

Apple Health

CAHPS® 5.0H

Child Medicaid with Chronic Conditions

Comagine
Health

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This report was prepared under a subcontract with Comagine Health (formerly Qualis Health) under contract K1324 with the Washington State Health Care Authority to conduct External Quality Review and Quality Improvement Activities.

As Washington's Medicaid External Quality Review Organization (EQRO), Comagine Health provides external quality review and supports quality improvement for enrollees of Washington Apple Health managed care programs and the State's managed behavioral healthcare services. For more information, visit us online at: www.QualisHealth.org/WAEQRO.



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Using This Report

The Consumer Assessment of Healthcare Providers and Systems survey (CAHPS® 5.0H) is the most comprehensive tool available for assessing consumers' experiences with their health plans. CAHPS® 5.0H provides consumers, purchasers, health plans and state Medicaid programs with information about a broad range of key consumer issues. The survey instrument consists of eighty-three questions addressing areas such as getting care quickly, how well doctors communicate, global ratings of health care, access to specialized services and coordination of care. A set of questions collecting demographic data and additional supplemental items completes the survey.

This report summarizes the findings of the CAHPS® 5.0H Child with Chronic Conditions (CCC) survey conducted by the Apple Health plans during the spring of 2019. It is designed to identify key opportunities for improving members' experiences. Member responses to survey questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed as the proportion of responses qualifying as achievements. In general, somewhat positive responses are included with positive responses as achievements. For example, a member response of 'Usually' or 'Always' to the question "How often did your child get care as soon as he or she needed?" is considered an achievement, and the achievement score for this question is equal to the proportion of respondents who answered the question with 'Usually' or 'Always'. Because achievement scores for survey questions are computed as the proportion of members who indicate a positive experience, the lower the achievement score, the greater the need for improvement.

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

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

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

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

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

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Methodology and Definitions

The survey drew, as potential respondents, the parent/caretakers of children under the age of 18 who were enrolled in Washington Apple Health. In 2019, the plans that participated are: Amerigroup Washington, Inc. (AMG), Community Health Plan of Washington (CHPW), Coordinated Care of Washington (CCW), Molina Healthcare of Washington, Inc. (MHW) and UnitedHealthcare Community Plan (UHC). All survey participants included managed care enrollees from Apple Health Managed Care (AHMC), Apple Health Integrated Managed Care (AH-IMC), Apple Health Foster Care (AH-IFC) and Behavioral Health Services Only (BHSO) programs. Respondents were surveyed in English or Spanish.

The survey was administered over a 10-week period and five different health plans participated. Of the five participating plans, one used a mixed-mode (mail and telephone) protocol with a pre-approved Internet enhancement and four used a pre-approved enhanced mixed-mode protocol based on NCQA HEDIS® guidelines. The four-wave mixed-mode protocol consisted of an initial survey mailing and reminder postcard to all respondents, followed by a second survey mailing and second reminder postcard to non-respondents, and finally a phone follow-up to non-respondents with a valid telephone number. For the plan that used the Internet enhancement, respondents also had the option to complete the survey on the Internet.

Sampling Frame

A random sample of 22,063 cases was drawn of child members from across the five participating health plans. Survey participants included managed care enrollees from Apple Health Managed Care (AHMC), Apple Health Integrated Managed Care (AH-IMC), Apple Health Foster Care (AH-IFC) and Behavioral Health Services Only (BHSO) programs. Each plan drew two samples: Sample A consisting of 1,650 cases from eligible child enrollees and Sample B consisting of 1,840 cases from only children indicated as likely having a chronic condition. Children already selected in Sample A were excluded from selection for Sample B. Three of the five plans then opted to do an additional oversample to reach a higher number of completed surveys. The oversample percentages for the plans ranged from 40% to 155%. To be eligible, children had to be under the age of 18, and had to be continuously enrolled for at least six months as of December 31, 2018, with no more than one enrollment gap of 45 days or less. Detailed information regarding sampling protocols and methods can be found in *HEDIS® 2019 Volume 3* and the *HEDIS® 2019 Quality Assurance Plan*. Survey materials were addressed to the parent or guardian of the child member.

Selection of Cases for Analysis and Response Rate

NCQA protocol was used to define complete surveys. Surveys were considered complete if respondents did not say 'No' to Q1, and if they provided a valid response to at least three of the five key questions. Complete interviews were obtained from 4,552 children enrolled in Apple Health. The response rate, defined as the number of completed surveys divided by the number of eligible enrollees, was 21.1%. Detailed information regarding protocols and methods can be found in *HEDIS® 2019 Volume 3* and the *HEDIS® 2019 Quality Assurance Plan*.

Questionnaire

The survey instrument selected for the project was the CAHPS® 5.0H Child Survey with the chronic conditions measurement set. The core questions in the survey were developed and tested nationally as an adaptation of the CAHPS® 5.0H Child Survey for use in assessing the performance of health plans. The chronic condition measurement set is the product of a three year joint development effort with the intent to create a protocol to identify and survey children with a range of chronic health problems.

CCC Population and the Survey-Based Screening Tool

A survey-based screening tool was used to identify children with chronic conditions. These respondents are represented throughout this report as the CCC Population. To be included in the CCC population respondents had to answer positively to any of the questions that make up the survey-based screening tool. These questions are Q60 through Q73 in the CAHPS® 5.0H Child with Chronic Conditions (CCC) survey. Detailed

information regarding the survey-based screening tool can be found in *HEDIS® 2019 Volume 3* and the *HEDIS® 2019 Quality Assurance Plan*.

General Population

Throughout this report the group referred to as 'General Population' includes all selected eligible child enrollees. The General and CCC populations are not mutually exclusive, as the CCC Population respondents are also included in the General Population.

Definition of Achievement Scores

Member responses to survey questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed equal to the proportion of responses qualifying as achievements. In general, somewhat positive responses are included with positive responses as achievements. For example, a member response of 'Usually' or 'Always' to the question "How often did your child get care as soon as he or she needed?" is considered an achievement, and responses of '8', '9', or '10' to ratings questions are also considered achievements. Because achievement scores for survey questions are computed as the proportion of members who indicate a positive experience, the lower the achievement score, the greater the need for the health plan to improve. See the *Responses by Question* section for assignment of achievement responses for each question. For some survey items, relatively small numbers of responses were collected due to skip patterns inherent in the instrument. Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

Definition of Achievement Scores: Alternate Top Box Method

For questions with response options 'Never,' 'Sometimes,' 'Usually,' and 'Always', alternate achievement scores are also calculated using only the response option 'Always' (instead of both 'Usually and 'Always') as an achievement. For questions with the response options 0-10, alternate achievement scores are calculated using only response options 9+10 as achievements. Top Box scores are displayed in the *Executive Summary* section and as hollow bars in the *Graphs* section of the report.

Composites

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

Getting Needed Care

- Q46. Usually or always got appointments with specialists as soon as child needed
- Q15. Usually or always easy to get the care, tests or treatment child needed

Getting Care Quickly

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

How Well Doctors Communicate

- Q32. Personal doctor usually or always explained things in a way that was easy to understand
- Q33. Personal doctor usually or always listened carefully to you
- Q34. Personal doctor usually or always showed respect for what you had to say
- Q37. Personal doctor usually or always spent enough time with child

Customer Service

- Q50. Customer service usually or always gave help you needed
- Q51. Customer service usually or always treated you with courtesy and respect

Shared Decision Making

- Q11. Doctor talked about reasons you might want child to take a medicine
- Q12. Doctor talked about reasons you might not want child to take a medicine
- Q13. When talking about starting or stopping a prescription, doctor asked what you thought was best for child

Children with Chronic Conditions Composites

Three composite scores summarize responses in key areas for the CCC measurement set: Family Centered Care: Personal Doctor or Nurse Who Knows Child, Coordination of Care, and Access to Specialized Services. The Access to Specialized Services composite uses the same scoring guidelines as the traditional CAHPS® 5.0H composites. Two of the CCC composites, Family Centered Care: Personal Doctor or Nurse Who Knows Child and Coordination of Care are composed of questions with 'Yes' or 'No' response options. For these composites global proportions are calculated. Detailed information regarding calculation of the CCC measurement set can be found in *HEDIS® 2019 Volume 3* and the *HEDIS® 2019 Quality Assurance Plan*. Following is a list of the questions that comprise each chronic condition composite:

Access to Specialized Services

- Q20. Usually or always easy to get special medical equipment or devices for child
- Q23. Usually or always easy to get therapy for child
- Q26. Usually or always easy to get treatment or counseling for child

Family Centered Care: Personal Doctor Who Knows Child

- Q38. Child's personal doctor talked with you about how child is feeling, growing, or behaving
- Q43. Doctor understands how health conditions affect child's day-to-day life
- Q44. Doctor understands how health conditions affect family's day-to-day life

Coordination of Care

- Q18. Child's doctors or other health providers gave you the help you needed in contacting your child's school or daycare
- Q29. Someone from child's health plan, doctor's office or clinic helped coordinate child's care among different types of providers or services

Correlation

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

Correlation to Satisfaction

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

Comparisons

In this report, the Apple Health results are compared to Apple Health overall results, with statistical significance testing. The Apple Health overall results represent the combined scores of the five participating health plans.

Comparisons: Current Year and Trending

2019 results are presented with the 2017 CAHPS® 5.0H data in the *Trend Analysis* sections of the report. For some survey items, relatively small numbers of responses were collected due to skip patterns inherent in the instrument. Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

Statistical Significance Testing

Significance testing is a way to measure the probability that two different measures of a population represent a true difference or are the result of chance. When comparing two random samples from a population, as we do between health plans or within a health plan over time, for example, we often want to know if there is any meaningful change. If there is a difference, then we evaluate if it is simply by chance, or if it is a true difference using statistical significance tests. When the term 'statistically significantly different' is used in this report, it means that we can be 95% sure that the difference between the two measures is not simply due to chance.

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

Executive Summary

The Consumer Assessment of Healthcare Providers and Systems survey (CAHPS® 5.0H) is the most comprehensive tool available for assessing consumers' experiences with their health plans. CAHPS® 5.0H provides consumers, purchasers, health plans and state Medicaid programs with information about a broad range of key consumer issues.

This report summarizes the findings of the Child Survey which includes the Children with Chronic Conditions (CCC) measurement set conducted by Apple Health in the spring of 2019. Attempts were made to survey 22,063 Apple Health member households by mail, Internet and telephone using a standardized survey procedure and questionnaire. Complete interviews were obtained from 4,552 selected respondents.

Both the survey procedure and the questionnaire were developed jointly by the Agency for Healthcare Research and Quality and NCQA, the National Committee for Quality Assurance. NCQA is an independent not-for-profit organization dedicated to measuring the quality of America's health care. Detailed information regarding protocols and methods can be found in *HEDIS® 2019 Volume 3* and the *HEDIS® 2019 Quality Assurance Plan*.

SUMMARY OF OVERALL RATING QUESTIONS

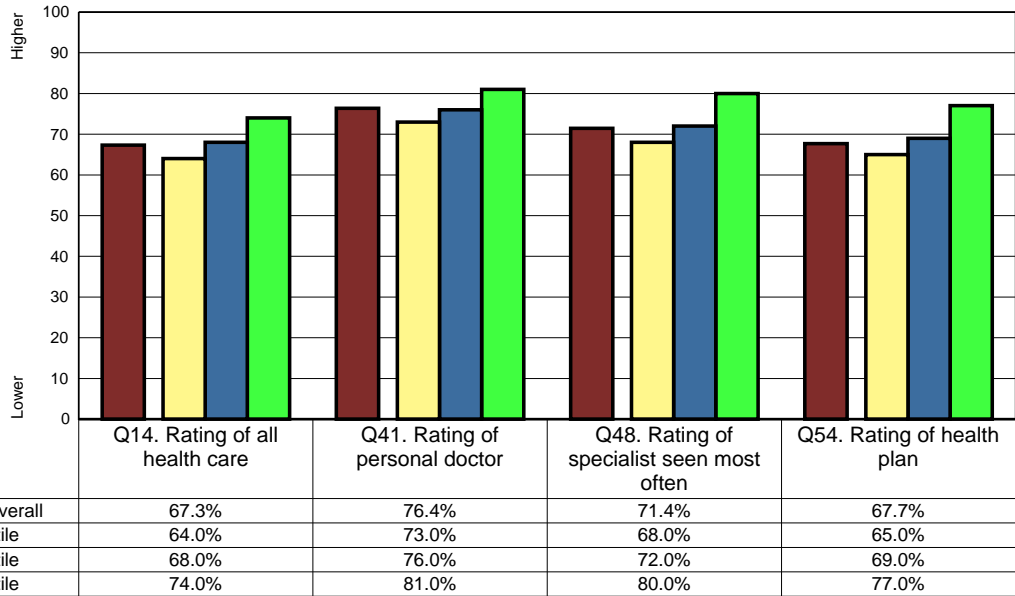
Response options for overall rating questions range from 0 (worst) to 10 (best). In the following tables, ratings of 9 or 10 are considered top box achievements, and the achievement score is presented as a proportion of members whose response was an achievement. The 2019 Apple Health child top box ratings scores are presented in the following chart.

The 2018 CAHPS® Database top box scores are presented for visual comparison. No significance testing was possible, given the formats for these data. The child CAHPS scores were obtained from data submitted directly to the CAHPS® Database by State Medicaid agencies and individual health plans. The 2018 child comparative database includes 79,736 respondents from 150 child Medicaid sample submissions. CAHPS® Database benchmarks are not available for the CCC measures and population.

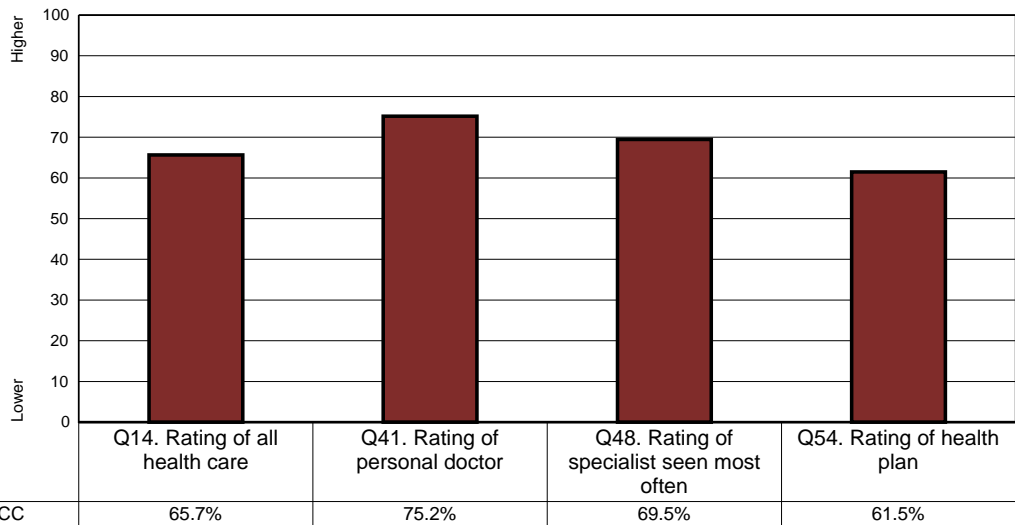
The combination of all five Apple Health plans is presented as Apple Health.

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

Overall Rating Questions - General Population



Overall Rating Questions - CCC Population



SUMMARY OF COMPOSITES

For each of five domains of member experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, and Shared Decision Making, a composite score is calculated. The composite scores are intended to give a summary assessment of how the services for children under Apple Health performed across the domain.

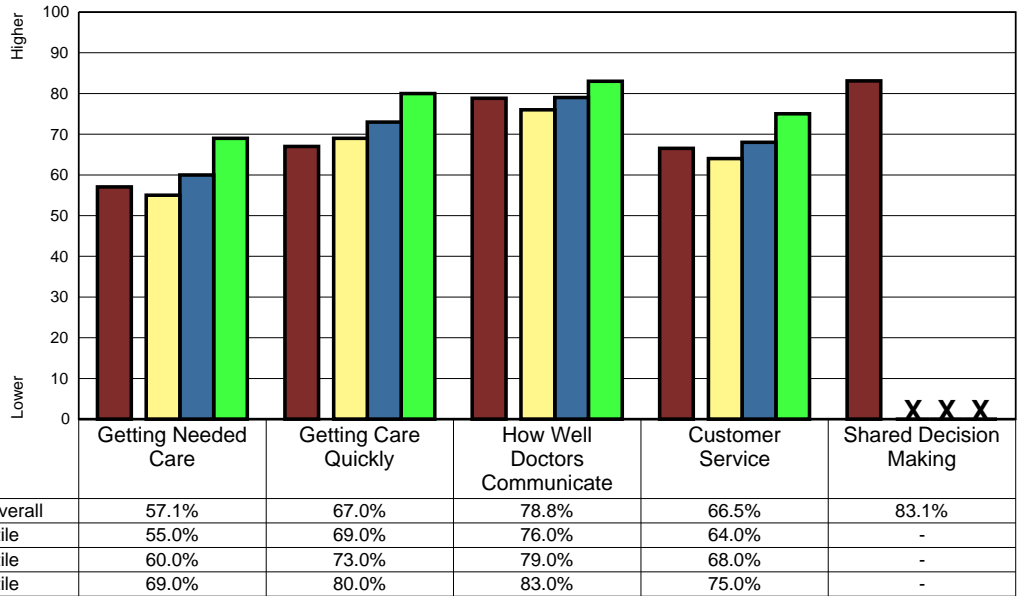
The 2019 Apple Health child top box composite scores are presented in the following tables. In these tables, proportions of the most positive response are reported as achievement scores. For the Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate and Customer Service composites, responses of 'Always' are considered achievements. Responses of 'Yes' are considered achievements for the Shared Decision Making composite.

The 2018 CAHPS® Database top box scores are presented for visual comparison. No significance testing was possible, given the formats for these data. CAHPS® Database benchmarks are not available for the Shared Decision Making composite or the CCC measures and population.

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

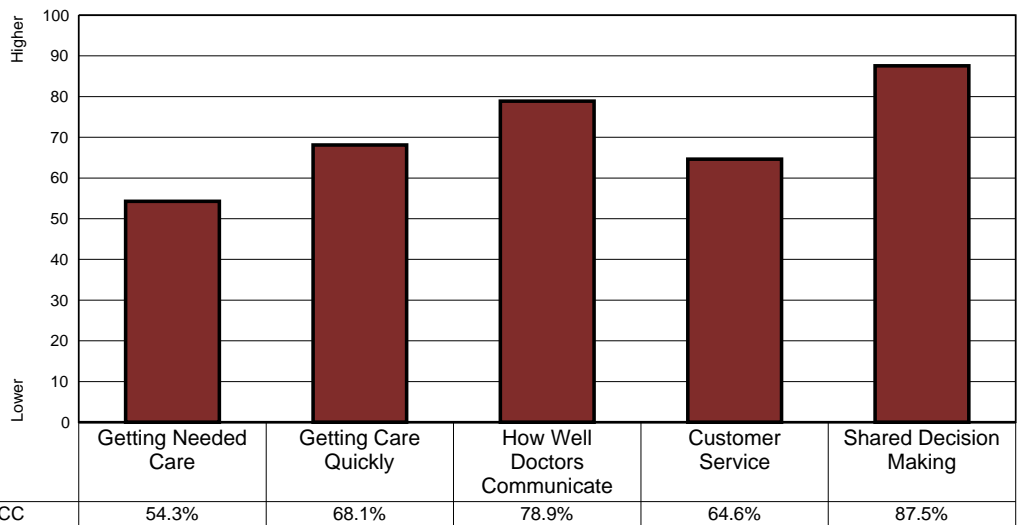
The combination of all five Apple Health plans is presented as Apple Health.

Standard Composites - General Population



X Comparative data not available

Standard Composites - CCC Population



SUMMARY OF CHILDREN WITH CHRONIC CONDITIONS CAHPS® 5.0H COMPOSITES

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

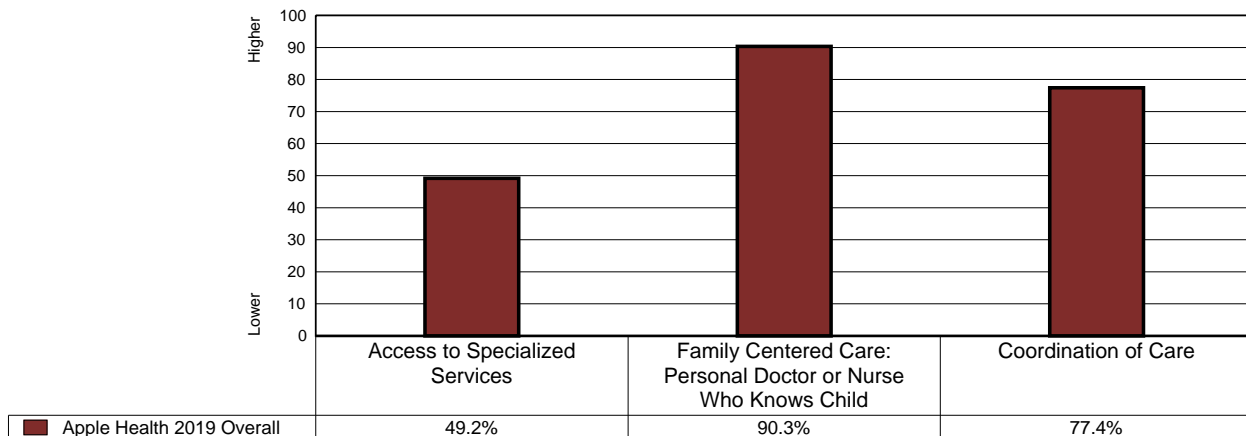
The Access to Specialized Care composite is composed of questions with response options of 'Never' to 'Always'. Responses of 'Always' are considered top box achievements for the Access to Specialized Care composite.

The Family Centered Care: Personal Doctor or Nurse Who Knows Child composite and the Coordination of Care composite are composed with response options of 'Yes' and 'No'. For these two composites responses of 'Yes' are considered achievements. CAHPS® Database benchmarks are not available for the CCC measures or population.

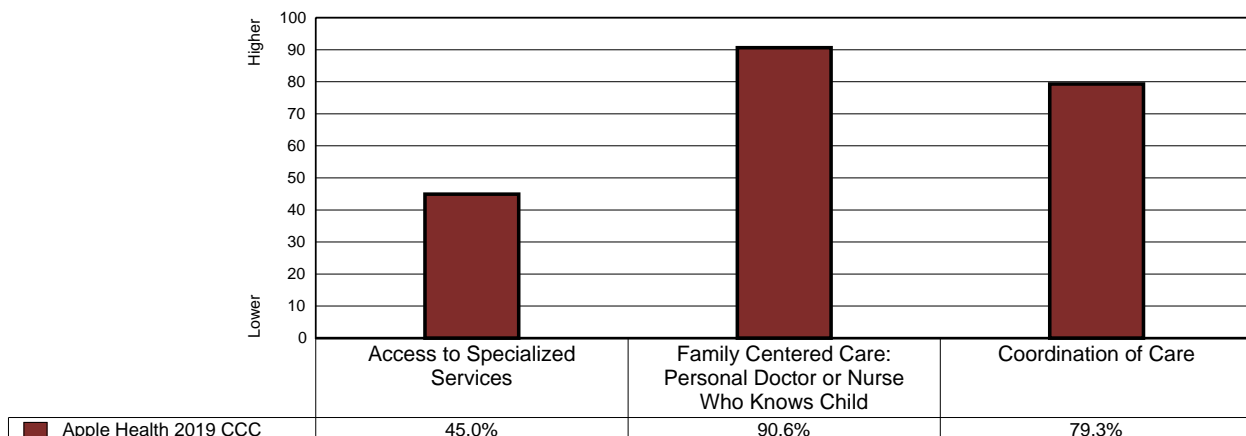
General Population includes responses from all selected eligible child enrollees, and CCC Population includes responses from only selected eligible child enrollees whose responses to the survey-based screening tool indicated that the child has a chronic condition. The two populations are not mutually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

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

CCC Composites - General Population



CCC Composites - CCC Population



Key Strengths and Opportunities for Improvement

General Population

The following table displays the ten HEDIS-CAHPS® 5.0H questions most highly correlated with the Apple Health plans members' satisfaction with the health plan along with their corresponding achievement scores and correlations. Achievement scores are considered "high" when the score is 80% or higher. A correlation coefficient of 0.40 or greater indicates a relatively high correlation with health plan satisfaction.

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

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

Key Strengths

Question	Apple Health Achievement Score	Correlation w/ satisfaction
Q33. Personal doctor usually or always listened carefully to you	94.5	0.23
Q51. Customer service usually or always treated you with courtesy and respect	93.8	0.37
Q56. Usually or always easy to get prescription medicines for child through health plan	89.8	0.33
Q15. Usually or always easy to get the care, tests or treatment child needed	89.0	0.33
Q40. Personal doctor usually or always seemed informed about care child got from other providers	83.3	0.27

Opportunities for Improvement

Question	Apple Health Achievement Score	Correlation w/ satisfaction
Q27. Someone from doctor's office helped get treatment or counseling for child	62.2	0.24
Q26. Usually or always easy to get treatment or counseling for child	67.7	0.34
Q23. Usually or always easy to get therapy for child	71.8	0.33
Q20. Usually or always easy to get special medical equipment or devices for child	73.5	0.40
Q50. Customer service usually or always gave help you needed	81.8	0.36

Key Strengths and Opportunities for Improvement

CCC Population

The following table displays the ten HEDIS-CAHPS® 5.0H questions most highly correlated with the Apple Health members' satisfaction with the health plan along with their corresponding achievement scores and correlations. Achievement scores are considered "high" when the score is 80% or higher. A correlation coefficient of 0.40 or greater indicates a relatively high correlation with health plan satisfaction.

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

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

Key Strengths

Question	Apple Health Achievement Score	Correlation w/ satisfaction
Q33. Personal doctor usually or always listened carefully to you	94.5	0.28
Q51. Customer service usually or always treated you with courtesy and respect	92.4	0.36
Q56. Usually or always easy to get prescription medicines for child through health plan	90.4	0.33
Q15. Usually or always easy to get the care, tests or treatment child needed	89.4	0.41
Q40. Personal doctor usually or always seemed informed about care child got from other providers	82.6	0.30

Opportunities for Improvement

Question	Apple Health Achievement Score	Correlation w/ satisfaction
Q27. Someone from doctor's office helped get treatment or counseling for child	61.9	0.24
Q26. Usually or always easy to get treatment or counseling for child	66.4	0.33
Q23. Usually or always easy to get therapy for child	67.5	0.37
Q20. Usually or always easy to get special medical equipment or devices for child	72.4	0.35
Q50. Customer service usually or always gave help you needed	81.7	0.37

Trend Analysis - Higher Scores - 2019 vs. 2017

Non-CCC Population

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

HIGHER SCORES - STATISTICALLY SIGNIFICANT

These questions had **statistically significantly higher scores** in 2019 as compared to the 2017 Apple Health scores.

Question	Apple Health 2019 Score	Apple Health 2017 Score	% Point Change	Composite Group
Q14. Rating of all health care	87.7%	85.4%	+2.3	Ratings
Q54. Rating of health plan	85.2%	83.1%	+2.1	Ratings
Q41. Rating of personal doctor	90.4%	88.4%	+2.0	Ratings

HIGHER SCORES - NOT STATISTICALLY SIGNIFICANT

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

Question	Apple Health 2019 Score	Apple Health 2017 Score	% Point Change	Composite Group
Q12. Doctor talked about reasons you might not want child to take a medicine	73.5%	69.9%	+3.6	Shared Decision Making
HCA_6. Rating of treatment or counseling	74.2%	71.4%	+2.8	Supplemental Items
Q21. Someone from doctor's office helped get special medical equipment or devices for child	82.6%	80.1%	+2.5	Single Items
Q43. Doctor understands how health conditions affect child's day-to-day life	92.3%	90.3%	+2.0	Family Centered Care
Q24. Someone from doctor's office helped get therapy for child	75.2%	73.4%	+1.8	Single Items
Q27. Someone from doctor's office helped get treatment or counseling for child	62.2%	60.6%	+1.6	Single Items
Q38. Child's personal doctor talked with you about how child is feeling, growing, or behaving	90.1%	88.6%	+1.5	Family Centered Care
Q44. Doctor understands how health conditions affect family's day-to-day life	88.5%	87.1%	+1.4	Family Centered Care
Q15. Usually or always easy to get the care, tests or treatment child needed	89.0%	87.8%	+1.2	Getting Needed Care

Trend Analysis - Higher Scores - 2019 vs. 2017

Non-CCC Population

(continued)

Question	Apple Health 2019 Score	Apple Health 2017 Score	% Point Change	Composite Group
Q46. Usually or always got appointments with specialists as soon as child needed	76.2%	75.1%	+1.1	Getting Needed Care
Q13. When talking about starting or stopping a prescription, doctor asked what you thought was best for child	83.0%	82.3%	+0.7	Shared Decision Making
Q9. Doctor usually or always answered questions about child's health	88.8%	88.1%	+0.7	Single Items
Q56. Usually or always easy to get prescription medicines for child through health plan	89.8%	89.1%	+0.7	Single Items
PQ53. Forms from child's health plan were usually or always easy to fill out	94.1%	93.5%	+0.6	Single Items
Q58. Excellent or very good rating of child's overall health	75.2%	74.6%	+0.6	Single Items
Q29. Someone from child's health plan, doctor's office or clinic helped coordinate child's care among different types of providers or services	62.5%	61.9%	+0.6	Coordination of Care
Q8. Doctor talked about specific things to prevent illness in child	72.1%	71.6%	+0.5	Single Items
Q51. Customer service usually or always treated you with courtesy and respect	93.8%	93.5%	+0.4	Customer Service
Q34. Personal doctor usually or always showed respect for what you had to say	96.2%	95.9%	+0.3	Communication
Q6. Usually or always got appt. for care as soon as child needed	84.6%	84.4%	+0.2	Getting Care Quickly
Q40. Personal doctor usually or always seemed informed about care child got from other providers	83.3%	83.1%	+0.2	Single Items
Q36. Doctor usually or always explained things in a way that was easy for child to understand	92.9%	92.7%	+0.2	Single Items
Q48. Rating of specialist seen most often	86.0%	85.9%	+0.1	Ratings
Q32. Personal doctor usually or always explained things in a way that was easy to understand	94.5%	94.4%	+0.1	Communication

Trend Analysis - Lower Scores - 2019 vs. 2017

Non-CCC Population

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

LOWER SCORES - STATISTICALLY SIGNIFICANT

These questions had **statistically significantly lower scores** in 2019 as compared to the 2017 Apple Health scores.

Question	Apple Health 2019 Score	Apple Health 2017 Score	% Point Change	Composite Group
HCA_7. Usually or always involved as much as wanted in child's mental health care or counseling	60.1%	82.5%	-22.3	Supplemental Items
HCA_5. Usually or always easy to get needed treatment or counseling through health plan	63.0%	78.0%	-15.0	Supplemental Items
Q59. Excellent or very good rating of child's overall mental or emotional health	68.2%	71.1%	-2.9	Single Items

LOWER SCORES - NOT STATISTICALLY SIGNIFICANT

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

Question	Apple Health 2019 Score	Apple Health 2017 Score	% Point Change	Composite Group
Q26. Usually or always easy to get treatment or counseling for child	67.7%	71.2%	-3.6	Access to Specialized Services
Q20. Usually or always easy to get special medical equipment or devices for child	73.5%	77.0%	-3.5	Access to Specialized Services
Q57. Someone from doctor's office helped get child's prescription medicines	63.8%	66.6%	-2.8	Single Items
Q37. Personal doctor usually or always spent enough time with child	89.8%	90.7%	-0.8	Communication
Q23. Usually or always easy to get therapy for child	71.8%	72.4%	-0.6	Access to Specialized Services
Q50. Customer service usually or always gave help you needed	81.8%	82.3%	-0.6	Customer Service
Q11. Doctor talked about reasons you might want child to take a medicine	92.8%	92.9%	-0.2	Shared Decision Making
Q18. Child's doctors or other health providers gave you the help you needed in contacting your child's school or daycare	92.4%	92.6%	-0.2	Coordination of Care

Trend Analysis - Lower Scores - 2019 vs. 2017

Non-CCC Population

(continued)

Question	Apple Health 2019 Score	Apple Health 2017 Score	% Point Change	Composite Group
Q4. Usually or always got care as soon as child needed	89.0%	89.1%	-0.1	Getting Care Quickly
Q33. Personal doctor usually or always listened carefully to you	94.5%	94.6%	-0.1	Communication

Trend Analysis - Higher Scores - 2019 vs. 2017

CCC Population

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

HIGHER SCORES - STATISTICALLY SIGNIFICANT

These questions had **statistically significantly higher scores** in 2019 as compared to the 2017 Apple Health scores.

Question	Apple Health 2019 Score	Apple Health 2017 Score	% Point Change	Composite Group
Q21. Someone from doctor's office helped get special medical equipment or devices for child	85.7%	76.9%	+8.8	Single Items
Q14. Rating of all health care	86.8%	82.1%	+4.7	Ratings
Q38. Child's personal doctor talked with you about how child is feeling, growing, or behaving	90.1%	86.9%	+3.3	Family Centered Care
Q44. Doctor understands how health conditions affect family's day-to-day life	89.0%	86.2%	+2.9	Family Centered Care
Q43. Doctor understands how health conditions affect child's day-to-day life	92.7%	90.0%	+2.7	Family Centered Care
Q41. Rating of personal doctor	88.8%	86.3%	+2.5	Ratings

HIGHER SCORES - NOT STATISTICALLY SIGNIFICANT

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

Question	Apple Health 2019 Score	Apple Health 2017 Score	% Point Change	Composite Group
Q12. Doctor talked about reasons you might not want child to take a medicine	79.6%	76.4%	+3.3	Shared Decision Making
Q27. Someone from doctor's office helped get treatment or counseling for child	61.9%	59.8%	+2.2	Single Items
Q46. Usually or always got appointments with specialists as soon as child needed	77.7%	75.8%	+1.9	Getting Needed Care
Q50. Customer service usually or always gave help you needed	81.7%	79.8%	+1.8	Customer Service
Q24. Someone from doctor's office helped get therapy for child	72.8%	71.0%	+1.8	Single Items

Trend Analysis - Higher Scores - 2019 vs. 2017

CCC Population

(continued)

Question	Apple Health 2019 Score	Apple Health 2017 Score	% Point Change	Composite Group
Q33. Personal doctor usually or always listened carefully to you	94.5%	92.8%	+1.8	Communication
Q54. Rating of health plan	80.7%	79.1%	+1.6	Ratings
Q37. Personal doctor usually or always spent enough time with child	92.3%	90.9%	+1.4	Communication
Q56. Usually or always easy to get prescription medicines for child through health plan	90.4%	89.1%	+1.4	Single Items
Q15. Usually or always easy to get the care, tests or treatment child needed	89.4%	88.2%	+1.2	Getting Needed Care
Q29. Someone from child's health plan, doctor's office or clinic helped coordinate child's care among different types of providers or services	64.5%	63.4%	+1.2	Coordination of Care
Q34. Personal doctor usually or always showed respect for what you had to say	95.7%	94.6%	+1.1	Communication
HCA_6. Rating of treatment or counseling	71.2%	70.2%	+1.0	Supplemental Items
Q13. When talking about starting or stopping a prescription, doctor asked what you thought was best for child	86.3%	85.3%	+1.0	Shared Decision Making
Q40. Personal doctor usually or always seemed informed about care child got from other providers	82.6%	81.8%	+0.9	Single Items
Q32. Personal doctor usually or always explained things in a way that was easy to understand	95.0%	94.3%	+0.7	Communication
Q6. Usually or always got appt. for care as soon as child needed	86.8%	86.2%	+0.6	Getting Care Quickly
Q48. Rating of specialist seen most often	85.7%	85.2%	+0.6	Ratings
Q8. Doctor talked about specific things to prevent illness in child	77.3%	76.9%	+0.4	Single Items
Q36. Doctor usually or always explained things in a way that was easy for child to understand	93.0%	92.6%	+0.4	Single Items
PQ53. Forms from child's health plan were usually or always easy to fill out	93.9%	93.7%	+0.2	Single Items

Trend Analysis - Lower Scores - 2019 vs. 2017

CCC Population

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

LOWER SCORES - STATISTICALLY SIGNIFICANT

These questions had **statistically significantly lower scores** in 2019 as compared to the 2017 Apple Health scores.

Question	Apple Health 2019 Score	Apple Health 2017 Score	% Point Change	Composite Group
HCA_5. Usually or always easy to get needed treatment or counseling through health plan	69.6%	78.9%	-9.3	Supplemental Items
HCA_7. Usually or always involved as much as wanted in child's mental health care or counseling	76.9%	82.9%	-6.0	Supplemental Items
Q59. Excellent or very good rating of child's overall mental or emotional health	37.7%	43.0%	-5.3	Single Items
Q57. Someone from doctor's office helped get child's prescription medicines	64.5%	68.6%	-4.1	Single Items

LOWER SCORES - NOT STATISTICALLY SIGNIFICANT

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

Question	Apple Health 2019 Score	Apple Health 2017 Score	% Point Change	Composite Group
Q20. Usually or always easy to get special medical equipment or devices for child	72.4%	76.3%	-3.9	Access to Specialized Services
Q26. Usually or always easy to get treatment or counseling for child	66.4%	70.2%	-3.7	Access to Specialized Services
Q23. Usually or always easy to get therapy for child	67.5%	71.1%	-3.6	Access to Specialized Services
Q18. Child's doctors or other health providers gave you the help you needed in contacting your child's school or daycare	94.0%	95.6%	-1.6	Coordination of Care
Q51. Customer service usually or always treated you with courtesy and respect	92.4%	93.4%	-1.0	Customer Service
Q9. Doctor usually or always answered questions about child's health	90.9%	91.4%	-0.5	Single Items

Trend Analysis - Lower Scores - 2019 vs. 2017

CCC Population

(continued)

Question	Apple Health 2019 Score	Apple Health 2017 Score	% Point Change	Composite Group
Q4. Usually or always got care as soon as child needed	90.4%	90.8%	-0.4	Getting Care Quickly
Q11. Doctor talked about reasons you might want child to take a medicine	96.7%	97.1%	-0.4	Shared Decision Making

PRIORITY MATRICES

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

With respect to achievement scores, higher scores are obviously better. With respect to correlations however, their magnitude is best considered not in terms of better or worse, but rather in terms of importance. In the context of quality improvement activities, the most important composites or ratings are those which are most highly correlated with overall health plan satisfaction. For example, if one composite is more highly correlated with overall health plan satisfaction than the others, improving service in that particular area is more likely to improve ratings of overall plan satisfaction over time. Conversely, if an item is weakly correlated with overall plan satisfaction, altering services in that domain won't significantly alter ratings of the health plan.

Overall satisfaction with the Apple Health participating plans' services for children is based on Q54, which asks respondents to rate their experience with their health plan, using a 0-10 scale, from "Worst health plan possible" to "Best health plan possible".

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

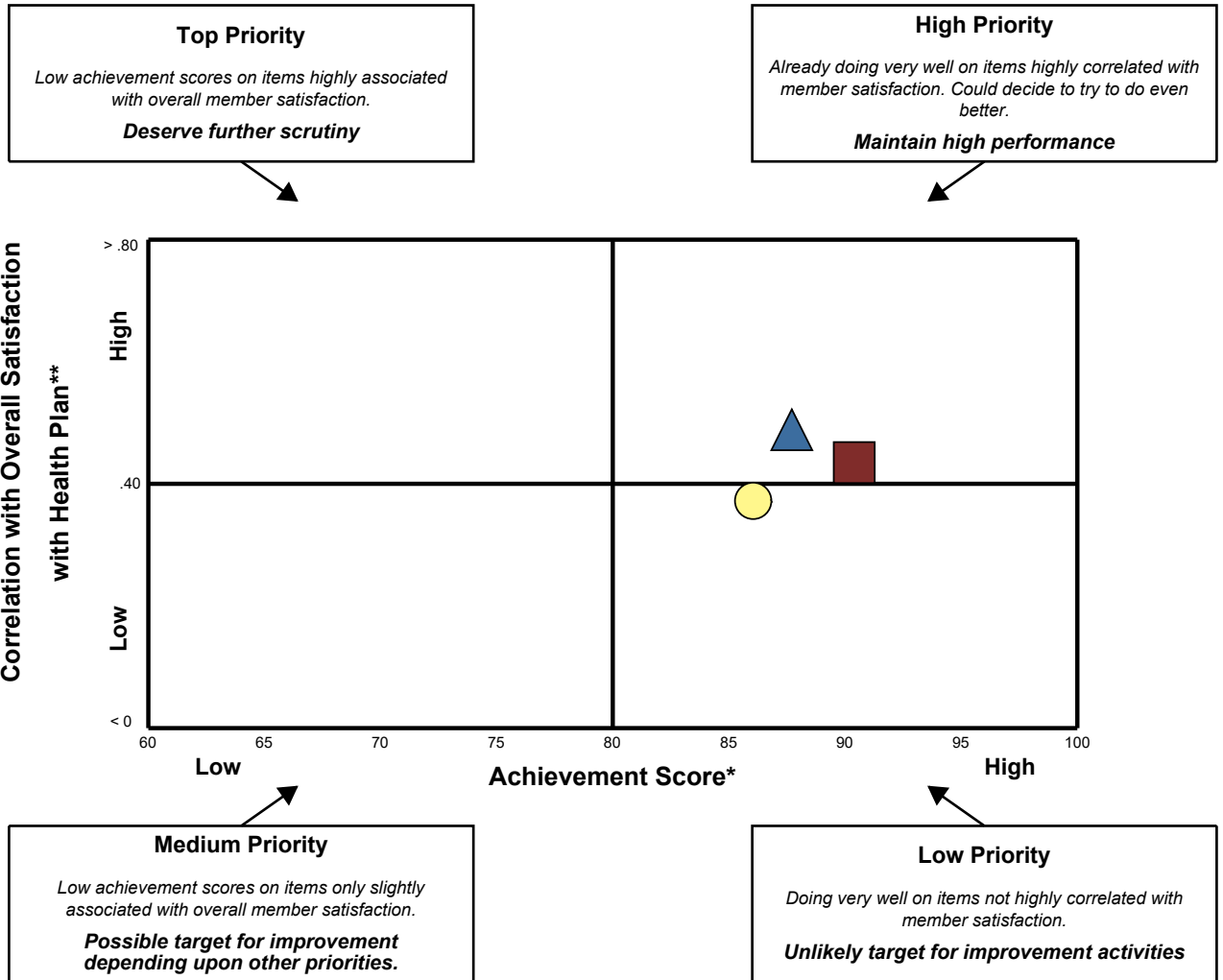
General Population includes responses from all selected eligible child enrollees, and CCC Population includes responses from only selected eligible child enrollees whose responses to the survey-based screening tool indicated that the child has a chronic condition. The two populations are not mutually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

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

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

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

Priority Matrix Ratings General Population



■ Rating of Personal Doctor

▲ Rating of All Health Care

● Rating of Specialist

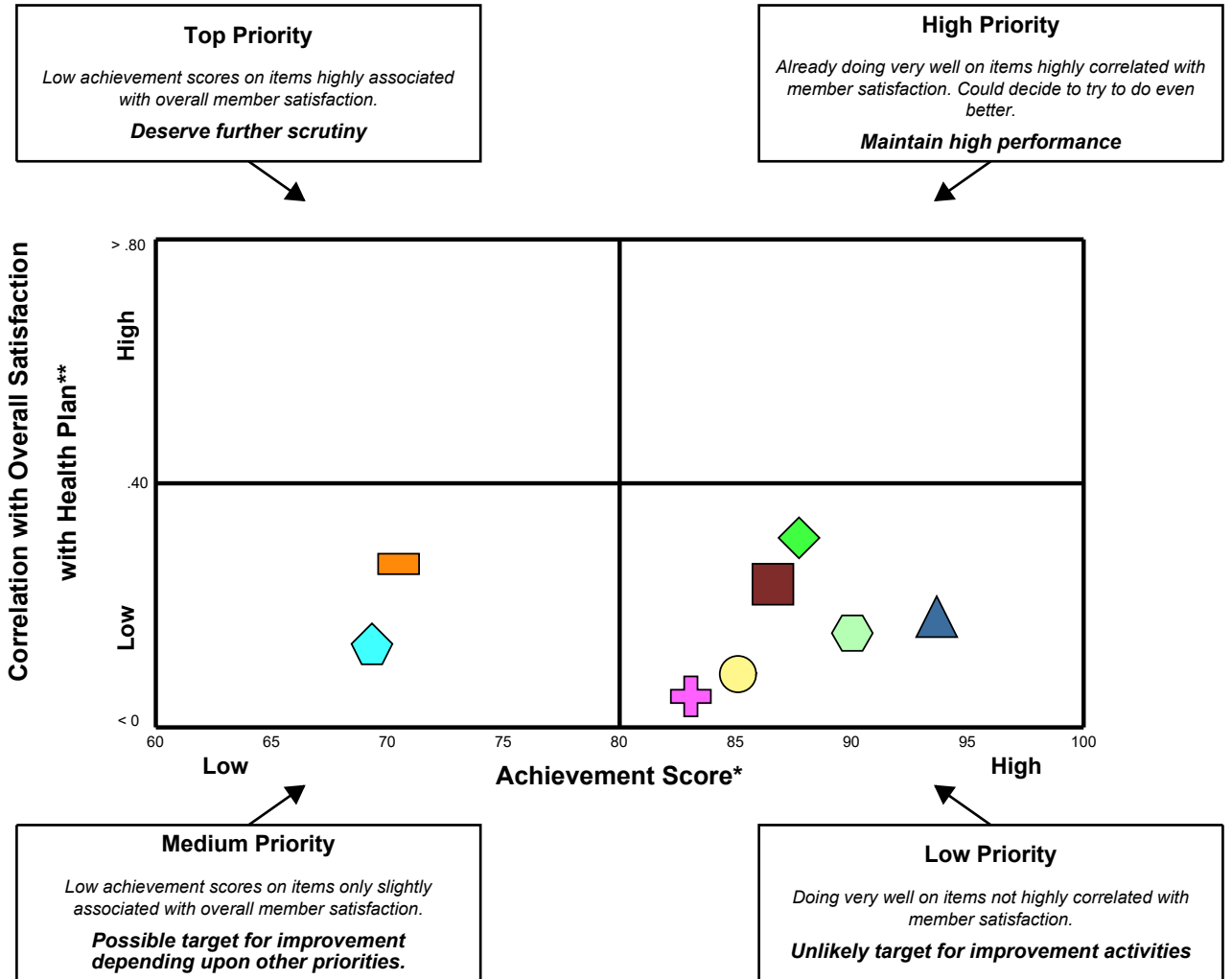
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** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - CAHPS® 5.0 Composites

Composite Measures

General Population



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

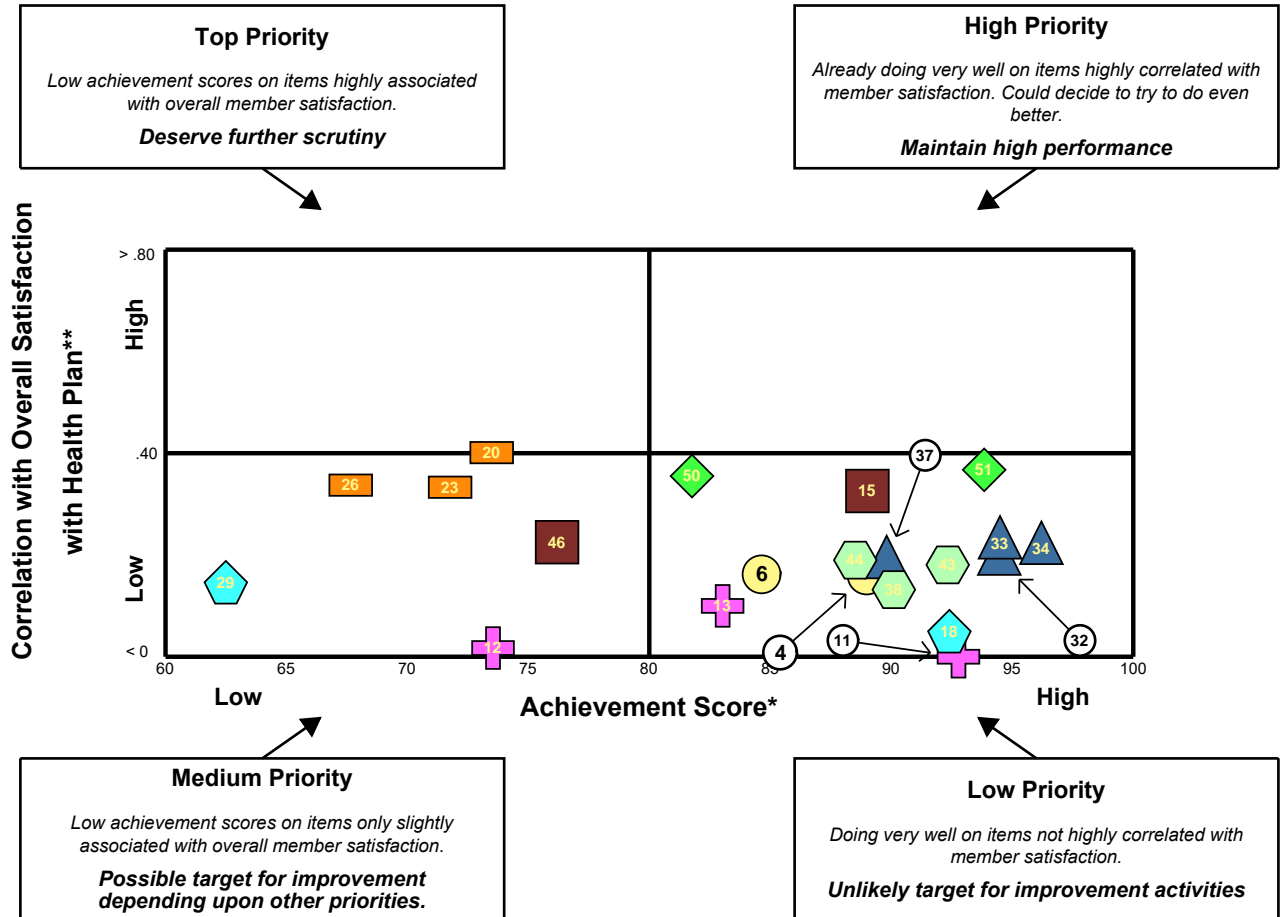
* An achievement score is ranked "high" when score is 80 or higher.

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

Priority Matrix - CAHPS® 5.0 Composites

Composite Items

General Population



- **Getting Needed Care**
Q46. Usually or always got appointments with specialists as soon as child needed
Q15. Usually or always easy to get the care, tests or treatment child needed
- **Getting Care Quickly**
Q4. Usually or always got care as soon as child needed
Q6. Usually or always got appt. for care as soon as child needed
- ▲ **Communication**
Q32. Personal doctor usually or always explained things in a way that was easy to understand
Q33. Personal doctor usually or always listened carefully to you
Q34. Personal doctor usually or always showed respect for what you had to say
Q37. Personal doctor usually or always spent enough time with child
- ◆ **Customer Service**
Q50. Customer service usually or always gave help you needed
Q51. Customer service usually or always treated you with courtesy and respect
- + **Shared Decision Making**
Q11. Doctor talked about reasons you might want child to take a medicine
Q12. Doctor talked about reasons you might not want child to take a medicine
Q13. When talking about starting or stopping a prescription, doctor asked what you thought was best for child
- **Access to Specialized Services**
Q20. Usually or always easy to get special medical equipment or devices for child
Q23. Usually or always easy to get therapy for child
Q26. Usually or always easy to get treatment or counseling for child
- ◆ **Family Centered Care**
Q38. Child's personal doctor talked with you about how child is feeling, growing, or behaving
Q43. Doctor understands how health conditions affect child's day-to-day life
Q44. Doctor understands how health conditions affect family's day-to-day life
- ◆ **Coordination of Care**
Q18. Child's doctors or other health providers gave you the help you needed in contacting your child's school or daycare
Q29. Someone from child's health plan, doctor's office or clinic helped coordinate child's care among different types of providers or services

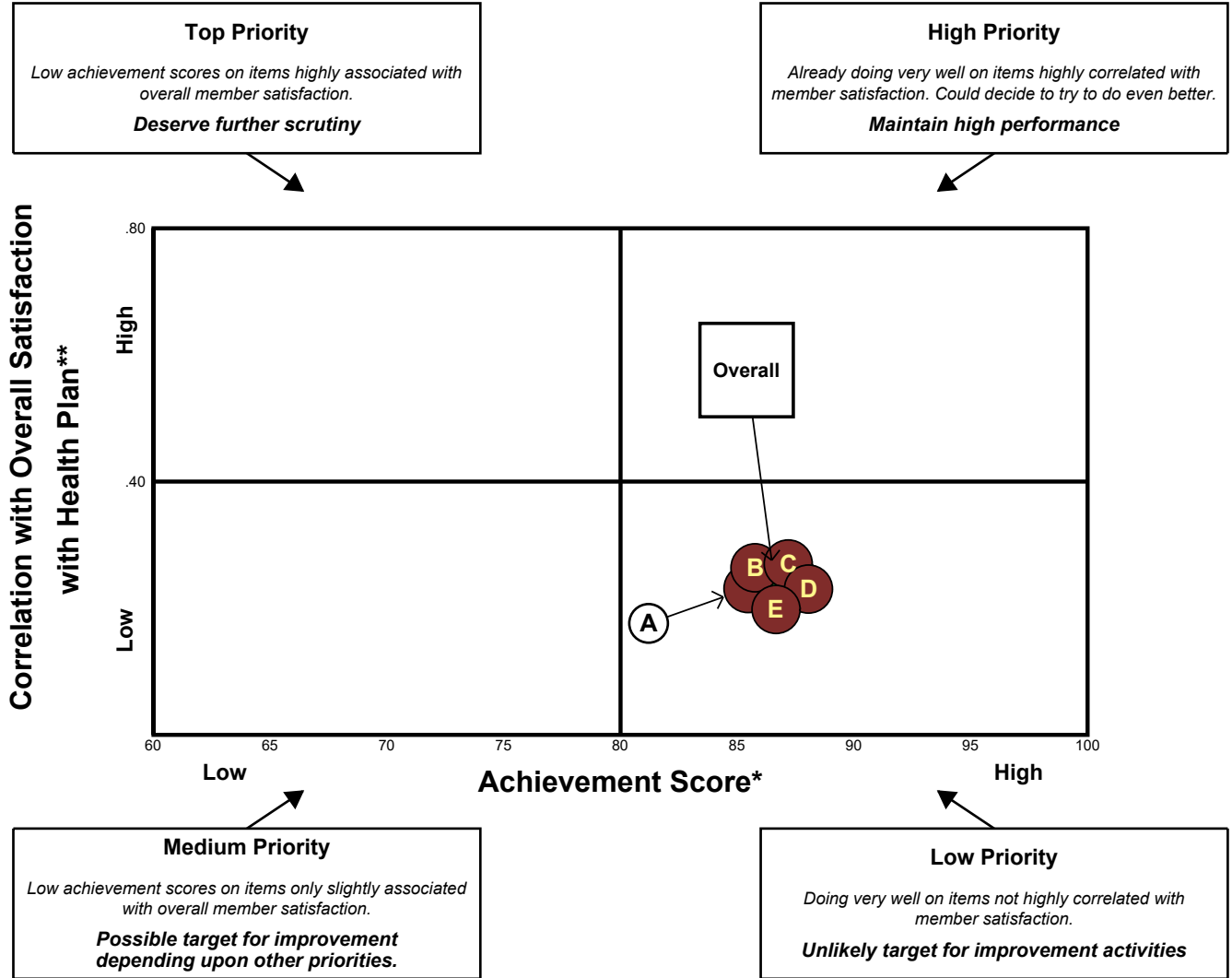
* An achievement score is ranked "high" when score is 80 or higher.

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

Priority Matrix - Standard Composites

Getting Needed Care

General Population



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

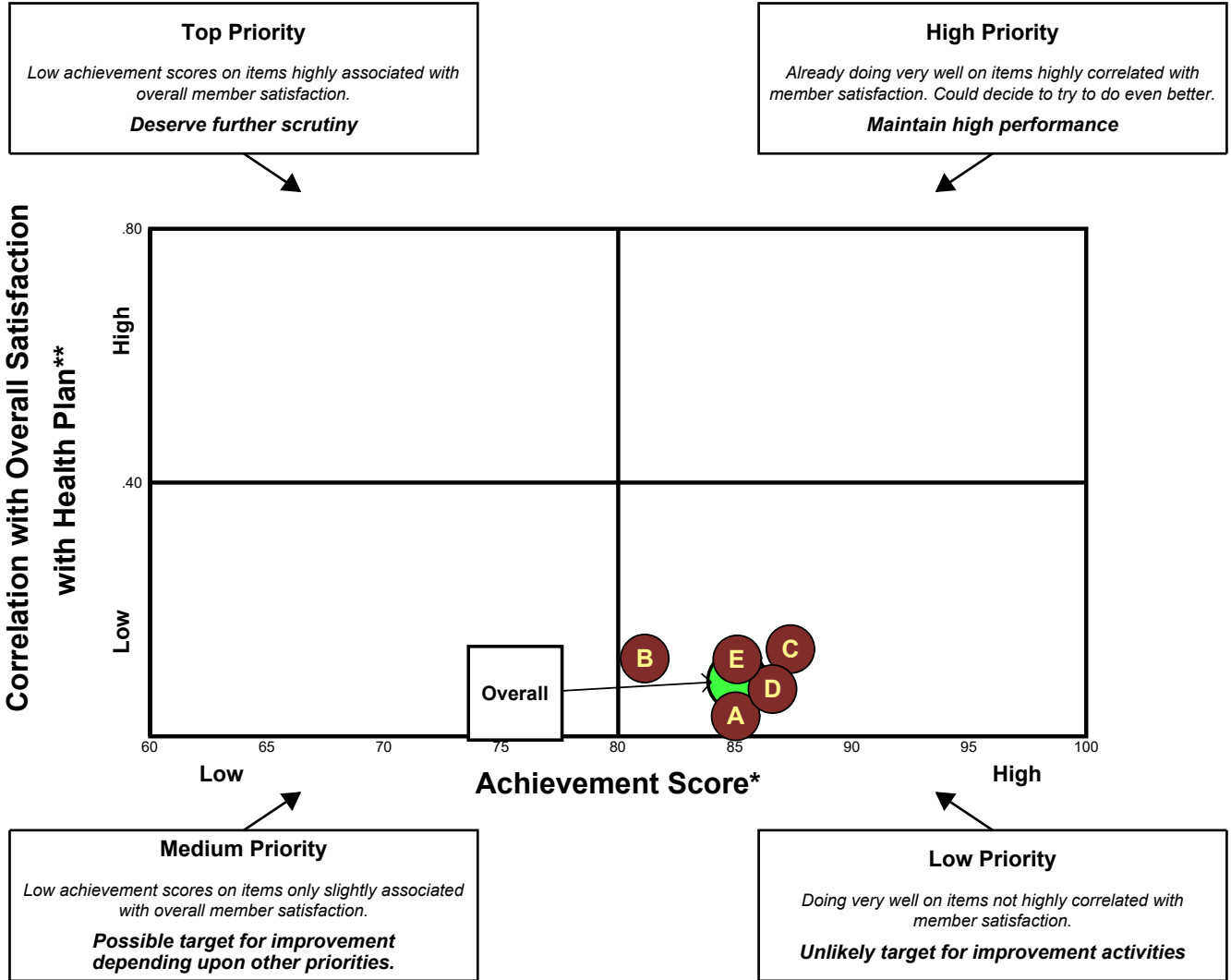
* An achievement score is ranked "high" when score is 80 or higher.

