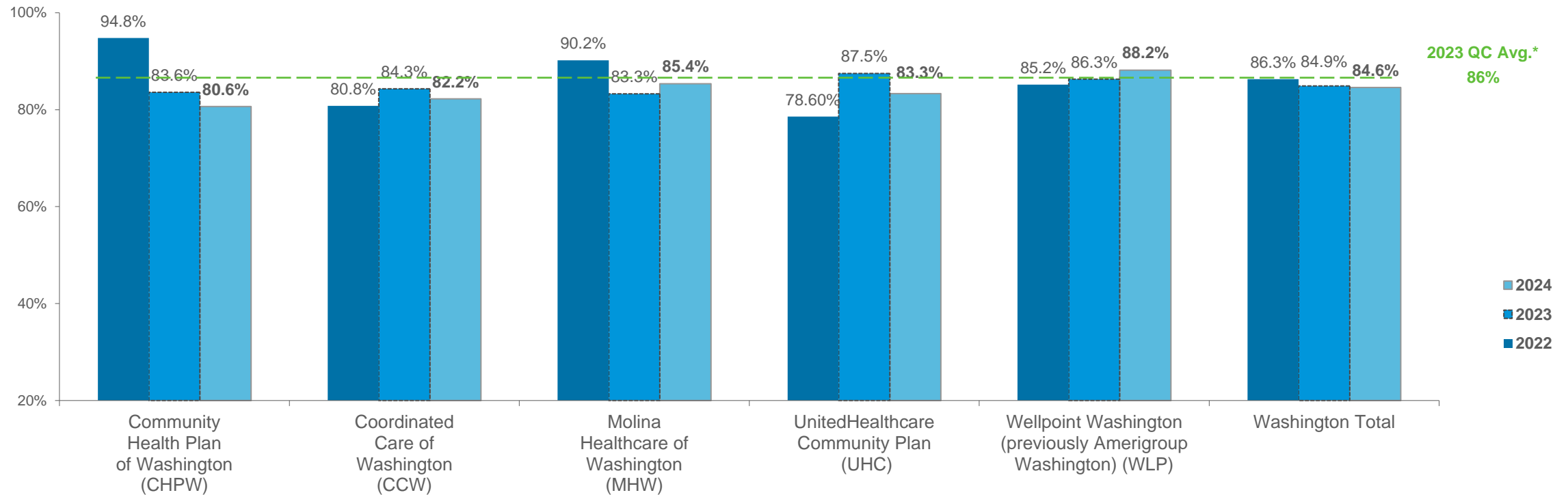
^The survey for Wellpoint Washington (previously Amerigroup Washington) (WLP) was administered in 2021 (not 2022) as yearly surveys were not yet contractually required by the HCA.

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

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)



^The survey for Wellpoint Washington (previously Amerigroup Washington) (WLP) was administered in 2021 (not 2022) as yearly surveys were not yet contractually required by the HCA.

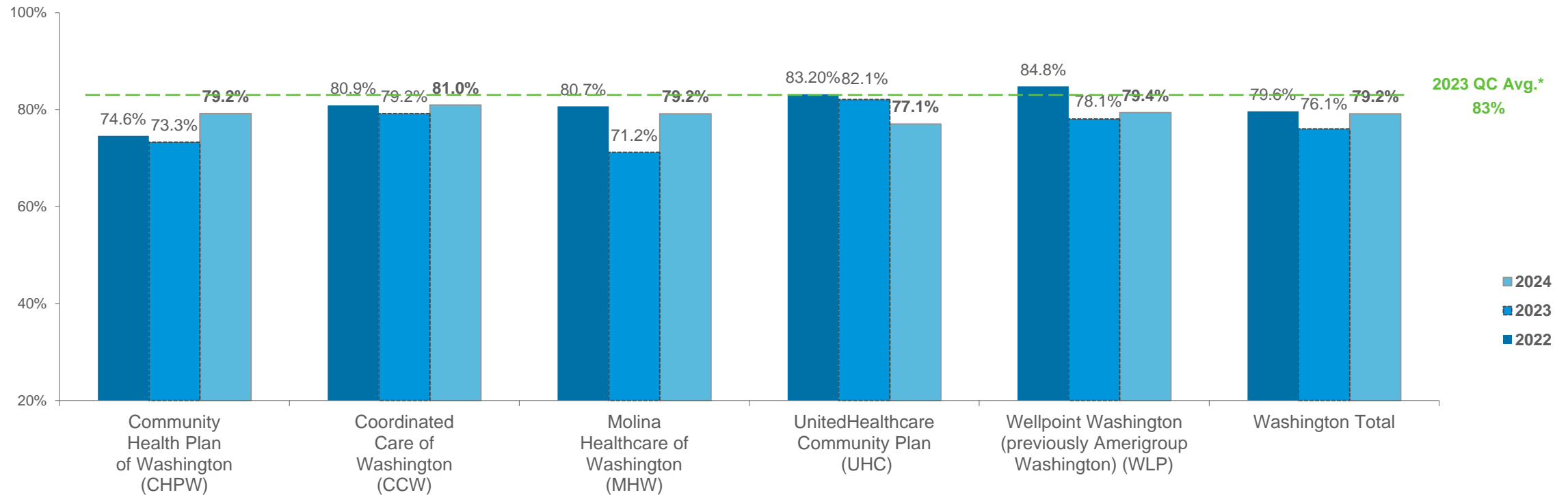
* QC Avg.: "National Average of all plans submitting to NCQA published in the fall of that reporting year. Used to gauge individual plan performance."

COMPOSITES

GETTING NEEDED CARE

Getting Needed Care Composite Score

% Always or Usually



^The survey for Wellpoint Washington (previously Amerigroup Washington) (WLP) was administered in 2021 (not 2022) as yearly surveys were not yet contractually required by the HCA.

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

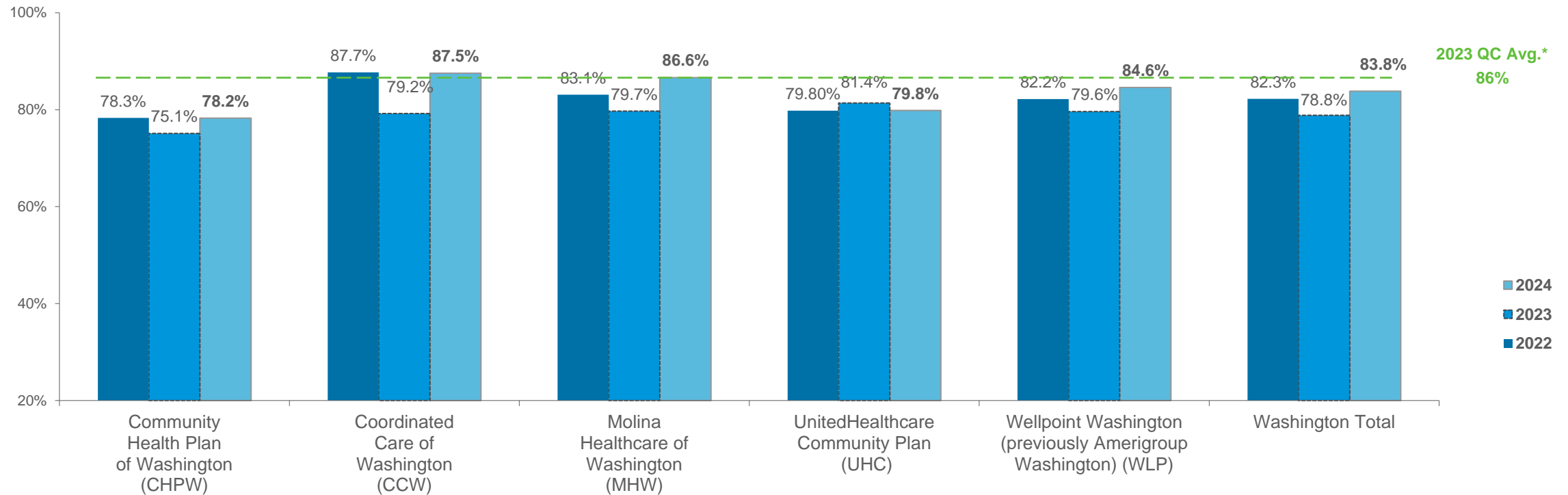
10. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?

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?

GETTING CARE QUICKLY

Getting Care Quickly Composite Score

% Always or Usually

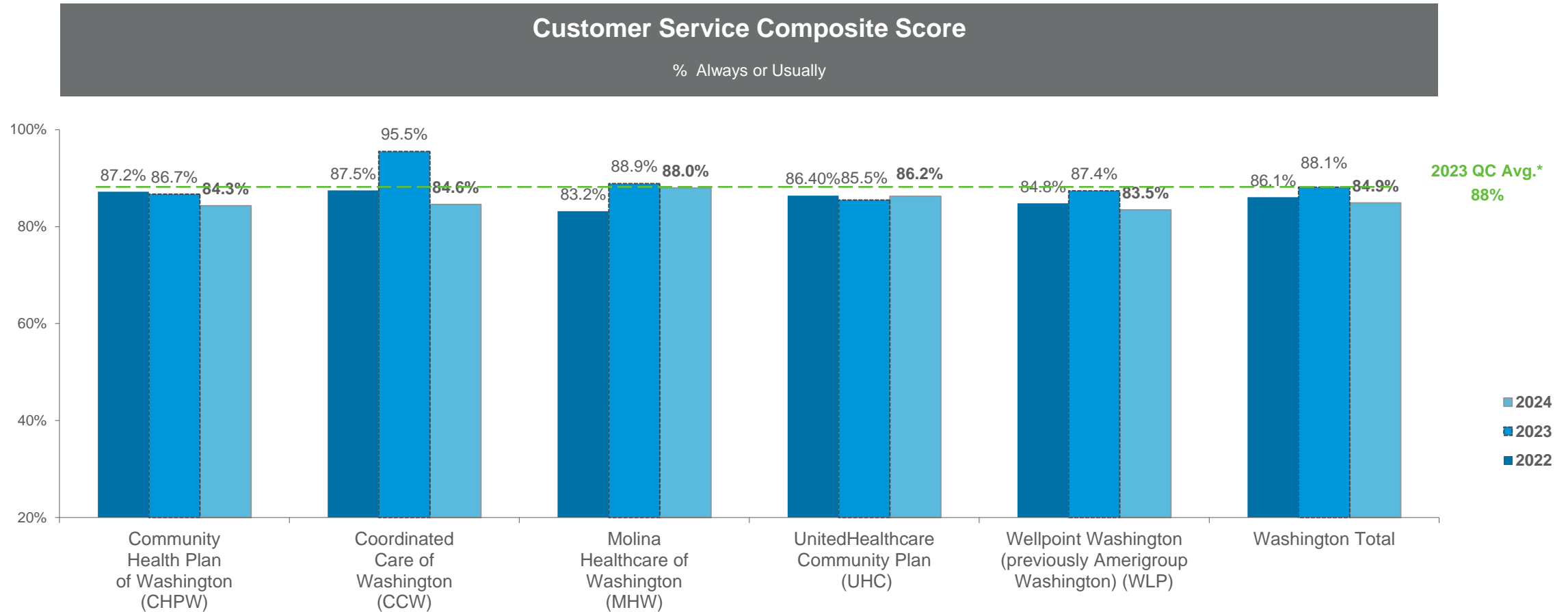


^The survey for Wellpoint Washington (previously Amerigroup Washington) (WLP) was administered in 2021 (not 2022) as yearly surveys were not yet contractually required by the HCA.

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

- 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?
- 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?

CUSTOMER SERVICE



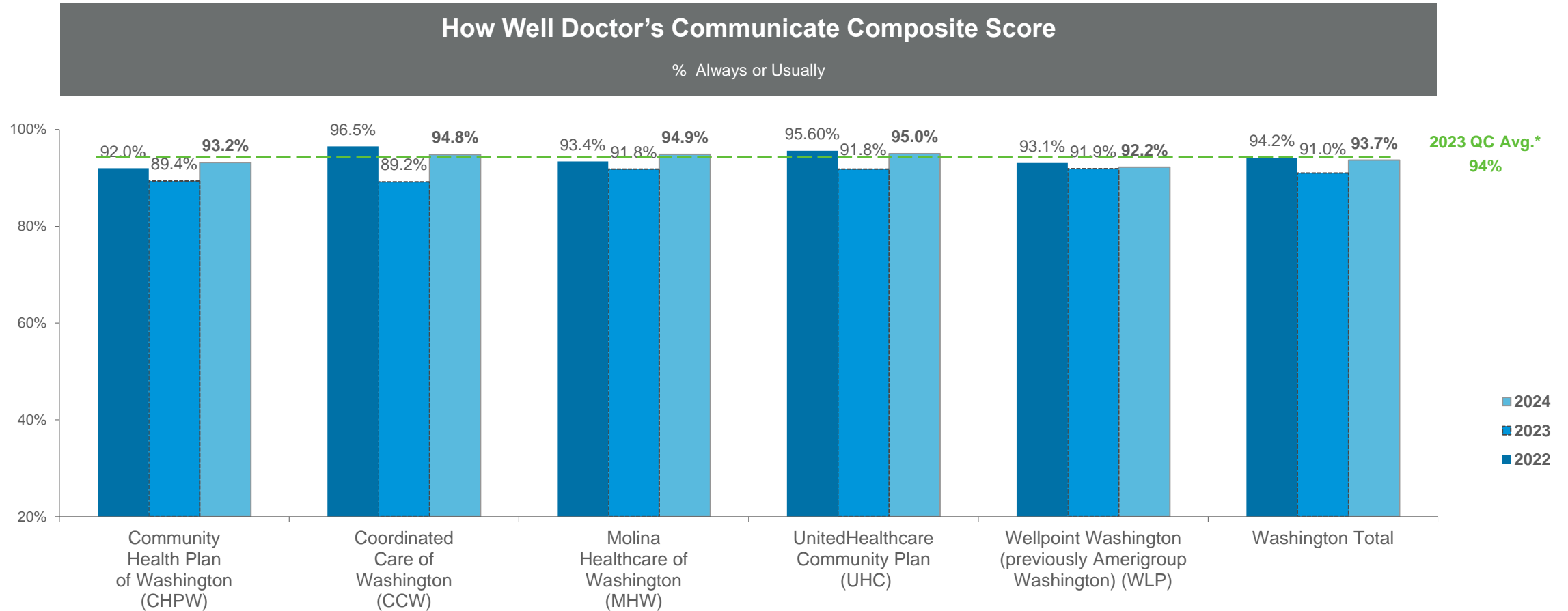
^The survey for Wellpoint Washington (previously Amerigroup Washington) (WLP) was administered in 2021 (not 2022) as yearly surveys were not yet contractually required by the HCA.

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

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?

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

How Well Doctors Communicate



^The survey for Wellpoint Washington (previously Amerigroup Washington) (WLP) was administered in 2021 (not 2022) as yearly surveys were not yet contractually required by the HCA.

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

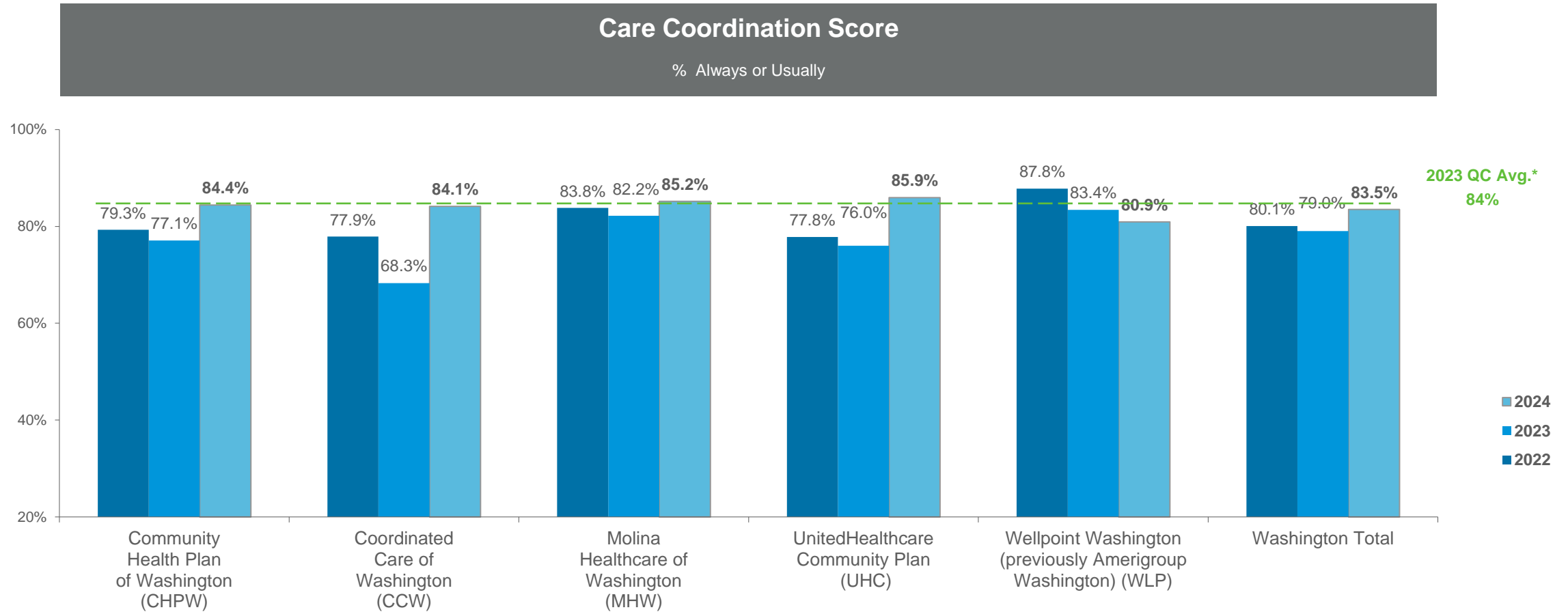
27. In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?

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

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

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

CARE COORDINATION



^The survey for Wellpoint Washington (previously Amerigroup Washington) (WLP) was administered in 2021 (not 2022) as yearly surveys were not yet contractually required by the HCA.

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

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

MEDICAID CHILD: GENERAL POPULATION

	2023	2024	2024 Num.	2024 Den.	2023 QC Avg.	Regional
Rating of Health Plan (Q49) (% 8, 9 or 10)	84.3%	84.6%	1670	1974	86.2% ▼	83.4%
Rating of Health Care (Q9) (% 8, 9 or 10)	82.5%	84.8%	980	1155	86.2%	84.8%
Rating of Personal Doctor (Q36) (% 8, 9 or 10)	87.5%	89.2%	1172	1574	89.3%	89.0%
Rating of Specialist (Q43) (% 8, 9 or 10)	84.9%	84.6%	269	318	85.6%	82.6%
Customer Service (% Always or Usually)	88.1%	84.9%	---	555	87.6%	86.5%
Q45. CS provided needed information or help	81.3%	77.8%	434	558	81.8% ▼	80.5%
Q46. CS treated member with courtesy and respect	95.0%	92.0%	508	552	93.5%	92.5%
Getting Needed Care (% Always or Usually)	76.1%	79.2%	---	759	82.7% ▼	77.7%
Q10. Ease of getting care, tests or treatment	82.8%	85.7%	508	1158	88.2% ▼	85.1%
Q41. Got appointment with specialist as soon as needed	69.3%	72.7%	261	359	78.1% ▼	70.2%
Getting Care Quickly (% Always or Usually)	78.8%	83.8% ↑	---	811	85.5%	83.2%
Q4. Got urgent care as soon as needed	84.6%	90.2% ↑	416	461	89.6%	90.2%
Q6. Got check-up or routine appointment as soon as needed	73.0%	77.4% ↑	898	1160	81.7% ▼	76.2%
How Well Doctors Communicate (% Always or Usually)	91.0%	93.7% ↑	---	1062	93.6%	94.5%
Q27. Personal doctor explained things	91.2%	93.8% ↑	998	1064	93.9%	94.5%
Q28. Personal doctor listened carefully	92.2%	95.7% ↑	1018	1064	95.1%	96.6%
Q29. Personal doctor showed respect	94.3%	97.5% ↑	1037	1064	96.5% ▲	97.5%
Q32. Personal doctor spent enough time	86.3%	87.7%	927	1057	89.1%	89.3%
Coordination of Care (Q35) (% Always or Usually)	79.0%	83.5%	405	485	83.8%	84.3%

Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓) or benchmark score (▲/▼).

KEY MEASURES – SUMMARY RATES

MEDICAID CHILD: CCC POPULATION

	2023	2024	2024 Num.	2024 Den.	2023 QC Avg.	
Rating of Health Plan (Q49) (% 8, 9 or 10)	83.8%	79.8%	924	1158	82.7%	▼
Rating of Health Care (Q9) (% 8, 9 or 10)	82.2%	82.4%	719	873	83.3%	
Rating of Personal Doctor (Q36) (% 8, 9 or 10)	88.1%	86.9%	737	1024	88.0%	
Rating of Specialist (Q43) (% 8, 9 or 10)	83.0%	84.2%	383	455	86.4%	
Customer Service (% Always or Usually)	87.1%	85.9%	---	363	89.6%	▼
Q45. CS provided needed information or help	80.0%	80.2%	291	363	83.6%	
Q46. CS treated member with courtesy and respect	94.2%	91.7%	332	362	95.5%	▼
Getting Needed Care (% Always or Usually)	75.7%	77.9%	---	687	84.6%	▼
Q10. Ease of getting care, tests or treatment	83.4%	85.4%	749	877	88.5%	▼
Q41. Got appointment with specialist as soon as needed	68.1%	70.4%	350	497	81.2%	▼
Getting Care Quickly (% Always or Usually)	79.4%	83.9%	---	651	89.2%	▼
Q4. Got urgent care as soon as needed	84.5%	87.5%	378	432	92.4%	▼
Q6. Got check-up or routine appointment as soon as needed	74.2%	80.3%	699	870	86.2%	▼
How Well Doctors Communicate (% Always or Usually)	91.4%	93.9%	---	827	93.5%	
Q27. Personal doctor explained things	91.4%	94.5%	780	825	94.1%	↑
Q28. Personal doctor listened carefully	92.9%	95.2%	787	827	94.6%	↑
Q29. Personal doctor showed respect	94.6%	97.0%	803	828	95.8%	▲
Q32. Personal doctor spent enough time	86.8%	89.0%	735	826	89.6%	↑
Coordination of Care (Q35) (% Always or Usually)	79.1%	81.9%	412	503	83.6%	

Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓) or benchmark score (▲/▼).

KEY MEASURES – SUMMARY RATES

MEDICAID CHILD: GENERAL POPULATION

	WA TOTAL		CHPW (B)		CCW (C)		MHW (D)		UHC (E)		WLP (A)	
Rating of Health Plan (Q49) (% 8, 9 or 10)	1974	84.6%	389	85.3%	211	86.7%	431	84.0%	247	81.8%	696	84.9%
Rating of Health Care (Q9) (% 8, 9 or 10)	1155	84.8%	210	83.8%	141	90.1%	268	85.1%	147	83.0%	389	84.1%
Rating of Personal Doctor (Q36) (% 8, 9 or 10)	1574	89.2%	300	88.3%	179	90.5%	348	90.2%	201	88.1%	546	89.0%
Rating of Specialist (Q43) (% 8, 9 or 10)	318	84.6%	62	80.6%	45	82.2%	82	85.4%	36	83.3%	93	88.2%
Customer Service (% Always or Usually)	555	84.9%	118	84.3%	62	84.6%	99	88.0%	66	86.2%	211	83.5%
Q45. CS provided needed information or help	558	77.8%	118	75.4%	62	77.4%	101	83.2%	65	84.6%	212	74.5%
Q46. CS treated member with courtesy and respect	552	92.0%	118	93.2%	61	91.8%	97	92.8%	66	87.9%	210	92.4%
Getting Needed Care (% Always or Usually)	759	79.2%	141	79.2%	96	81.0%	181	79.2%	96	77.1%	246	79.4%
Q10. Ease of getting care, tests or treatment	1158	85.7%	213	84.5%	141	87.9%	269	87.7%	147	83.7%	388	84.8%
Q41. Got appointment with specialist as soon as needed	359	72.7%	69	73.9%	50	74.0%	92	70.7%	44	70.5%	104	74.0%
Getting Care Quickly (% Always or Usually)	811	83.8%	141	78.2%	99	87.5% B	192	86.6% B	102	79.8%	278	84.6% B
Q4. Got urgent care as soon as needed	461	90.2%	63	85.7%	62	93.5%	122	95.1% E	61	83.6%	153	89.5%
Q6. Got check-up or routine appointment as soon as needed	1160	77.4%	219	70.8%	135	81.5% B	261	78.2%	142	76.1%	403	79.7% B
How Well Doctors Communicate (% Always or Usually)	1062	93.7%	194	93.2%	126	94.8%	236	94.9%	131	95.0%	375	92.2%
Q27. Personal doctor explained things	1064	93.8%	195	92.8%	126	93.7%	237	94.9%	131	96.9% A	375	92.5%
Q28. Personal doctor listened carefully	1064	95.7%	194	95.9%	126	97.6% A	237	96.6%	131	98.5%	376	93.4%
Q29. Personal doctor showed respect	1064	97.5%	194	96.9%	126	98.4%	236	97.9%	131	96.2%	377	97.6%
Q32. Personal doctor spent enough time	1057	87.7%	194	87.1%	126	89.7%	234	90.2%	131	88.5%	372	85.5%
Coordination of Care (Q35) (% Always or Usually)	485	83.5%	77	84.4%	63	84.1%	108	85.2%	64	85.9%	173	80.9%