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Priority Matrix - Standard Composites

Getting Care Quickly

General Population



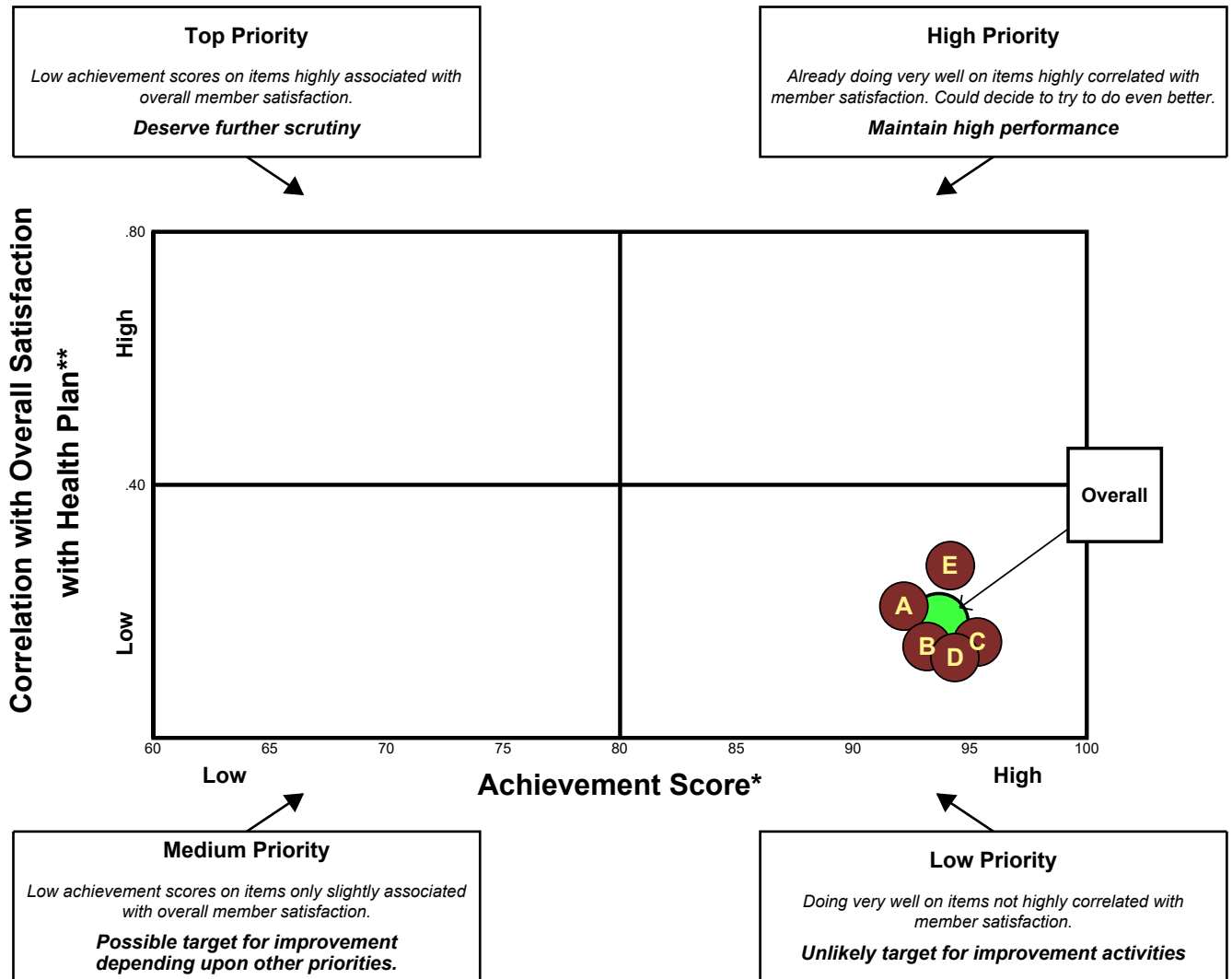
- A Amerigroup
- D Molina Healthcare
- B Community Health Plan
- E UnitedHealthcare
- C Coordinated Care

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

Priority Matrix - Standard Composites

How Well Doctors Communicate

General Population



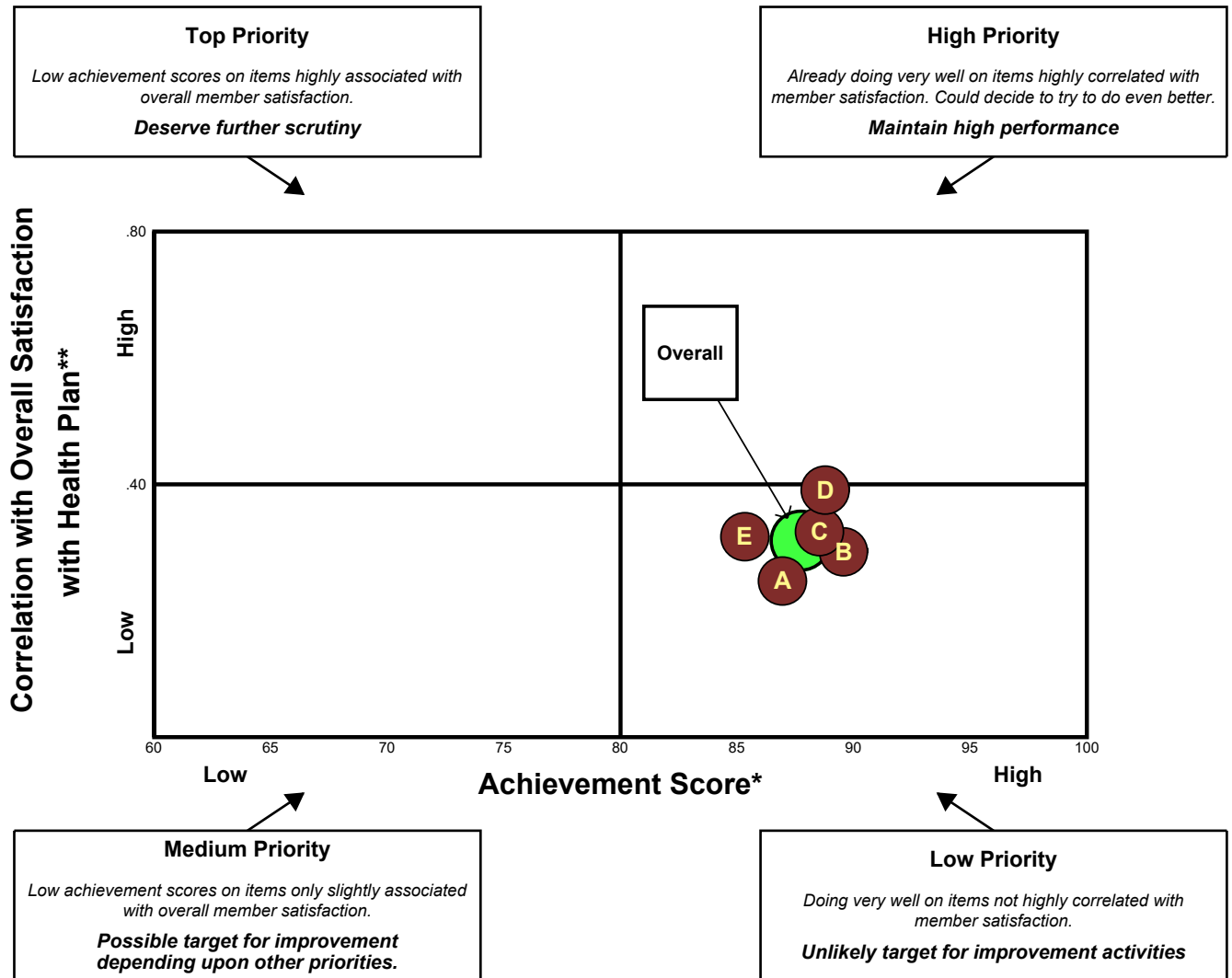
- A Amerigroup
- D Molina Healthcare
- B Community Health Plan
- E UnitedHealthcare
- C Coordinated Care

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

Priority Matrix - Standard Composites

Customer Service

General Population



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

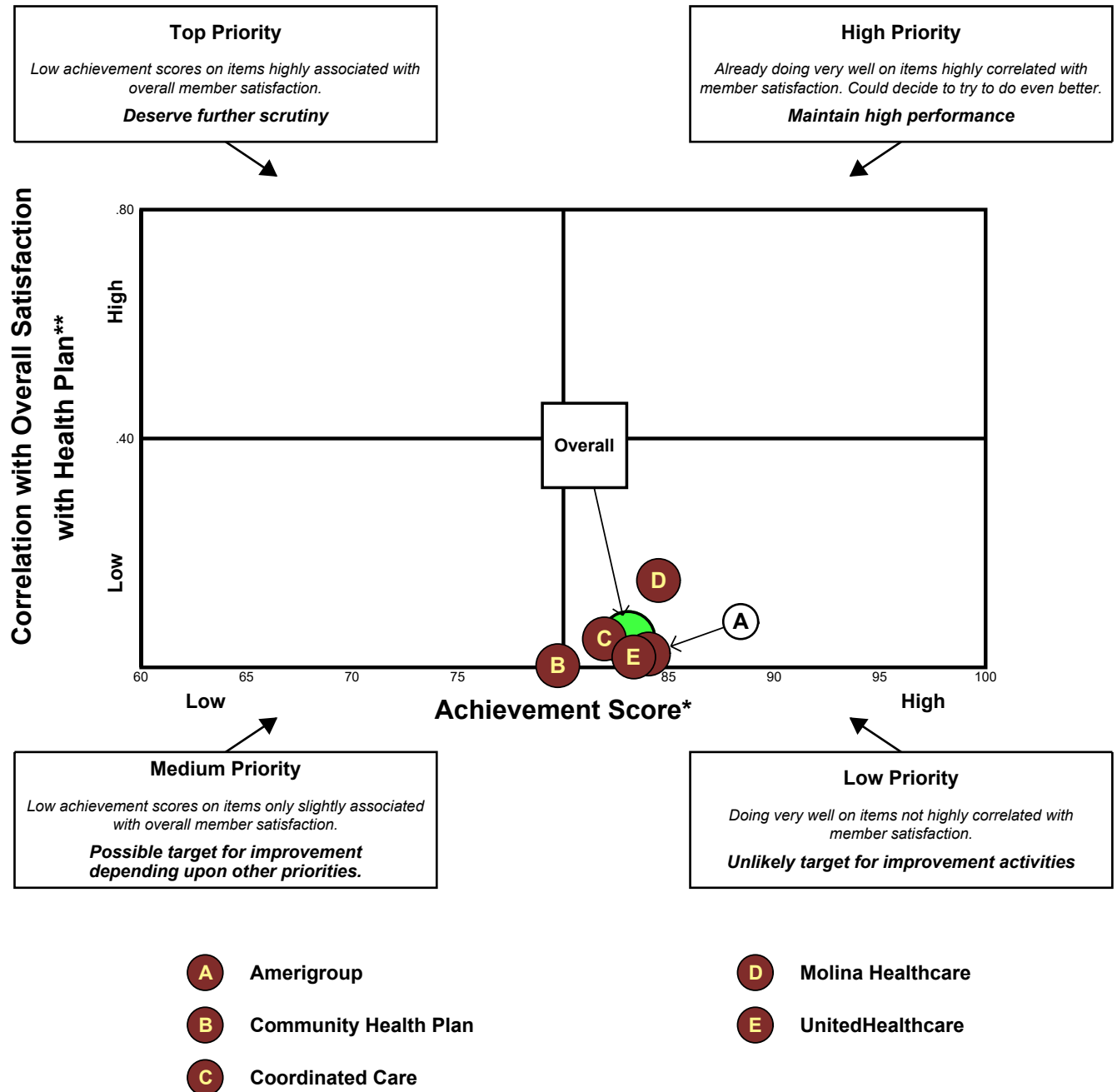
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** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - Standard Composites

Shared Decision Making

General Population



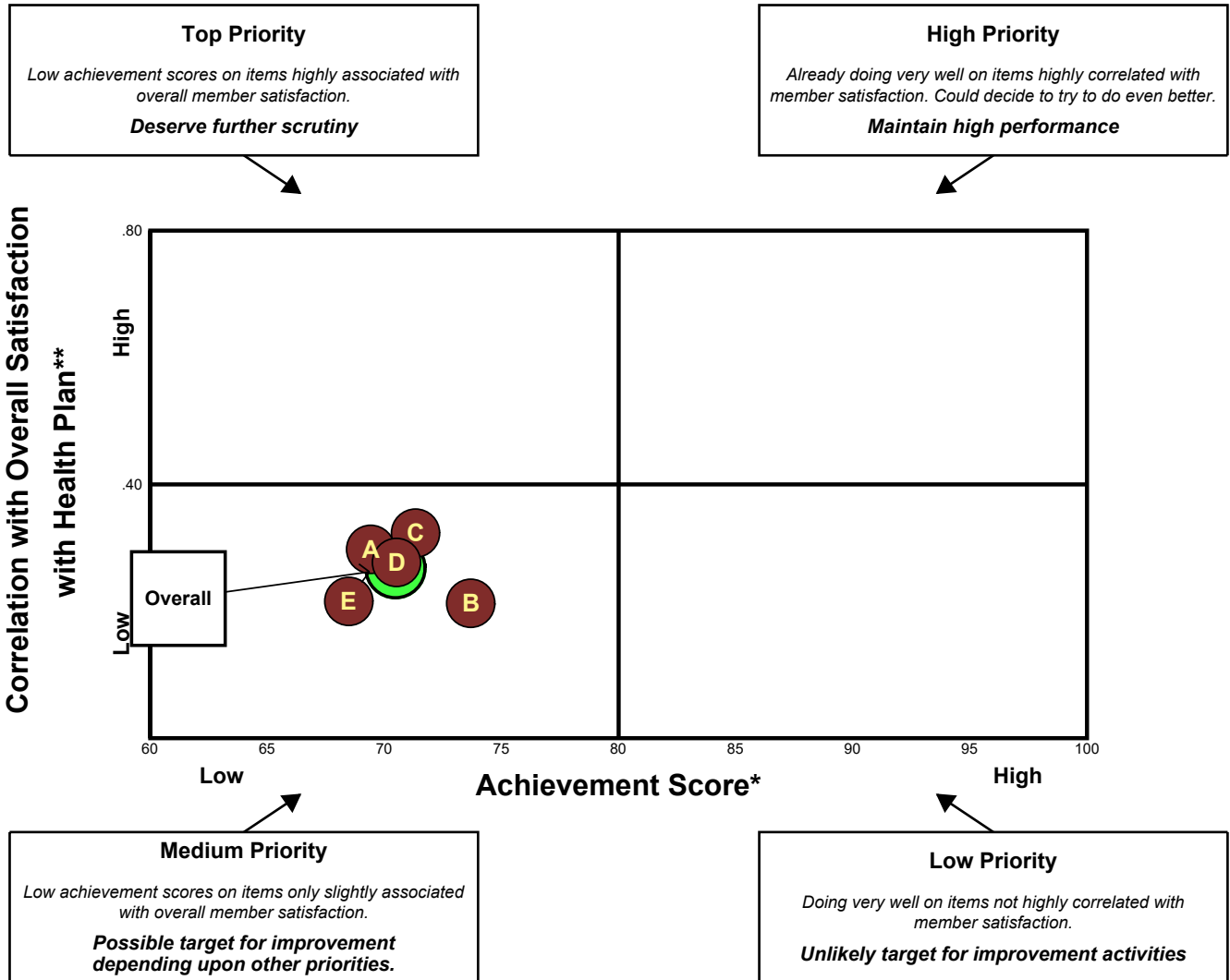
* An achievement score is ranked "high" when score is 80 or higher.

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

Priority Matrix - CCC Composites

Access to Specialized Services

General Population



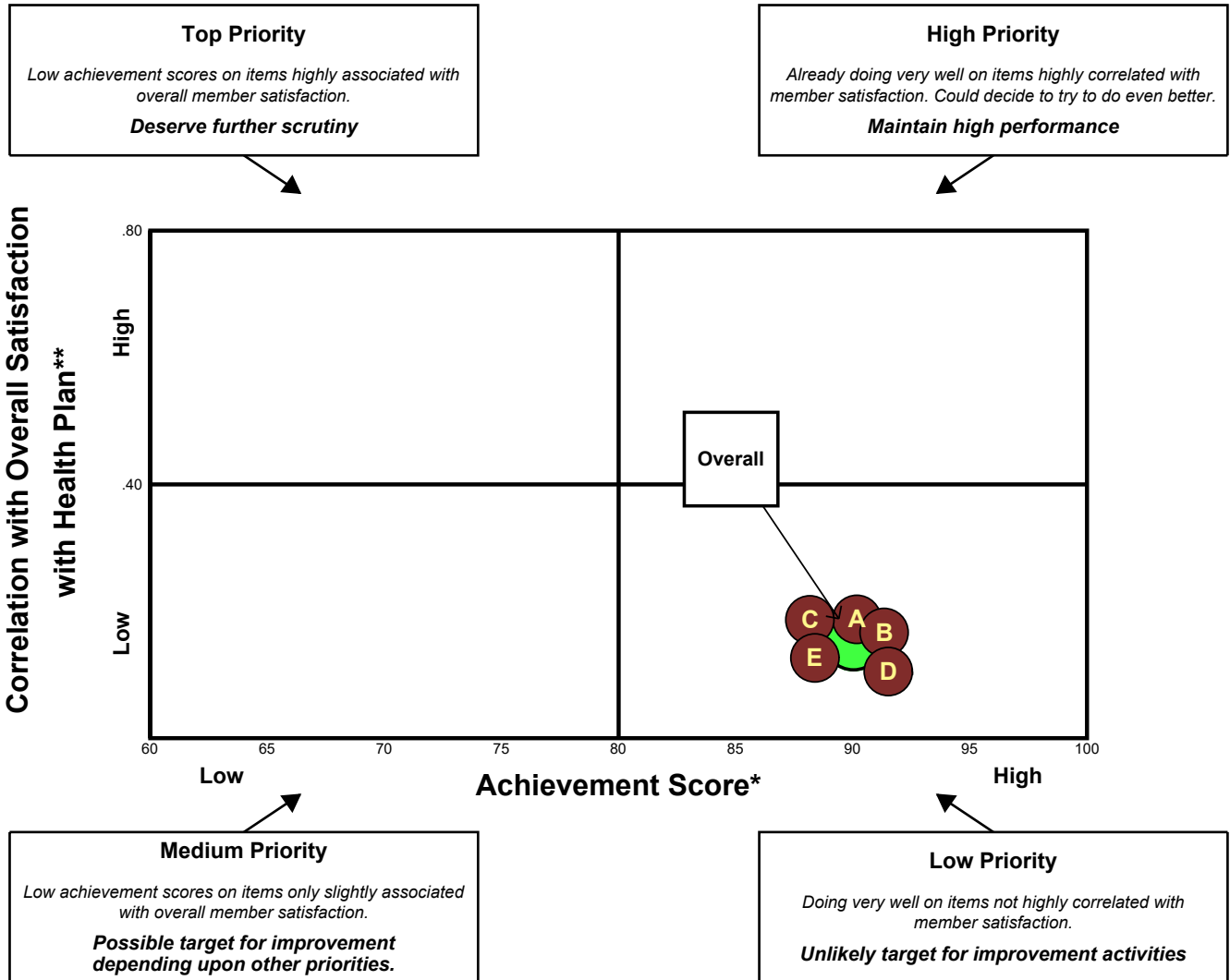
- | | | | |
|----------|------------------------------|----------|--------------------------|
| A | Amerigroup | D | Molina Healthcare |
| B | Community Health Plan | E | UnitedHealthcare |
| C | Coordinated Care | | |

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

Priority Matrix - CCC Composites

Family Centered Care: Personal Doctor or Nurse Who Knows Child

General Population



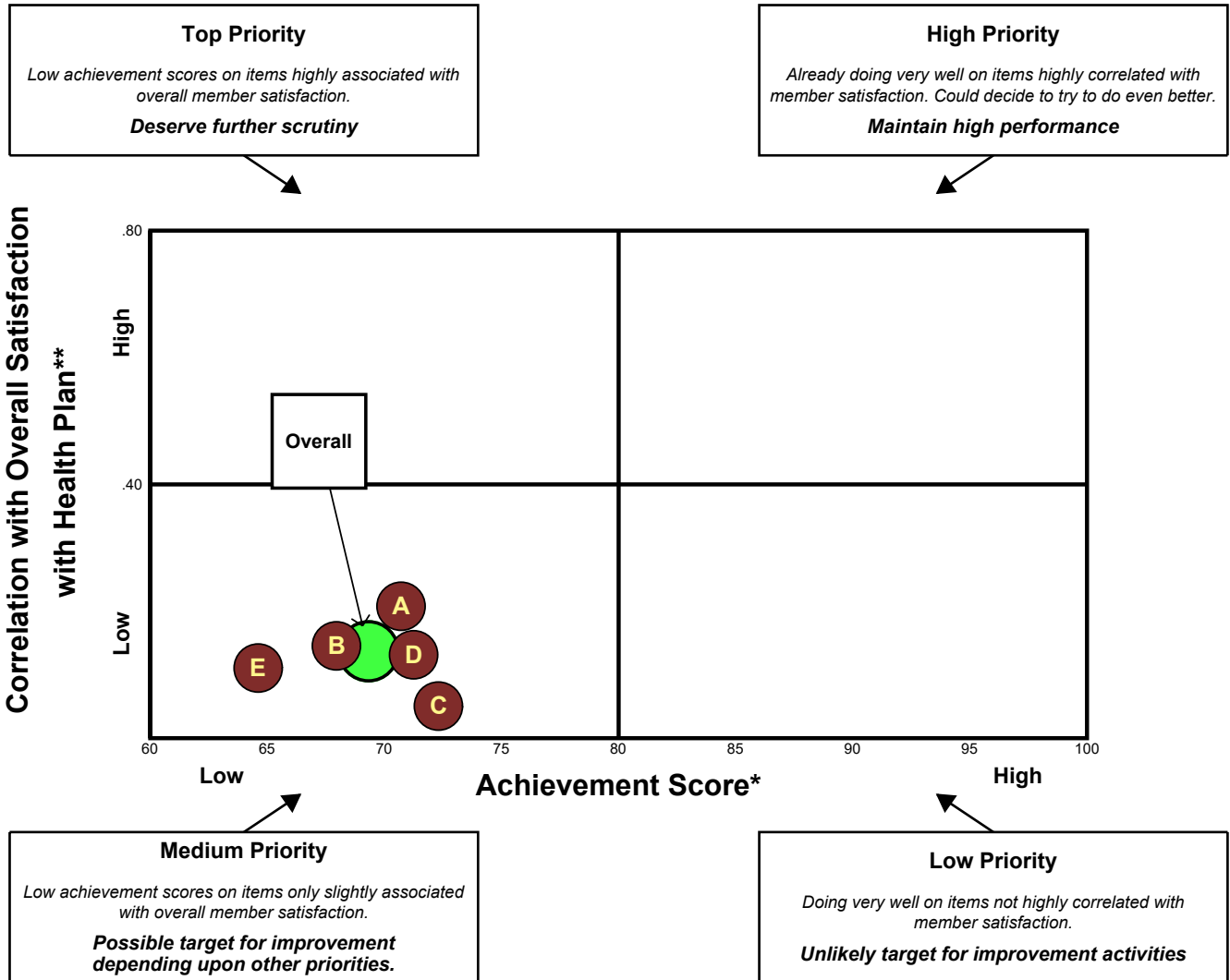
- | | |
|---------------------------------------|-----------------------------------|
| <p>A Amerigroup</p> | <p>D Molina Healthcare</p> |
| <p>B Community Health Plan</p> | <p>E UnitedHealthcare</p> |
| <p>C Coordinated Care</p> | |

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

Priority Matrix - CCC Composites

Coordination of Care

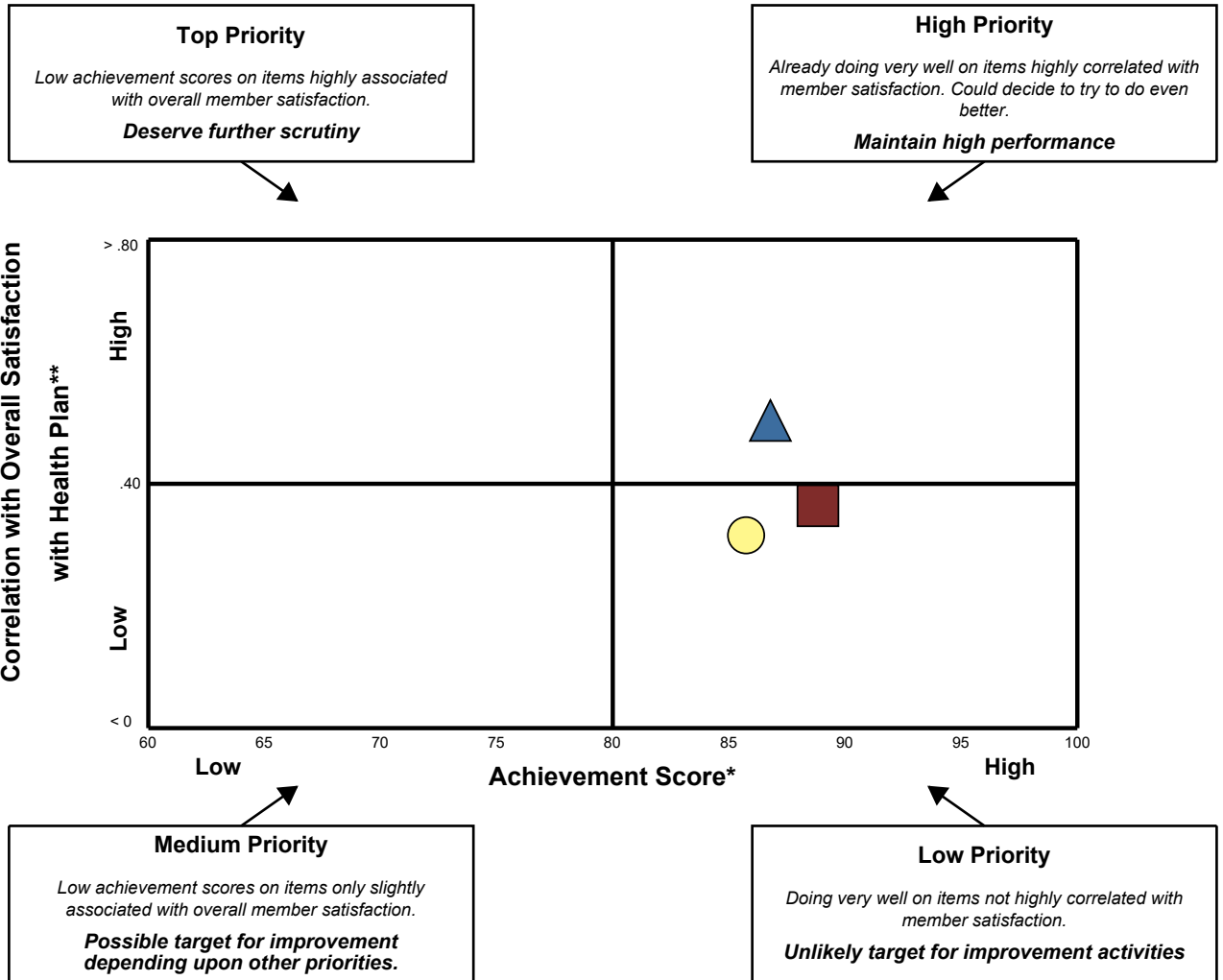
General Population



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

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

Priority Matrix Ratings CCC Population



■ Rating of Personal Doctor

▲ Rating of All Health Care

● Rating of Specialist

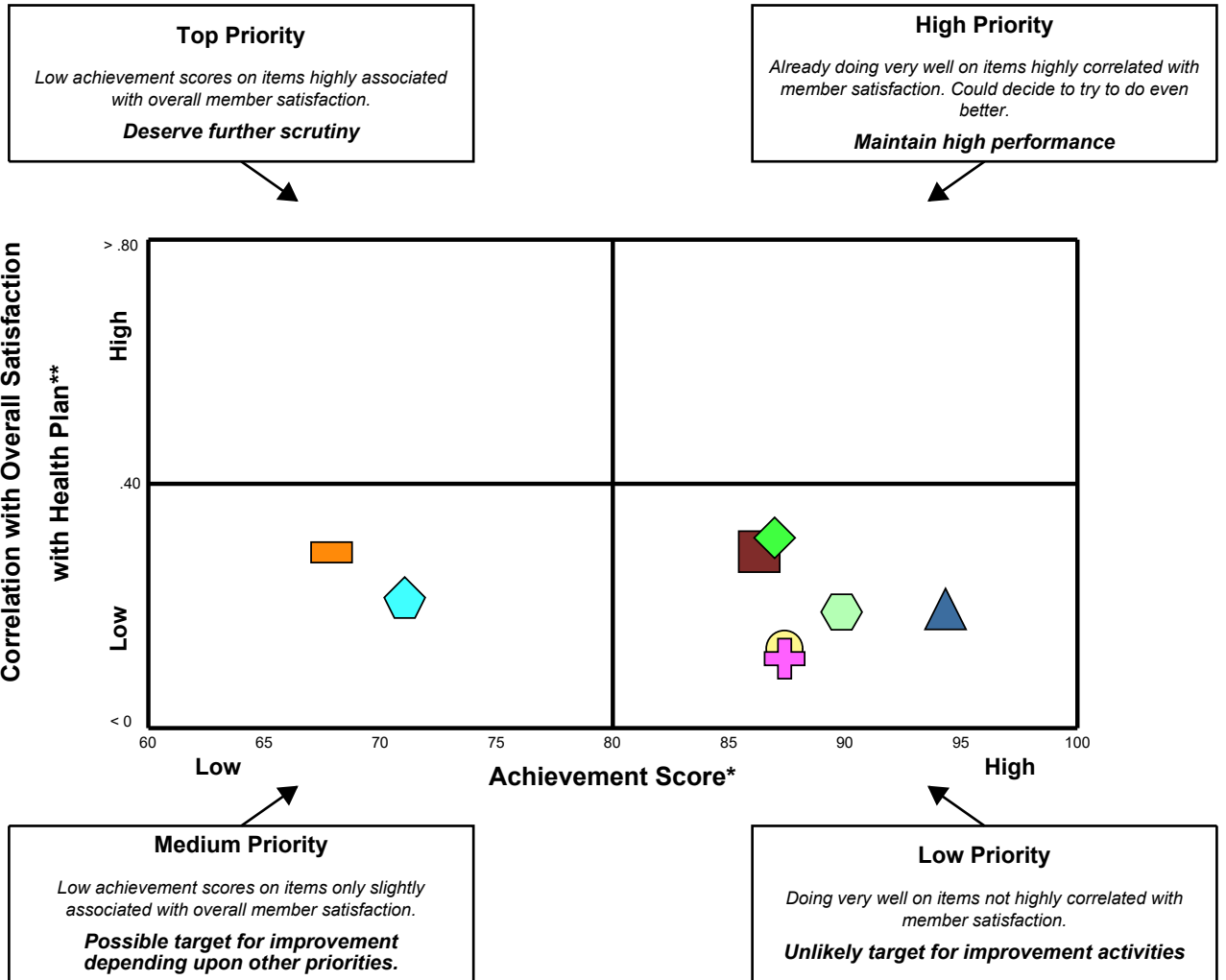
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** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - CAHPS® 5.0 Composites

Composite Measures

CCC Population



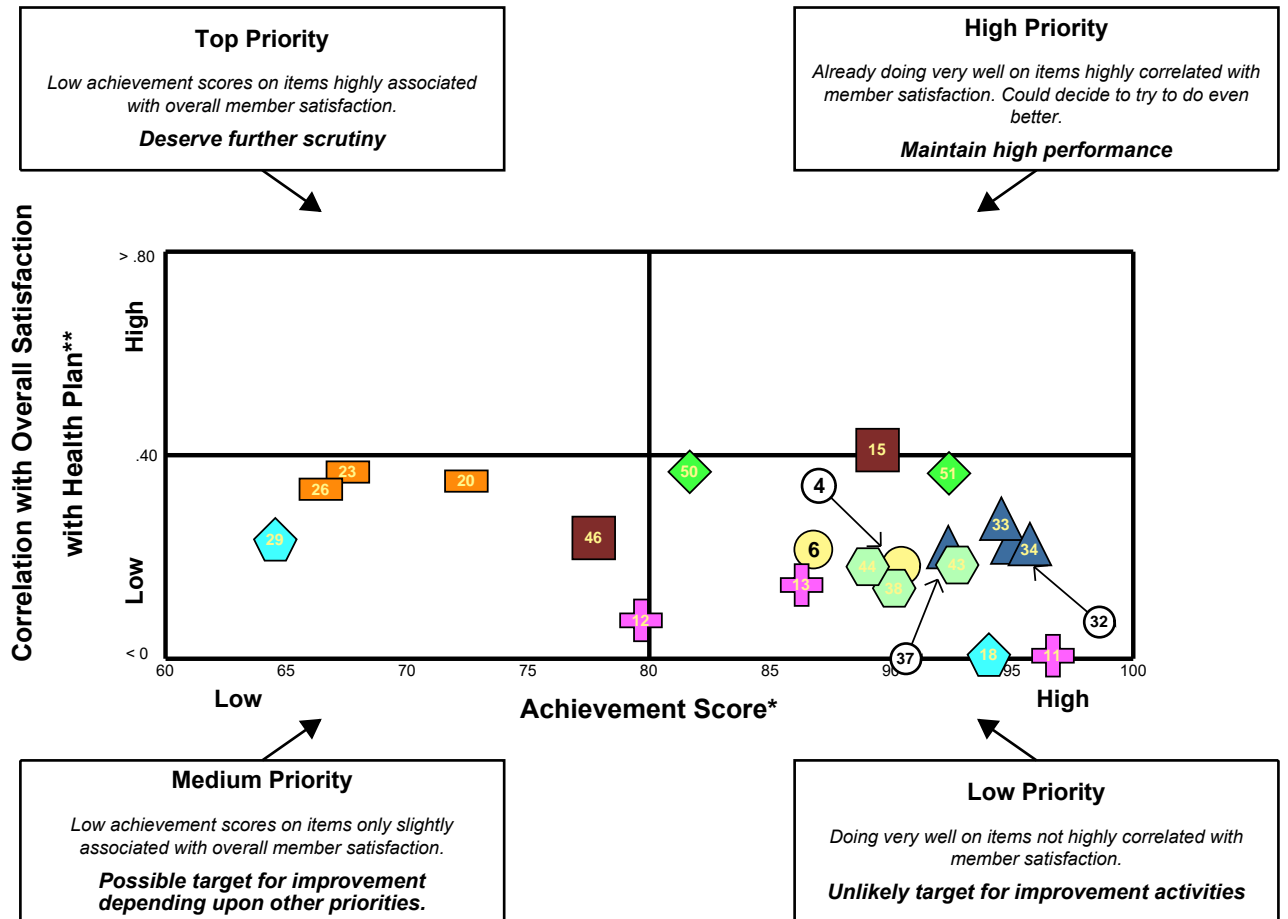
- Getting Needed Care**
- Getting Care Quickly**
- Shared Decision Making**
- Access to Specialized Services**
- How Well Doctors Communicate**
- Family Centered Care: Personal Doctor or Nurse Who Knows Child**
- Customer Service**
- Coordination of Care**

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

Priority Matrix - CAHPS® 5.0 Composites

Composite Items

CCC Population



- **Getting Needed Care**
Q46. Usually or always got appointments with specialists as soon as child needed
Q15. Usually or always easy to get the care, tests or treatment child needed
- **Getting Care Quickly**
Q4. Usually or always got care as soon as child needed
Q6. Usually or always got appt. for care as soon as child needed
- ▲ **Communication**
Q32. Personal doctor usually or always explained things in a way that was easy to understand
Q33. Personal doctor usually or always listened carefully to you
Q34. Personal doctor usually or always showed respect for what you had to say
Q37. Personal doctor usually or always spent enough time with child
- ◆ **Customer Service**
Q50. Customer service usually or always gave help you needed
Q51. Customer service usually or always treated you with courtesy and respect
- + **Shared Decision Making**
Q11. Doctor talked about reasons you might want child to take a medicine
Q12. Doctor talked about reasons you might not want child to take a medicine
Q13. When talking about starting or stopping a prescription, doctor asked what you thought was best for child
- **Access to Specialized Services**
Q20. Usually or always easy to get special medical equipment or devices for child
Q23. Usually or always easy to get therapy for child
Q26. Usually or always easy to get treatment or counseling for child
- ◆ **Family Centered Care**
Q38. Child's personal doctor talked with you about how child is feeling, growing, or behaving
Q43. Doctor understands how health conditions affect child's day-to-day life
Q44. Doctor understands how health conditions affect family's day-to-day life
- ◆ **Coordination of Care**
Q18. Child's doctors or other health providers gave you the help you needed in contacting your child's school or daycare
Q29. Someone from child's health plan, doctor's office or clinic helped coordinate child's care among different types of providers or services

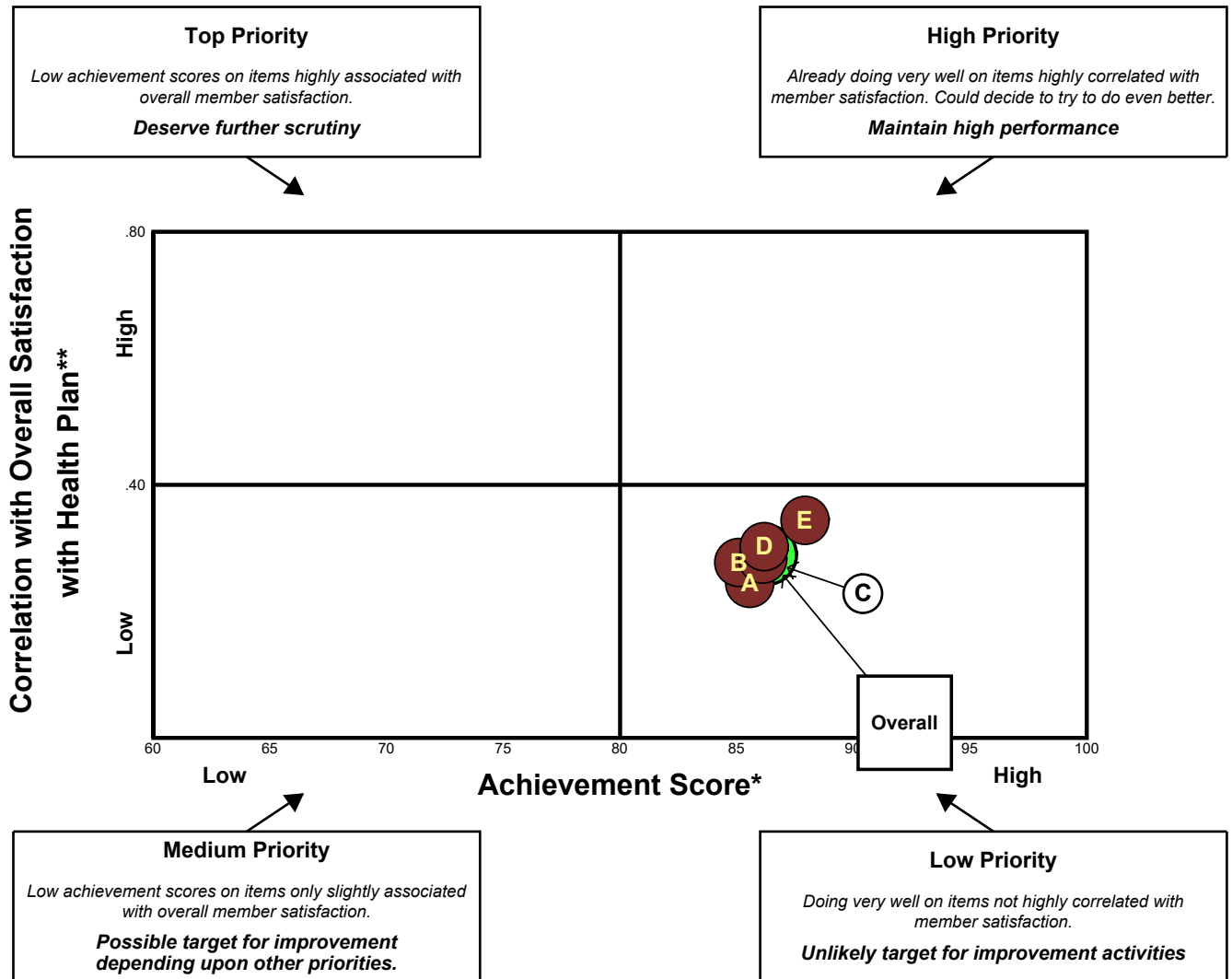
* An achievement score is ranked "high" when score is 80 or higher.

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

Priority Matrix - Standard Composites

Getting Needed Care

CCC Population



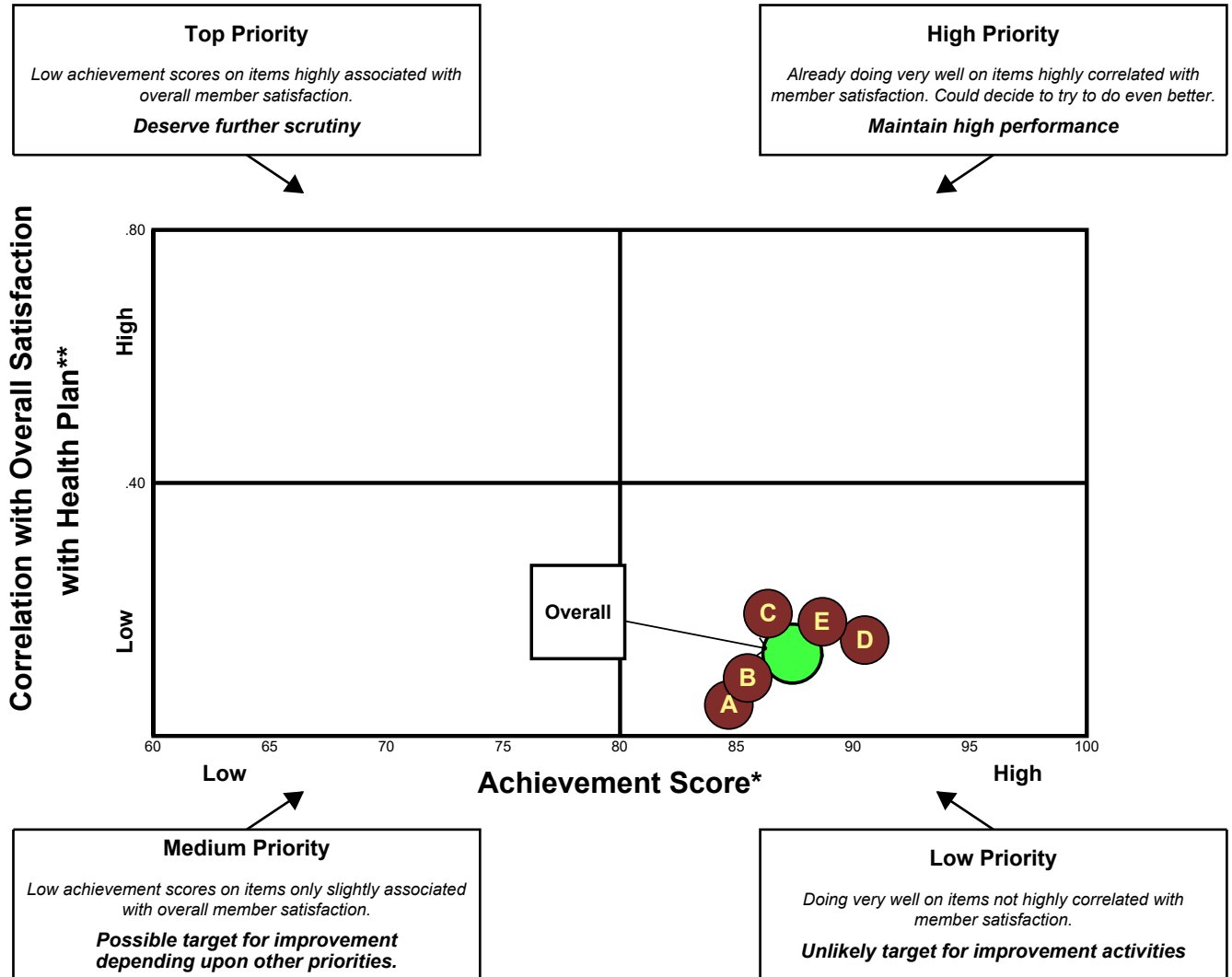
- A** Amerigroup
- B** Community Health Plan
- C** Coordinated Care
- D** Molina Healthcare
- E** UnitedHealthcare

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

Priority Matrix - Standard Composites

Getting Care Quickly

CCC Population



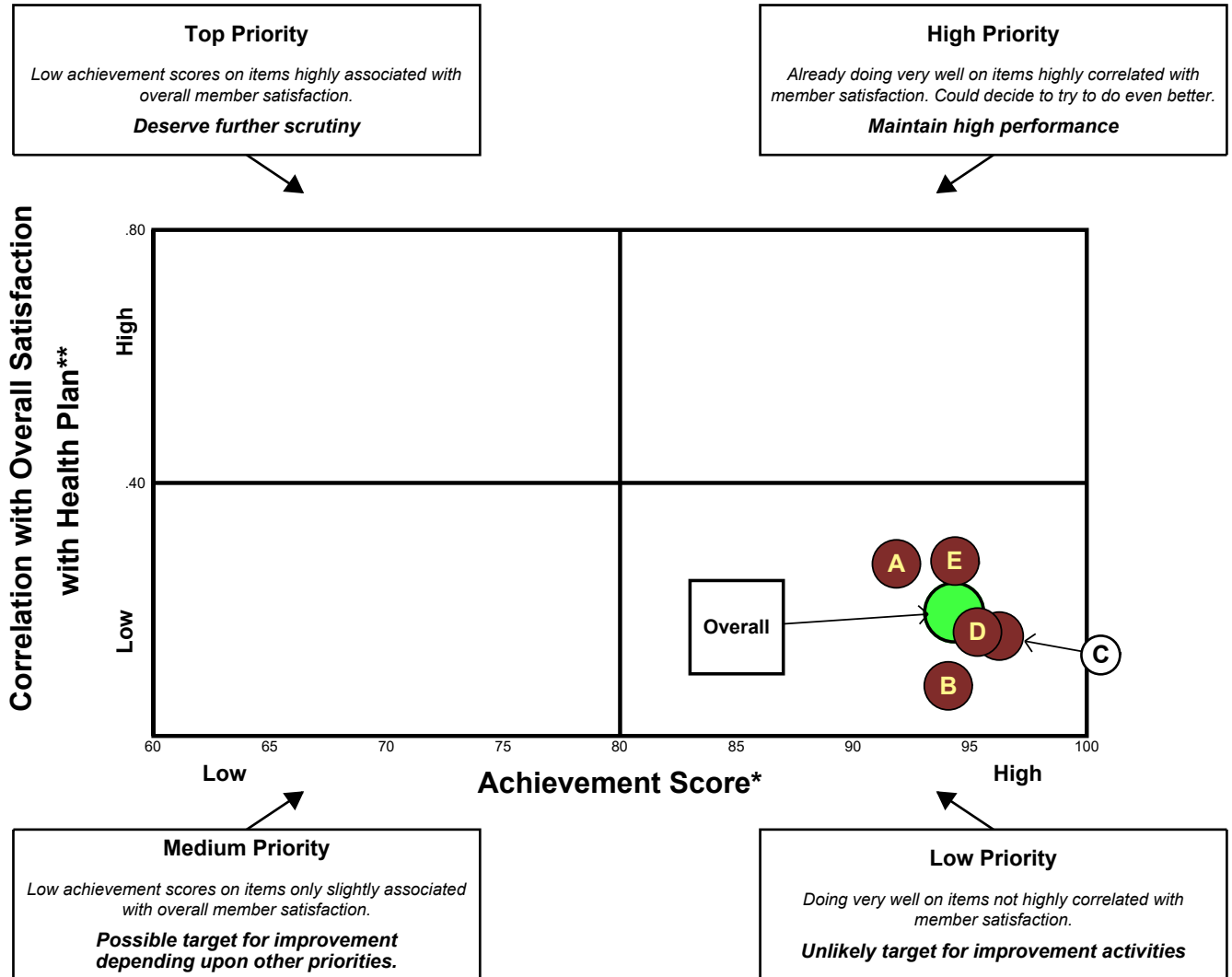
* An achievement score is ranked "high" when score is 80 or higher.

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

Priority Matrix - Standard Composites

How Well Doctors Communicate

CCC Population



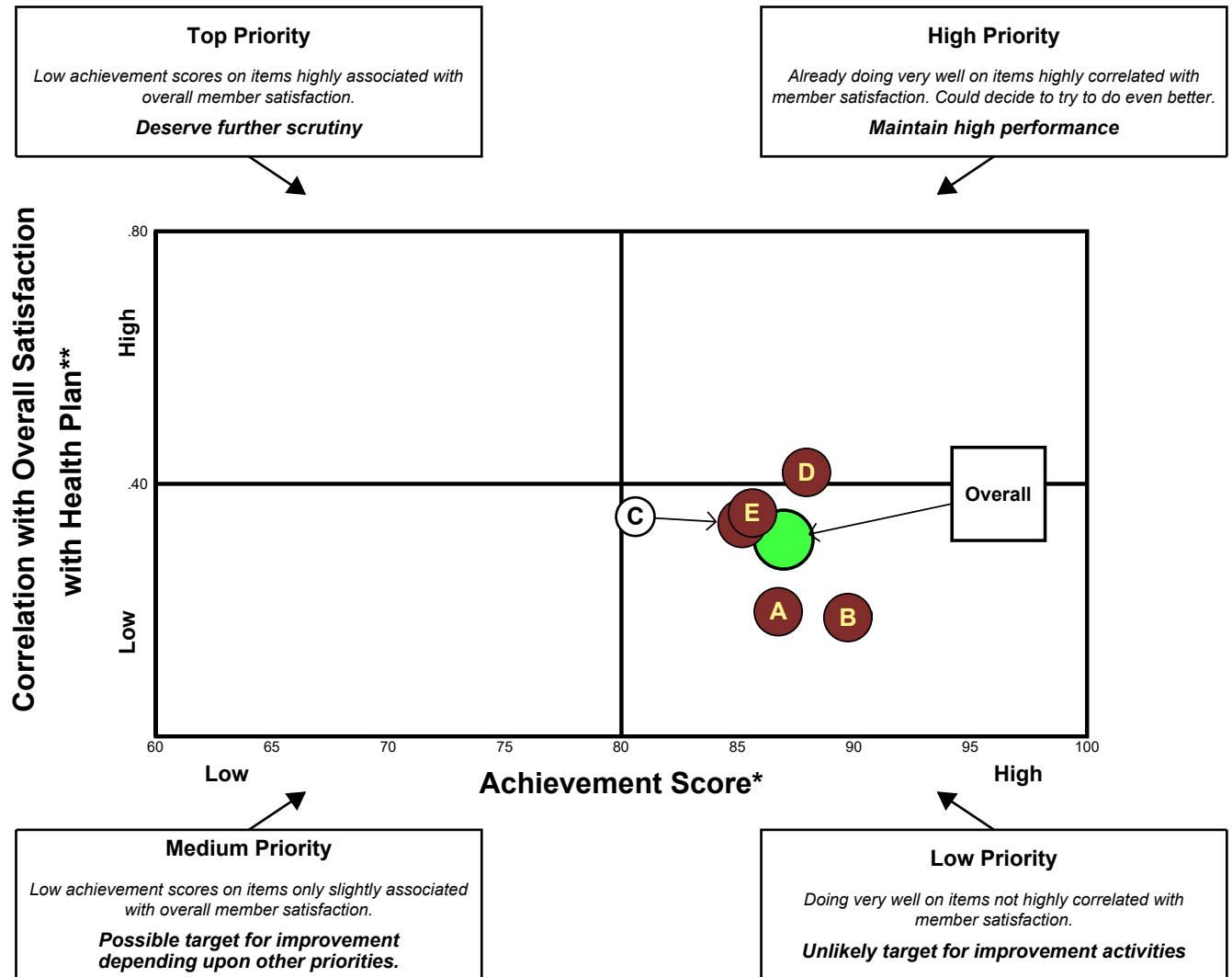
* An achievement score is ranked "high" when score is 80 or higher.

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

Priority Matrix - Standard Composites

Customer Service

CCC Population



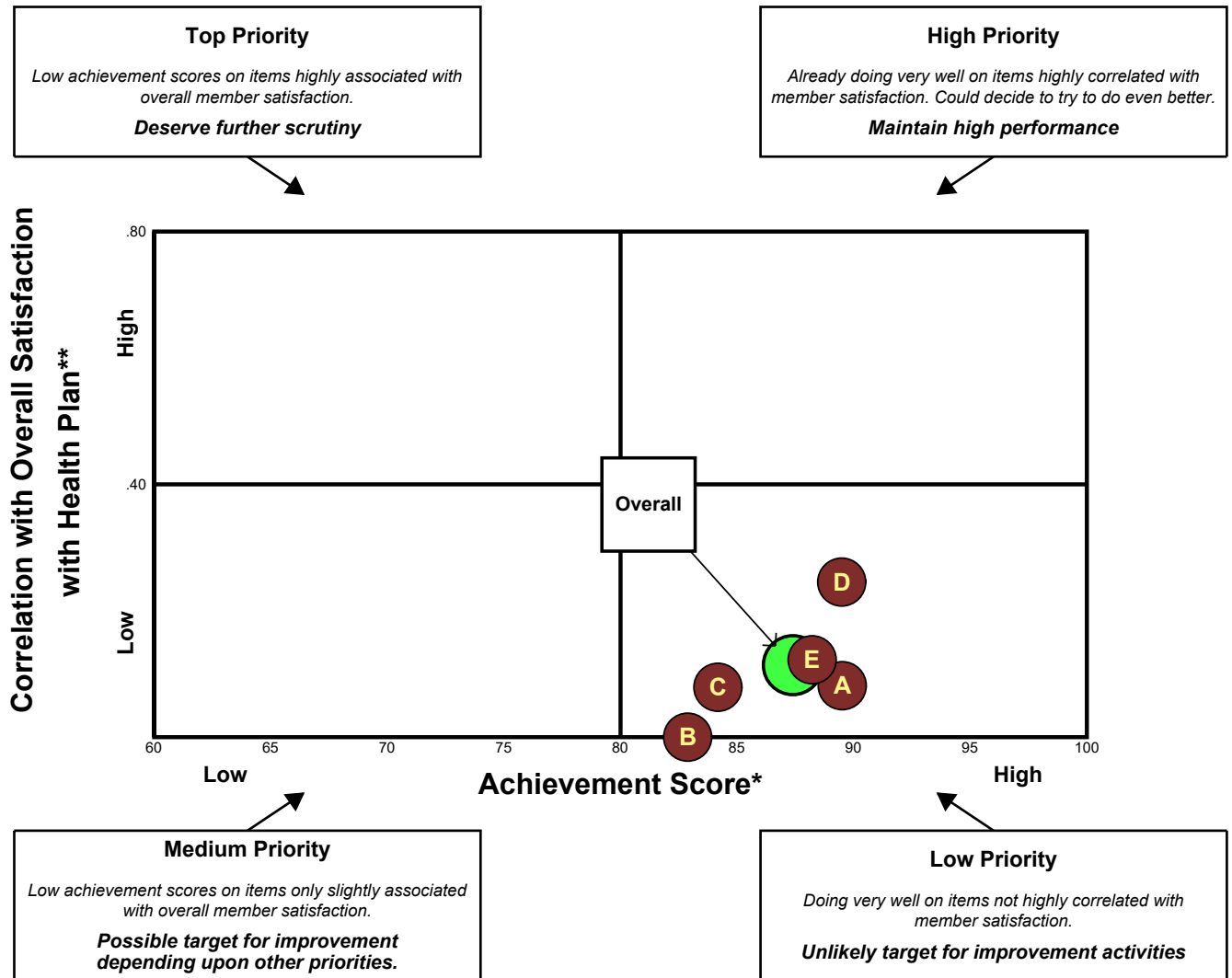
- A Amerigroup
- D Molina Healthcare
- B Community Health Plan
- E UnitedHealthcare
- C Coordinated Care

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

Priority Matrix - Standard Composites

Shared Decision Making

CCC Population



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

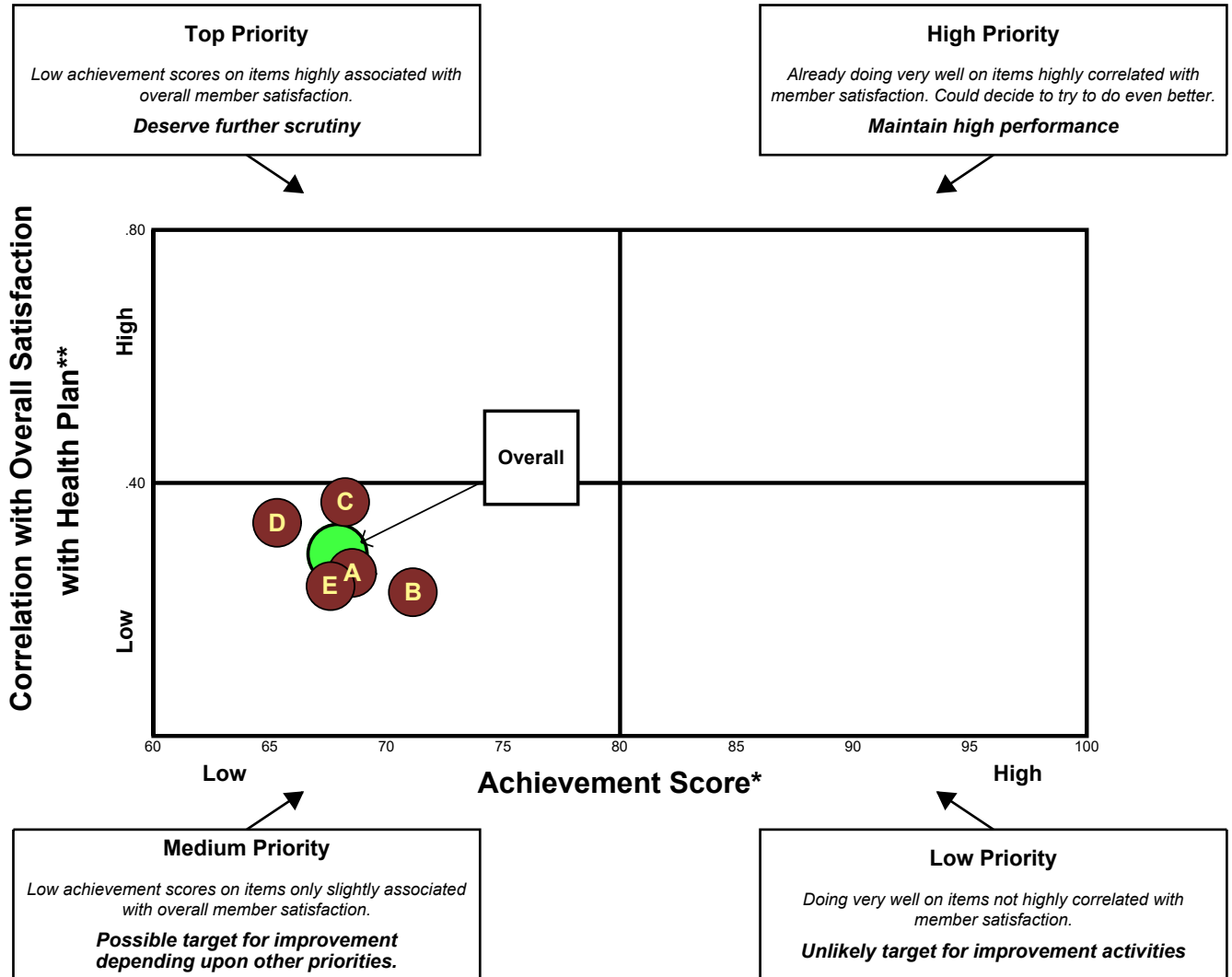
* An achievement score is ranked "high" when score is 80 or higher.

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

Priority Matrix - CCC Composites

Access to Specialized Services

CCC Population



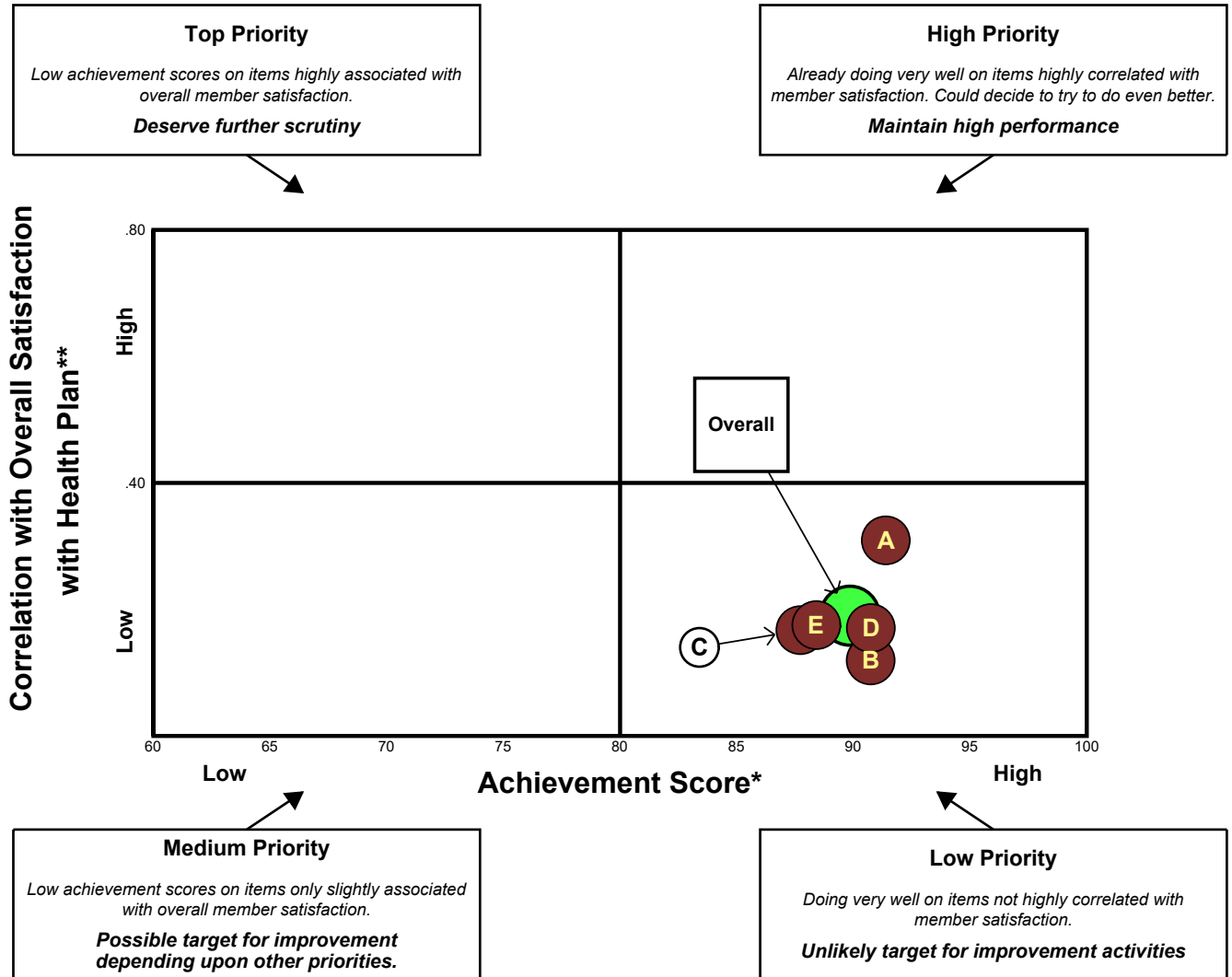
- A** Amerigroup
- B** Community Health Plan
- C** Coordinated Care
- D** Molina Healthcare
- E** UnitedHealthcare

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

Priority Matrix - CCC Composites

Family Centered Care: Personal Doctor or Nurse Who Knows Child

CCC Population



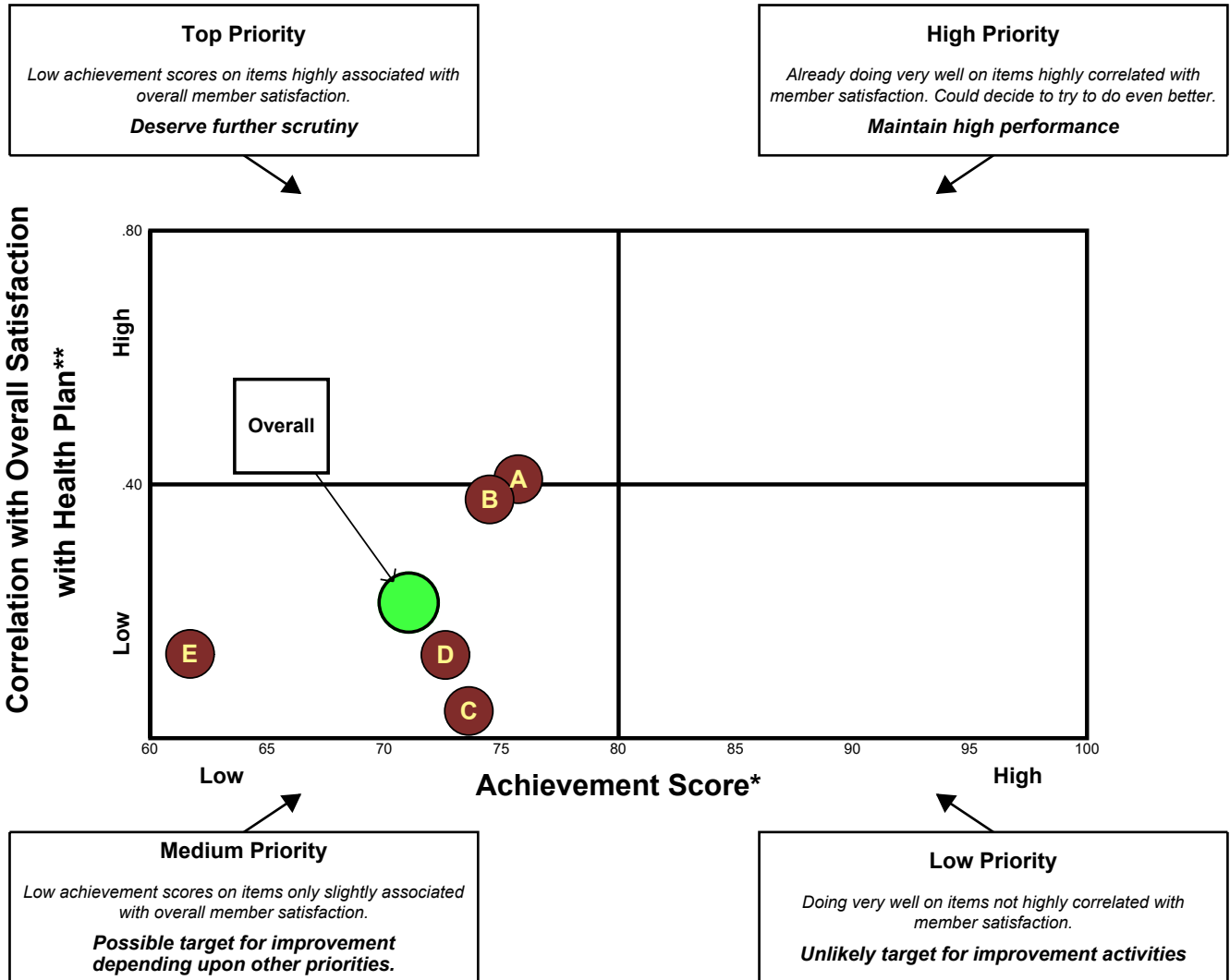
* An achievement score is ranked "high" when score is 80 or higher.

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

Priority Matrix - CCC Composites

Coordination of Care

CCC Population



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

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

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

Items Most Highly Correlated with Satisfaction

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

The following table displays the ten HEDIS-CAHPS® 5.0H questions most highly correlated with the Apple Health enrollee satisfaction, in rank order of the correlation coefficient, highest to lowest. For each question, the table displays the Apple Health overall child achievement score, and the correlation with overall satisfaction with the services for children under Apple Health. Achievement scores are considered "high" when the score is 80% or higher. Achievement scores less than 80% on the following questions represent opportunities for improvement activities. Correlation coefficients greater than or equal to .4 are considered more highly correlated with satisfaction (medium to high); coefficients less than .4 represent lower correlations with satisfaction (medium to low).

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

General Population

Question	Apple Health Achievement Score*	Correlation w/ satisfaction**
Q14. Rating of all health care	87.7	0.49
Q41. Rating of personal doctor	90.4	0.43
Q20. Usually or always easy to get special medical equipment or devices for child	73.5	0.40
Q48. Rating of specialist seen most often	86.0	0.37
Q51. Customer service usually or always treated you with courtesy and respect	93.8	0.37
Q50. Customer service usually or always gave help you needed	81.8	0.36
Q26. Usually or always easy to get treatment or counseling for child	67.7	0.34
Q23. Usually or always easy to get therapy for child	71.8	0.33
Q56. Usually or always easy to get prescription medicines for child through health plan	89.8	0.33
Q15. Usually or always easy to get the care, tests or treatment child needed	89.0	0.33

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

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

Items Most Highly Correlated with Satisfaction

CCC Population

Question	Apple Health Achievement Score*	Correlation w/ satisfaction**
Q14. Rating of all health care	86.8	0.50
Q15. Usually or always easy to get the care, tests or treatment child needed	89.4	0.41
Q50. Customer service usually or always gave help you needed	81.7	0.37
Q23. Usually or always easy to get therapy for child	67.5	0.37
Q51. Customer service usually or always treated you with courtesy and respect	92.4	0.36
Q41. Rating of personal doctor	88.8	0.36
Q20. Usually or always easy to get special medical equipment or devices for child	72.4	0.35
Q26. Usually or always easy to get treatment or counseling for child	66.4	0.33
Q56. Usually or always easy to get prescription medicines for child through health plan	90.4	0.33
Q48. Rating of specialist seen most often	85.7	0.32

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

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

Overall Ratings

The CAHPS® 5.0H survey uses a 0-10 rating for assessing overall experience with health plans, providers, specialists, and health care. In the following tables, proportions of respondents (N) assigning ratings of 8, 9, or 10 are reported as achievement scores (Score). Alternate top box achievement scores are calculated using only response options 9+10 as achievements. These are presented as hollow bars.

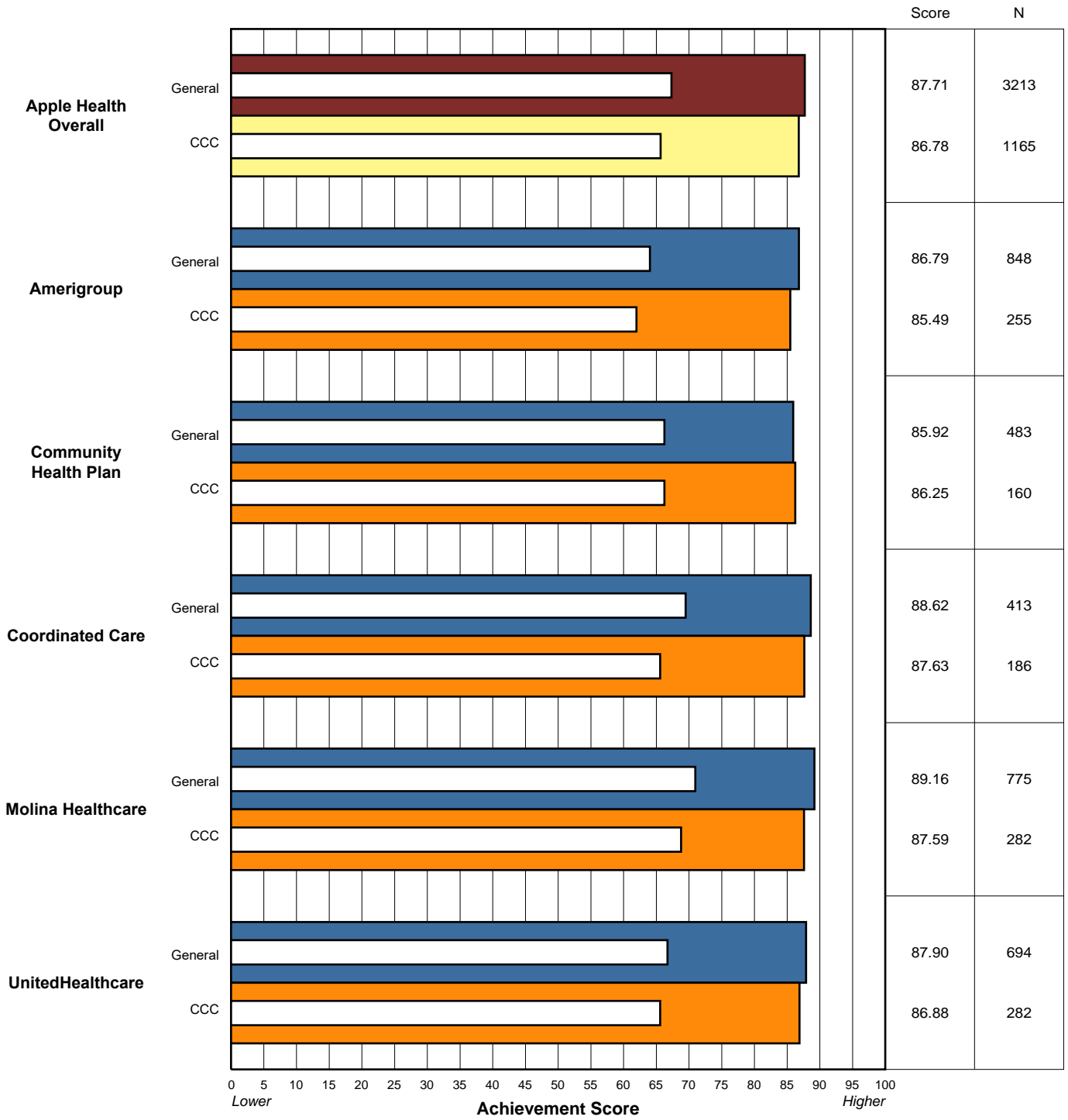
General Population includes responses from all selected eligible child enrollees, and CCC Population includes responses from only selected eligible child enrollees whose responses to the survey-based screening tool indicated that the child has a chronic condition. The two populations are not mutually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

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

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

Overall Ratings

Q14. Rating of all health care

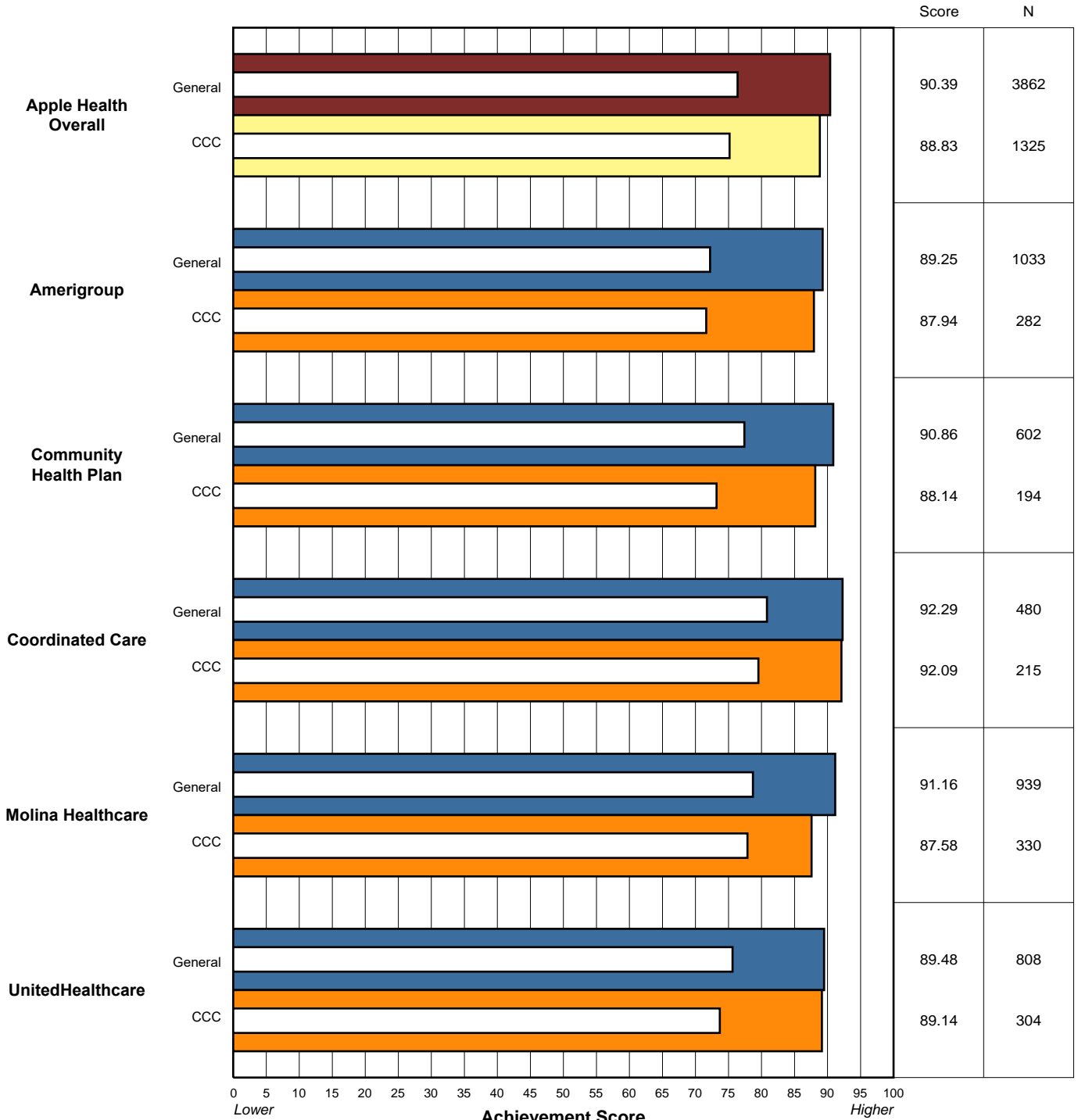


↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score
 Note: Hollow portion of bar represents proportions giving a rating of 9 or 10.

- Apple Health Overall General Population
- Health Plan General Population
- Apple Health Overall CCC Population
- Health Plan CCC Population

Overall Ratings

Q41. Rating of personal doctor

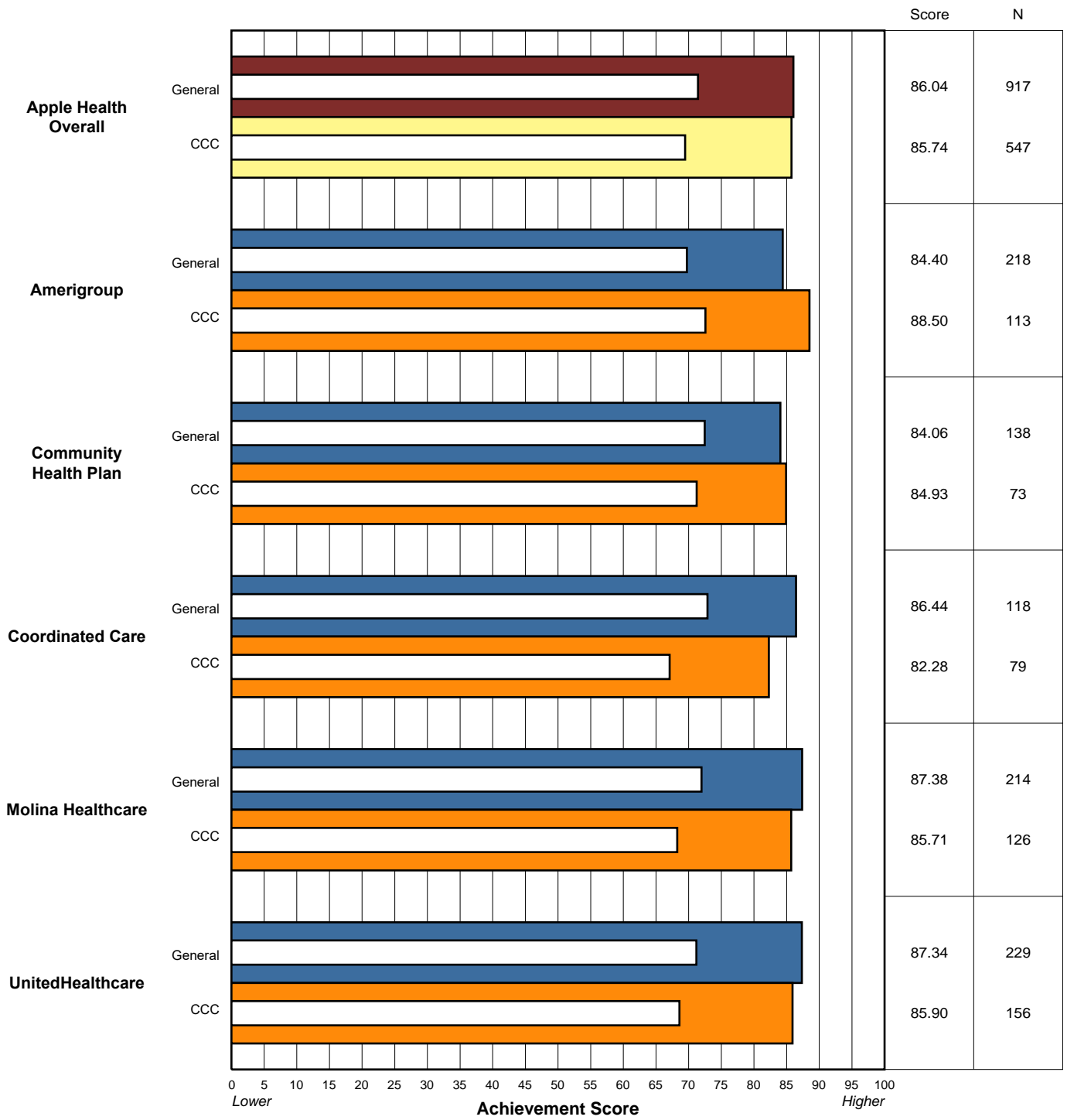


↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score
 Note: Hollow portion of bar represents proportions giving a rating of 9 or 10.

- Apple Health Overall General Population
- Health Plan General Population
- Apple Health Overall CCC Population
- Health Plan CCC Population

Overall Ratings

Q48. Rating of specialist seen most often

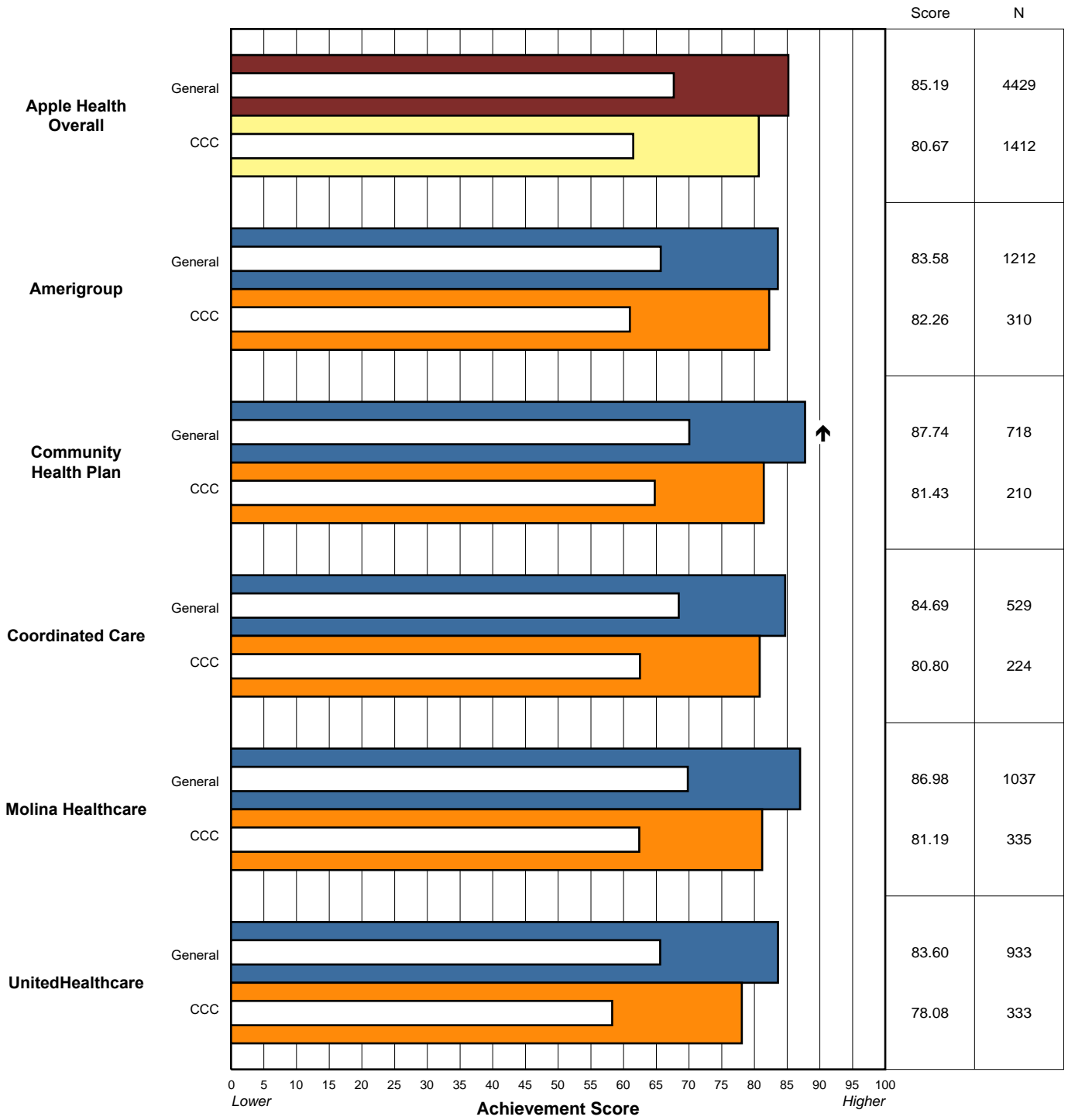


↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score
 Note: Hollow portion of bar represents proportions giving a rating of 9 or 10.

- Apple Health Overall General Population
- Health Plan General Population
- Apple Health Overall CCC Population
- Health Plan CCC Population

Overall Ratings

Q54. Rating of health plan



↑↓ Score statistically significantly higher/lower than corresponding Apple Health Overall Score
 Note: Hollow portion of bar represents proportions giving a rating of 9 or 10.

- Apple Health Overall General Population
- Health Plan General Population
- Apple Health Overall CCC Population
- Health Plan CCC Population

Composites

The CAHPS® 5.0H survey has five standard composites and three CCC composites, each representing a domain of enrollee experience. An achievement score is calculated for each composite item; the mean of these achievement scores is presented in this section.

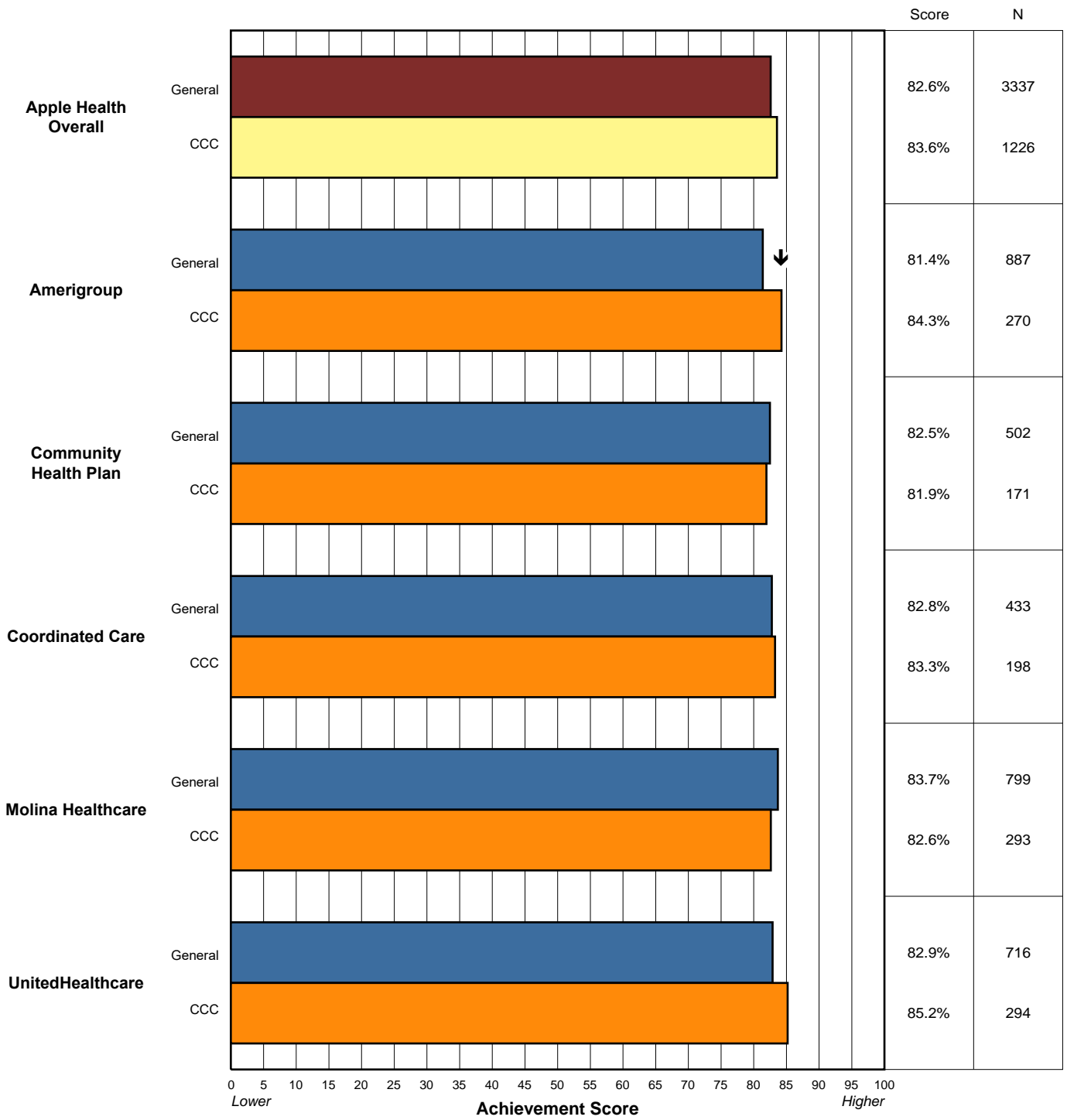
The achievement scores presented on the following pages reflect responses of 'Usually' or 'Always' to the questions comprising the Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service composites and Access to Specialized Care; and 'Yes' for the Shared Decision Making, Family Centered Care: Personal Doctor or Nurse Who Knows Child composite and the Coordination of Care composites. For the questions that use a 'Never' to 'Always' scale the alternate top box scores of 'Always' are presented as hollow bars. For full detail of response options for each question and which responses qualify as achievements, please refer to the *Responses by Question* section.

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

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

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

Composites Getting Needed Care

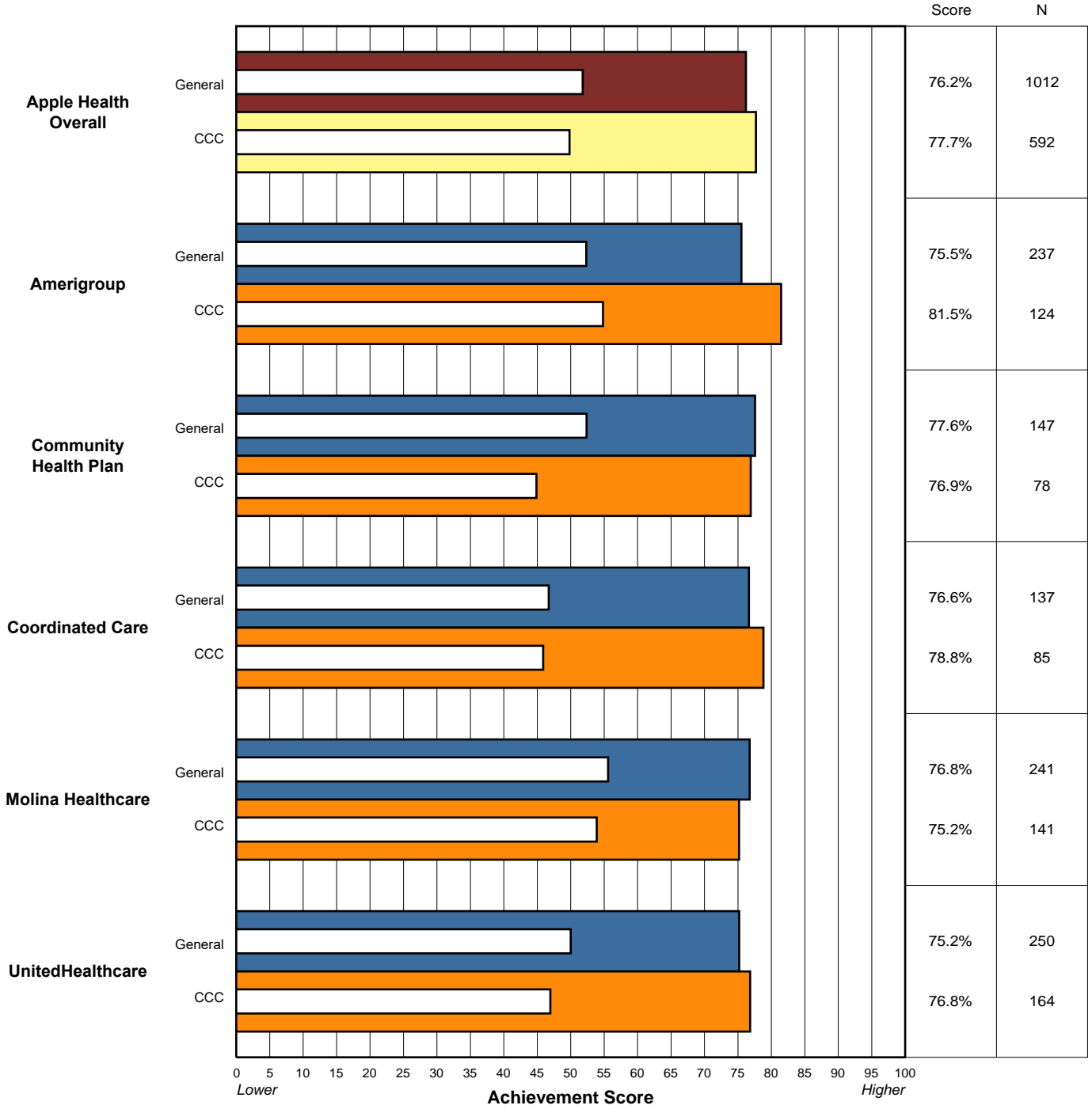


↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score



Getting Needed Care

Q46. Usually or always got appointments with specialists as soon as child needed

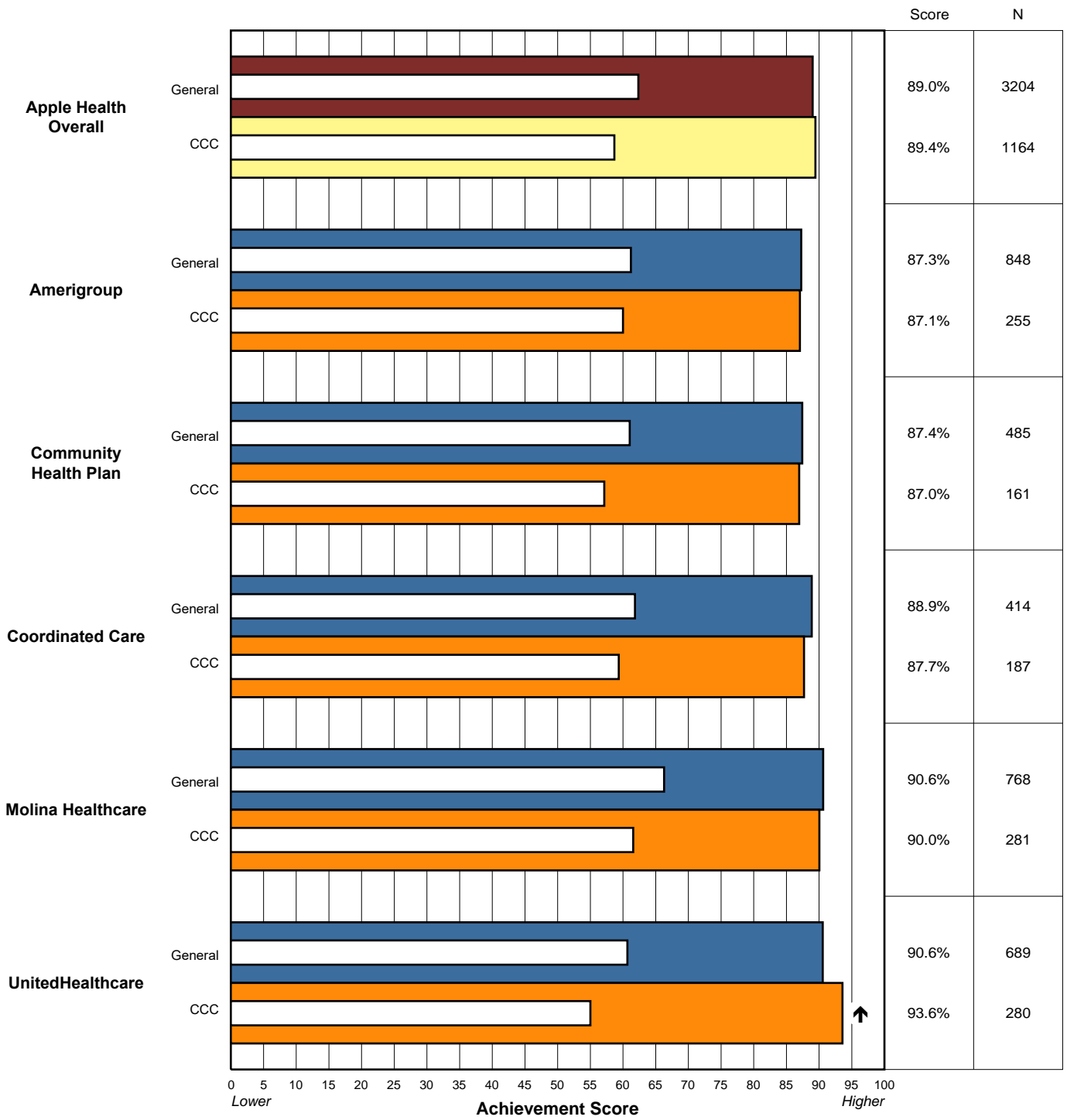


↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.

- Apple Health Overall General Population
- Health Plan General Population
- Apple Health Overall CCC Population
- Health Plan CCC Population

Getting Needed Care

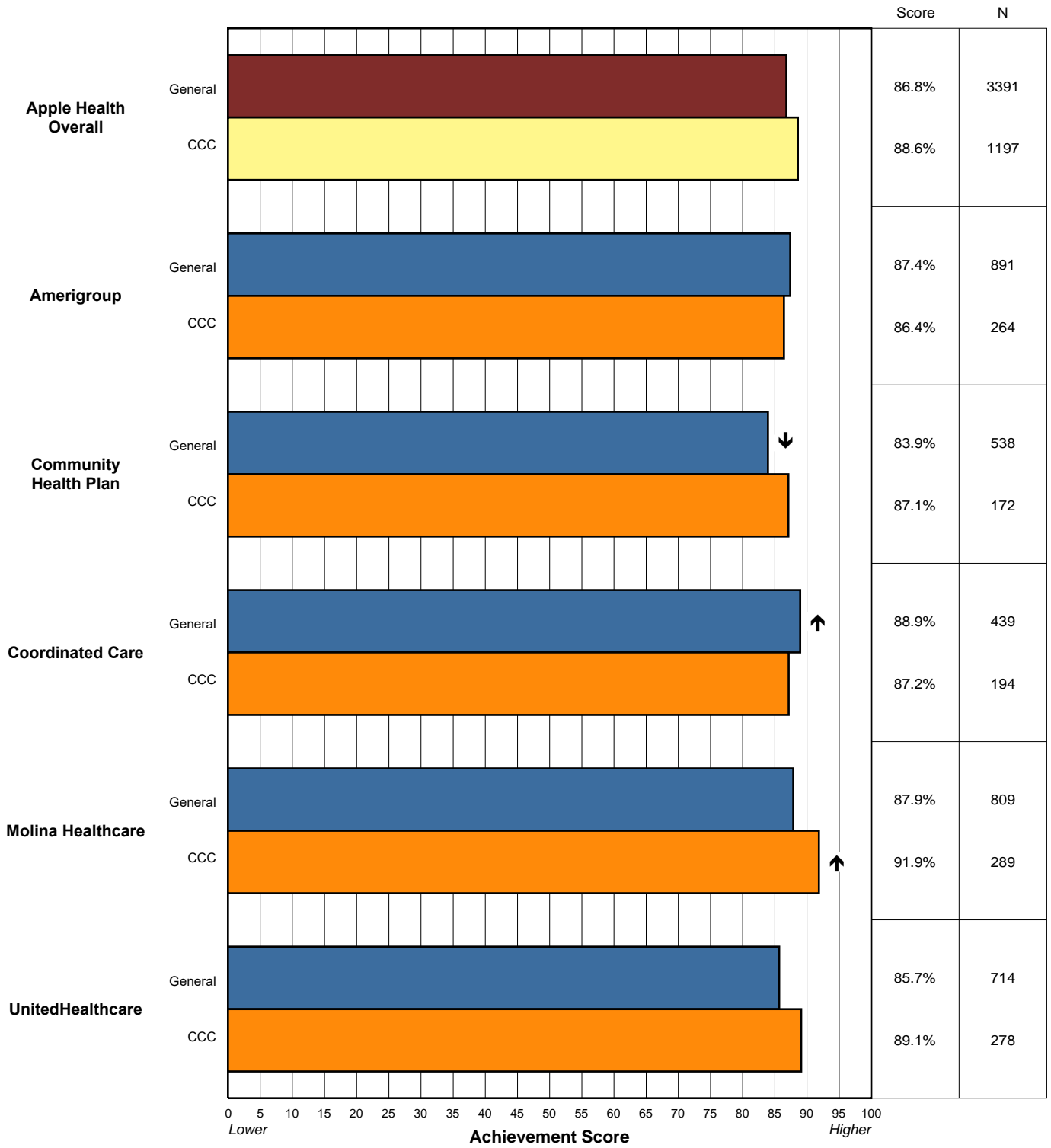
Q15. Usually or always easy to get the care, tests or treatment child needed



↑↓ Score statistically significantly higher/lower than corresponding Apple Health Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.

- Apple Health Overall General Population
- Health Plan General Population
- Apple Health Overall CCC Population
- Health Plan CCC Population

Getting Care Quickly

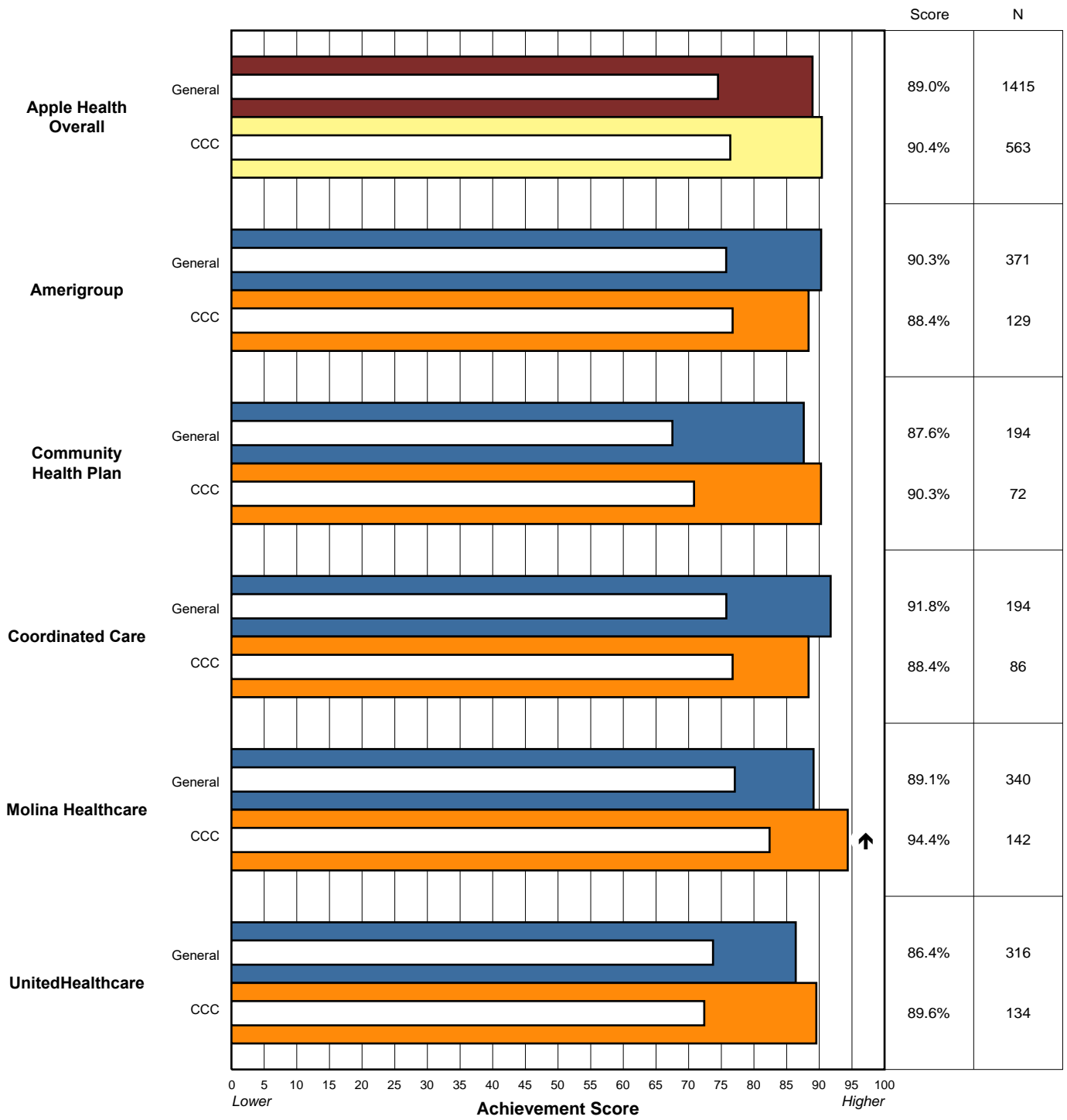


↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score



Getting Care Quickly

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

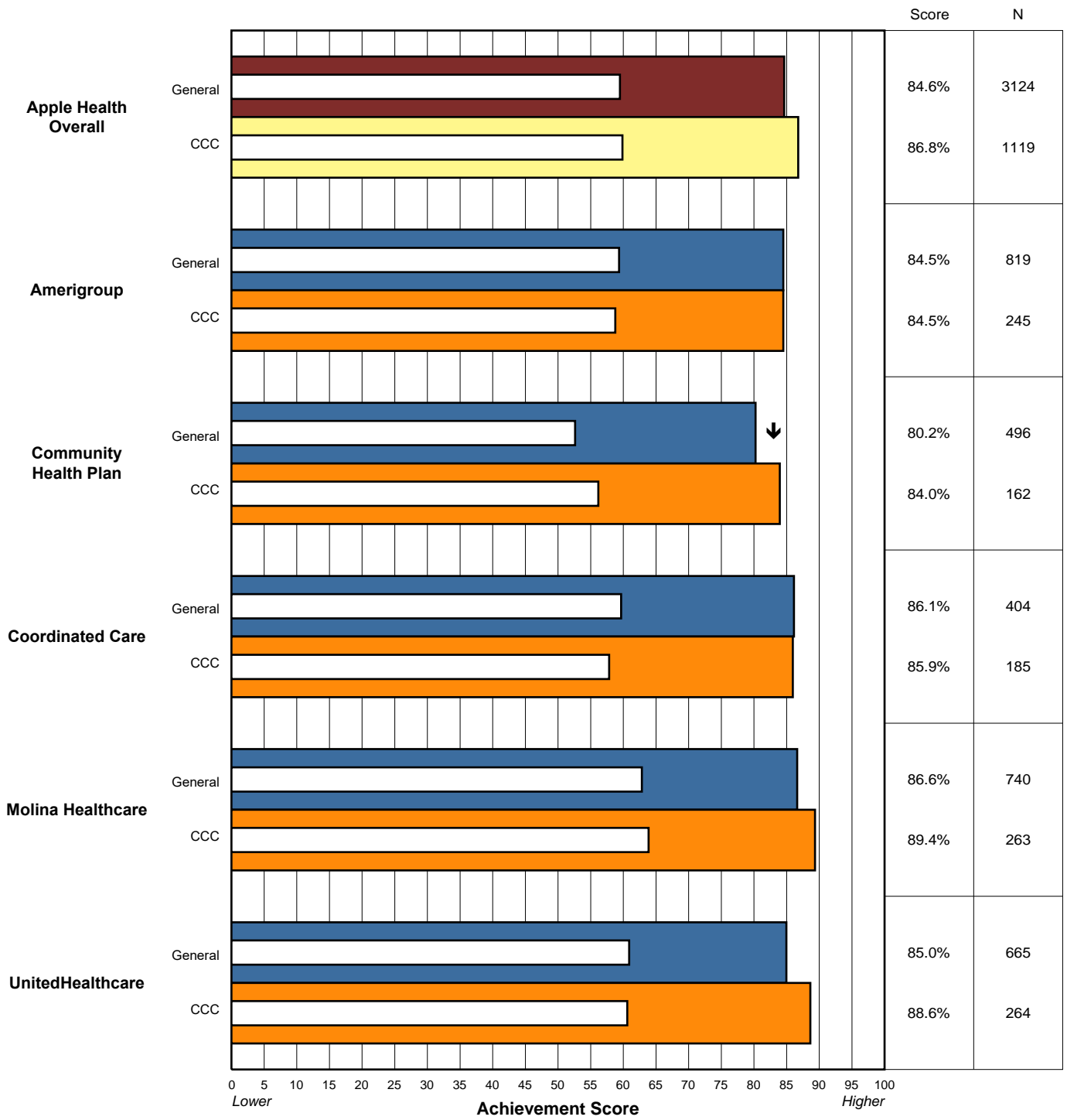


↑↓ Score statistically significantly higher/lower than corresponding Apple Health Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.

- Apple Health Overall General Population
- Health Plan General Population
- Apple Health Overall CCC Population
- Health Plan CCC Population

Getting Care Quickly

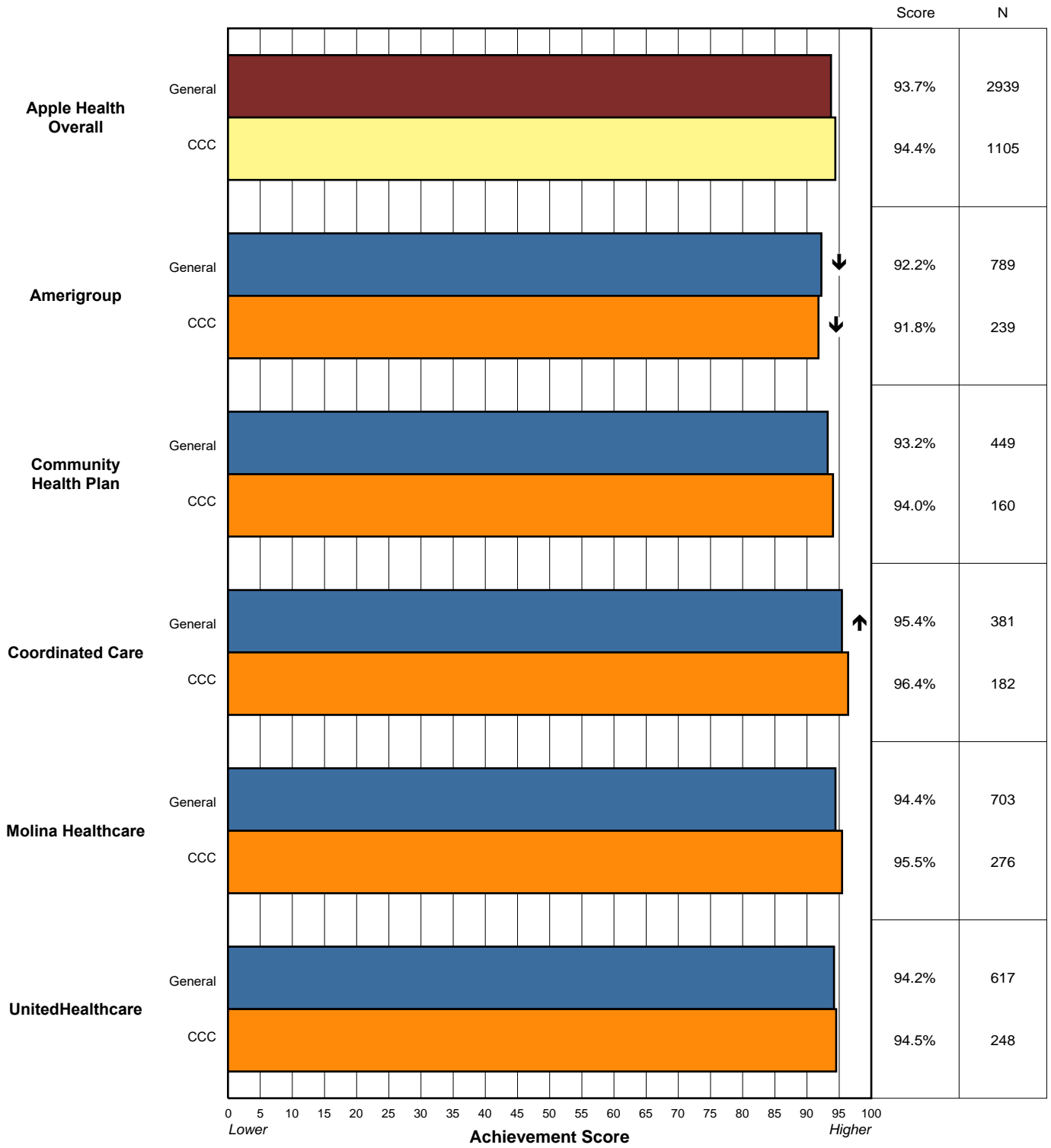
Q6. Usually or always got appt. for care as soon as child needed



↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.