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

KEY MEASURES – SUMMARY RATES

MEDICAID CHILD: CCC POPULATION

	WA TOTAL		CHPW (B)		CCW (C)		MHW (D)		UHC (E)		WLP (A)	
Rating of Health Plan (Q49) (% 8, 9 or 10)	1158	79.8%	280	83.6%	187	79.7%	211	78.2%	193	79.8%	287	77.4%
Rating of Health Care (Q9) (% 8, 9 or 10)	873	82.4%	214	83.2%	144	87.5%	163	81.0%	142	82.4%	210	79.0%
Rating of Personal Doctor (Q36) (% 8, 9 or 10)	1024	86.9%	248	87.9%	163	90.2%	187	83.4%	177	88.7%	249	85.1%
Rating of Specialist (Q43) (% 8, 9 or 10)	455	84.2%	109	88.1%	74	83.8%	87	82.8%	82	86.6%	103	79.6%
Customer Service (% Always or Usually)	363	85.9%	104	87.4%	59	83.9%	52	87.4%	64	88.2%	85	82.9%
Q45. CS provided needed information or help	363	80.2%	103	83.5%	59	79.7%	52	80.8%	64	81.3%	85	75.3%
Q46. CS treated member with courtesy and respect	362	91.7%	104	91.3%	59	88.1%	51	94.1%	63	95.2%	85	90.6%
Getting Needed Care (% Always or Usually)	687	77.9%	165	81.6%	112	81.8%	130	75.3%	117	76.1%	164	75.2%
Q10. Ease of getting care, tests or treatment	877	85.4%	216	86.1%	145	89.0%	162	83.3%	142	85.9%	212	83.5%
Q41. Got appointment with specialist as soon as needed	497	70.4%	113	77.0%	79	74.7%	98	67.3%	92	66.3%	115	67.0%
Getting Care Quickly (% Always or Usually)	651	83.9%	162	80.1%	106	89.1%	118	81.6%	109	83.5%	157	86.6%
Q4. Got urgent care as soon as needed	432	87.5%	108	86.1%	74	91.9%	72	87.5%	74	83.8%	104	88.5%
Q6. Got check-up or routine appointment as soon as needed	870	80.3%	216	74.1%	138	86.2%	164	75.6%	143	83.2%	209	84.7%
How Well Doctors Communicate (% Always or Usually)	827	93.9%	206	92.3%	131	94.8%	147	94.5%	145	94.1%	199	94.3%
Q27. Personal doctor explained things	825	94.5%	205	91.7%	131	96.2%	146	94.5%	145	95.9%	198	95.5%
Q28. Personal doctor listened carefully	827	95.2%	206	93.7%	130	96.9%	147	95.2%	145	96.6%	199	94.5%
Q29. Personal doctor showed respect	828	97.0%	206	96.6%	131	96.9%	147	96.6%	145	96.6%	199	98.0%
Q32. Personal doctor spent enough time	826	89.0%	205	87.3%	131	89.3%	147	91.8%	145	87.6%	198	89.4%
Coordination of Care (Q35) (% Always or Usually)	503	81.9%	131	82.4%	90	77.8%	82	80.5%	89	82.0%	111	85.6%

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

STATE SPECIFIC QUESTIONS

MEDICAID CHILD: GENERAL POPULATION

	WA TOTAL	CHPW (B)	CCW (C)	MHW (D)	UHC (E)	WLP (A)
Personal Doctor asked about Mental or Emotional Health (% Yes)	34.3%	31.6%	37.5%	37.6%	32.9%	33.2%
Received Mental Health Care (% Yes)	9.2%	8.3%	11.5%	8.8%	8.1%	9.5%
Received All Mental Health Care Needed (% Yes)	58.6%	83.9%	40.2%	74.3%	73.7%	85.9%
Involved in Mental Health Care as much as wanted (% Always or Usually)	52.3%	74.1%	40.3%	34.6%	78.9%	86.4%
Needed Treatment or Counseling for personal or family problem (% Yes)	9.1%	54.8%	10.2%	9.4%	9.0%	6.4%
Easy to Receive Treatment or Counseling (% Always or Usually)	64.2%	70.0%	71.4%	60.5%	60.0%	61.9%
Rating of Treatment or Counseling (% 9,10)	43.2%	50.0%	47.4%	35.9%	36.8%	46.2%

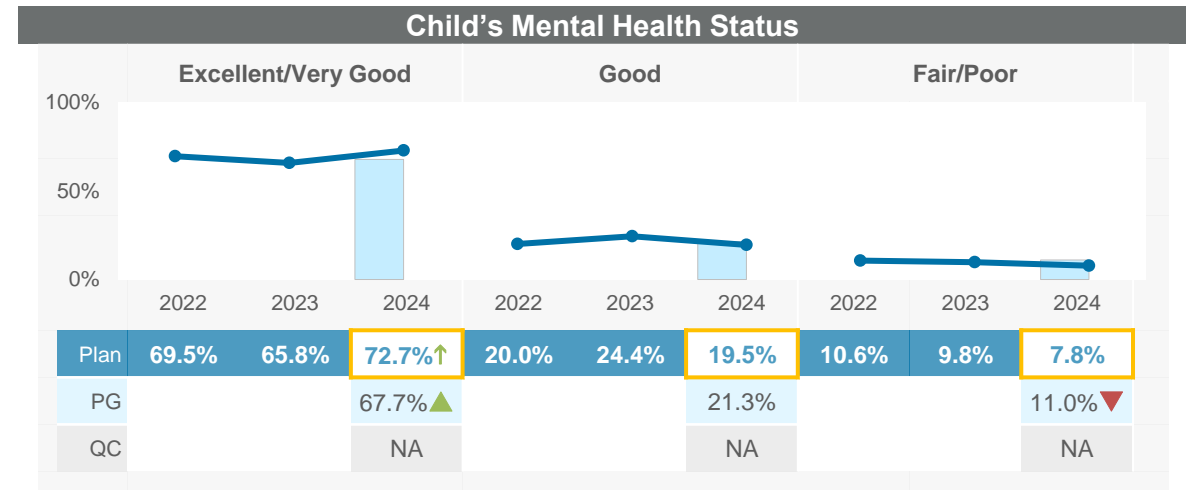
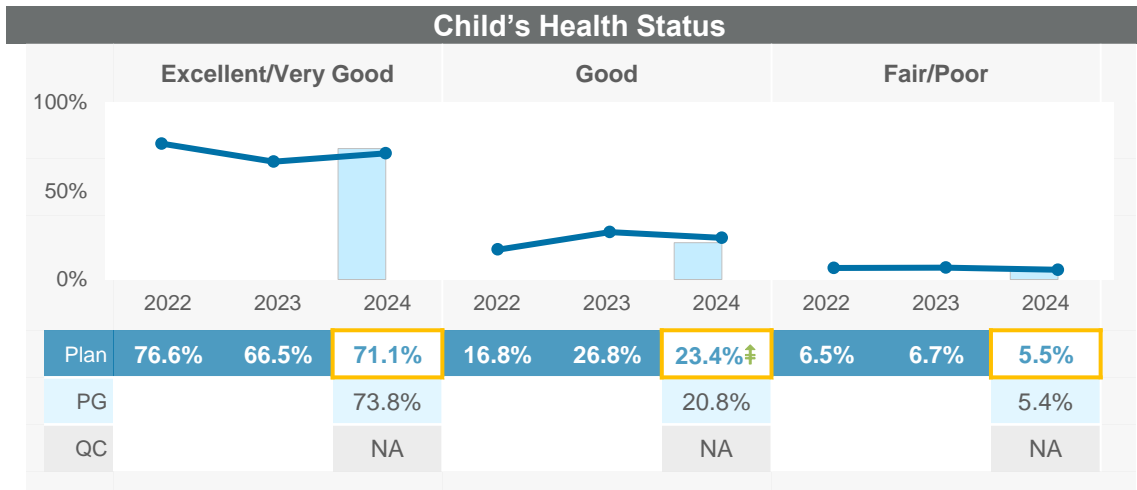
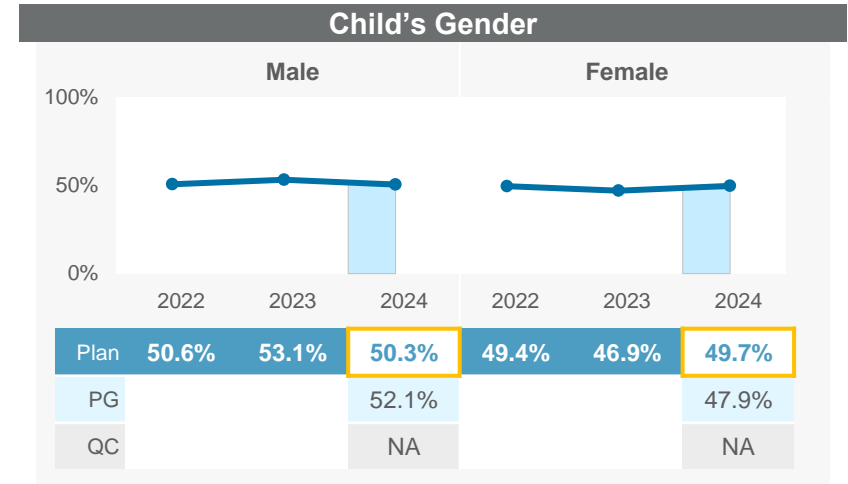
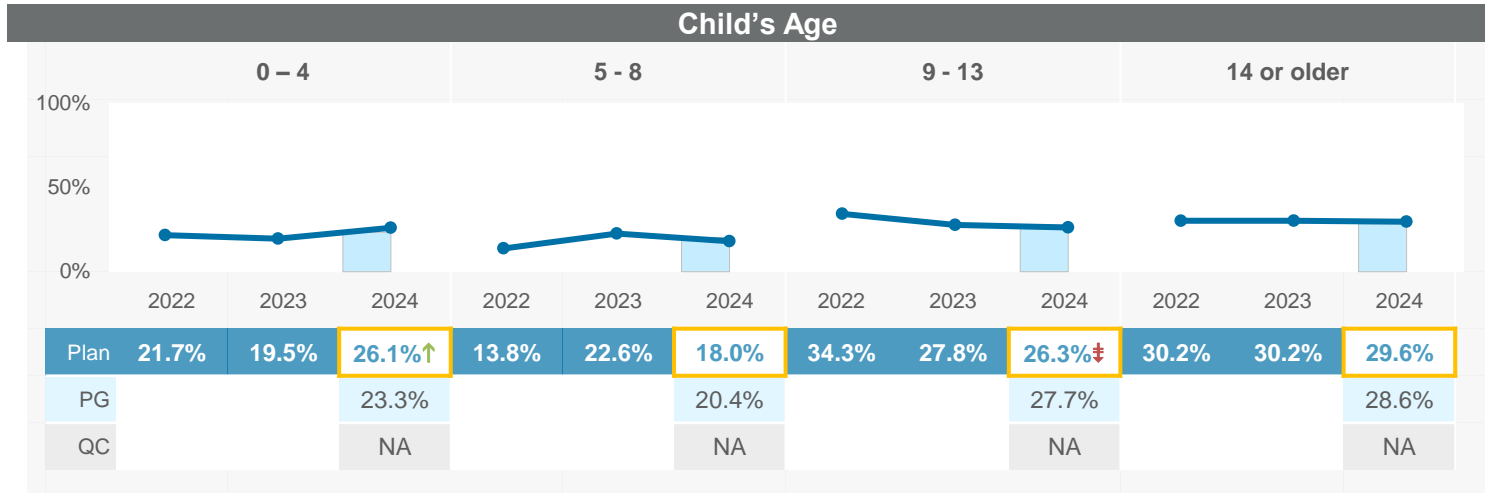
STATE SPECIFIC QUESTIONS

MEDICAID CHILD: CCC POPULATION

	WA TOTAL	CHPW (B)	CCW (C)	MHW (D)	UHC (E)	WLP (A)
Personal Doctor asked about Mental or Emotional Health (% Yes)	53.0%	59.9%	59.3%	57.8%	53.7%	39.9%
Received Mental Health Care (% Yes)	30.7%	33.7%	42.9%	30.2%	31.9%	20.6%
Received All Mental Health Care Needed (% Yes)	68.3%	75.0%	56.8%	77.0%	73.8%	74.2%
Involved in Mental Health Care as much as wanted (% Always or Usually)	73.4%	78.2%	68.5%	68.7%	79.7%	75.4%
Needed Treatment or Counseling for personal or family problem (% Yes)	28.4%	64.1%	33.9%	27.3%	28.6%	15.5%
Easy to Receive Treatment or Counseling (% Always or Usually)	66.3%	75.0%	59.0%	69.6%	49.0%	73.9%
Rating of Treatment or Counseling (% 9,10)	44.1%	56.5%	35.7%	40.0%	49.0%	44.7%

PROFILE OF SURVEY RESPONDENTS

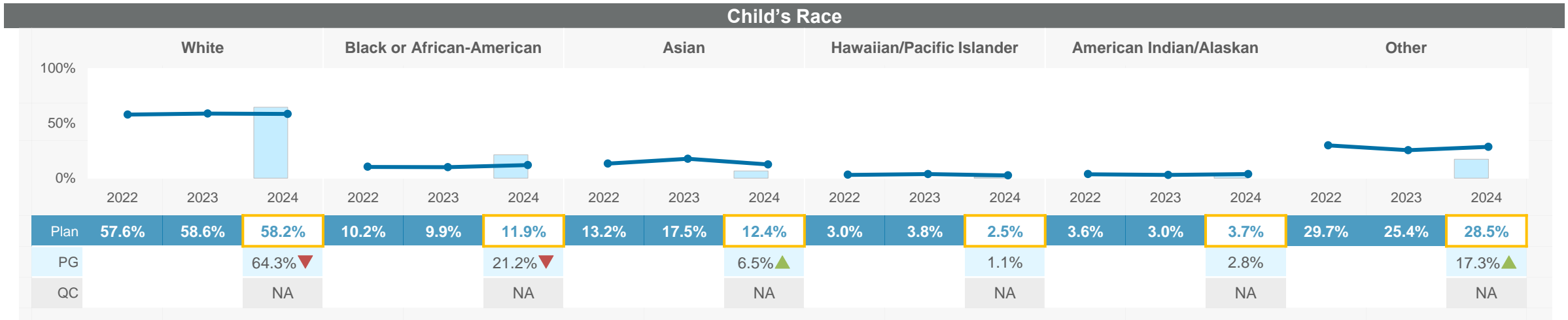
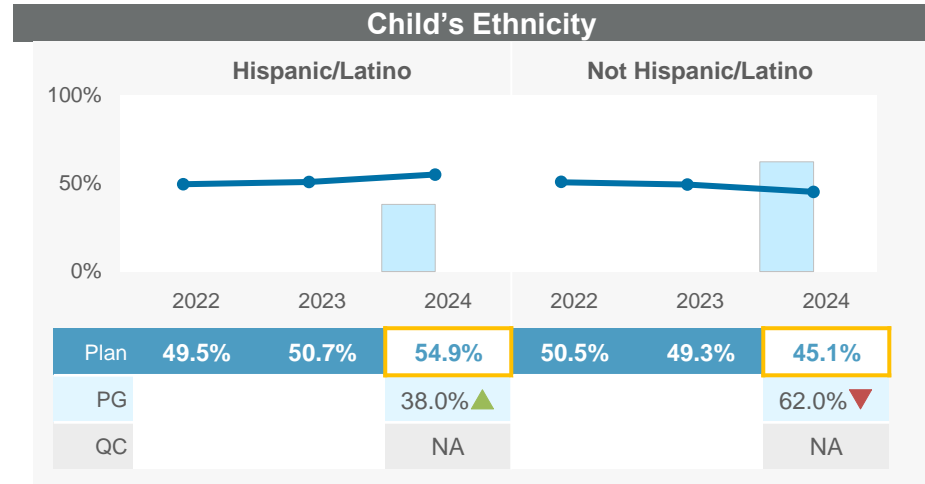
MEDICAID CHILD: GENERAL POPULATION



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

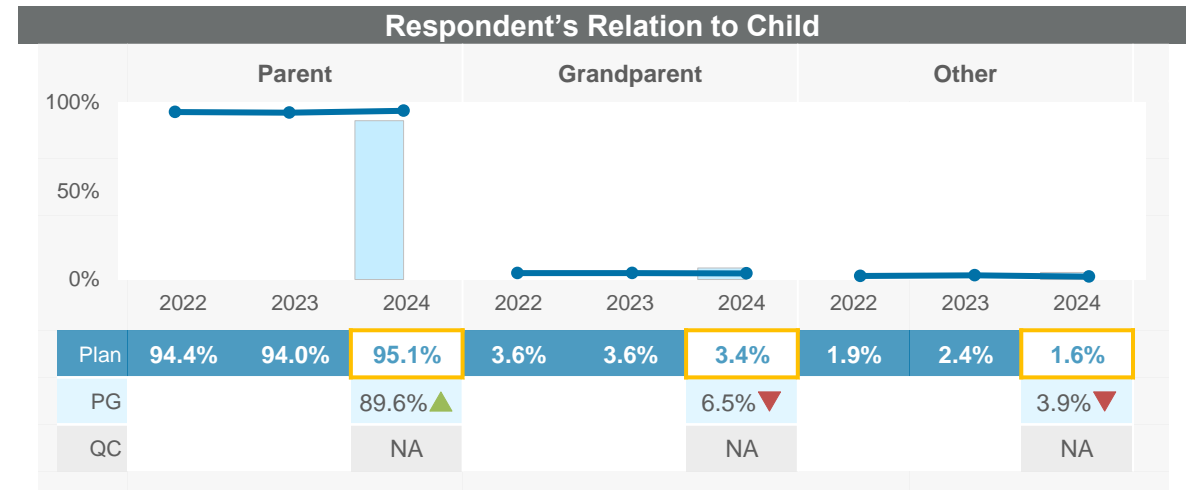
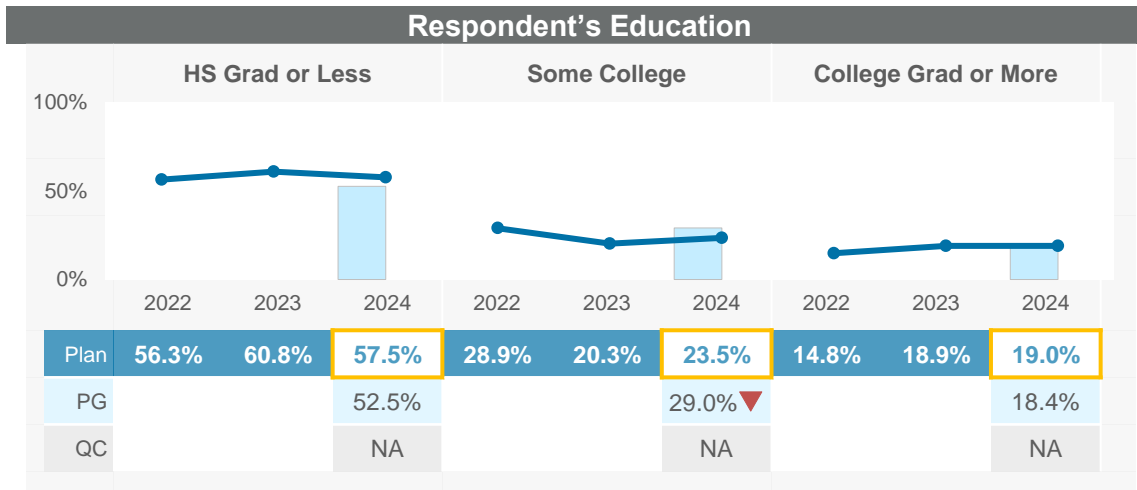
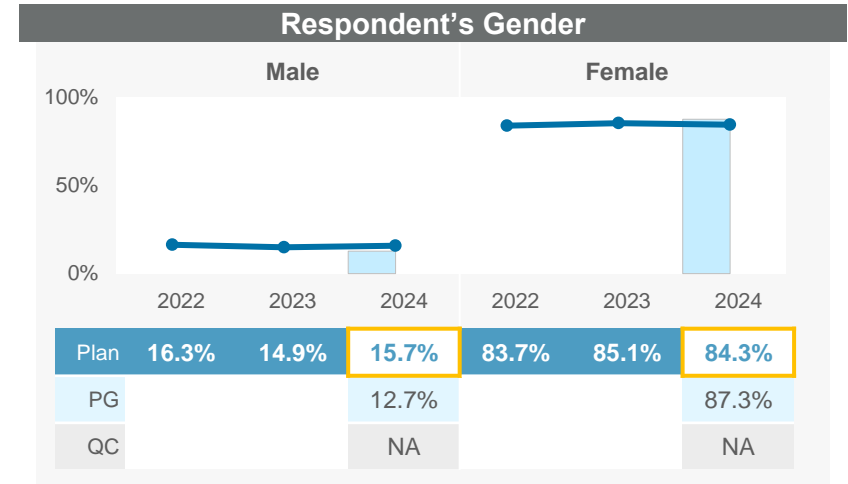
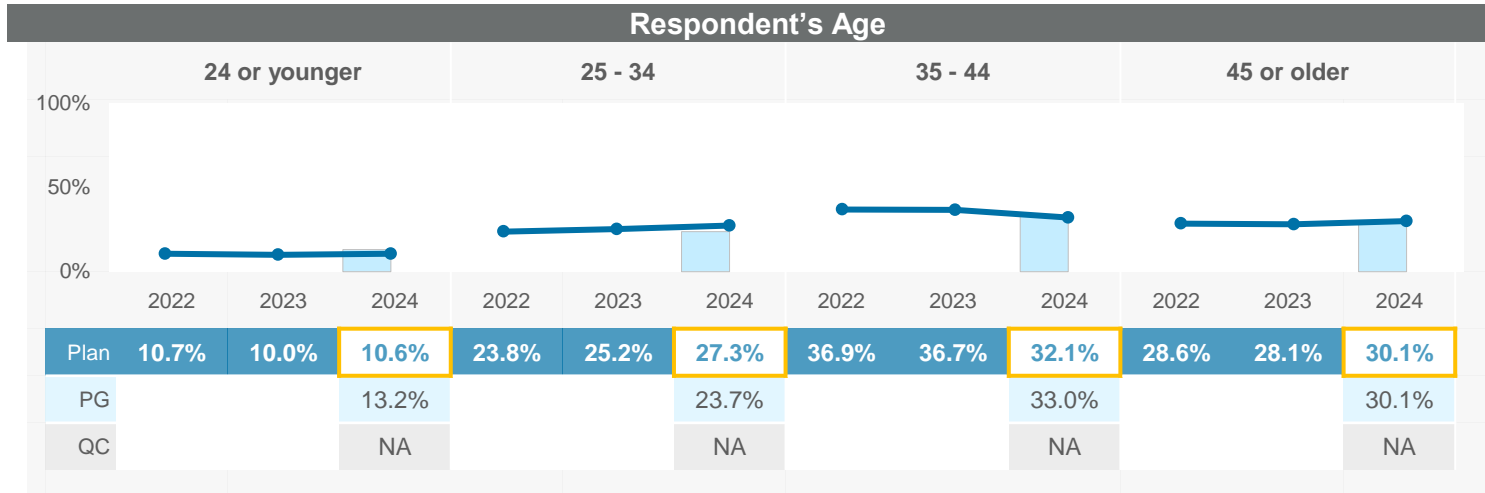
MEDICAID CHILD: GENERAL POPULATION



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PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: GENERAL POPULATION

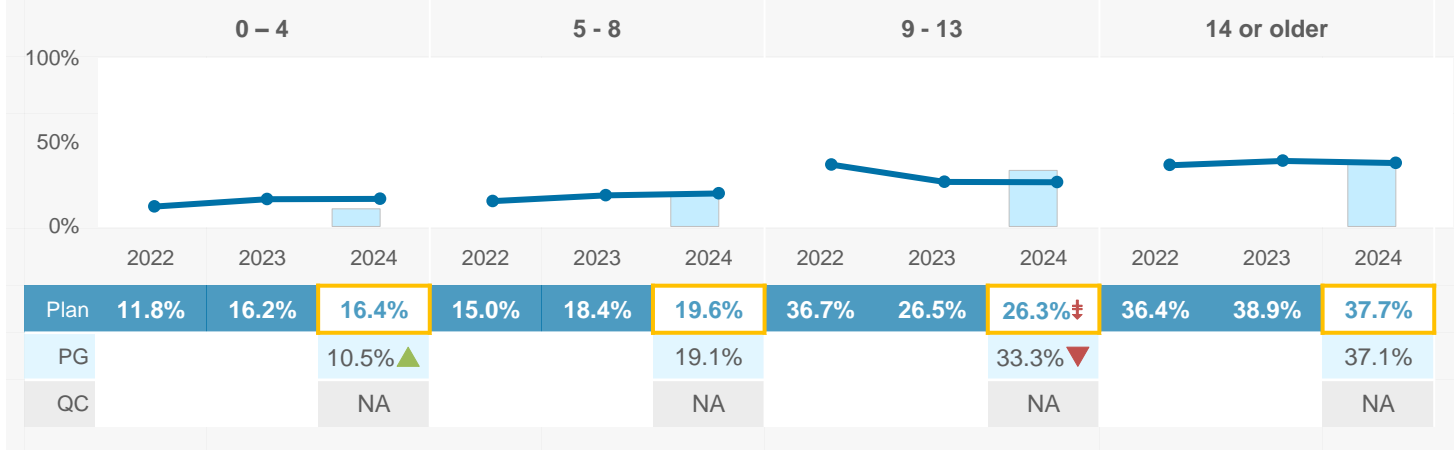


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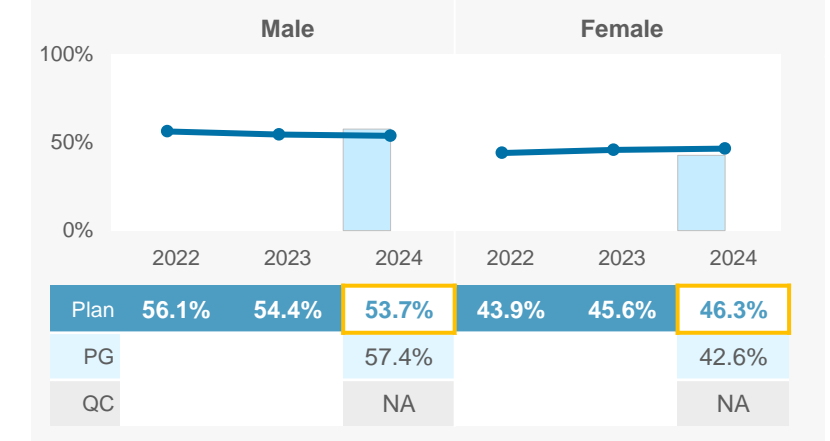
PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: CCC POPULATION