- Apple Health Overall General Population
- Health Plan General Population
- Apple Health Overall CCC Population
- Health Plan CCC Population

How Well Doctors Communicate

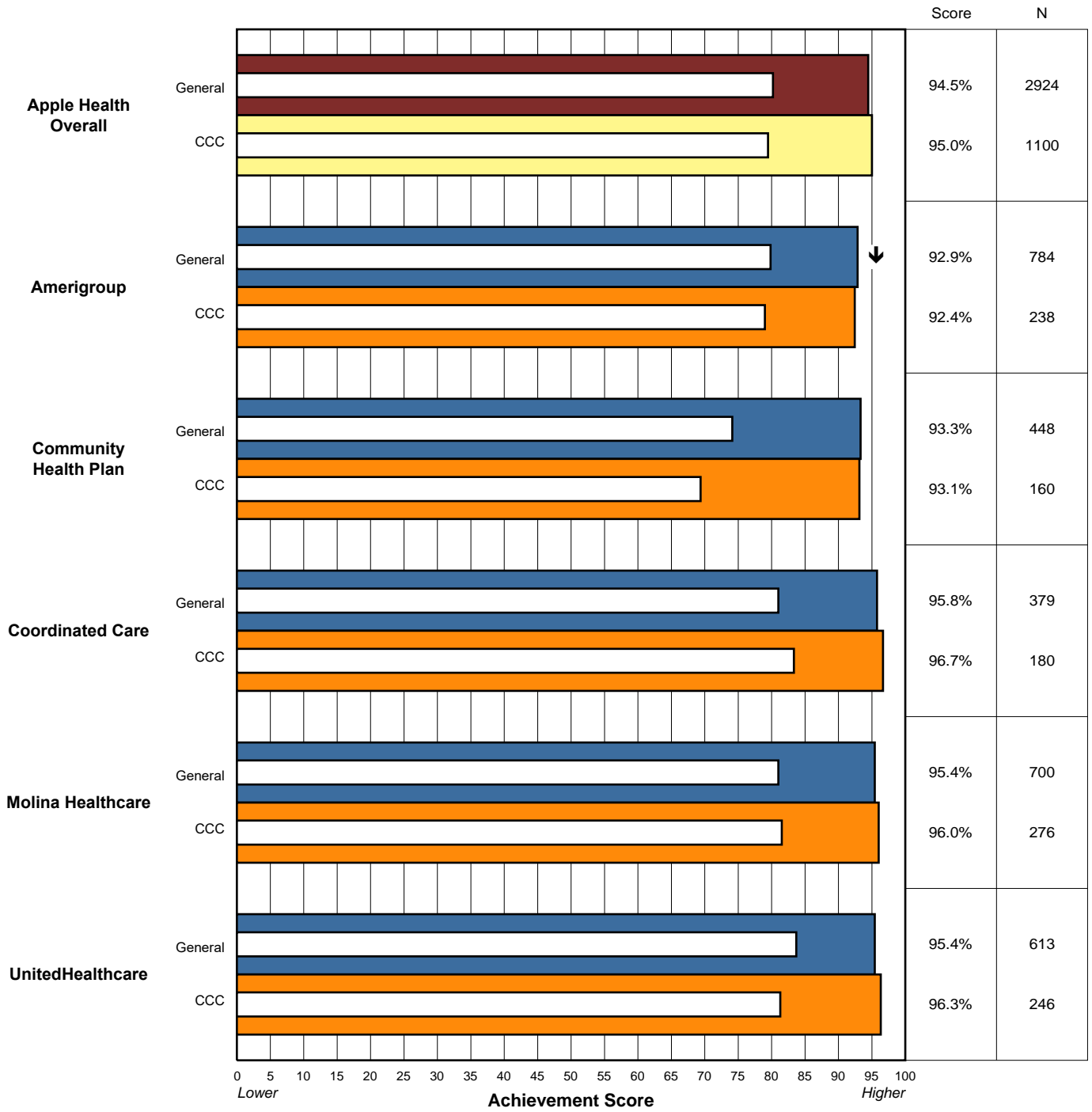


↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score



How Well Doctors Communicate

Q32. Personal doctor usually or always explained things in a way that was easy to understand

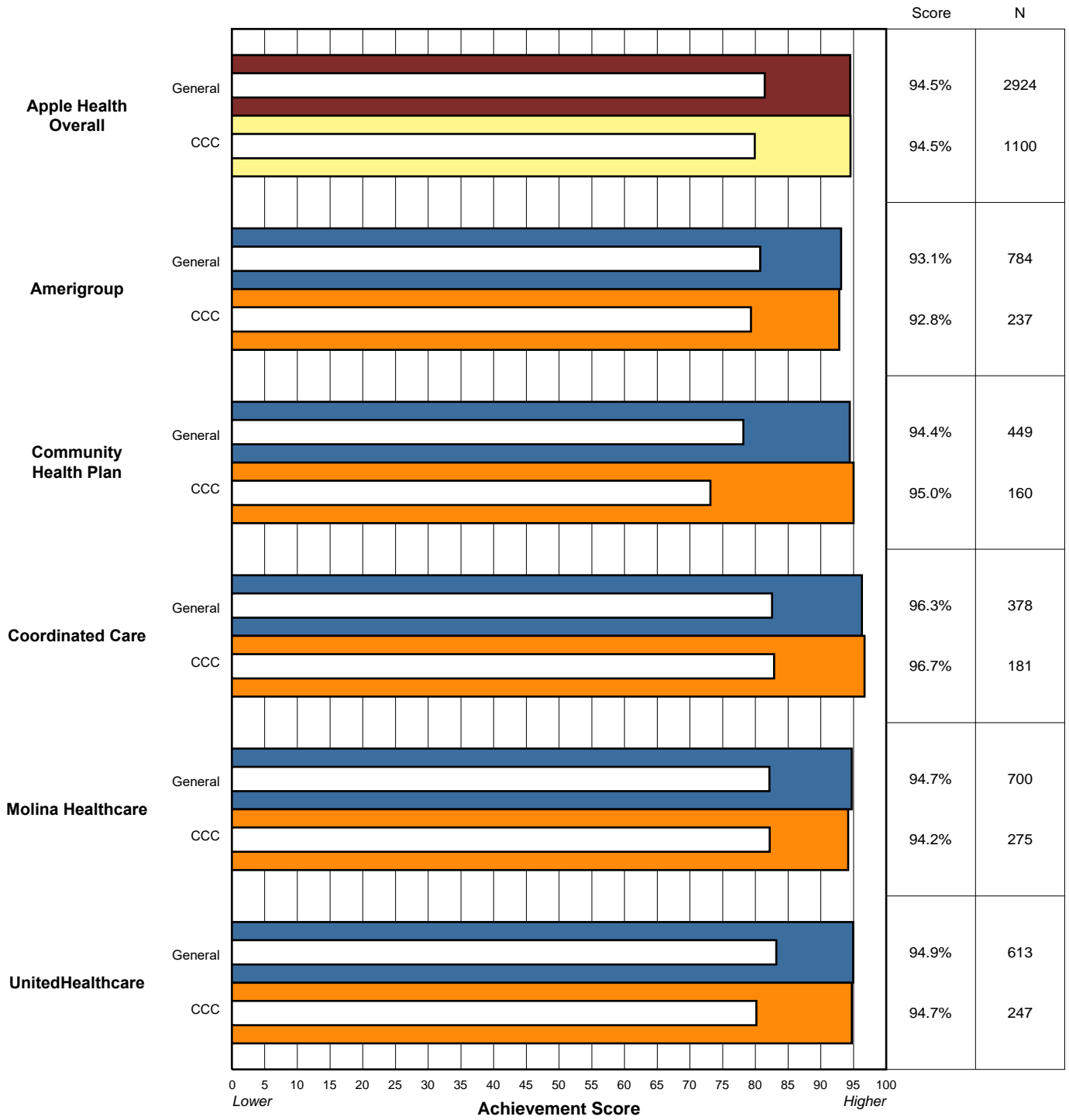


↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.

- Apple Health Overall General Population
- Health Plan General Population
- Apple Health Overall CCC Population
- Health Plan CCC Population

How Well Doctors Communicate

Q33. Personal doctor usually or always listened carefully to you

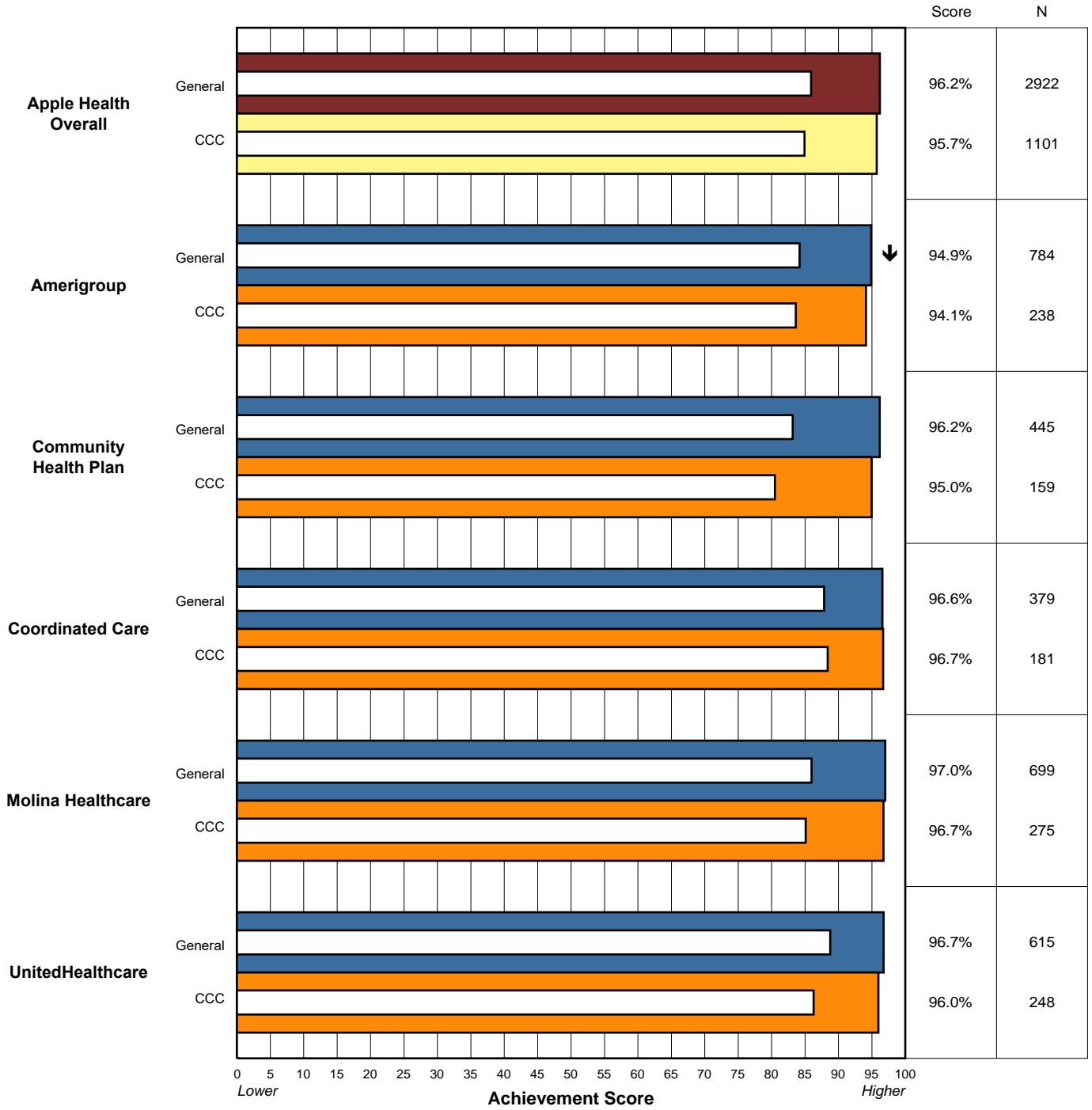


↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.

- Apple Health Overall General Population
- Health Plan General Population
- Apple Health Overall CCC Population
- Health Plan CCC Population

How Well Doctors Communicate

Q34. Personal doctor usually or always showed respect for what you had to say

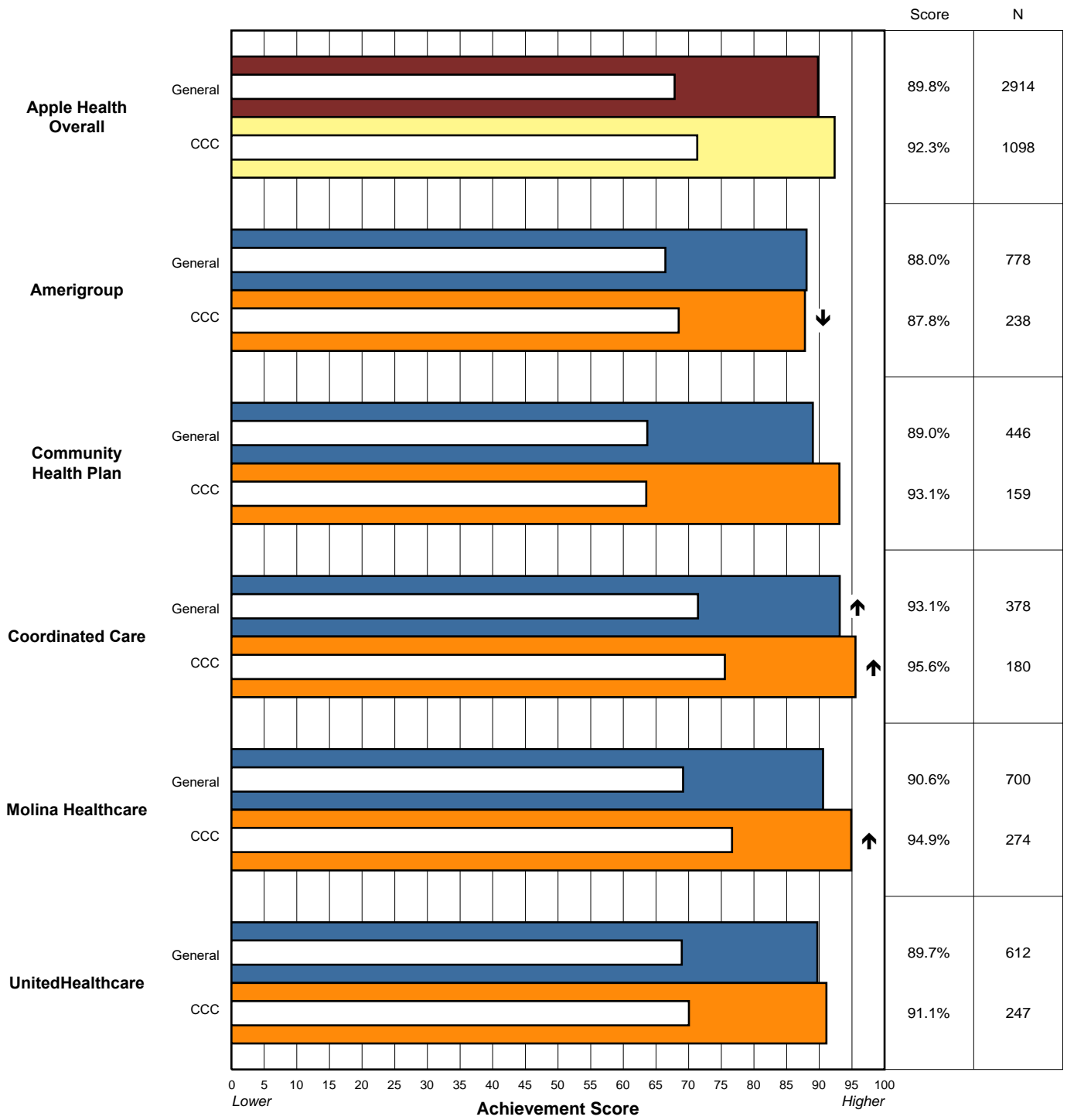


↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.

- Apple Health Overall General Population
- Health Plan General Population
- Apple Health Overall CCC Population
- Health Plan CCC Population

How Well Doctors Communicate

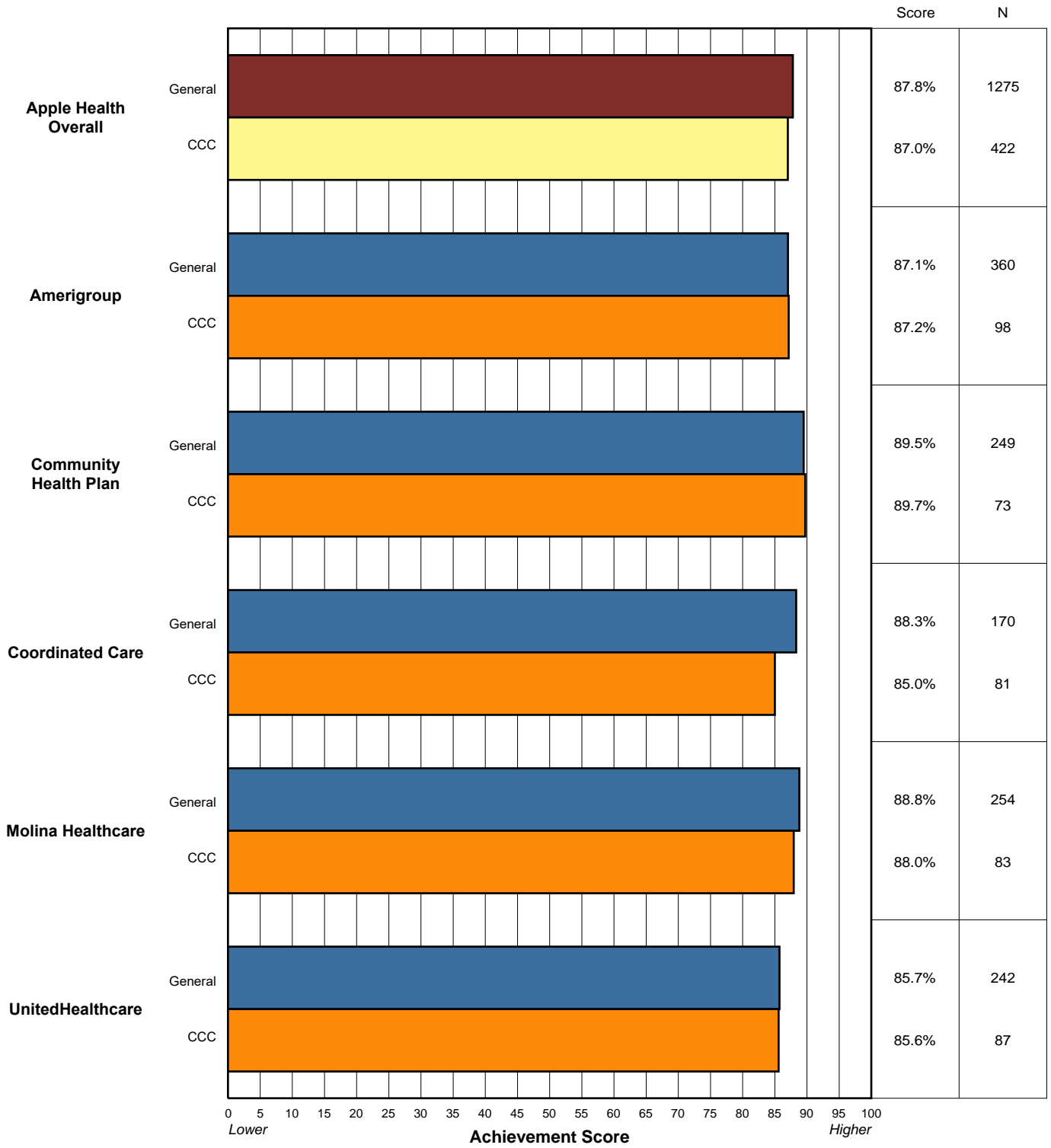
Q37. Personal doctor usually or always spent enough time with child



↑↓ Score statistically significantly higher/lower than corresponding Apple Health Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.

- Apple Health Overall General Population
- Health Plan General Population
- Apple Health Overall CCC Population
- Health Plan CCC Population

Customer Service

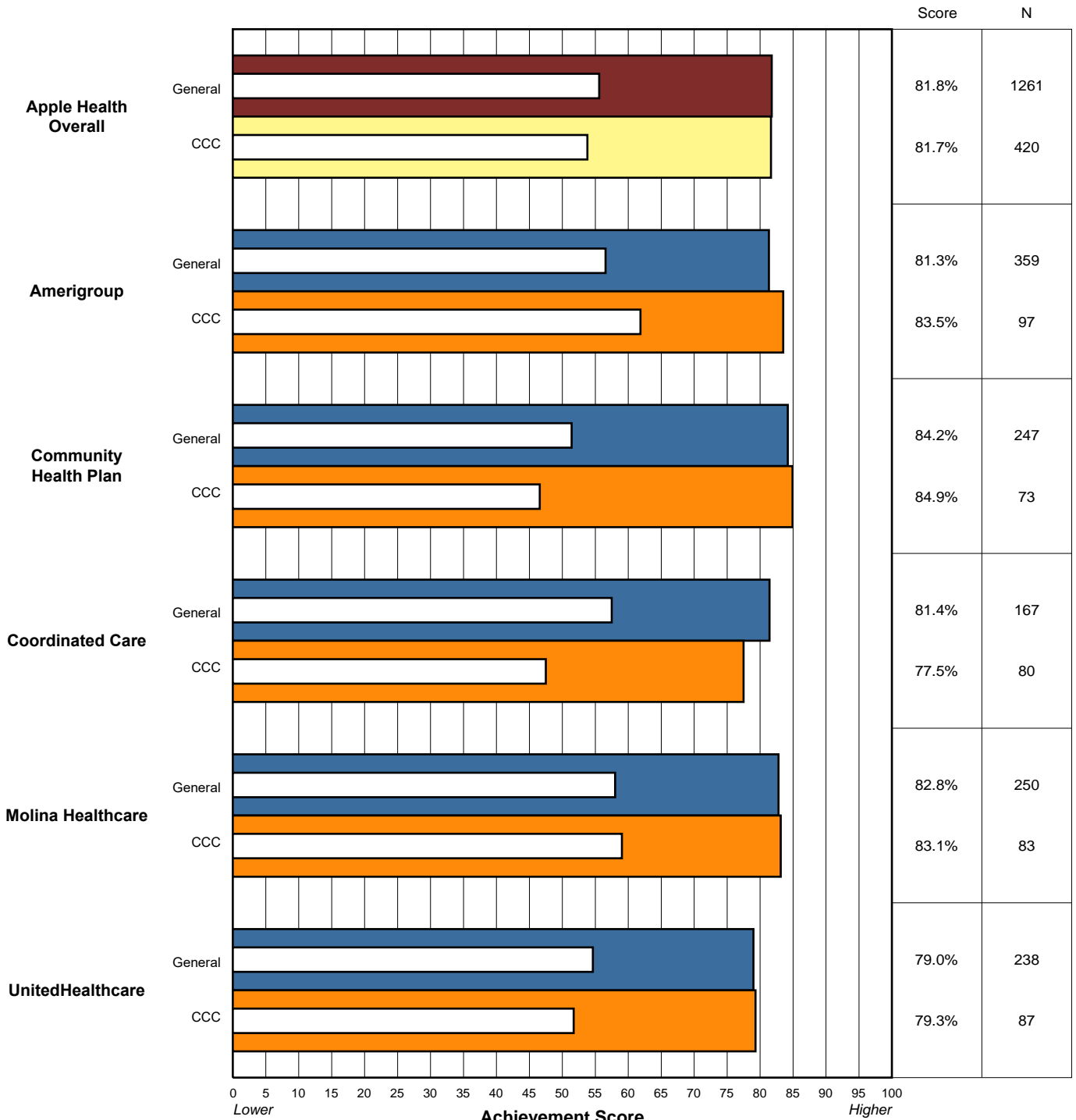


↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score



Customer Service

Q50. Customer service usually or always gave help you needed

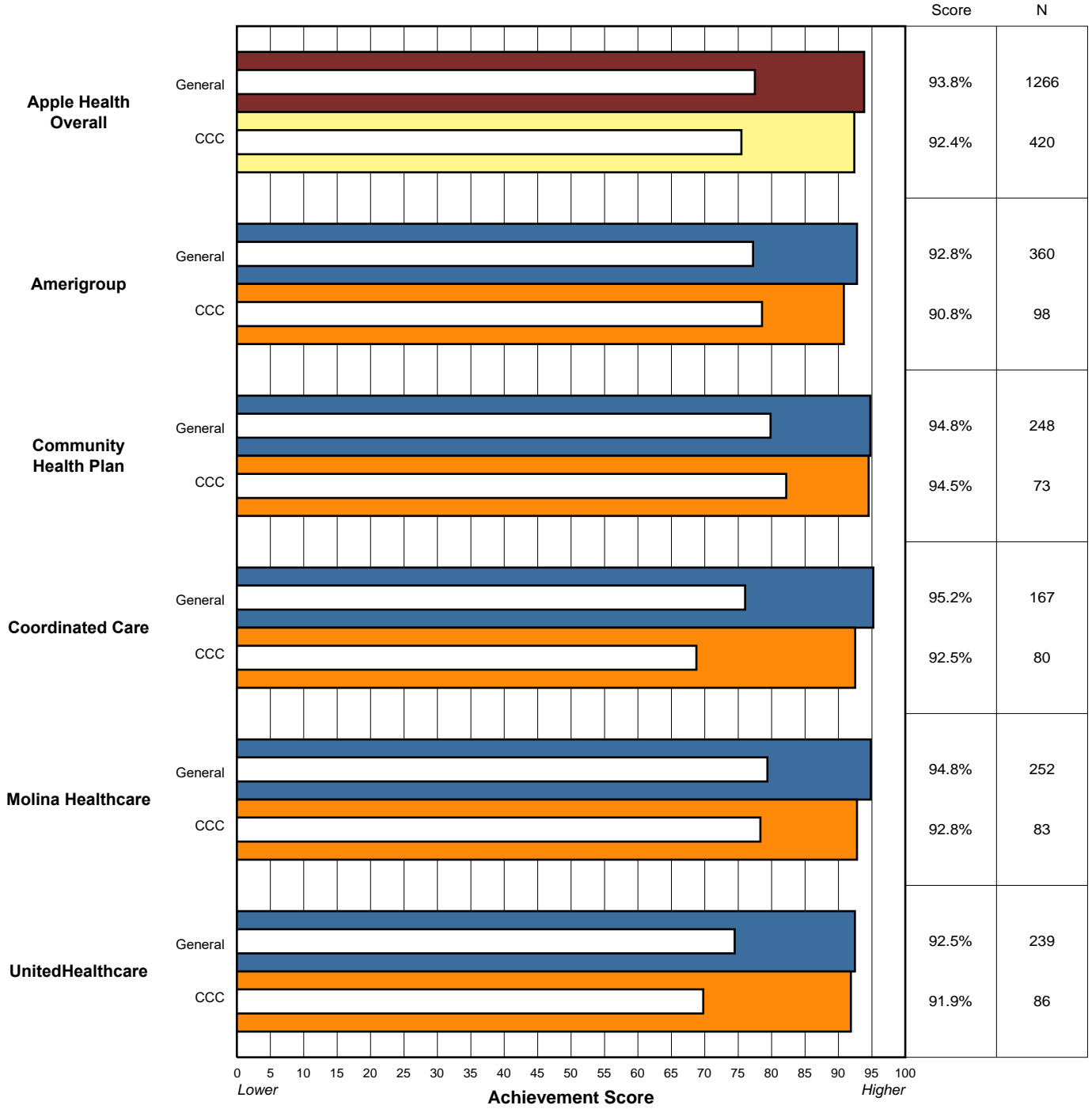


↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.



Customer Service

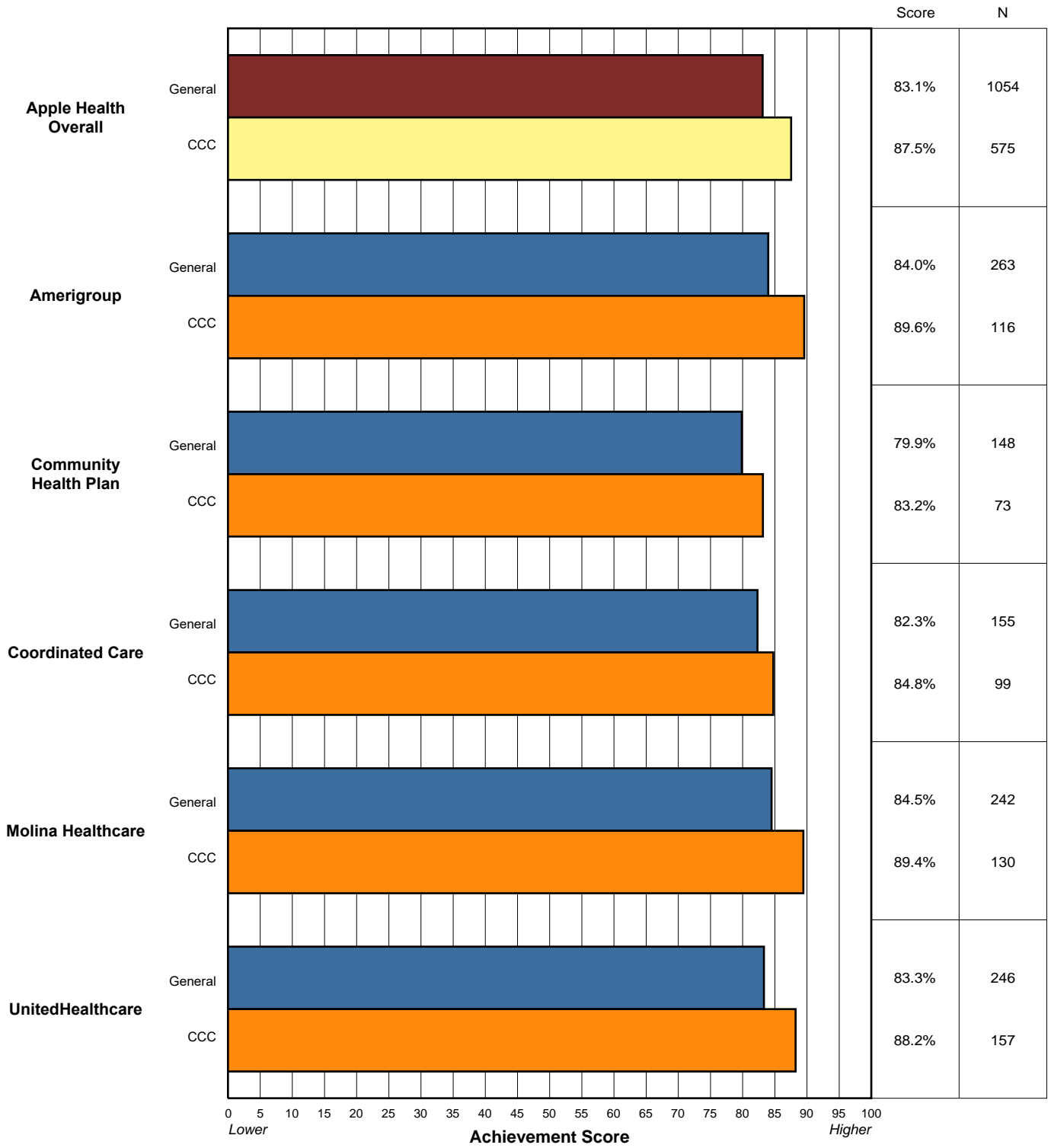
Q51. Customer service usually or always treated you with courtesy and respect



↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.

- Apple Health Overall General Population
- Health Plan General Population
- Apple Health Overall CCC Population
- Health Plan CCC Population

Shared Decision Making

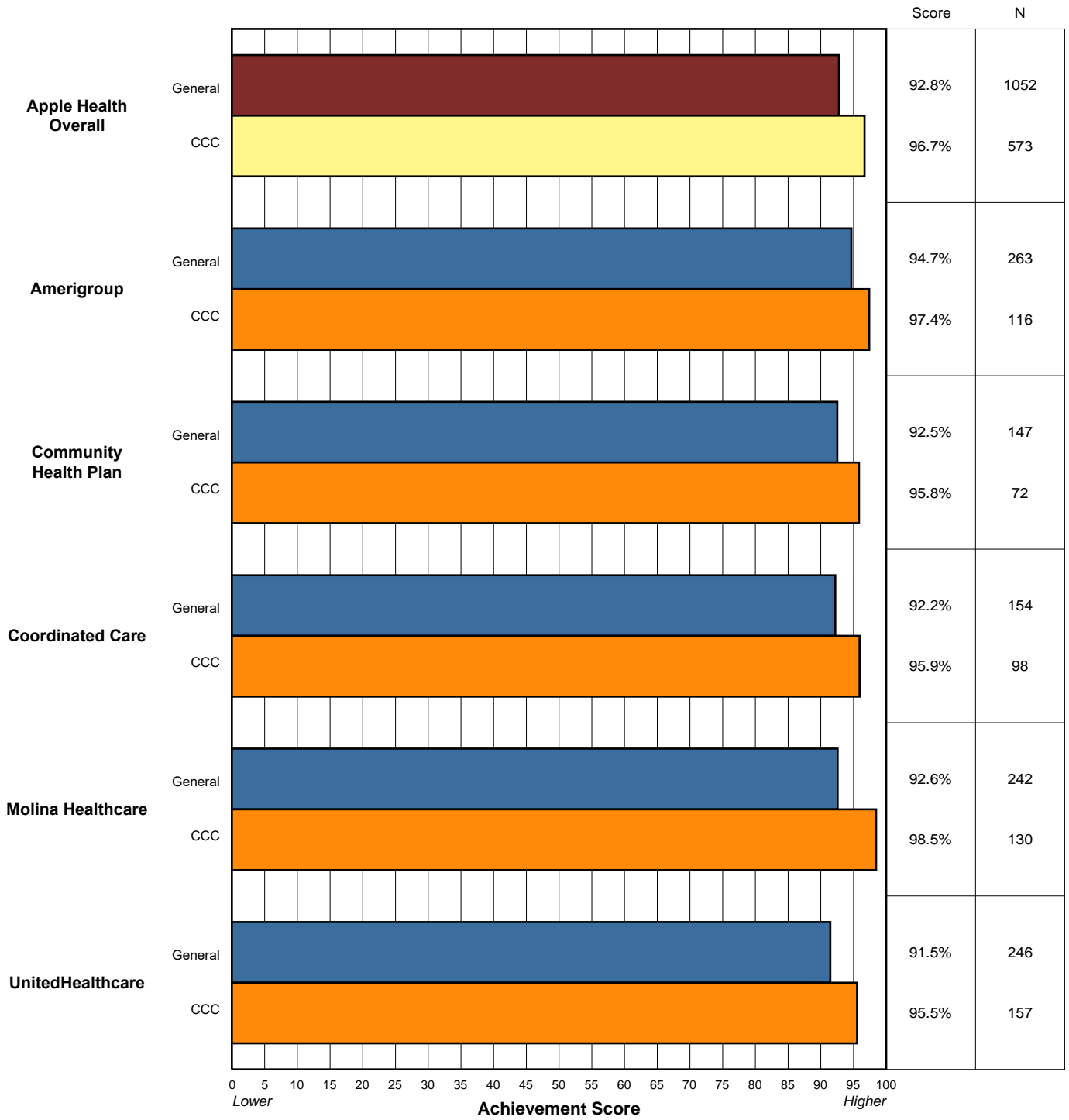


↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score



Shared Decision Making

Q11. Doctor talked about reasons you might want child to take a medicine

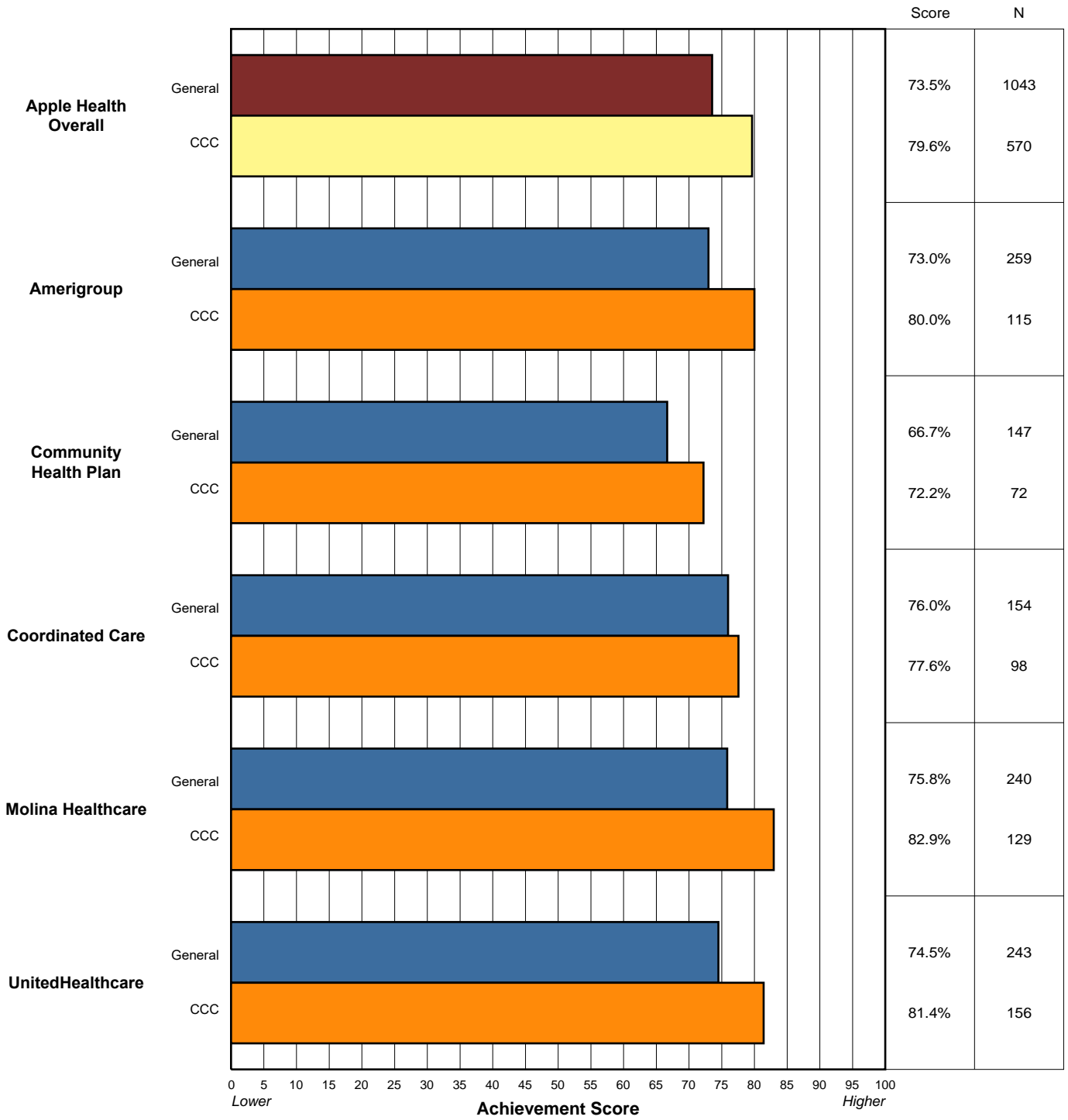


↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score



Shared Decision Making

Q12. Doctor talked about reasons you might not want child to take a medicine

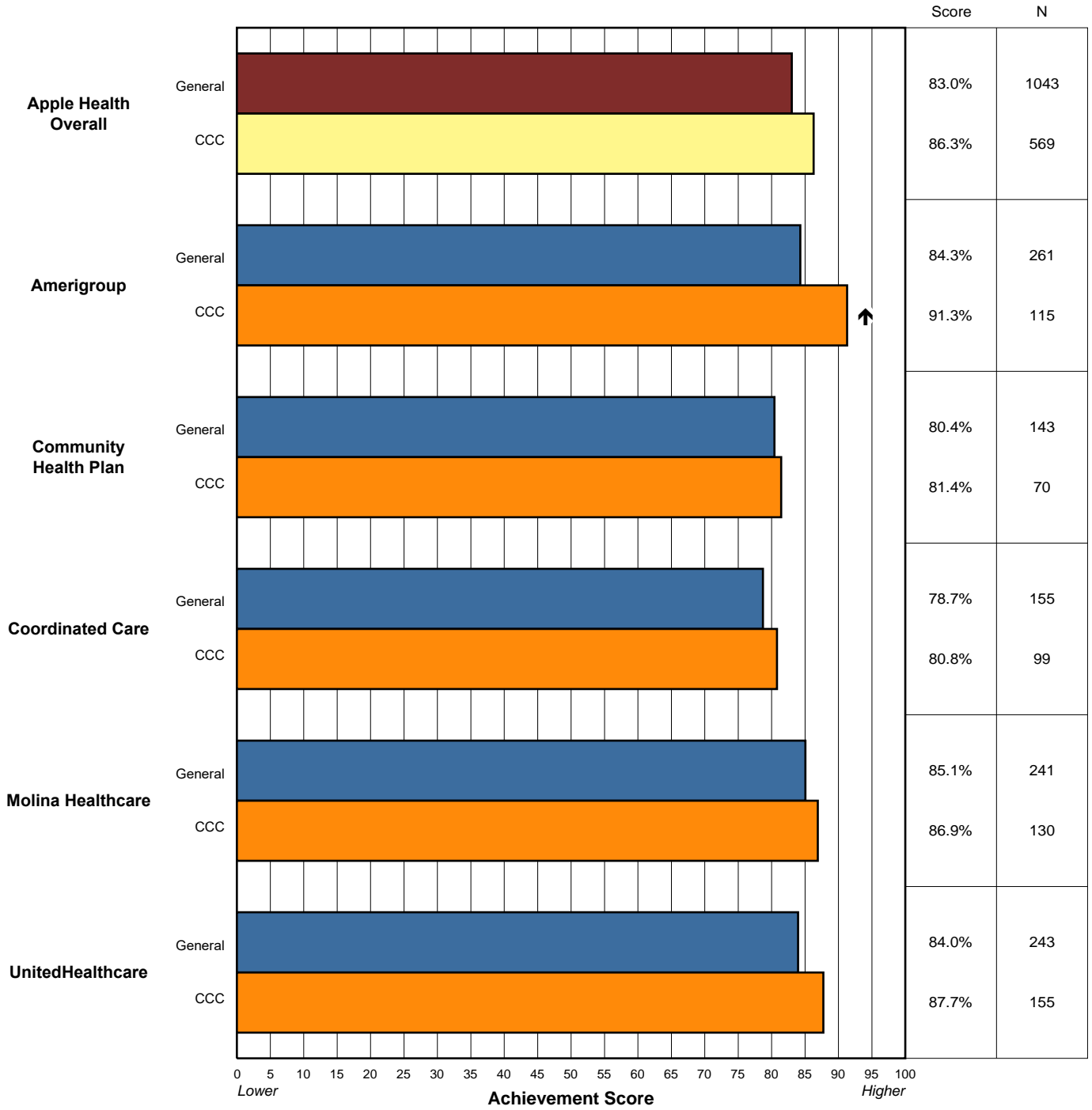


↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score



Shared Decision Making

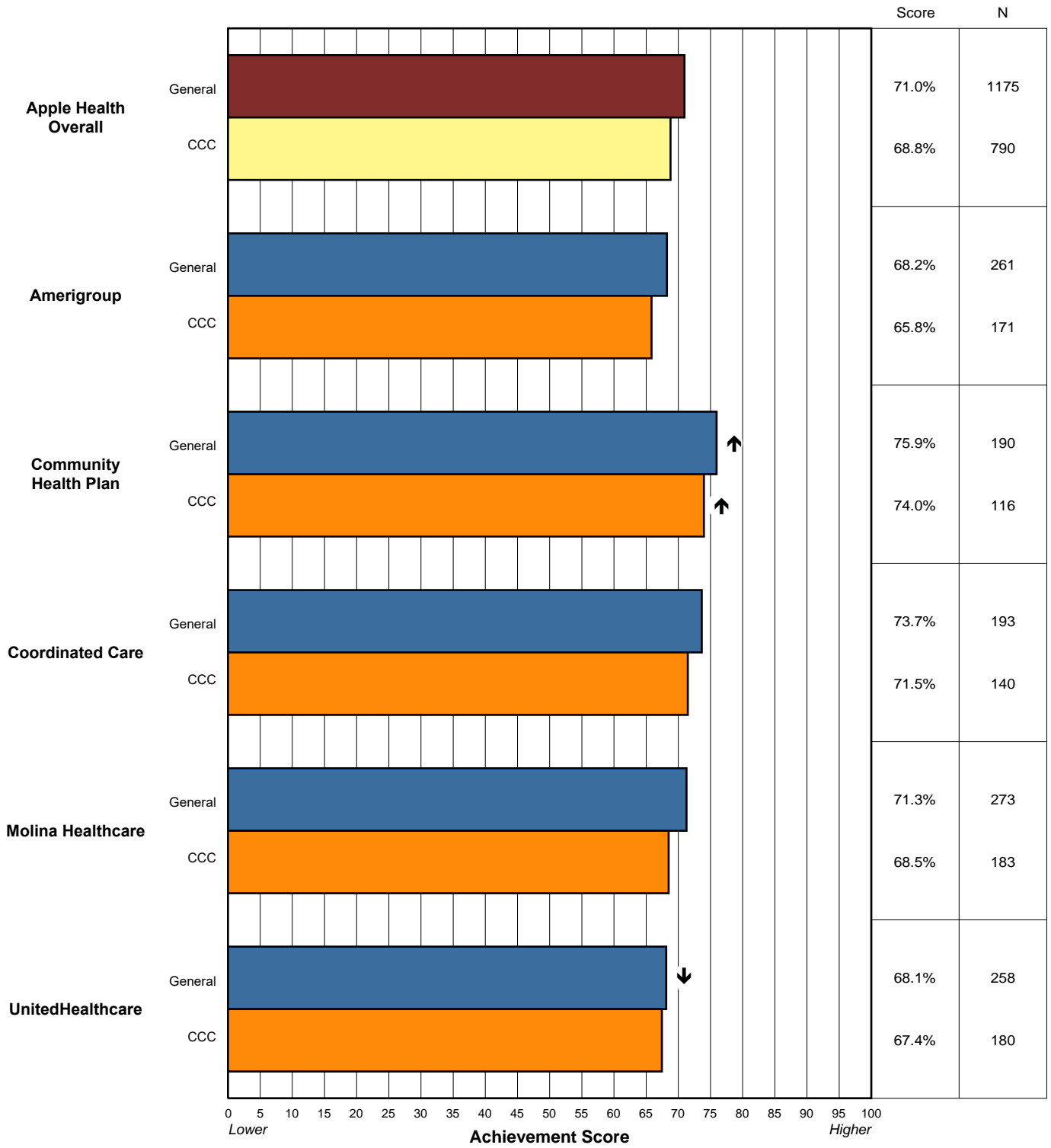
Q13. When talking about starting or stopping a prescription, doctor asked what you thought was best for child



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



Access to Specialized Services

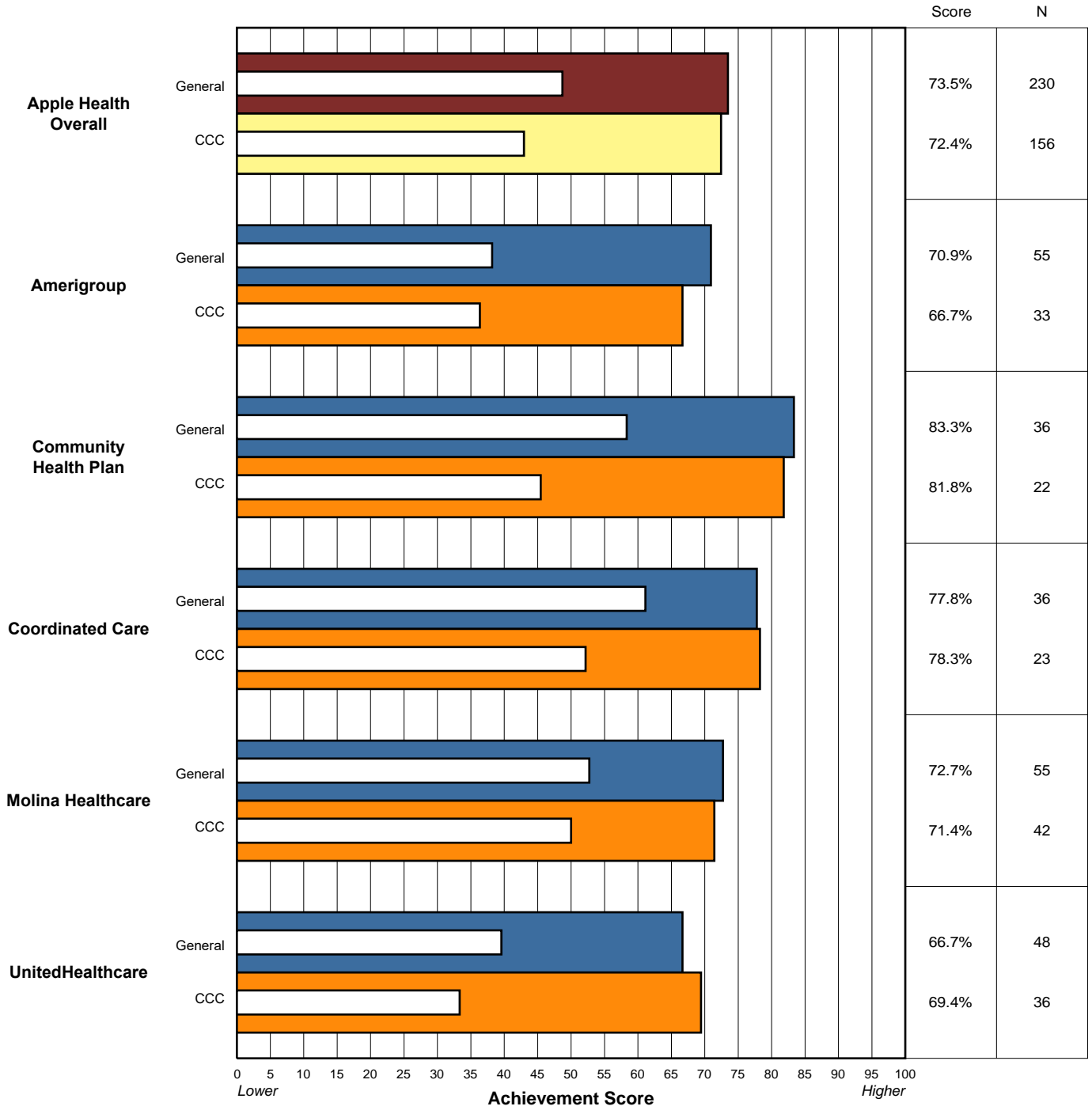


↑↓ Score statistically significantly higher/lower than corresponding Apple Health Overall Score



Access to Specialized Services

Q20. Usually or always easy to get special medical equipment or devices for child

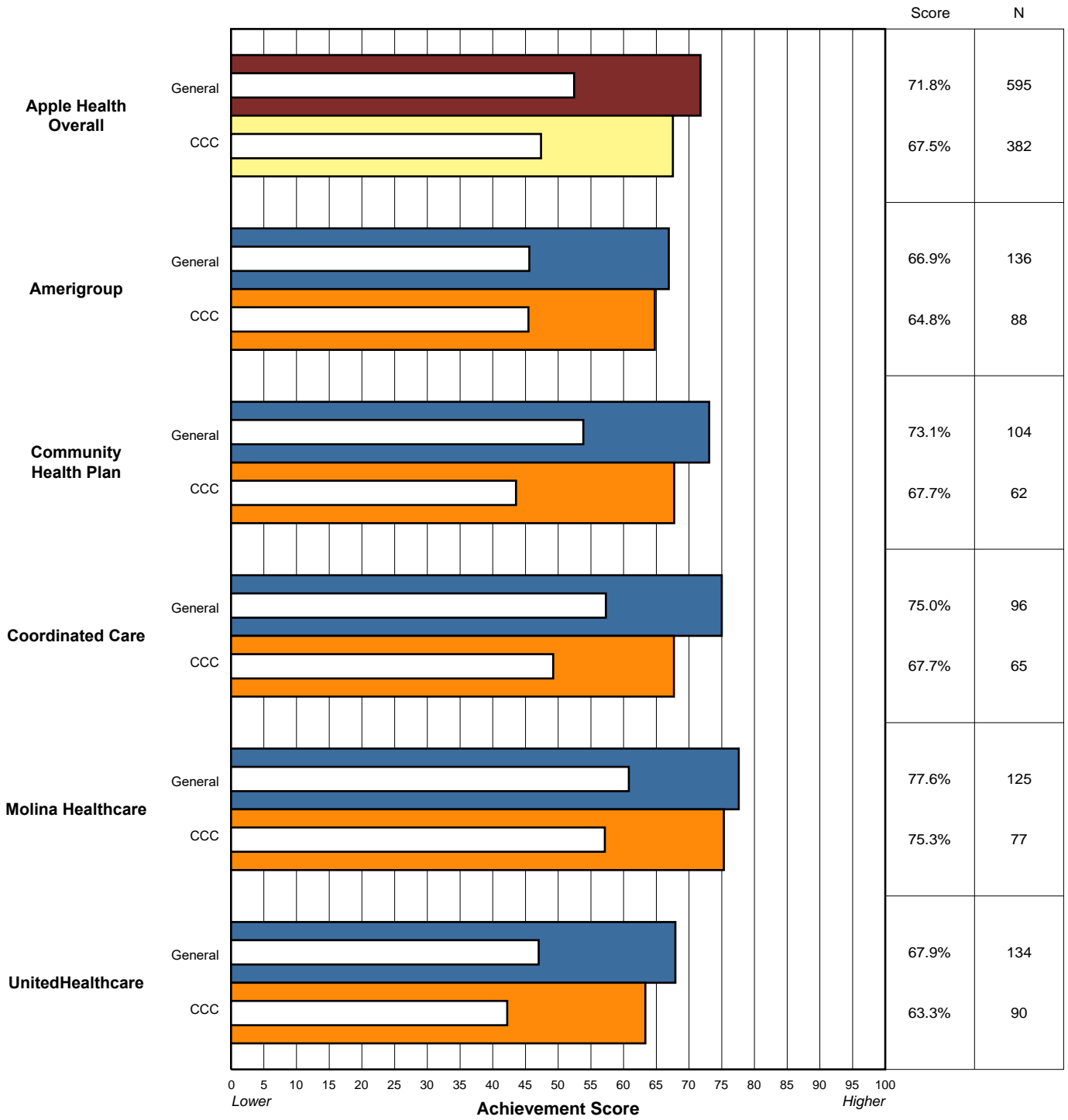


↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.

- Apple Health Overall General Population
- Health Plan General Population
- Apple Health Overall CCC Population
- Health Plan CCC Population

Access to Specialized Services

Q23. Usually or always easy to get therapy for child

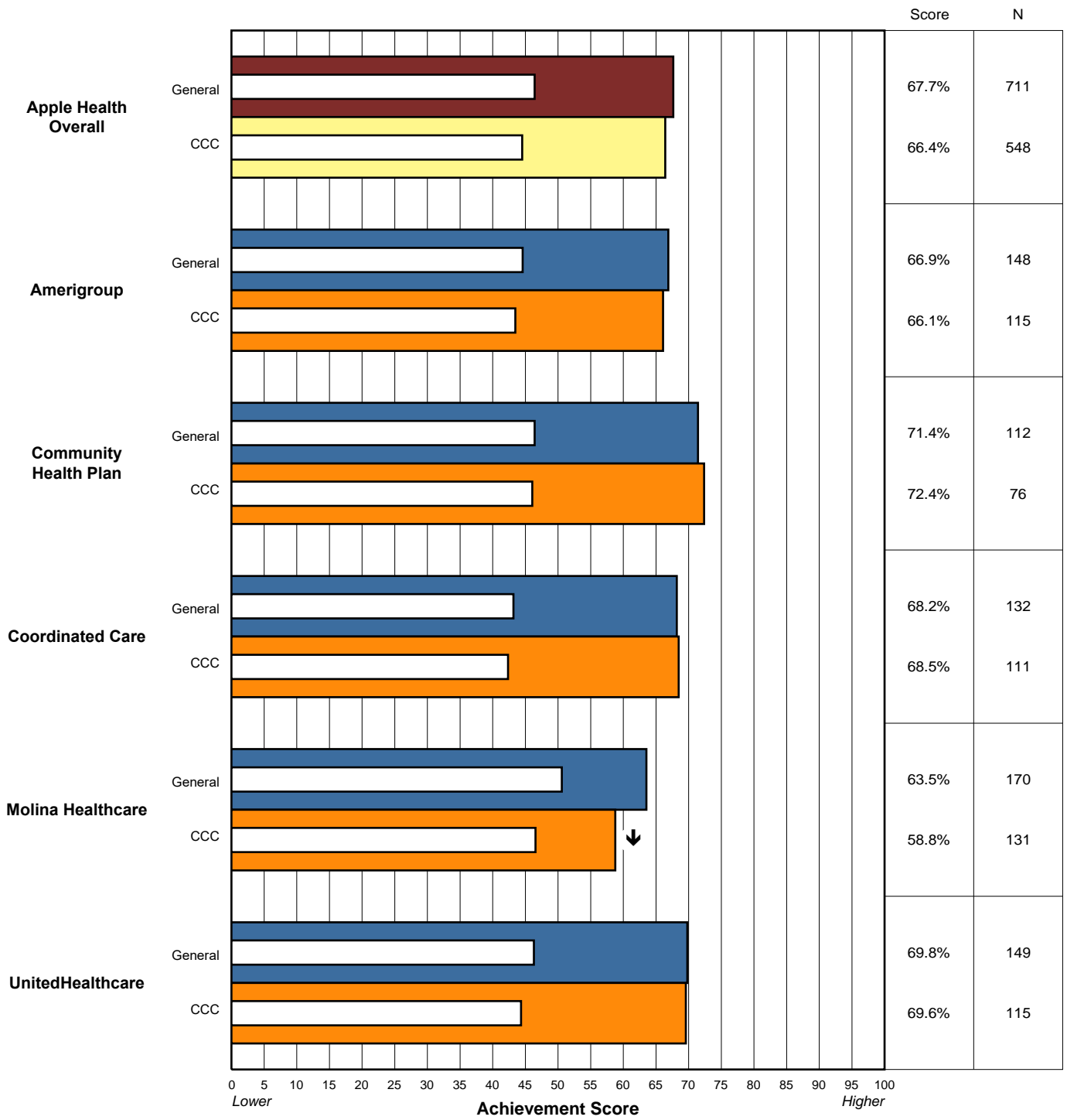


↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.

- Apple Health Overall General Population
- Health Plan General Population
- Apple Health Overall CCC Population
- Health Plan CCC Population

Access to Specialized Services

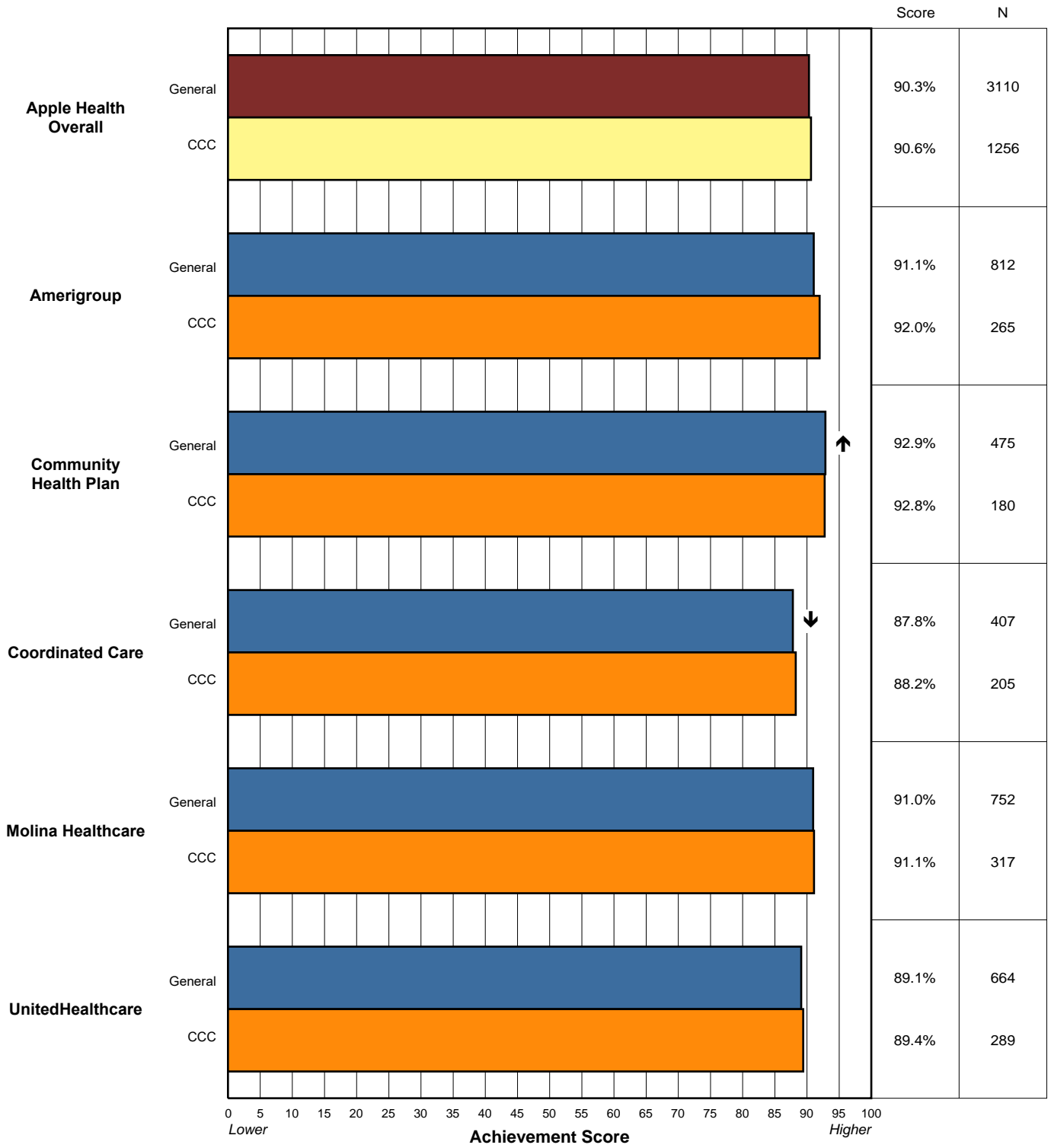
Q26. Usually or always easy to get treatment or counseling for child



↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.