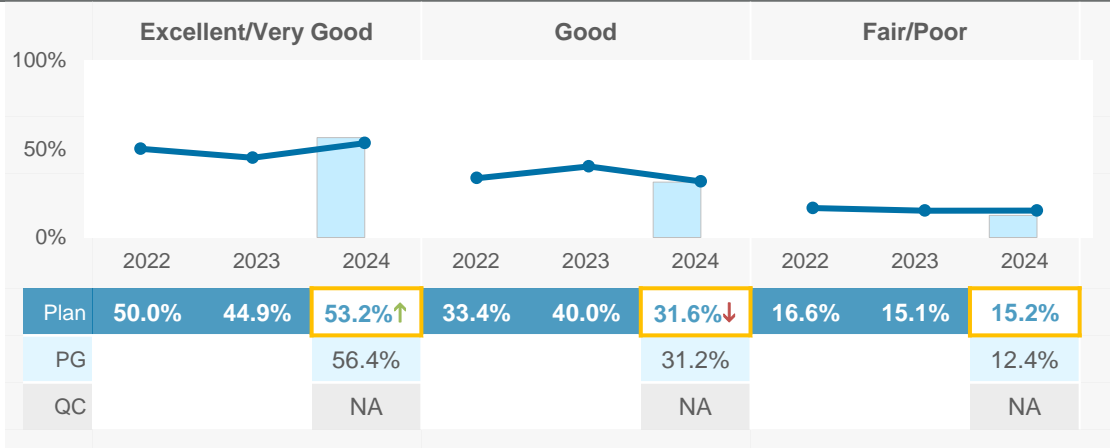
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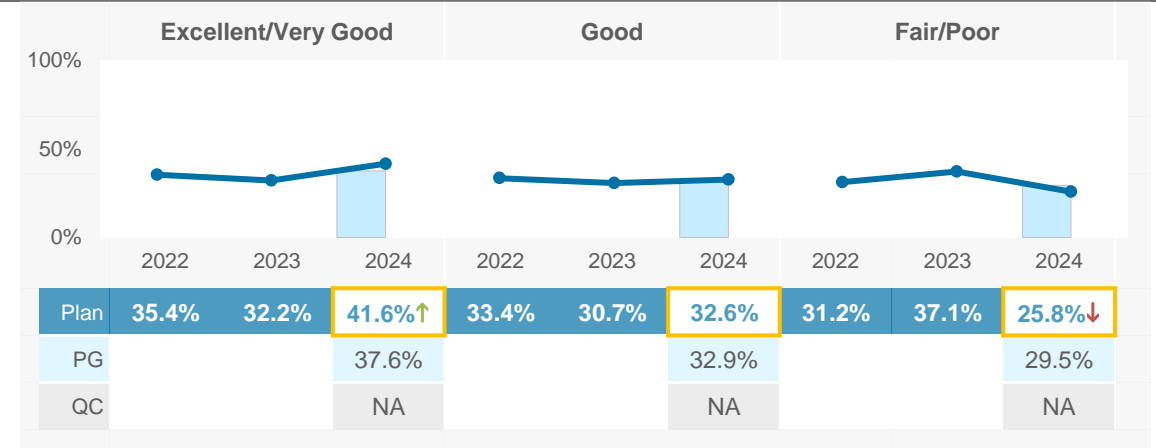
Child's Gender



Child's Health Status



Child's Mental Health Status

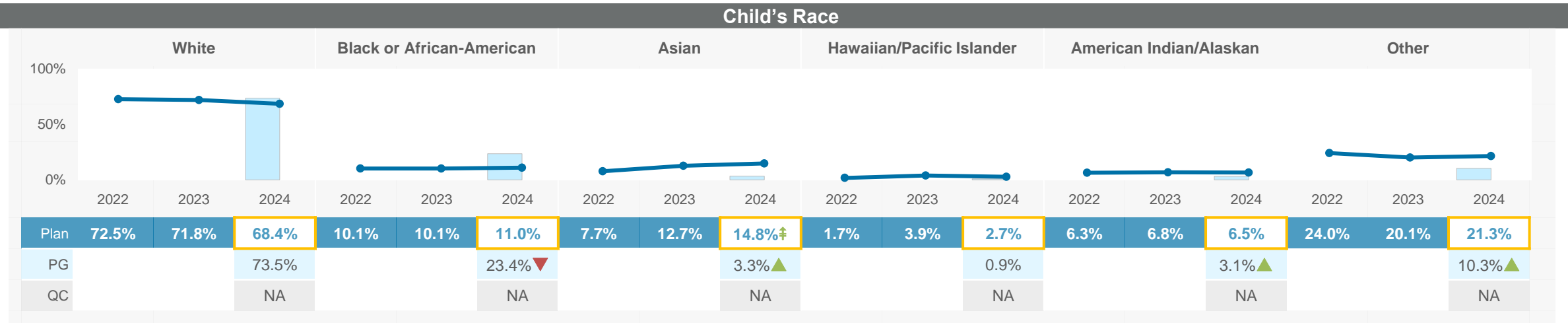
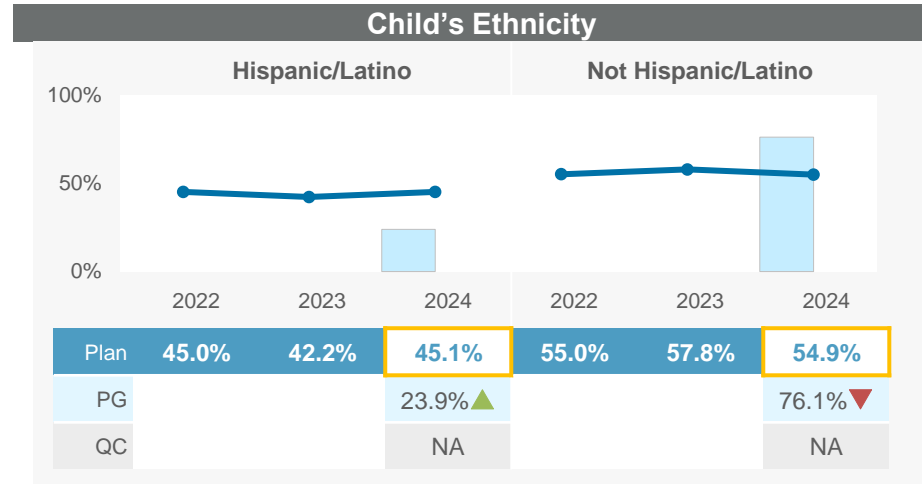


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PROFILE OF SURVEY RESPONDENTS

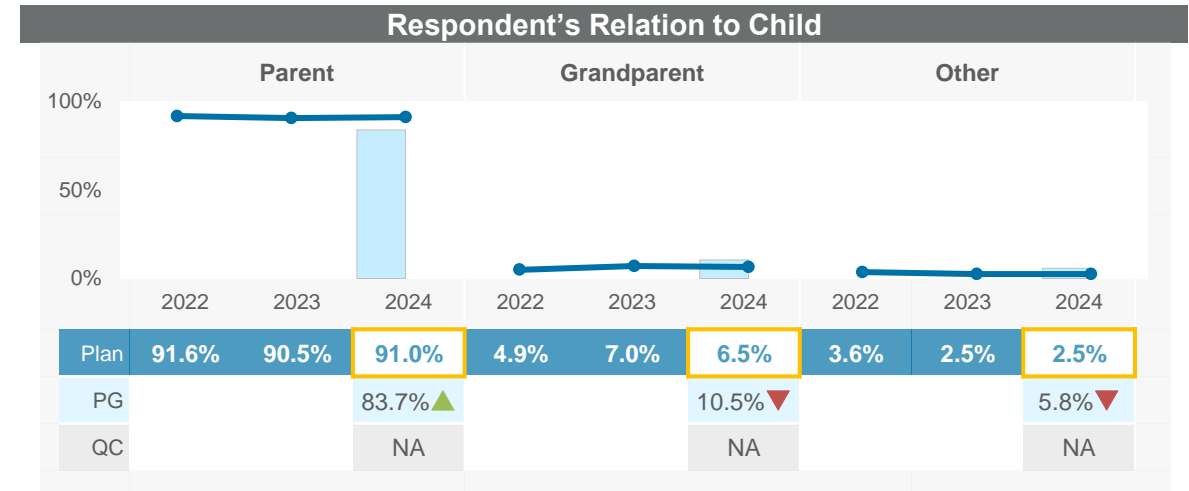
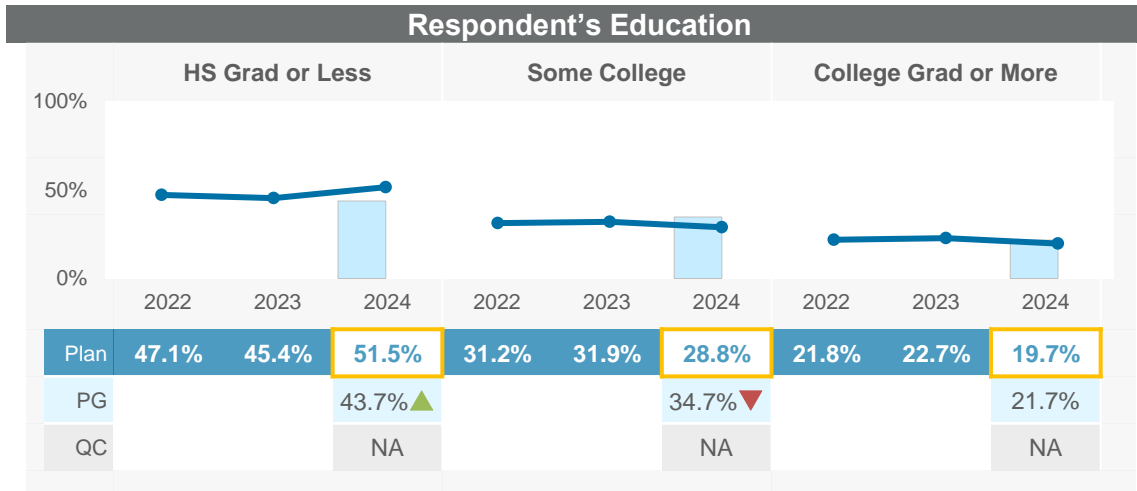
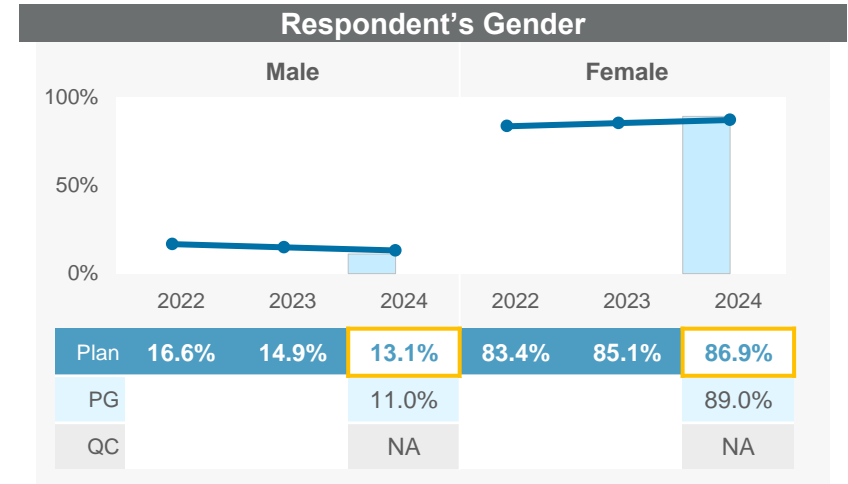
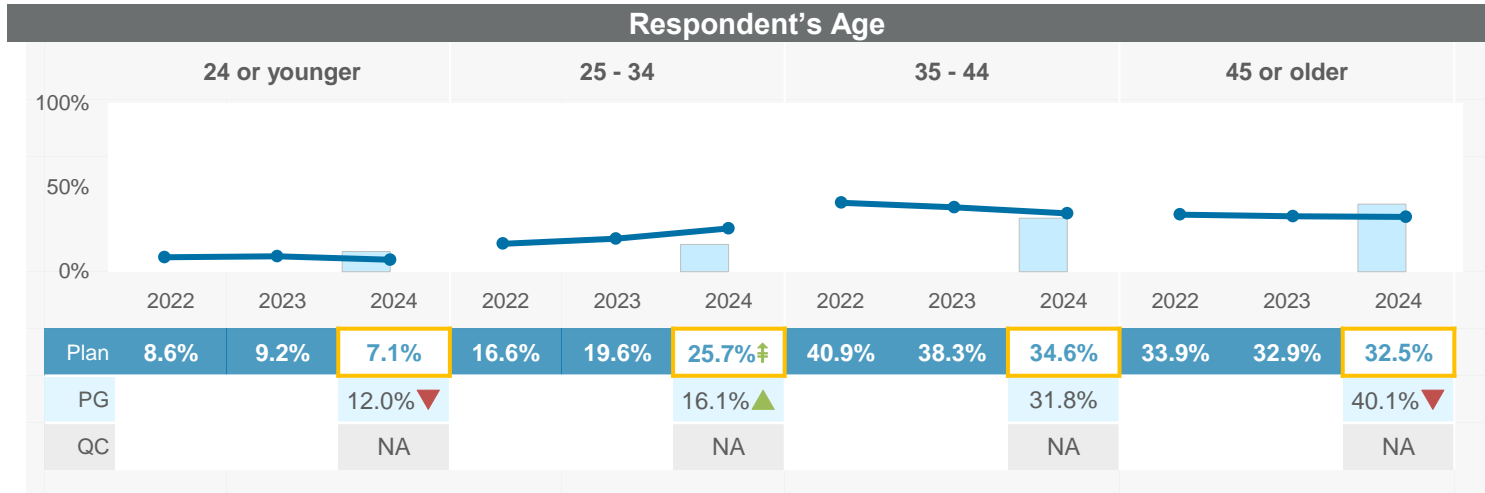
MEDICAID CHILD: CCC POPULATION



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

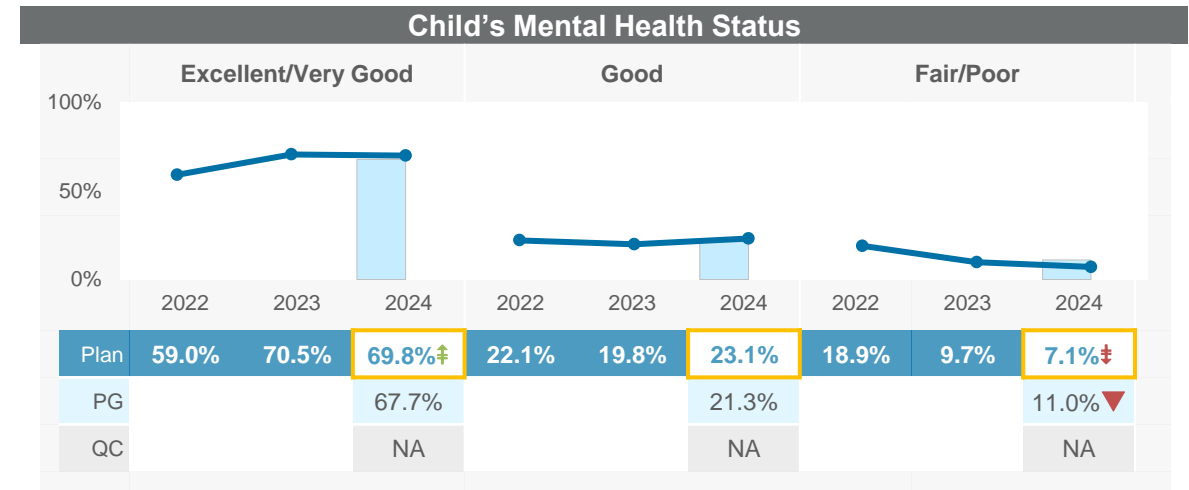
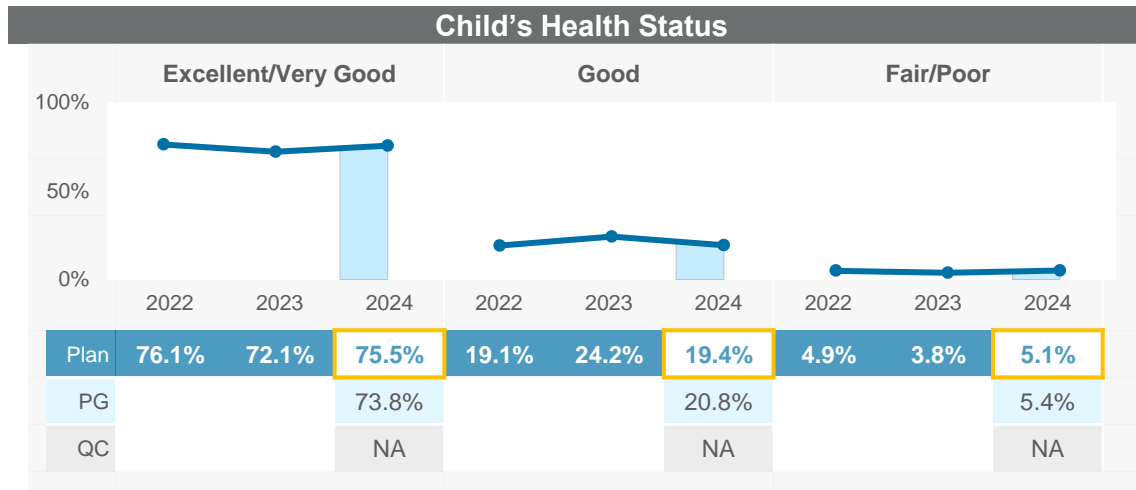
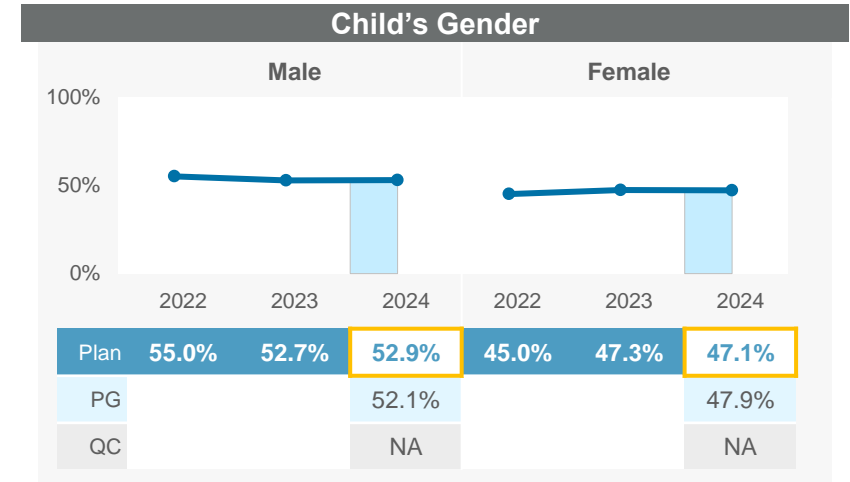
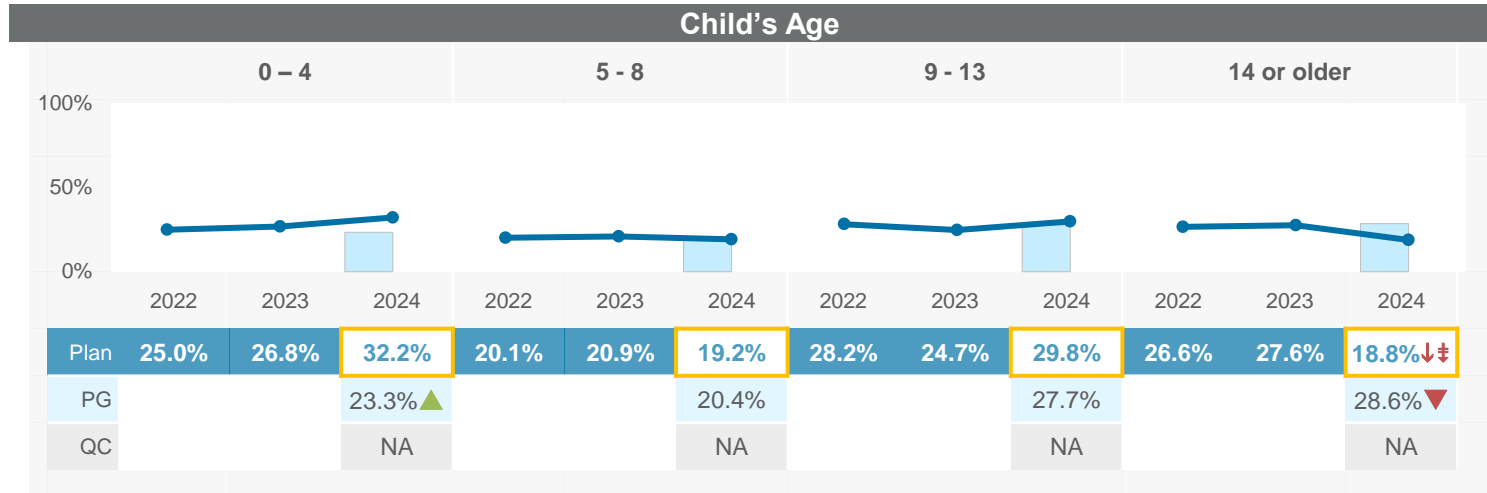
MEDICAID CHILD: CCC POPULATION



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 CHILD: GENERAL POPULATION

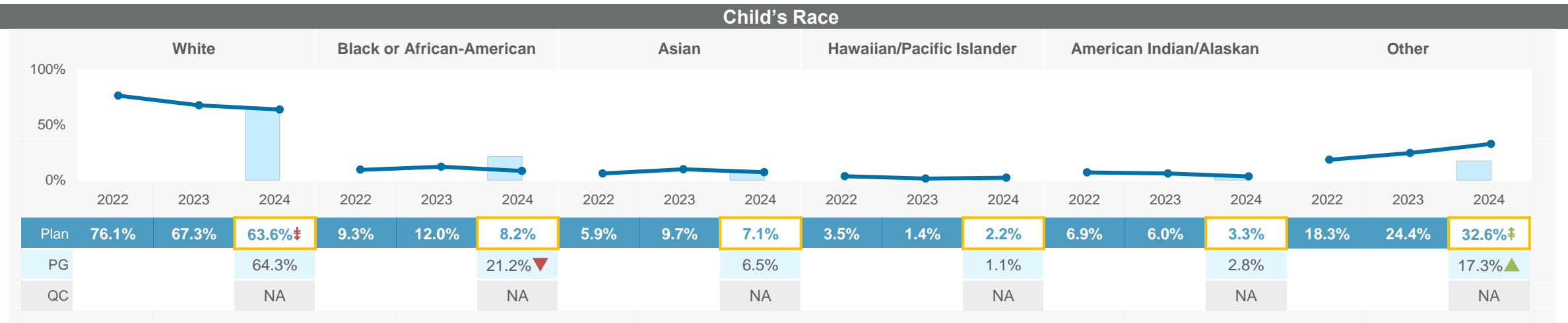
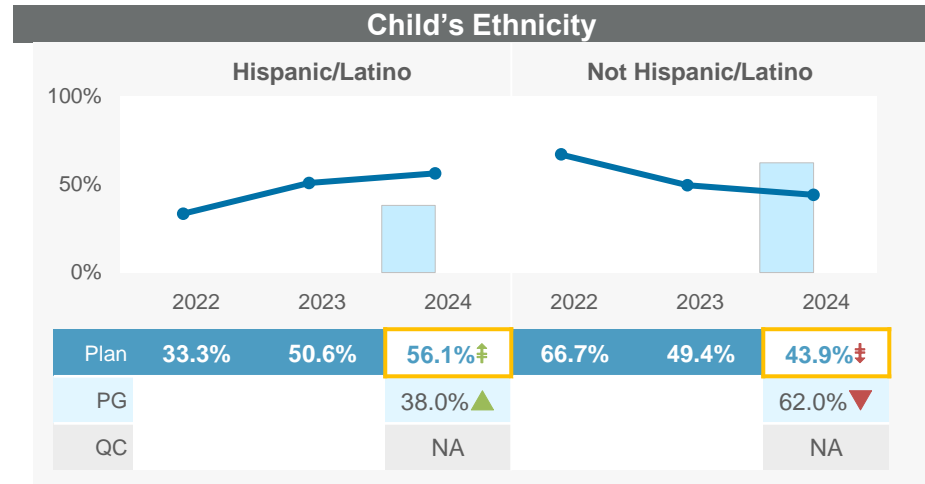


Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (‡/‡) or benchmark score (▲/▼).