- Apple Health Overall General Population
- Health Plan General Population
- Apple Health Overall CCC Population
- Health Plan CCC Population

Family Centered Care: Personal Doctor or Nurse Who Knows Child

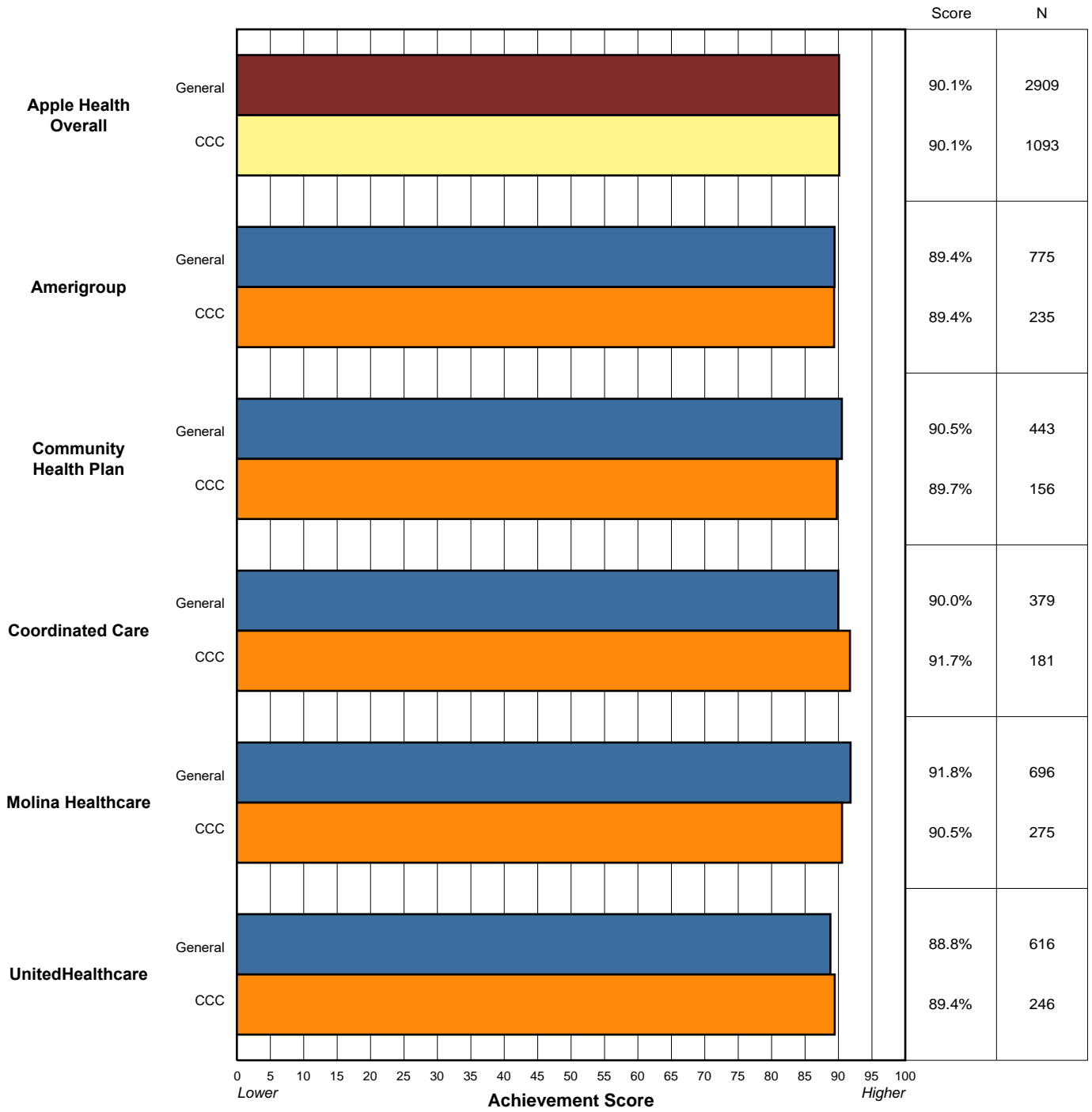


↑↓ Score statistically significantly higher/lower than corresponding Apple Health Overall Score



Family Centered Care: Personal Doctor or Nurse Who Knows Child

Q38. Child's personal doctor talked with you about how child is feeling, growing, or behaving

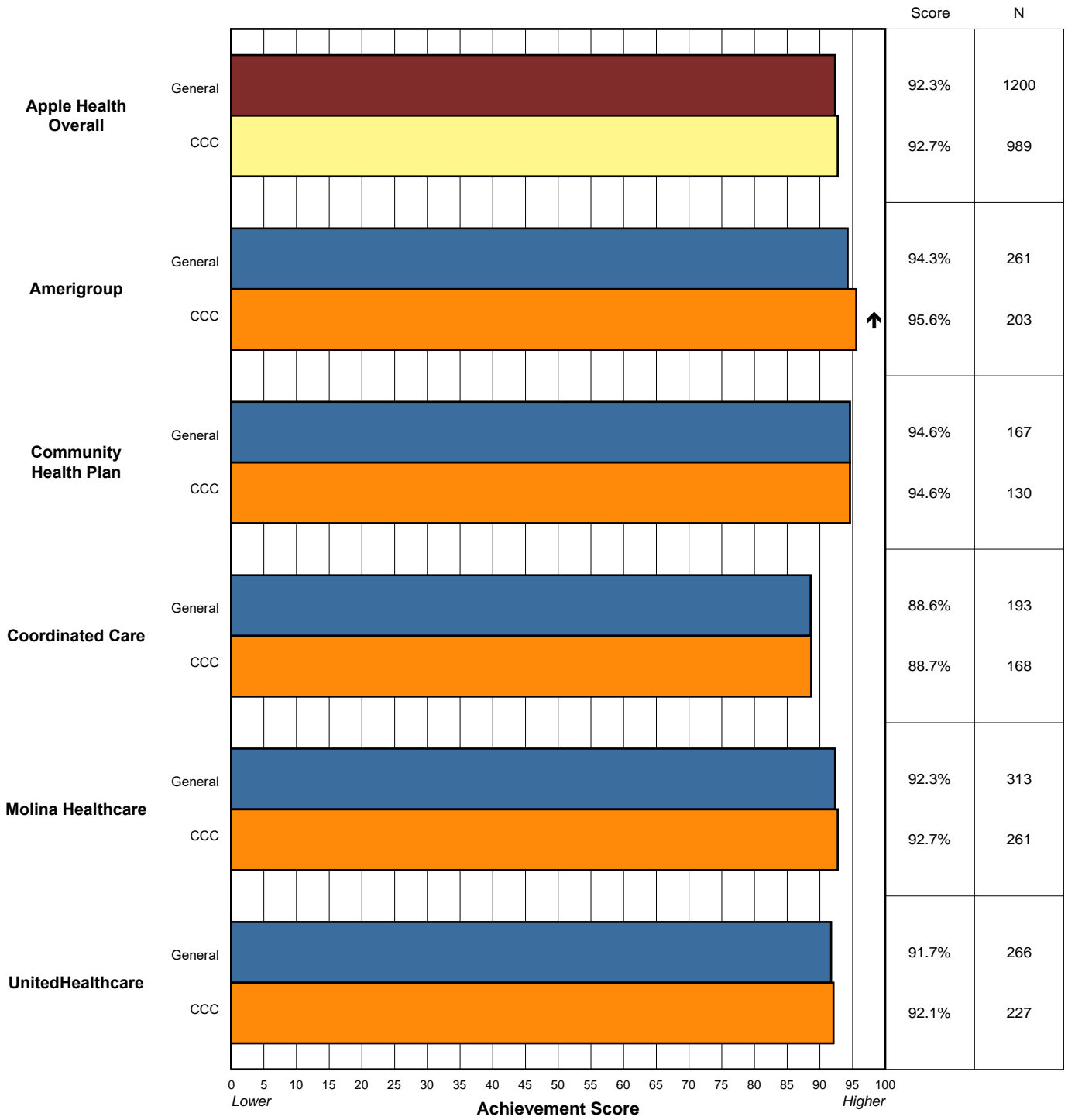


↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score



Family Centered Care: Personal Doctor or Nurse Who Knows Child

Q43. Doctor understands how health conditions affect child's day-to-day life

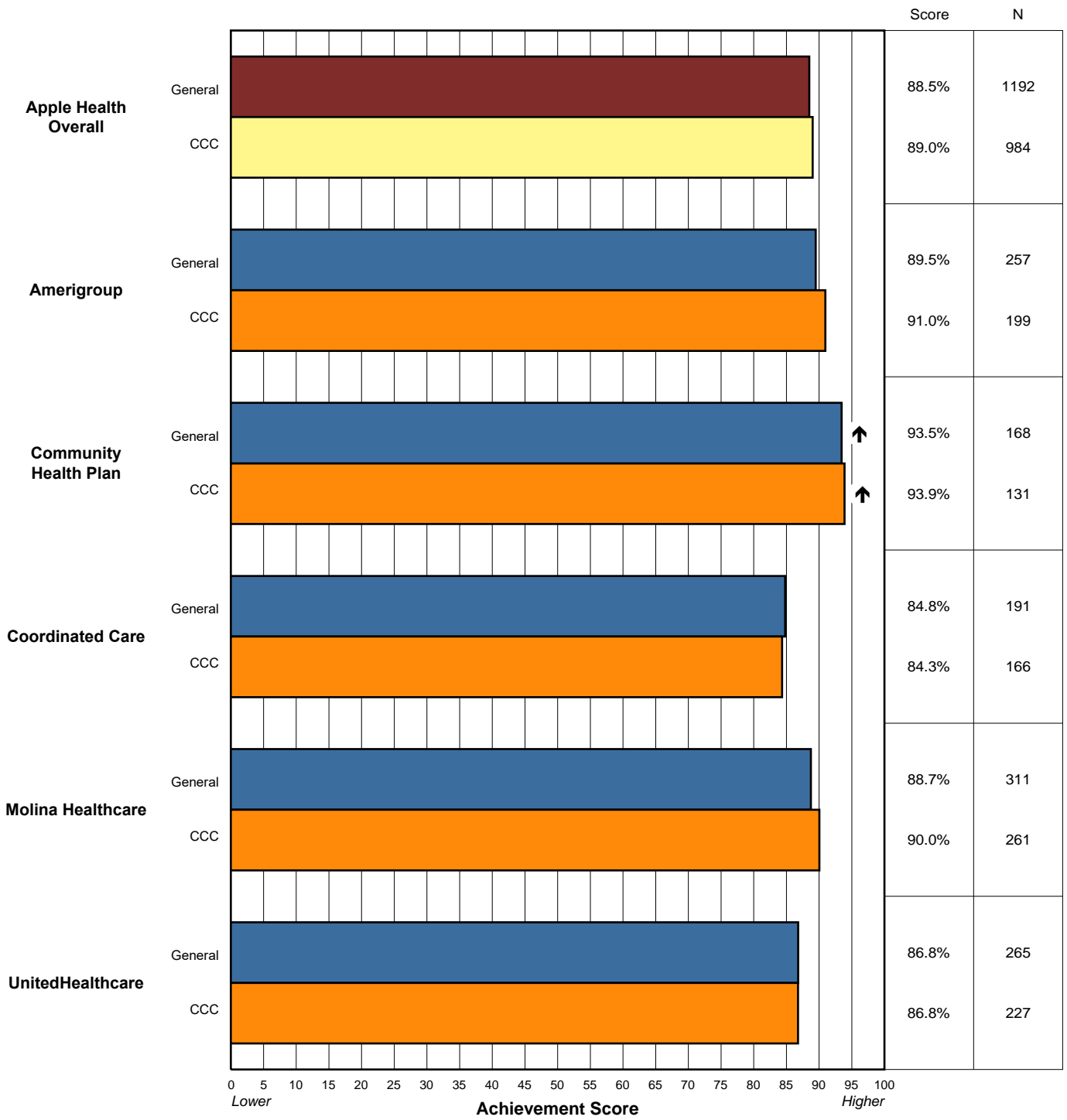


↑↓ Score statistically significantly higher/lower than corresponding Apple Health Overall Score



Family Centered Care: Personal Doctor or Nurse Who Knows Child

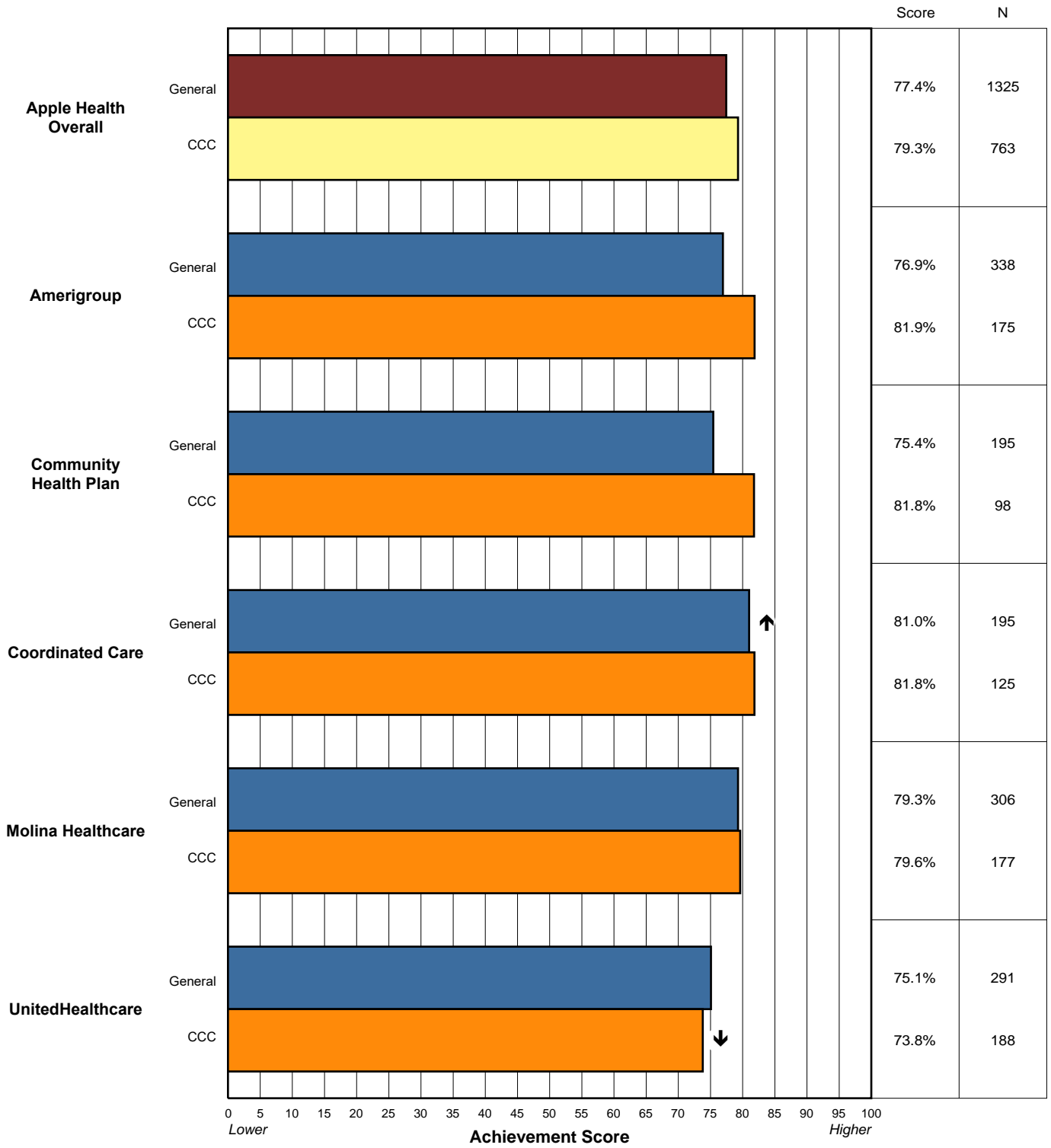
Q44. Doctor understands how health conditions affect family's day-to-day life



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



Coordination of Care

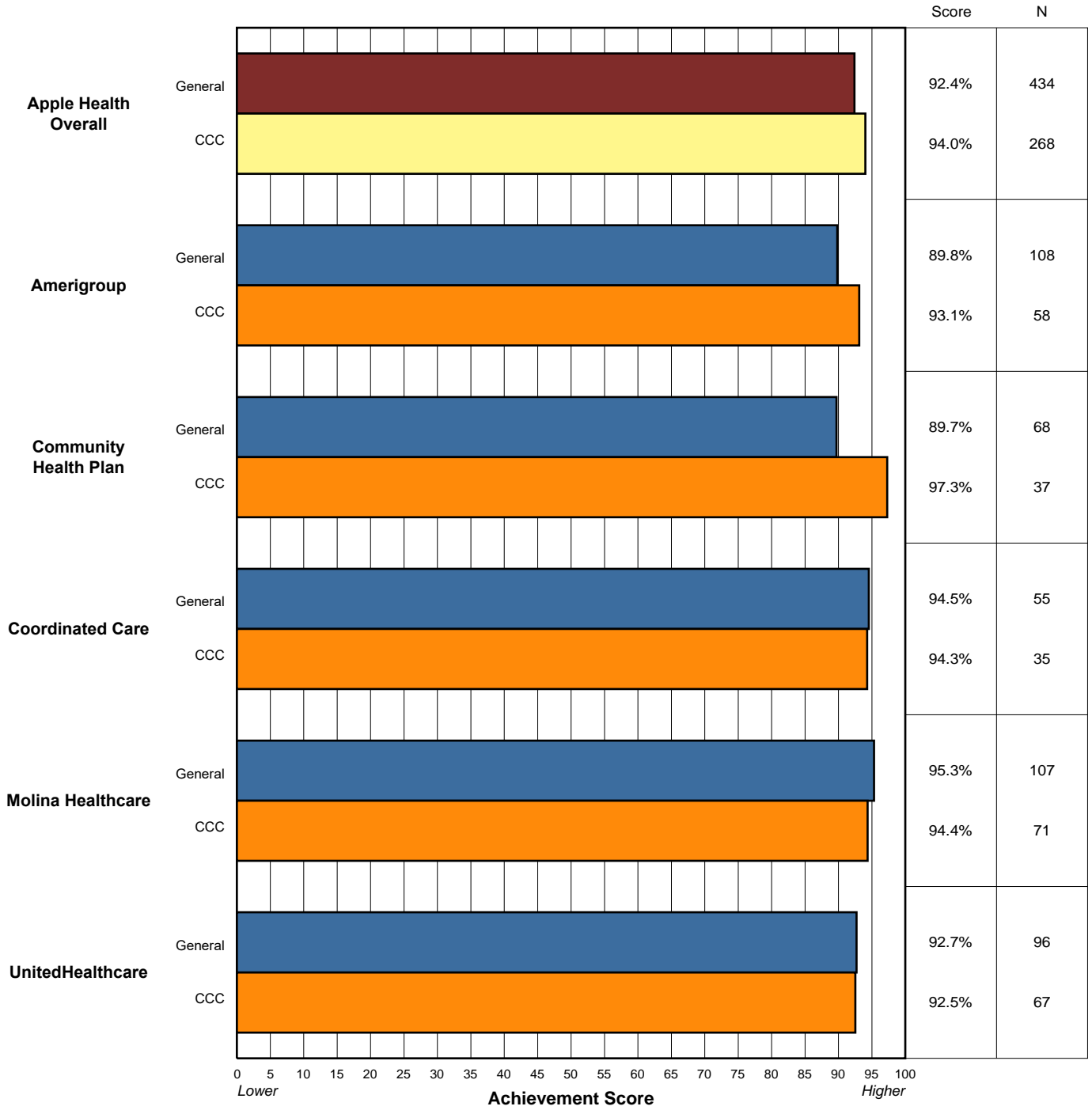


↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score

- Apple Health Overall General Population
- Health Plan General Population
- Apple Health Overall CCC Population
- Health Plan CCC Population

Coordination of Care

Q18. Child's doctors or other health providers gave you the help you needed in contacting your child's school or daycare

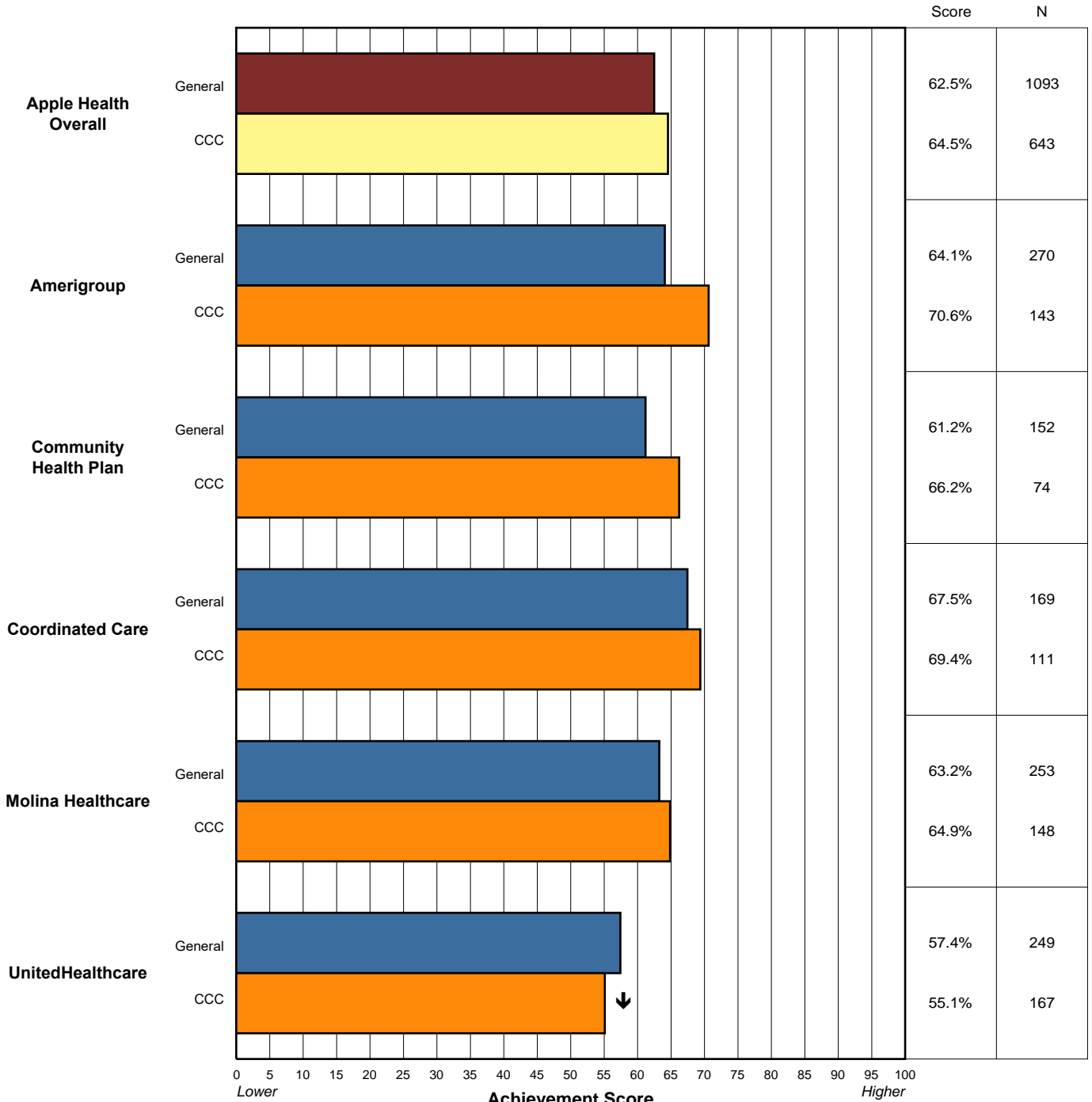


↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score

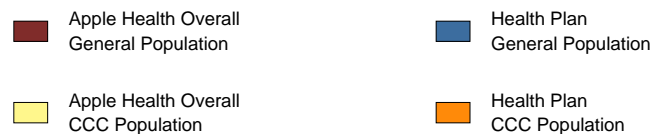


Coordination of Care

Q29. Someone from child's health plan, doctor's office or clinic helped coordinate child's care among different types of providers or services

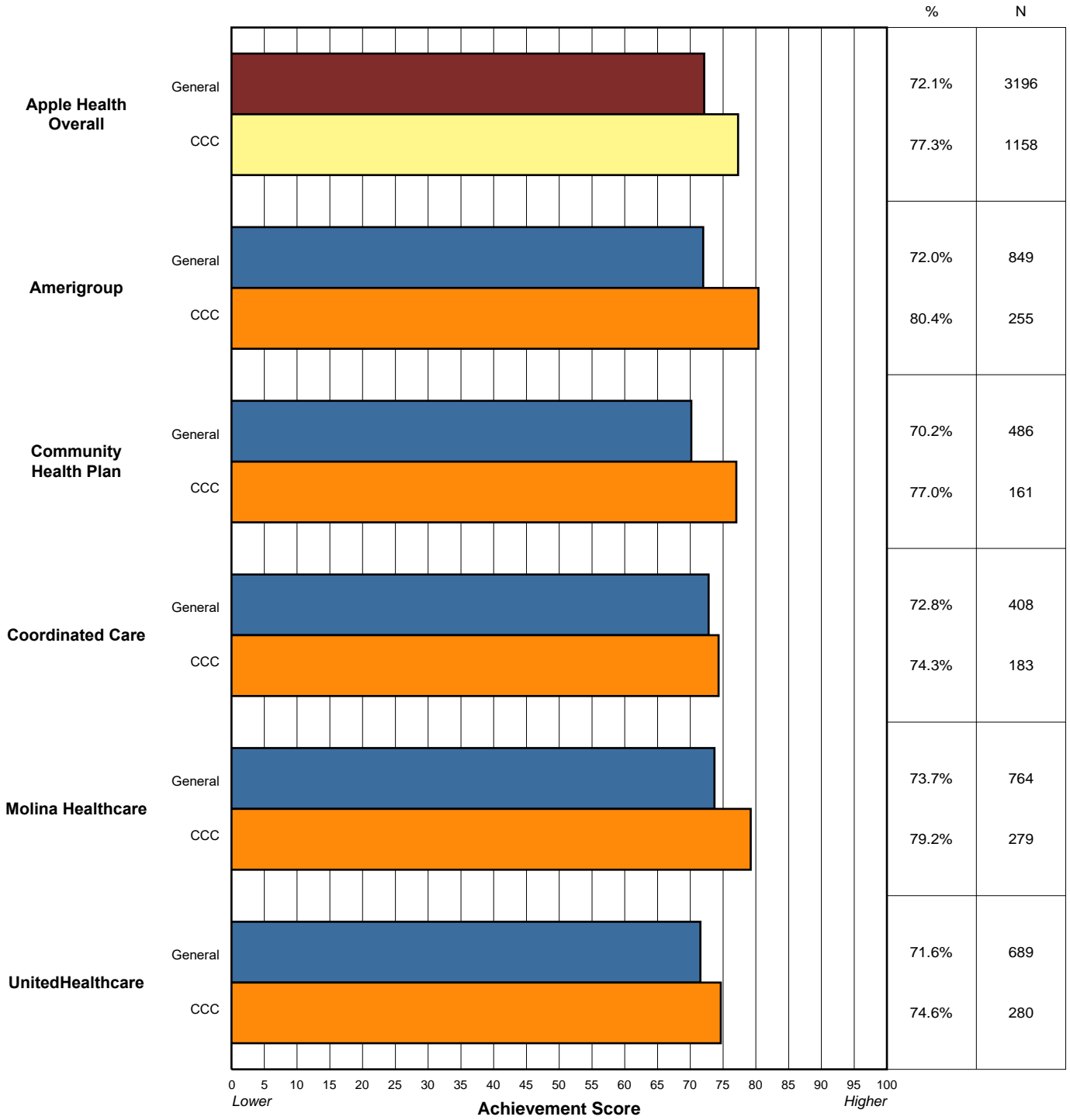


↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score



Single Items

Q8. Doctor talked about specific things to prevent illness in child

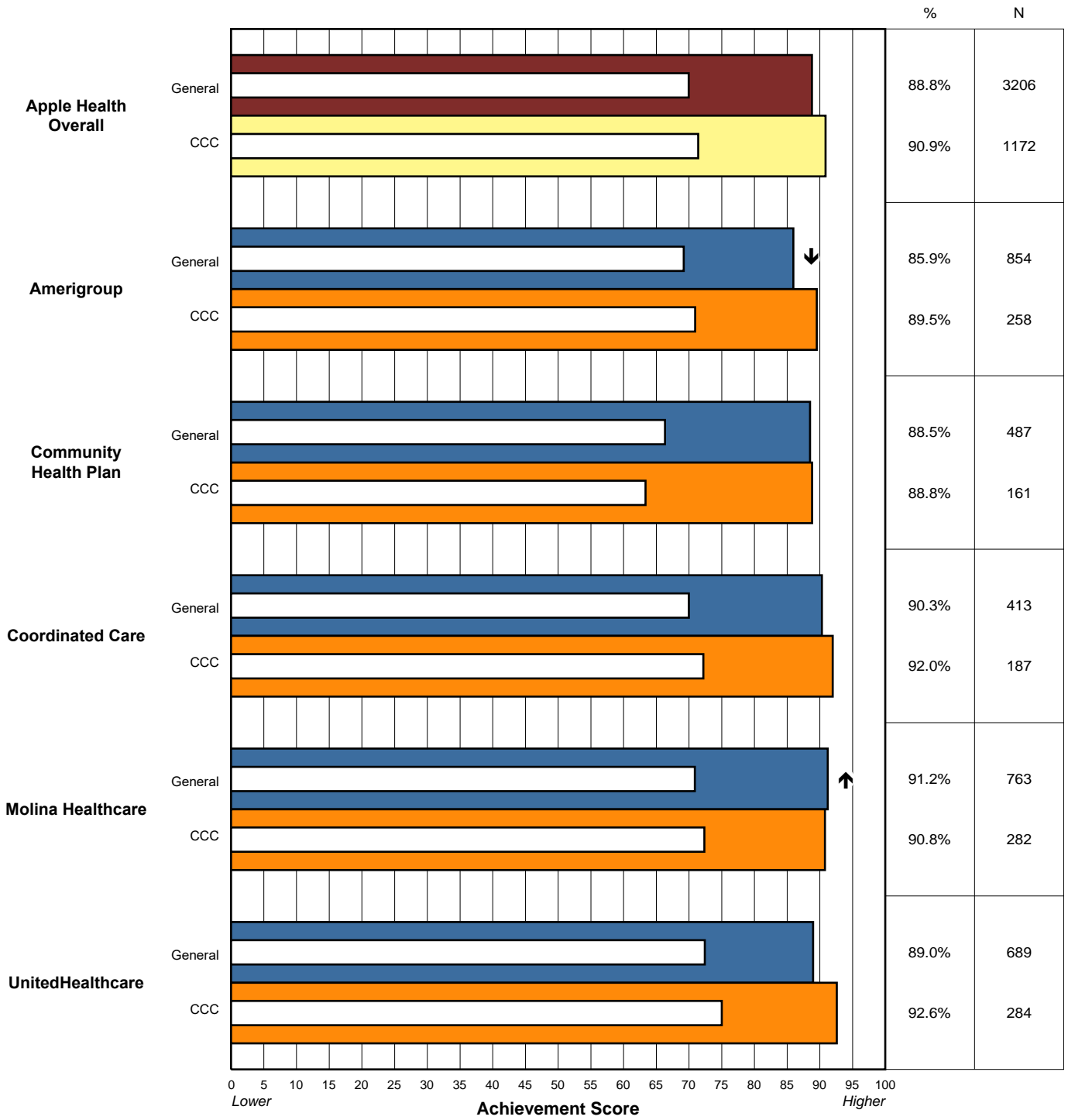


↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score



Single Items

Q9. Doctor usually or always answered questions about child's health

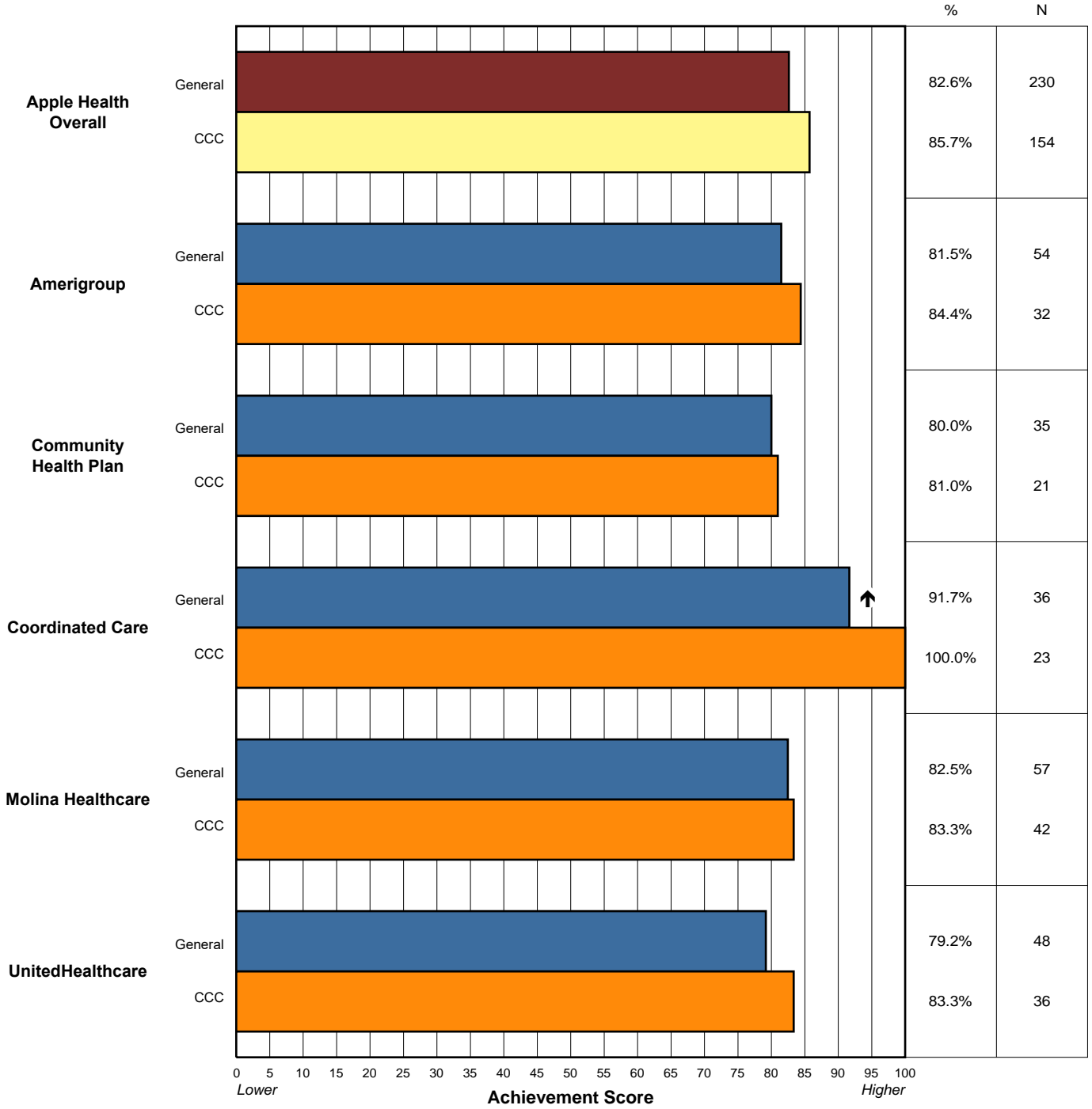


↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.

- Apple Health Overall General Population
- Health Plan General Population
- Apple Health Overall CCC Population
- Health Plan CCC Population

Single Items

Q21. Someone from doctor's office helped get special medical equipment or devices for child

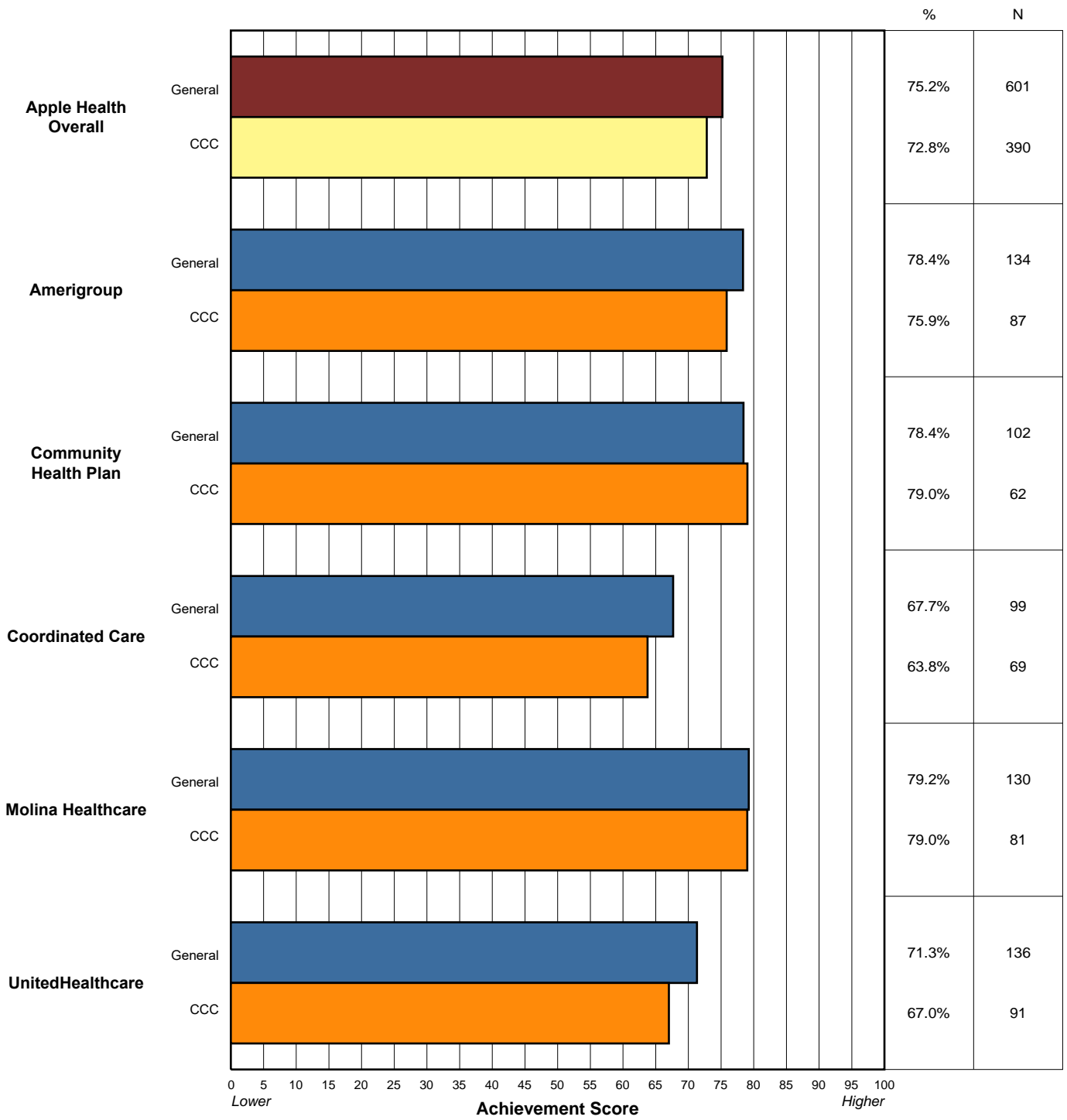


↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score



Single Items

Q24. Someone from doctor's office helped get therapy for child

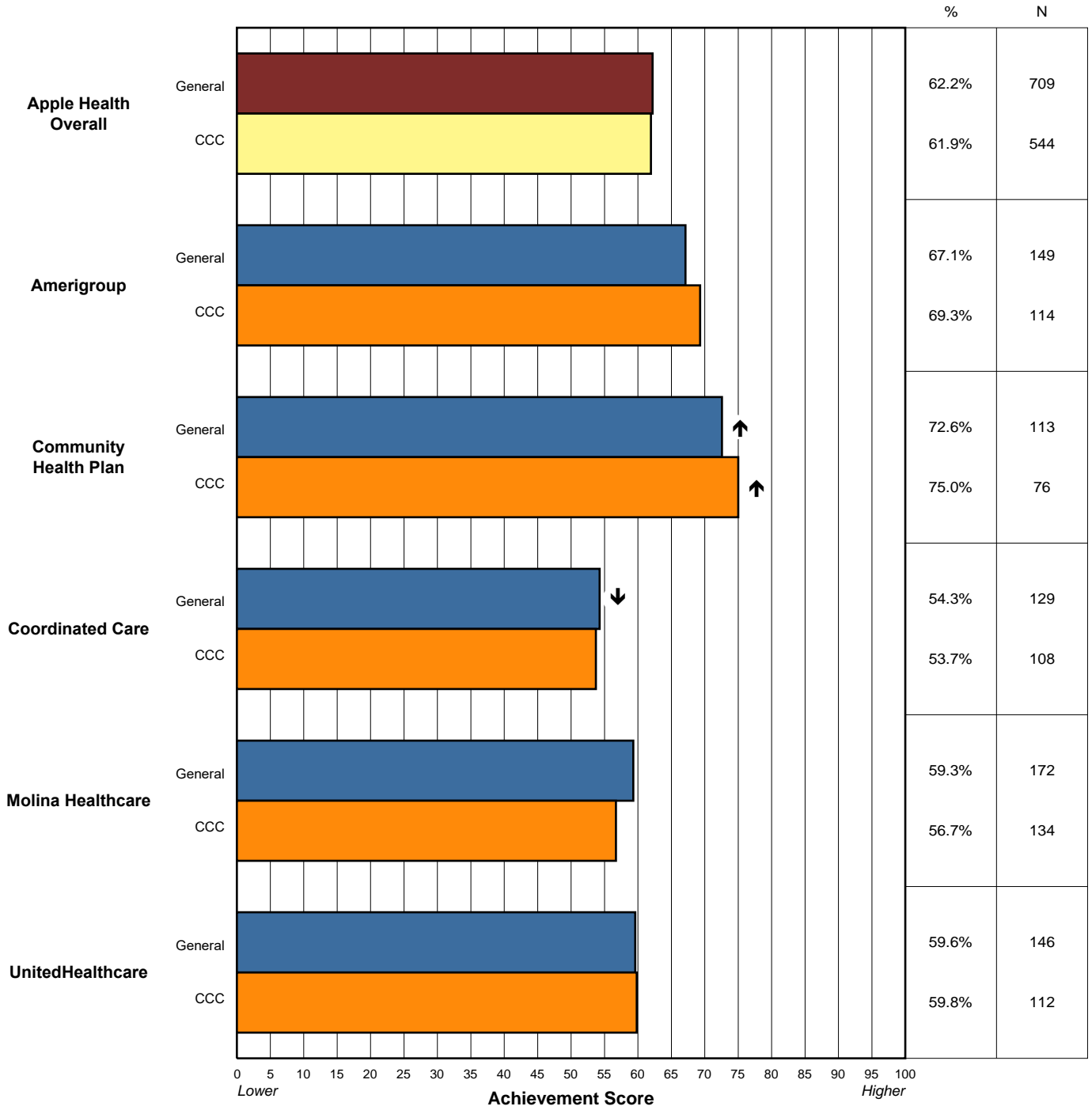


↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score



Single Items

Q27. Someone from doctor's office helped get treatment or counseling for child

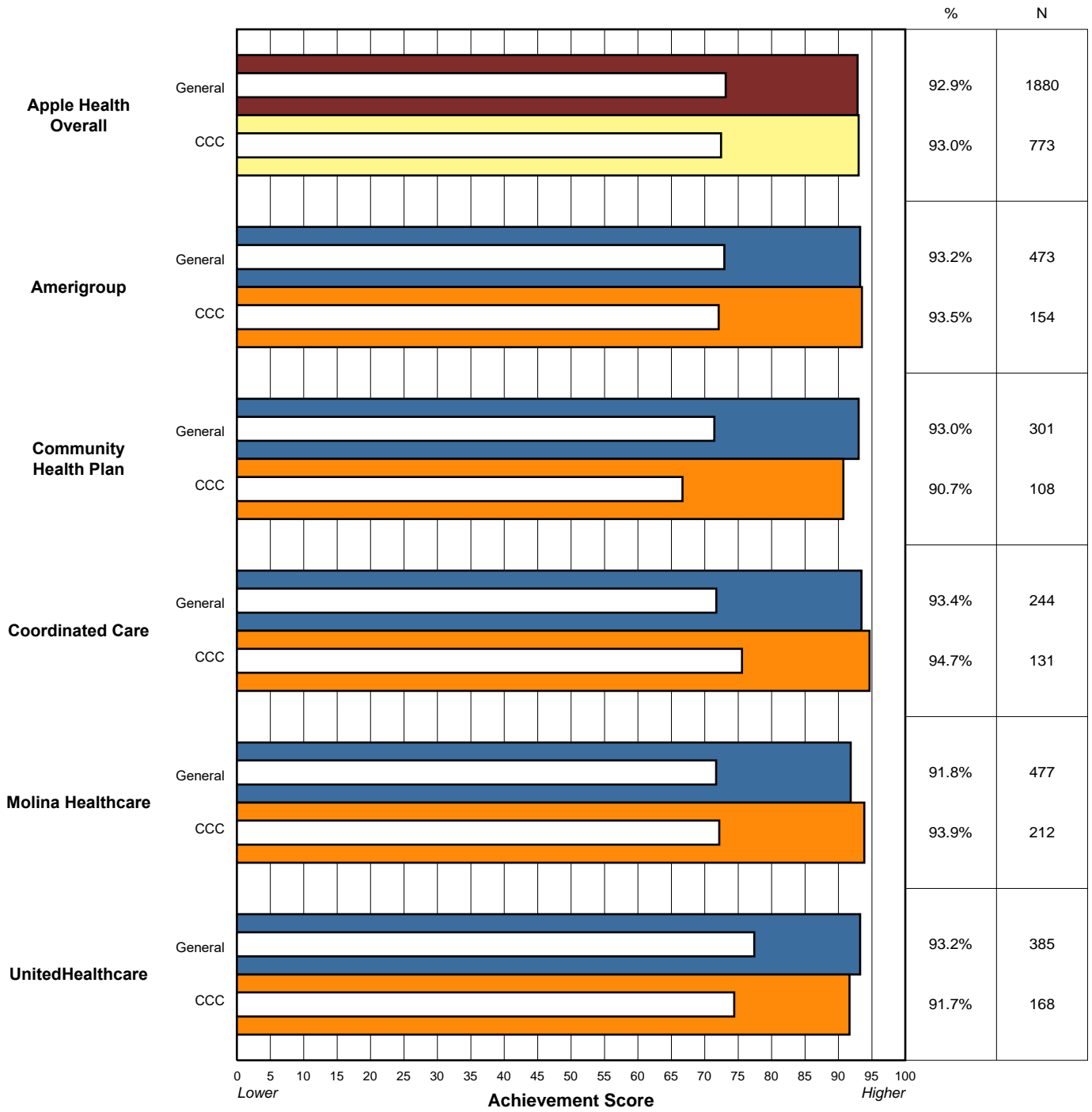


↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score



Single Items

Q36. Doctor usually or always explained things in a way that was easy for child to understand

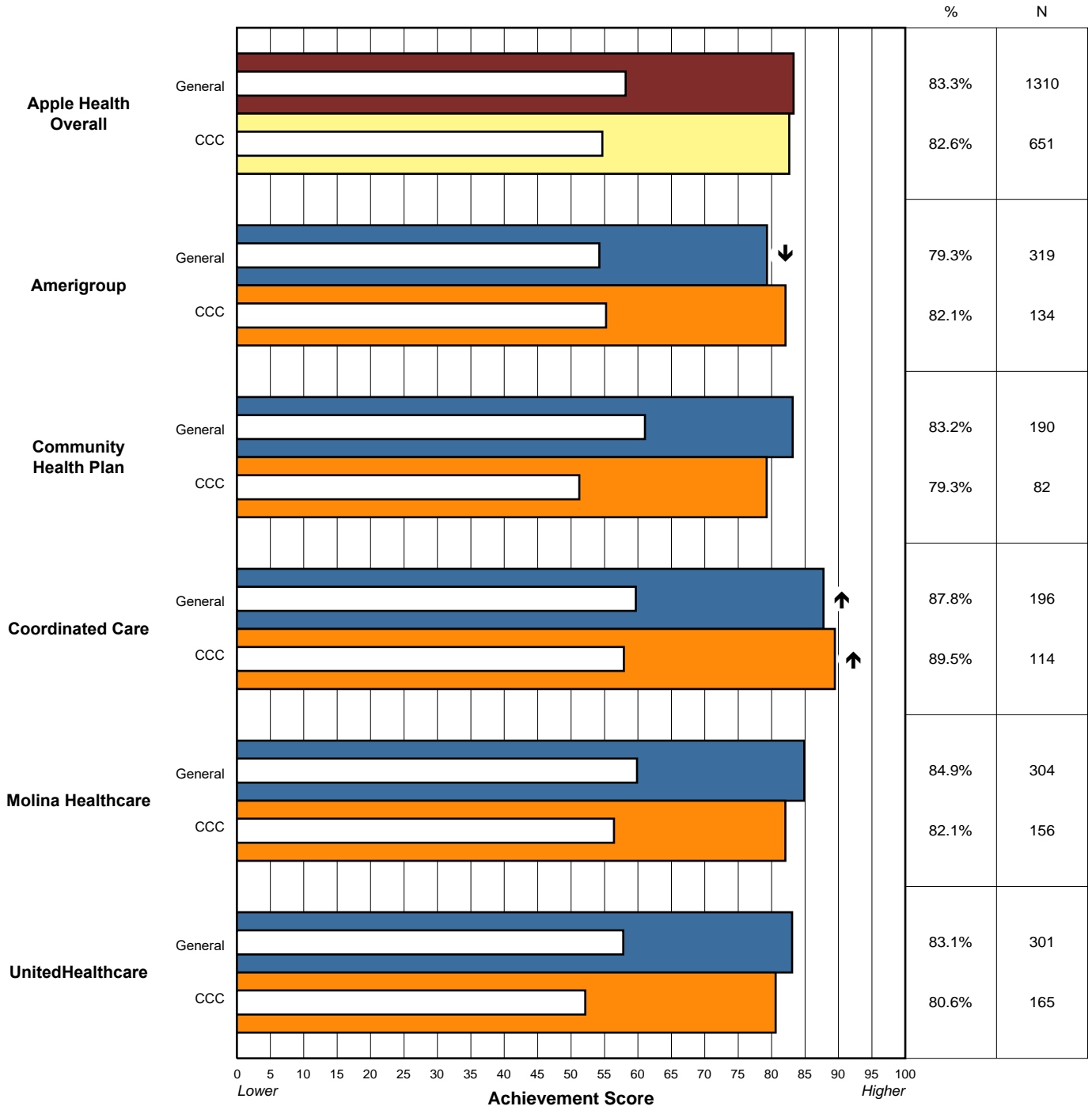


↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.

- Apple Health Overall General Population
- Health Plan General Population
- Apple Health Overall CCC Population
- Health Plan CCC Population

Single Items

Q40. Personal doctor usually or always seemed informed about care child got from other providers

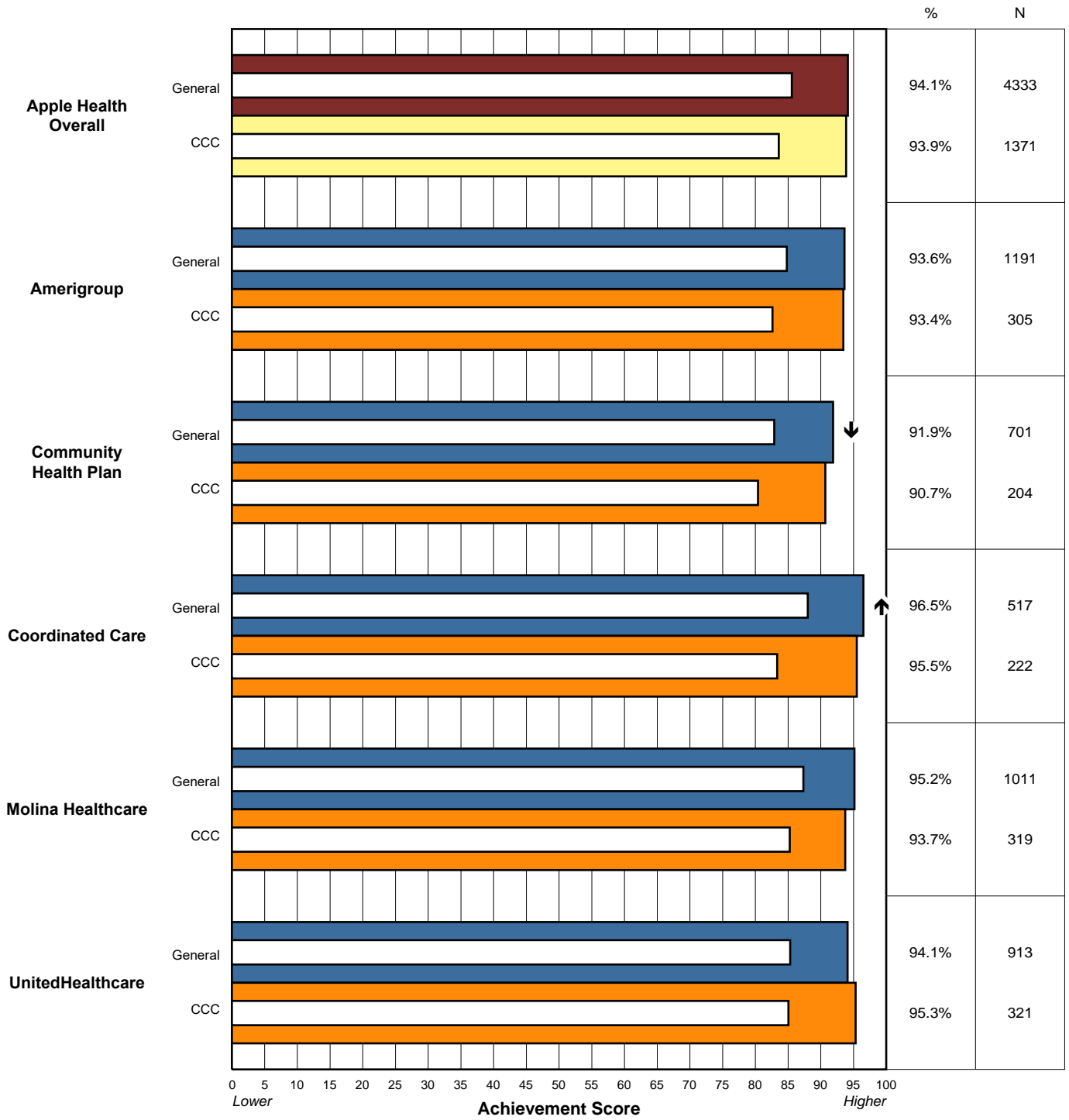


↑↓ Score statistically significantly higher/lower than corresponding Apple Health Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.

- Apple Health Overall General Population
- Health Plan General Population
- Apple Health Overall CCC Population
- Health Plan CCC Population

Single Items

PQ53. Forms from child's health plan were usually or always easy to fill out

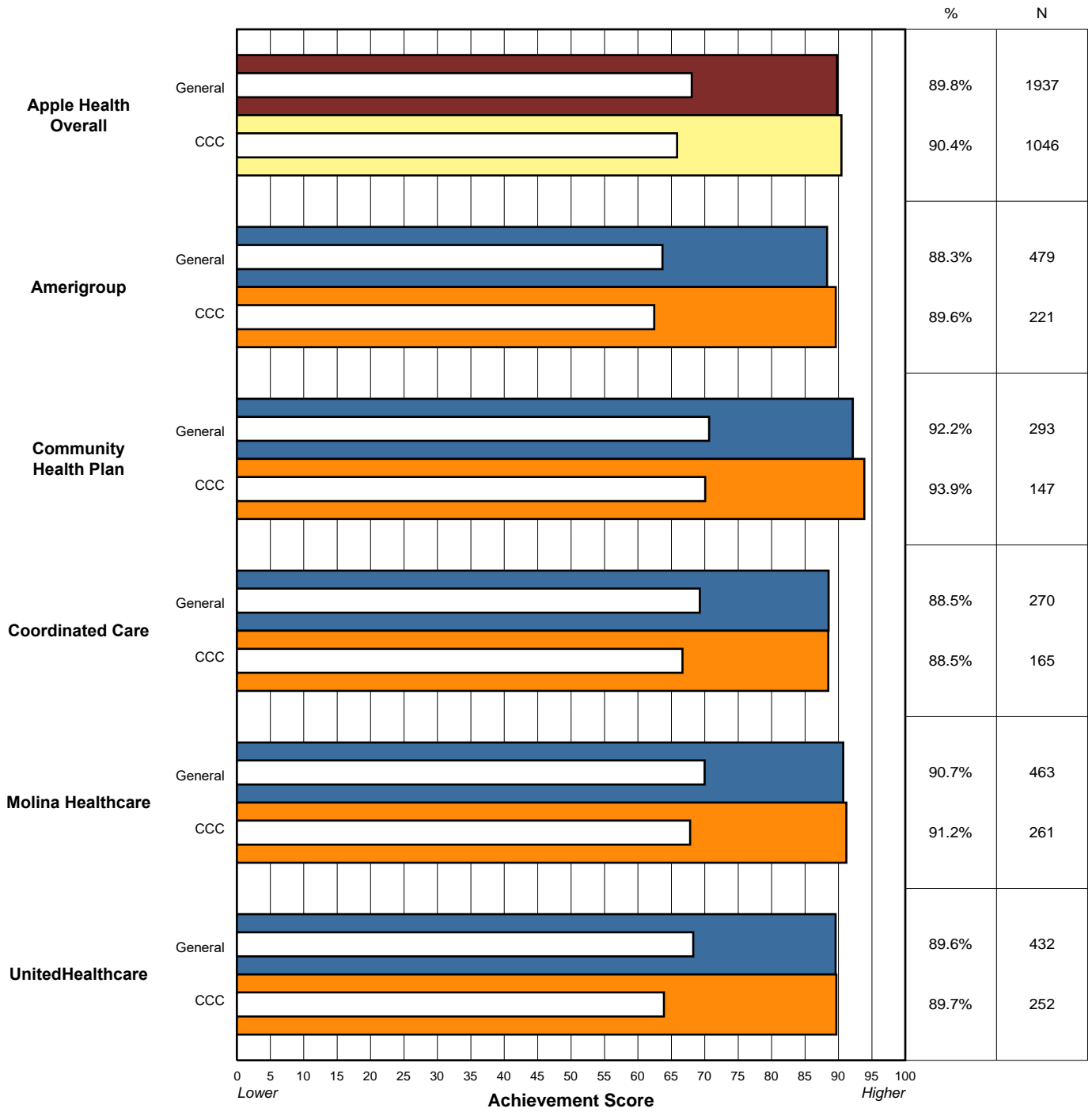


↑↓ Score statistically significantly higher/lower than corresponding Apple Health Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.