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

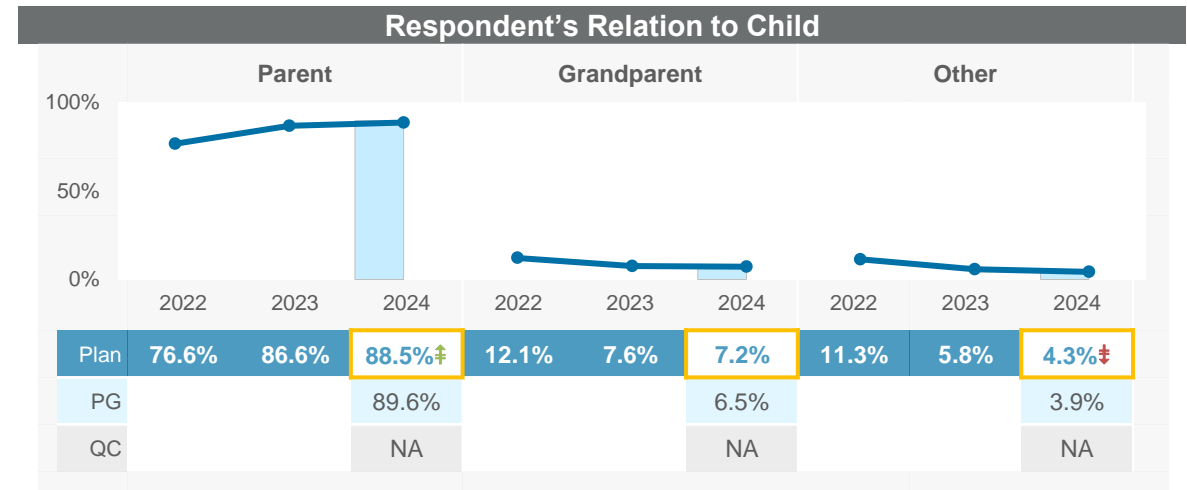
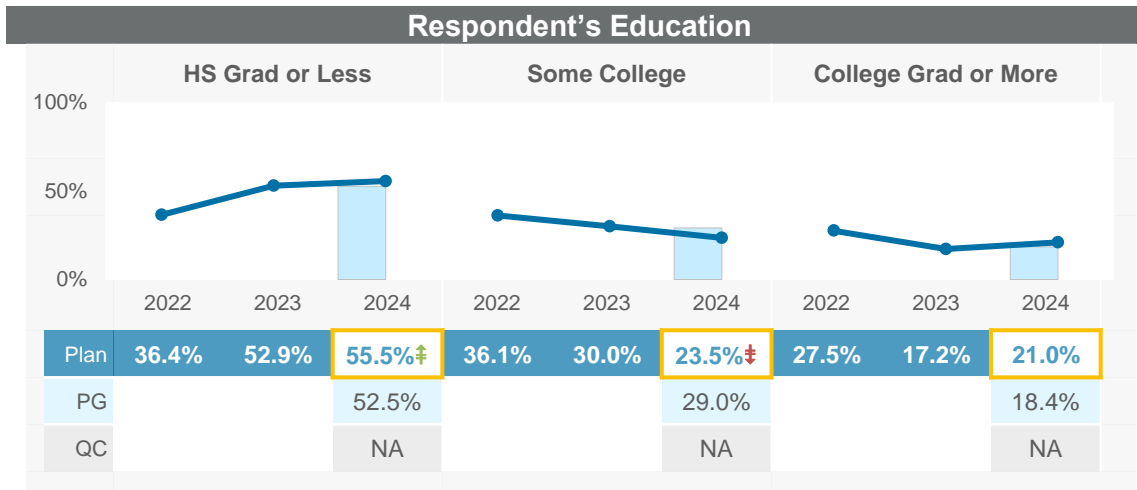
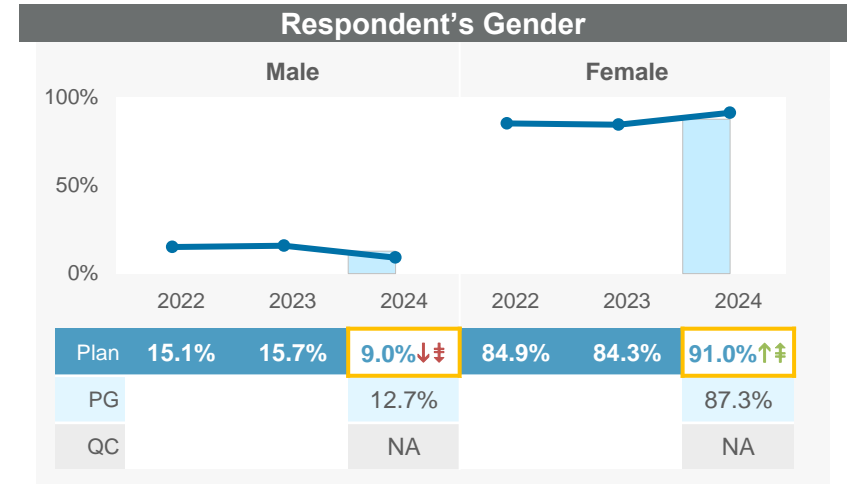
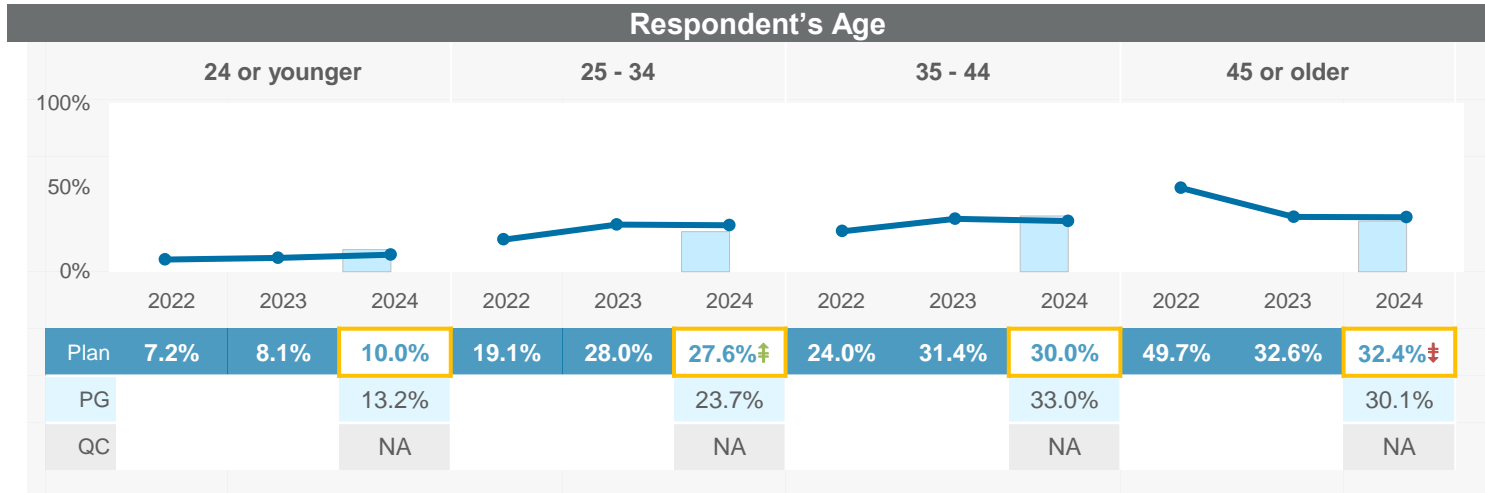
MEDICAID CHILD: GENERAL POPULATION



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

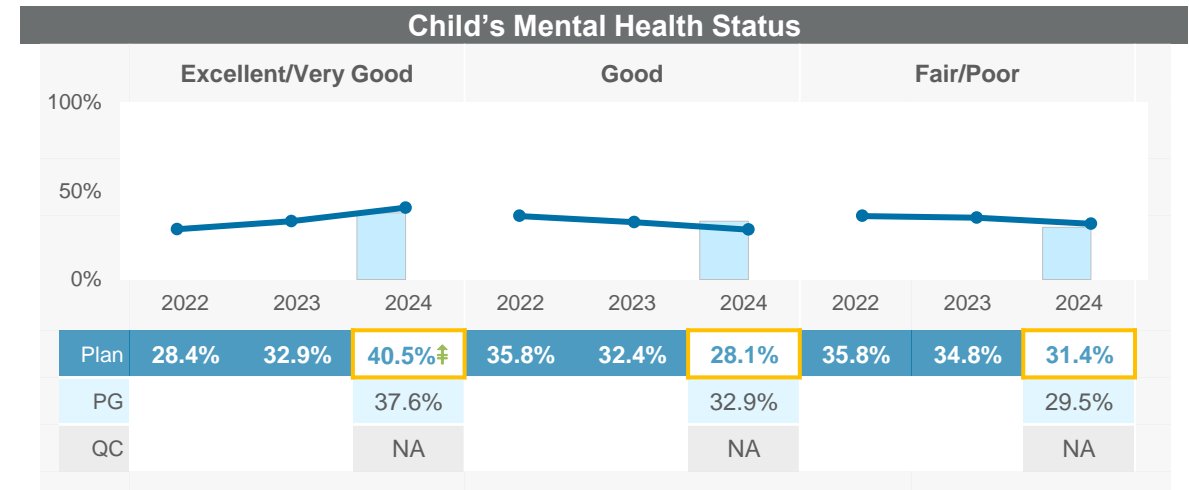
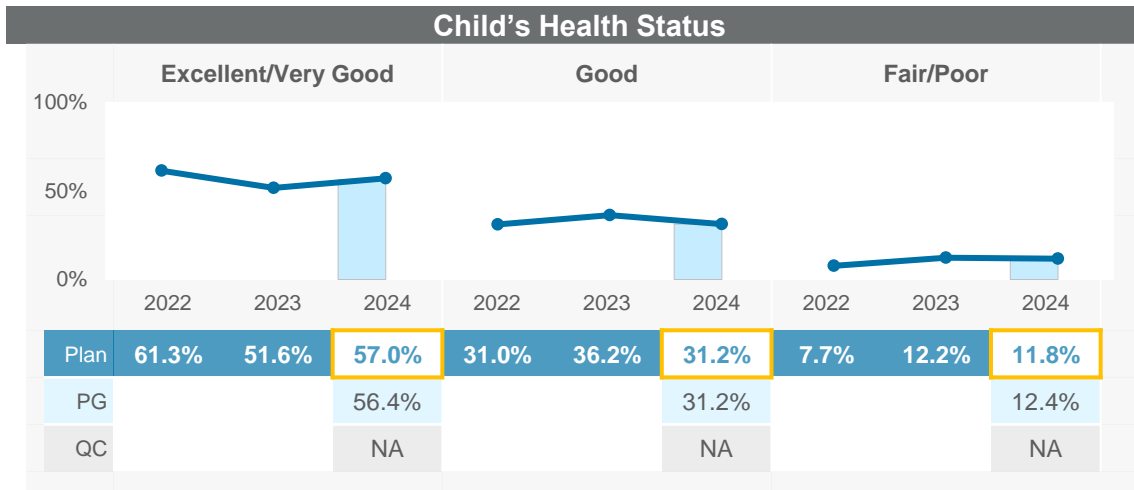
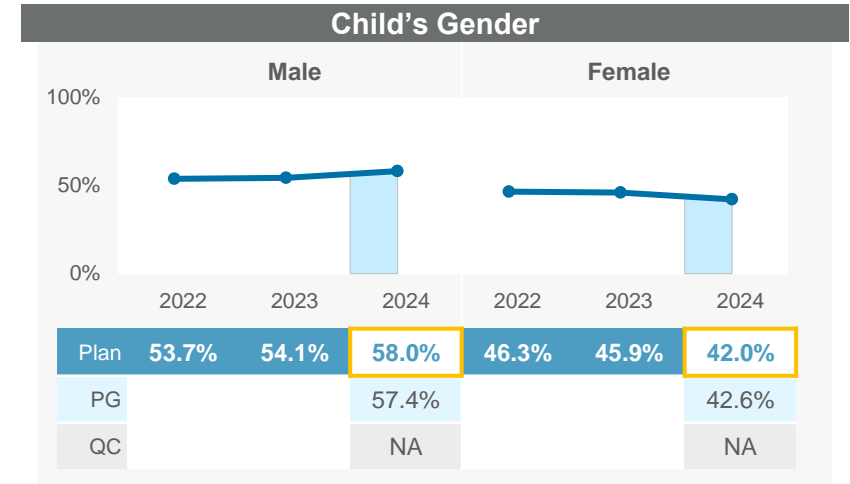
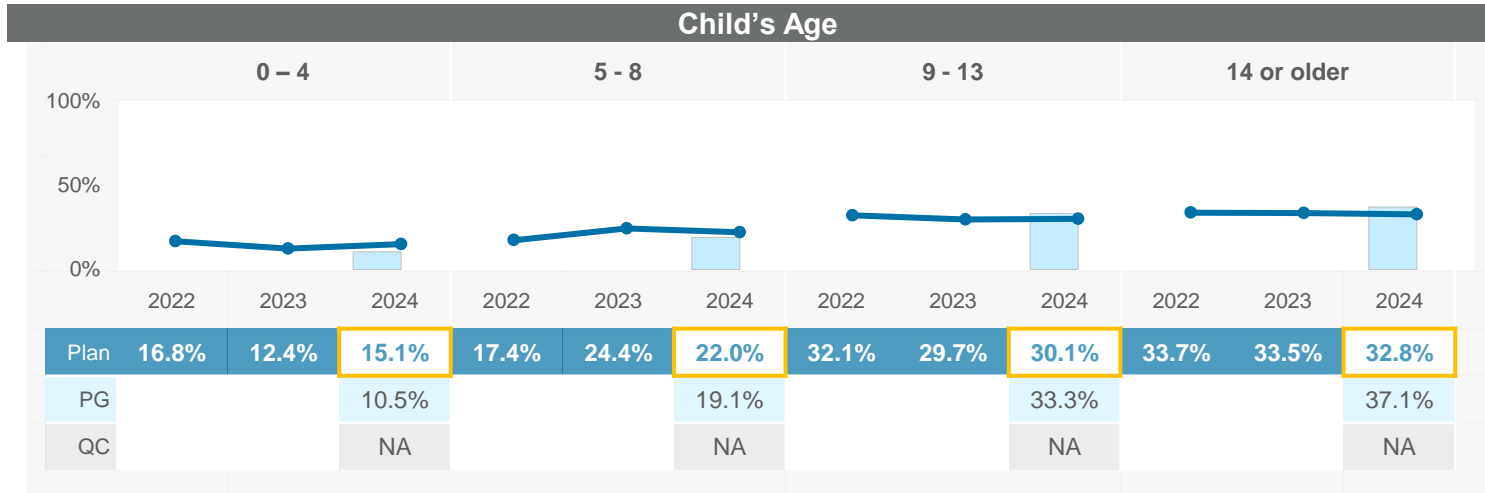
MEDICAID CHILD: GENERAL POPULATION



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 CHILD: CCC POPULATION

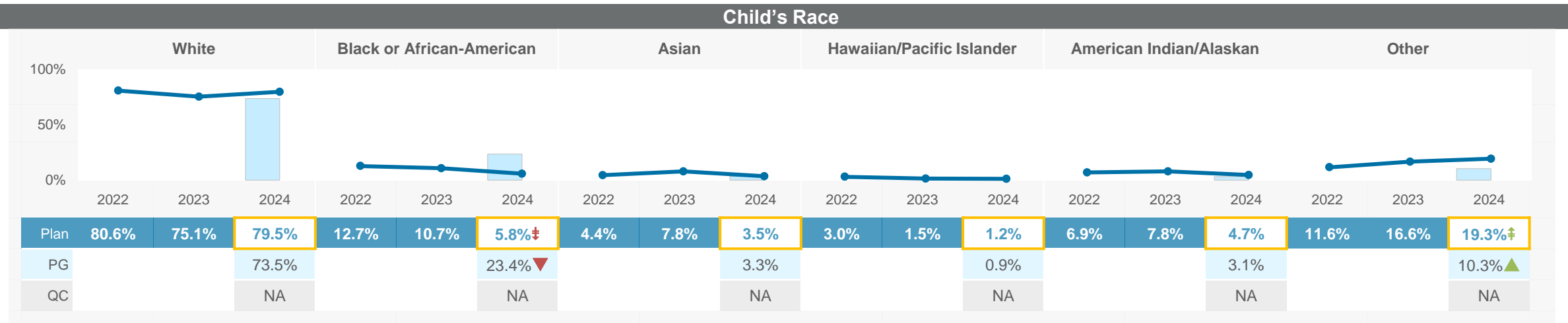
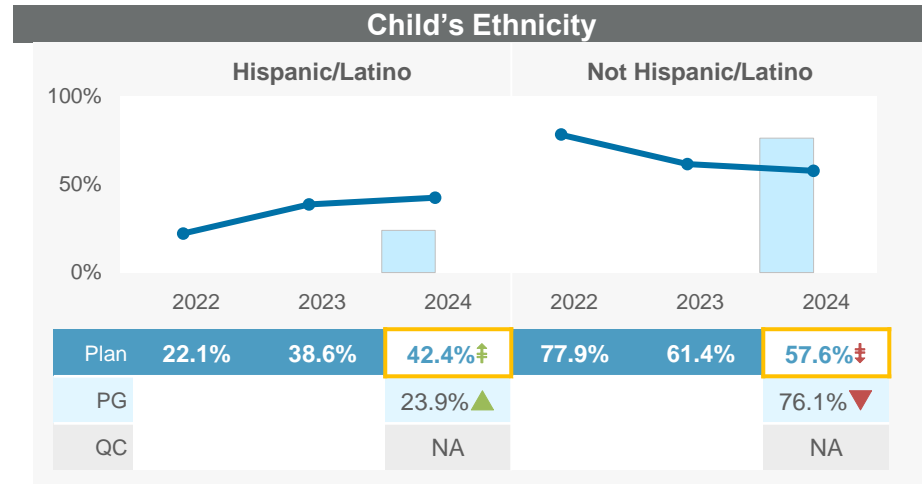


Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (‡/‡) or benchmark score (▲/▼).

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

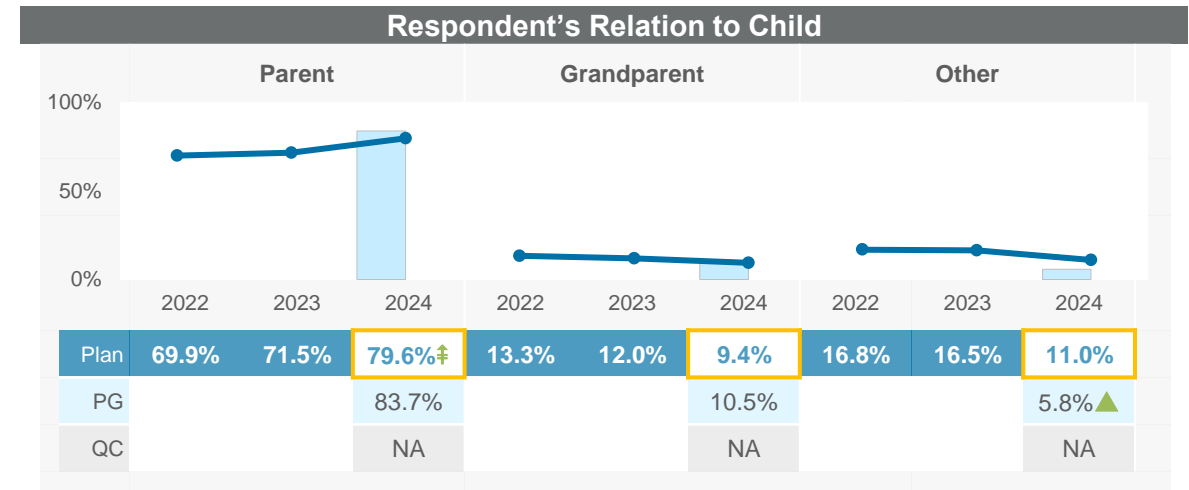
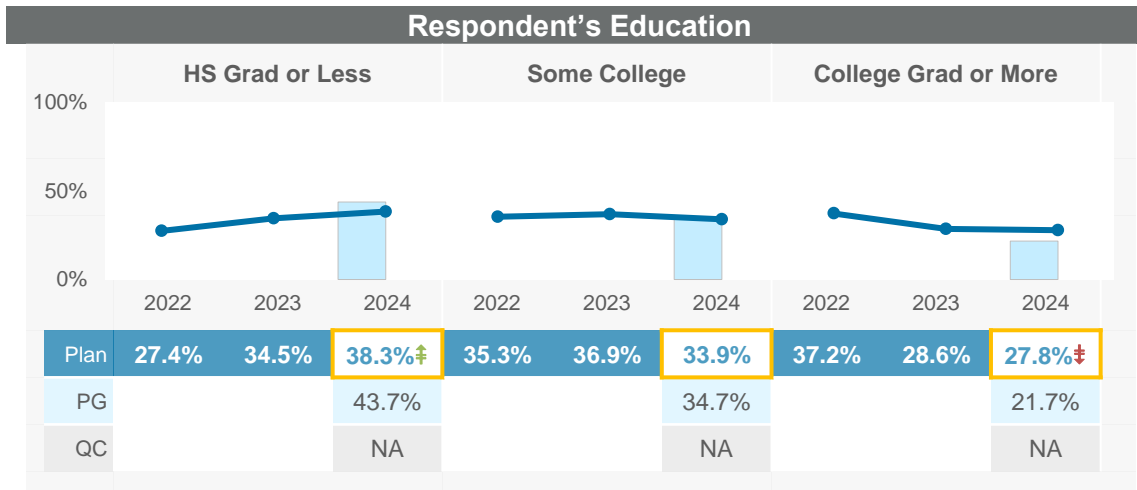
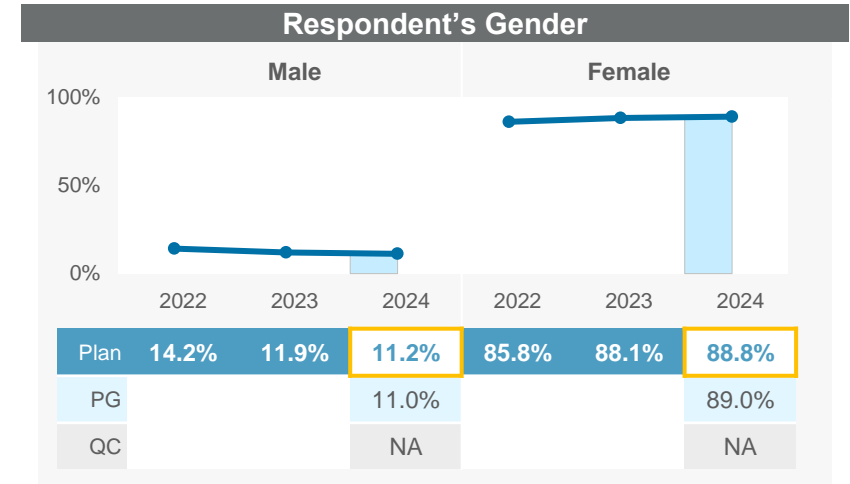
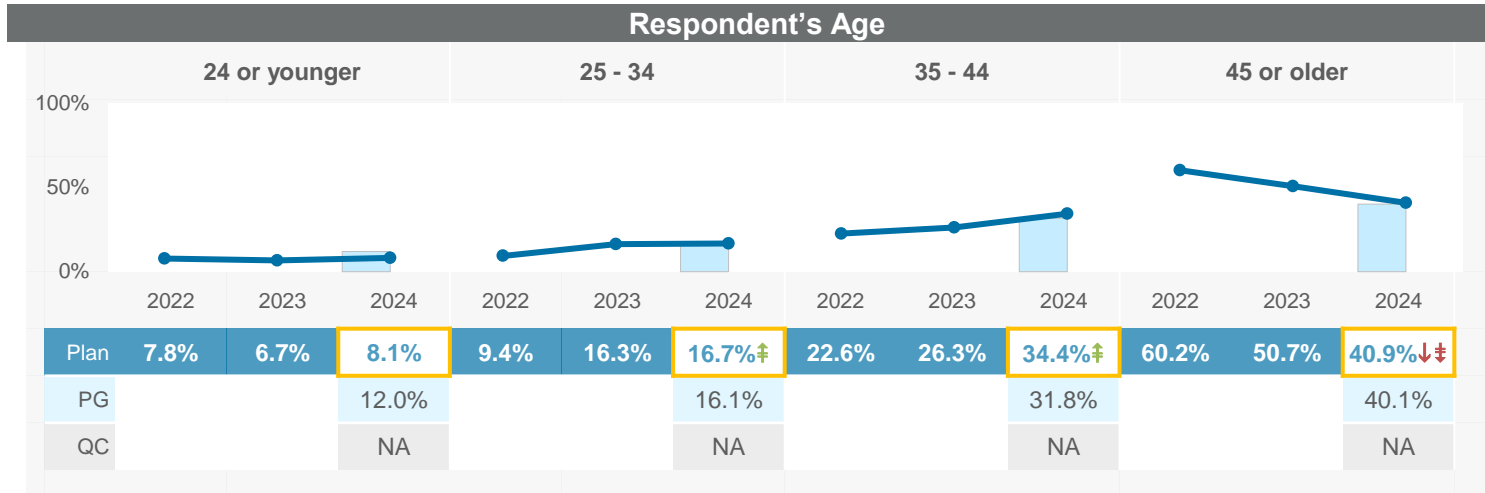
MEDICAID CHILD: CCC POPULATION