- Apple Health Overall General Population
- Health Plan General Population
- Apple Health Overall CCC Population
- Health Plan CCC Population

Single Items

Q56. Usually or always easy to get prescription medicines for child through health plan

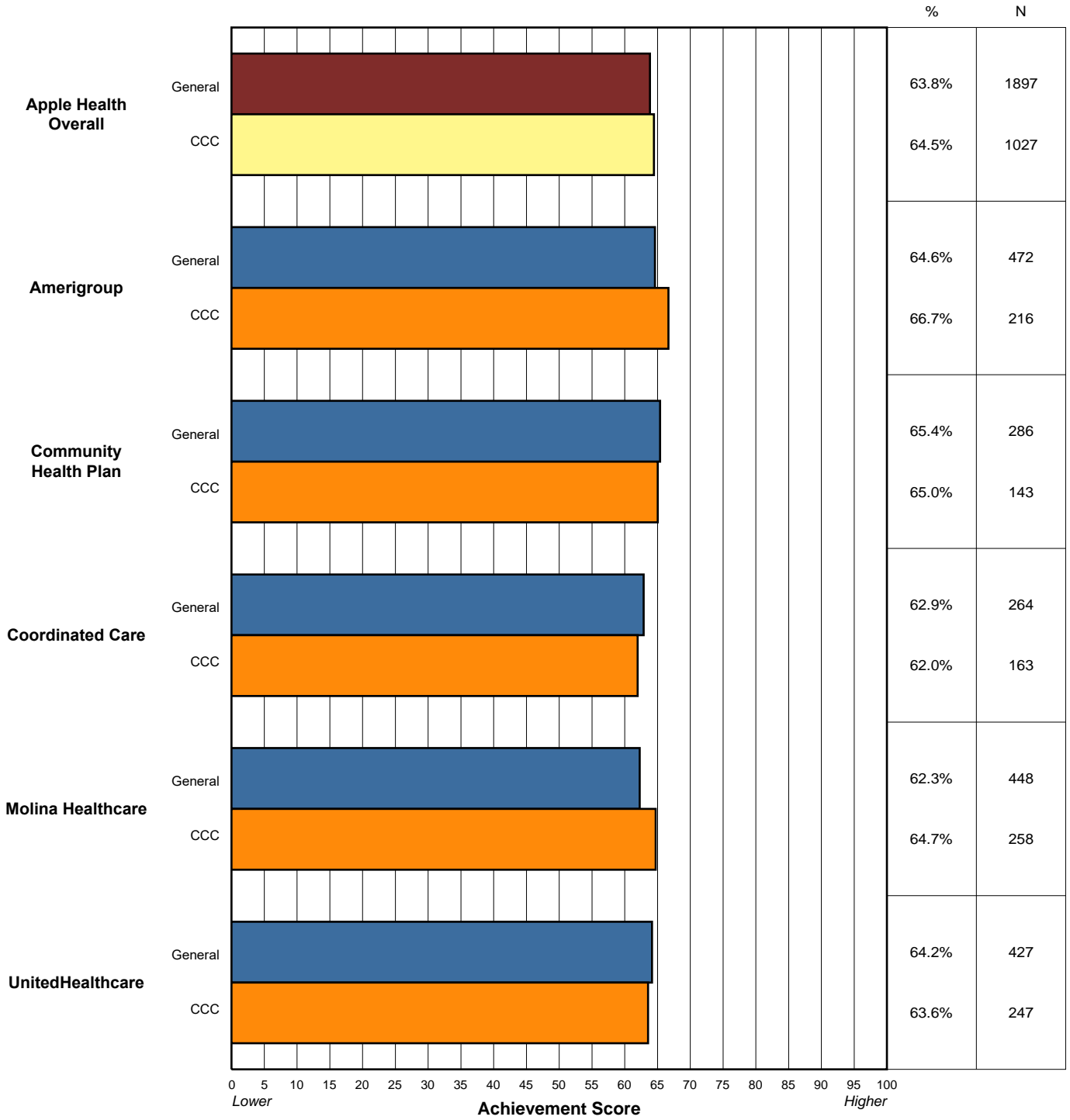


↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.

- Apple Health Overall General Population
- Health Plan General Population
- Apple Health Overall CCC Population
- Health Plan CCC Population

Single Items

Q57. Someone from doctor's office helped get child's prescription medicines

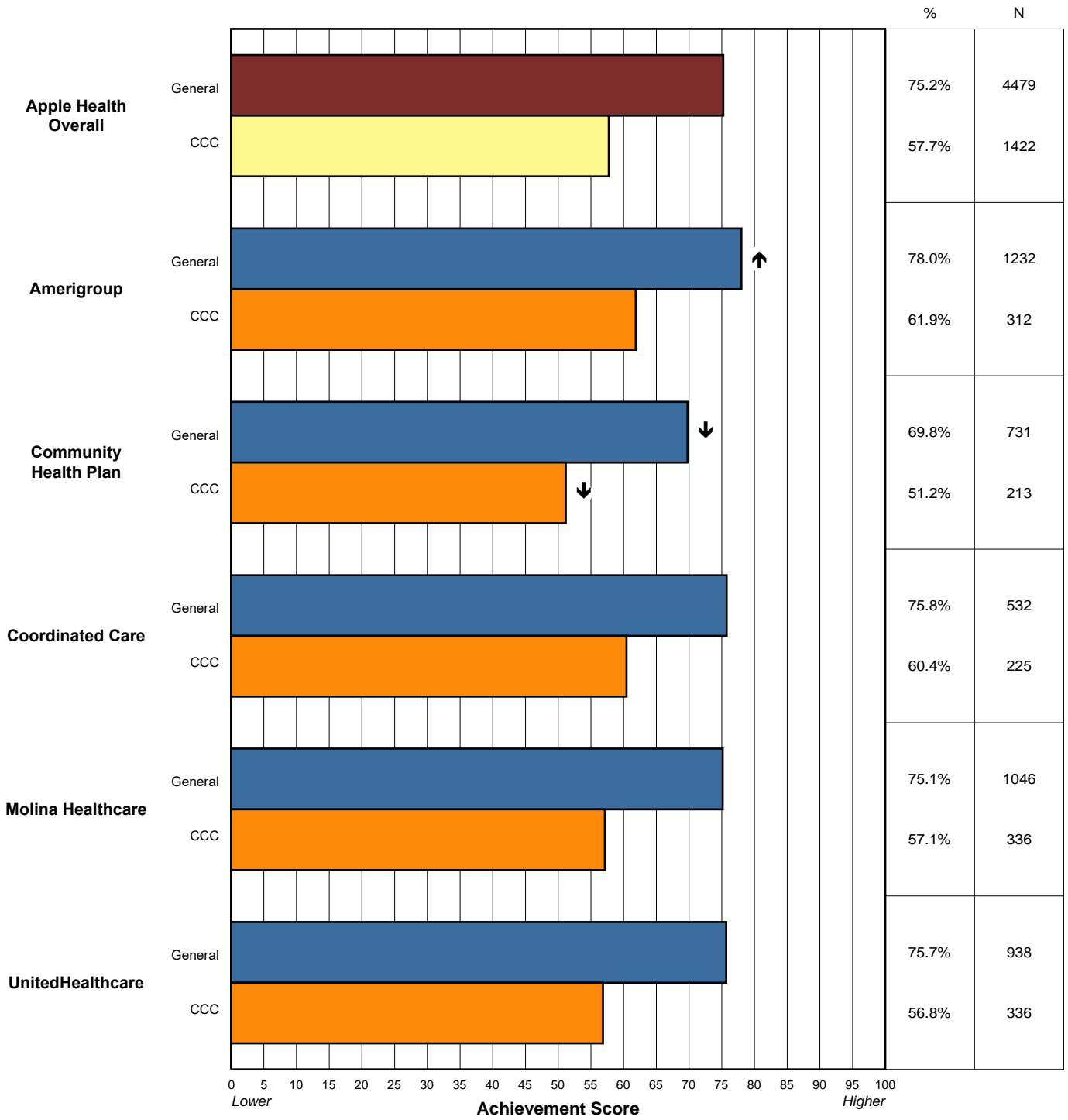


↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score



Single Items

Q58. Excellent or very good rating of child's overall health

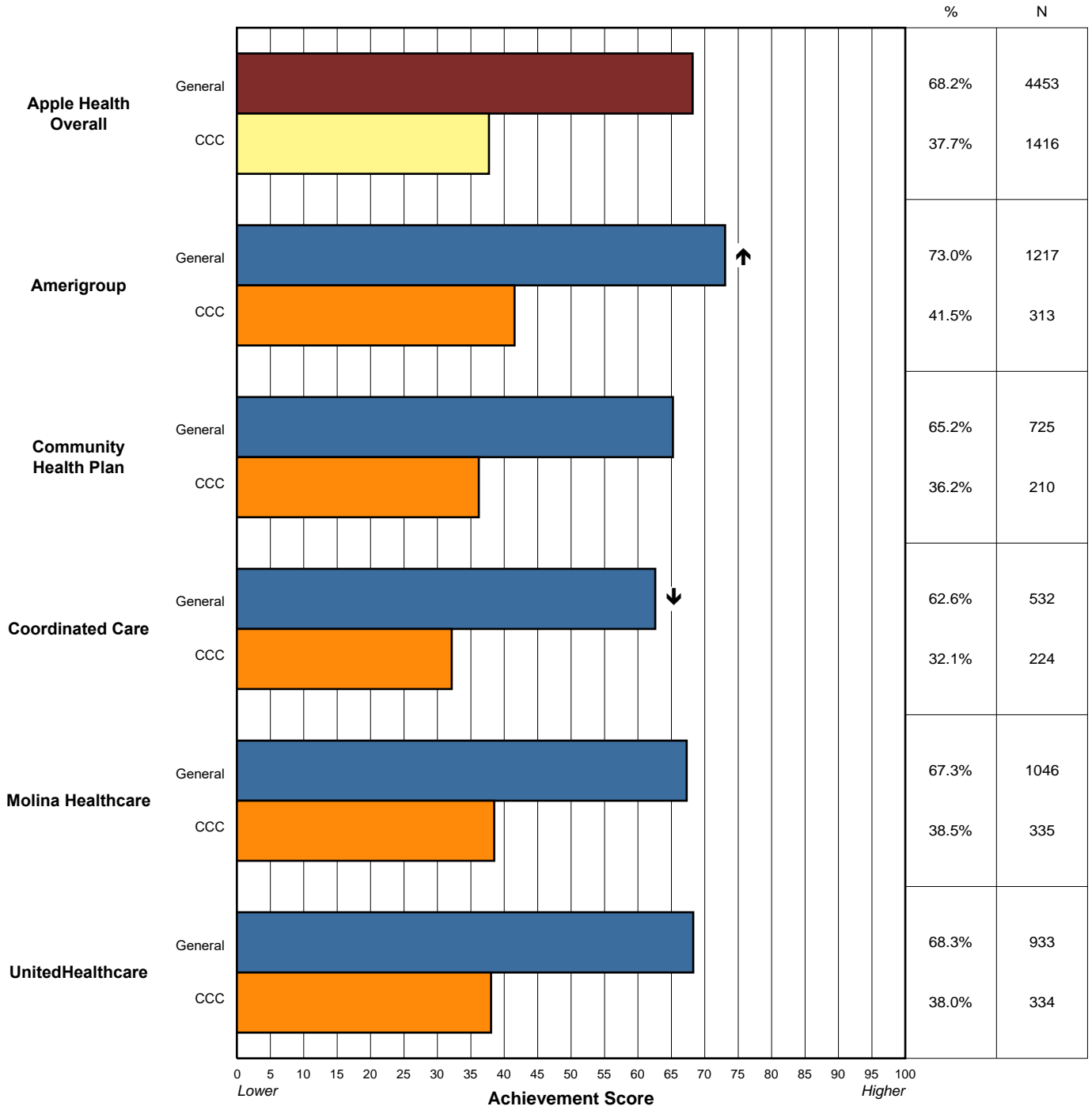


↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score



Single Items

Q59. Excellent or very good rating of child's overall mental or emotional health

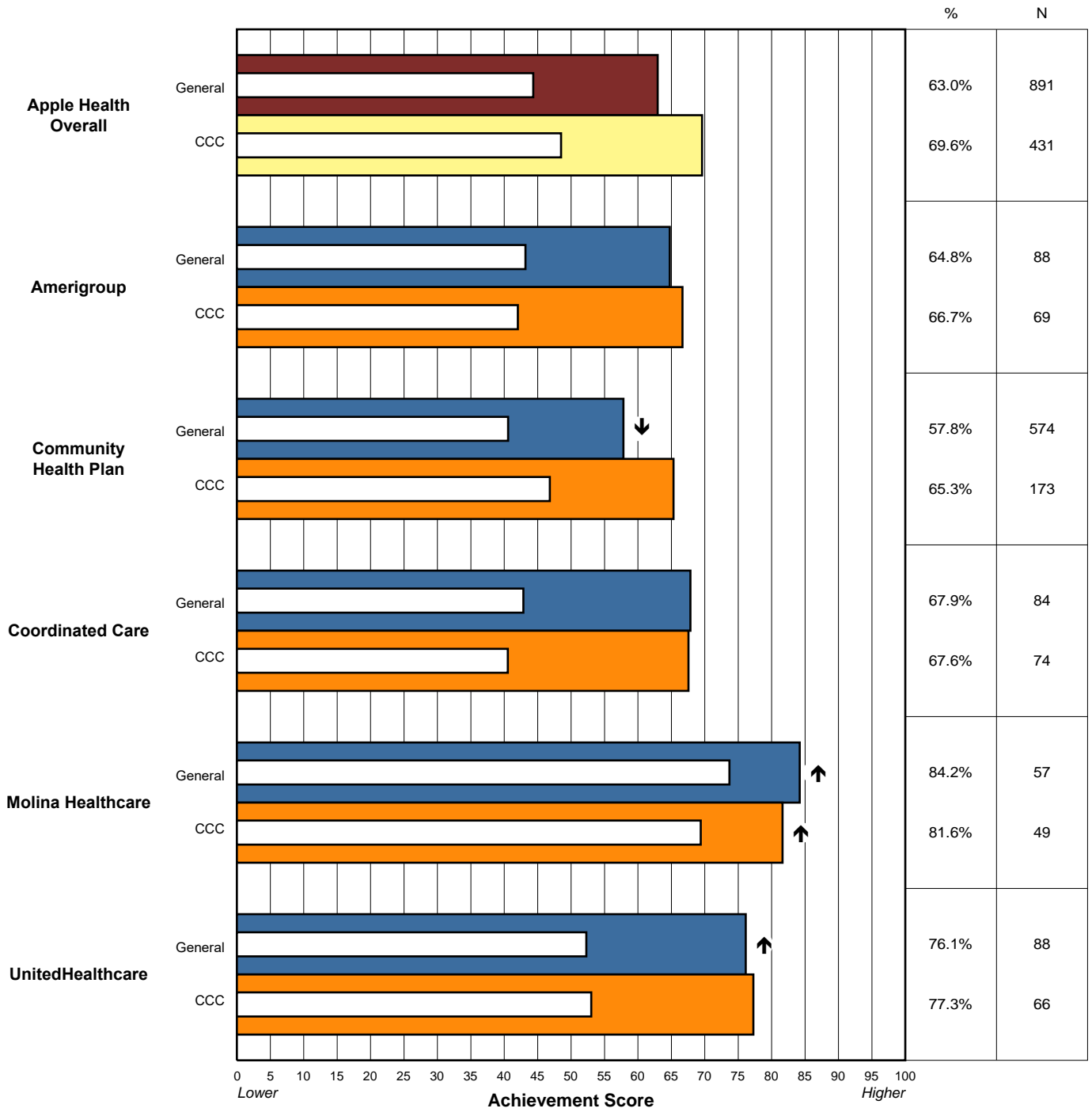


↕ Score statistically significantly higher/lower than corresponding Apple Health Overall Score



Supplemental Item Measures

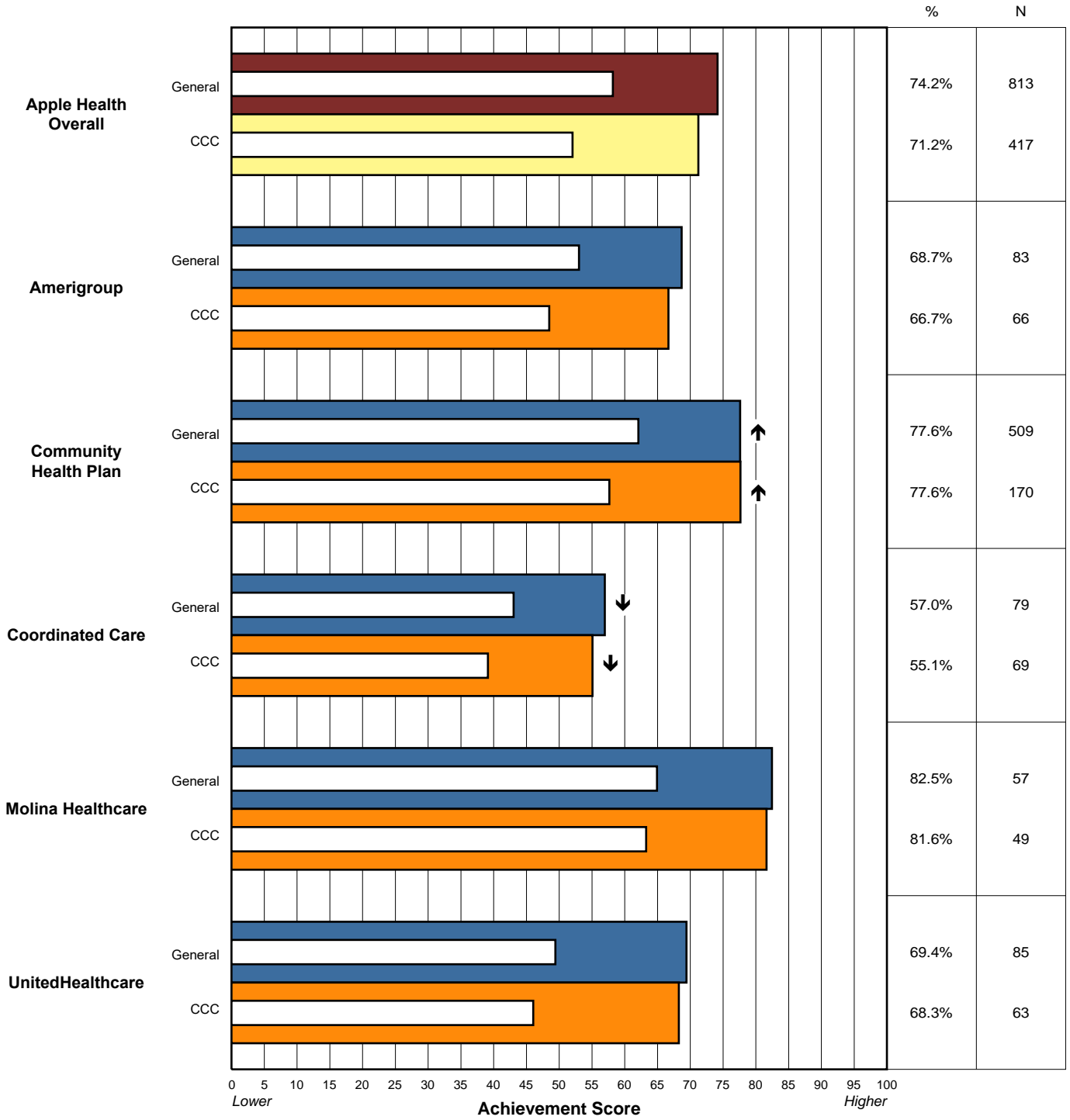
HCA_5. Usually or always easy to get needed treatment or counseling through health plan



↑↓ Score statistically significantly higher/lower than corresponding Apple Health Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.

- Apple Health Overall General Population
- Health Plan General Population
- Apple Health Overall CCC Population
- Health Plan CCC Population

Supplemental Item Measures HCA_6. Rating of treatment or counseling

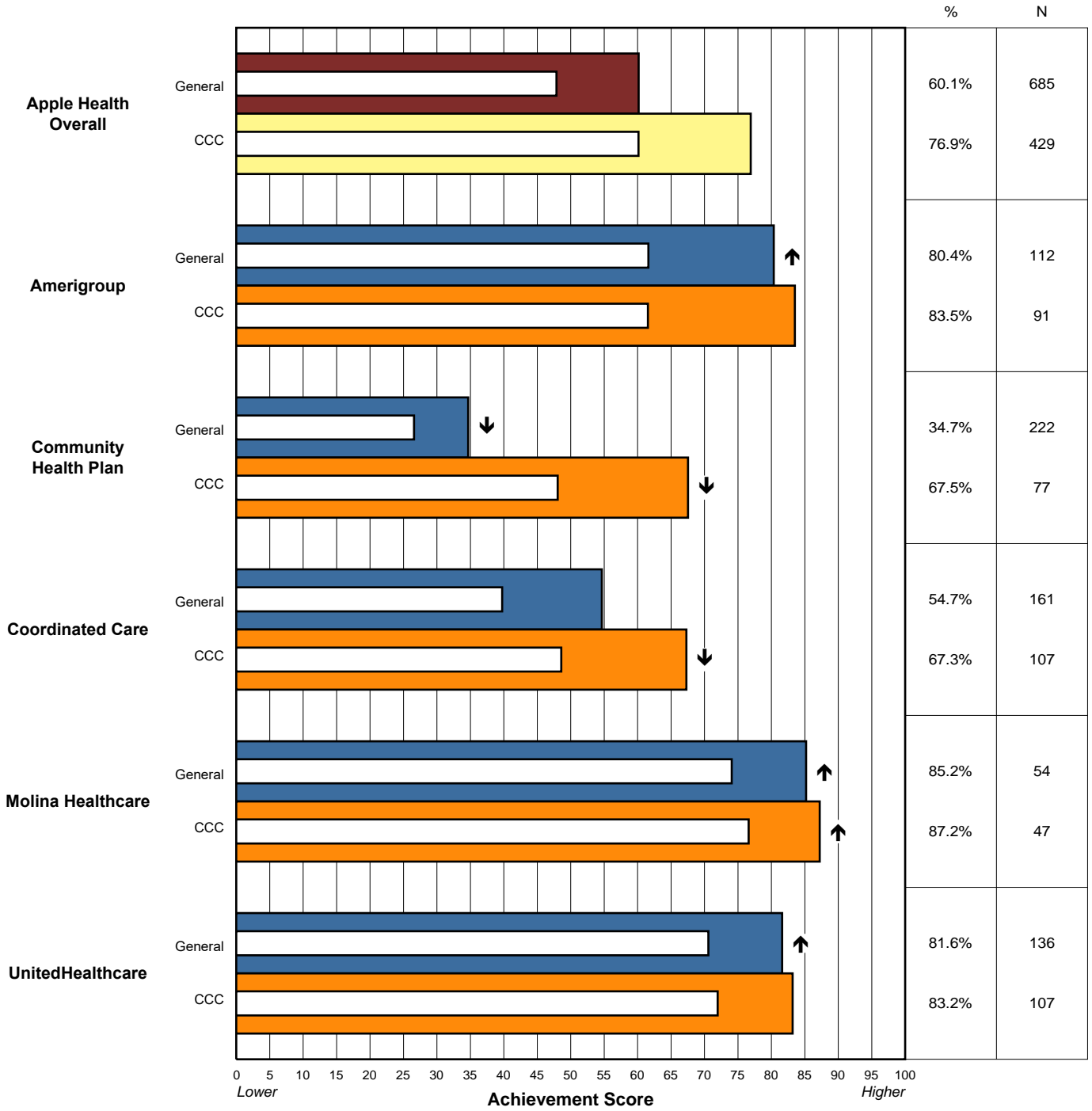


↑↓ Score statistically significantly higher/lower than corresponding Apple Health Overall Score
 Note: Hollow portion of bar represents proportions giving a rating of 9 or 10.

- Apple Health Overall General Population
- Health Plan General Population
- Apple Health Overall CCC Population
- Health Plan CCC Population

Supplemental Item Measures

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



↑↓ Score statistically significantly higher/lower than corresponding Apple Health Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.

- Apple Health Overall General Population
- Health Plan General Population
- Apple Health Overall CCC Population
- Health Plan CCC Population

Responses by Question

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

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

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

In each table, the combination of all five Apple Health plans is presented as Apple Health. The plans that participated are: Amerigroup Washington, Inc. (AMG), Community Health Plan of Washington (CHPW), Coordinated Care of Washington (CCW), Molina Healthcare of Washington, Inc. (MHW) and UnitedHealthcare Community Plan (UHC).

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

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	4464	100.0%	1402	100.0%	1228	100.0%	310	100.0%	718	100.0%	204	100.0%	536	100.0%	226	100.0%	1042	100.0%	331	100.0%	940	100.0%	331	100.0%
No	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total	4464	100.0%	1402	100.0%	1228	100.0%	310	100.0%	718	100.0%	204	100.0%	536	100.0%	226	100.0%	1042	100.0%	331	100.0%	940	100.0%	331	100.0%
Not Answered	88		31		17		5		26		9		4		2		22		8		19		7	

Your Child's Health Care in the Last 6 Months

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

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Yes	1455 32.3%	586 41.4%	392 31.8%	140 45.0%	195 26.5%	72 34.0%	196 36.8%	87 38.3%	347 33.0%	146 43.5%	325 34.4%	141 42.6%
No	3043 67.7%	831 58.6%	841 68.2%	171 55.0%	542 73.5%	140 66.0%	336 63.2%	140 61.7%	703 67.0%	190 56.5%	621 65.6%	190 57.4%
Total	4498 100.0%	1417 100.0%	1233 100.0%	311 100.0%	737 100.0%	212 100.0%	532 100.0%	227 100.0%	1050 100.0%	336 100.0%	946 100.0%	331 100.0%
Not Answered	54	16	12	4	7	1	8	1	14	3	13	7

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

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Never	19 1.3%	4 0.7%	6 1.6%	0 0.0%	2 1.0%	0 0.0%	4 2.1%	3 3.5%	3 0.9%	0 0.0%	4 1.3%	1 0.7%
Sometimes	137 9.7%	50 8.9%	30 8.1%	15 11.6%	22 11.3%	7 9.7%	12 6.2%	7 8.1%	34 10.0%	8 5.6%	39 12.3%	13 9.7%
Usually	205 14.5%	79 14.0%	54 14.6%	15 11.6%	39 20.1%	14 19.4%	31 16.0%	10 11.6%	41 12.1%	17 12.0%	40 12.7%	23 17.2%
Always	1054 74.5%	430 76.4%	281 75.7%	99 76.7%	131 67.5%	51 70.8%	147 75.8%	66 76.7%	262 77.1%	117 82.4%	233 73.7%	97 72.4%
Total	1415 100.0%	563 100.0%	371 100.0%	129 100.0%	194 100.0%	72 100.0%	194 100.0%	86 100.0%	340 100.0%	142 100.0%	316 100.0%	134 100.0%
Not Answered	40	23	21	11	1	0	2	1	7	4	9	7
Reporting Category	Getting Care Quickly											
Achievement Score	89.0%	90.4%	90.3%	88.4%	87.6%	90.3%	91.8%	88.4%	89.1%	94.4%	86.4%	89.6%
Correlation with Satisfaction	0.160	0.183	0.128	0.112	0.042	-0.174	0.291	0.335	0.214	0.314	0.134	0.177
Priority Rating	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low

Q5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctor's office or clinic?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Yes	3220 71.8%	1151 81.3%	849 69.0%	254 81.4%	508 69.5%	164 78.1%	405 76.3%	186 82.3%	762 72.6%	271 81.1%	696 73.7%	276 82.6%
No	1267 28.2%	265 18.7%	382 31.0%	58 18.6%	223 30.5%	46 21.9%	126 23.7%	40 17.7%	288 27.4%	63 18.9%	248 26.3%	58 17.4%
Total	4487 100.0%	1416 100.0%	1231 100.0%	312 100.0%	731 100.0%	210 100.0%	531 100.0%	226 100.0%	1050 100.0%	334 100.0%	944 100.0%	334 100.0%
Not Answered	65	17	14	3	13	3	9	2	14	5	15	4

Response scored as: Room for Improvement Achievement

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

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

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
● Never	36 1.2%	12 1.1%	7 0.9%	1 0.4%	8 1.6%	2 1.2%	8 2.0%	6 3.2%	8 1.1%	3 1.1%	5 0.8%	0 0.0%
● Sometimes	444 14.2%	136 12.2%	120 14.7%	37 15.1%	90 18.1%	24 14.8%	48 11.9%	20 10.8%	91 12.3%	25 9.5%	95 14.3%	30 11.4%
● Usually	786 25.2%	301 26.9%	206 25.2%	63 25.7%	137 27.6%	45 27.8%	107 26.5%	52 28.1%	176 23.8%	67 25.5%	160 24.1%	74 28.0%
● Always	1858 59.5%	670 59.9%	486 59.3%	144 58.8%	261 52.6%	91 56.2%	241 59.7%	107 57.8%	465 62.8%	168 63.9%	405 60.9%	160 60.6%
Total	3124 100.0%	1119 100.0%	819 100.0%	245 100.0%	496 100.0%	162 100.0%	404 100.0%	185 100.0%	740 100.0%	263 100.0%	665 100.0%	264 100.0%
Not Answered	96	32	30	9	12	2	1	1	22	8	31	12
Reporting Category	Getting Care Quickly											
Achievement Score	84.6%	86.8%	84.5%	84.5%	80.2%	84.0%	86.1%	85.9%	86.6%	89.4%	85.0%	88.6%
Correlation with Satisfaction	0.162	0.215	0.116	0.139	0.195	0.281	0.182	0.271	0.169	0.236	0.186	0.193
Priority Rating	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low

Q7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
None	1094 25.2%	195 14.2%	331 27.8%	41 13.7%	199 28.8%	35 17.8%	109 20.8%	34 15.3%	233 23.1%	40 12.3%	222 24.0%	45 13.7%
1 time	1279 29.5%	312 22.7%	340 28.5%	57 19.0%	213 30.8%	42 21.3%	149 28.4%	55 24.8%	298 29.5%	77 23.8%	279 30.2%	81 24.6%
2 times	936 21.6%	336 24.5%	258 21.6%	85 28.3%	140 20.3%	54 27.4%	115 21.9%	45 20.3%	237 23.5%	82 25.3%	186 20.1%	70 21.3%
3 times	492 11.3%	211 15.4%	121 10.2%	45 15.0%	74 10.7%	29 14.7%	82 15.6%	41 18.5%	107 10.6%	43 13.3%	108 11.7%	53 16.1%
4 times	242 5.6%	130 9.5%	62 5.2%	25 8.3%	27 3.9%	13 6.6%	41 7.8%	28 12.6%	61 6.0%	38 11.7%	51 5.5%	26 7.9%
5 to 9 times	234 5.4%	141 10.3%	67 5.6%	39 13.0%	31 4.5%	18 9.1%	22 4.2%	14 6.3%	54 5.3%	30 9.3%	60 6.5%	40 12.2%
10 or more times	65 1.5%	47 3.4%	13 1.1%	8 2.7%	7 1.0%	6 3.0%	7 1.3%	5 2.3%	20 2.0%	14 4.3%	18 1.9%	14 4.3%
Total	4342 100.0%	1372 100.0%	1192 100.0%	300 100.0%	691 100.0%	197 100.0%	525 100.0%	222 100.0%	1010 100.0%	324 100.0%	924 100.0%	329 100.0%
Not Answered	210	61	53	15	53	16	15	6	54	15	35	9

○ Response scored as: ● Room for Improvement ● Achievement

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

Q8. In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
● Yes	2305 72.1%	895 77.3%	611 72.0%	205 80.4%	341 70.2%	124 77.0%	297 72.8%	136 74.3%	563 73.7%	221 79.2%	493 71.6%	209 74.6%
● No	891 27.9%	263 22.7%	238 28.0%	50 19.6%	145 29.8%	37 23.0%	111 27.2%	47 25.7%	201 26.3%	58 20.8%	196 28.4%	71 25.4%
Total	3196 100.0%	1158 100.0%	849 100.0%	255 100.0%	486 100.0%	161 100.0%	408 100.0%	183 100.0%	764 100.0%	279 100.0%	689 100.0%	280 100.0%
Not Answered	52	19	12	4	6	1	8	5	13	5	13	4
Reporting Category	Single Items											
Achievement Score	72.1%	77.3%	72.0%	80.4%	70.2%	77.0%	72.8%	74.3%	73.7%	79.2%	71.6%	74.6%
Correlation with Satisfaction	0.071	0.070	0.131	0.161	-0.019	-0.080	0.057	0.098	0.095	0.083	0.038	0.040
Priority Rating	Medium	Medium	Medium	Low	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium

Q9. In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
● Never	82 2.6%	16 1.4%	27 3.2%	2 0.8%	11 2.3%	2 1.2%	11 2.7%	4 2.1%	17 2.2%	5 1.8%	16 2.3%	3 1.1%
● Sometimes	277 8.6%	91 7.8%	93 10.9%	25 9.7%	45 9.2%	16 9.9%	29 7.0%	11 5.9%	50 6.6%	21 7.4%	60 8.7%	18 6.3%
● Usually	604 18.8%	228 19.5%	143 16.7%	48 18.6%	108 22.2%	41 25.5%	84 20.3%	37 19.8%	155 20.3%	52 18.4%	114 16.5%	50 17.6%
● Always	2243 70.0%	837 71.4%	591 69.2%	183 70.9%	323 66.3%	102 63.4%	289 70.0%	135 72.2%	541 70.9%	204 72.3%	499 72.4%	213 75.0%
Total	3206 100.0%	1172 100.0%	854 100.0%	258 100.0%	487 100.0%	161 100.0%	413 100.0%	187 100.0%	763 100.0%	282 100.0%	689 100.0%	284 100.0%
Not Answered	42	5	7	1	5	1	3	1	14	2	13	0
Reporting Category	Single Items											
Achievement Score	88.8%	90.9%	85.9%	89.5%	88.5%	88.8%	90.3%	92.0%	91.2%	90.8%	89.0%	92.6%
Correlation with Satisfaction	0.194	0.210	0.212	0.158	0.218	0.366	0.177	0.170	0.177	0.164	0.180	0.260
Priority Rating	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low

Q10. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Yes	1059 33.1%	579 49.7%	265 31.2%	117 45.7%	149 30.8%	74 46.3%	156 37.9%	100 53.5%	242 31.5%	130 46.3%	247 35.8%	158 56.2%
No	2144 66.9%	586 50.3%	585 68.8%	139 54.3%	335 69.2%	86 53.8%	256 62.1%	87 46.5%	526 68.5%	151 53.7%	442 64.2%	123 43.8%
Total	3203 100.0%	1165 100.0%	850 100.0%	256 100.0%	484 100.0%	160 100.0%	412 100.0%	187 100.0%	768 100.0%	281 100.0%	689 100.0%	281 100.0%
Not Answered	45	12	11	3	8	2	4	1	9	3	13	3

○ Response scored as: ● Room for Improvement ● Achievement

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

Q11. Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
● Yes	976 92.8%	554 96.7%	249 94.7%	113 97.4%	136 92.5%	69 95.8%	142 92.2%	94 95.9%	224 92.6%	128 98.5%	225 91.5%	150 95.5%
● No	76 7.2%	19 3.3%	14 5.3%	3 2.6%	11 7.5%	3 4.2%	12 7.8%	4 4.1%	18 7.4%	2 1.5%	21 8.5%	7 4.5%
Total	1052 100.0%	573 100.0%	263 100.0%	116 100.0%	147 100.0%	72 100.0%	154 100.0%	98 100.0%	242 100.0%	130 100.0%	246 100.0%	157 100.0%
Not Answered	7	6	2	1	2	2	2	2	0	0	1	1
Reporting Category	Shared Decision Making											
Achievement Score	92.8%	96.7%	94.7%	97.4%	92.5%	95.8%	92.2%	95.9%	92.6%	98.5%	91.5%	95.5%
Correlation with Satisfaction	-0.017	0.006	0.076	0.076	-0.030	-0.051	-0.036	-0.042	-0.044	0.042	-0.063	-0.004
Priority Rating	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low

Q12. Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
● Yes	767 73.5%	454 79.6%	189 73.0%	92 80.0%	98 66.7%	52 72.2%	117 76.0%	76 77.6%	182 75.8%	107 82.9%	181 74.5%	127 81.4%
● No	276 26.5%	116 20.4%	70 27.0%	23 20.0%	49 33.3%	20 27.8%	37 24.0%	22 22.4%	58 24.2%	22 17.1%	62 25.5%	29 18.6%
Total	1043 100.0%	570 100.0%	259 100.0%	115 100.0%	147 100.0%	72 100.0%	154 100.0%	98 100.0%	240 100.0%	129 100.0%	243 100.0%	156 100.0%
Not Answered	16	9	6	2	2	2	2	2	2	1	4	2
Reporting Category	Shared Decision Making											
Achievement Score	73.5%	79.6%	73.0%	80.0%	66.7%	72.2%	76.0%	77.6%	75.8%	82.9%	74.5%	81.4%
Correlation with Satisfaction	0.017	0.075	-0.040	0.032	-0.093	-0.097	0.084	0.077	0.162	0.196	-0.025	0.096
Priority Rating	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Low	Medium	Low

Q13. When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
● Yes	866 83.0%	491 86.3%	220 84.3%	105 91.3%	115 80.4%	57 81.4%	122 78.7%	80 80.8%	205 85.1%	113 86.9%	204 84.0%	136 87.7%
● No	177 17.0%	78 13.7%	41 15.7%	10 8.7%	28 19.6%	13 18.6%	33 21.3%	19 19.2%	36 14.9%	17 13.1%	39 16.0%	19 12.3%
Total	1043 100.0%	569 100.0%	261 100.0%	115 100.0%	143 100.0%	70 100.0%	155 100.0%	99 100.0%	241 100.0%	130 100.0%	243 100.0%	155 100.0%
Not Answered	16	10	4	2	6	4	1	1	1	0	4	3
Reporting Category	Shared Decision Making											
Achievement Score	83.0%	86.3%	84.3%	91.3%	80.4%	81.4%	78.7%	80.8%	85.1%	86.9%	84.0%	87.7%
Correlation with Satisfaction	0.100	0.145	0.050	0.094	0.125	0.091	0.055	0.134	0.168	0.238	0.115	0.133
Priority Rating	Low	Low	Low	Low	Low	Low	Medium	Low	Low	Low	Low	Low

○ Response scored as: ● Room for Improvement ● Achievement

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

Q14. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last 6 months?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
● Worst health care possible	2 0.1%	0 0.0%	2 0.2%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
● 1	11 0.3%	2 0.2%	4 0.5%	0 0.0%	2 0.4%	0 0.0%	2 0.5%	0 0.0%	2 0.3%	1 0.4%	1 0.1%	1 0.4%
● 2	7 0.2%	2 0.2%	0 0.0%	0 0.0%	2 0.4%	0 0.0%	0 0.0%	0 0.0%	3 0.4%	2 0.7%	2 0.3%	0 0.0%
● 3	16 0.5%	9 0.8%	6 0.7%	3 1.2%	4 0.8%	2 1.3%	2 0.5%	1 0.5%	4 0.5%	3 1.1%	0 0.0%	0 0.0%
● 4	19 0.6%	7 0.6%	7 0.8%	1 0.4%	3 0.6%	1 0.6%	2 0.5%	2 1.1%	5 0.6%	2 0.7%	2 0.3%	1 0.4%
● 5	69 2.1%	26 2.2%	17 2.0%	4 1.6%	14 2.9%	7 4.4%	6 1.5%	2 1.1%	19 2.5%	8 2.8%	13 1.9%	5 1.8%
● 6	65 2.0%	23 2.0%	19 2.2%	5 2.0%	9 1.9%	4 2.5%	13 3.1%	5 2.7%	15 1.9%	7 2.5%	9 1.3%	2 0.7%
● 7	206 6.4%	85 7.3%	57 6.7%	24 9.4%	34 7.0%	8 5.0%	22 5.3%	13 7.0%	36 4.6%	12 4.3%	57 8.2%	28 9.9%
● 8	655 20.4%	246 21.1%	193 22.8%	60 23.5%	95 19.7%	32 20.0%	79 19.1%	41 22.0%	141 18.2%	53 18.8%	147 21.2%	60 21.3%
● 9	716 22.3%	280 24.0%	176 20.8%	61 23.9%	113 23.4%	36 22.5%	95 23.0%	45 24.2%	184 23.7%	68 24.1%	148 21.3%	70 24.8%
● Best health care possible	1447 45.0%	485 41.6%	367 43.3%	97 38.0%	207 42.9%	70 43.8%	192 46.5%	77 41.4%	366 47.2%	126 44.7%	315 45.4%	115 40.8%
Total	3213 100.0%	1165 100.0%	848 100.0%	255 100.0%	483 100.0%	160 100.0%	413 100.0%	186 100.0%	775 100.0%	282 100.0%	694 100.0%	282 100.0%
Not Answered	35	12	13	4	9	2	3	2	2	2	8	2
Reporting Category	Ratings											
Achievement Score	87.7%	86.8%	86.8%	85.5%	85.9%	86.3%	88.6%	87.6%	89.2%	87.6%	87.9%	86.9%
Correlation with Satisfaction	0.489	0.504	0.439	0.396	0.455	0.525	0.465	0.429	0.541	0.581	0.557	0.559
Priority Rating	High	High	High	Low	High	High	High	High	High	High	High	High

Q15. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
● Never	58 1.8%	12 1.0%	19 2.2%	3 1.2%	9 1.9%	3 1.9%	6 1.4%	2 1.1%	11 1.4%	2 0.7%	13 1.9%	2 0.7%
● Sometimes	294 9.2%	111 9.5%	89 10.5%	30 11.8%	52 10.7%	18 11.2%	40 9.7%	21 11.2%	61 7.9%	26 9.3%	52 7.5%	16 5.7%
● Usually	854 26.7%	358 30.8%	221 26.1%	69 27.1%	128 26.4%	48 29.8%	112 27.1%	53 28.3%	187 24.3%	80 28.5%	206 29.9%	108 38.6%
● Always	1998 62.4%	683 58.7%	519 61.2%	153 60.0%	296 61.0%	92 57.1%	256 61.8%	111 59.4%	509 66.3%	173 61.6%	418 60.7%	154 55.0%
Total	3204 100.0%	1164 100.0%	848 100.0%	255 100.0%	485 100.0%	161 100.0%	414 100.0%	187 100.0%	768 100.0%	281 100.0%	689 100.0%	280 100.0%
Not Answered	44	13	13	4	7	1	2	1	9	3	13	4
Reporting Category	Getting Needed Care											
Achievement Score	89.0%	89.4%	87.3%	87.1%	87.4%	87.0%	88.9%	87.7%	90.6%	90.0%	90.6%	93.6%
Correlation with Satisfaction	0.326	0.410	0.299	0.336	0.400	0.535	0.341	0.444	0.329	0.385	0.297	0.422
Priority Rating	Low	High	Low	Low	High	High	Low	High	Low	Low	Low	High

○ Response scored as: ● Room for Improvement ● Achievement

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

Q16. Is your child now enrolled in any kind of school or daycare?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Yes	3036 67.8%	1184 83.6%	795 64.9%	262 84.0%	491 67.1%	179 84.8%	392 73.3%	196 87.1%	743 71.3%	283 84.5%	615 65.4%	264 79.0%
No	1439 32.2%	233 16.4%	430 35.1%	50 16.0%	241 32.9%	32 15.2%	143 26.7%	29 12.9%	299 28.7%	52 15.5%	326 34.6%	70 21.0%
Total	4475 100.0%	1417 100.0%	1225 100.0%	312 100.0%	732 100.0%	211 100.0%	535 100.0%	225 100.0%	1042 100.0%	335 100.0%	941 100.0%	334 100.0%
Not Answered	77	16	20	3	12	2	5	3	22	4	18	4

Q17. In the last 6 months, did you need your child's doctors or other health providers to contact a school or daycare center about your child's health or health care?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Yes	440 14.8%	270 23.4%	109 14.0%	59 23.0%	69 14.2%	37 20.8%	55 14.2%	35 18.2%	109 15.0%	71 25.6%	98 16.5%	68 27.0%
No	2529 85.2%	885 76.6%	667 86.0%	197 77.0%	416 85.8%	141 79.2%	331 85.8%	157 81.8%	618 85.0%	206 74.4%	497 83.5%	184 73.0%
Total	2969 100.0%	1155 100.0%	776 100.0%	256 100.0%	485 100.0%	178 100.0%	386 100.0%	192 100.0%	727 100.0%	277 100.0%	595 100.0%	252 100.0%
Not Answered	67	29	19	6	6	1	6	4	16	6	20	12

Q18. In the last 6 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
● Yes	401 92.4%	252 94.0%	97 89.8%	54 93.1%	61 89.7%	36 97.3%	52 94.5%	33 94.3%	102 95.3%	67 94.4%	89 92.7%	62 92.5%
● No	33 7.6%	16 6.0%	11 10.2%	4 6.9%	7 10.3%	1 2.7%	3 5.5%	2 5.7%	5 4.7%	4 5.6%	7 7.3%	5 7.5%
Total	434 100.0%	268 100.0%	108 100.0%	58 100.0%	68 100.0%	37 100.0%	55 100.0%	35 100.0%	107 100.0%	71 100.0%	96 100.0%	67 100.0%
Not Answered	6	2	1	1	1	0	0	0	2	0	2	1
Reporting Category	Coordination of Care											
Achievement Score	92.4%	94.0%	89.8%	93.1%	89.7%	97.3%	94.5%	94.3%	95.3%	94.4%	92.7%	92.5%
Correlation with Satisfaction	0.050	0.008	0.270	0.225	-0.095	-0.132	-0.047	-0.019	0.040	-0.055	-0.053	-0.016
Priority Rating	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low

Response scored as: ● Room for Improvement ● Achievement

Specialized Services

Q19. Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	234	5.2%	158	11.2%	55	4.5%	33	10.6%	36	4.9%	22	10.4%	37	6.9%	24	10.6%	58	5.5%	43	12.9%	48	5.1%	36	10.8%
No	4262	94.8%	1256	88.8%	1173	95.5%	277	89.4%	702	95.1%	189	89.6%	500	93.1%	203	89.4%	993	94.5%	290	87.1%	894	94.9%	297	89.2%
Total	4496	100.0%	1414	100.0%	1228	100.0%	310	100.0%	738	100.0%	211	100.0%	537	100.0%	227	100.0%	1051	100.0%	333	100.0%	942	100.0%	333	100.0%
Not Answered	56		19		17		5		6		2		3		1		13		6		17		5	

Q20. In the last 6 months, how often was it easy to get special medical equipment or devices for your child?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	17	7.4%	13	8.3%	8	14.5%	6	18.2%	1	2.8%	0	0.0%	4	11.1%	3	13.0%	1	1.8%	1	2.4%	3	6.3%	3	8.3%
● Sometimes	44	19.1%	30	19.2%	8	14.5%	5	15.2%	5	13.9%	4	18.2%	4	11.1%	2	8.7%	14	25.5%	11	26.2%	13	27.1%	8	22.2%
● Usually	57	24.8%	46	29.5%	18	32.7%	10	30.3%	9	25.0%	8	36.4%	6	16.7%	6	26.1%	11	20.0%	9	21.4%	13	27.1%	13	36.1%
● Always	112	48.7%	67	42.9%	21	38.2%	12	36.4%	21	58.3%	10	45.5%	22	61.1%	12	52.2%	29	52.7%	21	50.0%	19	39.6%	12	33.3%
Total	230	100.0%	156	100.0%	55	100.0%	33	100.0%	36	100.0%	22	100.0%	36	100.0%	23	100.0%	55	100.0%	42	100.0%	48	100.0%	36	100.0%
Not Answered	4		2		0		0		0		0		1		1		3		1		0		0	

Reporting Category	Access to Specialized Services											
Achievement Score	73.5%	72.4%	70.9%	66.7%	83.3%	81.8%	77.8%	78.3%	72.7%	71.4%	66.7%	69.4%
Correlation with Satisfaction	0.401	0.349	0.426	0.366	0.237	0.036	0.495	0.556	0.289	0.244	0.477	0.439
Priority Rating	Top	Medium	Top	Medium	Low	Low	Top	Top	Medium	Medium	Top	Top

Q21. Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	190	82.6%	132	85.7%	44	81.5%	27	84.4%	28	80.0%	17	81.0%	33	91.7%	23	100.0%	47	82.5%	35	83.3%	38	79.2%	30	83.3%
● No	40	17.4%	22	14.3%	10	18.5%	5	15.6%	7	20.0%	4	19.0%	3	8.3%	0	0.0%	10	17.5%	7	16.7%	10	20.8%	6	16.7%
Total	230	100.0%	154	100.0%	54	100.0%	32	100.0%	35	100.0%	21	100.0%	36	100.0%	23	100.0%	57	100.0%	42	100.0%	48	100.0%	36	100.0%
Not Answered	4		4		1		1		1		1		1		1		1		1		0		0	

Reporting Category	Single Items											
Achievement Score	82.6%	85.7%	81.5%	84.4%	80.0%	81.0%	91.7%	100.0%	82.5%	83.3%	79.2%	83.3%
Correlation with Satisfaction	0.143	0.216	0.040	-0.019	0.364	0.477	-0.180	-	0.323	0.342	0.147	0.305
Priority Rating	Low	Low	Low	Low	Medium	High	Low	-	Low	Low	Medium	Low

○ Response scored as: ● Room for Improvement ● Achievement

Specialized Services (continued)

Q22. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	611	13.6%	394	28.0%	139	11.3%	90	29.2%	105	14.2%	63	29.9%	100	18.8%	69	30.7%	131	12.5%	81	24.5%	136	14.5%	91	27.4%
No	3875	86.4%	1012	72.0%	1087	88.7%	218	70.8%	632	85.8%	148	70.1%	432	81.2%	156	69.3%	921	87.5%	249	75.5%	803	85.5%	241	72.6%
Total	4486	100.0%	1406	100.0%	1226	100.0%	308	100.0%	737	100.0%	211	100.0%	532	100.0%	225	100.0%	1052	100.0%	330	100.0%	939	100.0%	332	100.0%
Not Answered	66		27		19		7		7		2		8		3		12		9		20		6	

Q23. In the last 6 months, how often was it easy to get this therapy for your child?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	64	10.8%	49	12.8%	16	11.8%	12	13.6%	10	9.6%	8	12.9%	8	8.3%	7	10.8%	15	12.0%	8	10.4%	15	11.2%	14	15.6%
● Sometimes	104	17.5%	75	19.6%	29	21.3%	19	21.6%	18	17.3%	12	19.4%	16	16.7%	14	21.5%	13	10.4%	11	14.3%	28	20.9%	19	21.1%
● Usually	115	19.3%	77	20.2%	29	21.3%	17	19.3%	20	19.2%	15	24.2%	17	17.7%	12	18.5%	21	16.8%	14	18.2%	28	20.9%	19	21.1%
● Always	312	52.4%	181	47.4%	62	45.6%	40	45.5%	56	53.8%	27	43.5%	55	57.3%	32	49.2%	76	60.8%	44	57.1%	63	47.0%	38	42.2%
Total	595	100.0%	382	100.0%	136	100.0%	88	100.0%	104	100.0%	62	100.0%	96	100.0%	65	100.0%	125	100.0%	77	100.0%	134	100.0%	90	100.0%
Not Answered	16		12		3		2		1		1		4		4		6		4		2		1	
Reporting Category	Access to Specialized Services																							
Achievement Score	71.8%	67.5%	66.9%	64.8%	73.1%	67.7%	75.0%	67.7%	77.6%	75.3%	67.9%	63.3%												
Correlation with Satisfaction	0.333	0.367	0.482	0.459	0.305	0.322	0.434	0.507	0.136	0.245	0.275	0.246												
Priority Rating	Medium	Medium	Top	Top	Medium	Medium	Top	Top	Medium	Medium	Top	Top	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium

Q24. Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	452	75.2%	284	72.8%	105	78.4%	66	75.9%	80	78.4%	49	79.0%	67	67.7%	44	63.8%	103	79.2%	64	79.0%	97	71.3%	61	67.0%
● No	149	24.8%	106	27.2%	29	21.6%	21	24.1%	22	21.6%	13	21.0%	32	32.3%	25	36.2%	27	20.8%	17	21.0%	39	28.7%	30	33.0%
Total	601	100.0%	390	100.0%	134	100.0%	87	100.0%	102	100.0%	62	100.0%	99	100.0%	69	100.0%	130	100.0%	81	100.0%	136	100.0%	91	100.0%
Not Answered	10		4		5		3		3		1		1		0		1		0		0		0	
Reporting Category	Single Items																							
Achievement Score	75.2%	72.8%	78.4%	75.9%	78.4%	79.0%	67.7%	63.8%	79.2%	79.0%	71.3%	67.0%												
Correlation with Satisfaction	0.206	0.195	0.360	0.357	0.334	0.308	0.130	0.094	0.021	0.071	0.169	0.114												
Priority Rating	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium

○ Response scored as: ● Room for Improvement ● Achievement

Specialized Services (continued)

Q25. In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Yes	729 16.2%	559 39.7%	153 12.5%	117 37.9%	114 15.6%	77 37.6%	133 24.8%	112 49.6%	178 16.9%	137 40.9%	151 16.0%	116 34.9%
No	3760 83.8%	848 60.3%	1075 87.5%	192 62.1%	615 84.4%	128 62.4%	403 75.2%	114 50.4%	877 83.1%	198 59.1%	790 84.0%	216 65.1%
Total	4489 100.0%	1407 100.0%	1228 100.0%	309 100.0%	729 100.0%	205 100.0%	536 100.0%	226 100.0%	1055 100.0%	335 100.0%	941 100.0%	332 100.0%
Not Answered	63	26	17	6	15	8	4	2	9	4	18	6

Q26. In the last 6 months, how often was it easy to get this treatment or counseling for your child?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
● Never	97 13.6%	79 14.4%	19 12.8%	17 14.8%	16 14.3%	10 13.2%	18 13.6%	16 14.4%	28 16.5%	23 17.6%	16 10.7%	13 11.3%
● Sometimes	133 18.7%	105 19.2%	30 20.3%	22 19.1%	16 14.3%	11 14.5%	24 18.2%	19 17.1%	34 20.0%	31 23.7%	29 19.5%	22 19.1%
● Usually	151 21.2%	120 21.9%	33 22.3%	26 22.6%	28 25.0%	20 26.3%	33 25.0%	29 26.1%	22 12.9%	16 12.2%	35 23.5%	29 25.2%
● Always	330 46.4%	244 44.5%	66 44.6%	50 43.5%	52 46.4%	35 46.1%	57 43.2%	47 42.3%	86 50.6%	61 46.6%	69 46.3%	51 44.3%
Total	711 100.0%	548 100.0%	148 100.0%	115 100.0%	112 100.0%	76 100.0%	132 100.0%	111 100.0%	170 100.0%	131 100.0%	149 100.0%	115 100.0%
Not Answered	18	11	5	2	2	1	1	1	8	6	2	1
Reporting Category	Access to Specialized Services											
Achievement Score	67.7%	66.4%	66.9%	66.1%	71.4%	72.4%	68.2%	68.5%	63.5%	58.8%	69.8%	69.6%
Correlation with Satisfaction	0.337	0.333	0.316	0.270	0.339	0.395	0.256	0.250	0.359	0.359	0.424	0.433
Priority Rating	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Top	Top

Q27. Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
● Yes	441 62.2%	337 61.9%	100 67.1%	79 69.3%	82 72.6%	57 75.0%	70 54.3%	58 53.7%	102 59.3%	76 56.7%	87 59.6%	67 59.8%
● No	268 37.8%	207 38.1%	49 32.9%	35 30.7%	31 27.4%	19 25.0%	59 45.7%	50 46.3%	70 40.7%	58 43.3%	59 40.4%	45 40.2%
Total	709 100.0%	544 100.0%	149 100.0%	114 100.0%	113 100.0%	76 100.0%	129 100.0%	108 100.0%	172 100.0%	134 100.0%	146 100.0%	112 100.0%
Not Answered	20	15	4	3	1	1	4	4	6	3	5	4
Reporting Category	Single Items											
Achievement Score	62.2%	61.9%	67.1%	69.3%	72.6%	75.0%	54.3%	53.7%	59.3%	56.7%	59.6%	59.8%
Correlation with Satisfaction	0.235	0.242	0.167	0.244	0.296	0.353	0.175	0.159	0.267	0.226	0.265	0.284
Priority Rating	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium

○ Response scored as: ● Room for Improvement ● Achievement

Specialized Services (continued)

Q28. In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1120	25.2%	659	47.0%	275	22.5%	144	46.6%	156	21.5%	77	37.2%	173	33.0%	114	51.1%	259	24.7%	153	46.1%	257	27.5%	171	51.7%
No	3333	74.8%	743	53.0%	948	77.5%	165	53.4%	569	78.5%	130	62.8%	351	67.0%	109	48.9%	788	75.3%	179	53.9%	677	72.5%	160	48.3%
Total	4453	100.0%	1402	100.0%	1223	100.0%	309	100.0%	725	100.0%	207	100.0%	524	100.0%	223	100.0%	1047	100.0%	332	100.0%	934	100.0%	331	100.0%
Not Answered	99		31		22		6		19		6		16		5		17		7		25		7	

Q29. In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these different providers or services?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
<input checked="" type="radio"/> Yes	683	62.5%	415	64.5%	173	64.1%	101	70.6%	93	61.2%	49	66.2%	114	67.5%	77	69.4%	160	63.2%	96	64.9%	143	57.4%	92	55.1%
<input checked="" type="radio"/> No	410	37.5%	228	35.5%	97	35.9%	42	29.4%	59	38.8%	25	33.8%	55	32.5%	34	30.6%	93	36.8%	52	35.1%	106	42.6%	75	44.9%
Total	1093	100.0%	643	100.0%	270	100.0%	143	100.0%	152	100.0%	74	100.0%	169	100.0%	111	100.0%	253	100.0%	148	100.0%	249	100.0%	167	100.0%
Not Answered	27		16		5		1		4		3		4		3		6		5		8		4	
Reporting Category	Coordination of Care																							
Achievement Score	62.5%	64.5%	64.1%	70.6%	61.2%	66.2%	67.5%	69.4%	63.2%	64.9%	57.4%	55.1%												
Correlation with Satisfaction	0.146	0.235	0.168	0.406	0.147	0.405	0.109	0.090	0.112	0.131	0.182	0.190												
Priority Rating	Medium	Medium	Medium	Top	Medium	Top	Medium	Medium	Medium	Medium	Medium	Medium												

Your Child's Personal Doctor

Q30. A personal doctor is the one your child would see if he or she needs a checkup, has a health problem or gets sick or hurt. Does your child have a personal doctor?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	3943	87.6%	1348	94.8%	1058	86.2%	289	93.2%	611	83.1%	196	92.0%	488	91.0%	217	95.6%	958	90.8%	332	98.5%	828	87.6%	314	93.7%
No	556	12.4%	74	5.2%	170	13.8%	21	6.8%	124	16.9%	17	8.0%	48	9.0%	10	4.4%	97	9.2%	5	1.5%	117	12.4%	21	6.3%
Total	4499	100.0%	1422	100.0%	1228	100.0%	310	100.0%	735	100.0%	213	100.0%	536	100.0%	227	100.0%	1055	100.0%	337	100.0%	945	100.0%	335	100.0%
Not Answered	53		11		17		5		9		0		4		1		9		2		14		3	

Response scored as: Room for Improvement Achievement

Your Child's Personal Doctor (continued)