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

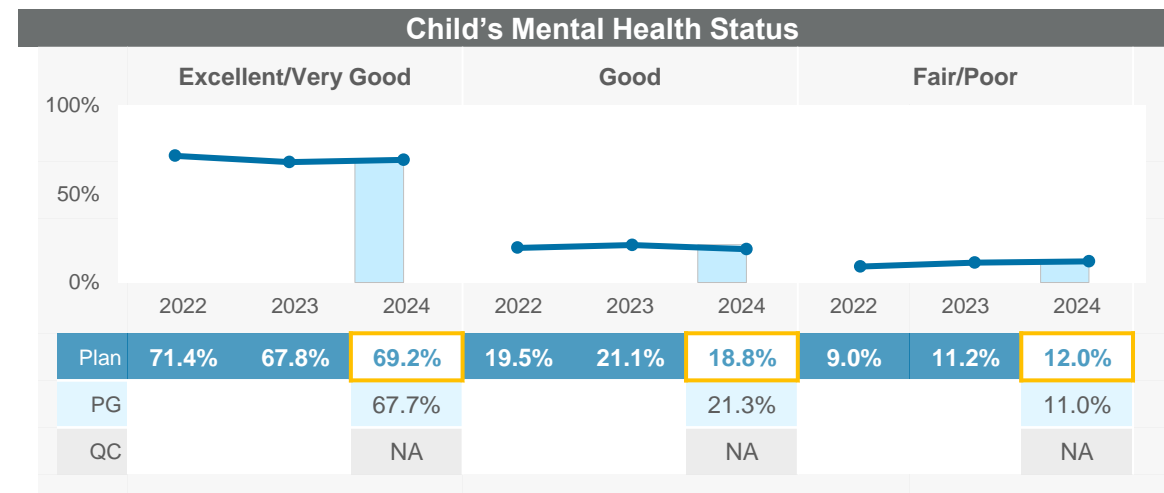
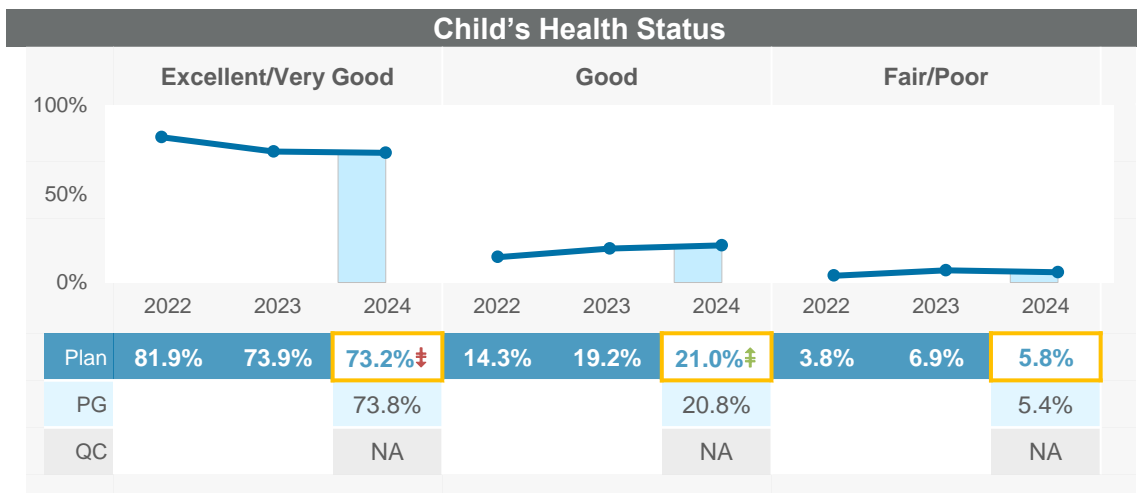
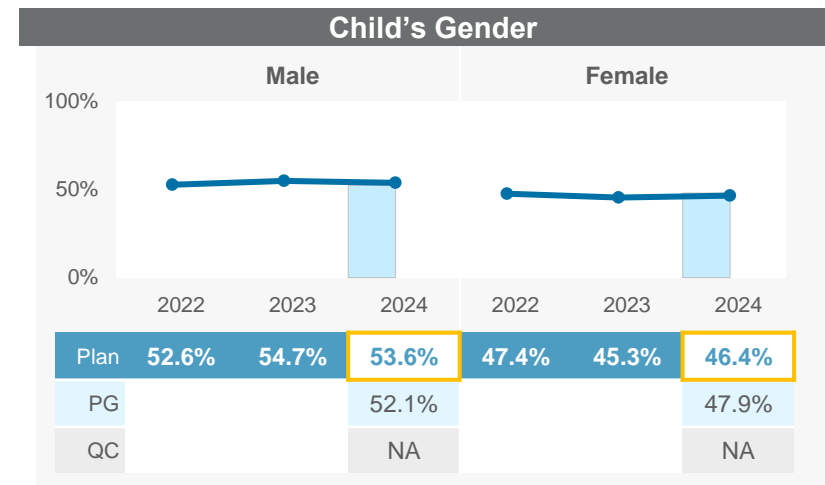
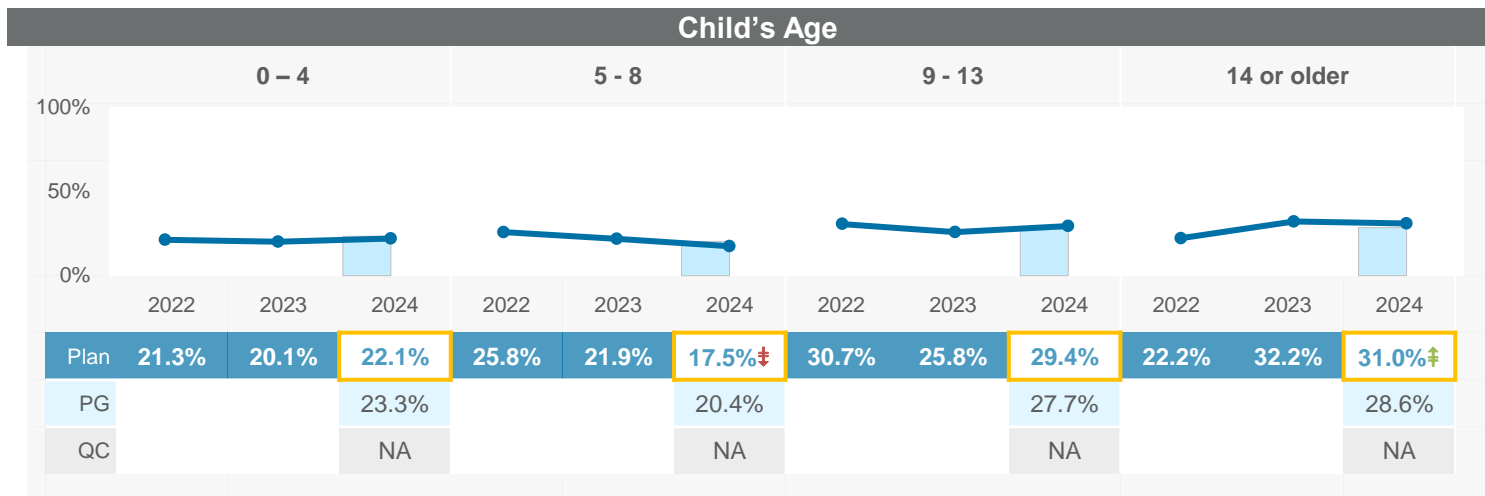
MEDICAID CHILD: CCC POPULATION



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

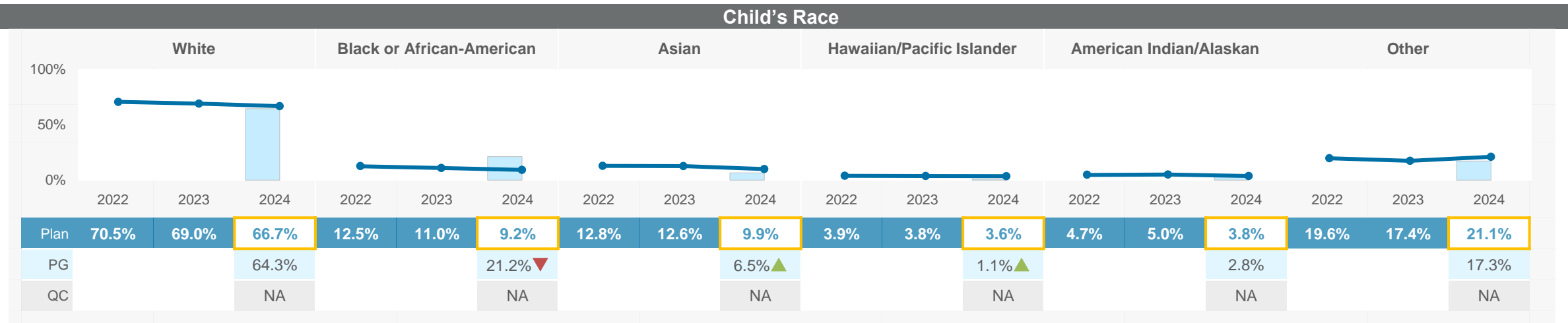
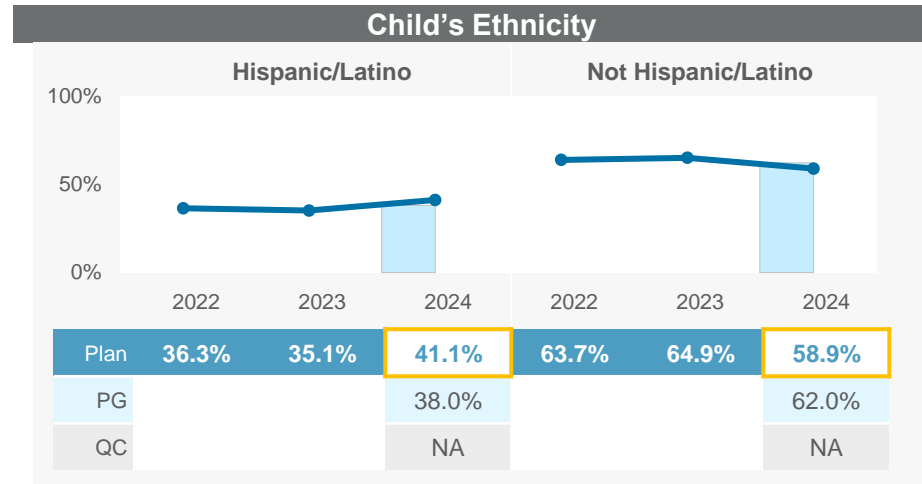
MEDICAID CHILD: GENERAL POPULATION



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

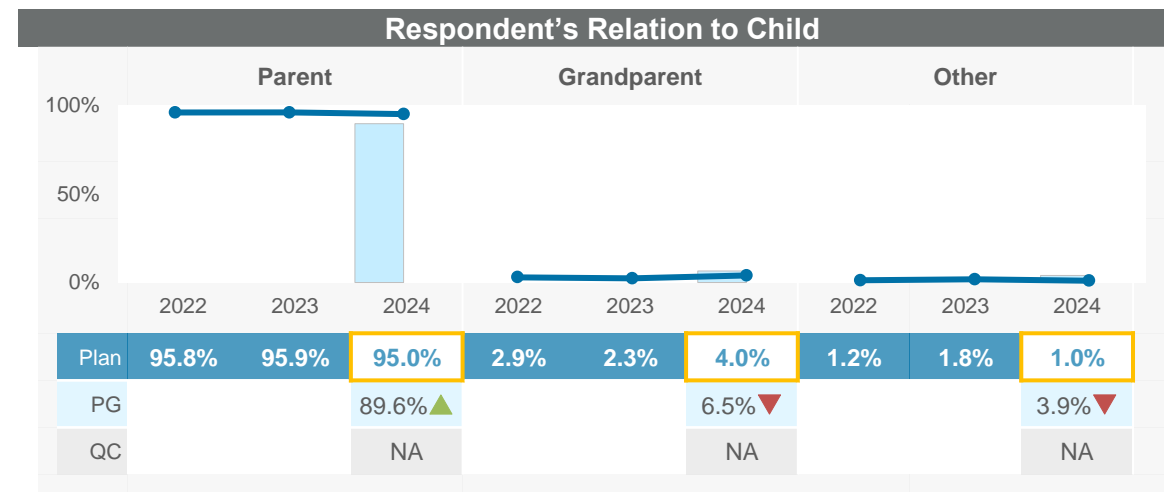
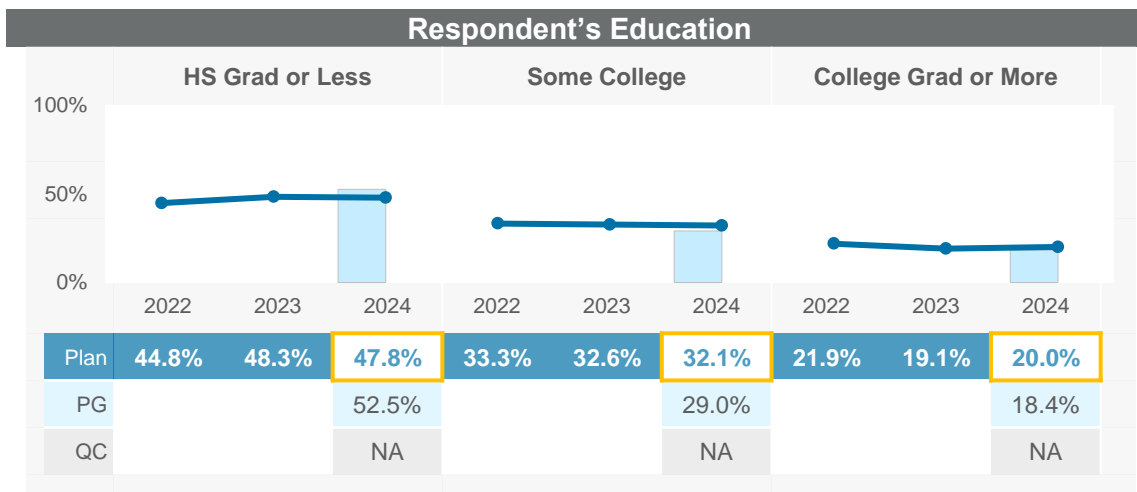
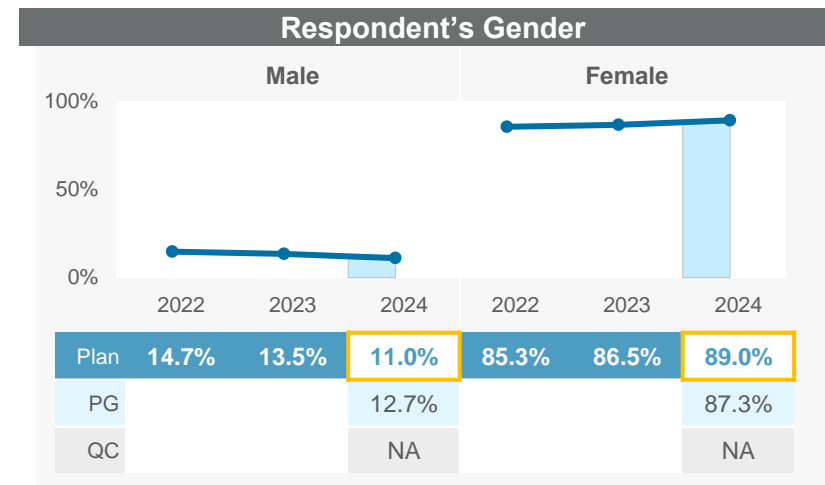
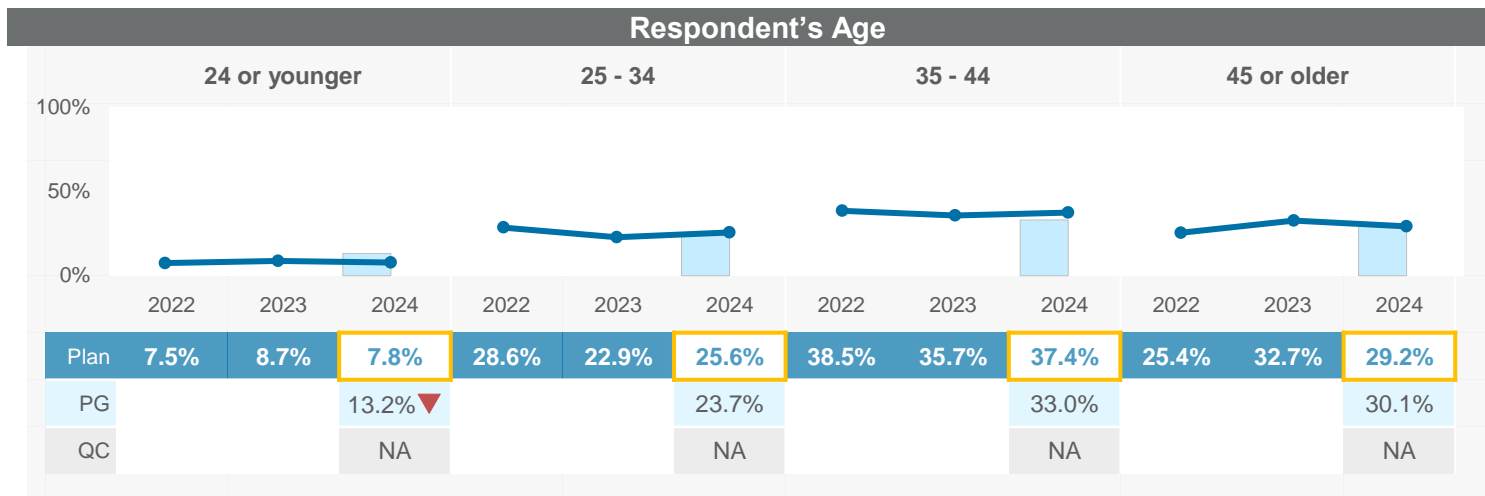
MEDICAID CHILD: GENERAL POPULATION



Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↕/↔) or benchmark score (▲/▼).
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PROFILE OF SURVEY RESPONDENTS

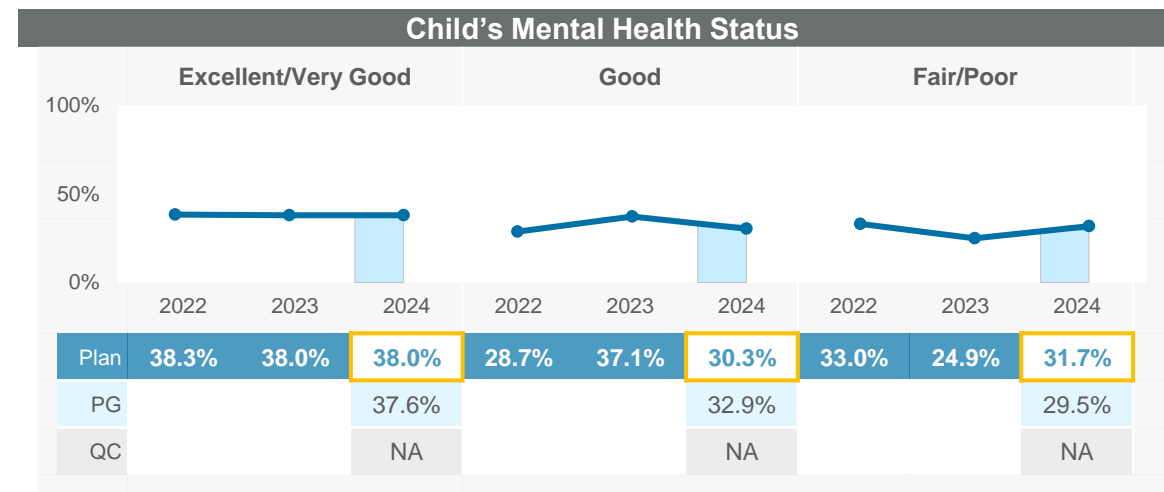
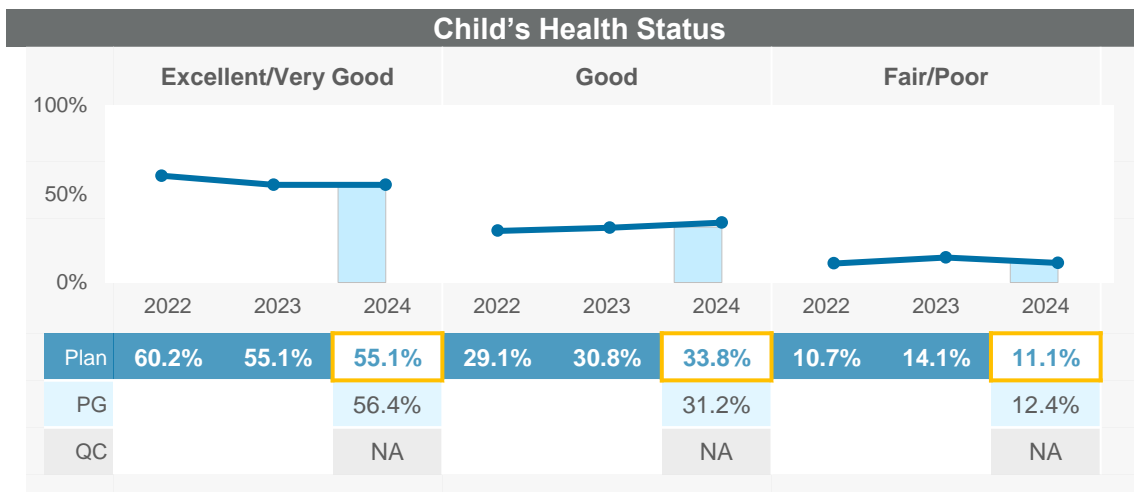
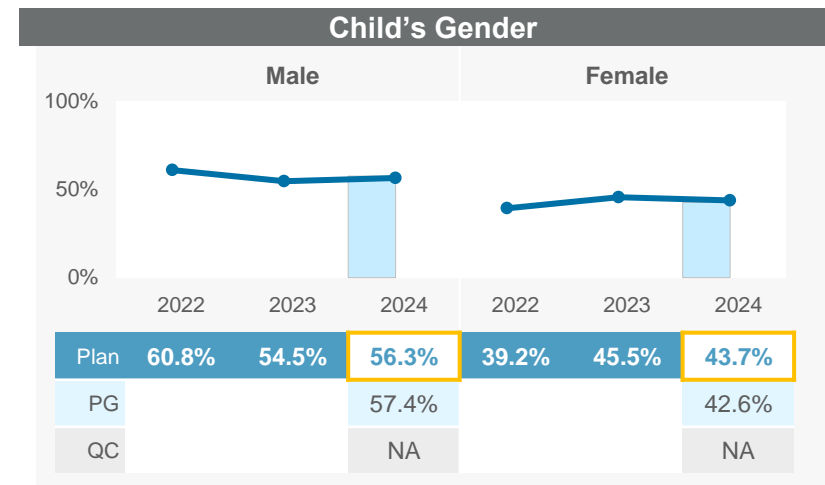
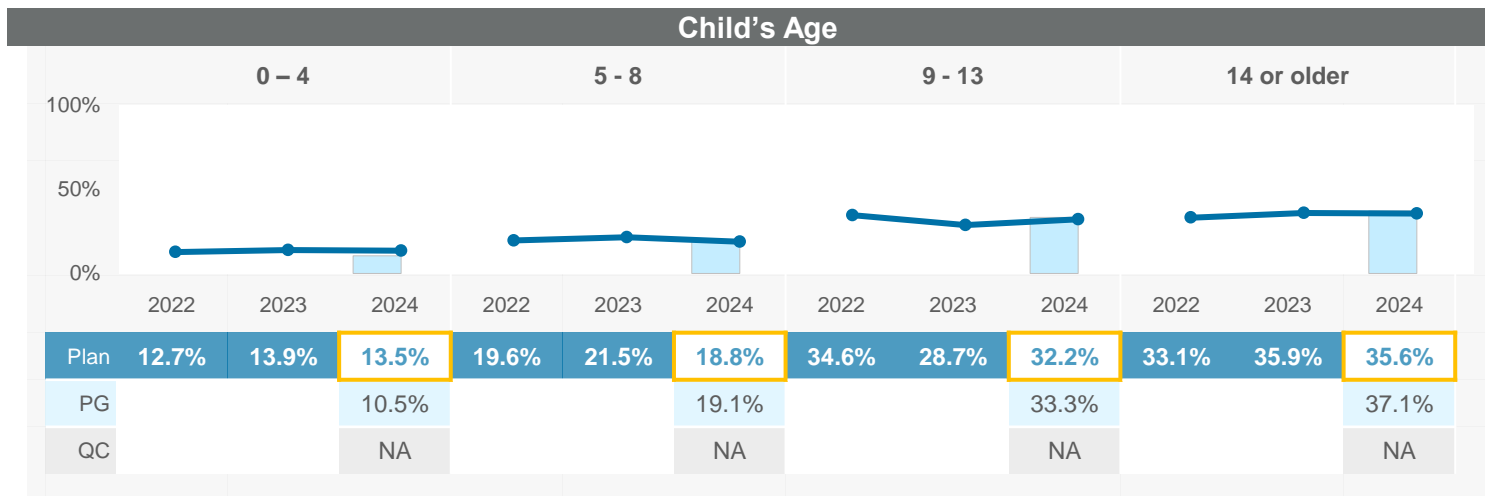
MEDICAID CHILD: GENERAL POPULATION



Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↕/↔) or benchmark score (▲/▼).
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PROFILE OF SURVEY RESPONDENTS

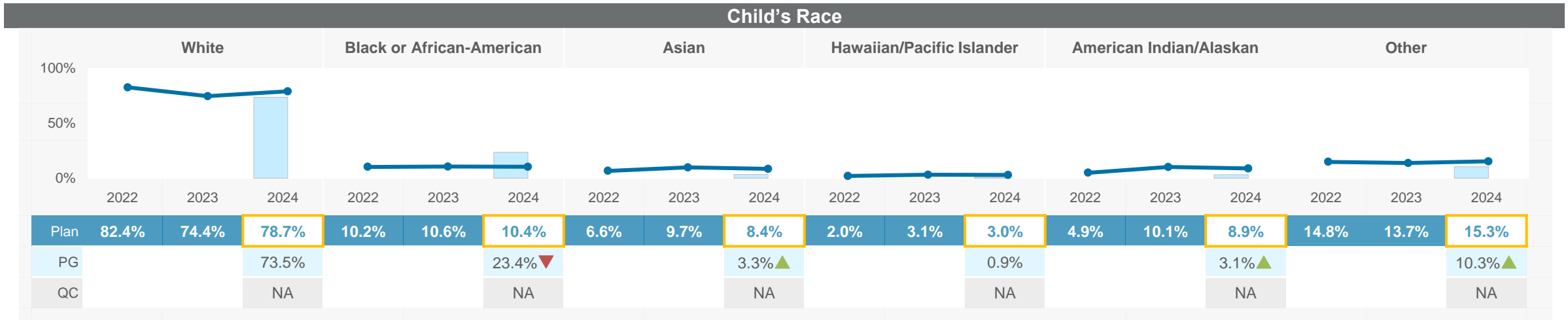
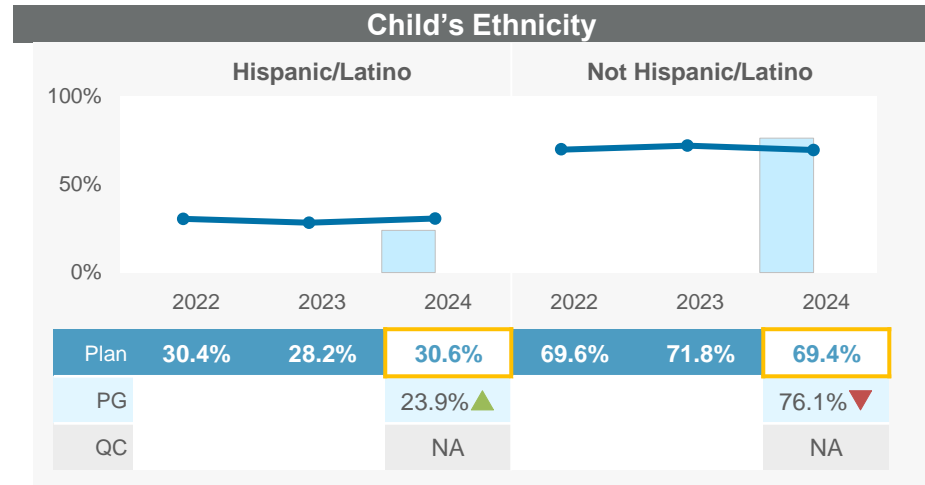
MEDICAID CHILD: CCC POPULATION



Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↕/↔) or benchmark score (▲/▼).
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PROFILE OF SURVEY RESPONDENTS

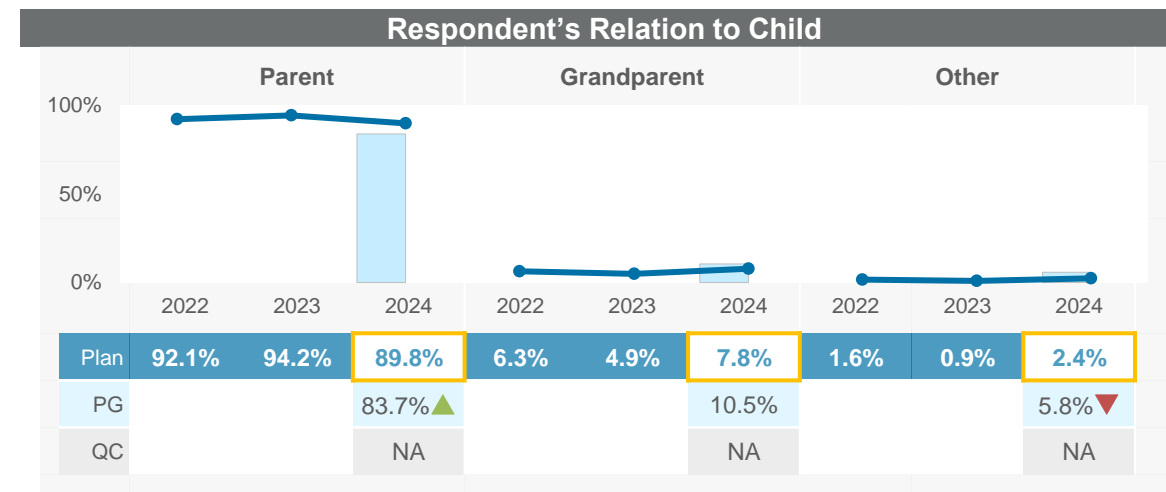
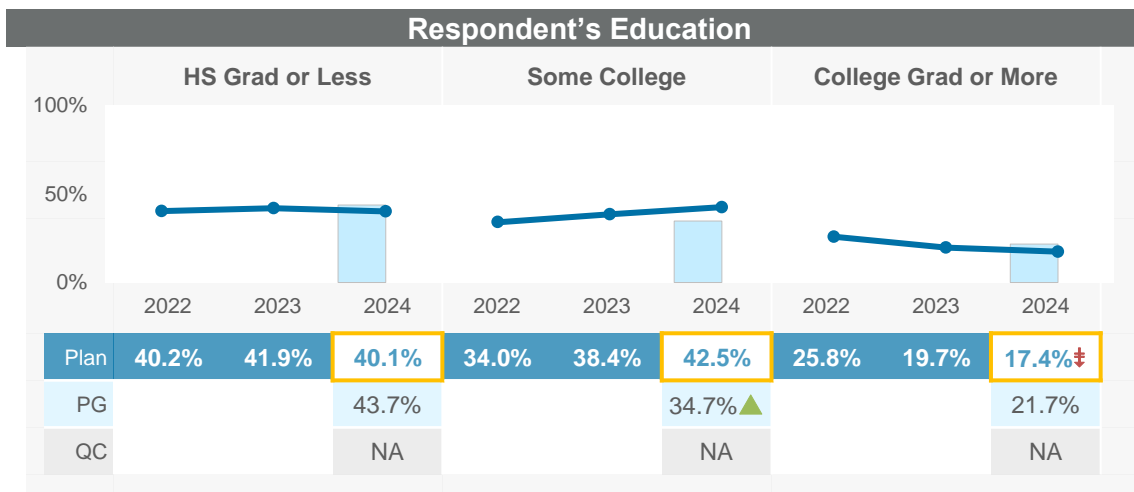
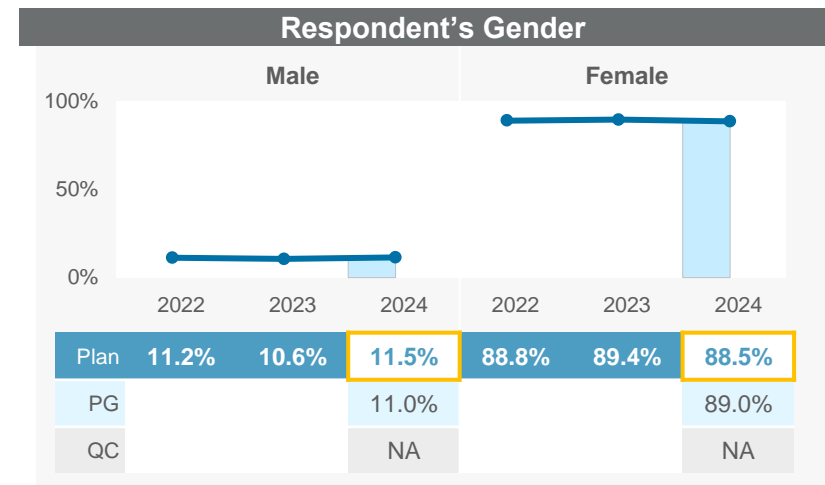
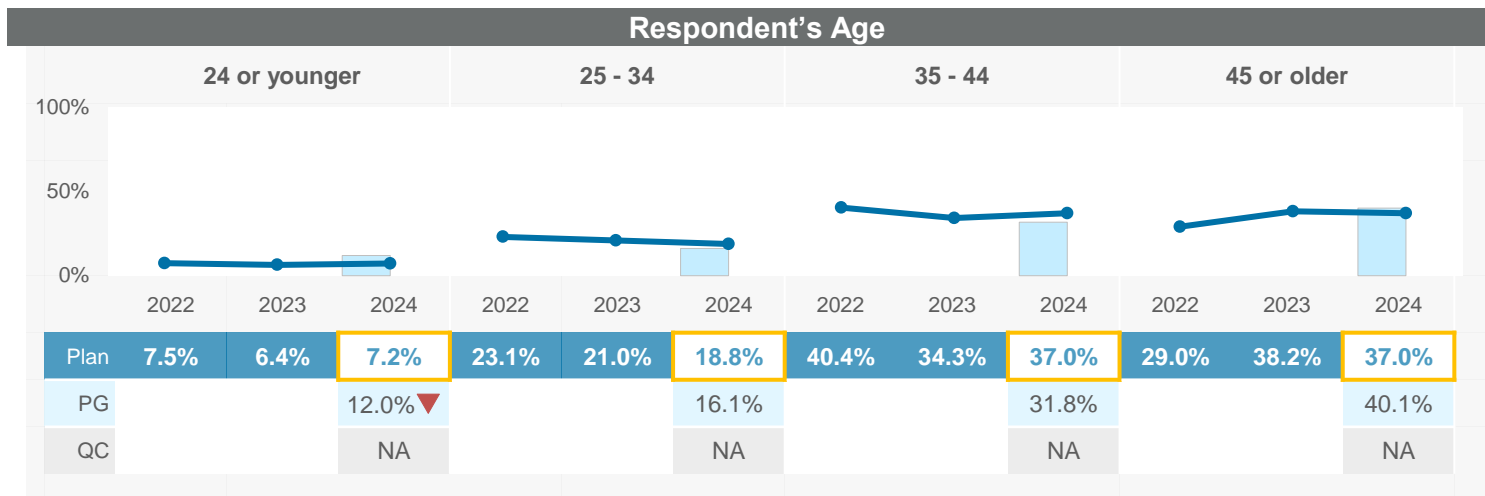
MEDICAID CHILD: CCC POPULATION



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PROFILE OF SURVEY RESPONDENTS

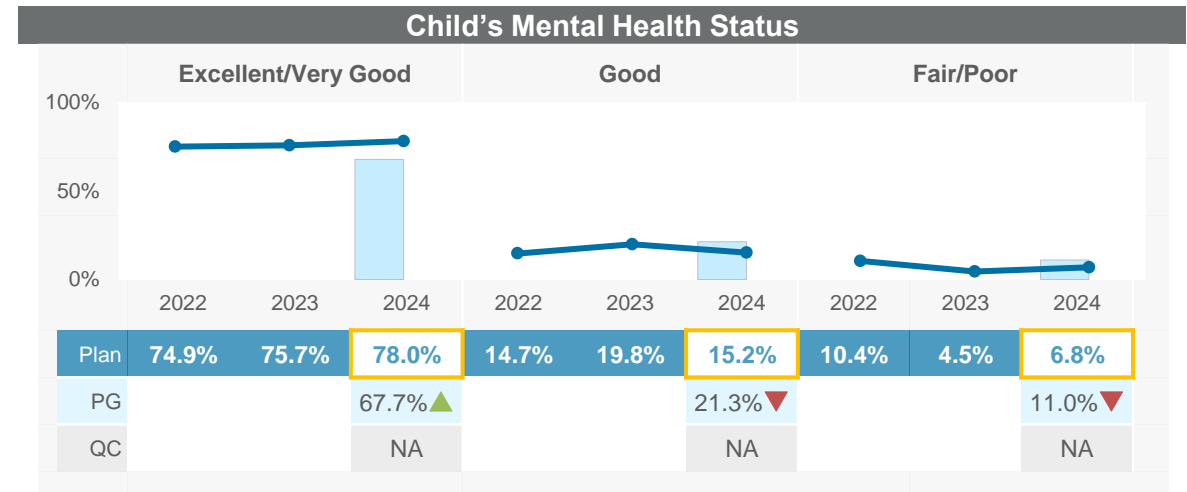
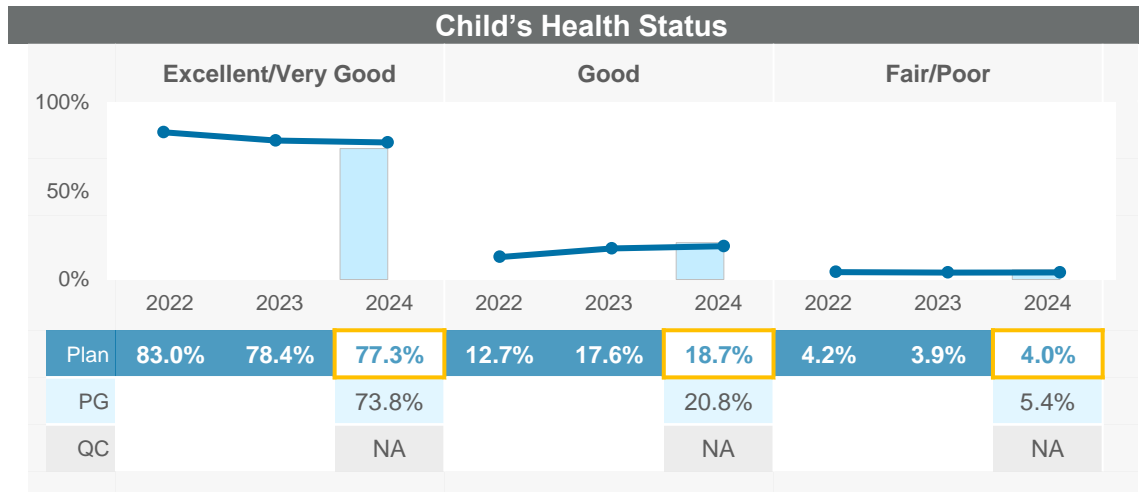
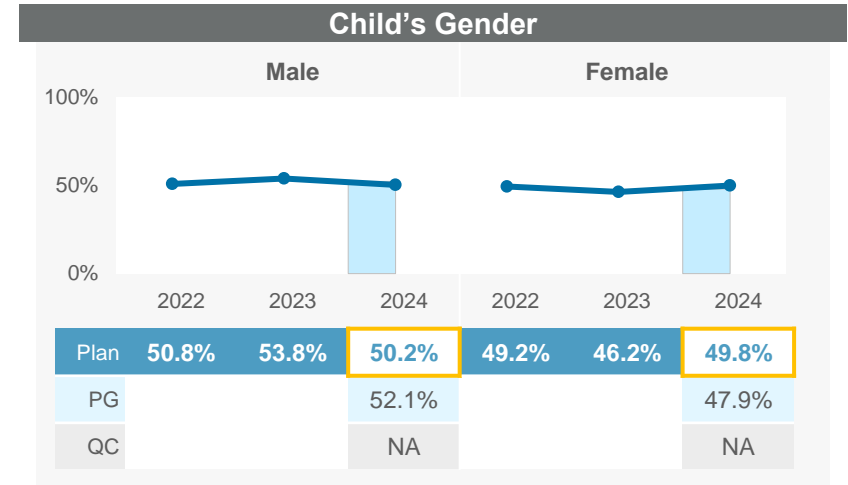
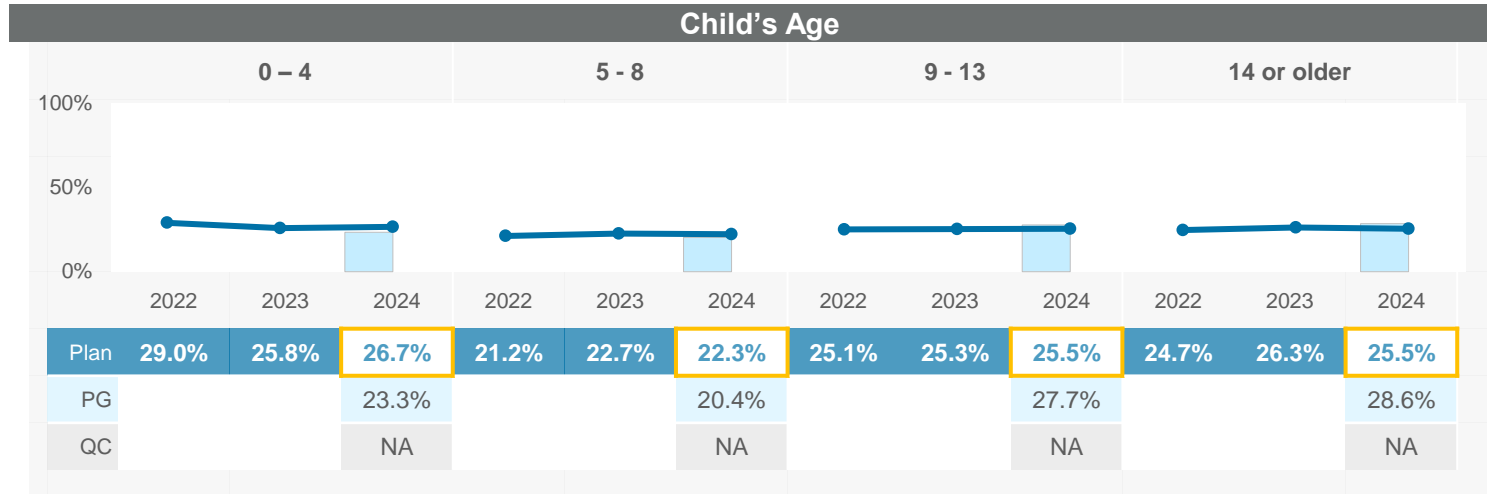
MEDICAID CHILD: CCC POPULATION



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PROFILE OF SURVEY RESPONDENTS

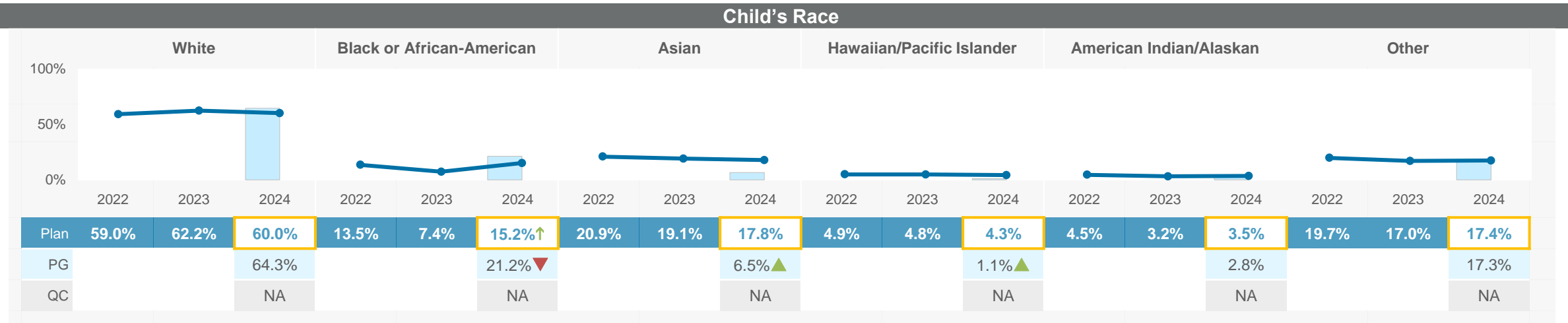
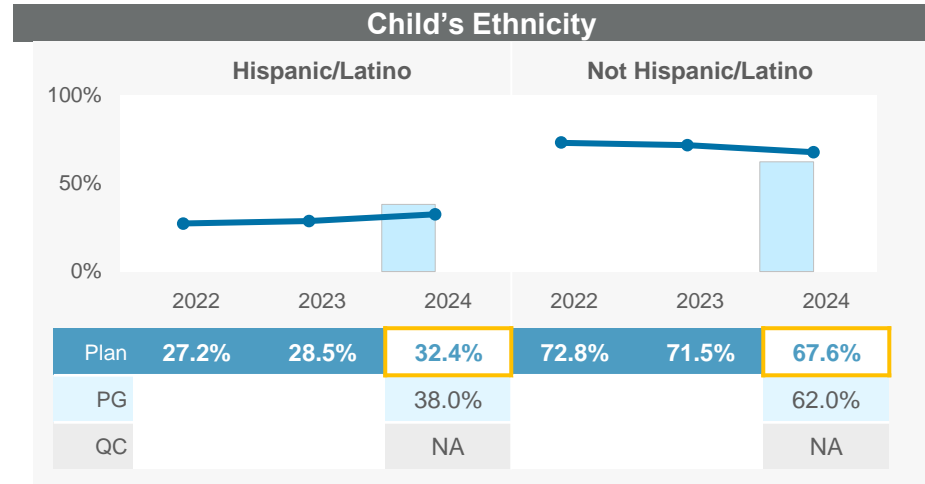
MEDICAID CHILD: GENERAL POPULATION



Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↕/↔) or benchmark score (▲/▼).
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PROFILE OF SURVEY RESPONDENTS

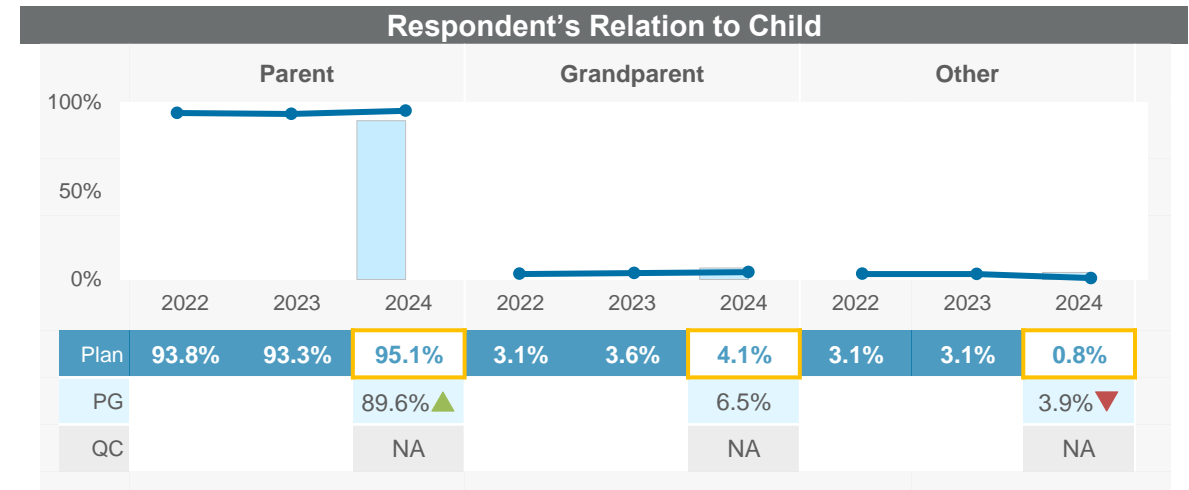
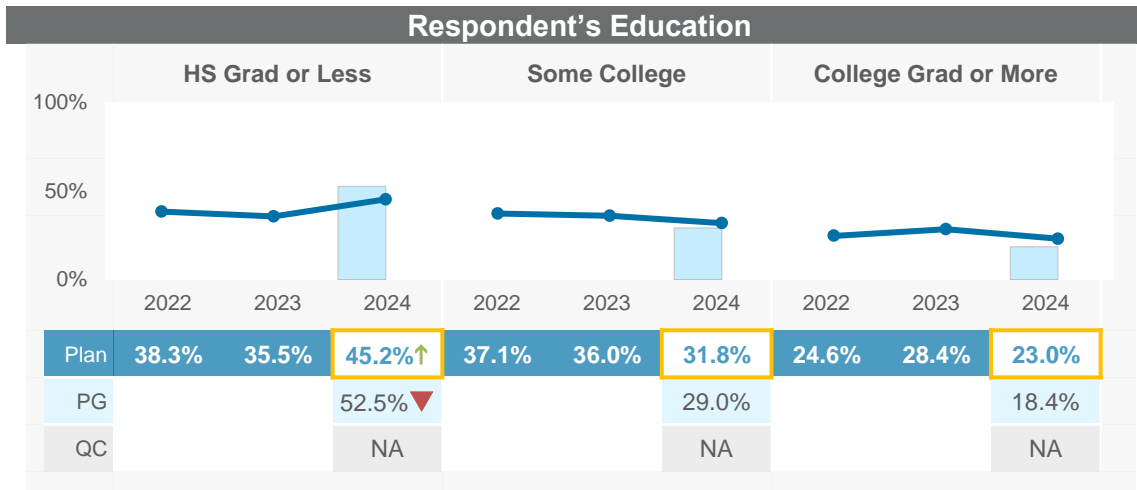
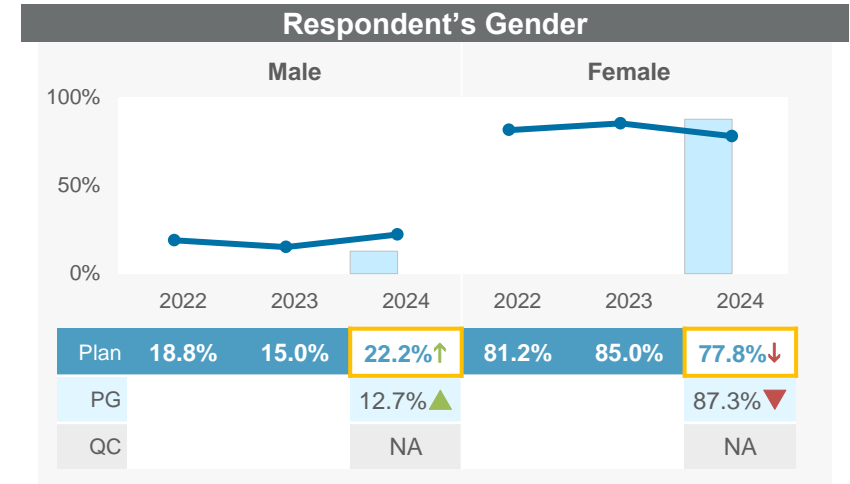
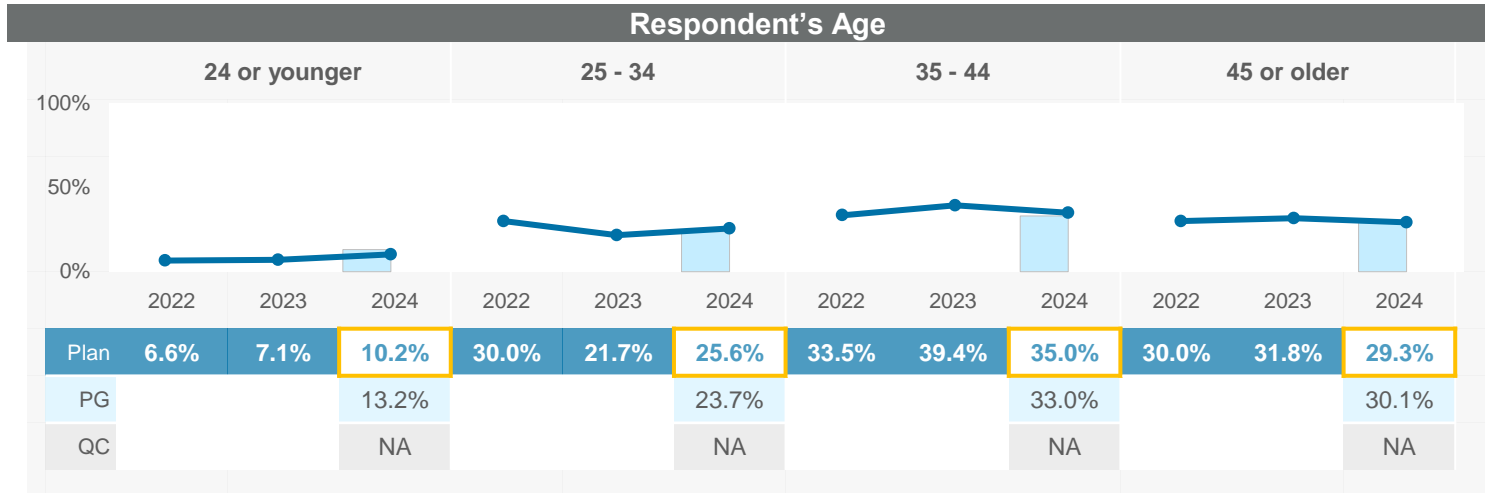
MEDICAID CHILD: GENERAL POPULATION



Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↕/↔) or benchmark score (▲/▼).
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PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: GENERAL POPULATION