Q31. In the last 6 months, how many times did your child visit his or her personal doctor for care?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
None	882 23.0%	206 15.7%	235 22.9%	39 14.0%	138 23.5%	30 15.8%	102 21.1%	34 15.7%	224 24.1%	49 15.0%	183 22.8%	54 17.9%
1 time	1426 37.3%	415 31.6%	376 36.7%	77 27.7%	212 36.1%	53 27.9%	169 35.0%	71 32.9%	359 38.6%	112 34.4%	310 38.6%	102 33.8%
2 times	821 21.4%	339 25.8%	234 22.8%	78 28.1%	128 21.8%	55 28.9%	110 22.8%	58 26.9%	185 19.9%	83 25.5%	164 20.4%	65 21.5%
3 times	368 9.6%	174 13.3%	81 7.9%	32 11.5%	64 10.9%	27 14.2%	60 12.4%	29 13.4%	84 9.0%	43 13.2%	79 9.8%	43 14.2%
4 times	164 4.3%	83 6.3%	52 5.1%	24 8.6%	16 2.7%	9 4.7%	24 5.0%	14 6.5%	36 3.9%	16 4.9%	36 4.5%	20 6.6%
5 to 9 times	145 3.8%	80 6.1%	44 4.3%	27 9.7%	22 3.7%	11 5.8%	17 3.5%	9 4.2%	34 3.7%	18 5.5%	28 3.5%	15 5.0%
10 or more times	22 0.6%	15 1.1%	3 0.3%	1 0.4%	7 1.2%	5 2.6%	1 0.2%	1 0.5%	8 0.9%	5 1.5%	3 0.4%	3 1.0%
Total	3828 100.0%	1312 100.0%	1025 100.0%	278 100.0%	587 100.0%	190 100.0%	483 100.0%	216 100.0%	930 100.0%	326 100.0%	803 100.0%	302 100.0%
Not Answered	115	36	33	11	24	6	5	1	28	6	25	12

Q32. In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
● Never	36 1.2%	11 1.0%	14 1.8%	4 1.7%	4 0.9%	0 0.0%	4 1.1%	2 1.1%	9 1.3%	3 1.1%	5 0.8%	2 0.8%
● Sometimes	126 4.3%	44 4.0%	42 5.4%	14 5.9%	26 5.8%	11 6.9%	12 3.2%	4 2.2%	23 3.3%	8 2.9%	23 3.8%	7 2.8%
● Usually	417 14.3%	171 15.5%	102 13.0%	32 13.4%	86 19.2%	38 23.8%	56 14.8%	24 13.3%	101 14.4%	40 14.5%	72 11.7%	37 15.0%
● Always	2345 80.2%	874 79.5%	626 79.8%	188 79.0%	332 74.1%	111 69.4%	307 81.0%	150 83.3%	567 81.0%	225 81.5%	513 83.7%	200 81.3%
Total	2924 100.0%	1100 100.0%	784 100.0%	238 100.0%	448 100.0%	160 100.0%	379 100.0%	180 100.0%	700 100.0%	276 100.0%	613 100.0%	246 100.0%
Not Answered	22	6	6	1	1	0	2	2	6	1	7	2
Reporting Category	Communication											
Achievement Score	94.5%	95.0%	92.9%	92.4%	93.3%	93.1%	95.8%	96.7%	95.4%	96.0%	95.4%	96.3%
Correlation with Satisfaction	0.203	0.228	0.211	0.256	0.139	0.171	0.145	0.186	0.211	0.231	0.297	0.303
Priority Rating	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low

○ Response scored as: ● Room for Improvement ● Achievement

Your Child's Personal Doctor (continued)

Q33. In the last 6 months, how often did your child's personal doctor listen carefully to you?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
● Never	32 1.1%	11 1.0%	17 2.2%	4 1.7%	3 0.7%	1 0.6%	3 0.8%	1 0.6%	5 0.7%	3 1.1%	4 0.7%	2 0.8%
● Sometimes	129 4.4%	49 4.5%	37 4.7%	13 5.5%	22 4.9%	7 4.4%	11 2.9%	5 2.8%	32 4.6%	13 4.7%	27 4.4%	11 4.5%
● Usually	382 13.1%	161 14.6%	97 12.4%	32 13.5%	73 16.3%	35 21.9%	52 13.8%	25 13.8%	88 12.6%	33 12.0%	72 11.7%	36 14.6%
● Always	2381 81.4%	879 79.9%	633 80.7%	188 79.3%	351 78.2%	117 73.1%	312 82.5%	150 82.9%	575 82.1%	226 82.2%	510 83.2%	198 80.2%
Total	2924 100.0%	1100 100.0%	784 100.0%	237 100.0%	449 100.0%	160 100.0%	378 100.0%	181 100.0%	700 100.0%	275 100.0%	613 100.0%	247 100.0%
Not Answered	22	6	6	2	0	0	3	1	6	2	7	1
Reporting Category	Communication											
Achievement Score	94.5%	94.5%	93.1%	92.8%	94.4%	95.0%	96.3%	96.7%	94.7%	94.2%	94.9%	94.7%
Correlation with Satisfaction	0.235	0.275	0.218	0.284	0.247	0.250	0.246	0.244	0.212	0.270	0.289	0.335
Priority Rating	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low

Q34. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
● Never	24 0.8%	8 0.7%	12 1.5%	2 0.8%	2 0.4%	1 0.6%	3 0.8%	1 0.6%	5 0.7%	3 1.1%	2 0.3%	1 0.4%
● Sometimes	87 3.0%	39 3.5%	28 3.6%	12 5.0%	15 3.4%	7 4.4%	10 2.6%	5 2.8%	16 2.3%	6 2.2%	18 2.9%	9 3.6%
● Usually	301 10.3%	119 10.8%	84 10.7%	25 10.5%	58 13.0%	23 14.5%	33 8.7%	15 8.3%	77 11.0%	32 11.6%	49 8.0%	24 9.7%
● Always	2510 85.9%	935 84.9%	660 84.2%	199 83.6%	370 83.1%	128 80.5%	333 87.9%	160 88.4%	601 86.0%	234 85.1%	546 88.8%	214 86.3%
Total	2922 100.0%	1101 100.0%	784 100.0%	238 100.0%	445 100.0%	159 100.0%	379 100.0%	181 100.0%	699 100.0%	275 100.0%	615 100.0%	248 100.0%
Not Answered	24	5	6	1	4	1	2	1	7	2	5	0
Reporting Category	Communication											
Achievement Score	96.2%	95.7%	94.9%	94.1%	96.2%	95.0%	96.6%	96.7%	97.0%	96.7%	96.7%	96.0%
Correlation with Satisfaction	0.224	0.225	0.242	0.347	0.259	0.173	0.195	0.155	0.150	0.130	0.299	0.328
Priority Rating	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low

Q35. Is your child able to talk with doctors about his or her health care?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Yes	1898 65.4%	779 71.4%	476 61.1%	154 65.5%	302 68.5%	108 69.7%	248 65.6%	132 73.3%	479 68.8%	213 77.7%	393 64.5%	172 69.6%
No	1005 34.6%	312 28.6%	303 38.9%	81 34.5%	139 31.5%	47 30.3%	130 34.4%	48 26.7%	217 31.2%	61 22.3%	216 35.5%	75 30.4%
Total	2903 100.0%	1091 100.0%	779 100.0%	235 100.0%	441 100.0%	155 100.0%	378 100.0%	180 100.0%	696 100.0%	274 100.0%	609 100.0%	247 100.0%
Not Answered	43	15	11	4	8	5	3	2	10	3	11	1

○ Response scored as: ● Room for Improvement ● Achievement

Your Child's Personal Doctor (continued)

Q36. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
● Never	15 0.8%	6 0.8%	3 0.6%	0 0.0%	4 1.3%	3 2.8%	1 0.4%	1 0.8%	4 0.8%	0 0.0%	3 0.8%	2 1.2%
● Sometimes	119 6.3%	48 6.2%	29 6.1%	10 6.5%	17 5.6%	7 6.5%	15 6.1%	6 4.6%	35 7.3%	13 6.1%	23 6.0%	12 7.1%
● Usually	371 19.7%	159 20.6%	96 20.3%	33 21.4%	65 21.6%	26 24.1%	53 21.7%	25 19.1%	96 20.1%	46 21.7%	61 15.8%	29 17.3%
● Always	1375 73.1%	560 72.4%	345 72.9%	111 72.1%	215 71.4%	72 66.7%	175 71.7%	99 75.6%	342 71.7%	153 72.2%	298 77.4%	125 74.4%
Total	1880 100.0%	773 100.0%	473 100.0%	154 100.0%	301 100.0%	108 100.0%	244 100.0%	131 100.0%	477 100.0%	212 100.0%	385 100.0%	168 100.0%
Not Answered	18	6	3	0	1	0	4	1	2	1	8	4
Reporting Category	Single Items											
Achievement Score	92.9%	93.0%	93.2%	93.5%	93.0%	90.7%	93.4%	94.7%	91.8%	93.9%	93.2%	91.7%
Correlation with Satisfaction	0.211	0.220	0.209	0.243	0.222	0.234	0.182	0.225	0.160	0.141	0.305	0.316
Priority Rating	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low

Q37. In the last 6 months, how often did your child's personal doctor spend enough time with your child?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
● Never	58 2.0%	16 1.5%	18 2.3%	6 2.5%	10 2.2%	3 1.9%	7 1.9%	3 1.7%	13 1.9%	2 0.7%	10 1.6%	2 0.8%
● Sometimes	239 8.2%	68 6.2%	75 9.6%	23 9.7%	39 8.7%	8 5.0%	19 5.0%	5 2.8%	53 7.6%	12 4.4%	53 8.7%	20 8.1%
● Usually	640 22.0%	231 21.0%	168 21.6%	46 19.3%	113 25.3%	47 29.6%	82 21.7%	36 20.0%	150 21.4%	50 18.2%	127 20.8%	52 21.1%
● Always	1977 67.8%	783 71.3%	517 66.5%	163 68.5%	284 63.7%	101 63.5%	270 71.4%	136 75.6%	484 69.1%	210 76.6%	422 69.0%	173 70.0%
Total	2914 100.0%	1098 100.0%	778 100.0%	238 100.0%	446 100.0%	159 100.0%	378 100.0%	180 100.0%	700 100.0%	274 100.0%	612 100.0%	247 100.0%
Not Answered	32	8	12	1	3	1	3	2	6	3	8	1
Reporting Category	Communication											
Achievement Score	89.8%	92.3%	88.0%	87.8%	89.0%	93.1%	93.1%	95.6%	90.6%	94.9%	89.7%	91.1%
Correlation with Satisfaction	0.196	0.219	0.237	0.273	0.185	0.197	0.104	0.128	0.130	0.186	0.301	0.308
Priority Rating	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low

Q38. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
● Yes	2621 90.1%	985 90.1%	693 89.4%	210 89.4%	401 90.5%	140 89.7%	341 90.0%	166 91.7%	639 91.8%	249 90.5%	547 88.8%	220 89.4%
● No	288 9.9%	108 9.9%	82 10.6%	25 10.6%	42 9.5%	16 10.3%	38 10.0%	15 8.3%	57 8.2%	26 9.5%	69 11.2%	26 10.6%
Total	2909 100.0%	1093 100.0%	775 100.0%	235 100.0%	443 100.0%	156 100.0%	379 100.0%	181 100.0%	696 100.0%	275 100.0%	616 100.0%	246 100.0%
Not Answered	37	13	15	4	6	4	2	1	10	2	4	2
Reporting Category	Family Centered Care											
Achievement Score	90.1%	90.1%	89.4%	89.4%	90.5%	89.7%	90.0%	91.7%	91.8%	90.5%	88.8%	89.4%
Correlation with Satisfaction	0.132	0.139	0.172	0.246	0.180	0.176	0.155	0.109	0.090	0.098	0.076	0.091
Priority Rating	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low

○ Response scored as: ● Room for Improvement ● Achievement

Your Child's Personal Doctor (continued)

Q39. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1345	46.1%	665	60.8%	329	42.0%	136	57.1%	193	43.8%	84	53.8%	197	51.8%	115	63.2%	316	45.3%	161	59.4%	310	50.4%	169	68.7%
No	1572	53.9%	428	39.2%	454	58.0%	102	42.9%	248	56.2%	72	46.2%	183	48.2%	67	36.8%	382	54.7%	110	40.6%	305	49.6%	77	31.3%
Total	2917	100.0%	1093	100.0%	783	100.0%	238	100.0%	441	100.0%	156	100.0%	380	100.0%	182	100.0%	698	100.0%	271	100.0%	615	100.0%	246	100.0%
Not Answered	29		13		7		1		8		4		1		0		8		6		5		2	

Q40. In the last 6 months, how often did your child's personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	59	4.5%	28	4.3%	18	5.6%	4	3.0%	10	5.3%	4	4.9%	3	1.5%	1	0.9%	12	3.9%	8	5.1%	16	5.3%	11	6.7%
● Sometimes	160	12.2%	85	13.1%	48	15.0%	20	14.9%	22	11.6%	13	15.9%	21	10.7%	11	9.6%	34	11.2%	20	12.8%	35	11.6%	21	12.7%
● Usually	329	25.1%	182	28.0%	80	25.1%	36	26.9%	42	22.1%	23	28.0%	55	28.1%	36	31.6%	76	25.0%	40	25.6%	76	25.2%	47	28.5%
● Always	762	58.2%	356	54.7%	173	54.2%	74	55.2%	116	61.1%	42	51.2%	117	59.7%	66	57.9%	182	59.9%	88	56.4%	174	57.8%	86	52.1%
Total	1310	100.0%	651	100.0%	319	100.0%	134	100.0%	190	100.0%	82	100.0%	196	100.0%	114	100.0%	304	100.0%	156	100.0%	301	100.0%	165	100.0%
Not Answered	35		14		10		2		3		2		1		1		12		5		9		4	
Reporting Category	Single Items																							
Achievement Score	83.3%	82.6%	79.3%	82.1%	83.2%	79.3%	87.8%	89.5%	84.9%	82.1%	83.1%	80.6%												
Correlation with Satisfaction	0.266	0.296	0.306	0.350	0.298	0.457	0.122	0.194	0.343	0.408	0.224	0.141												
Priority Rating	Low	Low	Medium	Low	Low	Top	Low	Low	Low	High	Low	Low												

○ Response scored as: ● Room for Improvement ● Achievement

Your Child's Personal Doctor (continued)

Q41. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
● Worst personal doctor possible	1 0.0%	1 0.1%	1 0.1%	1 0.4%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
● 1	5 0.1%	3 0.2%	1 0.1%	1 0.4%	0 0.0%	0 0.0%	1 0.2%	0 0.0%	1 0.1%	1 0.3%	2 0.2%	1 0.3%
● 2	8 0.2%	5 0.4%	2 0.2%	0 0.0%	1 0.2%	1 0.5%	1 0.2%	1 0.5%	2 0.2%	1 0.3%	2 0.2%	2 0.7%
● 3	13 0.3%	5 0.4%	3 0.3%	1 0.4%	1 0.2%	0 0.0%	2 0.4%	1 0.5%	5 0.5%	2 0.6%	2 0.2%	1 0.3%
● 4	22 0.6%	12 0.9%	3 0.3%	3 1.1%	5 0.8%	2 1.0%	4 0.8%	2 0.9%	5 0.5%	2 0.6%	5 0.6%	3 1.0%
● 5	75 1.9%	29 2.2%	21 2.0%	4 1.4%	14 2.3%	7 3.6%	8 1.7%	4 1.9%	19 2.0%	10 3.0%	13 1.6%	4 1.3%
● 6	69 1.8%	29 2.2%	21 2.0%	7 2.5%	6 1.0%	3 1.5%	11 2.3%	5 2.3%	12 1.3%	6 1.8%	19 2.4%	8 2.6%
● 7	178 4.6%	64 4.8%	59 5.7%	17 6.0%	28 4.7%	10 5.2%	10 2.1%	4 1.9%	39 4.2%	19 5.8%	42 5.2%	14 4.6%
● 8	541 14.0%	181 13.7%	176 17.0%	46 16.3%	81 13.5%	29 14.9%	55 11.5%	27 12.6%	117 12.5%	32 9.7%	112 13.9%	47 15.5%
● 9	762 19.7%	267 20.2%	206 19.9%	62 22.0%	103 17.1%	33 17.0%	107 22.3%	55 25.6%	179 19.1%	60 18.2%	167 20.7%	57 18.8%
● Best personal doctor possible	2188 56.7%	729 55.0%	540 52.3%	140 49.6%	363 60.3%	109 56.2%	281 58.5%	116 54.0%	560 59.6%	197 59.7%	444 55.0%	167 54.9%
Total	3862 100.0%	1325 100.0%	1033 100.0%	282 100.0%	602 100.0%	194 100.0%	480 100.0%	215 100.0%	939 100.0%	330 100.0%	808 100.0%	304 100.0%
Not Answered	81	23	25	7	9	2	8	2	19	2	20	10
Reporting Category	Ratings											
Achievement Score	90.4%	88.8%	89.3%	87.9%	90.9%	88.1%	92.3%	92.1%	91.2%	87.6%	89.5%	89.1%
Correlation with Satisfaction	0.435	0.364	0.477	0.399	0.558	0.529	0.337	0.255	0.336	0.313	0.471	0.378
Priority Rating	High	Low	High	Low	High	High	Low	Low	Low	Low	High	Low

Q42. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Yes	1228 31.7%	1010 76.3%	268 25.9%	209 74.9%	172 28.6%	132 68.4%	195 40.1%	169 77.9%	317 33.6%	264 80.7%	276 34.1%	236 76.9%
No	2647 68.3%	313 23.7%	768 74.1%	70 25.1%	429 71.4%	61 31.6%	291 59.9%	48 22.1%	626 66.4%	63 19.3%	533 65.9%	71 23.1%
Total	3875 100.0%	1323 100.0%	1036 100.0%	279 100.0%	601 100.0%	193 100.0%	486 100.0%	217 100.0%	943 100.0%	327 100.0%	809 100.0%	307 100.0%
Not Answered	68	25	22	10	10	3	2	0	15	5	19	7

○ Response scored as: ● Room for Improvement ● Achievement

Your Child's Personal Doctor (continued)

Q43. Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
● Yes	1108 92.3%	917 92.7%	246 94.3%	194 95.6%	158 94.6%	123 94.6%	171 88.6%	149 88.7%	289 92.3%	242 92.7%	244 91.7%	209 92.1%
● No	92 7.7%	72 7.3%	15 5.7%	9 4.4%	9 5.4%	7 5.4%	22 11.4%	19 11.3%	24 7.7%	19 7.3%	22 8.3%	18 7.9%
Total	1200 100.0%	989 100.0%	261 100.0%	203 100.0%	167 100.0%	130 100.0%	193 100.0%	168 100.0%	313 100.0%	261 100.0%	266 100.0%	227 100.0%
Not Answered	28	21	7	6	5	2	2	1	4	3	10	9
Reporting Category	Family Centered Care											
Achievement Score	92.3%	92.7%	94.3%	95.6%	94.6%	94.6%	88.6%	88.7%	92.3%	92.7%	91.7%	92.1%
Correlation with Satisfaction	0.181	0.184	0.313	0.350	0.188	0.073	0.143	0.145	0.103	0.166	0.194	0.178
Priority Rating	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low

Q44. Does your child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your family's day-to-day life?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
● Yes	1055 88.5%	876 89.0%	230 89.5%	181 91.0%	157 93.5%	123 93.9%	162 84.8%	140 84.3%	276 88.7%	235 90.0%	230 86.8%	197 86.8%
● No	137 11.5%	108 11.0%	27 10.5%	18 9.0%	11 6.5%	8 6.1%	29 15.2%	26 15.7%	35 11.3%	26 10.0%	35 13.2%	30 13.2%
Total	1192 100.0%	984 100.0%	257 100.0%	199 100.0%	168 100.0%	131 100.0%	191 100.0%	166 100.0%	311 100.0%	261 100.0%	265 100.0%	227 100.0%
Not Answered	36	26	11	10	4	1	4	3	6	3	11	9
Reporting Category	Family Centered Care											
Achievement Score	88.5%	89.0%	89.5%	91.0%	93.5%	93.9%	84.8%	84.3%	88.7%	90.0%	86.8%	86.8%
Correlation with Satisfaction	0.190	0.181	0.274	0.275	0.161	0.040	0.152	0.129	0.148	0.192	0.210	0.202
Priority Rating	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low

Getting Health Care From Specialists

Q45. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments for your child to see a specialist?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Yes	1023 22.6%	593 41.8%	239 19.4%	124 40.0%	152 20.6%	78 37.3%	137 25.5%	85 37.3%	243 23.0%	141 41.8%	252 26.4%	165 49.1%
No	3494 77.4%	827 58.2%	993 80.6%	186 60.0%	585 79.4%	131 62.7%	400 74.5%	143 62.7%	814 77.0%	196 58.2%	702 73.6%	171 50.9%
Total	4517 100.0%	1420 100.0%	1232 100.0%	310 100.0%	737 100.0%	209 100.0%	537 100.0%	228 100.0%	1057 100.0%	337 100.0%	954 100.0%	336 100.0%
Not Answered	35	13	13	5	7	4	3	0	7	2	5	2

○ Response scored as: ● Room for Improvement ● Achievement

Getting Health Care From Specialists (continued)

Q46. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
● Never	57 5.6%	35 5.9%	16 6.8%	7 5.6%	4 2.7%	4 5.1%	10 7.3%	6 7.1%	11 4.6%	7 5.0%	16 6.4%	11 6.7%
● Sometimes	184 18.2%	97 16.4%	42 17.7%	16 12.9%	29 19.7%	14 17.9%	22 16.1%	12 14.1%	45 18.7%	28 19.9%	46 18.4%	27 16.5%
● Usually	247 24.4%	165 27.9%	55 23.2%	33 26.6%	37 25.2%	25 32.1%	41 29.9%	28 32.9%	51 21.2%	30 21.3%	63 25.2%	49 29.9%
● Always	524 51.8%	295 49.8%	124 52.3%	68 54.8%	77 52.4%	35 44.9%	64 46.7%	39 45.9%	134 55.6%	76 53.9%	125 50.0%	77 47.0%
Total	1012 100.0%	592 100.0%	237 100.0%	124 100.0%	147 100.0%	78 100.0%	137 100.0%	85 100.0%	241 100.0%	141 100.0%	250 100.0%	164 100.0%
Not Answered	11	1	2	0	5	0	0	0	2	0	2	1
Reporting Category												
	Getting Needed Care											
Achievement Score	76.2%	77.7%	75.5%	81.5%	77.6%	76.9%	76.6%	78.8%	76.8%	75.2%	75.2%	76.8%
Correlation with Satisfaction	0.225	0.237	0.255	0.216	0.273	0.306	0.150	0.219	0.233	0.209	0.199	0.251
Priority Rating	Medium	Medium	Medium	Low	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium

Q47. How many specialists has your child seen in the last 6 months?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
None	75 7.5%	34 5.8%	16 6.8%	8 6.5%	6 4.1%	3 3.9%	16 11.9%	5 6.0%	19 8.0%	10 7.2%	18 7.3%	8 4.9%
1 specialist	587 58.5%	291 49.7%	138 58.2%	60 48.8%	90 62.1%	37 48.7%	76 56.3%	41 48.8%	146 61.3%	73 52.9%	137 55.2%	80 48.8%
2 specialists	179 17.8%	126 21.5%	49 20.7%	28 22.8%	25 17.2%	18 23.7%	25 18.5%	23 27.4%	39 16.4%	27 19.6%	41 16.5%	30 18.3%
3 specialists	86 8.6%	71 12.1%	23 9.7%	16 13.0%	15 10.3%	13 17.1%	8 5.9%	6 7.1%	19 8.0%	17 12.3%	21 8.5%	19 11.6%
4 specialists	33 3.3%	24 4.1%	5 2.1%	5 4.1%	5 3.4%	2 2.6%	3 2.2%	3 3.6%	9 3.8%	5 3.6%	11 4.4%	9 5.5%
5 or more specialists	43 4.3%	39 6.7%	6 2.5%	6 4.9%	4 2.8%	3 3.9%	7 5.2%	6 7.1%	6 2.5%	6 4.3%	20 8.1%	18 11.0%
Total	1003 100.0%	585 100.0%	237 100.0%	123 100.0%	145 100.0%	76 100.0%	135 100.0%	84 100.0%	238 100.0%	138 100.0%	248 100.0%	164 100.0%
Not Answered	20	8	2	1	7	2	2	1	5	3	4	1

○ Response scored as: ● Room for Improvement ● Achievement

Getting Health Care From Specialists (continued)

Q48. We want to know your rating of the specialist your child saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
● Worst specialist possible	4 0.4%	3 0.5%	2 0.9%	1 0.9%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.5%	1 0.8%	1 0.4%	1 0.6%
● 1	4 0.4%	2 0.4%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 0.9%	1 0.8%	2 0.9%	1 0.6%
● 2	2 0.2%	1 0.2%	2 0.9%	1 0.9%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
● 3	6 0.7%	3 0.5%	3 1.4%	1 0.9%	2 1.4%	2 2.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.4%	0 0.0%
● 4	11 1.2%	9 1.6%	0 0.0%	0 0.0%	2 1.4%	1 1.4%	3 2.5%	3 3.8%	3 1.4%	2 1.6%	3 1.3%	3 1.9%
● 5	19 2.1%	12 2.2%	6 2.8%	1 0.9%	2 1.4%	2 2.7%	3 2.5%	3 3.8%	6 2.8%	4 3.2%	2 0.9%	2 1.3%
● 6	20 2.2%	10 1.8%	5 2.3%	1 0.9%	2 1.4%	1 1.4%	4 3.4%	3 3.8%	5 2.3%	3 2.4%	4 1.7%	2 1.3%
● 7	62 6.8%	38 6.9%	16 7.3%	8 7.1%	14 10.1%	5 6.8%	6 5.1%	5 6.3%	10 4.7%	7 5.6%	16 7.0%	13 8.3%
● 8	134 14.6%	89 16.3%	32 14.7%	18 15.9%	16 11.6%	10 13.7%	16 13.6%	12 15.2%	33 15.4%	22 17.5%	37 16.2%	27 17.3%
● 9	163 17.8%	97 17.7%	40 18.3%	18 15.9%	22 15.9%	11 15.1%	30 25.4%	21 26.6%	30 14.0%	18 14.3%	41 17.9%	29 18.6%
● Best specialist possible	492 53.7%	283 51.7%	112 51.4%	64 56.6%	78 56.5%	41 56.2%	56 47.5%	32 40.5%	124 57.9%	68 54.0%	122 53.3%	78 50.0%
Total	917 100.0%	547 100.0%	218 100.0%	113 100.0%	138 100.0%	73 100.0%	118 100.0%	79 100.0%	214 100.0%	126 100.0%	229 100.0%	156 100.0%
Not Answered	11	4	3	2	1	0	1	0	5	2	1	0
Reporting Category	Ratings											
Achievement Score	86.0%	85.7%	84.4%	88.5%	84.1%	84.9%	86.4%	82.3%	87.4%	85.7%	87.3%	85.9%
Correlation with Satisfaction	0.372	0.316	0.278	0.083	0.378	0.461	0.520	0.463	0.375	0.370	0.400	0.280
Priority Rating	Low	Low	Low	Low	Low	High	High	High	Low	Low	High	Low

Your Child's Health Plan

Q49. In the last 6 months, did you get information or help from customer service at your child's health plan?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Yes	1288 29.0%	424 30.1%	362 29.7%	98 31.7%	251 34.8%	73 35.4%	171 32.7%	81 36.3%	258 24.8%	83 24.8%	246 26.3%	89 26.6%
No	3153 71.0%	983 69.9%	858 70.3%	211 68.3%	471 65.2%	133 64.6%	352 67.3%	142 63.7%	782 75.2%	252 75.2%	690 73.7%	245 73.4%
Total	4441 100.0%	1407 100.0%	1220 100.0%	309 100.0%	722 100.0%	206 100.0%	523 100.0%	223 100.0%	1040 100.0%	335 100.0%	936 100.0%	334 100.0%
Not Answered	111	26	25	6	22	7	17	5	24	4	23	4

○ Response scored as: ● Room for Improvement ● Achievement

Your Child's Health Plan (continued)

Q50. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
● Never	30 2.4%	13 3.1%	8 2.2%	3 3.1%	5 2.0%	2 2.7%	5 3.0%	3 3.8%	5 2.0%	2 2.4%	7 2.9%	3 3.4%
● Sometimes	200 15.9%	64 15.2%	59 16.4%	13 13.4%	34 13.8%	9 12.3%	26 15.6%	15 18.8%	38 15.2%	12 14.5%	43 18.1%	15 17.2%
● Usually	330 26.2%	117 27.9%	89 24.8%	21 21.6%	81 32.8%	28 38.4%	40 24.0%	24 30.0%	62 24.8%	20 24.1%	58 24.4%	24 27.6%
● Always	701 55.6%	226 53.8%	203 56.5%	60 61.9%	127 51.4%	34 46.6%	96 57.5%	38 47.5%	145 58.0%	49 59.0%	130 54.6%	45 51.7%
Total	1261 100.0%	420 100.0%	359 100.0%	97 100.0%	247 100.0%	73 100.0%	167 100.0%	80 100.0%	250 100.0%	83 100.0%	238 100.0%	87 100.0%
Not Answered	27	4	3	1	4	0	4	1	8	0	8	2
Reporting Category	Customer Service											
Achievement Score	81.8%	81.7%	81.3%	83.5%	84.2%	84.9%	81.4%	77.5%	82.8%	83.1%	79.0%	79.3%
Correlation with Satisfaction	0.355	0.367	0.370	0.416	0.335	0.311	0.314	0.221	0.426	0.494	0.327	0.409
Priority Rating	Low	Low	Low	High	Low	Low	Low	Medium	High	High	Medium	Top

Q51. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
● Never	16 1.3%	6 1.4%	4 1.1%	1 1.0%	2 0.8%	0 0.0%	2 1.2%	2 2.5%	3 1.2%	2 2.4%	5 2.1%	1 1.2%
● Sometimes	62 4.9%	26 6.2%	22 6.1%	8 8.2%	11 4.4%	4 5.5%	6 3.6%	4 5.0%	10 4.0%	4 4.8%	13 5.4%	6 7.0%
● Usually	207 16.4%	71 16.9%	56 15.6%	12 12.2%	37 14.9%	9 12.3%	32 19.2%	19 23.8%	39 15.5%	12 14.5%	43 18.0%	19 22.1%
● Always	981 77.5%	317 75.5%	278 77.2%	77 78.6%	198 79.8%	60 82.2%	127 76.0%	55 68.8%	200 79.4%	65 78.3%	178 74.5%	60 69.8%
Total	1266 100.0%	420 100.0%	360 100.0%	98 100.0%	248 100.0%	73 100.0%	167 100.0%	80 100.0%	252 100.0%	83 100.0%	239 100.0%	86 100.0%
Not Answered	22	4	2	0	3	0	4	1	6	0	7	3
Reporting Category	Customer Service											
Achievement Score	93.8%	92.4%	92.8%	90.8%	94.8%	94.5%	95.2%	92.5%	94.8%	92.8%	92.5%	91.9%
Correlation with Satisfaction	0.367	0.364	0.304	0.206	0.318	0.142	0.548	0.573	0.414	0.477	0.317	0.275
Priority Rating	Low	Low	Low	Low	Low	Low	High	High	High	High	Low	Low

Q52. In the last 6 months, did your child's health plan give you any forms to fill out?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Yes	1306 29.9%	436 31.5%	354 29.6%	93 30.4%	223 31.4%	67 32.7%	158 30.4%	82 36.6%	284 28.0%	94 29.2%	287 31.1%	100 30.6%
No	3062 70.1%	948 68.5%	843 70.4%	213 69.6%	488 68.6%	138 67.3%	362 69.6%	142 63.4%	732 72.0%	228 70.8%	637 68.9%	227 69.4%
Total	4368 100.0%	1384 100.0%	1197 100.0%	306 100.0%	711 100.0%	205 100.0%	520 100.0%	224 100.0%	1016 100.0%	322 100.0%	924 100.0%	327 100.0%
Not Answered	184	49	48	9	33	8	20	4	48	17	35	11

○ Response scored as: ● Room for Improvement ● Achievement

Your Child's Health Plan (continued)

PQ53. In the last 6 months, how often were the forms from your child's health plan easy to fill out? [NOTE: Response of 'Always' padded with Q52 = 'No', based on NCQA scoring guidelines.]

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
● Never	36 0.8%	11 0.8%	12 1.0%	1 0.3%	8 1.1%	3 1.5%	5 1.0%	2 0.9%	5 0.5%	4 1.3%	6 0.7%	1 0.3%
● Sometimes	218 5.0%	73 5.3%	64 5.4%	19 6.2%	49 7.0%	16 7.8%	13 2.5%	8 3.6%	44 4.4%	16 5.0%	48 5.3%	14 4.4%
● Usually	371 8.6%	141 10.3%	105 8.8%	33 10.8%	63 9.0%	21 10.3%	44 8.5%	27 12.2%	79 7.8%	27 8.5%	80 8.8%	33 10.3%
● Always	3708 85.6%	1146 83.6%	1010 84.8%	252 82.6%	581 82.9%	164 80.4%	455 88.0%	185 83.3%	883 87.3%	272 85.3%	779 85.3%	273 85.0%
Total	4333 100.0%	1371 100.0%	1191 100.0%	305 100.0%	701 100.0%	204 100.0%	517 100.0%	222 100.0%	1011 100.0%	319 100.0%	913 100.0%	321 100.0%
Not Answered	35	13	6	1	10	1	3	2	5	3	11	6
Reporting Category	Single Items											
Achievement Score	94.1%	93.9%	93.6%	93.4%	91.9%	90.7%	96.5%	95.5%	95.2%	93.7%	94.1%	95.3%
Correlation with Satisfaction	0.020	0.005	0.004	-0.053	0.027	-0.036	0.066	0.051	0.025	-0.011	0.011	0.090
Priority Rating	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low

Q54. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
● Worst health plan possible	15 0.3%	7 0.5%	4 0.3%	1 0.3%	3 0.4%	1 0.5%	4 0.8%	2 0.9%	2 0.2%	2 0.6%	2 0.2%	1 0.3%
● 1	4 0.1%	1 0.1%	0 0.0%	0 0.0%	1 0.1%	1 0.5%	1 0.2%	0 0.0%	0 0.0%	0 0.0%	2 0.2%	0 0.0%
● 2	8 0.2%	2 0.1%	3 0.2%	0 0.0%	1 0.1%	0 0.0%	0 0.0%	0 0.0%	1 0.1%	1 0.3%	3 0.3%	1 0.3%
● 3	15 0.3%	8 0.6%	4 0.3%	1 0.3%	2 0.3%	1 0.5%	4 0.8%	3 1.3%	0 0.0%	0 0.0%	5 0.5%	3 0.9%
● 4	17 0.4%	10 0.7%	5 0.4%	2 0.6%	2 0.3%	1 0.5%	1 0.2%	0 0.0%	4 0.4%	3 0.9%	5 0.5%	4 1.2%
● 5	136 3.1%	57 4.0%	41 3.4%	13 4.2%	15 2.1%	6 2.9%	22 4.2%	12 5.4%	27 2.6%	15 4.5%	31 3.3%	11 3.3%
● 6	127 2.9%	51 3.6%	41 3.4%	7 2.3%	11 1.5%	7 3.3%	14 2.6%	10 4.5%	33 3.2%	15 4.5%	28 3.0%	12 3.6%
● 7	334 7.5%	137 9.7%	101 8.3%	31 10.0%	53 7.4%	22 10.5%	35 6.6%	16 7.1%	68 6.6%	27 8.1%	77 8.3%	41 12.3%
● 8	776 17.5%	271 19.2%	217 17.9%	66 21.3%	127 17.7%	35 16.7%	86 16.3%	41 18.3%	178 17.2%	63 18.8%	168 18.0%	66 19.8%
● 9	814 18.4%	289 20.5%	210 17.3%	56 18.1%	108 15.0%	37 17.6%	112 21.2%	55 24.6%	190 18.3%	67 20.0%	194 20.8%	74 22.2%
● Best health plan possible	2183 49.3%	579 41.0%	586 48.3%	133 42.9%	395 55.0%	99 47.1%	250 47.3%	85 37.9%	534 51.5%	142 42.4%	418 44.8%	120 36.0%
Total	4429 100.0%	1412 100.0%	1212 100.0%	310 100.0%	718 100.0%	210 100.0%	529 100.0%	224 100.0%	1037 100.0%	335 100.0%	933 100.0%	333 100.0%
Not Answered	123	21	33	5	26	3	11	4	27	4	26	5
Reporting Category	Ratings											
Achievement Score	85.2%	80.7%	83.6%	82.3%	87.7%	81.4%	84.7%	80.8%	87.0%	81.2%	83.6%	78.1%

○ Response scored as: ● Room for Improvement ● Achievement

Prescription Medications

Q55. In the last 6 months, did you get or refill any prescription medicines for your child?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Yes	1957 43.8%	1051 73.9%	481 39.2%	221 71.3%	294 40.6%	147 69.7%	272 51.4%	166 73.1%	467 44.9%	262 77.7%	443 46.8%	255 75.7%
No	2512 56.2%	371 26.1%	747 60.8%	89 28.7%	431 59.4%	64 30.3%	257 48.6%	61 26.9%	573 55.1%	75 22.3%	504 53.2%	82 24.3%
Total	4469 100.0%	1422 100.0%	1228 100.0%	310 100.0%	725 100.0%	211 100.0%	529 100.0%	227 100.0%	1040 100.0%	337 100.0%	947 100.0%	337 100.0%
Not Answered	83	11	17	5	19	2	11	1	24	2	12	1

Q56. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
● Never	23 1.2%	11 1.1%	5 1.0%	1 0.5%	2 0.7%	0 0.0%	5 1.9%	3 1.8%	5 1.1%	4 1.5%	6 1.4%	3 1.2%
● Sometimes	175 9.0%	89 8.5%	51 10.6%	22 10.0%	21 7.2%	9 6.1%	26 9.6%	16 9.7%	38 8.2%	19 7.3%	39 9.0%	23 9.1%
● Usually	421 21.7%	257 24.6%	118 24.6%	60 27.1%	63 21.5%	35 23.8%	52 19.3%	36 21.8%	96 20.7%	61 23.4%	92 21.3%	65 25.8%
● Always	1318 68.0%	689 65.9%	305 63.7%	138 62.4%	207 70.6%	103 70.1%	187 69.3%	110 66.7%	324 70.0%	177 67.8%	295 68.3%	161 63.9%
Total	1937 100.0%	1046 100.0%	479 100.0%	221 100.0%	293 100.0%	147 100.0%	270 100.0%	165 100.0%	463 100.0%	261 100.0%	432 100.0%	252 100.0%
Not Answered	20	5	2	0	1	0	2	1	4	1	11	3
Reporting Category	Single Items											
Achievement Score	89.8%	90.4%	88.3%	89.6%	92.2%	93.9%	88.5%	88.5%	90.7%	91.2%	89.6%	89.7%
Correlation with Satisfaction	0.329	0.326	0.250	0.220	0.213	0.168	0.505	0.482	0.308	0.336	0.380	0.348
Priority Rating	Low	Low	Low	Low	Low	Low	High	High	Low	Low	Low	Low

Q57. Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Yes	1211 63.8%	662 64.5%	305 64.6%	144 66.7%	187 65.4%	93 65.0%	166 62.9%	101 62.0%	279 62.3%	167 64.7%	274 64.2%	157 63.6%
No	686 36.2%	365 35.5%	167 35.4%	72 33.3%	99 34.6%	50 35.0%	98 37.1%	62 38.0%	169 37.7%	91 35.3%	153 35.8%	90 36.4%
Total	1897 100.0%	1027 100.0%	472 100.0%	216 100.0%	286 100.0%	143 100.0%	264 100.0%	163 100.0%	448 100.0%	258 100.0%	427 100.0%	247 100.0%
Not Answered	60	24	9	5	8	4	8	3	19	4	16	8
Reporting Category	Single Items											
Achievement Score	63.8%	64.5%	64.6%	66.7%	65.4%	65.0%	62.9%	62.0%	62.3%	64.7%	64.2%	63.6%
Correlation with Satisfaction	0.099	0.110	0.061	0.103	0.097	0.133	0.138	0.132	0.083	0.042	0.132	0.158
Priority Rating	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium

○ Response scored as: ● Room for Improvement ● Achievement

About Your Child and You

Q58. In general, how would you rate your child's overall health?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
● Excellent	1814 40.5%	292 20.5%	555 45.0%	66 21.2%	272 37.2%	48 22.5%	183 34.4%	43 19.1%	419 40.1%	60 17.9%	385 41.0%	75 22.3%
● Very Good	1556 34.7%	529 37.2%	406 33.0%	127 40.7%	238 32.6%	61 28.6%	220 41.4%	93 41.3%	367 35.1%	132 39.3%	325 34.6%	116 34.5%
● Good	896 20.0%	451 31.7%	222 18.0%	87 27.9%	175 23.9%	76 35.7%	104 19.5%	68 30.2%	217 20.7%	111 33.0%	178 19.0%	109 32.4%
● Fair	193 4.3%	133 9.4%	45 3.7%	28 9.0%	43 5.9%	25 11.7%	23 4.3%	19 8.4%	40 3.8%	30 8.9%	42 4.5%	31 9.2%
● Poor	20 0.4%	17 1.2%	4 0.3%	4 1.3%	3 0.4%	3 1.4%	2 0.4%	2 0.9%	3 0.3%	3 0.9%	8 0.9%	5 1.5%
Total	4479 100.0%	1422 100.0%	1232 100.0%	312 100.0%	731 100.0%	213 100.0%	532 100.0%	225 100.0%	1046 100.0%	336 100.0%	938 100.0%	336 100.0%
Not Answered	73	11	13	3	13	0	8	3	18	3	21	2
Reporting Category												
Single Items												
Achievement Score	75.2%	57.7%	78.0%	61.9%	69.8%	51.2%	75.8%	60.4%	75.1%	57.1%	75.7%	56.8%
Correlation with Satisfaction	0.138	0.086	0.148	0.029	0.100	0.069	0.105	0.027	0.159	0.136	0.168	0.142
Priority Rating	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium

Q59. In general, how would you rate your child's overall mental or emotional health?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
● Excellent	1883 42.3%	239 16.9%	580 47.7%	56 17.9%	294 40.6%	41 19.5%	189 35.5%	32 14.3%	429 41.0%	49 14.6%	391 41.9%	61 18.3%
● Very Good	1153 25.9%	295 20.8%	309 25.4%	74 23.6%	179 24.7%	35 16.7%	144 27.1%	40 17.9%	275 26.3%	80 23.9%	246 26.4%	66 19.8%
● Good	949 21.3%	503 35.5%	225 18.5%	105 33.5%	181 25.0%	81 38.6%	111 20.9%	74 33.0%	232 22.2%	115 34.3%	200 21.4%	128 38.3%
● Fair	372 8.4%	292 20.6%	86 7.1%	62 19.8%	59 8.1%	42 20.0%	62 11.7%	52 23.2%	91 8.7%	75 22.4%	74 7.9%	61 18.3%
● Poor	96 2.2%	87 6.1%	17 1.4%	16 5.1%	12 1.7%	11 5.2%	26 4.9%	26 11.6%	19 1.8%	16 4.8%	22 2.4%	18 5.4%
Total	4453 100.0%	1416 100.0%	1217 100.0%	313 100.0%	725 100.0%	210 100.0%	532 100.0%	224 100.0%	1046 100.0%	335 100.0%	933 100.0%	334 100.0%
Not Answered	99	17	28	2	19	3	8	4	18	4	26	4
Reporting Category												
Single Items												
Achievement Score	68.2%	37.7%	73.0%	41.5%	65.2%	36.2%	62.6%	32.1%	67.3%	38.5%	68.3%	38.0%
Correlation with Satisfaction	0.184	0.181	0.177	0.167	0.117	0.117	0.205	0.200	0.233	0.195	0.187	0.207
Priority Rating	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium

Q60. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Yes	1289 28.9%	1012 70.7%	288 23.6%	213 67.6%	199 27.3%	152 71.7%	189 35.4%	160 70.2%	311 29.8%	253 74.6%	302 32.3%	234 69.4%
No	3173 71.1%	419 29.3%	934 76.4%	102 32.4%	530 72.7%	60 28.3%	345 64.6%	68 29.8%	731 70.2%	86 25.4%	633 67.7%	103 30.6%
Total	4462 100.0%	1431 100.0%	1222 100.0%	315 100.0%	729 100.0%	212 100.0%	534 100.0%	228 100.0%	1042 100.0%	339 100.0%	935 100.0%	337 100.0%
Not Answered	90	2	23	0	15	1	6	0	22	0	24	1

○ Response scored as: ● Room for Improvement ● Achievement

About Your Child and You (continued)

Q61. Is this because of any medical, behavioral, or other health condition?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1090	86.2%	981	97.3%	237	83.5%	207	97.2%	161	83.4%	147	96.7%	164	88.6%	152	95.0%	271	88.0%	248	98.4%	257	87.4%	227	98.3%
No	174	13.8%	27	2.7%	47	16.5%	6	2.8%	32	16.6%	5	3.3%	21	11.4%	8	5.0%	37	12.0%	4	1.6%	37	12.6%	4	1.7%
Total	1264	100.0%	1008	100.0%	284	100.0%	213	100.0%	193	100.0%	152	100.0%	185	100.0%	160	100.0%	308	100.0%	252	100.0%	294	100.0%	231	100.0%
Not Answered	25		4		4		0		6		0		4		0		3		1		8		3	

Q62. Is this a condition that has lasted or is expected to last for at least 12 months?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	958	89.8%	958	98.1%	202	87.8%	202	98.1%	142	91.0%	142	97.9%	151	92.6%	151	99.3%	237	88.8%	237	96.0%	226	90.0%	226	99.6%
No	109	10.2%	19	1.9%	28	12.2%	4	1.9%	14	9.0%	3	2.1%	12	7.4%	1	0.7%	30	11.2%	10	4.0%	25	10.0%	1	0.4%
Total	1067	100.0%	977	100.0%	230	100.0%	206	100.0%	156	100.0%	145	100.0%	163	100.0%	152	100.0%	267	100.0%	247	100.0%	251	100.0%	227	100.0%
Not Answered	23		4		7		1		5		2		1		0		4		1		6		0	

Q63. Does your child need or use more medical care, mental health or educational services than is usual for most children of the same age?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	933	21.2%	820	58.9%	191	15.9%	163	53.4%	124	17.2%	111	53.4%	163	31.2%	148	67.0%	225	21.8%	195	59.5%	230	25.0%	203	61.3%
No	3467	78.8%	573	41.1%	1013	84.1%	142	46.6%	599	82.8%	97	46.6%	360	68.8%	73	33.0%	805	78.2%	133	40.5%	690	75.0%	128	38.7%
Total	4400	100.0%	1393	100.0%	1204	100.0%	305	100.0%	723	100.0%	208	100.0%	523	100.0%	221	100.0%	1030	100.0%	328	100.0%	920	100.0%	331	100.0%
Not Answered	152		40		41		10		21		5		17		7		34		11		39		7	

Q64. Is this because of any medical, behavioral, or other health condition?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	794	87.1%	770	95.5%	163	86.7%	156	96.3%	106	86.2%	104	93.7%	143	89.9%	140	96.6%	193	88.1%	184	96.8%	189	84.8%	186	93.9%
No	118	12.9%	36	4.5%	25	13.3%	6	3.7%	17	13.8%	7	6.3%	16	10.1%	5	3.4%	26	11.9%	6	3.2%	34	15.2%	12	6.1%
Total	912	100.0%	806	100.0%	188	100.0%	162	100.0%	123	100.0%	111	100.0%	159	100.0%	145	100.0%	219	100.0%	190	100.0%	223	100.0%	198	100.0%
Not Answered	21		14		3		1		1		0		4		3		6		5		7		5	

About Your Child and You (continued)

Q65. Is this a condition that has lasted or is expected to last for at least 12 months?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	748	95.7%	748	97.9%	154	96.9%	154	99.4%	99	95.2%	99	97.1%	136	96.5%	136	97.8%	179	94.2%	179	98.4%	180	95.7%	180	96.8%
No	34	4.3%	16	2.1%	5	3.1%	1	0.6%	5	4.8%	3	2.9%	5	3.5%	3	2.2%	11	5.8%	3	1.6%	8	4.3%	6	3.2%
Total	782	100.0%	764	100.0%	159	100.0%	155	100.0%	104	100.0%	102	100.0%	141	100.0%	139	100.0%	190	100.0%	182	100.0%	188	100.0%	186	100.0%
Not Answered	12		6		4		1		2		2		2		1		3		2		1		0	

Q66. Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	763	17.3%	573	40.7%	189	15.6%	130	41.8%	125	17.4%	86	41.1%	114	21.7%	99	44.2%	157	15.3%	121	36.6%	178	19.2%	137	41.1%
No	3648	82.7%	835	59.3%	1020	84.4%	181	58.2%	594	82.6%	123	58.9%	411	78.3%	125	55.8%	872	84.7%	210	63.4%	751	80.8%	196	58.9%
Total	4411	100.0%	1408	100.0%	1209	100.0%	311	100.0%	719	100.0%	209	100.0%	525	100.0%	224	100.0%	1029	100.0%	331	100.0%	929	100.0%	333	100.0%
Not Answered	141		25		36		4		25		4		15		4		35		8		30		5	

Q67. Is this because of any medical, behavioral, or other health condition?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	564	75.3%	543	95.4%	124	67.4%	120	94.5%	85	68.0%	83	96.5%	96	85.7%	93	93.9%	121	78.6%	115	95.8%	138	79.3%	132	96.4%
No	185	24.7%	26	4.6%	60	32.6%	7	5.5%	40	32.0%	3	3.5%	16	14.3%	6	6.1%	33	21.4%	5	4.2%	36	20.7%	5	3.6%
Total	749	100.0%	569	100.0%	184	100.0%	127	100.0%	125	100.0%	86	100.0%	112	100.0%	99	100.0%	154	100.0%	120	100.0%	174	100.0%	137	100.0%
Not Answered	14		4		5		3		0		0		2		0		3		1		4		0	

Q68. Is this a condition that has lasted or is expected to last for at least 12 months?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	536	96.1%	536	99.3%	119	97.5%	119	100.0%	81	95.3%	81	97.6%	92	95.8%	92	98.9%	113	95.0%	113	99.1%	131	96.3%	131	100.0%
No	22	3.9%	4	0.7%	3	2.5%	0	0.0%	4	4.7%	2	2.4%	4	4.2%	1	1.1%	6	5.0%	1	0.9%	5	3.7%	0	0.0%
Total	558	100.0%	540	100.0%	122	100.0%	119	100.0%	85	100.0%	83	100.0%	96	100.0%	93	100.0%	119	100.0%	114	100.0%	136	100.0%	131	100.0%
Not Answered	6		3		2		1		0		0		0		0		2		1		2		1	

About Your Child and You (continued)

Q69. Does your child need or get special therapy such as physical, occupational, or speech therapy?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	689	15.5%	527	37.2%	142	11.7%	106	34.0%	110	15.3%	81	38.9%	113	21.5%	93	41.3%	147	14.1%	107	31.8%	177	18.9%	140	41.8%
No	3743	84.5%	889	62.8%	1069	88.3%	206	66.0%	609	84.7%	127	61.1%	413	78.5%	132	58.7%	894	85.9%	229	68.2%	758	81.1%	195	58.2%
Total	4432	100.0%	1416	100.0%	1211	100.0%	312	100.0%	719	100.0%	208	100.0%	526	100.0%	225	100.0%	1041	100.0%	336	100.0%	935	100.0%	335	100.0%
Not Answered	120		17		34		3		25		5		14		3		23		3		24		3	

Q70. Is this because of any medical, behavioral, or other health condition?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	494	73.7%	466	90.1%	103	73.0%	98	92.5%	75	70.1%	72	92.3%	83	74.8%	79	85.9%	105	75.0%	95	92.2%	128	74.9%	122	88.4%
No	176	26.3%	51	9.9%	38	27.0%	8	7.5%	32	29.9%	6	7.7%	28	25.2%	13	14.1%	35	25.0%	8	7.8%	43	25.1%	16	11.6%
Total	670	100.0%	517	100.0%	141	100.0%	106	100.0%	107	100.0%	78	100.0%	111	100.0%	92	100.0%	140	100.0%	103	100.0%	171	100.0%	138	100.0%
Not Answered	19		10		1		0		3		3		2		1		7		4		6		2	

Q71. Is this a condition that has lasted or is expected to last for at least 12 months?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	448	93.1%	448	97.4%	94	94.0%	94	96.9%	70	94.6%	70	98.6%	76	93.8%	76	97.4%	92	90.2%	92	96.8%	116	93.5%	116	97.5%
No	33	6.9%	12	2.6%	6	6.0%	3	3.1%	4	5.4%	1	1.4%	5	6.2%	2	2.6%	10	9.8%	3	3.2%	8	6.5%	3	2.5%
Total	481	100.0%	460	100.0%	100	100.0%	97	100.0%	74	100.0%	71	100.0%	81	100.0%	78	100.0%	102	100.0%	95	100.0%	124	100.0%	119	100.0%
Not Answered	13		6		3		1		1		1		2		1		3		0		4		3	

Q72. Does your child have any kind of emotional, developmental, or behavioral problems for which he or she needs or gets treatment or counseling?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	879	19.9%	820	58.0%	180	15.0%	169	54.9%	133	18.5%	122	58.1%	159	30.1%	152	67.3%	204	19.7%	188	56.1%	203	22.0%	189	56.3%
No	3528	80.1%	595	42.0%	1024	85.0%	139	45.1%	586	81.5%	88	41.9%	369	69.9%	74	32.7%	829	80.3%	147	43.9%	720	78.0%	147	43.8%
Total	4407	100.0%	1415	100.0%	1204	100.0%	308	100.0%	719	100.0%	210	100.0%	528	100.0%	226	100.0%	1033	100.0%	335	100.0%	923	100.0%	336	100.0%
Not Answered	145		18		41		7		25		3		12		2		31		4		36		2	

About Your Child and You (continued)

Q73. Has this problem lasted or is it expected to last for at least 12 months?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Yes	790 92.7%	790 97.5%	165 94.3%	165 98.2%	121 92.4%	121 99.2%	147 94.8%	147 98.0%	177 89.8%	177 96.2%	180 92.8%	180 96.8%
No	62 7.3%	20 2.5%	10 5.7%	3 1.8%	10 7.6%	1 0.8%	8 5.2%	3 2.0%	20 10.2%	7 3.8%	14 7.2%	6 3.2%
Total	852 100.0%	810 100.0%	175 100.0%	168 100.0%	131 100.0%	122 100.0%	155 100.0%	150 100.0%	197 100.0%	184 100.0%	194 100.0%	186 100.0%
Not Answered	27	10	5	1	2	0	4	2	7	4	9	3

NQ74. What is your child's age?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Less than 1 year old	113 2.6%	11 0.8%	40 3.3%	NA -	13 1.8%	NA -	NA -	NA -	25 2.4%	NA -	27 2.9%	0 0.0%
1 to 2 years old	594 13.5%	73 5.2%	201 16.6%	19 6.1%	70 9.7%	NA -	80 15.4%	14 6.3%	110 10.6%	NA -	133 14.4%	23 7.0%
3 to 4 years old	570 12.9%	136 9.6%	178 14.7%	37 11.8%	77 10.7%	12 5.7%	67 12.9%	23 10.4%	132 12.7%	35 10.4%	116 12.6%	29 8.8%
5 to 7 years old	704 16.0%	194 13.7%	206 17.0%	43 13.7%	118 16.4%	30 14.2%	69 13.3%	30 13.5%	173 16.6%	43 12.8%	138 15.0%	48 14.5%
8 to 10 years old	661 15.0%	263 18.6%	148 12.2%	53 16.9%	141 19.6%	46 21.8%	87 16.7%	44 19.8%	166 15.9%	73 21.7%	119 12.9%	47 14.2%
11 to 13 years old	710 16.1%	291 20.6%	155 12.8%	59 18.8%	135 18.8%	45 21.3%	78 15.0%	36 16.2%	192 18.4%	70 20.8%	150 16.3%	81 24.5%
14 to 18 years old	1060 24.0%	445 31.5%	281 23.2%	95 30.4%	166 23.1%	70 33.2%	131 25.2%	74 33.3%	244 23.4%	104 30.9%	238 25.8%	102 30.9%
Total	4412 100.0%	1413 100.0%	1209 100.0%	313 100.0%	720 100.0%	211 100.0%	520 100.0%	222 100.0%	1042 100.0%	337 100.0%	921 100.0%	330 100.0%
Not Answered	140	20	36	2	24	2	20	6	22	2	38	8

Q75. Is your child male or female?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Male	2330 52.6%	797 56.2%	662 54.8%	181 58.2%	368 51.3%	125 60.1%	276 52.4%	119 52.4%	544 52.3%	193 57.4%	480 51.4%	179 53.4%
Female	2098 47.4%	620 43.8%	547 45.2%	130 41.8%	349 48.7%	83 39.9%	251 47.6%	108 47.6%	497 47.7%	143 42.6%	454 48.6%	156 46.6%
Total	4428 100.0%	1417 100.0%	1209 100.0%	311 100.0%	717 100.0%	208 100.0%	527 100.0%	227 100.0%	1041 100.0%	336 100.0%	934 100.0%	335 100.0%
Not Answered	124	16	36	4	27	5	13	1	23	3	25	3

Q76. Is your child of Hispanic or Latino origin or descent?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Yes, Hispanic or Latino	1592 36.6%	401 28.5%	385 32.5%	78 25.2%	383 54.4%	91 43.8%	225 42.8%	68 30.1%	364 35.5%	94 28.3%	235 25.9%	70 21.3%
No, Not Hispanic or Latino	2753 63.4%	1004 71.5%	800 67.5%	232 74.8%	321 45.6%	117 56.3%	301 57.2%	158 69.9%	660 64.5%	238 71.7%	671 74.1%	259 78.7%
Total	4345 100.0%	1405 100.0%	1185 100.0%	310 100.0%	704 100.0%	208 100.0%	526 100.0%	226 100.0%	1024 100.0%	332 100.0%	906 100.0%	329 100.0%
Not Answered	207	28	60	5	40	5	14	2	40	7	53	9

NA: Fewer than 11 responses

About Your Child and You (continued)

Q77.1. What is your child's race? Response: White.

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Yes	2878 100.0%	1078 100.0%	775 100.0%	241 100.0%	418 100.0%	143 100.0%	349 100.0%	166 100.0%	739 100.0%	272 100.0%	597 100.0%	256 100.0%
No	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total	2878 100.0%	1078 100.0%	775 100.0%	241 100.0%	418 100.0%	143 100.0%	349 100.0%	166 100.0%	739 100.0%	272 100.0%	597 100.0%	256 100.0%
Not Answered	1674	355	470	74	326	70	191	62	325	67	362	82

Q77.2. What is your child's race? Response: Black or African-American.

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Yes	468 100.0%	152 100.0%	137 100.0%	36 100.0%	59 100.0%	18 100.0%	47 100.0%	20 100.0%	104 100.0%	34 100.0%	121 100.0%	44 100.0%
No	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total	468 100.0%	152 100.0%	137 100.0%	36 100.0%	59 100.0%	18 100.0%	47 100.0%	20 100.0%	104 100.0%	34 100.0%	121 100.0%	44 100.0%
Not Answered	4084	1281	1108	279	685	195	493	208	960	305	838	294

Q77.3. What is your child's race? Response: Asian.