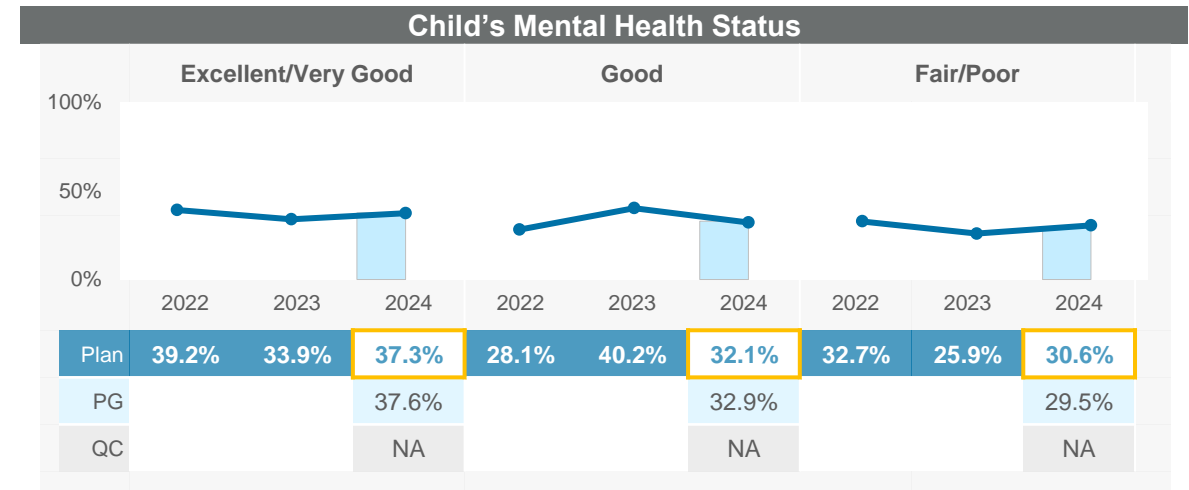
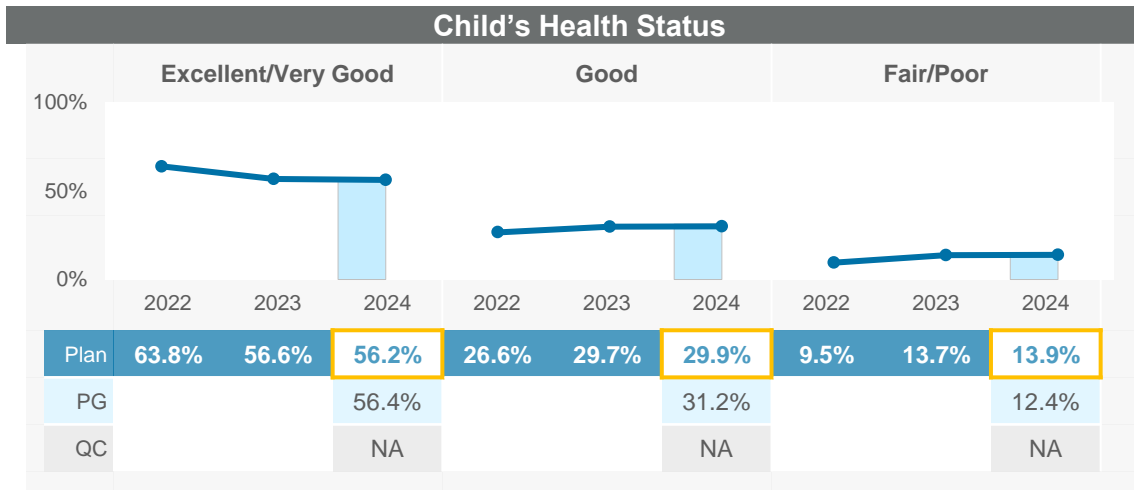
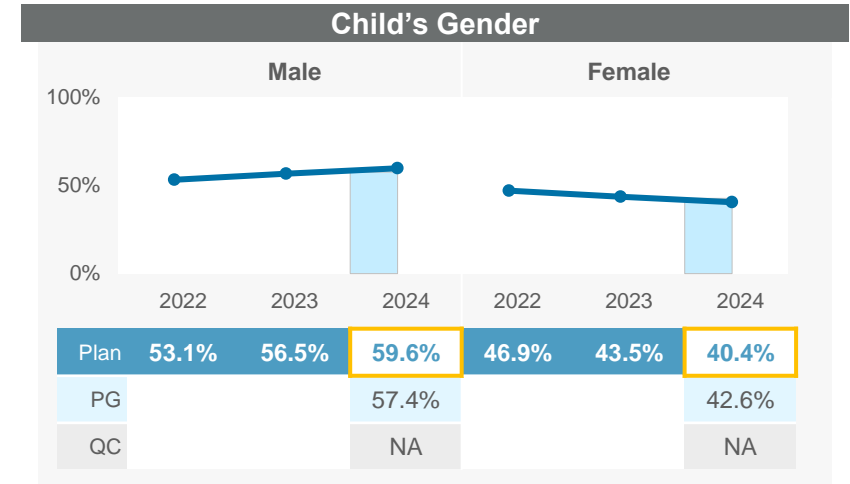
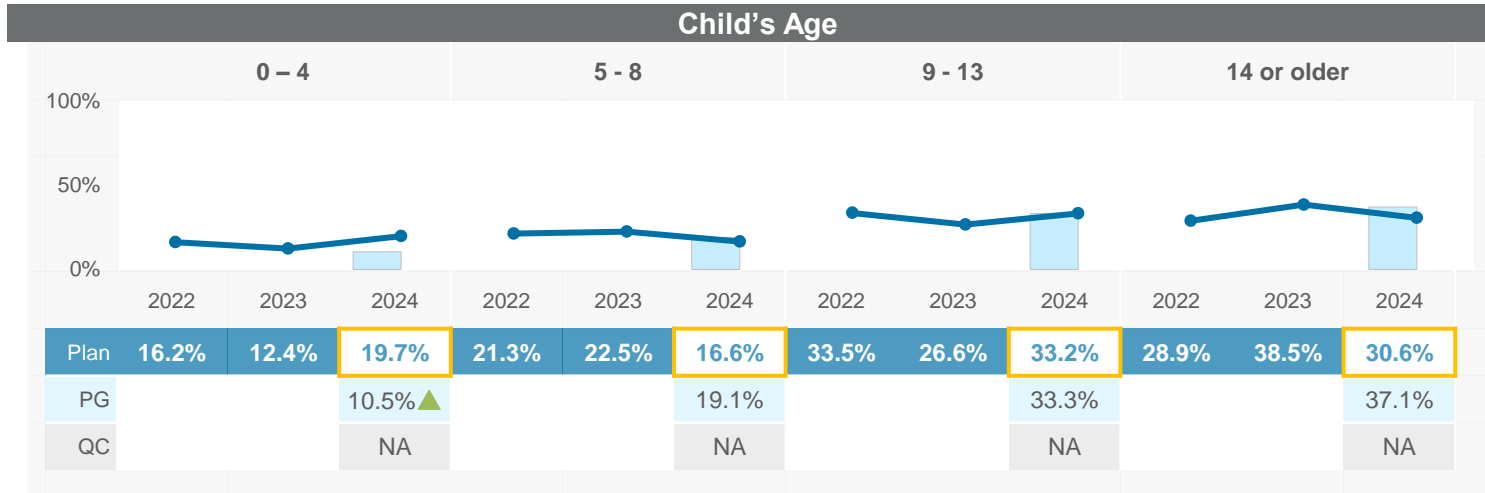


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PROFILE OF SURVEY RESPONDENTS

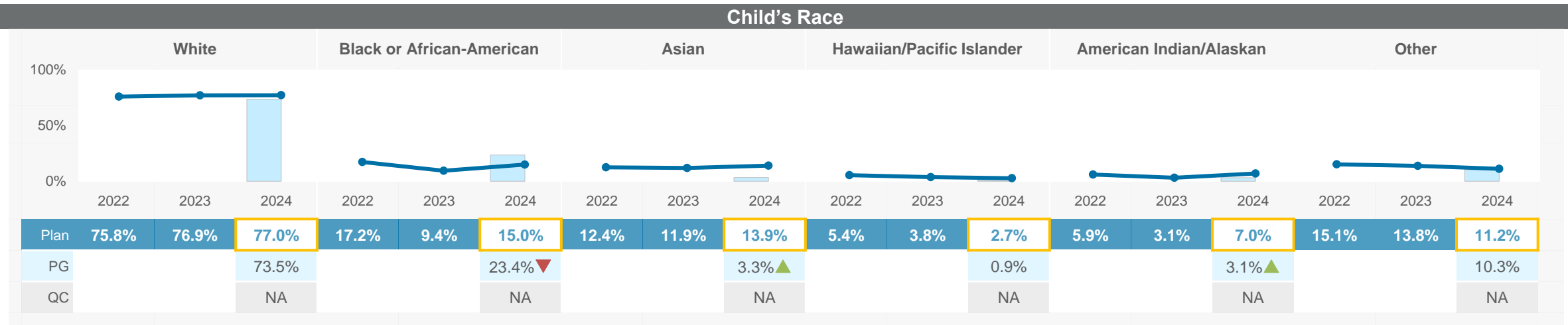
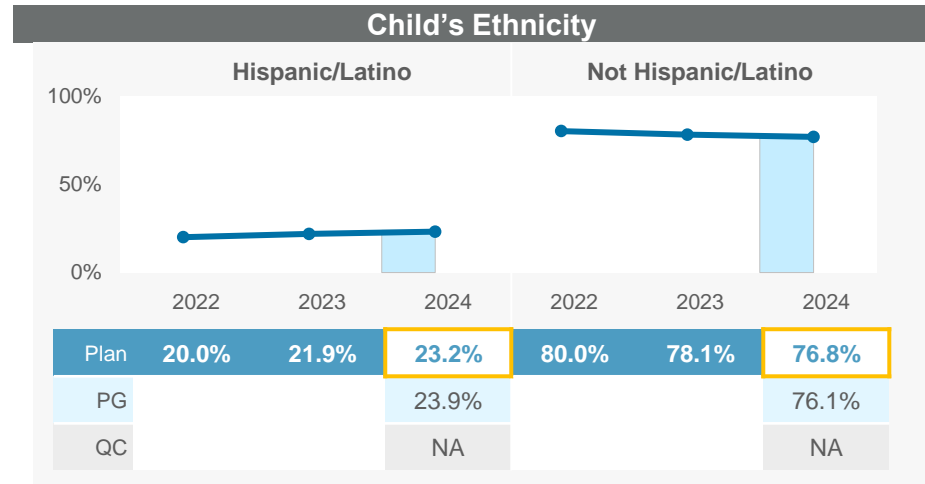
MEDICAID CHILD: CCC POPULATION



Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↕/↔) or benchmark score (▲/▼).
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PROFILE OF SURVEY RESPONDENTS

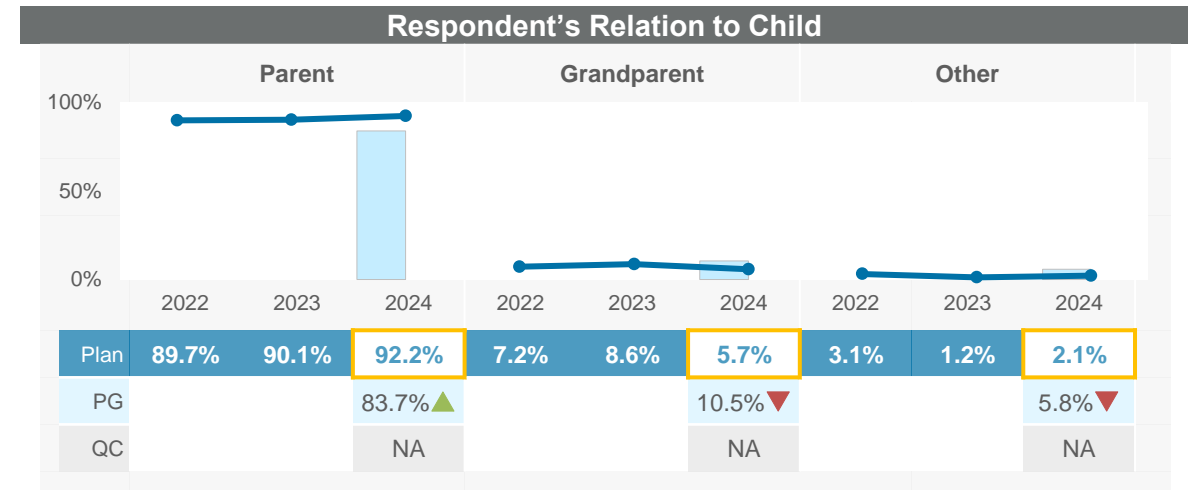
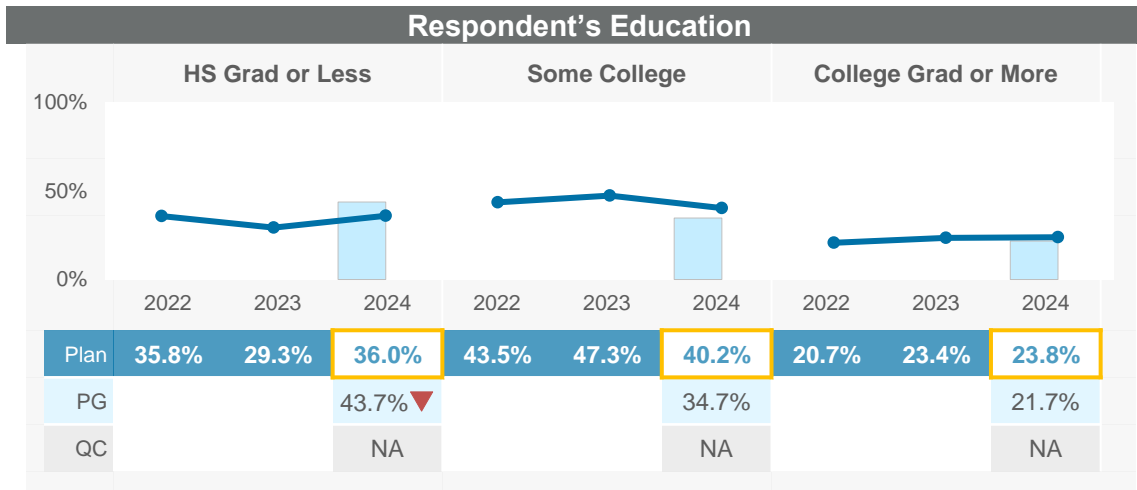
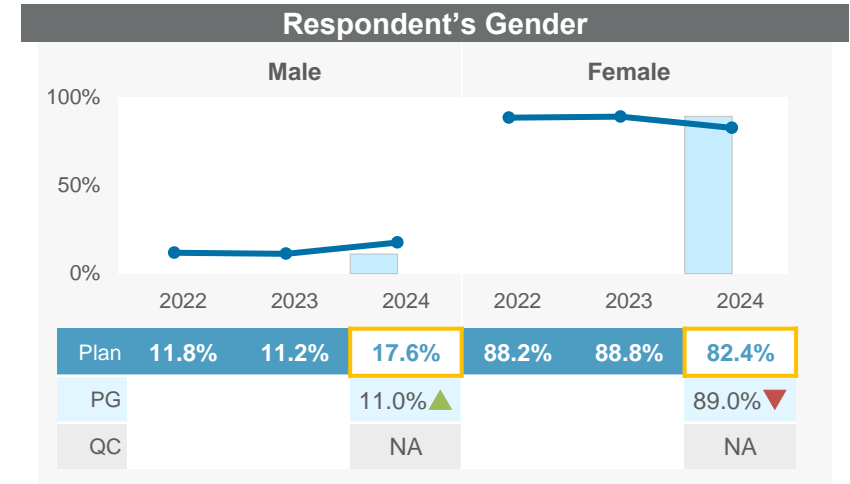
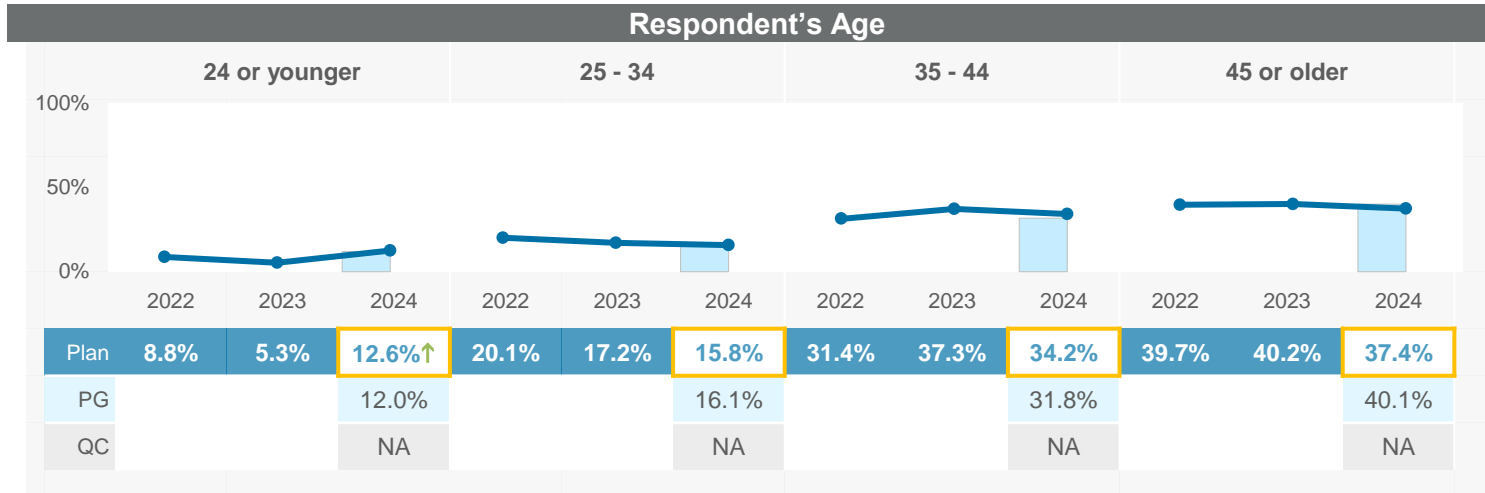
MEDICAID CHILD: CCC POPULATION



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PROFILE OF SURVEY RESPONDENTS

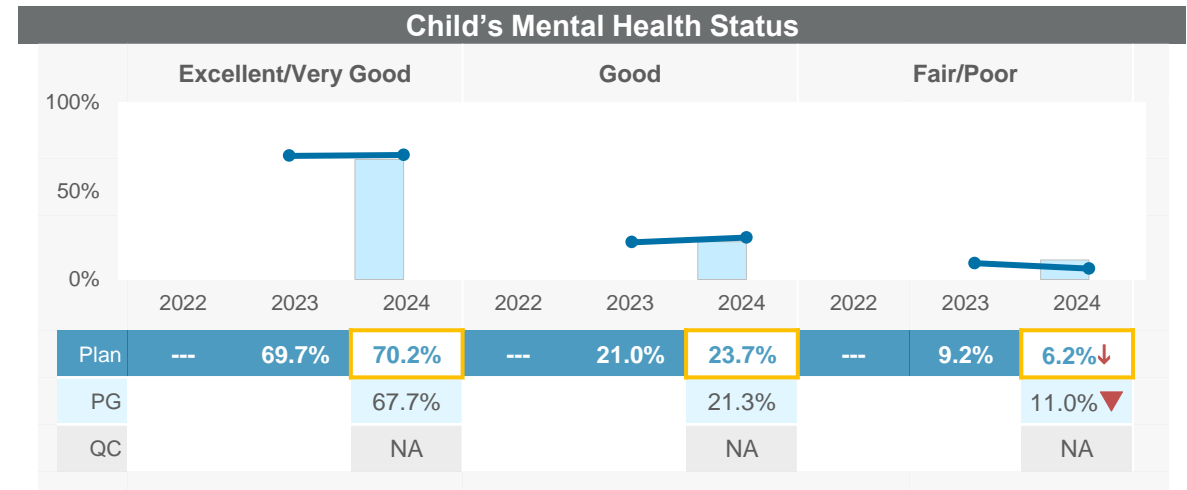
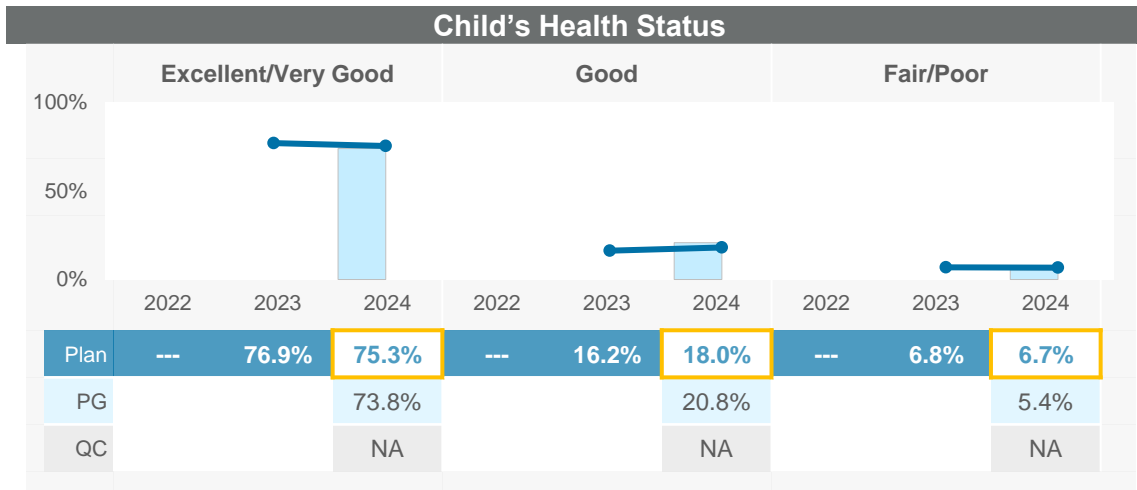
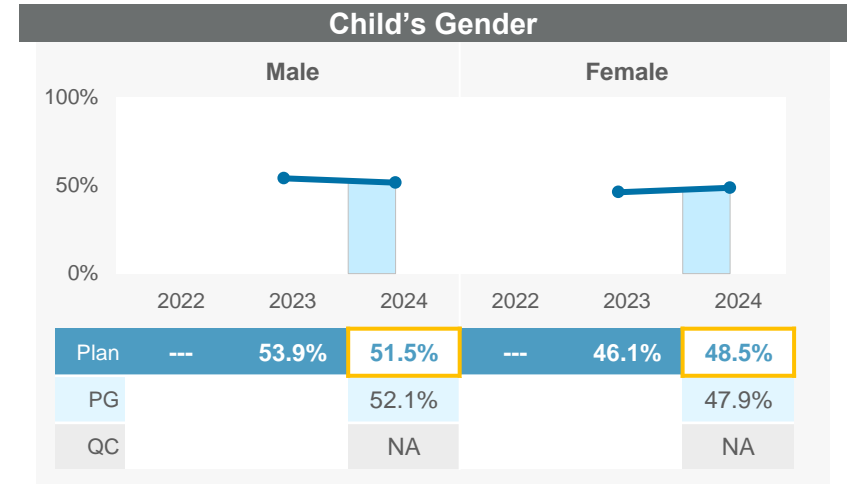
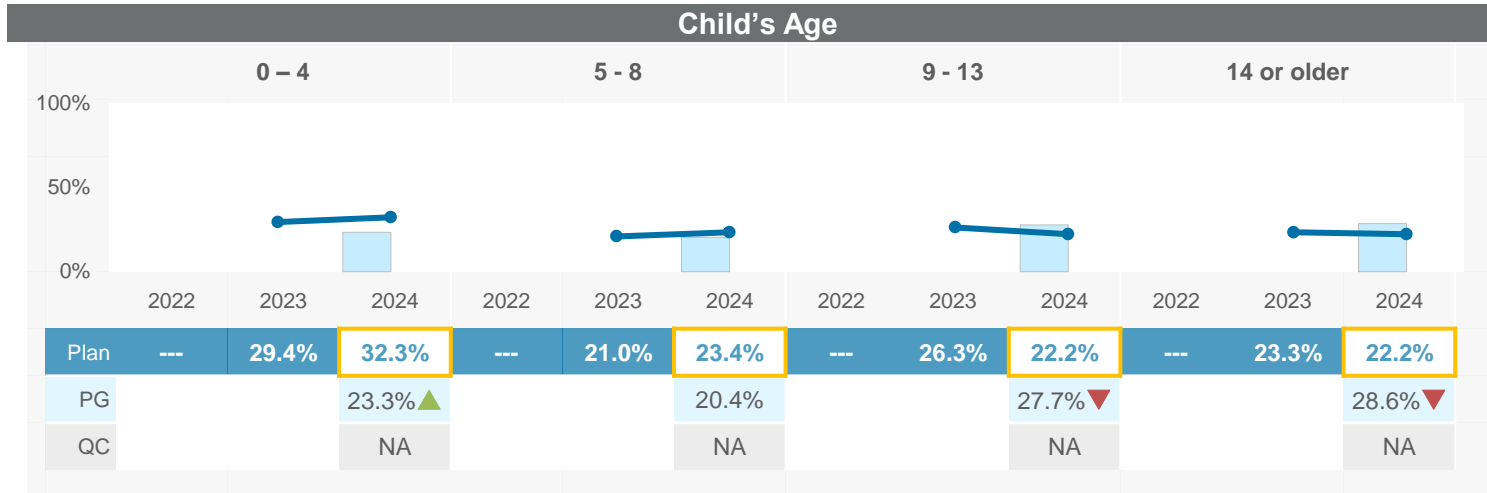
MEDICAID CHILD: CCC POPULATION



Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↕/↔) or benchmark score (▲/▼).
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PROFILE OF SURVEY RESPONDENTS

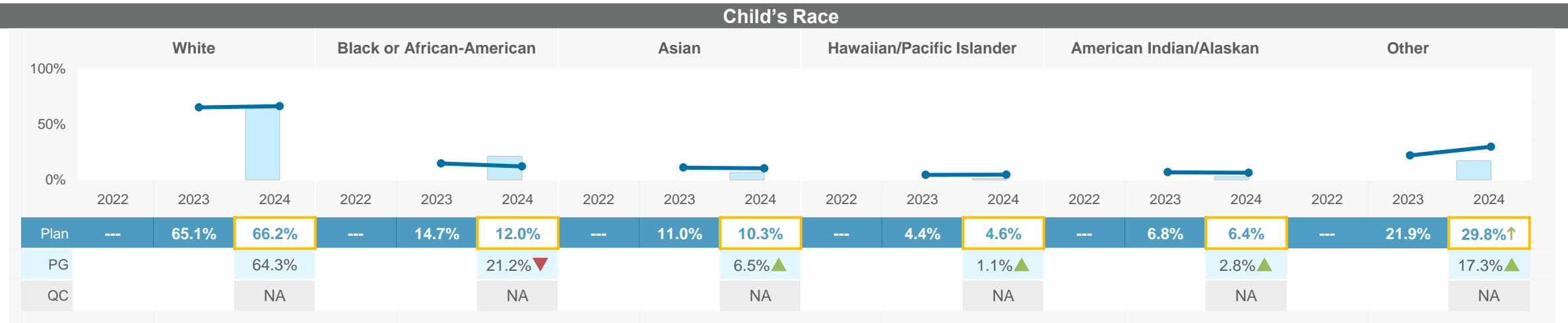
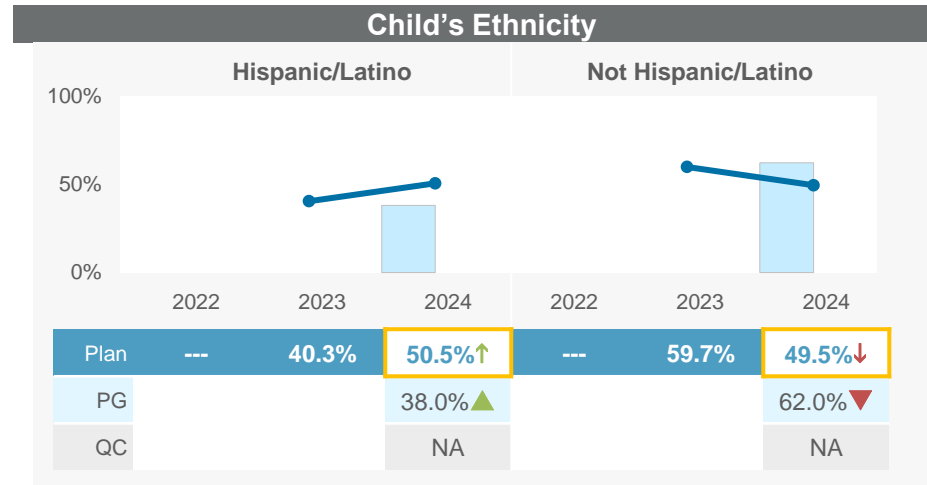
MEDICAID CHILD: GENERAL POPULATION



Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↕/↔) or benchmark score (▲/▼).
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PROFILE OF SURVEY RESPONDENTS

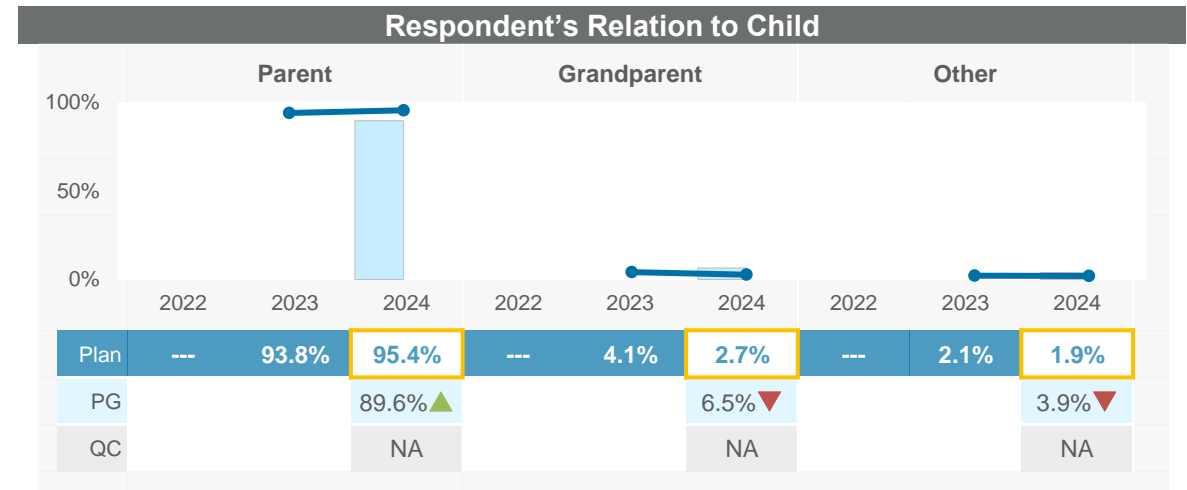
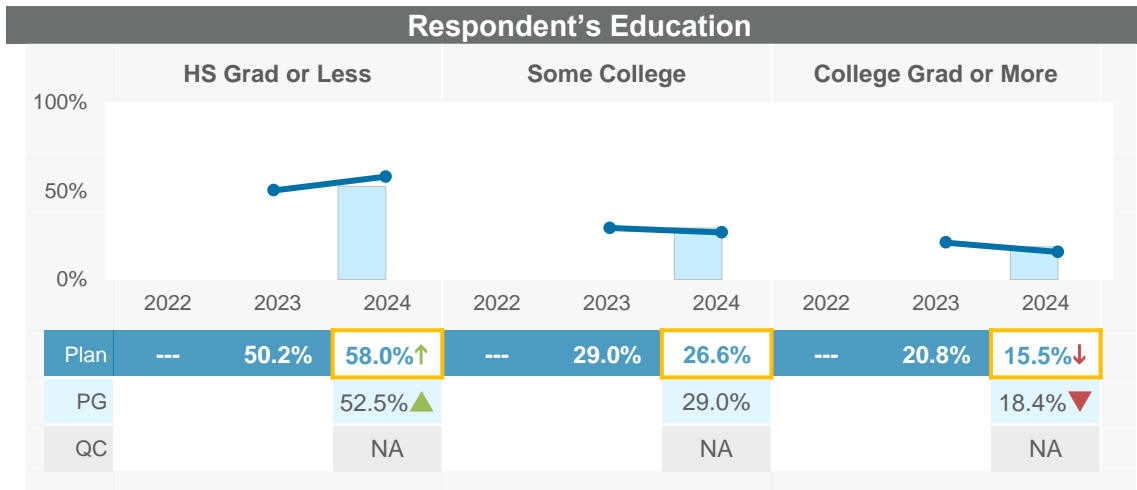
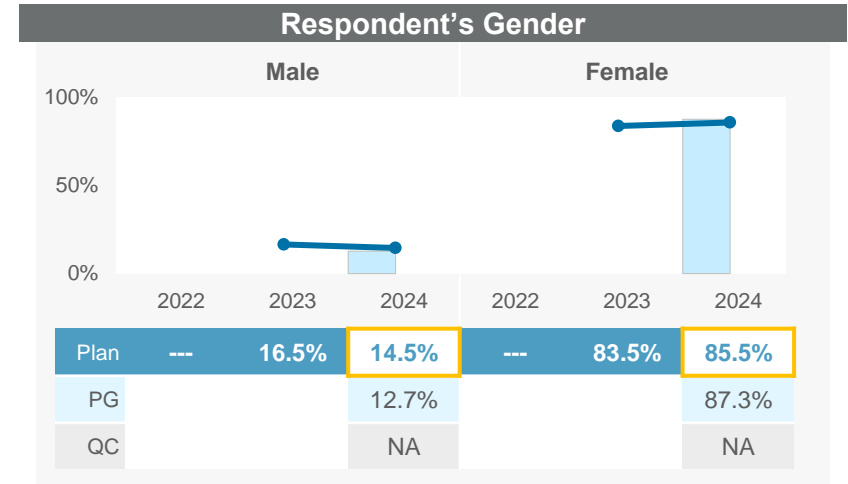
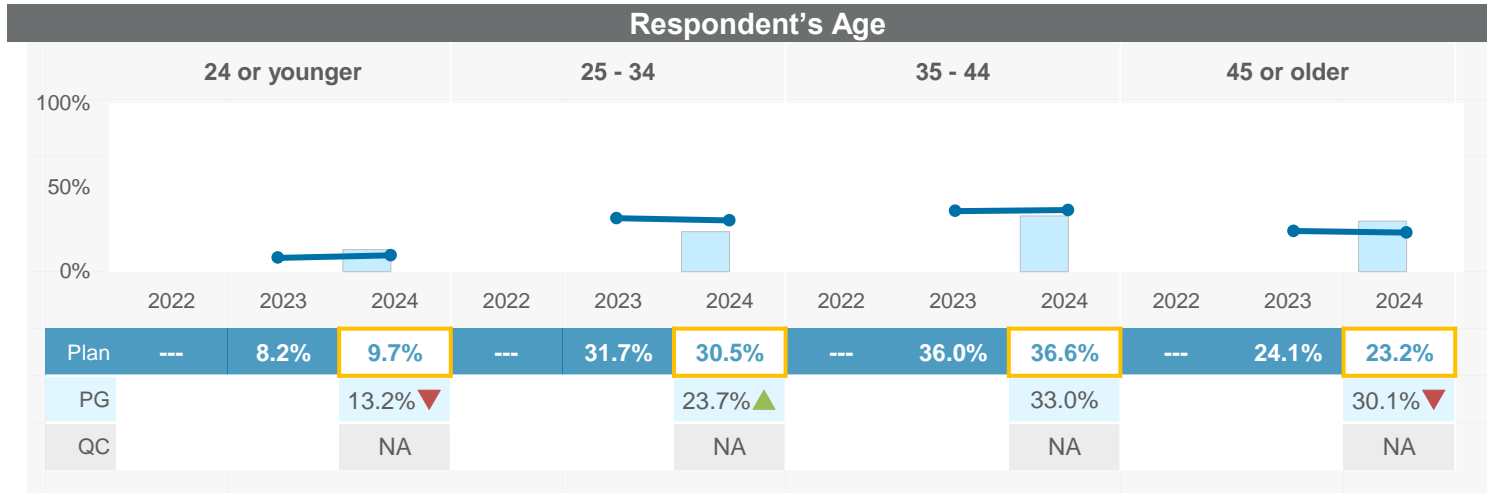
MEDICAID CHILD: GENERAL POPULATION



Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↕/↔) or benchmark score (▲/▼).
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PROFILE OF SURVEY RESPONDENTS

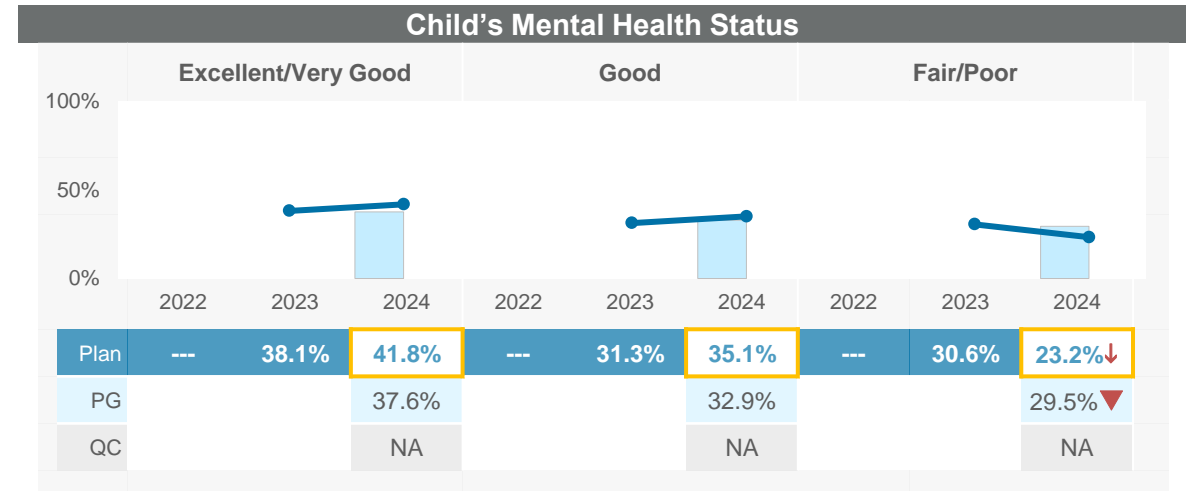
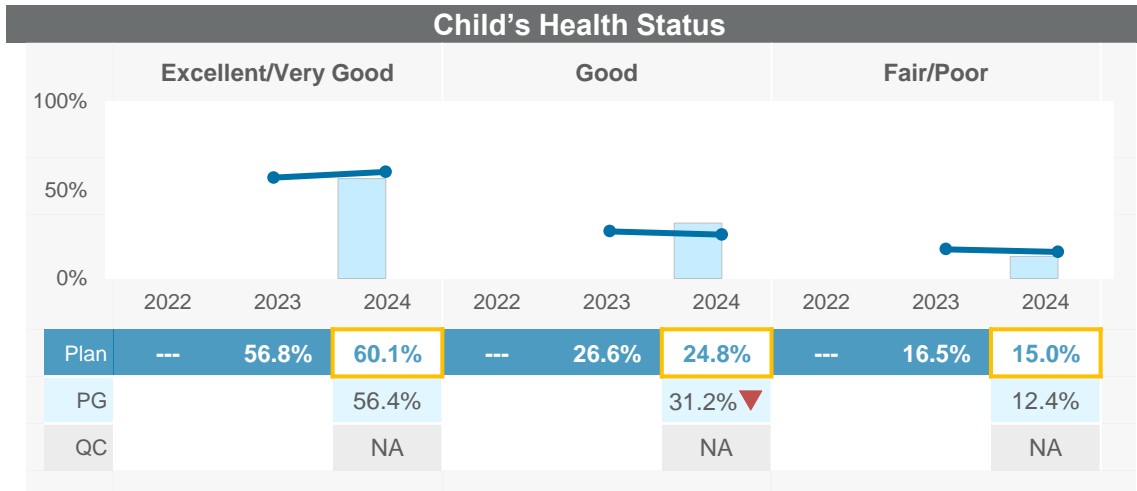
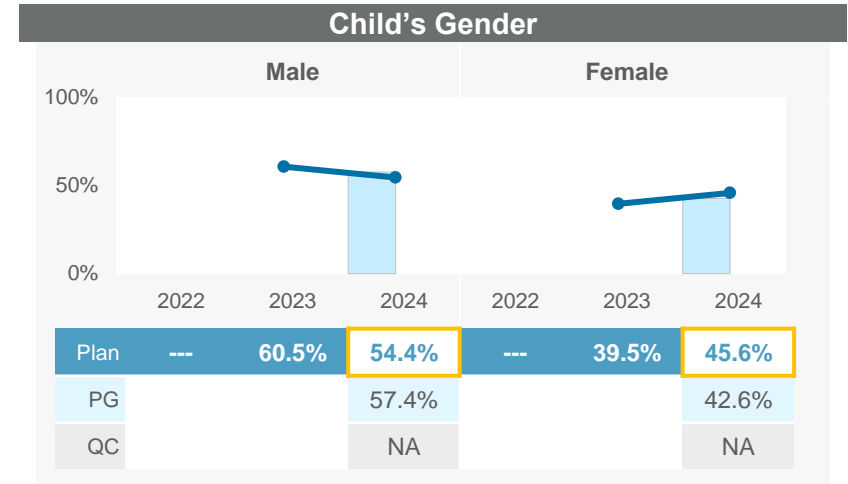
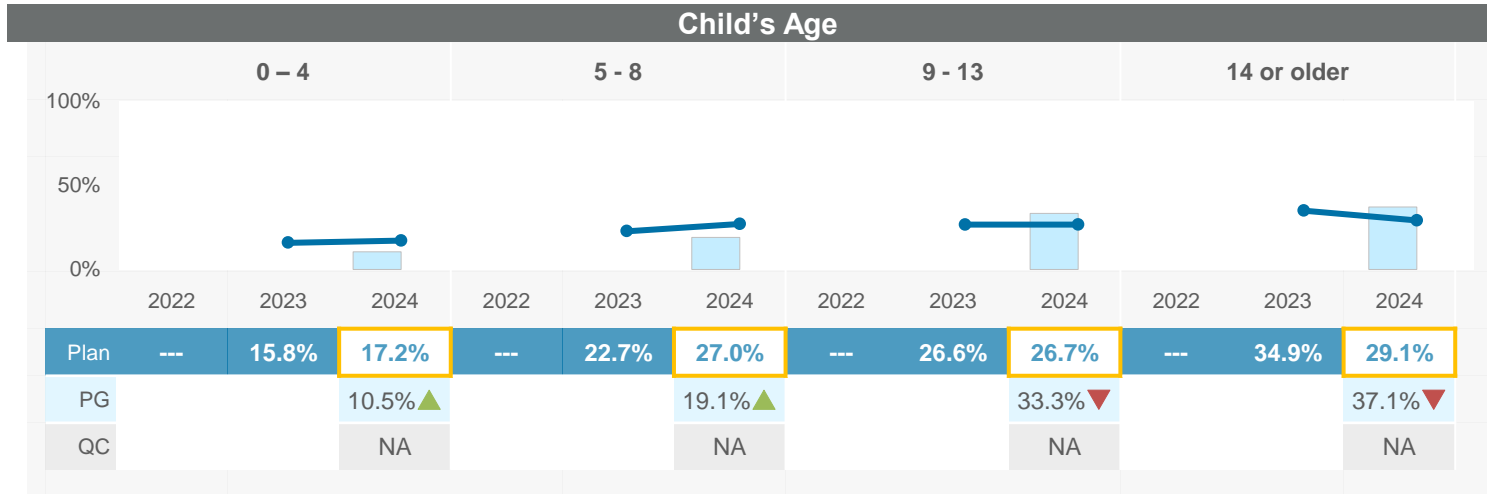
MEDICAID CHILD: GENERAL POPULATION



Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (⚡/⚡) or benchmark score (▲/▼).
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PROFILE OF SURVEY RESPONDENTS

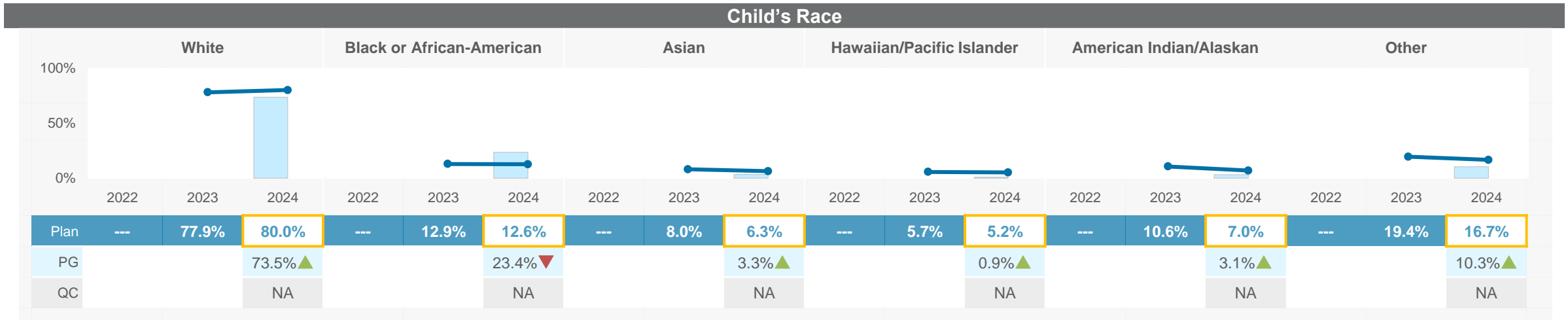
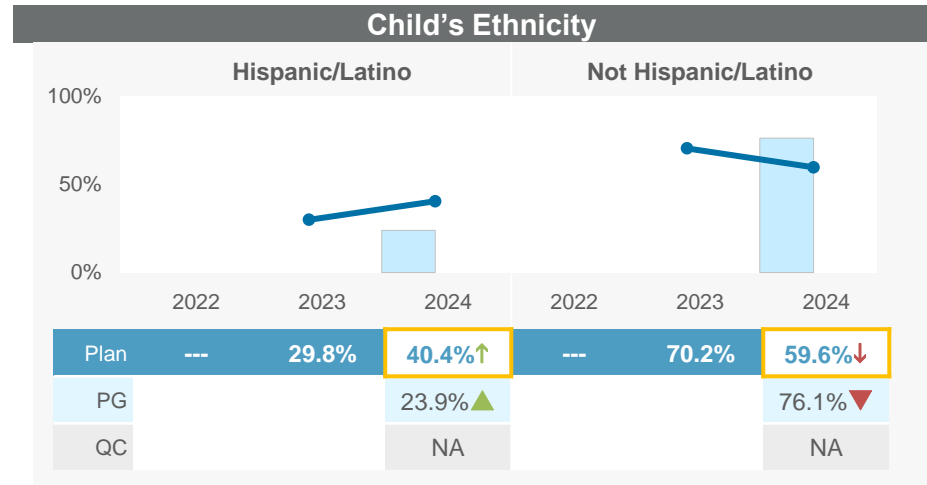
MEDICAID CHILD: CCC POPULATION



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

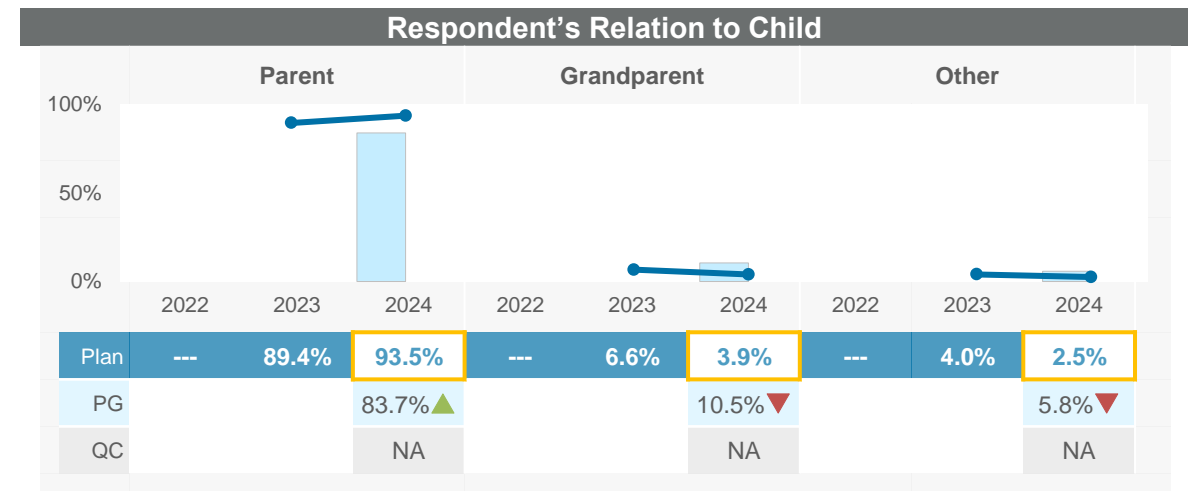
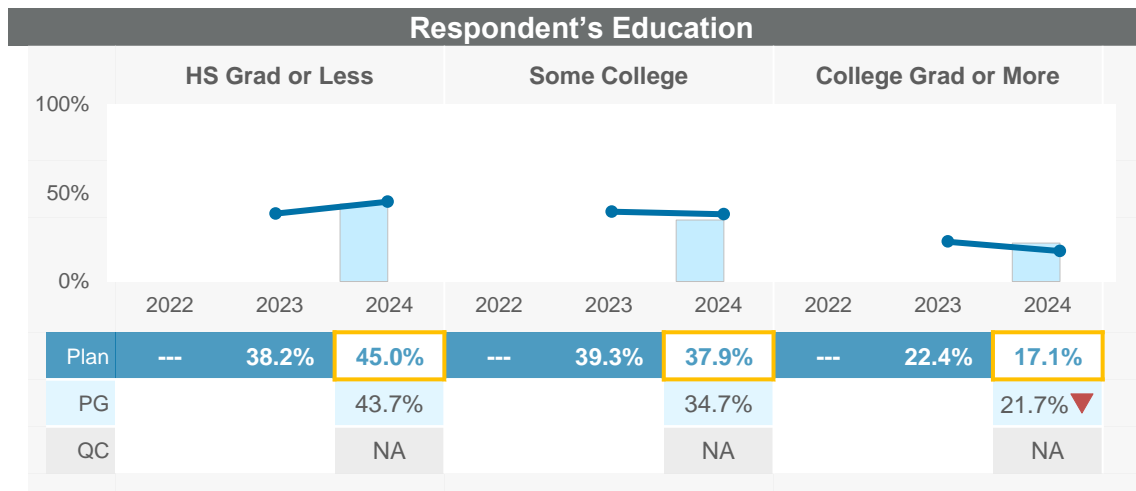
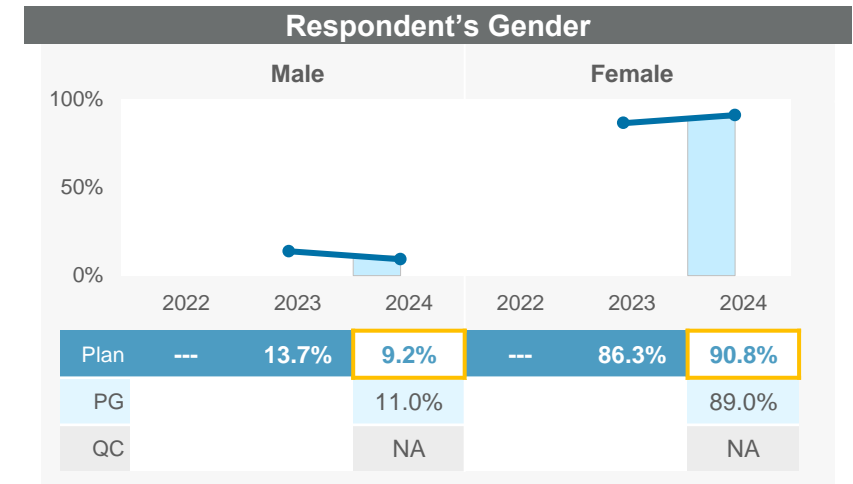
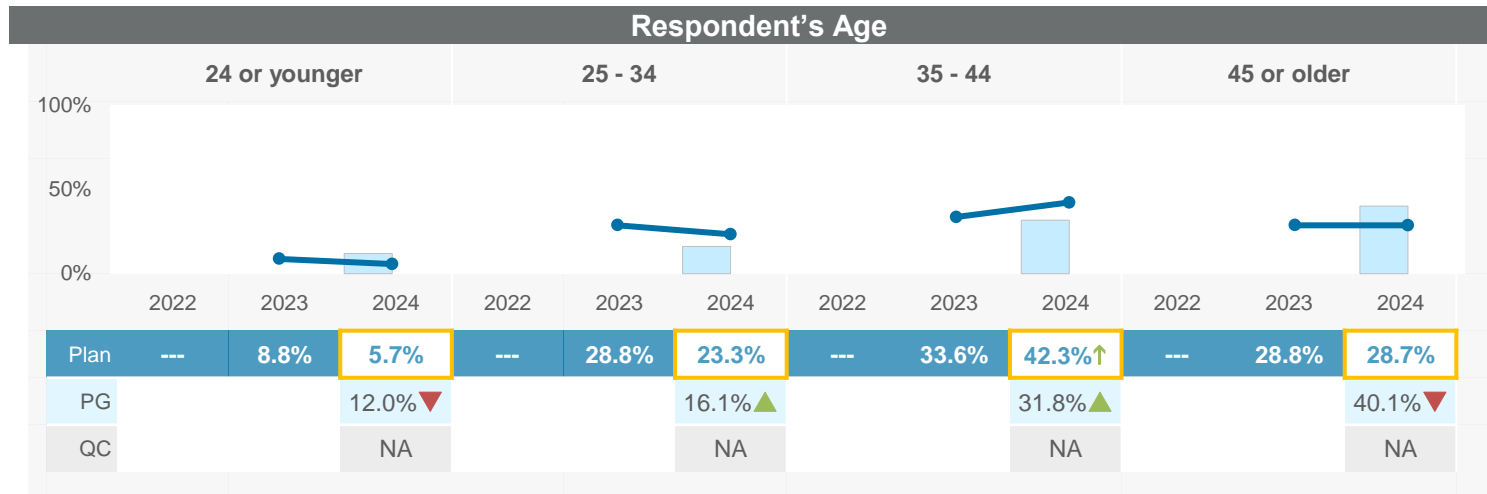
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