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Yes	496 100.0%	96 100.0%	156 100.0%	29 100.0%	69 100.0%	12 100.0%	36 100.0%	12 100.0%	88 100.0%	17 100.0%	147 100.0%	26 100.0%
No	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total	496 100.0%	96 100.0%	156 100.0%	29 100.0%	69 100.0%	12 100.0%	36 100.0%	12 100.0%	88 100.0%	17 100.0%	147 100.0%	26 100.0%
Not Answered	4056	1337	1089	286	675	201	504	216	976	322	812	312

Q77.4. What is your child's race? Response: Native Hawaiian or other Pacific Islander.

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Yes	171 100.0%	56 100.0%	50 100.0%	19 100.0%	18 100.0%	NA -	11 100.0%	NA -	40 100.0%	15 100.0%	52 100.0%	17 100.0%
No	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total	171 100.0%	56 100.0%	50 100.0%	19 100.0%	18 100.0%	NA -	11 100.0%	NA -	40 100.0%	15 100.0%	52 100.0%	17 100.0%
Not Answered	4381	1377	1195	296	726	212	529	224	1024	324	907	321

NA: Fewer than 11 responses

About Your Child and You (continued)

Q77.5. What is your child's race? Response: American Indian or Alaska Native.

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Yes	235 100.0%	97 100.0%	69 100.0%	19 100.0%	35 100.0%	16 100.0%	36 100.0%	20 100.0%	60 100.0%	28 100.0%	35 100.0%	14 100.0%
No	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total	235 100.0%	97 100.0%	69 100.0%	19 100.0%	35 100.0%	16 100.0%	36 100.0%	20 100.0%	60 100.0%	28 100.0%	35 100.0%	14 100.0%
Not Answered	4317	1336	1176	296	709	197	504	208	1004	311	924	324

Q77.6. What is your child's race? Response: Other.

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Yes	844 100.0%	236 100.0%	219 100.0%	48 100.0%	204 100.0%	64 100.0%	98 100.0%	28 100.0%	186 100.0%	51 100.0%	137 100.0%	45 100.0%
No	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total	844 100.0%	236 100.0%	219 100.0%	48 100.0%	204 100.0%	64 100.0%	98 100.0%	28 100.0%	186 100.0%	51 100.0%	137 100.0%	45 100.0%
Not Answered	3708	1197	1026	267	540	149	442	200	878	288	822	293

Q78. What is your age?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Under 18	166 3.8%	52 3.7%	35 2.9%	NA -	27 3.8%	NA -	28 5.5%	14 6.4%	22 2.1%	NA -	54 5.9%	19 5.8%
18 to 24	215 4.9%	31 2.2%	75 6.3%	14 4.5%	31 4.4%	NA -	23 4.5%	NA -	55 5.4%	NA -	31 3.4%	NA -
25 to 34	1261 28.9%	291 20.8%	384 32.0%	76 24.4%	191 27.0%	38 18.1%	116 22.7%	29 13.3%	295 28.8%	72 21.7%	275 29.8%	76 23.1%
35 to 44	1519 34.8%	498 35.6%	415 34.6%	105 33.8%	265 37.5%	76 36.2%	133 26.1%	48 22.0%	404 39.4%	149 44.9%	302 32.7%	120 36.5%
45 to 54	781 17.9%	303 21.6%	195 16.3%	66 21.2%	138 19.5%	57 27.1%	110 21.6%	56 25.7%	159 15.5%	51 15.4%	179 19.4%	73 22.2%
55 to 64	276 6.3%	139 9.9%	61 5.1%	22 7.1%	42 5.9%	25 11.9%	64 12.5%	44 20.2%	53 5.2%	24 7.2%	56 6.1%	24 7.3%
65 to 74	119 2.7%	68 4.9%	24 2.0%	13 4.2%	12 1.7%	NA -	31 6.1%	20 9.2%	30 2.9%	19 5.7%	22 2.4%	NA -
75 or older	28 0.6%	18 1.3%	NA -	NA -	NA -	0 0.0%	NA -	NA -	NA -	NA -	NA -	NA -
Total	4365 100.0%	1400 100.0%	1199 100.0%	311 100.0%	707 100.0%	210 100.0%	510 100.0%	218 100.0%	1026 100.0%	332 100.0%	923 100.0%	329 100.0%
Not Answered	187	33	46	4	37	3	30	10	38	7	36	9

Q79. Are you male or female?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Male	675 15.4%	184 13.1%	206 17.1%	44 14.0%	102 14.3%	36 17.1%	74 14.3%	35 15.8%	147 14.3%	39 11.7%	146 15.8%	30 9.1%
Female	3714 84.6%	1225 86.9%	998 82.9%	270 86.0%	612 85.7%	175 82.9%	442 85.7%	187 84.2%	883 85.7%	293 88.3%	779 84.2%	300 90.9%
Total	4389 100.0%	1409 100.0%	1204 100.0%	314 100.0%	714 100.0%	211 100.0%	516 100.0%	222 100.0%	1030 100.0%	332 100.0%	925 100.0%	330 100.0%
Not Answered	163	24	41	1	30	2	24	6	34	7	34	8

About Your Child and You (continued)

Q80. What is the highest grade or level of school that you have completed?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
8th grade or less	335 7.9%	83 6.0%	81 6.9%	14 4.6%	111 16.4%	28 14.0%	37 7.3%	13 5.9%	68 6.8%	17 5.2%	38 4.2%	11 3.4%
Some high school but did not graduate	381 8.9%	112 8.1%	103 8.8%	24 7.8%	91 13.5%	25 12.5%	48 9.4%	15 6.8%	84 8.4%	25 7.6%	55 6.1%	23 7.1%
High school graduate or GED	1268 29.8%	346 25.1%	360 30.8%	80 26.1%	217 32.1%	54 27.0%	152 29.8%	59 26.9%	321 32.3%	93 28.3%	218 24.0%	60 18.5%
Some college or 2-year degree	1481 34.8%	566 41.1%	421 36.0%	140 45.8%	162 24.0%	61 30.5%	172 33.7%	81 37.0%	363 36.5%	136 41.3%	363 39.9%	148 45.7%
4-year college graduate	489 11.5%	162 11.8%	133 11.4%	32 10.5%	55 8.1%	17 8.5%	52 10.2%	25 11.4%	97 9.7%	35 10.6%	152 16.7%	53 16.4%
More than 4-year college degree	304 7.1%	109 7.9%	71 6.1%	16 5.2%	39 5.8%	15 7.5%	49 9.6%	26 11.9%	62 6.2%	23 7.0%	83 9.1%	29 9.0%
Total	4258 100.0%	1378 100.0%	1169 100.0%	306 100.0%	675 100.0%	200 100.0%	510 100.0%	219 100.0%	995 100.0%	329 100.0%	909 100.0%	324 100.0%
Not Answered	294	55	76	9	69	13	30	9	69	10	50	14

Q81. How are you related to the child?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Mother or father	3976 91.8%	1171 85.5%	1102 92.8%	260 85.2%	664 94.1%	184 90.6%	409 81.5%	151 71.2%	932 92.2%	276 86.3%	869 94.0%	300 91.2%
Grandparent	212 4.9%	127 9.3%	49 4.1%	32 10.5%	27 3.8%	13 6.4%	45 9.0%	28 13.2%	50 4.9%	30 9.4%	41 4.4%	24 7.3%
Aunt or uncle	40 0.9%	19 1.4%	7 0.6%	1 0.3%	5 0.7%	1 0.5%	13 2.6%	9 4.2%	9 0.9%	6 1.9%	6 0.6%	2 0.6%
Older brother or sister	15 0.3%	3 0.2%	6 0.5%	2 0.7%	1 0.1%	0 0.0%	0 0.0%	0 0.0%	7 0.7%	1 0.3%	1 0.1%	0 0.0%
Other relative	4 0.1%	1 0.1%	2 0.2%	0 0.0%	0 0.0%	0 0.0%	1 0.2%	1 0.5%	1 0.1%	0 0.0%	0 0.0%	0 0.0%
Legal guardian	64 1.5%	38 2.8%	16 1.3%	9 3.0%	8 1.1%	4 2.0%	24 4.8%	16 7.5%	10 1.0%	6 1.9%	6 0.6%	3 0.9%
Someone else	19 0.4%	10 0.7%	5 0.4%	1 0.3%	1 0.1%	1 0.5%	10 2.0%	7 3.3%	2 0.2%	1 0.3%	1 0.1%	0 0.0%
Total	4330 100.0%	1369 100.0%	1187 100.0%	305 100.0%	706 100.0%	203 100.0%	502 100.0%	212 100.0%	1011 100.0%	320 100.0%	924 100.0%	329 100.0%
Not Answered	222	64	58	10	38	10	38	16	53	19	35	9

Q82. Did someone help you complete this survey?

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Yes	93 4.7%	24 3.4%	17 3.8%	4 3.1%	32 10.2%	5 5.2%	8 2.6%	3 2.1%	16 3.7%	6 3.9%	20 4.3%	6 3.4%
No	1879 95.3%	677 96.6%	435 96.2%	127 96.9%	282 89.8%	91 94.8%	301 97.4%	140 97.9%	421 96.3%	147 96.1%	440 95.7%	172 96.6%
Total	1972 100.0%	701 100.0%	452 100.0%	131 100.0%	314 100.0%	96 100.0%	309 100.0%	143 100.0%	437 100.0%	153 100.0%	460 100.0%	178 100.0%
Not Answered	2580	732	793	184	430	117	231	85	627	186	499	160

About Your Child and You (continued)

Q83.1. How did that person help you? Response: Read the questions to me.

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Yes	44 100.0%	15 100.0%	9 100.0%	3 100.0%	14 100.0%	3 100.0%	4 100.0%	2 100.0%	9 100.0%	5 100.0%	8 100.0%	2 100.0%
No	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total	44 100.0%	15 100.0%	9 100.0%	3 100.0%	14 100.0%	3 100.0%	4 100.0%	2 100.0%	9 100.0%	5 100.0%	8 100.0%	2 100.0%
Not Answered	49	9	8	1	18	2	4	1	7	1	12	4

Q83.2. How did that person help you? Response: Wrote down the answers I gave.

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Yes	25 100.0%	7 100.0%	4 100.0%	1 100.0%	10 100.0%	1 100.0%	2 100.0%	1 100.0%	4 100.0%	3 100.0%	5 100.0%	1 100.0%
No	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total	25 100.0%	7 100.0%	4 100.0%	1 100.0%	10 100.0%	1 100.0%	2 100.0%	1 100.0%	4 100.0%	3 100.0%	5 100.0%	1 100.0%
Not Answered	68	17	13	3	22	4	6	2	12	3	15	5

Q83.3. How did that person help you? Response: Answered the questions for me.

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Yes	20 100.0%	2 100.0%	3 100.0%	0	5 100.0%	0	0	0	4 100.0%	0	8 100.0%	2 100.0%
No	0 0.0%	0 0.0%	0 0.0%	0	0 0.0%	0	0	0	0 0.0%	0	0 0.0%	0 0.0%
Total	20 100.0%	2 100.0%	3 100.0%	0	5 100.0%	0	0	0	4 100.0%	0	8 100.0%	2 100.0%
Not Answered	73	22	14	4	27	5	8	3	12	6	12	4

Q83.4. How did that person help you? Response: Translated the questions into my language.

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Yes	42 100.0%	4 100.0%	3 100.0%	0	26 100.0%	3 100.0%	2 100.0%	0	1 100.0%	0	10 100.0%	1 100.0%
No	0 0.0%	0 0.0%	0 0.0%	0	0 0.0%	0 0.0%	0 0.0%	0	0 0.0%	0	0 0.0%	0 0.0%
Total	42 100.0%	4 100.0%	3 100.0%	0	26 100.0%	3 100.0%	2 100.0%	0	1 100.0%	0	10 100.0%	1 100.0%
Not Answered	51	20	14	4	6	2	6	3	15	6	10	5

About Your Child and You (continued)

Q83.5. How did that person help you? Response: Helped in some other way.

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Yes	9 100.0%	3 100.0%	3 100.0%	0	1 100.0%	0	0	0	2 100.0%	1 100.0%	3 100.0%	2 100.0%
No	0 0.0%	0 0.0%	0 0.0%	0	0 0.0%	0	0	0	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total	9 100.0%	3 100.0%	3 100.0%	0	1 100.0%	0	0	0	2 100.0%	1 100.0%	3 100.0%	2 100.0%
Not Answered	84	21	14	4	31	5	8	3	14	5	17	4

Additional Questions

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

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Yes	1462 34.0%	744 53.8%	392 33.0%	163 52.2%	202 29.5%	102 51.0%	194 37.9%	114 51.6%	334 33.7%	184 57.7%	340 37.0%	181 54.7%
No	2832 66.0%	639 46.2%	796 67.0%	149 47.8%	482 70.5%	98 49.0%	318 62.1%	107 48.4%	658 66.3%	135 42.3%	578 63.0%	150 45.3%
Total	4294 100.0%	1383 100.0%	1188 100.0%	312 100.0%	684 100.0%	200 100.0%	512 100.0%	221 100.0%	992 100.0%	319 100.0%	918 100.0%	331 100.0%
Not Answered	258	50	57	3	60	13	28	7	72	20	41	7

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

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Yes	557 12.9%	451 32.6%	116 9.7%	94 30.1%	79 11.5%	61 30.5%	95 18.6%	83 37.6%	127 12.8%	105 33.0%	140 15.2%	108 32.6%
No	3748 87.1%	931 67.4%	1078 90.3%	218 69.9%	606 88.5%	139 69.5%	417 81.4%	138 62.4%	866 87.2%	213 67.0%	781 84.8%	223 67.4%
Total	4305 100.0%	1382 100.0%	1194 100.0%	312 100.0%	685 100.0%	200 100.0%	512 100.0%	221 100.0%	993 100.0%	318 100.0%	921 100.0%	331 100.0%
Not Answered	247	51	51	3	59	13	28	7	71	21	38	7

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

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
Yes	587 54.2%	375 66.5%	96 85.0%	77 84.6%	233 37.8%	95 52.2%	65 69.9%	55 67.1%	88 71.0%	71 68.9%	105 76.1%	77 72.6%
No	497 45.8%	189 33.5%	17 15.0%	14 15.4%	383 62.2%	87 47.8%	28 30.1%	27 32.9%	36 29.0%	32 31.1%	33 23.9%	29 27.4%
Total	1084 100.0%	564 100.0%	113 100.0%	91 100.0%	616 100.0%	182 100.0%	93 100.0%	82 100.0%	124 100.0%	103 100.0%	138 100.0%	106 100.0%
Not Answered	138	39	3	3	128	31	2	1	3	2	2	2

Additional Questions (continued)

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

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	395	11.7%	313	27.9%	89	7.4%	70	22.6%	68	10.0%	48	24.2%	86	16.9%	76	34.5%	57	65.5%	49	70.0%	95	10.4%	70	21.5%
No	2990	88.3%	810	72.1%	1106	92.6%	240	77.4%	610	90.0%	150	75.8%	423	83.1%	144	65.5%	30	34.5%	21	30.0%	821	89.6%	255	78.5%
Total	3385	100.0%	1123	100.0%	1195	100.0%	310	100.0%	678	100.0%	198	100.0%	509	100.0%	220	100.0%	87	100.0%	70	100.0%	916	100.0%	325	100.0%
Not Answered	191		42		50		5		66		15		31		8		1		1		43		13	

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

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	220	24.7%	73	16.9%	14	15.9%	10	14.5%	179	31.2%	42	24.3%	13	15.5%	11	14.9%	1	1.8%	1	2.0%	13	14.8%	9	13.6%
● Sometimes	110	12.3%	58	13.5%	17	19.3%	13	18.8%	63	11.0%	18	10.4%	14	16.7%	13	17.6%	8	14.0%	8	16.3%	8	9.1%	6	9.1%
● Usually	166	18.6%	91	21.1%	19	21.6%	17	24.6%	99	17.2%	32	18.5%	21	25.0%	20	27.0%	6	10.5%	6	12.2%	21	23.9%	16	24.2%
● Always	395	44.3%	209	48.5%	38	43.2%	29	42.0%	233	40.6%	81	46.8%	36	42.9%	30	40.5%	42	73.7%	34	69.4%	46	52.3%	35	53.0%
Total	891	100.0%	431	100.0%	88	100.0%	69	100.0%	574	100.0%	173	100.0%	84	100.0%	74	100.0%	57	100.0%	49	100.0%	88	100.0%	66	100.0%
Not Answered	180		47		1		1		170		40		2		2		0		0		7		4	
Reporting Category													Supplemental Items											
Achievement Score	63.0%		69.6%		64.8%		66.7%		57.8%		65.3%		67.9%		67.6%		84.2%		81.6%		76.1%		77.3%	
Correlation with Satisfaction	0.131		0.247		0.260		0.237		0.109		0.225		0.316		0.395		0.228		0.237		0.220		0.178	
Priority Rating	Medium		Medium		Medium		Medium		Medium		Medium		Medium		Medium		Low		Low		Medium		Medium	

○ Response scored as: ● Room for Improvement ● Achievement

Additional Questions (continued)

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

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
● Worst treatment or counseling possible	51 6.3%	24 5.8%	7 8.4%	5 7.6%	32 6.3%	9 5.3%	7 8.9%	7 10.1%	0 0.0%	0 0.0%	5 5.9%	3 4.8%
● 1	6 0.7%	4 1.0%	1 1.2%	1 1.5%	1 0.2%	0 0.0%	2 2.5%	1 1.4%	0 0.0%	0 0.0%	2 2.4%	2 3.2%
● 2	8 1.0%	7 1.7%	2 2.4%	2 3.0%	2 0.4%	1 0.6%	1 1.3%	1 1.4%	1 1.8%	1 2.0%	2 2.4%	2 3.2%
● 3	4 0.5%	2 0.5%	0 0.0%	0 0.0%	2 0.4%	0 0.0%	2 2.5%	2 2.9%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
● 4	10 1.2%	8 1.9%	1 1.2%	1 1.5%	4 0.8%	3 1.8%	3 3.8%	3 4.3%	1 1.8%	1 2.0%	1 1.2%	0 0.0%
● 5	52 6.4%	25 6.0%	6 7.2%	5 7.6%	34 6.7%	10 5.9%	5 6.3%	4 5.8%	4 7.0%	3 6.1%	3 3.5%	3 4.8%
● 6	28 3.4%	18 4.3%	2 2.4%	2 3.0%	13 2.6%	4 2.4%	6 7.6%	6 8.7%	0 0.0%	0 0.0%	7 8.2%	6 9.5%
● 7	51 6.3%	32 7.7%	7 8.4%	6 9.1%	26 5.1%	11 6.5%	8 10.1%	7 10.1%	4 7.0%	4 8.2%	6 7.1%	4 6.3%
● 8	130 16.0%	80 19.2%	13 15.7%	12 18.2%	79 15.5%	34 20.0%	11 13.9%	11 15.9%	10 17.5%	9 18.4%	17 20.0%	14 22.2%
● 9	137 16.9%	75 18.0%	15 18.1%	10 15.2%	77 15.1%	26 15.3%	13 16.5%	9 13.0%	14 24.6%	14 28.6%	18 21.2%	16 25.4%
● Best treatment or counseling possible	336 41.3%	142 34.1%	29 34.9%	22 33.3%	239 47.0%	72 42.4%	21 26.6%	18 26.1%	23 40.4%	17 34.7%	24 28.2%	13 20.6%
Total	813 100.0%	417 100.0%	83 100.0%	66 100.0%	509 100.0%	170 100.0%	79 100.0%	69 100.0%	57 100.0%	49 100.0%	85 100.0%	63 100.0%
Not Answered	258	61	6	4	235	43	7	7	0	0	10	7
Reporting Category	Supplemental Items											
Achievement Score	74.2%	71.2%	68.7%	66.7%	77.6%	77.6%	57.0%	55.1%	82.5%	81.6%	69.4%	68.3%
Correlation with Satisfaction	0.355	0.396	0.313	0.298	0.387	0.494	0.271	0.344	0.344	0.322	0.248	0.309
Priority Rating	Medium	Medium	Medium	Medium	Medium	Top	Medium	Medium	Low	Low	Medium	Medium

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

	Apple Health General N %	Apple Health CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCW General N %	CCW CCC N %	MHW General N %	MHW CCC N %	UHC General N %	UHC CCC N %
● Never	202 29.5%	52 12.1%	5 4.5%	5 5.5%	128 57.7%	20 26.0%	56 34.8%	19 17.8%	3 5.6%	2 4.3%	10 7.4%	6 5.6%
● Sometimes	71 10.4%	47 11.0%	17 15.2%	10 11.0%	17 7.7%	5 6.5%	17 10.6%	16 15.0%	5 9.3%	4 8.5%	15 11.0%	12 11.2%
● Usually	84 12.3%	72 16.8%	21 18.8%	20 22.0%	18 8.1%	15 19.5%	24 14.9%	20 18.7%	6 11.1%	5 10.6%	15 11.0%	12 11.2%
● Always	328 47.9%	258 60.1%	69 61.6%	56 61.5%	59 26.6%	37 48.1%	64 39.8%	52 48.6%	40 74.1%	36 76.6%	96 70.6%	77 72.0%
No use of mental health care in the last 6 months	755	224	2	1	418	115	334	108	0	0	1	0
Total	685 100.0%	429 100.0%	112 100.0%	91 100.0%	222 100.0%	77 100.0%	161 100.0%	107 100.0%	54 100.0%	47 100.0%	136 100.0%	107 100.0%
Not Answered	157	39	2	2	104	21	45	13	3	2	3	1
Reporting Category	Supplemental Items											
Achievement Score	60.1%	76.9%	80.4%	83.5%	34.7%	67.5%	54.7%	67.3%	85.2%	87.2%	81.6%	83.2%
Correlation with Satisfaction	-0.073	0.062	0.069	0.067	-0.141	-0.073	0.059	0.241	-0.023	-0.124	-0.071	0.002
Priority Rating	Medium	Medium	Low	Low	Medium	Medium	Medium	Medium	Low	Low	Low	Low

○ Response scored as: ● Room for Improvement ● Achievement

Sample Disposition

	Apple Health Overall
Total mailing - sent	22,063
*First mailing - usable survey returned	1,226
*Second mailing - usable survey returned	768
*Phone - usable surveys	2,529
*Internet - usable surveys	29
Total - usable surveys	4,552
†Ineligible: According to population criteria‡	146
†Ineligible: Language barrier	359
†Ineligible: Deceased	4
Bad address and/or bad phone number	2,491
Refusal	767
Incomplete survey - mail or phone	440
Nonresponse - Unavailable by mail or phone	13,304
Response Rate	21.12%

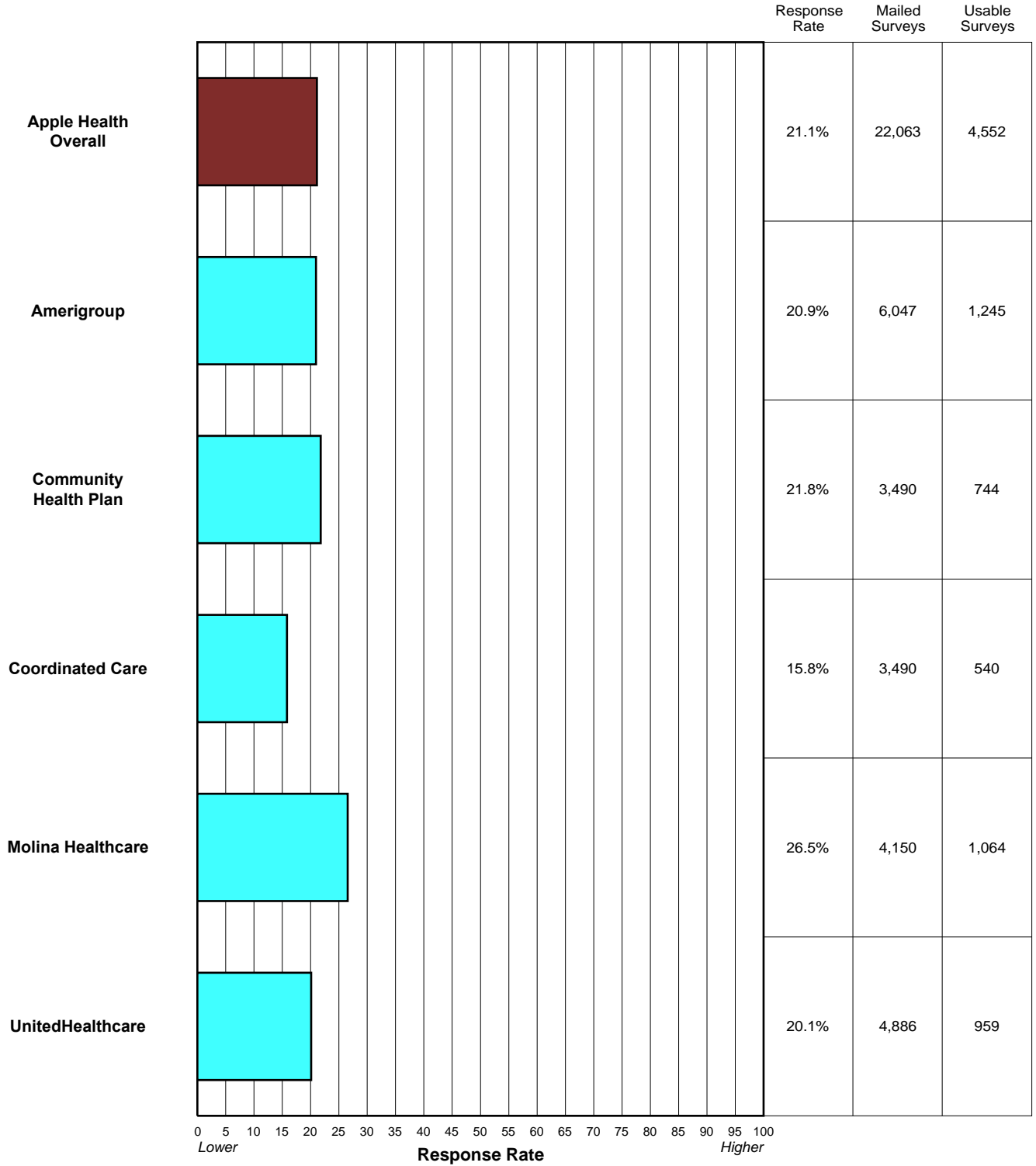
*Included in response rate numerator

†Excluded from response rate denominator

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

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

Response Rates Variation Across Health Plans



■ Apple Health Overall
 ■ Health Plans



An Anthem Company

SURVEY INSTRUCTIONS

- ◆ Answer each question by marking the box to the left of your answer.
- ◆ You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

Yes → *If Yes, Go to Question 1*
 No

Personally identifiable information will not be made public and will only be released in accordance with federal laws and regulations. You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get. You may notice a number on the back of this survey. This number is ONLY used to let us know if you returned your survey so we don't have to send you reminders. If you want to know more about this study, please call 1-888-797-3605, ext. 4190.

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

1. Our records show that your child is now in Amerigroup Washington. Is that right?

Yes → *If Yes, Go to Question 3*
 No

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

YOUR CHILD'S HEALTH CARE IN THE LAST 6 MONTHS

These questions ask about your child's health care. Do not include care your child got when he or she stayed overnight in a hospital. Do not include the times your child went for dental care visits.

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

Yes
 No → *If No, Go to Question 5*

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

- Never
- Sometimes
- Usually
- Always

5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctor's office or clinic?

- Yes
- No → *If No, Go to Question 7*

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

- Never
- Sometimes
- Usually
- Always

7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?

- None → *If None, Go to Question 16*
- 1 time
- 2
- 3
- 4
- 5 to 9
- 10 or more times

8. In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?

- Yes
- No

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

- Never
- Sometimes
- Usually
- Always



10. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?

Yes

No → *If No, Go to Question 14*

11. Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?

Yes

No

12. Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?

Yes

No

13. When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?

Yes

No

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

0 Worst health care possible

1

2

3

4

5

6

7

8

9

10 Best health care possible

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

Never

Sometimes

Usually

Always

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

Yes

No → *If No, Go to Question 19*

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

Yes

No → *If No, Go to Question 19*

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

Yes

No

SPECIALIZED SERVICES

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

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

Yes

No → *If No, Go to Question 22*

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

Never

Sometimes

Usually

Always

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

Yes

No

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

Yes

No → *If No, Go to Question 25*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

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

- Yes
- No → *If No, Go to Question 28*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

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

- Yes
- No → *If No, Go to Question 30*

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

- Yes
- No

YOUR CHILD'S PERSONAL DOCTOR

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

- Yes
- No → *If No, Go to Question 45*

31. In the last 6 months, how many times did your child visit his or her personal doctor for care?

- None → *If None, Go to Question 41*
- 1 time
- 2
- 3
- 4
- 5 to 9
- 10 or more times

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *If No, Go to Question 37*

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

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

- Yes
- No → *If No, Go to Question 41*

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

- Never
- Sometimes
- Usually
- Always

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

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

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

- Yes
- No → *If No, Go to Question 45*

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

- Yes
- No

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

- Yes
- No

GETTING HEALTH CARE FROM SPECIALISTS

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

45. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care.

In the last 6 months, did you make any appointments for your child to see a specialist?

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

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

- Never
- Sometimes
- Usually
- Always

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

- None → *If None, Go to Question 49*
- 1 specialist
- 2
- 3
- 4
- 5 or more specialists

48. We want to know your rating of the specialist your child saw most often in the last 6 months.

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

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

YOUR CHILD'S HEALTH PLAN

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

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

- Yes
- No → *If No, Go to Question 52*

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *If No, Go to Question 54*

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

- Never
- Sometimes
- Usually
- Always

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

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

PRESCRIPTION MEDICINES

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

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

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

ABOUT YOUR CHILD AND YOU

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

- Excellent
- Very good
- Good
- Fair
- Poor

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

- Excellent
- Very good
- Good
- Fair
- Poor

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

- Yes
- No → *If No, Go to Question 63*

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

- Yes
- No → *If No, Go to Question 63*

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

- Yes
- No

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

- Yes
- No → *If No, Go to Question 66*

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

- Yes
- No → *If No, Go to Question 66*

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

- Yes
- No

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

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

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

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

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

- Yes
- No

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

- Yes
- No → *If No, Go to Question 72*

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

- Yes
- No → *If No, Go to Question 72*

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

- Yes
- No

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

- Yes
- No → *If No, Go to Question 74*

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

- Yes
- No

74. What is your child's age?

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

75. Is your child male or female?

- Male
- Female

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

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

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

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

78. What is your age?

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

79. Are you male or female?

- Male
- Female

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

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

81. How are you related to the child?

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

82. Did someone help you complete this survey?

- Yes → *If Yes, Go to Question 83*
- No → *If No, Go to Question 84*

**83. How did that person help you?
Mark one or more.**

- Read the questions to me
- Wrote down the answers I gave
- Answered the questions for me
- Translated the questions into my language
- Helped in some other way

ADDITIONAL QUESTIONS

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

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

- Yes
- No

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

- Yes
- No → *If No, Go to Question 88*

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

- Yes
- No

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

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

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

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

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

- Never
- Sometimes
- Usually
- Always

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

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

Thank You

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

**If you have any questions,
please call 1-888-797-3605, ext. 4190.**





SURVEY INSTRUCTIONS

- Answer each question by marking the box to the left of your answer.
- You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:
 - Yes → If Yes, Go to Question 1
 - No

Personally identifiable information will not be made public and will only be released in accordance with federal laws and regulations.

You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get. You may notice a number on the cover of this survey. This number is ONLY used to let us know if you returned your survey so we don't have to send you reminders.

If you want to know more about this study, please call 1-877-476-7538.

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

1. Our records show that your child is now in

Community Health Plan of Washington.

Is that right?

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

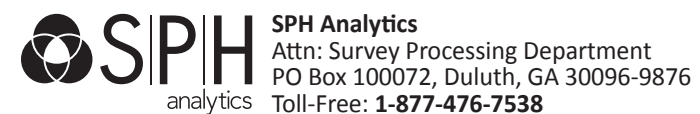
2. What is the name of your child's health plan? (please print)

YOUR CHILD'S HEALTH CARE IN THE LAST 6 MONTHS

These questions ask about your child's health care. Do **not** include care your child got when he or she stayed overnight in a hospital. Do **not** include the times your child went for dental care visits.

- In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?
 - 1 Yes
 - 2 No → If No, Go to Question 5
- In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?
 - 1 Never
 - 2 Sometimes
 - 3 Usually
 - 4 Always
- In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctor's office or clinic?
 - 1 Yes
 - 2 No → If No, Go to Question 7
- In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?
 - 1 Never
 - 2 Sometimes
 - 3 Usually
 - 4 Always
- In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?
 - 1 None → If None, Go to Question 16
 - 2 1 time
 - 3 2
 - 4 3
 - 5 4
 - 6 5 to 9
 - 7 10 or more times

THANK YOU. Please return the completed survey in the postage-paid envelope.



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8. In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?

- 1 Yes
 2 No

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

- 1 Never
 2 Sometimes
 3 Usually
 4 Always

10. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?

- 1 Yes
 2 No -> If No, Go to Question 14

11. Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?

- 1 Yes
 2 No

12. Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?

- 1 Yes
 2 No

13. When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?

- 1 Yes
 2 No

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

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

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

- 1 Never
 2 Sometimes
 3 Usually
 4 Always

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

- 1 Yes
 2 No -> If No, Go to Question 19

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

- 1 Yes
 2 No -> If No, Go to Question 19

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

- 1 Yes
 2 No

SPECIALIZED SERVICES

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

- 1 Yes
 2 No -> If No, Go to Question 22

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

- 1 Never
 2 Sometimes
 3 Usually
 4 Always

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

- 1 Yes
 2 No

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

- 1 Yes
 2 No -> If No, Go to Question 25

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

- 1 Never
 2 Sometimes
 3 Usually
 4 Always

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

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

91. In the last 6 months, how often has your child been treated differently at your child's personal doctor's office because of your child's race, culture or economic status?

- 1 Never
 2 Sometimes
 3 Usually
 4 Always

92. In the last 6 months, how many days did you usually have to wait between making an initial appointment for your child with a specialist and actually seeing the specialist for a non-urgent problem or health condition? For example: making an appointment to see an Ear, Nose, and Throat specialist for a chronic ear infection.

- 1 Same day
 2 1-2 days
 3 3-7 days
 4 8-14 days
 5 15-30 days
 6 More than 30 days
 7 My child did not need an appointment with a specialist for a non-urgent problem or health condition in the last 6 months

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

- ₁ Yes
₂ No

74. What is your child's age?

₀₀ Less than 1 year old

YEARS OLD (write in)

75. Is your child male or female?

- ₁ Male
₂ Female

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

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

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

- _A White
_B Black or African-American
_C Asian
_D Native Hawaiian or other Pacific Islander
_E American Indian or Alaska Native
_F Other

78. What is your age?

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

79. Are you male or female?

- ₁ Male
₂ Female

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

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

81. How are you related to the child?

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

82. Did someone help you complete this survey?

- ₁ Yes → If Yes, Go to Question 83
₂ No → If No, Go to Question 84

83. How did that person help you? Mark one or more.

- _A Read the questions to me
_B Wrote down the answers I gave
_C Answered the questions for me
_D Translated the questions into my language
_E Helped in some other way

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

- ₁ Yes
₂ No

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

- ₁ Yes
₂ No

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

- ₁ Yes
₂ No

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

- ₁ Yes
₂ No

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

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

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

- ₁ Never
₂ Sometimes
₃ Usually
₄ Always

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

- ₁ Yes
₂ No

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

- ₁ Yes
₂ No → If No, Go to Question 28

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

- ₁ Never
₂ Sometimes
₃ Usually
₄ Always

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

- ₁ Yes
₂ No

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

- ₁ Yes
₂ No → If No, Go to Question 30

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

- ₁ Yes
₂ No

YOUR CHILD'S PERSONAL DOCTOR

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

- ₁ Yes
₂ No → If No, Go to Question 45

31. In the last 6 months, how many times did your child visit his or her personal doctor for care?

- ₁ None → If None, Go to Question 41
₂ 1 time
₃ 2
₄ 3
₅ 4
₆ 5 to 9
₇ 10 or more times

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

- ₁ Never
₂ Sometimes
₃ Usually
₄ Always

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

- ₁ Never
₂ Sometimes
₃ Usually
₄ Always

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

- ₁ Never
₂ Sometimes
₃ Usually
₄ Always

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

- ₁ Yes
₂ No → If No, Go to Question 37

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

- ₁ Never
₂ Sometimes
₃ Usually
₄ Always

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

- ₁ Never
₂ Sometimes
₃ Usually
₄ Always

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

- ₁ Yes
₂ No

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

- ₁ Yes
₂ No → If No, Go to Question 41

40. In the last 6 months, how often did your child's personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?
- ₁ Never
₂ Sometimes
₃ Usually
₄ Always

41. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?
- | | | | | | | | | | | | |
|--------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------|
| Worst personal doctor possible | | | | | | | | | | | Best personal doctor possible |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

42. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?
- ₁ Yes
₂ No → If No, Go to Question 45

43. Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?
- ₁ Yes
₂ No

44. Does your child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your family's day-to-day life?
- ₁ Yes
₂ No

GETTING HEALTH CARE FROM SPECIALISTS

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

45. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments for your child to see a specialist?
- ₁ Yes
₂ No → If No, Go to Question 49
46. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?
- ₁ Never
₂ Sometimes
₃ Usually
₄ Always

47. How many specialists has your child seen in the last 6 months?
- ₁ None → If None, Go to Question 49
₂ 1 specialist
₃ 2
₄ 3
₅ 4
₆ 5 or more specialists

48. We want to know your rating of the specialist your child saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?
- | | | | | | | | | | | | |
|---------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Worst specialist possible | | | | | | | | | | | Best specialist possible |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

YOUR CHILD'S HEALTH PLAN

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

49. In the last 6 months, did you get information or help from customer service at your child's health plan?
- ₁ Yes
₂ No → If No, Go to Question 52
50. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?
- ₁ Never
₂ Sometimes
₃ Usually
₄ Always
51. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?
- ₁ Never
₂ Sometimes
₃ Usually
₄ Always
52. In the last 6 months, did your child's health plan give you any forms to fill out?
- ₁ Yes
₂ No → If No, Go to Question 54
53. In the last 6 months, how often were the forms from your child's health plan easy to fill out?
- ₁ Never
₂ Sometimes
₃ Usually
₄ Always

54. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?
- | | | | | | | | | | | | |
|----------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|---------------------------|
| Worst health plan possible | | | | | | | | | | | Best health plan possible |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

PRESCRIPTION MEDICINES

55. In the last 6 months, did you get or refill any prescription medicines for your child?
- ₁ Yes
₂ No → If No, Go to Question 58
56. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?
- ₁ Never
₂ Sometimes
₃ Usually
₄ Always
57. Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?
- ₁ Yes
₂ No

ABOUT YOUR CHILD AND YOU

58. In general, how would you rate your child's overall health?
- ₁ Excellent
₂ Very Good
₃ Good
₄ Fair
₅ Poor
59. In general, how would you rate your child's overall mental or emotional health?
- ₁ Excellent
₂ Very Good
₃ Good
₄ Fair
₅ Poor
60. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?
- ₁ Yes
₂ No → If No, Go to Question 63
61. Is this because of any medical, behavioral, or other health condition?
- ₁ Yes
₂ No → If No, Go to Question 63

62. Is this a condition that has lasted or is expected to last for at least 12 months?
- ₁ Yes
₂ No
63. Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?
- ₁ Yes
₂ No → If No, Go to Question 66
64. Is this because of any medical, behavioral, or other health condition?
- ₁ Yes
₂ No → If No, Go to Question 66
65. Is this a condition that has lasted or is expected to last for at least 12 months?
- ₁ Yes
₂ No
66. Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?
- ₁ Yes
₂ No → If No, Go to Question 69
67. Is this because of any medical, behavioral, or other health condition?
- ₁ Yes
₂ No → If No, Go to Question 69
68. Is this a condition that has lasted or is expected to last for at least 12 months?
- ₁ Yes
₂ No
69. Does your child need or get special therapy such as physical, occupational, or speech therapy?
- ₁ Yes
₂ No → If No, Go to Question 72
70. Is this because of any medical, behavioral, or other health condition?
- ₁ Yes
₂ No → If No, Go to Question 72
71. Is this a condition that has lasted or is expected to last for at least 12 months?
- ₁ Yes
₂ No
72. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?
- ₁ Yes
₂ No → If No, Go to Question 74

SURVEY INSTRUCTIONS

- Answer each question by marking in the box to the left of your answer.
- You are sometimes told to skip over some questions in this survey. When this happens you will see a note that tells you what question to answer next, like this: Yes.....Go to Question 1

Personally identifiable information will not be made public and will only be released in accordance with Federal laws and regulations. You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get. You may notice a number on the cover of this survey. This number is ONLY used to let us know if you returned your survey so we don't have to send you reminders. If you want to know more about this study, please call 1-888-707-7601.

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

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

- 1 Yes.....Go to Question 3
 2 NoGo to Question 2

2. What is the name of your child's health plan?

(Please print) _____

YOUR CHILD'S HEALTH CARE IN THE LAST 6 MONTHS

These questions ask about your child's health care. Do not include care your child got when he or she stayed overnight in a hospital. Do not include the times your child went for dental care visits.

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

- 1 YesGo to Question 4
 2 NoGo to Question 5

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

- 1 Never
 2 Sometimes
 3 Usually
 4 Always

5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctor's office or clinic?

- 1 Yes.....Go to Question 6
 2 NoGo to Question 7

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

- 1 Never
 2 Sometimes
 3 Usually
 4 Always

7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?

- 0 NoneGo to Question 16
 1 1 timeGo to Question 8
 2 2.....Go to Question 8
 3 3.....Go to Question 8
 4 4.....Go to Question 8
 5 5 to 9.....Go to Question 8
 6 10 or more times....Go to Question 8

8. In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?

- 1 Yes
 2 No

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

- 1 Never
 2 Sometimes
 3 Usually
 4 Always

10. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?

- 1 Yes..... Go to Question 11
- 2 No Go to Question 14

11. Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?

- 1 Yes
- 2 No

12. Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?

- 1 Yes
- 2 No

13. When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?

- 1 Yes
- 2 No

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

Worst health care possible											Best health care possible		
0	1	2	3	4	5	6	7	8	9	10			
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
00	01	02	03	04	05	06	07	08	09	10			

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

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

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

- 1 Yes..... Go to Question 17
- 2 No Go to Question 19

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

- 1 Yes..... Go to Question 18
- 2 No Go to Question 19

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

- 1 Yes
- 2 No

SPECIALIZED SERVICES

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

- 1 Yes..... Go to Question 20
- 2 No Go to Question 22

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

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

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

- 1 Yes
- 2 No

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

- 1 Yes..... Go to Question 23
- 2 No Go to Question 25

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

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

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

- 1 Yes
- 2 No

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

- 1 Yes..... Go to Question 26
- 2 No Go to Question 28

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

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

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

- 1 Yes
- 2 No

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

- 1 Yes.....Go to Question 29
- 2 NoGo to Question 30

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

- 1 Yes
- 2 No

YOUR CHILD'S PERSONAL DOCTOR

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

- 1 Yes.....Go to Question 31
- 2 NoGo to Question 45

31. In the last 6 months, how many times did your child visit his or her personal doctor for care?

- 0 NoneGo to Question 41
- 1 1 timeGo to Question 32
- 2 2.....Go to Question 32
- 3 3.....Go to Question 32
- 4 4.....Go to Question 32
- 5 5 to 9.....Go to Question 32
- 6 10 or more timesGo to Question 32

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

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

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

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

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

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

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

- 1 Yes.....Go to Question 36
- 2 NoGo to Question 37

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

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

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

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

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

- 1 Yes
- 2 No

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

- 1 Yes.....Go to Question 40
- 2 NoGo to Question 41

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

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

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

Worst personal doctor possible					Best personal doctor possible					
0	1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
00	01	02	03	04	05	06	07	08	09	10

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

- 1 Yes..... Go to Question 43
- 2 No Go to Question 45

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

- 1 Yes
- 2 No

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

- 1 Yes
- 2 No

GETTING HEALTH CARE FROM SPECIALISTS

When you answer the next questions, do not include dental visits or care your child got when your child stayed overnight in a hospital.

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

- 1 Yes..... Go to Question 46
- 2 No Go to Question 49

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

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

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

- 0 None Go to Question 49
- 1 1 specialist Go to Question 48
- 2 2 Go to Question 48
- 3 3 Go to Question 48
- 4 4 Go to Question 48
- 5 5 or more specialists Go to Question 48

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

Worst specialist possible					Best specialist possible					
0	1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
00	01	02	03	04	05	06	07	08	09	10

YOUR CHILD'S HEALTH PLAN

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

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

- 1 Yes..... Go to Question 50
- 2 No Go to Question 52

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

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

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

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

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

- 1 Yes..... Go to Question 53
- 2 No Go to Question 54

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

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

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

Worst health plan possible					Best health plan possible					
0	1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
00	01	02	03	04	05	06	07	08	09	10

PRESCRIPTION MEDICINES

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

- 1 Yes..... Go to Question 56
2 No Go to Question 58

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

- 1 Never
2 Sometimes
3 Usually
4 Always

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

- 1 Yes
2 No

ABOUT YOUR CHILD AND YOU

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

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

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

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

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

- 1 Yes..... Go to Question 61
2 No Go to Question 63

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

- 1 Yes..... Go to Question 62
2 No Go to Question 63

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

- 1 Yes
2 No

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

- 1 Yes..... Go to Question 64
2 No Go to Question 66

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

- 1 Yes..... Go to Question 65
2 No Go to Question 66

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

- 1 Yes
2 No

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

- 1 Yes..... Go to Question 67
2 No Go to Question 69

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

- 1 Yes..... Go to Question 68
2 No Go to Question 69

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

- 1 Yes
2 No

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

- 1 Yes..... Go to Question 70
2 No Go to Question 72

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

- 1 Yes..... Go to Question 71
2 No Go to Question 72

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

- 1 Yes
2 No

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

- 1 Yes..... Go to Question 73
2 No Go to Question 74

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

- 1 Yes
2 No

74. What is your child's age?

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

75. Is your child male or female?

- 1 Male
2 Female

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

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

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

- a White
- b Black or African-American
- c Asian
- d Native Hawaiian or other Pacific Islander
- e American Indian or Alaska Native
- f Other

78. What is your age?

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

79. Are you male or female?

- 1 Male
- 2 Female

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

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

81. How are you related to the child?

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

82. Did someone help you complete this survey?

- 1 Yes.....Go to Question 83
- 2 NoGo to Question 84

83. How did that person help you? Mark one or more.

- a Read the questions to me
- b Wrote down the answers I gave
- c Answered the questions for me
- d Translated the questions into my language
- e Helped in some other way

Now we would like to ask you a few more questions about your child's health care and health plan. Your child's health plan is very interested in your responses to these questions.

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

- 1 Yes
- 2 No

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

- 1 Yes.....Go to Question 86
- 2 NoGo to Question 87

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

- 1 Yes
- 2 No

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

- 1 Yes.....Go to Question 88
- 2 NoGo to Question 90

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

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

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

Worst treatment or counseling possible					Best treatment or counseling possible					
0	1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
00	01	02	03	04	05	06	07	08	09	10

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

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

**Thank You. Please return the completed survey in the postage-paid envelope.
SPH Analytics, PO Box 5703, Hopkins MN 55343-9989**

Please place an "X" in only one box for each question.



Your Extended Family.

SURVEY INSTRUCTIONS

- Answer each question by marking the box to the left of your answer.
• You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

- Yes -> If Yes, Go to Question 1
 No

Personally identifiable information will not be made public and will only be released in accordance with federal laws and regulations.
You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get. You may notice a number on the cover of this survey. This number is ONLY used to let us know if you returned your survey so we don't have to send you reminders.
If you want to know more about this study, please call 1-877-476-7538.

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

1. Our records show that your child is now in

Molina Healthcare of Washington.

Is that right?

- 1 Yes -> If Yes, Go to Question 3
 2 No

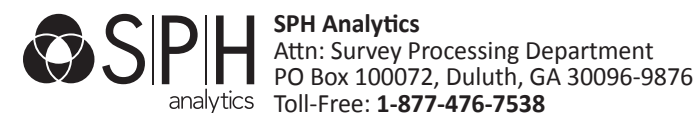
2. What is the name of your child's health plan? (please print)

YOUR CHILD'S HEALTH CARE IN THE LAST 6 MONTHS

These questions ask about your child's health care. Do not include care your child got when he or she stayed overnight in a hospital. Do not include the times your child went for dental care visits.

- 3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?
 1 Yes
 2 No -> If No, Go to Question 5
4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?
 1 Never
 2 Sometimes
 3 Usually
 4 Always
5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctor's office or clinic?
 1 Yes
 2 No -> If No, Go to Question 7
6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?
 1 Never
 2 Sometimes
 3 Usually
 4 Always
7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?
 1 None -> If None, Go to Question 16
 2 1 time
 3 2
 4 3
 5 4
 6 5 to 9
 7 10 or more times

THANK YOU. Please return the completed survey in the postage-paid envelope.



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8. In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?

- 1 Yes
2 No

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

- 1 Never
2 Sometimes
3 Usually
4 Always

10. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?

- 1 Yes
2 No -> If No, Go to Question 14

11. Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?

- 1 Yes
2 No

12. Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?

- 1 Yes
2 No

13. When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?

- 1 Yes
2 No

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

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

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

- 1 Never
2 Sometimes
3 Usually
4 Always

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

- 1 Yes
2 No -> If No, Go to Question 19

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

- 1 Yes
2 No -> If No, Go to Question 19

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

- 1 Yes
2 No

SPECIALIZED SERVICES

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

- 1 Yes
2 No -> If No, Go to Question 22

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

- 1 Never
2 Sometimes
3 Usually
4 Always

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

- 1 Yes
2 No

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

- 1 Yes
2 No -> If No, Go to Question 25

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

- 1 Never
2 Sometimes
3 Usually
4 Always

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

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

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

- ₁ Yes
₂ No

74. What is your child's age?

₀₀ Less than 1 year old

YEARS OLD (*write in*)

75. Is your child male or female?

- ₁ Male
₂ Female

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

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

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

- _A White
_B Black or African-American
_C Asian
_D Native Hawaiian or other Pacific Islander
_E American Indian or Alaska Native
_F Other

78. What is your age?

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

79. Are you male or female?

- ₁ Male
₂ Female

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

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

81. How are you related to the child?

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

82. Did someone help you complete this survey?

- ₁ Yes → If Yes, Go to Question 83
₂ No → If No, Go to Question 84

83. How did that person help you? Mark one or more.

- _A Read the questions to me
_B Wrote down the answers I gave
_C Answered the questions for me
_D Translated the questions into my language
_E Helped in some other way

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

- ₁ Yes
₂ No

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

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

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

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

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

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

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

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

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

- ₁ Never
₂ Sometimes
₃ Usually
₄ Always

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

- ₁ Yes
₂ No

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

- ₁ Yes
₂ No → If No, Go to Question 28

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

- ₁ Never
₂ Sometimes
₃ Usually
₄ Always

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

- ₁ Yes
₂ No

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

- ₁ Yes
₂ No → If No, Go to Question 30

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

- ₁ Yes
₂ No

YOUR CHILD'S PERSONAL DOCTOR

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

- ₁ Yes
₂ No → If No, Go to Question 45

31. In the last 6 months, how many times did your child visit his or her personal doctor for care?

- ₁ None → If None, Go to Question 41
₂ 1 time
₃ 2
₄ 3
₅ 4
₆ 5 to 9
₇ 10 or more times

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

- ₁ Never
₂ Sometimes
₃ Usually
₄ Always

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

- ₁ Never
₂ Sometimes
₃ Usually
₄ Always

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

- ₁ Never
₂ Sometimes
₃ Usually
₄ Always

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

- ₁ Yes
₂ No → If No, Go to Question 37

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

- ₁ Never
₂ Sometimes
₃ Usually
₄ Always

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

- ₁ Never
₂ Sometimes
₃ Usually
₄ Always

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

- ₁ Yes
₂ No

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

- ₁ Yes
₂ No → If No, Go to Question 41

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

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

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

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

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

- ₁ Yes
- ₂ No → If No, Go to Question 45

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

- ₁ Yes
- ₂ No

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

- ₁ Yes
- ₂ No

GETTING HEALTH CARE FROM SPECIALISTS

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

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

- ₁ Yes
- ₂ No → If No, Go to Question 49

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

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

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

- ₁ None → If None, Go to Question 49
- ₂ 1 specialist
- ₃ 2
- ₄ 3
- ₅ 4
- ₆ 5 or more specialists

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

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

YOUR CHILD'S HEALTH PLAN

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

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

- ₁ Yes
- ₂ No → If No, Go to Question 52

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

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

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

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

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

- ₁ Yes
- ₂ No → If No, Go to Question 54

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

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

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

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

PRESCRIPTION MEDICINES

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

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

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

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

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

- ₁ Yes
- ₂ No

ABOUT YOUR CHILD AND YOU

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

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

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

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

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

- ₁ Yes
- ₂ No → If No, Go to Question 63

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

- ₁ Yes
- ₂ No → If No, Go to Question 63

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

- ₁ Yes
- ₂ No

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

- ₁ Yes
- ₂ No → If No, Go to Question 66

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

- ₁ Yes
- ₂ No → If No, Go to Question 66

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

- ₁ Yes
- ₂ No

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

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

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

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

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

- ₁ Yes
- ₂ No

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

- ₁ Yes
- ₂ No → If No, Go to Question 72

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

- ₁ Yes
- ₂ No → If No, Go to Question 72

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

- ₁ Yes
- ₂ No

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

- ₁ Yes
- ₂ No → If No, Go to Question 74

SURVEY INSTRUCTIONS

- ◆ Answer each question by marking the box to the left of your answer.
- ◆ You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

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

Personally identifiable information will not be made public and will only be released in accordance with federal laws and regulations.

You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get. You may notice a number on the back of this survey. This number is ONLY used to let us know if you returned your survey so we don't have to send you reminders.

If you want to know more about this study, please call 1-888-797-3605, ext. 4190.

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

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

Yes → **If Yes, Go to Question 3**
 No

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

YOUR CHILD'S HEALTH CARE IN THE LAST 6 MONTHS

These questions ask about your child's health care. Do not include care your child got when he or she stayed overnight in a hospital. Do not include the times your child went for dental care visits.

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

Yes
 No → **If No, Go to Question 5**

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

Never
 Sometimes
 Usually
 Always

5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctor's office or clinic?

Yes
 No → **If No, Go to Question 7**

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

Never
 Sometimes
 Usually
 Always



7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?

- None → *If None, Go to Question 16*
- 1 time
- 2
- 3
- 4
- 5 to 9
- 10 or more times

8. In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?

- Yes
- No

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

- Never
- Sometimes
- Usually
- Always

10. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?

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

11. Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?

- Yes
- No

12. Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?

- Yes
- No

13. When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?

- Yes
- No

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

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

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *If No, Go to Question 19*

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

- Yes
- No → *If No, Go to Question 19*

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

- Yes
- No

SPECIALIZED SERVICES

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

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

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

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

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

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

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

- Yes
- No → *If No, Go to Question 28*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

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

- Yes
- No → *If No, Go to Question 30*

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

- Yes
- No

YOUR CHILD'S PERSONAL DOCTOR

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

- Yes
 No → *If No, Go to Question 45*

31. In the last 6 months, how many times did your child visit his or her personal doctor for care?

- None → *If None, Go to Question 41*
 1 time
 2
 3
 4
 5 to 9
 10 or more times

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

- Never
 Sometimes
 Usually
 Always

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

- Never
 Sometimes
 Usually
 Always

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

- Never
 Sometimes
 Usually
 Always

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

- Yes
 No → *If No, Go to Question 37*

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

- Never
 Sometimes
 Usually
 Always

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

- Never
 Sometimes
 Usually
 Always

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

- Yes
 No

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

- Yes
 No → *If No, Go to Question 41*

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

- Never
 Sometimes
 Usually
 Always

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

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

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

- Yes
- No → *If No, Go to Question 45*

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

- Yes
- No

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

- Yes
- No

GETTING HEALTH CARE FROM SPECIALISTS

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

45. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care.

In the last 6 months, did you make any appointments for your child to see a specialist?

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

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

- Never
- Sometimes
- Usually
- Always

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

- None → *If None, Go to Question 49*
- 1 specialist
- 2
- 3
- 4
- 5 or more specialists

48. We want to know your rating of the specialist your child saw most often in the last 6 months.

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

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

YOUR CHILD'S HEALTH PLAN

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

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

- Yes
- No → *If No, Go to Question 52*

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *If No, Go to Question 54*

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

- Never
- Sometimes
- Usually
- Always

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

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

PRESCRIPTION MEDICINES

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

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

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

ABOUT YOUR CHILD AND YOU

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

- Excellent
- Very good
- Good
- Fair
- Poor

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

- Excellent
- Very good
- Good
- Fair
- Poor

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

- Yes
- No → *If No, Go to Question 63*

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

- Yes
- No → *If No, Go to Question 63*

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

- Yes
- No

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

- Yes
- No → *If No, Go to Question 66*

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

- Yes
- No → *If No, Go to Question 66*

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

- Yes
- No

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

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

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

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

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

- Yes
- No

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

- Yes
- No → *If No, Go to Question 72*

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

- Yes
- No → *If No, Go to Question 72*

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

- Yes
- No

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

- Yes
- No → *If No, Go to Question 74*

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

- Yes
- No

74. What is your child's age?

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

75. Is your child male or female?

- Male
- Female

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

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

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

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

78. What is your age?

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

79. Are you male or female?

- Male
- Female

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

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

81. How are you related to the child?

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

82. Did someone help you complete this survey?

- Yes → *If Yes, Go to Question 83*
- No → *If No, Go to Question 84*

83. How did that person help you?
Mark one or more.

- Read the questions to me
- Wrote down the answers I gave
- Answered the questions for me
- Translated the questions into my language
- Helped in some other way

ADDITIONAL QUESTIONS

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

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

- Yes
- No

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

- Yes
- No → *If No, Go to Question 88*

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

- Yes
- No

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

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

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

- Yes
- No → *If No, Go to Question 91*

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

- Never
- Sometimes
- Usually
- Always

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

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

91. In the last 6 months, how often was it hard to find a personal doctor for your child who speaks your language?

- Never
- Sometimes
- Usually
- Always

92. In the last 6 months, when you needed an interpreter to help you speak with your child's doctors or other health providers, how often did you get one?

- Never
- Sometimes
- Usually
- Always
- I did not need an interpreter to speak with my child's doctors or other health providers

93. In the last 6 months, how often was it hard to find a personal doctor for your child who understands your culture?

- Never
- Sometimes
- Usually
- Always

94. In the last 6 months, if it was not easy to get the care, tests, or treatment you thought your child needed, what was the main reason for the difficulty? (Please mark **ONLY one)**

- I had to wait too long for the health plan to give the OK
- I did not know where to go to get a physician for care, lab work, or an x-ray
- I could not find a doctor, lab, or x-ray facility in my child's network
- I could not find a doctor, lab, or x-ray facility that was easy to get to
- I had to wait too long to get an appointment
- Other, personal reason
- I did not try to get any care, tests, or treatment for my child in the last 6 months

95. In the last 6 months, when you called a doctor's office or clinic after hours, how often did you get the help you wanted for your child?

- Never
- Sometimes
- Usually
- Always
- I did not call after hours in the last 6 months

Thank You

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

**If you have any questions,
please call 1-888-797-3605, ext. 4190.**



